11.0 Receive Products and Services
Process Report
May 2017
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# Table of Contents

Overview ................................................................................................................................. 1  
Process Executive Summary ......................................................................................................2  
Chapter 1: SIPOC Diagram ......................................................................................................4  
Chapter 2: Suppliers ................................................................................................................5  
  University System department ...............................................................................................5  
  Banner (system) .....................................................................................................................5  
  iBuy (system) ........................................................................................................................5  
  Vendor ....................................................................................................................................5  
  Business Rules .......................................................................................................................5  
Chapter 3: Inputs .......................................................................................................................6  
  Receipt Required Report .........................................................................................................6  
  Purchase Order containing receipt required ...........................................................................6  
  Product and/or Service ..........................................................................................................6  
  Banner Invoice totaling $50,000 or more ..............................................................................6  
  E-Invoice line item of $5,000 or more ....................................................................................6  
  Business Rules .......................................................................................................................6  
Chapter 4: Process ....................................................................................................................7  
  Delivery of Good/Service Receipt Required ..........................................................................7  
  Observation Receipt of Good/Service ....................................................................................7  
  Receiving/Acknowledgement .................................................................................................7  
  Property Tagging ....................................................................................................................7  
  Business Rules .......................................................................................................................7  
Chapter 5: Outputs ....................................................................................................................9  
  O-tag .......................................................................................................................................9  
  Received Invoice (updated Banner status) .............................................................................9  
  Receipt Required Report .......................................................................................................9  
  Business Rules .......................................................................................................................9  
Chapter 6: Customers ...............................................................................................................10  
  University System Department ..............................................................................................10  
  University Accounting Finance and Reporting (UAFR) .........................................................10  
  Business Rules .......................................................................................................................10  
Chapter 7: Customer - Oversight Roles ....................................................................................11  
  Auditors .................................................................................................................................11  
  University Department Finance Unit (Accounting) ............................................................11  
  Business Rules .......................................................................................................................11  
Chapter 8: Questionnaire for Current State Analysis ..............................................................12  
Chapter 9: Questionnaire for Potential Process Improvement Candidates ................................15  
Chapter 10: Current State Metrics ..........................................................................................16  
Chapter 11: Feedback from Customer Focus Groups – Current State ....................................17
11.0 Receive Products and Services

Chapter 12: Opportunities for Improvements ........................................................................... 19
Chapter 13: Suggested Improvements ....................................................................................... 23
Chapter 14: Feedback from Customer Focus Groups – Future State ........................................... 24
Chapter 15: Recommendations for Improvements ........................................................................ 26
Chapter 16: Solutions Prioritization Matrix ................................................................................ 29
Chapter 17: Future State SIPOC Diagram .................................................................................... 30
Chapter 18: Future State Requirements ....................................................................................... 31
Chapter 19: Subject Matter Expert Team ...................................................................................... 32
Chapter 20: University Focus Group Participants ......................................................................... 33
Appendix A: Business Glossary .................................................................................................. 34
11.0 Receive Products and Services

Overview

The Receiving Products and Services process acknowledges when a good or a service is received by the University and payment can be issued.

The following mandates and policies are complied with in this process.

Illinois Mandate Symbol -

- State Property Control Act - (30 ILCS 605/) State Property Control Act.
- TITLE 44: GOVERNMENT CONTRACTS, GRANTMAKING, PROCUREMENT AND PROPERTY MANAGEMENT
  SUBTITLE D: PROPERTY MANAGEMENT
  CHAPTER I: DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
  PART 5010 MARKING, INVENTORY, TRANSFER AND DISPOSAL OF STATE-OWNED PERSONAL PROPERTY
  http://www.ilga.gov/commission/jcar/admincode/044/04405010sections.html

University Policy Symbol -

- Department policies around receiving

Professional Mandate Symbol -
11.0 Receive Products and Services

Process Executive Summary

Business Process
The process begins when the product or service is delivered to the University department. The department reviews the Receipt Reports or the requisitioner/the invoice approver (in the iBuy application) receives an automated notification letting them know receiving is needed for the item(s). The observation to receive either the good or service is performed. This is where staff verifies the good is in proper working condition. If the good is either damaged or has an issue, the vendor is contacted for resolution either by fixing the issue, replacement, or credit. When the observation is for a service, staff reviews the billable service and verifies accuracy.

Once the good or service is verified, staff acknowledges it into a system, either by receiving in the Banner application or acknowledgement in the iBuy application.

The process ends with property tagging which includes identifying equipment needing to have a physical property tag assigned and attached.

Current Process Activities

Approach
The current state process activities were mapped by the Subject Matter Experts, SME, and project process team. A SIPOC diagram was created to capture the tasks executed by the University System departments. The SME project team identified opportunities for improvement and brainstormed potential solutions. The current state was presented, issues were identified, and recommendations were discussed at customer focus group meetings in the University System. The process report was presented to the Source2Pay Director Council where they ranked the proposed recommendations for implementation.

Key Findings
The majority of the University department units receive notification to begin the process many different ways that could include email, receiving packing slips, and reviewing a report. The University departments agreed the process to receive in the Banner application is very cumbersome. The main finding include:

- Two different systems, two different ways to process
- Not receiving the ‘Receipt Required’ notification
- Banner Receiving process is cumbersome and requires input of information not needed, such as correct shipper information
- The need to review a report to know when to receive a product or service into a system

Improvement Recommendations
The process team identified 23 suggested improvements. From the 23 suggested improvements, the team selected 4 improvements to recommend for implementation. The Director Council reviewed the 4 recommendations and ranked the proposed recommendations for implementation.
11.0 Receive Products and Services

Listed are the top four recommendations for implementation:

