

**BIG**  
CHALLENGES

**BIGGER**  
THINKING



**2013**

**AGA's 62<sup>nd</sup> Annual PDC**

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**JULY 14-17 | 24 CPE HOURS**  
**DALLAS | GAYLORD TEXAN**



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# Invoice Processing Platform: How Federal Agencies Are Eliminating Paper Invoices



SMART GOVERNMENT INVOICING



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## Introductions

Presenter	Organization	Topic
Mr. Peter Moore	U.S. Department of the Treasury Bureau of the Fiscal Service	
Mr. John Hill	U.S. Department of the Treasury Bureau of the Fiscal Service	Invoice Processing Platform
Ms. Michelle Yanok	U.S. Department of the Treasury Bureau of the Fiscal Service Administrative Resource Center	Federal Shared Service Provider Perspective: Benefits of Using IPP in a Shared Service Environment
Ms. Karren Alexander	U.S. Department of Agriculture	Agency Perspective: Benefits of Implementing IPP
Mr. Charles Russell	CACI International	Large Financial Management System Provider: Holistic View of Integrating and Using IPP
Ms. Raenel Winfrey	SOURCE, Inc.	Vendor Perspective: Benefits of Using IPP



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Mr. John Hill, Assistant Commissioner, Payments Management,  
U.S. Department of the Treasury, Bureau of the Fiscal Service

# **INVOICE PROCESSING PLATFORM**

# The Car Sharing Solution



vs.



## A Better Value



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## The Car Sharing Solution



## No Hassles or Maintenance



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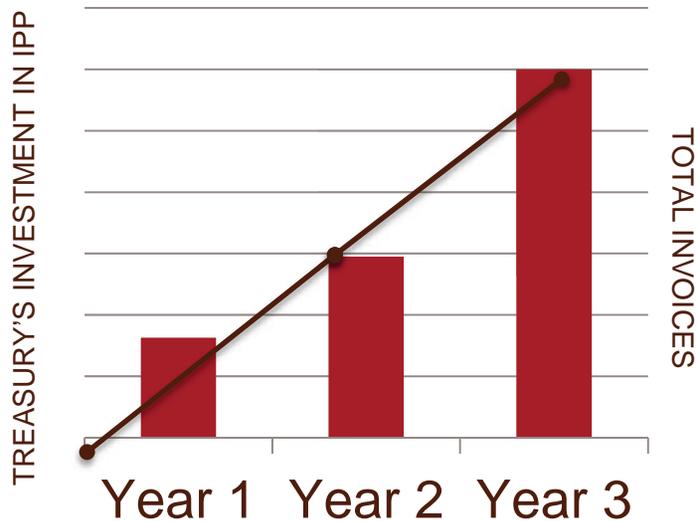
# The Car Sharing Solution



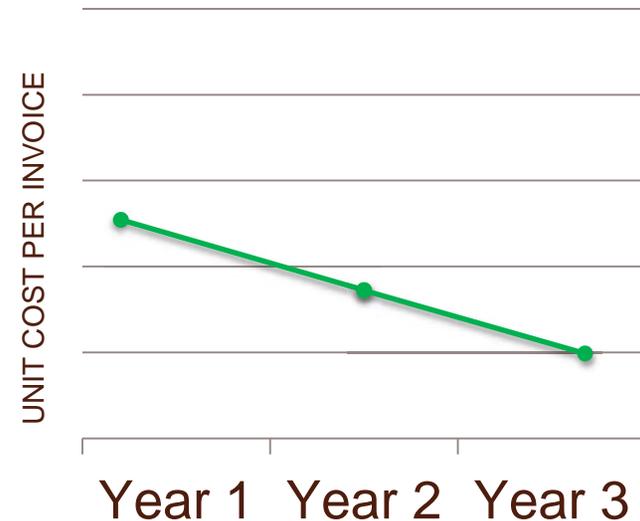
# Nationwide Benefits

# IPP = A Better Value

Total Investment



Per Transaction Cost



## IPP = No Hassles or Maintenance

- Secure, FISMA compliant shared solution
- No procurement, just a simple Memorandum of Understanding (MOU) with Treasury
- Interfaces to standard financial systems
- Well established call center for password resets, enrollment, etc.
- Over 20-30 system enhancements tested and implemented annually



