Follow the Link

- Select Your Department/Office
  - https://polly.accenture.com/ltadd

Today's Business Process Workshop will begin momentarily

MIAMI-DADE COUNTY

Enabling Delivery of Government Evolution

Invoice to Cash Business Process Workshop

May 12, 2020

MIAMI-DADE COUNTY

Logistics for Today

- Mute your microphone when not speaking
- Be courteous of presenters and attendees
- State your name and department before speaking
- We will have Q&A breaks
- Use the chat box to write questions or comments
- Return promptly from breaks
- PowerPoint presentation was included in the meeting invite
- Today’s session will be recorded

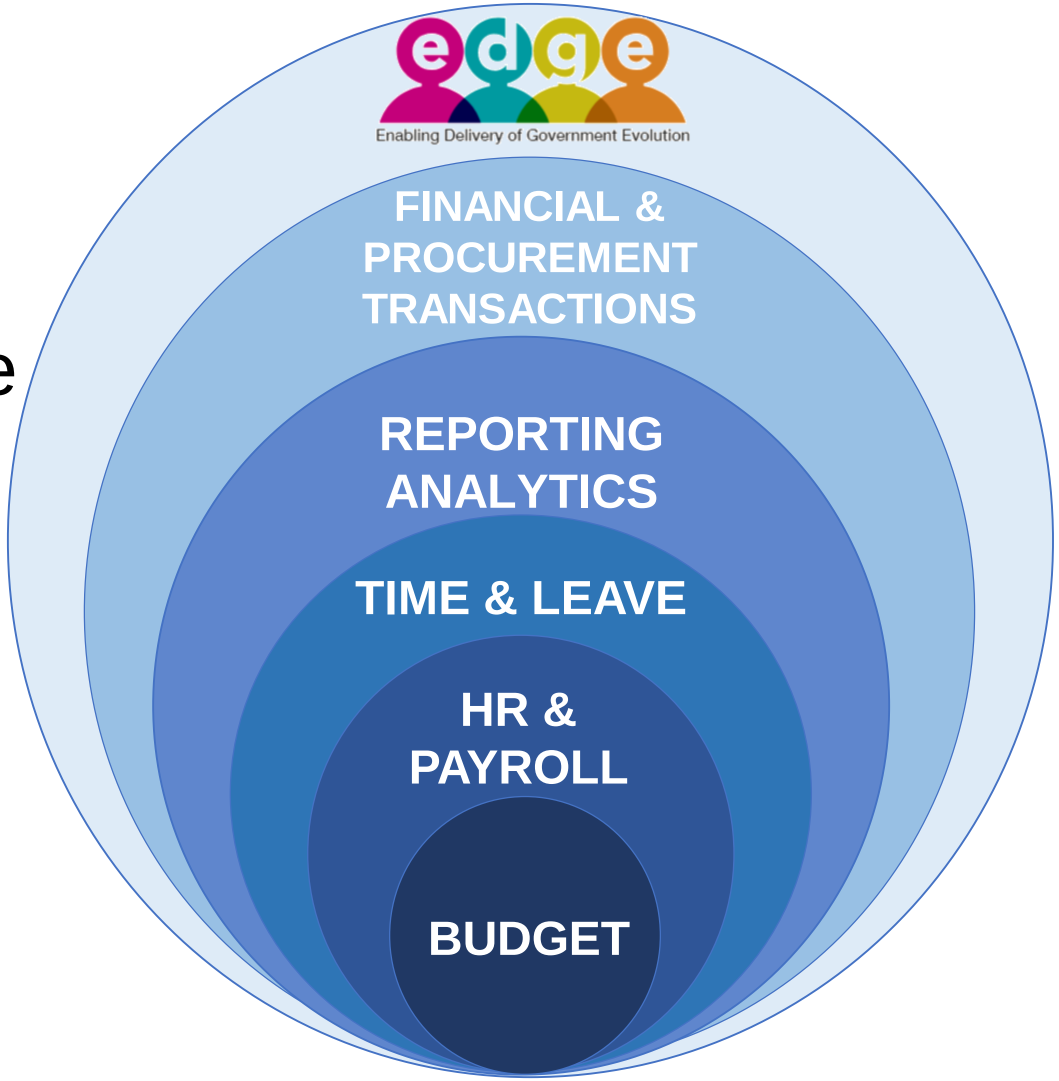
Agenda

- Welcome & Introduction
- Project Background
- BPW Objectives
- Invoice to Cash Business Process
  - Process Overview
  - System Walkthroughs
  - Key Changes
  - ERP Roles
- Additional Activities
- Tools to Support Departments


WELCOME

EDGE Overview

- EDGE is Miami-Dade County's Enterprise Resources Planning (ERP)
- EDGE will streamline and modernize the County's business processes and technologies, so they operate more efficiently and support the County's policies
- It will be the system of record for the County's Financials, Supply Chain, Human Resources, and Payroll functions



