

Project Title

Process Efficiency in Reducing Manual Journal Entries for Credit Card Commissions

Project Lead and Members

Project lead: Lee Yar Sze

Project members: Eunice Lim, Chen Si Si, Linda Tan

Organisation(s) Involved

KK Women's and Children's Hospital, OCBC, UOB, IHIS (SAP-FICO), Finance teams from SGH, CGH, SKH, and NHC

Aims

To improve efficiency through automation, and also to strengthen relationships through collaboration.

Lessons Learnt

This project served as an opportunity to work with the banks (OCBC and UOB) and IHIS (SAP-FICO) to improve on our data communications to ensure a more seamless flow. Also, benefits from the project can be shared among SingHealth entities.

Project Category

Technology & Automation, Productivity, Process Improvement

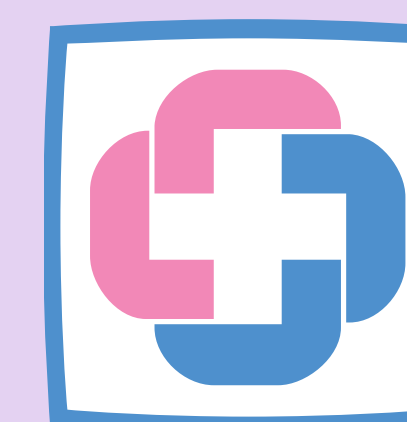
Keywords

KK Women's and Children's Hospital, Singapore General Hospital, Changi General Hospital, Sengkang General Hospital, National Heart Centre Singapore, Finance, Technology & Automation, Productivity, Process Improvement, Time Saving, Cost Saving, Reduce Manpower, Merchant Banks Services, OCBC, UOB, IHIS (SAP-FICO), Commission Statements, Credit Card Commission Charges, Secure File Transfer Protocol, Comma-Separated Values, VISA, Mastercard, Customized SAP program

Name and Email of Project Contact Person(s)

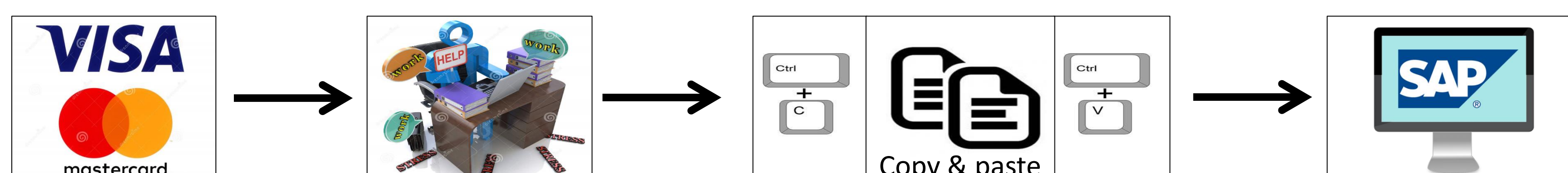
Name: Lee Yar Sze

Email: Lee.Yar.Sze@kkh.com.sg



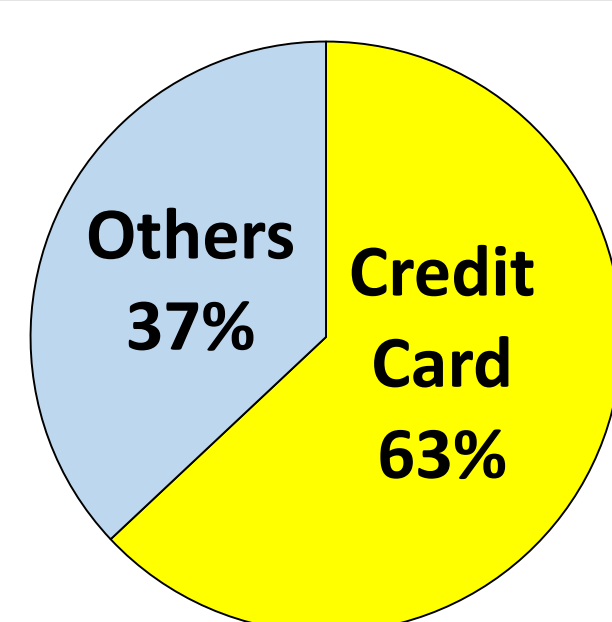
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INTRODUCTION



- Merchant services send daily Commission Statements for each credit card terminals.
- Finance has to manually copy the total commission charges from each statements into an excel file. This process takes about 3 hours per day.
- The excel file is then uploaded & posted into SAP.

Number of Manual Journal Entries



OBJECTIVE



1. Automation: To improve efficiency

- Eliminate voluminous manual process of copying the commission charges into the excel file for uploading.
- Increase staff efficiency & productivity.
- Reduce human errors from the manual postings.

2. Collaboration: To strengthen relationships

- An opportunity to work with the banks (OCBC & UOB) and IHIS (SAP-FICO) to improve on our data communications to ensure a more seamless flow.
- Share benefits among SingHealth entities. (KKH, SGH, CGH, SKH & NHC)

METHODOLOGY

Merchant Banks (OCBC & UOB)

- Develop customised daily Visa/Mastercard reports in comma-separated values (CSV) format.
- Set up Secure File Transfer Protocol (SFTP) folders to store the CSV files.

IHIS (SAP-FICO)

- Develop customized SAP program to allow daily direct interface of the banks' CSV files into SAP.
- Develop a mapping table in SAP to allow automatic posting of the commission charges into the specified cost centres.

Users (SingHealth entities)

- Receive SAP notification on the status of the commission charges posting.

Total program development cost of \$45,000 was shared equally among KKH, SGH, CGH, SKH & NHC.

RESULTS



56% reduction in the number of manual journal entries for credit card commissions

Time savings of at least 520 overtime hours per year

Equivalent to \$31,500 per year

More savings in time to come upon rolling this program to Amex & Diners



Productivity



Efficiency

~~ERROR~~

Reduction in human errors

CONCLUSION

With the strong support from our Senior Management, the Banks and IHIS (SAP-FICO), we are able to tap on technology to improve the efficiency and productivity in our work process tremendously.

The labour intensity required in the work process has been greatly reduced. Thus bringing about lesser human errors and vast improvement to our work life balance.

We are currently exploring with the other merchant services (Amex & Diners) to automate their credit card commission postings as well.

