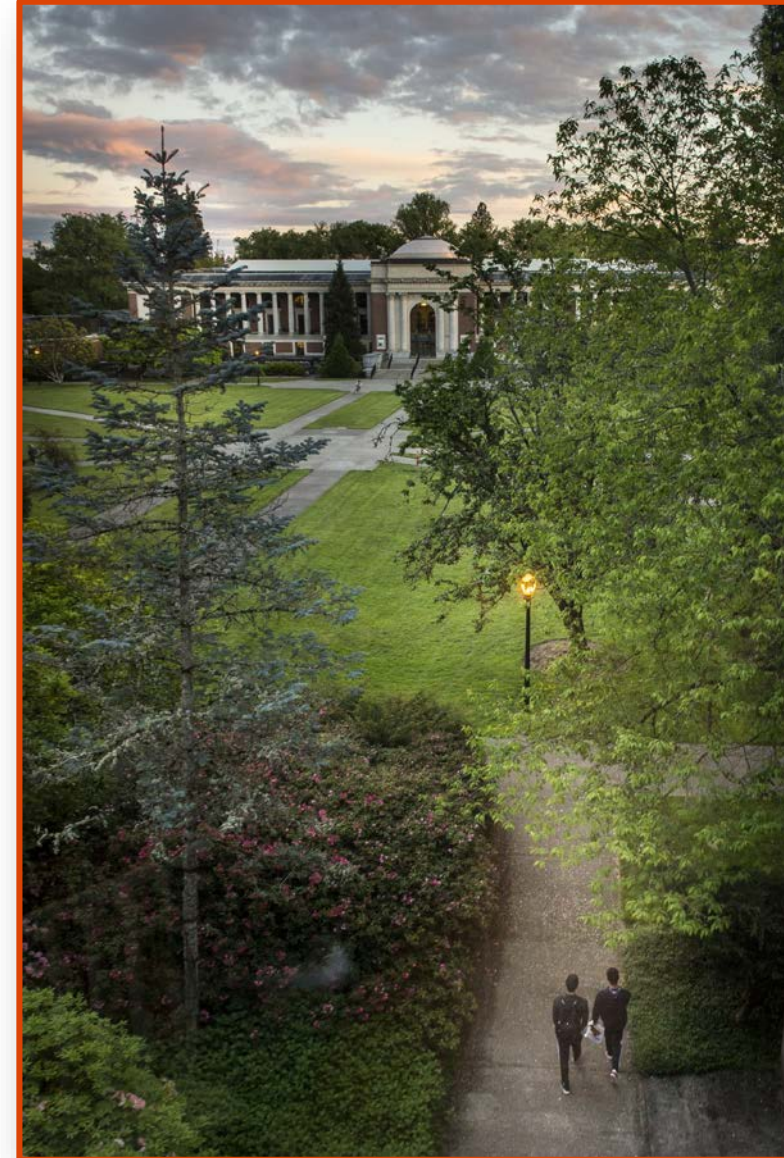


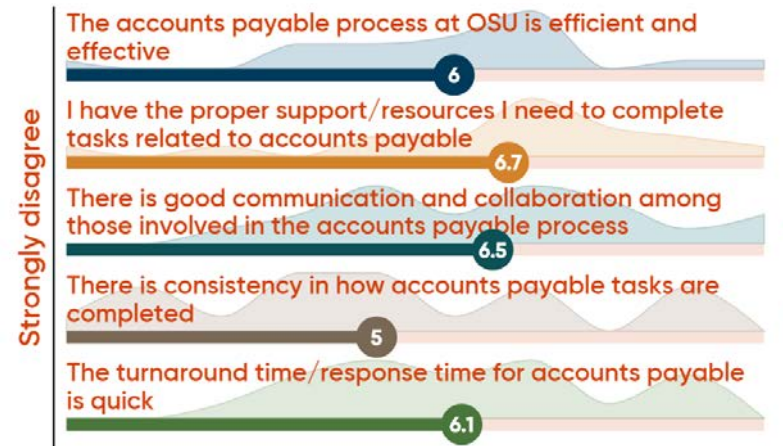


Beaver Works Project

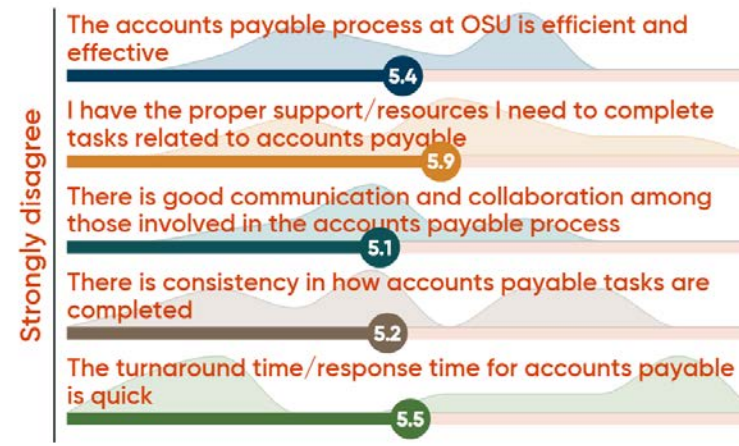
Summary of Accounts Payable Focus Groups



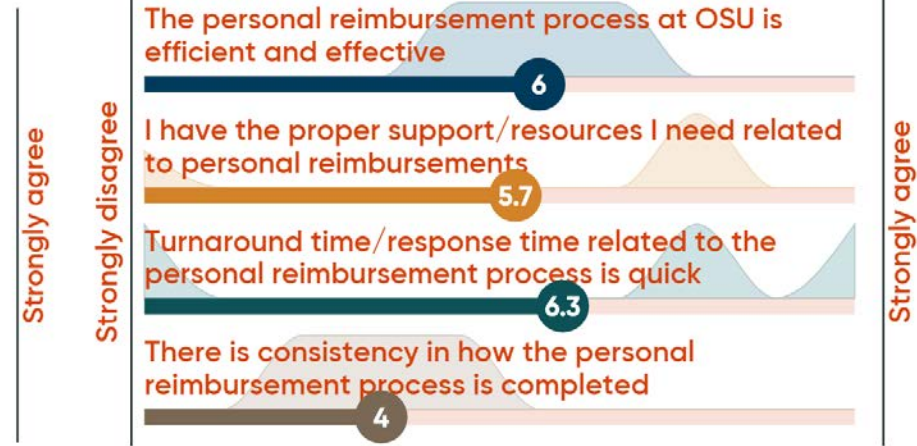
Accounts Payable



Experts



Department
Contacts



Personal Reimbursement
(Staff/Faculty)

- Overall perceptions from the three groups provided a somewhat positive view of the accounts payable (A/P) process
 - Perspectives on the efficiency and effectiveness of A/P processes were slightly positive in addition to consistency in processing tasks and length of turnaround time for processing accounts payable
 - People mildly agreed that there was good communication/collaboration and proper support/resources related to their working needs

Accounts Payable



❑ Value Added:

- Transparency and ease of use that BennyBuy provides (electronic invoices, paperless opportunities, visibility of invoice workflow in BennyBuy)
- DocuSign provides ease of reimbursement responses and efficiency of time, pcards adding more control within departments
- The approval process using BennyBuy is efficient with the ability to scan invoices directly to BCs

❑ Challenges:

- Limitations to the functionality Accounts Payable processes/systems (changing/altering FOAPAL elements in BennyBuy, inability to retrieve finalized purchase orders, vendors and turnaround time, navigation, lack of integration across systems)
- Lack of updated or adequate trainings (e.g. the allowability in approvals, wire transferring, Banner 9)
- Lack of consistency (e.g. entering invoices, what approvers will/will not accept, etc.) and transparency (e.g. tracking invoices, seeing invoice images in CORE, reporting expenditures, policies, etc.)
- Lack of authority to make rapid/impromptu purchases and no direct invoicing capabilities

❑ Feedback from Focus Group Recommendations:

- Develop one system for handling Accounts Payable processes to improve consistency and simplicity
- More authority allocated locally on a department level for the processing of personal invoices
- Improve training in processes and increase staff needed to provide training and documentation issues
- Better functionality of software to make changes to FOAPAL and check/edit invoices, in addition to mobile accessibility for collecting/processing receipts
- Consistency and clarification of processes for personal reimbursements and vendor payment requests