1. Create an online training to ensure proper entry of equipment line items and account code when creating a requisition
2. Create an online training model for the receiving products and services process, and mandate completion of the training prior to receiving access to the system
3. Redefine the process for ‘Standing Orders’ in the iBuy application to function the way ‘Standing Orders’ process within the Banner application
4. Research and determine the feasibility to receive products at a single location at each University
# Chapter 1: SIPOC Diagram

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.0 Receiving Products and Services</td>
<td>April 2017</td>
</tr>
</tbody>
</table>

## SUPPLIERS
- **Who** provides input to the process

## INPUTS
- **What** goes into the process

## PROCESS
- **How** the inputs are transformed to outputs

## OUTPUTS
- **What** comes out of the process

## CUSTOMERS
- **Who** received the outputs of the process

### SUPPLIERS
- University System department
- Vendor
- Banner
- iBuy

### INPUTS
- Receipt Required Report
- PO Containing Receipt required product/service
- Banner invoice totally $50,000 or more
- E-invoice with a line of $5,000 or more

### PROCESS
- Delivery of product/service receipt required
- Observation receipt of good or service
- Receiving /Acknowledgement
- Property tagging

### OUTPUTS
- O-Tag
- Received invoice
- Updated Receipt Required Report in Banner
- Completed invoice acknowledgement in iBuy

### CUSTOMERS
- University System department
- University Accounting Finance and Reporting (UAFR)
Chapter 2: Suppliers
Suppliers provide input to the process:

University System department
What they care about: Receiving correct products in the correct quantity and proper payment to the vendor
When they care: All the time

Banner (system)
What they care about:
When they care:

iBuy (system)
What they care about:
When they care:

Vendor
What they care about: Keeping the University’s business, getting paid
When they care: When the payment of invoice is paid, and in particular when the payment is late

Business Rules
Purchase orders totaling $50,000 or more in Banner identified by the invoice.
Line item of $5,000 or more on an e-Invoice in iBuy
Chapter 3: Inputs

Inputs are information or verification which goes into the process.

Receipt Required Report

A report generated and posted on the OBFS website, Banner Alerts & Resources, to help University Departments identify Banner invoices requiring submission of receiving reports to complete payment to the vendor.

Purchase Order containing receipt required

Product and/or Service

Banner Invoice totaling $50,000 or more

E-Invoice line item of $5,000 or more

Business Rules

None
Chapter 4: Process

A process is defined as the method for transforming inputs into outputs:

Delivery of Good/Service Receipt Required

There are three situations that would require a product or service to be received to have the invoice paid.

1. The Department sets the item as ‘Receipt Required’ when entering the requisition into the system.
2. The ‘Total Amount’ of the Banner invoice is valued at $50,000 and greater.
3. An e-Invoice has a line item valued at $5,000 and greater

The product or service is delivered to the University department. The department reviews the Receipt Reports or the requisitioner/the invoice approver (in the iBuy application) receives an automated notification letting them know receiving is needed for the item(s).

Observation Receipt of Good/Service

Observation of a Good: Staff verifies the good is in proper working condition. If the good is either damaged or has an issue, the vendor is contacted for resolution, either by fixing the issue, replacement or credit.

Observation of a Service: Staff reviews the billable service and verifies accuracy.

Receiving/Acknowledgement

Staff enters the receiving in the Banner applications, or acknowledges in iBuy.

Property Tagging

The process used to identify equipment needing to have a physical property tag assigned and attached.

Business Rules

TITLE 44: Government Contracts, Grantmaking, Procurement and Property Management
SUBTITLE D: Property Management
CHAPTER I: Department of Central Management Services
PART 5010 Marking, Inventory, Transfer and Disposal of State-Owned Personal Property

(http://www.ilga.gov/commission/jcar/admincode/044/04405010sections.html)
11.0 Receive Products and Services

State Property Control Act -

(30 ILCS 605/) State Property Control Act.

Moveable equipment over $500 is required to have property tagging.
Chapter 5: Outputs

Outputs are the resulting information or entities that are produced as part of the process:

O-tag

Initial Banner equipment record created from payments. Records only created for payments coded to taggable equipment account codes 127* and 163* for the following payment types: Banner purchase order, iBuy purchase order, Direct Payment Vouchers, and P-Card Payments.

Received Invoice (updated Banner status)

A Banner invoice record no longer in "R" status and in iBuy e-invoice is no longer in invoice acknowledger queue.

Receipt Required Report

A report generated and posted on the OBFS website under Banner Alerts & Resources, to help University Departments identify Banner invoice requiring process of a receiver to complete payment to the vendor.

Business Rules

None
Chapter 6: Customers

Customers receive the output of the process.

University System Department

What they want: Receiving correct products in the correct quantity, and proper payment to the vendor

University Accounting Finance and Reporting (UAFR)

What they want: O-tags generated

Business Rules

None
Chapter 7: Customer - Oversight Roles

Customers who provide oversight and what oversight is needed: (Example Funders, OBFS, Auditors, Board of Trustees (BOT), Legislature, Public)

Auditors
What they want: Acknowledgment of receipt of a good or service, such as a signature on service invoice, packing slip, receiving report, system acknowledgement with a date and time stamp.

University Department Finance Unit (Accounting)
What they want: Timely payment to keep budget current, and to make sure all moveable equipment is properly tagged

Business Rules
None
Chapter 8: Questionnaire for Current State Analysis

1. **Why does the process exist?**
   To acknowledge the good or service is received by the university, and payment can be issued

2. **What is the purpose of the process?**
   - To confirm the correct product is received in proper working order and the correct count of the product.
   - To confirm the service was completed and is available for use by the University, such as a software code license.
   - To comply with the IL State Property Control Act

3. **What are the process boundaries (i.e., when does it start and end?)**
   This process begins:
   - Receipt required noted on a purchase order in the Banner system
   - A Banner Invoice totals in the amount of $50,000 or more
   - e-Invoice in iBuy contains a line item of $5,000 or more

   This process ends:
   - Department unit correctly acknowledges receipt of good or service in the Banner system or iBuy application.

