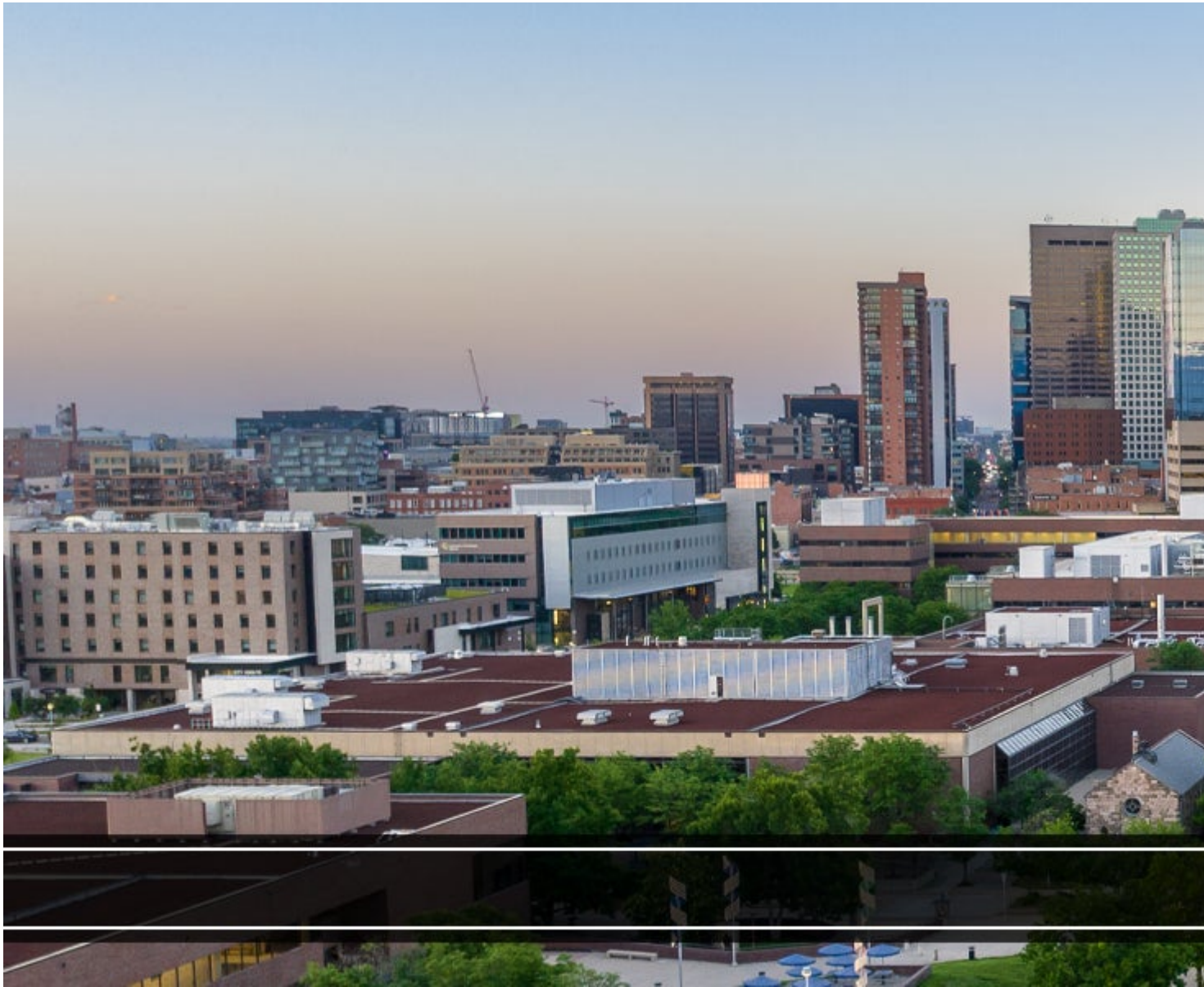


## PSC Metrics <sup>[1]</sup>



Explore key metrics for PSC services, including volume and cycle time for purchase orders and contracts, as well as volume information for accounts payable, service desk, and operations. Additionally, there are general metrics on system volume, procurement spend, and Knowledgebase utilization, covering data from all campuses. For campus-specific information, reporting requests, and access to the your campus-specific dashboard please contact [pscbusinessintelligence@cu.edu](mailto:pscbusinessintelligence@cu.edu) <sup>[2]</sup>.

## System Volume and Procurement Spend

### System (Marketplace and Concur) Volume & Total Spend\* – FY23 - 25

#### System Volume

- Marketplace - Purchase Order and Payment Voucher Volume - 6.2%
- Concur - Expense Report - 0.2%

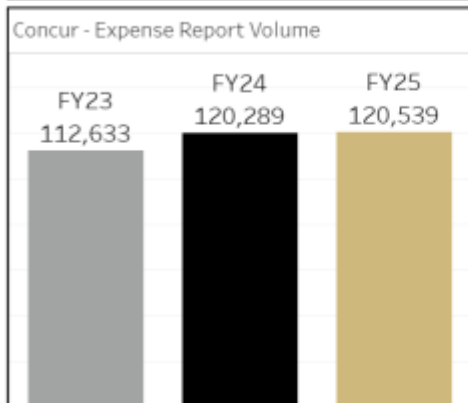
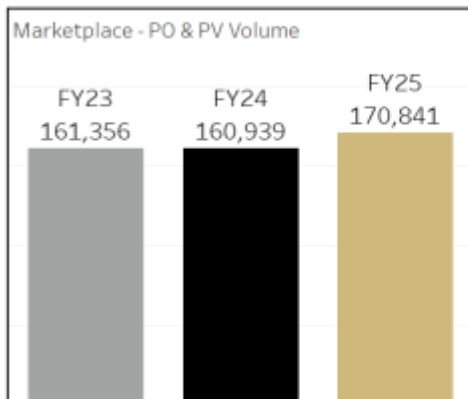
#### Procurement Spend

- Marketplace Spend - 13.1%
- Commercial Card Spend - 1.1%
- Overall Spend - 11.7%

