

CMSW.70.1 Manage Banking Relationships

Revision History

Version	Date	Revision Notes
1.0	05/27/2020	Accepted Version
1.1	08/13/2020	Minor Updates Approved as Tier 0 Decision
1.2	06/23/2022	Updated Bank Account Requestor role to Agency Requestor

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Business Process Overview

Section 17.57(6), Florida Statutes (F.S.), provides that Department of Financial Services (DFS), Division of Treasury (Treasury) is responsible for maintaining banking relationships and setting up authorized bank accounts in Florida PALM. The Manage Banking Relationships business process documents how bank accounts will be set up and maintained in Florida PALM. It also describes how agencies will correspond with Treasury to request approval for outside banking services, request new sub-accounts or changes to existing sub-accounts, order supplies, request Treasury assistance with transaction research, or to contact Treasury with questions.

The business subprocesses included are:

- 70.1.1 Maintain Bank Accounts
- 70.1.2 Manage Treasury Correspondence

The Maintain Bank Accounts Business subprocess describes the process by which agencies may request Electronic Payment Service (EPS) or banking services. Agencies may submit the EPS Request Form to accept credit cards, charge cards, or debit cards for payments. The Banking Services Request Form facilitates an agency’s ability to request outside banking services as well as opening or closing bank accounts and sub-accounts from Treasury. Once a new bank account has been opened with the banking partner, the account is configured in Florida PALM. This step facilitates an agency’s ability to record related transactions in Florida PALM.

The Manage Treasury Correspondence business subprocess describes the process by which agencies request assistance from Treasury through the Treasury Correspondence Form. This form is used to order supplies, request Treasury assistance with transaction research, or to contact Treasury with questions.

Dependencies and Constraints

- Active banking relationships and bank accounts are maintained in Florida PALM for all bank accounts.
- Agencies submit all requests for assistance to the Treasury for assistance through Florida PALM.

Business Process Flow Details

Table 1: Process Steps Included on CMSW Business Process Model Flow

CMSW.70.1.1 - Maintain Bank Accounts		
Process Step ID	Process Step Title	Description of Process
Swim Lanes – Definition		<p>Agency Requestor: Agency role responsible for submitting requests for new/changes to bank accounts</p> <p>DFS Bank Account Maintainer: DFS Treasury role responsible for requesting new bank accounts with the banking partner and for maintaining bank account configuration in Florida PALM</p>
1	Determine Banking Need	The agency determines whether there is a need for banking services or to open/close a bank account (e.g., sub-account,

Process Step ID	Process Step Title	Description of Process
		<p>revolving fund, clearing fund, Consolidated Revolving Account (CRA), or non-CRA bank account).</p> <p>If the banking need is for a clearing or a revolving account (i.e., CRA subaccount or agency revolving account), the requesting agency submits a request for a Fund following the CMSW.10.1.3 Add or Modify Fund Values business sub process.</p>
2	Review Clearing or Revolving Account Request	<p>Treasury reviews the proposed banking information for the clearing or revolving account request.</p> <p>If the request is approved for a clearing or agency revolving account, Treasury creates the Outside Banking Services Authorization Letter and attaches the letter to the request in Florida PALM, granting the agency the authority to negotiate banking services outside of the Treasury. If the request is not approved, Treasury notifies the requesting agency via workflow.</p>
3	Submit EPS Request Form	<p>The agency determines whether there is a need to utilize Electronic Payment Service (EPS) to accept credit cards, charge cards, or debit cards for payments of goods and services. If needed, the agency submits the EPS Request Form through Florida PALM which routes to Treasury via workflow.</p> <p>If the request is approved, Treasury creates the EPS Approval Letter and attaches the letter to the request in Florida PALM, authorizing the agency to use electronic payment services. If the request is not approved, the form routes back to the Agency Requestor for correction or denial via workflow.</p>
4	Submit Banking Services Request Form	<p>Agencies requesting new sub-accounts, deposit locations, or outside banking services, submits the Banking Services Request Form within Florida PALM which routes to Treasury via workflow, for review and approval.</p>
5	Notify Agency	<p>If the request is for EPS or banking services not associated with opening or closing a bank account, Treasury notifies the agency that the request is completed and routes the form back to the Agency Requestor via workflow.</p>
6	Open/Close Bank Account	<p>If the Division of Treasury approves a bank account outside of the Treasury, The Division of Treasury returns the approved Clearing or Revolving Account Request Form to the requesting agency. The agency may then open/close the clearing or revolving bank account.</p>

Process Step ID	Process Step Title	Description of Process
7	Submit Banking Information to Treasury	Once the agency has opened or closed the bank account, the agency contacts Treasury to provide the bank routing number and account number.
8	Open/Close Bank Account	If the account is managed by the Division of Treasury, the DFS Bank Account Maintainer works with the banking partner to open or close the bank account.
9	Maintain Bank Account	If the Division of Treasury approves the request to open or close a bank account, the DFS Bank Account Maintainer establishes the bank account within Florida PALM. The agency is not able to transact in the account until this is complete. For closed accounts, the DFS Bank Account Maintainer deactivates the bank account, which stops all processing in that account in Florida PALM. Prior to deactivating a bank account, all reconciliations must be completed with no remaining bank account balance.
10	Maintain Interface Configuration	If bank statements are imported for the account, the interface configuration is updated by the DFS Bank Account Maintainer to support the interfacing for that bank account.
11	Notify Agency of Account	If the request was submitted via the Banking Service Request Form, the Bank Account Maintainer notifies the agency via the form workflow the new account is configured and ready for use.
12	Notify Agency of Account	If the request was not submitted via the Banking Service Request Form, Treasury notifies the requesting agency the banking service is approved through the Clearing or Revolving Account Request Form and sends it back to the requesting agency.

Table 2: Process Steps Included on CMSW Business Process Model Flow

CMSW.70.1.2 - Manage Treasury Correspondence		
Swim Lanes – Definition	Agency Requestor: Agency role responsible for submitting correspondence request to Treasury DFS Correspondence Processor: DFS Treasury role responsible for reviewing and responding to Treasury correspondence requests	
Process Step ID	Process Step Title	Description of Process
1	Determine Need for Treasury Correspondence	The agency determines there is a need to request correspondence from Treasury (e.g., deposit support, order supplies, or transaction research).
2	Submit Treasury Correspondence Form	The agency submits the Treasury Correspondence Form within Florida PALM and attaches supporting documents (e.g., debit memos) as necessary. The request is routed to Treasury via workflow. Treasury reviews the request and determines if research is required.
3	Research Request	If research is required, Treasury researches the request.

Process Step ID	Process Step Title	Description of Process
4	Order Supplies	If the request is for supplies, Treasury orders the supplies.
5	Respond to Request	Treasury responds to the agency on the Treasury Correspondence Form and routes back to the requestor via workflow.
6	Review Treasury Response	The agency reviews the response and determines if further resolution is needed. If the issue is not resolved, the Treasury Correspondence Form is updated and resubmitted.

Ledger Impacts

Table 3: Ledger Impacts Included on CMSW Business Process Model Flow

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
N/A	N/A	N/A

Reports

Table 4: Reports Included on CMSW Business Process Model Flow

Report Number	Report Description	Report Frequency	Audience
R1	Bank Account Listing – listing of bank accounts for all bank account types (e.g., revolving, clearing, depository, and disbursement) and status	Periodic	DFS, Agencies