INTRODUCTION

Summary/Description

UNC Greensboro currently utilizes Jaggaer’s E-Procurement and Contracts solutions and has acquired Jaggaer’s Invoicing and Supplier Manager modules. Jaggaer Invoicing allows for the electronic receipt of supplier PO invoices, eliminates manual data entry for PO invoices received, and automates the invoice/receipt/PO matching process. It would provide transparency for campus users to track invoice status and improve reporting, which currently requires manual intervention to combine Banner and Jaggaer data. Customizable online forms would replace the current paper BANFIN forms. It would also eliminate the need for the FZPEPRL customization, as well as the need to manually run the FARIREC report in Banner.

Business Need/Opportunity

Implementing Jaggaer Invoicing would allow for the electronic receipt of supplier PO invoices and eliminate manual data entry for PO invoices. This would greatly reduce the amount of time required for the AP staff to manually enter those invoices into Banner as well as reduce keystroke errors. It would also allow for a fully automated and real time invoice/receipt/PO matching process which currently requires a customization in Banner to complete. The FZPEPRL customization in Banner reads the receipts exported from Jaggaer’s eProcurement module and updates Banner to allow the 3-way match to complete. Jaggaer would contain the 3-way match in one environment, allowing for real time completion without the customization. This would improve reporting which currently
requires manual intervention to combine Banner and Jaggaer data. Customizable online forms could replace current paper BanFin forms. This would not only reduce the redundant process of the AP staff manually keying data into Banner from the paper forms received, but would also provide transparency for campus users to track the status of their invoices (approval queues, audit trails) and greatly reduce inquiry-only related phone calls and emails to the AP staff.

Service Description
<Describe the service that this project will produce (e.g., “This project will manage relocation to a new headquarters location for ABC Corporation”)

This project will manage the configuration, testing, and launch of Jaggaer Invoicing.

DESCRIPTION

1. Objectives

1. Business Objectives
<Define the results that must be achieved for a proposed solution to effectively respond to the need/opportunity, i.e. the business objectives are the immediate reason for investing in the project. Objectives also serve as the “success factors” against which the organization can measure how well the proposed solution addresses the business need or opportunity>

- Reduce the amount of time and effort required to receive and process supplier PO invoices
- Reduce the amount of time and effort required to complete the invoice/receipt/PO matching process
- Reduce the amount of time and effort required to complete the employee reimbursement and vendor payment request (non-PO invoicing) processes (Banfins)
- Reduce the amount of time and effort required to complete the Interdepartmental payment process
- Provide a supplier portal for timely and documented communications
- Reduce the amount of time and effort required to create and distribute year end related reporting
- Provide an electronic storage solution for all payment and reimbursement related documentation

2. Project Objective
<Are the specific goals of the project. Project objectives, if properly defined and met, will lead directly to the accomplishment of the Business Objectives. While Business Objectives relate to the goals and objectives of the organization, Project Objectives relate specifically to the immediate goals of the project. For example, the project goal “implement a new time tracking system” has no value in and of itself. That goal only brings value to the organization when it leads to the accomplishment of the Business objective (e.g. “Reduce costs and improve productivity through improved resource management”>

- Configure and create a process to allow for electronic receipt of supplier PO invoices
- Configure and create a process to allow for invoices to be automatically created from a PO and electronically submitted (both through a supplier portal and locally by the AP staff)
- Automate the invoice/receipt/PO matching process and automate the notification process to campus customers to create receipts
Create an electronic check request process with automated approval workflow which can accommodate the various types of reimbursement or non-PO supplier invoice on an online form
- Partner with campus departments to create an electronic process for interdepartmental payment requests
- Configure a user friendly solution for invoice and receipt status determination
- Configure a supplier portal allowing for efficient and documented communication
- Configure one place that campus can see electronic images of invoice related documentation attached within Jaggaer

2. Project Scope
   1. High-Level Requirements/Deliverables
      
      "List the high-level project sub-products whose satisfactory delivery mark completion of the project"

