

Inside an AP Invoice Workflow Transformation

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Speaker –Juli Boatner, Sr. Manager Aflac Accounts Payable & Travel Accounting



- Joined the Aflac family 27 years ago
- Worked in Aflac Accounts Payable 26 years
- Been a member of IOFM for 10 years
- Worked on many system implementations (ERP systems, AP Invoice workflow, escheat compliance system, etc.)
- Currently manage both the Aflac Accounts Payable and Aflac Travel Accounting teams
- I love my job!

Presentation Overview

- Background of previous workflow, why change?
- Selection process of potential vendor
- Design, Testing, and Implementation phase
- Elevation to production stage
- Recommendations
- Q & A

Background

- Why change?
 - Aflac used an in house developed software that would no longer be supported.
- Invoice workflow enhancements were restricted
- Invoice workflow functionality could be improved
 - To increase reporting functionality and add dashboards
- Had a 6-month window to implement a new solution





Selection of Vendor

- Submitted a formal request to Aflac Third Party Management
 - Formal process to research potential vendors, perform risk management, recommend potential vendors, submit vendor RFP, RFQ's, schedule vendor demos.
- Gathered requirements
 - Gathered all stakeholders for new workflow system to capture mandatory requirements, both from functional and technical
- Developed score cards
 - Created score cards based off various categories

Invoice Workflow Scorecard categories



Met with all stakeholders, not just Accounts Payable

Mandatory Requirements

- Automated workflow
- Integrates with current ERP system
- Retention period meets Aflac standards
- Allows multiple document types PDF, Work, JPEG, etc.
- Master data can be automatically updated
- Single Sign on (SSO)
- Passes all Aflac Risk, Compliance and reviews
- Project support, employee training and Go Live support team
- Continuous partnership
- Dashboards
- Reports
- Machine learning

Non-Mandatory-Nice to have

- Pricing-Cheaper is not always the best product for your company
- Vendor Portal
- Escalation workflow
- User import automation
- Artificial Intelligence
- Vendor Statement reconciliation

* This is not an all-inclusive Aflac vendor scorecard list. For presentation purposes only.

Invoice Workflow Design & Test-Let's GO!!!

- Selected Vendor formed a project implementation team
- Vendor Project team and Aflac project team met on site for a week and 2 days to go over and document requirements, flow out the entire process on a white board, and complete configuration for testing
- Created detailed test cases and assigned to project team members
- Aflac tested for around 3 months
 - Performed integration testing with ERP system
 - Aflac business units were included for feedback
 - We tried to break the system=successful testing
- Documented testing for internal audit purposes
- Weekly/daily calls with project team to go over status and defects

Invoice Workflow Implementation plan

- Communication is key
 - Met with our internal communications team to draft company wide notification of new system
 - Listed key benefits
 - Developed Training schedules
 - Emphasized Go Live dates
 - Post Go Live support contact information
- Developed training for users
 - Created Interactive training-Live Demo
 - Had multiple training sessions
 - Reiterated new workflow benefits and post go live support-(1-800-Aflac-AP)
- Developed cut-over plan
 - Met with all stakeholders to document plan and capture all requirements
 - Communicated cut over plan to all project team members
 - Developed a project team member contact list with email and telephone #'s



Invoice Workflow Elevation-GO LIVE

- Elevated to production **07/01/2024**
 - Elevated first day of new month vs. mid month, makes reconciliations easier
- Aflac AP Project Team met in a training room the first week post GO Live to work as a Team and focus on new process
 - Captured any defects
 - Minimal defects found
 - Assisted our customers with questions
- Minimal disruptions
 - No change to the way Aflac Vendors or business units submitted invoices to Aflac Accounts Payable
 - Feedback from Aflac business units was positive, high acceptance rate thru effective training
 - Support from top down
- What next? Successful implementation=Happy Aflac Accounts Payable Customers
 - Celebrated!!
 - Created and prioritized list of future enhancement requests



Recommendations

Vendor Selection:

1. Understand what functionality is out of the box or custom requiring additional funds.
2. Ensure vendor score cards are reviewed as a project team.
3. How are future upgrades performed, is there a cost?
4. Continued Partnership to meet your organizations goals.
5. Understand contract renewals and expiration dates.

Project Design, Test & Implementation:

1. Ensure you have your organizations appropriate team members as project team (AP, IT, Purchasing, etc.)
2. Have a formal designated drive (TEAMS) to save project plan, test scripts, project team contact list, etc.
3. Ensure test cases are assigned appropriately, and deadlines are understood by project team
4. If something is not working during testing, or is not effective, SPEAK UP!
5. Create training that is positive, interactive and high energy

Go Live:

1. Elevation to production at first of the month vs. mid month, or beginning of year
2. Listen to your customers
3. Acknowledge and reward your project team members

Q & A



Let's Quack about it!!!



Thank you



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