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Project Governance

Business Leadership Councils

- Decision Making Body
  - Support/validate decisions
  - Confirmation of decisions made by EDGE Project
  - Contribute to resolution of issues
  - Escalate decisions, as necessary

Department Change Networks

- Change Executives
- Change Agents

- Two Way Information
  - Gain understanding of Project and solution
  - Push Project communications through department
  - Provide input/information from departments

Business Process Workshop (BPW) Objectives

BPWs will present county-wide business processes

BPWs will…	BPW will not…
• Help departments understand new county-wide business processes • Discuss key process changes • Suggest potential impacts on departments • Prepare departments to adapt their existing process/forms/operations to fit now processes	• Discuss all new business process changes and impacts • Present department-specific processes • Discuss department-specific impacts • Provide a full system demonstration • Provide system training

Note: BPWs will cover **county-wide** process impacts. Each department will identify its own **department-specific** process impacts

Guiding Principles

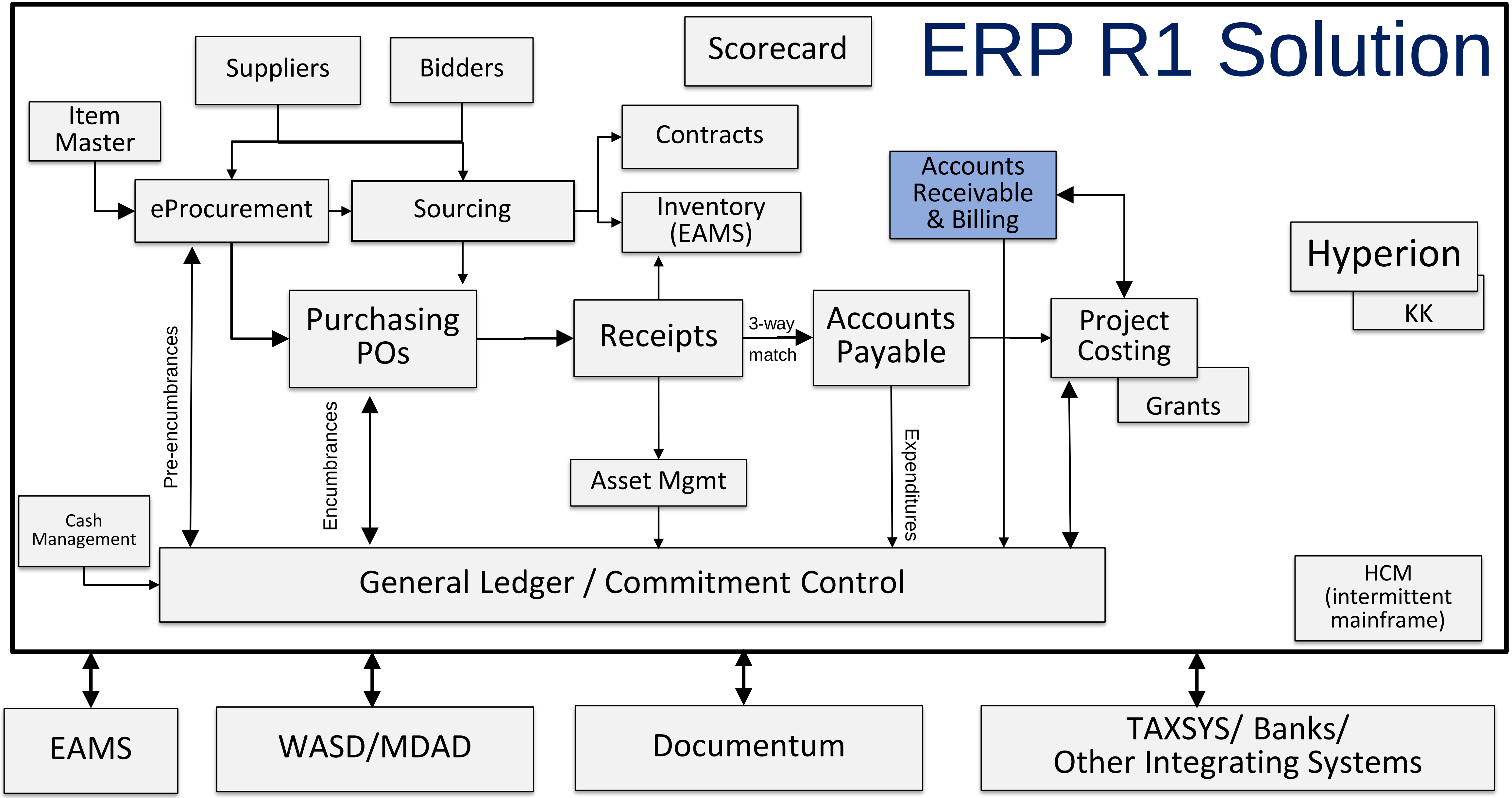
- **Challenge** how the County does things today
- **Perspective** – Adopt a “County-wide” perspective
- **Participate** – Share your thoughts
- **Question** – Better to question, than assume

