



Requirement 2 (E)

GOVERNMENT OF PUERTO RICO

Department of the Treasury

Puerto Rico Department of Treasury

Invoice Processing KPI's

For the month of October FY23

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Puerto Rico Department of the Treasury
Central Accounting Area
Invoice Processing Capacity Analysis
October 31, 2022

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 2022) 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.

Note on Excluded Data:

and will be assigned to the appropriate agency in the following report when appropriate.

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog Executive Summary as of October 31, 2022
(figures in thousands)

Top Five Agencies by Total Unprocessed Invoice Amount

ID	Agency	Total (\$)	Est. Months to Process
		Unprocessed Invoices	Complete Backlog
071	Department of Health	\$210,006	6.75
271	Office of Information and Communication Technologies	81,283	9.50
123	Families and Children Administration	47,992	11.00
049	Department of Transportation and Public Works	47,331	4.75
025	Hacienda (entidad interna - fines de contabilidad)	37,164	7.00
Total Top Five		\$423,778	
All Other		307,185	
Total All Agencies		\$730,962	

Top Five Agencies by Estimated Months to Process Complete Invoice Backlog

ID	Agency	Total (\$)	Est. Months to Process
		Unprocessed Invoices	Complete Backlog
010	General Court of Justice	\$3,500	82.00
123	Families and Children Administration	47,992	11.00
031	General Services Administration	9,885	10.00
271	Office of Information and Communication Technologies	81,283	9.50
078	Department of Housing	16,767	9.50
Total Top Five		\$159,428	
All Other		571,534	
Total All Agencies		\$730,962	

Historical Information

	August	September	Octubre
Total Unprocessed Invoices	\$672,812	\$707,676	\$730,962
Ending A/P Balance	816,175	841,541	898,618
Percentage of Invoices Unprocessed	82%	84%	81%
MoM Change in Unprocessed Invoices	5.6%	5.2%	3.3%

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of October 31, 2022
(figures in thousands)

ID	Agency	LTM October FY23 Monthly Average Processed Vouchers	Unprocessed Invoices In AP Portal as of 10/31/2022		Personnel Currently Processing Invoices	Estimated Months to Process Complete Invoice Backlog
			Total Count	Total Amount		
10	General Court of Justice	12	985	\$ 3,500	N/A	82.00
14	Environmental Quality Board	120	657	5,899	2.00	5.50
15	Office of the Governor	195	833	1,759	N/A	4.25
16	Office of Management and Budget	62	76	880	N/A	1.25
18	Planning Board	79	156	1,670	N/A	2.00
21	Emergency Management and Disaster Administration Agency	-	448	4,541	N/A	N/A
22	Office of the Commissioner of Insurance	29	97	2,315	N/A	3.25
23	Department of State	122	226	1,427	N/A	1.75
24	Department of the Treasury	246	99	4,047	N/A	0.50
25	Hacienda (entidad interna - fines de contabilidad)	587	4,098	37,164	N/A	7.00
26	Retirement System for Government Employees and the Judiciary (Central System)	-	68	608	N/A	N/A
28	Commonwealth Election Commission	80	471	2,330	N/A	6.00
30	Office of Administration and Transformation of Human Resources in the Government of PR	24	25	43	N/A	1.00
31	General Services Administration	85	856	9,885	N/A	10.00
34	Investigation, Prosecution and Appeals Commission	9	41	18	N/A	4.50
35	Industrial Tax Exemption Office	-	326	568	N/A	N/A
37	Civil Rights Commission	11	33	1,545	N/A	3.00
38	Department of Justice	306	2,002	15,752	N/A	6.50
39	Adm Adiest de Futuros Empresar	-	1	18	N/A	N/A
40	Puerto Rico Police Department	-	598	1,051	N/A	N/A
42	Puerto Rico Firefighters Corps	-	99	64	N/A	N/A
43	Puerto Rico National Guard	501	2,017	14,434	N/A	4.00
45	Department of Public Safety	1,048	3,419	36,382	N/A	3.25
49	Department of Transportation and Public Works	493	2,364	47,331	10.00	4.75
50	Department of Natural and Environmental Resources	346	2,957	29,138	2.00	8.50
55	Department of Agriculture	115	638	2,399	N/A	5.50
60	Citizen's Advocate Office (Ombudsman)	29	27	78	N/A	1.00
62	Cooperative Development Commission	21	38	81	N/A	1.75
65	Public Services Commission	-	156	306	N/A	N/A
67	Department of Labor and Human Resources	325	1,351	7,905	7.00	4.25
68	Labor Relations Board	15	7	2	N/A	0.50
69	Department of Consumer Affairs	86	80	128	N/A	1.00
71	Department of Health	2,768	18,863	210,006	16.00	6.75
75	Office of the Financial Institutions Commissioner	66	65	591	N/A	1.00
78	Department of Housing	238	2,242	16,767	13.00	9.50
81	Department of Education	9,144	3,081	8,288	N/A	0.25
87	Department of Sports and Recreation	276	755	6,160	6.00	2.75
89	Horse Racing Industry and Sport Administration	-	59	233	N/A	N/A
95	Mental Health and Addiction Services Administration	1,975	2,042	10,859	19.00	1.00
96	Women's Advocate Office	62	106	851	N/A	1.75
105	Industrial Commission	48	333	1,361	N/A	7.00
120	Veterans Advocate Office	31	146	3,928	N/A	4.75
122	Department of the Family	444	2,494	26,541	4.00	5.50
123	Families and Children Administration	360	3,916	47,992	3.00	11.00
124	Minors Support Administration	68	237	4,356	2.00	3.50
126	Vocational Rehabilitation Administration	512	2,834	7,013	N/A	5.50
127	Administration for Socioeconomic Development of the Family	149	839	16,516	3.00	5.75
132	ASUNTOS DE ENERGIA (OF EST POLITICA PUB ENERGETICA)	-	5	49	N/A	N/A
133	Natural Resources Administration	-	218	2,029	N/A	N/A
137	Department of Correction and Rehabilitation	828	946	13,644	6.00	1.25
139	Parole Board	16	18	25	N/A	1.25

