



Department
of the Month

Airports' Financial Services

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Administration Section: Members of the Accounting Division administration staff gather around Accounting Division Chief Corazon Salao, seated left, and Wayne Yocum. Standing are, from left, Joel Chairez, Kelly Dickinson, Donna Erie and Sylvia Garcia. (Photo by Jay Berkowitz)

Story by Harold Johnson, LA/Ontario, Club Member; Photos courtesy Airports

AIRPORTS — The Los Angeles World Airports Financial Management Systems (FMS) Division, based at LAX, has redefined its vision and mission, to meet the changing needs of its users, stakeholders and customers. They aim to partner with business process owners and service providers to deliver high value, proactive support services to all stakeholders and customers of Airports' financial management systems.

The Financial Division is responsible for managing, supporting and maintaining the financial systems for Airports, including the Financial, Accounting and Management Information System (FAMIS) and the Revenue Management System (RAMS). FAMIS utilizes systems, applications and processes (SAP) enterprise resources planning software. RAMS creates and manages revenue agreements, billings and reporting functions.

FMS has been supporting user needs since July 2001, when Airports selected and implemented SAP and RAMS, replacing its existing financial and human resources systems with an enterprise system. The division provides user support, training, ad hoc and standardized reporting, system maintenance functions, and ensures the integrity of its systems.

The division is developing partnerships with its business process owners to review and update existing business processes and to ensure its financial management systems are configured consistently. The division is also developing partnerships with its service

providers, both internal and external, to provide support services and functionalities to meet the needs of Airports at a department-wide level.

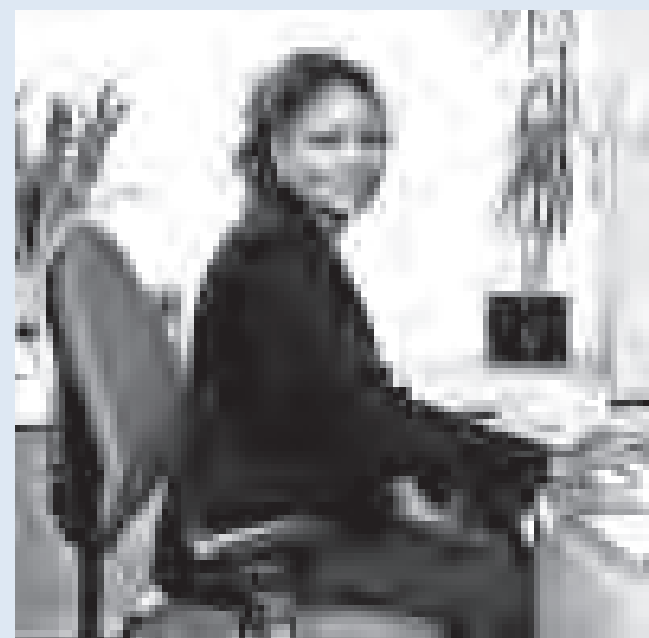
For example, in partnership with the Human Resources Division, the FMS team recently configured the training and events functionality in SAP to provide HR with the ability to plan, manage and evaluate both internal and external events ranging from training classes to conventions. The project is currently in its second phase of development, which includes an automatic correspondence configuration.

Through its partnership with Airport's Information Technology Division, the FMS team is in the process of updating its Website to include division-specific resources of relevant SAP data, user guides and other materials to assist its users.

With valuable input from the Purchasing and Procurement Divisions, revised training modules for five key materials management courses have been recently rolled out, including Requisitioner, Requisitioner Approver, Reservationist, Sub-Buyer, and Field Receiver. The courses now include improved lab exercises, an

emphasis on the business process, user "cheat sheets," and other resources to better assist the user.

Through its partnership with Ontario International Airport Operations, the FMS team has developed a monthly report combining airport revenues with passenger statistics, to provide its managers with performance measurement information. A similar expenditure report is also in development, for tracking purposes. Additional reports to assist



Senior Management Analysts Valerie Hunter manages the operation of Airports' Revenue Management System (RAMS). (Photo by Harold Johnson)



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Two teams at World Airports redefine their roles in helping the department improve business processes.



