



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

Puerto Rico Department of Treasury
Invoice Processing KPI's
For the month of November FY23

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Puerto Rico Department of the Treasury
Central Accounting Area
Invoice Processing Capacity Analysis
November 30, 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 November 30, 2022***(figures in thousands)***Top Five Agencies by Total Unprocessed Invoice Amount**

ID	Agency	Total (\$)	Unprocessed	Est. Months to Process
		Invoices	Complete Backlog	
071	Department of Health	\$226,709		7.00
271	Office of Information and Communication Technologies	90,556		8.75
049	Department of Transportation and Public Works	49,441		5.00
123	Families and Children Administration	47,096		10.50
025	Hacienda (entidad interna - fines de contabilidad)	39,097		6.75
Total Top Five		\$452,899		
All Other		288,300		
Total All Agencies		\$741,199		

Top Five Agencies by Estimated Months to Process Complete Invoice Backlog

ID	Agency	Total (\$)	Unprocessed	Est. Months to Process
		Invoices	Complete Backlog	
010	General Court of Justice	\$3,514		83.75
123	Families and Children Administration	47,096		10.50
031	General Services Administration	9,356		9.75
078	Department of Housing	16,721		9.75
271	Office of Information and Communication Technologies	90,556		8.75
Total Top Five		\$167,242		
All Other		573,957		
Total All Agencies		\$741,199		

Historical Information

	September	October	November
Total Unprocessed Invoices	\$707,676	\$730,962	\$741,199
Ending A/P Balance	841,541	898,618	895,474
Percentage of Invoices Unprocessed	84%	81%	83%
MoM Change in Unprocessed Invoices	5.2%	3.3%	1.4%

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Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of November 30, 2022
(figures in thousands)

ID	Agency	Unprocessed Invoices In AP Portal as of 11/30/2022			Personnel Currently Processing Invoices	Estimated Months to Process Complete Invoice Backlog
		LTM November FY23 Monthly Average Processed Vouchers	Total Count	Total Amount		
10	General Court of Justice	12	1,004	\$ 3,514	N/A	83.75
15	Office of the Governor	197	638	1,093	N/A	3.25
16	Office of Management and Budget	63	67	909	N/A	1.00
18	Planning Board	81	164	1,672	N/A	2.00
21	Emergency Management and Disaster Administration Agency	-	447	4,540	N/A	N/A
22	Office of the Commissioner of Insurance	30	17	46	N/A	0.50
23	Department of State	116	261	1,679	N/A	2.25
24	Department of the Treasury	240	99	4,047	N/A	0.50
25	Hacienda (entidad interna - fines de contabilidad)	598	4,089	39,097	N/A	6.75
26	Retirement System for Government Employees and the Judiciary (Central System)	-	69	610	N/A	N/A
28	Commonwealth Election Commission	80	488	2,320	N/A	6.00
30	Office of Administration and Transformation of Human Resources in the Government of PR	26	33	52	N/A	1.25
31	General Services Administration	89	860	9,356	N/A	9.75
34	Investigation, Prosecution and Appeals Commission	10	41	18	N/A	4.00
35	Industrial Tax Exemption Office	-	327	568	N/A	N/A
37	Civil Rights Commission	12	43	1,565	N/A	3.50
38	Department of Justice	310	1,669	5,253	N/A	5.50
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	504	1,963	14,560	N/A	4.00
45	Department of Public Safety	1,072	3,410	35,507	N/A	3.25
49	Department of Transportation and Public Works	484	2,411	49,441	10.00	5.00
50	Department of Natural and Environmental Resources	399	3,014	32,002	2.00	7.50
55	Department of Agriculture	110	678	2,494	N/A	6.25
60	Citizen's Advocate Office (Ombudsman)	29	35	81	N/A	1.25
62	Cooperative Development Commission	21	39	90	N/A	1.75
65	Public Services Commission	-	1	0	N/A	N/A
67	Department of Labor and Human Resources	320	1,400	9,156	7.00	4.50
68	Labor Relations Board	15	11	16	N/A	0.75
69	Department of Consumer Affairs	84	86	118	N/A	1.00
71	Department of Health	2,781	19,246	226,709	16.00	7.00
75	Office of the Financial Institutions Commissioner	67	8	14	N/A	-
78	Department of Housing	239	2,303	16,721	13.00	9.75
81	Department of Education	9,382	2,485	6,369	N/A	0.25
87	Department of Sports and Recreation	280	794	5,948	6.00	2.75
89	Horse Racing Industry and Sport Administration	-	59	233	N/A	N/A
95	Mental Health and Addiction Services Administration	2,017	2,021	10,134	19.00	1.00
96	Women's Advocate Office	63	84	635	N/A	1.25
105	Industrial Commission	50	334	1,307	N/A	6.75
120	Veterans Advocate Office	30	150	4,427	N/A	5.00
122	Department of the Family	450	2,631	29,601	4.00	5.75
123	Families and Children Administration	371	3,916	47,096	3.00	10.50
124	Minors Support Administration	70	253	5,261	2.00	3.50
126	Vocational Rehabilitation Administration	518	2,820	6,467	N/A	5.50
127	Administration for Socioeconomic Development of the Family	141	883	18,056	3.00	6.25
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	831	1,006	12,777	6.00	1.25
139	Parole Board	15	19	25	N/A	1.25
141	Telecommunication's Regulatory Board	-	1	9	N/A	N/A

