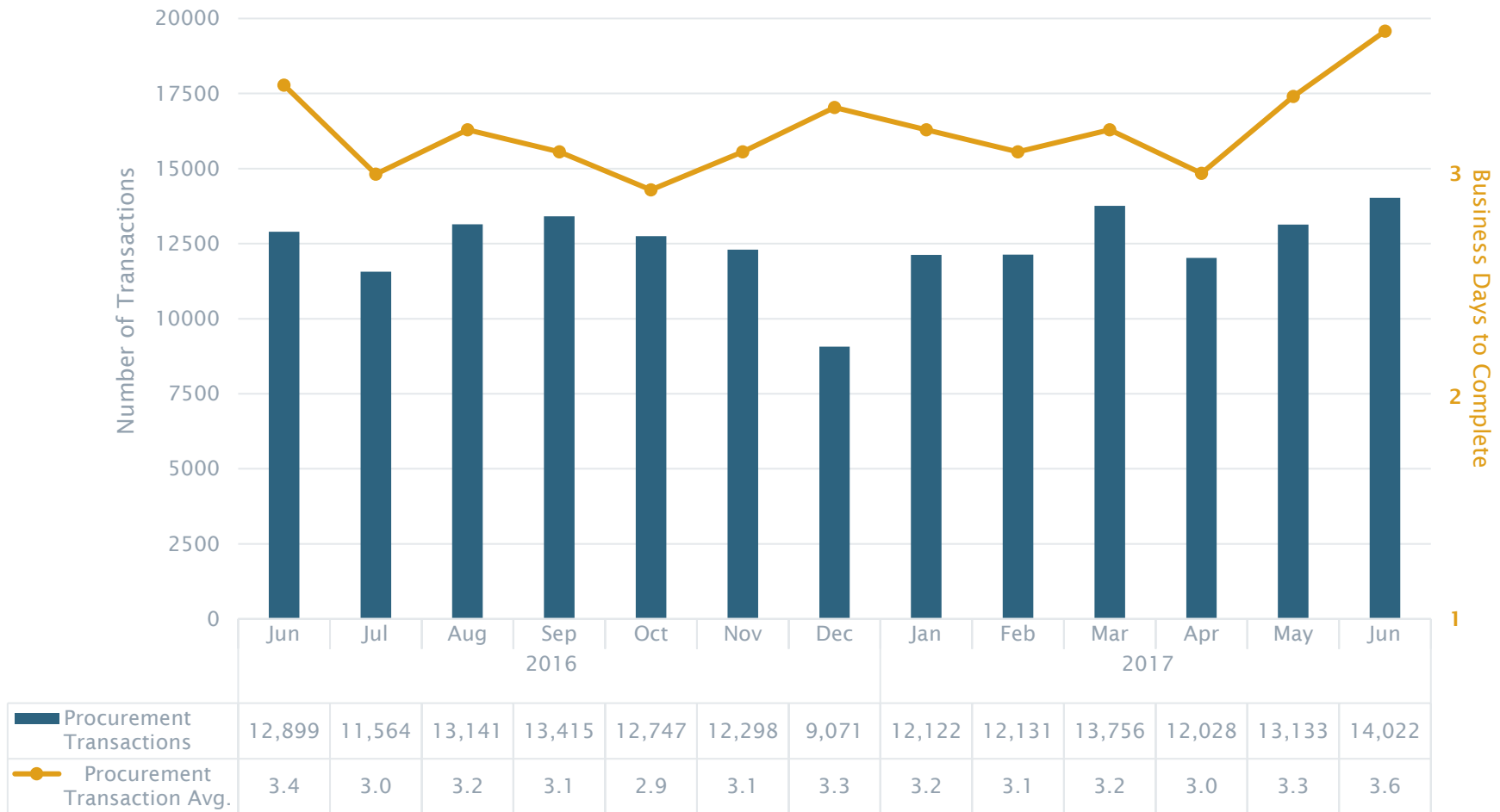


Completed Procurement Transactions by Month



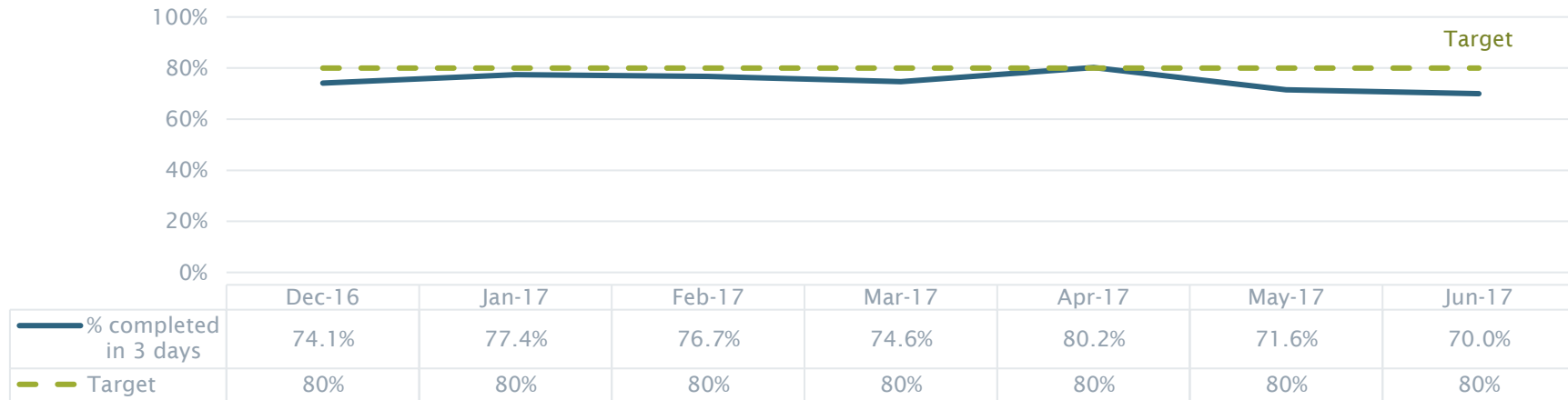
Target: N/A

Analysis: Average time to complete has remained approximately three business days over the last year.