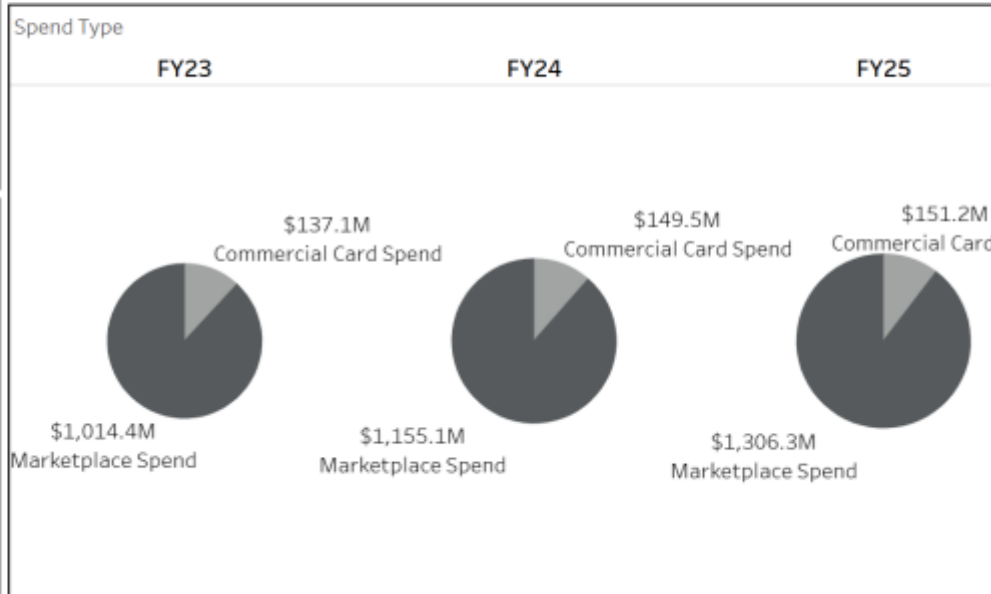
Both systems have been consistently maintained and continue to function effectively, ensuring they meet the University's needs and remain operational.

\*Spend calculated on paid invoices for each fiscal year.

System Volume and Procurement Spend



Total Spend	FY23	FY24	FY25
	Marketplace Spend	\$1,014.4M	\$1,155.1M
Commercial Card Spend	\$137.1M	\$149.5M	\$151.2M
Grand Total	\$1,151.4M	\$1,304.6M	\$1,457.5M



[3]  
Click image to zoom

Click here for the [System Volume and Spend dashboard](#) [4] (to view you must be logged into your campus VPN).

## Purchase Order

### Volume & Cycle Time for PO's reviewed by PSC - FY23-25

#### Overall

- Volume - 17.7%
- Cycle Time\* - 35%

#### Purchase Request Form Launch (Nov-June)

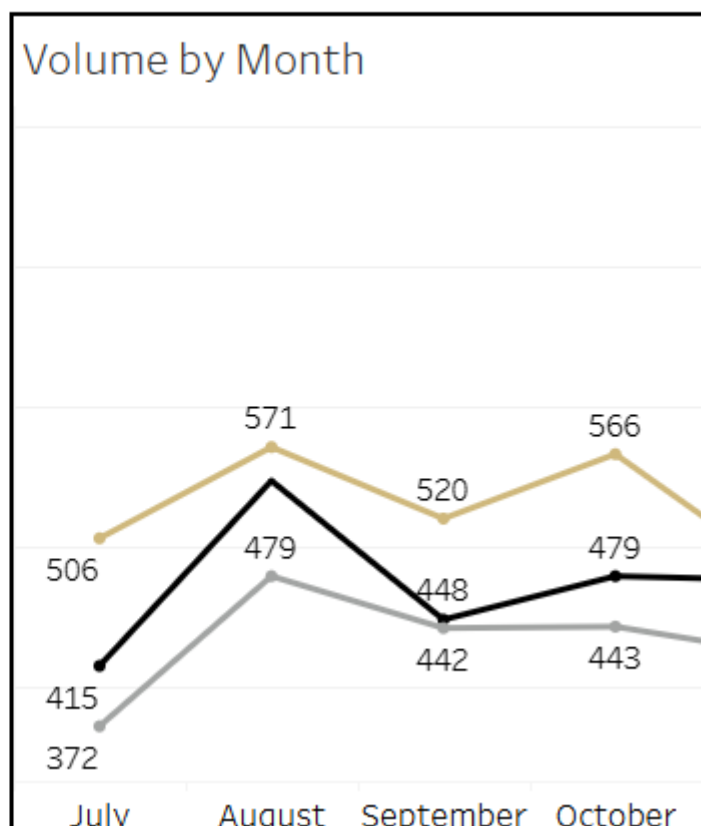
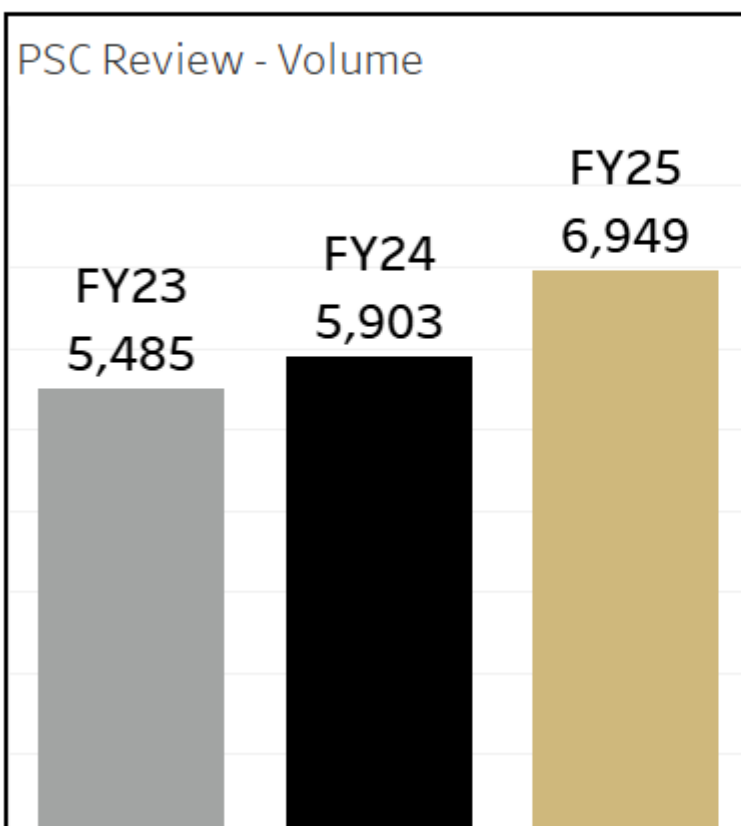
- Volume - 19.2%
- Cycle Time\* - 41.6%

#### By Category

Category	Volume	Cycle Time
IT	26.5%	18.8%
Prof Svc/Other:	9.7%	42.9%
Scientific	26.5%	50.7%

\*Cycle times are calculated from when a requisition reaches the Purchasing Agents queue to when a PO is issued.

## Purchase Order - Volume and Cycle Time



[5]  
Click image to zoom

Click here for the [Purchase Order Volume & Cycle times dashboard](#) [6] (to view you must be logged into your campus VPN).

