Meeting Details

Meeting Date	Wednesday, May 20, 2015 — **Meeting Time**: 1:30 pm to 4:30 pm
Meeting Location	Department of Revenue – Building ***1***, Room 1220/1221 – 2450 Shumard Oak Blvd.
Meeting Objective	Procurement to Payment (P2P) - Level 2 Workgroup: Review and Discuss Draft Level 2 Flows and Narrative
Attendees	Level 2 SMEs: Darinda McLaughlin (DEP); Kim Holland (DFS); Angie Martin (DFS); Maureen Livings (DMS); Kelly McMullen (DMS); ~~Anne Rabon (DMS)~~; Nancy Quancy (DOH); ~~Joanne Lane (DOH)~~; ~~Roger Twitchell (DOH)~~; Lee Ann Hebenthal (DOS); Vonda Murray (DOS); Vianka Colin (FDACS); Christy Hutchinson (FDACS); Debra Owens (FDACS); Thomas Poucher (FDACS); Sharon Bussey (FWC); ~~Rachel Bozeman (FWC)~~; Dewayne Baxley (HSMV); ~~Barbara Vaughn (HSMV)~~; Vicki Nichols (JAC); ~~Masumi Das (JAC)~~; ~~Wayne Mayer (JAC)~~; ~~Dina Kamen (JAC)~~; Florida PALM BPS P2P Team: Deb Gries, State Lead; Warren Bone, EY Lead; Robin Chichester, EY Process Analyst; Angie Robertson, Deana Metcalf, Stanton Beazley, Robert Hicks, Janice Jackson, Tanner Collins, State

Attachments/ Related Documents	P2P Level 2 Process Flows:
	• Workflow #8: "Due to"/ "Due From"
	• Recap of Workflows to date:
	  ○ #1: Establishing Encumbrances
	  ○ #2: Invoice to Voucher
	  ○ #3: Voucher to Payment
	    ▪ Will need to modify flows after we discuss DOR and IRS Levy processing with WG
	  ○ #6: Contracts
	  ○ #7: Travel
	• Workflow #4: PCard
	• Workflow #5: Direct Load
	• Workflow #9: Credit
	• Workflow #10: MFMP
	  ○ These have been included in previous workflows, but due to the separation of activities, they will be standalone workflows
	(Workflow #11: Vendor Relations (includes W9, 1099, etc. -) – will discuss but not present)

Meeting Topics

Topic	Presenter	Allotted Time
• Welcome/ General Housekeeping	Sean Cooley	**10 min** (1:30 pm-1:40 pm)

• ERP Systems Overview	Warren Bone	

Warren Bone provided a brief overview of what an ERP (Enterprise Resource Planning) is as follows:

- Software that houses all information for business planning and management
- Allows for all modules to integrate to develop the big picture and to provide a consistent look and feel across the system and organization
- Provides visibility and management controls for all business/ process modules

Advantages:

- Single Entry; eliminates tedious processes through integration of systems
- Centralized business data
- Consolidation of process activities
- Brings legitimacy of Transparency / Data Source Tracking
- Facilitates standard coding and naming conventions
- Protects sensitive data
- Management Forecasting

Topic	Presenter	Allotted Time
• Level 2 Overview and Workflow Discussion	Deb Gries	**70 min** (1:40 pm – 2:50 pm)

Process Workflow #8: "Due to"/ "Due From"

Walking through the flow and narrative, Deb re-confirmed that this was not to flow Accounts Receivable and Billing (ARB) activities, but how P2P proposes to handle billing between agencies and easier ways to track accountability and payment.

We envision:

P2P 8.1

Post Receivable

- A single page screen that both agencies can view to track billing of a receivable and all related actions
- Ability to obtain invoice documents and supporting documentation from the established receivable to document the charge and agency responsible, OR
- "Click" on an invoice that will link the Due From agency to view and "pull down" the invoice (e.g. DMS telephone bills are housed in CSAB (formerly Oasis). Due From agency user will (more than likely) have to have an established username and password to access the invoice "site"
- Ability for the Due to agency to establish one receivable for a recurring receivable to bill monthly/ quarterly, or annually for goods/services at a fixed amount e.g. DMS and billing agencies for lease payments

- Ability for the Due From agency to act on these type receivables by editing all at one time and selecting the payments for future dates, or pay once at the beginning of the year, etc. *(This will require a policy decision)*
    - Recurring payments are not limited to Due to/ Due From agencies only.

