


The slide features a header with three icons: a red circle with a dollar sign and hand for 'Accounts Receivable', a red circle with a document and dollar sign for 'Billing', and a green circle with a building for 'Cash Management'. The main title is 'MODULE WORKGROUPS' in large blue letters, with the subtitle 'ACCOUNTS RECEIVABLE, BILLING, AND CASH MANAGEMENT' in smaller grey letters below it. The bottom of the slide has a dark blue gradient background with the Florida State Seal on the left, the FloridaPALM logo on the right, and the text 'AR, BI, and CM September 23, 2021' at the bottom right.

NOTES:

House Keeping and GoToWebinar Logistics


- Question Box
- Recording session to be posted on the website



Accounts Receivable Billing Cash Management ²

ACCOUNTS RECEIVABLE (AR), BILLING (BI), AND CASH MANAGEMENT (CM)

KICKOFF



Florida PALM
Planning, Accounting, and Ledger Management
AR, BI, and CM September 23, 2021

NOTES:


- Module Workgroup Kickoff on August 31 introduced the different modules
- A module is a segment within Florida PALM that performs specific business functions
- Modules reflect what is seen in the Florida PALM system and where transactions are completed

Kickoff Agenda


- ▶ Schedule
- ▶ Module Introduction
- ▶ Module Sneak Peak
- ▶ Tools



Accounts Receivable





Billing



Cash Management

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NOTES:

- Schedule – Workgroup session schedule and identify which business processes will be discussed at each session
- Module Introduction – highlighting the specific functionality taking place in each module
- Sneak Peak – screenshots of the some of the screens used in the modules
- Tools – Study Guide and Pathfinder
- Action Items/Look Ahead – how to prepare to participate in Module Workgroup sessions and begin business and technical transformation


AR, BI, and CM Schedule



Accounts Receivable





Billing



Cash Management

Session	Date	Time
→ Kickoff	Thursday, 09/23	10 am to 12 pm
Session 1	Tuesday, 10/12	
Session 2	Tuesday, 10/26	
Wrap-up	Tuesday, 11/09	






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NOTES:


- Schedule – the number of sessions and the dates

Accounts Receivable Billing

- ▶ Description
- ▶ Module Functionality
 - Set Up and Maintain Customer (BI)
 - Enter and Maintain Bills (BI)
 - Enter and Maintain Receivables (AR)
 - Deposit and Apply Receipts (AR)
 - Perform Collections and Aging (AR)




Accounts Receivable



Billing

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NOTES:

- The Accounts Receivable module is used to record deposits, handle customer payments, and manage customer invoices
- The Billing module is used for managing customer invoices and creating correspondence
- Module functionality includes the business processes of: (50.1, 50.2, 60.1, 60.2, 60.3)
 - Set up and maintain customer - Addresses how the State establishes and maintains customer records
 - Enter and maintain bills – speaks to how the State issues invoices to customers for money due to the State. Also supports automation of billing activities
 - Enter and maintain receivables – focuses on how the State records receivable transactions to customers and performs period closings
 - Deposit and apply receipts – refers to how the State records deposits in FL PALM and monitors how deposits are reconciled to bank data
 - Perform collections and aging - Addresses how the State monitors outstanding AR, performs collection activities, and write-offs of uncollectible accounts

Cash Management (CM)




- ▶ Description
- ▶ Module Functionality
 - Manage Banking Relationships
 - Manage and Reconcile Bank Statements
 - Manage and Forecast Bank Cash Position
 - Process Bank Cash Transfers
 - Reconcile Book to Bank Balances
 - Manage Revolving Funds




NOTES:

- The Cash Management module is where we manage banking relationships and general ledger reconciliation, support cash transfers between bank accounts, and maintain revolving fund and clearing fund accounts
- Module functionality
 - Manage Banking Relationships- Agencies will continue to submit forms to Treasury in Florida PALM (i.e.; Electronic Payment Service (EPS), Request for Banking Services and the Treasury Correspondence Form)
 - Manage and Reconcile Bank Statements- addresses how transactions in the Concentration Bank Account, and related agency sub-accounts, will be reconciled in Florida PALM, and supports the review, escalation, and resolution of transaction reconciliation exceptions
 - Manage and Forecast Bank Cash Position- addresses how the Treasury will generate and review bank cash forecasts to determine if movement of cash between bank accounts is necessary to cover upcoming disbursement or to invest excess cash
 - Process Bank Cash Transfers- addresses how Treasury and *select (only the Department of Economic Opportunity DEO)* agencies will record and request bank account transfers within Florida PALM. This process also includes transmitting to the bank any ACH/EFT payments to suppliers and recording the disbursement of wires within Florida PALM
 - Reconcile Book to Bank Balances- addresses how balances between the State's bank accounts will be reconciled to the balances in the General Ledger monthly
 - Manage Revolving Funds – addresses how revolving funds are managed in Florida PALM

