

**e-Reimbursement Metrics**

**Days between last day of travel/expense and submittal of expense report**

Why is this metric used?

The goal is to significantly reduce the time for submitting expense reports.

	July	August	Sept	October	Nov	Dec	January	Feb	March	April	May	June	Average	vs FY2010
<b>Average</b>	28.53	28.26	32.5	26	24	28	36	32	28	26	28	35	29.36	26.38
<b>Min</b>	-20	-84	-21	-11	-11	-29	-47	-15	-52	-29	-8	-50	-31.42	-12.92
<b>Max</b>	1795	638	1236	1284	480	734	598	631	676	606	724	981	865.25	564.25

**Days between submittal and Auditor's approval**

Why is this metric used?

The goal is to significantly reduce the time for approving expense reports.

	July	August	Sept	October	Nov	Dec	January	Feb	March	April	May	June	Average	vs FY2010
<b>Average</b>	10.81	11.62	11.52	10	11	13	13	11	11	7	13	11	11.16	8.09
<b>Min</b>	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
<b>Max</b>	171	226	170	219	262	294	287	253	301	506	365	525	298.25	124.42

**Days between Auditor's approval and reimbursement payment**

Why is this metric used?

The goal is to significantly reduce the time for providing approved reimbursement payments.

	July	August	Sept	October	Nov	Dec	January	Feb	March	April	May	June	Average	vs FY2010
<b>Average</b>	1.52	1.32	1.31	1.36	1.46	1.19	1.85	1.51	1.22	1.2	1.39	1.2	1.38	1.20
<b>Min</b>	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
<b>Max</b>	5	3	4	3	5	4	6	4	4	3	34	3	6.50	3.92

**Count of expense reports submitted and the method of entry**

Why is this metric used?

The goal is to increase the number of employees who enter their own expense reports.

	July	August	Sept	October	Nov	Dec	January	Feb	March	April	May	June	Total	
<b>Qty</b>														
<b>Traveler</b>	1696	1662	1563	1819	2117	2059	1417	1547	2215	1733	2089	2644	22561	
<b>Alternate</b>	1466	1370	1432	1624	2149	1512	966	1125	1555	1292	1580	1781	17852	
<b>Total</b>	3162	3032	2995	3433	4266	3571	2383	2672	3770	3025	3669	4425	40403	
<b>Percent</b>														
<b>Traveler</b>	53.64%	54.82%	52.19%	52.99%	49.62%	57.66%	59.46%	57.90%	58.75%	57.29%	56.93%	59.75%		
<b>Alternate</b>	46.36%	45.18%	47.81%	47.01%	50.38%	42.34%	40.54%	42.10%	41.25%	42.71%	43.06%	40.25%		