

Date	11/04/2015	Time	1:30 – 4:30 p.m.
Location	Dept. of Children and Families – Bldg. 4		
Objective	Requirements Review Workgroup – Accounts Receivable and Billing to Receipt (ARB), Cash Inflow to Outflow (CSH), and Treasury Management (TRM)		
Attendees	<p>Alex Szigeti (DEO), Amber Burns (FWC), Angela Lawson (DMS), Batina Slater (DOH), Becky Devlin (DACS), Betty Caswell (DEO), Brenda Gomes (DOR), Catherine Barber (DOR), Cheryl Ward (FDOT), Dawn McWilliams (APD), Deanna Martin (DOR), Dianne Screws (FDOC), Edwin Nelson (DOH), Eric Thiele (DBPR), Frances Oven (DOR), Jamie Stern (DEO), Janet Hockman (DOAH), Jason Adank (FDOT), Jennel Johnson (DOH), Jennifer Culver (FWC), Jerry Todd (DACS), Joanne Lane (DOH), Joe Wright (DOH), Johanna Baynard (FDVA), Karen Belcher (PSC), Kayla Hanak (DOR), Kedra Lewis (DJJ), Kim VelDink (DOR), Larry Hurley (DBPR), Latoya Thurston (SC), Letetia Wiley (DJJ), Linda Brookshire (FDOT), Lisa Bailey (FDLE), Lisa Montgomery-Pollock (DJJ), Lorna Mears (FDVA), Marie Riou (DJJ), Marsha David (DEO), Michael Gordon (AST), Michelle Weil (DCF), Mike Wolfe (DCF), Nona McCall (AHCA), Peggy Brown (DACS), Raquel Revells (PSC), Robin Holley (DOR), Ronda Pearson (AST), Shajuanna Footman-Hall (DMS), Sheila Boeve (DJJ), Sheila Cole (FWC), Teresa Abernethy-Ballard (DOR), Terri Mulkey (DOE), Terri Speed (FDLE), Theral Mackey (FSDB), Thomas Poucher (DACS), Tony Panousis (DOR), Val Gardner (DOR), Wendy Wu (DOR), and Wynette Rogers (DOR).</p> <p>Florida PALM Project Team: Allyson Adolphson (DFS), Angie Robertson (DFS), Brenda Lovett (DFS), Deana Metcalf (DFS), Deb Gries (DFS), Eric Adair (DFS), Janice Jackson (DFS), Julian Gotreaux (DFS), Manpreet Singh (DFS), Mark Fairbank (DFS), Robert Bolton (DFS), Robert Hicks (DFS), Sean Cooley (DFS), and Stanton Beazley (DFS)</p>		
Attachments/ Related Documents	Requirements Review Workgroup – Accounts Receivable and Billing to Receipt, Cash Inflow to Outflow, and Treasury Management Presentation		

Topic	Facilitator
Welcome and Introductions	Julian Gotreaux
<p>Notes:</p> <ul style="list-style-type: none"> Julian welcomed the group, shared the ground rules, and provided an overview of the facility. Angie introduced the Project Team members and asked each participant to introduce themselves including their agency, their role in the requirements review activities, and past participation in a Florida PALM Project Workgroup or Workshop. 	

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Background and Purpose Overview of Requirements	Angie Robertson
Notes: <ul style="list-style-type: none"> Angie provided a background purpose for the Project. She then provided an overview of the requirements and requirements review process. 	
Process Area Requirements	Deana Metcalf
Notes: <ul style="list-style-type: none"> Deana provided an overview of the ARB, CSH and TRM requirements, describing the key “areas of focus”. 	
Break	
Requirements Questions & Discussion	Deana Metcalf
Notes: No questions were submitted in advance of the Workgroup. Requirements questions, listed by subcategory, presented during the Workgroup: Accounts Receivable and Billing: Billing and Invoicing Q. Amber Burns (FWC): AR010 – AR012 – Will we be able to do that by project or grant? A. Florida PALM Project: Yes, the system will maintain an audit trail for project and grant activity. Q. Eric Thiele (DBPR): AR076 – Can you rewrite this using the term <i>invoice</i> versus <i>billing</i> ? A. Florida PALM Project: The use of the word <i>billing</i> is the terminology used for ARB and <i>invoice</i> is the terminology used in the Procurement to Payment (P2P) Process Area, and they represent different definitions. However, we notice we have used both <i>billing</i> and <i>invoice</i> in this requirement and <i>invoice</i> in other requirements. We will review all of the requirements to ensure we use the appropriate terminology. Q. Eric Thiele (DBPR): AR080: What will be the option if we don't use a dunning letter? Q. Wynette Rogers (DOR): We are similar to DBPR. When will the Accounts Receivable information have to be brought into Florida PALM to do all the functionality we do now? A. Florida PALM Project: The dunning letter is for agencies that don't have their own business systems. Florida PALM will likely not require agencies to duplicate work being done in agency business systems today. There will be a minimum level of receivable information required from the agencies, and a policy may address this in the future. There are multiple points in the AR process that interface with agency business systems to obtain this information. Q. Eric Thiele (DBPR): AR104 – Is DFS going to allow us to start having negative revenue? And how long would the funds be allowed to remain negative?	

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<p>A. Florida PALM Project: The negative revenue is only at the customer level and probably would only apply to an overpayment. We also are reviewing the wording of this requirement and will update it to accurately reflect the State’s needs.</p> <p>Q. Dawn McWilliams (APD): Does this mean DFS will not make any adjustment to an agency’s transaction?</p> <p>A. Florida PALM Project: In general, DFS will only make adjustments if an agency is unable to.</p> <p>Q. Eric Thiele (DBPR): AR114 – What denomination would generate an automatic refund transaction? Please add to the requirement as well as the ability to auto-generate.</p> <p>Q. Nona McCall (AHCA): The Department of Financial Services (DFS) has been strict about getting the signed refund form. “How” will this work?</p> <p>Q. Jamie Stern (DEO): The requirement states “optional” which means we don’t have to use it, correct?</p> <p>A. Florida PALM Project: The refund could be related to an overpayment. In order to use the features of this requirement, we may need to amend the current policy, but this gives us the functionality. The system will be configured during design to automatically refund, if desired, based on criteria (e.g., dollar amount, type of payment).</p>	
<p>Customer Maintenance</p> <p>Q. Eric Thiele (DBPR): AR041 – Can we have more than two user-definable fields?</p> <p>A. Florida PALM Project: The requirement is to be for a minimum of two, but you can make it 2, 4, 6... fields. How many fields do you suggest?</p> <p>A. Eric Thiele (DBPR): Five.</p> <p>A. Florida PALM Project: Please feel free to include a rewrite request in DecisionDirector (DD).</p>	
<p>Offset</p> <p>Q. Eric Thiele (DBPR): AR025 – What type of services are we trying to collect? Debt collection?</p> <p>A. Florida PALM Project: This requirement is in the offset sub-category but could include other costs it takes to collect payment from the debtor (e.g. service fee, late fee). We will re-word this requirement and clarify.</p>	
<p>General Questions (ARB):</p> <p>Q. Larry Hurley (DBPR): We have a licensing system that does 99 percent of what the requirements states. Why would we use this system?</p> <p>A. Florida PALM Project: We need to integrate for the analytics and reporting for accrual accounting. We are not suggesting you (or any agency) stop using your business system as Florida PALM may not replicate or duplicate your system(s). We need to be able to apply payment offsets and conduct debt reporting and need each agency’s information to do that. Policy will be developed that identifies what information will be required to integrate with Florida PALM, and agencies will be included in this process.</p>	

