

# 70.1 Manage Banking Relationships

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## Revision History

Version	Date	Revision Notes
1.0	07/30/2019	Accepted Version
2.0	01/24/2022	Updates per Financials Wave Module Workgroup Sessions

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## General Information

This document describes and depicts the process steps and supporting information for the identified State of Florida financial management business process. This information should be read in conjunction with the Business Process Flow Diagrams.

The Dependencies and Constraints section describes any conditions or criteria that impact how or when the business process should be executed. These could be set within Florida PALM or from external sources (i.e., Law or Rule).

The Business Process Overview section summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process.

Within the Business Process Flow Details section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Process Step Title** – A short description assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Description of Process** – A detailed narrative description of the process step, which provides additional information and context for understanding the process step

Florida PALM screenshots are included within the sections following the Business Process Flow Diagrams to allow connections to be made from specific business subprocess steps to screens within Florida PALM.

Also described below are the Ledger Impacts, Interfaces and Key Reports, which are displayed as icons on the Business Process Flow Diagrams. Ledger Impacts describe where there is an update to one of the ledgers used to track activity for accounting, budget management, or financial reporting purposes. Key Reports describe where a report is identified to be produced at a particular process step or is used to support the completion of a process step. Interface IDs are provided for each interface identified on the Business Process Flow Diagrams.

Tables are included to identify the Conversions, Forms, Workflows, and Stakeholder Configurations related to this Business Process. These items may not be included within the Business Flow Diagrams, however, these items are important elements of each Business Process as a whole.

Finally, included in the Terminology section are definitions of terms which will help the reader to better understand the document. These are terms that are used within this document that may be new or that require a description for common understanding.

## Dependencies and Constraints

- Active banking relationships and bank accounts are maintained in Florida PALM for all bank accounts
- Agencies submit all requests for assistance to the Department of Financial Services (DFS), Division of Treasury (Treasury) for assistance through Florida PALM

## Business Process Overview

The Maintain Banking Relationships business process is within the Treasury Management (TM) business process grouping. TM includes a collection of business processes that:

- Manage banking relationships;
- Manage investments and interest apportionment for agencies and external entities;
- Support reconciliation of the concentration bank account, agency sub-accounts, and the bank account balances to general ledger balances;
- Support the management of cash transfers between bank accounts; and
- Support agency requests of Treasury.

This business process documents how bank accounts will be set up and maintained in Florida PALM. It also describes how agencies will correspond with Treasury to request approval for outside banking services, request new sub-accounts or changes to existing sub-accounts, order supplies, request Treasury assistance with transaction research, or to contact Treasury with questions.

The business subprocesses included are:

- 70.1.1 Maintain Bank Accounts
- 70.1.2 Manage Treasury Correspondence

Section 17.57(6), Florida Statutes (F.S.), provides that Treasury is responsible for maintaining banking relationships and setting up authorized bank accounts in Florida PALM. The Maintain Bank Accounts Business Process describes the process by which the Bank Account/Banking Service Request Form facilitates an agency's ability to request outside banking services as well as opening or closing bank accounts and sub-accounts from Treasury. Once a new bank account has been opened with the banking partner, the account is configured in Florida PALM. This step facilitates an agency's ability to record related transactions in Florida PALM. The Manage Treasury Correspondence Business Process describes the process by which agencies request assistance from Treasury through the Treasury Assistance Request Form.

## Business Process Flow Details

The tables below describe steps in each business subprocess as reflected on the Business Process Flow Diagrams. The tables also reflect information associated with each step describing the intent of the specific process.

The Business Process Flow Diagrams use horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with a role, either agency-based or within Department of Financial Services (DFS), and in some cases, are representative of an external entity or system. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals

**Disclaimer:** The following business process/subprocess(es) were implemented during the CMS Wave and are not changing for the Financials Wave. Minor edits have been made to remove references to FLAIR and to revise it into the Financials Wave business process model format:

