

Lockbox Item Processing Hold Over Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Lockbox Item Processing Hold Over Rate

Definition & Measurement Details



What is Lockbox Item Processing Hold Over Rate?

The number of payments not processed on the same day they were received divided by the total number of payments received over the same period of time, as a percentage.

Why should this KPI be measured?

Lockbox Item Processing Hold Over Rate measures the number of payments not processed on the same day they were received in relation to the total number of payments received over the same period.

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of payments not processed on the same day they were received, and (2) the total number of payments received over the same period of time. Include all

ABRIDGED CONTENT
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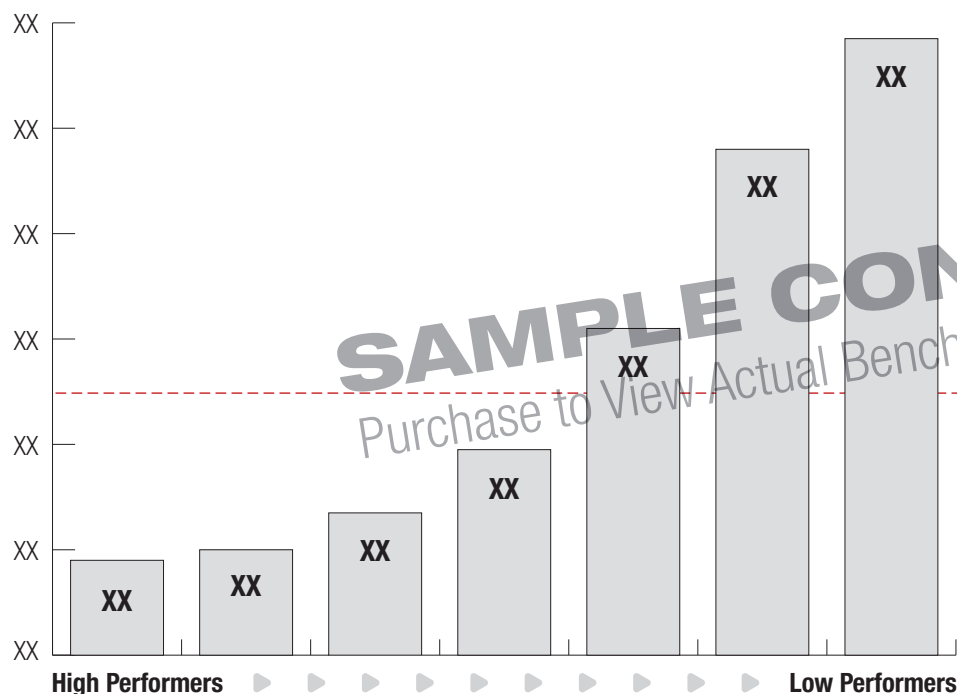
Lockbox Item Processing Hold Over Rate

Benchmarks & Characteristics of High Performers



Lockbox Item Processing Hold Over Rate

(Number of Payments Not Processed on the Same Day They Were Received / Total Number of Payments Received) * 100



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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