### 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

### Control Point

**Approver**

<table>
<thead>
<tr>
<th>P/T</th>
<th>%C/A</th>
<th>Touch</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 min.</td>
<td>90%</td>
<td>1</td>
</tr>
</tbody>
</table>

### Traveler

- **Touch:** 1

### PeopleSoft

- **Validate**  
- **Key in Data**  
- **Budget Check**  
- **Print Check And Attach To Expense Report**

### Mail Approved Report

- **Submit Printed Expense Report for Signature/Approval**

### Notify Traveler about missing information

### Budget Check

- **Validate That Data Keyed Correctly into PeopleSoft**
- **Fill-out expense report and print**

### Travel Desk

- **Traveler**
- **Accounts Payable**

### Customer Requirements:
- **Reimbursement check in 7 days**

### Supplier Input:
- **5 expense reports per day**

---

### Process Time and Lead Time

<table>
<thead>
<tr>
<th>Stage</th>
<th>P/T</th>
<th>L/T</th>
<th>%C/A</th>
<th>Touch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense Report Audit</td>
<td>10 min.</td>
<td>3 days</td>
<td>44%</td>
<td>1</td>
</tr>
<tr>
<td>Manually Key Information into PeopleSoft</td>
<td>7 min.</td>
<td>1 day</td>
<td>99%</td>
<td>1</td>
</tr>
<tr>
<td>Validate That Data Keyed Correctly into PeopleSoft</td>
<td>7 min.</td>
<td>1 day</td>
<td>95%</td>
<td>1</td>
</tr>
<tr>
<td>Budget Check/&quot;Post&quot; Expense in PeopleSoft</td>
<td>5 min.</td>
<td>2 days</td>
<td>100%</td>
<td>1</td>
</tr>
<tr>
<td>Print Check And Attach To Expense Report</td>
<td>5 min.</td>
<td>5 min.</td>
<td>100%</td>
<td>1</td>
</tr>
</tbody>
</table>

### Value Stream Metrics

<table>
<thead>
<tr>
<th>Stage</th>
<th>P/T</th>
<th>L/T</th>
<th>%C/A</th>
<th>Touch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Desk</td>
<td>10 min.</td>
<td>0-3 days</td>
<td>44%</td>
<td>1</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>5 min.</td>
<td>0 days</td>
<td>100%</td>
<td>1</td>
</tr>
</tbody>
</table>

---

### Missing Information

- **Notify Traveler about missing information**

---

### Mail Check

- **Scan Hardcopy Expense Report Into Imaging System / Mail Check**

---

### Travel Desk

- **Notify Traveler about missing information**

---

### Traveler

- **Submit Printed Expense Report for Signature/Approval**

---

### Budget Check

- **Validate That Data Keyed Correctly into PeopleSoft**
- **Fill-out expense report and print**

---

### PeopleSoft

- **Validate**  
- **Key in Data**  
- **Budget Check**  
- **Print Check And Attach To Expense Report**
Start: Traveler fills out and submits expense report
End: Traveler is reimbursed

Travel Expense Report Submitted → Audit → Input into PeopleSoft → Budget Check → Traveler Reimbursed

- Traveler fills out expense report in Excel
- Traveler prints the report
- Traveler sends report to manager for approval
- Manager approves the report
- Manager mails report to the Travel Desk
- Travel Desk performs audit
- Travel Desk inputs data into PeopleSoft
- Accounts Payable verifies that data was input correctly into PeopleSoft
- Travel Desk performs budget check in PeopleSoft
- Travel Desk prints checks and attaches to expense report
- Accounts Payable scans report into imaging system and mails check to Traveler