

The slide features three icons at the top: a red circle with a dollar sign and hand for 'Accounts Receivable', a red circle with a document and dollar sign for 'Billing', and a green circle with a building for 'Cash Management'. The number '33' is in the top right corner. The main title is 'ACCOUNTS RECEIVABLE, BILLING, AND CASH MANAGEMENT' in large blue letters, with 'WRAP-UP' in smaller grey letters below it. The FloridaPALM logo and 'AR, BI, and CM November 17, 2021' are in the bottom right. A blue and white graphic is in the bottom left.

NOTES:


House Keeping and GoToWebinar Logistics

- Question Box
- Recorded session to be posted on the website


RECORDING TIME: 02:44-05:56

AR, BI, and CM Wrap-Up Agenda

- ▶ Workgroup Summary
- ▶ Future Face of Florida PALM
- ▶ Points to Remember
- ▶ Questions
- ▶ Next Steps



Accounts Receivable Billing Cash Management ³⁴



FloridaPALM
Planning, Accounting, and Ledger Management
AR, BI, and CM November 17, 2021


NOTES:

- Workgroup Summary – Summary of the business process modules, key benefits and process changes, and pending policy decisions
- Future Face of Florida PALM – Discussion of what Florida PALM will look like in the future
- Points to Remember – Key concepts to remember
- Questions – Discussion of questions asked during Workgroup Sessions and where the consolidated log is posted:
- Next Steps – Activities the Project and Agencies will continue to work on to prepare for the transformation to the Financials Wave


RECORDING TIME: 05:57-07:00

AR, BI, and CM Workgroup Goals


- ▶ Relationship between Business Process Models and Florida PALM Modules
- ▶ Evaluate Agency Business Systems, Interfaces, Processes and Procedures



Accounts Receivable





Billing



Cash Management

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NOTES:


- Identify the relationship between the Business Process Models and the Florida PALM Modules
- Highlight the importance of agency evaluation of internal business systems, interfaces, and agency processes and procedures to prepare for transition to Florida PALM

RECORDING TIME: 07:00-07:44


AR, BI, and CM Key Benefits



Accounts Receivable




Billing




Cash Management

▶ Florida PALM provides the following benefits:

- AR
 - Customer account automatically updated
 - Collection Workbench
 - Payment Predictor
- BI
 - Customer record structure
 - Standardize, automate and maintain billing activities
 - Billing options and delivery method





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NOTES:

- AR
 - Automatically updates Customer Account
 - Establish receivable by creating a bill in the system (manually enter the receivable, upload a spreadsheet, or interface from agency business system), which may be updated as needed.
 - Receivable transactions approved through workflow
 - Customer accounts automatically update when outstanding receivables and customer payments are approved through workflow
 - Collection Workbench – Provides a complete view of customer collections and aging
 - Payment Predictor – Systematically applies payment to open ARs
- BI
 - Customer Record Structure – agencies maintain unique customer information and secure confidential/sensitive customer data. Customer data not shared across agencies
 - Standardize, automate, and maintain billing activities providing invoice review/approval and generating accounting entries. Finalized bills are then processed for aging, collections, and payment application
 - Create installment, recurring, and consolidated bills; adding notes and attachments; email/mail delivery

RECORDING TIME: 07:45-10:30

AR, BI, and CM Workgroup Summary



Accounts
Receivable



Billing



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▶ Billing, Accounts Receivable, and Cash Management Module

Business Processes:

- 50.1 Set Up and Maintain Customer (BI)
- 50.2 Enter and Maintain Bills (BI)
- 60.1 Enter and Maintain Receivables (AR)
- 60.2 Deposit and Apply Receipts (AR)
- 60.3 Perform Collections and Aging (AR)
- 80.2.7 Manage Revolving Funds (CM)



NOTES:

- Set up and Maintain Customer
- Enter and Maintain Bills
 - Customer Billing
 - Refund/Credit Invoice
- Enter and Maintain Receivables
 - Record Accounts Receivable
 - Period Close
- Deposit and Apply Receipts
 - Direct Journal Deposits
 - AR Deposits
 - Returned Items
 - Manage Electronic Receipts Data
- Perform Collections and Aging
 - Collections
 - Write-Off
- Manage Revolving Funds

