

# Procure to Pay (P2P)



## **Background**

The Finance Directorate is pleased to announce the launch of a new initiative, Procure to Pay (P2P), which will transform the way in which we procure goods and services from our suppliers.

P2P is the process of buying goods and services, and encompasses a number of key stages, namely the initial request to make a purchase; the selection of the goods or service; approval of the request; receipt of the goods or service; and the transaction made to pay for the goods or service procured.

During 2014-15, a multi-disciplinary team from the Finance and Information Services Directorates has been working with a number of stakeholder areas and, in partnership with our software providers, Science Warehouse, Unit 4 and iTESOFT, in the development of a P2P process which will be more efficient for our users and suppliers.

The purpose of the initiative is to deliver a robust, fully integrated P2P process and sub-processes. This has involved appropriate changes in University policies and procedures to ensure the process operates effectively and efficiently. The underlying process, has been configured to be fully automated, where appropriate, in a secure and auditable manner, and will deliver both improved Management Information and KPI reporting. It is underpinned by software solution providers, Science Warehouse, Agresso (Qfis) and iTESOFT.

## **High level benefits of P2P include:**

- Support Vision 2020;
- Derive improved value for money;
- Enhance procurement compliance and online audit trail;
- Improved cost control;

## **Changes to business process introduced in Queen's include:**

- Web-based requisitioning;
- Online approval process;
- An e-Marketplace solution through Science Warehouse which provides on-line 'shopping' from the University's contracted supplier catalogues;
- Automatic generation of purchase orders from Qfis/Agresso which are e-mailed to our suppliers;
- Receipt of goods and services using the functionality of Qfis/Agresso;
- Suppliers will send invoices directly to the Payments Office;
- Supplier invoice capture and matching, using the functionality of iTESOFT.

## **Work underway and complete**

The Procurement Team has been working closely with Science Warehouse to request that our key contracted suppliers of goods join the e-marketplace.

The stakeholder areas who have been involved in the P2P project, from its inception, and who have contributed to the final solution design, include:

- Centre for Experimental Medicine
- School of Education
- School of Chemistry and Chemical Engineering

- School of Mechanical and Aerospace Engineering
- Estates
- Student Plus
- Marketing, Recruitment, Communications and Internationalisation

Champions from all the stakeholder areas have undertaken a business process review, comprehensive User Acceptance Testing (UAT) and contributed to detailed discussions around the handling of specific procurement and supplier payment scenarios. This will ensure that both the new processes, and the way in which the software has been configured, are fit for purpose.

### **Training**

The Finance Directorate has developed a comprehensive P2P user training programme to those staff within the stakeholder areas who have the role of requisitioner, nominated buyer and/or budgetary approver.

The Directorate will now be working in partnership with the William J Clinton Leadership Institute to deliver a training programme which will combine both classroom-based training and e-learning material.

### **Roll-Out**

The stakeholder areas listed above, have 'gone live' or are on track to 'be live' by the end of September 2015 and feedback so far has been very positive.

Given the success of the delivery of P2P within the stakeholder areas, the Finance Directorate is now in a position to roll-out P2P across the business for completion by end of this calendar year.

A P2P 'go-live' schedule is currently being developed in conjunction with our users in Schools and Directorates in Professional Services. A P2P briefing session is planned for early September 2015.

Further updates will be provided as P2P is rolled out across the University.