Source2Pay Project

Payment Processing – Non-Employee & Non-PO Transactions
Future State
Focus Group Meeting
February 28 – March 2, 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
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Current State Overview
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Current State Identified Issues

- TEM is hard to use
- Uncertainty as to when TEM can be used, on when Purchasing needs to be involved, etc
- Unhappy vendors, unhappy faculty, unhappy grad students due to length of time to get reimbursed
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Current State Identified Issues

- Lots of system issues (searching, editing fields, browser)
- Inconsistent reviews and rejection reasons
- Incomplete/poor information provided
- Lack of ability for department to see how the Vendor will be paid
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Future State Recommendations

#1: Make training mandatory prior to granting the Power User Role within the TEM payment system

#2: Create/update documents on the OBFS website as to what types of transactions are handled through each process/system (e.g. TEM), and develop interactive flowchart to determine payment mechanism (PO, P-card, TEM, etc)
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Future State Recommendations

#3: Create exit Survey/offboarding checklist

#4: Create a cross-reference look-up for TEM/Banner document codes
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Future State Recommendations

#5: Evaluate Expense Reports that are rejected 2 or more times.

#6: Evaluate retention ideas for the UPAY department
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Future State Recommendations

#7: New system to replace Banner/TEM

- Wizard to walk Users through the process
- Ability to customize the system to enforce business rules for specific payment methods and audiences (Vendor, Student, non-employee)
  - Ability to configure cross-validations across several parameters
  - Ability to perform validations prior to submission to catch rejection issues before they happen
- Ability to customize automatic approvals based on the payee, type of purchase, dollar amounts, keywords, etc.
  - Ability to perform post-audit reviews
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Future State Recommendations

#7: New system to replace Banner/TEM

- Ability to design and maintain workflow capabilities
- Ability to interface with other systems for validation
- Ability for each User to be able to customize email notifications
  - Based on status change in the workflow
  - Approval, payments made to vendors, rejections,
- Ability to report on status of each task within the workflow
- Ability for real-time processing status
  - Metrics for number of requests in the system
- Ability to specify payment date with enforcement of business rules and roles
Next Steps

- Present feedback to Project’s process Team
- Finalize future state
Contact Information

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Thank YOU!