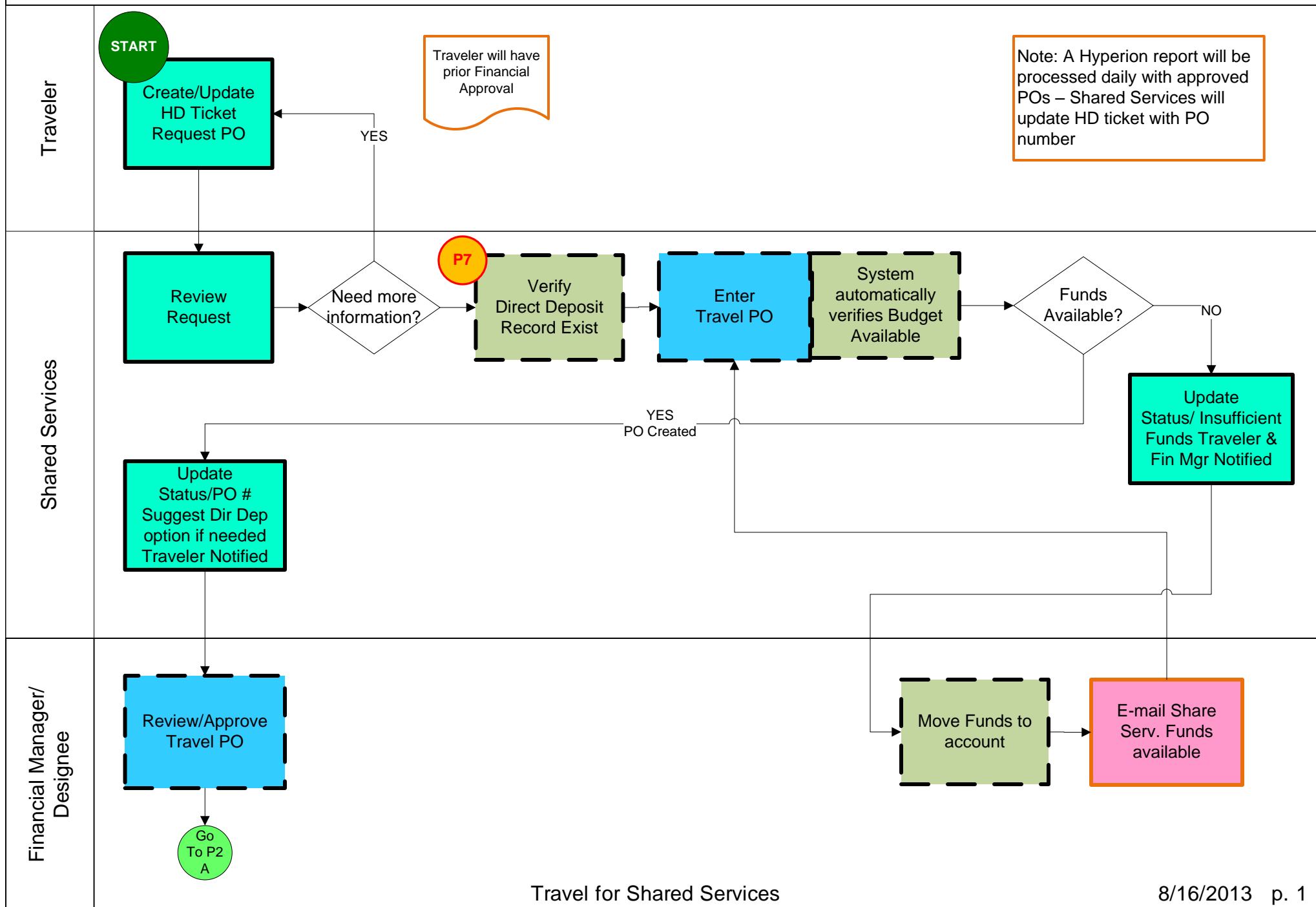
