

APS Bill Payment Processing Workflow

Overview

This document outlines our standard procedure for processing Arizona Public Service (APS) utility bills, recording them in our system, and scheduling payments for 90 days after the due date.

Process Steps

1. Bill Receipt

When we receive a utility bill from APS (either paper or electronic), the AI orchestrator (person) will email the "Accounts Payable" AI-agent clerk. Upon which, the AI agent will:

- Watermark the bill electronically with the receipt date
- Store the bill in our record system [insert name]

2. Bill Entry

[this may be API automated and below is meant to illustrate the outcome]

The Accounts Payable (AI-Agent) clerk will:

- Log into our Bill Processing System in [insert name]
- Select "Add New Bill" from the dashboard
- Enter the following key information from the bill:
 - Account Number (found in the Account Information section)
 - Customer Name (found at the top of the bill)
 - Service Address (found in the Account Information section)
 - Billing Period (found in the Amount of Electricity Used section)
 - Due Date (found in the Summary section)
 - Total Amount Due (found in the Summary section)
 - Bill Type (select "Utility - Electric")

3. Bill Verification

The Accounts Payable (AI-Agent) clerk will:

- Review all entered information for accuracy
 - Flag any issues for human review and feedback
- Attach a scan or photo of the original bill document to this system
- Report verified to this system, which will mark the bill as "VERIFIED"

4. Payment Scheduling

- The system will automatically calculate a payment date of 90 days after the due date
- Review the calculated payment date (e.g. for balances going negative in the account and potential holiday/known scheduling issues)
- Confirm the payment source (e.g., Operating Account)
- Click "Schedule Payment" to schedule the future payment
- The system will mark the bill as "PAYMENT_SCHEDULED"

5. Approval Process

- The bill is automatically routed to the appropriate level based on amount via email:
 - Under \$1,000: Department Manager or email with "Department Manager level"
 - \$1,000-\$5,000: Finance Director or email with "Finance Director level"
 - Over \$5,000: CFO or email with "CFO level"
- The approver (person) reviews the bill details and scheduled payment
- The approver (person) either approves or rejects the payment by responding to the email with "APPROVED" or "REJECTED" in the email body and can write comments.
- If approved, the system marks the bill as "APPROVED"
- If rejected, the system marks the bill as "REJECTED" and returns it to Accounts Payable for correction

6. Payment Processing

- On the scheduled payment date, the system will:
 - Change the bill status to "PAYMENT_PENDING"
 - Generate a payment through our [insert name] banking system
 - Update the bill status to "PAID" once confirmation is received
 - Store payment confirmation details

7. Record Keeping

- All processed bills are archived in this system for 7 years
- Monthly reconciliation reports are generated for all utility payments
- Any payment issues or exceptions are flagged for manual review

Important Notes

From AI orchestrator (person) to the AI agents:

- Never schedule a payment without proper verification
- If a bill seems unusual (significantly higher or lower than normal), flag it for review
- All rejected bills must be resolved within 3 business days, which should be flagged in our audit systems and alerting systems.
- For urgent bills that cannot wait 90 days, use the "Override Payment Schedule" option (requires Director approval)