

B2B PAYMENTS: 2022 SURVEY RESULTS



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WHAT

Results, analysis, discussion and takeaways from the 2022 B2B Payments Survey.



WHEN

Tuesday, September 13, 2022
2:00 PM – 3:00 PM EDT



WHERE

Live online presentation
Replays at StrategicTreasurer.com



This presentation is provided by Strategic Treasurer and Bottomline.

ABOUT THE SPEAKERS

GET TO KNOW TODAY'S SUBJECT MATTER EXPERTS



GUNITA BINDRA

Gunita Bindra is the VP of Commercial Product for the Paymode-X suite of invoice and payment solutions, and a product and growth leader for Bottomline. With 10+ years' experience leading teams in developing and executing strategic products and partnerships for evolving business needs, Gunita leads Paymode-X as the solution seeks to meet and exceed the market's needs and transform customer AP functions through enhanced automation, security, and efficiency.



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.

TOPICS OF DISCUSSION

KEY AREAS OF FOCUS &
ANALYSIS



ABOUT THE SURVEY
KEY POINTS OF INTEREST



INNOVATION
IN PAYMENT TECHNOLOGIES



PAYMENT FRAUD
CONCERNS



**PAYMENT SECURITY
SERVICES**
CURRENT & PLANNED USE



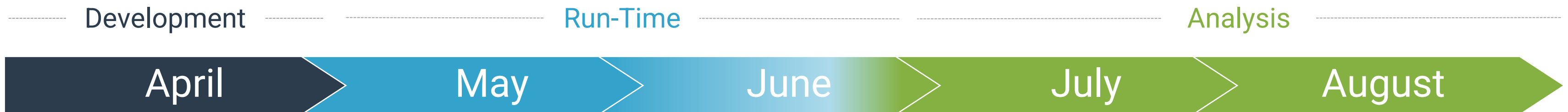
**PAYMENT
CHALLENGES**
AP & AR



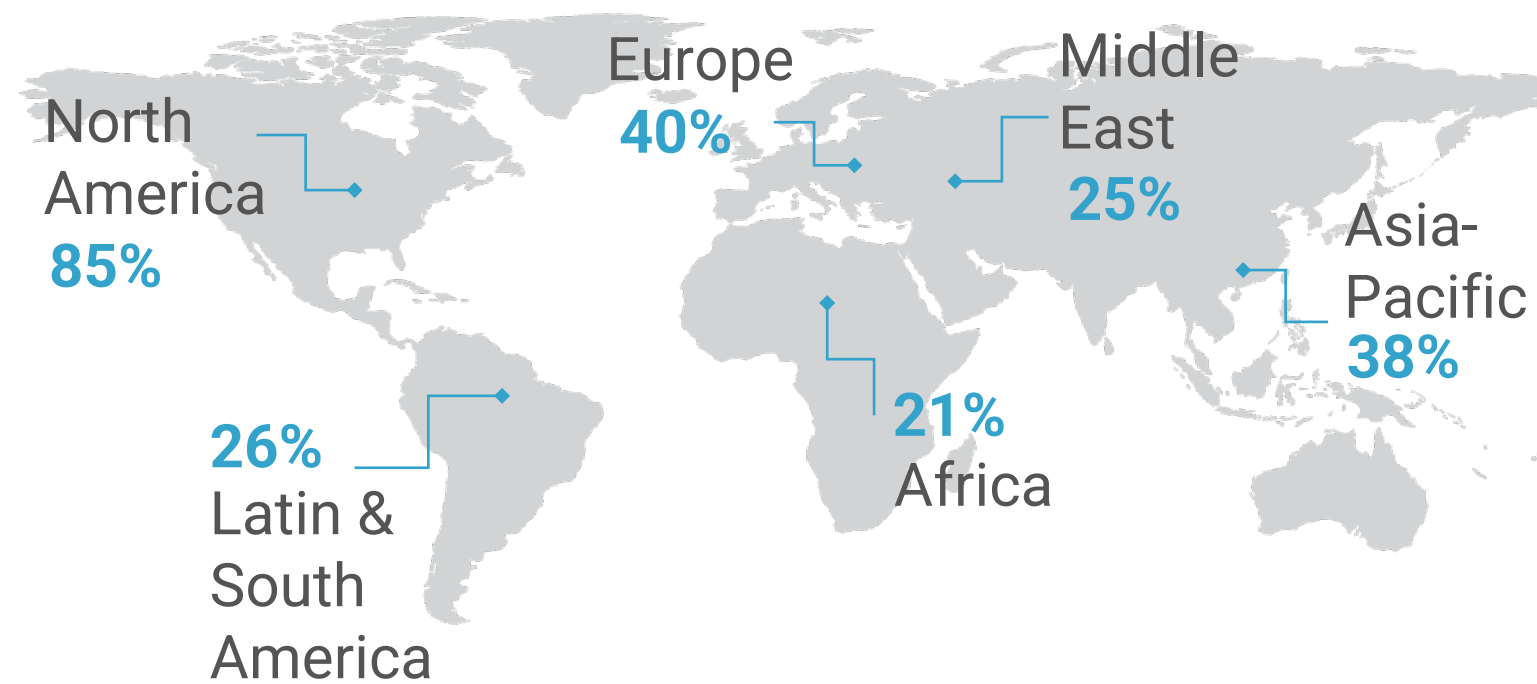
KEY TAKEAWAYS
FROM THE RESEARCH

SURVEY QUICK STATS