RECORDING TIME: 10:31-10:50

AR, BI, and CM Workgroup Session 1



Accounts
Receivable



Billing



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- ▶ 50.1 Set Up and Maintain Customer (AR/BI)
- ▶ 50.2 Enter and Maintain Bills (BI)
 - 50.2.1 Customer Billing
 - 50.2.2 Refund/Credit Invoice
- ▶ 60.1 Enter and Maintain Receivables (AR)
 - 60.1.1 Record Accounts Receivable
 - 60.1.2 Period Close
- ▶ 60.3 Perform Collections and Aging (AR)
 - 60.3.1 Collections
 - 60.3.2 Write-Off



NOTES:

- 50.1 Set up and Maintaing Customer
 - Establishing and maintaining customer records
- 50.2 Enter and Maintainin Bills
 - Issuing invoices for money due and supporting automation of billing activities
- 60.1 Enter and Maintain Receivables
 - Recording receivable transactions and performing period closing
 - Entering data by manual entry, spreadsheet upload, or interface
- 60.3 Perform Collections and Aging
 - Monitoring AR Aging
 - Using Condition Montiro to apply late fees
 - Processing/Printing statements and delinquent notices
 - Sending account to external collection agencies
 - Capturing due diligence phone calls and letters

RECORDING TIME: 10:51-12:32

AR, BI, and CM Workgroup Session 2



Accounts
Receivable



Billing



Cash
Management

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- ▶ 60.2 Deposit and Apply Receipts (AR)
 - 60.2.1 Direct Journal Deposits
 - 60.2.2 AR Deposits
 - 60.2.3 Returned Items
 - 60.2.5 Manage Electronic Receipts Data
- ▶ 80.2 Monitor and Manage Fund Cash (CM)
 - 80.2.7 Manage Revolving Funds



NOTES:



- 60.2 Deposit and Apply Receipts
 - Using direct journals to record deposits not associated with a customer or outstanding receivable
 - AR Deposits – associated with a customer and outstanding receivable; Payment Predictor to systematically apply payments; Payment worksheets to manually apply payments
 - Treasury Correspondence Form used for same day deposit approval and deposit assistance
 - Workflow used to review deposit transactions
 - Returned items systematically generated, use default accounting set on the Distribution Code to create deposit entries
 - Electronic Receipts Data – ePayment data and ACH NOC Data
- 80.2 Monitor and Manage Fund Cash
 - Agencies record transactions for accounts not managed by Treasury
 - Record disbursements in AP and replenish deposits in AR
 - Revolving fund accounts transactions automatically reconciled to electronic bank statements or manually reconciled following receipt of monthly bank statement

RECORDING TIME: 12:33-14:30

AR, BI, and CM Future Face of Florida PALM

- ▶ Billing/AR Accounting
- ▶ Payment Worksheet

Accounts Receivable **Billing** **Cash Management** 40

 
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NOTES:

- Discussion of what Florida PALM will look like in the future

Recording Time: 26:25-26:46

FloridaPALM 41

Header - Info 1 | Line - Info 1 | **Revenue Distribution**

Unit 43000 Bill To 1000000010 Pretax Amt 200.000 USD
 Invoice MISC000271 VOLVO Inc Max Rows 100

Bill Line

Seq 1 Line Net Extended 200.000
 Identifier RENTAL Description Park rental per hour

BI Creates GL Acct Entries

Bill Line Distribution - Revenue Personalize | Fi

	Code	Organization	Account	Fund	Budget Entity	Category	PC Business Unit	Project	Activity
+ -	4300560		605000	57300	43900560	000200			

Percent 100.00 Amount 200.000 Gross Extended 200.000

Example

NOTES:

- Shared an example of Billing Revenue Distribution
 - Revenue Distribution tab is where accounting is entered
 - Default accounting provided based on configured code that will be established
 - Bill Line Distribution allows for updating of ChartField values

Recording Time: 26:47-27:43

The screenshot displays the FloridaPALM AR Offset interface. At the top, there are tabs for 'Header - Info 1', 'Line - Info 1', and 'AR Offset', with the latter being selected and highlighted by a red box. Below the tabs, the following information is visible: Unit 43000, Invoice MISC000271, Bill To 1000000010, VOLVO Inc, Pretax Amt 200.000 USD, and Max Rows 100. The 'Bill Line' section shows Seq 1, Line Identifier RENTAL, and Net Extended 200.000, with a description of 'Park rental per hour'. Below this, the 'AR Distribution' section is highlighted with a red box and contains a table with the following columns: Code, Organization, Account, Fund, Budget Entity, Category, PC Business Unit, Project, and Activity. The 'Code' field contains 'AR' and the 'Account' field contains '130100'. A large 'Example' watermark is overlaid on the bottom right of the screenshot.

NOTES:

- Shared an example of AR Offset
 - Will be based on a code
 - AR Distribution section – contains AR Offset detailed accounting chartfields that can be updated
- AR can be entered through the Billing Module by creating an invoice or in the AR Module for an item

Recording Time: 27:44-28:23

Florida **PALM** 43

Group Control Pending Item 1 Pending Item 2 Pending Item 3 Accounting Entries Group Action

Group Unit 43000 Group ID 24

Pending Item Entry Find | View All First 1 of 2 Last

*Acctg Date 04/17/2021 *As Of Date 04/17/2021 Sequence 1

*Item ID TF11 Line Copy Line

*Business Unit 43000 *Customer 0000000157 IJG Constr

SubCust1 SubCust2

Amount -100.000 *Currency USD

*Entry Type CR Reason 47609 *AR Dist AR-FED

Rate Type Revalue Flg

Exchange Rate 1.00000000 Attachments (0) View Audit Logs

Example

NOTES:

- Shared an example of Recording Accounts Receivables

Recording Time: 28:44-29:01

The screenshot shows the FloridaPALM Accounting Entries interface. At the top, there are navigation tabs: Group Control, Pending Item 1, Pending Item 2, Pending Item 3, **Accounting Entries** (highlighted with a red box), and Group Action. Below these, the Group Unit is 43000 and Group ID is 24. The Accounting Entries section shows details for Item ID TF11, Line, Entry Type CR, Reason 47609, Bus. Unit 43000, Customer 0000000157, SubCust1, SubCust2, and Amount -100.000 with Currency USD. Below this, there are buttons for Accounting Entries (Incomplete), Display Totals (Entry), and a lightning bolt icon. The Distribution Lines section is highlighted with a red box and contains a table with the following data:

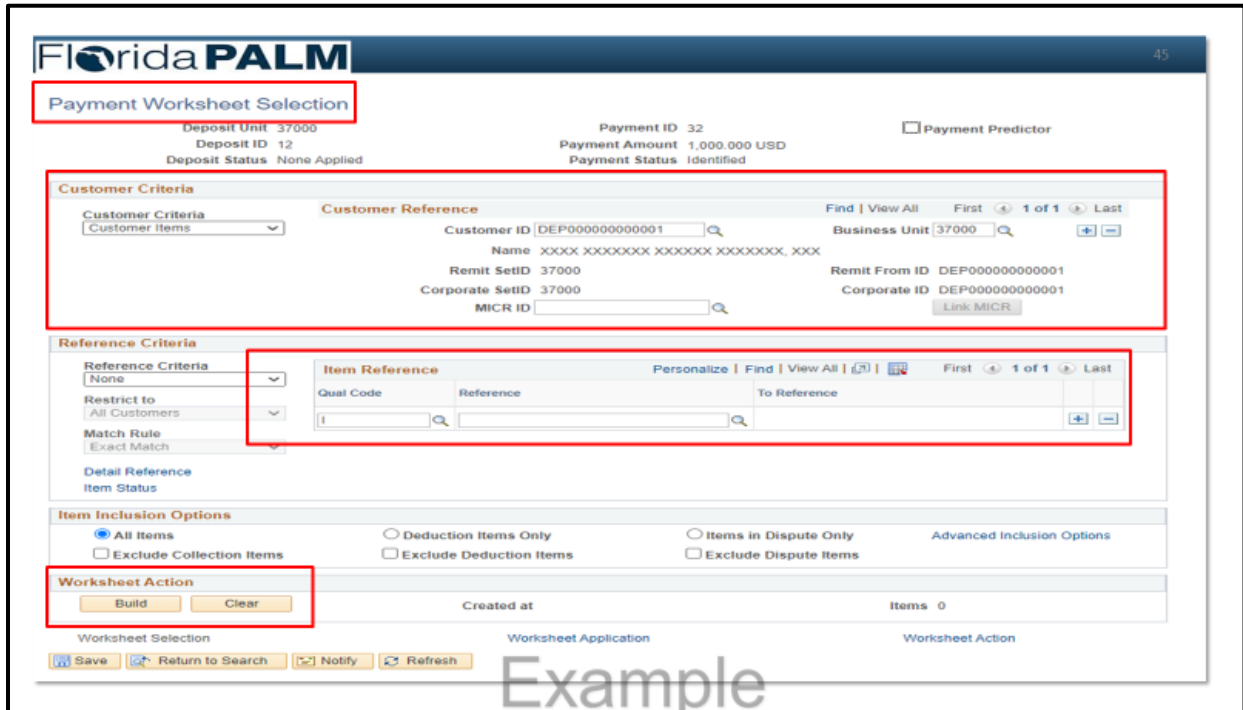
Line	GL Unit	*Type	Amount	Organization	*Account	Fund	Budget Entity	Category
2	43000	User	-100.000	5010000000	605000	1000	43900560	000200
102	43000	AR	100.000	5010000000	130100	1000		

