PSC Metrics [1]
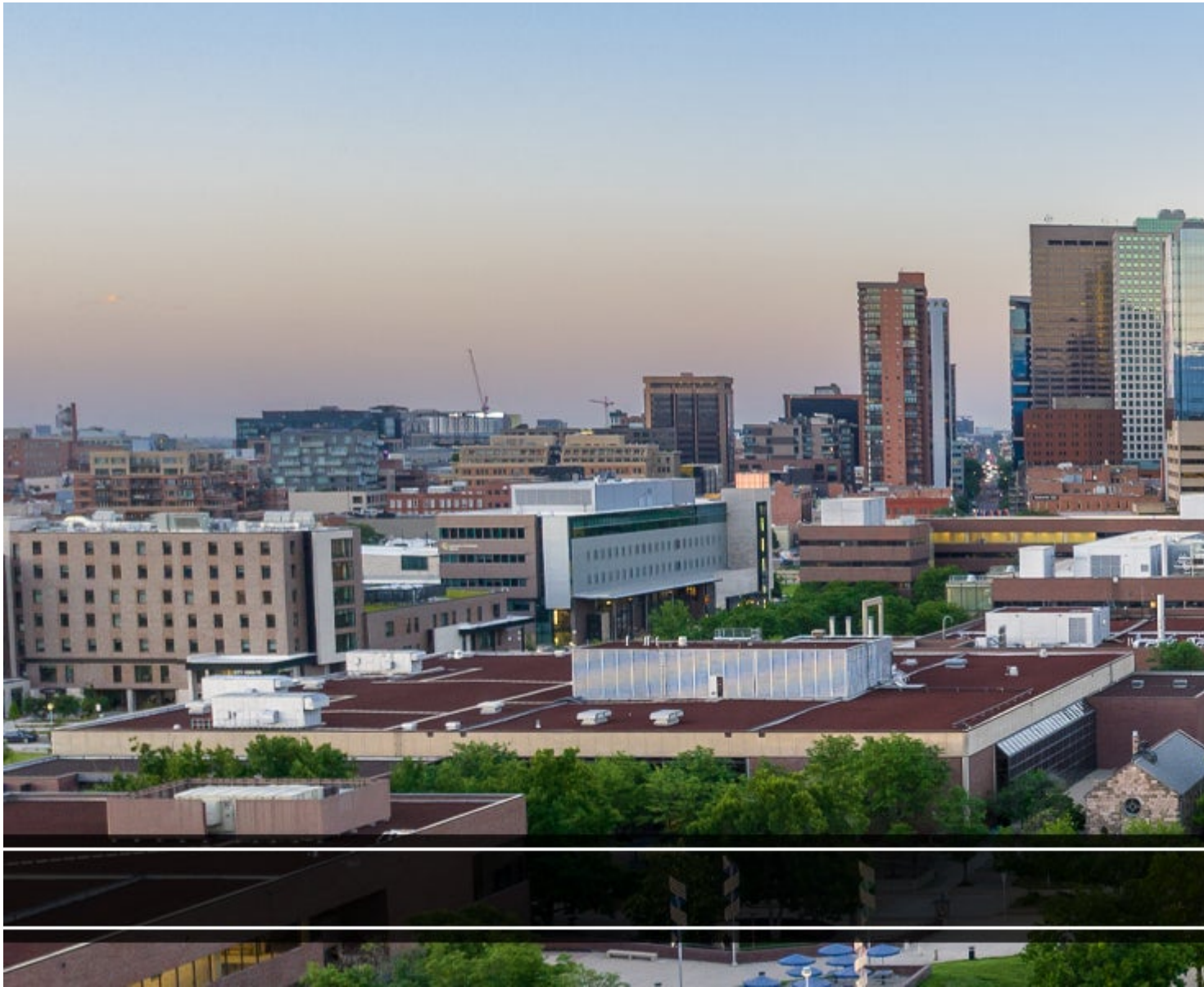

Explore key metrics for PSC services, including volume and cycle time for purchase orders and contracts, as well as volume information for accounts payable, service desk, and operations. Additionally, there are general metrics on system volume, procurement spend, and Knowledgebase utilization, covering data from all campuses. For campus-specific information or reporting requests, please contact pscbusinessintelligence@cu.edu [2].

