

T&E Payment Error Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



T&E Payment Error Rate

Definition & Measurement Details



What is T&E Payment Error Rate?

The number of travel and entertainment (T&E) reimbursement payments that contain an error (not paid, incorrect amount, applied to wrong employee, not processed on-time, etc.) divided by the total number of T&E reimbursement payments processed over the same period of time, as a percentage.

Why should this KPI be measured?

T&E Payment Error Rate measures the percentage of travel and entertainment (T&E) payments made to employees that must be reversed, or re-issued to correct an error with the initial payment. A high

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of travel and entertainment (T&E) reimbursement payments processed containing an error, and (2) the total number of T&E reimbursement

ABRIDGED CONTENT
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T&E Payment Error Rate

Benchmarks & Characteristics of High Performers



T&E Payment Error Rate

(Number of T&E Expense Payments Containing an Error / Total Number of T&E Expense Payments Processed) * 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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