



Project Title: Payables (Non-Travel)

Project Sponsor: Heidi Sann

Project Owner: Kelly Kozisek

Recommended Stakeholder Groups to Engage: Faculty and staff, OSRAA, Office of Audit, Risk and Compliance, Beaver Works Core Group, e-procurement and Accounts Payable

Introduction/Background:

This project stems from comments collected in the focus groups about Accounts Payable processes from the perspectives of the owners/experts, the department contacts, and staff/faculty. The purpose is to identify and address challenges and pressure points associated with system functionality and consistency of Accounts Payable processes and actions. Travel processes and policies are addressed in a separate project, however, coordination between both projects will be necessary to avoid contradictory solutions.

Problem Statement:

There is a lack of transparency, adequate training, consistency, and system capability associated with Accounts Payable operations. This has resulted in challenges accessing and editing information, confusion in determining which exceptions are allowed, inconsistent interpretation and application of policies, and frustration among users and service providers.

Standard Operational Excellence Team Expectations:

- Balance the business needs with security/compliance considerations (apply accepted risk tolerances)
- Identify and design consistent tasks, forms, processes, and systems
- Define ideal state roles and responsibilities and individualized training plans for those roles
- Identify and recommend an ongoing, structured, and consistent training plan that incorporates the full payables cycle
- Assess current policies against proposed processes and make policy recommendations for modified or new policies that are easily accessible
- Propose possible IT/IS solutions to Steering Team for improved system functionality and multi-system integration
 - Note: if an IT/IS solution is to be proposed, the team MUST still re-design processes, revise policies, and propose a plan to implement consistent processes before an IT solution is adopted.
- Develop training and communication plans for the implementation of the proposed solution(s)

Specific Operational Excellence Team Expectations:

- Evaluate the need for multiple approvals and the delegation of approval rights.
- Develop methods to ensure that expenses are adequately documented including business purpose, and charges are appropriate for the funds against which they are being charged
- Simplify payment options for payers
- Streamline payment options for payees (e.g. electronic payments)
- Assess the issues around budget authority and approval protocols
- Improve transparency of process status through tracking/notification mechanisms

Operational Excellence Team Skills and Composition: