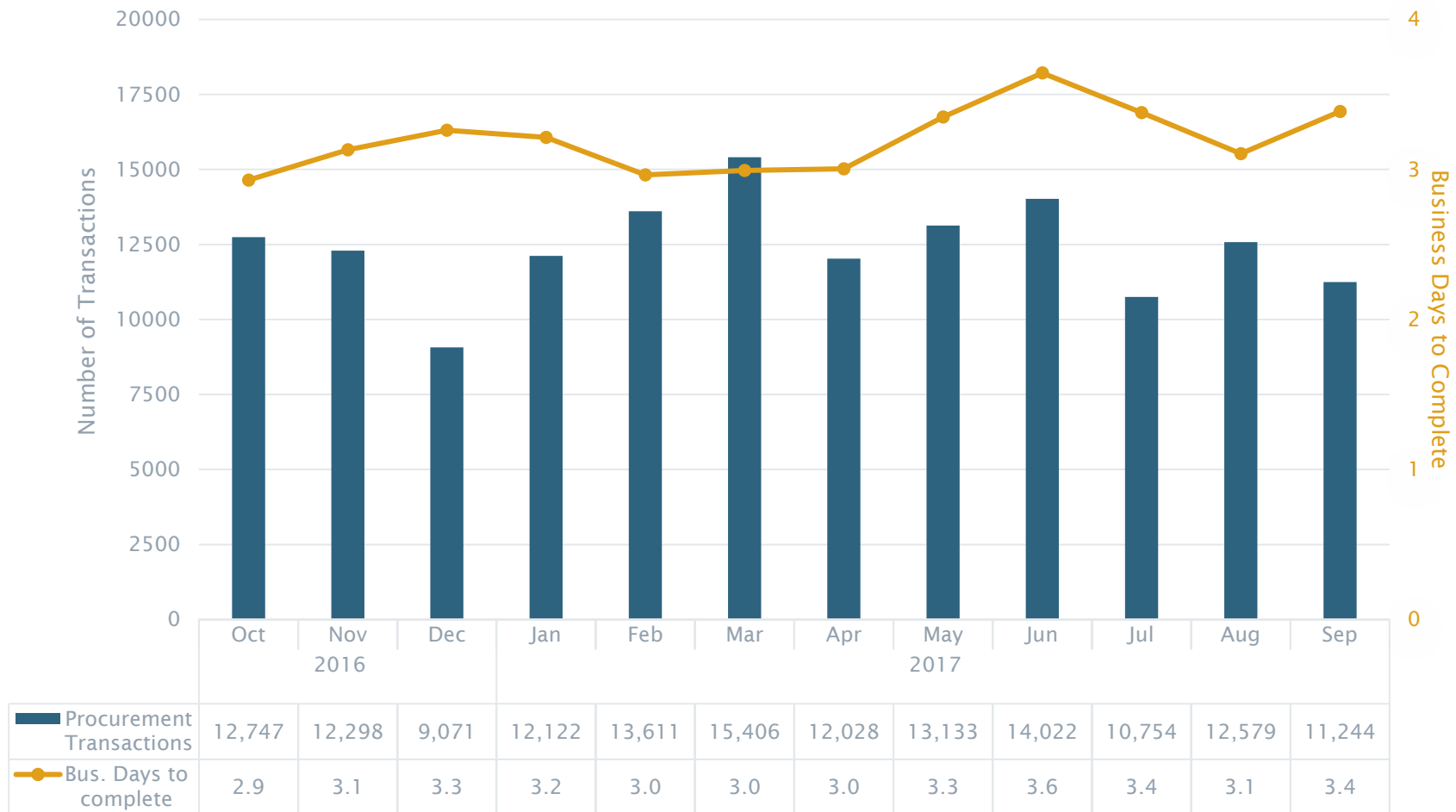


### Completed Procurement Transactions by Month



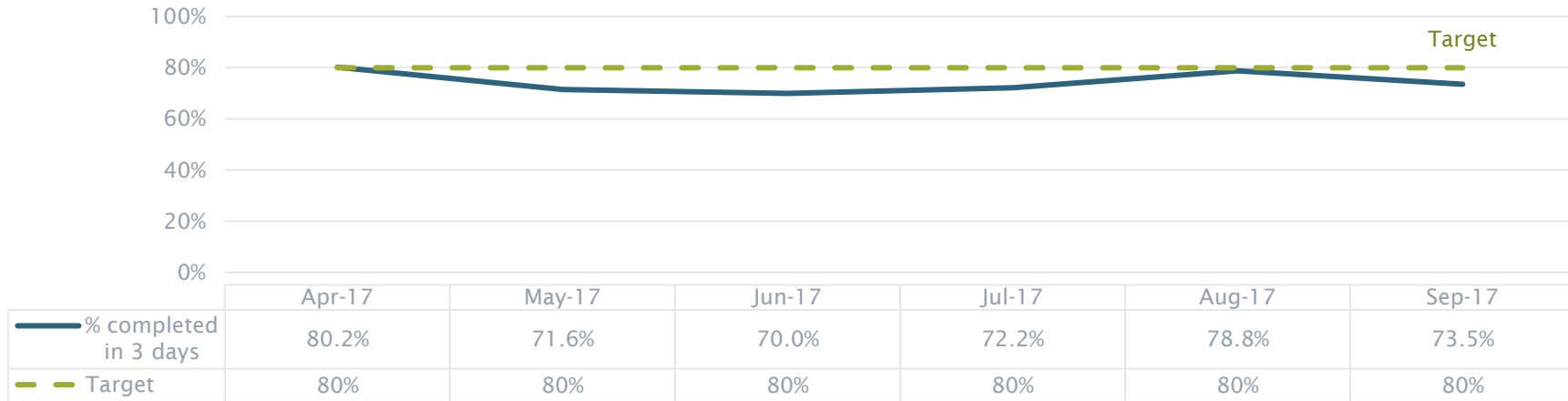
**Target:** N/A

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