## IPP = Nationwide Benefits

- Over 69,000 vendors enrolled
- Most agencies find that **more than 50%** of their vendors are already enrolled in IPP
- Vendors can batch invoices
- Linked to Treasury's payment system





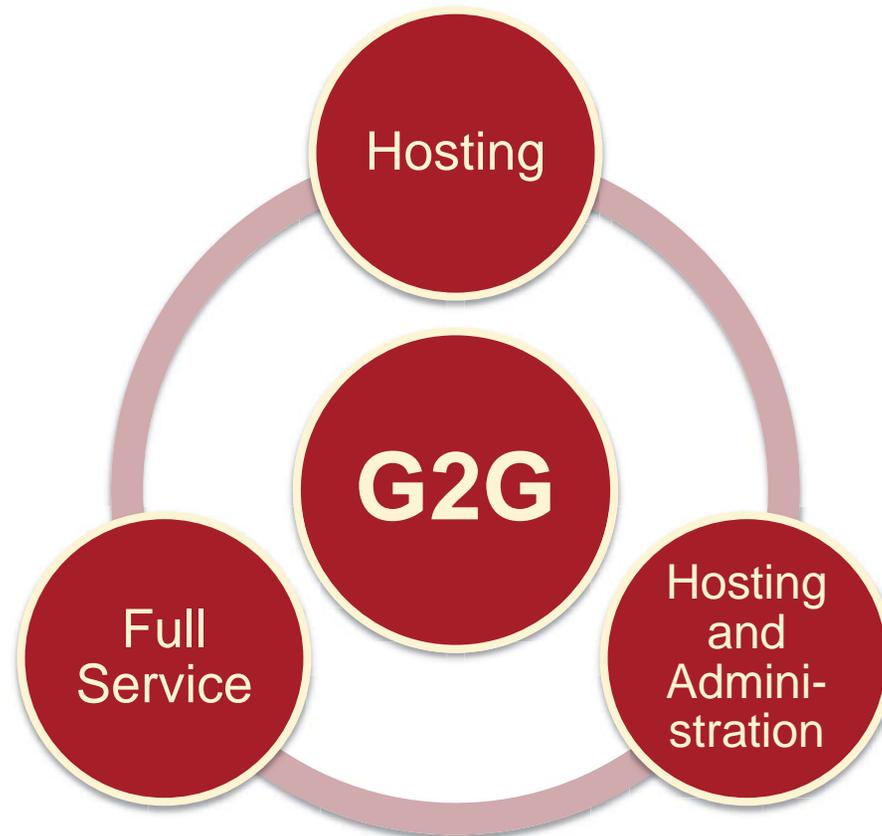
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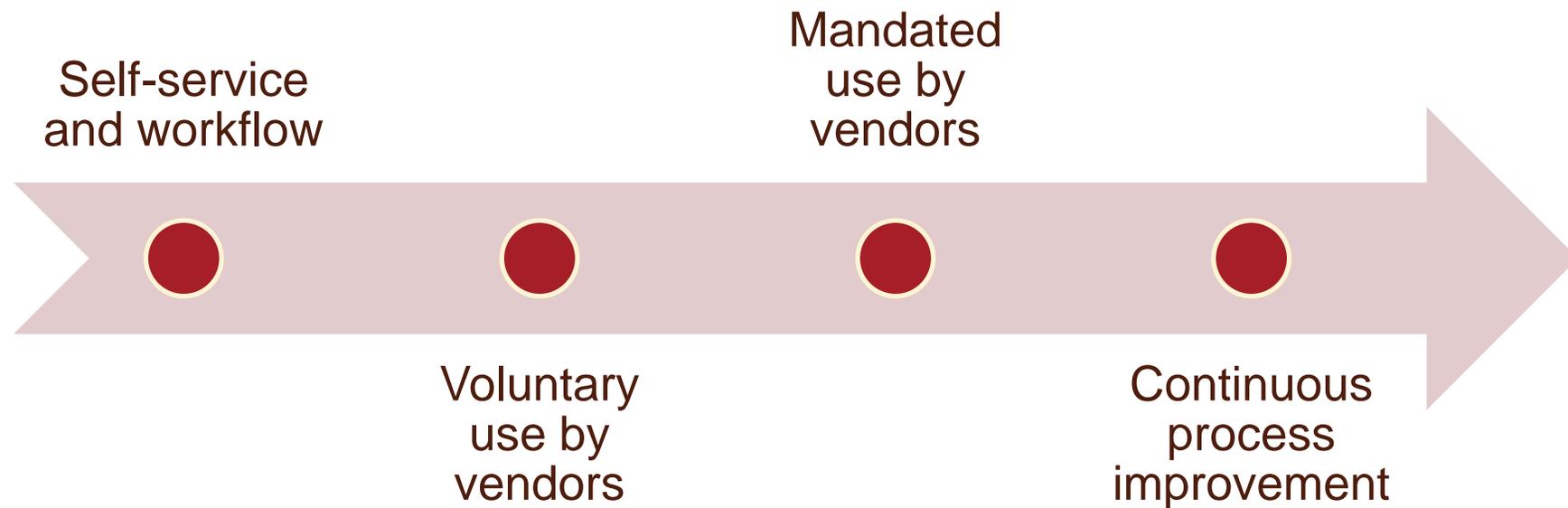
Ms. Michelle Yanok, Accounting Services Division, Manager, U.S.  
Department of the Treasury Bureau of the Fiscal Service

