

Pcard Transaction Review

Lean Six Sigma Greenbelt Project
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The Cast and Crew

- Sponsor Finance Director
- Black Belt Daniel Ford
- Stakeholders Larry Hood
Jeanne Kowalenko
Norman Kildow
Rich Gonter
- Greenbelts Anne Boyd
Kim Howe
Norman Kildow



The Charter Problem Statement

The coding of purchase card (p-card) transactions is taking longer than the 3 business day time frame that was implemented with MUNIS.

The current policy is based on the previous system and allows 5 days.



The Charter Goal Statement

To discover the reasons why it takes longer than 3 business days to process a p-card transaction.

To determine what, if anything, can be done to rectify the issues discovered.



Explaining Terms

- P-Card: a Visa credit card the City of Tulsa allows authorized employees to use to purchase items for City employees. This is based on the P-Card policy which was last updated in October of 2011.
- Statement: once a day, all transactions are uploaded from BOA Works, the management entity, to MUNIS. Regardless of vendor, all transactions in a day will show on the statement that is uploaded.



Explaining Terms, part 2

- The phases of a statement:
 - New: uploaded, not worked on
 - Released: cardholder has coded the transaction on the statement and released it into workflow
 - Approved: both the coordinator and the supervisor have reviewed and approved the statement
 - Converted: the statement has been posted to the General Ledger.
 - Rejected: there was some issue and the statement was sent back to the cardholder to be corrected.

