

Interview Notes

- Interviewee: AP Clerk A (AP team)
- Date/time: 2025-04-18 09:30
- Location: AP desk, shadowed 4 hrs
- Key tasks observed: open emails, save attachments, open Excel master, key invoice rows, send approval emails to Manager A and Manager B
- Pain points (quote): "I don't know when approver will see it — sometimes I chase them for a week."
- Frequency: ~20 invoices/day
- Tools: Outlook, Excel, WhatsApp, local network folder
- Workarounds: CC manager on chat, re-send email, call approver
- Impact: Average lead time > 10 days; several duplicate data entries; lost invoices when approvers unavailable
- Suggestions: "If approvals were on a single simple workflow with reminders, it'd be easier."
- Follow-up: Request export of last 30 invoices (timestamps); confirm approver availability windows.