Returned Expense Reports

Ohio Shared Services
Service First
a division of OBM

Green Belt Six Sigma Project
Report Out

John H. Rumer
Ohio Shared Services

February 15, 2018

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Returned Expense Report – Green Belt Team

- Team Members and Roles:
  - John Rumer
    - Manage and Lead the Project Team
    - Monitor project progress and performance
    - Assist in data analysis
    - Assist in preparing action plan and recommendations
  - Christina Pike, Helga Mattingly, Judith Reid and Heather Tomlinson
    - Provide documentation and analysis of the current and future process/systems
    - Provide identification and mapping of the information needed
    - Provide data analysis
    - Assist in the preparing the action plan and recommendations

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Problem/Opportunity Statement

- Returned Expense Reports
  - Prior to the upgrade of OAKS Fin to version 9.2 in September 2015, Expense Reports were sent back to Travelers for revision (SBR) at rate of 25%
  - After the OAKS Fin upgrade, Expense Reports were sent back to Travelers for revision (SBR) at rates up to 35%. This increases the time to approve Expense Returns. The increase results in a higher Service Level Agreement Processing rate and increased processing costs. It also delays reimbursements, increasing dissatisfaction and frustration among Travelers.

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Project Goals

- Reduce the SBR rate to the previous threshold of 25% or lower
  - Shorter processing time
  - Reduces processing costs
  - Expedites reimbursements
  - Increases traveler satisfaction

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Travel & Expense SIPOC

Supplier	Input	Process	Output	Customer
Oaks FIN Queries	Pre-Audit Query		Email notification:	Traveler
Travelers	Expense Report (ER's)- Expenses Receipts Notes		Expense Report: Approved (APR) or Sent Back for Revision (SBR)	
Ohio Administrative Code	OBM Travel Rule		Metrics Query	Coach
OBM Source	Guide to review ER's			
OSS Associates	OSS review			

Traveler submits expense report for approval
Pre audit works in order received

Review expenses & supporting documentation (Receipts, etc)

Audit for errors & compliance with OBM Travel Rule

If error or non-compliance SBR, otherwise APR

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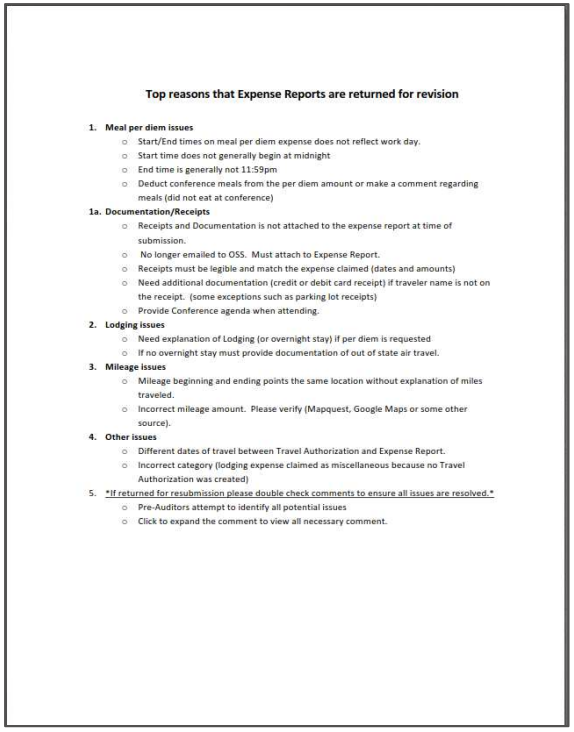
Data Collection

- Modified Silent Brainstorming Session
  - T&E pre-auditors
  - Writing down individually
  - List top reasons for SBR
  - All responses collected
  - Compiled for reporting



Top reasons that Expense Reports are returned for revision

1. **Meal per diem issues**
   - Start/End times on meal per diem expense does not reflect work day.
   - Start time does not generally begin at midnight
   - End time is generally not 11:59pm
   - Deduct conference meals from the per diem amount or make a comment regarding meals (did not eat at conference)

1a. **Documentation/Receipts**
   - Receipts and Documentation is not attached to the expense report at time of submission.
   - No longer emailed to OSS. Must attach to Expense Report.
   - Receipts must be legible and match the expense claimed (dates and amounts)
   - Need additional documentation (credit or debit card receipt) if traveler name is not on the receipt. (some exceptions such as parking lot receipts)
   - Provide Conference agenda when attending.

2. **Lodging issues**
   - Need explanation of Lodging (or overnight stay) if per diem is requested
   - If no overnight stay must provide documentation of out of state air travel.

