

**Meeting Summary**  
**Functional Area: Financial Management Services – Accounts Receivable**

**Meeting: #6 – “Create Scenarios and Gather Requirements”**  
**Date: September 19, 2007**

**Location: 133**



**Meeting called by: Martha Freeland**

**Attendees:**

Martha Freeland, Greg Hopper, Jack Christian, Jeff Ryan, John Gruber, Angie Bartlett, Pat Musselwhite, Carroll Ernest, Gary Adams, Deborah Bradby, Debi Roper, Cherie McCoy, Shirley Anderson, Stuart Napier, Pearl Poindexter, Vallerie Conley

**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.
4. Create new scenarios.

**Summary:**

Greg opened the session with an overview of the group’s progress at the last session.

The group then discussed the potential process improvements identified in 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. The two process improvements discussed in last week’s session were reviewed. Then additional process improvements were discussed.

The process improvement discussions were:

- Grants Accounting has been issued a revenue-only cost code (962) their Federal drawdowns. This process improvement saves time for the Cashier’s Office, eliminates the shared deposit slip issue, eliminates the conflict with unique batch numbers, reduces the number of transactions coming out of the 960 revenue-only cost code, and makes the process much ‘leaner’.
- The absence of additional transaction information to the endorsement on the back of a check creates additional research by Accounts Receivable should the check be returned for any reason. Debi Roper will report the implication of not endorsing the check during her district manager meeting on Thursday to help promulgate this issue throughout the CSCs.
- The Board of Accountancy deposits are currently entered directly into CARS by the Cashier’s Office. If these are entered into Oracle Financials instead, a manual approval step can be eliminated. Deborah Bradby will begin entering the deposit slip into Oracle as soon as she can ensure proper system access and procedures.
- This process improvement’s goal is to encourage localities to use ACH credit for VRW. During the next cycle, an insert will be placed with each bill to inform the localities of this option. The group feels this option will be well received by many localities who may be just waiting for DMV to offer this capability.
- The process of transferring return check records between revenue codes can be improved. The group determined that further research needs to be done for this process improvement to take place Pre-CSI but all

agree this process will be improved in CSI as stated in the requirements as written.

- DMV has been entering a 'dummy' bill into the Billing System to account for and deposit expenditure credits. This process takes time and alternative methods such as how Oracle Financials could be used. Since many other agencies handle expenditure credits, the group decided also to poll other agencies to get some best practices.

Two possible new process improvement were identified:

- Shirley Anderson suggested that invoices should be able to be paid online. This capability has been requested by customers and has been a Clarity idea for some time. The group agreed that this very much worth pursuing further.
- DMV should require dealers to sign up for ACH Debit for DMV processing of their work.

Martha gave an overview and facilitated the discussion of some members of the group's trip to the Department of Alcoholic Beverage Control on Monday, September 17<sup>th</sup>. The discussion focused on various settlement processing topics including store settlement procedures, HQ reconciliation, how shortages and overages are handled, and alternative ways to handle cash transactions. Even though DMV is much more complex in terms of having to know who our customers are, validating identity and eligibility, and offers more and varied products, the visit did provide some insight as to how we may be able to simplify our future state to get our revenues accounted for in CARS faster. Martha then told the group that she was working on setting up a road trip to Arlington County to see their 'state of the art' financial system and processes for additional ideas for our future state. Jack Christian said he would call the Arlington County Treasurer to discuss a visit.

Greg facilitated a discussion to revise and clarify several scenarios and to define Domain objects.

The use case "Process Accounts Receivable Deposits" was split into three use cases named Process Billing Deposit, Process Returned Check Deposit and Process Debt Setoff Payment.

Processes discussed during the session were:

- Process Deposit Certificates for Concentrated Banks
  - Current state scenario written. Future state discussed but is not yet defined.
- Process Billing Deposit
  - Current State scenario written
  - Future State scenario and requirements to be completed next week
- Process Returned Check Deposit
  - Current State scenario written
  - Future State scenario and requirements to be completed next week
- Process Debt Setoff Payment
  - Current State and Future state scenarios written

The session ended at 4:00.

#### **Plans for Next Workshop:**

For the next session, on September 26<sup>th</sup>, these scenarios will be validated and any new requirements completed. We will then write the future state scenarios for the remainder of the deposits category, begin the payments or settlements category.

#### **Homework for Next Workshop:**

Read the minutes from the 9/19 session. Follow-ups as described above.