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Rob
Bank Account Request Processor

Agency end user role responsible for facilitating banking needs.

Source Module: Cash Management
Work Goals: Process Banking Needs
Business Subprocess: 70.1.1 Maintain Bank Accounts

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! "

Nancy
DFS Bank Account Maintainer

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

Source Module: Cash Management
Work Goals: Maintain Banking Needs
Business Subprocess: 70.1.1 Maintain Bank Accounts

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. "

08/2020

Audrey

Agency Requestor

Agency end user role responsible for submitting correspondence requests to Treasury.

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?

The ability to attach supporting documents to Treasury Correspondence Forms will make my life much easier when I need to request assistance for research or supplies.

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

Zoe

DFS Correspondence Processor

DFS Treasury end user role responsible for reviewing and responding to correspondence requests.

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?

Working in and outside of Florida PALM to complete Treasury requests will be an adjustment. How will I notify the Agency Requestors of the resolution?

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

08/2020

Liam

Bank Reconciliation Processor

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.

"

08/2020

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

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.

"
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 would like it to be easier to route or correct a transfer request. My manager usually has to stop by my desk or email me to let me know the transfer was not approved. I wish there was a way that I can just check the system.

> "
> 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.
> "

08/2020

Mark

DFS Transfer Approver

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

Source Module: Cash Management

Work Goals: Appropriately approve bank transfers

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

DFS Treasury end user role responsible for reconciling bank account balances to ledger balances in Florida PALM.

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. "
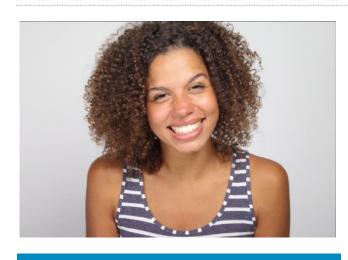
Krystal
DFS Investment Accounting Processor

DFS Treasury end user role responsible for accounting for investments.

Source Module: Cash Management

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

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.
"

Malika
DFS Investment Reporter

DFS Treasury end user role responsible for managing investments.

Source Module: Cash Management

Work Goals: Review investment maturities and earnings

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 Florida PALM report provides the information I need to decide whether a purchase or sell of a trade is required.

"
I hope that the Investment Maturity and Accrual report makes it easy to manage investments.
"

08/2020

Jonathan

DFS 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. "

Claudia

Agency CM Reporter

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

Source Module: Cash Management

Work Goals: Appropriately enter apportionment transactions in Department FLAIR

Business Subprocess: 70.7.2 Distribute Interest Apportionment

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?

"

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

"

08/2020