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Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of October 31, 2022
(figures in thousands)

ID	Agency	LTM October FY23 Monthly Average Processed Vouchers	Unprocessed Invoices In AP Portal as of 10/31/2022		Personnel Currently Processing Invoices	Estimated Months to Process Complete Invoice Backlog
			Total Count	Total Amount		
141	Telecommunication's Regulatory Board	-	131	427	N/A	N/A
152	Elderly and Retired People Advocate Office	424	444	890	N/A	1.00
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	18	77	141	N/A	4.25
155	State Historic Preservation Office	28	105	984	N/A	3.75
189	Bureau of Forensic Sciences	90	112	1,048	N/A	1.25
220	Correctional Health	27	111	758	2.00	4.00
221	Emergency Medical Services Corps	-	1	0	N/A	N/A
224	Controller Especial Report Joint Commision	-	20	5	N/A	N/A
226	Joint Special Counsel on Legislative Donations	14	68	115	N/A	4.75
229	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	1	0	N/A	N/A
231	Health Advocate Office	16	9	18	N/A	0.50
241	Administration for the Care and Development of the Childhood	190	460	5,194	N/A	2.50
242	PPD Central Committee	-	27	427	N/A	N/A
243	PNP Central Committee	-	21	121	N/A	N/A
244	PIP Central Committee	-	28	148	N/A	N/A
266	Office of Public Security Affairs	28	189	574	N/A	6.75
271	Office of Information and Communication Technologies	44	415	81,283	N/A	9.50
272	Office of the Inspector General	-	245	609	N/A	N/A
273	Permit Management Office	-	214	1,058	N/A	N/A
279	COM APELATIVA SERVICIO PUBLICO	9	6	4	N/A	0.75
281	Office of the Electoral Comptroller	13	6	21	N/A	0.50
290	State Energy Office of Public Policy	-	1,305	1,535	N/A	N/A
291	Proyecto Dignidad	-	3	1	N/A	N/A
296	Com Audit Int Cred Publico	-	2	150	N/A	N/A
298	Public Service Regulatory Board	105	811	1,305	N/A	7.75
311	Gaming Commission	432	324	10,817	N/A	0.75
329	Social Economic Development Office	74	507	12,848	N/A	6.75
Total unprocessed invoices (October 31, 2022)				\$ 730,962		
Ending A/P Balance (October 31, 2022)				\$ 898,618		
% invoices unprocessed (October 31, 2022)						81.3%
Total unprocessed invoices (September 30, 2022)				\$ 707,676		
Ending A/P Balance (September 30, 2022)				\$ 841,541		
% invoices unprocessed (September 30, 2022)						84.1%
Increase / (Decrease) in total unprocessed invoices from prior month						3.3%

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Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of October 31, 2022
(figures in thousands)