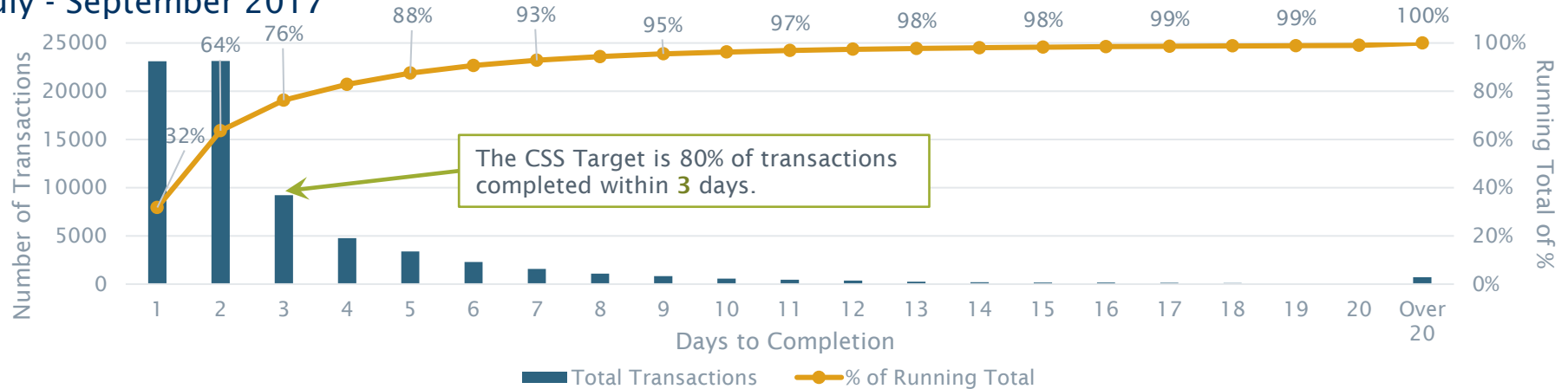
**Notes:** Same day transactions are 1 business day. Total time includes any time spent with Campus buyers, Dept and RA approvers, and any other steps required to complete a purchase order.