- 70.1.1
- 70.1.2

### 70.1.1 – Maintain Bank Accounts

Table 1: Maintain Bank Accounts

70.1.1 - Maintain Bank Accounts		
Module	Cash Management	
Related Module(s)	N/A	
Swim Lanes – Definition	<b>Agency CM Bank Account Request Processor:</b> Agency role responsible for submitting requests for banking needs <b>DFS CM Bank Account Maintainer:</b> DFS role managing banking requests and for maintaining bank account configuration in Florida PALM	
Process Step ID	Process Step Title	Description of Process
1	Determine Banking Need	The agency determines whether there is a need to open/close a bank account (e.g., sub-account, revolving fund, clearing fund, Consolidated Revolving Account (CRA), or non-CRA bank account) or new banking service. If it is for a revolving or clearing fund, it is handled through the Add or Modify Fund Values business subprocess.
2	Review ChartField Request Form	Treasury reviews the proposed banking information on the Fund Request Form received from the Add or Modify Fund Values business subprocess.
3	Submit EPS Request Form	The agency determines whether there is a need to request a new Electronic Payment Service (EPS). If there is, the agency submits the EPS Request Form.
4	Submit Banking Services Form	Agencies that need new sub-accounts, deposit locations, or outside banking services make a request to Treasury for approval. The request routes to Treasury to review and approve. If the request is not approved, it routes back to the requestor for correction or denial.
5	Notify Agency	Treasury notifies the agency that the banking service request to open/close a bank account is not required.
6	Notify Agency	Treasury notifies the agency that the banking service is approved.
7	Open/Close Bank Account	Bank accounts not managed by Treasury (requested via the Fund Request Form) are routed back to the agency. The agency establishes or closes the agency managed account at the bank.
8	Submit Banking Information	Once the account is closed or opened and the agency knows the bank routing number and account number, it is added to the Fund Request Form and routed back to Treasury.
9	Open/Close Bank Account	If the account is managed by Treasury, the DFS CM Bank Account Maintainer works with the banking partner to open or close the bank account.
10	Maintain Bank Account	If the request is approved, the DFS CM Bank Account Maintainer establishes the bank account in Florida PALM. The agency is not able to transact in the account until this is complete. For closed accounts, the DFS CM Bank Account Maintainer deactivates the bank account, which stops all processing in that account in

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Process Step ID	Process Step Title	Description of Process
		Florida PALM. Prior to deactivating a bank account, all reconciliations must be completed with no remaining bank account balance.
11	Maintain Interface Configuration	If bank statements are imported for the account, the interface configuration is updated by the DFS CM Bank Account Maintainer to support the integration for that account.
12	Notify Agency of Account	The Agency Bank CM Account Maintainer notifies the agency that the new account is configured and ready for use. If the account is a revolving fund, the agency follows the Add and Update Suppliers process. This process adds the bank account as a payment location on the agency's supplier record, which facilitates funding the bank account.

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**Florida PALM** All Search > Advanced Search

Form Instructions Attachments

EPS\_REQUEST\_FORM

\*Subject

Priority 3-Standard  Due Date

Status Initial

**THE DEPARTMENT OF FINANCIAL SERVICES**  
*Division of Treasury - Bureau of funds Management*

**REQUEST FOR APPROVAL TO UTILIZE E-PAYMENT SERVICES**

*\*Please read tab labeled 'Instructions' before proceeding\**

\*Business Unit:

\*Contact Person:

\*Title:

\*Telephone Number:

\*E-mail Address:

\*Requested Date:

\*Signature

Figure 1: EPS Request Form

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**BANKING\_SERVICES\_REQUEST\_FORM**

\*Subject:

Priority: 3-Standard  Due Date:

Status: Initial

**Banking Services Request Form**

If requesting to procure new banking services, please fill out section 1. If requesting a new subaccount/depository service, please fill out section 2.

\*Agency Name:

\*Date:

\*Contact Person:

\*Contact Phone Number:

Approved by:

**Section 1**  
 Request to Procure New Banking Services (Outside Treasury)

Request Type:

Financial Institution:

Figure 2: Banking Services Request Form

**External Accounts** | Signatories | Contacts | Reconciliation | Account Information | Collection Methods | Payment Methods | Account Settlement

SetID STATE Bank WELLS Wells Fargo Bank External Bank ID 121000248

**Account Information**

Bank Account: 0009 \*Status: Active \*GL Unit: 64000

\*Description: DOH CON SUB ACCOUNT Short Desc: CON SUB A \*Branch: MAIN

\*Account #: 6400156\_RADIATION\_CONTROL

Sender DO: RFC:

DFI Qualifier: 01 Transit Number DFI ID: 121000248

IBAN:

**Valid Account Currencies** \*Currency Code: USD \*Rate Type: CRRNT \*Index: MODEL

**Account Use** Acct Type: CON Sub  BI  AR  AP  TR  EX  GP

DD/AR Draft Cash Ctrl  Cash Clearing  TRF Charge

Drafts Payable  Stmt Accounting  Dep in Transit

**Bank Account Ledger Types**

ChartFields	Acct Type	Organization	*Account	Fund	Budget Entity	Category	State Program	Project	Contract	OA1
	Cash - AR		WFC435							
	Fees		780003							
	Cash		WFC435							

Figure 3: External Bank Account Entry Page

## 70.1.2 – Manage Treasury Correspondence

Table 2: Manage Treasury Correspondence

70.1.2 - Manage Treasury Correspondence		
Module	Cash Management	
Related Module(s)	N/A	
Swim Lanes – Definition	<b>Agency CM Requestor:</b> Agency role responsible for submitting correspondence request to Treasury <b>DFS CM Correspondence Processor:</b> DFS Treasury role responsible for reviewing and responding to Treasury correspondence requests	
Process Step ID	Process Step Title	Description of Process
1	Determine Need for Treasury Correspondence	The agency determines there is a need to request correspondence from Treasury (e.g., deposit support, order supplies, or transaction research).
2	Treasury Correspondence Form	The agency submits the Treasury Correspondence Form. Treasury reviews the request and determines if research is required.
3	Research Request	If research is required, Treasury researches the request.
4	Order Supplies	If the request is for supplies, Treasury orders the supplies.
5	Respond to Request	Treasury responds via the Treasury Assistance Request Form.
6	Review Treasury Response	The agency reviews the response and determines if further resolution is needed. If so, the request form is updated and resubmitted.

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**Florida PALM** All Search Advanced Search

**Form** Instructions Attachments

**TREASURY\_CORRESPONDENCE\_FORM**

\* Subject:

Priority: 3-Standard  Due Date:

Status: Initial

**Treasury Correspondence Request Form**

Business Unit:

\*Location:

\*Subaccount:

\*Address:

\*Contact Name:

\*Contact Phone:

\*Contact Email:

\*Request Date:

**Section 1 - Same Day Deposit Request (EFT Notification)**

Bank Account:

Bank Transaction Date:

Type:

Amount:

Business Unit:

Deposit Number:

Status:

Additional Comments/Instructions:

Figure 4: Treasury Correspondence Form Entry Page

## Ledger Impacts

Table 3: Ledger Impacts Included on Business Process Flow Diagrams

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
N/A		

## Key Reports

Table 4: Reports Included on Business Process Flow Diagrams

Report Number	Report Description	Report Frequency	Audience
R1	<b>CMR003 Bank Account Listing Report</b> – listing of bank accounts for all bank account types (e.g., revolving, clearing, depository, and disbursement) and status	Periodic	DFS Agency

**Note:** A complete list of reports may be found in the [Reports Catalog](#)<sup>1</sup>.

## Conversions

Table 5: Data Converted from External System to Florida PALM

Conversion Number	Conversion Description	Conversion Frequency	Source
N/A			

**Note:** A complete list of conversions may be found in the [Catalog of Conversion Offerings](#)<sup>2</sup>. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

## Interfaces

Table 6: Interfaces Included on Business Process Flow Diagrams

Interface Number	Interface Description	Interface Frequency	Source	Target
N/A				

**Note:** A complete list of interfaces may be found in the [Catalog of Interface Offerings](#)<sup>2</sup>. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

<sup>1</sup> <https://app.smartsheet.com/b/publish?EQBCT=a8d51896f0144ef6a87314b3c7824ba5>

<sup>2</sup> <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

<sup>2</sup> <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

## Forms

Table 7: Forms Included on Business Process Flow Diagrams

Form Number	Form Description	End User Role
CMF001	<b>Banking Services Request Form</b> - Request form used by agencies to request bank accounts/banking services from DFS.	Agency CM Bank Account Request Processor
CMF002	<b>Treasury Correspondence Request Form</b> - Request form used by agencies to request assistance from DFS.	Agency CM Requestor
CMF003	<b>EPS Request Form</b> - Request form used by agencies to request EPS approval from DFS.	Agency CM Bank Account Request Processor
GLF001	<b>Fund Questionnaire</b> - Questionnaire form used by agencies to request a new Fund value (e.g., transaction or local).	DFS CM Bank Account Maintainer

## Workflows

Table 8: Workflows Included on Business Process Flow Diagrams

Workflow Number	Workflow Description	End User Role
CMW001	<b>Banking Services Request Workflow</b> - Workflow that routes the Banking Services Request Form through the approval workflow between agencies and DFS.	Agency CM Bank Account Request Processor
CMW002	<b>Treasury Correspondence Workflow</b> - Workflow that routes the Treasury Correspondence Request Form between agencies and DFS.	Agency CM Requestor
CMW003	<b>EPS Request Workflow</b> - Workflow that routes the EPS Form through the approval workflow between agencies and DFS.	Agency CM Bank Account Request Processor
GLW003	<b>Fund Questionnaire Workflow</b> - Workflow that routes the Fund Questionnaire Form for ChartField value requests within an agency or to/within DFS.	DFS CM Bank Account Maintainer

## Agency Configurations

Table 9: Configurations Defined and/or Maintained by Agencies

Configuration Number	Configuration Description	Frequency
C-CM019	External Accounts - Define external account details and related information	As Needed

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## Terminology

**Clearing Fund** – fund established by an agency and approved by the Treasurer for use as a depository for cash to account for collections pending distribution to the appropriate State fund.

**Concentration Account** – depository account used by the Treasury to deposit cash received by the State. The Concentration Account has sub-accounts with unique identifiers to track balances by agency and location.

**Consolidated Revolving Account (CRA)** – single bank account managed by the Treasury with sub-accounts for individual agencies that is used by the agencies as a revolving fund to make direct payments and is replenished with General Revenue or a Trust Fund.

**Revolving Fund** – any fund, except an authorized clearing fund or other fund specifically provided by law, maintained by an agency outside the State Treasury at a financial institution that is used to make disbursements on behalf of that agency or the State; any imprest fund maintained as cash-on-hand by an agency and used to make disbursements; or any imprest fund maintained as cash-on-hand by an agency for the purpose of making change for cash payments received by the agency for goods or services.

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