

P-Card Processing Time

Lean Ohio Project

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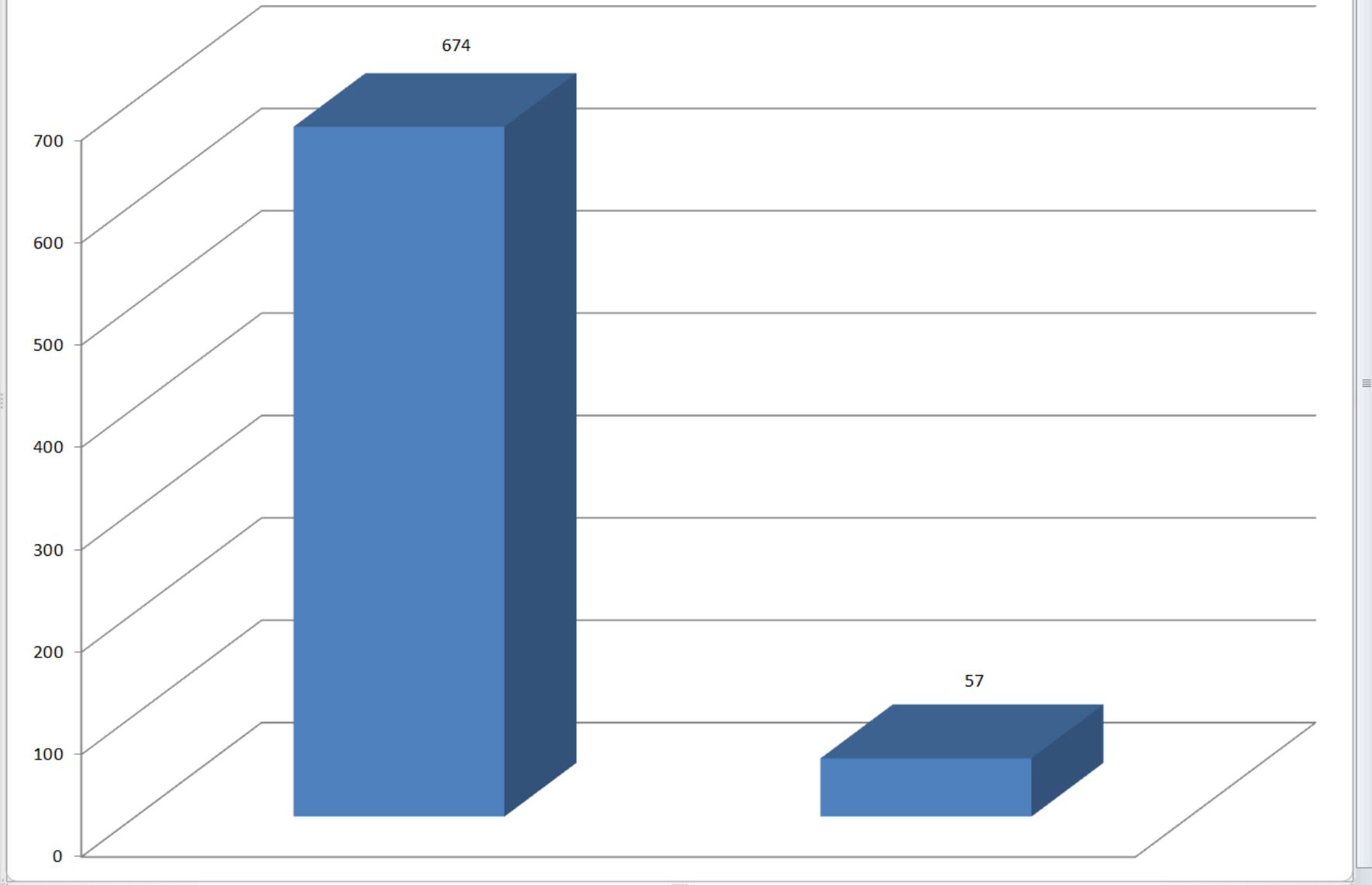
The Lean Team

- John Yoho, Finance Operation Performance Manager, Team Lead
- Jennifer Leymaster, DAS - CFO, Team Sponsor
- Jennifer Teal, City of Gahanna Finance Director, Lean Mentor
- Anna Garver, DAS P-Card Administrator
- P-Cardholders
 - Ryan Dalton
 - Mark Young
 - Ken Cope
 - Nancy Hite
 - Muhammed Islam
- P-Card Supervisors
 - Lori Malinovsky
 - Kristen Silk
- Monica Hairston, P-Card Payer

