

Meeting Summary
Functional Area: Financial Management Services – Accounts Receivable

Meeting: #7 – “Create Scenarios and Gather Requirements”
Date: September 26, 2007

Location: 133



Meeting called by: Martha Freeland

Attendees:

Martha Freeland, Greg Hopper, John Gruber, Pat Musselwhite, Carroll Ernest, Gary Adams, Deborah Bradby, Debi Roper, Cherie McCoy, Shirley Anderson, Stuart Napier, Curtis Chisholm, Debbie Wolfe

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. Write new scenarios and gather requirements
3. Discuss potential process improvements
4. Determine next area to begin: Payments, Settlements, Financial Analysis and Reconciliation

Summary:

Martha opened the session with a brief overview of the group's progress and asked for any changes or questions regarding the minutes from the last session. There were no questions from the group.

Martha then began a discussion of the potential process improvements. Each was briefly described and an update on the progress to date was provided by facilitators and the group members.

Updates to the process improvements discussed in the session were:

- Debi Roper addressed the issue of the absence of an endorsement on the back of a check in her district meeting. She suggested that when settling, each teller should verify that an endorsement is on each check. This quick and easy check will ensure that the endorsement is present.
- Pat Musselwhite is working on a method to encourage localities to use ACH credit for VRW and will keep the group informed.
- It was recommended that the potential process improvement of transferring return check records between revenue codes should not be pursued. Pat determined that this part of the process is not an issue, and therefore changing the process does not have any value.
- DMV has been entering a 'dummy' bill into the Billing System to account for and deposit the expenditure credits. Pat will look into how other agencies do these to get some best practices.
- The potential process improvement to require dealers to sign up for ACH Debit for DMV processing of their work was tabled until next week to allow Jack to be involved in the discussion.

New process improvements were identified:

- It may be possible and desirable to begin tax debt setoff and collection agency processes after 60 days instead of the current 90 days. The CAPP manual will be consulted to verify that DMV can begin these processes after 60 days. This process improvement will be discussed further next week.

- The possibility exists to move state agency vehicle registrations from an IAT to the GATARs process. This process improvement will be investigated further.
- A discussion on Special ID billings recognized that there is a better way to process these from a billing standpoint, but the Credentialing team needs to be consulted to determine the process improvements.

Once Martha spoke with several individuals in Arlington County, the possible trip to Arlington County to see their 'state of the art' financial system and processes, designed to help us with ideas for our future state, seemed not to match our needs. Therefore we expect to cancel this trip. A possible trip to Henrico County is being investigated at this time. A suggestion for an additional place to visit was Virginia Beach. (Last week, the US Post Office was mentioned as a possibility.)

A short discussion was held to revise and clarify several scenarios, requirements and to define Domain objects.

Processes discussed during the session were:

- Sell Bus Tickets
 - It was determined that this is indeed a process. The current state scenario was written. The future state will be written next week.
- Process Vehicle Registration Withholding Exoneration (a newly identified process)
 - Current state scenario written and the future state scenario was begun.
- Process Accounts Receivable Customer Disputes (a newly identified process)
 - Future state scenario written
- Process Billing Deposit
 - Future state discussion held
- Processed Returned Check Deposit
 - Future state discussion held
- Process Deposit Slip for Concentration Bank
 - Future state discussion held

The session ended at 2:30.

Plans for Next Workshop:

For the next session, on October 3rd, we will discuss the current and future state scenarios that were assigned for homework. As a group, the future state scenarios will be written and requirements captured.

Homework for Next Workshop:

Read the minutes from the 9/26 session. Follow-ups as noted above and homework as outlined below.

Homework was assigned to participants to allow the discussion in the sessions to focus on the future state scenarios:

- Process Deposit Slip for Non-Concentration Bank – write alternative future states - Pat
- Process Deposit Slip for Concentration Bank – write alternative future states - Pat
- Process Credit Card Deposits – write current state – Deborah
- Dealer Deferred Payment – write current state – Debi
- Process Credit Card Payment – write current state – Deborah
- CSC Payment (Receipt) – write current state – Shirley
- Process Payment Without a Customer Stop – write current state – Shirley
- Financial Analysis and Reconciliation – begin writing current states – John