# Payables Strategy Series: Part 4

# EFFICIENCY IN PAYABLES



# **CRAIG JEFFERY**

Managing Partner, Strategic Treasurer

# **JACK SEVIER**

Director of Product Management, Comdata



### WHAT.

Foundational elements for improving efficiency with card payments.



### WHEN.

Thursday, November 5, 2020 2:00 PM - 3:00 PM EST



### WHERE.

Live Online Presentation Replays at StrategicTreasurer.com











# **ABOUT THE SPEAKERS**

### GET TO KNOW TODAY'S SUBJECT MATTER EXPERTS



# **CRAIG JEFFERY**

Craig Jeffery formed Strategic Treasurer in 2004 to provide corporate, educational, and government entities direct access to comprehensive and current assistance with their treasury and financial process needs.

His 30+ years of financial and treasury experience as a practitioner and as a consultant have uniquely qualified him to help organizations craft realistic goals and achieve significant benefits quickly.



### **JACK SEVIER**

Jack Sevier is a Director of Product Management for Comdata. He is responsible for product strategy and development for the company's corporate payments products and supplier solutions. Prior to joining Comdata, Jack led corporate strategy in logistics, partnerships, pricing and inventory for transportation and logistics organizations.

Jack holds a bachelor's degree from the University of Mississippi, a master's degree from Middle Tennessee State University, and an MBA from Rutgers Business School.





# TOPICS OF DISCUSSION

TODAY'S KEY AREAS OF FOCUS

Efficiency may be a never-ending quest, but most organizations know they have far to go to move into the leading practice/world class practice area in this space.



PAYMENTS IN CONTEXT



**CARD OVERVIEW** 



**FOCUS ON EFFICIENCY** 



**STREAMLINE & SLACK** 



**AUTOMATION BENEFITS** 



**KEY TAKE-AWAYS** 

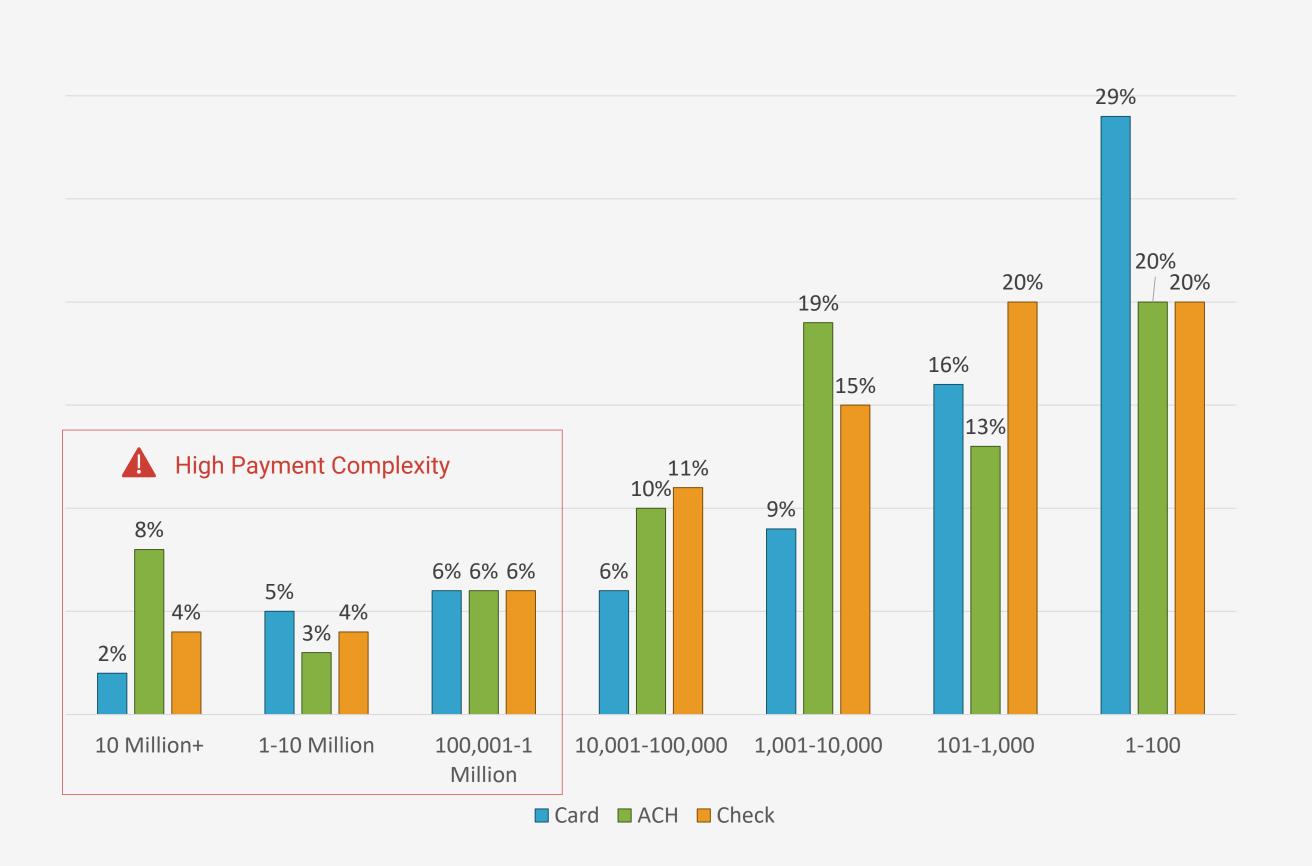




# PAYMENT MIX

# MONTHLY PAYMENT VOLUMES

What is your approximate volume of payments generated globally per month?





