

Paperless Payments

Background

There are opportunities to improve the process of issuing payments. The current manual process is dependent upon physical paper flow, multiple touch points, and inefficient approval processes. Late or delayed payments put the campus at risk and erode the campus' reputation in the community with our vendors.

Objectives

- Automate
- Standardize
- Updated Policies & Procedures
- Reduce Administrative Burden
- Increase visibility & training

Findings

- Lack of standardized training & visibility
- Erroneous submissions & rework
- Lots of paper
- Steps that weren't required



Current State

Manual
Process Time: **Approx. 4 Days**
Invoice to Pay: **Avg. 29 days**
Erroneous Submissions: **Approx. 20%**
No. of Steps: **45**
of transitions : **9**
of Vouchers 2015-16: **29K**

Future State

Electronically Automated
Process Time: **Approx. 2 Days**
Invoice to Pay: **≤ 19 Days**
Erroneous Submissions: **≤ 10%**
No. of Steps: **31**
of transitions: **6**

Success Indicators

- Increase trust and confidence by university vendors leads to a greater reputation
- Greater satisfaction by vendors and campus staff & faculty
- Less processing time for departments and internal staff

Phase I (1-6 Months)

- Beginner Training Resources and connection to Onboarding
- Partial Automation using existing technology for non- PO payments
- Increase University Procard Usage

Phase II (6-12 months)

- Intermediate & Advanced Training Resources
- Automate PO Invoice payments using iCAP
- Automate approval workflow
- Implementation of push notifications

