













**Of all late payments, which percentage are caused by errors and which percentage are caused by customer cash issues?**






		Response Percent	Response Count
90-100% errors, 0-10% cash issues		6.9%	36
80-90% errors, 10-20% cash issues		4.4%	23
70-80% errors, 20-30% cash issues		4.6%	24
60-70% errors, 30-40% cash issues		5.8%	30
50-60% errors, 40-50% cash issues		3.3%	17
40-50% errors, 50-60% cash issues		3.9%	20
30-40% errors, 60-70% cash issues		5.2%	27
20-30% errors, 70-80% cash issues		8.5%	44
10-20% errors, 80-90% cash issues		17.2%	89
<b>0-10% errors, 90-100% cash issues</b>		<b>36.3%</b>	<b>188</b>
Other (please elaborate in comments section)		1.9%	10
I don't know.		1.9%	10

Please provide any comments here. 68

**answered question 518**

**skipped question 0**

**Of the percentage of late payments caused by errors, which department takes the lead in reconciling/correcting the error?**

		Response Percent	Response Count
Credit		59.5%	308
Sales		10.8%	56
Customer Service		11.2%	58
Invoicing/Billing		13.1%	68
Other (please elaborate in comments section)		5.4%	28

Please provide any comments here.

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**answered question**

**518**

**skipped question**

**0**