

OneSource Process Improvements

Current Process	OneSource Process
General Organization, Access, and Usability	
Multiple data sources, processes, and information flows lead to duplication, fragmentation, and the creation/maintenance of shadow systems in order insure that information is up to date and available to all authorized users	Single authoritative source of information eliminates data duplication/creation and maintenance of shadow systems. Increased data transparency reduces administrative costs to maintain data restrictions and increases information for decision making.
Multiple systems with no connections between them lead to frustration among end users as they attempt to navigate among them, manage access requirements, remember which system is used for each transaction and process, and consolidate reporting from multiple sources	Integrated systems, with fewer discrete systems to navigate and manage
Multiple systems with different security requirements are potentially vulnerable, as well as causing account management challenges for both end users and system administrators.	Unified security model is easier for both gatekeepers and end users to manage, and conforms with UGA/USG security requirements
Separate systems result in a disconnected collection of data sources for reporting and analysis	Removes information silos in reporting and increases transparency of data for decision making. Allows financial data to be available through the source system and the UGA Data Warehouse.
UGA and USG work from different charts of accounts, requiring a manual reconciliation process in financial reporting when the two entities overlap	The new chart of accounts will align with the USG chart and provide reporting benefits through an enhanced classification of revenue and expense transaction
Paper-based, manual processes can lead to confusion or a lack of awareness regarding the progress of request and transactions	Greater transparency and visibility throughout the financial system will provide users with increased awareness of transaction status, including any roadblocks or issues that must be addressed in order for transactions to be completed
Accounts Payable/Purchasing	
Payment request functions are funneled through gatekeepers	Payment request is available to all employees by default—no need to manage access for 1,000+ employees in this role. Use of simple Payment Request web-form template replaces

<p>Payment processing includes manual data entry steps</p>	<p>Accounts Payable will have the ability to upload various source transaction types (Payment Requests, spreadsheet uploads, UGAmart invoices, student refund payments, and others) into voucher staging tables. The Accounts Payable office will then launch the Voucher Build process to create vouchers from the information stored on the voucher staging table(s). This automated process eliminates extra manual data entry, minimizing or eliminating keystroke errors.</p>
<p>After the second budget check in the purchase requisition process, all failed checks result in an auto-rejection of the purchase request.</p>	<p>In the new UGAmart workflow, an automated cart return will occur instead of an autorejection. The cart return feature will send the purchase request back to the Requisitioner for updating and resubmitting into workflow, rather than requiring the user to re-create the entire transaction</p>
<p>Limited available information in IMS requires business managers to frequently access the Bank of America Works system for details on P-Card transactions</p>	<p>PeopleSoft contains and displays more detailed transaction data, streamlining the process by greatly reducing and in many cases eliminating the need to consult the Bank of America Works system</p>
<p>Updating encumbrances via the change order process is entirely manual</p>	<p>Most purchase order change orders will auto-update their encumbrance amount in PeopleSoft without the need for manual intervention. Manual intervention going forward will be necessary in only an estimated 5% of all change orders, to accommodate complicated change orders that may not update correctly in PeopleSoft.</p>
<p>Corrections to expenditure/payment transactions are processed via a journal voucher submitted to the Accounting Department</p>	<p>Expenditure transactions that are created with the PeopleSoft Accounts Payable module will be corrected via an AP journal voucher within the same module. Workflow will be streamlined, including routing to the appropriate approvers.</p>
<p>Accounts Receivable</p>	
<p>Customer databases and records are fragmented across various schools, colleges, and departments. AR business processes are not standardized across the institution</p>	<p>The PeopleSoft AR module provides a master customer database available for use by all UGA departments. This will reduce the need for individual departments to maintain separate customer master files and will increase transparency and efficiency since many departments have the same customer.</p>

Currently revenue is recognized on a cash basis.	A posting process in the AR module will send the accounting transactions to the General Ledger where revenue is recognized immediately. This is a shift from cash to accrual accounting and aligns with BOR business procedures. This will be a significant change and allows for more immediate revenue recognition (at the point goods/services are provided to the customer).
Payments are mailed to individual offices, increasing security risks, delays in processing the accounting records and delays in cash receipted at the bank.	A bank managed lockbox service will be utilized to accept and process check payments for open item receivables. Payment information will be transferred nightly into the AR module to post to the customer's account. This will significantly reduce time by individuals in each department to post payments and prepare deposits.
Departments must submit a check request for refunds to customers with a credit balance	The AR module will be used to process a refund, as the customer record in AR and the Supplier (Vendor) record in Accounts Payable will be linked via PeopleSoft.
There is no central repository for documenting customer correspondence. Each department manages their own documentation, including statements and collection correspondence.	Departments will use the AR module to manage their open item receivables and analyze the age of customer account balances. Staff will use the AR module to document customer conversations and to create statements and correspondence. Departments will be able to view all comments on a customer's record, increasing transparency, information, and reducing risk.
Asset Management	
Limited ability to monitor asset transaction processing	The Processing Open Transaction step allows a review to be performed after all financial transactions in Asset Management (AM) are processed and before they are posted to the General Ledger. This allows Asset Management insight into the daily transactions occurring in the AM module.
Inventory or custodial account is used for recording depreciation of assets.	The cost (purchasing) chartstring will be used for recording depreciation. This allows the month-end close process to calculate the current period depreciation expense and automatically generate accounting entries for every asset that is currently depreciating. This increases efficiency for Accounting staff.
Retirement of assets requires manual update of each individual asset record	PeopleSoft AM module allows for mass retirements of assets by selecting certain criteria