4. **What are the major activities/steps in the process?**
   See Chapter 4: Process (Ctrl-click to follow link)

5. **What is the expected outcome or output of the process?**
   See Chapter 5: Outputs (Ctrl-click to follow link)

6. **Who uses the output of the process, and why?**
   See Chapter 6: Customers (Ctrl-click to follow link)

7. **Who benefits from the process, and how?**
   University System Departments, UAFR, Vendor
   - They have records of what has been received and what has not
   - UAFR uses Receiving Reports to determine the correct fiscal year to apply to the equipment which affects depreciation
   - Vendor benefits by getting payment for the good or service

8. **What information is necessary for the process?**
   See Chapter 3: Inputs (Ctrl-click to follow link)

9. **Where does that information come from?**
   See Chapter 2: Suppliers (Ctrl-click to follow link)

10. **What effect does that information have on the process and output?**
    The information is used within the process and generates final output.

11. **Who is primarily responsible for the process?**
    University System Departments are responsible for performing receiving.
11.0 Receive Products and Services

Purchasing owns the training materials the University Departments use. They help troubleshoot when people are having trouble with receiving products or services with the Banner system and the iBuy application. The Purchasing department is the only staff that can approve a request to University Payables to perform an override to resolve a system issue in Banner.

12. What other units/organizations participate in or support the process?
- Payables
- Purchasing
- Shipping Company
- University Accounting Financial and Reporting
- Vendors

13. What Information Technology system(s) support the process?
- 4D
- Asset Inventory Management (AIM)
- Banner
- BDM
- E-mail
- FABweb
- iBuy

14. What policies guide or constrain the process?
- State Property Control Act - (30 ILCS 605/) State Property Control Act.
- TITLE 44: Government Contracts, Grantmaking, Procurement and Property Management
- SUBTITLE D: Property Management
- CHAPTER I: Department of Central Management Services
- PART 5010 Marking, Inventory, Transfer and Disposal of State-Owned Personal Property
  (http://www.ilga.gov/commission/jcar/admincode/044/04405010sections.html)
- Department policies pertaining to receiving a good or service

15. How often does the process get executed?
Hundreds of times a day

16. What are potential defects with respect to the process?
- There are two different systems that people have to go into to do receiving and they function differently
- Different process between systems
- Notification doesn’t go to correct person to complete receiving or knowledge of observation of products/service; system lacks notification functionality - had to create outside of Banner
- iBuy standing order invoices greater than $50,000 processed in Banner are subject to receiving
- Banner standing order invoices are subject to an email
- Issues when everything is entered in Banner to receive and just doesn’t process, resulting in Payables needing to override Require Receipt flag
- Issues for partial receipts – difficult and confusing and need to contact purchasing - lack of documentation on partial receipts, so Purchasing has to get involved
- If an item doesn’t get the proper account coded it causes the O-tag not to get generated
- iBuy and Banner each have a different threshold (iBuy is lower since it can’t evaluate on the invoice total)
- Lack of people reviewing report to know when to receive a product or service into a system
11.0 Receive Products and Services

a. How often do the potential defects occur? Daily

17. What types of challenges have employees who participate in the process raised?
  - Difficult to process multiple receiving reports when invoice totals on the Purchase Order are over $50,000. User must account for all invoices that precede on the receiving report
  - Notifications don't always go to right person to complete or who have knowledge if it has arrived
  - Using the iBuy standing order form has the potential to cause errors with the process downstream
  - The receiving report is difficult to fill out - have to put specific data in specific spots, job aid is not correct and is incomplete (ex. not specific about hitting enter)
  - In Banner lacks being notified when the release required flag has happened
  - Lack of training, lack of resources and time for training, changes happen after training
  - Cumbersome processes – multiple steps, no training, having to work in Banner, can’t make the screen bigger – not user friendly, can’t print
  - Lack line items to acknowledge receipt to generate a tag for property (not being able to separate out the lines individually)

18. What types of challenges or concerns have customers raised?
  Vendors want to get paid

19. Will the process be changed by another initiative in the near future?
  None at this time
Chapter 9: Questionnaire for Potential Process Improvement Candidates

1. How would the process operate differently in the “Perfect Situation?”
   - One system
   - Reduced number of steps it takes
   - Automatic system notification from the vendor documenting what shipped (E-Receiving)
   - Higher threshold for tagging property
   - Simplified process for partial receipts (currently have to change the quantity and have to mark it over tolerance for them to pay)

2. What does the team hope to achieve through this improvement?
   - Simplified process
   - Partial receiving
   - Gain efficiencies such as getting the product to the departments faster

3. Who would benefit from the desired improvement to the process?
   Vendor, end user and Business Units
   a. How would we know?
      - Fewer steps
      - Paid quicker
      - Received quicker
      - In proper accounting field if done faster

4. What data can be provided with respect to the process performance (e.g. service rating, cycle time, customer survey responses, etc.)?
   - Reduce the amount of time it takes for the person preforming the receiving to receive the receiving report
   - Faster turnaround time for the Vendor to get paid
   - Reduced cycle time from the time goods are received to tagging

5. Who should be included in any improvement discussions for the process?
   - Facilities & Services (F&S)
   - University Departments
   - Payables
   - Purchasing
   - OBFS – Business Solutions & Support (BSS)
   - University Accounting Finance & Reporting (UAFR)
Chapter 10: Current State Metrics

Metrics in three areas is being collected on each process. These metrics will be used to measure success in the future state.

How long does the process take from start to finish?

The process to receive products or services can take 10 minutes, or up to 3 hours, depending on the number and type of items being received.

If there are issues with the product or service, the process can take 1 week to 9 months to resolve.

How many touchpoints are there per process?

Depending on whether a product or service is being received the number of touch points can be 2 – 6 times.

How many steps are involved in each process?

