Requirement 2 (E)



Puerto Rico Department of Treasury

Invoice Processing KPI's

For the month of November FY22

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Puerto Rico Department of the Treasury Central Accounting Area Invoice Processing Capacity Analysis November 30, 2021

Overview:

Effective March 1st, 2018, the Puerto Rico Department of the Treasury (Treasury) implemented an online invoice registry (AP Portal) for 3rd party vendors to report all invoices dated from said date onward. Government Agencies (Agencies) were instructed by Treasury to upload all valid 3rd party vendor invoices dated prior to March 1st, 2018 into the AP Portal.

Invoice Processing General Overview:

Per Treasury's Circular Letter 1300-22-18, 3rd party vendors are responsible for submitting physical invoices to Agencies as well as uploading them to the AP Portal. Agencies are instructed to process only those physical invoices that are also registered in the AP Portal. For an invoice to be considered as processed, Agencies must verify budget availability and compliance of supporting documentation. Once invoices are processed and approved for payment, a payment voucher is generated and sent to Treasury.

Purpose of Report:

This report presents, for each individual Agency, the actual unprocessed invoice backlog reported in Treasury's AP Portal and compares it to the average monthly processed vouchers count (for FY 2020) to determine the length of time (in months) expected to process the complete backlog, assuming zero invoice inflow.

Limitations:

Invoice processing FTE's have not yet been determined for each Agency, said information is pending to be received for further analysis including, but not limited to, invoices processing capacity per FTE and possible FTE's required for complete backlog processing in a given timeframe.

Unprocessed Invoices Backlog Executive Summary as of November 30, 2021

(figures in thousands)

Top Five Agencies by Total Unprocessed Invoice Amount

		Total (\$) Unprocessed	Est. Months to Process
ID	Agency	Invoices	Complete Backlog
71	Department of Health	\$209,048	6.50
123	Families and Children Administration	35,284	10.00
271	Office of Information and Communication Technologies	33,416	6.25
25	Hacienda (entidad interna - fines de contabilidad)	29,299	5.50
45	Department of Public Safety	28,837	2.25
Total To	p Five	\$335,884	
All Other	r	243,913	
Total All	Agencies	\$579,797	

Top Five Agencies by Estimated Months to Process Complete Invoice Backlog

		Total (\$) Unprocessed	Est. Months to Process
ID	Agency	Invoices	Complete Backlog
10	General Court of Justice	\$2,377	40.00
224	Controller Especial Report Joint Commision	5	17.50
31	General Services Administration	4,996	10.50
123	Families and Children Administration	35,284	10.00
50	Department of Natural and Environmental Resources	14,532	6.75
Total To	o Five	\$57,195	
All Other	•	522,602	
Total All	Agencies	\$579,797	

Historical Information	September	October	November
Total Unprocessed Invoices	\$534,445	\$586,536	\$579,797
Ending A/P Balance	675,307	711,379	702,217
Percentage of Invoices Unprocessed	79%	82%	83%
MoM Change in Unprocessed Invoices	1.9%	9.7%	(1.1)%

Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of November 30, 2021

(figures in thousands)

