CM PERSONAS
Jonathan
GL Journal Processor

End user role responsible for creating journals.

**Business Process Grouping:** General Ledger, Treasury Management, Cash Management

**Work Goals:** Successfully enter journal entries and manage errors

**Business Subprocess:**
- 10.2.1 Create and Approve Journals
- 10.2.2 Edit Check
- 70.7.1 Manage SPIA Balances
- 70.7.2 Distribute Interest Apportionment
- 80.1.2 Invested Cash Checking

**Responsibilities**
I will be responsible for creating the GL journals for my agency.

**What Is In It For Me?**
I would like it to be easier to tell when my manager needs me to fix or delete a transaction. She usually has to stop by my desk or email me to let me know. I wish there was a way that I can just check daily without her having to stop by. This way I can get my work done first thing in the morning.

I hope that I will be able to enter GL journals as quickly as I was able to enter TR10s in FLAIR.

06/2020
Carlos
DFS Override Processor

Source Module: Cash Management
Work Goals: Efficiently override or delete a disinvestment
Business Subprocess: 80.1.2 Invested Cash Checking

Responsibilities
I will be responsible for reviewing disinvestments requests for overriding or deleting the transaction and responding appropriately.

What Is In It For Me?
Need to easily identify when a request has been made and take the appropriate course of action to either override or delete the transaction.

I'm sure that the process for overriding/deleting an investment will be efficient and easy in Florida PALM.
Work Goals:

Fund Cash Processor

Efficiently and effectively create disinvestment journals

Agency end user who enters Trust Fund disinvestment GL journals in Florida PALM

Eric

Fund Cash Processor

Source Module: Cash Management

Work Goals: Efficiently and effectively create disinvestment journals

Business Subprocess: 80.2.1 Monitor Trust Fund Cash Balance

Responsibilities

I will be responsible for reviewing the fund cash and creating disinvestment journal entries when liquidation is needed. I will also be responsible for redistributing investments at the sub-fund level.

What Is In It For Me?

Need to easily and efficiently create a corresponding journal entry.

"I'm sure that the process for creating disinvestments in Florida PALM will be efficient and easy."
**Work Goals:**

*DFS Payment Cancellation Processor*

- Processes payment cancellation requests in a timely manner

**Responsibilities**

I will be responsible for reviewing payment cancellation requests, working with the banking partners to cancel payments, and notifying agencies when their request has been completed.

**What Is In It For Me?**

I believe that the Florida PALM workflow will help to receive agency’s payment cancellation requests in a timely manner and allow me to notify the agency when their payment has been canceled.

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**Work Goals:**

*Agency CRA Reporter*

- Efficiently reconcile the CRA on a regular basis

**Responsibilities**

I will be responsible for running and reviewing the CRA Bank Statement report and reconciling the CRA. I perform stop-payments for my agency when needed.

**What Is In It For Me?**

How can I more efficiently reconcile the CRA with the information I have available?