3. **Mileage issues**
   - Mileage beginning and ending points the same location without explanation of miles traveled.
   - Incorrect mileage amount. Please verify (Mapquest, Google Maps or some other source).

4. **Other issues**
   - Different dates of travel between Travel Authorization and Expense Report.
   - Incorrect category (lodging expense claimed as miscellaneous because no Travel Authorization was created)

5. *If returned for resubmission please double check comments to ensure all issues are resolved.*
   - Pre-Auditors attempt to identify all potential issues
   - Click to expand the comment to view all necessary comment.

Data Collection

- OH_TE_Master_ER_Assoc_Metrics Query
  - July 1 – December 13, 2016
  - Records action of every Expense Report Review
    - 13398 total Expense Reports Reviewed
    - 4435 Sent Back for Revision (33.1%)
  - Includes Pre-Auditor Comments
  - Sampled 86% (3817) of all SBRs
  - Categorized reason for SBR by areas noted in brain storming session if applicable.

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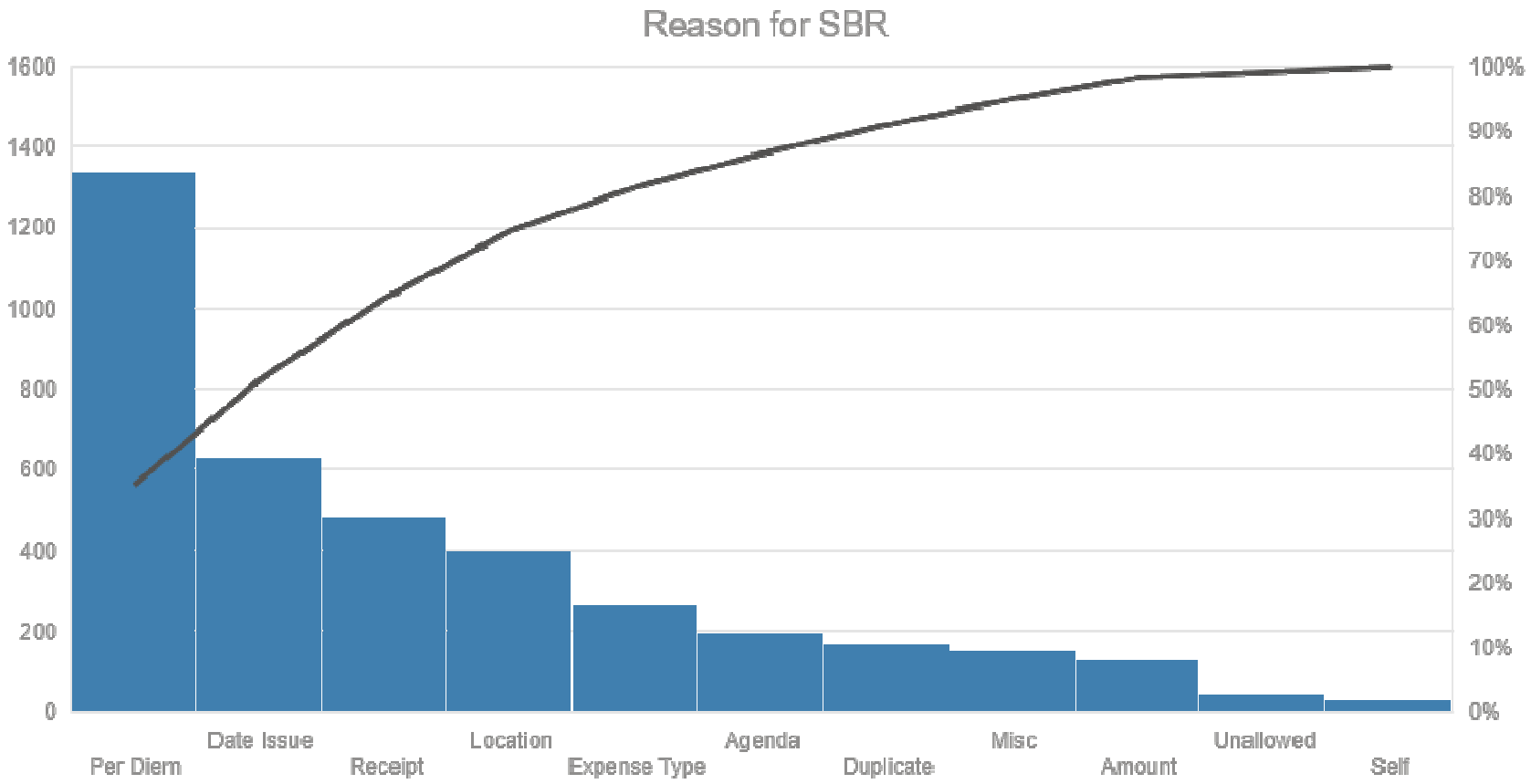
Pareto Chart



