

DIGITAL PAYMENT PROCESS AND DOCUMENT FILLING OPERATIONAL MANAGEMENT

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ABSTRAK

Artikel ini membahas perihal proses pengelolaan dokumen atas tagihan dokumen dari vendor untuk dilakukan proses pembayaran. Semenjak adanya pandemic pada Maret 2020 untuk menjaga sterilisasi maka sangat dihindari kontak langsung dengan orang maupun dokumen. Salah satunya adalah dokumen penagihan yang biasanya sebelum pandemi dilakukan melalui *hard copy* untuk disampaikan kepada Depptmen Finance. Semenjak pandemic maka adanya perubahan operasional penagihan, dimana tidak lagi dokumen dilakukan secara *hard copy*, tetapi melalui *soft copy*. Point penting dalam melakukan melalui *soft copy* adalah keabsahan dokumen atau menghindari adanya pemalsuan dokumen, sehingga dapat merugikan perusahaan. Serta bagaimana memanfaatkan digitalisasi pola penagihan sehingga dapat menghemat biaya penyimpanan dokumen. Artikel ini menjadi penting mengingat proses digitalisasi harus tetap menjaga keabsahan/validitas dokumen dan agar tetap dapat comply/taat dengan aturan terkait pengelolaan kearsipan. Adapun tujuan penelitian ini adalah mengetahui proses alur yang terstandar secara operasional yang dibakukan dalam perusahaan serta penghematan atas biaya penyimpanan dokumen yang telah dilakukan. Penelitian ini dilakukan pada Perusahaan yang bergerak pada bidang energi yang berkantor di Jakarta Selatan Metode penelitian yang digunakan adalah metode kualitatif dengan sumber data primer dan skunder. Kesimpulan atas penelitian ini adalah bahwa suatu perusahaan bersikap *agile* atas adanya perubahan, sehingga operasional dapat menyesuaikan dengan memanfaatkan media online/digital untuk mencapai efisiensi dan efektifitas proses.

Kata kunci : Filling Dokumen, efisiensi, manajemen operasional pemrosesan dokumen

ABSTRACT

This article discusses the document management process for billing documents from vendors for payment processing. Since there was a pandemic in March 2020 to maintain sterilization, direct contact with people and documents is strictly avoided. One of them is billing documents, which were usually done via hard copy before the pandemic to be submitted to the Department of Finance. Since the pandemic, there has been a change in billing operations, where documents are no longer made in hard copy, but through soft copy. An important point in doing through soft copy is the legitimacy of documents or avoiding document falsification, so that it can harm the company. As well as how to take advantage of digitizing billing patterns so that you can save on document storage. This article is important considering that the digitization process must maintain the validity/validity of documents and so that they can comply with the rules related to archive management. The purpose of this research is to find out the operationally standardized process flow that is standardized within the company and the savings on document storage costs that have been carried out. This research was conducted at a company engaged in the energy sector with offices in South Jakarta. The research method used is a qualitative method with primary and secondary data sources. The conclusion of this research is that a company is agile for changes, so that operations can adjust by utilizing online/digital media to achieve process efficiency and effectiveness.

Keywords : Document Filling, efficiency, management of document processing operations

INTRODUCTION

The scope of this research is based on case study from companies engaged in the energy sector to find out the process of document flow payments were made before the existence of Covid-19 and after the existence of Covid-19. This research is to measure how efficient and cost-effective it is if document management in the payment process is done digitally by utilizing existing company platforms and the documentation process after the payment process or archived document.

The definition of archiving in general are a system of activities in document storage in detail, so when the document is needed at any time, it is easy to find for [1]. There is previous research from Fathurrahman, his research explained that document archives can play any role as a memory, decision making tool, and proof of existence or activities in the company [2]. Chepukaka & Kirugi also added some explanation in their research, firms can make decisions when the archived process in the firms itself are optimal and efficient, because data or document archived in a firm are accountability tool for manager and transparent for public, this will be used as evidence when the company has a problem [3].

Discussing about archive management, archive management in a firm is the same as an operational management, because it has the same function as operational management. The function of operational management can be classified as three functions that must be carried out in it are the marketing function, the financial function, and the operational function [4]. These three functions will in fact be interrelated with each other in creating synergies to achieve company goals, for example the marketing function will describe the demand for goods or services by consumers, the finance function seeks to obtain capital to finance marketing and operational activities, and the operational function will create goods or services according to consumer needs. Based on these three functions, the operational function tends to have the greatest need for manpower, besides that also in asset investment.