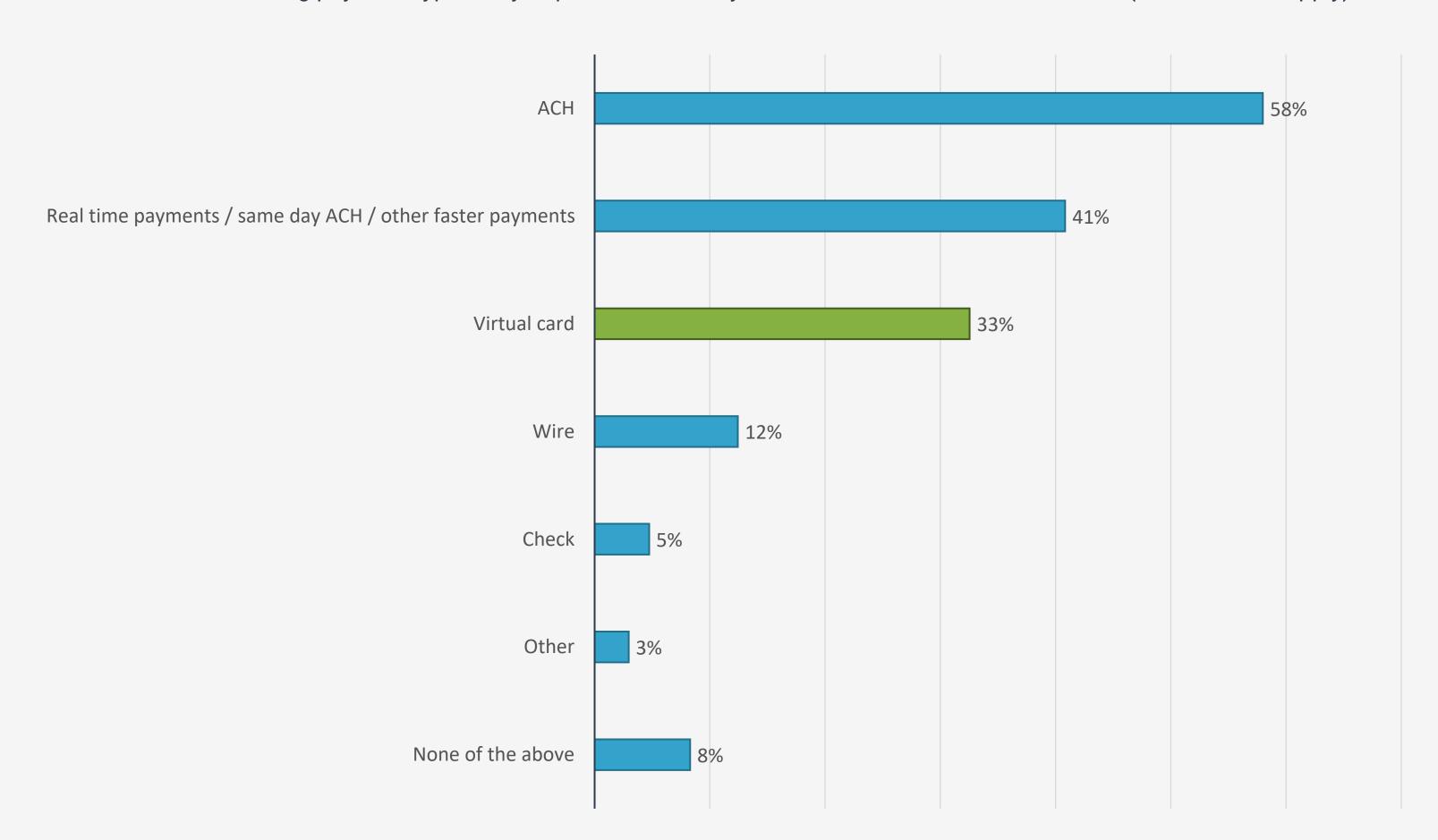




# **FUTURE USE**

# SIGNIFICANT INCREASE OF ADOPTION

>> Which of the following payment types do you plan to increase your use of over the next 12 months? (Select all that apply)







# MAKING PAYMENTS

PERSONAL vs. BUSINESS



### **AT HOME**

- One Provider
- Online Bill Pay
- Almost Zero Checks
- E-Bills
- Banking Apps
- Remote Check Deposit
- Instant Fraud
   Notification



### **AT WORK**

- Numerous Providers
- Paper Invoices
- Paper Checks
- Manual Data Entry
- Filing Cabinets
- Searching for Lost Payments
- Tracking Down Approvals
- Answering Calls from Suppliers