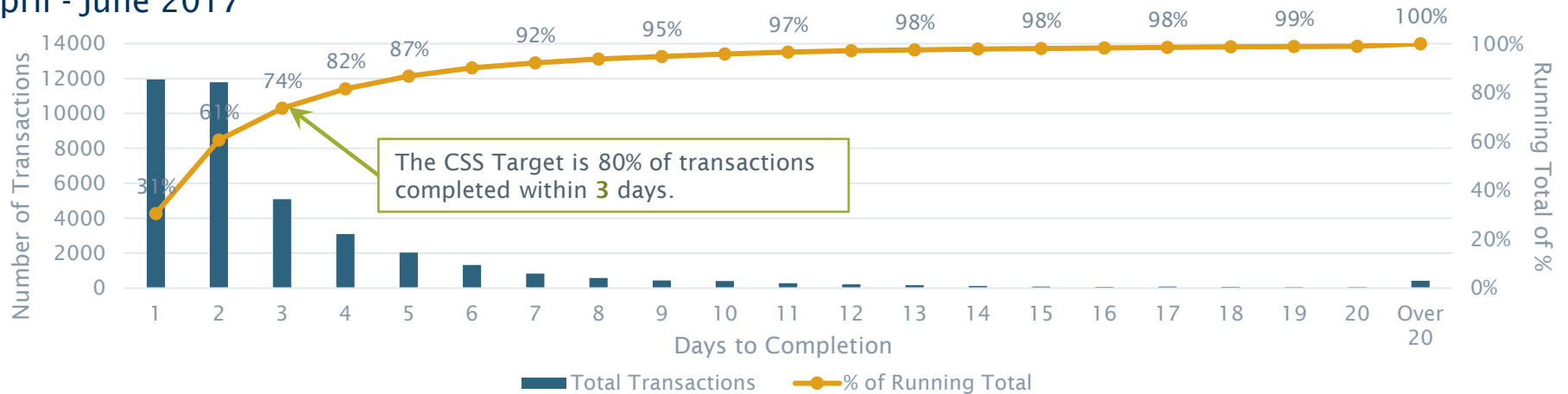
Notes: Same day transactions are 1 business day. Total time includes any time spent with Campus buyers, Dept and RA approvers, and any other steps required to complete a purchase order.

