

# Accounts Payable

## Customer Service



Oregon State  
University



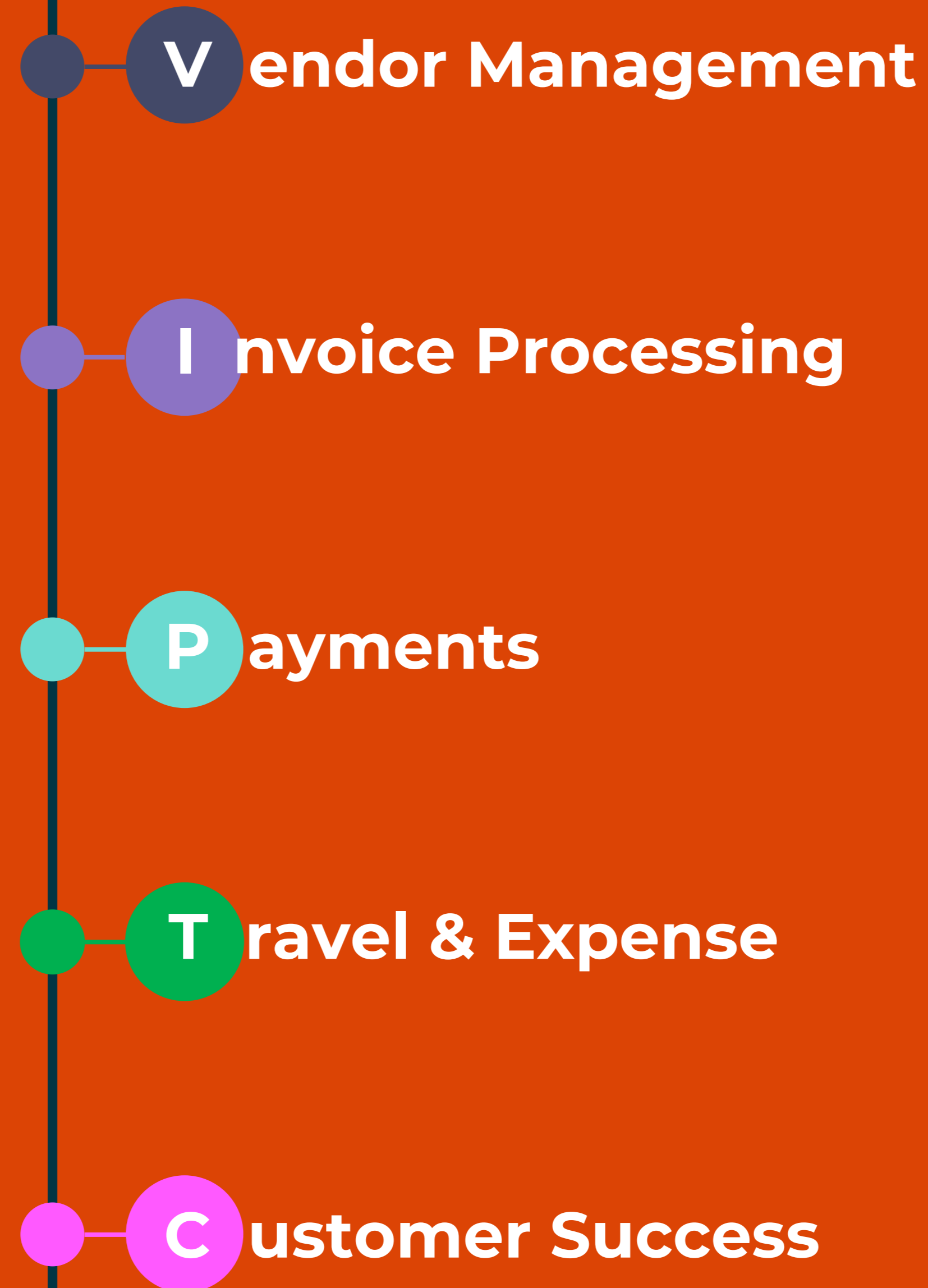
# Agenda

- What services does Accounts Payable Provide?
- Customer Success
  - Goals & Key Milestones
- Feedback & Questions





# Services Provided by Accounts Payable



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## Vendor Management

- Onboarding new vendors
- Updating existing vendor data
- Specialized Invoice Programs
  - Communication Allowances
  - Royalty Payments
  - Recognized Student Orgs
  - Utilities
  - Settlements
- Foundation Direct Payment Process

## I nvoice Processing

## P ayments

## T ravel & Expense

## C ustomer Success



# Services Provided by Accounts Payable

● **V**endor Management

● **I**nvoice Processing

- Invoice Routing
- Invoice Data Entry
- Vendor Statement Reconciliation
- Invoice Status Monitoring

● **P**ayments

● **T**ravel & Expense

● **C**ustomer Success



# Services Provided by Accounts Payable

• **V**endor Management

• **I**nvoice Processing

• **P**ayments

- 1099 and 1042 tax form production
- Non-Resident Alien Tax Withholding
- Payment Production
  - Check, ACH, Wire, Real Time Payments
- Payment Remediation
  - Stale/Uncashed Checks
  - Undeliverable Checks
  - Failed ACH Payments

• **T**ravel & Expense

• **C**ustomer Success



# Services Provided by Accounts Payable

- **V**endor Management
- **I**nvoice Processing
- **P**ayments
- **T**ravel & Expense

- Concur System Training
- Travel Booking Support
- Expense Report Support
- Credit Card Administration
- Travel Pre-Trip Approvals
- Non-Employee Reimbursements
- Cash Advances

- **C**ustomer Success



# Services Provided by Accounts Payable

● **V**endor Management

● **I**nvoice Processing

● **P**ayments

● **T**ravel & Expense

● **C**ustomer Success

- Go to resource related to Accounts Payable
- Ensuring accurate reporting
- Ensuring appropriate review & approvals
- Ensuring vendors are paid timely





NEW TEAM

# Customer Success

A proactive approach that focuses on building relationships and anticipating needs.



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A proactive approach that focuses on building relationships and anticipating needs.

## GOALS

- Single point of contact
- Route questions internally for triage
- Provide timely feedback
- Improve training and outreach
- Build strong relationships
- AMP readiness
- Focus on new employee onboarding
- Improvements to specific business processes
  - Invoice Data Entry
  - Vendor Onboarding
  - Wire Transfer Processing

## KEY CHANGES

- Establishing new team dedicated solely to customer support
- Aligning customer centric processes with new team
- Restructuring Invoice Entry Process
- Decommissioning extraneous mailboxes
- Meet and greet with colleges and divisions



# Key Milestones





# Feedback on Customer Support

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# Key Contacts

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