Talking about operational functions, according to Skripak operational management itself is all the activities involved in the process of turning a product idea into a finished product. The point from operational management theory as an archive management is that a change in a product idea hardcopy product converted into a softcopy product that will increase efficiency within the company [5].

Within operational management there is an operational strategy that functions as a driving force for the management of company records. The operational strategy itself is the development of competitive aspects based on the production function in order to achieve company goals [6]. Operations strategy is useful in describing certain aspects, by providing structural units and their infrastructure to help companies achieve effective performance [7].

Determination of an operational strategy must not only be carried out by functions involved in the production process of a product or service, but also by a function within the company (marketing, finance and operational functions). So as to provide a competitive advantage over its competitors. The operating strategy used by managers will put the company in a superior position with advantages in the form of timely delivery, guaranteed product quality, and to make some new product or service innovations to respond to market demand. At the same time as establishing an operating strategy, companies can also reduce costs and activities that do not add value to the company [8].

This happens in research according to Husnita and Kesuma, the role of archive is very important in carrying out company activities, taking into account the operating strategy that is developing in this digital era, including in the field of archiving management. An example of an operational strategy obtained from this research is to recruit a reliable librarian so that he can comply with the regulations and procedures that have been in effect in the filing process itself, both offline and online archives [9]. One of the studies that will be carried out in this paper is a study related to the process flow of document archiving management, which starts from the initial payment to the document storage process. The payment process for the object of this research is carried out by the Department of Finance. In general, the flow of the payment process, are:

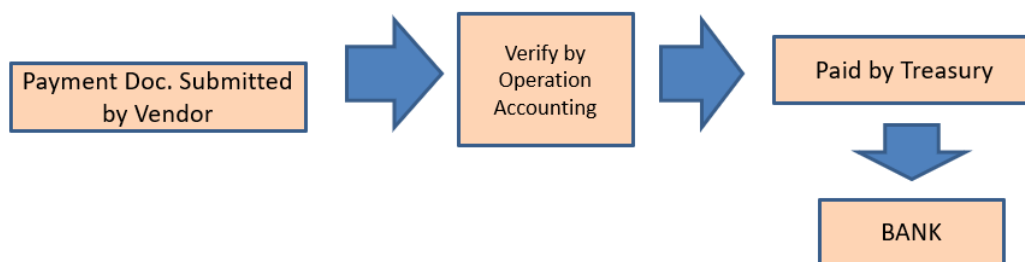


Chart 1. Payment Proses Flow

As the diagram above, it shows that the payment document is submitted to the Finance Department after getting some approval from the user. All records using the Enterprise Resources Planning (ERP) system, it is SAP. While the payment process by the treasury use Banking Cash Management. Enterprise Resource Planning itself is a system software that integrates all divisions of a company together in one database to access information as a tool for decision making in their respective divisions [10].

Determination of the process flow above above in theory can be use the Squencial Engineering approach. According to Budhi Cahyono, the process of designing and developing new products is carried out sequentially, and there is no overlap between one stage and another, but if one stage goes wrong, you have to wait to carry out the next stage. Based on the explanation above, some processes have been carried out digitally, namely the recording process using ERP SAP, and the payment process is carried out through banking cash management [11].

Payment documents that have been paid will then be filled out & archived. The filling process is a very important process for the company, because the filling process aims to help smooth the office work process [12]. This document is used for audit purposes, evidence of activities and valid legal evidence. So that existing processes, both manual and digital, really need to be standardized, including the storage process. So that it can be used as a reliable document. Documents that have been filled will be stored in a Warehouse. The storage process in a Warehouse uses vendor services. Before being handed over to the Warehouse, the documents will be scanned first at the office.

During the Covid-19 pandemic outbreak in 2020, the pandemic has changed the main human resources practices of the formal sector in Indonesia, including the activities of document archiving, document storage, and document filling [13]. With a number of health protocols set by the government and companies, the existing restrictions have changed the payment document flow process, starting from the process of receiving invoice documents to storage. Companies need to create a document flow system that still prioritizes the accountability of existing payment documents. The existence of Covid-19 is used as a momentum to evaluate the process and the impact of costs that can be reduced [14].