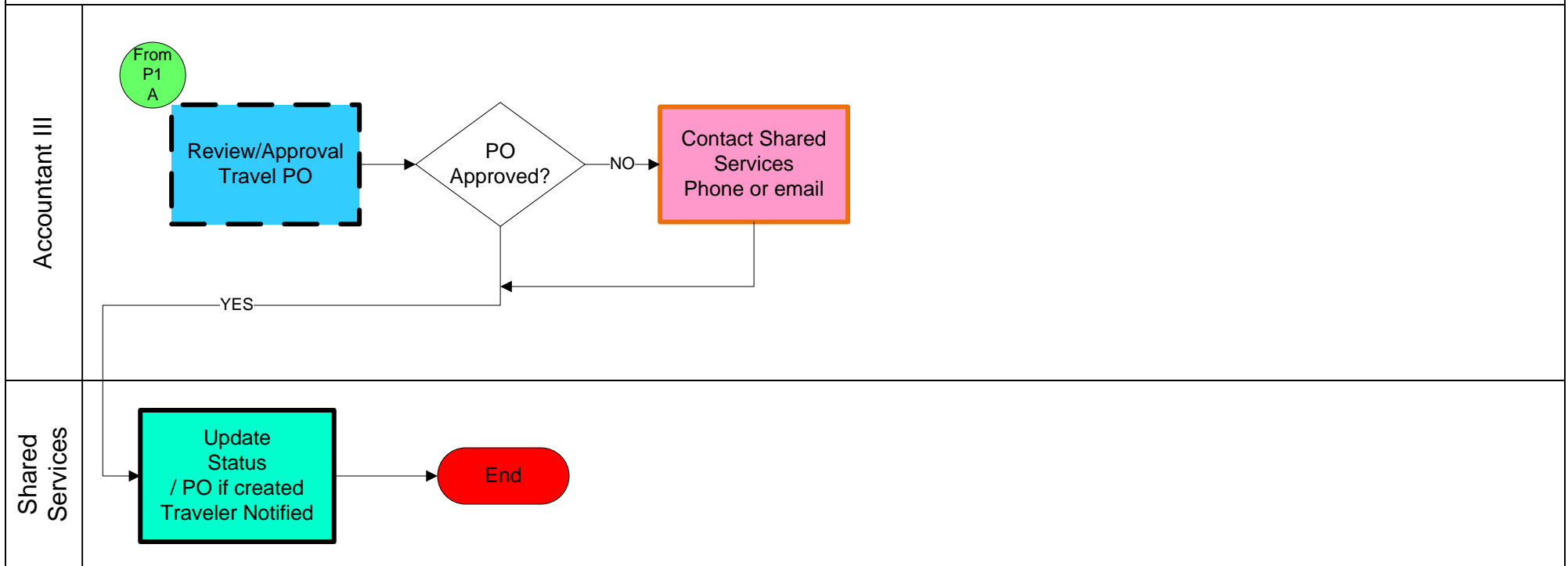
