Student Post Office Box Cancellations & Billing

START

Student

Request Open P.O. Box

YES → Paying Online?

NO Student Cancelling PO Box

Student OnSite?

NO → Call Mail Services

YES → Walk Over

Walk Over

YES → Market Place → Print Receipt → Walk Over

NO → Walk Over

Present Receipt / Walk Over

P1 P2
P3 P4

P5 P7
P8 P9

Bursar

Banner Student / Print Receipt

Pay for Lost key / Print Receipt

NO

Mail Services

Review Receipt → Make Copy Receipt & ID Card → Fill out Request Form / File the forms

P2 P6 P7 P9
P11 P12 P13

Have Key?

YES → Complete Paper Cancellation Form / File the forms

Issue Key → Update Bizhub → End

Student Post Office Box Cancellations – Billing Process

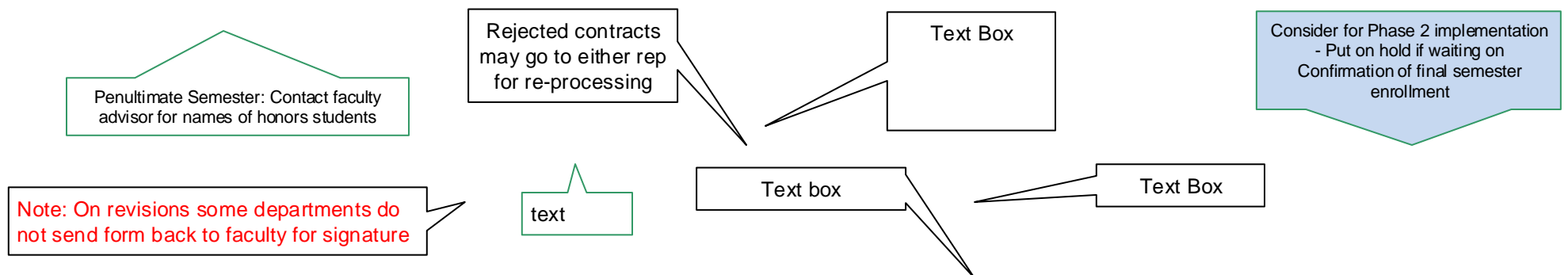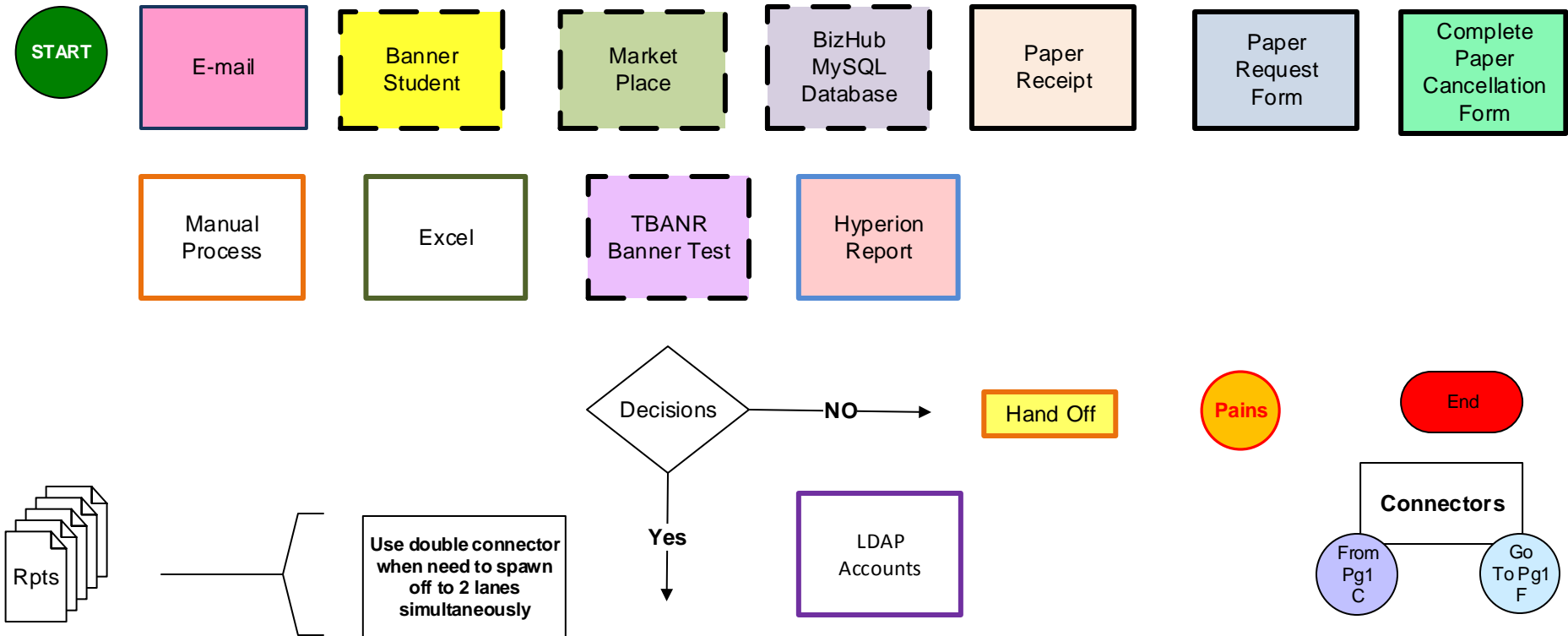**Mail Services**