Invoice to Cash Business Process

What You Should Take Away

- Process overview level understanding of the Invoice to Cash business processes. For this session, the business processes are:
  - Setup and Maintain Customers and Contacts
  - Generate and Finalize Bills
  - Enter Receivables
  - Deposits and Cash Applications
  - Collections and Aging
- Understanding of the EDGE end user roles to complete the Role Mapping activity

ERP R1 Solution



Terminology

Today	PeopleSoft Terminology
Customer Account Number	Customer ID
Invoice	Bill
Accounts Receivable	Item
Deposit Slip	Deposit ID
FAMIS Bank Code	Bank Account
ROC – Report Of Collection	Direct Journal/Payment Predictor
Financial Structure	Chartfields
Index Code	None
Object/Sub-object/GL	Account
Fund/Subfund/Detailed Fund Structure	Fund
Organization	Department
Grant	Grant Chartfield / Award Profile

INVOICE TO CASH

Business Process

1 Create a Customer

- Setup Customer
- Maintain Customer

Customer Processor

Processor role responsible for adding, updating, and viewing customer general information.

2 Create Bills

- Create Bill
- Finalize and Print Bill
- Review Bill Information
- Adjust Bill

BI Processor

Processor role responsible for creating a bill based on data from the Bill Request Form. This user can generate Pro Forma (draft) invoices of the bills, update billing data, and set bills (including interfaced billing data).

3 Enter Receivables

- Create AR Pending Item
- Post/ Unpost Item

AR Item Processor

Processor role responsible for creating a receivable item. This user can handle payment exceptions. This role may also correct posting errors for receivable items.

4 Apply Payment

- Enter Deposit
- Payment Predictor
- Direct Journal

Payment Processor

Processor role responsible for entering payment information.

5 Collection and Aging

- Analyze Past due Receivables
- Maintain Receivables

AR Collections Processor

Processor role responsible for generating customer interactions, including dunning letters and customer conversations. This role also updates the status of posted items (i.e., note a topic in Dispute or for Collections).

Scenario:

- The University of Miami rents a pavilion at Tropical Park

Set-up Customers

Create Bills

Enter Receivables

Apply Payment

Collection and Aging

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Collection and Aging

Key Changes

- One (1) A/R system – tracking receivables
- Customers – standardize customers
  - One (1) Customer ID per customer
- Eliminate manual A/R entries
  - A/R created at time of billing
- Deposits will be tracked through A/R
  - Open item payments can be applied automatically via payment predictor
  - All other payments will be processed via direct journal
- Chart of Accounts must be provided at the time of billing and direct journals

Invoice to Cash Roles - Customer

Example of Roles Today	PeopleSoft End-User Role	Description
A person who establishes and maintains relationship with Customer	**Department Customer Processor**	The Department Customer Processor has the ability to add, update, and view customer general information.
Manager/Supervisor of the person who establishes and maintains relationship with Customer	**Department AR Confidential Customer Processor**	The Department Customer Processor is responsible for Adding, Updating, and Viewing customer confidential information.
Inquiry of customer data in the system	**Customer Viewer**	The Customer Viewer is responsible for running inquiries and reports on customer data. This Customer View only has access to customer data. This user does not have access to view confidential information for a customer record.

Invoice to Cash Roles - Billing

Example of Roles Today	PeopleSoft End-User Role	Description
Person who creates and processes the bills	**Department BI Processor**	The Department BI Processor is responsible for creating a bill inside the system based on data from the Bill Request Form. The Department BI Processor is able to generate Pro Forma (draft) invoices of the bills, update billing data, set bills to Ready status (i.e. for finalization and invoice generation), and correct billing errors within the system (including interfaced billing data).
Person who maintains and adjusts bills	**Department BI Adjustment Processor**	The Department BI Adjustment Processor is responsible for adjusting a bill in the system.
Person who approves payment plans.	**Department BI Installment Plan Approver**	The Department BI Installment Plan Approver is responsible for approving Installment Plans at a department level.
Inquiry of billing data in the system	**Department BI Viewer**	The Department BI Viewer is responsible for running inquiries on Billing data for a Business Unit. This user only has View Only access to Billing data.
Person who reviews billing reports for their department	**Department BI Reporter**	The Department BI Reporter has the ability to run reports on Billing data.

Invoice to Cash Roles - Receivables

Example of Roles Today	PeopleSoft End-User Role	Description
A person who creates AR entries	**Department AR Item Processor**	The Department AR Item Processor is responsible for creating a receivable item inside the system. The Department AR Item Processor is able to handle payment expectations. This role may also correct posting errors for receivable items.
Person who creates the deposit slip and deposits payments	**Department AR Payment Processor**	The Department AR Payment Processor has the ability to enter payments and apply payments to receivables.
Person who is authorized to sign off on writeoffs	**Department AR Writeoff Approver**	The Department AR Writeoff Approver is responsible for approving writeoffs at a department level.

