

# PORTLAND METRO



## **PURCHASING, ACCOUNTS PAYABLE, BILLING AND ACCOUNTS RECEIVABLE MODULES REVIEW**

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MAY 24, 2011**



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## Table of Contents

1	Review of System Usage and Configuration.....	4
2	Purchasing.....	5
2.1	Overview of Analysis .....	5
2.2	Recommendations .....	6
2.2.1	PO WorkFlow .....	6
2.2.2	Contract Approval Commitment Control .....	8
2.2.3	Procurement Cards.....	9
2.2.4	Vendor Rebates and Discounts .....	9
3	Accounts Payable.....	10
3.1	Overview of Analysis .....	10
3.2	Recommendations .....	11
3.2.1	Invoice Handling.....	11
3.2.2	WorkFlow .....	11
3.2.3	Procurement Card Transactions to Vouchers .....	13
3.2.4	Data Archiving.....	13
3.2.5	Improvements due to New Features available in PeopleSoft .....	13
4	Billing .....	15
4.1	Overview of Analysis .....	15
4.2	Recommendations .....	15
4.2.1	Billing Parallel Processing.....	15
4.2.2	Billing Interface Processing for Grants .....	16
4.2.3	eBill Payments Module for SWISS and Event Management .....	17
4.2.4	WorkFlow .....	18
5	Accounts Receivable .....	20
5.1	Overview of Analysis .....	20
5.2	Recommendations .....	20
5.2.1	Data Archiving.....	21
5.2.2	Collections Processing.....	21
5.2.3	Recommendations for Changes in Business Processes .....	22
5.2.4	WorkFlow .....	22

---

6 Conclusion .....23

7 Deliverable Acceptance Signatures .....24

**Revision History**

<b>Version</b>	<b>Primary Editor(s)</b>	<b>Description of Version</b>	<b>Date Completed</b>
1.0	Eric Warshower	Original Document	05/19/11
1.1	Eric Warshower	Inclusion of Estimates	05/23/11
1.2	Eric Warshower	Inclusion of Final Presentation Feedback	05/24/11

## **1 Review of System Usage and Configuration**

Portland Metro currently uses the PeopleSoft Purchasing, Payables, Billing, Receivables, General Ledger and Commitment Control modules. A review of Metro's use of General Ledger and Commitment Control was conducted separately. The respective findings were submitted in their own documents. This document presents the findings of the study conducted for the Purchasing, Accounts Payable, Billing, and Accounts Receivable Modules.

Portland Metro currently uses Ver. 9.0 for the mentioned modules. An upgrade to Version 9.0 from 8.4 was completed some time ago. Although the modules are stable and widely used, the upgrade to 9.0 created some Human Resource training challenges. Some of these issues exist due to personnel turnover and others due to Metro's inability to change the business practices and/or the configuration choices/recommendations of previous PeopleSoft implementers. This study was an attempt to look at all these obstacles to achieve greater efficiency in Metro's business practices.

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## **2 Purchasing**

### **2.1 Overview of Analysis**

The Purchasing module is widely used by the Procurement Department. The Procurement Contract functionality is used for Contracts awarded to Vendors as a result of an elaborate Bidding Process or advertised solicitations. Some of these contracts span several years. Purchase Orders are created against the line items of these Contracts. The approval process for contracts is a manual process that requires approval by several officers of the organization. Currently, the approval process is “semi-automatic”. The “Notify” button is used to route the Contracts as well as Purchase Orders for approval against the Line Items. For example, the Notify functionality generates a system message to another user. This message is edited to inform the recipient that a Contract has been created and is ready in the system for them to approve. However, this process has a few limitations compared to automated WorkFlow. For example, the application is not keeping track of the pending approval, thus not generating reminders

Customizations were made to PeopleSoft Contracts to allow contracts to span multiple years and create a multi-year liability. However, this customization does not address the pre-encumbrance of funds across those future fiscal years.

In addition to using the Contract functionality for procurement, Purchase Orders are regularly generated in PeopleSoft. The approval process for Purchase Orders is also “semi-automatic” and uses the “Notify” functionality; not automated WorkFlow. Additionally, Procurement Cards are used to purchase regular office supplies and travel expenses. Although the business processes behind Procurement Cards is well documented and maintains segregation of duties to avoid fraud, etc., the approval of Procurement Card transactions is not automated. They are approved manually. Also, despite obtaining raw transactional data from the Procurement Credit Card Companies, this data is not being used to create Vouchers. Instead, these Procurement Card transactions are journalized.

