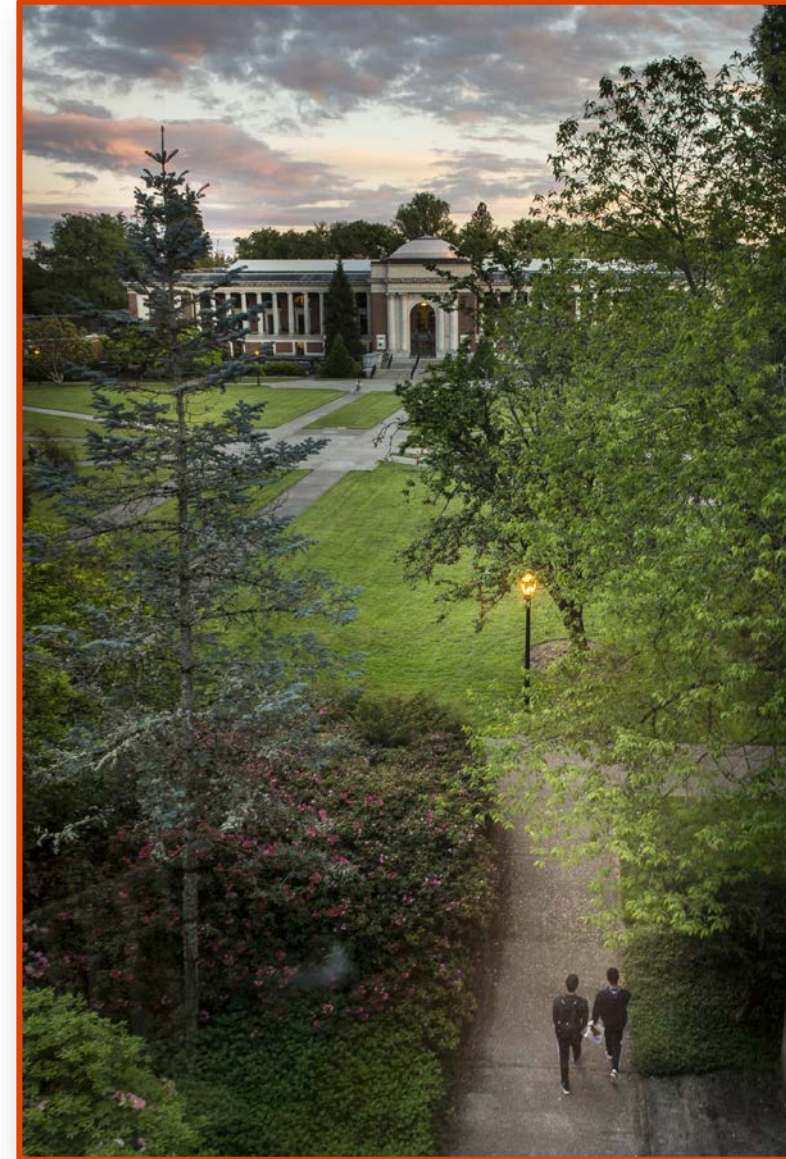




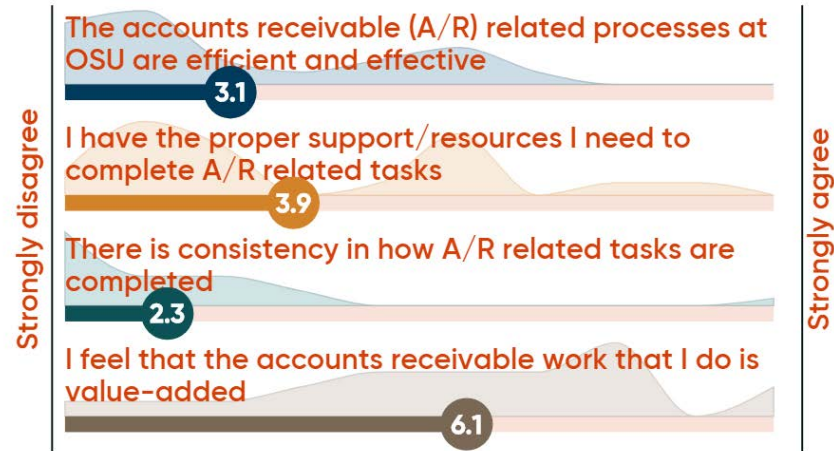
Oregon State University
Finance and Administration

Beaver Works Project

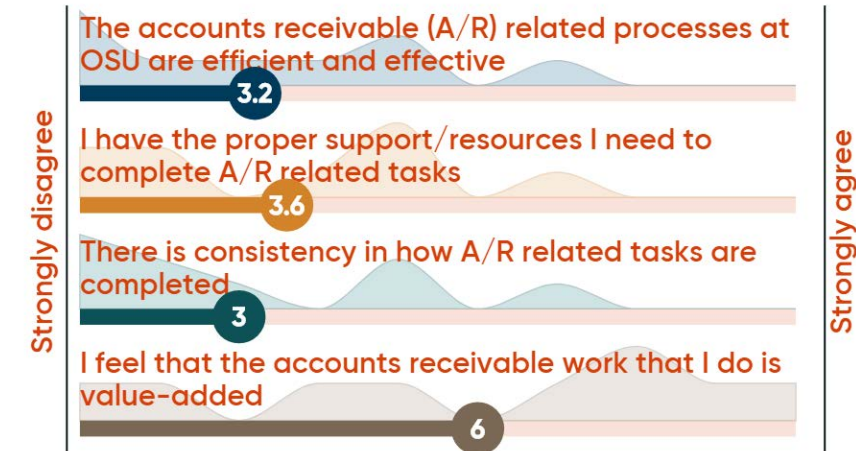
Summary of Accounts Receivable Focus Groups



Accounts Receivable



Operations (invoicing/billing and deposits)



Controls/Reporting/ Financial Statements

- ❑ Perspectives from the Operations and Controls/Reporting/Financial Statement were almost identical in their outlook towards the efficiency, effectiveness, consistency of the A/R processes and their perspective on how much support/resources they receive
 - Both focus groups only mildly agree that the work they do is value-added for accounts receivable tasks
 - They both firmly disagree that there is consistency in how the tasks are completed

Accounts Receivable



❑ Value Added:

- Technologies including Touchnet and the Student Information System (SIS) provides accuracy and validation of accounting information
- Cashier's office provides excellent support and communication and are efficient and easy to work with

❑ Challenges:

- System limitations regarding the accessing and retrieval of necessary information and also the lack of integration of systems provide a challenge for critical A/R processes, additionally the inability to accept certain forms of payments
- Lack of standardization in how various units handle A/R processes, where payments arrive, billing, invoices, etc. which exist even within groups
- Lack of transparency and the ability to track invoices, account data, funding, payments, etc.

❑ Feedback from Focus Group Recommendations:

- Improve the consistency of practices across business units with standardization of billing and tracking, and payment options and better transparency for payroll payment/overpayment processes
- Provide better IT support for A/R systems with more integration between systems
- Create a more centralized system for customer service billing and payment processing