Invoice to Cash Roles - Receivables

Example of Roles Today	PeopleSoft End-User Role	Description
Manager/Supervisor of the person who maintains and adjust bills	**Department AR Collections Processor**	The Department AR Collections Processor is responsible for: • Generating customer interactions, including dunning letters and customer conversations. • Updating the status of posted items (i.e., note a topic in Dispute or for Collections). • Performing maintenance and collection activities on receivables within the system, applying adjustments to receivables (i.e., create worksheets), reclassifying receivables, and writing off receivable balances.
Inquiry of AR data for a specific department	**Department AR Viewer**	The Department AR Viewer is responsible for running inquiries on Accounts Receivable data for a Business Unit. The Department AR Viewer only has View Only access to Accounts Receivable data.
Person who reviews AR reports for their department	**Accounts Receivable Reporter**	The Accounts Receivable Reporter is responsible for running reports on receivables data for a Business Unit.

Invoice to Cash Roles - Central

Example of Roles Today	PeopleSoft End-User Role	Description
Person in Central Finance authorized to sign off on writeoffs	**Central AR Writeoff Approver**	The Central AR Writeoff Approver is responsible for approving writeoffs at a central level.
Person in Central Finance responsible for Delinquent Account Registry	**Central AR Delinquent Account Processor**	The Central AR Delinquent Account Processor is responsible for removing items from the delinquent account registry.

Complimentary Security Roles

PeopleSoft End-User Role	Description
GL Viewer	The GL Viewer has the ability to access General Ledger and Commitment Control online inquiry screens and read-only access to Create Journal Entry pages.
PC Viewer (Department/Central Finance)	The PC Viewer has inquiry access to all Project, Contract and Grants pages for their department.
Supplier Viewer	The Supplier Viewer has the ability to view vendor information (Data will be Masked). No User Preferences should be selected in Supplier Processing Authority.

Interfaces

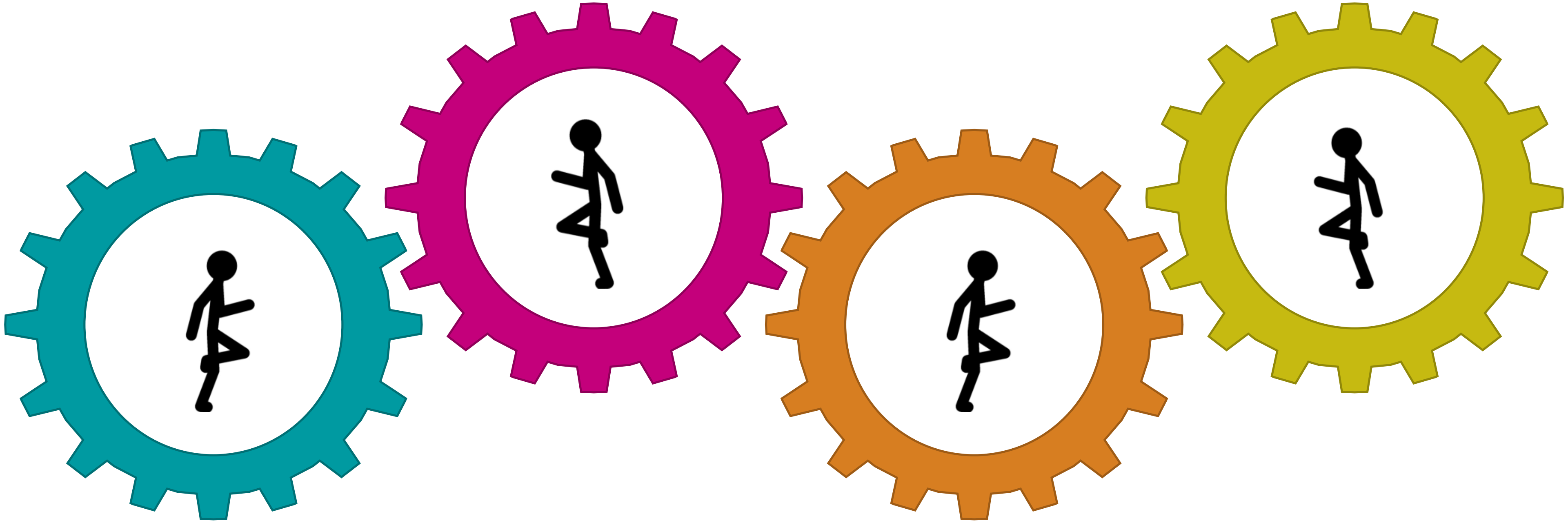
Interface	Description
INT-AR-084 – Inbound Customer	This interface is used for departments with external systems, as their source system, to be able to add new and/or modify customer information in FSCM.
INT-BI-014 – Inbound Billing	This interface is used for departments with external systems to be able to interface the customer(s) billing information in to FSCM. This will allow the departments to print and process the bill in FSCM.
INT-AR-001 – Inbound Receivable	This interface is used for departments with external systems, as their source system, to be able to interface the receivables to the system. This will allow the department to keep the detail in the source system. FSCM will track the receivable.
INT-AR-010 – Inbound Deposit	This interface is used for departments with external systems, as their source system, to be able to interface the bank deposits to the system. This will allow departments to reconcile their deposits with the bank.

