

FINANCIAL OPERATIONS

FY26 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

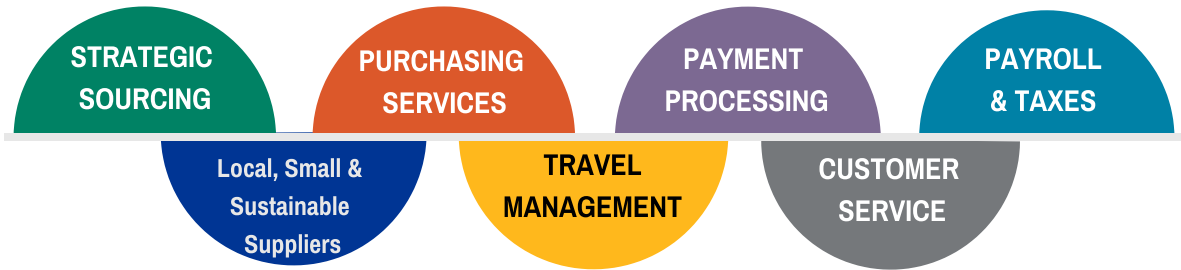
Our primary purpose is to serve our customers: students, faculty and researchers who rely on our world-class foundational support, and the partners in the Responsibility Centers with whom we collaborate to ensure effective stewardship of Pitt’s resources.



