



Requirement 2 (E)

GOVERNMENT OF PUERTO RICO
D e p a r t m e n t o f t h e T r e a s u r y

Invoice Processing KPI's
For the month of April FY2024

Disclaimer

- *The Department of the Treasury of Puerto Rico ("Hacienda"), the Government of Puerto Rico (the "Government"), and each of their respective officers, directors, employees, agents, attorneys, advisors, members, partners or affiliates (collectively, with Hacienda and the Government the "Parties") make no representation or warranty, express or implied, to any third party with respect to the information contained herein and all Parties expressly disclaim any such representations or warranties.*
- *The Parties do not owe or accept any duty or responsibility to any reader or recipient of this presentation, whether in contract or tort, and shall not be liable for or in respect of any loss, damage (including without limitation consequential damages or lost profits) or expense of whatsoever nature of such third party that may be caused by, or alleged to be caused by, the use of this presentation or that is otherwise consequent upon the gaining of access to this document by such third party.*
- *This document does not constitute an audit conducted in accordance with generally accepted auditing standards, an examination of internal controls or other attestation or review services in accordance with standards established by the American Institute of Certified Public Accountants or any other organization. Accordingly, the Parties do not express an opinion or any other form of assurance on the financial statements or any financial or other information or the internal controls of the Government and the information contained herein.*

Any statements and assumptions contained in this document, whether forward-looking or historical, are not guarantees of future performance and involve certain risks, uncertainties, estimates and other assumptions made in this document. The economic and financial condition of the Government and its instrumentalities is affected by various financial, social, economic, environmental and political factors. These factors can be very complex, may vary from one fiscal year to the next and are frequently the result of actions taken or not taken, not only by the Government and its agencies and instrumentalities, but also by entities such as the government of the United States. Because of the uncertainty and unpredictability of these factors, their impact cannot be included in the assumptions contained in this document. Future events and actual results may differ materially from any estimates, projections, or statements contained herein. Nothing in this document should be considered as an express or implied commitment to do or take, or to refrain from taking, any action by Hacienda, the Government, or any government instrumentality in the Government or an admission of any fact or future event. Nothing in this document shall be considered a solicitation, recommendation or advice to any person to participate, pursue or support a particular course

- *This document does not constitute an audit of compliance with any federal law, rule or regulation.*
- *By receiving this document, the recipient shall be deemed to have acknowledged and agreed to the terms of these limitations.*
- *This document may contain capitalized terms that are not defined herein, or may contain terms that are discussed in other documents or that are commonly understood. You should make no assumptions about the meaning of capitalized terms that are not defined, and you should consult with advisors of Hacienda should clarification be required.*
- *Continuous efforts are being made to enhance data integrity progressively.*

Puerto Rico Department of the Treasury
Central Accounting Area
Invoice Processing Capacity Analysis
April 30, 2024

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 2024) 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.

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog Executive Summary as of April 30, 2024
(figures in thousands)

Top Five Agencies by Total Unprocessed Invoice Amount

ID	Agency	Total (\$)	Est. Months to Process
		Invoices	Complete Backlog
071	Department of Health	\$183,022	6.50
049	Department of Transportation and Public Works	34,618	1.25
025	Hacienda (entidad interna - fines de contabilidad)	26,307	6.50
045	Department of Public Safety	15,536	1.25
028	Commonwealth Election Commission	11,261	4.00
Total Top Five		\$270,745	
All Other		135,260	
Total All Agencies		\$406,004	

Top Five Agencies by Estimated Months to Process Complete Invoice Backlog

ID	Agency	Total (\$)	Est. Months to Process
		Invoices	Complete Backlog
120	Veterans Advocate Office	\$4,638	9.00
014	Environmental Quality Board	8,911	7.75
071	Department of Health	183,022	6.50
025	Hacienda (entidad interna - fines de contabilidad)	26,307	6.50
105	Industrial Commission	1,031	4.75
Total Top Five		\$223,909	
All Other		182,095	
Total All Agencies		\$406,004	

Historical Information

	February	March	April
Total Unprocessed Invoices	\$405,413	\$439,288	\$406,004
Ending A/P Balance	586,485	671,950	605,731
Percentage of Invoices Unprocessed	69%	65%	67%
MoM Change in Unprocessed Invoices	(1.2)%	8.4%	(7.6)%

Puerto Rico Department of Treasury | Hacienda

Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of April 30, 2024

(figures in thousands)

ID	Agency	LTM April FY24	Unprocessed Invoices In AP Portal as of 04/30/2024		Estimated Months to Process Complete Invoice Backlog
		Monthly Average Processed Vouchers	Total Count	Total Amount	
14	Environmental Quality Board	104	795	\$ 8,911	7.75
15	Office of the Governor	286	118	391	0.50
16	Office of Management and Budget	97	130	2,533	1.25
18	Planning Board	83	95	1,357	1.25
21	Emergency Management and Disaster Administration Agency	-	1	7	N/A
22	Office of the Commissioner of Insurance	38	35	252	1.00
23	Department of State	124	59	1,024	0.50
24	Department of the Treasury	439	171	11,179	0.50
25	Hacienda (entidad interna - fines de contabilidad)	721	4,740	26,307	6.50
26	Retirement System for Government Employees and the Judiciary (Central System)	-	111	700	N/A
28	Commonwealth Election Commission	95	371	11,261	4.00
30	Office of Administration and Transformation of Human Resources in the Government	36	16	26	0.50
31	General Services Administration	110	126	1,271	1.25
34	Investigation, Prosecution and Appeals Commission	11	4	0	0.25
37	Civil Rights Commission	17	5	7	0.25
38	Department of Justice	321	405	1,919	1.25
40	Puerto Rico Police Department	-	7	2	N/A
43	Puerto Rico National Guard	498	391	1,801	0.75
45	Department of Public Safety	1,371	1,736	15,536	1.25
49	Department of Transportation and Public Works	603	822	34,618	1.25
50	Department of Natural and Environmental Resources	464	292	6,143	0.75
55	Department of Agriculture	175	516	3,741	3.00
60	Citizen's Advocate Office (Ombudsman)	31	6	13	0.25
62	Cooperative Development Commission	25	3	2	-
65	Public Services Commission	-	6	154	N/A
67	Department of Labor and Human Resources	361	962	10,012	2.75
68	Labor Relations Board	13	4	14	0.25
69	Department of Consumer Affairs	91	25	55	0.25
71	Department of Health	3,187	20,958	183,022	6.50
75	Office of the Financial Institutions Commissioner	99	6	219	-
78	Department of Housing	362	617	4,330	1.75
81	Department of Education	13,526	3,192	8,882	0.25
87	Department of Sports and Recreation	491	246	1,809	0.50

Puerto Rico Department of Treasury | Hacienda

Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of April 30, 2024
(figures in thousands)

ID	Agency	LTM April FY24	Unprocessed Invoices In AP Portal as of 04/30/2024		Estimated Months to Process Complete Invoice Backlog
		Monthly Average Processed Vouchers	Total Count	Total Amount	
95	Mental Health and Addiction Services Administration	2,379	1,903	5,215	0.75
96	Women's Advocate Office	93	41	224	0.50
105	Industrial Commission	54	263	1,031	4.75
120	Veterans Advocate Office	25	225	4,638	9.00
122	Department of the Family	504	622	4,060	1.25
123	Families and Children Administration	453	363	4,685	0.75
124	Minors Support Administration	65	39	1,982	0.50
126	Vocational Rehabilitation Administration	721	1,321	2,780	1.75
127	Administration for Socioeconomic Development of the Family	150	389	8,557	2.50
137	Department of Correction and Rehabilitation	1,011	496	9,635	0.50
139	Parole Board	18	5	6	0.25
143	Ofic protec y defensa pers imp	-	19	36	N/A
152	Elderly and Retired People Advocate Office	427	110	380	0.25
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	29	92	144	3.25
155	State Historic Preservation Office	37	60	447	1.50
220	Correctional Health	28	7	2	0.25
226	Joint Special Counsel on Legislative Donations	17	7	1	0.50
231	Health Advocate Office	18	14	26	0.75
241	Administration for the Care and Development of the Childhood	283	626	10,668	2.25
266	Office of Public Security Affairs	30	17	146	0.50
271	Office of Information and Communication Technologies	54	223	7,374	4.25
279	COM APELATIVA SERVICIO PUBLICO	15	23	42	1.50
281	Office of the Electoral Comptroller	15	7	61	0.50
298	Public Service Regulatory Board	86	76	421	1.00
311	Gaming Commission	549	129	727	0.25
329	Social Economic Development Office	64	37	5,215	0.50
Total unprocessed invoices (April 30, 2024)			\$	406,004	
Ending A/P Balance (April 30, 2024)			\$	605,731	
% invoices unprocessed (April 30, 2024)				67.0%	
Total unprocessed invoices (March 31, 2024)			\$	439,288	
Ending A/P Balance (March 31, 2024)			\$	671,950	
% invoices unprocessed (March 31, 2024)				65.4%	
Increase / (Decrease) in total unprocessed invoices from prior month				(7.6)%	