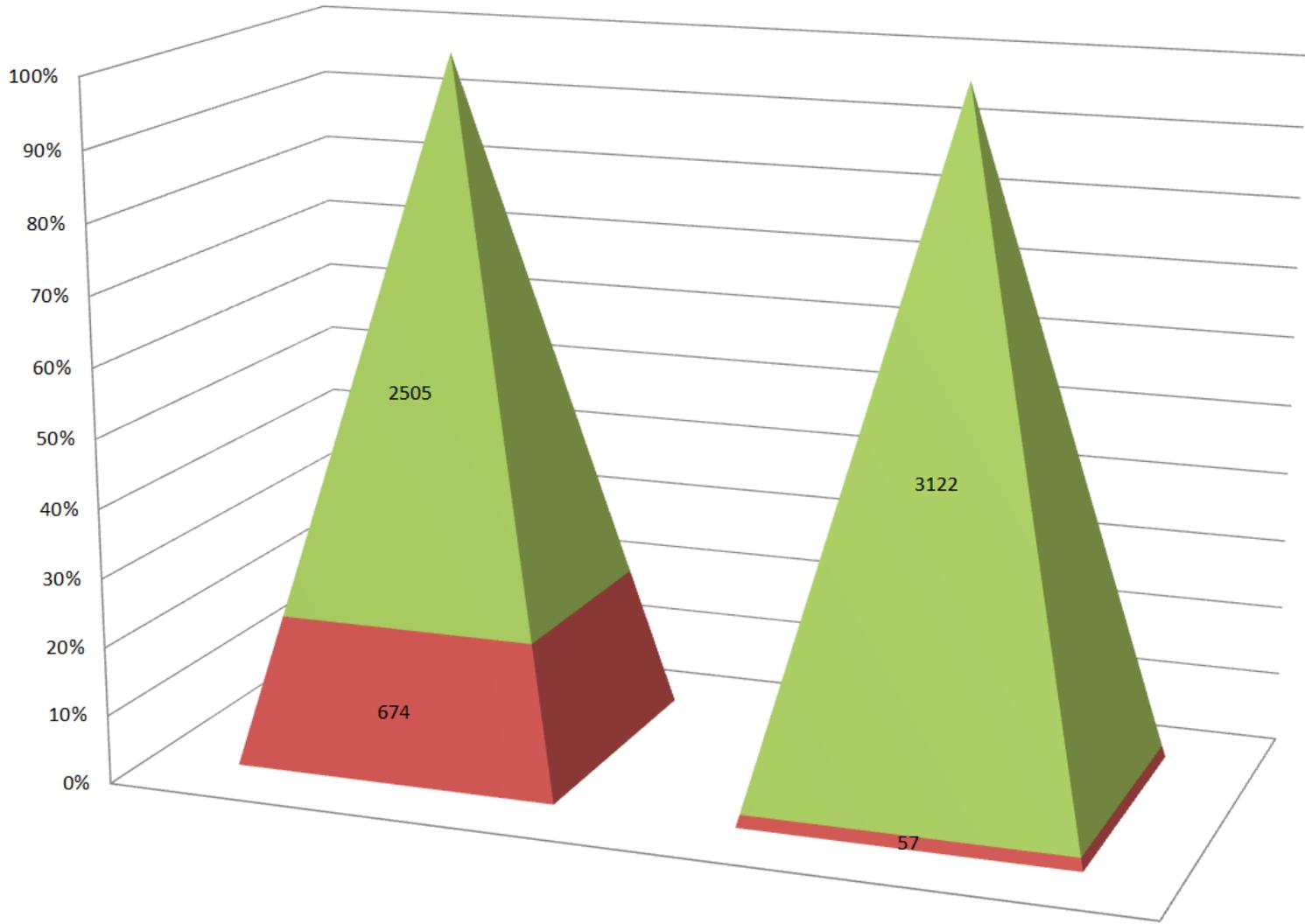
Why do we need to change?