**FEDERAL SHARED SERVICE  
PROVIDER PERSPECTIVE:  
BENEFITS OF USING IPP IN A  
SHARED SERVICE  
ENVIRONMENT**

# Shared Service Provider Perspective



# IPP Implementation Strategy



# IPP Status

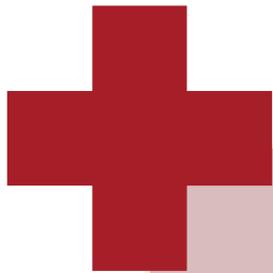




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## ARC's Experience with IPP



Results

Lessons  
Learned



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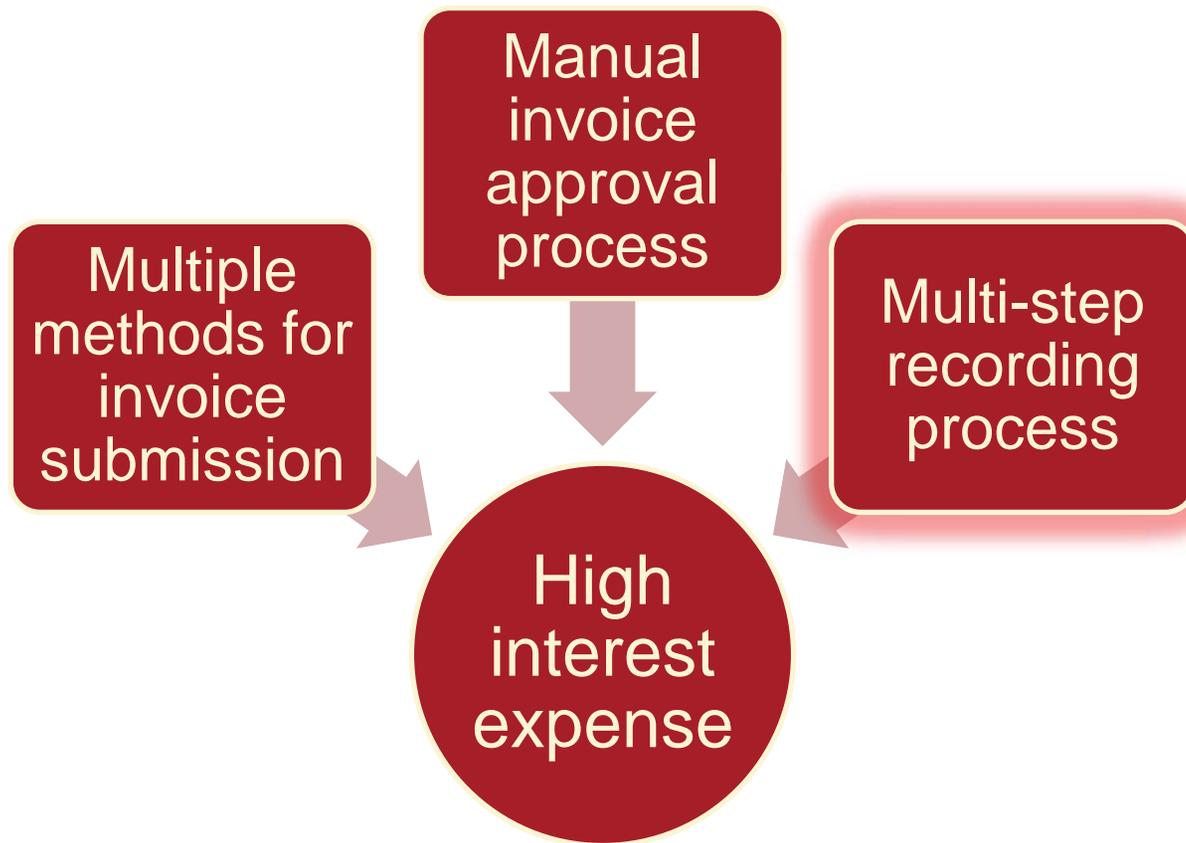
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Ms. Karren Y. Alexander, Associate Director