ID	Agency	FY23		FY22		FY21		FY20		FY19		FY18 & Prior		Total	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
10	General Court of Justice	61	\$ 49	591	\$ 1,882	329	\$ 1,567	1	\$ 0	1	\$ 0	2	\$ 1	985	\$ 3,500
14	Environmental Quality Board	52	776	134	2,864	142	1,421	147	587	135	130	47	121	657	5,899
15	Office of the Governor	40	78	45	64	109	270	154	218	309	456	176	673	833	1,759
16	Office of Management and Budget	65	834	8	39	2	6	-	-	1	0	-	-	76	880
18	Planning Board	59	1,429	41	96	29	96	12	33	9	4	6	12	156	1,670
21	Emergency Management and Disaster Administration Agency	-	-	-	-	29	237	270	1,882	75	1,491	74	930	448	4,541
22	Office of the Commissioner of Insurance	19	227	13	548	29	574	15	381	14	560	7	25	97	2,315
23	Department of State	48	679	56	320	53	201	43	196	21	28	5	4	226	1,427
24	Department of the Treasury	99	4,047	-	-	-	-	-	-	-	-	-	-	99	4,047
25	Hacienda (entidad interna - fines de contabilidad)	450	8,933	1,018	7,307	743	10,478	760	4,639	912	5,128	215	679	4,098	37,164
26	Retirement System for Government Employees and the Judiciary (Central System)	6	39	36	244	26	326	-	-	-	-	-	-	68	608
28	Commonwealth Election Commission	83	526	61	195	202	1,422	42	90	28	30	55	68	471	2,330
30	Office of Administration and Transformation of Human Resources in the Government of PR	3	17	8	7	7	8	5	5	1	0	1	5	25	43
31	General Services Administration	220	2,385	156	3,225	80	852	66	1,936	88	698	246	790	856	9,885
34	Investigation, Prosecution and Appeals Commission	6	1	5	3	8	2	5	1	14	11	3	1	41	18
35	Industrial Tax Exemption Office	13	4	14	6	17	11	133	201	145	343	4	3	326	568
37	Civil Rights Commission	5	1,507	2	4	9	12	8	8	7	5	2	9	33	1,545
38	Department of Justice	274	3,224	252	3,137	412	3,522	366	2,625	480	2,763	218	481	2,002	15,752
39	Adm Adiest de Futuros Empresar	1	18	-	-	-	-	-	-	-	-	-	-	1	18
40	Puerto Rico Police Department	-	-	-	-	-	-	45	175	268	467	285	410	598	1,051
42	Puerto Rico Firefighters Corps	-	-	-	-	2	0	9	14	64	35	24	15	99	64
43	Puerto Rico National Guard	327	2,143	554	3,792	816	6,347	294	2,003	20	97	6	52	2,017	14,434
45	Department of Public Safety	881	10,939	693	7,515	806	10,290	809	6,716	133	843	97	78	3,419	36,382
49	Department of Transportation and Public Works	347	22,667	353	2,776	293	2,157	429	3,598	444	8,367	498	7,766	2,364	47,331
50	Department of Natural and Environmental Resources	502	6,151	781	14,255	618	4,818	616	2,619	340	995	100	301	2,957	29,138
55	Department of Agriculture	129	587	113	288	112	217	132	904	146	400	6	2	638	2,399
60	Citizen's Advocate Office (Ombudsman)	6	17	9	11	8	44	2	5	2	0	-	-	27	78
62	Cooperative Development Commission	7	46	2	0	14	5	2	11	12	19	1	0	38	81
65	Public Services Commission	-	-	1	3	1	35	70	102	30	127	54	38	156	306
67	Department of Labor and Human Resources	212	1,814	402	3,292	326	1,160	330	1,511	55	79	26	50	1,351	7,905
68	Labor Relations Board	2	2	4	0	1	0	-	-	-	-	-	-	7	2
69	Department of Consumer Affairs	18	55	5	2	8	3	21	46	24	20	4	2	80	128
71	Department of Health	3,400	41,728	3,340	55,178	3,295	47,298	2,593	15,561	2,689	11,270	3,546	38,971	18,863	210,006
75	Office of the Financial Institutions Commissioner	12	156	15	338	22	46	8	26	7	25	1	0	65	591
78	Department of Housing	295	2,543	822	4,669	813	6,527	306	2,373	2	652	4	2	2,242	16,767
81	Department of Education	26	291	109	728	127	434	167	370	485	2,100	2,167	4,366	3,081	8,288
87	Department of Sports and Recreation	104	745	149	176	77	2,875	65	674	118	157	242	1,532	755	6,160
89	Horse Racing Industry and Sport Administration	-	-	-	-	40	71	18	160	1	2	-	-	59	233