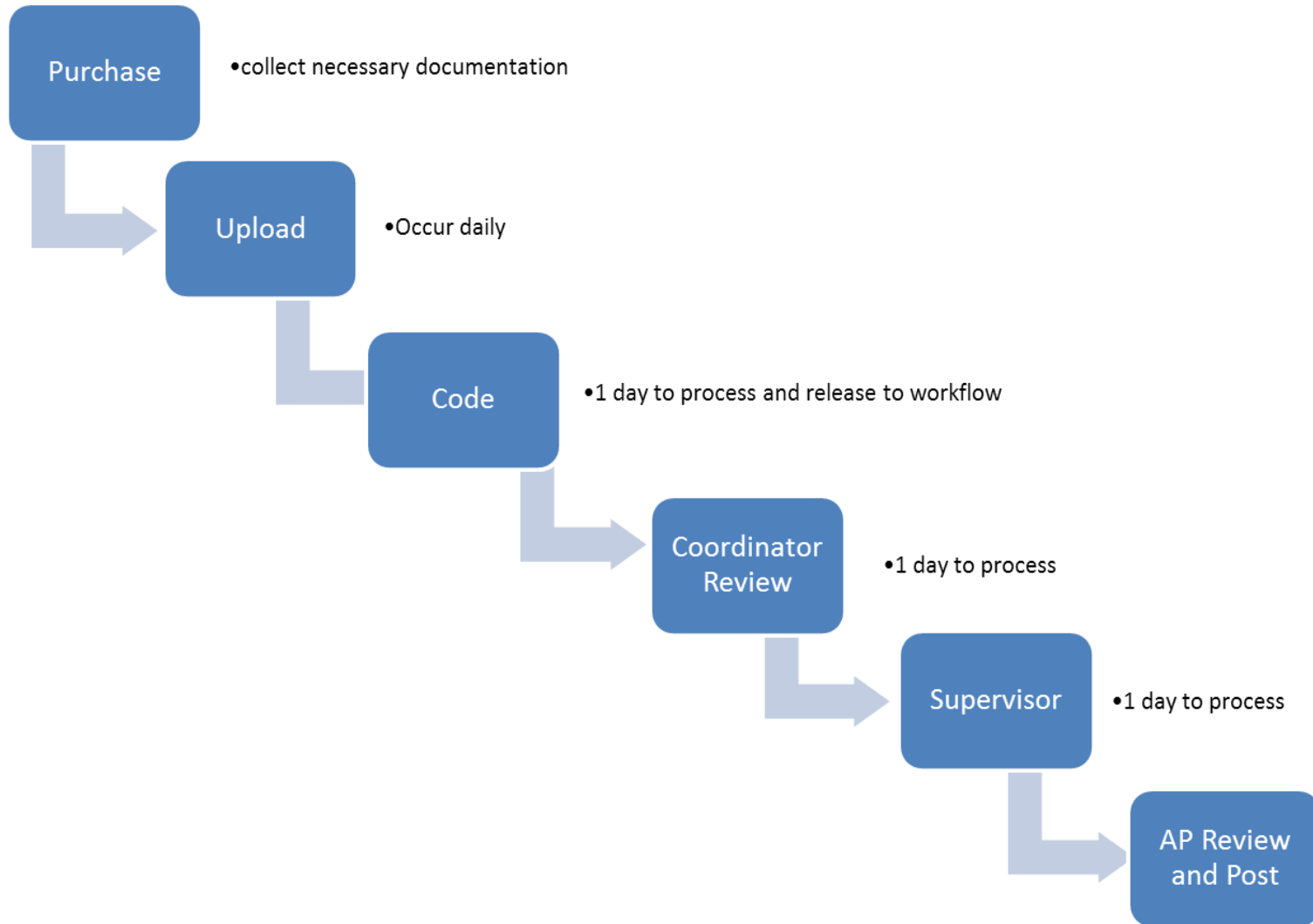


The Process as it is.

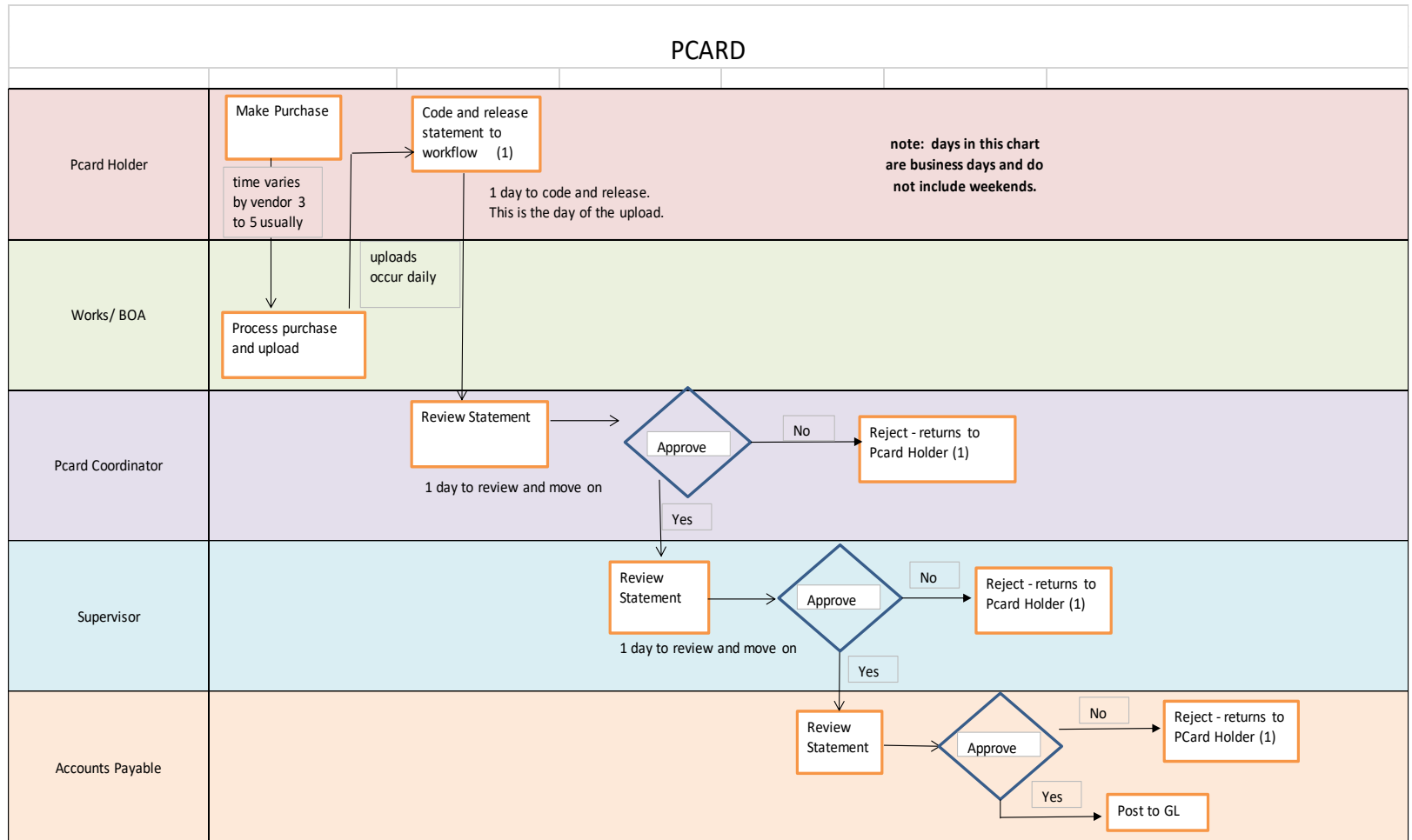
- The process:
 - Purchase information is uploaded from Works into MUNIS, this is done each business day.
 - The Cardholder codes the statement and releases it into workflow.
 - The coordinator reviews the statement for correct coding and attachments.
 - The supervisor reviews the statement for correct coding and attachments
 - Accounts Payable posts the statement.



