SUBRECIPIENT INVOICING PROCESS IMPROVEMENT

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PURPOSE

Primary Purpose: Eliminate or reduce manual processes

The Problem: Our subrecipient invoicing processes were nearly entirely manual. We rely almost exclusively on email to facilitate the approval process, which creates inefficiencies. Further, invoice details are logged onto manual spreadsheets for tracking purposes. The process is time-consuming and creates an unnecessary burden on the Compliance Team and frustration for stakeholders.

The Goal: Streamlining this process by implementing a workflow solution will expedite invoice approval and payment, improve customer relations, and free up our Compliance Team to spend time on high risk, non-administrative tasks.

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MEASURES

- Annual invoice volume: Over 1,800 invoices from over 250 subrecipients, totaling over $30 million

- Annual email volume: Nearly 6,000 emails in Approved/Completed central mailbox folder

- Processing time: Average of 15 days between invoice receipt and payment (best = same day, worst = 231 days)

PI Comments

This policy needs to change.

Never trust email… There are dozens of reasons emails get missed.

This adds a frustrating layer of red tape to our operation…

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PEOPLE INVOLVED

- Sponsor: Mandy Kibler

- Project Team:

Compliance	PeopleSoft Program Management	Accounts Payable
Lindsey Cox (Project Lead)	Brad Holt	Kathy Blackburn
Faye Parks	Jacob Neal	D'Azia Eichelberger
Lisa Sipe	Mark Tabor	
Tiffany Boyd		

- Key Stakeholders: Principal Investigators

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PROJECT PATH

1. Map Current Process
2. Explore Available Technology
3. Map Future-State Process
4. Complete System Testing
5. Educate End Users
6. Implement the Solution
7. Monitor the Results

PROJECT PATH

- The initial intent and focus of the project was to improve the invoice <u>approval</u> process

- However, during the project, inefficiencies were also identified with the invoice <u>submission</u> and <u>payment</u> processes

- These inefficiencies were addressed concurrently to realize holistic improvement

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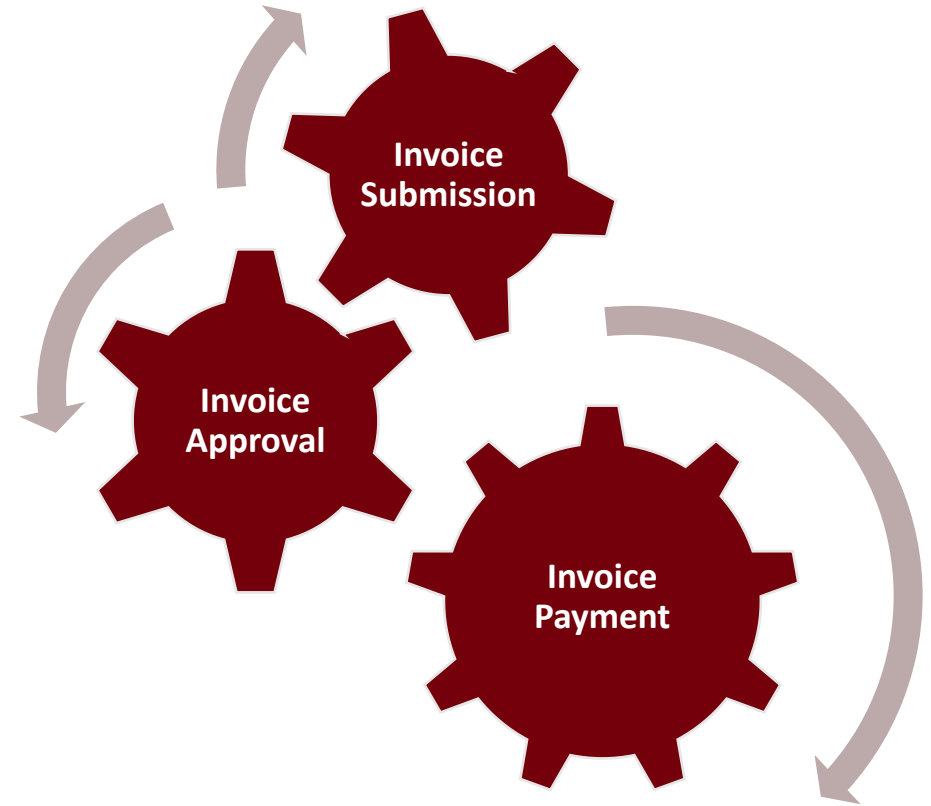
KEY IMPROVEMENTS

