

12.0 Receive PO Invoice Process Report

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Overview

When the University receives an invoice for payment for goods or services from an external Vendor, University Payables (UPAY) reviews the invoice to ensure that it matches the Purchase Order that was sent to the external Vendor.

Illinois Mandate Symbol - 

University Policy Symbol - 

Professional Mandate Symbol - 

Chapter 1: SIPOC Diagram

Brief description of chapter content.

Process Name	Date
1.4.1.2 – Receipt of purchase order invoice	

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Who provides input to the process	What goes into the process	How the inputs are transformed to outputs	What comes out of the process	Who received the outputs of the process
Vendors SourceHOV(Outsourced AP Processor) AITS iBuy Purchasing Campus Unit Strategic Procurement	Paper invoice E-Invoice (iBuy) Electronic file Special Payment Request form	Receive invoice Process Invoice Review/validate each invoice Complete invoice	Complete invoice Unprocessed invoice	Vendors Campus Units

Chapter 2: Suppliers

2.1: Vendors

What they care about: Prompt payment for the goods or services provided to the University

When they care: Each time they provide the University with a good or service

2.2: SourceHOV

What they care about: Providing the University a file of invoice data and images of each received invoice

When they care: Each time the University or a Vendor provides invoices for processing

2.3: AITS

What they care about: Ensuring the successful import of invoice data received from our external sources

When they care: Each time a file is received from either Source HOV or iBuy that needs to be imported into Banner for further processing by University Payables

2.4: iBuy

What they care about: Correct E-Invoicing of all goods and services purchased by University representatives through the iBuy system for e-invoice enabled catalog Vendors

When they care: Each time an E-Invoice-enabled catalog Vendor is used within the iBuy system by a University employee, an invoice to the University is to be generated

2.5: Purchasing

What they care about: Invoices include correct information and match the terms of the purchase order.

When they care: When invoices do not match the purchase order and results in an unprocessed, nonconforming invoice which must be resolved by Purchasing.

2.5: Campus Units

What they care about: Prompt. Accurate payment for goods and services that were rendered to the Campus Unit

When they care: Each time the Campus Unit makes a purchase of a good or service

2.6: Strategic Procurement

What they care about: Correct e-invoicing of all goods and services purchased by University representatives through the iBuy system for E-Invoice enabled catalog Vendors

When they care: When an E-Invoice does not match the purchase order or is outside of tolerance

Business Rules

None noted

Chapter 3: Inputs

3.1: Paper

Physical copies of invoices received from an external Vendor. These are either keyed in manually or converted to an electronic file by our external outsourced Document Management provider (currently SourceHOV)

3.2: E-Invoice

Invoices received via electronic file for purchases made through the iBuy Catalog order process

3.3: Electronic file



File containing all invoices processed by our external outsourced Document Management provider (currently SourceHOV). This would include image for each invoice, along with other data fields as specified.

Index data should include the following:

PO #
Vendor invoice #
Invoice Amount
Vendor Invoice Date

3.3: Special Payment Request form

Form used for certain circumstances requiring payments to be made in a different manner than usual. Some examples of its use are:

- Recurring payments
- Vendor requires a deposit
- Vendor requires prepayment
- Vendor requires a wire transfer payment
- Campus Unit requests to pick up the payment
- HIPAA-protected information 
- Summary invoice information 

Business Rules

The following details must be on every invoice:

- A valid University purchase order number with available funds
 - Only one purchase order number per invoice
- Vendor/Company name
- Vendor/Company remittance address
- Invoice date
- Invoice total
- Description of goods and/or services
- Detailed/itemized pricing information (quantity and unit pricing)

Chapter 4: Process

4.1: Receive Invoice

The University receives either a physical invoice or electronic version of the invoice from Vendor for all goods and services provided to the University

4.2: Process Invoice

Once the invoice is obtained by the University, these are the steps required to translate the documentation into a format that can be reviewed by University Payables.