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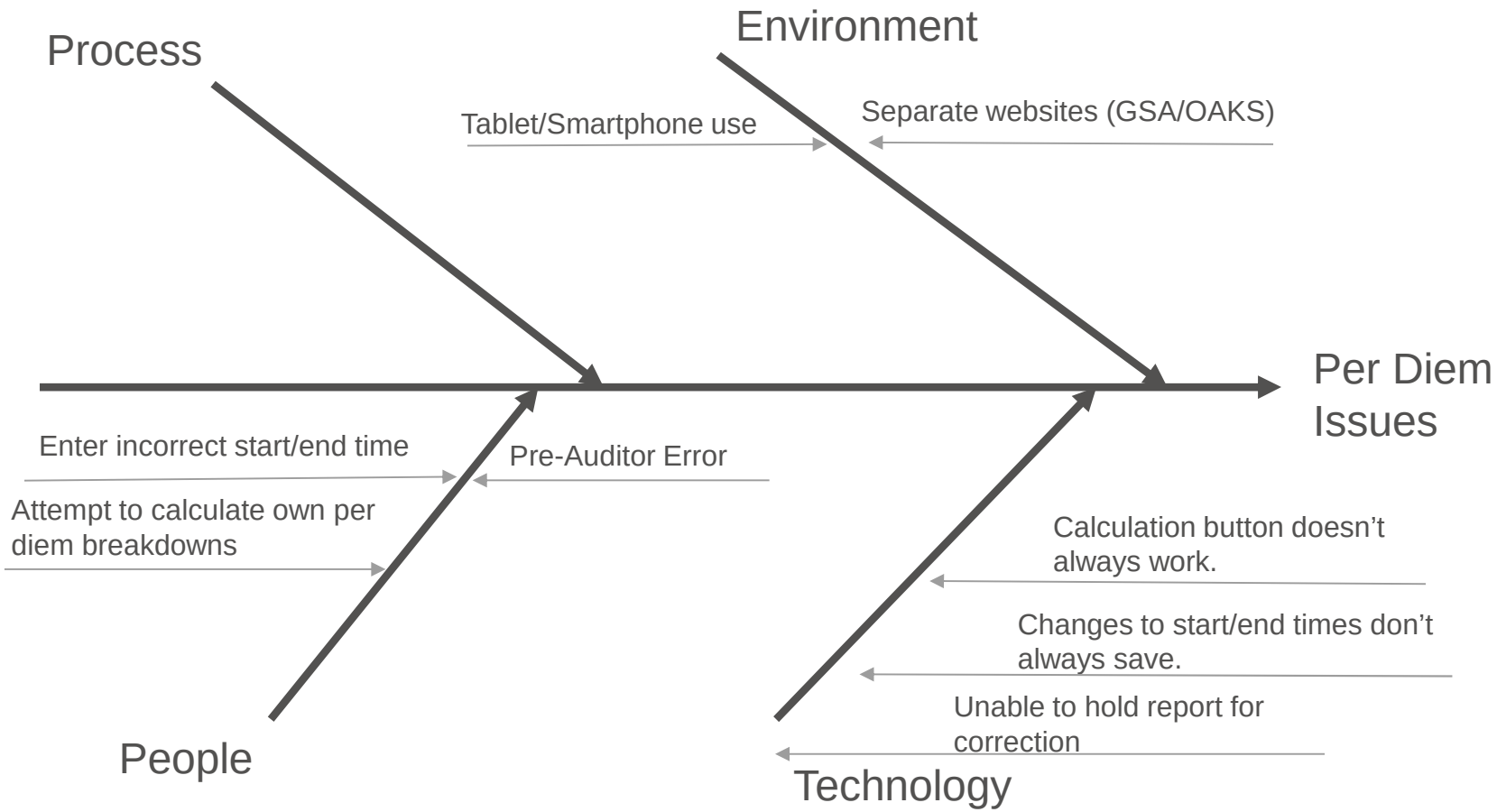
Cause & Effect – Per Deim



