

# Collections

*Benchmarks, KPI Definitions & Measurement Details*



**ABRIDGED CONTENT**  
Purchase to View Full Benchmarking Report!



# Table of Contents

*The OpsDog Collections Benchmarking Report*



<b>Collections KPIs</b>	<b>4</b>
Accounts per Collections Employee	5
Amount Collected per Account	7
Amount Collected per Collections Agent	9
Amount Collected per Collections Employee	11
Average New Collections Account Size	13
Collections Connect Rate	15
Collections Expense per Collections Employee	17
Collections Liquidation Rate	19
Collections Revenue as a Percentage of Total Amount Collected	21
Collections Revenue per Account	23
Collections Revenue per Collections Agent	25
Expense per New Collections Account	27
Percentage of Inbound Promises to Pay Kept	29
Percentage of Outbound Calls Resulting in Promise to Pay	31
Profit per Account in Collections	33

# Benchmarking Report Terms & Conditions

*The OpsDog Collections Benchmarking Report*

---



© 2017 OpsDog, Inc.

The OpsDog Benchmarking Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

**OpsDog, Inc.**

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888

# 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.<sup>1</sup>

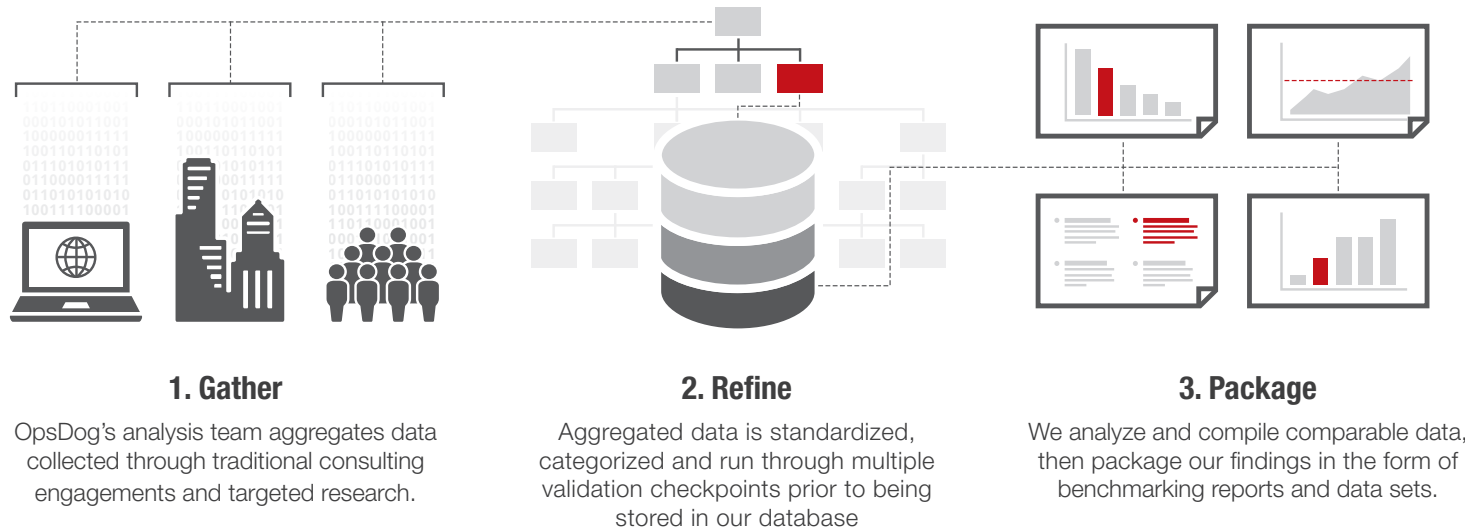
**Data Range:** 2012-2017

**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:

<sup>1</sup> 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

**ABRIDGED CONTENT**  
Purchase to View Full Definition & Measurement Details!