While the PeopleSoft Purchasing functionality is used widely despite some of the issues mentioned above, the accounting of PO Receipts which are not Vouchered has the potential for issues in Accounting. The general practice is to enter Purchase Order receipts and Invoices hand-in-hand so the requirement to accrue these receipts is offset. However, there are instances where Vendors do not issue an Invoice along with delivery. Such receipts may remain unaccounted for a considerable time spreading across closing periods.

As part of this evaluation, we inquired on whether Metro obtains Vendor Discounts and Rebates. The feedback was that Metro has a negligible number of Vendors who offer significant rebates or discounts. However, we recommend that this area be re-examined if necessary.

## **2.2 Recommendations**

Based on our review of Metro's Purchasing module and some of the items mentioned in the previous section, we recommend that certain changes be made so that Metro can obtain significant benefits and efficiencies.

### **2.2.1 PO WorkFlow**

PeopleSoft delivered Workflow should be implemented for the approval of Purchase Orders and Procurement Cards. Workflow Contract Approval Workflow should be implemented with minor modifications. These changes will offer significant improvements in the approval Process of PO's and Contracts.

Within the recommended areas, the delivered Purchasing WorkFlow objects include the following Business Process Events. The WorkFlow configuration tailored for Metro could one or more of the following:

**Bank Statement Arrived:** Notifies appropriate users that a procurement card statement has arrived and is ready for reconciliation

**Contract Expiration Alert:** Notifies the buyer when a contract expired or reached the maximum monetary amount

**Procurement Card Grace Period Expired:** Notifies appropriate users that the reconciliation of a procurement card bank statement was not finished within a preset time frame

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**Purchase Order Approval - ChartField Approval, Supervisor:** Notifies approver when a purchase order needs approval

**Purchase Order Approval - ChartField Approval, Reviewer:** Notifies previous reviewer when a purchase order needs further review

**Purchase Order Approval - ChartField Approval, Denied:** Notifies buyer that the purchase order has been denied

**Purchase Order Approval - Amount Approval, Supervisor:** Notifies approver when a purchase order needs approval

**Purchase Order Approval - Amount Approval, Reviewer:** Notifies previous reviewer when a purchase order needs further review

**Purchase Order Approval - Amount Approval, Denied:** Notifies buyer that the purchase order has been denied

**Purchase Order Canceled:** Notifies the requester when the purchase order for the requisition has been canceled

Additional delivered Purchasing WorkFlow objects for consideration, but not currently recommended, include:

**Online Purchase Order Acknowledgement (POA) Notifications:** Alerts the buyer tied to the purchase order, when an acknowledgement comes in from the supplier (via EDX or online) that needs their approval

**Purchase Order Acknowledgement (POA) Alert Notification:** Notifies the buyers tied to purchase orders marked as acknowledgements required, that have not received PO Acknowledgements within specified ranges defined in the Purchasing Business Options or within the vendor's definition. (Two types are after X days of purchase order dispatch and within X days of shipment)

**Rebate Manager Notification:** Notifies the rebate manager when the claim for the rebate agreement has been generated.

**Receipt Quantity Change Notification:** Notifies the rebate manager when the receipt associated with a vendor rebate agreement that has accruals already included on a claim has been changed.

**Request for Quote (RFQ) Notification:** Notifies the buyer when a requisition line requires an RFQ

**Requisition Approval - ChartField Approval:** Notifies approver when a requisition needs approval

**Requisition Approval - ChartField Approval:** Notifies previous reviewer when a requisition needs further review.

**Requisition Approval - ChartField Approval:** Notifies requester that the requisition has been denied

**Requisition Approval - Amount Approval:** Notifies approver when a requisition needs approval

**Requisition Approval - Amount Approval:** Notifies previous reviewer when a requisition needs further review

**Requisition Approval - Amount Approval:** Notifies requester that the requisition has been denied

**Requisition Sourced:** Notifies the requester when a requisition line has been sourced to a purchase order line through the Create PO process

**Settlement Manager Notification:** Notifies the settlement manager when the claim for the rebate agreement has been settled.

