

2011 Collections and Billings (CBS) Workshop

Day 1, Tuesday, May 3

8:00	8:15	National Training Center Staff		Housekeeping items (bathrooms, break room, exits, etc.)
8:15	9:15	Arizona Deputy State Director		Welcome, Big Challenge, Questions and Answers
9:15	9:30		BREAK	
9:30	10:30	Tammy Coble		Accounts Payable Overview (How to Trace a Refund Check (new procedures))
10:30	11:30	Anthony Bobo		Recreation Program (Overview, Challenges, Improvements, Future Trends)
11:30	12:30		LUNCH	
12:30	1:30	Julie O'Neill		Bureau of Land Management Budgeting (Overview – creating projects, Challenges, Improvements, Future Trends)
1:30	2:00	Esther Velasquez	Erin Stenhouse	Audit Overview (Results from last year, Expectations for fiscal year 2011)
2:00	2:15		BREAK	
2:15	3:15	Rem Hawes		Agua Fria National Monument (Overview, Challenges, Improvements, Future Trends)
3:15	4:15	Virginia Pherigo		Communication Site Billing Centralization
4:15	5:00	Esther Velasquez	Mardi Stone/Jacquelyn Miller	OC-621 (Who does what?)/Core Team Responsibilities/Core Team Grades

Day 2, Wednesday, May 4

8:00	10:00			Maximizing Value from CBS Reports (What is it, How to Run it, What it Tells You, Reporting Requirements)
		Mardi Stone		Daily Transaction Reports/ Refund Reports/Commodity Subject Action (CSA) Report
		Joan Dowds		Third Party Review Reports
10:00	10:15		BREAK	
10:15	11:30			Maximizing Value from the CBS Reports (Cont'd.)
		Erin Stenhouse		Suspense Reports
		Jacquelyn Miller		Unpaid Bill Summary
11:30	12:30		LUNCH	
12:30	1:30	Jacquelyn Miller		Setting Up Installment Payments
1:30	2:00	Reuben Sanchez		When Collection Officers Go Bad from a Management Perspective
2:00	2:15		BREAK	
2:15	3:15	Precious Parsons		Intro to Collections and Billings Business (On-line Course Preview)
3:15	3:30	Therese Edlin		CBS/LR2000 (How the interface works and crosswalking the CSAs to action codes)
3:30	4:00	Therese Edlin		CBS/ONRR Intra-governmental Payments and Collections Initiative
4:00	5:00	Round Robin		Round table (Brag and Share) – What went well? What I can share with others? What have I learned?

Day 3, Thursday, May 5

8:00	9:15	Esther Velasquez	Mardi Stone	Strategic Goals: Status of Top five Goals/Next Steps
9:15	9:30		BREAK	
9:30	11:30	Esther Velasquez	Mardi Stone	Strategic Goals: Status of Top five Goals/Next Steps
11:30	12:30		LUNCH	
12:30	1:30	Joan Dowds		Annual Review of Collections (What is it? Why do we do it? What feedback will I get?)
1:30	2:30	Jacquelyn Miller		What to do with Compromised/Settled Debts
2:30	2:45		BREAK	
2:45	3:45	Jacquelyn Miller		New Debt Status Codes Coming Your Way
3:45	4:45	Natalie Higby		Reconciling Declining Deposit Accounts
4:45	5:15	Esther Velasquez		Recap of Workshop/Thank You's/Evaluations