

Accounts Payable and Purchasing Departments
New
ImageNow/WebNow Workflow Process

November 2, 2009

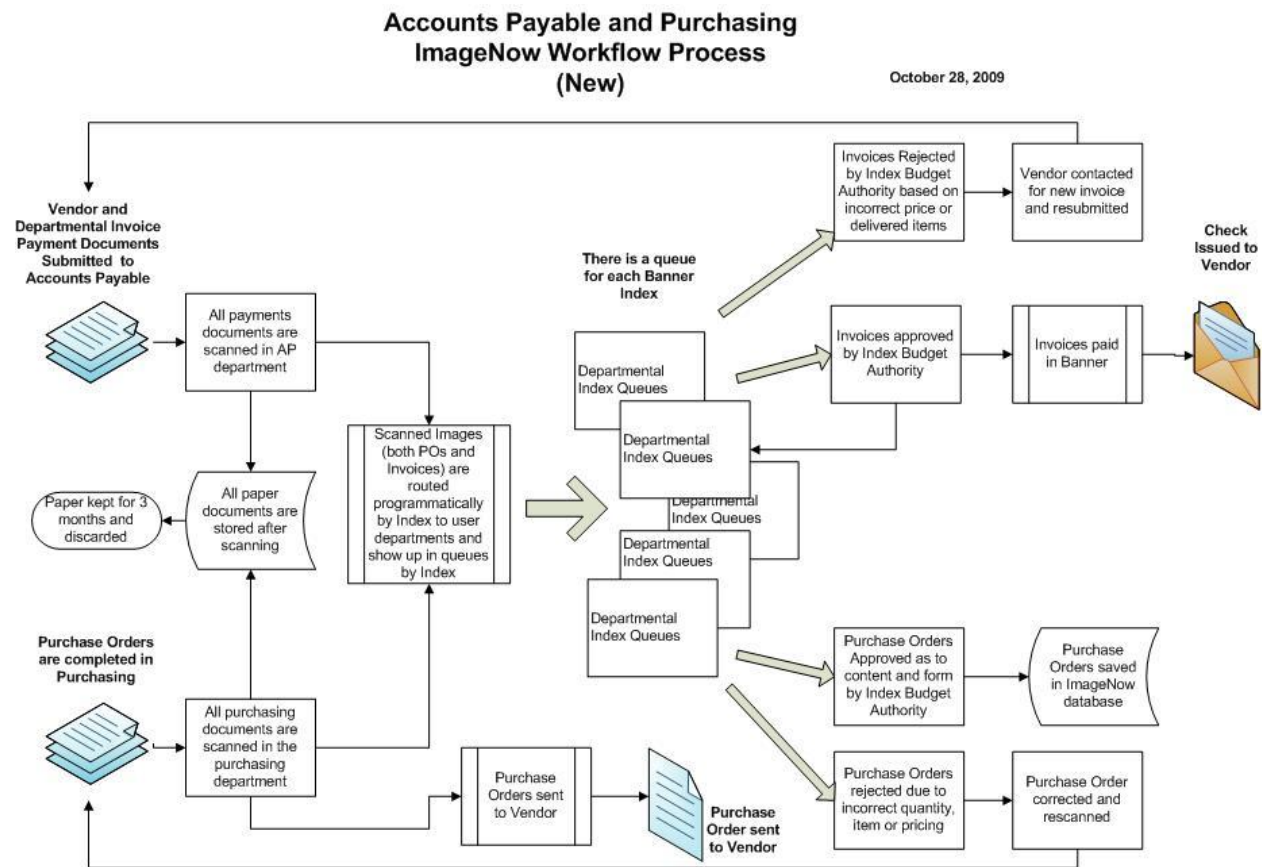
The Accounts Payable and Purchasing Departments have been working with Perceptive Vision, Inc. (the producers of the ImageNow/WebNow system) to upgrade our use of the system and make it more efficient for these two departments. We have several reasons for doing so, primarily due to internal use and changes in staffing levels. In spite of transmitting invoices and purchase orders to departments and approvers electronically using ImageNow, internally we still have been a very paper intensive organization. In addition, the staffing in Accounts Payable is now down to 3.5 full time equivalent employees from a high point of 7 a few years ago. This downsizing has occurred even though the number of invoices flowing through the process is still over 16,000 per year. We have attempted to make the purchasing processing easier for many items by using the purchasing card program. However the burden of auditing this program remains within the Accounts Payable department and this auditing requirement has grown significantly as the number of p-card users has increased.

