Source2Pay Project

Process – Payment Scheduling & Method 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

Payment Request Received → Review & Approve Request → Process Payment → Payment Delivered

Issues Identified:

Communications – Issues related to providing information	
C1	Questions will go right to purchasing and not go to payables (also applies to training)
C2	Have a lot of customers shopping around for answers
C3	Not getting info to know what's wrong with an invoice and why its not getting paid to help resolve
C4	Lack of clarify of the process (also applies to training)
C5	A lot of non-conforming orders (applies to training and policy)

Documentation – Issues related to lack of documentation	
D1	Customers want to see the invoice before the payment is paid

Policy/Procedures – Issues related to Policies and Procedures	
P1	HOV doesn't notify departments whey they reject a vendor invoice (also applies to communications)

Resources (Financial, Human) – Issues related to lack of sufficient staff or funding	
R1	Manpower, lack of resources
R2	Inconsistency with payables processors (also applies to training and communications)

Technology – Issues related to system's lack of functionality to support the process	
T1	Systems don't interface
T2	Just to pay an invoice it takes at least 3 systems
T3	Too many overlapping systems
T4	Inability to track spend against contracts
T5	Requestor has changed and the email still goes to that person who is no longer here (also applies to communications)
T6	System being down
T7	Too many entry points

Training – Issues related to lack of understanding the process	
TR1	Lack of training, especially in the field office
TR2	Vendors not very good at billing (also a communications)
TR3	Business managers have to correct what the PI has gotten into (also communications)
TR4	Not knowing what to do
TR5	Not knowing what is involved in the process and what you need for each process
TR6	Departments don't send their people to training

Recommendations

- An automatic waiver for non-conforming POs with contracted vendors

- Electronic Workflow

- Mandate the uses of strategic contracts

- Vendors should receive a copy of the U of I polices

- Use department email and not individual users email on requisition

Recommendations

- Online tutorial for vendors

- Mandate or mandatory training for staff

Your Input

- What are your recommendations?

Next Steps

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

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Thank YOU!