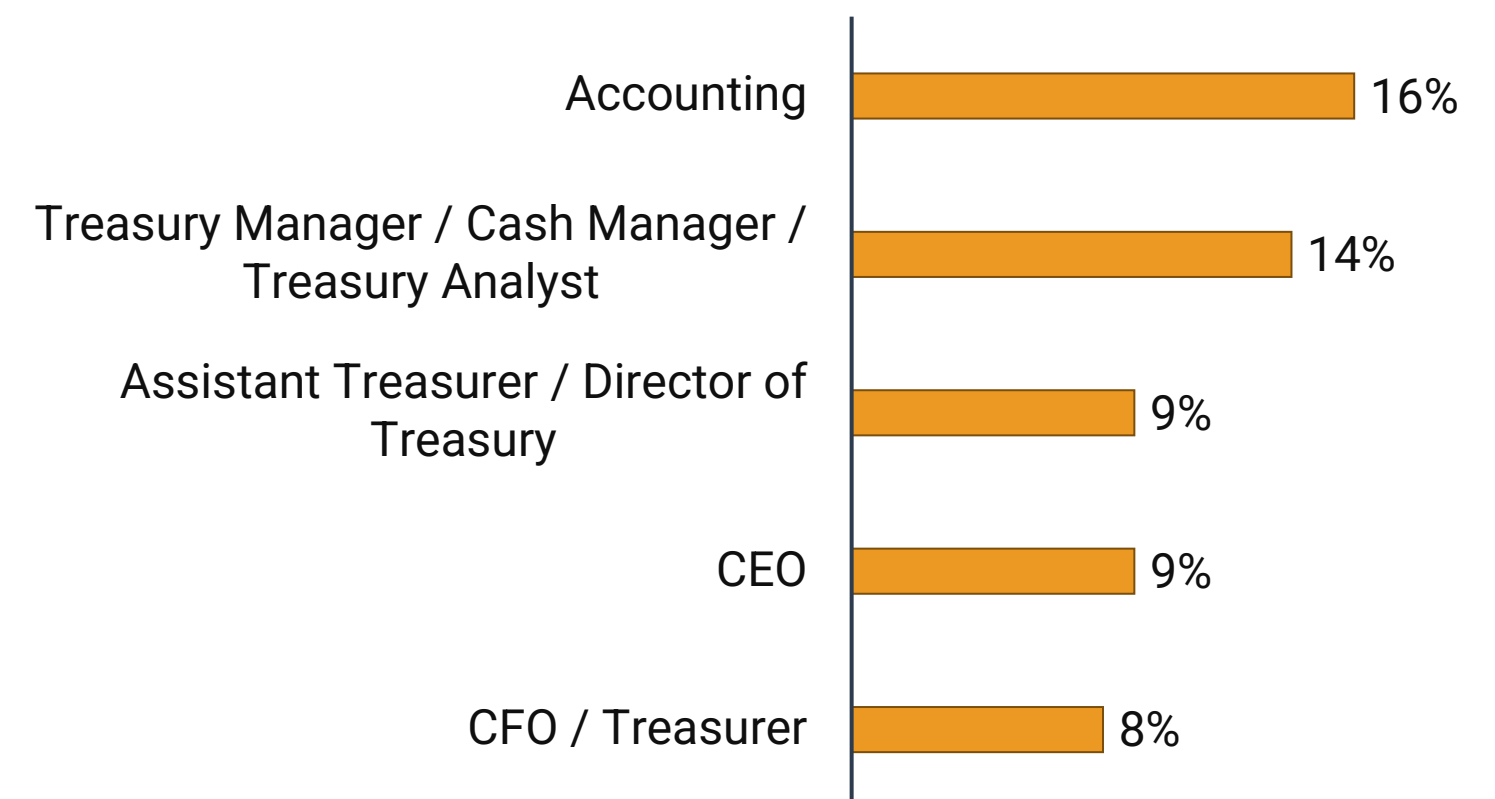
2022 B2B PAYMENTS SURVEY



Regions of Operations



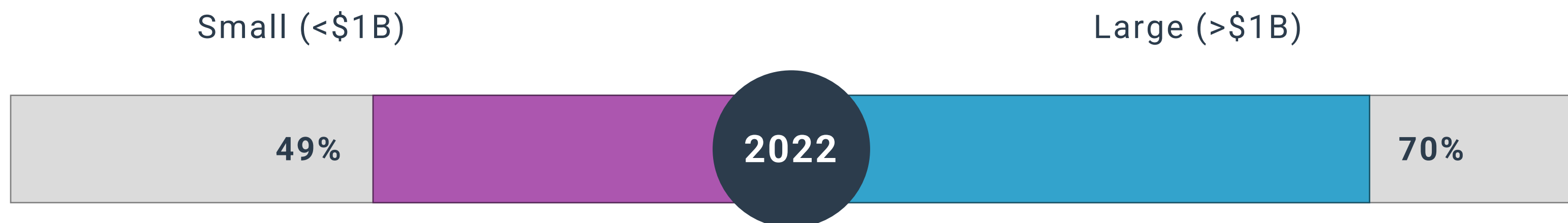
Top Respondent Roles



ELECTRONIC B2B PAYMENTS

LARGE BUSINESS LEADS THE WAY

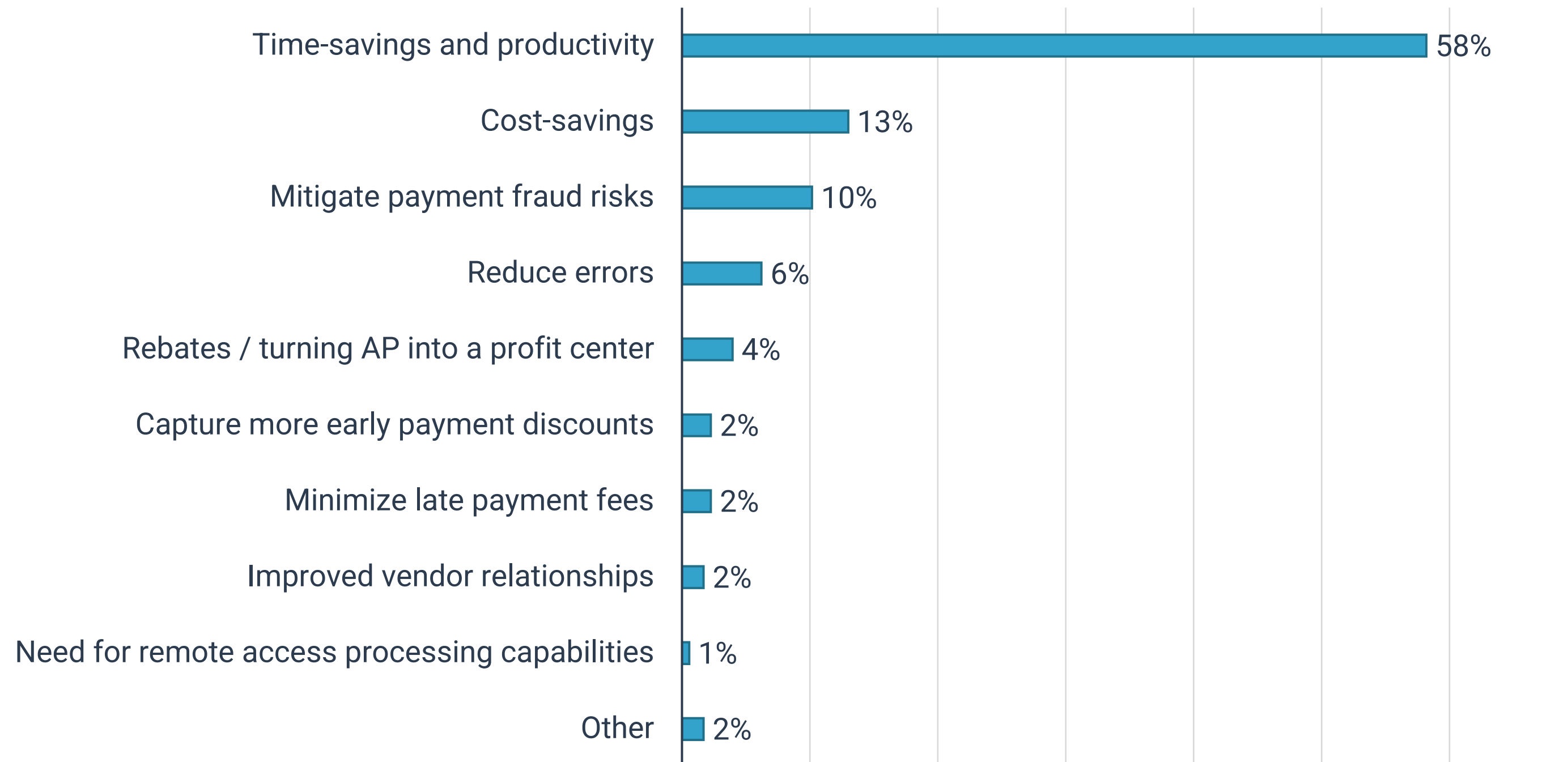
Corporates making more than half of their B2B payments electronically:



With small and large businesses combined, 56% of corporates are making more than 50% of all B2B payments electronically this year. Large businesses are leading the way in digital payment adoption.

POLL QUESTION

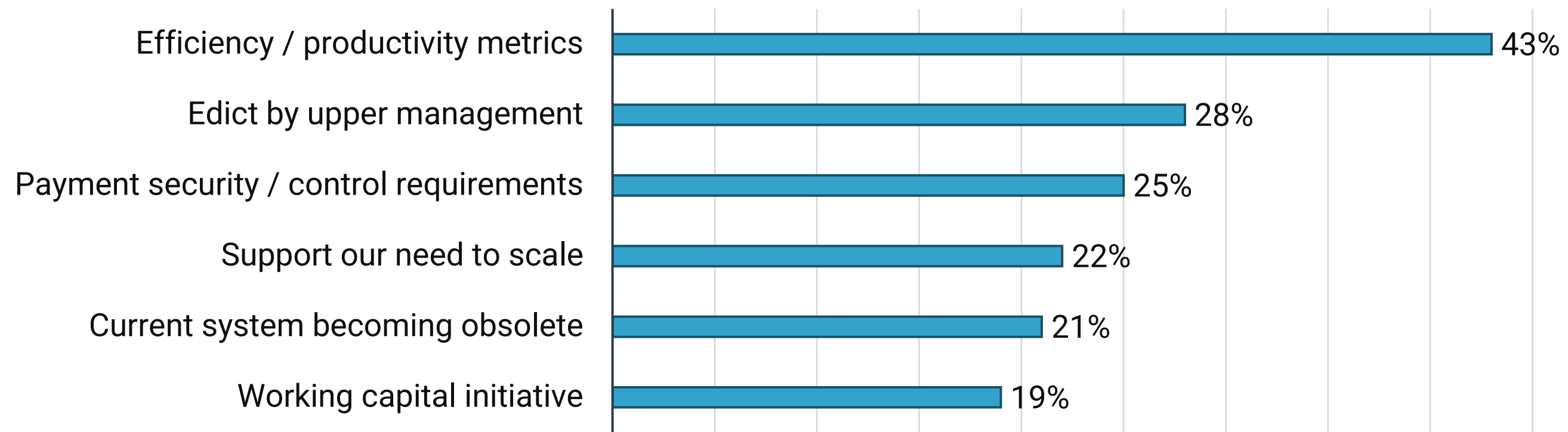
With regards to accounts payable, which one MOST drives the desire for process automation?



