

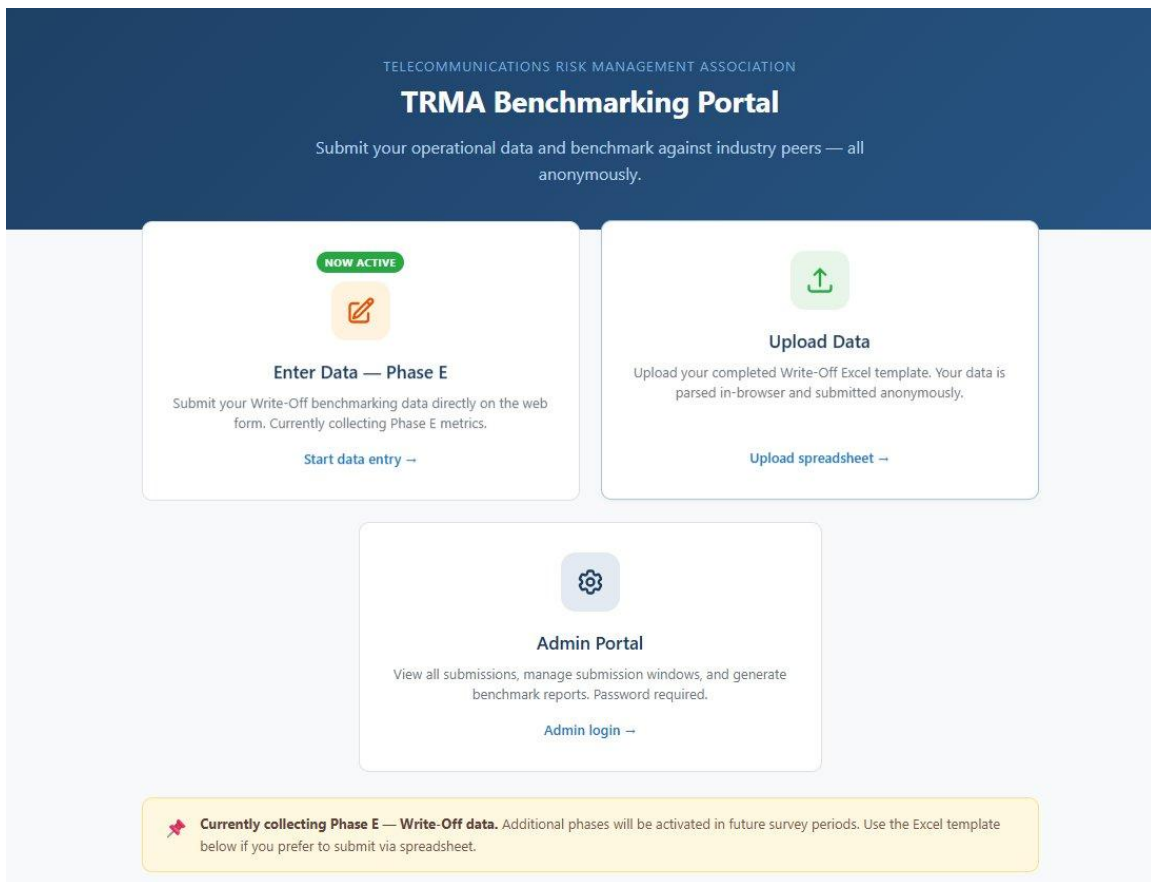
# TRMA Benchmarking Portal

## Member Participation Guide

[trma2026.github.io/trma-benchmarking](https://trma2026.github.io/trma-benchmarking)

### Overview

The TRMA Benchmarking Portal collects anonymous operational data from member companies across the credit lifecycle. Data collection currently focuses on Phase E — Write-Offs, with additional phases to be activated in future survey periods. Your participation directly determines the value of the industry reports — the more members contribute, the richer the benchmarks.



*Portal home page — choose web form entry or spreadsheet upload*

### How to Submit Your Data

You have two options for submitting data. Choose whichever works best for your team.

#### Option 1 — Web Form (Online Data Entry)

The web form walks you through each metric one section at a time. It's the easiest option if you're entering data directly and don't need to coordinate across departments.

- Click [Start data entry →](#) from the portal home page

- Select your reporting month, year, and service type
- Work through each metric section — gold fields calculate automatically
- Save a draft at any time, or submit when complete
- No login or account required

▶ SECTION E - WRITE-OFFS

### Accounts Receivable & Write-Offs

Enter your organization's write-off metrics for the reporting period below. Gold fields calculate automatically. Warnings appear if category and type totals don't reconcile.

Historical data welcome. Submitting data from prior years (e.g., 2025) is allowed and encouraged — prior-year submissions will be included in trend reporting.