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Unprocessed Invoices Backlog vs Average Monthly Processing Capacity as of November 30, 2022

(figures in thousands)

ID	Agency	LTM November FY23	Unprocessed Invoices In AP Portal as of 11/30/2022		Personnel Currently Processing Invoices	Estimated Months to Process Complete Invoice Backlog
		Monthly Average Processed Vouchers	Total Count	Total Amount		
152	Elderly and Retired People Advocate Office	419	498	1,090	N/A	1.25
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	20	75	155	N/A	3.75
155	State Historic Preservation Office	30	108	371	N/A	3.50
189	Bureau of Forensic Sciences	85	131	1,182	N/A	1.50
220	Correctional Health	30	113	781	2.00	3.75
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	15	65	111	N/A	4.25
229	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	1	0	N/A	N/A
231	Health Advocate Office	17	7	34	N/A	0.50
241	Administration for the Care and Development of the Childhood	192	517	5,787	N/A	2.75
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	29	196	1,914	N/A	6.75
271	Office of Information and Communication Technologies	47	411	90,556	N/A	8.75
272	Office of the Inspector General	-	251	614	N/A	N/A
273	Permit Management Office	-	216	1,074	N/A	N/A
279	COM APELATIVA SERVICIO PUBLICO	9	9	45	N/A	1.00
281	Office of the Electoral Comptroller	12	3	24	N/A	0.25
290	State Energy Office of Public Policy	-	1,325	1,559	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	103	48	217	N/A	0.50
311	Gaming Commission	436	328	7,240	N/A	0.75
329	Social Economic Development Office	73	515	12,789	N/A	7.00
Total unprocessed invoices (November 30, 2022)				\$	741,199	
Ending A/P Balance (November 30, 2022)				\$	895,474	
% invoices unprocessed (November 30, 2022)					82.8%	
Total unprocessed invoices (October 31, 2022)				\$	730,962	
Ending A/P Balance (October 31, 2022)				\$	898,618	
% invoices unprocessed (October 31, 2022)					81.3%	
Increase / (Decrease) in total unprocessed invoices from prior month					1.4%	

