The Problem:
UC San Diego spends over $1.5 Billion a year in non-payroll related purchases of goods and services. To support those purchases, UC San Diego’s Integrated Procure-to-Pay Solutions (IPPS) issues 28,000 payments a year and sets up over 9,000 new payees to receive a non-payroll based payment a year. Current payee registration processes had been built around separate payment generating applications (for purchase orders, travel, and reimbursements), resulting in duplicative and sometimes conflicting registration processes.

Worse, once registered, payees have little-to-no access to the status of their payments. A payee’s typical recourse is to contact the campus department(s) they work with to ask for payment status information or contact IPPS for a status update. IPPS receives 15,000 payment status inquiries a year in its customer relationship management portal, which on average take 8 days to answer.

In 2015 UC San Diego ran an IdeaWave campus-wide crowdsourcing campaign to identify ways to reduce the administrative burden on campus. Payee registration was identified through this process as the best way IPPS could contribute to that effort, and was endorsed by the campaign’s sponsor, UC San Diego’s Standing Committee on Service and People Oriented Culture (SPOC) for project funding by the CFO.

The Solution:
After careful analysis into the problems of payee registration, IPPS and Information Technology Services (ITS) jointly developed a plan to consolidate three separate legacy registration processes into a single, consistent, and dynamic registration process. Identifying that a significant portion of payee registration come from managing changes to information on file for existing payees, payment status information was added to the portal as an inducement to keep payees actively coming to the registration portal where they can provide UC San Diego updates to their registration information, while also reducing the number of inquiries campus departments and IPPS get regarding payment status.

Payment Compass improves how people do business with UC San Diego by:
1. Streamlining the collection of registration information for new payees
2. Providing transparent, real-time payment status for payees and employees alike

Product Deployment Timeline:
- IdeaWave Campaign Launched: 10/1/2015
- SPOC Endorsement: 1/1/2016
- Make or Buy Analysis: 4/1/2016
- Application Design: 7/1/2016
- Application Development: 10/1/2016
- Payment Status Info Pilot: 1/1/2017
- Streamlined Registration Process Pilot: 4/1/2017
- Official Campus Launch: 7/1/2017
- 10/1/2017
- 1/1/2018
- 2/21/2018

Project Leads:
- Product Manager: Nikki Giaquinta
- Lead Architect: Martin Krolik
- Primary Developer: JJ Li
- Business Analyst: Erika Szewczyk
- Business Owner: Heather Vinograd

Project Team:
- Jenn Glassman
- Jen Grau
- Ted Johnson
- Kacy Marume
- Faye Mc Cullough
- Dawn McDevitt
- Mike McGill
- Giles Mullen
- Ana Portlock
- Chris Ranglas
- Santhosh Selvaraj
- Bill Sweetman

Project Submitter:
- Nikki Giaquinta
- Technology Program Manager
- Integrated Procure-to-Pay Solutions
- Business and Financial Services
- UC San Diego
- ngiaquinta@ucsd.edu
Payment Compass Overview:
Payment Compass is a self-service portal that was created through this project to improve how payees do business with UC San Diego, by quickly and easily sharing the status and details of their payments and by offering a simple, online form to register to receive orders and associated payments from UC San Diego. Emphasizing intuitive design, Payment Compass’ interface is comparable to consumer applications and is designed to mask the complexity involved in UC San Diego’s registration and payment processes from end-users while still supporting business needs. By simplifying the registration process and making it easy to check payment status, Payment Compass enhances the University’s partnerships with the business associates that provide UC San Diego with the goods and services necessary to fulfill the University’s missions in education and research.

Project Benefits:
Streamlined Payee Registration:
- Creates a single registration experience for all non-payroll related payment types
- Easy to understand, UI design and language used are more comparable to commercial registration processes than government forms
- Dynamically adapts required registration questions based on who the payee is and the reason for the payment, so that people fill out only the information needed for their specific relationship with the university
- Includes expanded invoice and payment options aimed at increasing sustainability, reducing payment cycle-time, and maximizing payment efficiencies
- Incorporates automated workflow to route registration information through the required state and federal reviews
- Securely manages sensitive registration information (like Social Security numbers or bank account numbers) through encryption and permissions

