

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

**Meeting: #13 – “Create Scenarios and Gather Requirements”**  
**Date: November 7, 2007**

**Location: 133**



**Meeting called by: Martha Freeland**

**Attendees:**

Martha Freeland, Greg Hopper, Pat Musselwhite, Deborah Bradby, Debi Roper, Stuart Napier, Debbie Wolfe, John Gruber, Angie Bartlett, Carroll Ernest, Barbara Lilly, Jack Christian, Gary Adams, Curtis Chisholm, Jeff Ryan, Cherie McCoy, Vallerie Conley, Betty Jessie

**Preparation for meeting:**

Read Minutes from the last session.

**Session Goals and Objectives:**

1. Discuss potential process improvements
2. Complete scenarios and gather requirements for Deposit Money
3. Review and validate future state scenarios and requirements for Returned Checks, Financial Analysis and reconciliation, Produce Bill, Generate Bill Follow-up and Collect Money

**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. She also asked for copies of reports that anyone had. The group was then asked if there was anything anyone wanted to address. There were no comments from 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 (or a portion thereof) for Vehicle Registration Withholding exonerations. The group decided that this issue is worth pursuing, however, there are many issues that require investigation. Pat Musselwhite has pulled together some reports and will send to John Gruber and Jeff Ryan who will examine the volume of exonerations and other information contained in the reports. After Jeff and John have had a chance to look at this information, Martha will coordinate a meeting to discuss how to proceed.
- The best way to obtain payment from other agencies for creating their special IDs was discussed. Currently, the option to pay via an IAT is selected by the CSC for state agencies' special IDs issued. Since the selection of IAT converts the process from an automated billing process to a manual one to create a paper IAT, this 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 accumulate their issues and bill each agency monthly for them. A Clarity Idea has been submitted to remove the IAT option from the CSS Identified Shortage Screen (Table 2025). Martha is working with Todd Cole to incorporate this process improvement into the CRM Project and perhaps be able to expedite the request.
- The group continued with its discussions on the pros and cons of the deferred dealer batch option at CSCs. It seems to be a consensus that this process should be investigated for potential improvement or elimination. The discussion centered on the fact that if we can provide a mechanism for dealers to do their own work via the web, (not unlike a basic version of triVin and CVR), they would not have the need to bring 5 pieces of work into the CSCs several times a day to evade being billed for using the deferred batch option. The group noted that this process should be examined further with much cross-team coordination. This will be put on the Process

Improvement Opportunities listing to begin the discussions.

- The process improvement to enter the deposit slip information into CARS for the Board of Accountancy was considered to not be worth pursuing.

One new potential process improvements was identified:

- The billing process for leased vehicles was discussed. Currently there seems to be an issue in that the registration notice is mailed to the lessee's address, while the bill for the LVR is mailed to the owner's (leasing company's) address. This can cause confusion and delayed or missed payments. This issue will be examined further.

Four 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:

- Batch Credit Card Settlement Release – This was incorporated into existing use case
- Batch Settlement Release – This was incorporated into existing use case
- Reconcile Settlement Revenue – This was incorporated into existing use case
- Process Identified Shortage – In the future state, this is not a separate use case, but was incorporated into existing use case

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

- Prepare Other Agency Deposit Slip
- Process Expenditure Credit Deposit
- Deposit ACH Payments to Treasury
- Process Credit Card Deposit
- Prepare Daily Closeout
- Prepare Location End-of -Day Closeout

The group combined the following use cases into one named Process Deposit Slip for the future state:

- Process Deposit Slip for Concentration Bank
- Process Deposit Slip for Non-Concentration Bank

The group had a discussion on credit card payment acceptance and processing at the point of service. The group discussed the costs versus benefits of higher levels of sophistication and equipment. As card processing volume is expected to increase, there may be some opportunity to improve this prior to the implementation of CSI. Credit card processing capabilities and equipment will continue to be investigated.

Another group discussion during the session was about the remittance processor. A sub-team will be set up to study the remittance processor regarding the current capabilities and possible usage in the future.

The session ended at 2:00.

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

This was the last formal session for the Accounts Receivable cycle. Over the next couple of weeks, Martha and Greg will be compiling the data gathered, ensuring that we have captured the scenarios and requirements, and conducting follow-up meetings as needed. Thanks to everyone for your attendance, valuable participation and cooperation.

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

- No formal session next week – may conduct mini sessions as needed.
- Read the minutes from the 11/7 session.
- Read over the accompanying documentation and provide feedback on anything that is not correct, needs refinement or if we missed or misinterpreted anything.
- Feel free to set up a meeting with us to talk!