EFFICIENCY A TOP DRIVER

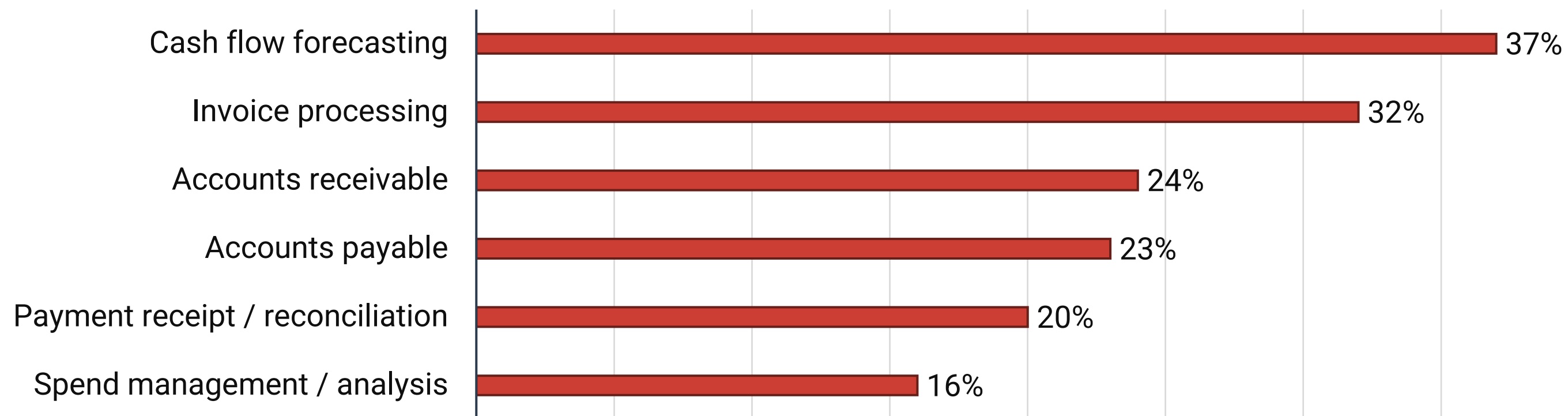
TO EVALUATE NEW AUTOMATION SOLUTIONS

What drives or would drive your business to evaluate new AP / AR automation solutions? (Select all that apply)



**#1 for fourth
year in a row**

As it stands, what are the TOP THREE most INEFFICIENT components of your company's financial operations? (Please select three)

