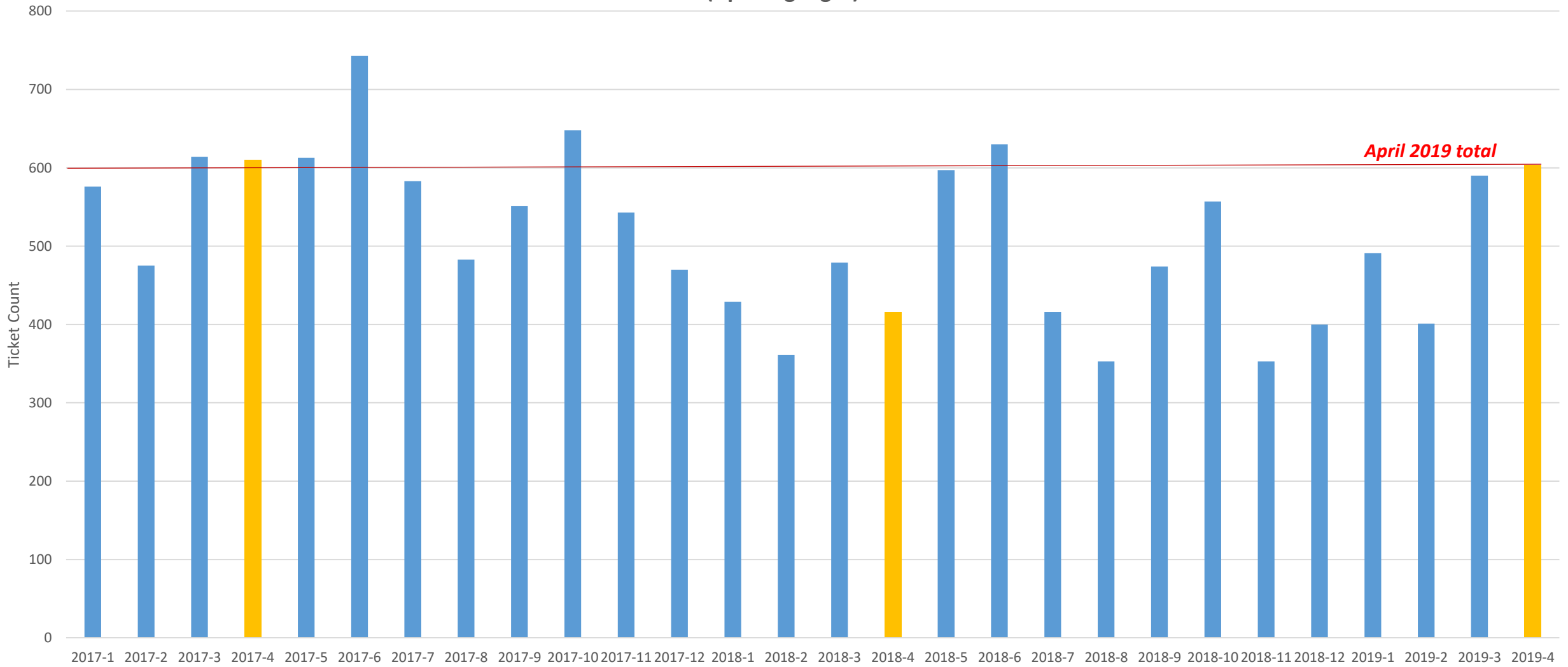


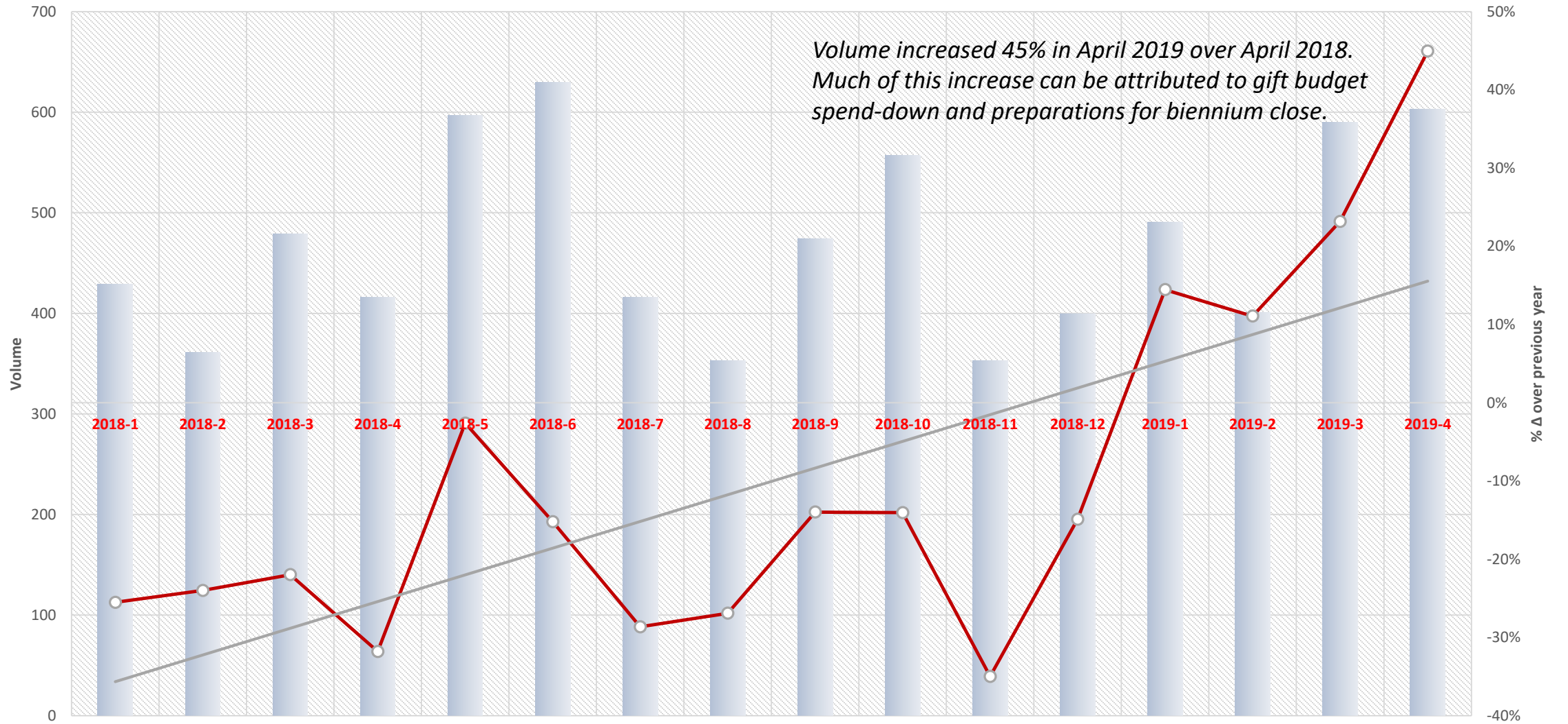
CASSS: Total Ticket Volume
Jan 2017-Apr 2019
(April highlight)