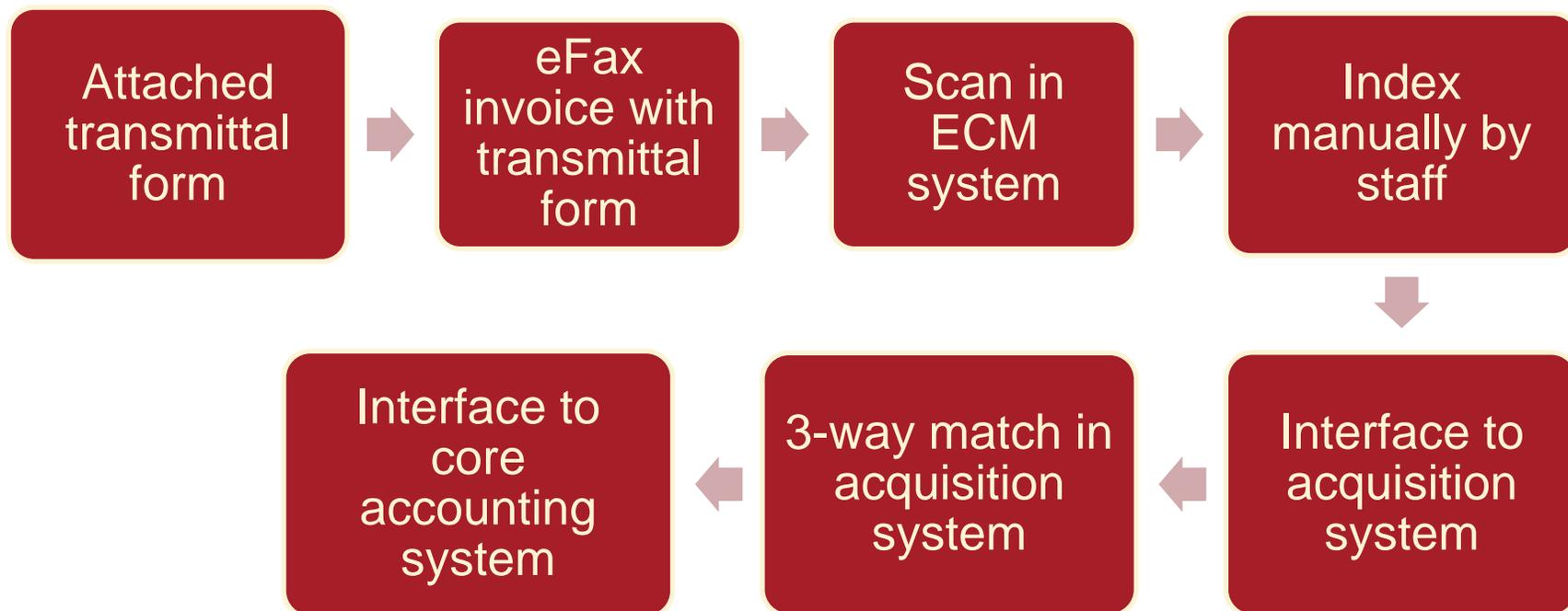
Controller Operations Division, Office of the Chief Financial Officer  
U.S. Department of Agriculture