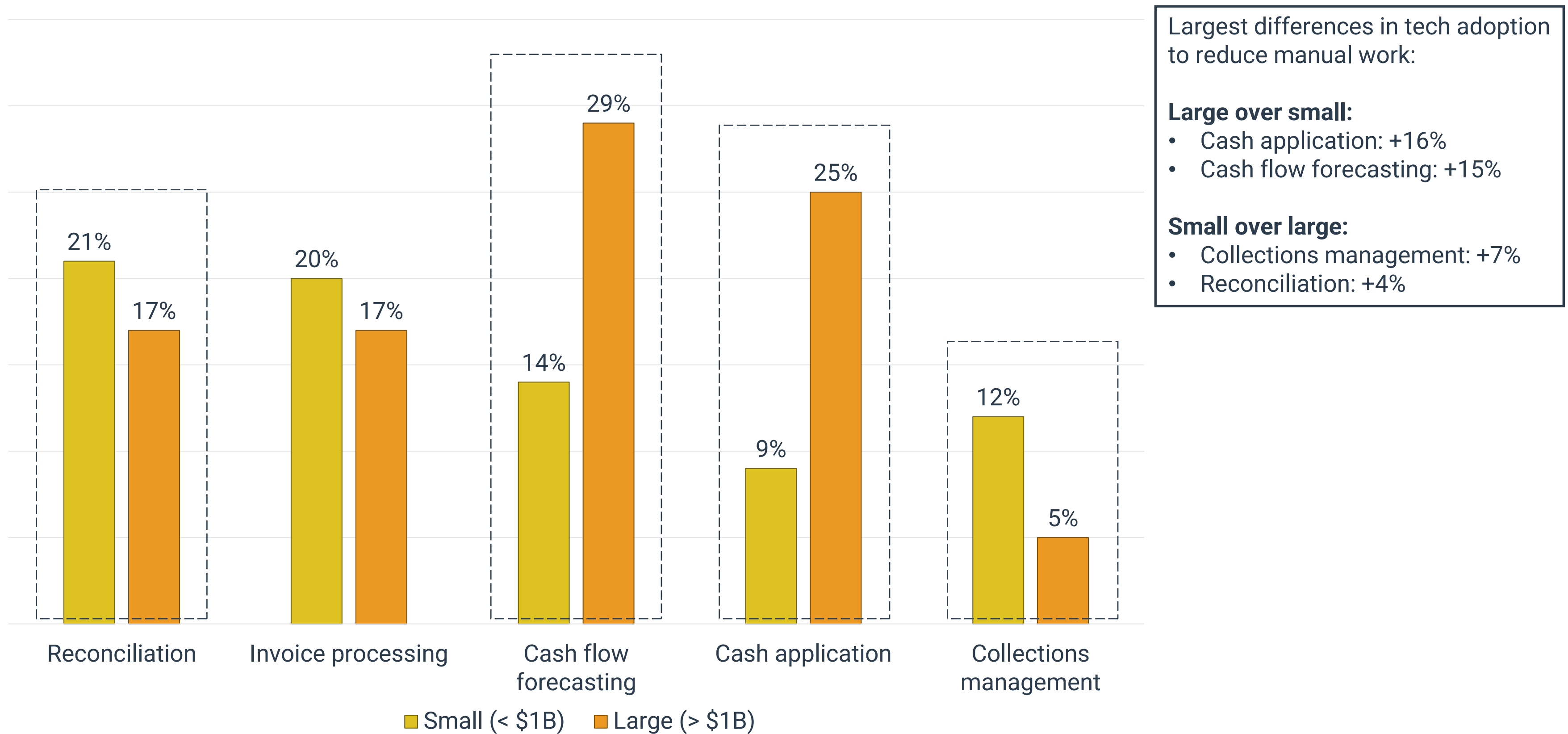


Note: Only top choices of respondents shown

LOOKING TO AI AND RPA

DIFFERING MOTIVES BETWEEN LARGE AND SMALL BUSINESSES

Select the payment-related process you would be most interested in applying artificial intelligence (AI) and / or robotic process automation (RPA) to in order to reduce manual work and achieve related benefits:

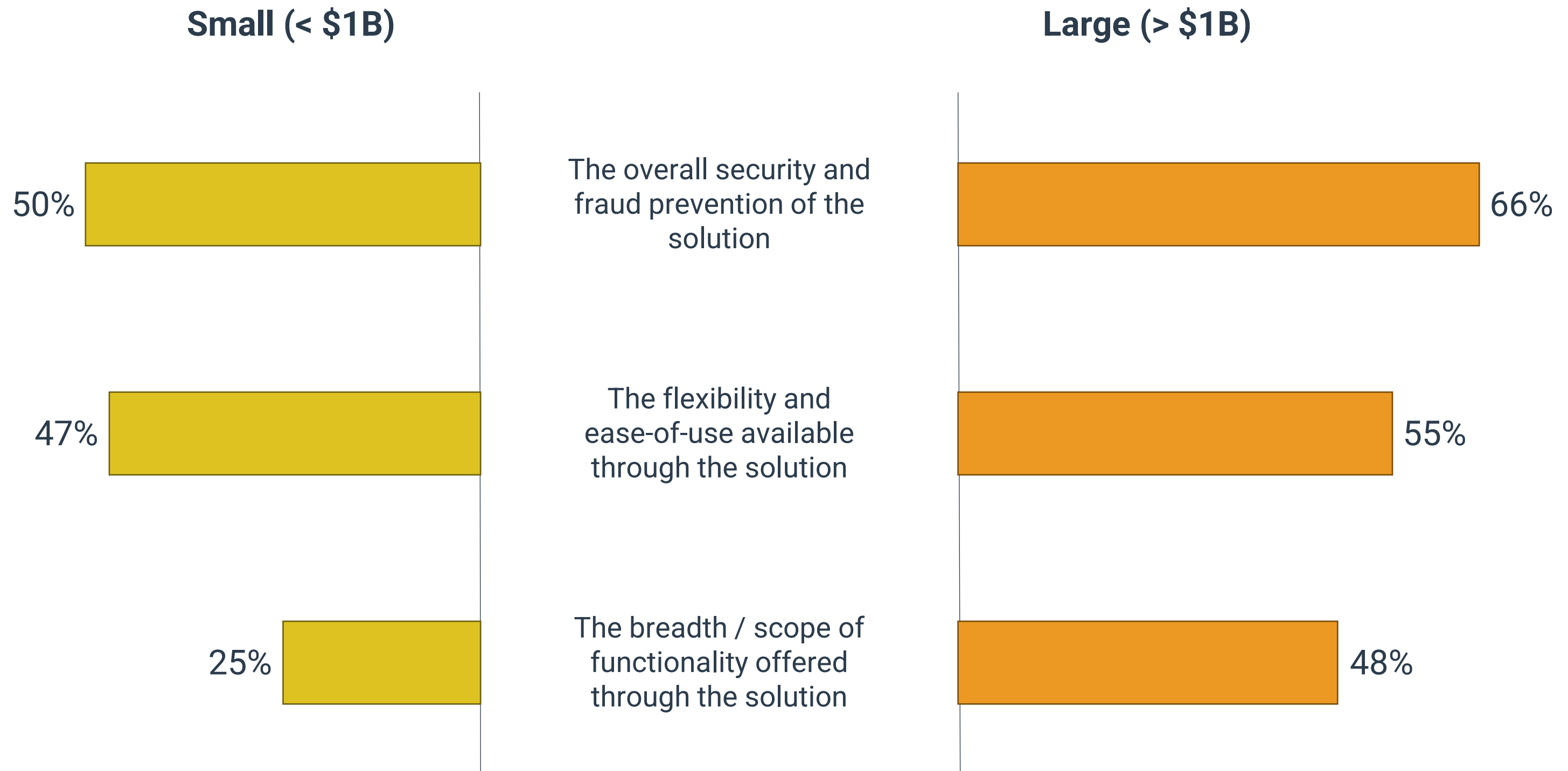


Note: Only top choices of respondents shown

INNOVATIVE TECHNOLOGY FOR PAYMENTS

SECURITY, EASE OF USE AND BREADTH OF FUNCTIONALITY

What THREE options would most impact your decision to use an innovative fintech payment solution?



