Future-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 = 22 minutes
- Lead Time = 6 days 22 minutes
- Percent Complete & Accurate = 89%
- # of Touches = 2

Customer Requirements:
- Reimbursement check in 7 days

Supplier Input:
- 5 expense reports per day

Value Stream Metrics
- Process Time = 7 min.
- D/T = 0-1 day
- %C/A = 90%
- Touch = 1

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

Control Point
- Approval
- Notification – Ready for Approval
- Notification – Ready for Audit
- Budget Check
- Print Check

Approver
- Input report and scanned receipts into PeopleSoft
- Capture data directly in PeopleSoft
- Error checks in PeopleSoft

PeopleSoft
- Electronic Inbox 0-2 days
- P/T = 5 min.
- %C/A = 99%

Service-Level Agreement (SLA)
- Electronic Inbox 1 days
- P/T = 5 min.
- D/T = 0 days
- %C/A = 100%

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

Print Check
- Touch = 1

Service-Level Agreement (SLA)
- 1 day SLA

Audit
- Notify Traveler about missing information
- Notification – Ready for Audit

Traveler
- Touch = 1
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

<table>
<thead>
<tr>
<th>Touch</th>
<th>Process Time (min.)</th>
<th>Lead Time (days)</th>
<th>Percent Complete &amp; Accurate</th>
<th># of Touches</th>
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</tbody>
</table>

- Batch delay up to 5 days
- Manually keying data time consuming
- Data starts out electronic and is printed

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

Approver passing on reports with errors
- Approver
- P/T = 5 min.
- %C/A = 90%
- Touch = 1

Are ‘wet’ signatures required?
- Traveler
- Touch = 1

Rework due to missing information
- PeopleSoft
- Budget Check
- Mail Approved Report

Control Point
- Approver
- Mail Approved Report
- Mail Check
- Mail Approved Report

Print Check And Attach To Expense Report
- Travel Desk
- Accounts Payable
- P/T = 5 min.
- D/T = 0 days
- %C/A = 100%
- Touch = 1

Scan Hardcopy Expense Report Into Imaging System / Mail Check
- Accounts Payable
- P/T = 5 min.
- D/T = 0 days
- %C/A = 100%
- Touch = 1

Low percent complete and accurate
- 44%