



# The A&A Ledger

Florida Department of Financial Services | Division of Accounting & Auditing

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## DEBT COLLECTION GUIDANCE

By: GABE FRANKLIN

The [Debt Collection Guidance](#) is published on the Division of Accounting and Auditing's (A&A) website. This extensive guide was written to instruct agencies on how to perform their debt collection activities effectively. It covers a range of topics from Due Diligence, Placing Accounts, Statute of Limitations, the Annual 17.20 Report, and much more. Here are some of the most common debt collection questions:

### *What is the goal of the Debt Collection Program?*

In compliance with Section (s.) 17.20, Florida Statutes (F.S.), the agencies within the State of Florida are tasked with placing state owed debt with a Debt Collection Agent (DCA). Each state agency must maintain and keep up-to-date procedures concerning delinquent Accounts Receivable and debt collection.

### *What is Considered an Accounts Receivable (AR)?*

An Account Receivable refers to the money owed by a person or business to the State of Florida. Many things can be considered an Accounts Receivable. These are examples of AR items: Licenses, Fines, Fees, and Tangible Goods.

### *What kind of reports are required from DCAs?*

The list of reports required by the DCAs can be found in the state debt collection contracts. These reports are created to help the state agencies monitor and track collection activities. These reports include: Claims Acknowledgement Report, Exceptions Report, Skip Tracing Report, Collection Effort Report, Cumulative Account Inventory, Collection Activity Statement, Close and Return Report, and the Collection Summary Report.

### *What is the statute of limitations and how does it apply to my agency?*

The statute of limitations can be found in Chapter 95, F.S. This limits the time a state agency must pursue an alternate source of collections via legal action (e.g., wage garnishments, liens, judgments). Once this period lapses the debt is NOT extinguished. It is important to note that the debt should remain with the DCA until collected.

### *What is the 17.20 report?*

Section 17.20(4), F.S., gives the reporting requirements related to the state's delinquent accounts. Every year by October 1, each state agency must submit a report to the President of the Senate, the Speaker of the House of Representatives, and the Chief Financial Officer. The reporting template, DFS-A1-2095 – Annual Report of Claims for Collection Form, is available on the A&A's website. This report reflects each state agency's performance in placing debt with DACs, write offs, and Accounts Not Referred for Collection. This report acts as a report card for your agency.

A&A encourages you and your Debt Collection Team to read over this guide and use it in your day-to-day operations. DFS knows that debt collection can be difficult sometimes. Just remember that DFS has your back and whenever needed, DFS is here to support you and your agency's debt collection efforts.



Saint Teresa Beach, FL

By: Niki Nolton

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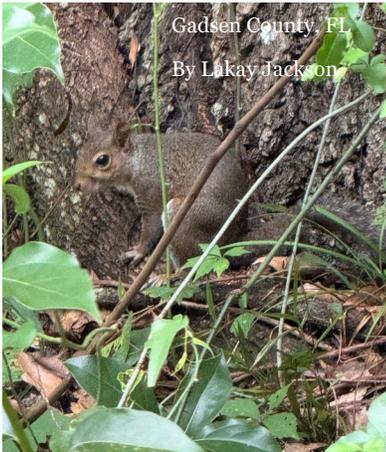


Shell Point, FL

By: Donna Vollertsen

## FLIPS UPDATE

BY: APRIL MCBRAYER



The Department of Financial Services (DFS) is implementing a new supplier/payee onboarding tool known as the Florida Integrated Payee System (FLIPS). In 2026, payees that want to receive payments by direct deposit, or update existing direct deposit information, must register in FLIPS. An update to rule 69I-22.002 retired the paper Vendor Direct Deposit Authorization Form (DFS-A1-26E), leading to a new process.

This new process requires agencies to send a Request for Supplier in FLIPS to the Bureau of Vendor Relations (BVR) for those payees impacted by the rule update. BVR will be responsible for sending an invitation to the payee, which will allow the payee to register in FLIPS. BVR is finalizing the design for the Request for Supplier process. Training on the new functionality will be available before implementation.

In January 2027, when Florida PALM goes live, additional FLIPS functionality will be implemented. Agencies will begin sending invitations to payees who need to register in FLIPS. Once a payee registers in FLIPS and is fully approved, this will create a supplier record in Florida PALM.

Invitations should only be provided to payees who are actively receiving payments from the State of Florida. Questions can be sent to [AcctAudPMT@myfloridacfo.com](mailto:AcctAudPMT@myfloridacfo.com).

## ACFR COVER PHOTO WINNER

BY: BEN ISENBURG

Each year, the Bureau of Financial Reporting (BFR) prepares the Florida Annual Comprehensive Financial Report (ACFR), which presents the State of Florida's financial condition at fiscal year-end and the results of operations. Once completed, the ACFR is published online and distributed to state agencies, the Chief Financial Officer (CFO), and the Governor.

