

Process Narrative

Process Scope: Invoice Receipt to Payment Entry

Actors: AP Staff, Department Head (DH), Finance Controller (FC), Vendor

Step #	Actor	Activity Description	Notes & Value Status
1. Intake	AP Staff	Receives invoice via one of four separate channels (Email, WhatsApp, Supplier Portal, or Physical Mail).	Non-Value-Added: Wastes time checking multiple inboxes.
2. Initial Log	AP Staff	Manually prints the invoice (if digital) and handwrites the department name and preliminary GL code on the physical paper.	Non-Value-Added: Paper handling, potential loss.
3. Tracking Entry	AP Staff	Manually keys key data (Vendor Name, Amount, Date) into the AP Tracking Excel sheet , which serves as the unofficial source of truth.	Non-Value-Added: High risk of data entry error and duplication of effort.
4. Approver Lookup	AP Staff	Checks a separate, locally maintained sticky note list or an outdated department directory to find the correct Department Head (DH) and the required number of signatures.	Rework Risk: This often leads to routing to the wrong person.
5. Routing (Handoff)	AP Staff	Scans the handwritten invoice and emails the PDF/JPEG to the determined DH. AP manually adds a reminder entry to a shared Outlook calendar.	Non-Value-Added: Manual, inefficient routing method.
6. Approval Wait	DH	Invoice sits in the DH's email inbox, often unread or lost among other tasks.	Bottleneck: High Non-Value-Added Time (Wait Time - 5 to 7 days observed).
7. Manual Follow-up	AP Staff	If no response is received within 48 hours, the AP Staff manually sends a follow-up email/makes a call to the DH. This repeats until approval is received.	Non-Value-Added: Wastes AP time and creates friction with DHs.
8. Decision	DH	Checks the physical paper printout (or email copy) and signs/approves (digitally or physically).	Value-Added: This is the core

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9. Rework Loop	AP Staff	IF the DH returns the invoice for a correction (wrong PO, wrong amount, wrong budget code), AP staff must restart the process from Step 4.	Major Rework: Causes extended delays (Invoice Resolution and Rework Sub-Process).
10. Final Entry	AP Staff	Upon final approval, AP staff manually enters the final data into the official ERP system for payment processing.	Value-Added: Final entry for payment.
11. Filing	AP Staff	Files the physical paper and the email chain, and updates the Excel sheet to "Paid."	Non-Value-Added: Duplicate record-keeping (paper + digital).