Senior Clerk Typist Wanda Jones of the Airports Revenue Management System Support Group inputs data into the system for processing. (Photo by Harold Johnson)

managers, to monitor budget for example, are also in development.

"When I was first introduced to the FMS staff, I was immediately impressed with the dedication and passion that the team members possess for SAP and RAMS," says Division Lead Eileen Yoshimura, who recently joined Airports last July. "I continue to be impressed with our team members' commitment to expand and improve services to our users."

The Division is comprised of four sections: Administration, FAMIS Functional Support, FAMIS Technical Support, and RAMS Support. The division management team includes Yoshimura, senior management analysts Debra Grant and Valerie Hunter and Senior Systems Analyst Suzette Abille.

"The FAMIS team is filled with staff that understands business processes," said Grant, who manages the Functional Support operation of the FAMIS system. Her staff includes Management Analysts Ted Ross, Ron Hicks, Shelly Rodriguez; Management Assistant Ryan Legaspi; Senior Accountant Nancy Lee; Project Assistant Toccara Martin; Accounting Clerk Lieu Tran; and Student Intern Darnell Jimerson.

"I support accounting, finance and budget in those uses of SAP here at [Airports] by performing training classes, supporting end users by, for example, answering questions, or configuring the system to get the most out of the SAP software," Ross said.

The FAMIS Technical Support Section is managed by Abille. The support team includes Systems Programmer Fabe Motakef and Programmer Analyst Larry Low. Their job includes maintaining and securing the SAP software application and infrastructure for LAWA users; developing SAP custom application objects; performing gap analysis and providing technical solutions based on business processes, among others. This group also liaises with ITS, which provides services to support the SAP hardware and network interface.

"The FAMIS Technical Support Section is here to ensure the system reli-

ability and data integrity of [Airports'] Financial System," Abille said.

This FAMIS Technical Support Section also liaises with the Information Technology Services to support the SAP hardware and SAP network interface.

Hunter heads the Revenue RAMS Support Team. Assisted by Management Assistant Susana Frausto, Senior Accountant Ned Gonzales, and Senior Clerk Typist Wanda Jones, the group maintains the software and system processes.

RAMS creates and manages Airports' revenue generating agreements (airline operating agreements, lease agreements, concessions agreements, ground services agree-

ments, etc.); generates billings and accounts for revenue payments; provides reporting on Airports revenues, contract performance and other related information.

RAMS is used by Concessions Management, Property Management, Landside Operations, Financial Systems and Construction & Maintenance divisions; Airfield Permits and Terminal Operations

sections; and the Accounting Revenue Billing Unit and others.

"RAMS is used to manage all of [Airports'] revenue agreements, to generate about \$70 million in invoices covering the entire department and report on contract performance and other pertinent information," Hunter says. "We also enter and report on all of [Airports'] aviation statistics."

"Since the implementation of the RAMS and SAP systems, we have been able to reduce our accounts receivable outstanding balances by 50 percent, we've been able to improve our faithful compliance rate (a type of deposit) from 22 percent to more than 90 percent," Hunter adds.

One of the Division's goals is to improve FAMIS through an upgrade of the SAP software. The upgrade is slated to include additional functionalities to improve usability, management reporting tools, web-enabled applications and integration, expansion of existing modules, and further development of training programs and Help-Desk features.

"In the future, SAP can be configured to facilitate some efficiencies in LAWA's business practices," Grant adds. "SAP can be used to identify where the organization is experiencing increases in costs."

With RAMS, the future holds "the ability to provide automatic aviation tracking as opposed to the manually inputted system currently in place," Hunter adds. "We always look for ways to improve user service and support."



Cashier and Collections Units: Members of the Cashier and Collections Units gather around Accounting Division Chief Corazon Salao, seated left, and section leader Principal Accountant Silveria Silva. Standing, first row, from left, are Grayce Overman, Latisha Swader, Kenny Chiu, Constance Moore and Pai-Yu Chiu. Second row: Wayne Yocum, David Beasley, Janice Jones and Douglas Colson. (Photo by Jay Berkowitz)



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Accounts Receivable

■ Accounts Receivable invoices more than \$620 million annually.

