

Meeting Details

Meeting Date	Wednesday, April 22, 2015	Meeting Time	1:30 pm to 4:30 pm
Meeting Location	Department of Revenue, Bldg 2 - Room 1220/1221		
Meeting Objective	Review and Discuss Draft CSH Level 2 Flows and Process Models		
Attendees	<p><u>Level 2 SMEs:</u> Bert Wilkerson (Treasury), Melisa Hevey (Treasury), Miriam Gray (Treasury), Jennifer Pelham (Treasury), Kathy Ward-Adkins (Treasury), Teresa Bach (Treasury), Angie Booker (DEP), Darinda McLaughlin (DEP), Wynette Rogers (DOR), Catherine Davis (DOR), Joe Dismuke (DOT), Mary Townsend (DBPR), Eric Thiele (DBPR), Jason Adank (DOT), Kiki Evans (A&A), Lynn Griffin (DEA), Lisa Revell (DEA), Mike Alexander (DFS), Shajuana Jenkins (DFS), Patricia Williams (AHCA),</p> <p><u>Florida PALM BPS Team:</u> Deana Metcalf, Gary Schneider, Jordan Landreth, Angie Robertson, Janice Jackson, Tanner Collins, Robert Hicks, Deb Gries</p>		
Attachments/ Related Documents	Draft Level 1 Process Flow and Narrative Draft Level 2 Process Flow and Narrative		

Meeting Topics

Topic	Presenter	Allotted Time
Introduction and Welcome <ul style="list-style-type: none"> • General Housekeeping • Participant Introductions 	Julian Gotreaux/ Deana Metcalf	15 min (1:30 pm-1:45 pm)
Review of Draft Level 1 Flows	Deana Metcalf	25 min (1:45 pm-2:10 pm)
<p>Notes: After introductions and orientation by Julian and Deana, Deana presented a review of Level 1 activities for the Cash Process Area. This included an overview of the Level 1 Cash Inflow, Cash Invest and Cash Outflow process flows. There was no SME discussion regarding the Level 1 Cash Process Area.</p>		
Overview of Level 2 Flows and Narratives	Gary Schneider	20 min (2:10 pm - 2:30 pm)
<p>Notes: Gary delivered some background information and leading practices for ERP implementations. He explained how ERP systems represent a more mature suite of products with delivered functionality bundled by modules which are tightly integrated by the vendor. Gary highlighted how this “delivered” integration can help to reduce or avoid integration processes design and also the issues/bugs encountered after implementation.</p> <p>Gary also discussed the requirements gathering approach. Using the Level 2 documents, the BPS Team will compile thousands of specific business and technical requirements. Gary noted that the</p>		

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<p>requirements are “What the system needs to do.” He added that participants should do their best indicate the priority of their ideas in terms of requirements.</p> <p>Finally, he discussed reports in the context of requirements and said not to build requirements around existing reports. Gary told participants to focus on building reports around statutory requirements.</p> <p>Gary critiqued Level 1 documents indicating they were comprehensive and the use of swim lanes was helpful to digest information. He discussed some recommended improvement in the nomenclature as well as further documenting integration with other Process Areas to be incorporated into Level 2 documents. He explained the changes in the Level 2 document formatting incorporating best practices from other States.</p>		
Break		10 min (3:00 pm - 3:10 pm)
Icebreaker	Deana Metcalf	10 min (3:10 pm-3:20 pm)
Level 2 Workflow Discussion	Deana Metcalf	70 min (2:30 pm – 4:20 pm)
<p>Notes:</p> <p>Deana walked through each process step in the CSH Inflow process and explained the action taken including associated data. Treasury commented that they are the point organization for the Banks and manage the exceptions/matching processes at the enterprise level. The group requested more detail to be added to the process flows and narrative about the exception/returns process. For example, Treasury makes an accounting entry for deposit adjustments that needs to be shown in the process flow. Treasury typically has 25-50 exceptions per day that must be resolved. Agencies can “Dispute” bank adjustments which Treasury will resolve with the bank. Treasury has a policy for working exceptions with the agencies, but 2 days is the typical time period for clearing exceptions. Treasury has a procedure for this adjustment processes that the BPS Team needs to review. Currently, Treasury will remove/add cash in the agency’s GL account for bank adjustments unless the agency promptly notifies Treasury.</p> <p>It was discussed that the process flows need to be revised for a DOR process that was brought up in a prior meeting with Treasury. Specifically, DOR receives/make deposits on behalf of agencies. They collect funds via the web, mail, clerk of courts etc. Treasury receives a file from the bank that is sent to DOR to apply agency and transaction information from their Sntax system. Next, three files are created and sent back to Treasury for posting in the accounting system.</p> <p>DOR sends files to the agencies regarding the deposits and transactions they’ve made on their</p>		

