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**VOICE OF CUSTOMER**

“Create an invoice template”

“We appreciate the 30-day  
turn around”“Too much variation in  
payment times”“Would like clarification of  
NYSERDA’S invoicing  
requirements”“We have VERY GOOD  
communication during the  
invoicing process”

# Finance Invoice Intake & Review

**BACKGROUND**

NYSERDA currently allows vendors to submit invoices either by mail or email. Invoices received via regular mail are scanned into a PDF and electronically attached to the voucher created in NYSERDA’s accounts payable system. Invoices received via email are printed and then scanned back into a PDF for attachment. From there, invoices are distributed to a finance aide for initial review. The finance aide inputs the information into the accounts payable system and routes it for review and approval for payment by the appropriate party.

NYSERDA is seeking to eliminate the wasted time and resources spent printing and scanning invoices that already exist in electronic form. Additionally, NYSERDA is looking to reduce the instances of duplicative review of invoice details.

**PROBLEM SUMMARY****3 HOURS/DAY** spent printing invoices**1 HOUR/DAY** spent scanning and distributing invoices**200 INVOICES** are work in progress from inbox to entry into  
NYSERDA’s database**Top Problem Areas**

- Printing invoices received in electronic format
- Manual data stamps
- Scanning invoices into electronic format
- Invoices are missing information required for processing, creating staff rework

**Root Causes of Problems**

- Invoice requirements are not stipulated
- Supplier’s contract department that receives the purchase orders typically is not the same department that sends an invoice
- Supplier staff may not be detailed-oriented

**GOALS & OBJECTIVES**

The team identified an immediate goal of moving to an electronic process and a strategic, long-term goal of developing a portal for invoice submissions. This two-step plan created a new set of metrics that would better track the progress of implementation.

Established new metrics:

**Number of Invoices (Email)****Number of Invoices (Inbox)****Number of Invoices received that are not in one PDF****Number of Invoices received that do not have a PO number**

## KAIZEN TAKEAWAYS

	HARD	Difficulty	EASY
HIGH	<ul style="list-style-type: none"> <li>Assign supplier to each finance aide, then create supplier table</li> <li>Web application to look up supplier number</li> <li>Include invoice requirements in original contract</li> <li>Look to update status to include program approved</li> <li>Webpage for invoice submission with same required fields</li> </ul>		<ul style="list-style-type: none"> <li>Standardize invoice rejection and contact with submitting vendor</li> <li>Electronic review of invoice saved as a PDF</li> <li>Create time stamp rules for holidays and weekends</li> <li>Email submitted date will be date stamp</li> <li>Define invoice requirements on confirmation email</li> </ul>
LOW	<ul style="list-style-type: none"> <li>Differentiate contract numbers from purchase order numbers</li> <li>Give finance aide access to contracts</li> <li>Require all invoices be electronic</li> </ul>		<ul style="list-style-type: none"> <li>Include customers' accounts receivable department on contract email</li> <li>Single-sided PDF file</li> <li>Better clarity needed about which staff members in program does what</li> <li>Modify response email to include prompt pay time clock language</li> </ul>

## Accomplishments

- ✓ Created an invoice portal through a page on NYSERDA's website
  - Only five inputs are needed – the bare minimum required data needed for matching, verification, and processing
  - Controls on the inputs reduce data entry errors (poka-yoke)
- ✓ Switched to an Account Manager approach, where every company that works with NYSERDA was assigned a singular finance aide
- ✓ Invoices submitted through the portal are now auto-distributed to the appropriate finance aide
  - Invoice is automatically date stamped by the system and emailed to the appropriate finance aide for processing
  - Reduced distribution errors and cycle time
  - Eliminated the need for printing
  - Reduced risk of incorrectly distributed or lost invoices
- ✓ Reviewed invoices are immediately loaded into the financial system
  - Eliminated batching

## RESULTS - APRIL 2017

As noted in the Goals and Objectives section, the metrics for this project were modified to better track implementation.

**98%** of invoices received through the Finance Portal contain a purchase order

**899** invoices received through the Finance Portal

**12** invoices received by direct staff email

**2** invoices received in the shared Finance inbox

**0** invoices received that were not in one complete PDF

**0** invoices received that do not contain purchase order number



**NYSERDA**