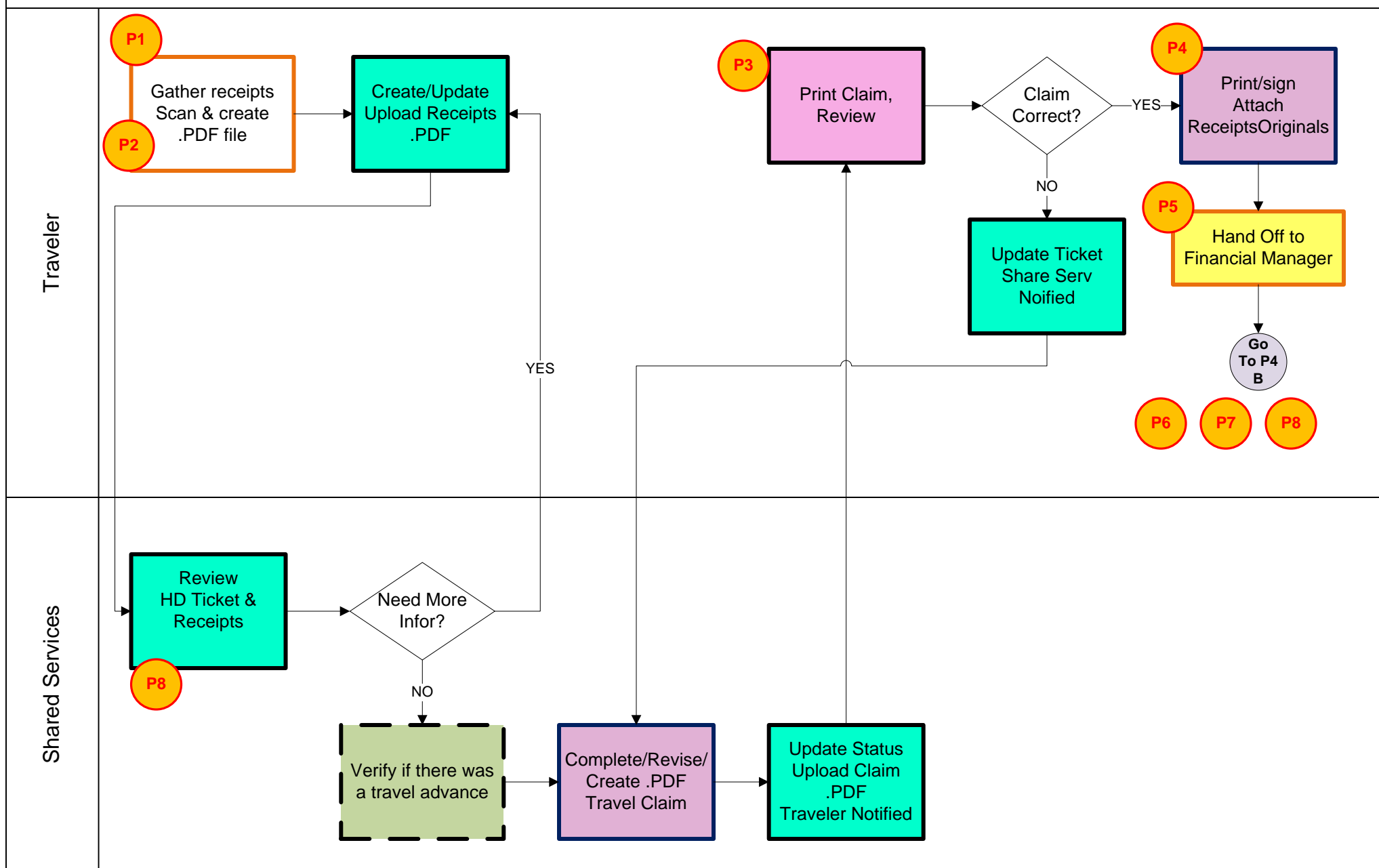


