BUREAU NAME:

CONTACT PERSON:

PURPOSE:

Many City bureaus collect revenues using different systems, meaning that customers may interact with multiple bureaus and systems when submitting payments to the City. Information gathered through this questionnaire will be used to examine opportunities for efficiency or improvement in the area of revenue collection across the City's primary revenue collecting bureaus. Please fill out one form for your bureau.

GENERAL

1. Please list all systems used to receive revenue in your bureau, the charges received by that system, the high level process steps, and an approximate annual total for those charges received by that system. Include charges or processes that do not use a revenue receiving system and provide the software name used (i.e. "Manual entry using Excel spreadsheet"). You may approach the following table in whichever way best captures how your bureau receives revenue.

System(s) Used in Receiving Revenue – (please include the full name of the software and specify the platform)	Charge(s) Received	Brief Process(es) Description (including customer service touch points; billing and receiving, and collection procedure for delinquent accounts)	Approx. Annual Dollar Amount Received	Approx. Total Transactions* by System

* By "transaction," we mean a business event that has a monetary impact on an entity's financial statements and is recorded as an entry in its accounting records. For instance, you may have two transactions – creating a bill and recording a payment – each time you collect a revenue charge.

PEOPLE

2. Which other bureau(s) and agencies are involved in receiving revenue for your bureau, if any?

3. Have you received customer feedback about changing payment options or processes?
   a. ☐Yes ☐No
   b. If Yes, please describe:

SYSTEM & PROCESS

4. Is there a need or interest in upgrading/replacing any of the current system(s) used to receive revenue?
   a. ☐Yes ☐No
   b. If Yes, please describe:

5. Is there a plan to upgrade or replace the current system(s) used to receive revenue?
   a. ☐Yes ☐No
   b. If Yes, please describe:

6. If OMF pursues scoping of an enterprise revenue receivable system, would your bureau be interested in participating in that discussion?
   a. ☐Yes ☐No
   b. Comments:

7. What revenue recording/collection improvements could OMF help your bureau with?
   a. Please describe:

8. Is there anything else we have not addressed which you would like us to know? Please describe: