

Meeting Summary

Functional Area: Financial Management Services – Accounts Receivable

Meeting: #5 – “Create Scenarios and Gather Requirements”

Date: September 12, 2007

Location: 133

Meeting called by: Martha Freeland

Attendees:

Martha Freeland, Greg Hopper, John Gruber, Angie Bartlett, Daniel Sekerdy, Carroll Ernest, Gary Adams, Deborah Bradby, Debi Roper, Cella Harris, Debbie Wolfe, Cherie McCoy, Vallerie Conley, Betty Jessie



Preparation for meeting:

Read Minutes from the last session. Individual homework/research assignments.

Session Goals and Objectives:

1. Review and refine the scenarios created in the last work session.
2. Discuss potential process improvements
3. Update domain objects and Actors.
4. Create new scenarios.

Summary:

Martha opened the session with an overview of the group's progress at the last session.

The group then discussed the potential process improvements that were identified during previous sessions. The goal was to determine if they are worth pursuing, if they can begin implementation immediately and, if so, to assign someone to move the improvement toward implementation.

Two process improvement discussions were held:

- The Grants area should be able to complete a deposit certificate (DC) themselves. Grants can then forward the DC to Financial Analysis and Reconciliation directly, eliminating the intermediate step of Accounts Receivable completing the DC and forwarding it to FAR. John Gruber and Deborah Bradby are working together to get the necessary forms to Grants and setting up a new cost (location) code to facilitate the process.
- When a check is received by DMV an endorsement on the back is required. On some checks this endorsement is not done. The lack of an endorsement on the check creates additional research by Accounts Receivable when the need to determine the associated transaction arises (e.g. for a returned check). Debi Roper will report the implication of not endorsing the check during her upcoming district managers meeting and conference calls and ask that each area ensures that the endorsements are being completed properly.

Three other potential process improvement discussions were tabled until next week to ensure the right people were in attendance at the meeting.

A new process improvement was identified:

- When Accounts Receivable processes the Board of Accountancy's deposit certificates, they currently enter the information into CARS. Then, they must get the DC manually approved to release through Financial Analysis and Reconciliation. If the deposit certificate is entered into Oracle Financials, the release to CARS is completed automatically, therefore eliminating a manual step. John and Deborah are investigating the implementation.

Additional discussion held was regarding proper payment methods for customers who have had a returned check and have a "cash-only" indicator on their account. Also, the length of time that the cash-only restriction remains in place is 5 years. The group is investigating if the removal after 5 years is policy, statutory, etc. and what source specifies the 5 years.

Martha compiled a list of questions to broach when several members of the team meet with the Department of Alcoholic Beverage Control on Monday, September 17th. The following is a list of questions that we hope to get answers to:

- 1) What is the daily transaction cutoff time?
- 2) How does each store close out their business day?
- 3) How does each store settle their daily receipts?
- 4) How is the "cash" overage/shortage situations handled at the store level?
(i.e. policy when the daily register is over or short at end of day)
- 5) How does each store get their deposits to the bank? How are Saturday's receipts treated?
- 6) How does HQ reconcile the daily store sales to the each store's daily deposit of funds?
- 7) Does each store send their physical deposit slip to Headquarters? Are they required to attach adding machine tape(s) of checks to bank copies of deposit slip?
- 8) How is error correction done with Treasury?

The subject of Surety Bonds (for Tax Services) and how to address these within CSI was discussed. Angie Bartlett and Betty Jessie will meet to discuss this.

A discussion on Actors and Domain objects was held and the current Actors were defined. The definition discussion for Domain objects will be a part of the session next week.

A new use case was found to be needed titled CSC Payment.

An issue came up regarding the processing of deposits on Saturdays and at the end of the fiscal year. This was placed in the parking lot to discuss further when CSC settlement processes are addressed.

Processes discussed during the session were:

- Process Deposit Certificates for Non-Concentrated Banks
 - Scenario written and requirements captured
- Process Concentrated Bank Deposit Certificates Automated Interface
 - Current State scenario written
 - Future State scenario and requirements to be completed next week
- Prepare Other Agency Deposit Certificate
 - Scenario written and requirements captured
- Process Non-Billable Expenditure Credits
 - Scenario revised and additional requirements captured
- Process Accounts Receivable Deposit
 - Current State scenario written
 - Future State scenario and requirements to be completed next week

The session ended at 4:15.

Plans for Next Workshop:

For the next session, on September 19th, these scenarios will be validated and any new requirements completed. We will then write scenarios for additional named processes for the remainder of the deposits category, begin the payments category, and define domain objects.

Homework for Next Workshop:

Read the minutes from the 9/12 session. Follow-ups as described above.