PO WorkFlow represents the minimum recommended WorkFlow configuration for Metro. Based on our prior experience and our understanding of the scope of work required by Metro to implement this functionality, we believe this is complex functionality to implement and estimate the total effort to be approximately 340 person hours broken down by the following tasks:

Purchase Order/Contracts Approval Workflow:	
Configuration and Functional Design - Development of Roles, Quality Assurance, Approval Threshold, Reminder Alerts, Delegation	80
Code Changes and Unit Testing for the Contract Component	100
Training: Creation of Training Material and User Training	60
Testing : Development of Test Scripts, System Test, User Acceptance Test	60
Go-Live Support	40

These estimates assume a maximum of three layers of workflow and approval based either on amount or ChartField. If additional layers are needed, then the complexity will increase.

### ***2.2.2 Contract Approval Commitment Control***

The Contract Function can also be enhanced to post Encumbrances for the budget Ledgers. Based on our prior experience and our understanding of the scope of work required by Metro to implement this functionality, we believe this is complex functionality to implement and estimate the total effort to be approximately 200 person hours broken down by the following tasks:

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Commitment Control Changes to the Contract Function	
Functional Design	40
Code Changes and Unit Testing	60
Testing : Development of Test Scripts, System Test, User	
Acceptance Test	80
Go-Live Support	20

### ***2.2.3 Procurement Cards***

The Procurement Card transactional data received from Credit Card companies should be uploaded into PeopleSoft and used to create Vouchers by using PeopleSoft delivered functionality. This will also facilitate the preparation of 1099-MISC at the end of year.

Based on our prior experience and our understanding of the scope of work required by Metro to implement this functionality, we believe this is complex functionality to implement and estimate the total effort to be approximately 180 person hours broken down by the following tasks:

Procurement Cards – Feeding data into Accounts Payable	
Configuration and Functional Design	40
Code Changes and Unit Testing	40
Testing : Development of Test Scripts, System Test, User	
Acceptance Test	80
Go-Live Support	20

### ***2.2.4 Vendor Rebates and Discounts***

Vendor Rebates and Discount opportunities should be re-examined. It is possible that the potential savings will be less than the effort required to implement the functionality but it should be reviewed. This is something that Metro should address through internal procedures and as such estimates were not developed.

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### **3 Accounts Payable**

#### **3.1 Overview of Analysis**

Accounts Payable is one of the key functions in use at Metro. Because Metro promotes a Minority, Women and Emerging Small Business Program, making on-time Payments to Vendors is significant. These vendors' success depends upon sound Cash Flow. Metro is mindful of such responsibility.

The current Vouchering function in Metro is semi-automated. When a physical Invoice arrives in Metro it is not logged. The Invoice is received by a Payables Clerk, stamped and dated, and sent to the respective approver by in-house mail (Courier Service) without logging its arrival. After it is approved (and many times more than one approver is involved) it comes back to the Payables Clerk where it is Vouchered. Vouchers are pre-approved by default under the pre-text of Invoices having been approved. At times, an Invoice could get lost in this process or could face delays due to manual travel of the paper from desk to desk. Consequently, payments can potentially be processed outside the allowable Payment Terms creating ill-will with Vendors and additional work for the AP clerks that must field vendor phone calls. If the AP process is automated with the use of WorkFlow, these unnecessary difficulties could be avoided.

Voucher approval is not implemented under the pretext that the Purchase Order was approved by the respective officers. However, we found that close to 50% of the Invoices or Vouchers do not have corresponding Purchase Orders. These vouchers are blindly approved. This is not sound business practice and could result in audit findings.

Metro also processes a significant number of one time Invoices. In older versions of PeopleSoft, Vendors had to be created for such invoices. However, new versions have functionality which can help create dummy vendors and pay such vouchers using these Vendor Codes. This needs to be explored.

As some of the transactions are not vouchered, Metro prepares 1099-MISC statements at the end of the year manually. This could be avoided if Procurement Card related Transactions are automatically input into PeopleSoft and vouchers are generated.

### **3.2 Recommendations**

#### ***3.2.1 Invoice Handling***

When Invoices are received at Metro, these should be first logged in PeopleSoft for better and more accurate tracking. Metro can also explore the option of utilizing PeopleSoft recognized Imaging technology to scan/image them. One example of such a technology is Vignette Imaging. These Images should be then attached to the Vouchers and the Approval should be obtained to (PeopleSoft) Voucher instead of manual approval on Vendor Invoices. It may also save significant storage space and/or cost.