System Volume and Procurement Spend

System (Marketplace and Concur) Volume & Total Spend* – FY23 & FY24

System Volume

- Marketplace - Purchase Order - 0.3%
- Concur - Expense Report - 6.8%

Procurement Spend

- Marketplace Spend - 13.9%
- Commercial Card Spend - 9.0%
- Overall Spend - 13.3%

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 Sp

Marketplace - Purchase Order Volume

FY23	FY24
161,356	160,93
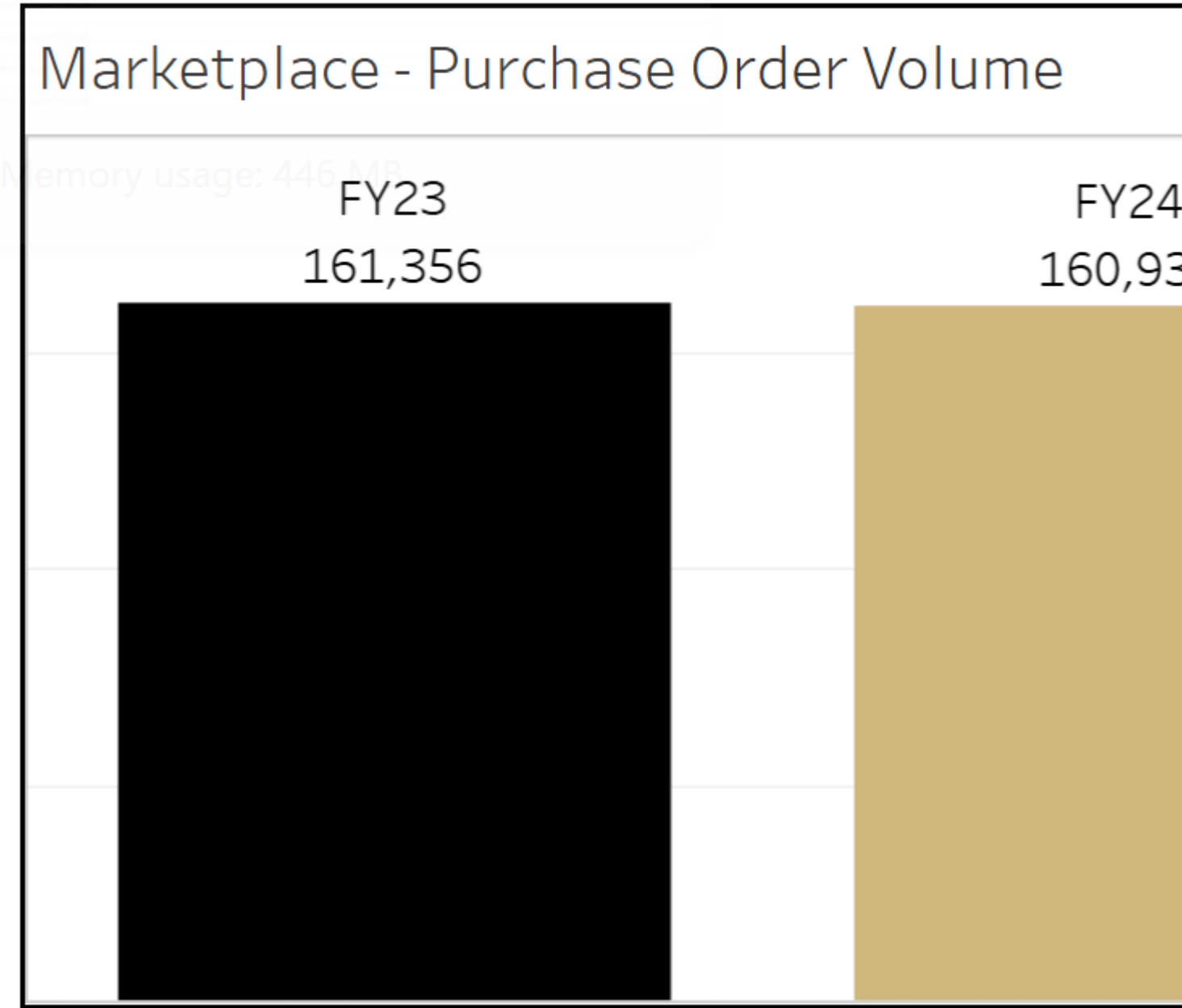
Click image to zoom


Purchase Order

Volume & Cycle Time for PO's reviewed by PSC - FY22, FY23 and FY24

- Volume - 7.6%
- Cycle Time* - 12.4%

- Volume - FY24 March to June - 5.0%
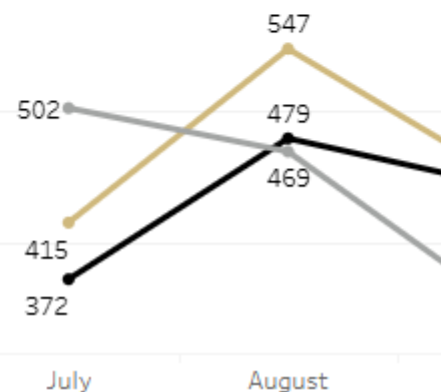- Cycle Time* - FY24 March to June - 21.1%

