

# T&E Voucher Error Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# T&E Voucher Error Rate

## Definition & Measurement Details



### What is T&E Voucher Error Rate?

The number of travel and entertainment (T&E) vouchers submitted by employees that contained an error (e.g., insufficient documentation, wrong charge code, missing receipts, etc.) divided by the total number of vouchers submitted over the same period of time, as a percentage.

### Why should this KPI be measured?

Travel and Entertainment (T&E) Voucher Error Rate measures the overall accuracy of employee expense voucher submissions. A high rate of inaccurate submissions can be traced to some common root causes:

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of travel and entertainment (T&E) reports submitted by employees with errors, and (2) the total number of T&E vouchers.

**ABRIDGED CONTENT**  
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# T&E Voucher Error Rate

Benchmarks & Characteristics of High Performers



## T&E Voucher Error Rate

(Number of T&E Vouchers Submitted with an Error / Total Number of T&E Vouchers Submitted) \* 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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