Off-site assets are tracked via several third-party systems, depending on the type of asset	PeopleSoft AM will be used to record and track all off-site assets, allowing the third-party systems to be retired and incorporating these asset records into a single integrated system
Lease payment activity is managed via a series of separate spreadsheets and lease schedules.	PeopleSoft AM will be able to calculate future lease payments in a summarized or detailed view per the lease terms. This increases efficiency for Accounting staff.
Annual physical inventory process is fragmented, slow, and manual.	PeopleSoft AM allows for batch updating of asset records based on inventory results
Transfer of equipment between custody departments or to Surplus Warehouse is a manual, paper-based process.	Departments can transfer equipment by changing the custodial chartstring in AM. Since AM will document any changes to the custodial record, departmental inventory representatives can transfer equipment without having to complete the paper transfer form used today.
Billing General Customers	
Third-party billing systems do not interface directly with current system, creating the risk of data being out of sync.	Departments will be able to send billing information to the Billing module via batch processing, reviewing transactions to ensure accuracy before loading the interface file. PeopleSoft validation processes will delete the batch and notify the department. Once corrections are made, a new file is created and uploaded. This insures that the source system and PeopleSoft remain in sync.
Departments use Word or Excel to create invoices, resulting in considerable manual effort and a lack of consistency in format	Departments have several options within PeopleSoft for creating invoices. Units can use AR Identifiers (a form of SpeedType) to assist with data entry consistency and help ensure consistency. A draft view is available for review and editing before a final invoice is created.
Billing Grant and Project Sponsors	
Separate invoices for a project are created offline in an Excel spreadsheet	Bills can be combined under a single contract. PeopleSoft Activity IDs will keep spending properly separated and reporting properly combined
All information for new sponsored projects is manually keyed into IMS. Two staff positions are dedicated to this data entry	An integration from UGA's eResearch Portal to PeopleSoft's Grants Management module will automate this process, reducing margin for human error and allowing these two personnel to perform more productive and value-add tasks.

No centralized location or method to track project milestones	PeopleSoft will allow users to create and communicate project milestones within the system. All automated email notifications from Sponsored Projects Administration will now come out of the Grants Portal. This will improve quality, reliability and continuity
Users are only able to view transactions for their specific part of a project; no way to view the big picture without creating and viewing multiple reports	Ability to view all transactions across all investigators on a project team. Transactions can be summarized across multiple budget accounts.
Projects with cost sharing requirements are tracked in separate accounts.	No longer necessary to segregate transactions by account; funding sources will be delineated by chartstrings and those chartstrings will use the same project id.
Departmental users have no direct view into the billing for sponsors	Departmental users can view whether sponsors have been billed without having to contact Sponsored Projects Administration (SPA)
Budget Management and Planning	
Budget planning relies on information that is in HR/Payroll and Finance silos. Combining the data for analysis is a manual process, and any changes or amendments must be updated manually as well.	Budgets can be managed with UGA Budget Management System, an enterprise-wide planning application from Hyperion. Delivered functionality allows data from the PeopleSoft HR/Payroll system to be combined with data from the PeopleSoft Finance modules; once combined data can be analyzed and reported to identify necessary budget amendments and provide information to users. Budget amendments can be created and uploaded to the Finance module for approval and posting.
Lack of forecasting tools	“What-if” scenarios and budget forecasts can be delivered in UGA Budget Management (Hyperion). This application will be used to support annual budget development and create the files to upload to PeopleSoft to compile UGA’s annual budget submission.
Departments are currently using Access, Excel, and Quicken to plan out spending, resulting in scattered and inconsisntend formats and sources	Capabilities in UGA Budget Management System and/or the new UGA Data Warehouse provide users with the capability to prepare plans for future spending in a unified format. Both UGA Budget Management System and UGA Data Warehouse provide functionality in an Excel format which will be familiar to staff.
Bursar and Treasury Services	
Some departments create an excel spreadsheet of their credit card deposit information and send to Bursar’s office. Employees must then re-key this information into current Web-based credit card transmittal system.	Authorized users will have access to enter and upload deposit information in the UGA Cash Mangement System. They can use their current spreadsheet and modify it to upload into UGA Cash Management. This eliminates the need for Bursar’s Office to re-key the data and mitgates data entry errors.

