

Open Standards Benchmarking Measure List

Credit Invoicing

Cost Effectiveness				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
103702	Total cost to perform the process "invoice customer" per \$1,000 revenue	$88.0410f / (88.0050 * .001)$	a	10743
103706	Total cost to perform the process "invoice customer" per invoice line item processed	$88.0410f / 88.0460$	a	10743
103709	Total cost to perform the process "invoice customer" per invoice processed	$88.0410f / 88.0430$	a	10743
103859	Total cost to perform the process "process customer credit" per \$1,000 revenue	$88.0220f / (88.0050 * .001)$	a	10742
101561	Outsourced cost to perform the process "invoice customer" per \$1,000 revenue	$88.0410e / (88.0050 * .0010)$		10743
101582	Outsourced cost to perform the process "process customer credit" per \$1,000 revenue	$88.0220e / (88.0050 * .0010)$		10742
102933	Personnel cost to perform the process "invoice customer" per \$1,000 revenue	$88.0410a / (88.0050 * .001)$		10743
103010	Personnel cost to perform the process "process customer credit" per \$1,000 revenue	$88.0220a / (88.0050 * .001)$		10742
103289	Systems cost to perform the process "invoice customer" per \$100,000 revenue	$88.0410b / (88.0050 * .00001)$		10743
103343	Systems cost to perform the process "process customer credit" per \$100,000 revenue	$88.0220b / (88.0050 * .00001)$		10743
103697	Total cost to perform the process "invoice customer" per process FTE	$88.0410f / 88.0400$		10743
103853	Total cost to perform the process "process customer credit" as a percentage of revenue	$(88.0220f / 88.0050) * 100$		10742
103855	Total cost to perform the process "process customer credit" per process FTE	$88.0220f / 88.0210$		10742
103857	Total cost to perform the process "process customer credit" per \$1 billion revenue	$88.0220f / (88.0050 * .000000001)$		10742
104464	Selling, general, and administrative (SGA) expenses as a percentage of business entity revenue	$(88.0060 / 88.0050) * 100$		10009
104466	Total cost to perform the process "process customer credit" per process FTE	$(88.0220f / 88.0210)$		10742
Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101035	Number of FTEs for the process "invoice customer" per \$1 billion revenue	$88.0400 / (88.0050 * .000000001)$	a	10743

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Process Efficiency				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101114	Number of FTEs for the process "process customer credit" per \$1 billion revenue	$88.0210 / (88.0050 * .000000001)$	a	10742
102142	Percentage of invoice line items processed error free the first time	88.0540	a	10743
102134	Percentage of invoice line items invoiced using electronic or automatic methods	88.0490		10743
102161	Percentage of invoices automatically generated based on event triggers	88.0440		10743
104166	Total uncollectable balances as a percentage of revenue	$(88.0250 / 88.0050) * 100$		10745
Cycle Time				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100164	Cycle time in days to generate complete and correct billing data	88.0570	a	10743
100178	Days sales outstanding	88.0240	a	10744
100561	Cycle time in days for credit approval	88.0330	a	10742
100558	Cycle time in days between transmission of invoice and shipment of goods or delivery of services	88.0560		10743
Staff Productivity				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101280	Number of invoice line items processed per "invoice customer" FTE	$88.0460 / 88.0400$	a	10743
101287	Number of invoices processed per "invoice customer" FTE	$88.0430 / 88.0400$	a	10743
100878	Number of active customers per "process customer credit" FTE	$88.0280 / 88.0210$		10742
100902	Number of credit reviews per "process customer credit" FTE	$88.0290 / 88.0210$		10742
Supplemental Information				
Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100230	Average number of line items per invoice	$88.0460 / 88.0430$		10743
100387	Average value per line item billed	$88.0470 / 88.0460$		10743
101870	Percentage of billed/invoiced line items offering a discount	$(88.0520 / 88.0460) * 100$		10743

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Supplemental Information

Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
102157	Percentage of invoice line items that are denominated in a foreign currency	$(88.0510 / 88.0460) * 100$		10743

About APQC's Open Standards Benchmarking

- APQC is the steward of the open standard benchmarking content. Content is developed and reviewed by various subject matter experts.
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