Accounts Receivable Section, led by Fiscal Systems Specialist Wayne Yocum and Principal Accountant Silveria Silva, performs the billing and collection of revenue generated by Los Angeles World Airports.

The Revenue Billing Unit consists of Senior Accountant Rosalinda Rufino, and accountants Terry Huang, Angus Kwan, Nancy Kane and Connie Zeng. They are responsible for invoicing aviation fees and concession fees, and tenant rentals amounting to more than \$620 million annually.

The Cashier Unit consists of Senior Accountant Kenny Chiu and Accounting Clerks Janice Jones, David Beasley, Grayce Overman and Douglas Colson. This unit is responsible for various cashing and collection activities, including monitoring and custody of security deposits or Faithful Performance Guarantees, general accounting of refunds and business tax payments, allocation of receipts (payments) to the proper tenant and invoice, and custody of the petty cash fund.

The Collections Unit consists of accountants Pai-Yu Chiu and accounting clerks Latisha Swader and Constance Moore. They are responsible for accounts receivable management, including reviewing accounts receivable reports and bankruptcy monitoring functions, supporting contract administrators in their efforts to collect delinquent accounts, and researching customer inquiries and monthly customer statements.



Accounts Receivable: Members of the Revenue Section are, first row, from left: Rosalinda Rufino, Silveria Silva, Accounting Division Chief Corazon Salao and Connie Zeng. Second row: Terry Huang, Wayne Yocum, Nancy Kane and Angus Kwan. (Photo by Jay Berkowitz)

Accounts Payable

■ For Accounts Payable, paying bills is Job One.

The Accounts Payable Section, under the direction of Principal Accountant Nora Giron, is responsible for processing, analyzing and generating payments for Los Angeles World Airports (LAWA) employees and vendors.

Management Analyst Jose De Leon provides relevant interpretation and implementation of accounting policies and procedures and guides staff in processing invoices. Senior Accountant Reinita Villamor manages the exceptions desk, the processing/printing of checks, and auditor inquiries.

Accounting Clerks Clarita Flores, Lydia Kim, Gordon Lo, Vicki Patton, and Nise Salima are responsible for processing invoices for payment by verifying invoice amounts, vendor addresses, terms of contracts and purchase orders, and ensuring that the purchase order, goods receipt, and invoice have a "three way match" to complete the payment process.

Accounting Clerks Angela Greene and Lillian Liu in addition to Clerk Typist Dennis Quijano serve as the document control team which is responsible for the preparation, scanning, and indexing of vendor invoices. Senior Accountant Luis Mercado administers the procurement card program for LAWA and performs cash reconciliation. Accountant Gerardo Rabulan assists in managing the vendor accounts to ensure that they are paid timely and assists in the analysis of accruals and general accounts variances.



Accounts Payable Section: Members of the Accounts Payable Section gather around section leader Principal Accountant Nora Giron, seated left, and Accounting Division Chief Corazon Salao. Standing, first row, from left, are Luis Mercado, Reinita Villamor, Clarita Flores, Lillian Liu and Lydia Kim. Second row: Gerardo Rabulan, Nise Salima, Angela Greene and Gordon Lo. (Photo by Jay Berkowitz)

LA/Ontario Accounting

■ The Ontario accounting staff handles core accounting functions.

LA/Ontario International Airport (ONT) Accounting is more than a satellite section of Los Angeles World Airports Accounting Operations Division. Under the leadership of Senior Accountant Leonida Del Castillo, with a staff of accounting clerks Dora Alcocer and Janene Levario, ONT Accounting handles all core accounting functions for ONT. These duties include timekeeping, accounts receivable, accounts payable, cashiering, and other miscellaneous accounting services.

They work with ONT airport staff to capture discounts and avoiding invoice payment penalties, expediting payments or recurring utility bills, processing miscellaneous revenue billings, and meet payroll deadlines by inputting time sheets, overtime and adjustments in a timely manner.



Ontario Accounting Section: Members of the ONT Accounting Section are Leonida Del Castillo, left; Dora Alcocer, seated; and Janene Levario. (Photo by George Raphael)