Departments create paper deposit transmittals for cash and checks. Bursar's Office cashiers must then rekey this information into the current cashiering system.	Departments will key deposit information into the new UGA Cash Management system for Bursar's Office cashiers to verify and process electronically. This eliminates paper form preparation and redundant data entry. Departments will only need to prepare deposit transmittals in the event cash is being deposited.
Once deposits are keyed into the cashiering, visibility is lost to end users	Authorized users will have direct visibility into the system and can run reports or view the status and detail of deposit transmittals submitted.
Bank reconciliation is mostly manual and requires the maintenance of a massive reconciliation spreadsheet.	Electronic transaction matching will save time and effort. (Note: implementation of this process still in progress; some adjustment and fine-tuning will be required to realize full improvements in process efficiency.)
General Ledger	
Requests to change/add to the chart of accounts requires a paper form. Requestors are unable to easily track the status of these requests as they progress through the approval process	The process to request a new chartfield value will be online and requestors will be able to monitor the status of their requests.
Current chart of accounts has limitations for reporting needs	New chart of accounts will align with University System of Georgia (USG) standards and will provide end users with more granular tracking and reporting. This will reduce time to cross-walk UGA data to USG reporting requirements and increase tracking and reporting capabilities for end users.
Users must manually key each chartstring value, which is time-consuming and carries the potential for keying errors	Distributed accounting tags called SpeedTypes, which are global and available to all PeopleSoft users, can be used for data entry shortcuts. SpeedTypes will translate to the complete chartstring.
Grants Mangement	
Lack of visibility into grants financial status	Principle Investigators and administrators will have easy access to updated financial information through the UGA Data Warehouse including visuals for budget balances and burn rates.
Subaward processing is paper based and cumbersome	Subaward processing will become largely paperless. UGAMart used to encumber funds and process subaward payments. Will integrate with Grants module and other PS functionality.

Monthly ePAR certifications for activity reporting are required	Replaced with a streamlined annual and "grants ending" sign-off process. Fewer individuals must report. Certification frequency is dramatically reduced. Project salaries rather than % effort will be certified. These changes are estimated to be a 90% reduction in the number of current certifications saving thousands of hours of administrative burden each year.
SPA post-award staff is organized by department, causing potential for fragmentation of service and incomplete access to information	OneSource-related changes to processes will allow SPA post-award staff to be organized by sponsor rather than department to improve accuracy and expediency of post-award service
Project Costing (Capital and other Projects)	
Project costs are distributed across multiple legacy accounts and based on funding source and documentation is disbursed across filing systems. This creates challenges in obtaining visibility into a project's financials	All project costs will be accumulated under a single Project ID regardless of funding source. Users will have visibility into financials across the entire project using reports/queries based on the project ID. Any member of the project team will have visibility to all transactions no matter the funding source, including new or added members (for whom this was previously a challenge).
Travel and Employee Expenses	
Travelers are required to sign and submit paper documentation certifying that costs are true and business related.	All travelers will use online (including mobile) functionality to electronically review and "submit" the expense report, thereby certifying it and pushing it into workflow for payment processing.
Travelers must collect, save, and submit paper receipts for verification of expenses.	Electronic 'MyWallet' functionality will capture receipt images with mobile devices and upload them for storage until travelers or their delegates are ready to prepare the expense report.
Travel and expense requests encumber funds and must go through the AP approval process before they can be reimbursed	Travel and expense requests no longer encumber funds or require AP approval, allowing for more timely processing
Approval process in the system is specific to individuals	Distributed pool of designated approvers will be available for travel and expenses, cutting down on approval time
The entire review and approval process for a request can be stalled by one questioned line item	The Travel/Expense module has a line-item option for pushback (items that need more information for justification) which can allow the rest of the request to proceed towards payment. Hold option takes request out of the distributed approval pool until questions are resolved.
Users must reference separate webpages to look up per-diem amounts	Search functions with the Travel/Expense module are available to add per-diem amounts to expense reports without having to reference additional websites

Employees who rarely travel or request reimbursement may find the process confusing or difficult to navigate	Travelers may delegate another authorized individual with greater expertise to electronically prepare their travel authority or expense report.
Frequent travelers cannot create templates	Travelers may use templates to assist with data entry for similar trips.
Employees must generate an Employee VN (employee vendor number) when seeking reimbursement	PeopleSoft will manage this process automatically
Sponsored Projects Administration review is required for all grants-related travel	Sponsored Projects Administration review for international travel authorization and expense reports only (Office of International Education will continue to review all international travel authorities for risk management)