Cycle times are calculated from when a requisition reaches the Purchasing Agents queue to when a PO is issued.
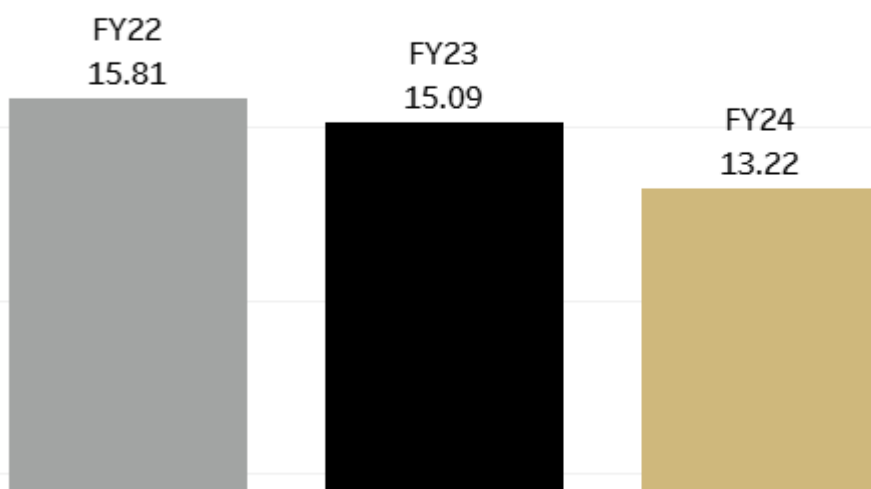
Purchase Order - Volume and Cycle Time
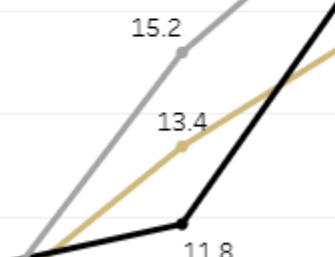
PSC Review - Volume