Interfaces

Interface	Description
INT-AR-201 – Inbound Delinquent Account Register	This interface is used for external departments and departments with external systems the ability to interface data from their system into the delinquent account register in FSCM.
INT-AR-002 – Outbound Collections	This interface is used for departments to export data and interface with other County collection systems.

Your World Tomorrow…

Budget, Finance, Supply Chain Management, and Human Capital Management working together to help support the integrated ERP system



Business Process Workshop Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Topic:	**Chart of Accounts (CoA) Setup, Process General Ledger & Budget Management**	**Central Source to Pay**	**Department Source to Pay**	**Central Accounts Payable**	**Department Accounts Payable**
Date:	May 4, 2020	May 5, 2020	May 6, 2020	May 7, 2020	May 8, 2020
Time:	9:00 AM – 1:00 PM	9:00 AM – 4:00 PM	9:00 AM – 4:00 PM	9:00 AM – 4:00 PM	9:00 AM – 2:30 PM
Topic:	**Projects, Customer Contracts and Grants**	**Invoice to Cash**	Department Source to Pay		
Date:	May 11, 2020	May 12, 2020	May 13, 2020		
Time:	9:00 AM – 1:00 PM	9:00 AM – 1:00 PM	9:00 AM – 4:00 PM		

Workshop(s) Completed

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Upcoming Project Activities

User Acceptance Testing (UAT)

- Executing test scripts and create transactions using new business processes during Future State Simulation

End User Training

- Attend specified departmental end user training to understand the details of business processes that relate to the mapped roles

Communication

- Change Network Meetings, Email(s) and/or EDGE Website

Tools to Support Departments

Change Impact Tool

As the Department/Office representative you will document Change Impacts in the fields below based on the information provided to you by the Project Team in the Column outlined in green

Business Process Area: Asset Creation & Maintenance		People	Process	Technology	Communication
Process	Sub-Process	• *How will this change affect my department's end users?* • *Who will be affected?* • *How will their roles and responsibilities change?*	• *What changes to our operating proceedures are needed?* • *What changes to our forms and materials are needed?* • *What changes to our reports are needed?*	• *What changes are needed to our existing systems?* • *Do we need any hardware or software?* • *Do any of our systems need an interface to the new system?* • *What is our plan to meet Data Conversion requirements?*	• *Who needs to know these changes?* • *How and when will they know?*
Asset Management	*Create and Maintain an Asset*				
Asset Management	*Depreciate Asset*				
Asset Management	*Adjustments to Asset*				
Asset Management	*Retire Asset*				
Asset Management	*Process and Record Asset Transfer*				
Asset Management	*Asset Service and Maintenance*				
Asset Management	*Physical Inventory*				
Asset Management	*Asset Reporting*				

ERP Role Mapping

Objective: Assign end users to new ERP system roles

- All users require at least one role to transact or view within the ERP
- One person may have multiple roles
- Departments will assign their resources to the ERP roles

ERP Role Mapping Process

01

Role Mapping: Assigning end users to the new ERP system roles

- ERP roles are necessary to perform transactions in the ERP system
- All users require at least one role to transact or view within the ERP

02

Resources Available

- Role Descriptions
- Business Process Graphic
- Business Process Workshops
- EDGE Website
- Role Mapping Tool
- Existing FAMIS & ADPICS user list

03

Steps to Complete Role Mapping

- Utilize Business Process Graphic to determine roles necessary for Department
- Assign Department users to ERP roles in the Role Mapping Tool.

04

Where to go for Help?

- Department Change Agent
- Department Change Executives
- EDGE@miamidade.gov
- Daily Office Hours

Remember Communicate to End Users

Role Mapping Template

Last Name*	First Name*	Middle Name or Initial	Email Address* *(Department-provided email)*	Phone Number* *XXX-XXX-XXXX*	County Employee Key Number*	NonCounty Employee ID Number*	General Ledger/Commitment Control	Accounts Payable	Accounts Receivable	Grants Manager	Project Costing	Procurement	Supplier	Supplier Contract	eSupplier	Billing	Cash Management	Strategic Sourcing	Asset Management	*Additional Information*
Smith	*John*	*A.*	*john.smith@miamidade.gov*	*555-123-4567*	*e987654*															

Step 1: Submitter Information

- Enter the name(s) of the individual responsible for completing the worksheets and submitting the workbook on the 'Cover' tab

Summary of Role Request Form	
Department:	
Submitted by:	
Submitter Phone:	
Submitter Email:	
Date Submitted:	

Provide additional infromation below to identify individuals who assisted in completing the worksheets in this workbook -	
Worksheet:	*Role Mapping*
Completed by:	
Completer Email:	
Last Revised Date:	

Step 2: Review Instructions Guide

Thoroughly review the 'Instructions' tab before completing the Role Mapping Template. The instructions outline step-by-step how to complete each field in the template and define available choices.

- Always use the dropdown menu when available

Role Mapping Instructions

Thoroughly review this instruction document before completing the County Role Mapping Template. The steps below outline how to complete each field in the template and defined available choices. Always use the dropdown menu when available.

Steps	Tab	Column *(If Applicable)*	Field (If Applicable)	Instructions
1	Cover	All	**All**	Enter the name(s) of the individual responsible for completing the worksheets and submitting the a workbook.
2	N/A	N/A	**N/A**	Submit your completed Role Mapping Workbook via email to the EDGE Project Team - EDGE@Miamidade.gov Note: Update the Subject Line to include your department name and the submission date.
3	Role Mapping	All	**All**	Review the Role Mapping Materials
4	Role Mapping	A-G	**End-User Contact Information**	Complete the contact information for the end-user. Fields with an asterick (*) are required. ***Note*** *: Accurate spelling of names is required for successful user access in EDGE. Name must be individual's legal name. It must not be a nickname. For example, if individual's legal first name is William, do not indicate the first name as Bill.*
5	Role Mapping	H-GK	**Business Area**	Review Roles in the system in columns M-GP. Select from the drop-down menu **Add**, **Remove** or **Update** in the appropriate row and column for each end-user role in the system. ***Note*** : The **Remove** or **Update** drop-down should ONLY be used after your departments initial submission
6	Role Mapping	GM	**Total Roles Changed**	This field is available to illustrate the number of roles which have been updated within the row.
7	Role Mapping	GN	**Notes/Explanation for Role Assignment**	Enter Notes/Explanation for role assignment as needed.
8	Cover	All	**All**	Enter the name(s) of the individual responsible for completing the worksheets and submitting the overall workbook.
9	N/A	N/A	**N/A**	Submit your completed Role Mapping Workbook via email to the EDGE Project Team - EDGE@Miamidade.gov Note: Update the Subject Line to include your department name and the submission date.

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Step 3: Contact Information

Complete the contact information for the end users within your department that will need access in the ERP system.

- For Non-County Employee(s), include the Employee ID Number assigned i.e., T01234, C01234 etc.

Last Name*	First Name*	Middle Name or Initial	Email Address* (Department-provided email)	Phone Number* XXX-XXX-XXXX	County Employee eKey Number*	NonCounty Employee ID Number*
Smith	John	A.	john.smith@miamidade.gov	555-123-4567	e987654	

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Step 4: Review Available Roles

- Review the list of roles with their associated description
- Below is a sample list of roles by their associated Business Area

General Ledger/Commitment Control
Accounts Payable
Accounts Receivable
Grants Manager
Project Costing
Procurement
Supplier
Supplier Contract
eSupplier
Billing
Cash Management
Strategic Sourcing
Asset Management
Additional Information

General Ledger/Commitment Control	Allocation Processor	Central Allocation Maintainer	Central Appropriation Approver	Central Appropriation Processor	Central GL Batch Processor	Central Chart of Accounts (CoA) Approver
	The Allocation Processor is responsible for processing Allocation Groups and verifying the allocation results.	The Central Allocation Maintainer is responsible for the creation and maintenance of Allocation Rules and Groups.	The Central Appropriation Approver has the ability to post Countywide controlling budget [illegible]als	The Central Appropriation Processor has the ability to create Countywide controlling bu[illegible]t jo[illegible]s. [illegible] us[illegible] als[illegible] as [illegible]ess t[illegible] [illegible]ew [illegible]propriation tran[illegible]ctions i[illegible]terfaced from Hyperion.	The Central General L[illegible]ger ([illegible]) batch Pro[illegible]as the a[illegible]ity to schedu[illegible]nd [illegible]ll General Ledger batch processes and jobs.	The Central Chart of Account (CoA) Approver is responsible for approving chartfield requests.