		LTM November FY22	Unprocessed Invoices In AP Portal as of 11/30/2021		Personnel Currently	Estimated Months to
	ID Agency	Monthly Average Processed Vouchers	Total Count	Total Amount	Processing Invoices	Process Complete Invoice Backlog
	10 General Court of Justice	13	526		N/A	40.00
	14 Environmental Quality Board	112	566	3,759	2.00	5.00
	15 Office of the Governor	178	865	1,927	N/A	4.75
	16 Office of Management and Budget	54	91	1,988	N/A	1.75
	18 Planning Board	71	95	1,221	N/A	1.25
	21 Emergency Management and Disaster Administration Agency	-	449	4,541	N/A	N/A
	22 Office of the Commissioner of Insurance	23	89	1,879	N/A	3.75
	23 Department of State	129	189	732	N/A	1.50
	24 Department of the Treasury	258	80	2,378	N/A	0.25
	25 Hacienda (entidad interna - fines de contabilidad)	607	3,322	29,299	N/A	5.50
	26 Retirement System for Government Employees and the Judiciary (Central System)	-	37	523	N/A	N/A
	28 Commonwealth Election Commission	182	436	2,201	N/A	2.50
	30 Office of Administration and Transformation of Human Resources in the Government of PR	19 56	24	178	N/A	1.25
	31 General Services Administration 34 Investigation, Prosecution and Appeals Commission	12	581 35	4,996 32	N/A N/A	10.50 3.00
	35 Industrial Tax Exemption Office	12	305	560	N/A	N/A
	37 Civil Rights Commission	15	29	34	N/A	2.00
	38 Department of Justice	299	1,782	13,908	N/A	6.00
	40 Puerto Rico Police Department	255	598	1,051	N/A	N/A
	42 Puerto Rico Finefighters Corps		99	64	N/A	N/A
	43 Puerto Rico National Guard	544	1,409	10,478	N/A	2.50
	45 Department of Public Safety	1,264	2,881	28,837	N/A	2.25
	49 Department of Transportation and Public Works	402	1,905	22,617	10.00	4.75
	50 Department of Natural and Environmental Resources	311	2,136	14,532	2.00	6.75
	55 Department of Agriculture	115	495	1,789	N/A	4.25
	60 Citizen's Advocate Office (Ombudsman)	23	21	67	N/A	1.00
	62 Cooperative Development Commission	22	33	38	N/A	1.50
	65 Public Services Commission	-	155	302	N/A	N/A
	67 Department of Labor and Human Resources	300	1,030	7,832	7.00	3.50
	68 Labor Relations Board	11	6	16	N/A	0.50
	69 Department of Consumer Affairs	79	72	88	N/A	1.00
	71 Department of Health	2,666	17,159	209,048	16.00	6.50
	75 Office of the Financial Institutions Commissioner	54	53	151	N/A	1.00
	78 Department of Housing	212	1,449	12,301	13.00	6.75
	81 Department of Education	6,857	2,978	8,396	N/A	0.50
	87 Department of Sports and Recreation	257	624	7,742	6.00	2.50
	89 Horse Racing Industry and Sport Administration	-	59	233	N/A	N/A
	95 Mental Health and Addiction Services Administration	1,693	1,923	8,921	19.00	1.25
	96 Women's Advocate Office	58	77	409	N/A	1.25
1	105 Industrial Commission	55	243	1,030	N/A	4.50
1	120 Veterans Advocate Office	31	119	4,355	N/A	3.75
	122 Department of the Family	456	2,614	25,523	4.00	5.75
	123 Families and Children Administration	304	3,032	35,284	3.00	10.00
	124 Minors Support Administration	60	240	5,352	2.00	4.00
	126 Vocational Rehabilitation Administration	577	2,561	6,015	N/A	4.50
	127 Administration for Socioeconomic Development of the Family	204	727	16,003	3.00	3.50
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Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of November 30, 2021

(figures in thousands)