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## Contracts

### Volume and Cycle Time for Contracts - FY23-25

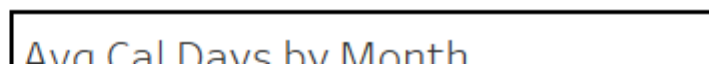
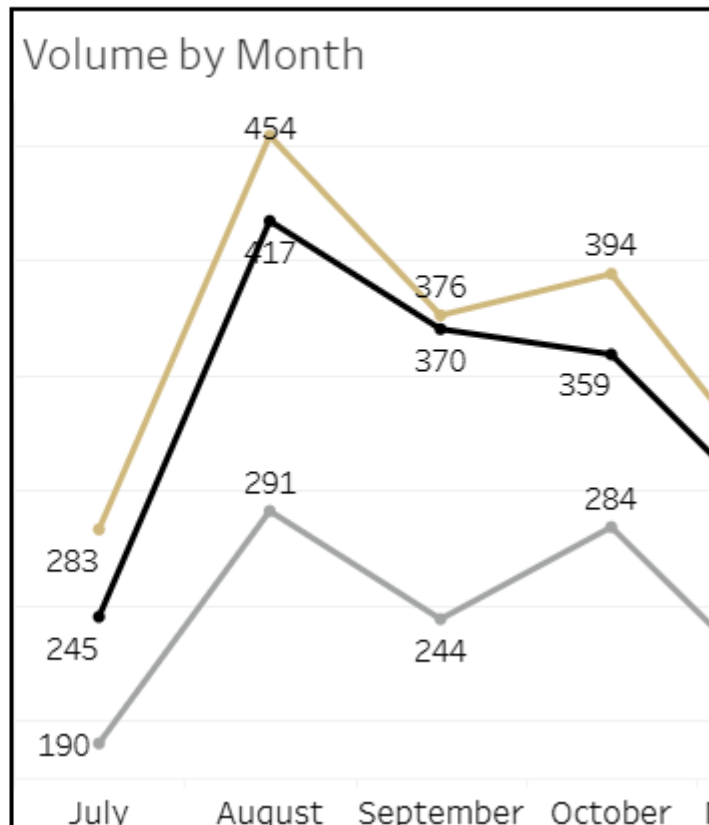
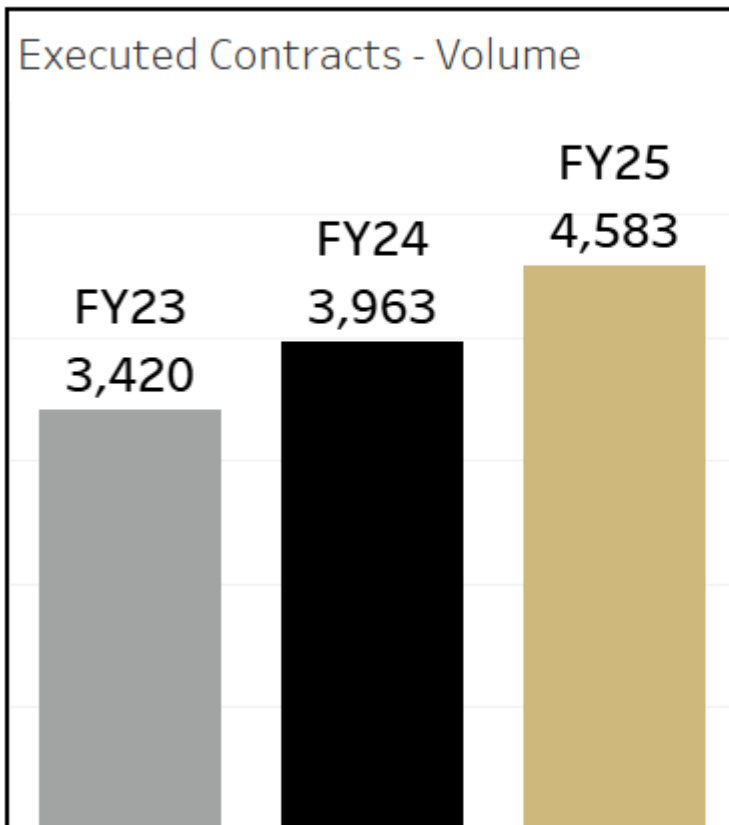
#### Overall

- Volume - 15.6%
- Cycle Time - 8.2%

#### By Category

Category	Volume	Cycle Time
IT	18.7%	10.1%
Prof Svc/Other:	10.3%	18.7%
Scientific	30.5%	31.7%

### Contracts - Volume and Cycle Time



[7]  
Click image to zoom

Click here for the [Contracts Volume & Cycle times dashboard](#) [8] (to view you must be logged into your campus VPN).

## Payables

### Manually Processed Invoice Volume by Type - FY23-25

Overall Volume - 1.0%

#### By Type

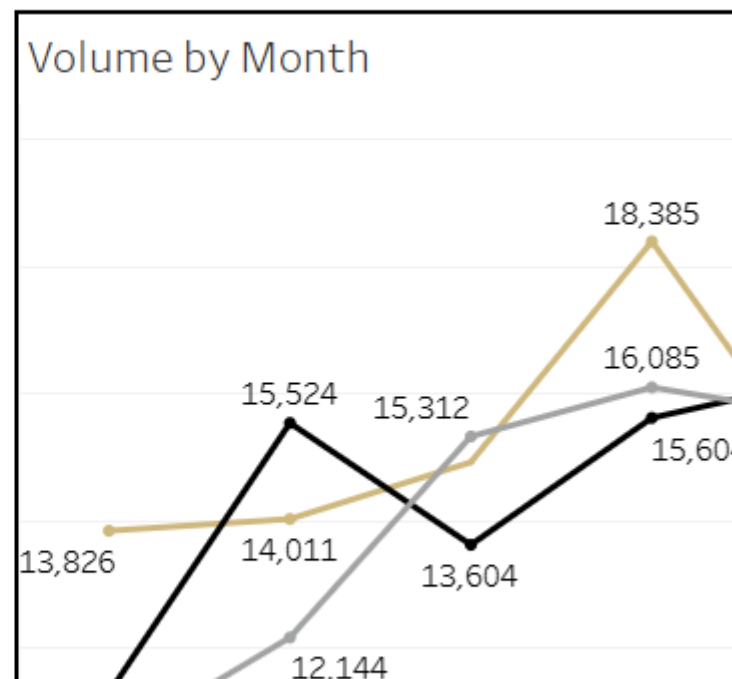
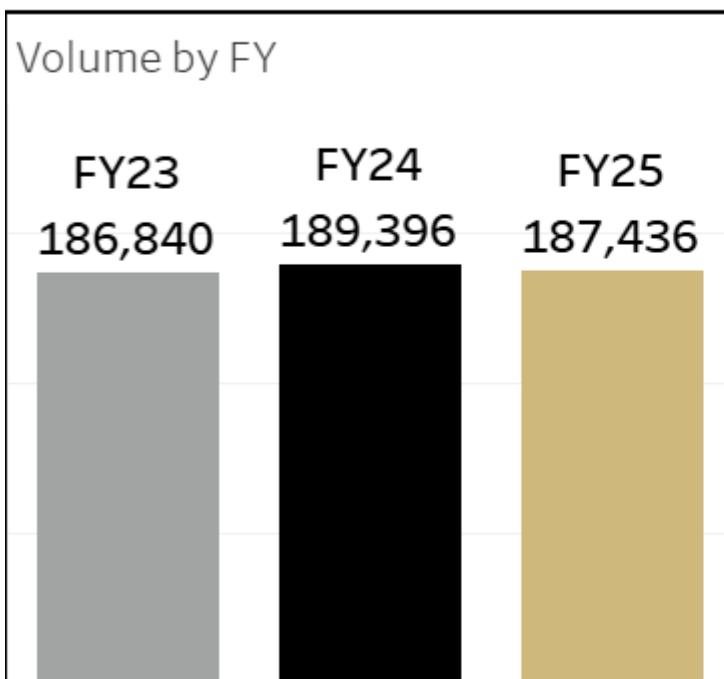
Area	Volume Change
Marketplace	1.6%
Concur	1.1%
Payment Voucher*	17.0%
Paper Form	0.6%