SAMPLE

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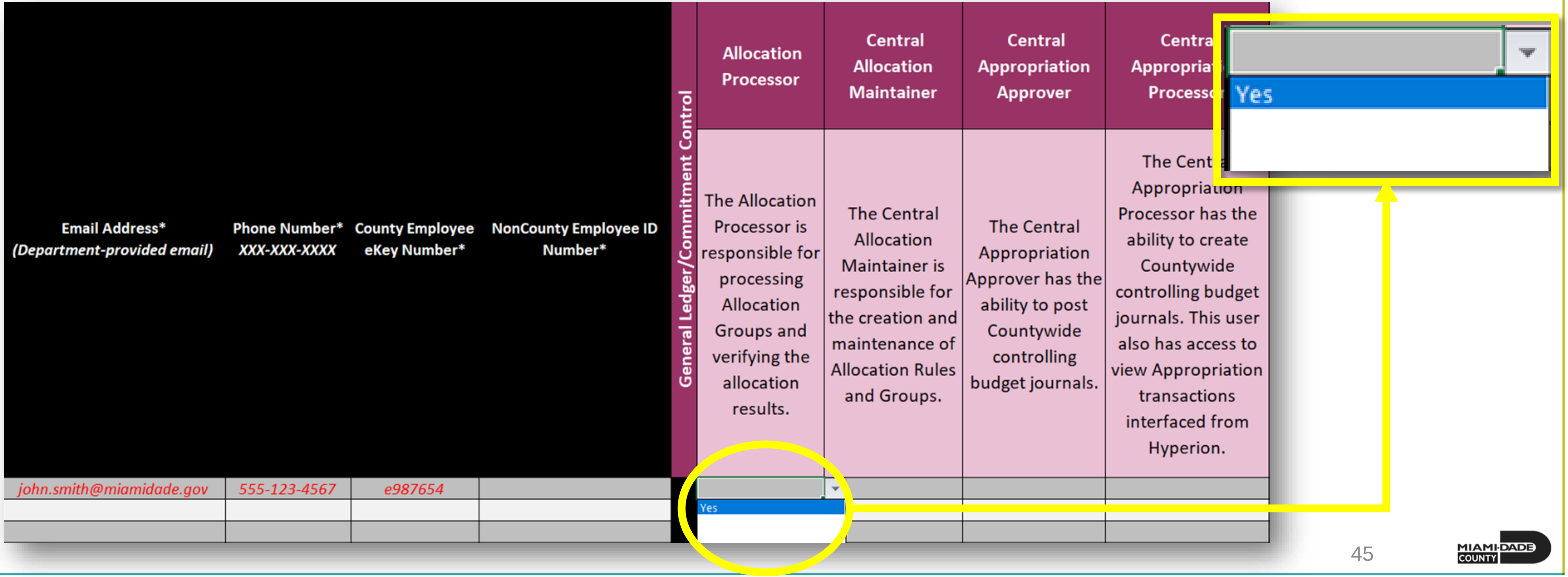
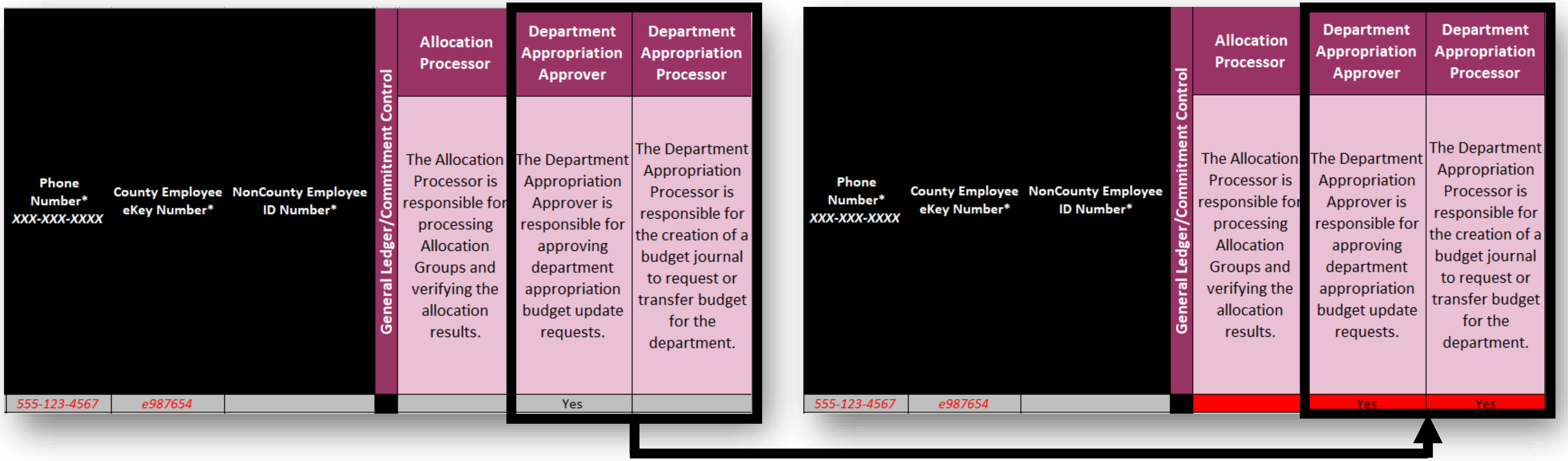
Step 5: Add End User Role(s)

- Identify end user(s) role by selecting the **Yes** option from the drop-down menu



Step 6: Processor vs Approver

- For end user(s) who are assigned *Processor/Requestor* role(s) should not have an *Approver* role
- Row(s) within each Business Area will be highlighted in **Red** to prompt awareness



