

Meeting Summary
Functional Area: Financial Management Services – Accounts Receivable

Meeting: #8 – “Create Scenarios and Gather Requirements”
Date: October 3, 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, Debbie Wolfe, Jack Christian, Pearl Poindexter

Preparation for meeting:

Read Minutes from the last session. Individual homework/research as assigned.

Session Goals and Objectives:

1. Review and refine the scenarios created in the last work session
2. Discuss potential process improvements
3. Write new scenarios and gather requirements

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 with a progress update provided by the group.

Updates to the process improvements discussed in the session were:

- Pat Musselwhite continues to work on a method to encourage localities to use ACH credit for VRW and will keep the group informed.
- The potential process improvement of transferring return check records between revenue codes will not be pursued.
- DMV has been entering a 'dummy' bill into the Billing System to account for and deposit the expenditure credits. Pat spoke with other agencies to determine how they processed these and they either key the data directly into CARS or whatever system they use to get the information to CARS. The group discussed how DMV can streamline the process using Oracle Financials.
- The potential process improvement to require dealers to sign up for ACH Debit for DMV processing of their work was determined to require the involvement of CSMA personnel due to the possibility of procedural changes in the CSC. A Clarity idea will likely be needed to make the system changes needed for the payment. Jack and Stuart will pursue with CSMA.
- The CAPP Manual does allow DMV to begin tax debt setoff and collection agency processes after 60 days. The Billing system will need to be changed; though this may only require system maintenance. Jack and Stuart will pursue.
- The potential improvement to move state agency vehicle registrations from an IAT to the GATARs process will be pursued within CSI. This requires coordination with the Credentialing group. Martha will discuss with Angela Burrell.

- 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. Martha will coordinate with Angela Burrell. During a second discussion, the desire to automate the Special ID bills was discussed regarding the often cumbersome payment methods. Changes to the process will be investigated through an examination of the use agreements and the possibility of a redesigned bill to include the necessary financial codes.

New process improvements were identified:

- The CSC staff cannot see a bill on the CSS system until it is aged 30 days. This situation does not provide for good customer service when someone tries to pay the bill at a CSC. The system may be able to be upgraded to allow this and may require a Clarity idea. Jack will discuss with CSMA personnel, since this improvement is primarily a potential benefit for the CSC.
- The process of ensuring that a payment is received when a "Fast Cash" lender drops off supplemental lien processing work at the CSC is a potential process improvement. To avoid the problem of these lenders who do not return to pay for the work, the group discussed several ways to ensure that DMV is paid. Debi Roper will write a description of the issues and possible solution(s) and forward to Martha for further discussion in the work session.

The trip to Arlington County to see their 'state of the art' financial system and processes is canceled. A trip to Henrico County continues to be pursued.

Processes discussed during the session were:

- Sell Bus Tickets
 - The future state was written.
- Process Vehicle Registration Withholding Exoneration (a newly identified process)
 - The future state scenario was completed.
- Process Deposit Slip for Concentration Bank and Process Deposit Slip for Non-Concentration Bank
 - Validated the current and future state scenarios
- Process Credit Card Deposits
 - Validated the current state and wrote the future state scenario
- Process Billing Deposit and Process Returned Check Deposit
 - Discussion held on how these processes fit into the current state and how they will be in the future state. This will be continued into next week's session.
- Eleven Financial Analysis and Reconciliation processes were validated in the current state and the future state was completed. These named processes are:
 - Journal Entries
 - Process Revenue Inter-Agency Transfers
 - Post Revenue to GL (renamed from Import CSS Revenue and Refunds File)
 - Upload Financial Transactions to CARS
 - Download Financial Transactions to Oracle
 - Reconcile Agency Revenue Records to CARS
 - Reconcile Agency Expenditure Records to CARS
 - Daily Posting Reconciliation
 - Revenue Distribution
 - Process Special ID Billing
 - Maintain Tables
- The name of the process "Bill Automatically" was renamed to "Create Automated Bill".
- The FAR process named "Cash Management" was dropped since this is not a process, but an analysis of

various reports.

Thank you all for your hard work and exceptional ideas and thoughts!

The session ended at 3:45.

Plans for Next Workshop:

For the next session, on October 3rd, we will validate the last of the current state scenarios and rebuild what you do into a future state. We will write the future state scenarios and capture the requirements for the future state system.

Homework for Next Workshop:

Read the minutes from the 10/3 session. Follow-up as noted above and homework as outlined below.

- Bring along copies (or send to us electronically) for reports that you currently receive and believe that you will need in the future. Also, bring along any ideas for reports that you would like to get. - Everyone
- Process and Invoice Payment – write current state – Pat
- Process a Credit Card Payment – write current state – Pat
- Process a Returned Check Payment – write current state – Pat
- Process Payment Without a Customer Stop – write current state – Pat