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Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of November 30, 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	80	\$ 63	591	\$ 1,882	329	\$ 1,567	1	\$ 0	1	\$ 0	2	\$ 1	1,004	\$ 3,514
15	Office of the Governor	42	108	27	42	105	268	154	218	309	456	1	-	638	1,093
16	Office of Management and Budget	56	864	8	39	2	6	-	-	1	0	-	-	67	909
18	Planning Board	66	1,418	42	109	29	96	12	33	9	4	6	12	164	1,672
21	Emergency Management and Disaster Administration Agency	-	-	-	-	29	237	270	1,882	74	1,491	74	930	447	4,540
22	Office of the Commissioner of Insurance	16	46	-	-	-	-	1	0	-	-	-	-	17	46
23	Department of State	82	930	57	321	53	201	43	196	21	28	5	4	261	1,679
24	Department of the Treasury	99	4,047	-	-	-	-	-	-	-	-	-	-	99	4,047
25	Hacienda (entidad interna - fines de contabilidad)	556	11,299	917	6,905	729	10,447	760	4,639	912	5,128	215	679	4,089	39,097
26	Retirement System for Government Employees and the Judiciary (Central System)	7	40	36	244	26	326	-	-	-	-	-	-	69	610
28	Commonwealth Election Commission	100	515	61	195	202	1,422	42	90	28	30	55	68	488	2,320
30	Office of Administration and Transformation of Human Resources in the Government of PR	11	26	8	7	7	8	5	5	1	0	1	5	33	52
31	General Services Administration	223	1,855	157	3,226	80	852	66	1,936	88	698	246	790	860	9,356
34	Investigation, Prosecution and Appeals Commission	6	2	5	3	8	2	5	1	14	11	3	1	41	18
35	Industrial Tax Exemption Office	14	4	14	6	17	11	133	201	145	343	4	3	327	568
37	Civil Rights Commission	15	1,527	2	4	9	12	8	8	7	5	2	9	43	1,565
38	Department of Justice	267	2,239	159	595	315	574	308	870	416	743	204	233	1,669	5,253
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	271	2,423	554	3,629	818	6,355	294	2,003	20	97	6	52	1,963	14,560
45	Department of Public Safety	874	10,080	692	7,513	805	10,276	809	6,716	133	843	97	78	3,410	35,507
49	Department of Transportation and Public Works	392	24,666	354	2,878	294	2,167	429	3,598	444	8,367	498	7,766	2,411	49,441
50	Department of Natural and Environmental Resources	586	9,024	774	14,279	616	4,812	616	2,617	336	975	86	295	3,014	32,002
55	Department of Agriculture	167	572	115	398	112	217	132	904	146	400	6	2	678	2,494
60	Citizen's Advocate Office (Ombudsman)	14	20	9	11	8	44	2	5	2	0	-	-	35	81
62	Cooperative Development Commission	8	54	2	0	14	5	2	11	12	19	1	0	39	90
65	Public Services Commission	-	-	-	-	-	-	-	-	1	0	-	-	1	0
67	Department of Labor and Human Resources	256	3,246	407	3,111	326	1,160	330	1,511	55	79	26	50	1,400	9,156
68	Labor Relations Board	6	16	4	0	1	0	-	-	-	-	-	-	11	16
69	Department of Consumer Affairs	24	45	5	2	8	3	21	46	24	20	4	2	86	118
71	Department of Health	3,878	57,446	3,285	56,504	3,295	47,300	2,582	15,292	2,688	11,270	3,518	38,897	19,246	226,709
75	Office of the Financial Institutions Commissioner	8	14	-	-	-	-	-	-	-	-	-	-	8	14
78	Department of Housing	355	2,475	824	4,693	813	6,527	306	2,373	2	652	3	0	2,303	16,721
81	Department of Education	41	353	73	517	93	320	148	347	430	1,685	1,700	3,148	2,485	6,369
87	Department of Sports and Recreation	143	533	149	176	77	2,875	65	674	118	157	242	1,532	794	5,948
89	Horse Racing Industry and Sport Administration	-	-	-	-	40	71	18	160	1	2	-	-	59	233
95	Mental Health and Addiction Services Administration	749	6,736	451	983	260	1,297	192	243	92	249	277	625	2,021	10,134
96	Women's Advocate Office	21	266	17	123	32	232	6	6	8	8	-	-	84	635
105	Industrial Commission	36	171	169	459	37	104	37	273	36	60	19	241	334	1,307
120	Veterans Advocate Office	26	542	19	62	27	2,268	46	963	24	532	8	59	150	4,427
122	Department of the Family	549	4,291	428	3,400	464	7,702	508	10,142	490	3,123	192	943	2,631	29,601
123	Families and Children Administration	442	8,031	861	10,245	997	8,170	548	8,038	742	10,852	326	1,761	3,916	47,096
124	Minors Support Administration	57	1,854	36	582	40	897	45	547	52	820	23	562	253	5,261
126	Vocational Rehabilitation Administration	402	963	521	1,179	455	1,000	490	1,441	619	1,175	333	709	2,820	6,467
127	Administration for Socioeconomic Development of the Family	219	5,478	167	4,040	108	1,368	201	1,768	85	2,215	103	3,188	883	18,056
132	ASUNTOS DE ENERGIA (OF EST POLITICA PUB ENERGETICA)	-	-	-	-	-	-	-	-	4	48	1	1	5	49

