

May 29, 2002

Re: Accounts Payable Redesign and Improved Customer Service

Dear Colleagues,

For the past several months, we have been examining the functions and processes in the Accounts Payable department as part of our overall Improvement Plan for the Accounting Office. Our goal for Accounts Payable was to identify ways in which we could improve our services to our customers and streamline our internal operations.

Our redesign team (which included staff and management of AP, user representatives, and KPMG Consulting) met to establish objectives for the AP function, research current transactions, issues and opportunities, and propose alternate ways of meeting our payment obligations. Feedback on critical issues was also solicited from a campus User Advisory Group.

One of the most critical complaints we heard had to do with the length of time it took to get invoices paid. We also heard that many of you were frustrated when you tried to get information about invoices and pending payments. We kept these two issues in mind throughout our redesign work.

To address these issues, we are reorganizing our internal processes to ensure that transactions are entered into PeopleSoft quickly, so that invoices are tracked from receipt to the payment date. We are also establishing an *AP Service Desk* that will serve as a “single point of contact” to get AP information. You can now call 476-2126 or email to apservicedesk@accounting.ucsf.edu for all questions related to Accounts Payable. The Service Desk staff will research your questions and take action to ensure vendors are paid timely. This unit will also follow up on all outstanding vouchers (e.g., those that have been sent to you for signature approval) to ensure that they are resolved and paid timely.

Improved processes have been implemented across the board to help streamline the procurement process for departments and Accounts Payable. Blanket orders, leases and other contracts, subcontracts, and consulting agreements are some of the areas affected. Details of these and the other process improvements will be posted to the Accounting Office website at www.acctg.ucsf.edu.

Please distribute this memo to all staff involved in your department’s purchasing and accounts payable activities. We would appreciate any feedback on the issues addressed in this memo, or on any other concerns you may have. You may direct your questions or comments to the AP service desk via email at the above address, or send to me, or to AP Manager Vanessa Wong, Accounting Office at campus Box 0812.

Jeffrey A. Yepsen
Acting Accounting Officer