Invoice Process	Before	After
Submission	Invoices submitted manually via email to the central mailbox	Invoices submitted through an electronic form (Jotform)
Approval	Approvals requested and received manually via email	Approvals provided electronically through the Voucher Approval workflow functionality in PeopleSoft Finance
Payment	Individual invoices processed manually by the AP Team	Invoices processed in batches by the AP Team through the AP Upload process

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RESULTS

- Electronic Submission Form (Jotform) → reduced manual work, improved the uniformity of invoice submissions, reduced the frequency of follow-ups and returned invoices, improved the tracking of outstanding invoices

- Electronic Workflow Approval (Projected) → reduce manual work, improve processing time, improve customer experience

- AP Upload → reduced manual work, improved the tracking of paid invoices, improved processing time

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NEXT STEPS

✓ Educate End Users – Subrecipient Invoicing and Workflow Training will be presented on 3/28/24

✓ Implement the Solution – Workflow solution will go live in PeopleSoft Finance on 4/8/24

✓ Monitor the Results – Periodically evaluate effectiveness, document a Standard Operating Procedure, assess additional training needs
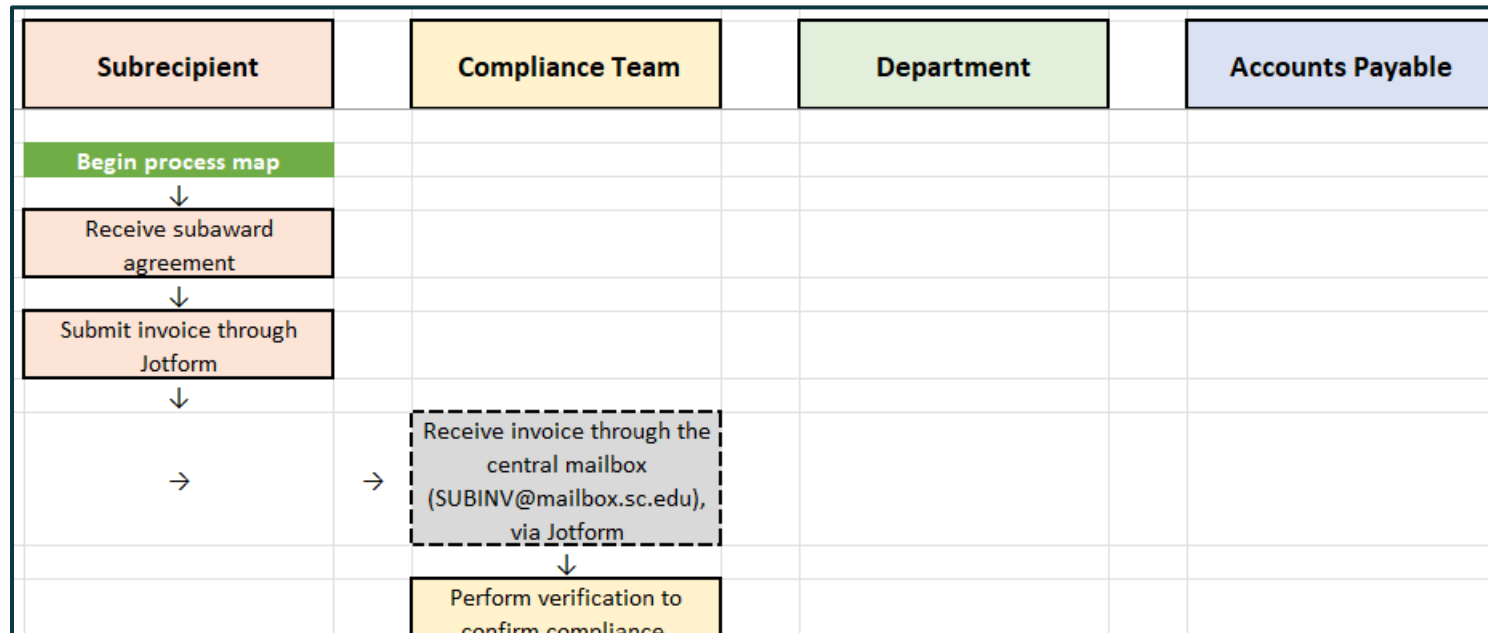
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REFLECTIONS – USEFUL IDEAS/TOOLS

- The Goldilocks Principle – small enough to be doable, big enough to make a difference
- The Discovery Phase – metrics, customer feedback, perception vs. reality
- Use the Project Charter to clearly define the project scope
- Continually seek guidance/support from your project sponsor

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REFLECTIONS – USEFUL IDEAS/TOOLS

• Process mapping in Excel – a user-friendly approach!

THANKS!

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LinkedIn

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