

## 23 Key Order to Cash KPIs to Track to Become a Strategic Shared Services Leader

A summarized list of 23 Order to Cash KPIs you should track to evaluate process performance, identify actionable next steps for improvement, and strategically optimize their organizations

S.No.	Names of KPI for Shared Services	Strategic	Individual	Process
01	Top-Five Reasons for Deductions/charge-backs	✓		
02	Monetary Value of Dispute Cases	✓		
03	Process cost per invoice	✓		
04	Total Dollar of Disputes as a Percentage of Total A/R	✓		
05	Days Sales Outstanding	✓		
06	Unbilled Revenue	✓		
07	Bad Debt Write Off %	✓		
08	Credit applications processed		✓	
09	Invoices issued per FTE		✓	
10	Number of Exceptions processed		✓	✓
11	Percentage of Disputes Resolved per FTE		✓	
12	Credit Limit by strategy			✓
13	Invoice Error Rate as Percentage of Total Invoices			✓
14	Time to generate Invoices			✓
15	Average Days Delinquent			✓
16	Number of Credit Reviews/Credit Review Time			✓
17	Percent of A/R Items X+ Days Past Due			✓
18	Collections Effectiveness Index			✓
19	Collections Received Within Terms			✓
20	Unapplied cash as a % of AR			✓
21	Percentage of Cash Allocated Within 24 Hrs			✓
22	Days Deductions Outstanding			✓
23	Percentage of Collected Amount from Disputed Invoices			✓

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