Based on our prior experience and our understanding of the scope of work required by Metro to implement this functionality, we believe this functionality is of medium complexity to implement and estimate the total effort to be approximately 280 person hours broken down by the following tasks:

PCARD Invoices/Expense Reports Imaging	
Functional Design	40
Configuration and Setup of Vignette Imaging Server	40
Code Changes (to Approval Component) and Unit Testing on both Servers: Vignette and PeopleSoft	80
Testing : Development of Test Scripts, System Test, User Acceptance Test	80
Go-Live Support	40

#### ***3.2.2 WorkFlow***

Metro should consider implementing PeopleSoft delivered Workflow for the approval of Vouchers. This workflow, coupled with Imaging/Scanning would significantly reduce loss of paper in the manual process, eliminate approval delays and streamline the approval

process. Delays on the part of Approvers could be eliminated by applying the “Reminder” and “Delegation” features in PeopleSoft Workflow.

The delivered Approve Vouchers functionality places a link to the Voucher Approval page on the workflow user's WorkList when a voucher is created that requires approval. Voucher Approval WorkFlow represents the minimum WorkFlow functionality recommended for Metro.

Based on our prior experience and our understanding of the scope of work required by Metro to implement this functionality, we believe this functionality is of medium complexity to implement and estimate the total effort to be approximately 136 person hours broken down by the following tasks:

Procurement Cards Statement Approval Workflow	
Configuration and Functional Design - Development of Roles, Quality Assurance, Approval Threshold, Reminder Alerts, Delegation	40
Training: Creation of Training Material and User Training	40
Testing : Development of Test Scripts, System Test, User Acceptance Test	40
Go-Live Support	16

Metro should consider implementing the PCard imaging functionality prior to this.

Additional delivered Accounts Payable WorkFlow objects for consideration, but not currently recommended, include:

**Matching Exceptions workflow:** A voucher that does not pass the Matching Application Engine process (AP\_MATCH) is flagged as an exception. Workflow WorkList items are generated by the Process Match Exceptions Application Engine process (MTCH\_ERR\_WF) and email notifications are generated by the Matching Workflow Application Engine process (AP\_MTH\_NOTFY). The Matching process executes both of these processes. Workflow and email notification is selected at the match rule type or match rule level.

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**(USF) Pay Cycle Certification:** A pay cycle is processed for federal payments that requires a certification approval. Pay Cycle Certification workflow is available if a certifier has been entered and the pay cycle has been setup to be certified

### ***3.2.3 Procurement Card Transactions to Vouchers***

Implementation of Procurement Card Transaction to create Vouchers could significantly reduce or eliminate the manual processing of 1099-MISC at year end. Please see the estimates for importing PCards in the prior section of this document.

### ***3.2.4 Data Archiving***

Metro has not archived Payables data using the delivered functionality. Data Archive Manager is used to archive the following data types with Accounts Payable:

- Payments
- Vouchers
- Vendors

This process removes them from the production transaction tables, yet keeps them online in history tables where they are available for queries and reporting. Metro should review this functionality as it can yield performance improvements in the application. We estimate that this is a simple configuration that can be completed and tested in approximately 40 hours.

### ***3.2.5 Improvements due to New Features available in PeopleSoft***

- 1) Metro processes a significant number of one time Invoices. Old versions of the PeopleSoft software required the creation of Vendors for such invoices. However, new versions have functionality which can help create a “Single Payment” vendor and pay such vouchers using this Vendor. This process is called Single Payment Vouchers. Metro should explore this functionality as it may provide significant time savings. We estimate that this is a simple configuration that can be completed in 24 hours.
- 2) Metro currently has thousands of inactive vendors in the Vendor Master. This is a result of the creation of Vendors as discussed above. This issue is addressed by PeopleSoft and the new version delivers a function which helps eliminate Inactive Vendors. Metro should try to implement this new feature. We recommend implementing this feature with basic

functionality and archiving criteria. We estimate that this is a simple configuration that can be completed and tested in approximately 40 hours. If complex archiving criteria are required, this would require additional time for design and testing.

