AR PERSONAS
Oliver
Agency Deposit Reporter

Source Module: Accounts Receivable
Work Goals: Successfully update banking data
Business Subprocesses: 60.2.4 Manage Electronic Receipts Data
60.2.5 Process FLAIR Deposits
60.2.6 Treasury Receipts, Adjustments, and Returned Items

Responsibilities
I am responsible for reporting that assists the deposit process.

What Is In It For Me?
Running reports in CMS has become second nature. With as many reports as I run daily, I hope that Florida PALM is just as easy to use.

“Running my deposit and returned item reports in Florida PALM will be different from what I am used to doing now. I am excited to learn a new way to perform the task.”
Alex
DFS Treasury end user role responsible for reconciling bank accounts.

**Source Module:** Accounts Receivable, Treasury Management, Cash Management

**Work Goals:** Appropriately resolve deposit inquiries from the agencies

**Business Subprocess:** 60.2.5 Process FLAIR Deposits

**Responsibilities**
I am responsible for reviewing and determining the action to be taken for deposit questions.

**What Is In It For Me?**
Right now, agencies reach out to me when they need Treasury assistance for manual deposit verification and corrections. I hope that by using Florida PALM I will be able to resolve deposit questions faster.

“
I hope Florida PALM will streamline my work so I can better serve the agencies and their needs.
“

Sofia
DOR Agency Exception Processor

**Source Module:** Accounts Receivable

**Work Goals:** Successfully process deposits on behalf of agencies

**Business Subprocess:** 60.2.5 Process FLAIR Deposits

**Responsibilities**
I am responsible for reviewing and updating deposits.

**What Is In It For Me?**
I’m looking forward to the deposits process in Florida PALM. Hopefully it will make my daily work simpler.

“
I’m looking forward to Florida PALM and more-updated technology. I love FLAIR but I’m ready for a new streamlined system.
“
**Vickie**

**DFS Deposit Processor**

DFS Treasury end user role responsible for processing returned items, treasury receipts, and deposit adjustments.

**Source Module:** Accounts Receivable  
**Work Goals:** Correctly process returned items, treasury receipts, and deposit adjustments.  
**Business Subprocess:** 60.2.6 Treasury Receipts, Adjustments, and Returned Items

**Responsibilities**

I am responsible for creating Direct Journal Deposits and adding/attaching Foreign Item support for my agency.

**What Is In It For Me?**

I am prepared to learn a new system and am excited to work in Florida PALM!

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**Iris**

**DFS Deposit Approver**

DFS Treasury end user role responsible for reviewing and approving deposits.

**Source Module:** Accounts Receivable  
**Work Goals:** Approve deposits related to treasury receipts and adjustments  
**Business Subprocess:** 60.2.6 Treasury Receipts, Adjustments, and Returned Items

**Responsibilities**

I am responsible for approving the Direct Journal Deposits entered by my staff. I need to verify they are being entered into the system correctly.

**What Is In It For Me?**

Florida PALM seems like it will allow for quicker approving of deposits. That means we can get back to serving Florida faster!