START

Create Transactions (Bizhub) → Transactions Active Mail Boxes

Lookup Records → Create Transactions (Bizhub) → E-mail Corrections

P10

Bursar-Asst Mgr

Review Transactions for errors → Add addt'l Columns need for Baner

Correct UID Errors in Transaction file → E-mail Name Mismatch Errors

Review Corrections

P10

Bursar – System Support

Transactions → Load TBANR For validation

Errors? — YES → Email Error Report

NO

Transactions → Load to Create AR record → End

Update Transaction file with corrections → Transactions

Legends

START

E-mail

Banner Student

Market Place

BizHub MySQL Database

Paper Receipt

Paper Request Form

Complete Paper Cancellation Form

Manual Process

Excel

TBANR Banner Test

Hyperion Report

Decisions — **NO** →

Hand Off

Pains

End

Yes

LDAP Accounts

Rpts

Use double connector when need to spawn off to 2 lanes simultaneously

Connectors

From Pg1 C

Go To Pg1 F

Penultimate Semester: Contact faculty advisor for names of honors students

Rejected contracts may go to either rep for re-processing

Text Box

Consider for Phase 2 implementation - Put on hold if waiting on Confirmation of final semester enrollment

Note: On revisions some departments do not send form back to faculty for signature

text

Text box

Text Box

Pains & Issues:

Please Read First: The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Unclear where the student should start the process, so they walk to various offices in search of information.
RCA: Mail Services does not provide information sheets in New Student Orientation packets.

2. Student makes payment online and do not bring receipt to Mail Services.
RCA: Student does not follow online payment instructions.

3. Double Charges are added to student account for mail box renewals.
RCA: Student renews mail box through Marketplace 'Mail box renewal' option and mail services sends transaction file for automatic renewal. Mail service is unaware student paid for renewal.

4. Mail services web pages have outdated information.
RCA: Web pages need to be reviewed and validated for current processes.

5. Students do not notify mail services to cancel their mail box and they can be billed indefinitely.
RCA: Students do not follow process to close a PO Box.

6. Mail services is not notified of students who have withdrawn or graduated to compare if they have an open PO Box.
RCA: No procedure has been defined.

7. Paper forms are used to request and cancel a post office box and missing UUID.
RCA: It is paper.

8. Several 'walk over' action in the processes.
RCA: Lack of automated processes.

9. Lack of a process to close mail box when a student is no longer affiliated with the university.
RCA: Process has not been defined.

10. Billing file has unnecessary errors.
RCA: Lack of using functionality of the form.

11. Campus Box addresses are not being maintained in Banner.
RCA: Lack of automated process.

12. Copy receipts and filing request forms.
RCA: Current process.

13. Lack of reports to compare data in Banner with Bizhub.
RCA: Reports have not been defined.

Analysis of the 'AS IS' process

1. Are all roles essential? Yes

2. What is the number of hand-offs? 5

3. Are any steps automated? Payment online is an option, but not always used.

4. What steps can be eliminated or automated? Loading and inactivate CB address into Banner, add lost key payment to Market Place, eliminate paper forms and use Dynamic Forms software, automate the billing file's transfer and update process to Banner Production, eliminating the error checking process, Add all necessary fields to the billing file before the transfer. Add automatic notifications.

5. What tasks consume the greatest amount of time?   Student walking across campus and the billing process.

6. Does each task add value? No – student walking to Bursar Office to pay for lost key and to pay for new mail box charge.

7. What steps should be added? No, printing receipt

8. Iterations (how many times is process repeated in a timeframe)? Each semester for billing process

9. Percentage of errors (forms returned, corrected, contacted person for corrections, etc.) Billing file 100% return for correction

10. % FTE and/or estimate time takes for each key role in the process.
Mail Services create a new request, enter in Bizhub and update Banner – 17 minutes
Mail Services billing: 30 minutes for 2 semesters (Fall and Spring)
Bursar billing: 2 hours each semester

11. Metrics – identify measurable outcomes What do we expect to save (time, manual steps, paper, unnecessary reviews & approvals). Reduce time and errors in billing process, eliminate paper and unnecessary reviews, eliminate lost key charges.