There are 33 potential steps within this process.
Chapter 11: Feedback from Customer Focus Groups – Current State

The Current State process was presented to each University’s Customer Focus Group on April 11, 12, and 13, 2017. A total of nine people attended with one person in attendance from UIC, zero people from UIS, and eight people from UIUC.

Campus Focus Group Summary

During each session the current state process was reviewed and the BPI facilitator requested input from the attendees where there were variances.

The high-level process steps include:

- Delivery of product/service receipt required
- Observation receipt of good or services
- Receiving/Acknowledgement
- Property tagging

Key findings

The majority of the University System department units receive notification to begin the process many different ways that could include email, receiving packing slips, and reviewing a report. The University System departments agreed the process to receive in the Banner application is very cumbersome.

Issues

- Two different systems, two different ways to process
- Not receiving the ‘Receipt Required’ Notification
- Banner Receiving process is cumbersome, and requires input of information not needed, such as shipper information.
- Review reports to know when to receive a product or service into a system

Campus Focus Group Report

Detailed Results

Issues

The most common issues identified were:

- Almost all seem to go over tolerance when processing
- Banner Receiving process is cumbersome to use, requires entry of data that isn’t needed, such as shipper information
- Mark catering purchase orders as receipt required to confirm order, tries to get invoice sent to the department for review prior to sending to Rantoul for processing.
- Review reports to know when to receive products/service
- Receive packing slips with a receiving report attached to know when to receive the products
- Don’t receive notifications for Receipt Required
- Try to figure out why an invoice didn’t get paid to discover it was never received.
11.0 Receive Products and Services

- Banner notifications are sent to the incorrect person, sometime people who are no longer in the department.
- Will check the encumbrance report each month
- Send out an email to confirm the product was received and it was all okay before finishing the receiving report
- iBuy acknowledgement is easier to receive a product through

Other
- Issue with how to handle pre-payment orders
- Do not send invoices to Payables within two weeks of Christmas break
- It would be nice to receive the invoice at the department directly
- Too many rules for the vendor to comply
- A lot quicker to have the department collect all the invoices, create the receiving report, print out the reports and mail them directly to Rantoul and take Payables out of the loop.

Recommendations
- Have a single step to display “Did you receive this” doesn't require unneeded information
Chapter 12: Opportunities for Improvements

The following opportunities for improvement were identified through team discussions, and feedback provided from focus groups, and Director Council. Issues were categorized into six categories covering Communications, Documentation, Policy/Procedures, Resources, Technology, and Training. Issues shown in **Bold** are connected to a Recommendation for Improvement in Chapter 15: Recommendations for Improvements

<table>
<thead>
<tr>
<th>Communications – Issues related to providing information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C1</strong> Notification doesn't always go to correct person (sometimes people who are no longer in the dept.) to complete receiving or knowledge of arriving products/services; system lacks notification functionality - have to create outside of Banner</td>
</tr>
<tr>
<td><strong>C2</strong> Banner standing order invoices are subject to an email approval</td>
</tr>
<tr>
<td><strong>C3</strong> Person responsible for receiving is not receiving the ‘Receipt Required’ Notification</td>
</tr>
<tr>
<td><strong>C4</strong> Lack of documentation on partial receipts, so Purchasing has to get involved</td>
</tr>
<tr>
<td><strong>C5</strong> If an item doesn’t get the proper account coded for equipment it will result in the O-tag not being generated</td>
</tr>
<tr>
<td><strong>C6</strong> Review reports to know when to receive a product or service into a system</td>
</tr>
<tr>
<td><strong>C7</strong> Don’t receive packing slips with a receiving report attached to know when to receive the products</td>
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<td><strong>C8</strong> Try to figure out why an invoice didn’t get paid to discover the product or service was never received.</td>
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<tr>
<td><strong>C9</strong> Departments don’t understand why receiving is required (if the matching is a 2 way or a 3 way process with receiving)</td>
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<tr>
<td><strong>C10</strong> Vendor confusion, which campus location to send the product to</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Documentation – Issues related to lack of documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D1</strong> Lack of documentation on partial receipts, results in Purchasing needing to get involved</td>
</tr>
<tr>
<td><strong>D2</strong> If an item doesn’t get the proper account coded for equipment it will result in the O-tag not being generated</td>
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<tr>
<td><strong>D3</strong> Job aid is not correct and is incomplete (ex. not specific about hitting enter)</td>
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<td><strong>D4</strong> Don’t receive packing slips with a receiving report attached to know when to receive the products</td>
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<table>
<thead>
<tr>
<th>Policy/Procedures – Issues related to Procurement Policies and Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>P1</strong> To do receiving there are 2 different systems, meaning 2 different ways to process</td>
</tr>
</tbody>
</table>
### Policy/Procedures – Issues related to Procurement Policies and Procedures

| P2 | iBuy standing order invoices greater than $50,000 processed in Banner are subject to receiving |
| P3 | Difficult to process multiple receiving reports when invoice totals on the Purchase Order are over $50,000. User must account for all invoices that precede on the receiving report |
| P4 | iBuy and Banner each have a different threshold (iBuy is lower since it can’t evaluate on the invoice total) |
| P5 | Issues for partial receipts – difficult and confusing and need to contact Purchasing |
| P6 | The receiving report is difficult to fill out - have to put specific data in specific spots |
| P7 | Receiving process is cumbersome – multiple steps, no training, having to work in Banner, can’t make the screen bigger – not user friendly, can’t print, requires input of information not needed such as shipper information |
| P8 | Try to figure out why an invoice didn’t get paid to discover the product or service was never received in the system |
| P9 | Too many rules for the vendor to comply with |
| P10 | Departments don't understand why receiving is required (if the matching is a 2 way or a 3 way process with receiving) |
| P11 | Too many places within the University for receipt of the goods |
| P12 | Reg Dept route vs Facilities route for delivery |
| P13 | Vendor confusion, which campus location to send the product to |