64%
B2B payments
are still being
made with
check

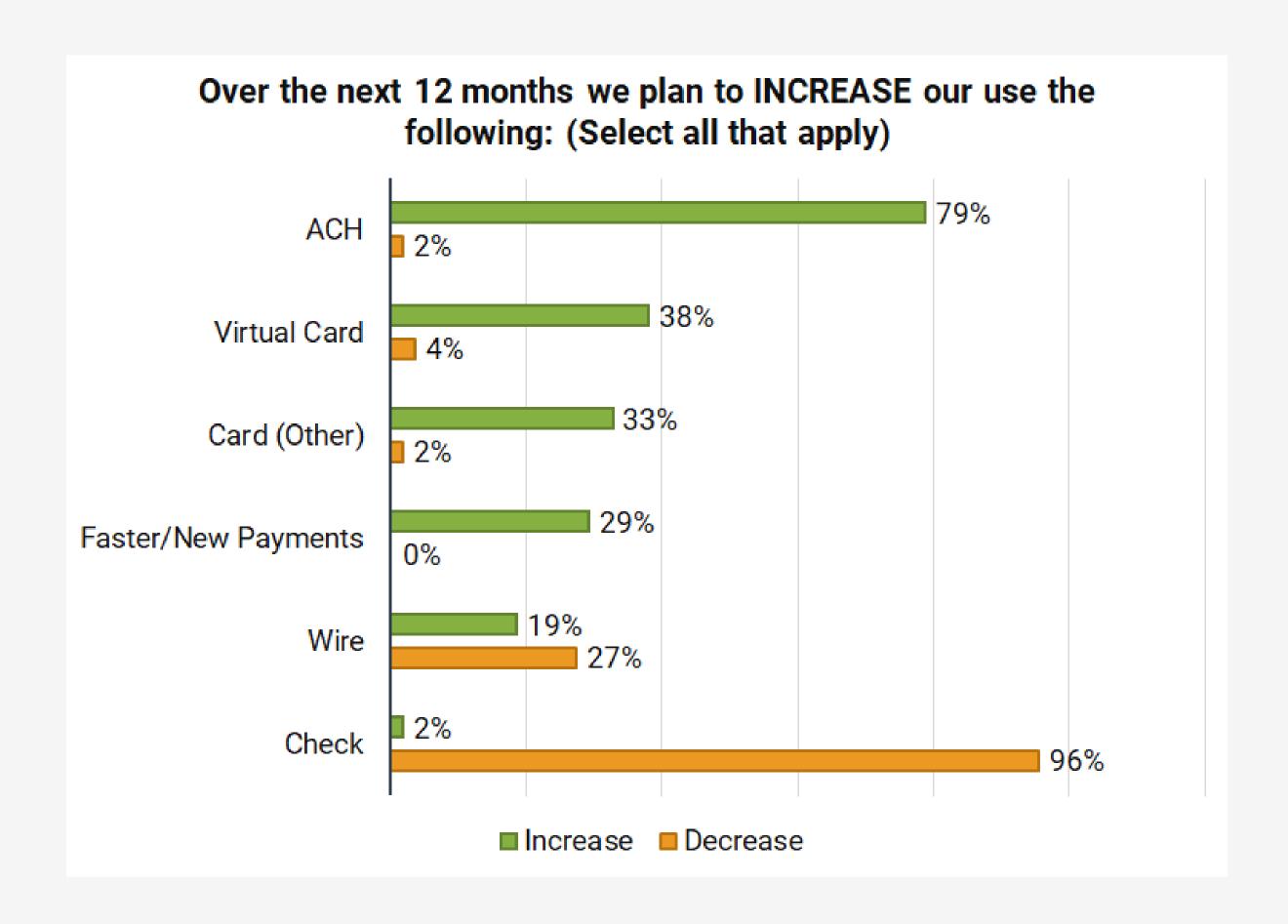
of consumer payments are made electronically

**BUSINESS PAYMENTS ARE 30 YEARS BEHIND.** 





# POLL QUESTIONS

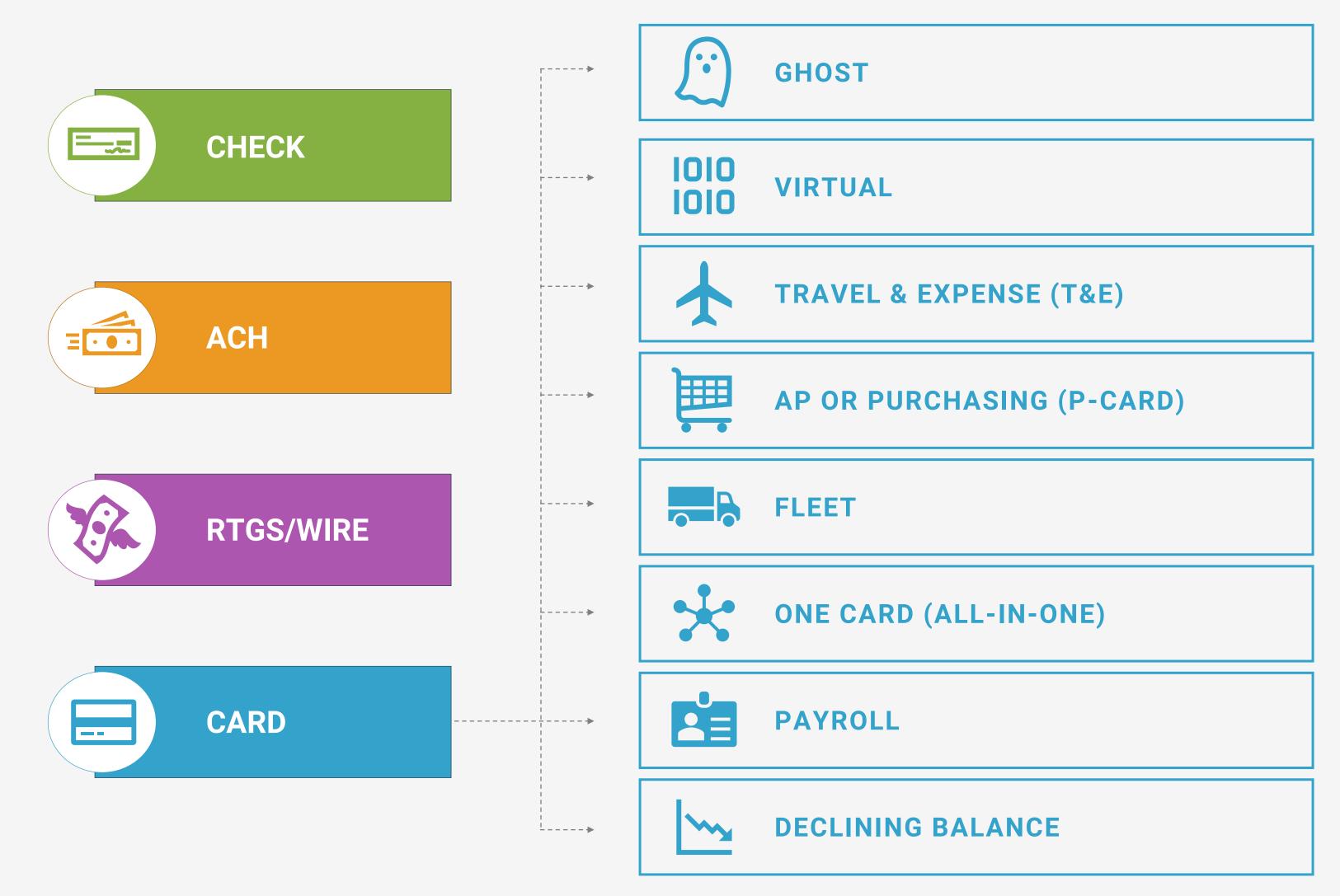






# PAYMENT SPECTRUM

EQUIPPING AP & TREASURY WITH FLEXIBLE OPTIONS



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# CARD PAYMENT PROCESS

IN SIX STEPS



CARD PURCHASE



PAYMENT REQUEST TRANSMITTED



PAYMENT AUTHORIZED



TRANSACTION DELIVERED



CARD PAYMENT PROCESSED



**SETTLEMENT** 

The process
begins with a
customer
making a
purchase using
a card – in
person or online