Sneak Peek – Key Benefits




Accounts Receivable




Billing

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- ▶ Florida PALM provides the following benefits:
 - AR
 - Customer account automatically updated
 - Collection Workbench
 - Payment Predictor
 - BI
 - Customer record structure
 - Standardize, automate and maintain billing activities
 - Billing options and delivery method

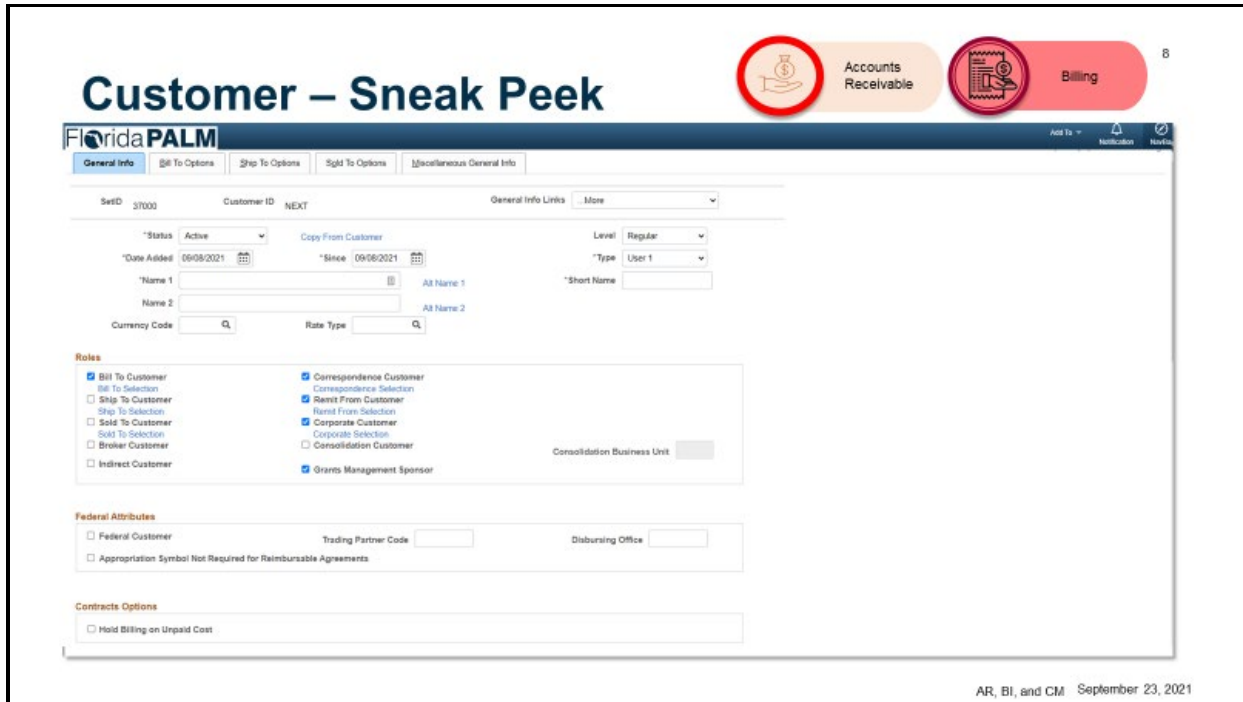




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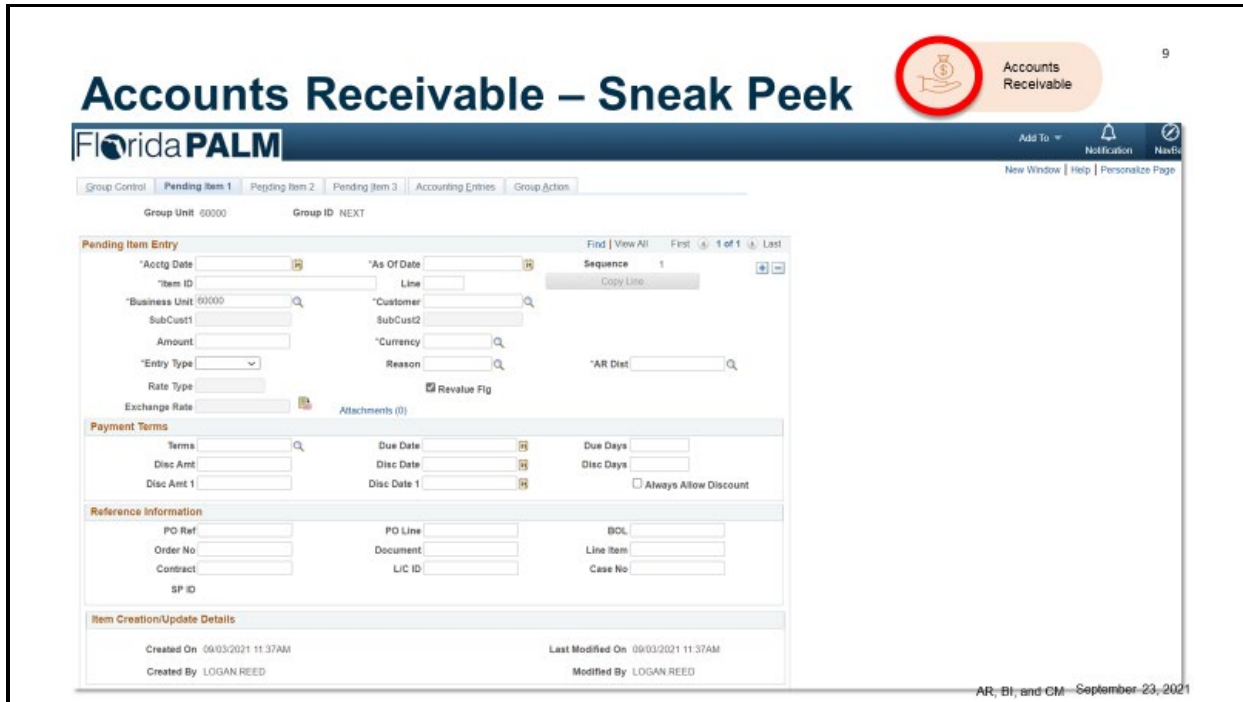
NOTES:

- AR
 - Receivables are established by creating a bill in the system by manually entering the receivable, uploading a spreadsheet, or interfacing from an agency business system
 - Agencies can approve receivable transactions through workflow which automatically updates the customer profile
 - Collection Workbench allows agencies a central work space that presents a complete view of each customer including outstanding collections and aging
 - Payment predictor uses criteria to systematically apply payments to any open accounts receivables
- Billing
 - Customer record structure that allows each agency to maintain its own customer information
 - Allows agencies to standardize, automate, and maintain billing activities, so that invoices receive proper review, approval, and generate correct accounting entries. Once bills are finalized, invoices are processed for aging, collections, and payment application
 - Create Installment, Recurring, and Consolidated bills. Attachments and notes can be added to the bill for support and reference and agencies can choose to deliver invoices by either email or mail



NOTES:

- Customer data is the starting point for Billing and Accounts Receivable
- This is the screen for adding or updating customer information within the Billing Module and you can see there are several tabs related to a Customer
- The General Information tab contains the name of the customer, the date added, the type of customer and customer roles
- The Bill to Options tab has fields to identify billing options like Bill type, the billing cycle, and invoice form used for the customer
- We also have the Miscellaneous General Info tab. This links the customer to the respective Vendor/supplier



NOTES:

- Florida PALM distinguishes between items, or posted receivables, and pending items
- This is the screen that allows you to enter AR pending items
- The Group Control tab contains Control Amounts and Counts in addition to the date when the invoice was received and entered
- The Pending Item 1 tab contains the item id (invoice), customer, and amount
- The Pending item 2 tab contains the collection status such as disputed, and the latest dunning
- And then we have the Accounting Entries tab which allows you to generate accounting entries if needed

