

# Amount Collected per Account

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Amount Collected per Account

Definition & Measurement Details



## What is Amount Collected per Account?

The total dollar amount collected by the Collections function divided by the number of accounts managed by the Collections function over the same period of time. Include accounts at all stages of collections (i.e., early to late stage).

## Why should this KPI be measured?

Amount Collected per Account measures the total dollar amount collected by the Collections function in relation to the number of accounts managed by the Collections function over the same period of time. Low

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total dollar amount collected by the Collections function, (2) the number of accounts managed by the Collections function over the same period of time.

**ABRIDGED CONTENT**  
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# Amount Collected per Account

Benchmarks & Characteristics of High Performers



## Amount Collected per Account

Total Dollar Amount Collected / Total Number of Accounts in Collections



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**How to read this chart:** This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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