Puerto Rico Department of Treasury | Hacienda
Unprocessed Invoices Backlog Pertaining to Historical Fiscal Year as of November 30, 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
133	Natural Resources Administration	-	-	2	4	-	-	58	1,129	80	630	78	266	218	2,029
137	Department of Correction and Rehabilitation	463	6,306	280	2,898	149	2,139	72	1,213	8	202	34	20	1,006	12,777
139	Parole Board	5	11	6	1	3	7	-	-	2	1	3	4	19	25
141	Telecommunication's Regulatory Board	-	-	-	-	-	-	1	9	-	-	-	-	1	9
152	Elderly and Retired People Advocate Office	156	590	172	206	106	124	23	42	35	121	6	7	498	1,090
153	Advocacy for Persons with Disabilities of the Commonwealth of Puerto Rico	7	70	25	10	5	61	2	0	16	5	20	9	75	155
155	State Historic Preservation Office	42	121	19	42	18	66	21	119	7	22	1	1	108	371
189	Bureau of Forensic Sciences	68	431	53	738	9	5	1	8	-	-	-	-	131	1,182
220	Correctional Health	29	100	49	552	25	109	10	21	-	-	-	-	113	781
221	Emergency Medical Services Corps	-	-	1	0	-	-	-	-	-	-	-	-	1	0
224	Controller Especial Report Joint Comission	1	0	4	1	11	2	4	1	-	-	-	-	20	5
226	Joint Special Counsel on Legislative Donations	4	4	7	1	15	7	21	64	11	17	7	18	65	111
229	Office of the General Coordinator for Socioeconomic Financing and Self-Management	-	-	-	-	-	-	-	-	-	-	1	0	1	0
231	Health Advocate Office	5	32	2	1	-	-	-	-	-	-	-	-	7	34
241	Administration for the Care and Development of the Childhood	278	2,785	100	1,362	66	484	39	184	30	962	4	10	517	5,787
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	22	1,370	22	327	23	57	125	155	2	1	2	4	196	1,914
271	Office of Information and Communication Technologies	136	49,801	76	10,678	184	29,020	14	1,056	1	1	-	-	411	90,556
272	Office of the Inspector General	38	100	88	215	110	174	15	125	-	-	-	-	251	614
273	Permit Management Office	12	56	48	580	35	153	70	176	51	109	-	-	216	1,074
279	COM APELATIVA SERVICIO PUBLICO	9	45	-	-	-	-	-	-	-	-	-	-	9	45
281	Office of the Electoral Comptroller	2	21	-	-	-	-	-	-	1	3	-	-	3	24
290	State Energy Office of Public Policy	138	121	520	412	156	113	21	21	397	764	93	129	1,325	1,559
291	Proyecto Dignidad	-	-	-	-	3	1	-	-	-	-	-	-	3	1
296	Com Audit Int Cred Publico	-	-	-	-	-	-	-	-	1	0	1	150	2	150
298	Public Service Regulatory Board	47	216	1	0	-	-	-	-	-	-	-	-	48	217
311	Gaming Commission	279	6,877	40	151	9	212	-	-	-	-	-	-	328	7,240
329	Social Economic Development Office	42	583	59	3,174	144	1,317	125	1,993	115	3,847	30	1,875	515	12,789
Total		12,948	\$ 233,940	13,574	\$ 149,715	12,820	\$ 155,928	10,319	\$ 76,263	9,679	\$ 59,772	8,877	\$ 65,581	68,217	\$ 741,199