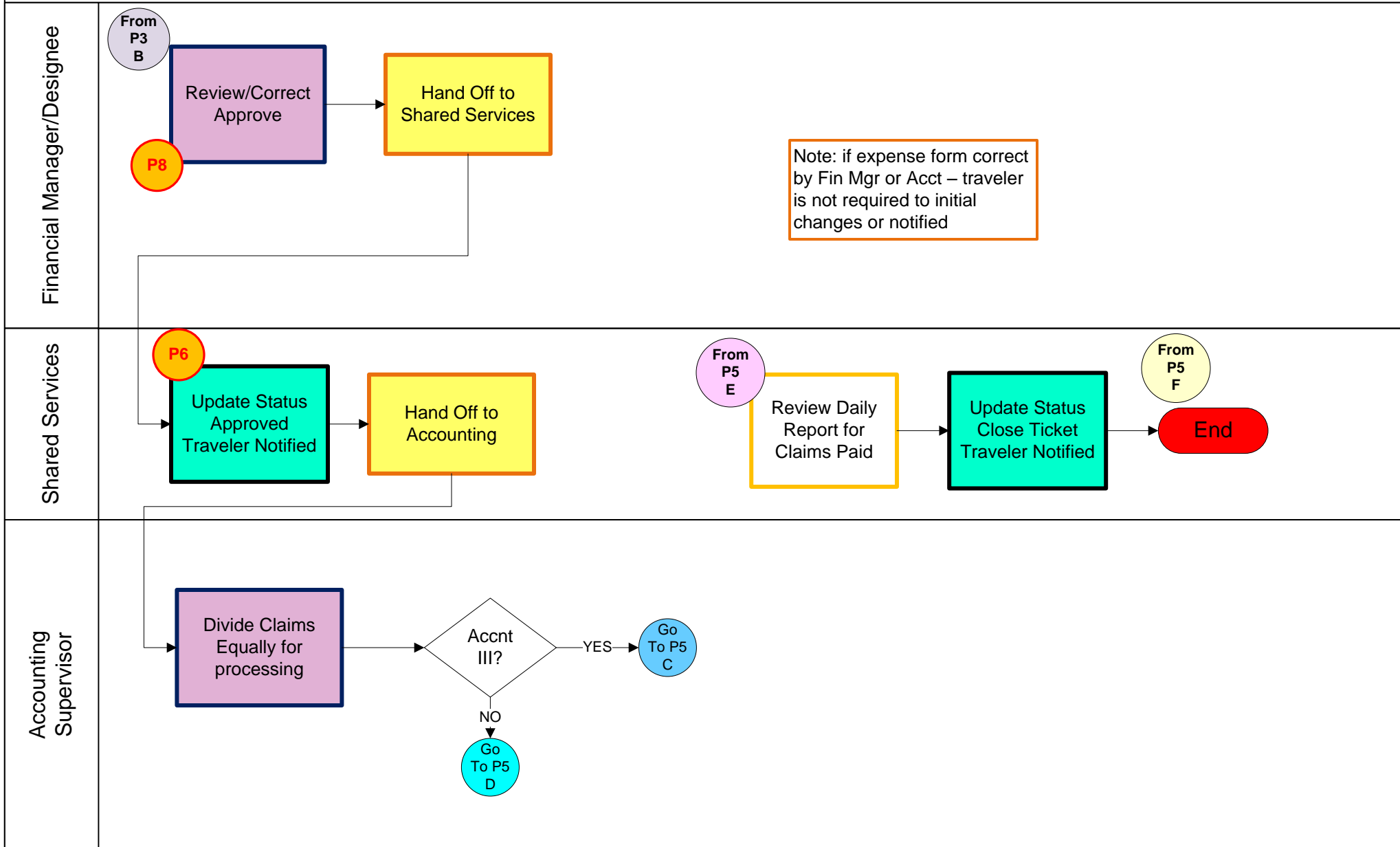
# Travel for Share Services Center – AS IS 08/2013 “Request for Travel PO”

