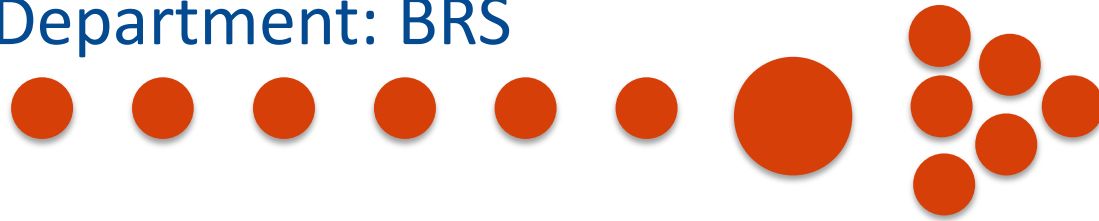
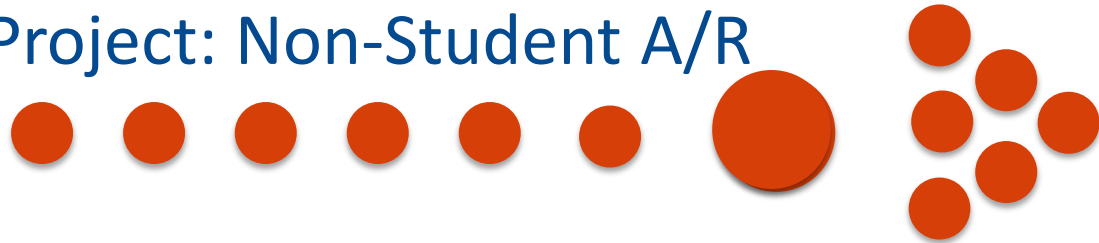