RESEARCH METHOD

Research at this company uses qualitative research in order to be able to examine more deeply the subject matter and related information. According to Sugiyono in a book on research methods, qualitative research is a research method used to examine the condition of natural objects, key instruments, data collection techniques carried out by triangulation (a combination of observations, interviews, documentation) [15]. The focus of the research is changes in the operational process of payment from receiving documents to the filling process in the Finance Function before and after Covid. In addition, the impact on costs incurred. The data sources used are primary data and secondary data. Primary data obtained based on internal/illustrative data, direct observation. Secondary data is obtained through references to journals, books, regulations and international standards.

RESULT

Some of the process flows have been carried out digitally by the company, namely the ERP recording process, and the payment process is carried out using online banking cash management. The existence of this digitalization process has increased the effectiveness and efficiency of the company. However, this digitization process has not been carried out in its entirety. One of them is due to the issue of document validity if done digitally. The company in this study manages thousands of payments document every year. The data can be seen in table 1 below.

Table 1. Applied Document Data

| Year | Documents accepted |
|--------------|--------------------|
| 2019 | 3,247.00 |
| 2020 | 2,103.00 |
| 2021 | 1,858.00 |
| 2022 | 2,271.00 |
| Total | 9,659.00 |

The existence of Covid-19 has reduced the acceptance of documents received. This is because there is a reduction in the number of firm activities. So that the number of incoming bills is reduced. Based on the table above, the decline occurred from 2019 to 2020. In 2020 Covid cases began to spread. And it has started to increase since 2022. This is in line with improving conditions, thereby increasing company activities.

Before the existence of Covid-19, these payment documents were processed in hardcopy which were obtained from vendors. And filled in hardcopy and softcopy. The management of hard copy documents is carried out by the vendor and stored in a warehouse that has been determined and is included in a document archive management contract. The process flow for payment operations is as the process flow below.

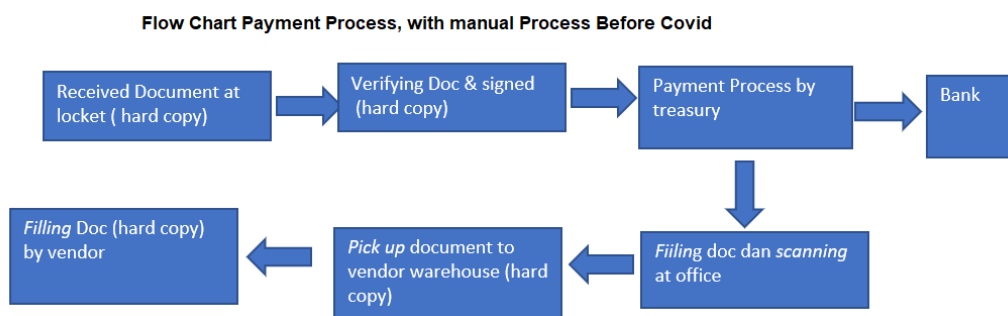


Chart 2. Payment Process Flow Before Covid-19 Pandemic

Documents that after payment is made will be stored. This storage process incurs separate costs, that costs recognized as warehousing costs and recorded in some ERP application (SAP). The processing fee is quite large. The components of the cost of processing this document include among others in the illustration as follows:

Table 2. The components of the cost of processing this document Data

| Deskripsi | Est. Qty | UOM | Month | Price |
|--------------------------------------|----------|------|-------|------------|
| Rental Storage for document | 7330 | m3 | 12 | 56,000.00 |
| Trucking Delivery/Pick up Max 20 box | 24 | Trip | 12 | 237,930.00 |
| Trucking Delivery/Pick up Max 60 box | 24 | Trip | 12 | 380,688.00 |
| Karton Box standard | 365 | Box | 12 | 20,925.00 |
| Indexing barcode | 1135 | Box | 12 | 8,091.00 |
| Scanning | 750 | page | 12 | 1,193.00 |

These costs are incurred every year if the payment document is made in hard copy. The existence of Covid-19 has changed the flow of the payment process. The policies issued by the

government and companies have changed the flow of the payment process. This was initially due to restrictions on the physical touch of documents.

