

Invoice Processing System

UX Challenge

MONARCH

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A company is getting invoice from multiple locations, in multiple ways with multiple formats. Company wants to have centralised location, where user can submit invoices in easy manner by avoiding the different invoice formats. Also making sure the invoice processing is very smooth

Users

Vendors, Finance people, Invicing people

My research points after understanding the scope

Process Step 1:

- Getting invoice in multiple formats
- Some vendors sending same invoice multiple ways
- If there is options for vendors to create invoices easily
- System should provide a template of invoice where company can accept
- Processing manager should receive a notification about new invoices,
Invoice status
- Time to reduce for processing a invoice
- Vendor should know about invoices payment states
- Need to have 360 Degree view of invoice for every user

Empathise



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Process Step 2:

- Different invoice format problem
- Duplicate invoice problem
- Maintain single format for vendors
- Invoice every stage status notification



Solution:

- Web& Mobile application can solve
- Better to have responsive layout

Selected Personas

3 Users Groups

3 Persons for each group

- Suppliers
- Vendors
- Admin
- Processing Manager
- Finance Manager