# **AGENCY PERSPECTIVE: BENEFITS OF IMPLEMENTING IPP**

# Challenges with Manual Invoicing



# Multi-Step Invoice Recording Process



## Opportunities with IPP

Vendors create, submit  
and track invoices online

Agencies approve or reject  
invoices online

Customer service provided  
by IPP

**AVOID COSTS AND  
REDUCE WORK**



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## Avoid Costs and Reduce Work with IPP

**Decommission  
current systems**

Increase efficiency  
through electronic  
invoice approval  
workflow

Decrease effort  
required to ensure  
invoices are correct  
and match their POs

Improve Prompt Pay  
compliance and  
decrease interest  
penalties

Reduce volume of  
payment and  
Treasury offset  
related inquiries

Automatic  
escalation to  
supervisor based on  
Prompt Pay code



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## Results from Implementing IPP

Feature	Benefit
Single invoice submission process across USDA agencies	Unifies department business processes
Electronic invoice approval or rejection	Reduces or eliminates paper, fax and phone
Automatic escalation to supervisor and/or Contracting Officer based on Prompt Pay code	No nagging CORS
Queue management	Automates approver tasking



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## MORE Results from Implementing IPP

Feature	Benefit
Delegation and reassignment capabilities	Keep workload moving
Payment notifications to the vendor	Reduces or eliminates incoming phone calls
Centralized receipting	Speeds process and improves tracking
Interface with IPP to update payment status	Clarifies vendor cash flow



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## Reactions to IPP

Agency: “What?  
Another new system?”



“We like it.”

Vendors: “We love it!”





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Mr. Charles Russell, Senior Project Manager, CACI International

**LARGE FINANCIAL  
MANAGEMENT SYSTEM  
PROVIDER: HOLISTIC VIEW  
OF INTEGRATING AND USING  
IPP**



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## CACI International “By the Numbers”



1962

15,000



120

\$3.8b



12

SEI CMMI  
Level 5  
appraisal

ISO  
9001

ISO  
20000

ISO  
27001



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## CACI and the Federal Government



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# CACI and IPP

## DOI

Selected IPP  
as e-  
invoicing  
solution

## CACI

Supported  
integration  
and operation  
efforts

Provides  
ongoing level  
2 support

## IPP

CACI submits ~\$200m of invoices annually on ~50 contracts through IPP

Advantages to CACI from using IPP:

- Instant access to track invoice processing
- Real time funding review/tracking



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Ms. Raenel Winfrey, Senior Accounts Receivable Specialist,  
SOURCE, Inc.

# **VENDOR PERSPECTIVE: BENEFITS OF USING IPP**



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## “Powering Business Communications”

### Voice | Video | Data

#### Solutions

- Unified Communications
- Network Security
- Mobility & Wireless
- Disaster Recovery & Business Continuity
- E911

#### Services

- Maintenance Services
- SOURCEnet Map
- Professional Services
- Phone Repair and Refurbishment
- Equipment Management Services
- Managed Services

### Enterprise customers and partners

#### Industries

- Government
- Healthcare
- Hospitality
- Retail

#### Strategic Partners



ELITE PARTNER

#### Solution Partners



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## SOURCE and the Federal Government

30 years

GSA Schedule  
70 since 2001

Small business

Teaming  
agreements  
with 8a, HUB,  
disabled  
veterans, and  
woman-owned  
businesses

**SOURCE**  
VOICE | DATA | IP TELEPHONY  
POWERING BUSINESS COMMUNICATION

14080 P. ROTON RD, DALLAS, TX 75244  
PHONE 800-308-7983 | FAX 800-408-8511  
604@SOURCE.COM  
WWW.SOURCE.COM

**BUSINESS PROFILE**

**Points of Contact:**  
Trey Logsdon • Federal Account Executive • [tlogsdon@source.com](mailto:tlogsdon@source.com)  
Gabe Gutierrez • Account Manager • [ggutierrez@source.com](mailto:ggutierrez@source.com)