FY22
5,333

FY23
5,485

FY24
5,903

Volume by Month

502
547
479
469
415
372

July   August
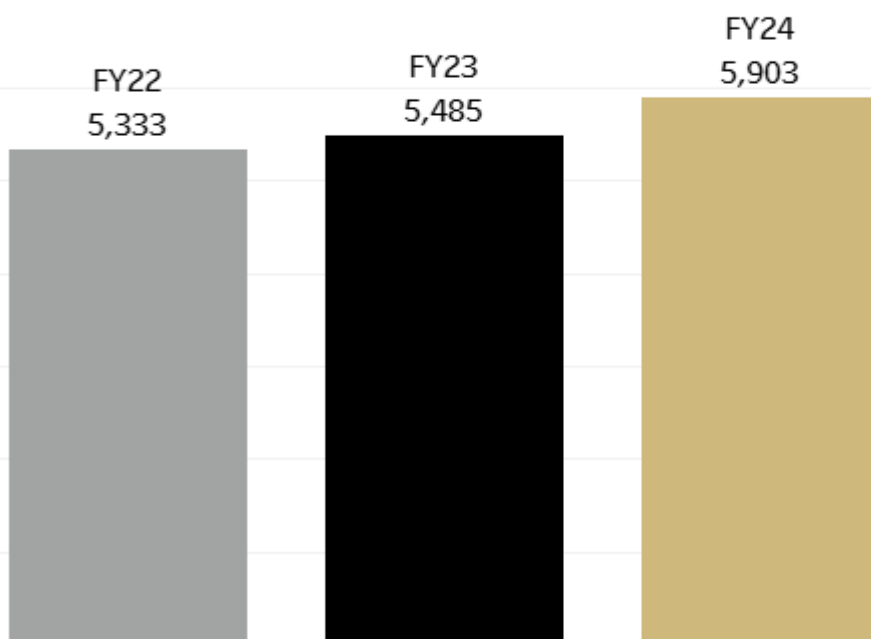
PSC Review - Avg Cal Days

FY22
15.81

FY23
15.09

FY24
13.22

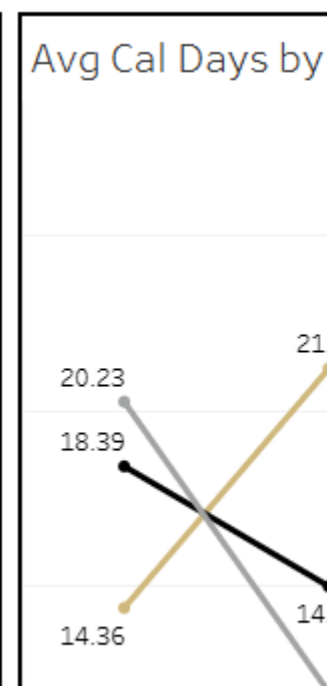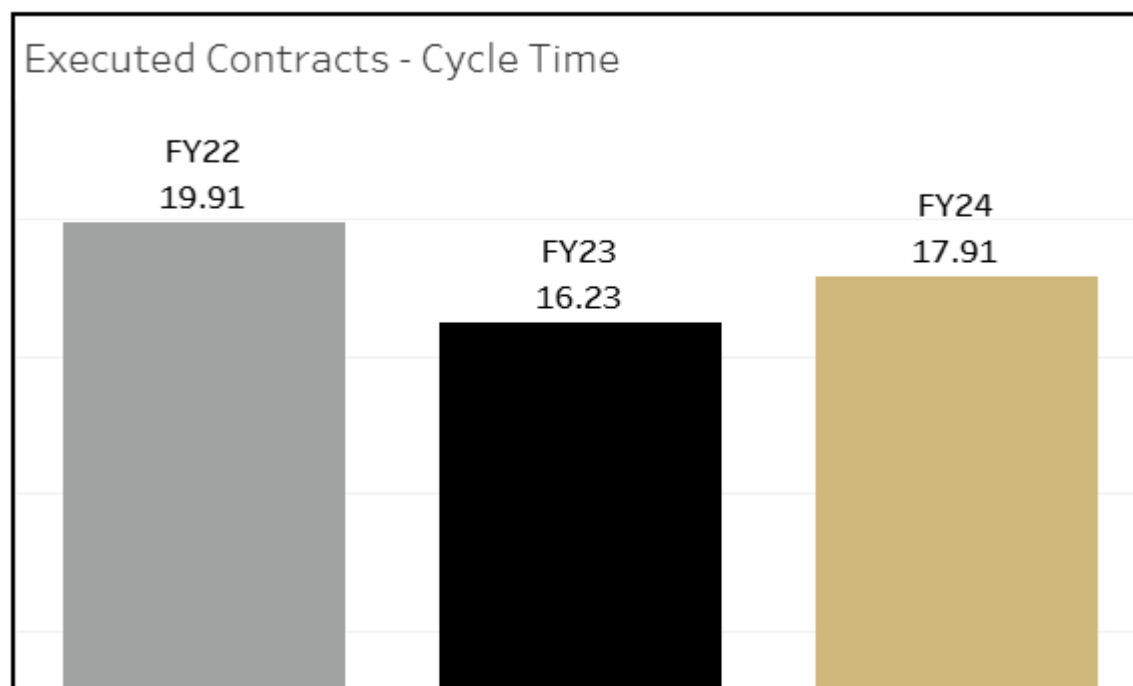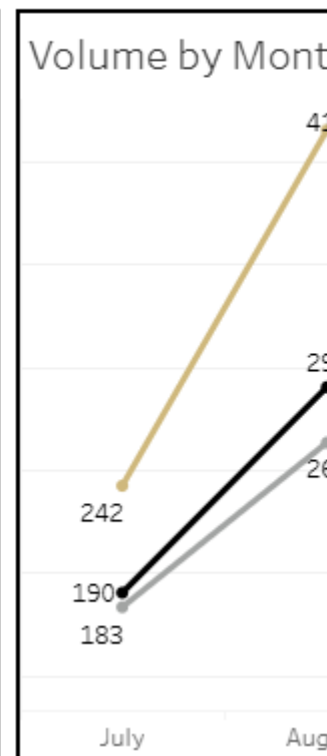### Avg Cal Days by Month

15.2
13.4
11.8

Contract

Volume and Cycle Time for Contracts

- FY22, FY23 & FY24

- Volume - 16.4%
- Cycle Time - 10.4%

- Volume FY22 to FY24 - 47.3%
- Cycle Time FY22 to FY24 - 10.0%

Contracts - Volume and Cycle Time

Executed Contracts - Volume

FY24
3,947

FY23
3,391

FY22
2,679

Volume by Mont[...]

42[...]

