University of Pittsburgh

Office of the CFO

FINANCIAL OPERATIONS

FY25 Metrics

mission & guiding principles

Financial Operations, which is a part of Pitt Finance & Operations, ensures resources are leveraged strategically, effectively, and efficiently in support of Pitt's mission by providing exceptional expertise, enabling collaborative stewardship of financial resources, and building lasting partnerships across Pitt.

The staff within Financial Operations strives to embrace Pitt's core values, including excellence, integrity, collaboration, and agility through the following guiding principles of Pitt Finance & Operations:

UNIFIED TEAM

We operate as one cohesive team, upholding shared governance and working together to achieve the objectives of the Plan for Pitt 2028.

STEWARDSHIP OF RESOURCES

We are committed to being diligent stewards of University resources. By leveraging them strategically, effectively, and efficiently, we aim to deliver return on investments in support of the University's strategic goals.

CUSTOMER FOCUSED

Our primary purpose is to serve our customers: students, faculty and researchers who rely on our world-class foundational support, and the partners in the Responsibility Centers with whom we collaborate to ensure effective stewardship of Pitt's resources.

COMMUNITY & SUSTAINABILITY

We strive to cultivate and protect a vibrant, inclusive University community. We are a leader in global sustainability, effectively balancing equity, environment, and economics.

who we are

- STRATEGIC SOURCING
- Local, Small & Sustainable Suppliers
- PURCHASING SERVICES
- TRAVEL MANAGEMENT
- PAYMENT PROCESSING
- CUSTOMER SERVICE
- PAYROLL & TAXES

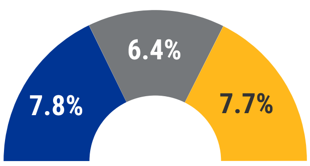
what we do

B2B Purchasing & Payments
Compliance Monitoring
Provide Strategic Solutions
Advise Departments
Manage Contracts
Manage Business Expenses
Withhold Taxes
Support Pitt's Mission
Manage Travel
Consolidate Spending
Pay Employees
Pay Suppliers
Local & Small
Manage Capital Assets
Create Savings for Departments
Author Contracts
Sustainability
Develop Commercial Partnerships
Record Financial Transactions

how well we do it

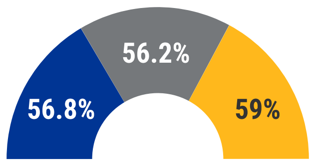
Consolidate Purchase Spend and Create Savings for Departments

Pitt Actual Benchmark Pitt Goal



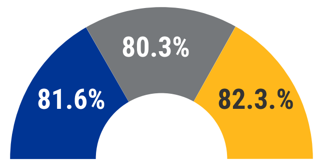
Savings in Targeted Categories

Benchmark source: Ardent Partners, 2025



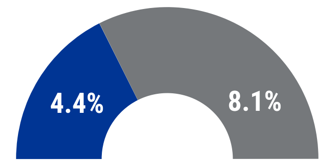
On-Contract % for Targeted Categories

Benchmark source: Ardent Partners, 2025



% Spend Under Management

Benchmark source: CAPS Research, Metrics of Supply Management 2024 for Services Category



% Suppliers with 80% of Spend

Consolidating spending with fewer suppliers creates leverage for negotiated discounts.
Benchmark source: CAPS Research, Metrics of Supply Management 2024 for Services Management

Provide Travel Savings Opportunities to Departments & In-travel Assistance to Travelers

69%

Average Program Adoption Rate for Travel Services

Travel Services include air & car rental
Airfare Adoption Rate = 70%

2.9% or $174K

Airfare savings in accordance with the Third Party Travel Program Price Audit results

Source includes all partner airlines for both domestic and international travel from July 2024 through March 2025

29.4% or $65K

Savings on Enterprise Car Rentals Booked Through TMC* Compared to the Benchmark

Source includes third party price audit July 2024 through March 2025 | *Travel Management Company (TMC)

2% or $71K

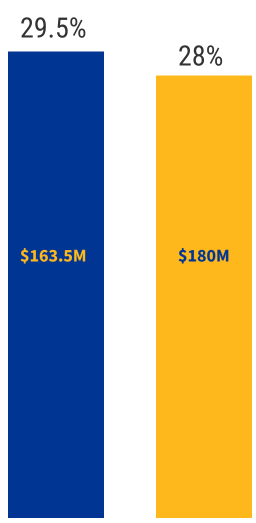
Savings on Hotel Rates Booked Through TMC (AT), Leveraging Negotiated Consortium Rates Compared to the Benchmark*

*Hotel rate across university business travel clients, some are inclusive of taxes; Benchmark source: Anthony Travel, LLC Benchmark for University Business Travel Clients, All Hotels, 2025

Social Responsibility

Non-Construction % and $ of Local Spend

Pitt Actual Pitt Goal by FY28



Local spend is defined as the counties within the Pennsylvania 10 County Allegheny Conference. Learn more here.