      - Configure a solution within Jaggaer Invoicing which will allow for invoices to be submitted electronically (CXML) directly from suppliers
      - Configure a solution within Jaggaer Invoicing which will allow for invoices to be automatically created from a PO and electronically submitted from a supplier portal
      - Configure a solution within Jaggaer Invoicing which will allow for invoices to be automatically created from a PO by the AP staff
      - Configure Jaggaer Invoicing to automatically create an invoice in Banner (for supplier PO invoice related activity) if the invoice created in Jaggaer Invoicing matches the corresponding PO and receipt(s)
      - Configure Jaggaer Invoicing to automatically notify the appropriately defined users when a supplier PO invoice has been generated within Jaggaer Invoicing but receiving has not been completed (missing receipts)
      - Configure Jaggaer Invoicing to automatically notify the appropriately defined users when receiving has been completed for supplier PO related activity but there is no corresponding invoice generated within Jaggaer Invoicing (missing invoice)
      - Configure Jaggaer Invoicing to include an online form for use in requesting reimbursement to an employee or payment to a non-PO supplier, to include electronically routed approval workflow, the ability to attach relevant documentation, and electronic transmission of relevant data to automatically create an invoice in Banner
      - Configure Jaggaer Invoicing to include an online form for use in requesting interdepartmental transfers, to include electronically routed approval workflow and the ability to attach relevant documentation
      - Configure a solution within Jaggaer Invoicing which will allow for Interdepartmental related reimbursement to automatically create a journal voucher in Banner (currently BanFin33, BanFin35, BanFin59, BanFin60, BanFin66, BanFin69, BanFin72A)
      - ITS will create custom integrations between Jaggaer Invoicing and Banner for the following:
        - Invoice export using Banner eInvoice Adapter (technical specifications provided by Jaggaer, have been forwarded to the ITS department for evaluation and resource requirement estimate)
        - Invoice status import (technical specifications provided by Jaggaer, have been forwarded to the ITS department for evaluation and resource requirement estimate)
- Interdepartmental transfers (have reached out to Jaggaer, UNC Charlotte, and Liberty University to see if we can get details for ITS to be able to evaluate and provide resource requirement estimate)
- Webservices setup for XML file consumption
- Status import for interdepartmental transfers (reflecting JV# and the date keyed)
- Export the image of the invoice related documentation scanned within Jaggaer Invoicing to Banner Document Management so the campus will have one place to see all images.

- Accounts Payable will identify their requirements for using Jaggaer Invoicing
- Accounts Payable and Purchasing will indicate the changes in business processes to accommodate the new functionality.
- Accounts Payable and Purchasing will determine what changes, if any, need to be made to the current payment approval process.
- IT will make any necessary changes to the integration.
- Accounts Payable, in conjunction with Purchasing, will communicate to the campus users any changes to the process.
- Accounts Payable and Purchasing will seek input from a select group of campus users, including Contracts and Grants and several heavy academic departmental users.
- Accounts Payable, in conjunction with Purchasing, will develop training materials for AP staff and campus users.
- Modify the existing eProcurement solution as needed to provide the information needed to populate invoices with bank code

2. **Out of Scope**
   - Any work not specifically defined in the scope of this document will be considered as “work or activities out of scope and can only be included via the change control process.”

   - Travel related reimbursement
   - Student Refund payments (cashier’s office manages this)

3. **Project Completion Criteria**
   - Task as determined by Client and PMO that indicates that the project can be closed. Depending on the size of the project this may be the same as Deliverables.

   - Completion of all deliverables
   - User Acceptance Testing and Sign off of all deliverables

4. **External Dependencies**
   - Will project success depend on the coordination of efforts between the project team and one or more other individuals or groups? Has everyone involved agreed to this interaction? Ex. Special Authority, Committee Approval, etc.

   - Change Advisory Board

5. **Assumptions**
   - List Assumptions from the basis for project planning (e.g., support and attention will be provided by the Sponsor; Resources will be available to adequately staff the project, etc.). Assumptions are a source of project risk and must be identified.

   - Client resources will be available during the time allocated on WBS
- ITS will create two integrations between Banner and Jaggaer Invoicing during the Jaggaer prescribed project planning period (Invoice Export and Status Import, listed above) to be ready for testing by the end to end walkthrough step of the project plan.
- ITS will create two custom integrations immediately following the go-live date (Interdepartmental Transfers and status import for Interdepartmental Transfers, listed above).
- ITS will take any invoice related documentation attached within Jaggaer Invoicing and convert to Banner Document Management system so the campus will only have one place to look for electronic images of scanned documents (get Jay Norris involved to communicate with Jaggaer to see if it is even possible to get access to attached files within Jaggaer).

6. **Constraints**
   <List any conditions that may limit the project team’s options with respect to resources, personnel, or schedule>
   - Client and IT resources assigned to this project have also been allocated to other institutional and divisional projects in addition to daily operational support.

7. **Risk Assessment**
   <List any risks identified for performing or not performing the project>
   - Any unforeseen delays which cause the project go live date to be extended can result in additional costs to UNCG.
   - If a solution to assign a bank code to the PO is not successful, the AP staff may be required to approve/edit all electronically submitted PO invoices.

8. **Training Requirements**
   <Identify any training needs and timeline>
   - Accounts Payable will need to be trained to use Jaggaer Invoicing.
   - Suppliers will need to be trained to use their portals within Jaggaer Invoicing (Need to add who will be responsible for this training).
   - Campus users will need to be trained to use Jaggaer Invoicing and to view documents within the system.