Page 1

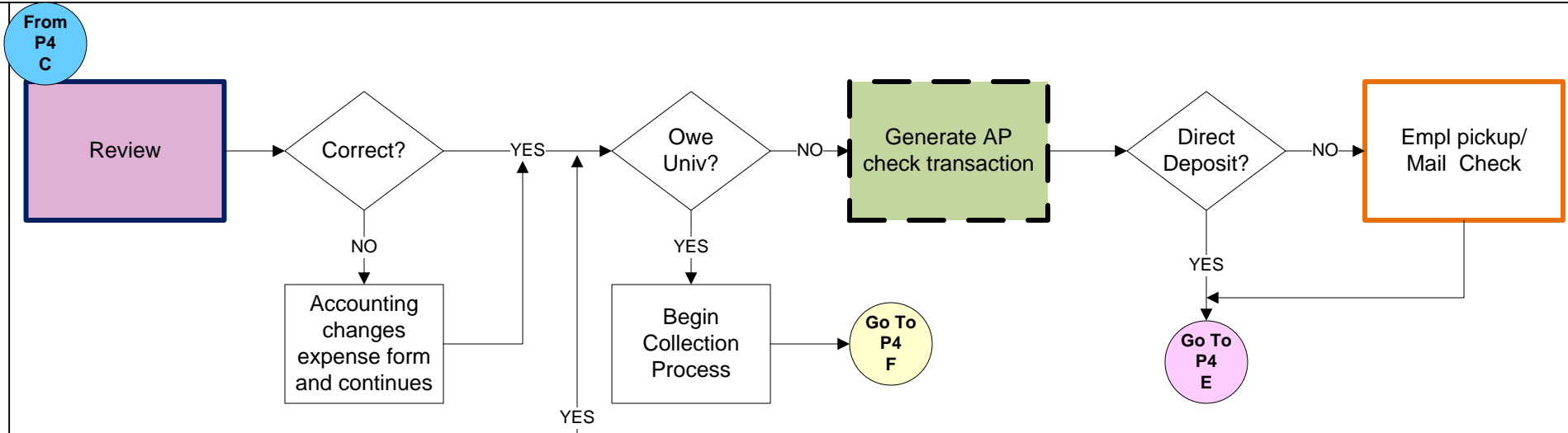




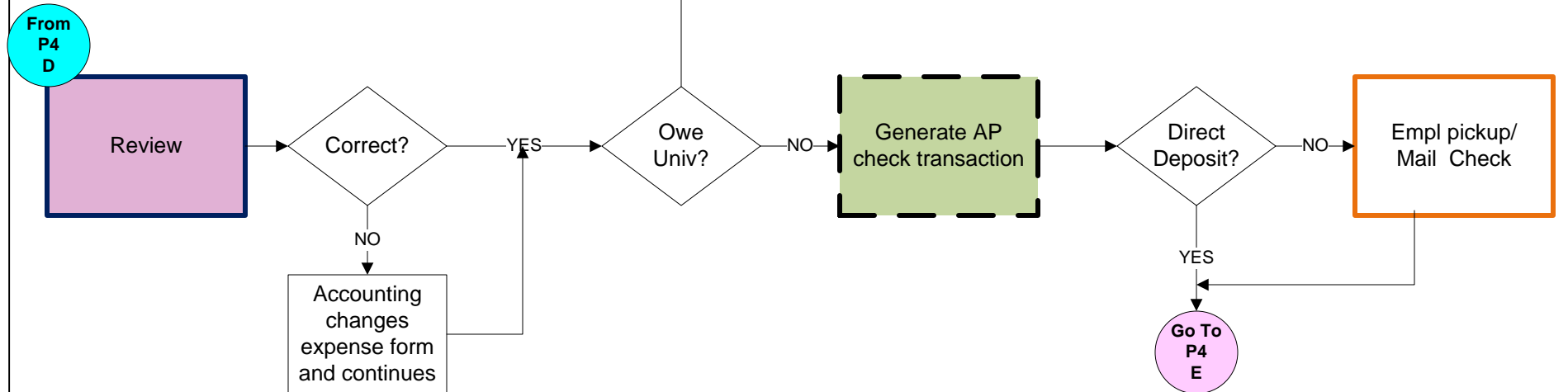




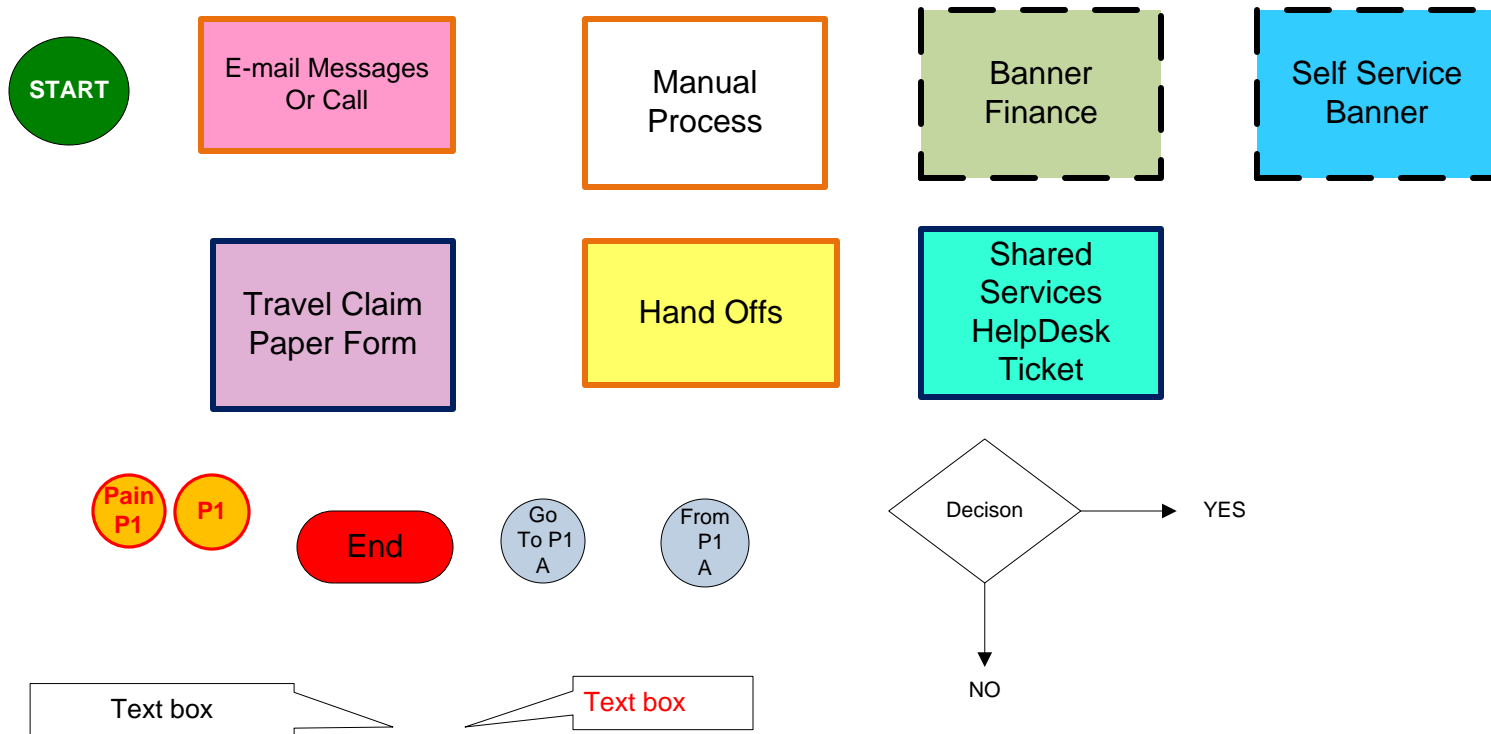
Accountant III



Accounts Payable Clerk



# Legends



## Pain & 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. Traveler does not know the process

RCA: They do not read the documentation on the Shared Services website and departmental staff does not inform them of the process

2. Traveler has to scan receipts and create .pdf file to upload to helpdesk system

RCA: Shared Service needs to verify expenses requiring copies of the receipts

3. Traveler has to login into the helpdesk to print the claim form, sign the form.

RCA: Process is not electronic

4. Traveler has to attach 'original' receipts with the final claim form, the .pdfs are not used for approval process

RCA: Accounting request original receipts be sent with claim

5. Traveler has to spend time delivering the signed claim form to their Financial Manager

RCA: Process is not electronic

6. Financial Managers do not return the approved expense form to Shared Services

RCA: They do not follow the process

7. Employees are not encouraged to sign up for Accounts Payable direct deposit

RCA: Suggest the forms be included with New Employee orientation. In Progress.

8. Traveler/ Financial Manager / Shared Services is not notified if there are changes to the claim. Upon receipt of reimbursement traveler has to research through channels what was changed. Traveler is not required to sign the changed form.

RCA: Accounting does not send any notifications they changed the claim