### Resources (Financial, Human) – Issues related to lack of sufficient staff or funding

| R1 | Lack of training, lack of resources and time for training, changes happen after training |
| R2 | Not every dept. has the capabilities to receive all their items; not every college has a loading dock or a receiving - don't put forth best practices based on depts. that have these facilities |
| R3 | Staff Changes |

### Technology – Issues related to system’s lack of functionality to support the process

| T1 | To do receiving there are 2 different systems, meaning 2 different ways to process |
| T2 | Difficult to process multiple receiving reports when invoice totals on the Purchase Order are over $50,000. User must account for all invoices that precede on the receiving report |
| T3 | Banner standing order invoices are subject to an email approval |
| T4 | iBuy and Banner each have a different threshold (iBuy is lower since it can’t evaluate on the invoice total) |
| T5 | Using the iBuy standing order form has the potential to cause errors with the process downstream |
### Technology – Issues related to system’s lack of functionality to support the process

<table>
<thead>
<tr>
<th>T6</th>
<th>Banner lacks a way to let the user know when receiving is complete</th>
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<tbody>
<tr>
<td>T7</td>
<td>Person responsible for receiving is not receiving the ‘Receipt Required’ Notification</td>
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<td>T8</td>
<td>Issues when everything is entered in Banner to receive and just doesn’t process, resulting in Payables needing to override Require Receipt flag</td>
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<td>Issues for partial receipts – difficult and confusing and need to contact Purchasing</td>
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<tr>
<td>T10</td>
<td>Lack line items to acknowledge receipt to generate a tag for property</td>
</tr>
<tr>
<td>T11</td>
<td>Issues with line numbers and invoices, quantity and price</td>
</tr>
<tr>
<td>T12</td>
<td>The receiving report is difficult to fill out - have to put specific data in specific spots</td>
</tr>
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<td>T13</td>
<td>Receiving process is cumbersome – multiple steps, no training, having to work in Banner, can’t make the screen bigger – not user friendly, can’t print, requires input of information not needed such as shipper information</td>
</tr>
<tr>
<td>T14</td>
<td>Review reports to know when to receive a product or service into a system</td>
</tr>
<tr>
<td>T15</td>
<td>Issue with how to handle pre-payments orders</td>
</tr>
<tr>
<td>T16</td>
<td>Cannot do receiving against standing POs and Banner receiving is quantity based, not monetary based; should not be restricted by quantities</td>
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</tbody>
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### Training – Issues related to lack of understanding the process

<table>
<thead>
<tr>
<th>TR1</th>
<th>Banner standing order invoices are subject to an email approval</th>
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<tbody>
<tr>
<td>TR2</td>
<td>Issues for partial receipts – difficult and confusing and need to contact purchasing</td>
</tr>
<tr>
<td>TR3</td>
<td>Lack of documentation on partial receipts, so Purchasing has to get involved</td>
</tr>
<tr>
<td>TR4</td>
<td>If an item doesn’t get the proper account coded for equipment it will result in the O-tag not being generated</td>
</tr>
<tr>
<td>TR5</td>
<td>Issues with line numbers and invoices, quantity and price</td>
</tr>
<tr>
<td>TR6</td>
<td>The receiving report is difficult to fill out - have to put specific data in specific spots</td>
</tr>
<tr>
<td>TR7</td>
<td>Job aid is not correct and is incomplete (ex. not specific about hitting enter)</td>
</tr>
<tr>
<td>TR8</td>
<td>Lack of training, lack of resources and time for training, changes happen after training</td>
</tr>
<tr>
<td>TR9</td>
<td>Receiving process is cumbersome – multiple steps, no training, having to work in Banner, can’t make the screen bigger – not user friendly, can’t print, requires input of information not needed such as shipper information</td>
</tr>
<tr>
<td>TR10</td>
<td>Review reports to know when to receive a product or service into a system</td>
</tr>
<tr>
<td>TR11</td>
<td>If the number of invoices received exceeds the quantity on the purchase order, then the receiving report requirement will need to be overridden in the system.</td>
</tr>
<tr>
<td>TR12</td>
<td>Don’t receive packing slips with a receiving report attached to know when to receive the products</td>
</tr>
</tbody>
</table>
## 11.0 Receive Products and Services

<table>
<thead>
<tr>
<th>Training – Issues related to lack of understanding the process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TR13</strong></td>
</tr>
<tr>
<td><strong>TR14</strong></td>
</tr>
<tr>
<td><strong>TR15</strong></td>
</tr>
<tr>
<td><strong>TR16</strong></td>
</tr>
<tr>
<td><strong>TR17</strong></td>
</tr>
<tr>
<td><strong>TR18</strong></td>
</tr>
<tr>
<td><strong>TR19</strong></td>
</tr>
</tbody>
</table>
Chapter 13: Suggested Improvements

The following recommendations came from discussions with the process team members, and/or the director council, and/or University System focus groups. Not all improvements were selected by the process team. The selected improvements were presented to the University focus groups for feedback, and are recommended for review by the Director Council. A Suggested Improvement displayed in **bold** is associated with a Recommendation for Improvement, and is further discussed in Chapter 15: Recommendations for Improvements.