Sources: BearBuy system report and internal staffing data

Target Performance by Month



Procurement Transactions Completed April - June 2017



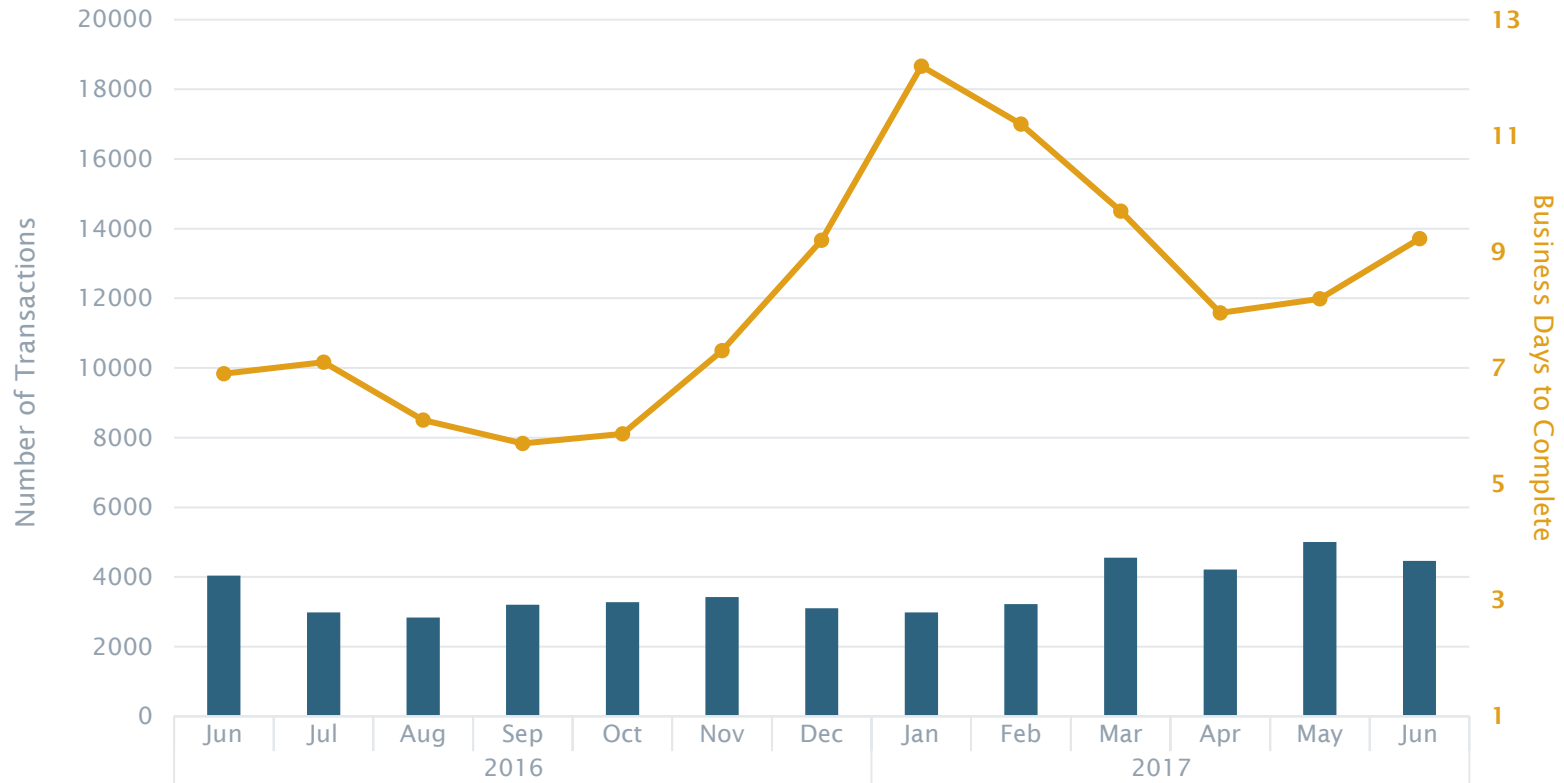
Target: 80% completed in 3 days

Analysis: Most transactions are completed in 1 or 2 business days.

Notes: Same day transactions are 1 business day. Total time includes any time spent with Campus buyers, Dept and RA approvers, and any other steps required to complete a purchase order.

