We Can Work it Out

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Team Members

"The Negotiators"

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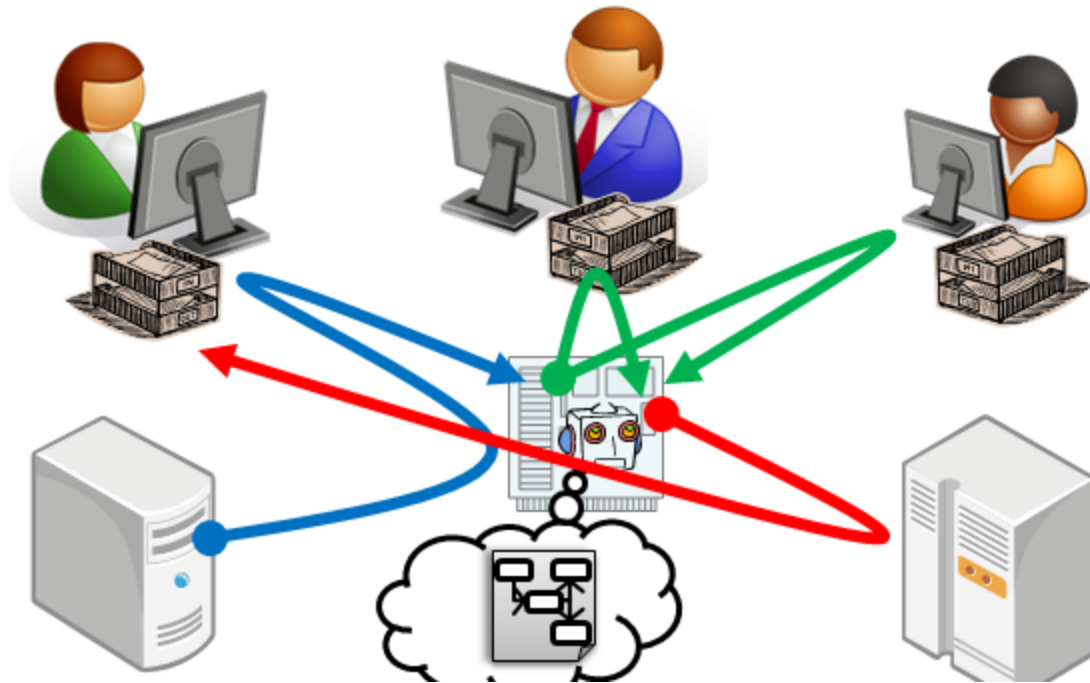
Ohio Shared Services (OSS)

OSS Partner Agencies (28 partners)

How can we fix this?

Use of the OSS Pre-Processing Form

Pain Point #1 – Use of the Pre-Processing Form

The usage of the Pre-Processing Form (PPF) delays the end to end invoice process and can cause untimely vendor payments. Information provided on the PPF does not always match with OSS standard process and causes unnecessary handling by the agencies. Current functionality (3-way match, receiving, PO header comments) could eliminate the need of the PPF and create a more standard process.

The Pre-Processing Form (PPF)

STANDARD INVOICE PRE-PROCESSING FORM
OHIO SHARED SERVICES

Directions: A Pre-processing form must be used for one invoice.   Please type your data in this form.

* Origin Code, Date Invoice Received and Agency Contact Information are mandatory fields - complete the other sections only when information is not on the purchase order or invoice.

Agency Information	
Business Unit:	
*OSS Origin:	
*Date Invoice Received:	

Single Payment Voucher Information	

Vendor Information			
OAKS Vendor ID:			
Vendor Name:			
Payment Terms:		**MBE / EDGE:**	
Address Seq #:		**Vendor Location:**	
Term Contract ID:			

*Agency Contact Information	
Name:	
Phone #:	
Date Approved:	

Agency Comments/Instructions for OSS		Total Voucher Amount	

Payment Message	

			PO / SpeedChart Line #	PO / SpeedChart Schedule #	Invoice Line Description (Agency use only – OSS will not enter)	Receipt #	Amount
1							
Fund		Account Code		ALI	Department	Program	Grant/Prj
Project		Serv Loc		Reporting	Agency Use	ISTV XREF	Budget Reference

Voucher Line #	PO NUMBER	SPEEDCHART	PO / SpeedChart Line #	PO / SpeedChart Schedule #	Invoice Line Description (Agency use only – OSS will not enter)	Receipt #	Amount
2							
Fund		Account Code		ALI	Department	Program	Grant/Prj
Project		Serv Loc		Reporting	Agency Use	ISTV XREF	Budget Reference

Voucher Line #	PO NUMBER	SPEEDCHART	PO / SpeedChart Line #	PO / SpeedChart Schedule #	Invoice Line Description (Agency use only – OSS will not enter)	Receipt #	Amount
3							
Fund		Account Code		ALI	Department	Program	Grant/Prj
Project		Serv Loc		Reporting	Agency Use	ISTV XREF	Budget Reference

** PPF will be returned for the following reasons: Required fields not completed, form has been modified, incorrect version of form, handwritten information, or agency generated PPF was provided. **

Pain Point #1

- Send invoices to OSS
- Services Level Agreements (SLA)
- Accuracy of information of PPF
- Conflicting info on PPF and invoice
- Multi-line PO
- Receiving, 3-way match, and PO header comments

Delays in Voucher Approvals

Pain Point #2 – Delays in Voucher Approval

The untimely review and approval of vouchers by agencies resulted in delayed invoice processing, which can cause late fees, lost discounts, and stopped services.

Pain Point #2

- Is this an issue an issue?

- Reputation at Stake

- Quality Assurance issue?

- New Opportunity for one agency

- Possible solutions

Use of Best Practices

Pain Point #3 –
Use of Best Practices

Inconsistent and non-standard processes result in delayed voucher creation, increased denied vouchers, knowledge management gaps, and frustration for participating agencies and OSS.

Pain Point #3

- Whose best practices?
- Communication and change
- No two agencies are alike
- Understanding the *"Whys"*
- Collaboration
- Change is inevitable

Coming down the home stretch

Summary

- Transition to the shared services model has been "bumpy"
- PPF
- Delayed voucher approval
- Best practices
- Pain points geared towards improving efficiency and operations

Communication is key

Thank you