242

190
183

29

26

July   Aug

Executed Contracts - Cycle Time

FY22
19.91

FY23
16.23

FY24
17.91

Avg Cal Days by

20.23

18.39

14.36

21

14
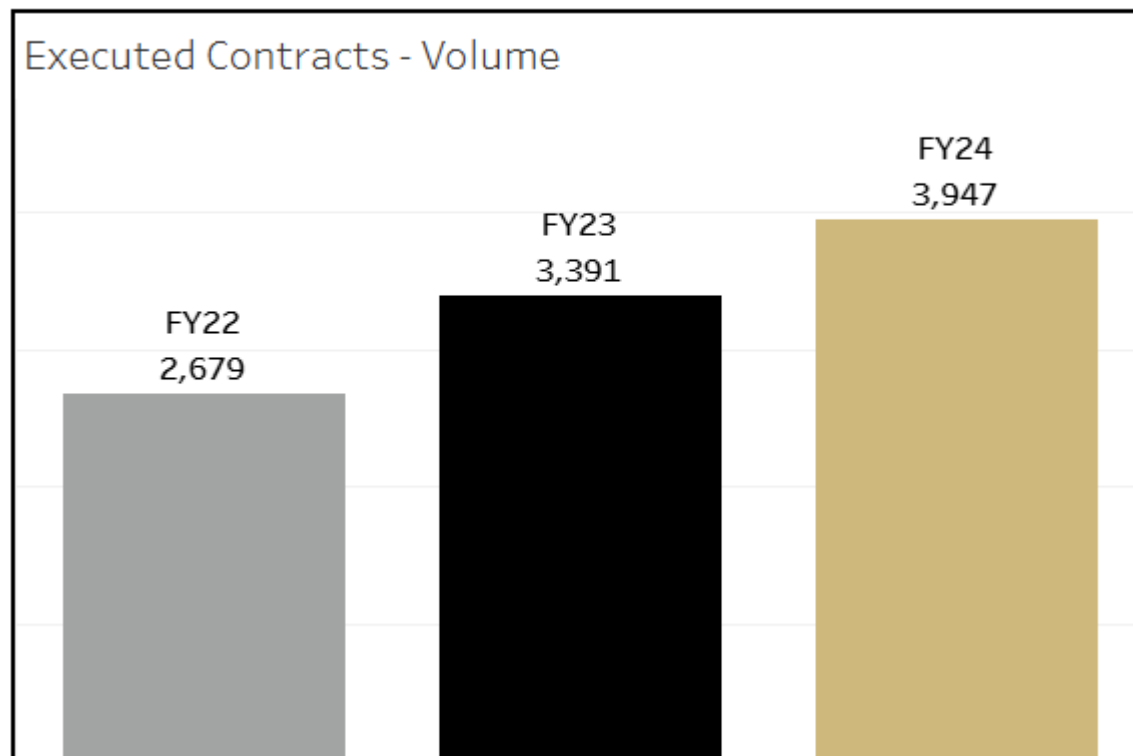
Accounts Payable

### *Processed Invoice Volume by Type - FY23 & FY24*

- Overall Volume - 1.3%
- Marketplace Volume - 2.6%
- Concur Volume - 4.6%
- Payment Voucher Volume - 3.7%
- Paper Form Volume - 6.8%