**PROJECT MANAGEMENT**

**High-Level Work Breakdown Structure**
<Define the scope of the business process – start to end and the depts on campus to be included and impacted in the scope.>

- Planning Phase
  - Kickoff
  - Application Setup
  - Orientation
- Configuration Phase
  - Workshops/Focus Groups
  - Data Mapping / Integration Development
  - Data Loading
- Core Team Training
- **Validation Phase**
  - Testing Kickoff
  - Validation Testing
  - Training Preparation
  - Core Team Training
- **User Acceptance**
  - Testing
- **Training**
- **Go-Live**
  - Interdepartmental Transfers - integration with Banner
    - ITS development/configuration
    - Functional testing/validation
  - Interdepartmental Transfers - integration with Banner deployment to production

### Communication Plan

*Define the communication plan for project team members, stakeholders, updates, etc.*

- Project Meetings *Include Attendees, Frequency, Format*
- Project Kickoff Meeting
- Project Status Meetings
- Status Reporting *Include Distribution List, Frequency, Format*

### Resources

The following individuals and organizations will be actively involved in the project or have a stake in the project outcome: *Include Internal and External Resources*

<table>
<thead>
<tr>
<th>Name</th>
<th>Project Role</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephen Honeycutt</td>
<td>Executive Sponsor</td>
<td>Interim AVC, Finance</td>
</tr>
<tr>
<td>Greg Hodges</td>
<td>Project Director</td>
<td>AVC, PPET</td>
</tr>
<tr>
<td>Patrick Krueger</td>
<td>Project Manager</td>
<td>PPET</td>
</tr>
<tr>
<td>Robin Jones</td>
<td>Core Implementation Leadership Team</td>
<td>Accounts Payable</td>
</tr>
<tr>
<td>Michael Logan</td>
<td>Core Implementation Leadership Team</td>
<td>Purchasing</td>
</tr>
<tr>
<td>Laura Jane Kist</td>
<td>Core Implementation Leadership Team</td>
<td>Purchasing</td>
</tr>
<tr>
<td>Diane Baysinger</td>
<td>Core Implementation Leadership Team</td>
<td>Accounting Services</td>
</tr>
<tr>
<td>Rachel Agner</td>
<td>Subject Matter Expert</td>
<td>Contracts &amp; Grants</td>
</tr>
<tr>
<td>TBD</td>
<td>Subject Matter Expert</td>
<td>Significant Banfin Department Users</td>
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<tr>
<td>Wendy King</td>
<td>Technical Lead</td>
<td>ITS</td>
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<tr>
<td></td>
<td>Etc.</td>
<td></td>
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</tbody>
</table>
QUALITY PLAN

<Include how the system, application, process, etc will be tested and verified for acceptance signoff and production usage>

BUDGET

<Include skill set and cost estimates for any major expenditures such as Equipment, Outside Consultation, etc. As requirements are further defined, estimates may be re-evaluated and updated>

Financial Information

Total Estimated Vendor Cost: $187,250 which has already been procured. This includes:

- $80,000 for implementation
- $35,750 for the first year (FY2019) of software licensing
- $35,750 for the second year (FY2020) of software licensing
- $35,750 for the third year (FY2021) of software licensing

Total Estimated Hours: TBD
Total Estimated UNCG Services Cost - TBD
Total Estimated ongoing Service and Support: $35,750 in yearly software licensing fees

IT Resource/Skill Type Estimated Hours

<table>
<thead>
<tr>
<th>Resource</th>
<th>Estimate in hrs</th>
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<tbody>
<tr>
<td>BA/Developer (Invoice Export integration)</td>
<td>48</td>
</tr>
<tr>
<td>BA/Developer (Status Import integration)</td>
<td>48</td>
</tr>
<tr>
<td>BA/Developer (WebServices related)</td>
<td>10</td>
</tr>
<tr>
<td>DBA/Developer (Interdepartmental integration)</td>
<td>60</td>
</tr>
<tr>
<td>BA/Developer (Interdepartmental Status Import integration)</td>
<td>TBD</td>
</tr>
<tr>
<td>BA/Developer (Import to Banner Document Manager)</td>
<td>TBD</td>
</tr>
</tbody>
</table>

Estimated cost of Software/Hardware/Services/Other

Estimation of ongoing Service and Support

<table>
<thead>
<tr>
<th>Service or Support</th>
<th>Frequency (Annual, 5 years or monthly)</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Skill Set (list specific skill sets)</td>
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<tr>
<td>Maintenance/Licensing (SSL Certificate, etc)</td>
<td>Annual</td>
<td>$35,750</td>
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<td>--------------------------------------------</td>
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<tr>
<td>Infrastructure</td>
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<td>Network</td>
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<td>VM Server</td>
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<tr>
<td>Other</td>
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</tbody>
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**Expected source of funding for ongoing costs:**

Fund 117085 - Procure to Pay Technology

**CHANGE MANAGEMENT**

*List approvals for your project. Such as Scope Changes, Production Downtime, Budget, etc.*