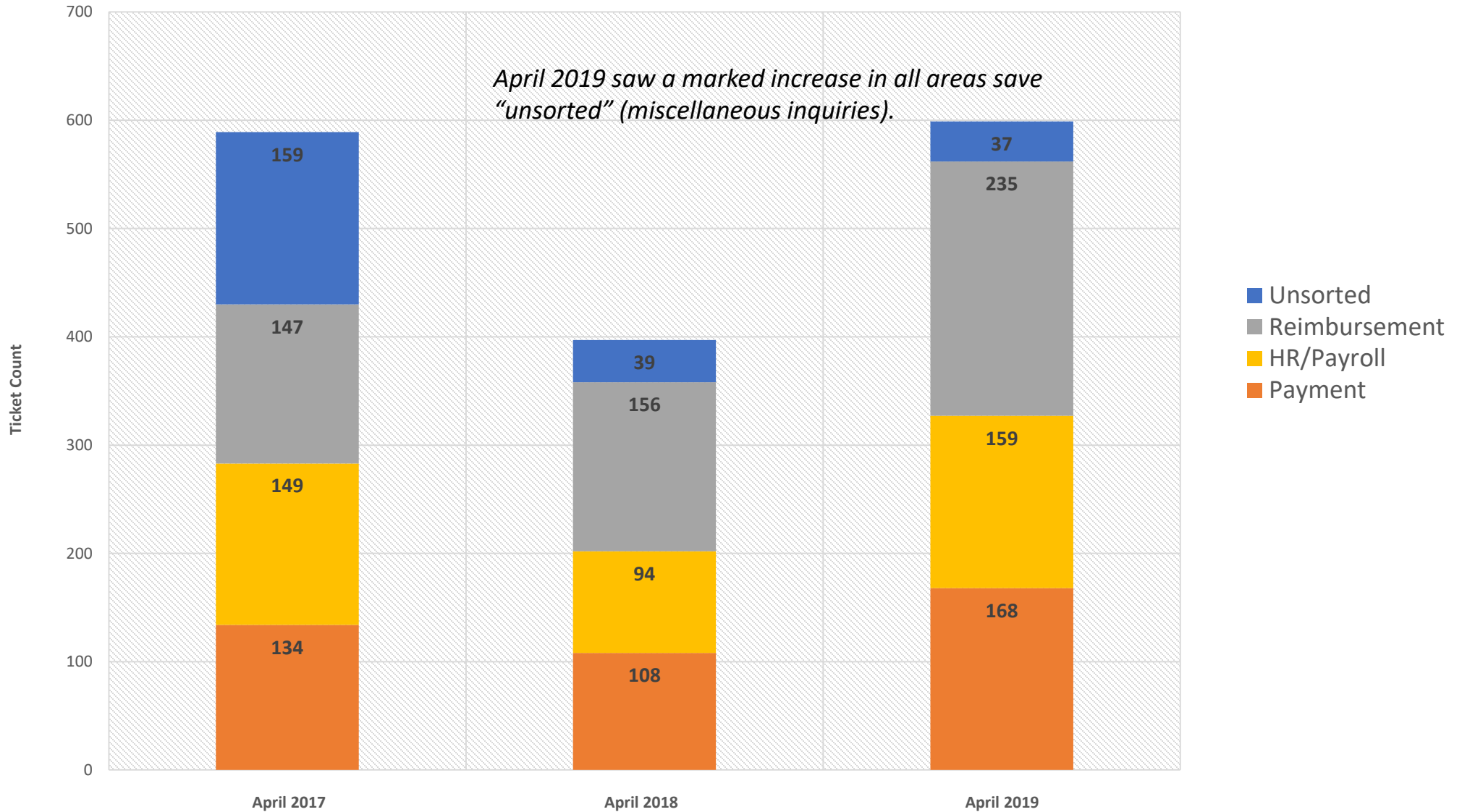
Delta of Monthly Volume

(e.g., April 2019 volume increase/decrease over April 2018)

■ Total Ticket Volume (includes miscellaneous "unsorted" inquiry tickets) ● % Change (over same month, previous year) — Linear (% Change (over same month, previous year))