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behalf. This will be reflected in the updated process flows.		
Additionally, flows will be updated for the return process.		
Close Meeting <ul style="list-style-type: none"> • Action Items • Homework - • Next Meeting Date / Time / Location 	Jordan Landreth	10 min (4:20 pm-4:30 pm)
Notes: The next CSH meeting will be on 04/30/2015 from 9:00 a.m. est. to 12:00 p.m. est. in the same room at DOR.		

Action Items			
Action Item #	Description of Item	Assigned To	Due Date
1	Treasury will send Adjustment Procedure to Deana along with other relevant policies.	Treasury	04/29/2015
2	Treasury will provide a list of all return files.	Treasury	04/29/2015
3	Deana recommended Treasury evaluate cost benefit of receiving more detailed banking information as part of their future bank contract negotiations.	Treasury	Open
4	Add Treasury adjustments to process flows (reference activity CSH 1.14). Treasury makes adjusting entries for returns and Bank deposit adjustments.	CSH BPS Team	04/29/2015
5.	Move arrow from AE 1.15-CSH 1.11 to CSH CP 1.9	CSH BPS Team	04/29/2015
6.	Need to add all types of returns to process flows. There are separate files but process is similar for each type of return.	CSH BPS Team	04/29/2015
7.	DOR makes deposit on behalf of agencies. We need to show all types of deposits and files on process flow.	CSH BPS Team	04/29/2015
8.	Add agency side of the accounting adjustment done by Treasury on process flows or in narrative.	CSH BPS Team	04/29/2015
9.	Need to discuss how agencies can dispute adjusting entries in the narrative.	CSH BPS Team	04/29/2015
10.	Add "Annual Report of Outside Banking	CSH BPS Team	04/29/2015

Action Items			
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	Service Contracts” to process flows and narrative.		
11.	Add “Quarterly Report for Clearing and Revolving Reports” to process flows and narrative.	CSH BPS Team	04/29/2015

Needs/Requirements Identified or Discussed During Meeting:

1. Would like an exceptions screen for agencies to be able to work deposit exceptions.
2. Each type of Return files has to agree before you can create the debit memo. If they do not match, Treasury needs to correct prior to making an adjusting entry.
3. Need a return screen where agency resolves all types of returns.
4. Currently, Treasury has to go into the bank system to see (print) deposit adjustments. The bank does not send supporting info. In the future, the State would like to get a file from the Bank into Florida PALM showing supporting detail.
5. The State would like to have clearing bank profiles loaded in an ERP system that have standard interfaces with consistent data points showing the movement of cash between banks instead of maintaining individual interfaces for all clearing banks. This would be helpful for the QPD report.
6. The State would like to automate movement of funds from clearing bank account to concentration account.

Reporting Requirements Identified or Discussed During Meeting:

1. Add “Quarterly Report for Clearing and Revolving Reports” to process flows and narrative.
2. Annual report of banking services (outside of Treasury)

Policy Issues Identified or Discussed During Meeting:

1. Treasury to update policy/rule to address moving funds.
2. Frequency and method of which deposits must be made

*** Currently, Treasury indicated they are addressing both of these policy issues.***