- 1) E-Invoices
 - a. Any purchases made through an approved E-Invoice enabled Catalog Vendor within iBuy will be invoiced through the E-Invoice file and exported from iBuy to Banner
- 2) Traditional invoice
 - a. A traditional invoice can be received via various formats
 - i. Paper
 - ii. Email attachment
 1. Most common formats received are:
 - a. Image formats received include such as .pdf, .jpg, .png, etc,
 - b. Document formats such as Microsoft Word, Microsoft Excel, etc
 2. All various invoice formats are converted to .tif or .pdf
- 3) Special Payment Request form
 - a. Instances such as a requirement for payment in advance, requests for deposits, etc will come to University Payables via the Special Payment Request form. See [Chapter 3.3](#) for more details.

4.3: Review/Validate each Invoice

Once the invoice is captured electronically in either Banner or iBuy, University Payables compares the Invoice to the purchase order to ensure accuracy.

University Payables may reach out to the Campus Unit during their validation process to request clarifications and/or corrections to the purchase order or invoice prior to completion of invoice by University Payables. Campus Unit may reach out to Purchasing If the invoice does not match the purchase order, to resolve any nonconforming issues before payment can be completed. Strategic Procurement is contacted when there are issues with E-Invoicing.


4.4: Complete Invoice

The accuracy and validity of the invoice has been verified by University Payables.

Business Rules

- Invoice number must not have been used by the Vendor previously (cannot replicate an invoice number already used by that Vendor)
- If Vendor does not supply an Invoice number or re-uses an Invoice number which they previously used, manually create an Invoice number using this formula:
 - Vendor Account number + 1-digit alpha Month Code + 2-digit Calendar Year
 - (ex. Account number 1234 received January 2016 = 1234J16)
 - The month corresponds to the invoice date, not the date of service. The month codes remain the same from year to year, but the year changes to reflect the invoice date.

For fiscal year - FY17 the following codes are:

 - July 16: L16
 - August 16: G16
 - September 16: S16
 - October 16: O16
 - November 16: N16
 - December 16: D16
 - January 17: J17
 - February 17: F17
 - March 17: M17
 - April 17: A17
 - May 17: Y17
 - June 17: U17
- Purchase order and invoice must match prior to payment completion
- Paper invoice images must be stored in Banner Document Management (BDM)
- Prompt Payment Act 

Chapter 5: Outputs

5.1: Invoice Completion

Once the Invoice is reconciled against the purchase order by University Payables, it is completed.

5.2: Unprocessed Invoice

If an invoice does not match any purchase orders on file, or cannot be adjusted to match, then it remains as an unprocessed invoice. No payments are made for an invoice such as this.

Business Rules

None noted

Chapter 6: Customers

6.1: Vendor

What they want:

- Prompt and accurate payment for an invoice.
- Clear, consistent communications about what is required to secure a completed invoice and payment.

6.2: Campus Unit

What they want:

- Prompt and accurate payment for an invoice so that the relationship with the Vendor is maintained, in case of a future need.
- Accurate record of expenses for financial reports.

Business Rules

None noted

Chapter 7: Customer - Oversight Roles

7.1: Internal and external auditors

What they want: Accurate record of the expenses incurred by the University

7.2: University Accounting and Financial Reporting

What they want: Information regarding accruals and deferrals.

7.3: University Grants and Contracts

What they want: Review of certain expenditures prior to payment of the invoice.

Business Rules

None noted

Chapter 8: Questionnaire for Current State Analysis

Why does the process exist?

- It starts the payment process
- Validates the request to pay a Vendor for a good or service

What is the purpose of the process?

- To review an invoice for accuracy and validity for a good or service provided to the University, and make the invoice complete for payment
- To pay for goods and services provided to the University
- Maintain a healthy working relationship with Vendors

What are the process boundaries (i.e., when does it start and end?)

- Starting points
 - Receipt of the invoice in Rantoul or the Campus Unit
 - Contract which includes a need for a deposit or prepayment
 - Electronic invoice within iBuy
- Ending point
 - Invoice is completed by University Payables

What are the major activities/steps in the process?

See [Chapter 4: Process](#)

What is the expected outcome or output of the process?

See [Chapter 5: Outputs](#)

Who uses the output of the process, and why?

See [Chapter 6: Customers](#)

Who benefits from the process, and how?

- Vendors benefit through accurate and timely payment
- Campus Units benefit by maintaining a healthy relationship with Vendors, in case the Campus Unit has a future need for another good or service that the Vendor can provide.

