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
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 reduced in most recent quarter with also a reduction 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
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

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.