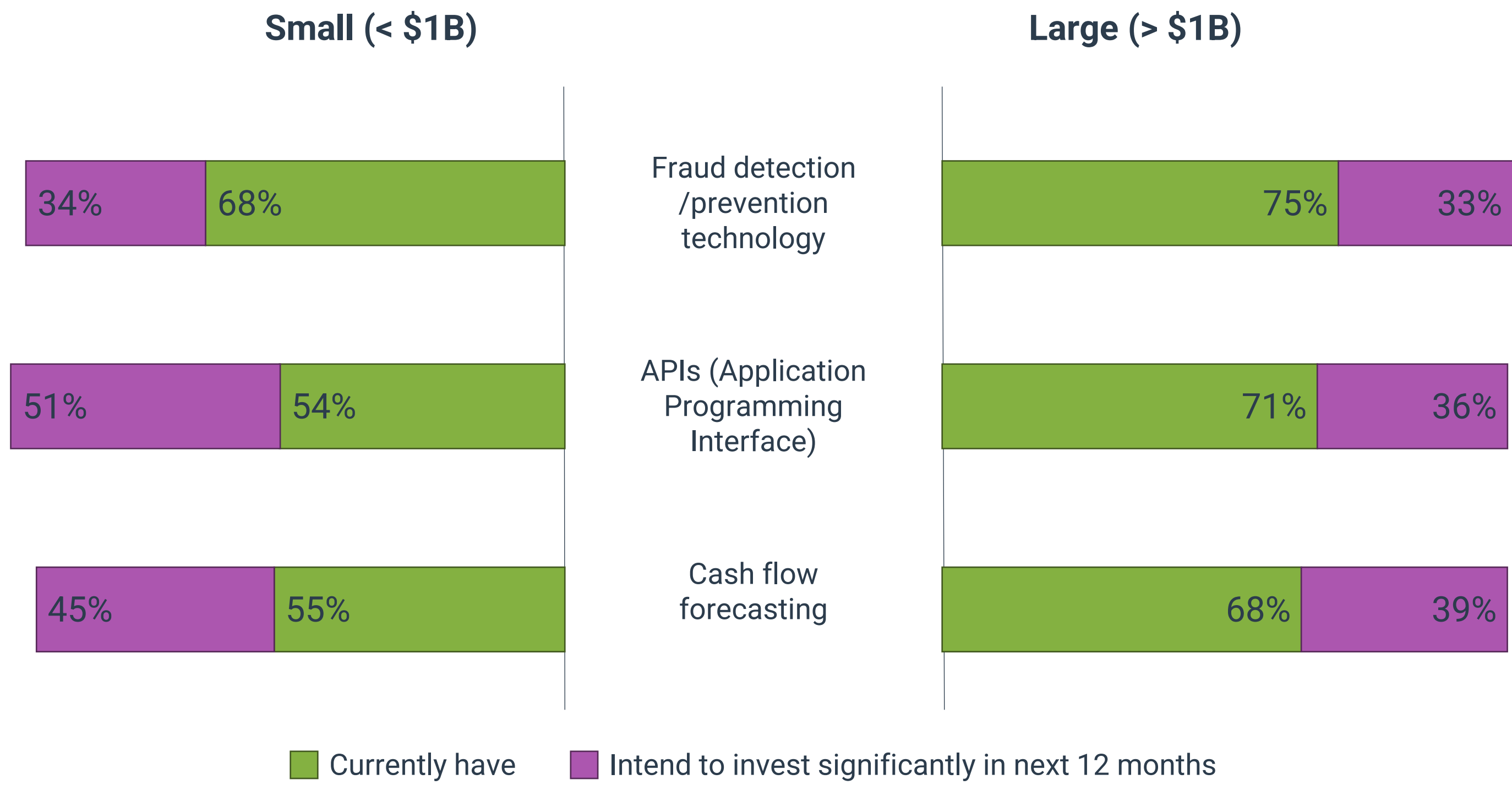
Note: Only top choices of respondents shown

TECH USAGE AND FUTURE INVESTMENT

LARGE AND SMALL BUSINESSES AGREE

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

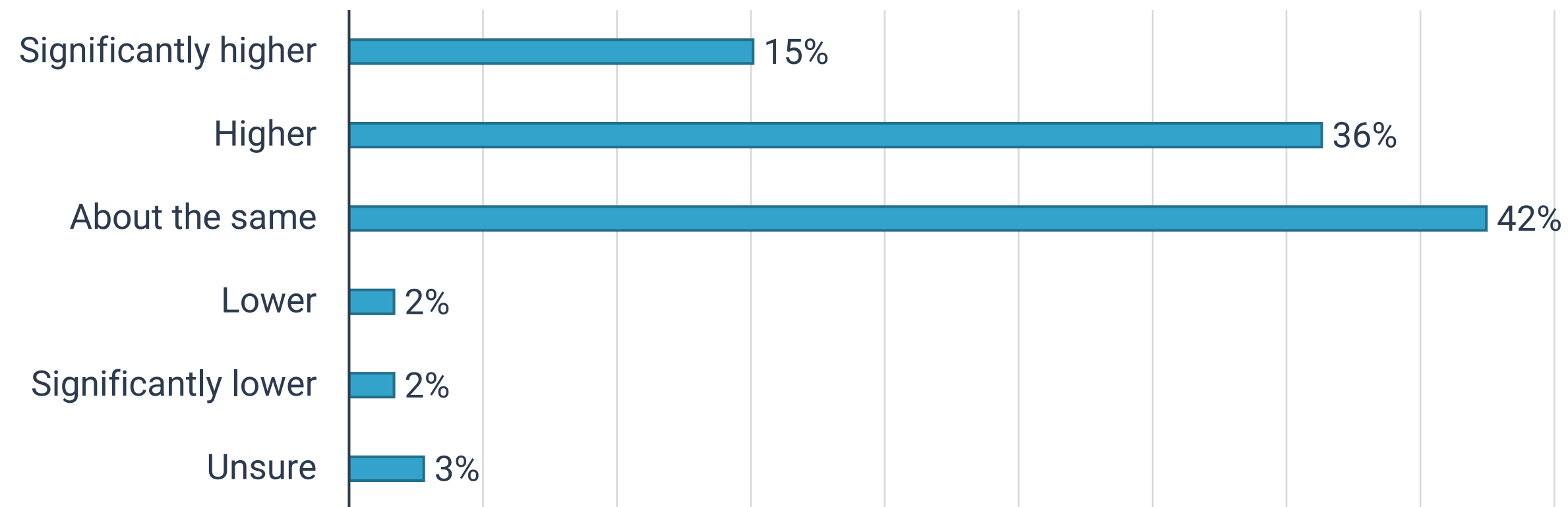
Three areas show heavy use and significant investments over the next 12 months.



