

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

**Meeting: #10 – “Create Scenarios and Gather Requirements”**  
**Date: October 17, 2007**

**Location: 133**



**Meeting called by: Martha Freeland**

**Attendees:**

Martha Freeland, Greg Hopper, Pat Musselwhite, Gary Adams, Deborah Bradby, Debi Roper, Cherie McCoy, Shirley Anderson, Stuart Napier, Debbie Wolfe, Jeff Ryan, Cella Harris, John Gruber

**Preparation for meeting:**

Read Minutes from the last session.

**Session Goals and Objectives:**

1. Discuss potential process improvements
2. Group Discussion on Future State diagrams

**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 group update for 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:

- 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 has been held with CSMA to discuss. After further research it was determined that this improvement should not be pursued at this time due primarily due to the need for additional settlements in the work centers and the costs associated with required system changes. Requirements to include this functionality in the new system are being documented.
- The CSC staff cannot see a bill on the CSS system until it is aged 30 days which causes confusion and difficulty for customers to pay the bill at a CSC prior to the 30 days. A meeting was held with CSMA to discuss this issue. This is currently being researched further and will likely require a Clarity idea to determine if the current system can provide this functionality.
- The process of ensuring that a payment is received when a “Fast Cash” lender drops off supplemental liens using the Deferred Payment procedures at CSCs. Problems currently exist that some of these lenders do not return to pay for their work. A meeting was held with CSMA to discuss this situation where it was determined that the concern is being addressed through procedural changes. As a result, system changes would not be necessary.
- A 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. Last week, Cella Harris suggested that we could do a 7-day hold on the reinstatement to ensure that the check cleared. Further discussion is needed on this topic; particularly concerning possible legal issues.

- A suggestion was made that bills issued by DMV should be formatted in such a way to allow them to be processed through the remittance processor like vehicle renewal registration payments by mail.
- The current statute of limitations for a customer to remain on 'Cash Only' is 5 years. Last week, 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 consensus of the group was that 5 years was too long to remain on a cash only basis.

New potential process improvements were identified:

- Discussion was held regarding the settlement date versus bank deposit date in the context of trying to get deposits released to CARS a day earlier. More discussion next week.
- Discussion held on DC numbers.....how they are entered at the CSC (XXXXXX – CSC number and deposit slip number combination) and what deposit slips are entered into CSS by the Cashier's Office. More discussion next week.

For the majority of the day, the group was engaged in designing the future state for an Accounts Receivable system. The goal was to focus on the processes that need to be done in the future. The group discussed the future state processes and drafted activity diagrams to aid the discussion on what processes are needed in the future. The activities are:

- Produce Bill
- Collect Money
- Deposit Money
- Returned Check

A new policy question was put on the Policy Parking Lot list for future discussion/decision:

- Should DMV bill or offset monies due for amounts greater than \$5?

A group discussion on the subject of how we may want to deal with check acceptance in the future. Pat Musselwhite explained the options we may have for electronic transmission of payment information, specifically Check 21, Check Electronicification (Electronic Check Conversion), Check Imaging, and Check Verification. Each was defined in terms of what it means to DMV regarding check processing in the future and what benefits and costs are associated with each.

- Potential benefits could include quicker payment processing, less check handling, easier settlements.
- Potential costs could include higher equipment costs, higher processing fees and higher system costs.

The session ended at 3:45.

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

For the next session on October 24<sup>th</sup>, we will create process scenarios and obtain requirements based upon the future state as outlined in today's session. Existing uses cases will be incorporated in the future state.

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

Read the minutes from the 10/17 session. Bring along copies (or send to us electronically) of reports that you currently receive and believe that you will need in the future. Consider how a cash register should work and bring your ideas to discuss.