The screenshot displays the FloridaPALM Accounts Receivable interface. At the top, there is a navigation bar with the FloridaPALM logo and a menu for 'Accounts Receivable'. Below this, the main interface is divided into three tabs: 'Totals', 'Payments', and 'Reference Information'. The 'Payments' tab is currently active, showing a form for entering payment details. The form includes fields for 'Payment Seq', 'Amount' (set to 0.000), 'Rate Type', 'Payment Method', '*Payment ID', 'Currency', 'Exchange Rate', '*Accounting Date' (set to 09/03/2021), 'Journal Directly', and 'Range of References'. Below the payment information, there is a 'Customer Information' section with fields for 'Customer ID', 'Business Unit', 'Remit From Name', 'Remit SetID', 'Corporate SubCust1', 'Corporate SubCust2', and 'MICR ID'. At the bottom, there is a 'Reference Information' section with a table for 'Qual Code', 'Reference', and 'To Reference'. The interface also includes a search bar, navigation buttons (First, Last), and a footer with the text 'AR, BI, and CM September 23, 2021'.

NOTES:

- Use a regular deposit when you have customer information and/or item IDs. After you create the deposit, you must apply the payments using the payment worksheet or the Payment Predictor process
- The Totals tab contains Control Amounts and counts in addition to the date when it was received and entered
- The Payments tab contains payment information such as payment ID and Amount in addition to customer information such as Customer ID
- Monitor/Forecast Trust Fund addresses the management and monitoring of Fund Cash balances

Accounts Receivable – Sneak Peek

Accounts Receivable

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FloridaPALM

Add To Notification NavBar

New Window | Help | Personalize Page

Payment Worksheet Application

Deposit Unit: 60000 Deposit ID: 5 Payment ID: EEE Payment Sequence: 1 Payment Currency: USD Payment Accounting Date: 09/02/2021

Item Action

Entry Type: Pay An Item Reason:

Row Selection

Choice: Select Range of Items Range: Go

Item Display Control

Display: All Items Go

Row Sorting

Sort All By: Item Go

Item List Personalize | Find | View All

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID	Tax Status
	1	<input type="checkbox"/>	300.000	USD	MISC000284		60000	DFS1000000			<input type="checkbox"/>			Not Applicable
	2	<input type="checkbox"/>	600.000	USD	MISC000285		60000	DFS1000000			<input type="checkbox"/>			Not Applicable
	3	<input checked="" type="checkbox"/>	625.000	USD	MISC000286		60000	DFS1000000	PY		<input type="checkbox"/>			Not Applicable

Add with Detail Add Conversation Letter of Credit ID: DFS001

Balance

Amount	2,000.000	Remaining	1,375.000	Unearned	0.000
Selected	625.000	Discount	0.000	Earned	0.000
Adjusted	0.000	Write Off	0.000		

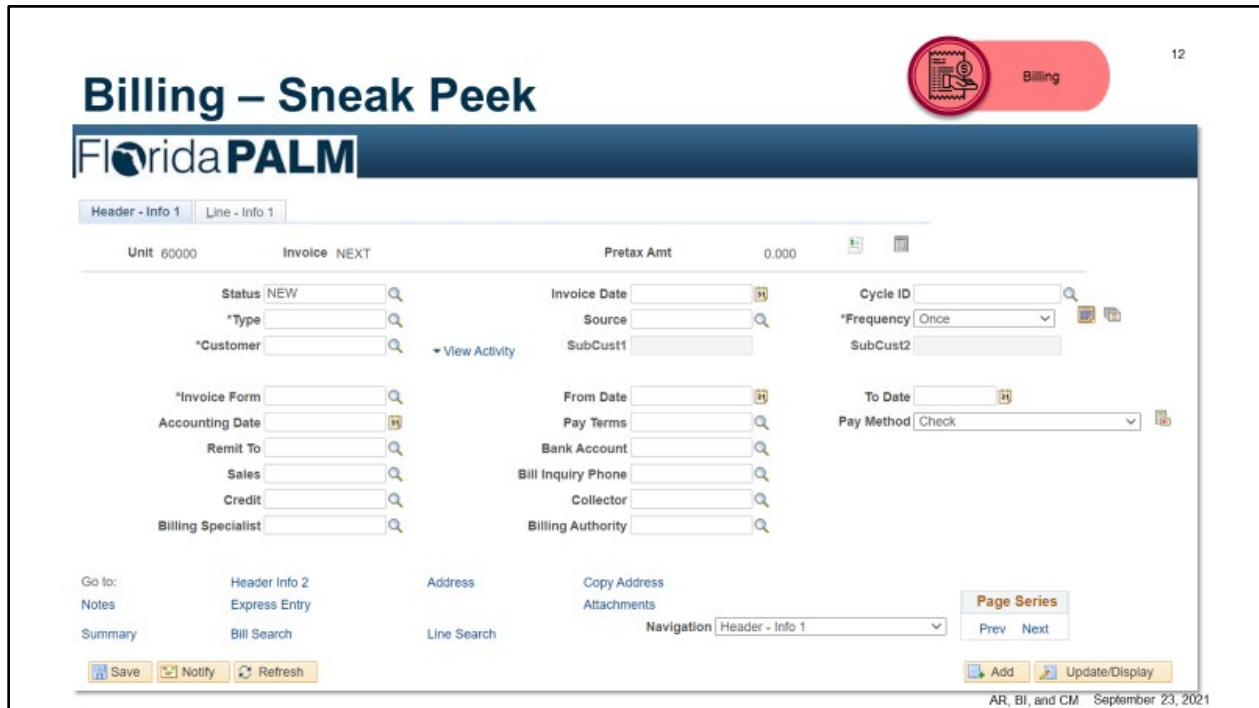
Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