What information is necessary for the process?

See [Chapter 3: Inputs](#)

Where does that information come from?

See [Chapter 2: Suppliers](#)

What effect does that information have on the process and output?

- Accurate information that matches an existing purchase order speeds the approval processes and streamlines the ability for the University to ensure prompt payment.

Who is primarily responsible for the process?

- University Payables

What other units/organizations participate in or support the process?

- AITS
- Purchasing


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- Campus Units
- SourceHOV
- Vendor
- Strategic Procurement

What Information Technology system(s) support the process?

- AITS XFERPROD
- Banner
- iBuy
- Banner Document Management

What policies guide or constrain the process?

- Purchase tolerance thresholds based on price, not on quantity (differs between Banner and iBuy)
- Prompt Payment Act 

How often does the process get executed?

- Hundreds of times per day

What are potential defects with respect to the process?

- Receive invoices that cannot be processed due to incomplete information or do not match a purchase order
- System constraints that limit invoice numbers to 15 digits
- Vendors that re-use invoice numbers
- No existing workflow within Banner for Campus Units to easily view the stage at which the invoice exists in the process or why it is not yet completed

How often do they occur?

Hundreds of times per day

What types of challenges have employees who participate in the process raised?

- Lots of external and internal communications required to pay an invoice
- Multiple touches on the same transaction by Purchasing, Payables, Campus Units, etc.
- Special terms on the invoice that do not match what is on the purchase order
- No existing workflow within Banner for Campus Units to easily view the stage at which the invoice exists in the process or why it is not yet completed
- Multiple invoice presentment points
- Lack of effective department review prior to invoice payment
- Inability to process an invoice without a unique invoice number
- Lack of ability to receive E-Invoice except from iBuy E-Invoice vendors
- Lack of automatic workflow in Banner even for invoices that match. Human intervention still required

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- Inefficient method to communicate to Campus Units when an Vendors cannot easily apply payment due to the University having to manipulate the invoice number due to the limitation of capturing a large Invoice number in Banner
- Inefficient method to communicate to Campus Units when an invoice has an issue

What types of challenges or concerns have customers raised?

- No existing workflow within Banner for Campus Units to easily view the stage at which the invoice exists in the process or why it is not yet completed
- When invoices have an issue, there is a great need for much communication between University Payables and the Campus Unit to resolve
- Multiple invoice presentment points
- Lack of effective department review prior to invoice payment
- Inability to process an invoice without a unique invoice number
- Lack of ability to receive E-Invoice except from iBuy E-Invoice vendors
- Lack of automatic workflow in Banner even for invoices that match. Human intervention still required
- Inefficient method to communicate to Campus Units when an invoice has an issue

Will the process be changed by another initiative in the near future?

- Potential changes due to Banner upgrades
- Potential changes due to iBuy upgrades

Chapter 9: Questionnaire for Potential Process Improvement Candidates

1. **How would the process operate differently in the “Perfect Situation?”**
 - Improvements to workflow
 - Less manual data entry
 - Single invoice presentment point
 - More E-Invoicing
 - Accurate and complete information on every invoice presented for payment
2. **What does the team hope to achieve through this improvement?**
 - Decreased invoice issues
 - Increased understanding by all parties of the complete process
 - Campus Units
 - Vendors
 - Procurement
 - Easy method for all parties to track the status of an invoice as it moves through the system
 - Increased efficiencies within the processes that eliminate payment delays
 - More automation of the process to reduce the amount of manual processing resulting in fewer touchpoints
3. **Who would benefit from the desired improvement to the process?**
 - University system
 - Vendors
 - Campus Units
 - Procurement Staff
 - Auditors
 - a. **How would we know?**
 - Reduction in inquiries of invoice status
 - Decreased cycle time to process an invoice
 - Reduction in cost due to late payments
 - Increase in customer satisfaction
 - Fewer audit findings
 - Reduction in number of service desk tickets
 - Improved relationships with Vendors
 - Improved employee satisfaction
 - Reduced nonconforming invoices
 - Spend tracking against total PO value

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4. What data can be provided with respect to the process performance (e.g. service rating, cycle time, customer survey responses, etc.)?