\*Payment Voucher volume reduced because of an automated process launched in mid-February 2025

#### Definitions:

- **Marketplace** – Processed PO/SPO invoices
- **Concur** – Approved reimbursement, refund, and/ or travel card expense reports
- **Payment Voucher** – Approved payment vouchers submitted in Marketplace
- **Paper Voucher** – Processed Payment Authorization (PA), Non-Employee Reimbursement-International (NRI), and Study Subject Payments (SSP) forms

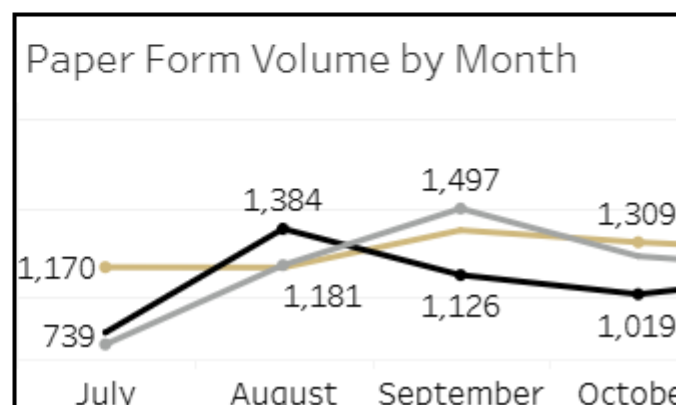
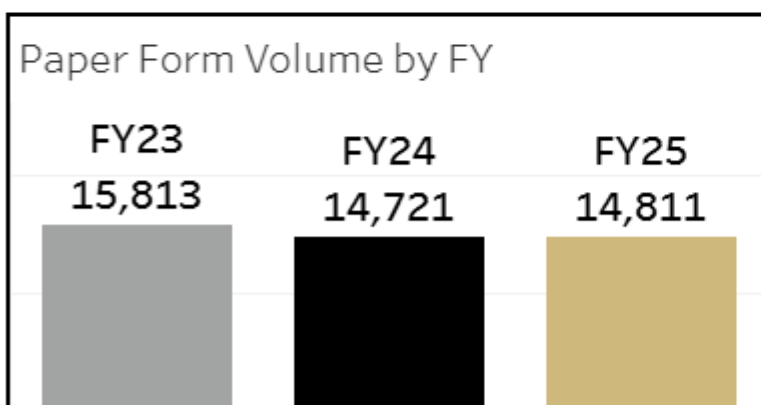
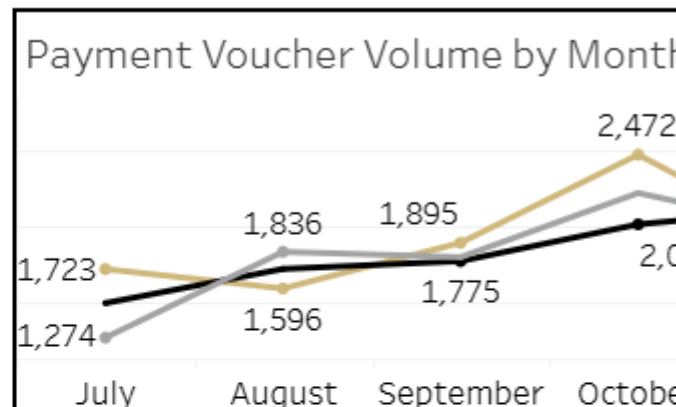
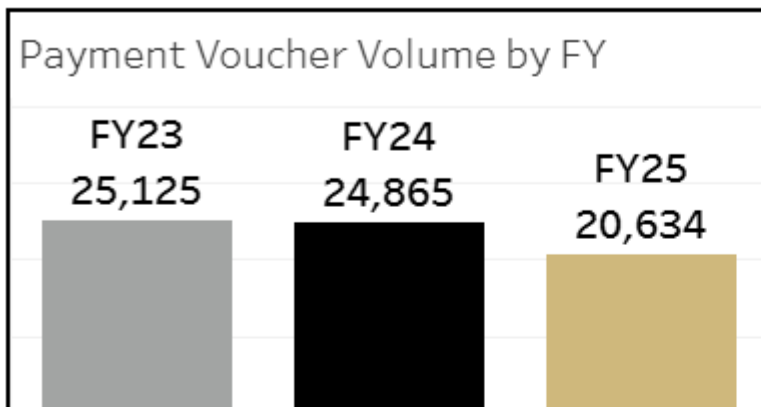
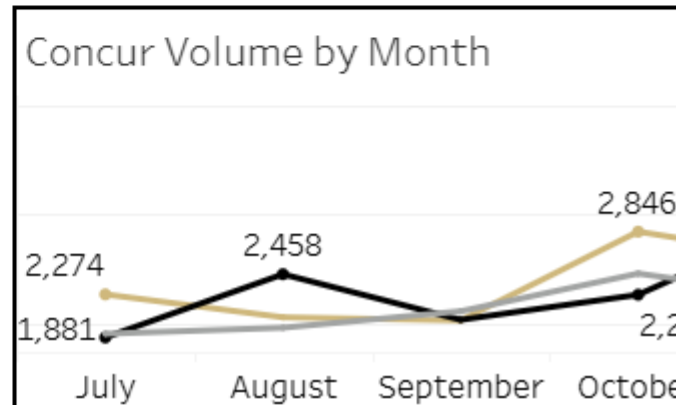
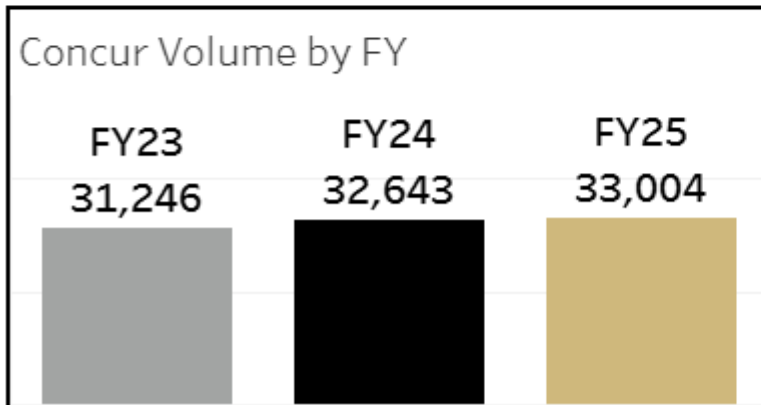
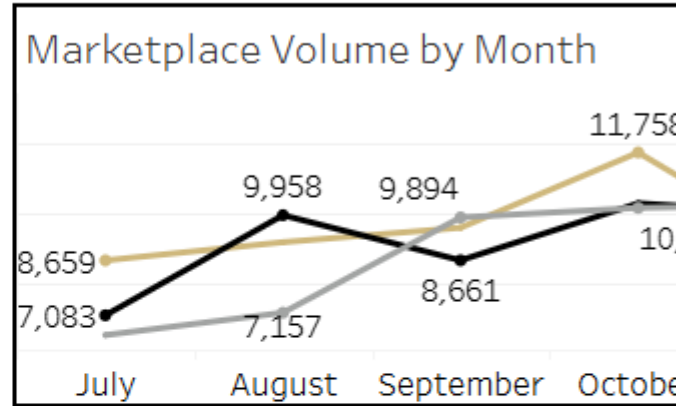
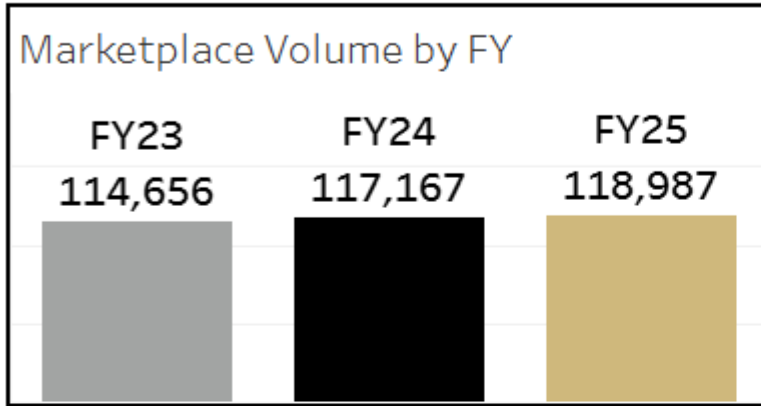
## Payables - Volume



