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: 80% completed in 3 days

Analysis: The transactions completed in 3 business days has reduced.

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: N/A
Analysis: Average time to complete has spiked for November and December.
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
Travel & Entertainment Transaction Completion Performance by Month

<table>
<thead>
<tr>
<th></th>
<th>Jul-17</th>
<th>Aug-17</th>
<th>Sep-17</th>
<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>% completed in 7 days</td>
<td>55.9%</td>
<td>73.0%</td>
<td>75.7%</td>
<td>72.5%</td>
<td>37.9%</td>
<td>22.0%</td>
</tr>
<tr>
<td>Target</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

Travel & Entertainment Transactions Completed
October - December 2017

Target: 80% completed in 7 business days.
Analysis: The transactions completed in 7 business days has reduced the past couple of months.
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.

The CSS Target is 80% of transactions completed within 7 days.
Overall Customer Satisfaction for Travel & Entertainment Reimbursements for both B&FS transaction and self-serve system transactions

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, the new self-serve T&E system, and Departments.
Source: Qualtrics survey issued by Accounts Payable to all travellers.