MyPayments
UC San Diego application for requesting payments or reimbursements

2015 University of California Larry L. Sautter Award for Innovation in Information Technology

Submitters Information
Ellen Sanders
Principal Analyst, IPPS
Phone: (858) 534-0993
E-mail: eSanders@ucsd.edu

Tim Morse
Principal Software Engineer, Administrative Computing & Telecommunications (ACT)
E-mail: tMorse@ucsd.edu

Team members
- Robin Posner, Principal Analyst
- Allen Linker, Senior Software Engineer
- Bill Sweetman, Director Financial Applications
- Faye Mc Cullough, Director Disbursements & Travel

University of California, San Diego
9500 Gilman Drive # 0929
La Jolla, CA 92093-0929

Project Description
A project team evaluated UC San Diego’s Payment Authorization system and found, while the system had met campus needs for years, our business had grown and changed. While the existing system met IRS, Franchise Tax Board, INS, UC, and other regulatory agencies’ policies and regulations, it required training and the instruction and information originally included in the application left users with questions. Over time, users came to rely upon guides and relevant information published in our campus intranet site, Blink, and by speaking directly with the Payment Request team in Disbursements. Even still, there was a significant amount of unsuccessful requests, each introducing a strain on resources as well as costs.

We thought, how can we do this better? With varied and, in many cases, regulated business processes, we set our goal to provide campus users with a system that ensures simple and successful completion and management of direct payment and non-travel reimbursement requests. The result of our project was MyPayments. Not only does this application meet our goal, our technical design promotes UC wide opportunity as it is highly portable and can be easily configured for campus-specific use.

MyPayments
With over 45,000 requests annually, MyPayments took the guesswork out of how, and to whom, requests should be submitted. And, with 42 different types of requests, we implemented a solution that met current needs and will scale for future use.

For users, MyPayments walks preparers through the required steps to submit, track, and finalize requests. When creating a request, a progress bar informs users of the steps completed and those still outstanding and need to complete. As part of the process, attachments such as receipts, proof of payment, order forms, invoices, or other required documentation can also be submitted.
We made sure that the new system is easy with training is no longer needed. Considered a best in its class application, the most common input from our users is, "It is so easy, thanks for a tool that reduces the time it takes to submit these requests."

MyPayments currently supports the following 42 types of requests:

- LENGTH OF SERVICE (EMPLOYEE)
- RAFFLE AND PRIZES (NON CASH)
- RECOGNITION (EMPLOYEE)
- RETIREMENT (EMPLOYEE)
- SYMPATHY
- AWARDS (STUDENTS)
- GIFTS (NON EMPLOYEE)
- FEES, LICENSES, PERMITS, PREMIUMS
- MEMBERSHIP DUES
- VISA FEES (HOMELAND SECURITY)
- VISA FEES (OTHER)
- REFUNDS
- REAL PROPERTY
- BOARD MEMBER
- COMMISSION ART WORK
- GRAND ROUND
- HONORARIUM
- PROFESSIONAL LECTURER_PUBLIC SPEAKER
- PROFESSIONAL LEGAL SERVICES
- NON-PROFESSIONAL SERVICES
- ONE TIME TEACHER
- PERFORMING ARTIST
- FELLOWSHIPS
- SCHOLARSHIP AWARDS (STUDENTS)
- BOOKS
- SUBSCRIPTION
- EMPLOYEE UNIFORMS
- OTHER SUPPLIES
- PARTICIPANT IN A RESEARCH STUDY (CLINICAL TRIAL)
- REQUEST NOT COVERED BY OTHER CATEGORIES
- PETTY CASH CUSTODIAN - REIMBURSEMENT (FUND REPLENISHMENT)
- STUDENT ORGANIZATION
- TECHNOLOGY TRANSFER - ROYALTY PAYMENT
- PAYROLL
- SBS
- OPAFS
- GA
- MAIL SERVICES
- CENTRAL CASHIER
- SPONSORSHIP
- OPAFS ISIS refunds
- DISBURSEMENTS
MyPayments requests do not include reimbursements for Travel, Entertainment, or PO related invoice payments.

For reimbursement approvers and process administrators MyPayments not only streamlines the request process, it incorporates document retention, mitigates risk with excellent audit/internal control features, and contains tax review workflow to manage compliance of IRS 1099, Franchise Tax Board 592, and foreign payee Glacier requirements along with approval workflow functionality.

MyPayments routes requests appropriately and provides approvers with automated notifications and a new inbox. Workflow ensures correct, timely, secure, and compliant actions, we also created comprehensive online documentation to familiarize users to the process.

