TM PERSONAS
**Rob**

**Bank Account Request Processor**

**Work Goals:** Agency end user role responsible for facilitating banking needs.

**Source Module:** Cash Management

**Business Subprocess:** Process Banking Needs

**Responsibilities:**
I will be responsible for facilitating the requests to Treasury for new/changes to bank accounts, electronic payment services, and other banking services.

**What Is In It For Me?**
Routing all necessary approval forms through Florida PALM seems effective and user-friendly.

“I can’t wait to start working in Florida PALM. Electronic forms will save so much time!”

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**Nancy**

**DFS Bank Account Maintainer**

**Work Goals:** DFS Treasury end user role responsible for maintaining bank partner accounts, Florida PALM configurations, and managing agency banking needs.

**Source Module:** Cash Management

**Business Subprocess:** Maintain Banking Needs

**Responsibilities:**
I will be responsible for requesting new bank accounts with banking partners and maintaining bank account configurations in Florida PALM. I will also manage agency requests for electronic payment services and banking needs.

**What Is In It For Me?**
I review, approve, and process the banking needs for agencies. There can be a lot of moving parts during this process and I hope I can do it efficiently in Florida PALM.

“I hope my coworkers and I can work together and make the transition to Florida PALM successful.”

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06/2020
**Audrey**

*Agency Requestor*

**Source Module:** Cash Management  
**Work Goals:** Successfully request Treasury assistance  
**Business Subprocess:** 70.1.2 Manage Treasury Correspondence

**Responsibilities**

I will be responsible for requesting correspondence from Treasury and confirming issue resolution.

**What Is In It For Me?**

I am excited to see the changes and work in Florida PALM. Florida PALM will make resolutions a simpler task.

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**Zoe**

*DFS Correspondence Processor*

**Source Module:** Cash Management  
**Work Goals:** Appropriately review and approve requests  
**Business Subprocess:** 70.1.2 Manage Treasury Correspondence

**Responsibilities**

I will be responsible for reviewing, researching, and responding to agency needs via the Treasury Correspondence Form.

**What Is In It For Me?**

I am optimistic about the changes that the Florida PALM will bring for my agency.

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*06/2020*
Liam
DFS Treasury end user role responsible for reconciling bank accounts.

Source Module: Cash Management
Work Goals: Appropriately resolve banking deposit corrections
Business Subprocess: 70.2 Manage and Reconcile Bank Statements

Responsibilities
I will be responsible for reviewing and determining the action to be taken for reconciliation exceptions.

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

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

*Exception Handler*

**End user role responsible for resolving exceptions in Florida PALM.**

**Source Module:** Cash Management

**Work Goals:** Appropriately review and resolve exceptions

**Business Subprocess:**
- 70.2 Manage and Reconcile Bank Statements
- 70.5 Reconcile Book to Bank Balances

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**Responsibilities**

I will be responsible for reviewing and resolving agency’s bank reconciliation exceptions.

**What Is In It For Me?**

I am hoping that Florida PALM’s ability for reconciling account balances will lessen the amount of exceptions that need processing.

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"I am optimistic about the changes that the Florida PALM implementation will bring for my agency."
Shelly
Cash Transfer Processor

End user role responsible for requesting transfers between bank accounts.

Source Module: Cash Management
Work Goals: Successfully request bank account transfers
Business Subprocess: 70.4 Process Bank Cash Transfers

Responsibilities
I will be responsible for determining the amount needed for a cash transfer and submitting the request.

What Is In It For Me?
I hope that I will be able to continue processing cash transfers as quickly.

Nate
Cash Transfer Approver

DEO end user role responsible for approving transfers between bank accounts.

Source Module: Cash Management
Work Goals: Appropriately approve and deny cash transfers
Business Subprocess: 70.4 Process Bank Cash Transfers

Responsibilities
I will be responsible for approving all of the cash transfer requests entered by my staff. I need to make sure they are being entered into the system correctly.

What Is In It For Me?
How can we minimize errors when my employees are entering transfer requests in the system? I would like to reduce the number of requests that need to be modified before being approved.

“"I am hoping that the transition to Florida PALM will make it easier to approve cash transfer requests.""
**Work Goals:**

DFS Transfer Approver

Appropriately approve bank transfers

DFS Treasury end user role responsible for approving transfers between bank accounts.

**Source Module:** Cash Management

**Business Subprocess:** 70.4 Process Bank Cash Transfers

**Responsibilities**

I will be responsible for approving and processing bank cash transfer requests.

**What Is In It For Me?**

How can I process the accounting entries more efficiently? I approve requests daily and would like to optimize my time spent in the process.

I hope that the transition to Florida PALM will increase productivity and efficiency.
Elyssa
Book to Bank Reconciliation Processor

Source Module: Cash Management
Work Goals: Efficiently reconcile the bank account to ledger balances every month
Business Subprocess: 70.5 Reconcile Book to Bank Balances

Responsibilities

I will be responsible for reconciling the bank account balances and ledger balances. I reconcile at the end of each month, review any exceptions that may exist, and close the cash management period for the month.

What Is In It For Me?

As this is a process I have to complete each month, I would like to be able to easily determine and understand exceptions in the reconciliation process so I can quickly take the appropriate action.

"I hope that Florida PALM provides a way to efficiently reconcile the bank account and ledger balances every month."
**Krystal**
DFS Investment Accounting Processor

**DFS Treasury end user role responsible for accounting for investments.**

**Work Goals:**
Approve investment settlements and manage resolution of exceptions.

**Role:** DFS Treasury end user role responsible for accounting for investments.

**Source Module:** Cash Management

**Business Subprocess:** 70.6 Create and Maintain Deals

**Responsibilities**
I will be responsible for approving Settlements, resolving reconciliation exceptions, and reviews investment totals on a daily and monthly basis.

**What Is In It For Me?**
I hope that Florida PALM can streamline the recording of investment accounting entries.

—I hope that in Florida PALM the recording of investments and associated accounting entries is efficient.

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**Malika**
DFS Investor

**DFS Treasury end user role responsible for managing investments.**

**Work Goals:**
Review investment maturities and earnings

**Role:** DFS Treasury end user role responsible for managing investments.

**Source Module:** Cash Management

**Business Subprocess:** 70.6 Create and Maintain Deals

**Responsibilities**
I will be responsible for reviewing investment maturities and earnings.

**What Is In It For Me?**
I hope that the Investment Maturity and Accrual report makes it easy to manage investments.

—I hope that the Florida PALM report provides the information I need to decide whether a purchase or sell of a trade is required.
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.
Work Goals:
Agency CM Reporter

Appropriately enter apportionment transactions in Department FLAIR
Agency end user role responsible for generating monthly interest apportionment report in Florida PALM and recording transactions in Departmental FLAIR.

Responsibilities
I will be responsible for running the monthly interest apportionment report to determine the interest earnings and fees to record in Departmental FLAIR.

What Is In It For Me?
How can I easily review monthly apportionments so that I can enter a general accounting entry in Department FLAIR?

Claudia
Agency CM Reporter

Source Module: Cash Management

Work Goals: Appropriately enter apportionment transactions in Department FLAIR

Business Subprocess: 70.7.2 Distribute Interest Apportionment

I hope Florida PALM makes it easy for me to review the monthly apportionments in a format I am familiar with.