- Customer Surveys
- Number of calls received by UPAY
- Number of emails received by UPAY
- Cycle time between the receipt of an invoice and its completion
- Data from Uni-center database

5. Who should be included in any improvement discussions for the process?

- Procurement Services (includes UPAY, Purchasing and Strategic Procurement)
- AITS
- Campus Units
- Audit
- UAFR

Chapter 10: Opportunities for Improvements

The following recommendations came from discussions with process team members, the project Director Council, and focus group sessions.

Communications-Issues due to insufficient communication between parties	
C1.1	No acknowledgement of receipt once routed
C1.2	No acknowledgement of receipt status once routed
C1.3	Issues with lack of communication as to decision on Special Payment Request
C1.4	Inefficient mechanisms for communication of any issues encountered during processing
C1.5	Lots of external and internal communications required to pay an invoice
C1.6	Inefficient method to communicate to Campus Units when an invoice has an issue
C1.7	Lack of ability to have a tool to reject an invoice and send back to the vendor.
C1.8	Lack of communication with Vendors and department units
C1.9	Needs to provide vendor feedback when there are issues on invoices, and information is incomplete
C1.10	Would like notification when there is an issue on an invoice
C1.11	Unknown progress of SPR, dependent on invoice number to confirm payment
C1.12	Unknown what requirements on SPR to get approved
Systems-Issues related to the limitations of the systems in use today	
C2.1	Invoice Must be .tif or .pdf
C2.2	Inability to easily identify invoices that have early payment opportunities for discounts
C2.3	Special terms on the invoice that do not match what is on the Purchase Order
C2.4	Unable to identify payment terms other than 'Net 30' in i-Buy
C2.5	Unable to identify dates of service, starting and end date of service
C2.6	Payables should have the ability to view details on PO lines to view approve
C2.6	Need ability to view invoice in Banner, currently not user friendly
C2.8	Unable to print invoice nicely
C2.9	Issue when using colored ink on invoices
C2.10	Multiple invoice presentment points
C2.11	Lack of ability to receive E-invoice in Banner
C2.12	Vendor invoices are sent to the departments are non-compliant
C2.13	Too many points of entry for presentment of work (email, systems)
C2.14	15-digit limitation in Banner for Invoice #
C2.15	Utility invoices do not have Invoice #
C2.16	Vendor re-used old Invoice # they previously used
C2.17	Vendors cannot easily apply payment due to the University having to manipulate the invoice number due to the limitation of capturing a large Invoice # in Banner
C2.18	Vendor invoice number are duplicate, reusing after 5 years, kicking out of Banner as a duplicate invoice
C2.19	Issue with system generating invoice number, will duplicate the same month
C2.20	If Invoice not exact match due to price discrepancies, human must review
C2.21	Lack of automated workflow for Banner invoices that otherwise match

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C2.22	Multiple touches on the same transaction by Purchasing, Payables, Campus Units, etc.
C2.23	No existing workflow within Banner for Campus Units to easily view the stage at which the invoice exists in the process or why it is not yet completed
C2.24	Lack of automatic workflow in Banner even for invoices that match. Human intervention still required
C2.25	Vendor ID gets termed after Invoice entry into Banner
C2.26	Description of original Vendor name changed in Banner if redirecting to different Vendor ID
C2.27	No Validation of purchase order number is performed at the time the vendor submits invoice
C2.28	Department desire to receive invoice to avoid payment prior to receipt of good or service
C2.29	Lack of effective methods to allow Department to review invoice in an efficient manner
C2.30	Lack of effective department review prior to invoice payment
C2.31	Allow campus unit to confirm service is completed prior to payment
Vendor Issues-Related to lack of compliance by Vendor to our stated policies	
C3.1	Subscriptions - quote and invoice is the same document
C3.2	Vendors sends statement as invoice for payment
C3.3	Vendor uses quote for invoice same document, issues with date issue - quote/invoice the
C3.4	iBuy vendor would substitute items different in cost/quote - stops in Payable not paid
C3.5	iBuy vendor would substitute items and department didn't want item or issue with item, and invoice gets paid
C3.6	Utility bills lack invoice number, must be created by department
C3.7	Receipt of invoice on a Closed Purchase Order
C3.8	Receipt of invoice on an old Purchase Order from prior FY
C3.9	Vendors are able to present an invoice with an invalid purchase order number

Chapter 11: Suggested Improvements

The following recommendations came from discussions with process team members, the project Director Council, and focus group sessions.

