



**DMV System Redesign
Minutes for
FMS Workshop
August 15, 2007**

Attendees:

Martha Freeland	Greg Hopper
Angela Bartlett	John Gruber
Curtis Chisholm	Carroll Ernest
Barbara Lilly	Jeff Ryan
Patrick Musselwhite	Shirley Anderson
Cella Harris	Stuart Napier
Cherie McCoy	Pearl Poindexter

Facilitators: Greg Hopper/Martha Freeland

Agenda:

1. Opening remarks and brief review of last week's session.
2. Discussion of Accounts Receivable products/outcomes of processes.
3. Additional named processes.
4. Begin process scenarios.

Greg provided a brief overview of last week's session and asked if there were any changes to the minutes. There were no changes or questions regarding the minutes.

Martha asked if there were any comments, things they liked or things they didn't like about last week's session or any outstanding issues on the sessions. There were no comments from the group.

Several group discussions were held:

Email correspondence with Accounts Receivable often for billing questions; Petty cash treatment between Accounts Receivable and Accounts Payable; Identifies overages – which are done in Accounts Payable; Receipt of checks for payment and the timing and amount of the payments to the processing of the bill itself.

A decision was made that the CSI team will maintain the current state information as discussed in the sessions for use by the subject matter experts.

Martha facilitated a discussion on the outcomes or products of the Accounts Receivable area and these were captured. This led to a discussion of the 24 processes that were identified last week and to the identification of additional processes. Sixteen additional named processes were identified in this exercise. Many of the new ones were from the Financial Analysis and Reconciliation area. These 16 newly identified processes are:

Process Expenditure Credits	Process Federal Drawdown
Daily Interest Accrual	Batch Settlement Release

Batch Credit Card Settlement Release	Cash Management
Reconcile Agency Revenue Records to CARS	Upload Financial Transactions to CARS
Reconcile Agency Expenditure Records to CARS	Maintain Tables
Download Financial Transactions to Oracle	Revenue Distribution
Process Revenue Inter-Agency Transfers	Process Special ID Billing
Daily Posting Reconciliation	Journal Entries

The products identified in the brainstorming session were:

Invoice/Bill
Deposit Certificate
Credit Card support
Vehicle Stop
Follow-up (Returned Checks, Shortages)
Service to Employees (Bus Tickets, Meal Tickets, Reimbursements)
Merchant IDs
Customer Record
CARS Report
ACH Support
CAFR Reporting
DOA Quarterly reporting
Collections (debt set-off, collection agencies)
AR Service to other agencies (BOA, MVDB, BTRO)
Customer service (internal and external)
Allocation of Revenue
Upload to CARS
Inter-Agency Transfer
Agency Transfer Voucher
Petty Cash
Reconciliation
1. GL – DMV to CARS
2. Credit Card to CSS Reconciliation
3. Compare funds (DMV to Treasury; DMV to DMV Holding accounts)
4. ACH to DMV ACH Holding account Reconciliation
5. CSS to ProtoBase (credit card)
Exceptions Research (overage and shortage)
Receipt
Refund (Credit Card credit – overcharges)
Response to Charge Backs
Correspondence
Return Check Voucher
Referrals to Investigators
Consulting Services (ex. Bankruptcies,)
Legislative Proposal
Reports
1. Status (production, outputs)
2. Statistical Analysis (comparisons)
3. Statistics
Job Rerun Assistance (JCL)

Email (external and internal)
Fax (incoming and outgoing)
Year-End Financial Directives for DOA
Budget
Activity Based Costing Model
Audit Support (internal and external (APA, DOA))
Archived Records
Daily Cash Report
Outstanding Accounts Payable Invoices

The group created a scenario and requirements for Input Manual Billings beginning with the current state and progressing to the future state. More refinement and addition requirements will be completed for this process at the next session on August 29th.

The scenario as written follows:

The purpose is to bill customers for the benefit of other DMV departments to bill their customers. Daily billing indicates that the bill is to be generated the next day. Monthly billing indicates the bill is to be generated at the end of the current month.

Future State:

Basic Flow:

- DMV Employee accesses an electronic form to request a bill
- DMV Employee enters unique identifier
- System populates the form with information from database
- DMV Employee adds additional information to complete the form
- DMV Employee submits form
- System has an upfront edit that will not allow the electronic form to be submitted if it is not complete

See Alternate Flow 1

- System forwards the form to an Approver for approval

See Alternate Flow 2

- The Approver approves and releases the bill

The process ends

Alternate Flow 1:

- System displays a message to DMV Employee that form is not complete.

Alternate Flow 2:

- The Approver does not approve and release the bill

Current State:

The purpose is to bill customers for the benefit of other DMV departments to bill their customers. Daily billing indicates that the bill is to be generated the next day. Monthly billing indicates the bill is to be generated at the end of the current month.

Basic Flow:

- AR Technician receives email or fax or phone call from other authorized (from Authorized Signature File) DMV Employee
- Request should contain purpose of the bill, billing amount, revenue code, customer name, FEIN/SSN number, customer address

See Alternate Flow 1

- logon to billing system
- select option to add a new item
- input billing information
- select daily or monthly invoice
- enter amount of billing
- enter specific description/reason/comment of the bill (included in the body of the invoice).
- enter revenue code or expenditure code (used for expenditure credits - contact Accounts Payable for code)
- submit

Next day

- System prints bills
- Delivered to AR
- verifies that bills are correct

See Alternate Flow 2

- verified bills are delivered to the mail room to be mailed.
 - original request is attached to a copy of the bill and filed
- The process ends

Alternate Flow 1:

- contact requestor to get additional information
- Alternate Flow 1 ends

Alternate Flow 2:

- a bill is not correct
- cancel the bill in the system
- reenter invoice with correct information
- print new invoice on demand
- address and mail to customer

Alternate Flow 2 ends

The workshop adjourned at 4:15.