



FLAIR and CMS Replacement Project (FCR) SME Workgroup Meetings Meeting Notes and Action Items

Meeting Details

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| Process Area | Accounts Receivable / Billing to Receipt (ARB) – R2 |
| Meeting Date | Friday, December 5, 2014 |
| Meeting Time | 9:00am – 12:00pm |
| Meeting Location | Fletcher Building, Room B103 |
| Attendees | Sabrina Donovan (LAF), Libby Grimes (DJJ) , Kedra Lewis (DJJ), Vanessa Sweet (DJJ), Thomas Poucher (DACs), Peggy Brown (DACs), Larry Hurley (DBPR), Eric Thiele (DBPR) , Paula Crosby (DBRR) , Christina Smith (DFS) , Tim Hsieh (DFS), Tiffany Helton (DFS), Tanner Collins (DFS), Stanton Beazley (DFS) , Melissa Turner (FCR) , Angie Robertson (FCR), Deana Metcalf (FCR), Megan Chapman (DFS) |
| Meeting Objective | Review and Discuss Standardization Level 1 Business Process Flows |
| Attachments/ Related Documents | SME Workgroup Meeting Notes and Action Items – ARB – R1 ARB Standardization Level 1 (12-5-14) V 1.1 BPS Track Planning – AR Billing 2 Receipt 12-5-14 |

| # | Topic | Leader | Allotted Time |
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| 1 | Welcome <ul style="list-style-type: none"> • Overview of Today's Agenda • Review of Meeting Notes and Action Items • Thoughts from Workgroup Members | Angie | 20 min (9:00am-9:20am) |
| Notes: <ul style="list-style-type: none"> • The group reviewed the action items and changes that were made to the ARB Process Model document from the previous meeting. <ul style="list-style-type: none"> ○ Action item 1: Still work in progress ○ Action item 2-5: Complete ○ Action item 6: Tanner provided information ○ Action item 7-11: Complete ○ Action item 12: Completed with help from Deana ○ Action item 13: Information was provided ○ Action item 14: Completed by collaborative effort between Tim's group and Deana ○ Action item 15: Stanton & Deana reached out to Treasury. Treasury is unaware of any agency that uses a type of e-check/credit card validation system. However, a contract between Bank of America is available. The program is called 'tellecheck' which cost 20-40 cents per check. Tabled for further analysis in level 2. ○ Action item: 16-17: Complete ○ Action item: 18 & 19 more of a long term project and ideas are welcome | | | |
| 2 | Deeper Dive into Process Flow | Deana | 40 min (9:20am-10:00am) |
| Notes: <ul style="list-style-type: none"> • The group was given an updated flow chart for the level 1 process, an updated version of the ARB Process Model document, and the schedule for the meeting. • The group reviewed the assumptions that were added to the ARB Process Model document prior to meeting. These new assumptions were noted as policy issues and will be expanded on at a later point. • The group reviewed the customer definition that was added prior to the meeting and made changes to the definition to include information regarding obligations to pay funds and debt being incurred. | | | |



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| | <ul style="list-style-type: none"> • The question was asked “how will new customer interaction be shown in the system and at what point?” and the group updated the assumptions section to answer and address the question. • Reviewed/updated flow chart <ul style="list-style-type: none"> ○ Changed ARB 1.4 decision box title on flow from overpayment/advanced/deposit to Refund required ○ Refund decision box was removed ○ ARB 1.4 under the ‘Standardized Process Area Details’ section of the document was updated to reflect changes on the flow chart • The group pointed out that there would need to be various methods of refunding a customer, including check, credit card, etc. The requirements around the required methods of refund and the refund process (included unclaimed property) will be discussed and captured as part of the Level 2 process. • Reviewed/updated flow chart continued: <ul style="list-style-type: none"> ○ Updated “Need to provide good or service” section on flow chart to also reflect “obligation incurred” • Group discussed how to categorize revenue streams in order to be able to create logic around them and to create accurate projections. The group discussed the complexities around projecting all revenues, due to the uncertainty of the collections process. It was further discussed that the fully maximizing the new system for revenue projection would be a long term goal and effort. Agency business systems and offline spreadsheets are the current source of revenue projections. • Information was added in ARB 1.3 under the ‘Standardized Process Area Details’ section to reflect the variety of revenue streams and periods of collection. • Discussed the possibility of a standard place where projections and reports could be generated. Interface with the agency business systems/customers would be necessary for this to work correctly. This was identified as a future possibility and is strictly an idea for now. • Interface with agency business systems/customers was identified on the flow charts in multiple areas. • Reviewed the addition of “Legally collectible”. This decision box was added to cover different collection variables. • Reviewed verbiage to ARB 1.10 in the ‘Standardized Process Area Details’ section that was updated prior to the meeting. • Reviewed verbiage to ARB 1.7 in the ‘Standardized Process Area Details’ section that was updated prior to the meeting. • Reviewed the process on the flow chart for ARB 1.10 & 1.7. These changes were made based on discussions from the previous meeting. • Discussed how Level 1 is strictly a high level process and Level 2 will be more in depth process. • Reviewed ARB 1.1 in the ‘Standardized Process Area Details’ section and updated to reflect how the record will capture various levels of detail related to the customer & timing of loading customers. • Also updated first bullet in ARB 1.1 to reflect ‘bill or notice’. • Added I1 to ARB 1.1 ‘Customer record’ and ARB 1.2 ‘Create AR/Billing’ on flow chart • Discussed the importance of process standardization. Level 1 is strictly a big picture of the “Who and What”. Level 1 will not identify the “How”. However, it will help create a vision of how to enhance the procedures of the State. This will help create a better understanding of the beginning-to-end methods of the State and make it more functional and efficient. • Added I1 to ARB 1.4 Deposit process to flow chart • Added I1 & R7 to ARB 1.10 Updated Customer Record section to the flow chart • The group expressed the desire to have functionality for scheduling and electronically delivered reports. i.e. Email. - REQUIREMENT | | |



