



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

Meeting Details

Process Area	Accounts Receivable / Billing to Receipt (ARB) – R3
Meeting Date	Thursday, January 8, 2015
Meeting Time	9:00am – 12:00pm
Meeting Location	Fletcher Building, Room B103
Attendees	Sabrina Donovan (LAF), 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), Janice Jackson (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 – R2 ARB Standardization Level 1 (12-5-14) WG V 1.2 BPS Track Planning – AR Billing 2 Receipt 12-5-14 WG

#	Topic	Leader	Allotted Time
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. <ul style="list-style-type: none"> ○ Action Items 1-3: complete ○ Action Items 4-5: ongoing tasks 			
2	Review of Process Flow and Narrative	Deana	60 min (9:20am-10:20am)
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 during the last meeting. • The group added de minimus rule to the write off assumption in the ARB process Model document. • The group discussed license and registration payments and having an option in the system to create customer record without setting as an accounts receivable. The assumption regarding a customer record was updated to reflect this discussion. • The group discussed the need to be able to acknowledge the different scenarios of when a customer record would be created, but not set as a receivable. • The group discussed the need of a requirement (especially with license and registration payments) to distinguish a receipt now, and an earning of revenue over a period of time. • The group reviewed control 1 and its placement on the flow chart for ARB 1.1. The group agreed no changes were needed. 			



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	<ul style="list-style-type: none"> • The group reviewed report 8 and its placement on the flow chart for ARB 1.1. The group agreed no changes were needed. • The group asked if customer records could have either an active, inactive, or purge status • A bullet was added to the ARB process Model document under ARB 1.1 to address the requested customer record status per the group’s discussion. • The group discussed how having the capability for record clean up and specific purge categories would help eliminate the issue with the current customer record management process. • The group reviewed integration point 1 and its placement on the flow chart for ARB 1.1. • The group reviewed ARB1.2 and agreed no changes were needed. • The group reviewed Report 2 and its placement on the flow chart for ARB 1.2. • The group reviewed accounting entry 1 and agreed ‘customer information’ should be changed to ‘billing information’. This change was made during the meeting. • P2P was added to the flow chart above ARB1.2 • Reviewed integration 1 and its placement on the flow chart for ARB 1.2. • The group discussed the need of a requirement for flexibility to record allowances for bad debt. • The group reviewed ARB1.3 and agreed no changes were needed. • The group reviewed control 4 and its placement on the flow chart for ARB 1.3. • The group reviewed report 2 and its placement on the flow chart for ARB 1.3. • The group reviewed ARB1.4 • The group discussed the issue of when a credit card payment is returned, an actual disbursement does not occur and there’s only a credit on the bank’s deposit. It was suggested that a box be added to the flow chart for these specific returns since this process would not fall under P2P. • A box for ACH/Credit Card credits was added to the flow chart under ARB1.4’s refund process. • An arrow identifying ‘Warrants’ was added to the flow chart directing the path to the P2P box under ARB 1.4’s refund process. • An arrow identifying ‘Credit’ was added to the flow chart directing the path to the ACH/Credit Card credit box under ARB 1.4’s refund process. • The group discussed the possibility of expanding the flow chart and going more in depth with the refund process during the level 2 phase. • The group reviewed Accounting entry 2 and its placement on the flow chart for ARB 1.4. • Reviewed Integration 1 and its placement on the flow chart for ARB 1.4. • The group discussed the possibility of having a system where business transaction reconciliation can be completed throughout the year. This would be ideal; however, multiple controls would have to be enforced for this to work. • The group reviewed ARB 1.5 • The group reviewed control 2 and its placement on the flow chart for ARB 1.5 • The group reviewed report 3 and its placement on the flow chart for ARB 1.5 • The group reviewed report 4 and its placement on the flow chart for ARB 1.5 		



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	<ul style="list-style-type: none"> The group reviewed accounting entry 3 and its placement on the flow chart for ARB 1.5 The group reviewed accounting entry 4 and its placement on the flow chart for ARB 1.5 'Unearned revenue' was added to accounting entry 2 A bullet was added to ARB 1.3 to address reclassification of unearned revenue as it is earned 		
	Break		10 min (10:20am-10:30am)
	Icebreaker	Angie	10 min (10:30am-10:40am)
2	Review of Process Flow and Narrative <i>(Continued)</i>	Deana	70 min (10:40am-11:50am)
	<p>Notes:</p> <ul style="list-style-type: none"> The group reviewed ARB1.6 and agreed no changes were needed. The group reviewed ARB 1.7. The group reviewed control 5 and its placement on the flow chart for ARB 1.7. The group reviewed report 5 and its placement on the flow chart for ARB 1.7. The group reviewed report 6 and its placement on the flow chart for ARB 1.7. Control 4 was added to flow next to ARB 1.7. The group reviewed integration 2 and its placement on the flow chart for ARB 1.7. Integration 1 was added to the flow chart next to ARB 1.7. The description of report 6 was changed to 'Annual CFO'. The group reviewed ARB 1.8 and agreed no changes were needed. The group reviewed ARB 1.9. The group reviewed control 3 and its placement on the flow chart for ARB 1.9. The group reviewed report 7 and its placement on the flow chart for ARB 1.9. The group reviewed accounting entry 5 and its placement on the flow chart for ARB 1.9. Report 7 was updated. The report's name was changed to 'Write-off report', the classification was changed to 'transparency' and the audience was changed to 'public'. The group reviewed ARB 1.10 ARB 1.10's report was changed from report 7 to report 8 on the flow chart. 		



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	<ul style="list-style-type: none"> • The arrow identifying ‘has customer paid’ was reposition on the flow chart to distinguish there are multiple arrows going to ARB 1.10. • The group reviewed the procedure with collection agencies and the reconciling/payment process. Discussed once again the need to a de minimus rule. • The group reviewed Report 8 and its placement next to ARB 1.10 on flow chart. • The group reviewed integration 1 and its placement next to ARB 1.10 on flow chart. • The group reviewed Key Performance Indicators’ section of the ARB process Model document. • ‘Collectible Rates’ was added under KPIs. • KPI’s collection rate bullet point was updated reflect ‘percentage of delinquent accounts written off (write-off/total delinquent accounts adjusted for allowances)’. • ‘Timeliness of payment posting to customer record’ was added under KPIs. • The definition of accounts receivable was update to reflect ‘money that a customer legally owes and there’s a reasonable expectation of payment.’ • The group discussed the need for a requirement to distinguish a difference between a license and a customer record. • The group reviewed the Future Enhancements section of the ARB process Model document. • Online customer portal was added under Future Enhancements related to the One Stop Project. • Online training being a requirement was added under Future Enhancements. • The group discussed how consistency between agencies regarding payment requirements would be an ideal Future Enhancement. However, this will not be affected with current project. • The group discussed the need for an Amnesty Program in order for the State to collect some outstanding debt. This program is ideal, but would not be expected to be used as a long-term program. 		
3	Close Meeting <ul style="list-style-type: none"> • Action Items and / or Homework 	Angie	10 min (11:50am-12:00pm)
Notes: <ul style="list-style-type: none"> • The group reviewed the action items 			



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	<ul style="list-style-type: none"> This was the final meeting for Level 1 and the group will be notified in the future regarding Level 2. 		

Action Items			
Action Item #	Description of Item	Assigned To	Due Date
1	Think about "Future Enhancements" to include in the narrative	SME Workgroup Members	Level 2 Workgroups
2	Think about "KPIs/Measures" to include in the narrative	SME Workgroup Members	Level 2 Workgroups