Transparent Payment Status:
- Addresses the number one question UC San Diego receives from payees: “When can I expect payment?”
- Consolidates information from six separate enterprise systems into a single location in a consistent, easy-to-understand format
- Offers payees the ability to access payment information that was previously only available to campus employees
- Presents the same payment related information to both campus employees and external payees
- Empowers payees to access payment information on their own; campus departments are no longer required to act as an intermediary between accounts payable and payees for payment questions

Improved Relationship Management:
Payment Compass improves how UC San Diego does business with our payees through:
- Creation of a network of payee contacts who are providing goods and services, through a portal that can be scaled to support additional services or campuses
- Easy account creation and management leveraging Salesforce and social media authentication; once a company is invited to Payment Compass they are given the ability to grant or remove Payment Compass access for others in the company
- Seamless integrations with UC San Diego’s customer relationship management portal incorporate issue management and knowledge bases for campus and payees
- Reduces the burden on campus departments and IPPS to answer repetitive questions, so they can focus on work more core to the campus mission

Demonstrated Impact:
Launched in February 21, 2018, Payment Compass has already been well received and adopted by the campus and payee community, with usage steadily growing. At the time of submission, Payment Compass supports:
- 4,500 users (45% of users are internal to UC San Diego; 65% are external users)
- ≈175 unique sessions per day
- ≈150 unique users per day
- 580 new payee registrations (≈ 45 per week)
Screenshots from Payment Compass:

Email invitation to payee to register to do business with UC San Diego in Payment Compass.

Payment Compass’s dynamic registration form. Path along the top of the page indicates payee’s progress.

Payment status information in Payment Compass details the status, the amount, and the payment method for non-payroll based payments issued by UC San Diego.
Collaborative Approach:
Payment Compass began as a result of IdeaWave’s enterprise-wide crowdsourcing campaign, and this collaborative nature has been carried throughout the project. Led by a cross-functional team of business owners, business analysts, and developers, the Payment Compass project also benefited from broad-based collaboration across the following teams:

- **Integrated Procure-to-Pay Solutions (IPPS):** IPPS oversees the campus supply chain operations, including payee registrations and non-payroll based payments to the campus and external community. As the business owners of the application, IPPS led the need assessment, solution design, and business requirements case for the development of Payment Compass.

- **Business, Financial & HR Information Services** (A division of Information Technology Services (ITS)): Partnered with IPPS on solution design and technical architecture, developing the Payment Compass portal and integrating payment information form separate data sources into a consolidated view.

- **End-User Community Engagement:**
  - **Campus Department Pilot Group:** A pilot test group was created from the top 100 campus customers who asked most frequently about payment status. They were consulted on design decisions and were early adopters of Payment Compass, providing feedback on what worked and what didn’t.
  - **External Payee Pilot Group:** Also included in the pilot group were the top 100 external payees that inquired most frequently about payment status. They piloted Payment Compass, and provided feedback on site design, functionality, account creation, and login methods.

- **UC System:** Payment Compass leveraged drafted requirements previously created in a multi-campus project with UC Berkeley and UCLA regarding supplier registration.
Technology:
When designing the technology solutions for Payment Compass, we leveraged tools that would fit into our existing application ecosystem - which includes a mix of older custom developed applications, 3rd party Software-as-a-Service products with set constraints, our old mainframe ERP, and its future cloud-based replacement. To fit our current state and future needs, our selected technical design maximizes flexible scaling and quick deployment:

Salesforce: Payment Compass is built on the Force.com Platform-as-a-Service (PaaS). This technology advocates “clicks and not code” declarative application development whenever possible, and Payment Compass has embraced this philosophy in its design. This means that much of the application can easily be reconfigured by application administrators. Using declarative development resulted in shorter time to market and quicker return on investment. With Salesforce’s PaaS, Payment Compass can achieve hyperscale by using cloud infrastructure that is designed to scale dynamically on demand.

WSO2 API Manager: WSO2 API Manager is used as an API gateway in exposing the web services of our legacy ERP, so that those services can be securely consumed from Salesforce.

Talend Data Integration Studio: Talend offers an open source ETL tool which provides a fast and cost-effective way to connect different data sources. Using Talend, Payment Compass pulled payment data from seven different data sources on different platforms and applications and unified the data into one simple view, which could be loaded to Salesforce for presentation to the end-user.

Systems Diagram: