



***Puerto Rico Department of Treasury***

*Invoice Processing KPI's*

*For the Month of August FY20*

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- *This is affecting timing, reliability and, therefore, integrity of information and data.*
- *Continuous efforts are being made to enhance data integrity progressively.*

*Puerto Rico Department of the Treasury  
Central Accounting Area  
Invoice Processing Capacity Analysis  
August 31st, 2019*

*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.*

Invoice Processing Capacity Analysis  
 Unprocessed Invoices Backlog  
 Unprocessed Invoices Backlog vs Average Monthly Processing Capacity

August 31st, 2019

Agency Code	Agency	Monthly Average Processed Vouchers PRIFAS	Unprocessed Invoices In AP Portal @ 8/31/2019		Personnel Currently Processing Invoices	Estimated Months to Process Complete Invoice Backlog
		YTD August FY20	Total Count	Total Amount		
14	Environmental Quality Board	112	270	730,538	2.00	2.50
15	Office of the Governor	185	565	1,244,749	N/A	3.00
16	Office of Management and Budget	121	286	25,224,624	N/A	2.25
18	Planning Board	44	81	307,834	N/A	1.75
21	Emergency Management and Disaster Administration Agency	98	202	3,944,972	N/A	2.00
22	Office of the Commissioner of Insurance	44	65	1,113,610	N/A	1.50
23	Department of State	118	101	180,019	N/A	0.75
24	Department of the Treasury	349	60	9,079,603	N/A	0.25
25	Hacienda (entidad interna - fines de contabilidad)	543	1,881	9,391,643	N/A	3.50
28	Commonwealth Election Commission	118	917	6,805,279	N/A	7.75
30	Office of Administration and Transformation of Human Resources in the Government of PR	24	21	99,177	N/A	1.00
31	General Services Administration	32	390	1,931,759	N/A	12.50
34	Investigation, Prosecution and Appeals Commission	6	22	12,317	N/A	3.75
35	Industrial Tax Exemption Office	-	167	376,772	N/A	N/A
37	Civil Rights Commission	15	22	40,998	N/A	1.50
38	Department of Justice	375	954	5,366,027	N/A	2.50
40	Puerto Rico Police Department	819	903	3,122,797	N/A	1.00
42	Puerto Rico Firefighters Corps	237	121	82,875	N/A	0.50
43	Puerto Rico National Guard	494	776	5,102,269	N/A	1.50
45	Department of Public Safety	69	224	1,126,446	N/A	3.25
49	Department of Transportation and Public Works	225	1,101	20,496,125	10.00	5.00
50	Department of Natural and Environmental Resources	77	1,119	5,110,591	2.00	14.50
55	Department of Agriculture	117	242	865,800	N/A	2.00
60	Citizen's Advocate Office (Ombudsman)	17	17	51,819	N/A	1.00
62	Cooperative Development Commission	22	28	51,846	N/A	1.25
65	Public Services Commission	24	110	224,352	N/A	4.75
67	Department of Labor and Human Resources	449	645	2,464,079	7.00	1.50
68	Labor Relations Board	11	5	20,189	N/A	0.50
69	Department of Consumer Affairs	47	58	90,317	N/A	1.25
71	Department of Health	911	12,772	127,881,950	16.00	14.00
75	Office of the Financial Institutions Commissioner	96	26	162,419	N/A	0.25
78	Department of Housing	99	1,141	111,132,601	13.00	11.50
81	Department of Education	7,418	3,356	9,647,087	N/A	0.50
87	Department of Sports and Recreation	454	462	1,844,379	6.00	1.00
89	Horse Racing Industry and Sport Administration	78	10	100,392	N/A	0.25
95	Mental Health and Addiction Services Administration	1,816	1,954	8,979,289	19.00	1.00
96	Women's Advocate Office	67	45	442,765	N/A	0.75
105	Industrial Commission	51	129	729,469	N/A	2.50
120	Veterans Advocate Office	17	58	610,196	N/A	3.50
122	Department of the Family	432	1,245	6,559,432	4.00	3.00
123	Families and Children Administration	310	1,182	14,166,094	3.00	3.75
124	Minors Support Administration	59	191	3,741,694	2.00	3.25
126	Vocational Rehabilitation Administration	645	1,511	3,470,336	N/A	2.25
127	Administration for Socioeconomic Development of the Family	215	466	8,700,568	3.00	2.25
132	ASUNTOS DE ENERGIA (OF EST POLITICA PUB ENERGETICA)	-	5	49,057	N/A	N/A
133	Natural Resources Administration	120	781	5,607,475	N/A	6.50
137	Department of Correction and Rehabilitation	748	292	2,394,117	6.00	0.50
139	Parole Board	11	14	91,123	N/A	1.25
141	Telecommunication's Regulatory Board	34	60	211,839	N/A	1.75
152	Elderly and Retired People Advocate Office	580	108	465,857	N/A	0.25
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	43	38	15,008	N/A	1.00
155	State Historic Preservation Office	32	22	130,833	N/A	0.75
220	Correctional Health	10	2	2,975	2.00	0.25
221	Emergency Medical Services Corps	111	480	829,583	N/A	4.25

Invoice Processing Capacity Analysis  
 Unprocessed Invoices Backlog  
 Unprocessed Invoices Backlog vs Average Monthly Processing Capacity

August 31st, 2019

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		YTD August FY20	Total Count	Total Amount		
224	Controller Especial Report Joint Commision	4	11	14,796	N/A	3.25
226	Joint Special Counsel on Legislative Donations	10	33	38,259	N/A	3.50
231	Health Advocate Office	31	4	4,537	N/A	0.25
241	Administration for the Care and Development of the Childhood	137	132	1,657,176	N/A	1.00
266	Office of Public Security Affairs	49	7	32,894	N/A	0.25
272	"Lookup agency name"	33	13	108,167	N/A	0.50
273	Permit Management Office	-	62	137,295	N/A	N/A
279	COM APELATIVA SERVICIO PUBLICO	14	2	12,923	N/A	0.25
281	Office of the Electoral Comptroller	17	5	27,760	N/A	0.25
290	State Energy Office of Public Policy	179	598	1,128,691	N/A	3.25
329	Social Economic Development Office	186	262	9,107,774	N/A	1.50

<b>Total unprocessed invoices (August 31st, 2019)</b>	<b>\$ 424,896,233</b>
Ending A/P Balance (August 31st, 2019)	<b>\$ 693,798,540</b>
% invoices unprocessed (August 31st, 2019)	<b>61.2%</b>
<b>Total unprocessed invoices (July 31st, 2019)</b>	<b>\$ 438,535,433</b>
Ending A/P Balance (July 31st, 2019)	<b>\$ 557,320,725</b>
% invoices unprocessed (July 31st, 2019)	<b>78.7%</b>
Increase / (Decrease) in total unprocessed invoices from prior month	<b>(3.1)%</b>

Agency Code	Agency	FY20		FY19		FY18		FY17 & Prior	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount
14	Environmental Quality Board	54	323,079	166	283,991	50	123,468	-	-
15	Office of the Governor	53	68,833	331	484,115	180	691,583	1	218
16	Office of Management and Budget	184	19,347,339	88	5,201,566	12	673,398	2	2,321
18	Planning Board	9	14,203	38	87,991	34	205,639	-	-
21	Emergency Management and Disaster Administration Agency	42	921,783	86	2,092,895	73	930,147	1	148
22	Office of the Commissioner of Insurance	17	268,241	18	560,679	19	238,361	11	46,329
23	Department of State	53	103,366	39	61,111	6	9,143	3	6,400
24	Department of the Treasury	51	5,231,443	9	3,848,160	-	-	-	-
25	Hacienda (entidad interna - fines de contabilidad)	339	1,370,484	1,223	6,778,853	299	1,221,682	20	20,624
28	Commonwealth Election Commission	68	81,022	103	3,283,836	683	3,356,923	63	83,498
30	Office of Administration and Transformation of Human Resources in the Government of PR	10	73,373	10	20,554	1	5,250	-	-
31	General Services Administration	23	96,561	120	1,027,072	245	799,187	2	8,939
34	Investigation, Prosecution and Appeals Commission	4	719	15	10,835	3	763	-	-
35	Industrial Tax Exemption Office	18	30,915	145	342,919	4	2,938	-	-
37	Civil Rights Commission	12	27,833	8	4,021	2	9,144	-	-
38	Department of Justice	192	1,367,324	538	3,490,598	223	505,910	1	2,195
40	Puerto Rico Police Department	302	2,129,316	291	537,129	212	448,111	98	8,241
42	Puerto Rico Firefighters Corps	31	32,319	65	35,997	25	14,558	-	-
43	Puerto Rico National Guard	138	1,479,188	457	2,433,570	180	1,189,311	1	200
45	Department of Public Safety	40	162,199	91	889,729	90	72,067	3	2,452
49	Department of Transportation and Public Works	150	1,414,341	442	10,834,516	331	7,138,225	178	1,109,044
50	Department of Natural and Environmental Resources	234	1,066,784	646	3,016,287	97	527,651	142	499,870
55	Department of Agriculture	53	440,739	183	422,941	6	2,119	-	-
60	Citizen's Advocate Office (Ombudsman)	9	15,495	8	36,324	-	-	-	-
62	Cooperative Development Commission	12	26,268	15	25,428	-	-	1	150
65	Public Services Commission	16	44,125	39	139,946	55	40,280	-	-
67	Department of Labor and Human Resources	154	1,241,563	335	755,917	148	376,551	8	90,047
68	Labor Relations Board	2	13,974	2	6,125	1	90	-	-
69	Department of Consumer Affairs	30	67,674	23	15,242	5	7,401	-	-
71	Department of Health	2,030	23,887,557	4,328	30,515,372	3,042	43,716,078	3,372	29,762,943
75	Office of the Financial Institutions Commissioner	17	136,725	8	25,542	1	152	-	-
78	Department of Housing	203	29,377,829	726	80,015,539	208	1,733,010	4	6,222
81	Department of Education	194	665,647	882	4,436,353	1,487	3,108,316	793	1,436,772
87	Department of Sports and Recreation	92	90,660	125	193,964	224	1,504,694	21	55,061
89	Horse Racing Industry and Sport Administration	6	41,971	4	58,421	-	-	-	-
95	Mental Health and Addiction Services Administration	442	3,511,727	874	2,850,296	497	2,386,599	141	230,667
96	Women's Advocate Office	19	196,599	24	245,847	2	318	-	-
105	Industrial Commission	53	207,163	56	188,096	20	334,210	-	-
120	Veterans Advocate Office	26	18,566	24	532,453	8	59,176	-	-
122	Department of the Family	238	1,540,239	700	3,410,401	306	1,608,744	1	48
123	Families and Children Administration	96	1,276,767	754	11,105,058	157	1,621,493	175	162,777
124	Minors Support Administration	39	1,586,127	106	1,515,769	45	638,198	1	1,600
126	Vocational Rehabilitation Administration	348	1,048,126	807	1,731,629	329	677,926	27	12,656
127	Administration for Socioeconomic Development of the Family	231	2,688,124	130	2,709,746	76	3,062,036	29	240,662
132	ASUNTOS DE ENERGIA (OF EST POLITICA PUB ENERGETICA)	-	-	4	47,980	1	1,077	-	-
133	Natural Resources Administration	72	704,674	320	1,745,480	243	946,751	146	2,210,570
137	Department of Correction and Rehabilitation	142	1,812,638	56	391,308	61	153,143	33	37,028
139	Parole Board	1	1,424	6	80,263	6	9,186	1	250
141	Telecommunication's Regulatory Board	40	192,167	19	18,997	1	675	-	-
152	Elderly and Retired People Advocate Office	54	278,683	48	180,441	6	6,733	-	-
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	-	-	18	6,118	20	8,889	-	-
155	State Historic Preservation Office	15	107,069	6	22,546	1	1,218	-	-
220	Correctional Health	2	2,975	-	-	-	-	-	-
221	Emergency Medical Services Corps	50	268,163	183	389,966	246	171,302	1	151
224	Controller Especial Report Joint Commission	2	685	9	14,111	-	-	-	-
226	Joint Special Counsel on Legislative Donations	8	1,194	18	18,955	7	18,111	-	-
231	Health Advocate Office	4	4,537	-	-	-	-	-	-
241	Administration for the Care and Development of the Childhood	36	139,157	88	1,502,494	8	15,525	-	-
266	Office of Public Security Affairs	3	27,805	2	1,495	2	3,594	-	-
272	"Lookup agency name"	13	108,167	-	-	-	-	-	-
273	Permit Management Office	11	28,754	51	108,541	-	-	-	-
279	COM APELATIVA SERVICIO PUBLICO	2	12,923	-	-	-	-	-	-
281	Office of the Electoral Comptroller	3	17,510	2	10,250	-	-	-	-
290	State Energy Office of Public Policy	4	6,600	498	978,014	96	144,076	-	-
329	Social Economic Development Office	62	3,345,705	169	3,883,784	29	1,877,980	2	305
<b>Total</b>		<b>6,858</b>	<b>\$ 110,795,159</b>	<b>16,579</b>	<b>\$ 195,663,579</b>	<b>10,113</b>	<b>\$ 82,399,110</b>	<b>5,282</b>	<b>\$ 36,038,386</b>