Process Overview



Process Detail



Measure the Data

To get a grasp on what was happening with p-cards within the City, several reports were run that provided information on the number of p-card statements that were open and how many days past the date they uploaded into MUNIS they were. The data could be viewed city-wide or by department.

Please note, MUNIS is a dynamic system, all information portrayed here is a “snapshot” of a specific day and time.



Some visual information

The first graph will show how many P-card statements were completed in a given number of days by department. The graph is very busy but helps show the wide range of values that were dealt with.

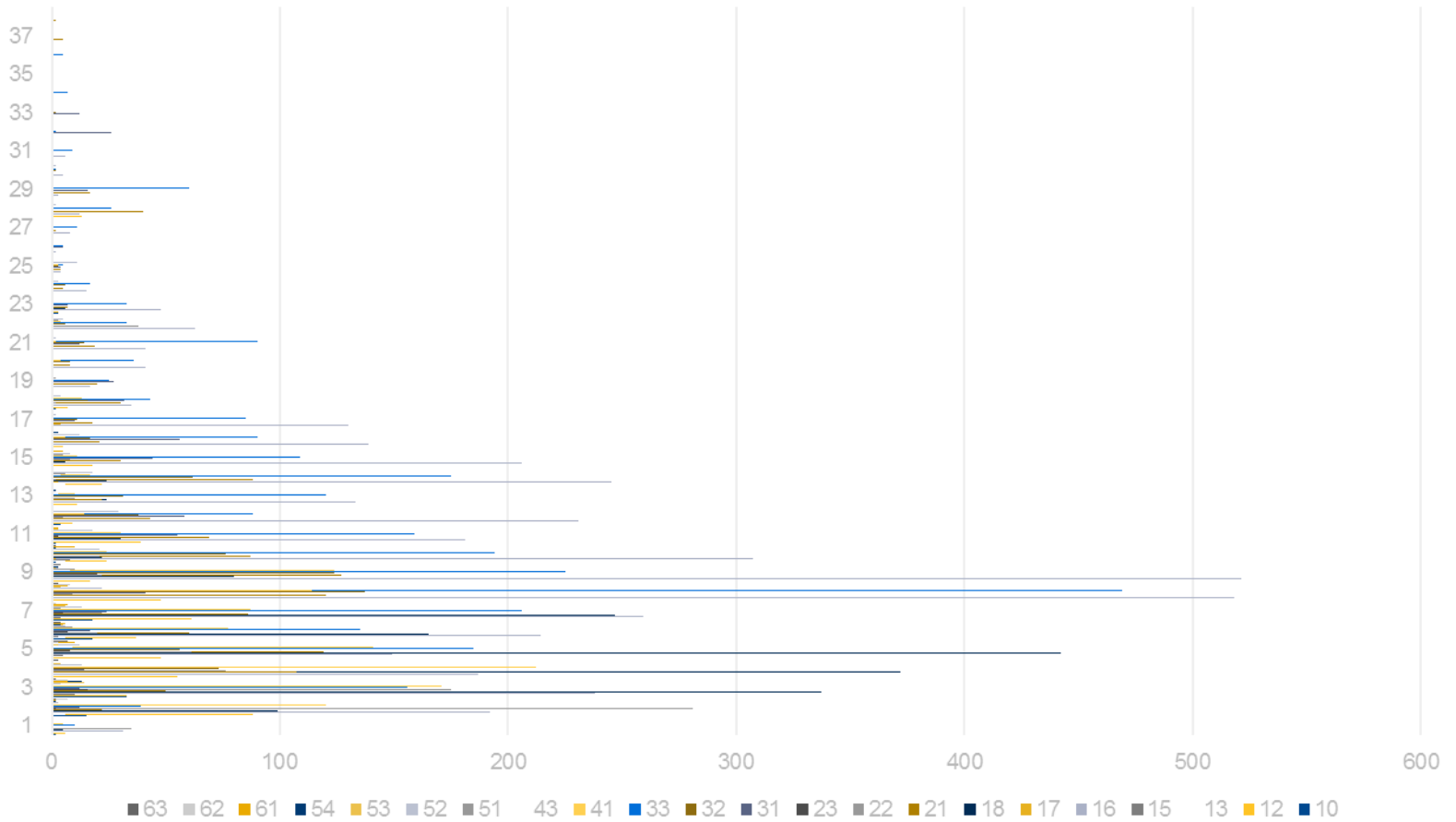
For Example: Department 16 had 521 statements that took 8 days to complete.