The ImageNow/WebNow system has recently been upgraded to a more current version. This new version (a jump from version 5.4 to 6.3) allows for many new options to be added to a workflow process. In addition, the ImageNow/WebNow system has been certified by the state records librarian as an acceptable method of storing images of paper documents. The current workflow process has become unwieldy for us to maintain, and has been in need of simplification for some time.

Consequently we have worked with a consultant from Perceptive Vision to accomplish the following:

1. Ensure that all documents coming in to Accounts Payable are stamped and scanned immediately upon receipt by Accounts Payable. This will eliminate the passing around internally of various paper invoices;
2. Ensure that any invoices received via fax or e-mail can be entered immediately into the system, eliminating another source of manual paper shuffling;
3. Change the routing mechanism by which ImageNow routes scanned documents. Currently this is done manually based on an accounts payable employee's memory of the proper place (or queue) to send an invoice for approval. In the upgraded system, documents will be routed mechanically according to Banner index, which will now be attached to every document as part of the "document key". We have grouped Banner indices where possible into departments, however there are many indices that belong to specific projects where the invoice approver is not the chair or department head;
4. Route purchase orders using the same automatic method based on Banner index to eliminate use of e-mail to departments for this purpose. Purchase orders will show up in a queue, and will need to be "approved" or "rejected" the same way invoices are approved or rejected. If a print copy of a purchase order is essential within a department, WebNow users will be able to print the document;
5. Expand the number of workflow queues in the system. These locations or "queues" in the workflow process are defined by individual or groups of Banner indices, and are assigned to the Budget authority that is associated with each index. This will expand the number of users of the WebNow system, but will hopefully remove those managing some departmental queues from having to find the appropriate person needed to approve an invoice. This will help us meet auditing requirements for invoice approval before payment;
6. Expand the number of "owners" of the queues established to include at least the budget authority for a Banner index, as well as the assistant that may be processing WebNow items;
7. Expand the number of document "index keys" to include Banner index, type of document (invoice, purchase order, transfer invoice, direct payment, etc) amount of invoice or purchase order, invoice date, and other items pertinent to processing such documents;
8. Establish a series of e-mail notifications to WebNow users when a document is routed to a queue, and when it remains in a Banner index queue for more than a few days;
9. Eliminate multiple data entry steps within the Accounts Payable area;
10. Establish a routine timetable for document shredding within the Accounts Payable department.

Below is a diagram of the new Accounts Payable and Purchasing Department process flow for documents:



Hopefully this diagram provides a reasonably understandable depiction of the system from a departmental/Banner Budget Authority point of view. The groups of indices used to create queues are based on the Budget Office's list of those holding budget authority for the money associated with a Banner index, and that person's assistant where listed. The Accounts Payable department must maintain this list of approvers and assistants in order for the automatic routing process to work correctly. We hope we have them correct initially. However, with so many retirements taking place and the amount of staff transfers going on there may be some corrections that have to be made. Once the system "goes live" please inform Accounts Payable, via e-mail (ap@ccsu.edu), of any documents that are not routed correctly, or if you receive an e-mail notification of a document in a queue and you are not a Budget Authority, assistant or WebNow user.

We have had to add a number of employees into the WebNow system as users of the system based on being listed by the Budget Office as having Budget authority for an account. This document is being e-mailed to all such employees, as well as an assistant associated with that budget authority. If you receive this e-mail in error, please let us know.

In addition, if you are not a current user of the WebNow system, and need instruction on how to use it, please let us know that as well. Attached to this e-mail are instructions for use of WebNow version 6.3, written by the IT department. If this is not sufficient for you to use the system for the first time, we will provide individualized instruction. The WebNow system is integrated with your BlueNet account. That is the account and password used to access Webnow. The url for Webnow using Internet Explorer is: <http://imagenow.ccsu.edu:8100/webnow/>.

This url will access the active system. We will notify all users of any downtime, and also when the new system is deployed.

This new system will be implemented during the week of November 9 – 13, 2009. **There may be some WebNow downtime during this week as this system is put into effect.**

Thank you for your cooperation. As we bring this new system on-line, please notify us of any issues you may see. Send an e-mail to ap@ccsu.edu. If a call is necessary, please dial 22510 for the Accounts Payable Department.