

# Percentage of Invoices Received on Paper

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Percentage of Invoices Received on Paper

## Definition & Measurement Details



### What is Percentage of Invoices Received on Paper?

The number invoices received (from company vendors/suppliers) received on paper by the Accounts Payable (AP) Department divided by the total number of invoices received (electronic, paper, PDF) by the AP Department over the same period of time, as a percentage.

### Why should this KPI be measured?

The Percentage of Invoices Received on Paper is an indicator of invoice submission quality, and its potential impact on productivity, error rates, costs, and overall work quality within the company's Accounts Payable

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of invoices received on paper, and (2) the total number of invoices received by the Accounts Payable Department over the same period of time. Invoices

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# Percentage of Invoices Received on Paper

Benchmarks & Characteristics of High Performers



## Percentage of Invoices Received on Paper

(Number of Invoices Received on Paper / Total Number of Invoices 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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