Department 21 had 2 that took 42 days to complete.



Citywide graph

4 Month Total to Posted Status



Reading the picture

The “Y” axis is the number of days it took to process a statement, the “X” axis is a look at the actual “count”, number of statements completed on each day row. The colors of each bar represent the department.

Each day has several colors of bars reaching various lengths across the graph depending on the count completed.

This shows only fully posted, historical data.



The breakdown

On the graph we just looked at, we see a representation of every P-card statement that had been fully posted during the first 4 months of the fiscal year.

23.66 percent were within the preferred 3 days.

An additional 13.82 percent were within the 5 days stated in the policy

The remaining 62.51 percent exceeded both parameters.



A closer look

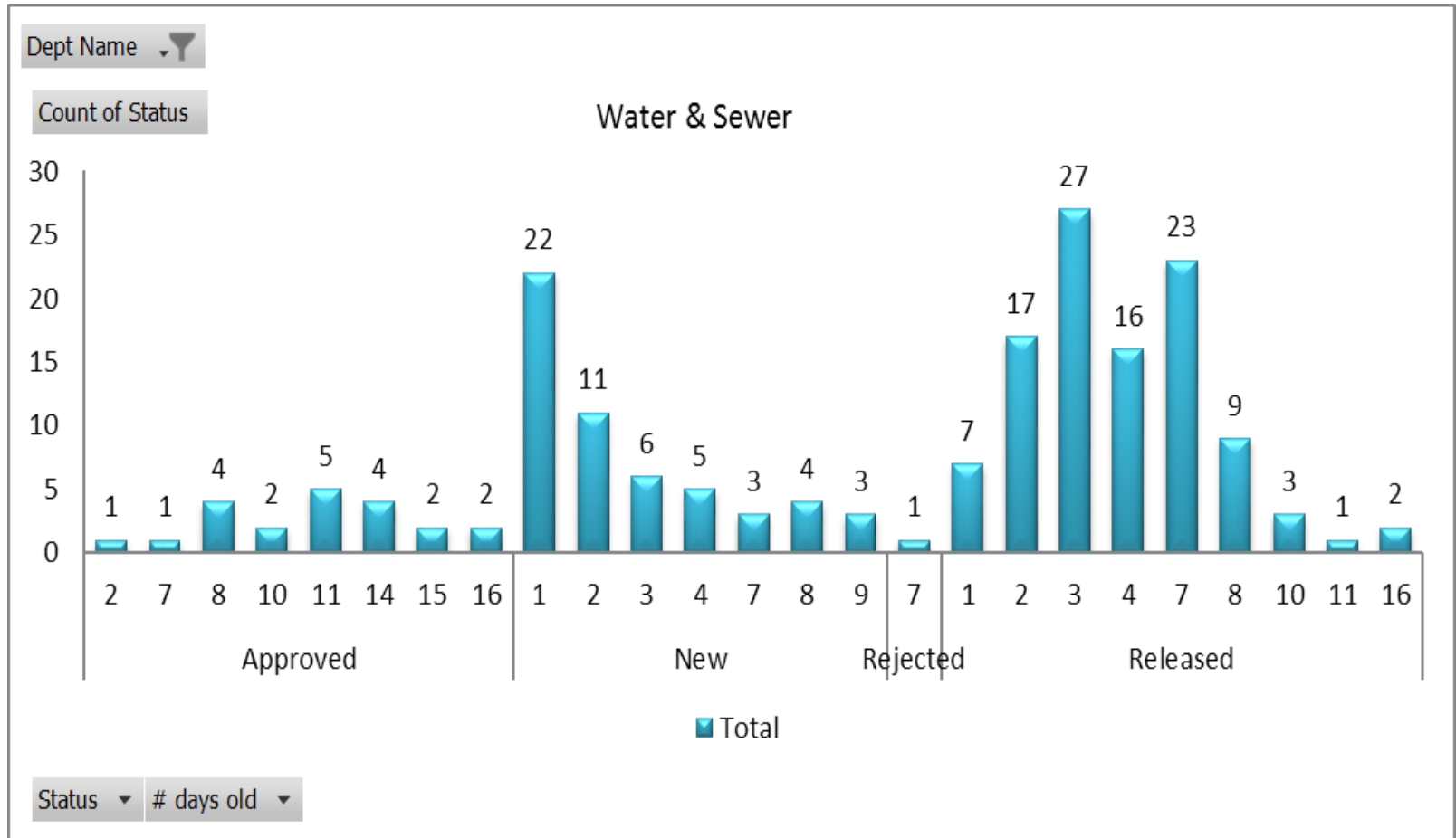
The next slide shows data for a single department that is still in process.

You can see there is still a fairly wide range of time involved and a significant number of statements outside both the 3 and 5 day limits.

Due to the number of variables, it is not possible to determine an “average” number of days it takes to process statements.



Sample Department Data



Voice of the Customer Survey

Cardholders

Have you received MUNIS training?

68.9% yes

31.1% no

Do you know how to track funds in MUNIS?

38.9% yes

61.1% no

Coordinators

Have you received MUNIS training?

70.8% yes

29.2% no

Are you also a pcard holder?

66.7% yes

33.3% no



Voice of the Customer Survey

Cardholder

How important do you think it is to get pcard statements done in 3 days?

- 8.1% not at all
- 13.4% unimportant
- 30.2% no opinion
- 27.5% important
- 20.8% very important

NOTES

467 requests to take the cardholder survey sent
149 responses received
31.9% responded

84 requests to take the coordinator survey sent
24 responses received
28.6% responded



Issues and Potential Causes

- Takes more than 3 days to process after statement uploads from Works to MUNIS
 - No notification by MUNIS that a statement has been entered.
 - No way to forward the Pcard workflow in MUNIS so if cardholder, coordinator, or supervisor is out of the office the statement must await their return.
 - Debate and confusion about the 3 day time limit.



Issues and Potential Causes

The P-card policy does not reflect the current verbal rules.

A significant, if not large, number of persons surveyed indicated they had received no training on P-card processing in the new MUNIS system.



Possible solutions/ Recommendations

Cannot forward workflow – no real solution, this is the way MUNIS works. Further talks on this may be needed.

The time frame – The new policy needs to be implemented and published so that everyone can be find it. This will come from Purchasing.



Possible Solutions/ Recommendations

Training – this group recommends that every cardholder, coordinator, and supervisor of a pcard holder, be trained as a group so that each is aware of the correct procedures.

Since not all cardholders and coordinators have received the new training and supervisors have, historically, had little or no pcard training, it is recommended that this be made mandatory on a citywide basis.



The Future

Monitoring will continue for the foreseeable future to see if there is any improvement in the processing of P-card statements.

