

Meeting Summary
Functional Area: Financial Management Services – Accounts Receivable

Meeting: #12 – “Create Scenarios and Gather Requirements”
Date: October 31, 2007

Location: 133



Meeting called by: Martha Freeland

Attendees:

Martha Freeland, Greg Hopper, Pat Musselwhite, Deborah Bradby, Debi Roper, Shirley Anderson, Stuart Napier, Debbie Wolfe, John Gruber, Angie Bartlett, Carroll Ernest, Barbara Lilly, Jack Christian, Gary Adams

Preparation for meeting:

Read Minutes from the last session. Read over the attachment - scenarios with associated requirements.

Session Goals and Objectives:

1. Discuss potential process improvements
2. Complete scenarios for Process Returned Check, Other AR Processes and Collect Money
3. Validate future state 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 changes or questions from the group.

Updates to the potential process improvements were discussed. Each was briefly described with a progress update provided by the group.

Updates to the process improvements discussed in the session were:

- A discussion was held regarding whether DMV should stop refunding the \$20 fee for Vehicle Registration Withholding exonerations. Several issues were brought up including whether legislation would need to be changed and what, if any, impact a change would have on revenue. Though the final decision for this could not be made in this meeting, the group felt that this issue was worth pursuing to determine if there is a benefit to reduce or eliminate VRW exoneration fees. Meetings will be scheduled with interested parties to discuss further.
- The best way to obtain payment from other agencies for creating special IDs was discussed. Currently, the option to pay via an IAT is sometimes selected by the CSC. The IAT option is not the best way to collect the revenue for these. The group decided that a less costly way to collect the revenue for processing Special IDs for other agencies is to bill each agency for the work. Further investigation into implementation options will be pursued.
- The discussion continued on how to ensure payments for work for the Deferred Dealers. A possible solution is to have these businesses access the DMV system to perform their work (similar to the online dealers) and pay for the work via ACH. Further investigation and coordination with other administrations is required.

A new potential process improvement was identified:

- A discussion regarding whether DMV needs to enter the deposit slip information into CARS for other agencies (currently only the Board of Accountancy) or whether the BOA can perform this function themselves will be investigated.

Five of the original named processes were dropped as the group decided that they were not needed as separate

processes in the future state. The following processes were dropped:

- Daily Interest Accrual – This is not a process, simply a requirement for the system to perform
- Generate Billings to Other Agencies – This is not a separate process, but a part of the standard billing process
- Process Rental Deposits – Rental deposits will be processed as all other deposits, not as a special process in Accounts Receivable
- Process Federal Drawdown – This process was identified as a process improvement and is now implemented
- Process Billing Deposit – This process is no different than a standard deposit

The following processes were validated and deemed to be complete:

- Process Accounts Receivable Customer Disputes
- Sell Bus Tickets

The group validated and revised scenarios and gathered requirements for the following processes:

- Process Debt Setoff Payment
- Process Payment
- Prepare Other Agency Deposit Slip
- Process Expenditure Credit Deposit (renamed from Process Non-Billable Expenditure Credit)
- Process Deposit Slip for Concentration Bank
- Process Deposit Slip for Non-Concentration Bank
- Deposit ACH Payments to Treasury
- Prepare Daily Closeout
- Prepare Location End-of-Day Closeout
- Process Credit Card Deposit

Five named processes that exist in the current state will not be needed as a separate processes in the future state:

- Process Credit Card Payment
- Process a Returned Check Payment
- Process Returned Check Deposit
- Process a Payment without a Customer Stop
- Process an Invoice Payment

The group had an extensive discussion on credit card payments and settling of the credit card accounts. Included in the discussion is the settlement of the DMV credit card processing at the individual point of service, through aggregation into a location, through aggregation of DMV, and finally through the third party credit card processor and the deposit to Treasury. This topic will be addressed next week to create the future state for credit cards.

The session ended at 3:45.

Plans for Next Workshop:

For the next session on November 7th, we will complete and validate the scenarios and obtain requirements for the future state process in the Deposit Money area. We will also review and validate the Financial Analysis and Reconciliation processes and the Process Returned Checks scenarios.

Homework for Next Workshop:

- Read the minutes from the 10/31 session. Note any additions/changes for discussion on Wednesday.
- Read over the scenarios and requirements accompanying the minutes and be prepared to make any adjustments, corrections or additions.
- Bring along copies (or send to us electronically) of reports that you currently receive and believe that you will need in the future.....unless you have already done so.
- Anything else that you feel needs to be addressed.