



Commonwealth of Massachusetts

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MMARS Policy: Accounts Receivable

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Non–Accounts Receivable Renewals

Executive Summary

The purpose of this policy is to facilitate the department's role in enhancing the collection of non-accounts receivable revenue.

Considerations

MMARS is the official record of the Commonwealth for receivable and customer information. Departments must take special care to ensure that the information that is entered into MMARS for any non-accounts receivable renewal is accurate and complete.

Policy

A renewal notice is not an account receivable. It is a notification sent to a consumer to renew a permit or license provided by the Commonwealth of Massachusetts. Departments maintain renewal data, including the relevant consumer records, in their respective delegated systems. Each Department's license renewal types reside in the External Cash Receipt Table (ECRT).

To generate renewals, Departments send to the License Renewal Data Storage (LRDS) table an interface file with the information needed to create license renewals. A batch process is then run, which verifies that the required renewal information contained in LRDS is associated with the correct renewal type information in ECRT. Each record that meets these criteria is then printed in the form of a License Renewal notice (coupon), which is mailed to the consumer. When the consumer submits payment with the coupon, a lockbox processor scans the coupon, and the payment is deposited to a Treasury (TRE) sweep account.

A Cash Receipt (CR) is also created that transfers the funds from the sweep account to the department revenue budget.

Electronic signature and Department Head Authorization of MMARS documents

Electronic signatures are limited to MMARS documents. **Electronic signatures cannot yet be used for contracts, amendments or underlying supporting documentation.** With the implementation of the MMARS accounting system the Office of the Comptroller is aligning Electronic Security with Department Head Signature Authorization (DHSA) in fiscal year 2005 in order to take advantage of electronic signatures for MMARS processing. Every MMARS action must be confirmed/authorized by the department head or an authorized signatory. Department head authorization can be accomplished in one of two ways:

- **Administrator Security with DHSA.** If the employee (Administrator - system processor) who submits a document to final status is a department head authorized signatory, the data in the MMARS system will be sufficient documentation. What appears in MMARS will be the record copy of the document.
 - ***Recording Doc Id on all supporting documentation.*** Since there is no paper copy required for the MMARS document the department will be required to include the MMARS Document Identification number (Doc ID) on all supporting documentation to “match” the supporting documentation with the electronic record of the MMARS document which will reside on MMARS. Recording the doc id on all supporting documentation can be accomplished by entry of the MMARS doc id on the first page of the supporting documentation, or by entering the doc id on a MMARS **Document Authorization/Records Management Form** which will act as the cover sheet to the supporting documentation for records management purposes.
- **Administrator Security without DHSA.** If the employee (Administrator - system processor) who will be submitting a document to final status is not a department head authorized signatory, the Administrator must obtain a live (“wet”) signature from an authorized signatory approving the document **PRIOR** to submitting the document to final status in MMARS.
 - ***Review of document and supporting documentation.*** Since a department head is required to authorize the official record of a MMARS document, which is what **actually appears in the MMARS system**, departments must ensure that whoever authorizes the document has reviewed the document and related supporting documentation prior to authorization.
 - ***Written authorization.*** The written authorization may appear on a screen-print of the document as entered and validated, but prior to final submission, or on a **MMARS**

Document Authorization/Records Management Form prescribed by CTR, to capture the prior authorization for documents.

- ***Filing of authorization with supporting documentation.*** Authorization documentation must be kept on file at the department along with the record copy of other supporting documentation related to the MMARS document. See [Records Management](#) below.

What does electronic signature of a MMARS document mean?

When a department electronically submits a document to final status in MMARS, the department head is certifying to the Comptroller that the individual, on behalf of the department head, understands that their UAID (universal access identification) is being recorded for any entries made in the MMARS system **and that** that individual certifies under the pains and penalties of perjury that:

- it is their intent to attach an electronic signature approval and date to the MMARS document, **and that**
- they are either an authorized signatory of the department head who is authorized to approve the MMARS document as part of the department Internal Control Plan, **OR**
- that the document they are processing and any supporting documentation have been approved by an authorized signatory of the department head, secretariat and any other required prior approval (including secretariat signoff if required) and a copy of these approvals are available at the department referencing the MMARS document number, **and that**
- any expenditure or other obligation is supported by sufficient available legislatively authorized funds and is in accordance with the department's enabling legislation and funding authority; **and that**
- the MMARS document and any underlying supporting documentation are accurate and complete and comply with all applicable general and special laws, regulations and policies including public record retention and disposal requirements.

Records Management

The department is the record keeper of the official record copy of all non-accounts receivable information. MMARS is the official record of the non-accounts receivables entered by the department and will supersede any paper copies of the same information. The department must maintain any supporting or back up documentation related to a non-accounts receivable entered in MMARS. A department is responsible for retaining and archiving non-accounts receivable records in accordance with the disposal schedules issued by the Secretary of State Records Conservation Board.

Internal Controls

Under construction. See Accounts Receivable - Internal Controls – Revenue.

Information Sources

- Related Procedure – Under construction
- Related Policies:
 - Department Head Signature Authorization
 - Electronic Signatures for MMARS Documents
 - Accounts Receivable - Vendor/Customer Set up
 - Accounts Receivable – Debt Collection
 - Accounts Receivable – Intercept
 - Accounts Receivable – Payment Plans
 - Accounts Receivable – Cash Recognition
 - Accounts Receivable – Receivable Recognition and Reconciliation
 - Accounts Receivable – Lockbox Policy
 - Accounts Receivable – Electronic Payments
 - Accounts Receivable – Invoice Statements
 - Accounts Receivable – Delinquent Debt Cycle
 - Accounts Receivable – Third Party and Multiple Third Party Billing
 - Accounts Receivable - Internal Controls – Revenue.

- Legal Authority - [M.G.L. c. 7A](#); [M.G.L. c. 29](#); [M.G.L. c. 30, §. 27](#); [M.G.L. c. 10, § 17B](#); [M.G.L. c. 29, § 29D](#); [M.G.L. c. 7A, § 3](#); Massachusetts Constitution [Article LXIII Section 1](#); [815 CMR 9.00: Collection of Debts](#); [M.G.L. c. 7A § 18](#).
- Attachments - None
- Links – None
- Contacts – [CTR Help Desk](#)

Revisions

November 1, 2006 – Removed language referencing Knowledge Center and updated relevant links to Mass.gov portal site.