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

Accounts Payable - Volume

FY23	FY24
186,286	188,705
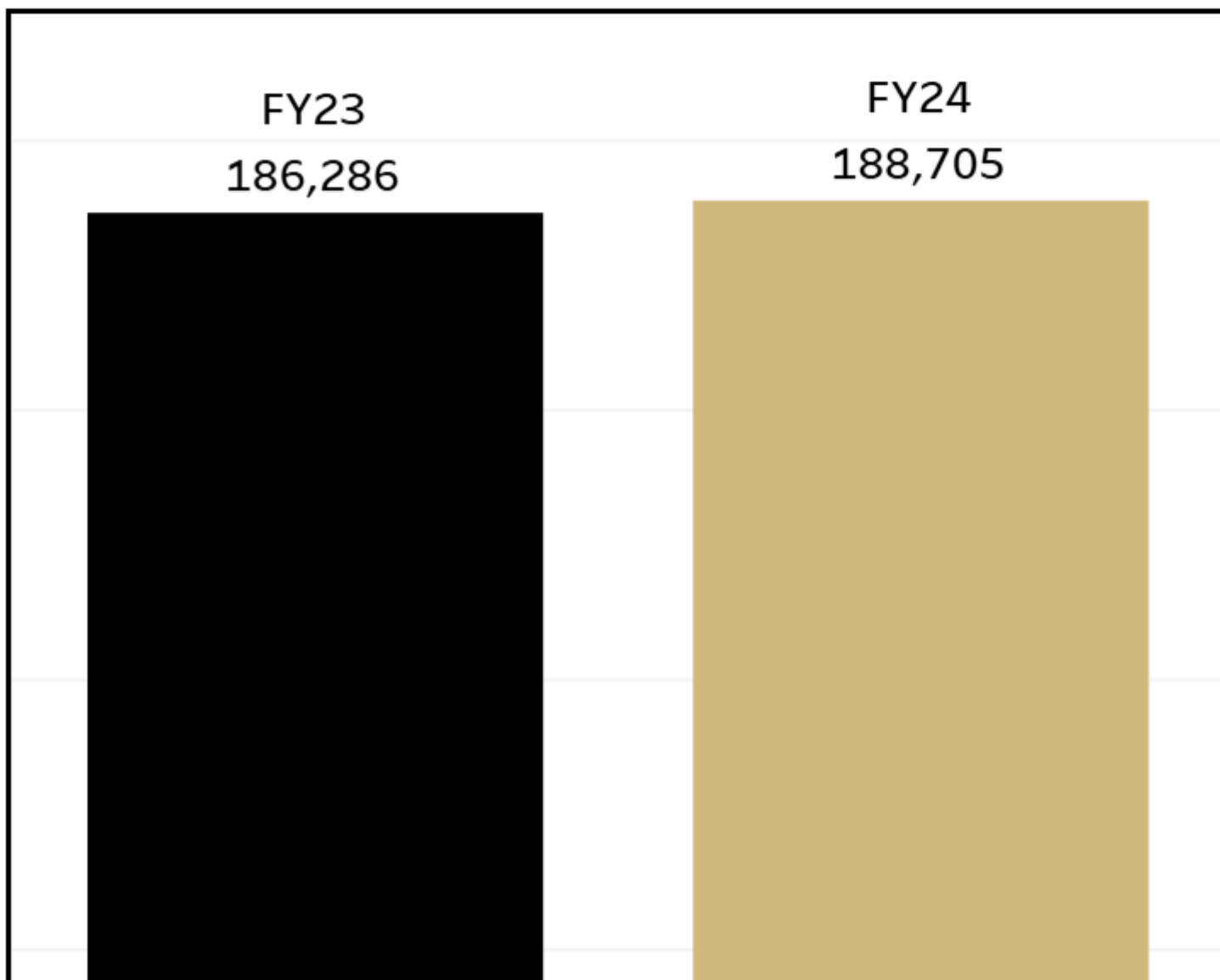
Service Desk and Operations

Completed Service Desk and Operations Volume by Type - FY23 (Aug22 - Jun23*) & FY24

- Overall Volume - 8.0%
- Cust. Experience Volume - 16.5%
- CU Supplier Volume - 1.2%
- Change Order Volume - 1.1%

* Salesforce went live in August 2022

Service Desk and Operations Proces

Total Volume by FY	Cat

FY23	FY24
59,649	54,898

Total Volume by Qtr.

