

# *Order-To-Cash Benchmarks from CRF and Sidetrade Show Continued Collections Struggles*

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*As originally published in the Credit Research Foundation 3Q 2024 Credit & Financial Management Review*

## ***Abstract***

*Order-to-Cash performance metrics continue to decline. Learn about some recent statistics gathered by Sidetrade and CRF and how to proactively monitor your accounts. Don't just read about statistics – participate in data gathering next quarter to receive a full report on industry specific DSO and CEI metrics to see how your company compares.*

Cash collectors beware. It's a rough environment for businesses to get paid promptly for delivering goods and services. And it's unclear when that trend will turn around.

"What we're hearing is that there are some cash-strapped customers out there who are delaying payment," says Michael Bevilacqua, Chief Content & Education Officer at the Credit Research Foundation (CRF). "Companies are really trying to keep their cash flow running. They're also finding it more difficult to collect."

The trend is evident in CRF's 2nd Quarter 2024 findings in its National Summary of Domestic Trade Receivables.

For example, CRF's data on Days Sales Outstanding (DSO) is up to...

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