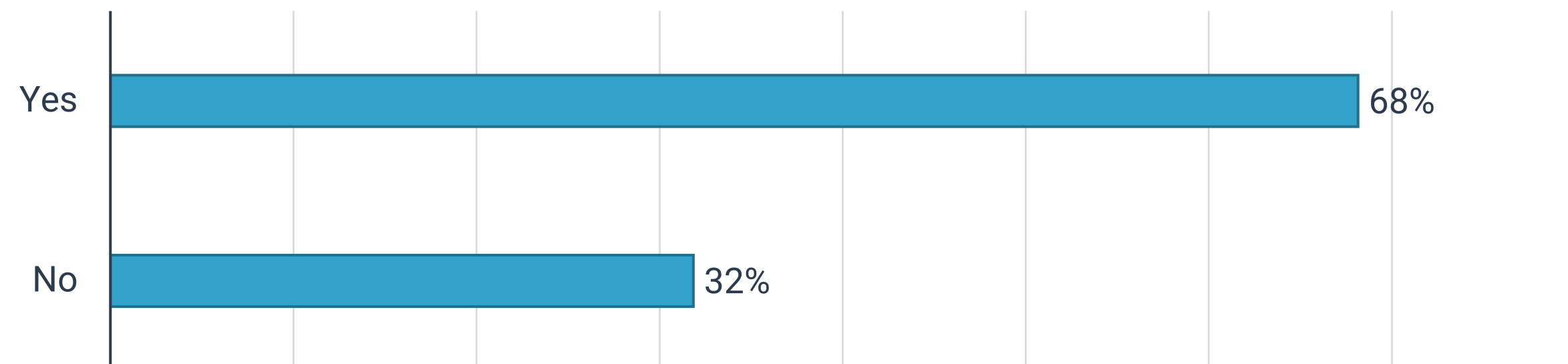
Note: Only top choices of respondents shown

POLL QUESTION

Our current payment security concerns, as compared to the prior year, are:



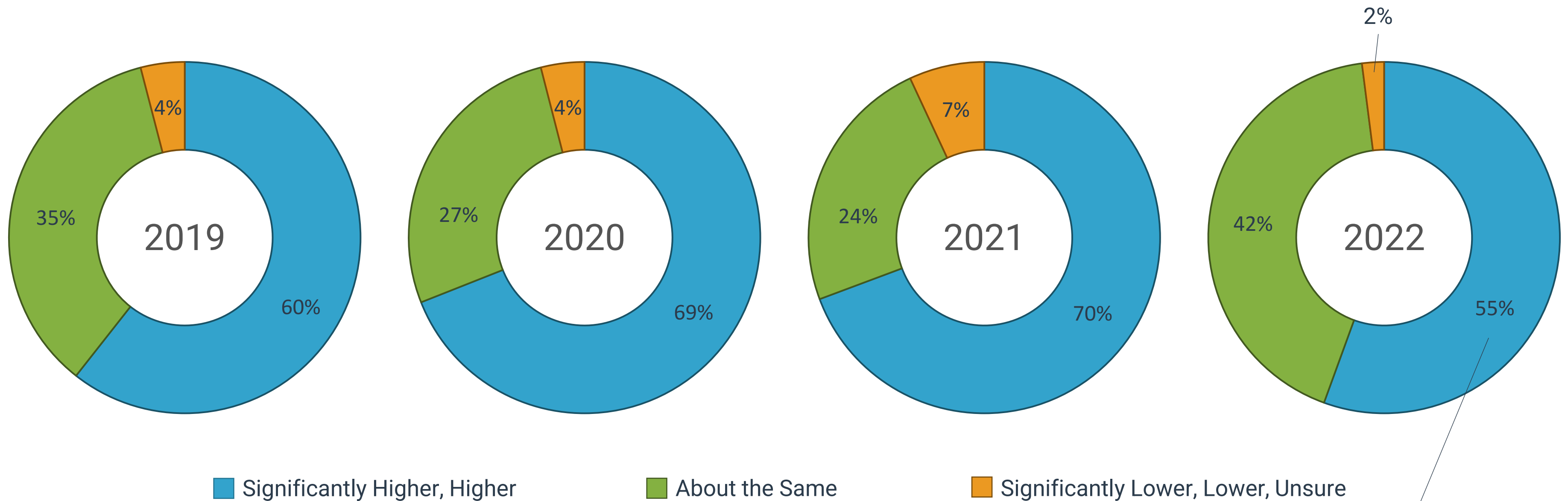
Have you experienced a fraud attempt in B2B payments in the last 12 months?




BANK PAYMENT SECURITY CONCERNS

HIGH YEAR AFTER YEAR

Your current payment security concerns, as compared to the prior year, are:



 While the rate of acceleration is decreasing, **over half** of banks still report that their payment security concerns are higher or significantly higher than the prior year.