- OBM is changing their review process
 - From once a month to twice a month
 - From 30 day old transactions to 10 day old transactions
- At the start of this project
 - DAS average was 10.18 days
 - DAS had 57 transactions over 35 days and 674 transactions over 15 days
 - That is a 1,800% increase in the chance a P-Card would be reduced to \$1.00 under OBM's new process

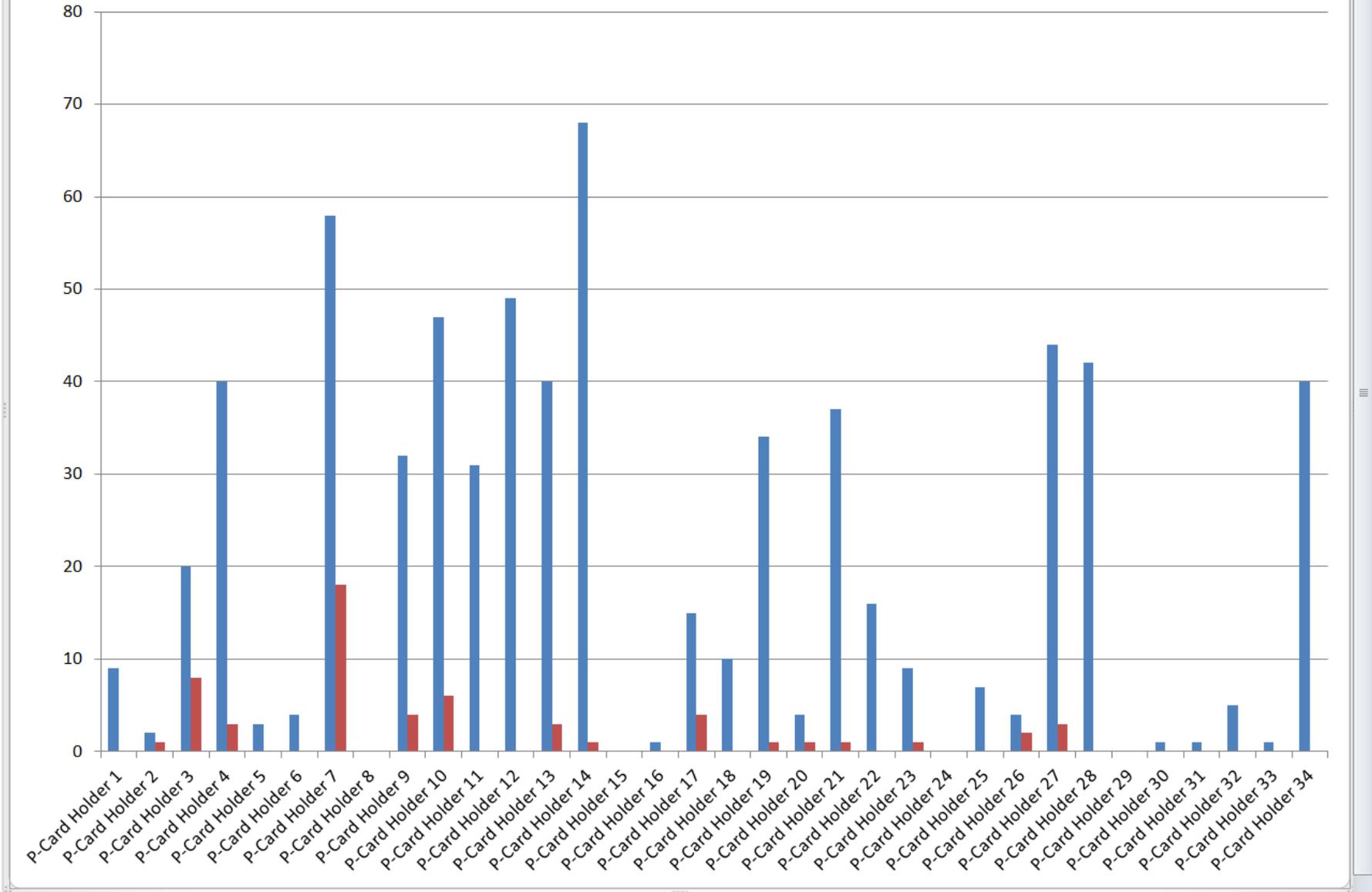
Agency Comparison Between 15 Days and 35 Days

