



▶ A PAPERLESS FINANCIAL SYSTEM

Emtec Federal develops a program to create and update financial forms electronically

A division of the DOD, consisting of ten major commands as well as two major reserve components, looks to Emtec Federal to overhaul the financial form process for its hundreds of thousands of personnel stationed around the world.

Situation: A Cumbersome Process

The client had an antiquated paper-based process for financial forms. If a member wanted payment for an allowance or travel voucher, or needed to change financial information, the only choice was to make a trip to the local finance office to manually fill out the appropriate form. Often the member would not include all appropriate information or fill out the form legibly—both issues that cause a submission to be rejected, resulting in a longer lag time for payment.

After completing all paperwork, the member had to physically ensure it went to each approving official for signature. The process resulted in a large burden on the member, as he/she had to set aside time to track down all the necessary people.

All completed paper forms had to be physically delivered to the local financial servicing office for processing. If the office found problems, the member had to return to the office and make the necessary corrections.

The local financial office then sent transactions to a base in South Dakota where technicians would spend a lot of time searching for relevant information. Because the forms were not standardized, technicians could either misread or overlook critical details. Many were rejected for incomplete or illegible data. There was no completion and accuracy check during the old process, resulting in numerous errors and rejections. This subsequently increased personnel's waiting time for payment.

Solution: The On-line Finance Process

Emtec Federal created an application that would allow members to create, update and submit their financial information electronically.

The system allows personnel members to self-initiate, complete, and digitally sign their transactions. It also presents an interactive interview session tailored to that member explaining their specific entitlements. Military personnel can now track their package at any time, and receive e-mail notification of its status.

The following pay transactions can now be processed in the system:

- advance pay
- allotments (starting, stopping, or changing)
- basic allowance for housing
- cost of living allowance (overseas only)
- emergency pay and allowances
- family separation allowance
- state of legal residence
- travel vouchers (accrual, final, partial settlement and travel advance)

It also provides links to online systems where active duty members can print their statements and change monthly allotments and tax information, or printable PDF forms as a supplement to the system.

Benefits

With the addition of this application, they have streamlined the creation and submission of financial information, increased timeliness and accuracy in processing, all while saving significant resources and allowing for new services for its personnel.

Reduction in Personnel Hours

The amount of personnel hours required to create or modify financial information has been greatly reduced. A member is now able to complete and update forms online at their convenience. Electronic form submissions have eliminated the need for a physical visit to the financial office or sending packages through the mail. Processing time has also been reduced, as processing technicians are now presented with standardized, easy to read documentation, minimizing rejections for incomplete/illegible data.

Consistent Information

All forms submitted through the system are now standardized. Error checks at every step ensure all required fields are completed, and the resulting documents are all consistent in format. This consistency ensures accuracy and helps speed up processing time.

Cost Savings

Personnel Time- Because members have 24/7 access to their packages and everything is submitted electronically, they can devote those extra hours previously spent on the manual paper process to performing other duties.

Technicians Time- Technicians can now process more claims without the burden of deciphering forms. This results in reduction in labor costs.

Paper Cost- Additionally, because the system is electronic, the government also reduces paper waste, which saves taxpayer money and helps the environment.

About Emtec Federal

Established in 1964, Emtec Federal is a systems integrator that provides IT services and products to the federal government. Our market leading value-based management methods, coupled with best-in-class IT technology, application development services and strategic IT consulting, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec Federal's service capabilities span the United States and US installations around the globe.