<table>
<thead>
<tr>
<th>Number</th>
<th>Category</th>
<th>Suggested Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Communication</td>
<td>Automated Communications from all systems</td>
</tr>
<tr>
<td>2</td>
<td>Communication</td>
<td>Communicate to departments when invoice received &amp; receipt required (email shared invoice not just requestor)</td>
</tr>
<tr>
<td>3</td>
<td>Documentation</td>
<td>Job aids updated accordingly</td>
</tr>
<tr>
<td>4</td>
<td>Policy/Procedure</td>
<td>One receiving location</td>
</tr>
<tr>
<td>5</td>
<td>Policy/Procedure</td>
<td>Raise all relevant thresholds</td>
</tr>
<tr>
<td>6</td>
<td>Policy/Procedure</td>
<td>Follow different rules of business, not state</td>
</tr>
<tr>
<td>7</td>
<td>Resources</td>
<td>Have all items shipped to stores, stores deliver to campus; deliver to central receiving, one group required for campus</td>
</tr>
<tr>
<td>8</td>
<td>Technology</td>
<td>Workflow and/or systematic notification – Future</td>
</tr>
<tr>
<td>9</td>
<td>Technology</td>
<td>One system for receiving or systems that can talk to each other - Future</td>
</tr>
<tr>
<td>10</td>
<td>Technology</td>
<td>Cause iBuy standing orders to function like a Banner standing order -</td>
</tr>
<tr>
<td>11</td>
<td>Technology</td>
<td>Simplified receiving process, approve/disapprove</td>
</tr>
<tr>
<td>12</td>
<td>Technology</td>
<td>System notification when receipt is required</td>
</tr>
<tr>
<td>13</td>
<td>Technology</td>
<td>Specific receiving for invoice</td>
</tr>
<tr>
<td>14</td>
<td>Technology</td>
<td>Fix SCIQUEST SPO format</td>
</tr>
<tr>
<td>15</td>
<td>Technology</td>
<td>Turn off receipt holds</td>
</tr>
<tr>
<td>16</td>
<td>Training</td>
<td>Mandatory training for affective depts.; mandatory training as part of evaluation process; mandatory training on access</td>
</tr>
<tr>
<td>17</td>
<td>Training</td>
<td>Online on demand training modules</td>
</tr>
<tr>
<td>18</td>
<td>Training</td>
<td>People doing Purchasing and tagging take proper training</td>
</tr>
<tr>
<td>19</td>
<td>Training</td>
<td>Account code training</td>
</tr>
<tr>
<td>20</td>
<td>Training</td>
<td>Put expiration on training</td>
</tr>
<tr>
<td>21</td>
<td>Training</td>
<td>Communicated better when training is updated</td>
</tr>
<tr>
<td>22</td>
<td>Training</td>
<td>Training in shorter time frames- many are not offered when you need them</td>
</tr>
<tr>
<td>23</td>
<td>Training</td>
<td>Training resources on each campus</td>
</tr>
</tbody>
</table>
Chapter 14: Feedback from Customer Focus Groups – Future State

The Future State process was presented to each University’s Customer Focus Group on Wednesday, May 17, 2017, and Thursday, May 18, 2017. A total of eight people attended with one person in attendance from UIC, zero people from UIS, and seven people from UIUC.

Campus Focus Group Summary

The recommendations with a focus on training or change in technology were accepted favorably. The recommendation to have a single location to receive products was discussed and received a negative reaction and was not accepted by the UIUC customer focus group. The UIUC customer focus group voiced many concerns related to effectiveness, efficiencies, receiving products timely, and if the products would arrive in an acceptable working condition.

Campus Focus Group Report

The four recommendations were presented:

Create an online training module for the receiving products and services process, and mandate completion of the training prior to receiving access to the system.

- Another type of training tool will be very helpful, but don’t go away from the hands-on training

Create online training to insure proper entry of equipment line items and account code when creating a requisition.

- This is big training for the person keying in the requisition
- This is good to have training in the beginning of the process so you don’t have to change it downstream in the process
- This is a big benefit, users have been asking for this type of training

Research and determine the feasibility to receive products at a single location at each University.

- This was received negatively at the UIUC Customer Focus Group meeting
  - Concerns include:
    - Increase delivery time
    - Too many hands cause damage
      - Concerns with living products being delivered
    - Building another layer into the process
      - Product being delivered twice to get where it needs to go
    - Would there be an additional charge to the College/Department
- From a Safety issue, this may be acceptable for delivery of hazardous materials
- Supplies are currently being delivered by OfficeMax/Office Depot and the process is working
11.0 Receive Products and Services

Redefine the process for 'Standing Orders' in the iBuy applications to function the way 'Standing Orders' process within the Banner application

This recommendation was accepted with no comment
## Chapter 15: Recommendations for Improvements

The recommendations have been identified for improvement. Three different categories were identified for the improvements, and each improvement received a level of implementation. The categories include Training, Policy and Procedure, and Technology. There are two levels of implementation: “short-term” indicates improvements suggested for the current system and process prior to the development of an RFP, and “long-term” indicates improvement to the process with an RFP for a new system. The recommendations are in order to make the process better, help the users understand the process, and make sure the process works.

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create an online training module for the receiving products and services process, and mandate completion of the training prior to receiving access to the system</td>
<td>Training</td>
<td>Short Term/Long Term</td>
<td>C4, C8, P7, R1, T12, T13, TR2, TR5, TR6, TR8, TR9, TR14, TR15, TR18</td>
</tr>
<tr>
<td></td>
<td>We recommend creating video(s) and posting them online for users to access on a demand basis. For a first time user to be granted access to the receiving processes within Banner, the user would need to complete/view the video(s) prior to the Unit Security Contact granting access.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A reminder will be sent to the users who have access to the Banner receiving process at a specified interval to revisit the online training module for new updates.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>By having the video(s) available online, a user would be able to refer to them anytime to provide an understanding on how to receive a product or service into Banner. This would also reduce the number of inquiries presented to Purchasing and Payables on how to perform the receiving process.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We recommend the OBFS Business Solutions &amp; Support, Purchasing training staff, and department units be involved to assist in the creation of the training video(s) and create the communications to the Universities.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Create online training to ensure proper entry of equipment line items and account code when creating a requisition</td>
<td>Training</td>
<td>Short Term</td>
<td>C4, C5, D2, P6, P8, T10, T11, T12, TR4, TR5, TR6, TR7, TR18</td>
</tr>
<tr>
<td></td>
<td>This effort includes developing video training on how to enter equipment and account coding on requisitions when using iBuy, Banner, and also p-Card. It will also describe how to break out different account codes instead of just using the equipment account code for an entire requisition.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Offering video training will reduce the re-work on purchase orders, and provide more accurate equipment records.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 11.0 Receive Products and Services

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Research and determine the feasibility to receive products at a single location at each University</td>
<td>Policy/Procedure</td>
<td>Short Term/Long Term</td>
<td>C3, C4, C6, C7, C10, D4, D5, P6, P11, P12, P13, R2, T12, TR6, TR17, TR19</td>
</tr>
</tbody>
</table>

We recommend Property Accounting from UAFR, Purchasing from each University, University Departments, and OBFS Business Solutions & Support be involved in this effort.