Sources: BearBuy system report and internal staffing data

Completed Travel & Entertainment Reimbursements by Month



■ T&E Reimbursement Transactions	4,042	2,983	2,840	3,208	3,278	3,423	3,104	2,979	3,218	4,556	4,217	5,006	4,460
—● T&E Reimbursement Avg.	6.9	7.1	6.1	5.7	5.9	7.3	9.2	12.2	11.2	9.7	7.9	8.2	9.2

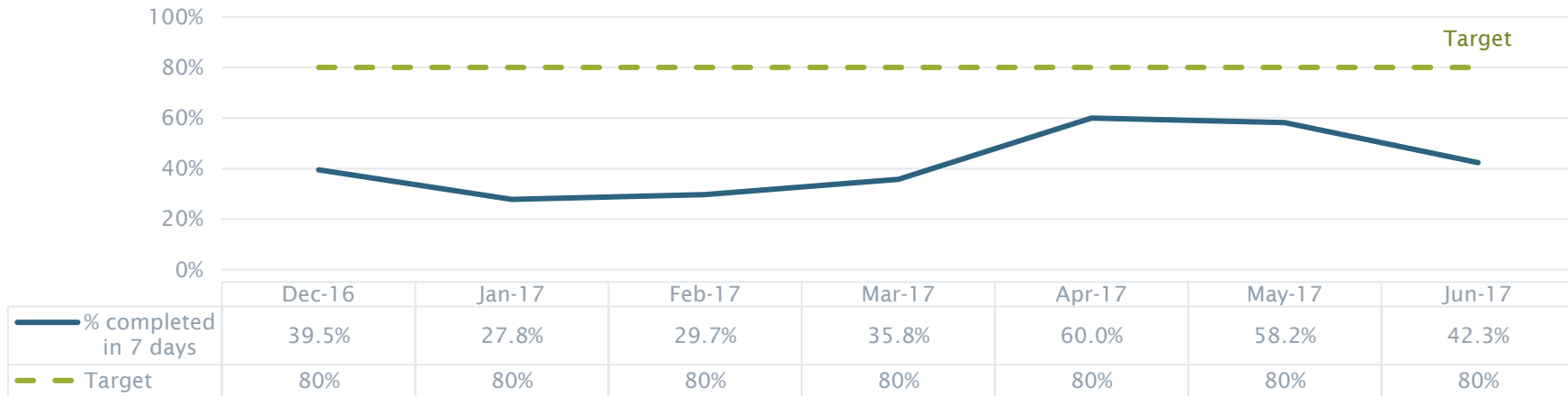
Target: N/A

Analysis: Average time to complete peaked in January, but has declined over the quarter even as volume has begun to increase.

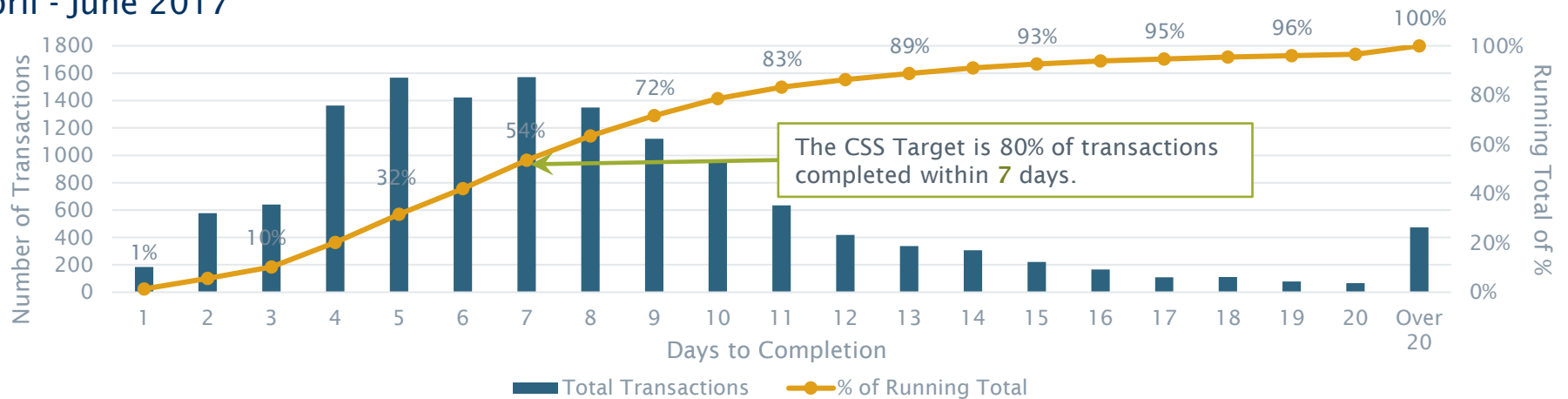
Notes: Same day transactions are 1 business day. Total time includes any time spent with Dept and RA approvers but does not include the time taken to process the request in Accounts Payable.

