

CHAIR	PRESENT	APOLOGIES	QUORUM AND PAPERS
Elena Marsh	Elena Marsh, Jordan Ellis, Maya Chen, Riley Thompson, Dana Kohl (minutes)	Sam Ortiz — represented by Ava Cruz for item 3	Quorum met Papers A–C circulated May 20

DECISIONS

D-14.1	Dunning emails switch with the July billing run, not June Two systems sending mail for a month was judged the smaller risk against a mid-cycle switch. Finance confirmed the June run can be reconciled manually if needed. Reverses the working assumption in SG-12.	OWNER Maya Chen Effective July 1 UNANIMOUS
D-14.2	Exception accounts cleared by hand, not by script 611 annual plans with mid-term upgrades. A script was estimated at four days to write and two to verify; two people clearing by hand is three days and leaves an audit trail per account.	OWNER Riley Thompson Complete by May 30 UNANIMOUS
D-14.3	Tax-engine renewal brought forward to June 16 The contract renews June 30, four days inside the freeze window. Procurement will negotiate a two-week early renewal at the same rate; if the vendor refuses, a one-month extension at list is accepted as the fallback.	OWNER Dana Whitfield Report back June 5 4 FOR, 1 AGAINST
D-14.4	Go-live date held at July 7 Two days of float were recovered on data migration and the group declined to spend them. The freeze starts July 2 and no scope may be added after the parallel run opens on June 10.	OWNER Jordan Ellis Freeze from July 2 UNANIMOUS
D-14.5	Support macros rewritten before customer comms open The group would not open customer communications while support is still answering from the old macros. Comms move to week 16 and are conditional on the FAQ and macro set being signed off by support.	OWNER Alex Rivera Sign-off by June 6 UNANIMOUS

ACTIONS

REF	ACTION	OWNER	DUE	STATE
A-14.1	Rewrite the cutover runbook for a July dunning switch	Maya Chen	June 2	Open
A-14.2	Roster two clearers with finance for the week of May 26	Riley Thompson	May 26	Open
A-14.3	Open the early-renewal conversation with the tax vendor	Dana Whitfield	May 28	Open
A-14.4	Circulate the rewritten support macros and FAQ for sign-off	Alex Rivera	June 6	Open
A-13.4	Publish the parallel-run comparison format	Jordan Ellis	May 16	Closed

PARKED, NOT DECIDED Customer comms timing. Held until the dunning switch is configured; the group will take it at meeting 15 with a draft schedule from support.	NOTED WITHOUT DECISION Month-end pack. Rebuilt on the new schema and reconciling to the cent; no action required of the group.	NEXT MEETING Thursday, June 5, 2025 14:00, Room 4B and video. Papers by June 3 to Dana Kohl.
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