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*Works Software From The Bank of America  
Does It Really Save Time And Money?*

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Parks, Recreation, & Tourism  
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STATE DOCUMENTS

The South Carolina Department of Parks, Recreation, and Tourism (PRT) has forty-eight state parks, nine welcome centers, and various divisions in the Central Office that use the procurement card provided by the Bank of America. Combined, the parks, welcome centers, and the central office have an average of eleven hundred purchases per month. The goal of the accounts payable division is to process invoices within five days of receipt. Currently the Bank of America invoice arrives in the mail around the 3<sup>rd</sup> of each month. The cardholders are required to have all of their receipts to the finance office by the 15<sup>th</sup> of the month. Each accountant has approximately 3 – 5 days to process their district and have the payment transferred electronically to the Bank of America by the 22<sup>nd</sup> of each month. With the amount of information that is received by mail from over two hundred cardholders, it is clear that it is impossible to process the Bank of America invoice within the goal of five days. The finance office needs a better way of processing the Bank of America invoice because the current process is time consuming and not very cost effective.

In order to change or create a new process, one must first understand how the current process works. The easiest and most concise way to understand the current process is to construct a flow chart. (See Appendix 1) The flow chart shows each step in the process making it easier to see which steps could be changed or improved.

Each month when the procurement card invoice is received, the accounts payable division will make five copies of the invoice. Four copies are for the accountants responsible for a district consisting of state parks. The fifth copy is for the accountant responsible for the welcome centers and the central office.

Each cardholder is responsible for completing the procurement card receipt sheet, (See Appendix 2) attaching their receipts, getting the appropriate approval signature, and mailing to the finance office. After the accountant receives the procurement card receipt sheet from each cardholder in their division, they are responsible for ensuring all receipts are attached, and both the cardholder and manager have approved them. If any receipts are missing, the cardholder is responsible for completing a form explaining why the receipt was not attached. If all of the receipts are attached, the budget officer for the parks goes through each of the invoices and makes changes on the receipt sheet. For example, if a charge was made for a permanent improvement project but the required facility number was not indicated on the sheet, it would be necessary for the budget officer to make a correction to add the correct number. After the budget officer makes all adjustments, the accountant is ready to code their portion of the invoice.

The accountant completes all of the information on the coding sheet. (See Appendix 3) After the coding sheets are completed, the accountant enters all of this information in the computer. A voucher is generated and sent to the Comptroller General's office. (See Appendix 4) If there are no errors, the Comptroller General's office pays the Bank of America via an electronic transfer.

A survey was conducted to understand the amount of time it takes the accountant to process their steps in the payment process. It currently takes each of the accountants an average of nine hours to complete their portion of the process. In addition to the cost of the accountants coding the invoice, there is a cost for the budget officer's time and for the senior accountant who has to process journal entries for corrections. The budget officer spends approximately two hours a month going through all of the transactions and the senior accountant spends approximately an hour a month processing journal entries.

Following is a chart that shows the approximate time and cost of processing the accountants and the budget officers portion of the Bank of America invoice each month.

	# OF HOURS PER MONTH	HOURLY RATE	TOTAL COST OF LABOR
District I	9	\$14.28	\$128.52
District II	9	\$14.19	\$127.71
District III	9	\$17.89	\$161.01
District IV	9	\$16.94	\$152.46
Central Office & Welcome Centers	9	\$13.26	\$119.34
JV Accountant	1	\$28.05	\$28.05
Budget Officer	2	\$32.66	\$65.32
<b>TOTALS</b>	<b>48</b>		<b>\$782.41</b>

The Bank of America has developed a software system named Works that will enable the cardholders, managers, and accountants to view and approve all purchases online. The Works program was provided at no cost to PRT so that is a huge savings. There was a considerable amount of time expended in setting up the program so it would conform to PRT's needs.

Information was provided to Bank of America on the cardholders name, the division in which the cardholder worked, and the accountant that processes that division. Bank of America also needed to know each district's park manager that would be responsible for approvals. The

budget director for the parks needed to have access to make corrections as well as the procurement officer to order and cancel procurement cards. A proxy approver was named for cardholders that don't have access to a computer.