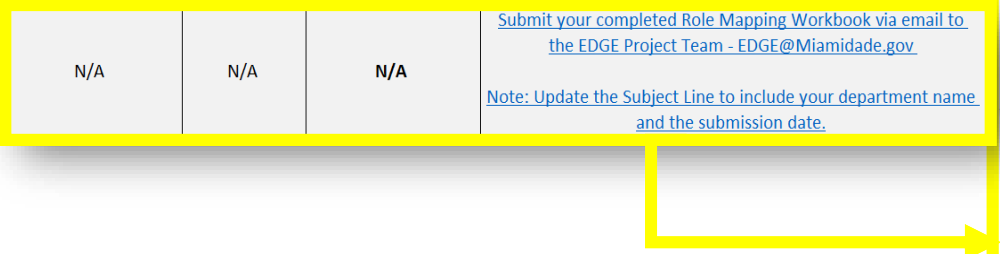
- The EDGE Project Team will not accept submitted worksheet with these error(s) unless it includes an ***Exception Request Email***
- ***Exception Request Email*** must be submitted with your submission and approval from Department Executive(s)

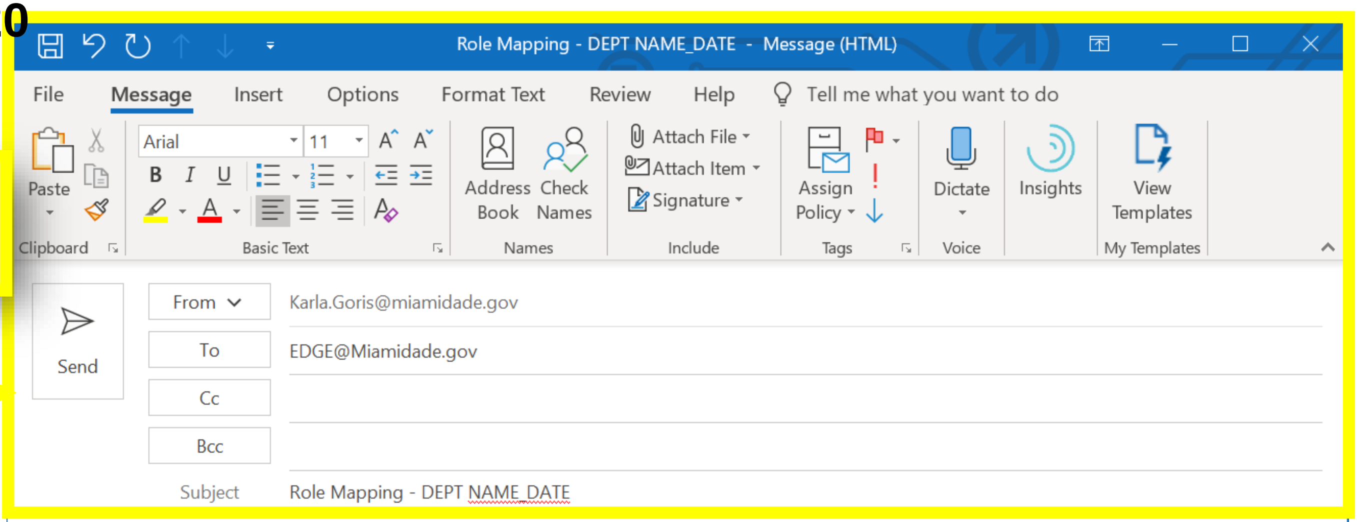
Step 7: Workflow

- Two roles require additional end user information
  - Requisition Processor
  - Purchase Order Buyer
- Any user assigned Requisition Processor and Purchase Order Buyer will require additional information
- Enter user information on the "Requisition Processor Workflow" or "Purchase Order Buyer Workflow" tabs, as appropriate
- Always use the dropdown menu when available

Step 8: Submit Department Role Mapping

- The Role Mapping Instructions Guide includes a direct link to your department submission
- Your complete Role Mapping Template should be emailed to EDGE@Miamidade.gov by **May 19, 2020**
  - Subject Line: Role Mapping – Department Name_Date
    - i.e. **Role Mapping - Fire_05182020**





- Once the Role Mapping is emailed to the EDGE Project Team
  - A confirmation email will be sent from the EDGE Project Team to the Change Agent/Executive

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We Are Here For You

- Role Mapping Office Hours will be held daily **May 14, 2020 – May 22, 2020 at 11:00 AM – 12:00 PM**
- Questions/Comments can be submitted to the EDGE Inbox
  - EDGE@Miamidade.gov
- The submitted Role Mapping will be reviewed by the Project Team
  - ***Only*** if necessary, will further feedback be provided

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Next Steps

- Share BPW materials with your department
- Complete the BPW Change Impact Tool
- Identify and work on updating internal department policies, processes, and documentation
- Complete today's survey
- **Change Executives & Change Agents:**
  - Coordinate completion of Role Mapping to new ERP roles by ***May 19, 2020***

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Thank You for Your Participation!