[9]  
Click image to zoom

Click here for the [Payables Volume dashboard](#) [10] (to view you must be logged into your campus VPN).

## Payables - Volume by Type



[11]

Click image to zoom

Click here for the **Payables Volume by Type dashboard** [12] (to view you must be logged into your campus VPN).

## Service Desk and Operations

### Completed Service Desk and Operations Volume by Type - FY23 - 25\*

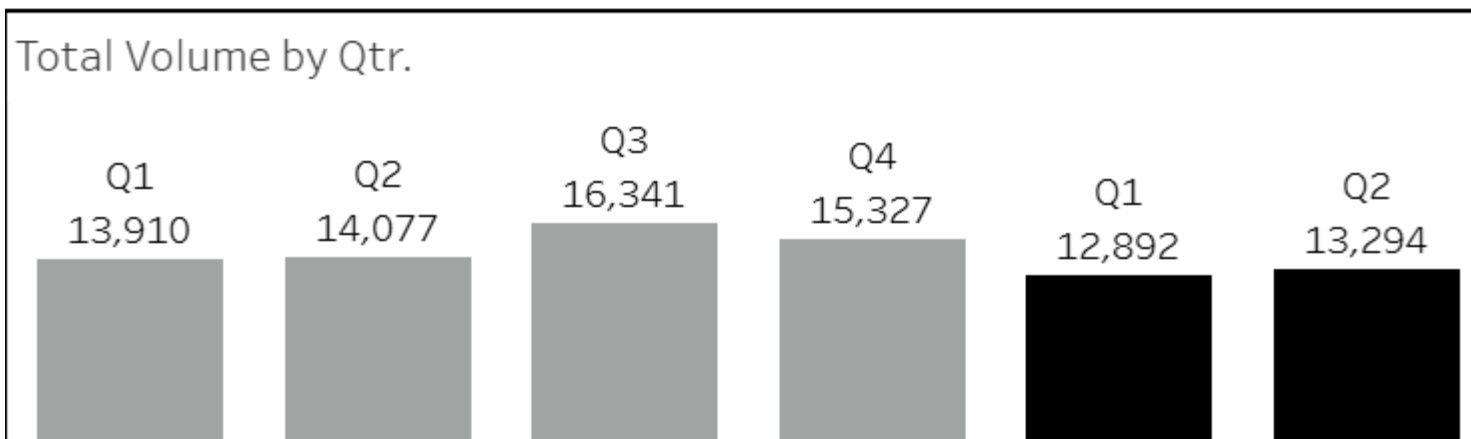
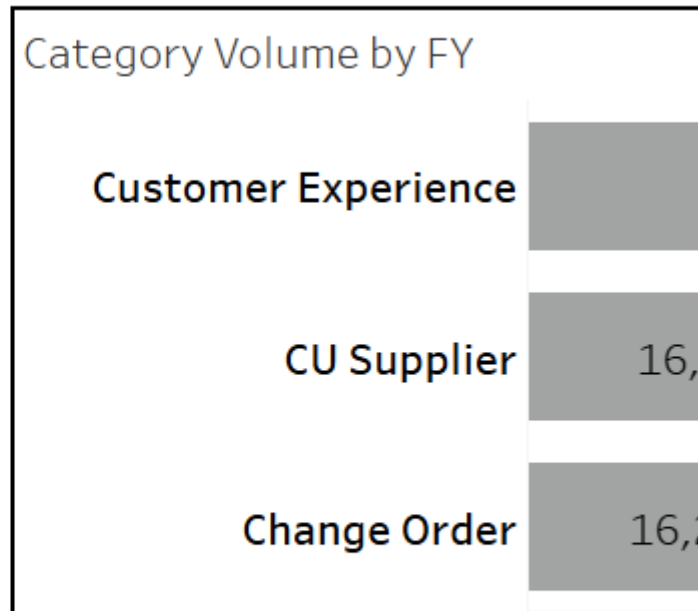
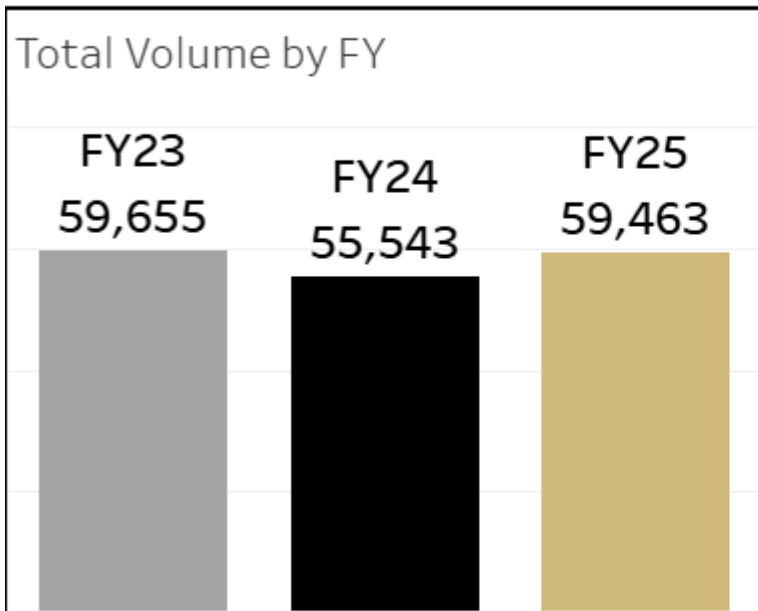
Overall Volume - 7.1%