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of April 30, 2024
(figures in thousands)

ID	Agency	FY24		FY23		FY22		FY21		FY20		FY19 & Prior		Total	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
14	Environmental Quality Board	91	\$ 1,167	96	\$ 2,696	137	\$ 2,792	143	\$ 1,422	146	\$ 584	182	\$ 251	795	\$ 8,911
15	Office of the Governor	118	391	-	-	-	-	-	-	-	-	-	-	118	391
16	Office of Management and Budget	121	2,462	8	71	1	0	-	-	-	-	-	-	130	2,533
18	Planning Board	66	1,178	24	170	2	5	2	4	-	-	1	1	95	1,357
21	Emergency Management and Disaster Administration Agency	-	-	-	-	-	-	-	-	-	-	1	7	1	7
22	Office of the Commissioner of Insurance	35	252	-	-	-	-	-	-	-	-	-	-	35	252
23	Department of State	54	1,019	3	1	-	-	-	-	-	-	2	4	59	1,024
24	Department of the Treasury	169	11,176	2	4	-	-	-	-	-	-	-	-	171	11,179
25	Hacienda (entidad interna - fines de contabilidad)	895	13,804	712	5,625	779	2,830	640	1,108	712	1,558	1,002	1,383	4,740	26,307
26	Retirement System for Government Employees and the Judiciary (Central System)	23	70	26	60	36	244	26	326	-	-	-	-	111	700
28	Commonwealth Election Commission	307	10,946	4	39	2	74	8	144	7	7	43	51	371	11,261
30	Office of Administration and Transformation of Human Resources in the Government of PR	8	17	4	2	1	0	1	1	1	1	1	5	16	26
31	General Services Administration	120	1,265	4	6	2	0	-	-	-	-	-	-	126	1,271
34	Investigation, Prosecution and Appeals Commission	4	0	-	-	-	-	-	-	-	-	-	-	4	0
37	Civil Rights Commission	5	7	-	-	-	-	-	-	-	-	-	-	5	7
38	Department of Justice	394	1,895	10	24	-	-	-	-	1	0	-	-	405	1,919
40	Puerto Rico Police Department	-	-	-	-	-	-	-	-	2	1	5	1	7	2
43	Puerto Rico National Guard	386	1,801	3	-	-	-	1	-	1	-	-	-	391	1,801
45	Department of Public Safety	1,260	13,812	429	1,663	44	60	1	1	2	0	-	-	1,736	15,536
49	Department of Transportation and Public Works	813	34,432	3	179	2	1	1	0	2	2	1	4	822	34,618
50	Department of Natural and Environmental Resources	280	6,055	8	84	-	-	-	-	4	4	-	-	292	6,143
55	Department of Agriculture	0	3,259	95	336	75	144	2	0	6	2	-	-	516	3,741
60	Citizen's Advocate Office (Ombudsman)	154	13	-	-	-	-	-	-	-	-	-	-	6	13
62	Cooperative Development Commission	7,040	2	-	-	-	-	-	-	-	-	-	-	3	2
65	Public Services Commission	16	154	-	-	-	-	-	-	-	-	1	0	6	154
67	Department of Labor and Human Resources	855	9,382	93	581	9	35	-	-	-	-	5	15	962	10,012
68	Labor Relations Board	4	14	-	-	-	-	-	-	-	-	-	-	4	14
69	Department of Consumer Affairs	24	55	1	0	-	-	-	-	-	-	-	-	25	55
71	Department of Health	4,549	48,249	3,581	17,770	2,545	35,867	2,981	43,108	2,214	13,312	5,088	24,716	20,958	183,022