**Sources:** BearBuy system report and internal staffing data

### Procurement Transaction Completion Performance by Month



### Procurement Transactions Completed July - September 2017



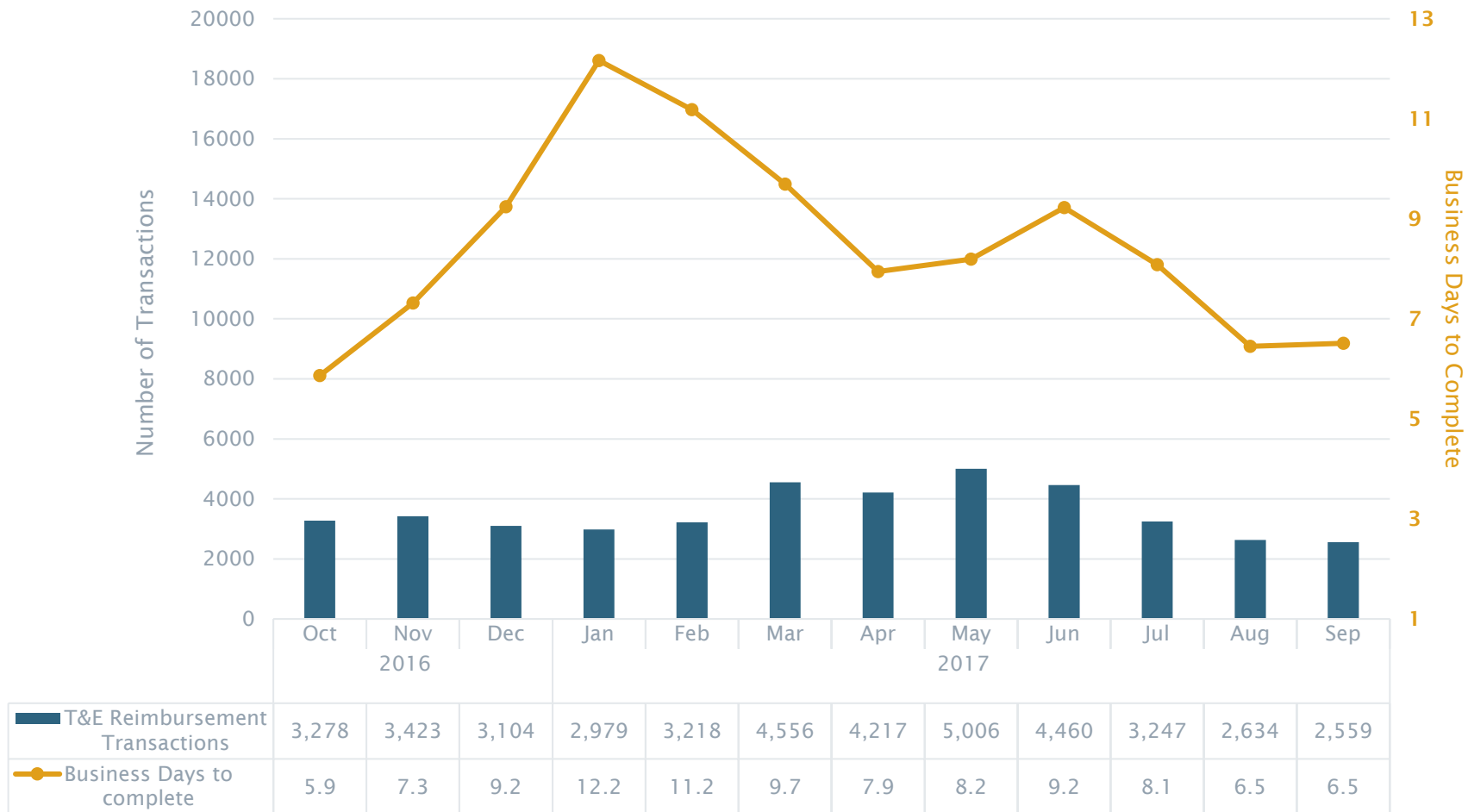
**Target:** 80% completed in 3 days

**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



**Target:** N/A

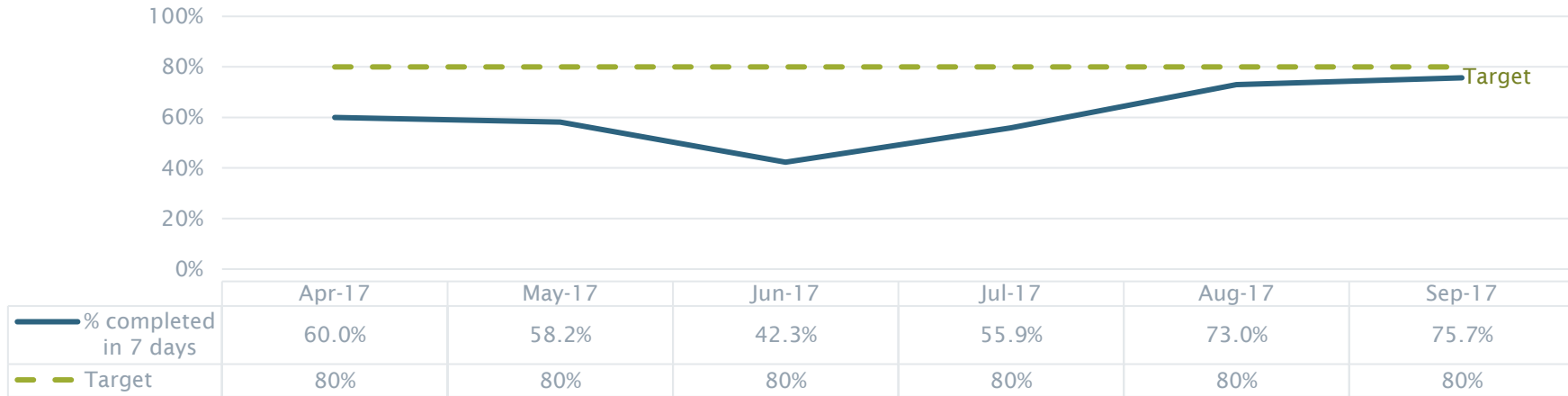
**Analysis:** Average time to complete peaked in January, but reduced in most recent quarter with also a reduce in the volume.

**Notes:** Same day transactions are 1 business day. The report covers the end to end reimbursement process which includes services provided by CSS, Accounts Payable, the new self-serve T&E system, and Departments.