#### By Type

Area	Volume Change
Customer Experience	14.2%
CU Supplier	3.4%
Change Order	0.8%

\*Salesforce was officially implemented in August 2022. As a result, FY23 volume data encompasses the period from August 2022 through June 2023.

### Service Desk and Operations Processing - Volume



[13]

Click image to zoom

Click here for the [Service Desk dashboard](#) [14] (to view you must be logged into your campus VPN).

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## Knowledge Base (KB)

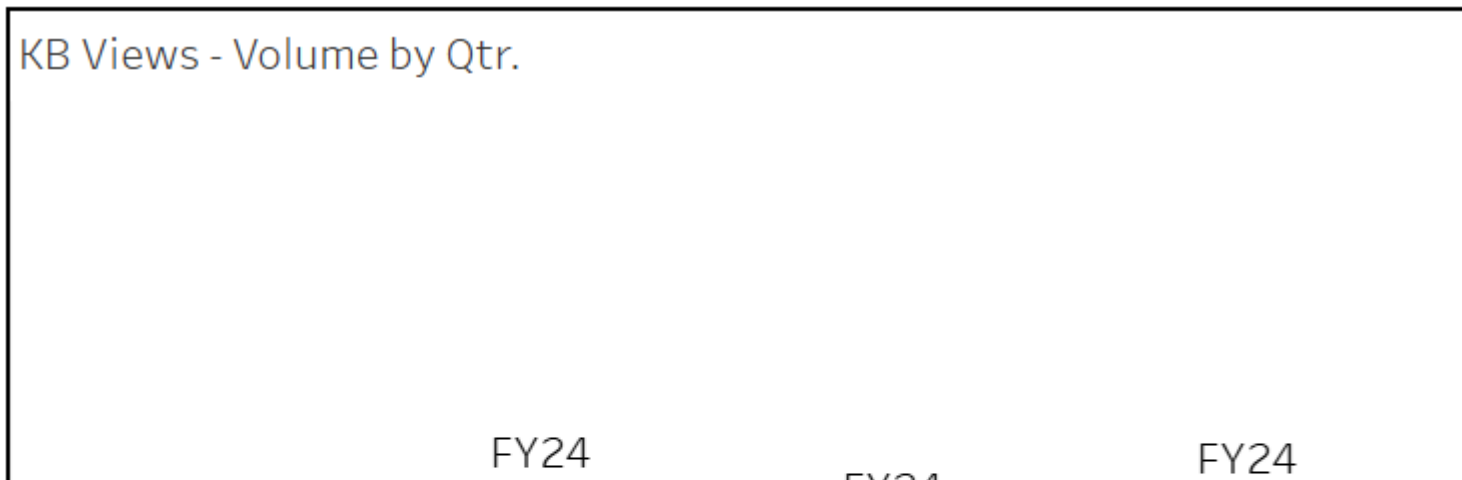
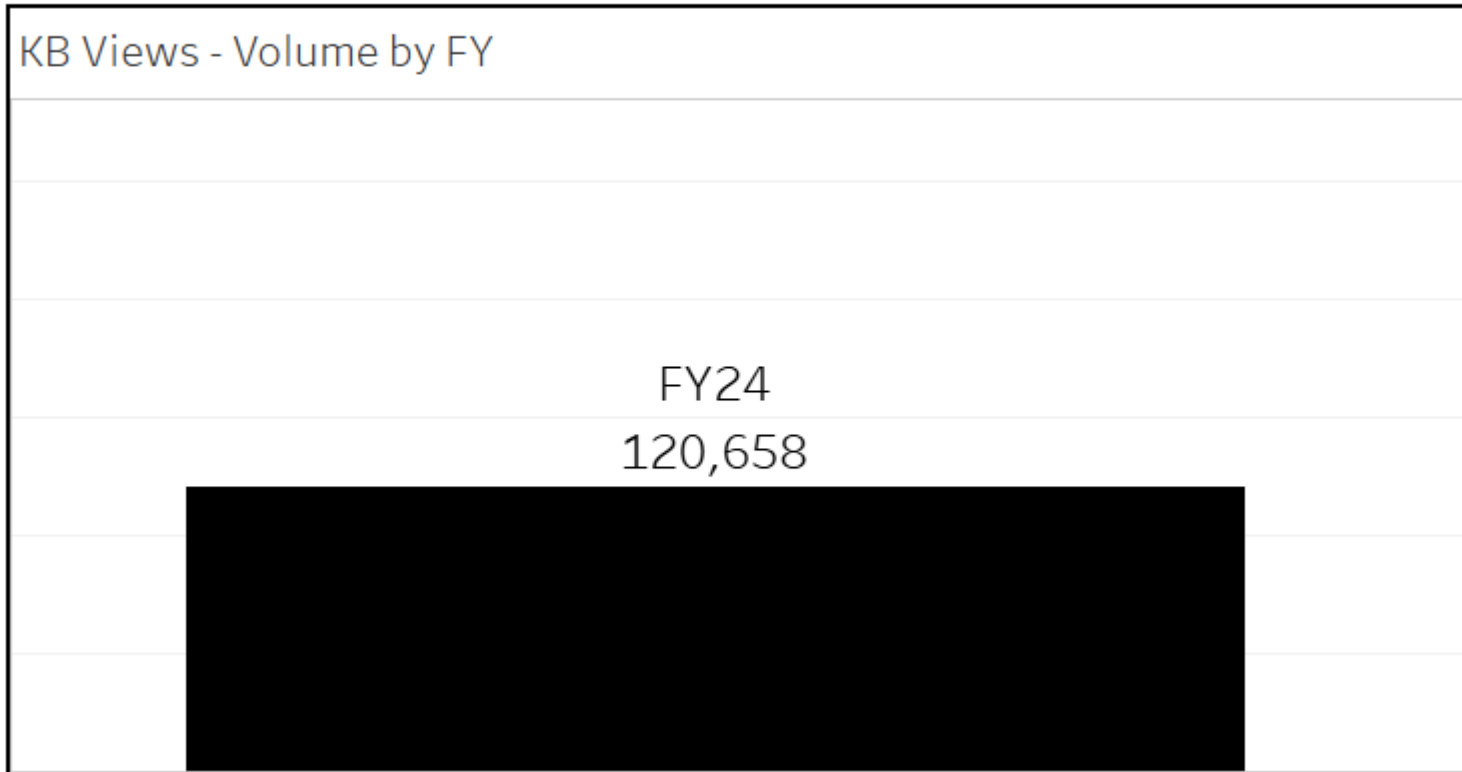
### **Knowledge Base in FY24-25\***