Not all improvements were selected by the process team. Items in **BOLD** are ones which the process team member presented to the Campus Focus Groups for feedback, and are recommended for review by the Director's Council (further discussed in [Chapter 13 Recommendations for Improvements](#)).

#	Change Category	Suggested Improvement
1	Communication	Communication Protocol, SLA agreement between OBFS – Purchasing Payables and department units, include response time
2	Communication	Payables 101 at Campus, currently exists, need more training
3	Department Review of Invoice	Electronic Tracking/Review System, (but not stop)
4	Department Review of Invoice	Queue setup by org code, vender ID, or PO, not just FOAPAL, more flexible approval queues
5	Invoice Number	Longer invoice number field
6	Invoice Number	Purge data older than audit period
7	Invoice Number	System evaluate account number and billing date
8	PO Number Issues	Auto PO Close at Fiscal year end
9	PO Number Issues	Electronic presentment with evaluation of vendor entry
10	Presentment Points	Single System electronic presentment
11	Presentment Points	Enforce current mandate to have all invoices sent to SourceHOV
12	Presentment Points	Campus Units should stop putting 'Send to Department' on PO
13	Presentment Points	Electronic entry point for all invoices (data fields)
14	Special Payment Request Form	Unit directly enters into system, no paper form, use workflow routing
15	Special Payment Request Form	Fee Schedule for certain services
16	Special Payment Request Form	Reports back to unit about use/abuses
17	Special Payment Request Form	Eliminate Special Payment Request form
18	Special Payment Request Form	Roll out use of CTP Process group buys
19	Special Payment Request Form	Review the current form for updates on SPR
20	Special Payment Request Form	Email/system template for decision points
21	System Issues	Ability for Payables to see full line item description
22	System Issues	Ability for Payables to see service dates set on Purchase Order
23	System Issues	Ability to electronically return invoice to unit with comments
24	System Issues	Ability to return invoice to vendor electronically with comments
25	Vendor ID Issues	Better mechanism to identify affected invoices

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26	Vendor Issues	Vendor Training to educate on Invoice requirements
27	Work Flow	Single System with Electronic workflow
28	Workflow	Email Notification for invoices received by Purchase Order
29	Workflow	Electronic Notification via system or email
30	Workflow	Electronic workflow

Chapter 12: Feedback from Customer Focus Groups

Focus Groups were convened on each campus to review the process team's recommendations for both the Current State and Future State. We had 15 representatives from Units from all three campuses attended the Current State sessions, and 17 for the Future State sessions.

- Themes through all six sessions include:
 - Recognition of the fact that receiving a PO Invoice in the department is not the most efficient means to ensure prompt payment
 - They have a need to ensure the good or service is delivered prior to the University paying the invoice, and there is no good mechanism in place to allow for their approval prior to payment
 - Perceived inconsistency of the application of the rules, dependent on which processor is working the Invoice
 - Frustrations over the inability to speak directly to a UPAY representative as they formerly could do, but acknowledgement of the high volume of calls UPAY handles
 - Recognition that Vendors cause many of the problems by non-compliance to our rules, such as not following our guidelines as to invoicing requirements, and substitutions for goods that no longer match the PO,
- Participants were receptive to all the recommendations which are discussed in [Chapter 13 Recommendations for Improvements](#).
 - They were particularly excited at the information regarding the Corporate Travel Planners and the potential for use for planning domestic and international events
- Reception was very lukewarm as to the prospects of participating as a SMEs In future process analyses, due to the time commitment required
 - Also mentioned concern that any one of them would not necessarily be able to represent the entire campus community, as they all do things differently.

Chapter 13: Recommendations for Improvements

Within the process Receive Purchase Order Invoice, 8 recommendations have been identified for improvement. Three different categories were identified for the improvements, and each improvement received an implementation level. The categories include communications, process, and system.

There are two levels of implementation, 'Short Term' notes improvements on the current system and processes prior to the RRP for a new system, and 'Long Term' notes improvement to the process with a RFP for a new system. The recommendations are in order to make the "Receive PO Invoice" process better, help the users understand the process, and make sure the process works.