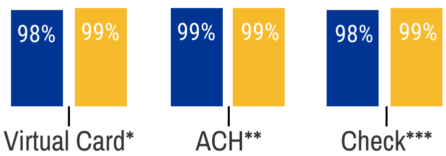
PPT is one of nine operational areas considered for Assoc. for the Advancement of Sustainability in Higher Education (AASHE) STARS designation. Pitt earned a Gold STARS designation for the second time in 2024.

University-wide Contracted Suppliers With Sustainability Initiatives: 40.9%

Manage Efficient Processes

Pitt Actual Benchmark Pitt Goal

% On-Time Payments



Payment Terms: *Immediate, upon final approval of invoice; **Net 45; ***Net 60.

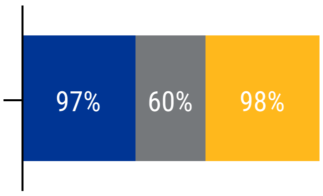
Cost Per Expense Report

Benchmark Source: APP2P Network, 2018 | Indexed for inflation through 2025

Cost to Process a Purchase Order

CAPS Research - Metrics of Supply Management 2024 for Services Population | Cost of Purchase Order with Cost Recovery is $11.03

Increasing ePayments to Suppliers*



Benchmark Source: Ardent Partners, Accounts Payable Metrics that Matter 2022; *Initiative to transition checks/wires to ACH

Blended Cost Per Payment

Based on internal anticipated increase of transition from checks to ACH & VC payments

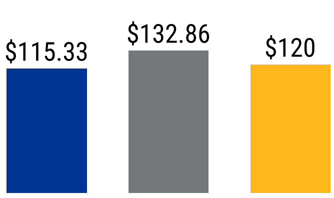
Cost to Process an Invoice

Benchmark Source: 2024 Coupa Business Spend Management Benchmark Report

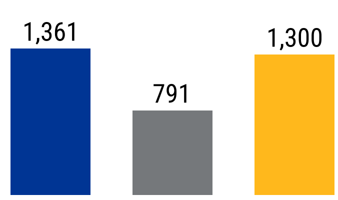
Pay Employees Efficiently

Pitt Actual Pitt Goal Benchmark

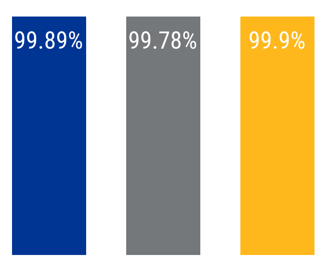
Average Annual Total Payroll Costs per University Employee



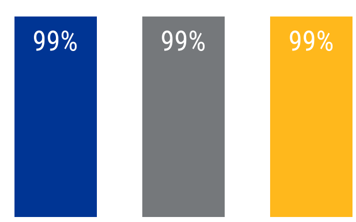
No. of University Employees per Payroll Dept FTE

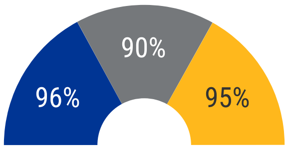


Accuracy Rate



% of Direct Deposit Payments





Payroll Customer Service Satisfaction

Percentage of individuals who rated their experiences as meeting or exceeding expectations

Annual Stats

Payroll Payments Processed: **368,523**

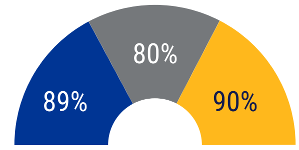
Forms W-2 Issued: **29,959**

Forms 1042-S Issued: **1,304**

Average Time to Resolve Customer Inquiries

Tier III & IV: 0.8 Days | 13.3 Minutes

Tiers II-IV are more complex issues and require specific attention as opposed to Tier I that are simple and often can be handled by the established FAQs

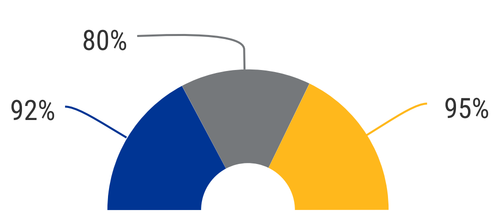


Payroll Customer Service Inquiries Resolved within 1 Business Day

4,932 cases out of 5,513 cases were resolved within 1 business day.

Payroll Benchmark Source: The Hackett Group Payroll Performance Study Information/KPIs utilizing peer specific data.

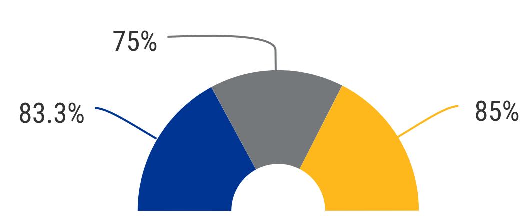
Provide Expert And Responsive Customer Service



Purchase, Pay & Travel (PPT) Customer Service Satisfaction

Percentage of users who rated their experience as good or excellent; Benchmark source: American Customer Satisfaction Index and Peak Support

Pitt Actual
Benchmark
Pitt Goal



PPT Customer Service Inquires with Tier 1 Resolution

Benchmark Source: Benchmark Portal (Call Center Group)