

# Proposing / Brainstorming Solutions

3/19/2010 CSS  
Billing  
WG

## Filemaker DB features we like

- creates finished JV files to email Finance automatically
- common customer list from DataWarehouse w/ cost objects
- automates known workflows
- emailable PDF output



list of service objectives  
we'd like to achieve



ideas for specific ways  
we can get to it

agreed on  
calendar

Do monthly billings on the 15th  
for the last 30 days  
via a single JV upload

best practice  
in JV file creation

changes to Policies  
& Procedures,  
vetted among the group  
consistent <sup>process</sup> across CSS with the tools we have  
? { JV upload is the default  
consistent process

reflect and expand on  
the list in the powerpoint  
etc

A "MyAccount" view per  
DLC of all our lines  
of business per individual  
and per DLC

reduce N-of-tools feeding JVs

common solution to backup

consolidated list  
of billings done  
by each group

Common view

depends on CRM  
features of ticketing  
tool

explore SaaS answers to this