MYPAYMENTS: UC SAN DIEGO'S HOME-GROWN PAYMENT TOOL

FOCUS ON EFFICIENCY

MyPayments is a user-friendly, policy compliant, cost-effective payment tool built to handle a wide array of payment types unrelated to purchase orders, travel or entertainment.

Previously UC San Diego (UCSD) had a payment authorization system for non-purchase order payments. While the existing system met IRS, Franchise Tax Board, INS, UC and other regulatory agencies' policies and regulations, it required training and the information in the application left users with questions or the need to provide additional information before the request could be processed.

With varied and regulated processes, the goal was to provide users with a system that ensured simple and successful completion and management of payment requests. The result was MyPayments. Not only did MyPayments meet the goal, but its technical design provides a University of California-wide opportunity since it is highly portable and can be easily configured for campus-specific use.

With more than 45,000 payment requests annually, the tool needed to take the guesswork out of how, and to whom, requests should be submitted. MyPayments offers more than 40 different types of payment options with the flexibility to provide solutions that meet current needs while being scalable for future requirements. The MyPayments database is structured to define specific questions for each payment type. This allows us to change the questions asked during the document creation stage without having to change the application code.

MyPayments walks preparers through the required steps to submit, track, and finalize requests. A progress bar informs users of the steps completed and remaining. Attachments such as receipts, order forms, invoices, or other required documentation can also be uploaded.

MyPayments not only streamlines the request process, it also incorporates document retention, mitigates risk with strong audit/internal control features, and contains tax review workflow to manage compliance of IRS 1099, Franchise Tax Board 592 and non-resident reporting requirements. MyPayments also routes requests for approval, and provides approvers with automated notifications of pending requests, ensuring accurate, timely, secure and compliant actions.

QUANTIFICATION AND RESULTS

MyPayments has resulted in an estimated 60 percent savings in touch time, including:

> Enhanced utilities and reporting features.

MILESTONES

Jun 2015
- Full campus rollout.

Sep 2014
- Campus pilot.

May 2013
- Technical development kick-off.

Feb 2012
- Initial project kick-off.
- Gathering of business requirements.

Increase response time for new address requests or updates made within the application.

Validation of foreign payee documentation.

Dynamic updates to 1099 and 592 indicators or withholdings.

Copy document feature for repeat payment requests and reduced data entry.

OPPORTUNITIES AND SOLUTIONS

Within the year, MyPayments will be expanding to include processing payments for meetings and entertainment. This will boost savings and efficiency by eliminating a separate application that requires programming and easing the user experience of payment tools.

IMPACT AND BENEFIT

MyPayments has:

- Increased accountability and control due to accuracy, security and approval features;

- Enhanced customer convenience as a broader range of people use the streamlined applications, since training is not required; and

- Streamlined the process, as requests for new addresses or updates are made within the application.

QUALITY, COST, OR DELIVERY

Savings is estimated at 60 percent or $372,621 annually.

Benefit Savings with MyPayments

	Document preparation and approval	Research and Follow-up
Prior Program	~$280,000	~$375,000
MyPayments	~$170,000	~$115,000
Savings	~$110,000	~$260,000
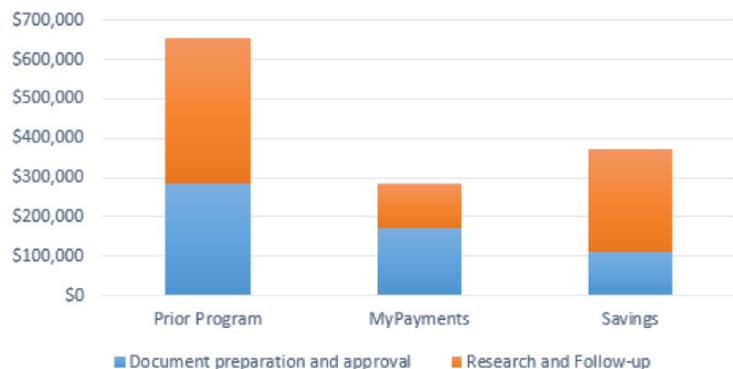
Cost calculation basis is 45,188 transactions applying an average level salary and benefits.

LESSONS LEARNED

MyPayments uses dynamic approval workflows. This allows the approvers to change until the document is approved; there no longer are situations where the static approver has left the university, or is on vacation, and can't approve. However, this dynamic workflow resulted in a three-second additional load time.

PROJECT TEAM

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"I would just like to say what an incredible job your MyPayments team has done. It has been my pleasure in the past 2 days to use the new application which is not only intuitive and robust but the process of producing a payment check is lightning fast. I literally put in 2 requests in two days, including New Payee set-ups, and had the check the very next morning.

You have no idea how much easier this has made my life from the perspective of one who is continually making payments to vendors." —Stanley, Executive Assistant to UCSD Controller

- "The update that has been introduced has definitely made a big difference."

- "The new features are really nice and easy to use."

- "I like that it is more user-friendly"

- "Easy to navigate and use"

- "Ease of use through MyPayments"

- "MyPayments is great"

- "My payments has been a great addition to the system."

- "I don't use it that often, but when I do it's easy to navigate."

—2015 Customer Satisfactory Survey Feedback (Annual Survey)

Figure 1