BEN Billing and Receivables Implementation Project

ABA Presentation

February 20, 2014
Agenda

❖ Project Overview
  o Needs & Requirements
  o Goals
  o Benefits
  o Scope
  o Timeline

❖ Impact

❖ Project Team

❖ Questions
Current BRIM (Billing & Receivables) System does not support the entire business process required from account & invoice generation to reconciliation/collection of receivables

- No automated workflow process, system alerts/notifications or ability to record notes
- No ability to configure or support multiple invoice templates
- No support for Letter of Credit processing
- Limited real-time visibility into accounts and reporting capabilities
- Extensive manual, duplicative data entry required to create, maintain, track and process invoices, receivables and collections
- Multiple Shadow systems required
- Limited ability to respond to and mitigate risks due to evolving sponsor mandates/requirements
Project Overview – Needs & Requirements

- Formal Requirements Assessment was conducted
- Survey of peer institutions’ systems
- Marketplace for sponsored projects billings and receivables systems was surveyed, including high level demos of several vendor products
- RFP issued and responses evaluated in FY2013
- Oracle selected as vendor in May 2013
Streamline the sponsored projects billing and receivables process, specifically, in the following areas:

- **Invoice Creation and Billing**
  - More invoice templates with greater flexibility to meet sponsor requirements

- **Reconciliation**
  - Base the receivables balance created in the GL on the invoiced dollars instead of the actual expenses incurred

- **Collections**
  - Automatic notifications, logging of collection activities

**Other receivables processing**

- **Solution should be able to handle other University receivables processing (not related to sponsored projects)**
  - Current project budget does not include resources required to develop and implement – will require a second project phase
Project Overview - Benefits

- Reduced processing time for:
  - Invoicing
  - Reconciliation
  - Payment processing

- Reduced number of shadow processes and duplicative data entry

- Improved flexibility to meet evolving sponsor requirements

- Improved Letter of Credit cash draw-down process to accommodate NIH and other federal agency changes

- Automatic notifications and logging of collection activities

- Improved cash flow through better tracking and processing of outstanding receivables

- Integration with existing University proposal/award tracking and financial management systems
Project Overview - Scope

- Implement Oracle Grants/Projects & Accounts Receivable Modules configured to meet Penn’s business requirements including: award and project tracking, customer (sponsor) setup, invoice generation, Letter of Credit processing, payment processing, collections and reporting

- Develop and/or modify interfaces with existing University systems

- Develop and/or modify existing Receivables Data Warehouse infrastructure

- Provide necessary communications and training to those impacted by the changes
The decision was made to implement Oracle Grants/Projects and Receivables modules with the direction to limit impact to the already stretched end-user community. The project team has taken on this charge and has limited the impact on the end-user community in all but the following ways:

Where end-users interact with BEN:

- **Purchasing**: Hid new POETA fields on the requisition form
- **Reporting**: New DW collection being created along with new Corporate Documents. Planned brown-bag sessions, as well as documentation to help with education
- **As decisions are made regarding new processes for Oracle Grants and Accounts Receivables, the baseline assumption is that those managing sponsored projects in the Schools and Departments will continue to utilize the same functionalities that are available today in BEN Financials**
## Project Overview – Estimated Timeline

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<tr>
<th>Task</th>
<th>Q2 FY’13</th>
<th>Q3 FY’13</th>
<th>Q4 FY’13</th>
<th>Q1 FY’14</th>
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<td>Complete peer interviews</td>
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<td>Obtain necessary approvals (Sponsors, CAG)</td>
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<td>Complete contract negotiations and kickoff design phase</td>
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<td>Begin implementation planning</td>
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<td>Proceed with software installation and configuration</td>
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<td>Conduct design/planning sessions</td>
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<td>Develop/Update necessary custom objects/code</td>
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<td>Test (Integration, Acceptance, Performance)</td>
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<td>Develop/Implement training and communications plan</td>
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<td>Implementation planning and execution</td>
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**Legend:**
- **Planned**
- **Completed**
Impact

- The new BEN Billing and Receivables modules will be accessed through BEN Financials by authorized users
  - Grants & Projects to be used for:
    - Invoice generation
    - Overhead and revenue recognition
    - Financial award and project tracking
  - Accounts Receivable to be used for:
    - Customer (sponsor) setup
    - Processing cash receipts
    - Collections
    - Reporting
    - Processing receivables transactions
Impact

- An effort was made to minimize the impact on current BEN Financial users.
- BEN Billing & Receivables will be used by staff involved directly in sponsored projects billing, receivables and collections operations in:
  - Office of Research Services
  - Office of Research Support Services
- Users of the current Data Warehouse BRIM collection will automatically be given access to the new Grants/Receivables data collection.
- Current standard reports will be modified to provide the same information from the new data source.
Project Team

- BEN Billing & Receivables Project Team

  **Executive Sponsors**
  - Steve Golding – Department of Finance
  - Trevor Lewis - Provost
  - Thomas Murphy - Information Systems and Computing

  **Project Owners**
  - Missy Peloso – Office of Research Services
  - Jeanne Curtis – Information Systems and Computing

  **Project Management**
  - Todd Swavely– Office of Research Services
  - Jeanine Kleba - Information Systems and Computing
  - Gretchen Peaco – Oracle USA
Project Team

- BEN Billing & Receivables Project Team (Cont’d)

**Project Leads**
- Keith Dixon – ORS – Functional Lead
- Ravi Avvari – ISC – Technical Lead
- Teresa Leo – ISC – Communications Lead
- Lori Ratajczak – ISC – Data Warehouse Lead
- Julie Bullock – Oracle USA – Functional Lead
- Jack Lord – Oracle USA – Technical Lead

**Functional Project Team**
- Jackie Binstead – DOF – Subject Matter Expert (SME)
- Roxanne Bataitis – DOF – Subject Matter Expert (SME)
- Bob Speakman – ORS – Subject Matter Expert (SME)
- Michael Hay – ORS – Subject Matter Expert (SME)
- Rich Snyder – PSOM – Subject Matter Expert (SME)
Questions

Questions?

Contact the project team at

BillingAR@lists.upenn.edu