The merchant then transmits the payment request through its bank

Issuing bank approves or rejects the payment. If approved, a hold is placed on the cardholder's available funds and an authorization response is delivered back to the merchant

Payment is approved and transaction data is submitted by the merchant to their bank, who then forwards the information to the issuing bank through a network

Issuing bank
converts the
hold on the
customer's
credit limit into
an actual charge
that will appear
on their monthly
statement

Settlement is carried out by the network operator who tracks the net position of each participant, collects funds from the appropriate party and transfers those funds to the receiving party.





# KEY PAYMENT CONSIDERATIONS

# FOR AP & TREASURY



### **EFFICIENCY**

The speed and accuracy with which card payments can settle and the transaction details can be stored is a point of emphasis for treasury.



### **COST EFFECTIVENESS**

How do card programs compare to ACH, check and wires?



### **SECURITY**

Card data must be protected from external theft, as well as misuse by company employees.





### **COMPLIANCE**

Regulations such as PCI DSS must be adhered to when processing and storing card data.



### **ADOPTION & PROMOTION**

Card programs will only be successful so long as vendors and partners accept cards as a viable form of payment.



### **TRANSPARENCY & CONTROL**

Treasury will need access to card activity for purposes of managing spending and tracking the flow of funds.

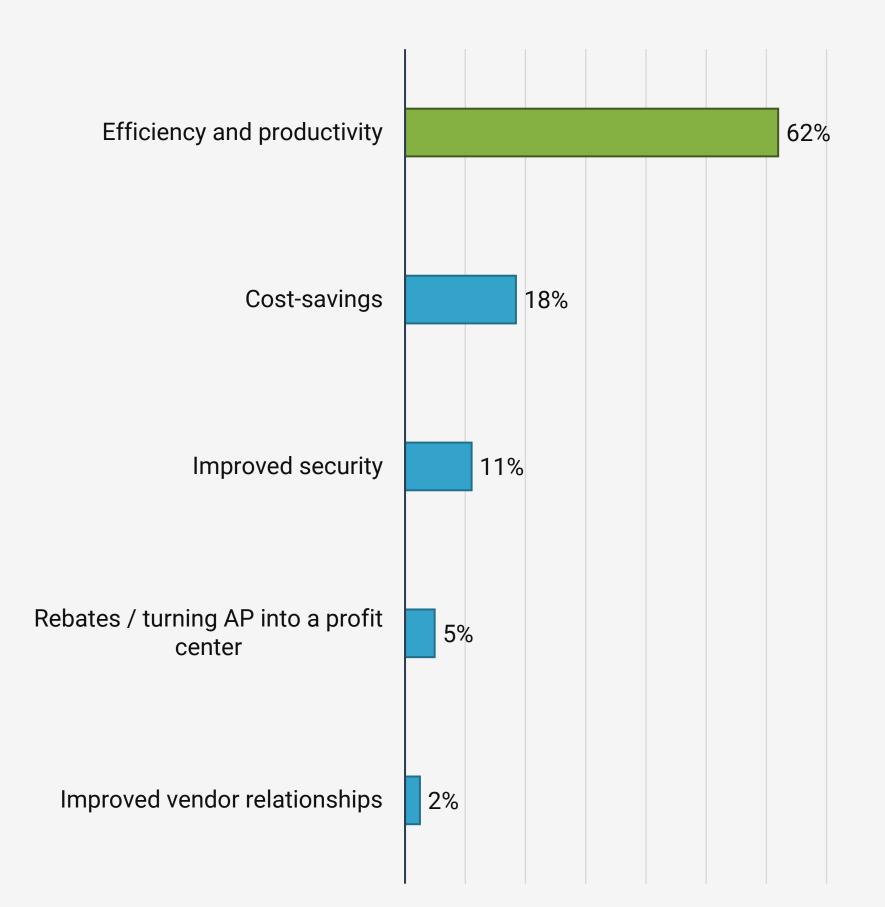




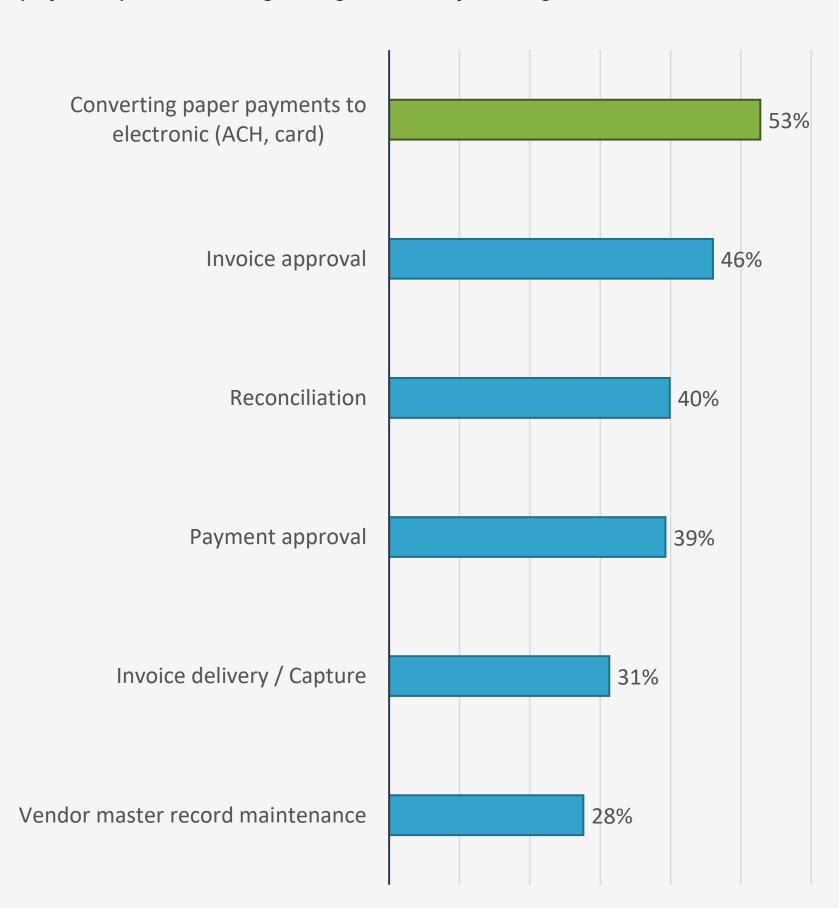
# EFFICIENCY: TOP AUTOMATION DRIVER

### BY A WIDE MARGIN

With regards to accounts payable, which MOST drives the desire for process automation?



What are the most important components of the accounts payable process for gaining efficiency through automation?





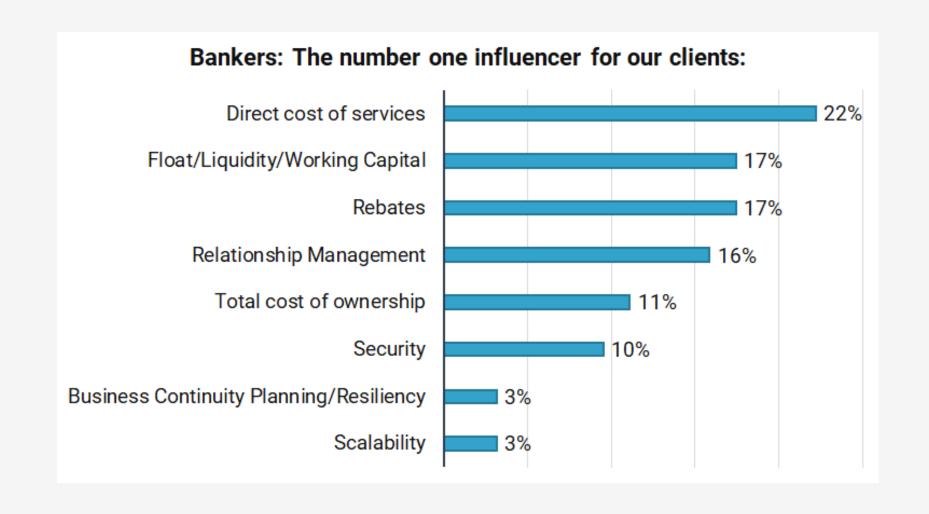


# **POLL QUESTIONS**

# **CORPORATES**

# Corporates: The following are important or very important to our automation initiatives: (Select all that apply.) Efficiency Cost Savings Security Business Continuity Working Capital Rebates Relationships 21%

