

NEWS

Service Excellence Now Led by York Team

With the conclusion of the contract with the external vendor supporting the York team with Service Excellence projects, the responsibility for business transformation has fully transitioned to the York team. This strategic decision reflects the University's deep commitment to ensuring process improvement and change management expertise reside internally within the team and is utilized to positively transform the services provided to the community.

Giving responsibility and accountability for the change process to the York team will empower members of the community to contribute to, and benefit from, the transformation journey. This cultural shift will also lay the foundation for sustainable growth, enabling the University to be more flexible and agile to changes resulting from various internal or external factors.

SEP is poised to shape a future where innovation and service excellence, drive the University's continued advancement and positive impact on society. We look forward to continuing to work with our colleagues across the University to make York a better place to work and learn.

Payment Portal for International Students Launched

Convera GlobalPay payment portal for the School for Continuing Studies is now live, marking a significant milestone in optimizing international student payments and refunds. Convera GlobalPay offers numerous advantages, including competitive exchange rates, faster processing times, and excellent customer support. This platform also supports greater accuracy by eliminating the need for manual data entry by York staff and reduces the time and cost associated with processing international wire payment returns.

International students and prospects have been informed of the launch of this secure and convenient new option for making bank wire transfers.



<http://>



**Check out the
revamped SEP website.**

NEWS

Accounts Payable Process Improvements

SEP has reached an important milestone towards achieving our vision of Service Excellence with the completion of process improvements aimed at enhancing efficiency, productivity, and service quality within the Accounts Payable (AP) department.

Through close collaboration with our colleagues in the AP department, SEP has streamlined departmental operations and developed comprehensive Standard Operating Procedures (SOPs) for each process, ensuring consistently high-quality work across the team. These SOPs will serve as valuable references for process analysis and evaluation, supporting continual improvement efforts in the long term.

SEP also designed a new triage process to help AP staff categorize, prioritize, and route invoices, inquiries, and payment requests quickly and accurately. AP Triage will also enhance transparency which is a key priority for staff.

Formal hand-off took place on June 30 with the transfer of documentation, including SOPs, and the completion of staff training. The SEP team remains readily available to provide any necessary support, guaranteeing a seamless transition and continued success.

Finance Future State Design

In the coming weeks, SEP will commence a new initiative: Finance Future State Design. The need for clarity and documentation of the roles and responsibilities of Faculty and divisional staff involved in finance processes was first identified at an Executive Officers retreat. The scope has since been expanded to include the harnessing of emerging technologies, data-driven insights, and innovative strategies to make finance processes and activities more efficient, expedient, and resilient than before. More information would be provided to you as this project progresses.

Questions or suggestions?

Send your questions, concerns, or suggestions to serviceee@yorku.ca or visit the revamped [SEP website](#) for detailed information about our work.