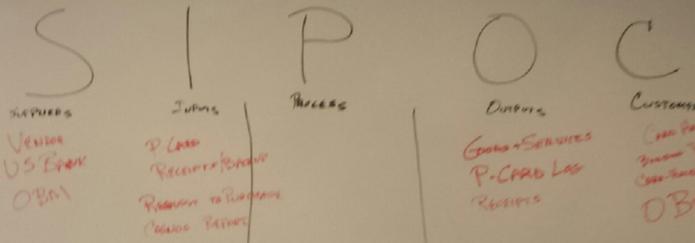


Agency Comparison All P-Card Transactions



Comparison of Transactions Over 15 Days and 35 Days





State
Card

TASK

Inventory
Decision

Delay

...

USE OF
PROGRAM

FTP

Price
Card/
Amount
Book

Check
MBE

Pay
Invoice

Make a
purchase

return
Deposit
Contract to
Legal

Log the
purchase

Log

Rec. card
7 007

Update
Log

Rec. card
passing the
card to
card holder

Rec. of
goods to
Card Holder

Update
Log

Verify
price to
quote

Display
of
Contract
to
Card Holder

Submit
Log
for
Approval

Sup.
Approval

Card Holder
submit
Log
for
Approval

Return
Log
to
Card Holder

Processor
disputes
on
CARD

Copy
up
attached
to
Card
holder
to
Page 3 &
4
to
owner

Sup. returns
Log to
Card
Holder

Sup. submit
Log for
pay

Pay
bill

Sup. submit
Log for
pay

Cardholder
submit
Log
for
pay

Final
Approval
Log

Final
Approval
Log

Out for
Approval

Log
for
pay

Final
Approval
Log

Check
for
errors

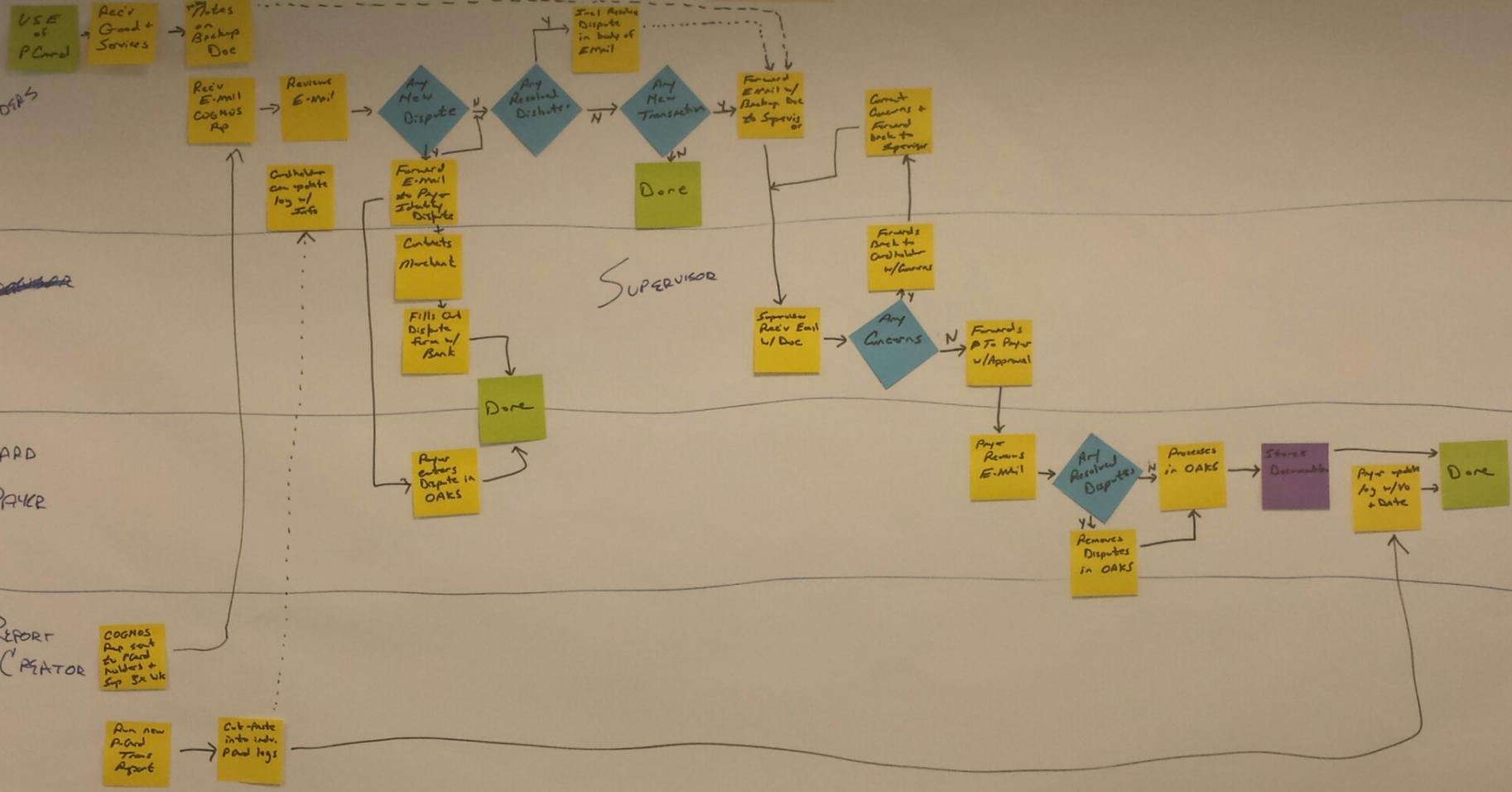
CARD
HOLDERS

~~Supervisor~~

CARD
PAYER

REPORT
CREATOR

SUPERVISOR

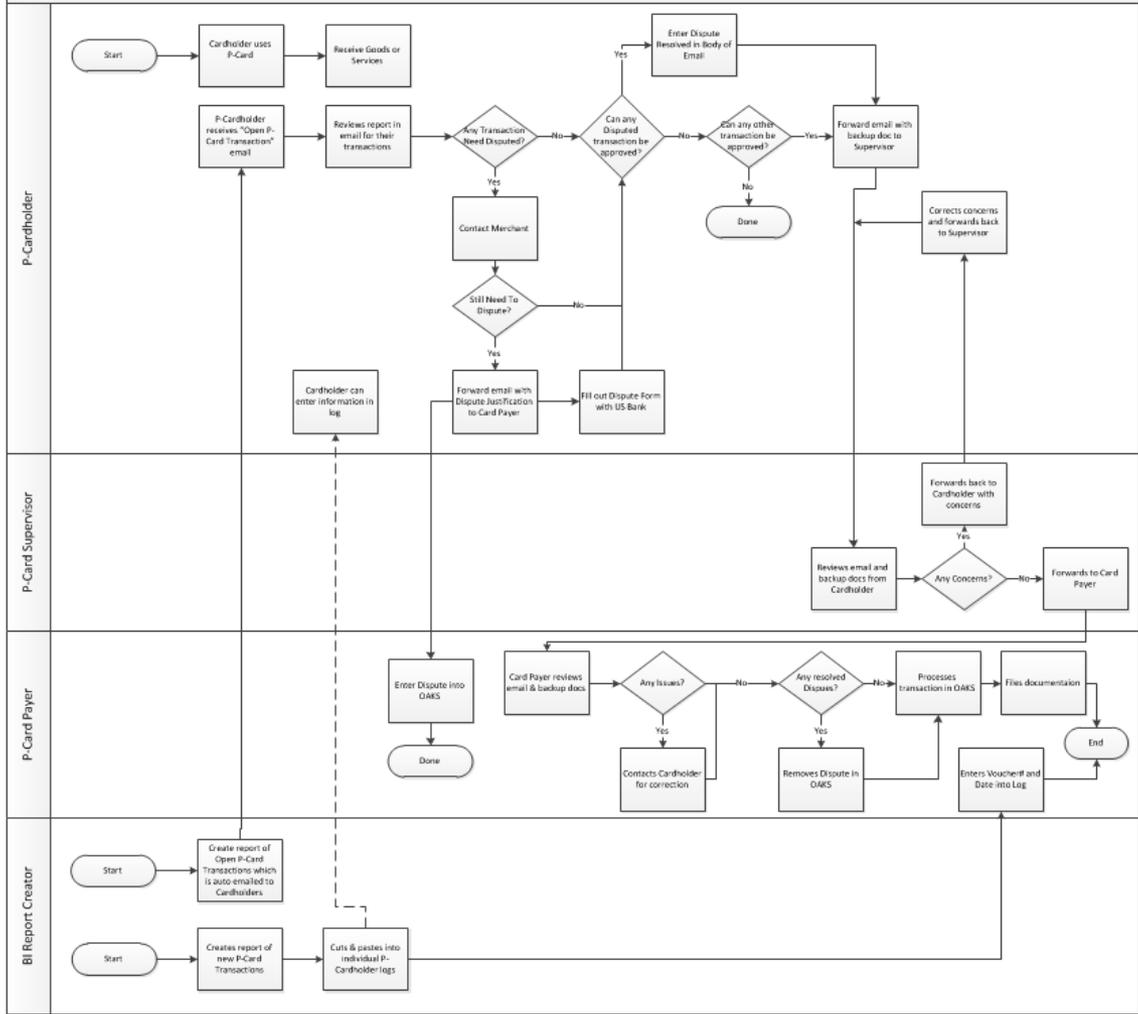


Key Points for the New Process

- The current 'Open P-Transaction' report that is emailed to Cardholders will become the approval tool
- The email will be forwarded from Cardholder to Supervisor to Payer, attaching back-up documentation as needed
- A new report will be created for 'New P-Card Transactions' which the BI Report Creator will load into a historical P-Card log by Cardholder
