

Collections

Benchmarks, KPI Definitions & Measurement Details



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The OpsDog Collections Benchmarking Report



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The OpsDog Collections Benchmarking Report



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Report Details & Methodology

The OpsDog Collections Benchmarking Report



More than **600 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **15 KPIs** included in this report.¹

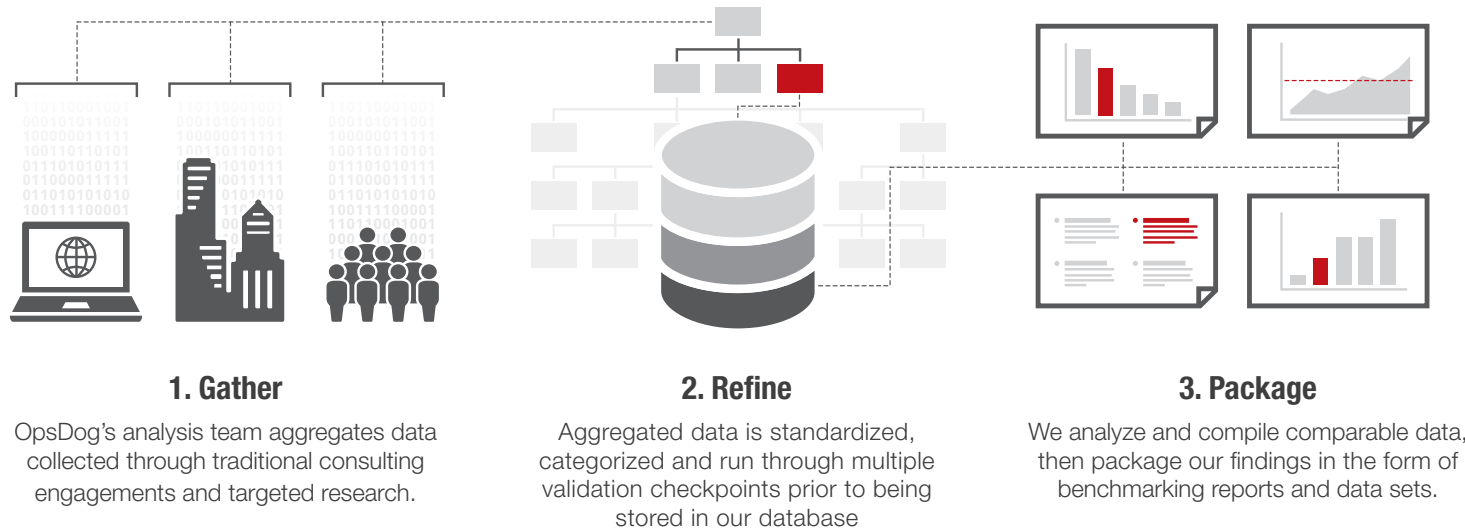
Data Range: 2012-2017

Region(s) Included: United States

Industries Included: Collections Agencies, Banking, Consumer Packaged Goods Operations

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue) and industry segments.

Methodology: Data Collection & Validation



Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E: info@opsdog.com

Note:

¹ The sample size of the observed data varies for each KPI.

Collections

Collections

- Deferment & Forbearance*
- Debt Sales*
- Collections Operations*
- Collections Account Maintenance*
- Collections Compliance*

The purpose of collections is to ensure that delinquent accounts are reconciled and paid in a timely, cost-effective manner. Companies must balance direct credit losses and the costs of debt recovery judiciously. Most companies are willing to allow small debts to lapse if the cost of recovery starts to exceed the amount being collected. Companies can afford to devote considerable time and energy, however, to the collection of larger debts. Typically, collections agencies follow an escalation method based on the number of days the account has been delinquent and the amount owed.

** This section is not included in this document.*

Percentage of Inbound Promises to Pay Kept

Definition & Measurement Details



What is Percentage of Inbound Promises to Pay Kept?

The number of promises to pay (PTP) made through inbound calls from delinquent customers that were actually paid/settled divided by the total number of customers who promised to pay on inbound calls over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Inbound Promises to Pay Kept measures the number of promises to pay (PTP) made through inbound calls from delinquent customers that were actually paid/settled in relation to the total number

How is this KPI calculated?

Two variables are used to calculate this KPI: (1) the number of promises to pay (PTP) made through inbound calls from delinquent customers that were actually paid/settled in relation to the total number of customers who

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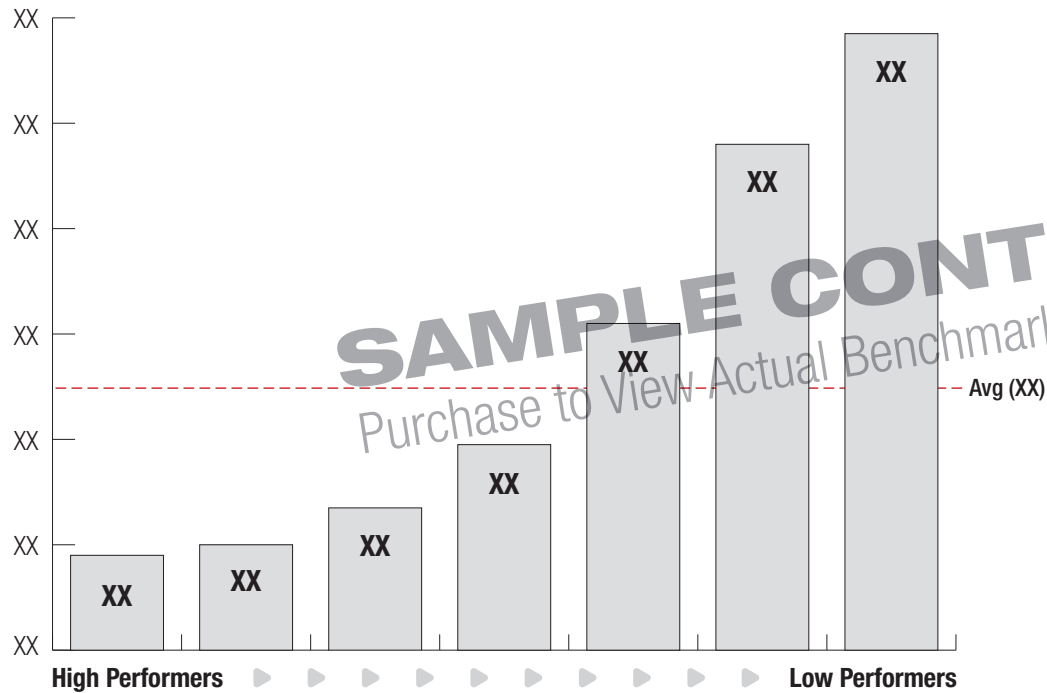
Percentage of Inbound Promises to Pay Kept

Benchmarks & Characteristics of High Performers



Percentage of Inbound Promises to Pay Kept

$(\text{Inbound Promises to Pay Kept} / \text{Total Inbound Promises to Pay}) * 100$



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.