

In 2013, FSS undertook a project to review the process for Sundry Billings with the aims to reduce processing time, enhance quality of billing information and standardise the billing process across the cluster.

Billings have been long and tedious process due to incomplete information provided, resulted in the need to gather information through emails and phone calls.

Critical success factors were identified:

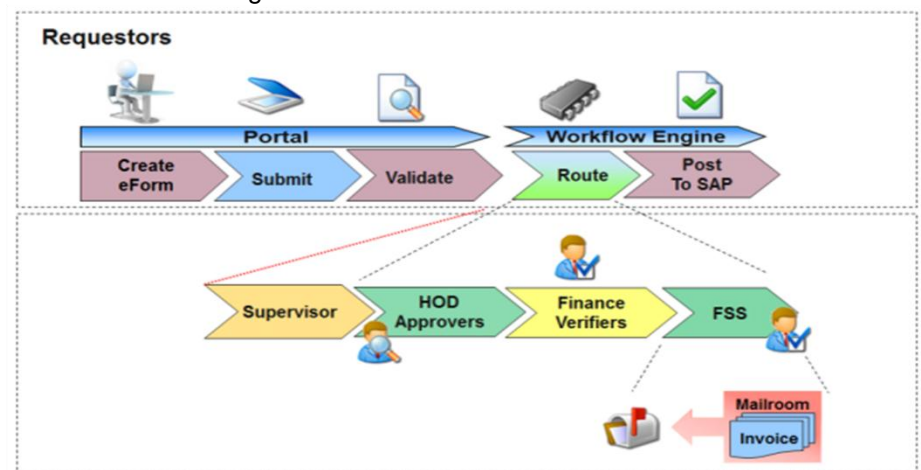
- Automate the billing process workflow
- Redesigned the routing processes
- Redefined users' roles and responsibilities

METHODOLOGY

The concept of e-Form was brainstormed and implemented in a four phase approach that include:

- a) Project planning to identify scope and objective
- b) Develop process workflow to illustrate the various stages of billing process and identify roles and responsibilities at each stage
- c) Develop training manual to guide the users of e-Form
- d) Review e-Form performance to refine billing process

Figure 1: Process workflow for e-Form



The introduction of e-Form has brought numerous benefits to the institutions and its users due to its distinctive features (Figure 2). Some of the key outcomes include:

- Generate time saving from use of e-Form as compared to previous manual billing. For example, one of the key features "Copy by Reference" allow users to create repeat billing of the same nature
- Allow users to track the status of the billings and receive notification alerts (Figure 3) that require their attention
- Enhance quality and completeness of billing information
- Enable more effective analysis of information through data extraction

Figure 2: Features of e-Form

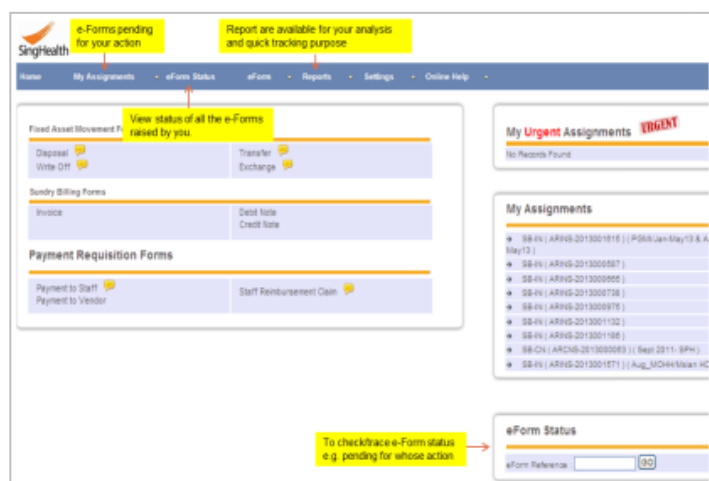
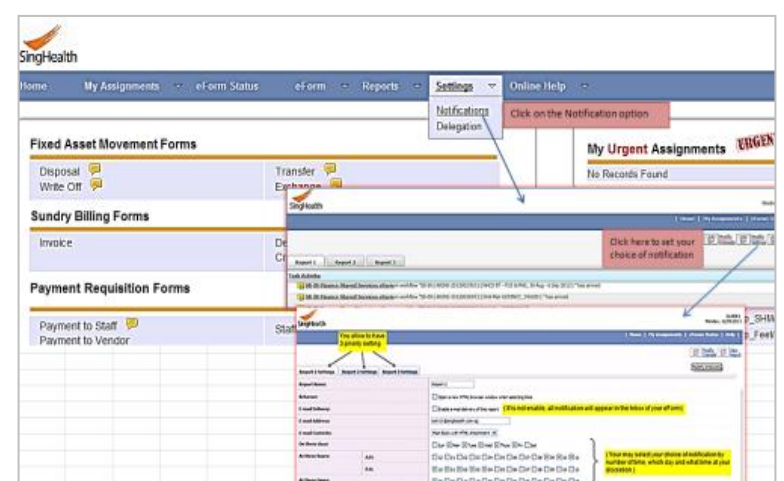


Figure 3: Settings for notification alerts



CONCLUSION

Having the e-Form, it has improved efficiency and effectiveness of the overall process for Sundry Billings, which is essential for recovery of expenditure incurred at institutions.

Despite the successful launch of e-Form, it is crucial to monitor and review its performance to strive for continuous improvement.