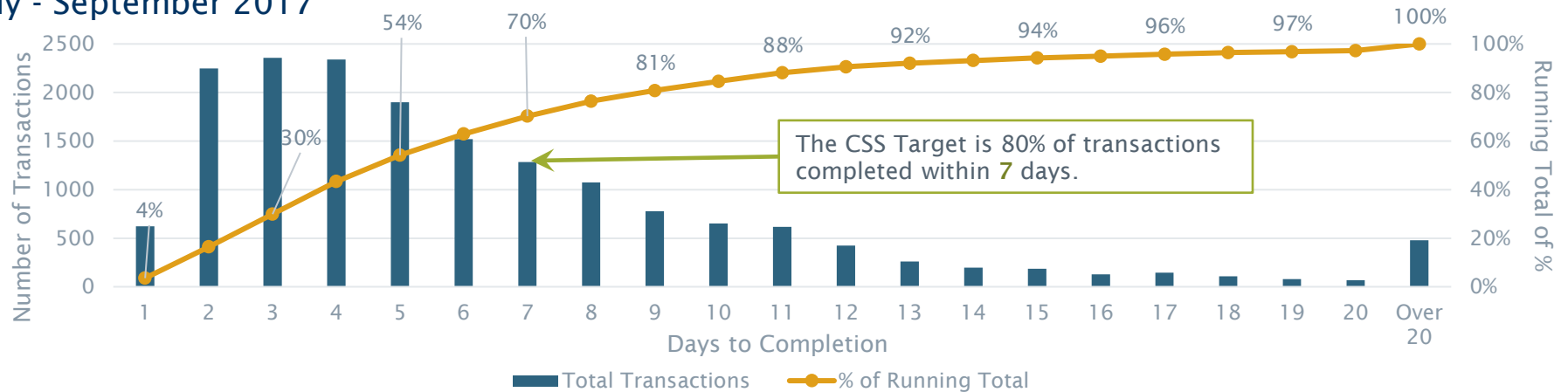
**Sources:**

BearBuy system report and internal staffing data

### T&E Transaction Completion Performance by Month



### T&E Transactions Completed July - September 2017



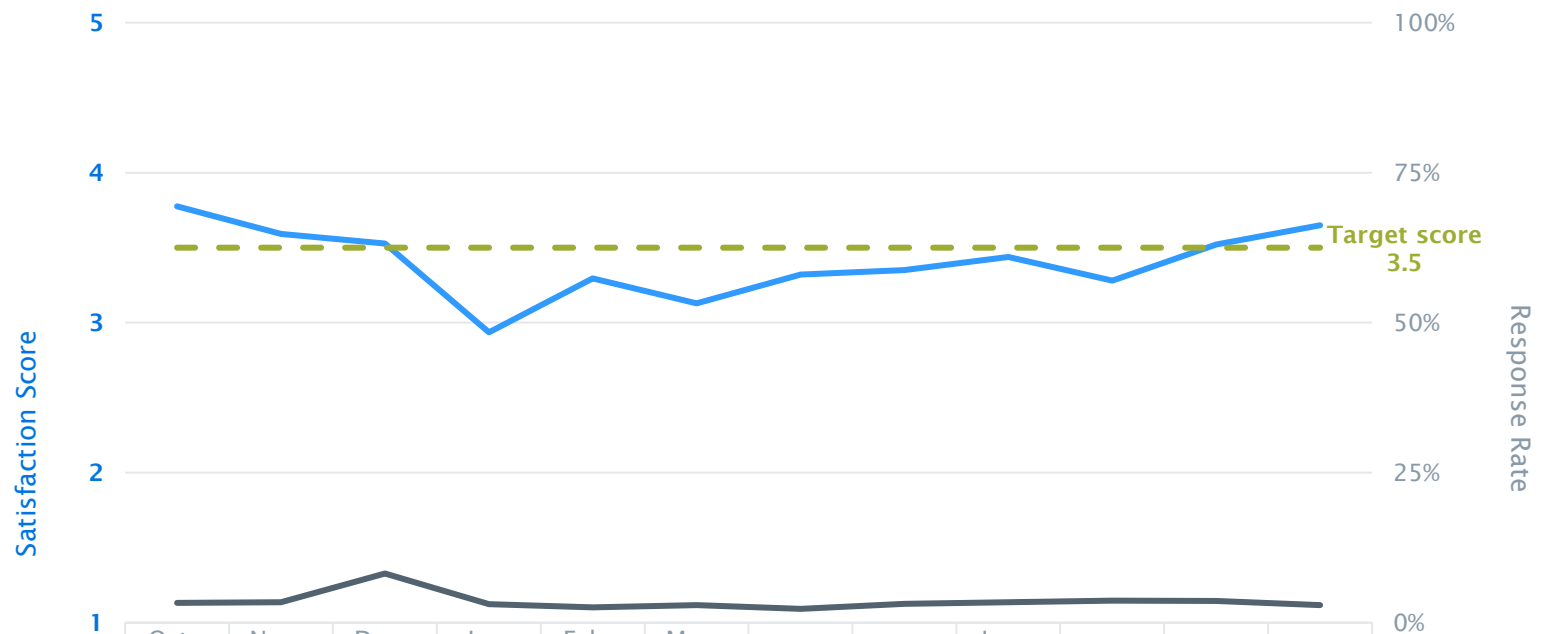
**Target:** 80% completed in 7 business days.

**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 for both B&FS transaction and self-serve system transactions



	Oct	Nov	Dec	Jan 2017	Feb	Mar	Apr	May	Jun	July	Aug	Sept
Surveys Received	129	123	261	132	124	153	113	170	165	134	145	113
Surveys Sent	3888	3591	3184	4288	4835	5205	4900	5382	4869	3656	3985	3865
— Avg Overall Score	3.8	3.6	3.5	2.9	3.3	3.1	3.3	3.4	3.4	3.3	3.5	3.6
— 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
— Response Rate	3%	3%	8%	3%	3%	3%	2%	3%	3%	4%	4%	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, the new self-serve T&E system, and Departments.

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