Capabilities	
<b>Professional Services</b>	Engineering Design Project Implementation Network Assessment Project Management Telecommunications Support Help Desk Contact Center Support
<b>Technical Services</b>	Unified Communications Network Security (FISMA/DIACAP) Wireless Communications Disaster Recovery and Business Continuity Network Quality Assurance and Auditing

**eGSA Contracts**  
**Schedule 70 : GS-36F-0499L**

SIN 132-8: Purchase of Equipment	SIN 132-12: Repair Service and Repair parts/Spare Parts (Maintenance and Repair Service)
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NAICS Codes	
334210	Telephone Apparatus Manufacturing
517911	Telecommunications Resellers
517919	All Other Telecommunications
518210	Data Processing, Hosting, and Related Services
541330	Engineering Services
541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541990	All Other Professional, Scientific, and Technical Services
811212	Computer and Office Machine Repair and Maintenance
811213	Communication Equipment Repair and Maintenance

**Business Profile**

DUNS Number: 074876087	Cage Code: 0RS22
ORCA Registered	CCR Registration: Current

Business-type Partners			
8(a)	HUBZone	WOB	SDVOB

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604@SOURCE.COM  
WWW.SOURCE.COM

Past Performance	
<b>U.S. General Services Administration (Government)</b>	<i>Telecommunications Maintenance and Support</i> Management and Project Implementation of 413 Complex telecom systems supporting the U.S. Census
<b>Kentucky Army National Guard</b>	<i>Statewide Voice Communications Maintenance and Support Services</i> 24/7 system monitoring, Tier II & IV Help Desk, Remote and onsite technical support, enterprise voice and data consultation and vendor management. Support of multiple manufacturer systems including Avaya, Cisco, Polycom/Spectralink.
<b>Lockheed Martin</b>	<i>Nortel Voice Communications Maintenance and Support</i> Maintain the Nortel voice communications system for Lockheed Martin's contract with the Nuclear Regulatory Commission. 24/7 system monitoring, Tier III & IV Help Desk, remote and onsite technical support, enterprise voice/data consultation of VoIP systems.
<b>USAA Insurance and Financial Services</b>	<i>Maintenance Agreement</i> Enterprise maintenance support of AVAYA and Octel telephone and voicemail systems, 24/7 remote and onsite monitoring. Supporting 10 dispersed sites and 28,000 stations.
<b>Matson Navigation Company, Inc.</b>	<i>International IP Telephony Solution Services</i> Telephony project management and support of global logistics corporation. Custom IP trunk programming, and support of R1.3 (Communication Manager). Enterprise-class call processing, and international implementation and support of Avaya's S8300/G700 systems. VoIP support over trans-pacific MPLS network.
<b>VHA Healthcare Management Company</b>	<i>Disaster Recovery Implementation Services</i> Disaster Recovery Planning, Custom Computer Programming Services, Application Development, Computer Systems Design Services, Computer Facilities Management Services, Computer Systems Modeling and Simulation, Telecommunications support and implementation.



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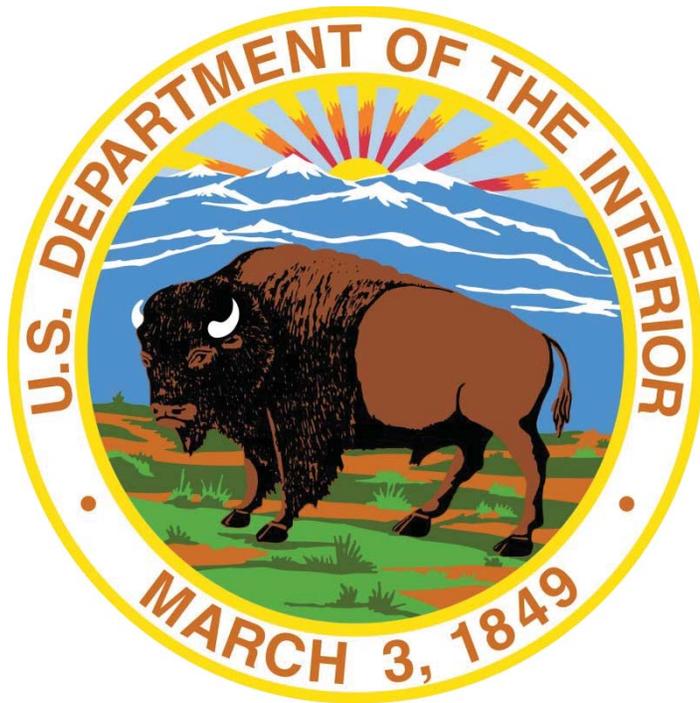