- 3) Metro does not currently utilize the matching (batch) process to the full extent possible. For example Matching Exceptions using Workflow Technology is not used. Usage of Workflow can improve turnaround time in addressing Production issues as these can go to several designated people including supervisors to help eliminate delays. Metro should explore this functionality. We estimate that this modification is simple and can be completed in 60 hours as follows:

Matching : Workflow Configuration and Testing	
Configuration and Design - Development of Roles, Quality Assurance, Approval Threshold, Reminder Alerts, Delegation	16
Training: Creation of Training Material and User Training	16
Testing : Development of Test Scripts, System Test, User Acceptance Test	20
Go-Live Support	8

- 4) ACH Payments generated out of the Pay Cycle are not sent to Banks using PeopleSoft delivered functionality such as the Financial Gateway. A Bank-provided proprietary software system is used for the communication or data transfer of ACH Files. Although this does not carry significant impact, the use of the Financial Gateway is something Metro may want to explore in the future.
- 5) Metro’s event management area has a requirement to send Vendor invoice data. Such requirement should be evaluated for using the EXCEL VOUCHER Upload functionality. This new delivered feature may help automate a lot of the work event management does with their vendors.
- 6) Financial Sanctions. The Federal Government has enacted a law to vet sanctioned vendors/companies doing business in the United States. This law is delivered as functionality in PeopleSoft called Financial Sanctions. Metro needs to evaluate if this should be installed. Implementation of this function is an easy way to comply with federal law. We will provide Metro with guidance on how to configure this functionality.

## **4 Billing**

### **4.1 Overview of Analysis**

Metro generates revenue from different businesses: Solid Waste, Latex Paint, Planning (Grants), Data Resources Centre (subscriptions), Zoo, Parks, Regulatory Services, Metro Stores (physical and online), Natural Areas, Event Management, SWISS and Business Licenses.

Metro currently uses the Billing Module for the processing of its Sales Invoices generated by all of its business areas with the exception of Event Management. This includes Online Data Entry as well as four batch interfaces. Some revenue data is journalized instead of being processed as Invoices depending on its origin. For example, Revenue from the Entrance Fees to the Zoos or Parks cannot be invoiced as it is a retail sale. This revenue is journalized. Likewise Sales transactions generated in the Metro Store (located in Metro's facility) or on the Website cannot be invoiced as they are also retail sales.

Overall, Metro's use of the Billing Module is acceptable and within normal guidelines. There is room for a few enhancements or optimization of this use.

For example, automation for the processing of the Revenue from Event Management business needs to be thoroughly examined. Currently, revenue data from this business is maintained outside PeopleSoft. This could be incorporated as a batch Interface coupled with e-Billing to facilitate the real-time (Credit Card) payments and Customer data retrieval (by customers). As PeopleSoft is the system of record for every other transaction (revenue as well as expenditure), bringing and processing the Event Management data makes business sense. This would increase regulatory and data retrieval/processing efficiency.

### **4.2 Recommendations**

#### ***4.2.1 Billing Parallel Processing***

Currently, Billing processes are handled by multiple resources. However, they use same Processing (Run-Time) IDs and need to carefully coordinate their Billing Processing steps.

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As of version 8.9, PeopleSoft introduced the Parallel Processing (new) feature. Parallel processing enables you to run multiple invoicing processes concurrently using dedicated temporary tables, so that multiple billing specialists can finalize and print bills concurrently and reduce the risk of data contention and deadlocks.

However, when configuring invoice jobs, the proper processing order must still be maintained. The processes and sub-jobs within a job can be configured to run in series or in parallel. In general, pre- and post-process steps must be run in series, while the processes that print the different types of invoice can be run in parallel. While most of the steps in generating an invoice must be carried out in sequence, the invoice printing processes can be run in parallel.

Billing Parallel Processing is delivered functionality and we estimate it can be configured and tested in 40 hours. The Billing Interface process takes advantage of concurrent parallel processing by using temporary tables. The Billing Interface is delivered with 10 sets of Billing Interface temporary tables. This number can be reduced or increased depending on the needs. The Billing Interface is set up for concurrent parallel processing. Implementation of this feature would require involvement of Metro’s PeopleSoft database administrator to determine how many temporary table sets are needed for optimal performance.

