**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
The CSS T&E Reimbursement Target is 80% of transactions completed within 3 days.

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
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**

<table>
<thead>
<tr>
<th>Month</th>
<th>% completed in 7 days</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec-16</td>
<td>39.5%</td>
<td>80%</td>
</tr>
<tr>
<td>Jan-17</td>
<td>27.8%</td>
<td>80%</td>
</tr>
<tr>
<td>Feb-17</td>
<td>29.7%</td>
<td>80%</td>
</tr>
<tr>
<td>Mar-17</td>
<td>35.8%</td>
<td>80%</td>
</tr>
<tr>
<td>Apr-17</td>
<td>60.0%</td>
<td>80%</td>
</tr>
<tr>
<td>May-17</td>
<td>58.2%</td>
<td>80%</td>
</tr>
<tr>
<td>Jun-17</td>
<td>42.3%</td>
<td>80%</td>
</tr>
</tbody>
</table>

**T&E Reimbursement Transactions Completed April - June 2017**

The CSS Target is 80% of transactions completed within 7 days.

**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

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.