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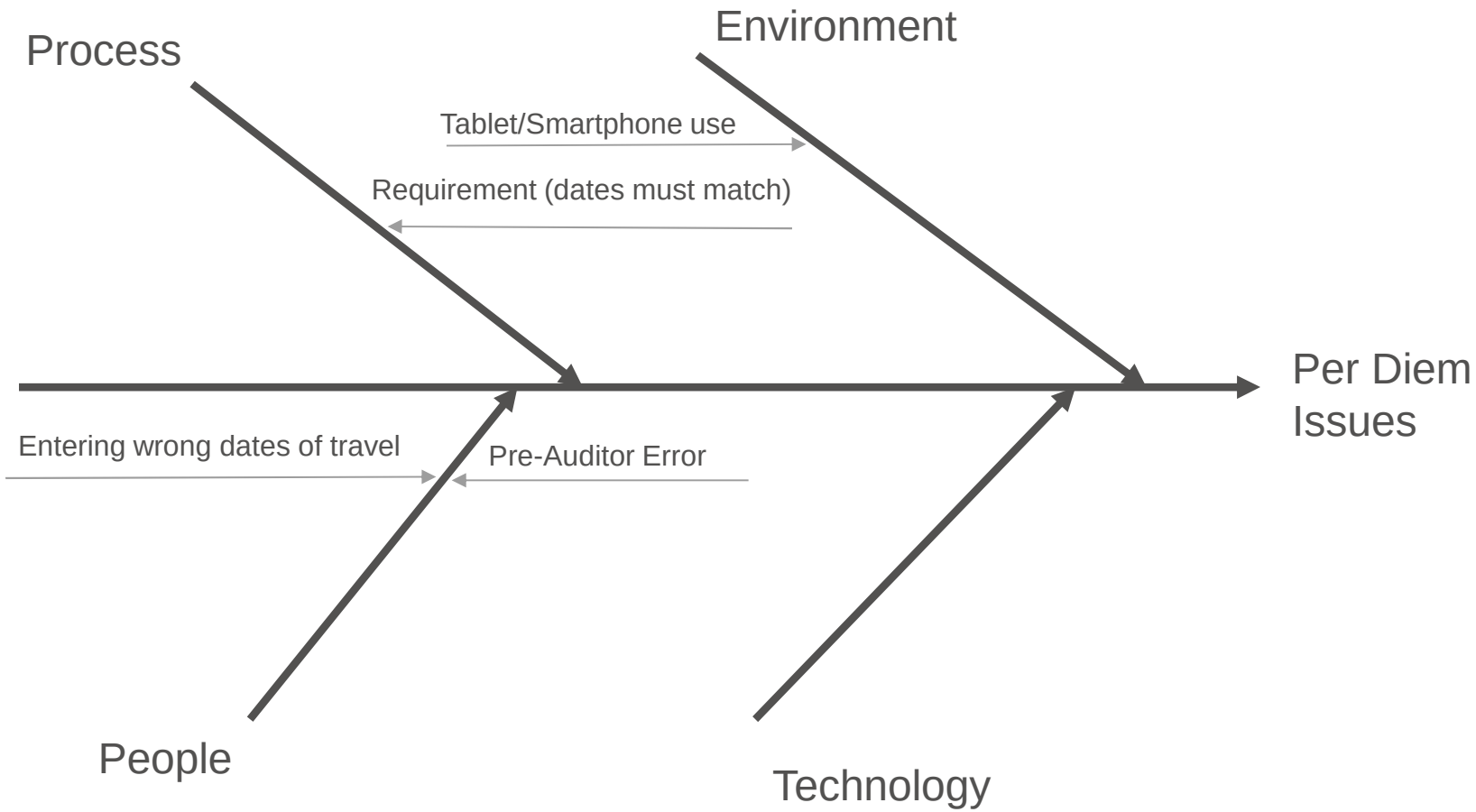
Cause & Effect – Date Issue



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Improvement Summary

Current Key Issues	How We Improved
Traveler Knowledge	•Created “Tips & Tricks” travel videos for FIN Source •Recommended language changes to auto generated emails to include reminders •Recommended changes to several Help buttons in OAKS to provide travel tips
Date Audit Process	Reviewed OBM Travel Rule Reviewed process with Pre-Auditors Changed process in October 2017 to allow for variation of travel dates between Travel Authorization and Expense Report with proper documentation/receipts.

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As a Result…

A review of the SBR rate from 12/26/2017 to 1/31/2018 shows that the rate has **decreased** from 33.1% to:

21.54%

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A Special “Thank You” to:

Senior Leadership:

Rae Ann Estep

Sponsor:

John Palermini

Subject Matter Experts:

Helga, Tina, Judy and Heather

Customers:

All of you who travel for State business and wish to be reimbursed.

Questions/Comments

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