So that a flow was made for processing and filing documents based on management policies starting July 2020. These changes can be seen in the flow below:

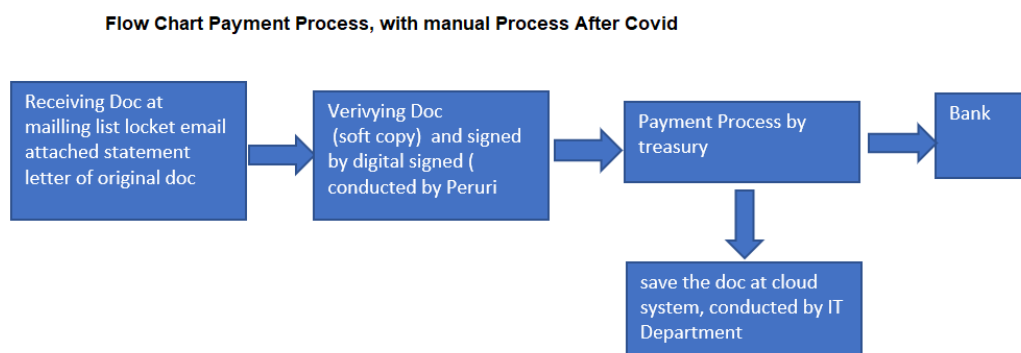


Chart. 3 Payment Process Flow after Digitalized when Covid-19 Pandemic

Based on the process flow above, there have been changes compared to the previous process:

1. Documents are received in the form of soft copies which are sent via an email locket set up by the operations accounting team. Previously, the document was handed over in hard copy to the document receipt locket.
2. The verification process for payment documents is done digitally. The process of creating digital documents is accommodated by the company through the Peruri system.
3. Payment documents are stored in the company's cloud system. This storage system can be accessed anytime and anywhere by workers. So that the payment process can be done at any time.

Based on the flow chart after the covid pandemic above, no hard copy documents will be processed. So that no documents are brought to the warehouse. In this case, there has been cost efficiency for the company. Based on the contract there are no more costs:

1. Rental Storage for document
2. Trucking Delivery/Pick up
3. Karton Box standard
4. Indexing barcode
5. Scanning

These five components are missing because there is no longer any manual filing activity to the company office, instead doing online filing via email. this is what reduces costs in 2020 to 2022. From here the company can save capital, which should be used for archiving documents, instead it is transferred to other administrative needs.

From here we can also see the decisions of a manager as a cost manager so that the company can survive in all conditions. The total cost for storing documents based on storage contracts starting January 2020 until now can be illustrated in the monthly cost graph from year to year below.



Table 3. Monthly Cost Graph from Year to Year

Based on graph above, it can be concluded as follow:

1. High costs before the Covid-19 pandemic are, January until March 2020.
2. The high fee in the period June - July 2020 is not a document storage fee for receiving documents before the process of receiving hard copies of documents is carried out
3. The cost that jumped in June 2022 is not a document storage fee. But the company's furniture trucking costs.
4. The cost is relatively stable around 20 million IDR every month. This fee is a document storage fee for payment documents prior to the occurrence of Covid-19.
5. There is no additional cost for the company in this contract caused by document storage costs.

CONCLUSION

In the case study of this paper, the company has established an operational flow policy for processing payment documents after the outbreak of Covid. The existence of this process allows companies to digitally verify documents. So that there will be implications for effectiveness and cost efficiency for the company.

Based on the flow chart after the covid pandemic above, no hard copy documents will be processed. So that no documents are brought to the warehouse. In this case, there has been a standard Carton Box cost efficiency, Indexing barcode, & Scanning.

Based on the Cost a graph for companies, for example there is no more Rental Storage for documents, Trucking Delivery/Pick up fees, monthly from 2020 to 2022 it can be concluded that costs were high before the Covid-19 pandemic, namely the period January - February 2020. These are the cost that come from the Trucking Furniture Company. The cost is relatively stable around Rp. 20 million every month due to filling in documents using an online digitization system implemented by the company.

From the results of the discussion and the literature review above, it can be concluded that the use of digitalization in operational document filing is important, because when unexpected moments such as the Covid-19 pandemic occur, it is the application of digitalization that helps the performance of the company's work sector, for example, such as filing documents online.

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