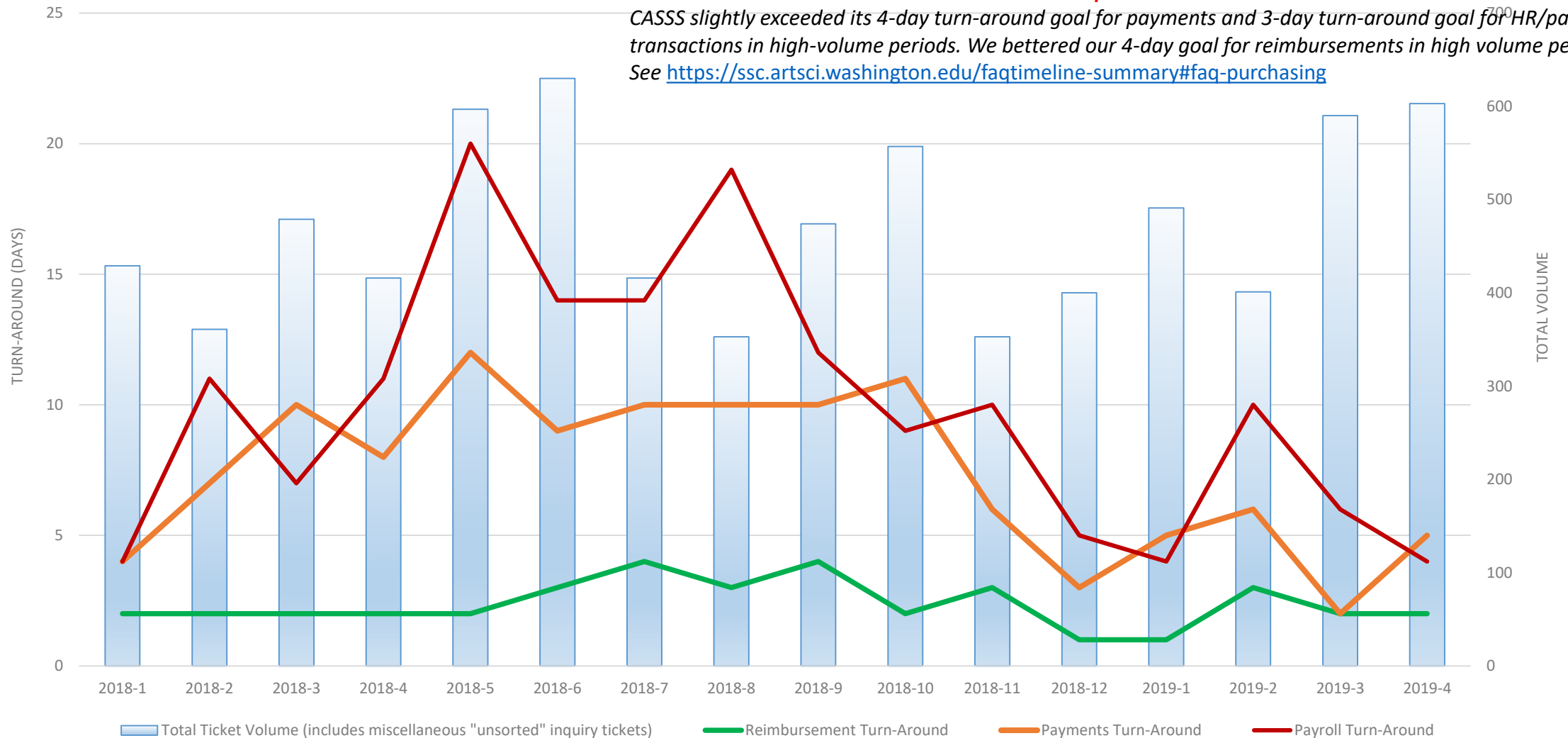
Major Queue Volume Month-to-Month Comparison (2017-19: April)



Turn-Around Time juxtaposed to Total Volume Jan 2018 - Apr 2019

April 2019

CASSS slightly exceeded its 4-day turn-around goal for payments and 3-day turn-around goal for HR/payroll transactions in high-volume periods. We bettered our 4-day goal for reimbursements in high volume periods. See <https://ssc.artsci.washington.edu/faqtimeline-summary#faq-purchasing>



CASSS Ticket Volume by Unit
April 2019