#	Describe Potential Solutions	Category	Implementation Level	Related Issue(s)
1	<p>Create/modify Vendor training materials to support University invoicing requirements</p> <p>We are recommending a working group to lead in the creation of new materials, and modifications to existing instructions which are targeted at Vendor education. These efforts would focus on the common areas in which a Vendor often struggles to meet our requirements for an invoice.</p> <p>The communications would include:</p> <ol style="list-style-type: none"> 1) Clarifications on a Purchase Order as to what needs to be included on an invoice to ensure prompt payment 2) Instructions which advise Vendors to communicate this information to the department that handles invoicing 3) Review/simplify instructions already included on the Purchase Orders to ensure clarity <ol style="list-style-type: none"> a. Highlight the area that covers the required fields needed on an Invoice for the University to properly process it. 4) Include instructions on the Vendor Setup form that would mirror those included on the Purchase Order <p>Recommended working group:</p> <ul style="list-style-type: none"> • Purchasing • UPAY 	Communication	Short term	C3.2, C3.3, C3.4, C3.5, C3.9,

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<p>2</p>	<p>Evaluate the potential to allow campus units to enter invoice data into Banner for invoices they receive</p> <p>We are recommending a working group to evaluate the potential of allowing Campus Units to enter invoice data into Banner for those invoices the Campus Unit receives. Due to limitation of the current system, there are some instances where Campus Units feel the need to receive invoices directly to them, rather than the Invoice proceeding directly to Rantoul, as otherwise they do not have the opportunity to review prior to payment.</p> <p>We discussed this in the Campus Focus Group and received favorable response. Several commented that when they send the invoices, they are keying much of the same information into the email, so it would cause no additional work for them.</p> <p>Recommended working group:</p> <ul style="list-style-type: none"> • UPAY • AITS • Campus Units 	<p>Process</p>	<p>Short term</p>	<p>C1.6, C2.23, C2.28, C2.29, C2.30, C2.31</p>
<p>3</p>	<p>Evaluate Special Payment Request form use and processing</p> <p>We recommend to reconvene the working group to evaluate the purpose of the Special Payment Request (SPR) form. The group would determine the following:</p> <ol style="list-style-type: none"> 1) Evaluate the current uses of the form that could be handled by other processes. 2) Evaluate the potential for assessing fees for certain exceptions, such as a U.S. Vendor requiring payment via wire transfer. 3) Evaluate the current form to ensure that it is easy to use and understand, and determine if separate forms for each process are more effective. <p>Recommended working group:</p> <ul style="list-style-type: none"> • UPAY • Purchasing • Review with Campus Units before rollout 	<p>Process</p>	<p>Short term</p>	<p>C1.3, C1.12</p>

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4	<p>Create workflow application to handle Special Payment Request form routing</p> <p>If the working group determines that changes need to be made to the SPR form (Recommendation #3 above), then the working group would also evaluate the potential to convert it to an electronic format. This would resolve most of the major issues raised due to lack of communication of the status of an SPR form, and replace the manual routing of the form and provide all parties a means to easily track the status of the request.</p> <p>Recommended working group:</p> <ul style="list-style-type: none"> • UPAY • Purchasing • Review with Campus Units before rollout 	System	Short term	C1.3, C1.4, C1.8, C1.11
5	<p>Evaluate use of Corporate Travel Planners for group purchases</p> <p>We recommend the continuation of the working group to evaluate the expansion to Campus Units for the use of Corporate Travel Planners (CTP). This would reduce the number of purchase orders being issued, a corresponding reduction in invoices, and simplify efforts for the Campus Units to coordinate the purchase of travel for their constituents.</p>	Process	Short term	C2.22
6	<p>Evaluate the purging of invoice data from Banner</p> <p>We recommend the formation of a working group to determine if we can purge data from Banner while maintaining our compliance for RIMS. This would resolve the issues caused when Vendors re-use old invoice numbers, as Banner will not allow for duplicate Vendor invoice numbers. This evaluation would include the possibility of purging the entire invoice, or purging just the Vendor invoice number and allowing the rest of the invoice data to remain. Banner would run faster, and we would have fewer rejected Vendor invoices due to duplicate Vendor invoice numbers</p> <p>Recommended working group:</p> <ul style="list-style-type: none"> • RIMS • AITS • Payables • Audit • GCO 	Process	Short term	C2.16, C2.18

