BIG CHALLENGES BIGGER THINKING

AGA’s 62nd Annual PDC

2013

JULY 14-17 | 24 CPE HOURS
DALLAS | GAYLORD TEXAN
Invoice Processing Platform: How Federal Agencies Are Eliminating Paper Invoices
## Introductions

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Mr. John Hill, Assistant Commissioner, Payments Management, U.S. Department of the Treasury, Bureau of the Fiscal Service

INVOICE PROCESSING PLATFORM
The Car Sharing Solution

VS.

A Better Value
The Car Sharing Solution

No Hassles or Maintenance
The Car Sharing Solution

Nationwide Benefits

LEAD. TRANSFORM. DELIVER
IPP = A Better Value

**Total Investment**

Year 1  | Year 2  | Year 3  
---------|---------|---------
|         |         |         |

**Per Transaction Cost**

Year 1  | Year 2  | Year 3  
---------|---------|---------
|         |         |         |
IPP = No Hassles or Maintenance

- Secure, FISMA compliant shared solution
- No procurement, just a simple Memorandum of Understanding (MOU) with Treasury
- Interfaces to standard financial systems
- Well established call center for password resets, enrollment, etc.
- Over 20-30 system enhancements tested and implemented annually
IPP = Nationwide Benefits

- Over 69,000 vendors enrolled
- Most agencies find that more than 50% of their vendors are already enrolled in IPP
- Vendors can batch invoices
- Linked to Treasury’s payment system
Ms. Michelle Yanok, Accounting Services Division, Manager, U.S. Department of the Treasury Bureau of the Fiscal Service

FEDERAL SHARED SERVICE PROVIDER PERSPECTIVE: BENEFITS OF USING IPP IN A SHARED SERVICE ENVIRONMENT
Shared Service Provider Perspective

- Hosting
- G2G
- Full Service
- Hosting and Administration

LEAD. TRANSFORM. DELIVER
IPP Implementation Strategy

- Self-service and workflow
- Mandated use by vendors
- Voluntary use by vendors
- Continuous process improvement

LEAD. TRANSFORM. DELIVER
IPP Status

All ARC clients + IPP = Benefit to Government
ARC’s Experience with IPP

Results

Lessons Learned
AGENCY PERSPECTIVE: BENEFITS OF IMPLEMENTING IPP

Ms. Karren Y. Alexander, Associate Director
Controller Operations Division, Office of the Chief Financial Officer
U.S. Department of Agriculture
Challenges with Manual Invoicing

- **High interest expense**
- **Multi-step recording process**
- **Multiple methods for invoice submission**
- **Manual invoice approval process**
Multi-Step Invoice Recording Process

1. Attached transmittal form
2. eFax invoice with transmittal form
3. Scan in ECM system
4. Index manually by staff
5. Interface to core accounting system
6. 3-way match in acquisition system
7. Interface to acquisition system
Opportunities with IPP

- Vendors create, submit and track invoices online
- Agencies approve or reject invoices online
- Customer service provided by IPP

**AVOID COSTS AND REDUCE WORK**
Avoid Costs and Reduce Work with IPP

- Decommission current systems
- Increase efficiency through electronic invoice approval workflow
- Decrease effort required to ensure invoices are correct and match their POs
- Improve Prompt Pay compliance and decrease interest penalties
- Reduce volume of payment and Treasury offset related inquiries
- Automatic escalation to supervisor based on Prompt Pay code
## Results from Implementing IPP

<table>
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<th>Feature</th>
<th>Benefit</th>
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<td>Single invoice submission process across USDA agencies</td>
<td>Unifies department business processes</td>
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<tr>
<td>Electronic invoice approval or rejection</td>
<td>Reduces or eliminates paper, fax and phone</td>
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<tr>
<td>Automatic escalation to supervisor and/or Contracting Officer based on Prompt Pay code</td>
<td>No nagging CORS</td>
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<td>Queue management</td>
<td>Automates approver tasking</td>
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### MORE Results from Implementing IPP

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<td>Delegation and reassignment capabilities</td>
<td>Keep workload moving</td>
</tr>
<tr>
<td>Payment notifications to the vendor</td>
<td>Reduces or eliminates incoming phone calls</td>
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<td>Centralized receipting</td>
<td>Speeds process and improves tracking</td>
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<td>Interface with IPP to update payment status</td>
<td>Clarifies vendor cash flow</td>
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Reactions to IPP

Agency: “What? Another new system?”

“We like it.”

Vendors: “We love it!”
Mr. Charles Russell, Senior Project Manager, CACI International

LARGE FINANCIAL MANAGEMENT SYSTEM PROVIDER: HOLISTIC VIEW OF INTEGRATING AND USING IPP
CACI International “By the Numbers”

1962
15,000
120
$3.8b
12

SEI CMMI Level 5 appraisal
ISO 9001
ISO 20000
ISO 27001
CACI and the Federal Government

Serving our customers with innovation, excellence, and integrity

- Business System Solutions
- C4 Solutions
- Cyberspace Solutions
- Enterprise IT Solutions
- Geospatial Solutions
- Healthcare Solutions
- Identity Management Solutions
- Integrated Security Solutions
- Investigation and Litigation Support Solutions
- ISR Solutions
- Knowledge Management Solutions
- Logistics and Material Readiness
- Mobility Solutions
- Program Management and SETA Services
CACI and IPP

CACI

Selected IPP as e-invoicing solution

Supported integration and operation efforts
Provides ongoing level 2 support

IPP

CACI submits ~$200m of invoices annually on ~50 contracts through IPP

Advantages to CACI from using IPP:
- Instant access to track invoice processing
- Real time funding review/tracking
Ms. Raenel Winfrey, Senior Accounts Receivable Specialist, SOURCE, Inc.

VENDOR PERSPECTIVE: BENEFITS OF USING IPP
### Voice | Video | Data

#### Solutions
- Unified Communications
- Network Security
- Mobility & Wireless
- Disaster Recovery & Business Continuity
- E911

#### Services
- Maintenance Services
- SOURCEnet Map
- Professional Services
- Phone Repair and Refurbishment
- Equipment Management Services
- Managed Services

### Enterprise customers and partners

#### Industries
- Government
- Healthcare
- Hospitality
- Retail

#### Strategic Partners
- Microsoft
- AVAYA CONNECT
- Juniper Networks

#### Solution Partners
- Amcom Software
- ORACLE
- aspect
- AVST
- CaliCopy
- MUG
- NIX
- Zeacom
- CXE
SOURCE and the Federal Government

30 years ——— GSA Schedule 70 since 2001 ——— Small business
——— Teaming agreements with 8a, HUB, disabled veterans, and woman-owned businesses

LEAD. TRANSFORM. DELIVER
SOURCE and IPP

LEAD. TRANSFORM. DELIVER
SOURCE’s Experience with IPP

- Checking invoice status is easier
- Submitting invoices is easier
- System is user friendly
- Rejected invoices are re-submitted faster
- Payments are received quicker
- Submitting invoices is easier
QUESTIONS?