

## *Administrative Process Improvement Project Outcomes*

### *Mail Services PO Box Rental & Billing Processes*

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The Mail Services P.O. Box rental team reviewed current processes relating to the opening and closing of campus mail boxes and the billing process. This included an in-depth review of the current Biz-Hub system and website. Below are the outcomes:

#### **Developed New Submission eForms:**

- Eliminated current paper request/cancellation forms
- Employees and students are not required to complete paper forms in person at the Campus Postal Station office
- Information is automatically populated and validated for eligible employees (current) and registered students
- Eliminates data entry errors
- Payment is not required prior to requesting a mail box, eliminating proof of payment prior to request
- Payments will be paid using TigerXpress
- Electronic signatures are captured for requestor and mail services staff updating the forms
- New 'Departmental Sponsor' and 'Organization' forms were created to be completed by mail services to verify and validate sponsors
- The form is available myMemphis portal on the 'Employee' and 'Student' tab and mail services webpage for ease of submission

#### **Accounts Receivable Charges Reviewed/Reversed:**

- Banner PO Box rental charges were audited for prior terms and compared to the active records in the mail services database.
- Reverse charges were identified based on the fact the person did not have active affiliation with the university at the time charges were posted. Mail services was not notified when employees terminated or students were not currently enrolled.
- Mail services closed the identified mail boxes for the non-affiliated employees and students
- Banner and mail services records were in sync at go-live

#### **Mail Services System updates:**

- Administrative form was updated to improve functionality
- New fields were added to improve reviewing of records
- Automated Email notifications to the requestor upon new request submissions and semester billing reminders
- Five year purge implemented

#### **Automated Accounts Receivable file creation for billing:**

- Designed an nightly automated process to create the AR file from Biz-hub system
- Designed an automated process to create the fall and spring AR billing files
- UC4 software used to create processes to update Banner AR records with new postal charges and semester billing file
- Eliminates mail services staff generating excel file of AR transactions from Biz-hub system
- Eliminates two Bursar staff members testing the AR file, validating and running Banner processes to update records

**Automated Campus Box address updates to Banner:**

- Updated Banner records for accuracy:
  - Inactivated all current CB address types in Banner
  - Loaded current mail services records with active status as 'CB' address type
- Designed an automated nightly process to create the file of new post office boxes open/closed from Biz-hub system
- UC4 software used to create process to activate / inactivate Banner address type 'CB' (campus box)
- Addresses being updated and maintained in Banner will allow the ability to identify mail services records for ease of creating reports

**Website Updates:**

- Mail services 'Rental' page was updated with current information on the new process
- Link added to Campus Mail Box system

**Reports:**

- List of graduating students with a 'CB' mailing address type
- List students/employees with Banner 'CB' mail box address and determine if currently registered or employed. Run on demand. Will be used beginning of each semester and after 14<sup>th</sup> day purge to contact those people to close their mailbox. Summer semester is excluded.
- Delinquent 30 / 60 day report – run on demand. Report of records with 'CB' mailbox type in Banner will determine records to be reviewed for outstanding balance. Those that are outstanding for 60 days will be notified their box will be closed if payment not received

**Metrics: Time savings estimated 102 hours a year**

- Mail Services:
  - Fall 2015 estimated 308 new paper forms requesting mail box rentals
  - Mail Services estimates 17 minutes to validate student ID, wait for student to complete form, enter the request into Bizhub mail system, issue key
    - New process eliminates mail services from validating the student, handling paper forms and entering the request form. New process estimated to take 5 minutes to issue the student a key. Time savings 12 minutes per form for a savings of 62 hours of a staff member over 2 semesters of a staff member
  - No longer need to file paper forms
  - Billing file will be automatically generated and submitted for Banner processing for fall and spring. Eliminating staff member login into system to generate the file, review the file and email to Bursar office, time savings of 1 hour over 2 semesters of a staff member
- Bursar Office: Processing billing file
  - Automated billing process will eliminate 2 staff members to process the file in Banner test system, review errors, email mail services for correction, and process file in Banner production system. Time savings of 8 hours over 2 semesters of staff members
- Bursar Cashiers:
  - Fall 2015 estimated 374 payments processed
  - Each payment estimated to take 5 minutes to process
    - New process students will make payments through TigerXpress, eliminating the need to pay at the cashier window. Time savings of 31 hours over 2 semesters of a staff member
- Student time savings:
  - Students will submit and pay online, eliminating travel on campus