12.0 Receive PO Invoice

7	<p>Enhance Banner forms and functionalities to better support invoice processing</p> <p>We recommend a working group be formed that would evaluate the following potential enhancements to Banner:</p> <ol style="list-style-type: none"> 1) Evaluation of what is required to lengthen the Vendor invoice number field to alleviate this issue. Vendor invoice numbers are currently limited to 15 characters in Banner. This causes issues when a Vendor's invoice number is longer than 15 characters. 2) Expansion of the view for item description field in the Invoice processing form (FAAINVE) to allow Payables personnel to see the entire line. The description is currently truncated if the description is long. 3) Develop new workflow capabilities to allow for Approvals to be based on additional parameters such as by Vendor ID or PO#/Org. 4) Ability to derive a Vendor invoice number from other invoice fields when Vendor does not include them, example, account number and billing date. <p>Recommended working group:</p> <ul style="list-style-type: none"> • AITS • UPAY • BSS • Campus Users once decisions are made 	System	Short term	C1.1, C1.2, C1.4, C1.6, C1.10, C2.14, C2.15, C2.16, C2.17, C2.18, C2.19, C2.28, C2.29, C2.30, C2.31
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12.0 Receive PO Invoice

8	<p>Include improved electronic presentment and workflow capabilities in the Source to Pay RFP</p> <p>We are recommending the following to further define the system requirements for the Request for Proposal for a new system.</p> <ul style="list-style-type: none"> • Single system for electronic presentment, with evaluation at point of Vendor entry (auto reject if requirements not met) • Ability for electronic workflow <ul style="list-style-type: none"> ○ Ability to set approval queues based on various criteria (Queue setup by org, vendor ID/PO) ○ Ability for System Admin to easily alter approval queue criteria ○ Ability to electronically return invoice to Campus Unit with comments ○ Ability to electronically return Invoice to Vendor with comments • Ability to specify minimum requirements for electronic presentment • Ability to derive a Vendor invoice number from other invoice fields when Vendor does not include them 	System	Long term	All except C1.3, C1.5, C2.9, C2.12, C3.7, C3.8
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Chapter 14: Solutions Prioritization Matrix

The recommendations for improvements were reviewed and the potential solutions were prioritized by the Director Council. The below matrix contains the potential solutions and each ranked score.

	Describe Potential Solutions	Ease of Implementation:	Permanence of the Solution:	Impact of the Solution	Cost of the Solution	Total Score	Rank
		1 (very difficult) - 5 (very easy)	1 (temporary) - 5 (permanent)	1 (low) - 5 (high)	1 (high) - 5 (low)	(Average of the total product from each participant)	
1	Vendor training for invoicing requirements	3.5	4.625	4.5	3.25	249.875	1
2	Evaluate the potential to allow campus units to enter invoice data into Banner for invoices they receive	2.875	2.375	2.625	2.625	68.375	7
3	Evaluate Special Payment Request form use and processing	3.625	3.875	3.625	3.25	167.25	2
4	Creation of a workflow system to handle Special Payment Request form	2.75	3.125	4	3.125	110.75	4
5	Evaluate use of Corporate Travel Planners for group purchases	3	4	3.5	3.75	167.125	3
6	Evaluate the purging of invoice data from Banner	2.5	4.375	3.25	2.125	88.375	5
7	Enhancements to Banner to resolve current deficiencies	2.875	2.375	3.25	3.125	79.125	6

Appendix A: Business Glossary

E-Invoice

Electronic document that contains details items purchased through the iBuy catalog systems. Includes details for the good or service provided, and all information necessary to make payment to the Vendor.

Electronic file

File containing all invoices processed by our external outsourced Accounts Payable processor (currently SourceHOV). This would include an image for each invoice, along with other data fields as specified.

Receive Invoice

Either a physical invoice or electronic version of the invoice from Vendor for all goods and services provided to the University.

SourceHOV

An external Vendor that processes any Invoices received, and converts them to an electronic file for transmission to the University.