Action Item: Will work with DFS A&A regarding any policy updates/ changes needed

- Once the agency determines the invoice(s) appear to belong to them they will assign to a Program Area Approver
- When the Program Area Approver selects to "edit" the invoice link (on the receivable) that will create the electronic invoice to be submitted and enter the approval flow as identified in P2P 2.3
    - Minor edits may need to be made, but our goal is for the agency to not have to manually key in the invoice
- Payment information from P2P 3.8 will auto-populate on the receivable
- Due To agency will acknowledge receipt that pay information has populated (and will confirm through ARB the payment and updating of the receivable)
- Flag receivable if not paid by the 20th day after the receivable has been established
- Flag receivable ***and escalate to the Due From Agency's Financial Administrator*** if not paid by the 30th day after the receivable has been established

Action Item: will enter this as a policy issue for tracking and action

P2P 8.10
Update Receivable with Rejection

- Allow the Due To Agency to update a receivable that has been rejected by the (currently billed) Due From agency and bill the correct Due From agency without creating a new receivable

Questions/ Issues:

Q: If there is a dispute on the amount billed, is it possible to partially pay the invoice?

A: Work this out by communicating with the Due To agency first and if they are acceptable to a partial pay due to a dispute, take action and process payment as referenced above. The invoice on the receivable will be updated with pay information and the 20/30 day notifications will continue until the receivable is updated as paid in full or adjusted to a lesser amount

Q. There are times DMS receives a credit from the phone company and now needs to pass on the credit to the Due From agency. How should this occur?

A. This should be addressed as any other credit. However the easiest way is to work with DMS to apply the credit to a new invoice, referencing the invoice overpaid.

Q. Can the screen be updated to reflect funding changes that may occur months later?

Q. Based on those changes, can the system send a notification to the Due To agency to amend their receivable accordingly?

A. ***No. This is not possible according to our consultants***

Break / Icebreaker		10 min
• Level 2 Overview and Workflow Discussion	Deb Gries	**80 min** (3:00 pm – 4:20pm)

- Recap of Workflows to date:
  - #1: Establishing Encumbrances
  - #2: Invoice to Voucher
  - #3: Voucher to Payment
    - Will need to modify flows after we discuss DOR and IRS Levy processing with WG
  - #6: Contracts
  - #7: Travel
- Workflow #4: PCard
- Workflow #5: Direct Load
- Workflow #9: Credit
- Workflow #10: MFMP
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(Workflow #11: Vendor Relations (includes W9, 1099, etc. -) – will discuss but not present)

Deb walked the group through the revised workflows with the updates/ changes made from Workgroup 3.

Consensus made that Credits should flow through an approval flow as with any other invoice. Workflow will be updated accordingly

Direct Loads

- We discussed that a final flow will be completed prior to the workshops to identify all type loads prior to the finalization of business requirements. Kim Holland (DFS) was able to confirm that the McKay Scholarships (DOE) will be direct load soon. We will ensure they are identified in the narrative

Action Item: Get feedback from a direct load agency and A&A to finalize the workflow

Vendor Relations

- We are finalizing the workflow and narrative with Angie Martin (DFS) and will have the final flow completed prior to the workshops

Action Item: Complete flow and send to WG members

Escheatment and Unclaimed Property

- We will work with Tanner Collins, ARB Lead, to discuss actions we can design for Florida PALM to more easily handle Unclaimed Property

Action Item: Design flow and send to WG members

No additional requests were made by the WG		
• Close Meeting and Discuss Next Steps	Deb Gries	**10 min** (4:20 pm-4:30 pm)

1. Finalize and distribute meeting minutes for WG 3 and WG4 to the WG members for comments and requests
2. Based on their response, modifications will be made to the workflows and narrative as appropriate. We will attempt to get them distributed for comment to the WG members prior to the beginning of the workshops (scheduled to begin 6/10/15)
3. Identify critical items to include on the Policy Issue Log
4. Begin work on Business Requirements (which make up the design on the ERP) and reach out to WG members for comments and requests. First round of requirements must be completed NLT 6/23/15

In closing, Deb thanked the members for their time and contributions to this project. We can build this, but we need to do it together, and with that we will Succeed!!