		LTM November FY22	•	sed Invoices In AP s of 11/30/2021	Personnel Currently	Estimated Months to
		Monthly Average	Total		Processing	Process Complete
ID	Agency	Processed Vouchers	Count	Total Amount	Invoices	Invoice Backlog
	ASUNTOS DE ENERGIA (OF EST POLÍTICA PUB ENERGETICA)	-	5	49	N/A	N/A
	Natural Resources Administration	-	216	2,025	N/A	N/A
	Department of Correction and Rehabilitation	841	783	11,691	6.00	1.00
	Parole Board	15	12	22	N/A	0.75
	Telecommunication's Regulatory Board	-	131	427	N/A	N/A
	Elderly and Retired People Advocate Office	435	472	938	N/A	1.00
	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	17	83	112	N/A	5.00
	State Historic Preservation Office	22	95	376	N/A	4.25
	Bureau of Forensic Sciences	17	27	574	N/A	1.50
	Correctional Health	21	66	651	2.00	3.25
	Emergency Medical Services Corps	-	1	0	N/A	N/A
	Controller Especial Report Joint Commision	1	19	5	N/A	17.50
	Joint Special Counsel on Legislative Donations	15	59	108	N/A	4.00
	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	1	0	N/A	N/A
	Health Advocate Office	19	18	6	N/A	1.00
	Administration for the Care and Development of the Childhood	202	270	2,891	N/A	1.25
	PPD Central Committee	-	26	427	N/A	N/A
	PNP Central Committee	-	21	121	N/A	N/A
	PIP Central Committee	-	28	148	N/A	N/A
	Office of Public Security Affairs	27	156	395	N/A	5.75
	Office of Information and Communication Technologies	44	275	33,416	N/A	6.25
	Office of the Inspector General	-	150	418	N/A	N/A
	Permit Management Office	-	172	498	N/A	N/A
	COM APELATIVA SERVICIO PUBLICO	13	6	2	N/A	0.50
	Office of the Electoral Comptroller	15	4	20	N/A	0.25
	State Energy Office of Public Policy	-	799	1,180	N/A	N/A
	Proyecto Dignidad	-	3	1	N/A	N/A
	Com Audit Int Cred Publico	-	2	150	N/A	N/A
298	Public Service Regulatory Board	120	411	745	N/A	3.50
311	Gaming Commission	439	167	8,367	N/A	0.50
329	Social Economic Development Office	103	448	13,022	N/A	4.25
	Total unprocessed invoices (November 30, 2021)		;	\$ 579,797		
	Ending A/P Balance (November 30, 2021)		;	\$ 702,217		
	% invoices unprocessed (November 30, 2021)			82.6%		
	Total unprocessed invoices (October 31, 2021)		•	\$ 586,536		
	Ending A/P Balance (October 31, 2021)		;	\$ 711,379		
	% invoices unprocessed (October 31, 2021)			82.5%		
	Increase / (Decrease) in total unprocessed invoices from prior month			(1.1)%		

Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of November 30, 2021

(figures in thousands)