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

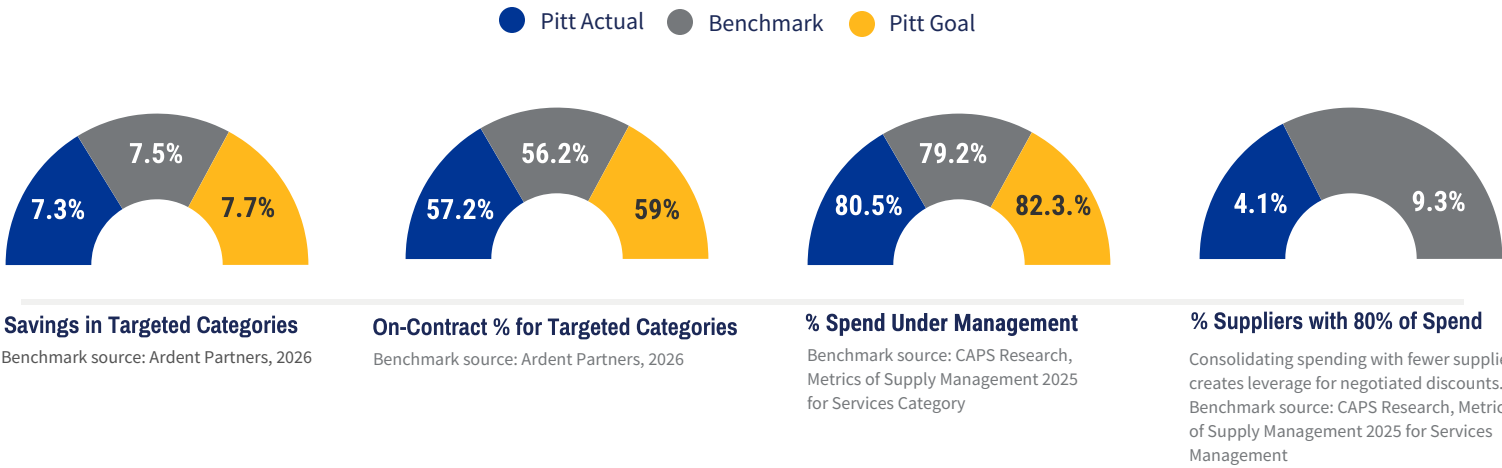


what we do

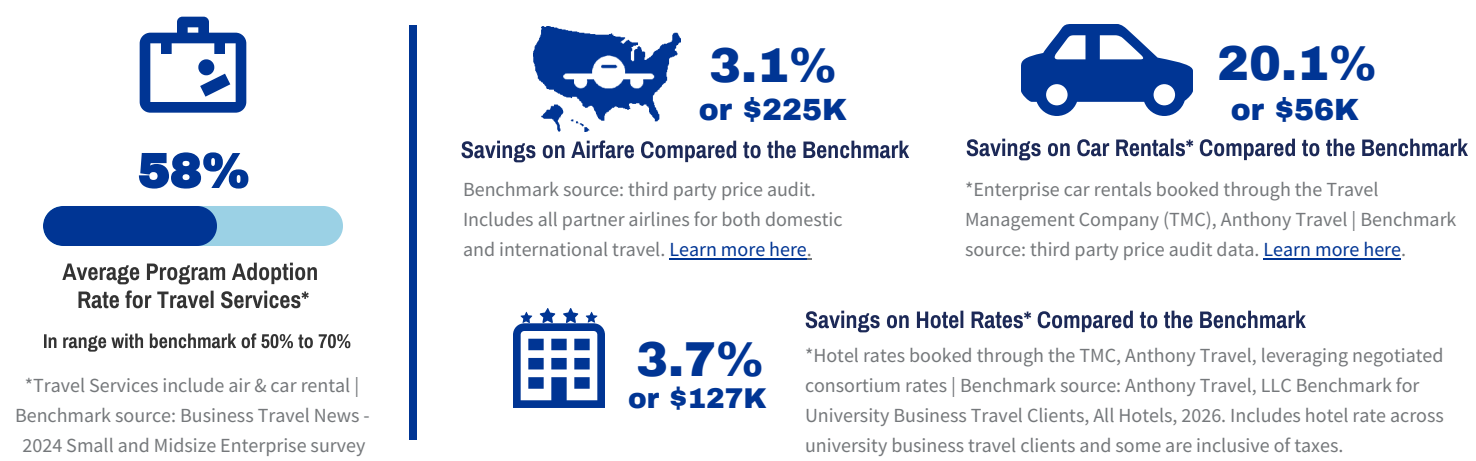