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| | <ul style="list-style-type: none"> • Updated R4 under the reporting section in the document to “Customer 2nd notification (bill/statement)” • Updated ARB 1.3 to Revenue Management on the flow chart • Updated ARB 1.3 process name in the ‘Standardized Process Area Details’ section to Revenue Management. Added information to reflect revenue estimates and trending information being generated to the process description. Also added information regarding Account reconciliations, cash reconciliations and statistical analysis. • Updated Report description on R2 under the reporting section in the document to “Revenue & cash projections reconciliations & statistical reporting”. • Added new control to the control list (C4). This control is for reconciliations performed between agency business systems and accounting systems. • C4 was added to the flow chart under ARB 1.3 Revenue Management. • Added R8 to the report list titled “customer report”. This report will run on demand, and accessed by Agency AR staff, Agency Management. • R8 was added to the flow chart under ARB 1.3 Revenue Management. • A question regarding creating a customer database was asked. This database would help eliminate duplicate records of customers. However, there is a policy issue due to statutory requirements. • Added two-way arrow from 1.10-1.9 to the flow chart. Also added R7 under ARB 1.10. • The group discussed how the “No” arrow on the flow chart going from the “collected” decision box to ARB 1.9 may need to be defined since an account can be collected on and also written off (Level 2). • Updated ARB 1.4 process name to ‘Deposit process’ on the document. • Updated ARB 1.5 to reflect identification of billing and account errors. • The group updated ARB 1.5 Governing Laws or Policies section. Due to the large amount of laws/polices only a select few were documented. The group also added that there are agency specific authorities. • Discussed ARB 1.6 and the potential policy issue with payment offset. It’s an idea process, but a work in progress and will be researched going forward. • Added new control to the control list (C5), regarding agency approval of accounts sent to collections. • Added C5 to ARB 1.7 on flow chart. • Added “Update/deposit recoded” in ARB 1.8 on the flow chart. • In the document, ARB 1.8 was updated to: “deposit the cash into the state treasury <i>or provide to agency</i>”. • The Collection process of bounced payments was discussed and tabled as an item for level 2 • The definition of legally collectible was added to the definitions section of the document. • The issue regarding customer files being deleted in FLAIR today after a year of inactivity was discussed. With licensing payments this is especially an issue since the payments only occur once a year. The group expressed a desire to have the new process not automatically inactivate. • It was discussed that to some agencies a customer is confidential, but to others it may not be. • Some customer records may be parent or child to one or more other customer record. • Some receivable amounts may be tied to multiple customers. • It was discussed that the current annual receivables and collections report may not need to be generated by agencies in the future, if all of the data is in the system. • The integration with the CSH and TRM Process Areas was discussed as it relates to the automation of the posting of cash receipts against outstanding receivables. The group felt automating or minimizing agency staff posting of payments to receivables would be a great win for the State. The group acknowledged that it would take a change in the banking interface to accomplish. • The group expressed the desire to change the collections posting process to allow receipt of collections amounts to be posted directly to the agency ledger instead of to DFS and then “redistributed” to agencies. | | |



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| | <ul style="list-style-type: none"> The group discussed the current process for receipt of amounts directly from customer that were sent to collections. The agency deposits the full amount but must still remit the fee to the collections agency, which creates a “payable” the collections agency. | | |
| | Break | | 10 min (10:00am-10:10am) |
| | Icebreaker | Angie | 5 min (10:10am-10:15am) |
| 2 | Deeper Dive into Process Flow | Deana | 45 min (10:15am-11:00am) |
| | Break | | 10 min (11:00am-11:10am) |
| | Icebreaker | Angie | 5 min (11:10am-11:15am) |
| 2 | Deeper Dive into Process Flow | Deana | 35 min (11:15am-11:50am) |
| 3 | Close Meeting <ul style="list-style-type: none"> Action Items Homework Next Meeting | Angie | 10 min (11:50am-12:00pm) |
| Notes: <ul style="list-style-type: none"> The group reviewed the action items. Homework is to review the flows and narrative and consider any edits for next time. The next meeting is set for 1/8/2015, Fletcher Building, Room B103 from 9AM-12PM. This is the final, scheduled meeting of the group. The group will go through the flow one last time and make any corrections / edits to the flow and narrative. | | | |

| Action Items | | | |
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| Action Item # | Description of Item | Assigned To | Due Date |
| 1 | Send E-check information to group | Deana | 1/8/15 |
| 2 | Finalize accounting Events | Deana/Tim | 1/8/15 |
| 3 | Update narrative to document Policy Issue regarding should we have a de minimis rule for collections. | Deana | 1/8/15 |
| 4 | Think about “Future Enhancements” to include in the Level 1 narrative | SME Workgroup Members | 1/8/15 |
| 5 | Think about “KPIs/Measures” to include in the Level 1 narrative | SME Workgroup Members | 1/8/15 |