

NACM QUARTERLY METRICS SURVEY

A Benchmarking Resource for Credit Professionals

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Gain Access to Industry Benchmarks

When you participate in the Quarterly Metrics Survey, you'll gain access to exclusive benchmarking data that reflects real-world accounts receivable performance across companies like yours. You'll be able to see how your aging buckets, collections, and bad debt levels compare to others in your industry. This kind of insight is difficult to find elsewhere and can help support internal reporting, performance evaluation, and strategic planning.

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Stay Ahead of Payment Trends

The survey captures shifts in customer payment behavior, such as increases in delinquencies or changes in how quickly customers are paying invoices. Having access to these trends on a quarterly basis allows you to adjust strategies before small issues become bigger problems. Whether you're watching for economic shifts or industry-specific slowdowns, the data can help you spot red flags early.

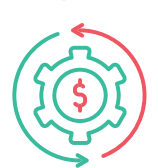
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Participate Once, Benefit All Quarter

Completing the survey takes just a few minutes each quarter. Your one-time input each cycle contributes to a resource you can use again and again for the next three months. It's a simple, high-impact way to stay informed about key performance trends in credit and collections.

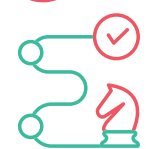
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Make Smarter, Data-Backed Decisions

Access to reliable, timely data gives you a stronger foundation for making informed credit decisions. Whether you're adjusting terms, evaluating customer risk, or justifying resource needs within your department, the survey results provide real-world benchmarks to support your strategy and recommendations.

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Confidential and Secure

All survey responses are kept strictly confidential. No individual company data will ever be identified or shared. NACM takes data privacy seriously, and the structure of the survey ensures that sensitive company information is protected at all times.

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Help Represent Your Industry

We aim to break down the survey results by industry sector, which is only possible if we have enough data from each area. By participating, you help ensure that your sector's experience is reflected in the results. That's critical for making the benchmarks truly useful and relevant to your day-to-day operations.

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Help Build a Stronger Credit Community

Your participation directly contributes to a broader effort to strengthen the business credit community. The more members who submit data, the more reliable and representative the results will be, allowing NACM to provide high-quality, insights that credit professionals across the country can use to make better decisions. It's a way to give back to the profession while benefiting from the shared knowledge of your peers.

The goal of NACM's Quarterly Survey is to calculate a Days Sales Outstanding (DSO) value across industries to analyze trends over time.

With sufficient participation, DSO values and trends will be calculated by industry. All data will be aggregated to identify patterns and trends across groups. Respondent identity will remain strictly confidential; as the data is analyzed, only the revenue size of the respondent and the SIC code of the firm or division which the data covers will be shared. If the data provided covers only a division or department, please enter the SIC code that applies. Data by calendar quarter is requested so that it can be consistently interpreted.

Looking back over the last quarter (Quarter and Year), please provide the following information:

1. Is this response for your consolidated company or for an operating/legal division?
Consolidated company Operating or legal division
2. In which country is your company headquartered?
3. In which state/province is your company headquartered?
4. Based on annual revenue, would you define your company as small, medium or large?
5. How many employees (approximately) are involved in credit granting and risk analysis?
6. How many employees (approximately) are involved in collections?
7. How many employees (approximately) are involved in cash applications?
8. How many employees (approximately) are involved in deductions?
9. Please provide the breakdown of your gross accounts receivable (AR), by aging time buckets, by dollar amount, for the quarter (Month/Year thru Month/Year):

Total outstanding receivables:

Current:

1 - 30 days past due:

31 - 60 days past due:

61 - 90 days past due:

91 days or more past due:

10. Please enter the following for each month:

	MONTH 1	MONTH 2	MONTH 3
Gross AR balance			
Collected			
Net revenue			

11. What percentage of net revenue did your company charge off as bad debt for the quarter (Month/Year thru Month/Year):

I have answered as many questions as possible; however, my company does not permit me to share some of the data requested.