### **BANKS**

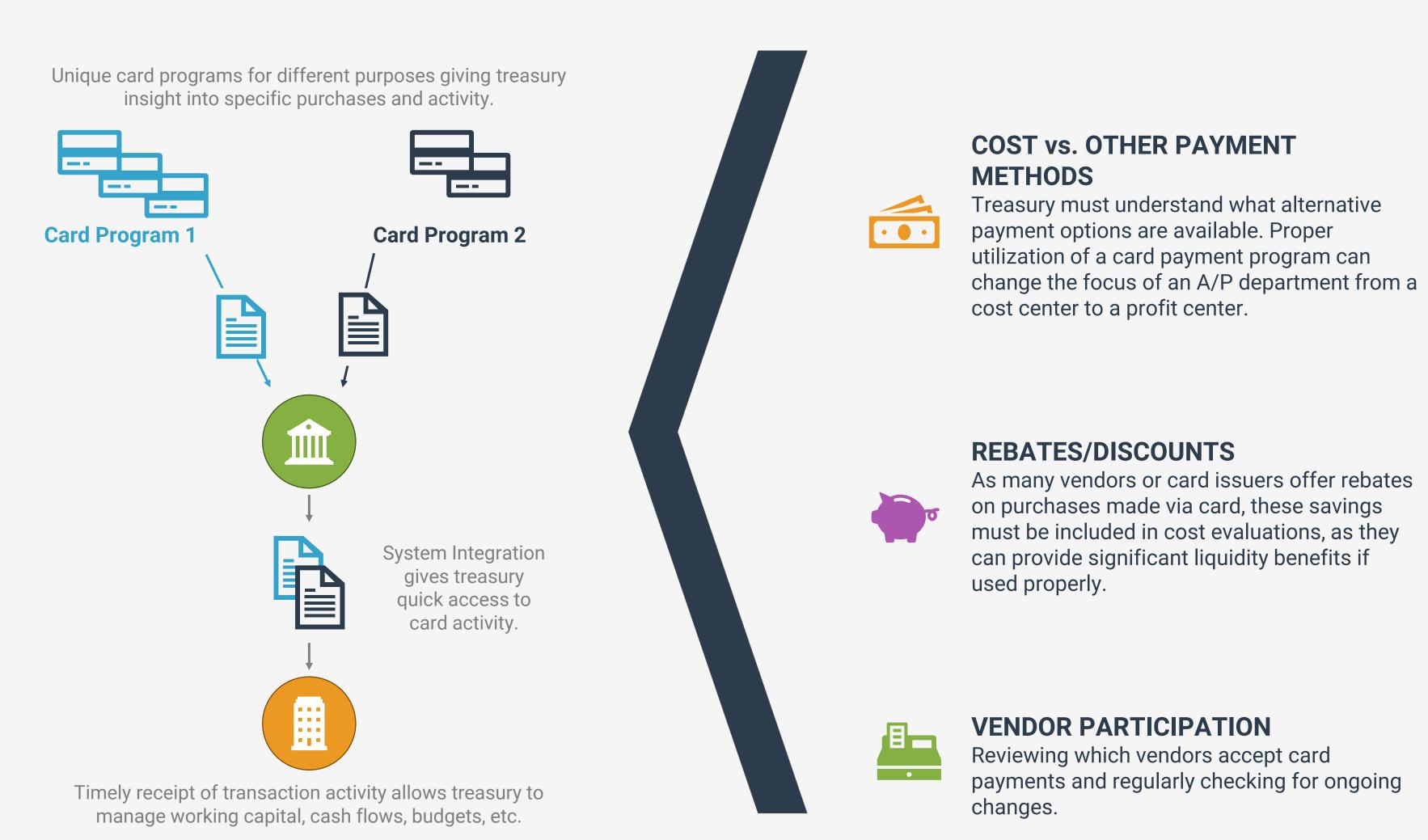






# STREAMLINING THE WORKFLOW

### **EFFICIENCY & COST-EFFECTIVENESS**

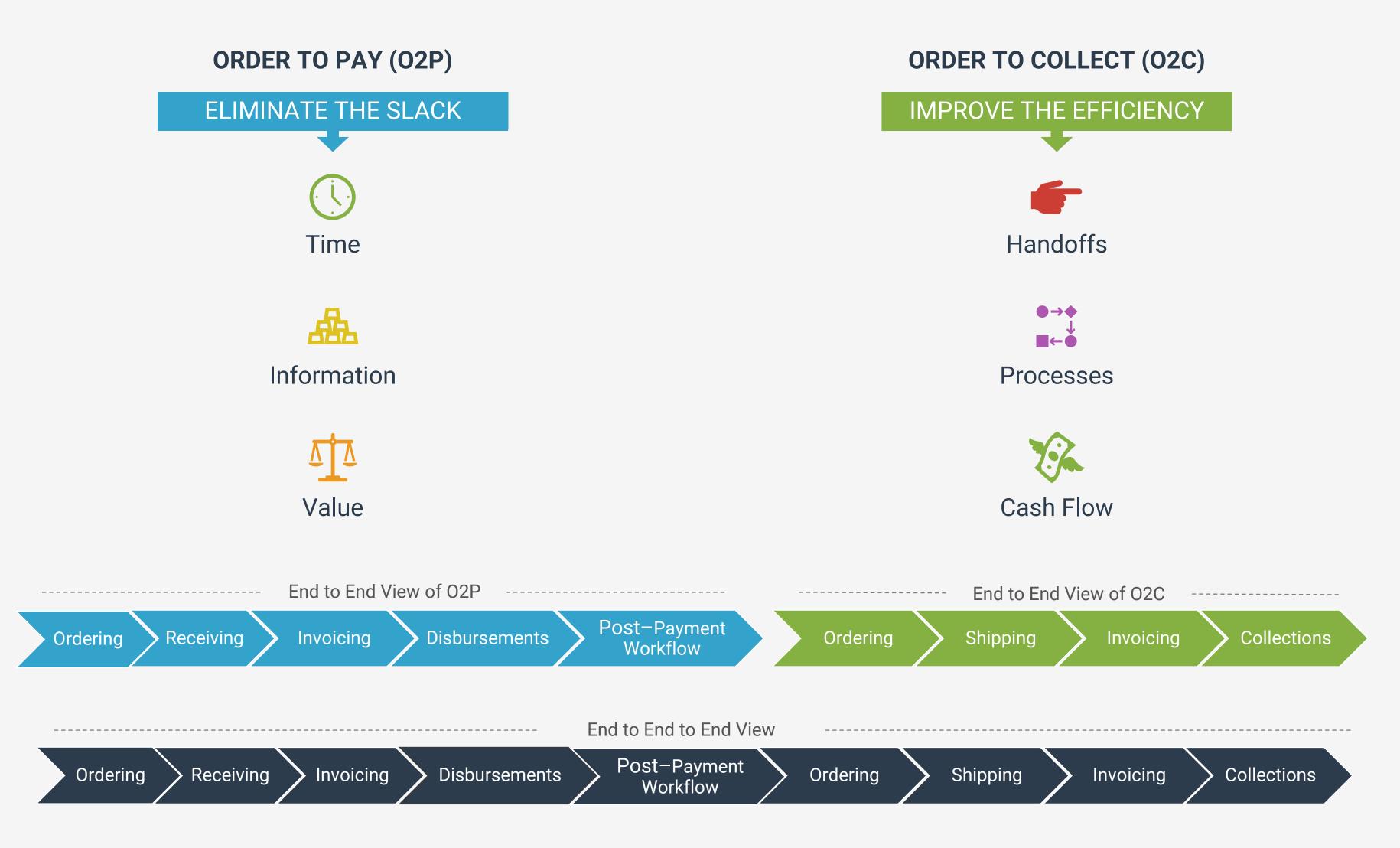






# PAYMENT SLACK

REMOVE SLACK, GAIN EFFICIENCY



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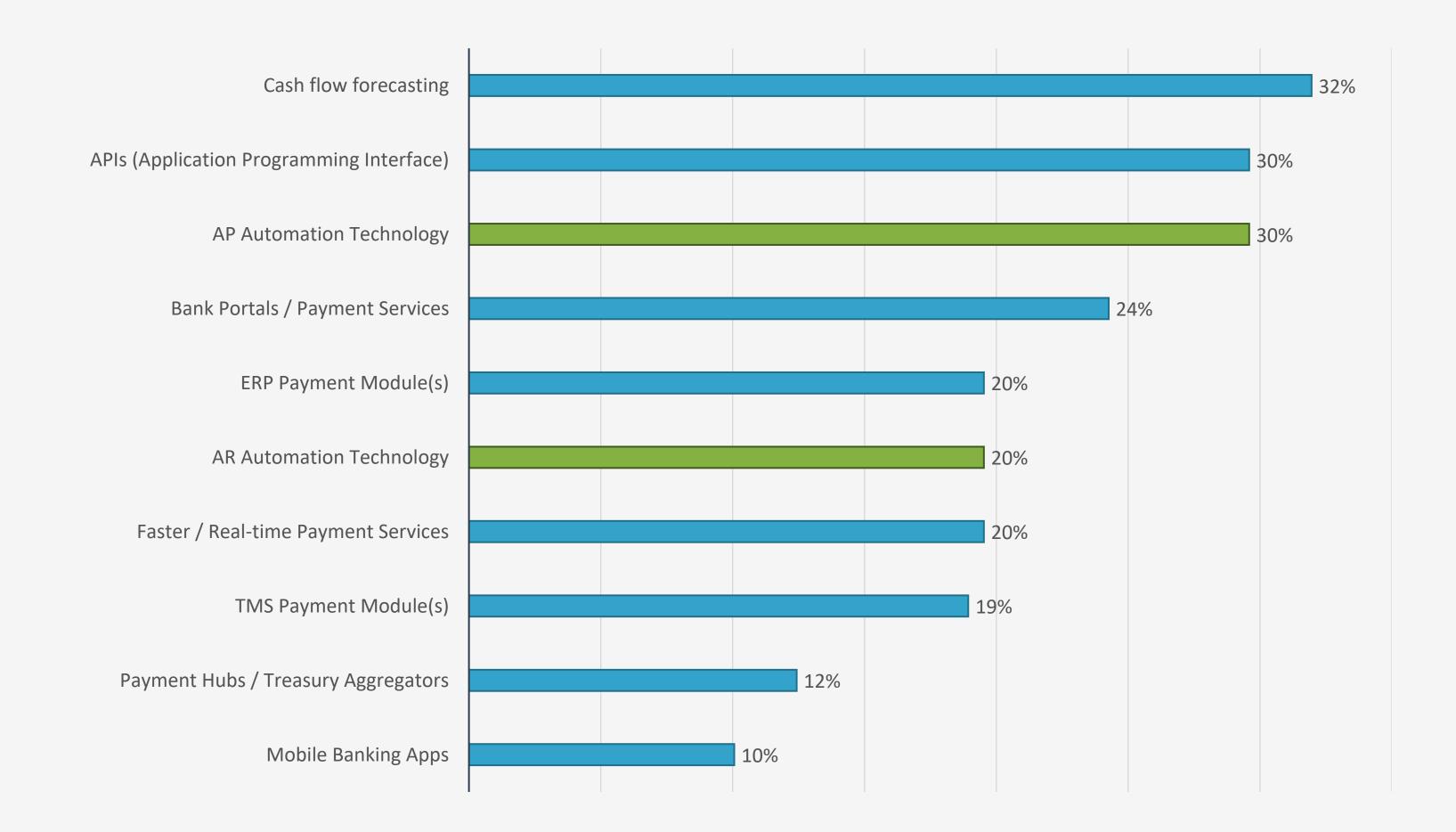




# INVESTING IN AP/AR

# **AUTOMATION TECHNOLOGY**

>> What types of payment technologies do you intend to invest significantly in over the next 12 months? (Select all that apply)







# AP AUTOMATION OPTIONS

THREE PATHS

# **VIRTUAL CARD ONLY**



- Convert 25-50% of check payments
- Eliminate 1099 card reporting
- Earn 1-2% cash back monthly on payables
- Concierge service for portal payments
- Proprietary payment rails with rebates

# SINGLE DISBURSEMENT FILE



- Single file transmission for all types
- Offsite check & mail center
- Settlement via current bank account

# MANAGED AP SERVICE



- Pay 100% of invoices electronically
- Multi-level workflow payment approval
- Eliminate 1099 card reporting
- Reallocate 1-2 FTE in AP to strategic tasks
- Earn 1-2% cash back monthly on payables
- Risk mitigation on fraud
- Decrease transaction costs by 70%





# FACTORS TO CONSIDER

### CARD CONSIDERATIONS THAT AFFECT EFFICIENCY



# VENDOR ADOPTION

Vendor
preferences
for different
payment
types vary



# CARD PAYMENT SECURITY

Fraud
continues to
impact the
corporate
environment
and treasury in
particular



# FUTURE ADVANCES

Don't
implement a
service or
solution that
quickly
becomes
obsolete or
not widely
implemented



# VALUE & LIQUIDITY MGMT.

Cards often
have
cumulative
fees and/or
rebates
available that
are typically
not offered
with wires,
checks, ACH,
etc.