The goal will be to establish best practices to physically receive products. Best practices would include:

- Knowing how to receive or acknowledge a product in Banner/iBuy applications
- Knowing when and how to communicate regarding any issues or potential problems with products being received (good products and exceptions)
- Knowing when and how to communicate to the departments of the deliveries
- Determine how to process expedited delivery orders, special sized orders, and any special handling deliveries such as hazardous materials
- Determine and define exceptions from the process

Establishing best practices to receive a product will result in the ability to:

- Better coordination when a product will be delivered
- Payables will benefit from correct documentation resulting in fewer calls when an invoice is awaiting receipt
- Potential reduction in shipping costs with reduced delivery and unloading
- Provide the ability to process hazardous materials safely
- Help reduce vendor confusion and problems
- Provide more safety to the students with less delivery trucks moving throughout the streets of each campus.

We recommend creating working groups for each University with representation from Facilities and Services, department units, Purchasing, iBuy Staff, areas over central receiving, and departments with special products and needs such as IT and the Hospital.
11.0 Receive Products and Services

<table>
<thead>
<tr>
<th>Number</th>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Implementation Level</th>
<th>Related Issue(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td><strong>Redefine the process for ‘Standing Orders’ in the iBuy applications to function the way ‘Standing Orders’ process within the Banner application</strong>&lt;br&gt;Currently there is a working group, iBuy Change Bi-weekly meeting group, we are recommending this group review the process to align the iBuy standing order process to the be the same as the banner standing order process.</td>
<td>Technology</td>
<td>Short Term</td>
<td>C2, P1, P2, P4, T1, T3, T4, T5, T16, TR1</td>
</tr>
<tr>
<td>5</td>
<td><strong>A new Source to Pay application should have ability to support the functionality of receiving a product or service</strong>&lt;br&gt;The functionality should include:&lt;br&gt;• Workflow&lt;br&gt;• Systematic notification&lt;br&gt;• A system that imports and exports data into and out of another application</td>
<td>Technology</td>
<td>Long Term</td>
<td>C1, C3, P1, P4, T1, T4, T6, T7, T8</td>
</tr>
</tbody>
</table>
Chapter 16: Solutions Prioritization Matrix

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

### Solution Prioritization Matrix: Receiving Products and Services

<table>
<thead>
<tr>
<th>Describe Potential Solutions</th>
<th>Category</th>
<th>Ease of Implementation: Avg of attribute from each participant</th>
<th>Permanence of the Solution: Avg of attribute from each participant</th>
<th>Impact of the Solution: Avg of attribute from each participant</th>
<th>Cost of the Solution: Avg of attribute from each participant</th>
<th>Total Score (Average of the total product from each participant):</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Create an online training module for the receiving products and services process, and mandate completion of the training prior to receiving access to the system</td>
<td>Training</td>
<td>3.3</td>
<td>2.9</td>
<td>2.7</td>
<td>3.5</td>
<td>105.4</td>
<td>2</td>
</tr>
<tr>
<td>2 Create online training to ensure proper entry of equipment line items and account code when creating a requisition</td>
<td>Training</td>
<td>3</td>
<td>3.2</td>
<td>3.4</td>
<td>3.3</td>
<td>134.5</td>
<td>1</td>
</tr>
<tr>
<td>3 Research and determine the feasibility to receive products at a single location at each University</td>
<td>Policy/Procedure</td>
<td>1.6</td>
<td>1.9</td>
<td>2.2</td>
<td>2.1</td>
<td>22.8</td>
<td>4</td>
</tr>
<tr>
<td>4 Redefine the process for ‘Standing Orders’ in the iBuy applications to function the way ‘Standing Orders’ process within the Banner application</td>
<td>Technology</td>
<td>2.2</td>
<td>3.4</td>
<td>3.5</td>
<td>1.9</td>
<td>46.1</td>
<td>3</td>
</tr>
</tbody>
</table>
# Chapter 17: Future State SIPOC Diagram

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.0 Receive Products and Services – Future State</td>
<td>May 2017</td>
</tr>
</tbody>
</table>

## SUPPLIERS
**Who** provides input to the process

<table>
<thead>
<tr>
<th>University System department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor</td>
</tr>
</tbody>
</table>

## INPUTS
**What** goes into the process

<table>
<thead>
<tr>
<th>Receipt Required Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Containing Receipt required product service</td>
</tr>
<tr>
<td>Banner invoice totally $50,000 or more</td>
</tr>
<tr>
<td>E-invoice with a line of $5,000 or more</td>
</tr>
</tbody>
</table>

## PROCESS
**How** the inputs are transformed to outputs

<table>
<thead>
<tr>
<th>Delivery of product/service receipt required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observation receipt of good or service</td>
</tr>
<tr>
<td>Receiving/Acknowledgement</td>
</tr>
<tr>
<td>Property tagging</td>
</tr>
</tbody>
</table>

## OUTPUTS
**What** comes out of the process

<table>
<thead>
<tr>
<th>O-Tag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received invoice</td>
</tr>
<tr>
<td>Updated Receipt Required Report in Banner</td>
</tr>
<tr>
<td>Completed invoice acknowledgement in iBuy</td>
</tr>
</tbody>
</table>

## CUSTOMERS
**Who** received the outputs of the process

<table>
<thead>
<tr>
<th>University System department</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Accounting Finance and Reporting (UAFR)</td>
</tr>
</tbody>
</table>
Chapter 18: Future State Requirements

This is a comprehensive list of functional requirements and technical requirements for the future state of the [list process] process. Excluded from this list are any requirements for functionality outside of the scope of this specific process, such as security, accessibility, etc, which will be handled in a different process.