Sources: BearBuy system report and internal staffing data

Target Performance by Month



T&E Reimbursement Transactions Completed April - June 2017



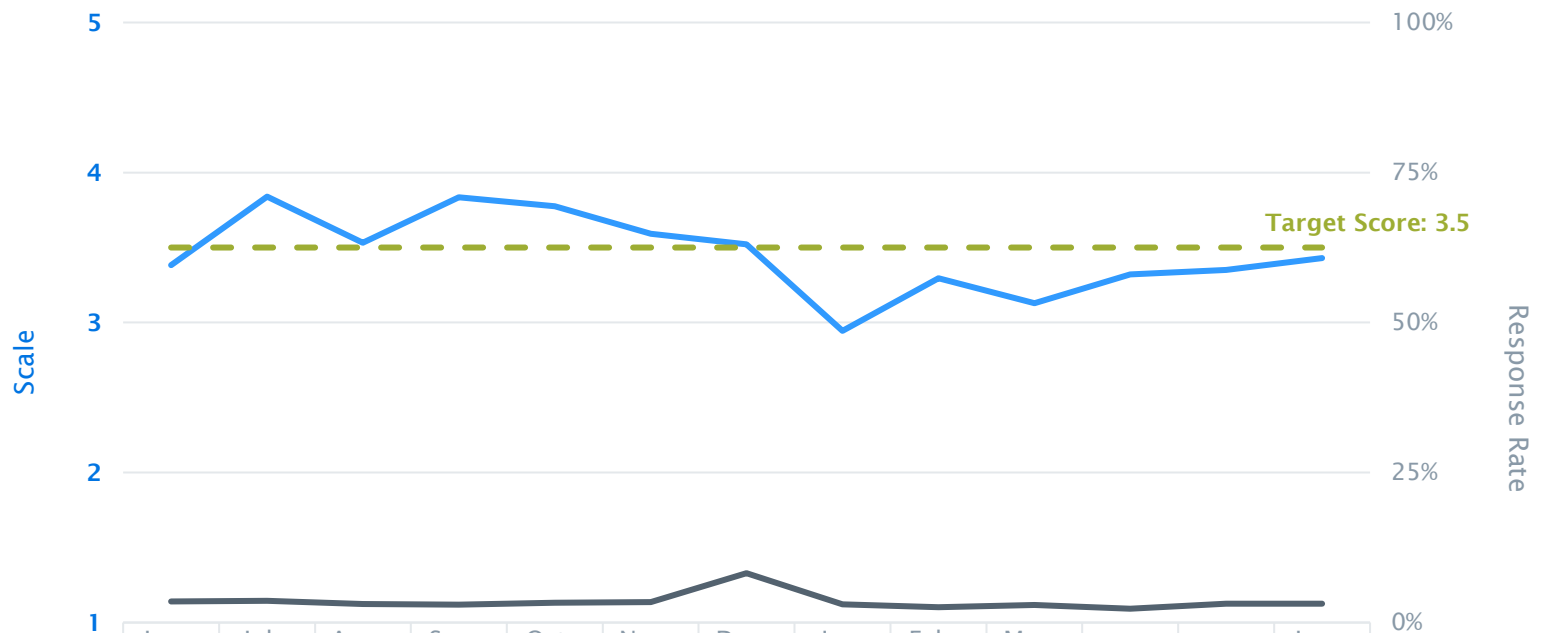
Target: 80% completed in 7 business days.

Analysis: The target has been missed over the last 5 months, the last two months show incremental improvements.

Notes: Same day transactions are 1 business day. Total time includes any time spent with Dept and RA approvers but does not include the time taken to process the request in Accounts Payable.

Sources: BearBuy system report and internal staffing data

Overall Customer Satisfaction for Travel and Entertainment Reimbursements



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2017	Feb	Mar	Apr	May	Jun
Surveys Received	166	129	119	123	129	123	262	131	124	153	113	170	154
Surveys Sent	4747	3558	3821	4156	3888	3591	3184	4288	4835	5205	4900	5382	4898
Avg Overall Score	3.4	3.8	3.5	3.8	3.8	3.6	3.5	2.9	3.3	3.1	3.3	3.4	3.4
Target Score	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5
Response Rate	3%	4%	3%	3%	3%	3%	8%	3%	3%	3%	2%	3%	3%

Target: Overall average satisfaction score of 3.5

Analysis: none

Other Notes: The survey covers the end to end reimbursement process which includes services provided by CSS, Accounts Payable, as well as departments.

Source: Qualtrics survey issued by Accounts Payable to all travellers.