Accounts Payable

Customer Service
Agenda

• What services does Accounts Payable Provide?
• Customer Success
  • Goals & Key Milestones
• Feedback & Questions
Services Provided by Accounts Payable

- Vendor Management
- Invoice Processing
- Payments
- Travel & Expense
- Customer Success
Services Provided by Accounts Payable

Vendor Management
- Onboarding new vendors
- Updating existing vendor data
- Specialized Invoice Programs
  - Communication Allowances
  - Royalty Payments
  - Recognized Student Orgs
  - Utilities
  - Settlements
- Foundation Direct Payment Process

Invoice Processing

Payments

Travel & Expense

Customer Success
Services Provided by Accounts Payable

- **Vendor Management**
  - Invoice Routing
  - Invoice Data Entry
  - Vendor Statement Reconciliation
  - Invoice Status Monitoring

- **Invoice Processing**

- **Payments**

- **Travel & Expense**

- **Customer Success**
Services Provided by Accounts Payable

Vendor Management
- 1099 and 1042 tax form production
- Non-Resident Alien Tax Withholding
- Payment Production
  - Check, ACH, Wire, Real Time Payments
- Payment Remediation
  - Stale/Uncashed Checks
  - Undeliverable Checks
  - Failed ACH Payments

Invoice Processing

Payments

Travel & Expense

Customer Success
Services Provided by Accounts Payable

- Concur System Training
- Travel Booking Support
- Expense Report Support
- Credit Card Administration
- Travel Pre-Trip Approvals
- Non-Employee Reimbursements
- Cash Advances
Services Provided by Accounts Payable

- Vendor Management
- Invoice Processing
- Payments
- Travel & Expense
- Customer Success

- Go to resource related to Accounts Payable
- Ensuring accurate reporting
- Ensuring appropriate review & approvals
- Ensuring vendors are paid timely
Customer Success

A proactive approach that focuses on building relationships and anticipating needs.
Customer Success

A proactive approach that focuses on building relationships and anticipating needs.

GOALS
- Single point of contact
- Route questions internally for triage
- Provide timely feedback
- Improve training and outreach
- Build strong relationships
- AMP readiness
- Focus on new employee onboarding
- Improvements to specific business processes
  - Invoice Data Entry
  - Vendor Onboarding
  - Wire Transfer Processing

KEY CHANGES
- Establishing new team dedicated solely to customer support
- Aligning customer centric processes with new team
- Restructuring Invoice Entry Process
- Decommissioning extraneous mailboxes
- Meet and greet with colleges and divisions
Key Milestones

01. Onboard Manager
   July – Aug 2024

02. Assign Team
   July 2024

03. Internal Training
   Aug – Sep 2024

04. Outreach
   Starting Oct 2024
Feedback on Customer Support
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