At the bottom of the table, a summary row shows: Lines 2, DR, 100.000, Currency USD, CR, 100.000, Currency USD, Net 0.000. The word "Example" is written in large, light grey font at the bottom of the screenshot.

NOTES:

- Shared an example of how ChartField Values will pre-populate when using Entry Type, Reason, and AR Dist codes.

Recording Time: 29:02-29:43



NOTES:

- Shared an example of how deposits will be applied to customers through the Payment Worksheets

Recording Time: 29:47-30:40

FloridaPALM 46

Payment Worksheet Application

Deposit Unit 37000 Deposit ID 12 Payment ID 32 Payment Sequence 1 Payment Currency USD
 Payment Accounting Date 10/15/2021

Item Action
 Entry Type: Pay An Item Reason: Choice: Select Range of Items Range: Go

Item Display Control
 Display: All Items Go

Row Sorting
 Sort All By: Item Go

Item List Personalize | Find | View All | First 1-4 of 4 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID	Tax Status
	1	<input type="checkbox"/>	1,000.000	USD	MISC000289		37000	DEP0000000						Not Applicable
	2	<input type="checkbox"/>	1,000.000	USD	MISC000290		37000	DEP0000000						Not Applicable
	3	<input type="checkbox"/>	10,000.000	USD	MISC000295		37000	DEP0000000						Not Applicable
	4	<input checked="" type="checkbox"/>	1,000.000	USD	MISC000296		37000	DEP0000000	PY					Not Applicable

Balance

Amount	1,000.000	Remaining	0.000	Unearned	0.000
Selected	1,000.000	Discount	0.000	Earned	0.000
Adjusted	0.000	Write Off	0.000		

Save Return to Search Refresh

Example


NOTES:


- Shared an example of how deposits will be applied to customers through the Payment Worksheets

Recording Time: 30:41-31:00

**AR, BI, and CM
Points to Remember**

Accounts Receivable Billing Cash Management ⁴⁷

 Study Guide

 Pathfinder

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NOTES:

- Review of points to remember and available resources:
- Pathfinder
- Study Guide
 - Tools
 - Review questions to prepare for transition to Florida PALM
- Review Chart of Accounts (D66) found on the Florida PALM Website under the Financials Wave tab, Chart of Accounts link

Recording Time: 31:01-33:21

**AR, BI, and CM
Follow-up Questions**

▶ [Module Workgroup Q&A](#)

Accounts Receivable Billing Cash Management

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NOTES:

- A consolidated list of questions asked from Wrokgroup Sessions may be found on the Florida PALM Website under the Financials Wave tab, Businss Processes and Modules link, Module Workgroups section.


Recording Time: 33:22-34:28

AR, BI, and CM Next Steps


- ▶ **Project**
 - Standardized BPMs
 - Functional Design
 - Build
- ▶ **Agency**
 - Continue Reviewing BPMs
 - Discuss necessary business transformation
 - Complete Readiness Workplan Tasks



Accounts Receivable





Billing



Cash Management

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NOTES:


- Reviewed the steps the Project will take to prepare for Functional Design and Build of Florida PALM and discussed activities agencies should complete as they analyze their internal processes, procedures, interfaces, and systems

Recording Time: 38:42-41:25



AR, BI, and CM Wrap-up

- ▶ What we did
- ▶ What is coming
- ▶ Where we're going

Design, Build, and Test



Accounts Receivable Billing Cash Management 50



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NOTES:

- Recap of Review of why Module Workgroup sessions were held and the desired outcome
- Discussion of upcoming activities for both the Project and Agencies
- Review of Design, Build, and Test activities

Recording Time: 41:26-53:29

CONTACT INFORMATION

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Recording Time: 53:30-1:03