

Source2Pay Project

Process – Receipt of Purchase Order Invoice
Future State
Focus Group Meeting
August 2016

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Agenda

- Welcome/Introductions
- Source2Pay Project Overview
- Process Current State
- Key Findings
- Recommendation
- Questions

Welcome!

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

Source2Pay Project

- Our current Source2Pay procedures at the University has significant opportunities for improvement and impact every department within the University system.

Project Purpose/Goal

- Identify process improvements throughout Source2Pay process
- Develop RFP
- Ultimate goal is to minimize, improve & standardize IT platforms

Receipt of Purchase Order Invoice

- Process Boundaries
 - Begins –
 - Receipt of the invoice in Document Management Provider (Rantoul) or the Campus Unit
 - Contract which includes a need for a deposit or prepayment
 - Electronic invoice within iBuy
 - End – Invoice is completed by University Payables

Process Place a One-time-order - Current State



Key Findings

- Lack of an automatic workflow in Banner
 - Campus Units unable to easily view the stage at which the invoice exists in the process
 - Unable to see why it is not yet completed
 - Requires a 'Touch Point' by UPay to complete

Key Findings

- Multiple 'Touch Points on same transaction by Purchasing, Payables, and Campus Units

Key Findings

- Multiple invoice presentment points
 - Only able to receive E-Invoice from iBuy
- Lack of effective department review prior to invoice payment
- Inefficient method of communication to Campus Units when an invoice has an issue

Key Findings

- System issues/constraints
 - Unique invoice number
 - Invoice number limit to 15 digits
 - Vendors that reuse invoice numbers
- Receive invoices with incomplete information
- Receive invoices that do not match the purchase order

Future State

- Achieve through this improvement
 - Easy method for all parties to track the status of an invoice as it moves through the system
 - More automation of the process to reduce the amount of manual processing resulting in fewer 'Touch Points'

Future State

- Achieve through this improvement
 - Increase understanding by all parties of the complete process
 - Decrease in invoice issues
 - Increase efficiencies within the processes that eliminate payment delays

Opportunities for Improvement

- Communication -
 - Issues related to lack of sufficient communication between parties
 - Vendor Training
 - Create training for vendors who conduct business with the University
 - Section on requirements for an invoice to be paid
 - Provide information to vendors
 - Instructions on last page of the Vendor Form

Opportunities for Improvement

- Communication -
 - Instructions on Special Payment Request Form
 - Create instructions on using the Special Payment Request Form
 - Special Payment Request process
 - Information to the benefits of Sending Invoice directly to the Document Management Provider (Rantoul) verse rerouting the receipt of invoice.

Opportunities for Improvement

■ Process

- Issues related to the process of the receipt of a Purchase Order invoice
 - Streamline and reevaluate the Special Payment Request form
 - Electronic form
 - Workflow
 - Purge invoice data from audit period
 - Establish a working group define the process

Opportunities for Improvement

- Process
 - Utilize the Corporate Travel Planner process for group buying
 - Existing working group
 - Expanding to other campuses
 - Current provider BEP firm
 - Process purchase request
 - Submits invoice

Opportunities for Improvement

■ Systems

- Issues related to the limitations of the systems used today.
 - Analyze the functionality for department units to enter invoices into Banner to be processed
 - Route to Upayables for review prior to payment
 - Analyze workflow process within Banner, beginning with creating an requisition

Opportunities for Improvement

■ Systems

- Add the ability for Payables to view the full line for item description when reviewing invoice for approval.
- Longer invoice number field
- Analyze the ability to setup approval queues by Org, vendor ID, or PO, not just FOAPAL
- Actual purging data after audit period


Opportunities for Improvement

■ Systems

- Future functionality in a new Source2Pay application
 - Electronic entry point for all invoices
 - Single system for electronic presentment
 - Single system electronic workflow
 - System evaluate account number and billing date, when an invoice number is needed
 - More flexible approval queues

Opportunities for Improvement

- Systems
 - Future functionality in a new Source2Pay application
 - Ability to return invoice to department unit with comments
 - Ability to return invoice to vendor with comments
 - Electronic presentment with evaluation at vendor entry



What opportunities
improvements do you see for
the future state?

Contact Information

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Thank YOU!