To develop the format that would be seen on the computer screen, PRT had to provide Bank of America with the numbers of spaces for the subfund, mini code, object code, transaction code, project number, facility number, and social security number. All of this information is necessary to create a voucher that meets the Comptroller Generals' criteria.

After all the information was configured, the next step was the training of the accountants. They needed to be trained before the cardholders so they would be able to answer questions from the cardholders in their district. The training consisted of four classes: Administrators: Day-to-day tasks, Accountants: Day-to-day tasks, Administrators/Accountants: Train-the-trainer for teaching Cardholders, and Administrators/Accountants: Reporting. These classes were delivered via web conferencing software. The accountant signed on the computer for the training Web Site, called a telephone number, and entered an access code. This enabled the accountant to listen to the training over the telephone and see the Bank of America Works software information on the computer. There would be several people that would be on the line in addition to the accountant. The speaker phone was used so the accountant could hear the trainer, hear the other people asking questions, and for other people to hear the accountant. Each class lasted an hour and twenty minutes which equates to a minimum of five hours and 20 minutes of training. The accountant can go through the training classes as many times as needed to ensure the software system is understood.

The timeline from gathering the cardholder information, building the production site, testing the files, completing the training, and begin using the software is approximately forty-two days. The cost of the minimum amount of training for the accountants was \$382.80.

Once the new software is set up the program would work as follows:

Every time a cardholder makes a purchase, the transaction appears in the Works system. The cardholder signs on the computer system and goes to the section Transactions Requiring Review. If the cardholder approves of the transaction, he will check it as approved. The cardholder still has to send his receipts into the finance office.

The cardholder's park manager will sign on the computer system and go to the section Transactions Requiring Sign Off. The manager will then check off on all approved transactions. If the cardholder is a park manager, his transactions have to be approved by the district park manager. After these approvals, the budget officer reviews the transactions for any kind of special funding changes. The last step is for the accountant to check the transactions to make sure they have the proper approvals and the proper codes. After the accountants final check, the transactions are ready to be put into a batch. The batch is downloaded off the Works system and then uploaded into PRT's AS400 system where a voucher will be generated. The voucher will be sent to the Comptroller General's office just as in the old process and they will make an electronic payment to the Bank of America.

The most significant problem in implementing the Works software system has been getting the information from the Bank of America software into PRT's accounting system. When the information from the Bank of America is downloaded, it is configured into an Excel spreadsheet. PRT's Information Technology department has had to write a software program that would enable PRT to upload the information from the Excel spreadsheet into the AS400

accounting system. The Information Technology department has not gotten this step completed, thus PRT has not been able to test how much time it takes the accountants to process the invoice with the new software.

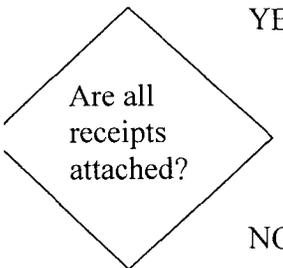
I have been on the Works system and gone through the whole process until the final step of uploading the information into PRT's computer system to print the voucher. I have also done the manual process and I would estimate that processing the Bank of America invoice using their Works software system will save the accountants and the budget officer the minimum of thirty-five hours a month in labor. The estimated cost savings a month for the accountants and the budget officer is a minimum of \$568.58. The senior accountant has to process the journal entries manually so the time and cost remain the same.

This data is an estimate because the actual data is not yet available. Another survey will be sent out to record actual time spent on processing the Bank of America electronically versus the manual process.

