**ECAMS Pilot Metrics**

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|  | **Description** | **How is the Metric Measured?** | **Where Does the Data Reside?** | **Report Frequency & to Whom** |
| 1. | **Cycle Time****Charter** - reduce processing time to 15 days or less | Accounting receipt date to SCO submit date within **“15”** days or less | PIMS (invoice processing stats) | Monthly - Management |
| 2. | **Dispute Rate and Reason Code****Charter** - reduce disputed invoices to less than 5 percent | “dispute” and “reason code” if not populated then no disputes | PIMS (invoice processing stats) | Monthly - Management |
| 3. | **First Time Through Rate****Charter** - achieve a first time through rate of 95 percent | No disputes, no problems, no errors, schedule for payment and done | PIMS (invoice processing stats) | Monthly - Management |
| 4. | **Return Rates and Error Codes** | CAM to Recipient (reason code and reapprove)CGL to CAM (reason code and reapprove)Accounting to CGL (reason code and reapprove) | PIMS (invoice processing stats) | Monthly - Management |
| 5. | **Number of Cancelled Invoices** | By agreementCancel invoice with reason in PIMS | PIMS (invoice processing stats) | Monthly - Management |
| 6. | **Reporting @30 days** | Report has been developed to capture #1-5 above | PIMS (invoice processing stats) | Monthly - Management |