Case Study

Repeated Feedback : Instructions Not Implemented



Background:

We have received a directive from the client to update all information from the supplier bill copy. If any contact person or email address is missing, please refer to the website to obtain the necessary details. If the information cannot be found on the website, we will need to notify the client accordingly. We have received varying feedback consistently regarding the same task.

Objective:

To determine the underlying cause or oversight that led to the error. And To ensure that we are capturing all necessary details for new suppliers, as well as reviewing updates on recent bills from existing suppliers, we should conduct a thorough review.

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Solution:

After the preparation of Accounts Payable Report.

Export the contact information and verify that all details are accurately recorded for the suppliers included in the report.

Access the list of bills in Xero and perform a batch payment review to ensure that all bank details are documented and that each bill has a suitable payment description for reflection in the Supplier bank account.

Additionally, download all bill copies and organize them in the same sequence as outlined in the Accounts Payable Report.

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Results:

There is no feedback from the client after the implementation of cross checking with contacts, batch payment review and combining all the bill copies for verifying.

Conclusion:

We have identified the loophole and implemented changes to rectify the process, thereby eliminating the recurring error. Each client will have distinct instructions to follow. It is advisable to establish an appropriate process to accommodate these requirements.

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