Future-State – Travel and Expense Reimbursement Process

Start: Traveler fills out and submits expense report
End: Traveler is reimbursed
Date: 6/9/2010

Customer Requirements:
Reimbursement check in 7 days
Supplier Input:
5 expense reports per day

Value Stream Metrics
- Process Time = 22 minutes
- Lead Time = 6 days 22 minutes
- Percent Complete & Accurate = 89%
- # of Touches = 2

Service-Level Agreement (SLA)
- Electronic Inbox
  - 10 reports
  - 2 days
- Expense Report Audit
  - Travel Desk
    - P/T = 7 min.
    - D/T = 0-1 day
    - %C/A = 90%
    - Touch = 1

Electronic Approvals
- Approval
  - Notification – Ready for Approval
- PeopleSoft
  - Input report and scanned receipts into PeopleSoft
  - P/T = 5 min.
  - D/T = 0-2 days
  - %C/A = 99%
  - Touch = 1

Standard Work
- Control Point
  - Approver
    - Notification – Ready for Approval
    - Hardcopy Receipts and scanned receipts into PeopleSoft
    - P/T = 5 min.
    - %C/A = 99%
- Budget Check/
  - "Post" Expense in PeopleSoft
    - Travel Desk
      - P/T = 5 min.
      - D/T = 0 days
      - %C/A = 100%
      - Touch = 1
    - Budget Check
      - P/T = 5 min.
      - D/T = 0 days
      - %C/A = 100%
      - Touch = 1

Electronic Inbox
- 1 day
- Travel Desk
  - P/T = 7 min.
  - D/T = 0-1 day
  - %C/A = 90%
  - Touch = 1
- Travel Desk
  - P/T = 5 min.
  - D/T = 0 days
  - %C/A = 100%
  - Touch = 1

Print Check and Mail
- Accounts Payable
  - P/T = 5 min.
  - D/T = 0 days
  - %C/A = 100%
  - Touch = 1

Service-Level Agreement (SLA)
- 1 day SLA
- 1 day SLA
Current-State – Travel and Expense Reimbursement Process

Start: Traveler fills out and submits expense report
End: Traveler is reimbursed
Date: 6/9/2010

Value Stream Metrics

- Process Time = 44 minutes
- Lead Time = 19 days 44 minutes
- Percent Complete & Accurate = 37%
- # of Touches = 7

Manually keying data time consuming

- Process Time = 7 min.
- D/T = 0 days
- %C/A = 99%
- Touch = 1

Manually Key Information into PeopleSoft

- Process Time = 7 min.
- D/T = 0 days
- %C/A = 99%
- Touch = 1

Validate That Data Keyed Correctly into PeopleSoft

- Process Time = 7 min.
- D/T = 0 days
- %C/A = 95%
- Touch = 1

Budget Check/ "Post" Expense in PeopleSoft

- Process Time = 5 min.
- D/T = 0 days
- %C/A = 100%
- Touch = 1

Print Check And Attach To Expense Report

- Process Time = 5 min.
- D/T = 0 days
- %C/A = 100%
- Touch = 1

Scan Hardcopy Expense Report Into Imaging System / Mail Check

- Process Time = 5 min.
- D/T = 0 days
- %C/A = 100%
- Touch = 1

Low percent correct and accurate

- Process Time = 7 min.
- D/T = 1 day
- %C/A = 44%
- Touch = 1

Approver passing on reports with errors

- Process Time = 5 min.
- %C/A = 90%
- Touch = 1

Approver

- Process Time = 5 min.
- %C/A = 99%
- Touch = 1

Are 'wet' signatures required?

- Process Time = 5 min.
- %C/A = 100%
- Touch = 1

Rework due to missing information

- Process Time = 5 min.
- %C/A = 100%
- Touch = 1

Mail Approved Report

- Process Time = 1 day
- Touch = 1

Printed Report for Approval

- Process Time = 1 day
- Touch = 1

Mail Check

- Process Time = 1 day
- Touch = 1

Customer Requirements:
Reimbursement check in 7 days

Supplier Input:
5 expense reports per day