how well we do it

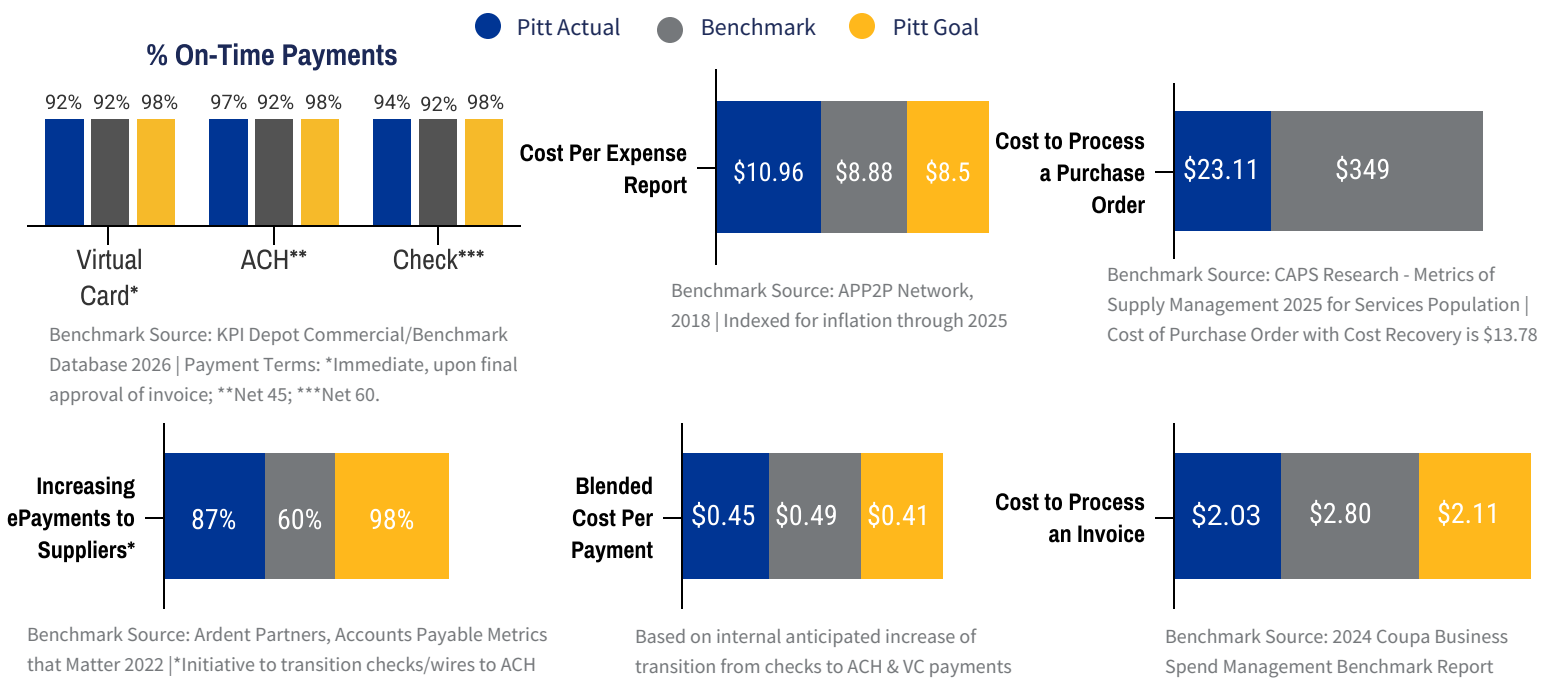
Consolidate Purchase Spend and Create Savings for Departments