#### ***4.2.2 Billing Interface Processing for Grants***

Processing of the Billing interface for Grants requires a manual fix after the Interface has completed its run. This requires editing the data to change the Receivable Account Code. If possible, this should be avoided. Customer Master tables should be used to populate the flag for customers who provide multiple types of revenues. Such flag should be used to handle the aforesaid requirement of populating multiple Receivable Account Codes.

Grant Batch Interface fix (Functional Support)	
Functional Design	24
Code Changes and Unit Testing	0
Testing : Development of Test Scripts and System Testing/User	
Acceptance Testing	16

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We estimate the complexity to be medium and that the work can be completed in 40 hours.

Our estimate is based on having development done in house by Metro staff. We will provide design and testing guidance if needed.

- 1) Currently, archival of billing data is not done using delivered functionality. Metro should review this functionality as it can yield performance improvements as the table size grows. We estimate the complexity to be medium and that the work can be completed in 30 hours.

#### ***4.2.3 eBill Payments Module for SWISS and Event Management***

If the SWISS and Event Management transactions are brought into PeopleSoft through the Billing Interface, then Credit Card Revenue/Payments could be processed using the eBill Payments (e-Billing) Module. The PeopleSoft Enterprise eBill Payment (eBilling) is an electronic bill presentment solution. It allows organizations to offer a customer self-service solution to improve the billing and collections business processes. PeopleSoft eBill Payment offers billed parties the convenience of paying their bills online. The module offers [Metro's] customers the following Benefits:

- Offer customers convenience to monitor their account status
- View recent transactions, invoices, invoice history, and make payments over the internet
- Offer a customer self-service portal that reduce data management by enabling self-service account management and allowing customers to manage their addresses, contact and credit card information:
  - Allow customers to pay using credit or debit cards
  - Forecast revenue and gain visibility into future cash inflow by allowing customers to setup future payment dates
  - Introduce payment flexibility by allowing customers to pay in real-time their entire account balance, individual invoices or partial invoices
  - Automate dispute handling and enable customer communication through electronic channels
  - Deliver bills in electronic format
- Automate bill presentment and payment processing through integration with PeopleSoft Billing and PeopleSoft Receivables
- Real-time payment confirmation and authorization for credit cards through integration with third party payment processing vendors

- eBill Payment features out-of-the-box integration with leading payment vendors
- Multi-language and multi-currency capabilities

e-Billing (for SWISS and EBMS) Vanilla Implementation -

Functional Design and Configuration	80
Integration with Bank/Clearinghouse	80
System Testing and User Acceptance Testing	80
Training Materials for Metro customers	40
Go-Live Support	40

We estimate the complexity to be medium and that the work can be completed in 320 hours. Before considering the eBill Payments module, Metro would need to weigh the benefit of implementing this module against the associated fees of accepting Credit/Debit Card payments. It is possible that Metro can recuperate these fees by charging their clients a small “convenience” fee for credit card transactions or building the fee into the price of future services. However, this may have some political implications. Also, this effort may require a Change Management effort since Credit/Debit Card payments have not been accepted in the past.

**4.2.4 Workflow**

Although PeopleSoft delivers some Workflow functionality for the Billing module, the assessment did not identify a need to implement any Billing Workflow. Among the delivered Billing Workflow are:

- Pending Interface Transactions: a WorkList will be created for any Billing Interface transactions that are a certain number of days old. The number of days is determined by the number of days set up on the Workflow/Batch Parameters page. Users defined as a Billing Interface Reviewer on the Role User Maintenance page will receive the WorkList.

- Pending Credit Card Transactions: a WorkList will be created for any Credit Card transactions that have not been processed within a certain number of days.
- Inactive Bills process: a WorkList will be created for any invoices that have not yet been finalized within a certain number of days.
- Inactive Consolidated Bills: a WorkList will be created for any consolidated invoices that have not yet been finalized within a certain number of days.

## **5 Accounts Receivable**

### **5.1 Overview of Analysis**

Metro currently uses the Accounts Receivable module to process revenue from all of its operations with the exception of Event Management. Payments against Invoices are received and processed by various methods such as Checks, Wires, and Cash. In-House Processing is done for the daily check receipts using the deposit device provided by US Bank. Payment Checks are scanned on this device and the deposit information is electronically sent to the bank. Subsequently, the deposits are entered manually in PeopleSoft for these checks. This manual data entry could be avoided.