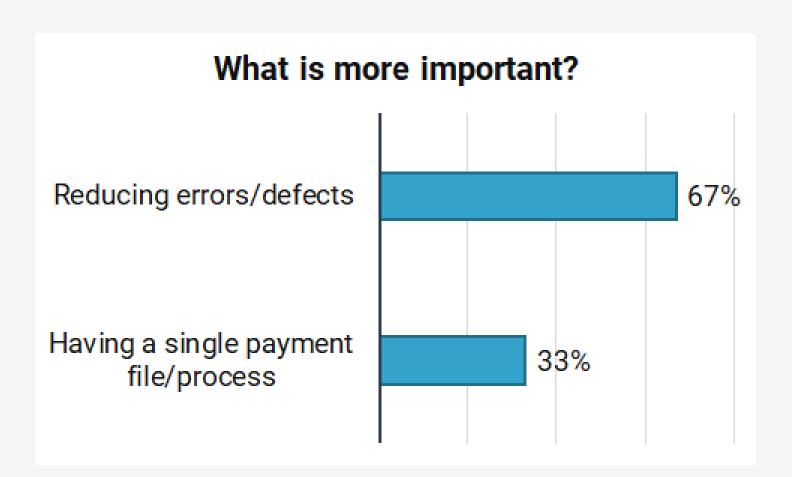
# **EXISTING**WORKFLOWS

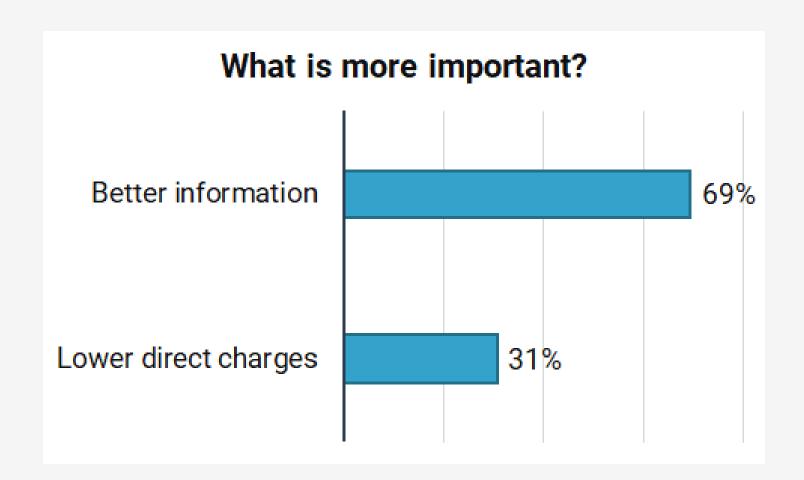
The adoption of a card program can simplify the workflow or fit into an already efficient process easily

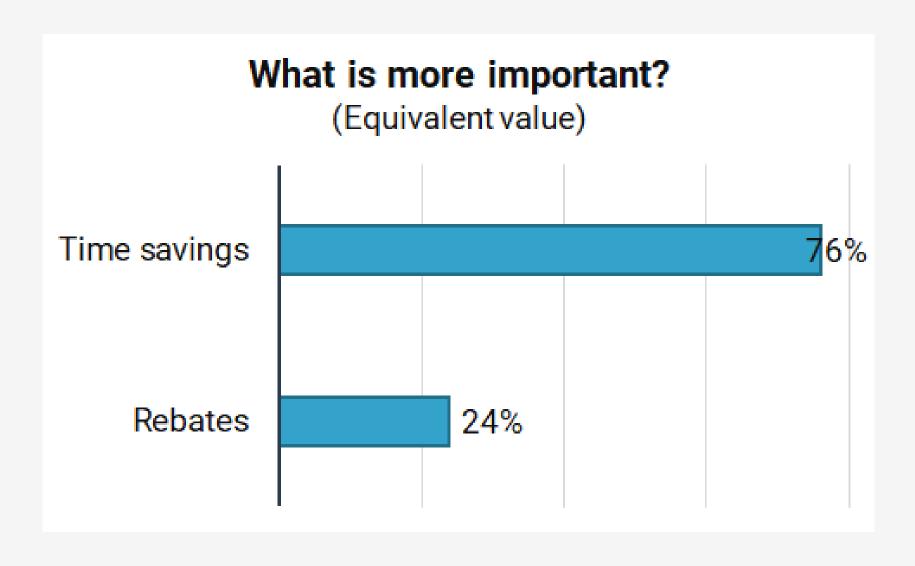




# POLL QUESTION











# VALUE OF PAYMENT AUTOMATION

THE BEST BALANCE OF EFFICIENCY, CONTROL & SECURITY



### **EXECUTE ALL PAYMENTS AT ONE TIME**

Make virtual card, check, ACH and international payments in a single payment process – no need for separate payment files for each payment type



### MANAGE ALL PAYMENTS USING YOUR EXISTING ERP

Connect data from multiple systems, business units and locations to manage payments in one place with seamless approval workflows and comprehensive reporting



### MINIMIZE TIME SPENT MANAGING PAYMENTS

Making all payments in a single run eliminates the need for batch processing, cash requirements, approvals and payment execution for each payment mode



### **FURTHER REDUCE AP COSTS**

Pushing as many transactions as possible to virtual credit cards or ACH for non-card acceptors means even fewer checks, less fraud risk, and less printing and postage



### **GREATER INSIGHT INTO PAYMENT DATA**

Because all your payment data is consolidated in one central hub, you benefit from easier reporting and a full view of your expenses







# TAKE-AWAYS

# IDEAS AND POINTS TO BRING BACK TO THE OFFICE



# FOCUS WITH BALANCE

- FLEXIBILITY
- INSIGHT
- VISIBILITY
- EFFICIENCY
- CONTROL



### **VISION**

- EFFICIENCY
- MEASUREMENTS
- MOVE TO ELECTRONIC
- E2E VS. E2E2E2E
- POWER OF NETWORKS



# PROCESS EFFICIENCY

- DEFECTS ARE HIGHLY COSTLY
- MANUAL PROCESSES LEAD TO DEFECTS



### **DATA**

- KNOW THE VALUE OF INFORMATION FOR AP
- QUANTIFY THE VALUE





# LET'S CONNECT.

# DON'T LET THE LEARNING END HERE... CONTACT US WITH ANY FUTURE QUESTIONS.

Thank you for your interest in this presentation and for allowing us to support you in your professional development. Strategic Treasurer and our partners believe in the value of continued education and are committed to providing quality resources that keep you well informed.



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# Part 5 of the Payables Strategy Series Coming Soon!

Watch your email for more information about the next part in this series. If you have missed any, you can catch up with video replays.









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