Source2Pay
12. Receive Purchase Order Invoice
Process Executive Summary

November 2, 2016
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Contents
Executive Summary.............................................................................................................. 1
  Business Process........................................................................................................... 1
  Current Process Activities ............................................................................................ 1
  Approach ....................................................................................................................... 1
  Key Findings ................................................................................................................ 1
  Improvement Recommendations .................................................................................... 1
Executive Summary

Business Process

The Receive Purchase Order Invoice process exists to start the payment process and validate the request to pay a vendor for a good and/or service. When the University receives either a physical invoice or an electronic version of the invoice 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.

The review of the invoice includes; review for accuracy and the validity for a good and/or service provided to the University. Once the review is completed the invoice is in a complete state ready for payment processing.

Current Process Activities

Approach

The current state process activities were mapped by the Subject Matter Expert, SME, and project process team. A SIPOC diagram was created to capture the tasks executed by the department units. 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 were they ranked the proposed recommendations for implementation.

Key Findings

The following areas have opportunities for improvement:

- Communications
  - 12 issues due to insufficient communications between parties
- Systems
  - 31 issues related to the limitation of the systems in use today
- Vendor Issues
  - Nine issues related to lack of compliance by vendors to University policies

Improvement Recommendations

The process team identified 30 suggested improvements. From the 30 suggested improvements, the team selected 8 improvements to recommend for implementation. The Director Council reviewed the 8 recommendations and ranked the proposed recommendations for implementation.

Listed are the top 4 recommended improvements for implementation:

1. Create/modify Vendor training materials to support University invoicing requirements
2. Evaluate Special Payment Request form use and processing
12. Receive Purchase Order Invoice

3. Evaluate use of Corporate Travel Planners for group purchases

4. Create workflow application to handle Special Payment Request form routing