REPORTING MONTH  
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

REPORTING YEAR  
2023 2024 2025 2026 2027

SERVICE TYPE ✓  
Wireless Carrier Fixed Services Both (combined)

53 Write-Offs by Disconnect Category ✓ OK

49a # Accounts — Voluntary Disconnects	49b # Accounts — Involuntary Disconnects
40000	40000
49c # Accounts — Other / Unknown	49f Total # Accounts Written Off <b>80000</b>
40000	120000
<b>TOTAL ACCOUNTS (CATEGORY) 120,000</b>	
50a Gross \$ Written Off — Voluntary	50b Gross \$ Written Off — Involuntary
40000	40000

Section E — Write-Offs web form: select reporting period and service type, then enter metrics

53 Additional Write-Off Metrics

53 Write-Off Lag — avg days from disconnect to write-off  
days

54 # Written-Off Accounts with Unreturned Equipment Charges  
0

FIELDS ENTERED 0 / 2

Warnings do not block submission — they flag reconciliation issues for your review. Month, year, service type, and company code are required before submitting.

Save Draft Submit Write-Off Data →

Bottom of the form — save a draft or submit when ready

### Option 2 — Excel Template Upload

If you prefer to gather data offline, circulate it internally, or have multiple people contribute, use the downloadable Excel template.

- From the portal home page, click Upload spreadsheet →
- Step 1: Select your service type (Wireless Carrier, Fixed Services, or Both)
- Download the Write-Off Template if you haven't already completed it
- Step 2: Drag and drop your completed .xlsx file or click to browse
- Step 3: Review the detected data and click Submit Data ✓

1 Service Type & Year 2 Upload File 3 Review & Submit

### Service Type & Reporting Year

Select your service type and the reporting year for this submission. Your spreadsheet's monthly data will be imported under the year you select here.

**Historical data welcome.** Your spreadsheet can include any combination of months across any year. All months with data will be uploaded in a single submission — no need to upload month by month.

SERVICE TYPE — Select —

REPORTING YEAR — Select —

Download Write-Off Template Upload File →


Upload wizard — Step 1: select service type and download the template if needed

1 Service Type    2 Upload File    3 Review & Submit

### Upload Your Completed Template

Upload your completed **TRMA Write-Off Upload Template** (.xlsx). All months with data will be detected and imported automatically.

**Need the template?**  
Download and fill in the Write-Off Data Entry tab, then upload it here. [Download Template](#)

  
**Click to browse** or drag & drop your .xlsx file here  
Accepts .xlsx files only · All months detected automatically

[← Back](#)    [Review Data →](#)

Upload wizard — Step 2: drag and drop your completed .xlsx file

Your submission is anonymous — no company name is stored in the database. Benchmark reports show aggregated data only; no individual company data is ever shared with other participants.

[← Back](#)    [Submit Data ✓](#)

Step 3: review and submit — your submission is always anonymous

Your submission is anonymous — no company name is stored in the database. Benchmark reports show aggregated data only; no individual company data is ever shared with other participants.

✓ 4 month(s) submitted successfully for 2025. Thank you for contributing to the benchmark.

[← Back](#)    [✓ Submitted](#)

Confirmation screen — successful submission with month count

**Your submission is always anonymous.**  
No company name is stored in the database. Benchmark reports show aggregated data only — no individual company data is ever displayed or shared with other participants.

## Report Access & Participation Threshold

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To protect member confidentiality and ensure statistical reliability, benchmark reports are only released once a minimum of 8 companies have submitted data for that phase. Reports are distributed by the TRMA administrator and furnished one year at a time.

Until the threshold is met, your submitted data is securely stored and will be included in reports as soon as enough participants have contributed. You will be notified when reports become available.

### **Minimum threshold: 8 companies per phase**

Reports are distributed by the TRMA administrator once the threshold is met. Historical data submissions (prior years) are encouraged and will be included in trend reporting.

## Helpful Tips

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- Historical data is welcome — you can submit data from 2023, 2024, or 2025 at any time
- The spreadsheet upload accepts all months at once — no need to upload month by month
- Warnings in the web form flag reconciliation issues but do not block submission
- Gold-highlighted fields in the web form calculate automatically — do not enter values in those fields
- Month, year, service type, and company code are required before submitting the web form
- A Data Dictionary defining every field is available for download on the portal home page — use it to keep submissions consistent
- Involuntary write-offs can now be broken out into Non-Pay and Never-Pay sub-categories in both the web form and the Excel template — these are optional but encouraged

## Questions?

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Contact the TRMA office for assistance:

[tclark@trmanet.org](mailto:tclark@trmanet.org)

Additional phases will be activated in future survey periods. Watch for announcements from TRMA on upcoming data collection windows.