Billing & Receivables Services UPDATE

The Department: BRS

The Project: Non-Student A/R

The System: AMP Workday
The Department - BRS

- Currently providing services to ~50 billing units and growing
  - BRS support includes finding more efficient ways to manage invoicing and A/R

- FY23 Sales & Services by the Numbers
  - Revenue     $198,161,431
  - Indexes     773
  - ORGs        432
  - Account Codes  91
Building the community
  • Bring Your Questions Monday – 1st Monday of each month
  • Library of billing and receivable resources (templates and training material)
• One-stop OSU-as-Vendor registration process
  • Contact Billing@oregonstate.edu
• QuickBooks in the cloud
  • Central BRS tool to standardize – modeling the path to AMP-Workday
  • Increases efficiency of invoicing and receivables management
  • Next up - aging reports
• Revenue analysis
  • Collaboration with Financial Strategic Services team
The Project – Non-Student A/R

- Goals
  - Improve internal controls and reduce risk
  - Reduce costs
  - Improve the customer experience
  - Enhance decision-making
  - Increase revenue realization
  - Standardize, Simplify, Modernize

- Milestones
  - Compile an inventory of systems used
  - Document representative current processes
  - Design and socialize a future state for billing and receivable
The Project – Non-Student A/R

- Stakeholder outreach and engagement
  - 150 stakeholders participated in various activities
  - 9 stakeholder feedback sessions (3 and 6)
- Findings:
  - Strong appetite for a technology solution with built-in controls, automation, shared data, access to robust reporting, and accounting support.
  - Some trepidation about replacing current/known processes
- Building inventory of billing unit profiles (practices and systems)
- Journey mapped current processes (representative 19 units)
- Researched and compiled industry best practices for driving our future state vision
- Journey mapped target state
The Project – Non-Student A/R

- Alignment with AMP
  - Same goals with the benefits of University program and expanded support structure
  - Next project step was to join data sources to create tool for prioritization and outreach
    - Project survey on process, Banner financial data, Fee Book
    - Engaging with business analyst from the EPPMO office assigned to AMP program
  - Analysis and materials from project will feed and fuel A/R effort in Workday
The Department: BRS

The Project: Non-Student A/R

The System: AMP Workday

Business Process Review

Modern Best Practices and CU Services & Support