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<p>Q. Teresa Abernethy-Ballard (DOR): We get funding from the federal government. Do we have the ability to calculate our draws?</p> <p>A. Florida PALM Project: Yes, this is calculated in the Grants module which will transmit to ARB.</p>	
<p>Q. Brenda Gomes (DOR): Can we configure Florida PALM to meet our agency needs?</p> <p>A. Florida PALM Project: ARB does have requirements that allow some configuration for specific agency needs and many user-defined fields. Overall, we are trying to standardize the State's business processes to reduce the need for customization.</p>	
<p>Q. Wynette Rogers (DOR): Can certain areas within an agency use the system differently?</p> <p>A. Florida PALM Project: Yes. Please look through the requirements that allow the ability for flexibility within an agency and see if the requirements meet your needs. If the requirement is not there, please submit it through DD.</p>	
<p>Q. Eric Thiele (DBPR): One customer account for all agencies. Statutes surround name and address changing, etc. How will those changes affect the customer record?</p> <p>A. Florida PALM Project: We want to have a statewide customer number but allow agency customer numbers to integrate. However, we don't want another agency to update a customer that could affect another agency's customer information. We may need to set up the records in a similar fashion to the vendor file - by location. We will investigate this further and include requirements as appropriate.</p>	
<p>Q. Eric Thiele (DBPR): Are there requirements to deal with security on bank account routing numbers, etc.?</p> <p>A. Florida PALM Project: Yes, please refer to P2P0592.</p>	
<p>Cash Management</p> <p>Fund Accounting</p>	
<p>Q. Dawn McWilliams (APD): CSH1002 – Do we have to use this feature? Some are exempt from the general revenue (GR) charge: client funds and interest earned on those funds.</p> <p>A. Florida PALM Project: These requirements were included by the Department of Financial Services Accounting and Auditing (DFS A&A), and there are two more requirements that assist in identifying the general revenue charge: CSH1013 identifies the criteria (uniqueness) for the general revenue charge and CSH1014 identifies the method of calculation for the charge. We plan to design the system to appropriately calculate the GR service charge and take the exceptions into consideration.</p>	
<p>General Questions – Cash Management:</p>	
<p>Q. Mike Wolfe (DCF): Will Florida PALM reduce the four cash balances to one?</p> <p>A. Florida PALM Project: The intent is to get to one reportable cash balance for the State and sync the Cash and Treasury Ledgers.</p>	

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<p>Q. Mike Wolfe (DCF): If there is no longer Central and Department, how will reconciliation be conducted?</p> <p>A. Florida PALM Project: There will be different types of reconciliations and many more tools to provide the reports we need. Additionally, ERP solutions have a system assurance program (behind the scenes) that sets off an “alarm” to let us know we are “out of sync” in our ledgers.</p> <p>Q. Dawn McWilliams (APD): We have always done a Transaction 58 to correct an error in Departmental. How will we capture that error in Florida PALM?</p> <p>A. Florida PALM Project: Your entry will go into the State’s ledger. There are certain transactions that may only effect a subsidiary ledger and not the actual General Ledger but all entries will be in the one system.</p> <p>Q. Dawn McWilliams (APD): Can we tailor cash projection reports?</p> <p>A. Florida PALM Project: Yes, there are requirements that allow agencies to enter specific information for projects. Additionally, there are revenue projection requirements in the Budget requirements that you can review as well.</p> <p>Q. Tony Panousis (DOR): Are there requirements for an agency that collects for other agencies?</p> <p>A. Florida PALM Project: Yes, the intent is for an agency to be able to collect and record receipts for another agency, and there are requirements that provide the ability to do this.</p>	
<p>Treasury Management</p> <p>Banking</p> <p>Q. Nona McCall (AHCA): TRM049 – Is Florida PALM going to capture the external information?</p> <p>A. Florida PALM Project: Our vision is to set up all bank accounts that agencies use, including clearing and revolving accounts with the exception of the Special Purpose Investment Account (SPIA). We want to get the electronic files from the bank to provide functionality to conduct the reconciliations and would also like the ability to electronically transfer cash from your clearing account to the concentration account.</p> <p>Q. Frances Oven (DOR): Will our Electronic Funds Transfer (EFT) account stay a separate account?</p> <p>A. Florida PALM Project: Yes, we do not intend to change that.</p>	
<p>The audience was asked to submit any questions to FloridaPALM@myfloridacfo.com.</p>	
<p>Meeting Closeout</p>	<p>Julian Gotreaux</p>
<p>Notes: Julian thanked the group and asked that they complete the survey they would receive through Survey Monkey in the next day or so.</p>	