

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

**Meeting: #9 – “Create Scenarios and Gather Requirements”**  
**Date: October 10, 2007**

**Location: 133**



**Meeting called by: Martha Freeland**

**Attendees:**

Martha Freeland, Greg Hopper, Pat Musselwhite, Carroll Ernest, Gary Adams, Deborah Bradby, Debi Roper, Cherie McCoy, Shirley Anderson, Stuart Napier, Debbie Wolfe, Jack Christian, Jeff Ryan, Curtis Chisholm, Angie Bartlett, Cella Harris, Barbara Lilly

**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. Group Discussion on Future State

**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.

The group reviewed the current state processes that were written by Pat:

- Process Invoice Payment
- Process Credit Card Payment
- Process a Returned Check Payment
- Process Payment Without a Customer Stop
- The process named CSC Payment was dropped by the group

Martha then began a group discussion on 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:

- DMV has been entering a 'dummy' bill into the Billing System to account for and deposit the expenditure credits. Further discussion within FMS will be held (outside of CSI) to examine the issues and determine the best way to streamline the process. Further discussion was held and it was determined that this process will be implemented.
- 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 meeting is scheduled for Thursday, October 11, 2007 with CSMA to discuss.
- The CAPP Manual allows DMV to begin tax debt setoff and collection agency processes after 60 days. The Billing system will need to be changed; this requires maintenance to a table to implement.

- The CSC staff cannot see a bill on the CSS system until it is aged 30 days which makes it difficult for a customer to pay the bill at a CSC. The system may be able to be upgraded to allow this. A meeting is scheduled for Thursday, October 11, 2007 with CSMA to discuss.
- 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. An issue is some of these lenders do not return to pay for the work. Debi Roper wrote a description of the issues and possible solution(s). Since this issue affects the CSC procedures, a meeting is scheduled for Thursday, October 11, 2007 with CSMA to discuss.

New potential process improvements were identified:

- Contractors are billed for parking when working in the building. This causes an expense for DMV to process these bills. Due to the transient nature of contractors DMV experiences a significant return mail rate for these bills. The potential improvement is to include these costs in the contract with the company, instead of individual billing to each contractor.
- Discussion was held on the problem of stops for customers who write bad checks for reinstatement transactions. Today, the sanction (stop) is for a returned check but the customer remains reinstated. We do not put the customer back on suspension. Cella Harris suggested that we could do a 7-day hold on the reinstatement to ensure that the check cleared.
- Suggestion was made that payments that are mailed in for bills and/or returned checks should be processed through the remittance processor in the same manner as, for example, vehicle registrations by mail.
- The current statute of limitations for a customer to remain on 'Cash Only' is 5 years. Shirley Anderson made the suggestion that this be moved back to 3 years because in her experience 5 years causes an undue burden on customers that may have had unusual circumstances surrounding the bad check.

The remainder of the day was a group discussion about the future state for an Accounts Receivable system. The goal is to focus on the processes that need to be done in the future.

At a high level the group put together the future state as:

- Create Bill/Receivable
- Collect Money
- Deposit Money – Reconcile
- Manage Revenue - Distribute Revenue

The need to establish and/or maintain a customer account record for accounts receivable transactions was discussed.

Policy questions revealed during the session:

- Should the Accounts Receivable system be a cash accounting, accrual accounting or a combination or a modified version of both?
- What types of payments should be accepted for a returned check?
- For a returned check, should DMV pursue collection of the account, or sanction (revoke, suspend, etc.) the credential if DMV cannot do both?
- Under what conditions is a credit held on an account versus issuing a refund?

The session ended at 3:45.

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

For the next session on October 17<sup>th</sup>, we will continue with the future state discussion. We will write the future state scenarios and capture the requirements for the system.

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

Read the minutes from the 10/10 session. Bring along copies (or send to us electronically) of 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.