Steps for Processing the Bank of America Invoice

Senior Accountant receives invoice and makes 5 copies of the current invoice

Receptionist Distributes Procurement Card Receipt Sheets to each District accountant



Budget Officer Review Change Approve

Accountant Review Codes/ Enters into computer

Voucher is created and sent to the Comptroller General's office

Comptroller General's office pays electronically

Accountant E-mails or calls parks for receipts



SOUTH CAROLINA DEPARTMENT OF PARKS, RECREATION AND TOURISM

OFFICE OF FINANCE

PAYMENT VOUCHER

PO# \_\_\_\_\_ DATE \_\_\_\_\_ PAGE \_\_\_\_ OF \_\_\_\_  
 VENDOR # \_\_\_\_\_ VENDOR NAME \_\_\_\_\_  
 PO TYPE \_\_\_\_\_ PO STATUS \_\_\_\_\_ DESCRIPTION \_\_\_\_\_

SUB-FUND	MINI	OBJECT CODE	EXP CODE	TYPE	TRANS	PROJ FACILITY #	PH	MILES TRIPS	CHARGE
_____	_____	_____	_____	E	_____	_____	_____	_____	_____
_____	_____	_____	_____	E	_____	_____	_____	_____	_____
_____	_____	_____	_____	E	_____	_____	_____	_____	_____
_____	_____	_____	_____	E	_____	_____	_____	_____	_____
_____	_____	_____	_____	E	_____	_____	_____	_____	_____
_____	_____	_____	_____	E	_____	_____	_____	_____	_____

INVOICE # \_\_\_\_\_ DATE \_\_\_\_\_ TOTAL \_\_\_\_\_

COMMENT \_\_\_\_\_

INVOICE STATUS: 1 HOLD: \_\_\_\_\_ NO SUMMARY \_\_\_\_\_ ID: \_\_\_\_\_

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PREPARED BY \_\_\_\_\_

KEYED BY \_\_\_\_\_

CORRECTED BY \_\_\_\_\_

*Appendix 3*

AGENCY VOUCHER NUMBER

008677

CIRCLE IF SPECIAL TYPE  
 1 VENDOR TRAVEL  
 2 DESCRIPTIVE RECORD  
 3 LISTING ATTACHED

STATE OF SOUTH CAROLINA

VOUCHER

To THE COMPTROLLER GENERAL,

The attached bills are approved for payment as follows:

COMPTROLLER GENERAL'S WARRANT NUMBER

AGENCY NO. P28 AGENCY NAME S.C. DEPARTMENT PAR DATE 02/19/08 FY 08

BANK OF AMERICA

PAYEE

VENDOR NO. SOCIAL SECURITY NO.

V S

1099

PO BOX 53155

STREET ADDRESS

VENDOR REFERENCE NO.

C C D CODE

CITY COUNTY DISTRICT NAME

SIGNATURE

DATE

PHOENIX

AZ

850723155

\$ 115,981.67

CONTROLER

CITY

STATE

ZIP

CHECK NUMBER

AMOUNT

OFFICIAL TITLE

02/19/08

I hereby certify that the articles purchased or services rendered as shown herein have been received and are in accordance with law and that the payee is entitled to payment therefore by the State of South Carolina.

FM	TRANS CODE	MINI CODE	SUB FUND CODE	SUBSIDIARY ACCOUNT	ENCUMBRANCE NUMBER	M O D	PROJECT CODE	PH	AGENCY REFERENCE	OBJECT CODE	DETAILED	TRANSACTION AMOUNT	MULTI PURPOSE CODE	TRAVEL			C G R	C G USE ONLY
														SOCIAL SECURITY NUMBER	TRAVELER'S LAST NAME (I M)	S L N		
1	00	640	0795	1001						0355		\$406.47	E100					
2	00	617	0795	1001						0513			E100					
3												\$304.00		5		1.00		
4	00	617	0795	1001						0513			E100					
5												\$304.00		5		1.00		
6	00	640	0795	1001						0355		\$53.80	E200					
7	00	640	0795	1001						0355		\$500.96	E310					
8	00	640	0795	1001						0355		\$44.94	E320					
9	00	640	0795	1001						0355		\$33.48	E340					
10	00	640	0795	1001						0355		\$3,643.82	A410					
11	00	640	0795	1001						0355		\$276.00	A510					

STARS FORM 160 10/1/80

TOTAL

C. G. AUDITOR

TO PAYEE: The attached check is in payment of (To be filled in by Department)

Appendix 4