- Average 18k views per month
- Number of articles by the end of FY25: **381**

Over the course of FY25 the PSC released over 100 articles referring customers "[How to Buy](#)" [15].

*\*Go live for Public KB was Aug 21, 2024*

## Public Knowledge Base (KB) Views - Volume



[16]

Click image to zoom

Click here for the [Knowledge Base dashboard](#) [17] (to view you must be logged into your campus VPN).

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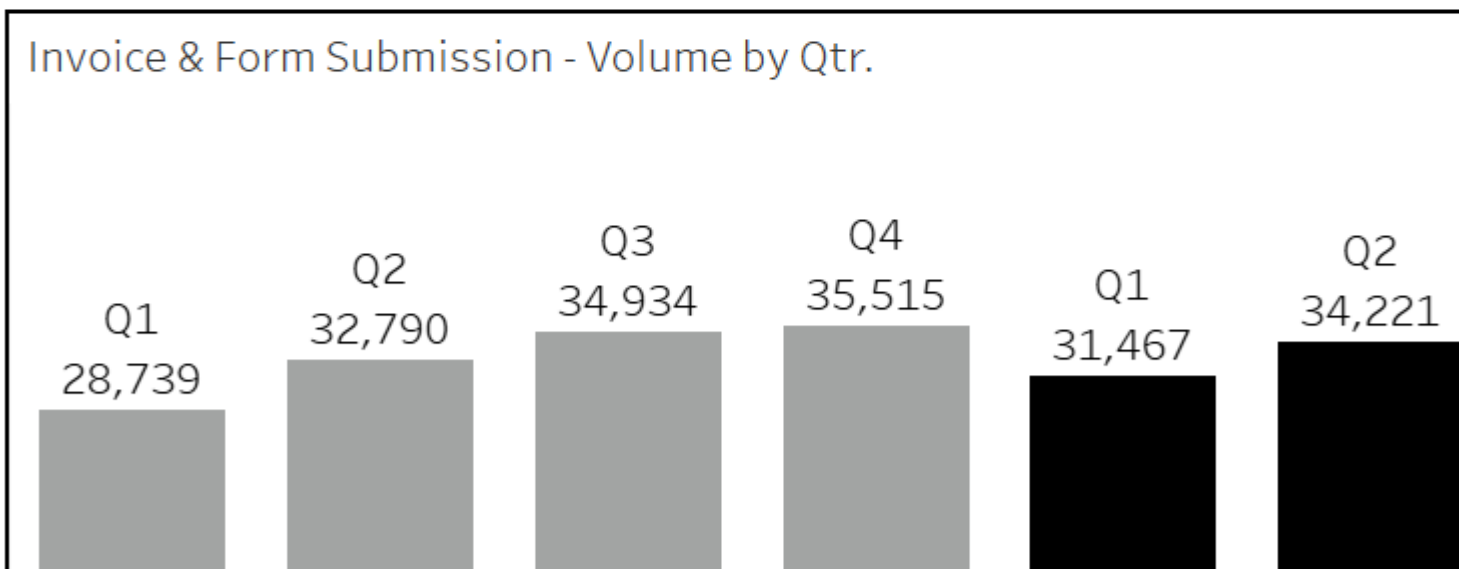
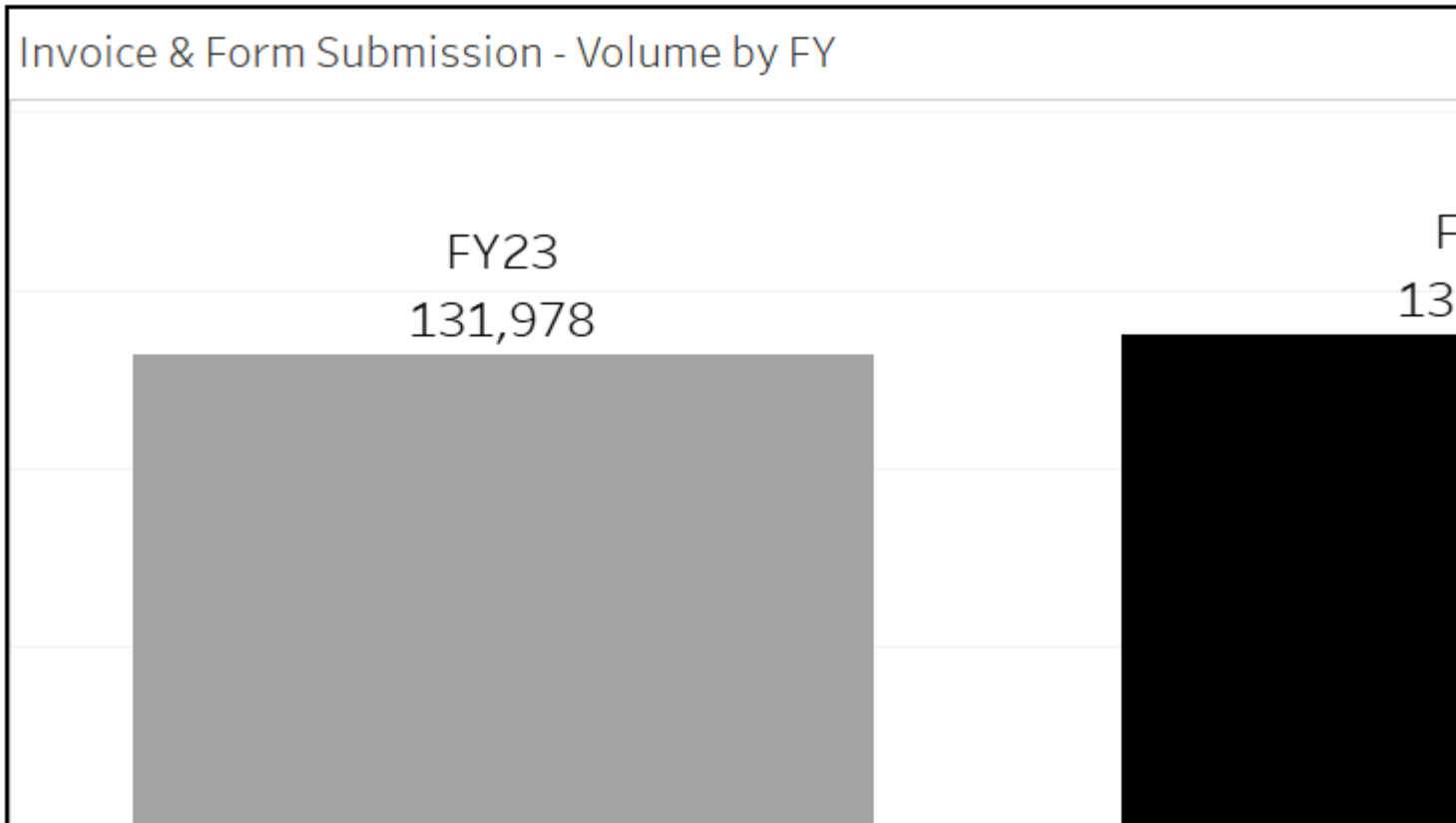
## Invoice & Form Submissions

