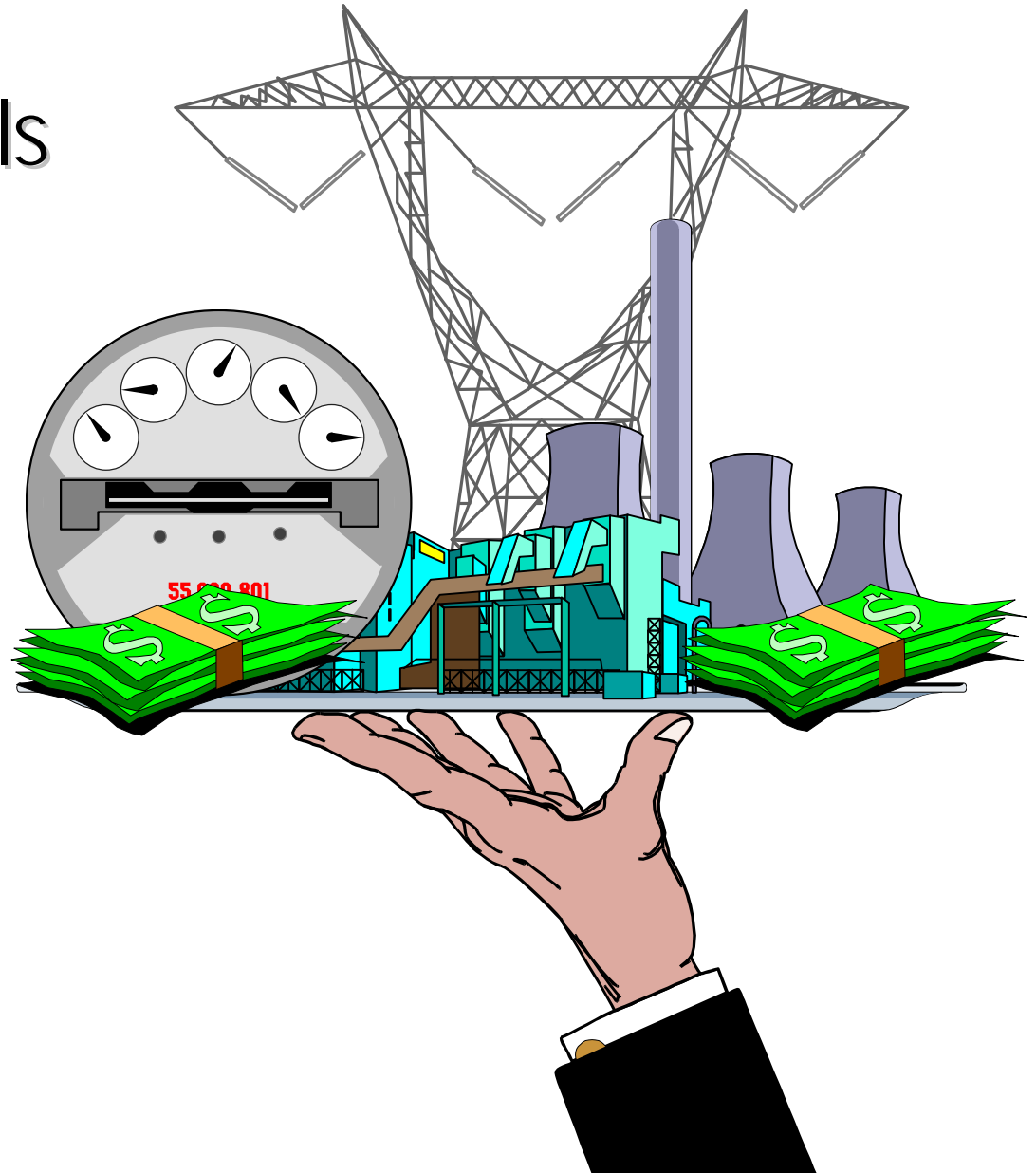


# Corporate Goal 7

## Billing & True-up Goals

4/11/05 BSP



# Corporate Goal 7 Is Comprised Of 3 Parts

- ◉ Goal 7A:  
Issue monthly invoices within 5 business days of month-end
- ◉ Goal 7B:  
Reduce the dollar impact of valid final bill challenges
- ◉ Goal 7C:  
Close a designated percentage of final bills for eligible open months

# Corporate Goal 7A

Issue monthly invoices within 5 business days of month-end

## Metrics

- ◉ Superior: 12 of 12 months
- ◉ Target: 11 of 12 months
- ◉ Threshold: 10 of 12 months
- ☞ Achieved 10 of 12 months in 2004

## Validation

Date of invoicing is visible to Internal Audit via time/date stamps on invoice web postings or through MIS database query





# Corporate Goal 7B

Reduce the dollar impact of valid final bill challenges

## Metrics

- ◉ Superior: 95% Reduction
- ◉ Target: 85%Reduction
- ◉ Threshold: 75%Reduction

## Benchmark & Measurement Metric

-  Benchmark = average of absolute value of 3/00–7/03 closeout impacts
  -  Benchmark at December 31, 2004 was \$391,459
-  Measurement = average of absolute value of 12/03–7/04 closeout impacts
  -  Limited to months whose final settlement adjustments were not only invoiced in 2005, but their challenge periods ended in 2005, as well.

## Validation

Settlements tracks impacts in a spreadsheet which are auditable by Internal Audit. Impacts are also visible to Internal Audit through the invoice posting time stamping on the web or through an MIS database query.

# Corporate Goal 7C

Close a designated percentage of final bills for eligible open months

## Metrics

- Superior: 100%
- Target: 90%
- Threshold: 75%

## Benchmark & Measurement Metric

-  Benchmark = 52 months eligible for closeout by yearend
  -  Eligible Months Include: March 2000 – June 2004

## Validation

Invoicing dates are also accessible by Internal Audit through the invoice posting time stamping on the web or through an MIS query.