75	Office of the Financial Institutions Commissioner	6	219	-	-	-	-	-	-	-	-	-	-	6	219
78	Department of Housing	601	4,307	13	17	-	-	-	-	1	6	2	0	617	4,330
81	Department of Education	59	460	97	614	86	535	129	438	169	370	2,652	6,466	3,192	8,882
87	Department of Sports and Recreation	237	1,803	6	1	2	4	1	1	-	-	-	-	246	1,809
95	Mental Health and Addiction Services Administration	881	3,604	256	607	292	296	193	170	98	178	183	360	1,903	5,215
96	Women's Advocate Office	41	224	-	-	-	-	-	-	-	-	-	-	41	224
105	Industrial Commission	52	368	33	203	161	422	14	32	2	6	1	0	263	1,031
120	Veterans Advocate Office	60	415	43	355	19	62	27	2,268	44	946	32	591	225	4,638
122	Department of the Family	601	3,963	14	93	1	3	4	1	2	1	-	-	622	4,060
123	Families and Children Administration	271	4,494	86	185	4	5	1	1	1	1	-	-	363	4,685
124	Minors Support Administration	33	1,891	5	16	-	-	-	-	-	-	1	75	39	1,982
126	Vocational Rehabilitation Administration	993	2,306	299	386	11	57	1	0	12	23	5	8	1,321	2,780
127	Administration for Socioeconomic Development of the Family	234	6,796	75	1,119	49	280	4	22	24	287	3	53	389	8,557
137	Department of Correction and Rehabilitation	454	9,222	32	366	10	47	-	-	-	-	-	-	496	9,635
139	Parole Board	5	6	-	-	-	-	-	-	-	-	-	-	5	6
143	Ofic protecc y defensa pers imp	19	36	-	-	-	-	-	-	-	-	-	-	19	36
152	Elderly and Retired People Advocate Office	64	260	42	120	4	1	-	-	-	-	-	-	110	380
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	68	96	23	47	1	1	-	-	-	-	-	-	92	144
155	State Historic Preservation Office	59	447	1	0	-	-	-	-	-	-	-	-	60	447
220	Correctional Health	3	1	4	1	-	-	-	-	-	-	-	-	7	2
226	Joint Special Counsel on Legislative Donations	2	0	1	0	2	0	2	0	-	-	-	-	7	1
231	Health Advocate Office	14	26	-	-	-	-	-	-	-	-	-	-	14	26
241	Administration for the Care and Development of the Childhood	383	8,202	170	2,132	41	282	12	22	17	29	3	1	626	10,668
266	Office of Public Security Affairs	16	146	1	0	-	-	-	-	-	-	-	-	17	146
271	Office of Information and Communication Technologies	159	4,944	63	2,338	1	93	-	-	-	-	-	-	223	7,374
279	COM APELATIVA SERVICIO PUBLICO	23	42	-	-	-	-	-	-	-	-	-	-	23	42
281	Office of the Electoral Comptroller	6	57	-	-	-	-	-	-	-	-	1	3	7	61
298	Public Service Regulatory Board	76	421	-	-	-	-	-	-	-	-	-	-	76	421
311	Gaming Commission	111	422	18	305	-	-	-	-	-	-	-	-	129	727
329	Social Economic Development Office	36	5,212	1	3	-	-	-	-	-	-	-	-	37	5,215
Total		23,357	223,266	6,389	38,217	4,319	44,141	4,194	49,067	3,468	17,319	9,215	33,994	44,085	\$ 406,004