

# 60+ Must-Have KPIs to Benchmark your A/R Processes

Drive a High-Performance Culture by Benchmarking 60+ KPIs against Industry Peers

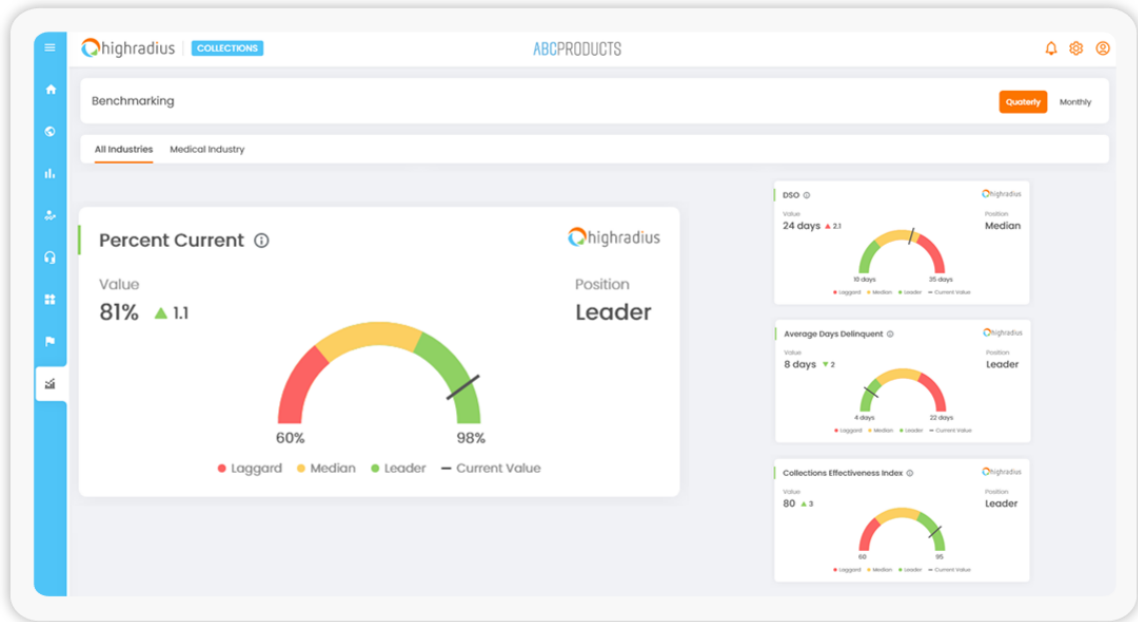
Reduce  
Cycle Time

Cost  
Effectiveness

Process  
Efficiency

Staff  
Productivity

Click on the tabs to view the related list of metrics



At HighRadius, we've constructed a proprietary Value Realization Framework that connects each functional product on the Integrated Receivables platform using Key Performance Indicators (leading indicators) that you can **start measuring from Day One**.

Since each KPI is tied to a Business Value Metric (lagging indicator) such as DSO, Bad-Debt, or Average Days Delinquent, finance leaders and their teams can measure and **benchmark KPIs against best-in-class industry trends**.

From a unified dashboard, teams can **now focus on improving leading indicators** so your Business Value Metrics continue in the right direction.

## List of Cycle Time Metrics

1. Days sales outstanding
2. Cycle time in days from transmission of invoice to receipt of payment
3. Cycle time in days for credit approval
4. Cycle time in days to generate complete and correct billing data
5. Cycle time in days to resolve adjustments

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1. Total cost to perform the process "manage and process collections" as a percentage of revenue
2. Total cost to perform the process "manage and process collections" per \$1 billion revenue
3. Outsourced cost to perform the process "process accounts receivable (AR)" per \$1,000 revenue
4. Total cost to perform the process "manage and process collections" per \$1,000 revenue
5. Total cost to perform the process "process customer credit" per customer account
6. Total cost to perform the process "manage and process collections" per process FTE
7. Total cost to perform the process "process accounts receivable (AR)" as a percentage of revenue
8. Total cost to perform the process "process accounts receivable (AR)" per process FTE
9. Total cost to perform the processes "process accounts receivable (AR)", "manage and process collections", and "manage and process adjustments/deductions" per \$1,000 revenue
10. Total cost to perform the process "process customer credit" as a percentage of revenue
11. Total cost to perform the process "manage and process collections" per customer receipt
12. Personnel cost to perform the processes "process accounts receivable (AR)", "manage and process collections", and "manage and process adjustments/deductions" per \$1,000 revenue
13. Total cost to perform the process "manage and process collections" per active customer
14. Total cost to perform the order-to-cash processes per process FTE
15. Total cost to perform the process "manage and process adjustments/deductions" per \$1,000 revenue
16. Personnel cost to perform the process "manage and process adjustments/deductions" per \$1,000 revenue
17. Total cost to perform the process "manage and process adjustments/deductions" per adjustment/deduction
18. Total cost to perform the process "manage and process adjustments/deductions" per process FTE
19. Systems cost to perform the process "manage and process adjustments/deductions" per \$100,000 revenue
20. Total cost to perform the process "manage and process adjustments/deductions" per active customer
21. Overhead and other costs to perform the process "manage and process adjustments/deductions" per \$1,000 revenue
22. Personnel cost to perform the process "manage and process adjustments/deductions" per process FTE
23. Total cost to perform the order-to-cash processes per \$1,000 revenue

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1. Percentage of active customers that are delinquent at any time during the year
2. Total uncollectible balances as a percentage of revenue
3. Outstanding payment days as a proportion of standard payment days
4. Percentage of receipts automatically matched to open items in the accounts receivable sub ledger
5. Percentage of receipts received electronically or automatically
6. Percentage of invoice line items paid in full the first time
7. Percentage of invoice line items invoiced using electronic or automatic methods
8. Number of FTEs that perform the processes "process accounts receivable (AR)", "manage and process collections", and "manage and process adjustments/deductions" per \$1 billion revenue
9. Percentage of customer accounts set up for automatic cash application
10. Number of FTEs that perform the process "process accounts receivable (AR)" per \$1 billion revenue
11. Number of FTEs that perform the process "manage and process adjustments/deductions" per \$1 billion revenue
12. Number of FTEs that perform the order-to-cash processes per \$1 billion revenue
13. Number of FTEs that perform the process "manage and process collections" per \$1 billion revenue
14. Percentage of invoice line items processed error free the first time
15. Value of sales order line items not fulfilled due to stockouts per \$1 million revenue

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1. Number of invoices processed per FTE that performs the process "process accounts receivable (AR)"

2. Number of customer accounts per FTE that performs the process "process accounts receivable (AR)"

3. Number of adjustments/deductions per FTE that performs the process "manage and process adjustments/deductions"

4. Number of invoices processed per FTE that performs the process "invoice customer"



**Achieve best-in-class Order to Cash KPIs  
and build a high-performance culture**

**Speak to an Expert Today**