

# B2B Payments Research

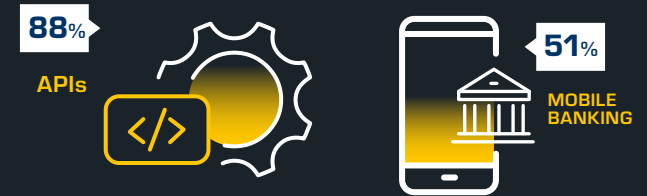
The Tech That Drives Tomorrow



## BANKS

### Top Tech Priorities for Banks

Bankers ranked top 1st and 2nd impact on B2B payments as:



## CORPORATIONS

### B2B VENDORS



#### Accounts Payable: Trouble Paying Vendors

Updating bank information; missing vendor information; timely approval of invoices **x2**.

#### Accounts Receivable: Timely Payment & Remittance Clarity

**51%** don't receive payments according to terms; 46% receive unusable remittance information.



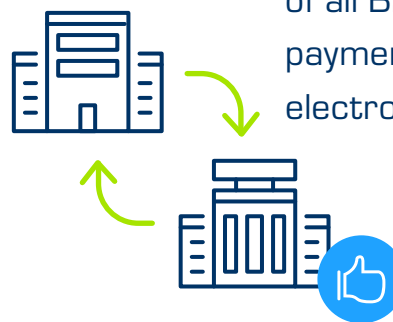
#### Checks Are Still Far Too Common

**36%** of companies still make more than half of their B2B payments by check.



#### Most B2B Payments Are Electronic

Nearly **2 in 3** (65%) of firms make more than **50%** of all B2B payments electronically.



#### Efficiency—Top Driver for the Third Year



For a third year, **47%** of companies rate efficiency as the top driver to evaluate new automation solutions.

#### Serious Payment Fraud Attempts



**49%** of firms reported serious payment fraud attempts. 15% of all companies suffered a loss.

### ALIGNMENT



Corporates Align with Banks on APIs

**72%** of firms ranked APIs in 1st and 2nd top impact in coming years; followed by AI/ML (56%).

### DISCONNECT



Banks Have Heightened Security Concerns

**70%** of banks have higher concern over payment fraud in past year than corporates (52%).

### B2B Payments Drive Bank Relations

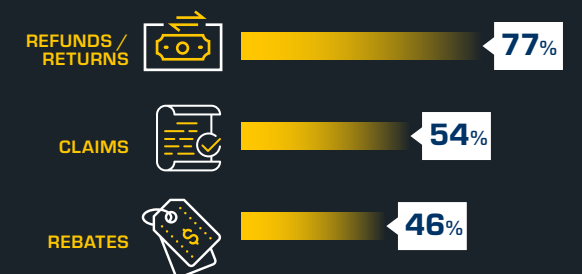
**68%** of corporates indicate B2B payment solutions are very important bank selection factors.



## B2C

### Most Firms (74%) Want B2C Solutions from Banks

The reasons: **77%** to manage refunds/returns; **54%** for claims; **46%** for rebates.



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