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## SOURCE and IPP



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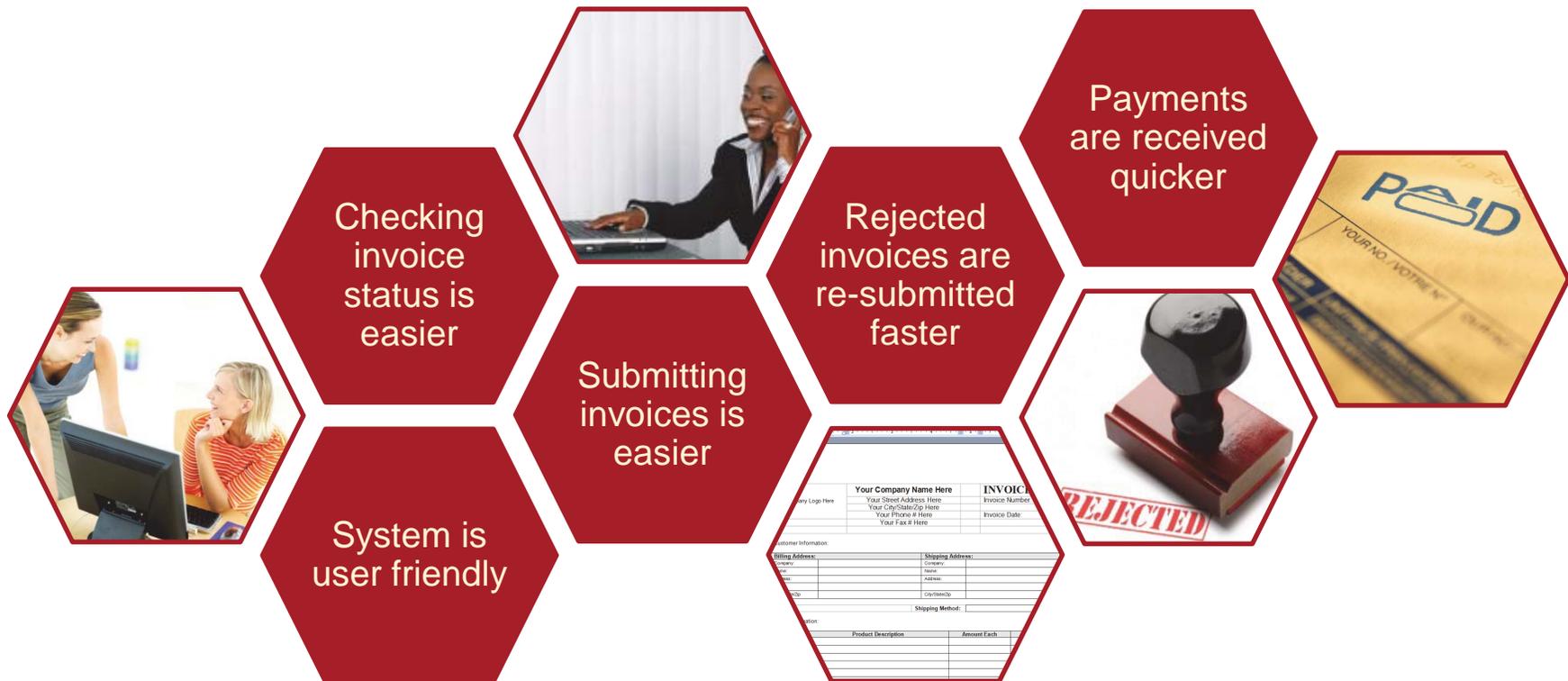




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## SOURCE's Experience with IPP



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**QUESTIONS?**