Source2Pay Project

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

- Enters Request for Payment
- Review & approve Request for Payment
- Review & Approve Submitted Request for Payment
- Export Request for Payment
- Complete Request for Payment
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
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
Contact Information

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Thank YOU!