**Benefits and Cost Savings**

1. Increased accountability and control due to the superior accuracy, security, and approval features of online transactions with attached documentation
   - Alerts and warnings will stop a user at the point in the process when a policy is not being adhered to
   - Links to policy/procedural guidelines are built into the application
   - Allows immediate follow-up if payee information is needed
2. Cost- and time-savings for departments and Disbursements
   - Reduces time spent on policy questions and on-the-phone training
   - Eliminates paper routing, copying, and physical storage
   - Real-time access to the submitted documentation is a key ROI.
   - Automated workflow listing the number of documents awaiting approval
3. Customer convenience and a broader range of people who can now use the application as the user experience is streamlined, standardized, and training is not required
   - Application is already being expanded to include new payment types
4. Enhanced utilities and custom tools for central business office processes, including:
   - Document administration and management tools to control workflow
   - Flexible reporting tools with custom reports & metrics
5. Easier application maintenance due to upgraded technologies that were used to create and support the application
6. Requests for new addresses or updates are all done within the application, making the application self-contained – and a time saver
   - Email addresses are automatically updated in the financial system
   - Street addresses appear on the summary page for verification
7. Built in new payee request, that includes 1099 or Glacier requirements, as appropriate
8. Validation of foreign payee documentation by the Tax Review team
9. Dynamic updates to 1099 and 592 indicators or withholding amounts within the document to our financial system
   - It also includes automated Tax Review workflow
10. Disbursements gift cards eliminates the need for manual journal entry – system generated journals are created (this is high volume and a great benefit to campus users)
11. Force check overrides direct deposit default for payments requiring a check (i.e. payroll separation checks, student organizations, etc.)
12. Search and Approve functionality that allows workflow approvers to select criteria based on their business needs (index, preparer’s name, payment type) versus getting a standard document approval list that is provided to all approvers for the business unit
13. Built in copy document feature that allows departments creating documents with the same payee, amount, and distribution to select ‘copy’ and make edits as needed to complete the document
14. Overall process saves preparers & final approvers 30 – 50% time
15. Annual savings anticipated: $373k due to streamlined efficiencies

Cost calculation basis is 45,188 transactions applying an average level salary and benefits
- Payment Authorization (prior application) $655,046
  - $282,245 document preparation and approval
  - $372,801 research and follow-up
- MyPayments $282,425
  - $169,455 document preparation and approval
  - $112,970 research and follow-up

**Technology Used**

The MyPayments system uses standard open source technologies, and only three web services to UC San Diego’s financial system, making this application highly portable to any campus. The specific document types, questions, and workflow are also readily adaptable to any campus process as they are all defined in the database and easily updated.

Each document type has a different set of questions defined in the database; these questions determine the workflow and drive which screens and prompts display for the end user. This creates a very dynamic and easily configurable process, enabling the campus to define new document types, and workflow at any time.

**Portability**
- JavaEE, JQuery, Spring MVC, JPA/Hibernate
- SOAP Web services, XML, JSON
- Apache/Tomcat
- IBM DB2 database

**Timeframe of Implementation**

- **February 2012** – Initial project kick-off and business requirements gathering
- **May 2013** – Technical development kick-off
- **September 2014** – Campus Pilot
- **January 2015** – Campus Implementation
Objective Customer Satisfaction Data

“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 Ostaszewski, Jr.
Executive Assistant to UCSD Controller

“As I mentioned a bit in the other email last week, people are very impressed with MyPayments. Paystream Advisors, who UCOP hired to do an AP Efficiency analysis for all campus, was here last week to interview SMEs for the various processes we have at UCSD. Dan Sampson, Assistant Vice President of Financial Services from UCOP was here too. Anyway, all of them were so impressed with MyPayments, it was the top winner for innovation & process improvements; Dan said they want to steal it for other campus to use as a model! Henry the President of Paystream Advisors, said he wants to show it not just to the other UC’s but other clients as they haven’t seen anything that is so well thought out, developed and powerful. And we only shared the Payment Types and sub types in a PowerPoint and talked about the Q&A to walk them through the policies as there wasn’t time for a demo.

They were seeking an opportunity to give a prize for the most innovated process which MyPayments won – hands down. Ana, who organized the event, said MyPayments was brought up several times they were so impressed by it!!!

-- Ellen Sanders

Relevant URL’s

MyPayments application online help: http://blink.ucsd.edu/buy-pay/payments/mypayments/index.html
MyPayments application: https://mypayments.ucsd.edu (restricted access)