1. Ability to generate advanced shipping notifications from the vendor on the quantity of items and date they shipped, as well as the whereabouts of items during the process of sending and receiving
2. Ability to provide notifications to the requestor (or defined recipient) if items are shorted or shipped back to the vendor
3. Ability to support workflow
   a. Ability to support business rules
4. Ability to allow users to print information from the system
5. Ability to create/generate reports
6. Ability to provide a user friendly interface which would:
   • Be more intuitive
   • Include a workflow wizard to step the user through the process
   • Contain help buttons with pop ups.
   • Provide a main screen with all necessary action items displaying so that the work could be delivered to the user
7. Ability to receive multiple invoices to handle over tolerance (eliminate the need to override the receiving if multiple invoices on a purchase order with a quantity of ‘1’)
8. Ability to generate automated notifications when invoices are paid, regardless of thresholds
9. Ability to allow users to attach receipts, pictures, and damage claims
10. Ability to provide audit trails (email out of the system with the system keeping track)
11. Ability to provide on screen “help” comments to assist with issues (avoid calling for an answer)
12. Ability to have workflow with customization options for email notifications
13. Ability to allow users to designate who should be contacted regarding receiving
14. Ability to provide mobile access/app to the applications
15. Ability to integrate data with other applications
## Chapter 19: Subject Matter Expert Team

The following individuals participated on the Subject Matter Expert Team of the BPI Receive Products and Services project:

<table>
<thead>
<tr>
<th>Name</th>
<th>University/Department</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anderson, Jacqueline</td>
<td>UIUC/OBFS – Purchasing</td>
<td>Business/Admin Associate</td>
</tr>
<tr>
<td>Baker, Susie</td>
<td>UIUC/OBFS – Payables</td>
<td>Assoc Dir Payment Serv</td>
</tr>
<tr>
<td>Black, Jennifer</td>
<td>UIUC/Crop Science</td>
<td>Account Tech III</td>
</tr>
<tr>
<td>Bynum, Samantha</td>
<td>UIIC/College of Medicine, Administration</td>
<td>Business Administrative Associate</td>
</tr>
<tr>
<td>Caparoon, Deborah</td>
<td>UIUC/Facilities</td>
<td>Business Admin V Associate</td>
</tr>
<tr>
<td>Conrad, Marti</td>
<td>UIUC/Univ Acct &amp; Fin Report</td>
<td>Sr Coord Univ Prop Actg &amp; Rpt</td>
</tr>
<tr>
<td>Dodge, Cheryl</td>
<td>UIUC/Univ Acct &amp; Fin Report</td>
<td>Account Tech III</td>
</tr>
<tr>
<td>Fair, Kevin</td>
<td>UIIC/OBFS – Purchasing</td>
<td>Associate Director</td>
</tr>
<tr>
<td>Hill, Ed</td>
<td>UIUC/AITS</td>
<td>Enterprise Syst Spec</td>
</tr>
<tr>
<td>LeGrant, Barb</td>
<td>UIUC/OBFS – Business Solutions &amp; Support</td>
<td>Assoc Dir Bus Info Syst</td>
</tr>
<tr>
<td>Molitor, Travis</td>
<td>UIUC/Campus Stores and Receiving</td>
<td>Assoc Dir SAS/Dir Stores &amp; Rec</td>
</tr>
<tr>
<td>Riddle, Lynette</td>
<td>UIS/Facilities &amp; Services Admin</td>
<td>Acnt Techn 2</td>
</tr>
<tr>
<td>Rothenbach, Denise</td>
<td>UIS/Residence Life</td>
<td>Business Administrative Associate</td>
</tr>
<tr>
<td>Sage, Jana</td>
<td>UIUC/Intercollegiate Athletics</td>
<td>Administrative Aide</td>
</tr>
<tr>
<td>Weaver, Jeff</td>
<td>UIUC/Univ Acct &amp; Fin Report</td>
<td>Dir Property Accounting</td>
</tr>
</tbody>
</table>
Chapter 20: University Focus Group Participants

The following list of individuals participated in a University Focus Group meeting either during the current state and/or the future state of the BPI Receive Products and Services project.

<table>
<thead>
<tr>
<th>Name</th>
<th>University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benner, Penny</td>
<td>UIUC</td>
</tr>
<tr>
<td>Eichorn, Shelly</td>
<td>UIUC</td>
</tr>
<tr>
<td>Frank, Jen</td>
<td>UIUC</td>
</tr>
<tr>
<td>Mulhim, Emama</td>
<td>UIC</td>
</tr>
<tr>
<td>Lile, Andrea</td>
<td>UIUC</td>
</tr>
<tr>
<td>Pregent, Stephanie</td>
<td>UIUC</td>
</tr>
<tr>
<td>Reynolds, Maile</td>
<td>UIUC</td>
</tr>
<tr>
<td>Strawbridge, Renea</td>
<td>UIUC</td>
</tr>
<tr>
<td>Sully, Myra</td>
<td>UIUC</td>
</tr>
<tr>
<td>Warner, Kevin</td>
<td>UIUC</td>
</tr>
</tbody>
</table>
Appendix A: Business Glossary

O-tag
Initial Banner equipment record created from payments. Records only created for payments coded to taggable equipment account codes 127* and 163* for the following payment types: Banner purchase order, iBuy purchase order, Direct Payment Vouchers, and P-Card Payments.