		FY22		FY21		FY20		FY19		FY18		FY17 & Prior		Total	
ID	Agency	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
10	General Court of Justice	194	\$ 816	328	\$ 1,559	1		1			\$ 1	-	\$ -		\$ 2,377
14	Environmental Quality Board	69	1,464	149	1,430	150	598	151	146	47	121	-	-	566	3,759
15	Office of the Governor	89	266	136	307	154	218	309	456	176	681	1	0	865	1,927
16		53	570	29	974	6	444	2	0	1	0	-	-	91	1,988
18	Planning Board	36	1,015	32	157	12	33	9	4	6	12	-	-	95	1,221
21		-	-	29	237	271	1,883	75	1,491	73	930	1	0	449	4,541
22	Office of the Commissioner of Insurance	19	258	29	574	16	458	14	560	4	7	7	22	89	1,879
23	Department of State	48	280	54	204	47	208	34	33	5	6	1	0	189	732
24	Department of the Treasury	80	2,378	-	-								-	80	2,378
25	Hacienda (entidad interna - fines de contabilidad)	441	4,196	856	10,983	813	6,994	929	6,355	265	751	18	20	3,322	29,299
26	Retirement System for Government Employees and the Judiciary (Central System)	11	197	26	326	-	-	-	-	-	-	-	-	37	523
28 30	Commonwealth Election Commission Office of Administration and Transformation of Human Resources in the Government of PR	109 9	591 159	202 7	1,422 8	42 6	90 5	28 1	30 0	52 1	65 5	3	3	436 24	2,201 178
		90		=			-		-	_	-	2	9		
31	General Services Administration	90 5	640	82	852	68	1,982	96	731	243	781	2	9	581	4,996
34	Investigation, Prosecution and Appeals Commission	_	18	8	2	5	1	14	11	3	1	-	-	35	32
35	Industrial Tax Exemption Office	6	2	17	11	133	201	145	343	4	3	-	-	305	560
37	Civil Rights Commission	3	0	9	12	8	8	7	5	2	9	-	-	29	34
38	Department of Justice	277	3,743	420	4,108	370	2,744	495	2,818	219	492	1	2	1,782	13,908
40	Puerto Rico Police Department	-	-	-		45	175	268	467	187	401	98	8	598	1,051
42	Puerto Rico Firefighters Corps	-	-	2	0	9	14	64	35	24	15	-	-	99	64
43	Puerto Rico National Guard	266	2,012	824	6,315	295	2,004	18	95	6	52	-	-	1,409	10,478
45	Department of Public Safety	966	10,672	859	10,455	826	6,789	133	843	96	76	1	2	2,881	28,837
49	Department of Transportation and Public Works	194	1,464	327	2,821	444	3,807	439	6,706	324	6,805	177	1,014	1,905	22,617
50	Department of Natural and Environmental Resources	458	5,590	626	5,038	617	2,625	336	981	56	278	43	21	2,136	14,532
55	Department of Agriculture	69	225	137	256	136	905	147	401	6	2	-	-	495	1,789
60	Citizen's Advocate Office (Ombudsman)	9	17	8	44	2	5	2	0	-	-	-	-	21	67
62	Cooperative Development Commission	1	1	17	7	2	11	12	19	-	-	1	0	33	38
65	Public Services Commission	-	-	1	35	70	102	30	127	54	38	-	-	155	302
67	Department of Labor and Human Resources	287	4,913	331	1,279	330	1,511	56	79	25	26	1	24	1,030	7,832
68	Labor Relations Board	5	16	1	0	-	-	-	-	-	-	-	-	6	16
69	Department of Consumer Affairs	15	17	8	3	21	46	24	20	4	2	-	-	72	88
71	Department of Health	3,877	54,769	3,761	51,607	2,759	28,809	2,926	21,926	1,604	37,761	2,232	14,176	17,159	209,048
75	Office of the Financial Institutions Commissioner	13	32	24	68	8	26	7	25	1	0	-	-	53	151
78	Department of Housing	314	2,389	822	6,853	308	2,407	2	652	3	0	-	-	1,449	12,301
81	Department of Education	79	1,052	102	407	146	401	484	2,170	1,392	3,073	775	1,293	2,978	8,396
87	Department of Sports and Recreation	114	191	84	4,107	66	1,756	118	157	222	1,494	20	37	624	7,742
89	Horse Racing Industry and Sport Administration	-	-	40	71	18	160	1	2	-	-	-	-	59	233
95	Mental Health and Addiction Services Administration	878	5,939	396	1,656	202	276	155	405	198	548	94	97	1,923	8,921
96	Women's Advocate Office	14	86	41	289	10	7	10	27	2	0	-	-	77	409
105	Industrial Commission	113	259	37	104	37	273	36	60	20	334	-	-	243	1,030
120	Veterans Advocate Office	14	533	27	2,268	46	963	24	532	8	59	-	-	119	4,355
122	Department of the Family	450	3,023	604	7,624	667	10,485	614	3,049	278	1,342	1	0	2,614	25,523
123	Families and Children Administration	414	6,313	996	8,306	551	8,048	741	10,845	156	1,620	174	153	3,032	35,284
124		81	2,155	43	1,296	45	547	50	806	20	547	1	2	240	5,352
126	Vocational Rehabilitation Administration	650	1,703	498	1,063	487	1,430	617	1,160	301	654	8	4	2,561	6,015
127	Administration for Socioeconomic Development of the Family	163	6,419	139	1,705	230	2,352	90	2,260	74	3,018	31	249	727	16,003
132		-	5,715	-	-,,,,,,	-	-,552	4	48	1	3,018	-	2-73	5	49
133	Natural Resources Administration	-	-	-	_	58	1,129	80	630	52	215	26	- 51	216	2,025
137	Department of Correction and Rehabilitation	399	5,116	249	4,675	90	1,664	9	207	21	213	15	6	783	11,691
139	Parole Board	4	10	3	4,073	-	-,004	2	1	21	4	13	0	12	22
	Telecommunication's Regulatory Board	4	10	3 18	145	98	266	14	15	1	1	1	U	131	427
152	- · · · · · · · · · · · · · · · · · · ·	270	503	135	212	24	43	37	174	6	7	-	-	472	938
	·	270 37	30	135 7		3	43 2	37 16	1/4 5	-	9	-	-	47 <u>2</u> 83	938 112
153	•			=	66			16 7	_	20	,	-	-		
155	State Historic Preservation Office	47	166	19	68	21	119	/	22	1	1	-	-	95	376
189	Bureau of Forensic Sciences	27	574	-	-	-	-	-	-	-	-	-	-	27	574
220	Correctional Health	20	513	31	109	15	29	-	-	-	-	-	-	66	651
221	Emergency Medical Services Corps	1	0	-	-	-	-	-	-	-	-	-	-	1	0

Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of November 30, 2021

(figures in thousands)

		F\	/22	FY21 F		FY20		FY19		FY18		FY17 & Prior		Total	
ID	Agency	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
224	Controller Especial Report Joint Commision	4	1	11	2	4	1	-	-	-	-	-	-	19	5
226	Joint Special Counsel on Legislative Donations	5	2	15	7	21	64	11	17	7	18	-	-	59	108
229	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	-	-	-	-	-	-	-	1	0	-	-	1	0
231	Health Advocate Office	16	5	2	0	-	-	-	-	-	-	-	-	18	6
241	Administration for the Care and Development of the Childhood	122	998	72	736	42	185	30	962	4	10	-	-	270	2,891
242	PPD Central Committee	-	-	18	425	8	2	-	-	-	-	-	-	26	427
243	PNP Central Committee	-	-	20	104	-	-	-	-	1	17	-	-	21	121
244	PIP Central Committee	-	-	28	148	-	-	-	-	-	-	-	-	28	148
266	Office of Public Security Affairs	8	205	19	30	125	155	2	1	2	4	-	-	156	395
271	Office of Information and Communication Technologies	77	3,343	183	29,016	14	1,056	1	1	-	-	-	-	275	33,416
272	Office of the Inspector General	25	119	110	174	15	125	-	-	-	-	-	-	150	418
273	Permit Management Office	16	61	35	153	70	176	51	109	-	-	-	-	172	498
279	COM APELATIVA SERVICIO PUBLICO	6	2	-	-	-	-	-	-	-	-	-	-	6	2
281	Office of the Electoral Comptroller	3	17	-	-	-	-	1	3	-	-	-	-	4	20
290	State Energy Office of Public Policy	132	154	156	113	21	21	397	764	93	129	-	-	799	1,180
291	Proyecto Dignidad	-	-	3	1	-	-	-	-	-	-	-	-	3	1
296	Com Audit Int Cred Publico	-	-	-	-	-	-	1	0	1	150	-	-	2	150
298	Public Service Regulatory Board	212	271	129	385	70	90	-	-	-	-	-	-	411	745
311	Gaming Commission	140	8,105	27	261	-	-	-	-	-	-	-	-	167	8,367
329	Social Economic Development Office	33	3,621	133	1,631	137	2,048	115	3,847	28	1,875	2	0	448	13,022
	1	otal 12,587	\$ 150,199	14,591	\$ 175,314	11,315	\$ 98,971	10,492	\$ 73,641	6,405	\$ 64,477	3,735	\$ 17,195	59,125	\$ 579,797