4.1 Business Operations Payables Processing Procedure

Purpose

The Business Operations Division is responsible for accounts payable (AP) work for our customer bureaus. In order to ensure that the function is performed most effectively and efficiently, the Division adopts standard business processes for this work.

Procedure

This procedure is for a pooled approach to assign invoice payment between accountants and other administrative positions. Separately a back-up and priority pay person will be established. Invoices will be allocated via the alphabet/vendor name with the target to assign an even allocation of the total invoice volume to each processor. There will be a central receiving point for all paper invoices. From here invoices will be distributed to AP processors. There will be a central receiving point for all electronic invoices, with a priority folder for the AP processors to regularly monitor and process. Additionally, if there are specific types of invoices that are better handled by an individual then those will be assigned separately.

Use of the Winshuttle software will be available for payment postings into SAP. This approach will allow Business Operations to continue to provide a core service to customers in a timely and efficient manner. As vendors move to electronic invoicing it will be expected that Business Operations will process these through an electronic “AP Pool” without the need to make paper copies. The PaperPort software and having PDF copies of invoices in SAP negate the need for retaining paper invoices unless there is a specific business need for archiving.

AP Processors will stamp invoices as Paid and retain paper invoices for approximately one month in case an electronic copy was not attached in SAP. Then the invoices will be placed in secured bins for confidential shredding.

Additionally each customer of AP services will be assigned one primary contact and one back-up contact. Instructions on how to view documents in SAP will also be made available to customers.

When accounts payable processors plan to go on vacation they are to discuss coverage of their assigned block of invoices (letters of the alphabet) with their assigned back up to ensure timely processing of their invoices when out. When accounts payable processors plan to go on an extended vacation they are to distribute their letters of the alphabet evenly over the

team of accounts payable processors to ensure timely processing of their invoices when out.

When accounts payable processors are out of office, they are to set their voice mail and e-mail notifications to direct questions to their assigned back ups.

Date Created: November 1, 2013
Date of Last Revision: February 2, 2016