### Volume of Invoice/Form Submissions Received - FY23-25

#### Overall

- Volume - 14.6%
- Avg per month – 13,130

### Invoice and Form Submission Requests - Volume



[18]

Click image to zoom

Click here for the **Invoice and Form Submission dashboard** [19] (to view you must be logged into your campus VPN).

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If you are having trouble opening a toggle please refresh your screen.

Interested in checking out more Tableau dashboards? Visit our Procurement Tableau Dashboard [20] website.

### **Groups audience:**

Procurement Service Center

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**Source URL:**<https://www.cu.edu/psc/psc-metrics>

### **Links**

[1] <https://www.cu.edu/psc/psc-metrics> [2] <mailto:pscbusinessintelligence@cu.edu>

[3] <https://www.cu.edu/img/01system-volume-proc-speed.png>

[4]

[http://viz.cu.edu/#/site/S\\_PSC/views/ProcurementSpendandSystemVolume\\_17619440534360/SystemVolumeandPr](http://viz.cu.edu/#/site/S_PSC/views/ProcurementSpendandSystemVolume_17619440534360/SystemVolumeandPr)

[5] [https://www.cu.edu/sites/default/files/Purchase%20Order1\\_0.png](https://www.cu.edu/sites/default/files/Purchase%20Order1_0.png)

[6] [https://viz.cu.edu/#/site/S\\_PSC/views/PurchaseOrder-VolumeCycleTime/PurchaseOrder-](https://viz.cu.edu/#/site/S_PSC/views/PurchaseOrder-VolumeCycleTime/PurchaseOrder-VolumeandCycleTime)

[VolumeandCycleTime \[7\] https://www.cu.edu/sites/default/files/Contracts1\\_2.png](https://www.cu.edu/sites/default/files/Contracts1_2.png)

[8] [https://viz.cu.edu/#/site/S\\_PSC/views/Contracts-VolumeCycleTime/Contracts-VolumeandCycleTime](https://viz.cu.edu/#/site/S_PSC/views/Contracts-VolumeCycleTime/Contracts-VolumeandCycleTime)

[9] [https://www.cu.edu/sites/default/files/Payables\\_Volume\\_0.png](https://www.cu.edu/sites/default/files/Payables_Volume_0.png)

[10] [https://viz.cu.edu/#/site/S\\_PSC/views/Payables-Volume/Payables-Volume](https://viz.cu.edu/#/site/S_PSC/views/Payables-Volume/Payables-Volume)

[11] [https://www.cu.edu/sites/default/files/Payables\\_Type\\_0.png](https://www.cu.edu/sites/default/files/Payables_Type_0.png)

[12] [https://viz.cu.edu/#/site/S\\_PSC/views/Payables-Volume/Payables-VolumebyType](https://viz.cu.edu/#/site/S_PSC/views/Payables-Volume/Payables-VolumebyType)

[13] <https://www.cu.edu/sites/default/files/ServiceDesk1.png>

[14] [https://viz.cu.edu/#/site/S\\_PSC/views/ServiceDeskandOperations-Volume/ServiceDeskandOperationsProcessing-Volume](https://viz.cu.edu/#/site/S_PSC/views/ServiceDeskandOperations-Volume/ServiceDeskandOperationsProcessing-Volume)

[15] <https://pschelp.cu.edu/s/topic/0TO8b000000Kld8GAC/howtobuy>

[16] <https://www.cu.edu/sites/default/files/KnowledgeBase1.png>

[17] [https://viz.cu.edu/#/site/S\\_PSC/views/ServiceDeskandOperations-Volume/PublicKnowledgeBaseKBViews-Volume](https://viz.cu.edu/#/site/S_PSC/views/ServiceDeskandOperations-Volume/PublicKnowledgeBaseKBViews-Volume)

[18] <https://www.cu.edu/sites/default/files/InvoiceFormsSubs1.png>

[19] [https://viz.cu.edu/#/site/S\\_PSC/views/ServiceDeskandOperations-Volume/InvoiceandFormSubmissionRequests-Volume](https://viz.cu.edu/#/site/S_PSC/views/ServiceDeskandOperations-Volume/InvoiceandFormSubmissionRequests-Volume)

[20] <https://www.cu.edu/psc/about-us/psc-metrics/procurement-tableau-dashboards>