This year, Accounting and Auditing's staff were asked to participate in the third annual ACFR cover photo division activity, and we would like to extend a sincere thank you to everyone who submitted a photo. The creativity and quality of the entries made the selection process both exciting and challenging.

The winning selection was made by Deputy CFO Scott Fennell and CFO Blaise Ingoglia.

The winner of the 2025 ACFR cover photo was **Noella Yoder**! Her stunning photograph, taken in Crawfordville, Florida, is featured on the 2025 ACFR cover.

Congratulations to Noella and thank you again to everyone who participated in making this year's ACFR truly special.

The ACFR is available A&A's website at [ACFR Audits and Reports](#).



## LESSONS LEARNED PRE-UAT

By: JULIA COLLINS—O’KANE & RHONDA MILLER

The Pre-User Acceptance Testing (UAT) phase of the Florida PALM Project was a great opportunity, and the division of Accounting and Auditing (A&A) took full advantage of it. We used this phase to test enterprise functionality, walk our Subject Matter Experts (SMEs) through the UAT environment, and give our UAT plan a real-world trial run. We took the opportunity to fine-tune our approach and learn what would set us up for success once full UAT kicked off. Here are a few things that really stood out:

**Communication makes everything easier.** Pre-UAT taught us that we must establish strong communication channels early, communicate expectations to all end users to help them understand what to expect for UAT, and to give them space to ask questions before they are deep into testing. When communication slips, it’s easy for testers to miss key scenarios or walk away unsure of what the system is supposed to do. We want our staff to feel comfortable asking questions because in the end, we are all learning this new system together.

**Flexibility goes a long way.** Pre-UAT reminded us that things rarely go exactly as planned. Staying flexible - whether that means tweaking test cases, shifting priorities, or adjusting our approach - will help us keep our momentum and improve the overall user experience. Treating UAT as something that evolves, not a rigid checklist, will help us make the experience stronger and more aligned with how people actually work.

**Early and frequent user engagement pays off.** Pre-UAT confirmed that the more we involve users, the better the outcomes will be. With a small group of testers, it was important for all of us to be engaged and to engage Division staff. When testers felt heard, they became more invested in the process and began to see the role



Apalachicola, FL

By Kim Jacobs

they played in the big picture. Their insights helped shape a more practical, user friendly solution and helped to build early buy in that has supported our transition into full UAT.

**UAT is about more than finding bugs.** Yes, defects matter but UAT is really about making sure the system supports real business needs. Having enterprise SMEs join demos gave us valuable feedback and helped us understand how the system fits into day-to-day workflows and what functionality could possibly contain risks to our data

integrity. Their involvement early on helped validate usability, performance, and alignment with actual business processes.

Pre-UAT gave us a chance to slow down, experiment, and really understand how our users will interact with Florida PALM before the pressure of full UAT kicked in. The lessons we picked up - communicating clearly, staying flexible, involving users early, and focusing on our business needs - will carry forward as we move into the next phase. We stepped into UAT with a stronger plan, a clearer sense of what our users need, and a Division that is better prepared to support ourselves, agencies, and the Florida PALM Project every step of the way.

Check out the [A&A Florida PALM Connections](#) page for more information about how A&A is preparing for Florida PALM! [PALM Connection](#)



Bear Paw - Marianna, FL  
By: Noella Yoder

## MEMOS OF NOTE

Agency Addressed and Chief Financial Office Memorandum are issued regularly by the Division to share information, provide guidance, and distribute policy to agency personnel. The following memos were published within the last quarter.

#	Title	Summary
CFO No. 30	Advancing Accountability Requirements	Clarified the requirements for contract managers to take Advancing Accountability within six months of being assigned contract management responsibility.
CFO No. 33	Manual for Debt Collection Guidance	Announced the publication of the manual for Debt Collection Guidance that can be used as a resource to assist agencies with the handling of delinquent accounts receivables.
CFO No. 34	Separation Of Duties (SOD) Conflicts	Access control requirements for the Florida Planning, Accounting, and Ledger Management (PALM).
AAM No. 22	New Expenditure Object Codes	New expenditure object codes were created to effectively capture all payments associated with the new Retention Bonus and the new Hiring Bonus for Correctional Officers.



Department of Financial Services  
Fletcher Building  
  
200 E Gaines St.  
Tallahassee, FL 32399  
  
Phone: 850-413-5510  
Email: [AcctAudPMT@MyFloridaCFO.com](mailto:AcctAudPMT@MyFloridaCFO.com)

Beginning in early April 2026, several key resources will be available through the A&A website to help you prepare for a smooth 2025-2026 Fiscal Year End:

- **Memos:** Two memos outlining critical processing deadlines — Undisbursed Appropriations at Fiscal Year-End, June 30, 2025 and Florida Accounting Information Resource (FLAIR) Fiscal-Year 2024-25 Closing
- **Calendar:** Highlighting important processing deadlines between May and July
- **On-Demand Training:** Recapping information in the two memos