# To-Be Process Design - Workflow

## 1. Design Strategy: Reversing the Root Causes

Ensure every step in the new process directly addresses a Root Cause:

| Root Cause Identified (The Problem) | Design Principle (The Solution) |
| --- | --- |
| **No Central Intake** | **Standardize Intake:** Force all invoices to a single, controlled channel. |
| **Manual Data Entry** | **Automate Intake:** Leverage OCR/Intake forms to eliminate re-keying data into Excel. |
| **Passive Waiting / No Reminders** (Bottlenecks 1 & 2) | **Enforce Automation:** Implement auto-reminders and escalation rules based on time. |
| **No Delegation** | **Implement Delegation:** Require approvers to assign a backup when unavailable. |
| **Rework Loops** (Bottlenecks 3) | **Implement Gatekeeping:** Front-load validation to reject bad invoices early. |

## 2. The New Process Workflow

The goal of the design is to move the workload away from the AP Staff and into a **Workflow System** (which could be a simple paid tool, or the functionality built into an existing ERP).

| Step | Actor | Activity Description (The New Rule) | Why This Fixes the As-Is Problem |
| --- | --- | --- | --- |
| **1. Central Intake** | Vendor | **Vendor submits** invoice ONLY via a **Supplier Portal.** | **Fixes Channel Consolidation:** Eliminates WhatsApp, email, and paper. Standardizes the starting point. |
| **2. System Intake & Validation** | Workflow System | Invoice is logged automatically. System performs **mandatory validation checks** (Invoice, PO# exists, Goods Receipt Note (GRN), and duplicate check). | **Fixes Bottlenecks 3:** Rejects invoices missing critical data (the high-volume 14.12% exception risk) before AP sees them. |
| **3. Automated Routing** | Workflow System | Invoice is **automatically routed** based on the dollar amount (<$1,000) and department code (using the new **Approval Limit Matrix**). | **Fixes Manual Lookup:** Eliminates the need for AP to manually check sticky notes or outdated lists. |
| **4. Digital Approval** | Approver 1 and 2 | Approver receives an **email notification** with a direct link to approve/reject (**Mobile/Email Approval** requirement). | **Addresses Dept. Head Requirement:** Makes approval minimal-click and accessible. |

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|---|---|---|---|
| **5. Escalation & Reminder Rules** | Workflow System | **IF** no action in 24 hours: **Automated Reminder** sent. **IF** no action in 72 hours: Invoice **automatically escalates** to the Approver's Manager or Delegate. | **Fixes Bottlenecks 1 & 2:** Eliminates the **8-day passive wait time** and the need for AP's manual follow-up. |
| **6. Final Posting** | AP Staff | AP Staff reviews the system audit trail (100% compliant) and **one-click posts** the invoice to the ERP. | **Leverages AP Efficiency:** AP now focuses only on final controls, not hunting signatures. |
| **7. System Logging** | Workflow System | **Automated audit trail** logs every action, timestamp, and approver for compliance. | **Addresses Controller Requirement:** Provides full traceability without manual input. |