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NOTES:

- Payment Worksheet Application page is used to apply payments to selected items. You can select the items to apply payments, Handle underpayment and over payments and discounts, and check or review the information in the Balance group box
- For a given deposit, you can link it to the invoice (item ID). Once done, the posting process will update the customer and item balances





NOTES:


- Online bill entry allows you to enter bills directly into the system and bypass the Billing interface.
 - less common than using the billing interface, it is useful for miscellaneous billing activity and for small departments that do not warrant their own tracking systems
 - You can view and modify online bills that have been imported through the Billing interface and you can review the bills before converting them into invoices
- The header info 1 tab contains the Customer billed, Invoice ID and date, Invoice form, Payment terms, payment methods, and banking information
- The line info 1 tab contains product or services billed, quantity, unit price, discounts and surcharges

AR, BI, and CM Tools

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 **Study Guide**

 **Pathfinder**

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NOTES:

Study Guide –

- Workgroup Goal
- Agenda and Schedule
- Pre-Session Review Materials
- Catalog of Conversions
- Catalog of Interface Offerings
- Conversion Approach
- Data Dictionary
- Interface Approach
- Standardized Business Process Models
- Reports Catalog

Pathfinder

Questions to Ask Your Team

- Preparation
- Business System
- Change Impacts

AR, BI, and CM Action Items



Accounts
Receivable



Billing



Cash
Management

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- ▶ Review the study guide resources
- ▶ Have discussions with your agency teams and use the study questions to help drive the conversations
- ▶ Identify questions that will help you understand the standard business process models to be discussed and how the BPMs will influence and inform your agency's business processes and business system
- ▶ **Register for workgroup sessions**



NOTES:


- Prepare for the Module Workgroup Session
- Send the right people
- Register for sessions

Session 1 Look Ahead


- ▶ Tuesday, 10/12 10:00 – 12:00
- ▶ Business Process Models



Accounts
Receivable




Billing




Cash
Management

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Business Processes	Business Subprocesses
50.1 Set Up and Maintain Customer	
50.2 Enter and Maintain Bills	50.2.1 Customer Billing 50.2.2 Refund/Credit Invoice
60.1 Enter and Maintain Receivable	60.1.1 Record Accounts Receivable 60.1.2 Period Close
60.3 Perform Collections and Aging	60.3.1 Collections 60.3.2 Write-off





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NOTES:

- 50.1 Set up and Maintain Customer
- 50.2 Enter and Maintain Bills
 - 50.2.1 Customer Billing
 - 50.2.2 Refund/Credit Invoice
- 60.1 Enter and Maintain Receivables
 - 60.1.1 Record Accounts Receivable
 - 60.1.2 Period Close
- 60.3 Perform Collections and Aging
 - 60.3.1 Collections
 - 60.3.2 Write-off

CONTACT INFORMATION

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NOTES:

- This is not training
- Come prepared to actively participate
- Email questions to Florida PALM