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



Manage Efficient Processes



Virtual Card*

ACH**

Check***

% On-Time Payments

Benchmark Source: KPI Depot Commercial/Benchmark Database 2026 | Payment Terms: *Immediate, upon final approval of invoice; **Net 45; ***Net 60.

Cost Per Expense Report

\$10.96

\$8.88

\$8.5

Cost to Process a Purchase Order

\$23.11

\$349

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

Increasing ePayments to Suppliers*

87%

60%

98%

Blended Cost Per Payment

\$0.45

\$0.49

\$0.41

Cost to Process an Invoice

\$2.03

\$2.80

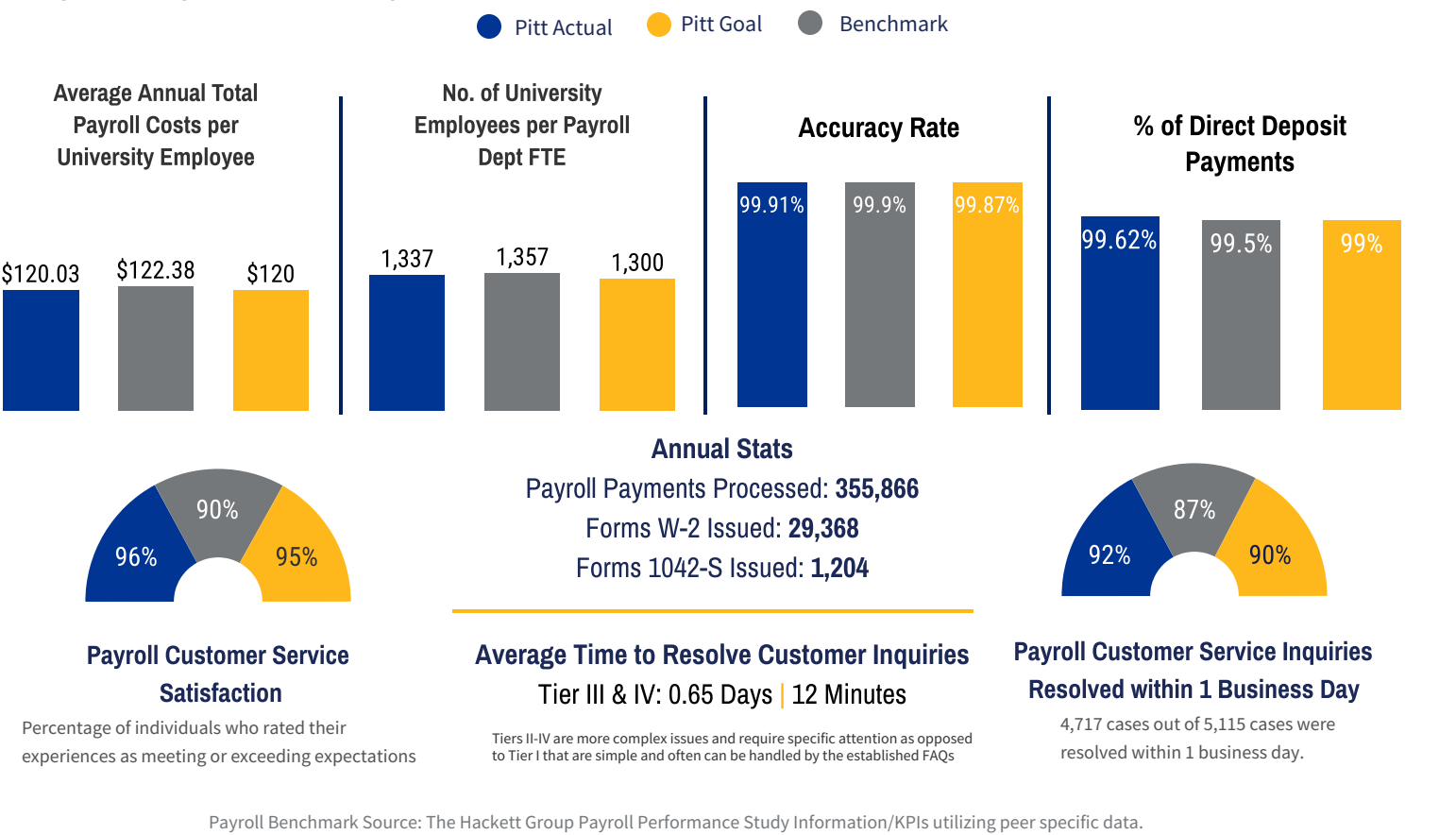
\$2.11

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

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

Benchmark Source: 2024 Coupa Business Spend Management Benchmark Report

Pay Employees Efficiently



Average Annual Total Payroll Costs per University Employee

\$120.03

\$122.38

\$120

No. of University Employees per Payroll Dept FTE

1,337

1,357

1,300

Accuracy Rate

99.91%

99.9%

99.87%

% of Direct Deposit Payments

99.62%

99.5%

99%

Annual Stats

Payroll Payments Processed: 355,866

Forms W-2 Issued: 29,368

Forms 1042-S Issued: 1,204

Payroll Customer Service Satisfaction

96%

90%

95%

Average Time to Resolve Customer Inquiries Tier III & IV: 0.65 Days | 12 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

92%

87%

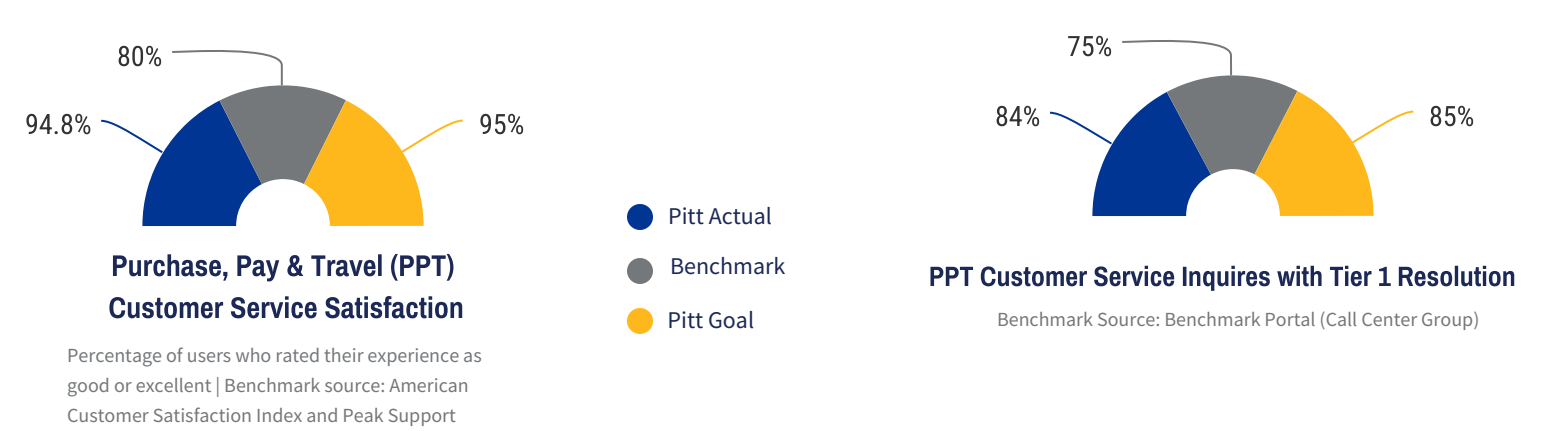
90%

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

4,717 cases out of 5,115 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



94.8%

80%

95%

84%

75%

85%

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

PPT Customer Service Inquires with Tier 1 Resolution

Benchmark Source: Benchmark Portal (Call Center Group)