# Billing & Receivables Services UPDATE

The Department: BRS



The Project: Non-Student A/R



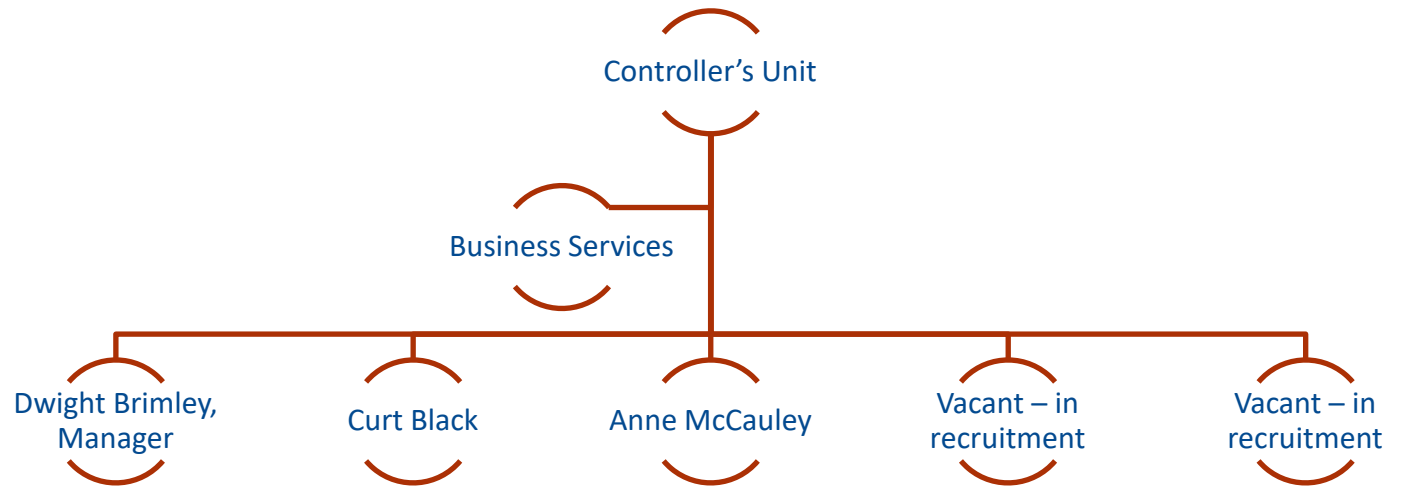
The System: AMP Workday



# Billing & Receivables Services UPDATE

## 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



# Billing & Receivables Services UPDATE

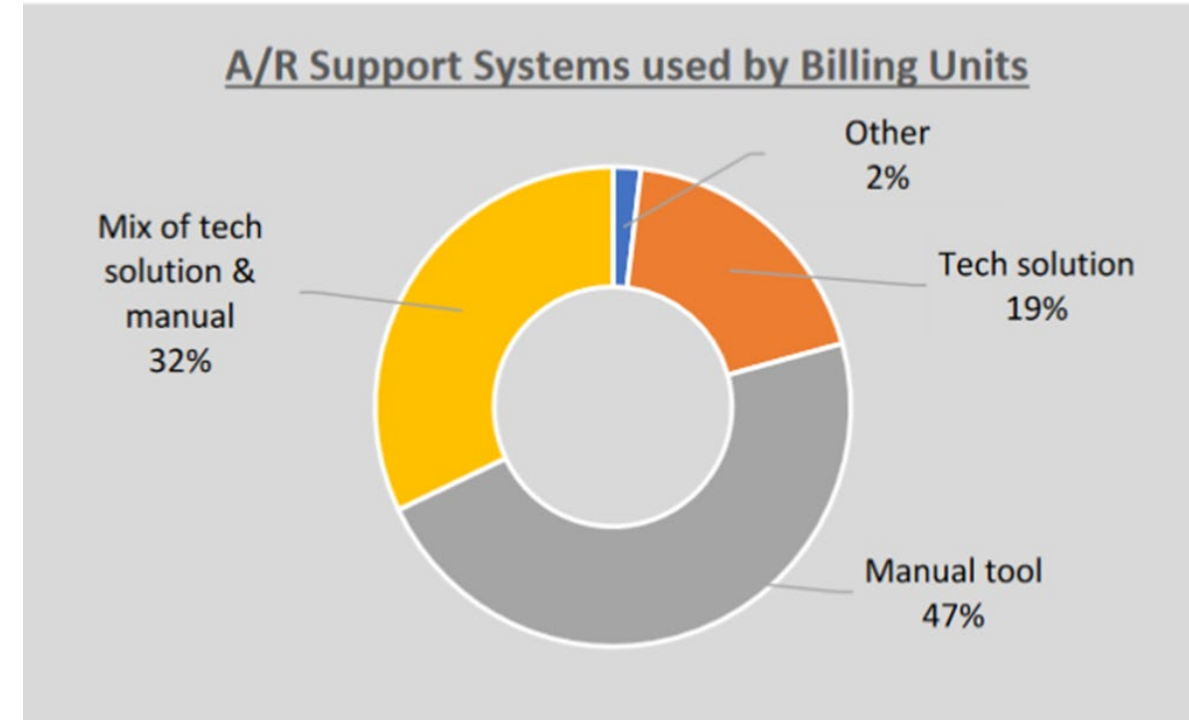
## The Department - BRS

- 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](mailto: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

# Billing & Receivables Services UPDATE

## 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



# Billing & Receivables Services UPDATE

## 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

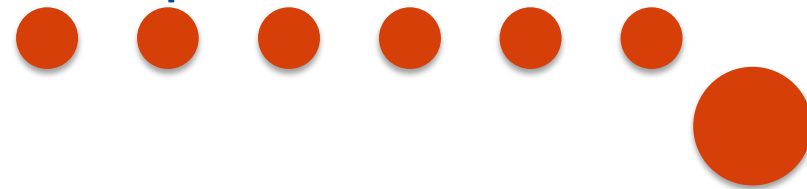
# Billing & Receivables Services UPDATE

## The Project – Non-Student A/R

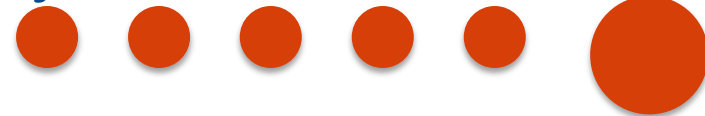
- Alignment with AMP
  - Same goals with the benefits of University program and expanded support structure
  - Next project step was to join data sources to create tool for prioritization and outreach
    - Project survey on process, Banner financial data, Fee Book
    - Engaging with business analyst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

# Billing & Receivables Services UPDATE

The Department: BRS



The Project: Non-Student A/R



The System: AMP Workday

