



MEETING MINUTES

State of Louisiana LaGov Project

Blueprint Workshop / Enterprise Structure (AR-002)

08/27/08 – 08/28/2008 @ 8:30 to 4:30

Location: DOTD Building, 5th Floor East Wing, Room 507

Attendees:

No.	Name	Invited?	Attended?	Comments
1.	Beverly Hodges	Y	N	LAGOV Team
2.	Drew Thigpen	Y	Y	LAGOV Team
3.	Pam Suggs	Y	Y	LAGOV Team
4.	Kandy Daniel	Y	Y	LAGOV Team
5.	Marietta Holliday	Y	Y	OSRAP
6.	Penny Parker	Y	N	LAGOV Team
7.	Afranie Adomako	Y	N	CRT
8.	Beverly Shaw	Y	N	CRT
9.	Mary Canella	Y	Y	DSS
10.	Lucy Smith	Y	Y	PSC
11.	Pat Lombard	Y	N	DOC
12.	Nelson Green	Y	N	AG
13.	Babs Myers	Y	N	DHH
14.	Brett Hunt	Y	N	DOL
15.	Jeff Reynolds	Y	N	DEQ
16.	Wayne Knight	Y	N	Agriculture
17.	Denise Stafford	Y	N	OYD
18.	Lonnie Richardson	Y	N	DOI
19.	Cheryl Achord	Y	N	DOTD
20.	Linda Kimmel	Y	N	DNR
21.	Sal Faldetta	Y	Y	LED
22.	Keri LaBauve	N	Y	DOTD
23.	Eileen Scherich	N	Y	LAGOV Tech
24.	Linda Robinson	N	Y	DSS
25.	Marreo Kimbrough	N	Y	DNR

<i>Agenda Item and Notes</i>	<i>Owner(s)</i>	<i>Action Items & Assignments</i>	<i>Comments / Follow-up</i>
1. Logistics, Ground Rules, & Introduction	Pamela Suggs Kandy Daniel Mary Walker	• None	
2. Project Timeline	Pamela Suggs Kandy Daniel Mary Walker	• None	
3. Workshop Objectives <ul style="list-style-type: none"> • Identify each agency's business requirements for invoice to payment business processes. • Develop business design supporting: <ol style="list-style-type: none"> 1. Invoice and credit memo data entry (manual and interfaces) 2. Interagency billing 3. Cash receipts without invoicing 4. Applying customer payments and credit memos 5. Customer down payment processing 6. Open item management, disputed items management 7. Invoice and credit memo output form design 8. Daily reporting 	Pamela Suggs Kandy Daniel Mary Walker	• None	
4. Business Process Review <ul style="list-style-type: none"> • As-Is Process • Process Improvement Opportunities • Leading practices • SAP concepts: Invoicing in SAP • SAP Glossary • Business process flow 	Pamela Suggs Kandy Daniel Mary Walker	• None	Hard copies provided of entire slide deck, including -SAP Glossary, Business Process and AS IS flow charts
5. Action Items	<ul style="list-style-type: none"> • Non-attendees review PowerPoint presentation • AR Team to follow-up with agencies that could not attend; identify which agencies are going to use SAP AR 		Subsequent meetings may be needed for those agencies not in attendance at meeting.
6. Key Decisions	<ul style="list-style-type: none"> • Payment Methods: <ul style="list-style-type: none"> <i>Checks – certified, cashier, money order</i> <i>Cash</i> <i>Credit Cards</i> 		

Wire
EFT – (Treasury)
ACH
Lockbox Pmt

- Possible SAP/AR candidates:
DNR
DOTD
CRT
 - Possible use of credit control area for
DOTD
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7. Integration

- CRT needs Grants Billing slide-deck/contact from Grants section
 - CRT Cash Mgmt invite Mary Canella
 - Design of deposit slip (ticket) covered in CM workshop
 - CRT General Ledger invite and update on previous sessions
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8. Enterprise Challenges

- CRT – Issues with current reservation system capturing revenue
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9. FRICE-W

- Invoice form
 - Credit memo form
 - Inbound interface with PERBA & SONRIS
 - Outbound interface with PERBA
 - Outbound interface to TR?
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10. Scope

- Scanning capabilities (for checks) - imaging
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11. Action Items

- Any installment payment terms for agencies /departments
 - Identify systems used for AR invoicing/custom acct mgmt – DSS, DPS (OFS/OCS/Rehab) systems used for applying customer payment
 - Gain more info on PERBA to build out/inbound interface
 - Gain more info on SONRIS to build in/outbound interface
 - Copy of invoice currently being used (hard copy or email)
 - DSS overpayment refund procedures
 - Ensure that ISIS receives wire/EFT/ACH/Lockbox currently. Who receives information? Eileen
 - Solidify Accounting entries for NSF checks Mary
 - Examples of check request forms Cust refund
 - Accounting refunds
 - DNR Confirm AR position with write-offs
 - OSRAP confirm accounting entries made for write-offs
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12. Parking Lot

- Copies of check information
 - Use of cash control number in AR
 - Orbital Virtual terminal – JP Morgan Chase certified vendor with SAP?
 - Suggest that Steering Committee contact agencies in non-attendance for their input
 - DNR possible candidate – concern with decentralized billing
 - Dept of Rev Cust/vendor integration
 - DPS possible candidate – need to confirm
 - DSS decentralized billing concern
 - What will TR need from A/R?
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Discussion Points:

- What agencies will be using SAP AR?
- How will AR invoicing be done in SAP? Centrally or de-centrally?
- What controls do you want in place during invoicing & credits?
- Is there a business need to configure credit control areas?
- What should be the document number range for customer invoicing?
- How are invoices transferred to customers?
 - Print/mail
 - Email
 - Fax
 - EDI
- Design of invoice and credit memo forms
- Will payments be done centrally or de-centrally?
- Is there a business requirement to provide payment application confirmation?
- What controls should be put in place for payment application?
- How will short/over payments be processed?
- How are returned payments or NSF checks processed?
- How are customer cash refunds processed?
- How do you manage disputed items currently?
- Do you have different levels of dispute management?
- Do you store external and internal correspondence in your system?
- Do want to use any type of workflow within the business process?
- What controls are in place for dispute management?
- How is the various customer correspondences transferred to customers?
 - Print/mail
 - Email
 - Fax

Additional Discussion:

Invoice		
	DR	Customer
		Unclass Rev Clear
	CR	
Payment		
	DR	Bank Sub Acct C/R
		Customer
	CR	
Deposit		
	DR	Bank Sub Acct
		Bank Sub Acct C/R
	CR	
Acknowledge from TR		
	DR	Unclass Rev C/R
		Rev
	CR	

Attachments:



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-002-Customer_Invoi