95	Mental Health and Addiction Services Administration	717	7,207	500	1,173	263	1,359	192	243	93	252	277	625	2,042	10,859
96	Women's Advocate Office	29	254	25	306	38	277	6	6	8	8	-	-	106	851
105	Industrial Commission	35	225	169	459	37	104	37	273	36	60	19	241	333	1,361
120	Veterans Advocate Office	22	44	19	62	27	2,268	46	963	24	532	8	59	146	3,928
122	Department of the Family	440	3,560	432	2,893	457	7,122	496	9,593	480	2,565	189	808	2,494	26,541
123	Families and Children Administration	424	8,624	876	10,511	1,000	8,207	548	8,038	742	10,852	326	1,761	3,916	47,992
124	Minors Support Administration	41	961	36	569	40	897	45	547	52	820	23	562	237	4,356
126	Vocational Rehabilitation Administration	409	1,496	528	1,192	456	1,000	489	1,441	619	1,175	333	709	2,834	7,013
127	Administration for Socioeconomic Development of the Family	175	3,991	167	3,987	108	1,368	201	1,768	85	2,215	103	3,188	839	16,516
132	ASUNTOS DE ENERGIA (OF EST POLITICA PUB ENERGETICA)	-	-	-	-	-	-	-	-	4	48	1	1	5	49
133	Natural Resources Administration	-	-	2	4	-	-	58	1,129	80	630	78	266	218	2,029
137	Department of Correction and Rehabilitation	398	6,967	286	3,104	149	2,139	71	1,213	8	202	34	20	946	13,644
139	Parole Board	4	11	6	1	3	7	-	-	2	1	3	4	18	25
141	Telecommunication's Regulatory Board	-	-	-	-	18	145	98	266	14	15	1	1	131	427
152	Elderly and Retired People Advocate Office	101	372	173	224	106	124	23	42	35	121	6	7	444	890
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	8	47	26	19	5	61	2	0	16	5	20	9	77	141
155	State Historic Preservation Office	39	734	19	42	18	66	21	119	7	22	1	1	105	984
189	Bureau of Forensic Sciences	51	301	51	734	9	5	1	8	-	-	-	-	112	1,048
220	Correctional Health	27	77	49	552	25	109	10	21	-	-	-	-	111	758
221	Emergency Medical Services Corps	-	-	1	0	-	-	-	-	-	-	-	-	1	0
224	Controller Especial Report Joint Commission	1	0	4	1	11	2	4	1	-	-	-	-	20	5
226	Joint Special Counsel on Legislative Donations	7	8	7	1	15	7	21	64	11	17	7	18	68	115
229	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	-	-	-	-	-	-	-	-	-	1	0	1	0
231	Health Advocate Office	6	17	2	1	1	0	-	-	-	-	-	-	9	18
241	Administration for the Care and Development of the Childhood	217	2,160	104	1,393	66	484	39	184	30	962	4	10	460	5,194
242	PPD Central Committee	-	-	-	-	19	425	8	2	-	-	-	-	27	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	15	30	22	327	23	57	125	155	2	1	2	4	189	574
271	Office of Information and Communication Technologies	139	40,328	77	10,878	184	29,020	14	1,056	1	1	-	-	415	81,283
272	Office of the Inspector General	32	95	88	215	110	174	15	125	-	-	-	-	245	609
273	Permit Management Office	10	40	48	580	35	153	70	176	51	109	-	-	214	1,058
279	COM APELATIVA SERVICIO PUBLICO	6	4	-	-	-	-	-	-	-	-	-	-	6	4

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of October 31, 2022
(figures in thousands)

ID	Agency	FY23		FY22		FY21		FY20		FY19		FY18 & Prior		Total	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
281	Office of the Electoral Comptroller	5	18	-	-	-	-	-	-	1	3	-	-	6	21
290	State Energy Office of Public Policy	118	97	520	412	156	113	21	21	397	764	93	129	1,305	1,535
291	Proyecto Dignidad	-	-	-	-	3	1	-	-	-	-	-	-	3	1
296	Com Audit Int Cred Publico	-	-	-	-	-	-	-	-	1	0	1	150	2	150
298	Public Service Regulatory Board	236	437	378	395	127	384	70	90	-	-	-	-	811	1,305
311	Gaming Commission	275	10,454	40	151	9	212	-	-	-	-	-	-	324	10,817
329	Social Economic Development Office	34	642	59	3,174	144	1,317	125	1,993	115	3,847	30	1,875	507	12,848
Total		11,793	\$ 203,858	14,506	\$ 156,326	13,315	\$ 161,192	10,799	\$ 79,205	9,994	\$ 62,529	9,683	\$ 67,852	70,090	\$ 730,962