- This process will focus on Open P-Card Transaction in OAKS which need to be approved or denied

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Phase



More Key Points

- The 'Open P-Card Transaction' email is always forwarded to the next user, so the attachments stay with the email
- Current information entered in the log, such as MBE/EDGE, State Contract, or Coding will need to be (one of the below):
 - Written on back-up documentation
 - Typed in body of the email to be forwarded
 - Typed into the 'Open P-Card Transaction' file and re-attached to the email

It is important:

- For the Cardholder to have the Payer dispute transactions in OAKS with proper justification
- For the Cardholder to fill out the Dispute Form with US Bank for disputed transactions
- For each user to have back-up people to keep the process moving in their absence
- That we have a shared file location for the historical logs

Benefits and Improvements to the Process

- Using email for movement of documents to lessen paper and decrease movement time
- Only reviewing transactions that are in OAKS
- Cardholder does not have to print log, especially empty logs with no transactions
- Supervisor does not have to print and sign log, forwarding of email is approval
- Everyone knows the starting point and if the cardholder has no transactions, they are done until the next email
- Better use of technology, using BI to load the Historical P-Card Log and the Approval Log
- Keeps data and documents together by attaching to email
- Can easily be updated in future using additional technology, such as Workflow and Sharepoint
- Will show delay points in the process
- Historical log requires no data entry by Cardholder but they may enter information if desired

Actual Results of New Process

Fiscal Year 14 – Fiscal Year 15 (July & August)

- DAS Average: 10.0 Days - 5.3 Days
- Cardholder Averages:
 - Less than 5 days: 8 – 15
 - 5 to 10 days: 14 – 16
 - 10 to 14 days: 10 – 1
 - Greater than 14 days: 5 – 0
 - Highest average: 18.9 – 10.6
 - 28 of the current 32 cardholders have an average less than the 7 day DAS Project Goal

Actual Results of New Process

Fiscal Year 14 – Fiscal Year 15 (July & August)

- The 5 highest FY 14 Cardholder averages (>14 days)
 - 18.9 days – 5.5 days – improved 13.4 days
 - 17.2 days – 7.2 days – improved 10.0 days
 - 17.2 days – no longer with DAS
 - 15.8 days – 6.5 days – improved 9.3 days
 - 15.0 days – 5.9 days – improved 9.1 days

Actual Results of New Process

Fiscal Year 14 – Fiscal Year 15 (July & August)

- Transactions over 14 days
 - FY 14: 748
 - FY 14 Monthly Average: 62
 - FY 15 (July & Aug): 7
- Transactions over 35 days
 - FY 14: 57
 - FY 14 Monthly Average: 5
 - FY 15 (July & Aug): 0
- FY 15 (July & Aug) No Cards Reduced to \$1.00

Cardholder Comments

- I was planning on giving up my card but with the new process, I 'll keep it.
- I appreciate knowing when the payment has showed up for processing.
- I think the new system works well.
- Hurrah! And I'm sure we all agree that those emails from Crystal Rudy "keep us on our toes!"