Revenue from Zoo, Parks, the Metro Store (onsite and online) is journalized due to these sales transactions being retail sales. Zoo and Parks departments report their sales on paper. Revenue from the online Metro Store is extracted by signing in to CyberSource and other online resources and then manually journalized.

Overall, the Accounts Receivable module is used efficiently although few challenges remain due to the nature of Business Processes in place.

### **5.2 Recommendations**

- 1) Daily Deposits into US Bank made in-house should be further automated. For example, the system provided by US Bank generates an Excel file. The layout of this file could be slightly modified to match the PeopleSoft Deposit Table format and then imported into PeopleSoft using the new delivered Excel Upload Feature. We estimate that this is medium to high complexity and would involve approximately 168 hours of work to complete as follows:

Daily US Bank Deposits -	
Functional Design	40
Development of Excel (DEPOSITS) Upload (Component Interface)	40
Training: Creation of Training Material and User Training	40

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Testing : Development of Test Scripts, System Test, User	
Acceptance Test	40
Go-Live Support	8

### **5.2.1 Data Archiving**

Currently, archival of the Accounts Receivable data is not done using delivered functionality. Most PeopleSoft Receivables tables contain data keyed either by business unit or TableSet. The tables keyed by business unit accumulate large volumes of data over time. Eventually, access to some of the data may not be needed routinely. PeopleSoft Receivables allows for the archiving of the inactive data on the transaction tables keyed by business unit to the history tables.

The following Accounts Receivable Data Types are available for archiving using the Data Archive Manage:

- Data types.
- Pending item data.
- Payment data.
- Posted item data.
- Direct debit data.
- Action list data.
- Statement information, dunning letter information, and overdue charge information.
- Posted customer data.
- Conversation data.
- Customer definition data.
- Message log data.

Metro should explore this feature as it can yield performance improvement. We estimate that this is easy-medium complexity and can be completed in approximately 24 hours; depending on the options and criteria.

### **5.2.2 Collections Processing**

New Functionality for the Collections Processing (CONDITION MONITOR) should be explored for the follow-up of Collections/Over Due Payments.

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### 5.2.3 Recommendations for Changes in Business Processes

- 1) Sales/Payments data from the Metro Store: Currently, this store uses the Micros Systems (Cash Register). If the cash receipts data can be extracted from the Micros system into an Excel sheet, this can be uploaded directly to PeopleSoft (Journals).
- 2) Sales/Payments data from Zoo: Currently, the Zoo sends sales data on a sheet of a paper. If they can provide this same data in an Excel sheet, this can be uploaded to PeopleSoft (Journals).
- 3) Sales/Payments data from Parks. Currently, the Parks department sends this data written on a sheet of a paper. If they can provide this same data in an Excel sheet, this can be uploaded to PeopleSoft (Journals).

### 5.2.4 WorkFlow

Although we do not recommend implanting WorkFlow for Accounts Receivable at this time, the following are the delivered Workflows for PeopleSoft Receivables:

**Action Notification:** Action Notifications can be triggered by one of the following events:

- a. You create a new action and assign it to an action owner on the Item Action page.
- b. The Condition Monitor Application Engine process (AR\_CNDMON) creates a new action and assigns it to an action owner.
- c. You reassign an action to a new action owner on the Reassign Action page.
- d. The Condition Monitor process determines that the notification date for a supervisor, action owner, or receivables specialist has reached a specified number of days before or after the action due date

**New Debits or Credits:** If an item for a customer is closed, rather than written off, by the creation of a new debit or credit item, the system sends an email notification to the workflow user for the customer and places an item on the user's WorkList.

**Payment Predictor On Account Flag:** When the Payment Predictor Application Engine process (ARPREDCCT) applies a payment to a new on-account item and generates a payment worksheet, the system sends an email notification to the workflow user for the customer and places an item on the user's WorkList.

## **6 Conclusion**

This review is based on the Interviews and meetings conducted between April 18<sup>th</sup>, thru May 6<sup>th</sup>, 2011 at Metro. The analysis was done based on the information provided by Users, Data Entry Clerks, Functional Analysts, and Managers. Our recommendations are based on our understanding of best PeopleSoft practices and Information Technology Standards. The purpose of this document is not to criticize anyone or any department involved but to help improve business practices and processing efficiency which could result in greater gains/throughputs for Metro.

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**7 Deliverable Acceptance Signatures**

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