


Source2Pay Project



Process – Payment Processing
Employee TEM Reimbursement
Focus Group Meeting
Nov 2017

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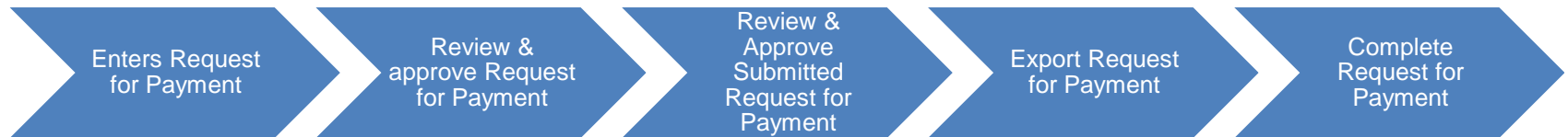
Agenda

- Welcome
- Introductions
- Current State Process Overview
- Current State Identified Issues
- Future State Recommendation
- Next in the project's process
- Questions

Welcome!

- Introductions
 - Name
 - Department
 - Current Job
 - Goal for being participating on a Focus Group

Current State Overview



Issues Identified:

Communications :

- Terminology is changing and challenging
- No list of email database to send announcements to specific roles (ex. CCC or Mger)

Documentation:

- Having to explain or write out the acronyms
- Payables doesn't make or accept phone calls for simple rejects, they are documented within the expense report

Policy/Procedures:

- Rejects must go back to the beginning, can't be corrected by the charge code reviewer
- Retention around travel expense and receipts
- Explore raising the \$10 limit for receipts

Resources:

- Cost to upgrade TEM

Technology:

- Travel expense report number doesn't match invoice number
- Difficult to identify who is getting the payment – picking the correct type of transaction is an issue
- Difficult to differentiate a transaction for a proxy and self (screens look the same and can cause re-work)
- Only a 30-60 min time out in TEM and requires the users to sign in again
- Having to have a separate database just for sorting for work assignment
- Expense types by purpose appear differently or don't appear
- Different roles see different screens, so troubleshooting is difficult
- System is not user friendly - bad navigation
- Lack of help within the system
- Lack of business rule flexibility, example if you buy a ticket 3 months ago and then it's over the time and this is an extra step for units and payables
- Browser compatibility issues
- Search is case sensitive
- Account codes lines may appear in different fiscal periods for the same transactions

Training:

- Rejections are often rejected one at a time instead of identifying all the rejected issues
- Lack of training on the allow ability for reimbursements
- Many managers don't do a review, they just approve it without looking
- Lack of consistent training
- Better user manuals

Recommendations

1. Explore new modes of communications
2. Install and uses a chat (IM) function
3. Color coded TEM sessions
4. Quick look up abilities
5. Revise TEM/Banner interface to recognize date of travel
6. Post the 1 on 1 training classes
7. Create off boarding checklist
8. Hold managers and CCRs accountable

Your Input

- What are your recommendations?



Next Steps

- Present feedback to Project's process Team
- Finalize future state

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Thank YOU!