AR Personas

Oliver

Agency Deposit Reporter

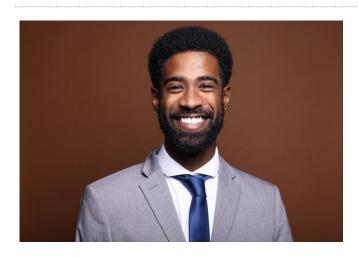**Agency end user role responsible for reporting deposits.**

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.
"

06/2020

Alex
DFS Bank Reconciliation Processor

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. "
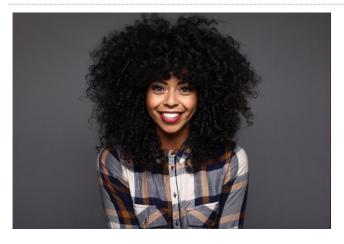
Sofia
DOR Agency Exception Processor

DOR end user role responsible for monitoring and managing load exceptions.

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 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. "

06/2020

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 do not currently enter deposits for Treasury Receipts and Deposit Adjustments. This will be a process change for me moving forward in Florida PALM.

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

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?

I am excited for new Florida PALM functionality. I am looking forward to the system's automatic reconciliation process after I approve deposits.

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

06/2020