

Billing Error Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Billing Error Rate

Definition & Measurement Details



What is Billing Error Rate?

The number of bills to customers sent by the Accounts Receivable (AR) Department that contain errors divided by the total number of bills sent to customers over the same period of time, as a percentage.

Why should this KPI be measured?

Billing Error Rate measures the diligence of the Accounts Receivable (AR) Department in issuing bills to customers. Errors may include bills sent to the wrong address, improperly billed amounts, etc. Excessive billing

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of bills sent by the Accounts Receivable (AR) Department to customers that contained errors and (2) the total number of bills sent to customers.

ABRIDGED CONTENT
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Billing Error Rate

Benchmarks & Characteristics of High Performers



Billing Error Rate

(Number of Bills to Customers that Contain Errors / Total Number of Bills Sent to Customers) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer support (FAQs, chat, etc.)

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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