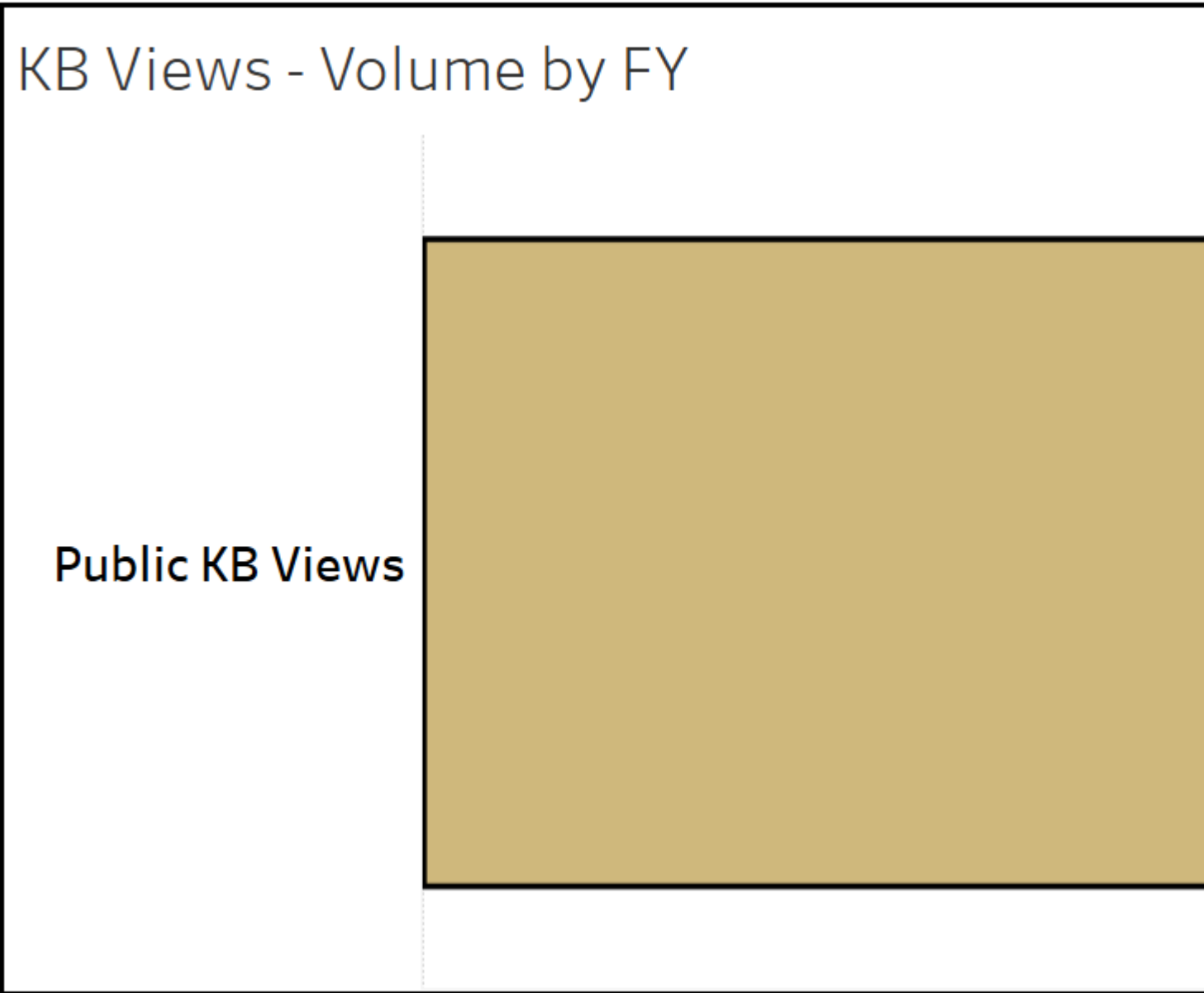| Q1	Q2
13,910	14,077
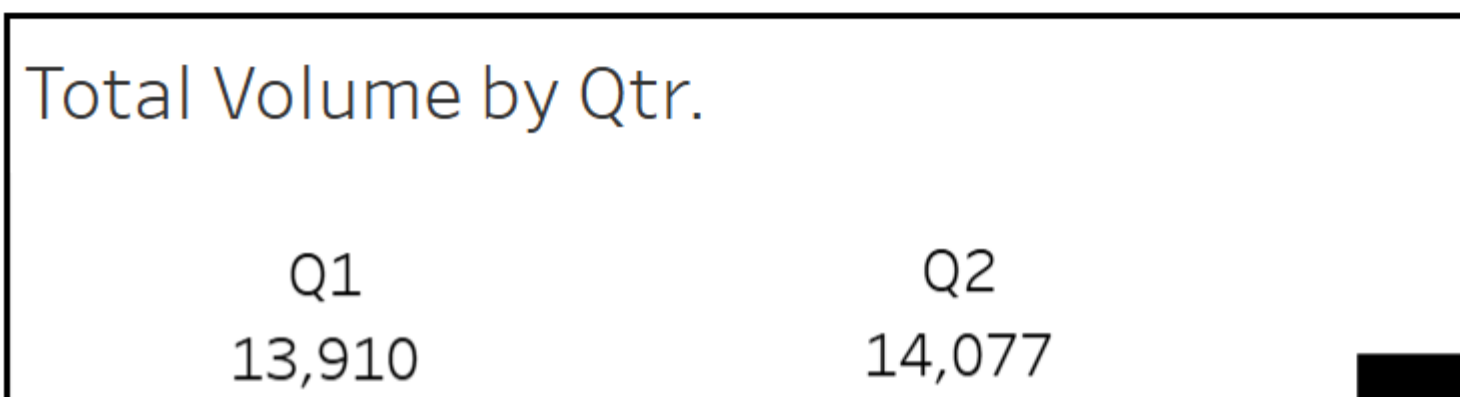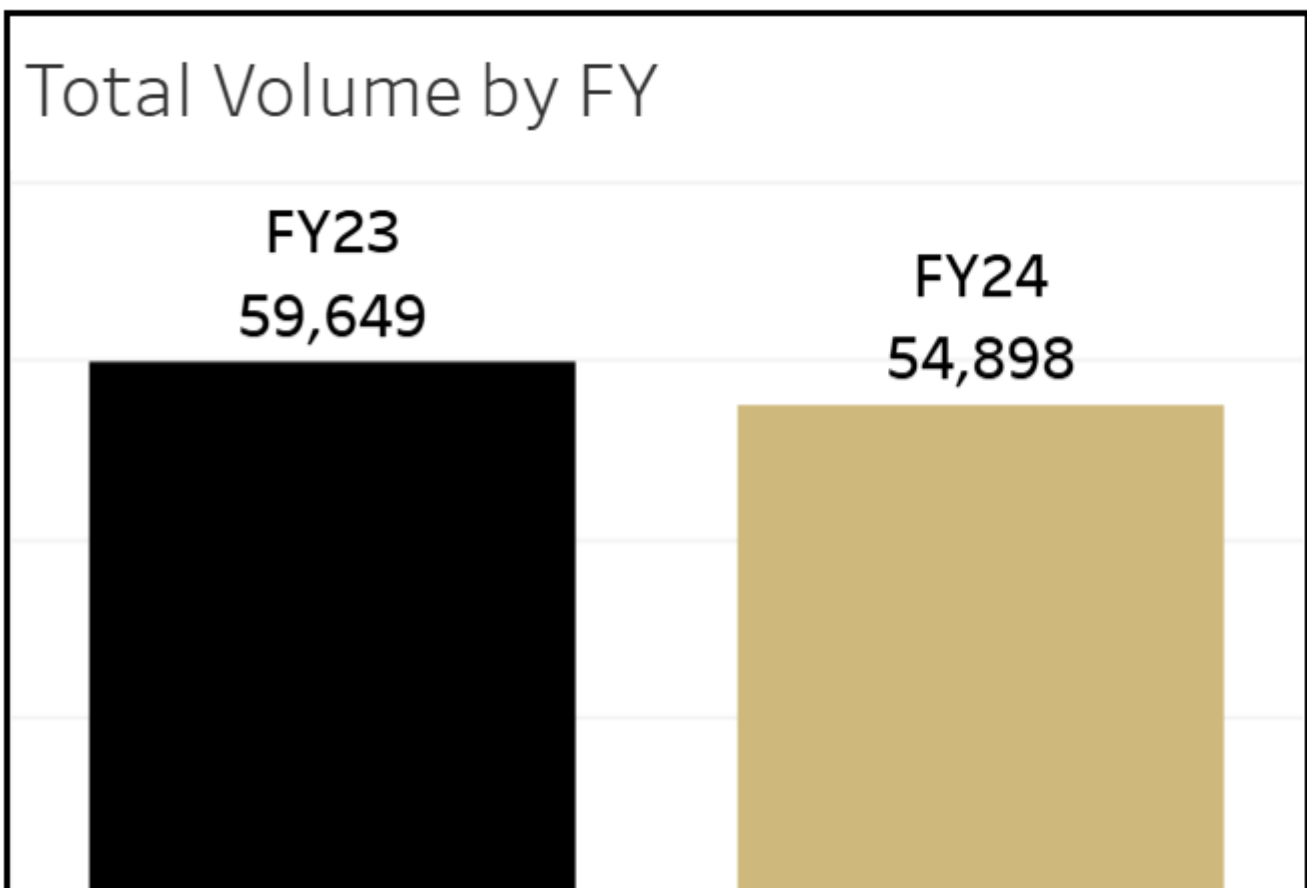
Knowledge Base (KB)

Total KB views by Quarter for FY24*

- Average 12k views per month
- Volume of KB views contribute to the overall reduction of Service Desk and Operations volume by 8.0%

*Go live for Public KB was Aug 21, 2024

Public Knowledge Base (KB) Views -

KB Views - Volume by FY

Public KB Views

KB Views - Volume by Qtr.

Click image to zoom

Accounts Payable Invoice Request

Volume of Accounts Payable Requests - FY23 & FY24

- Volume - 4.2%
- Avg per month – 11,455

AP Invoice Request - Volume

AP Invoice - Volume by FY

APInvoice Intake

AP Invoice - Volume by Qtr.

Groups audience:
Procurement Service Center

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/sites/default/files/01_system-volume-proc-speed.png
[4] https://www.cu.edu/sites/default/files/psc-metrics_po-volume.png
[5] https://www.cu.edu/sites/default/files/psc-metrics_contracts.png
[6] https://www.cu.edu/sites/default/files/04_accounts-payable_volume.png
[7] https://www.cu.edu/sites/default/files/05_service-desk_operation-proc.png
[8] https://www.cu.edu/sites/default/files/07_public-knowledge-base.png
[9] https://www.cu.edu/sites/default/files/06_ap-invoice-request.png