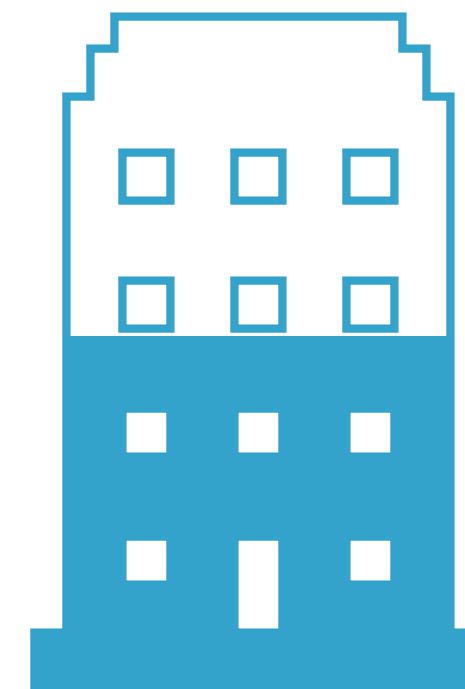
CORPORATE PAYMENT SECURITY CONCERNS

SMALL AND LARGE BUSINESSES SHARE CONCERN

Our current payment security concerns, as compared to the prior year, are:



47% of small businesses (< \$1B) have higher or significantly higher payment security concerns compared to the prior year.



53% of large businesses (> \$1B) have higher or significantly higher payment security concerns compared to the prior year.

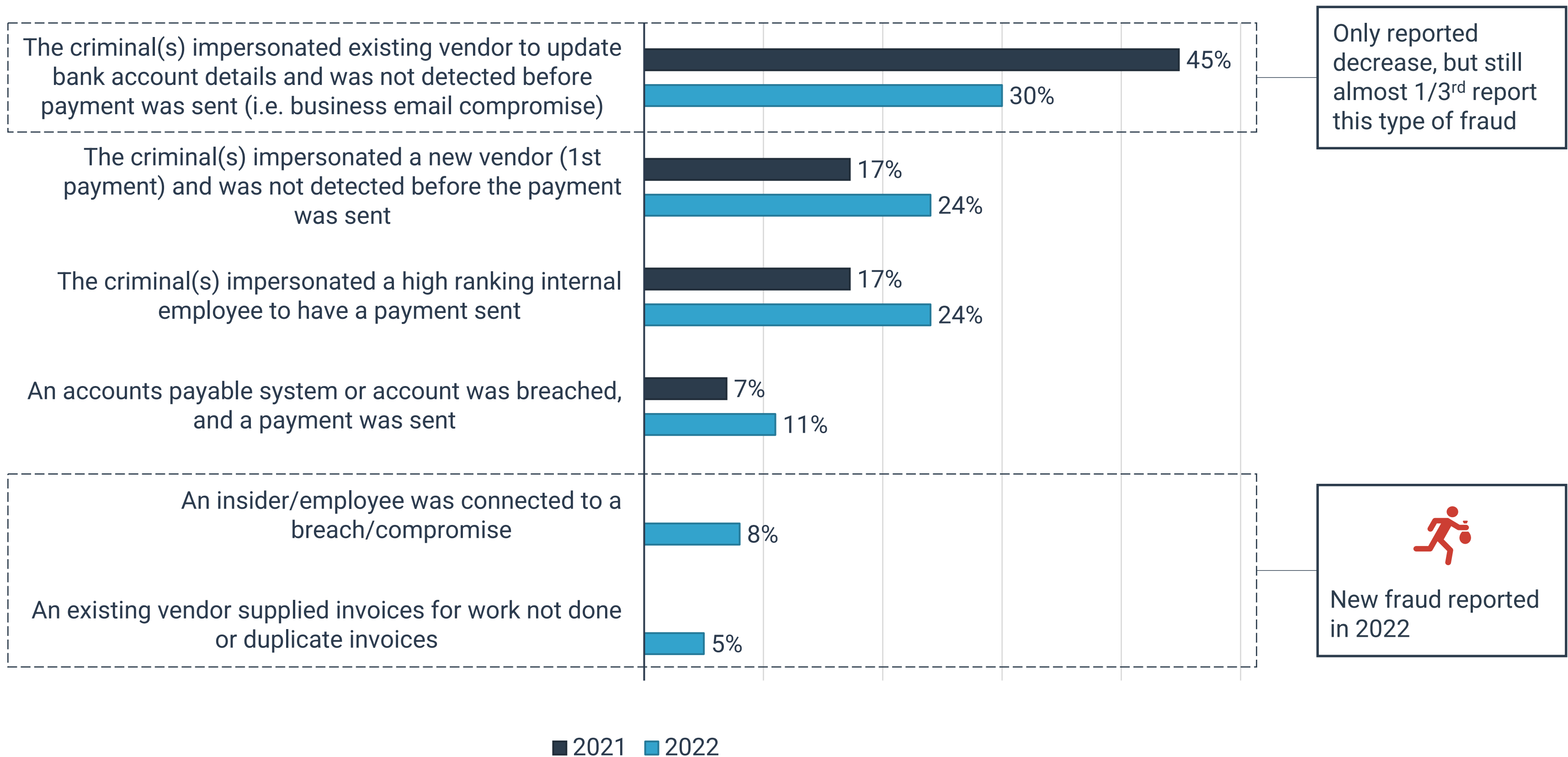


Almost one-third (30%) of all corporate respondents experienced a fraud attempt on B2B payments this year!

AP BEING BREACHED

INCREASINGLY AND WITH NEW FRAUD TYPES

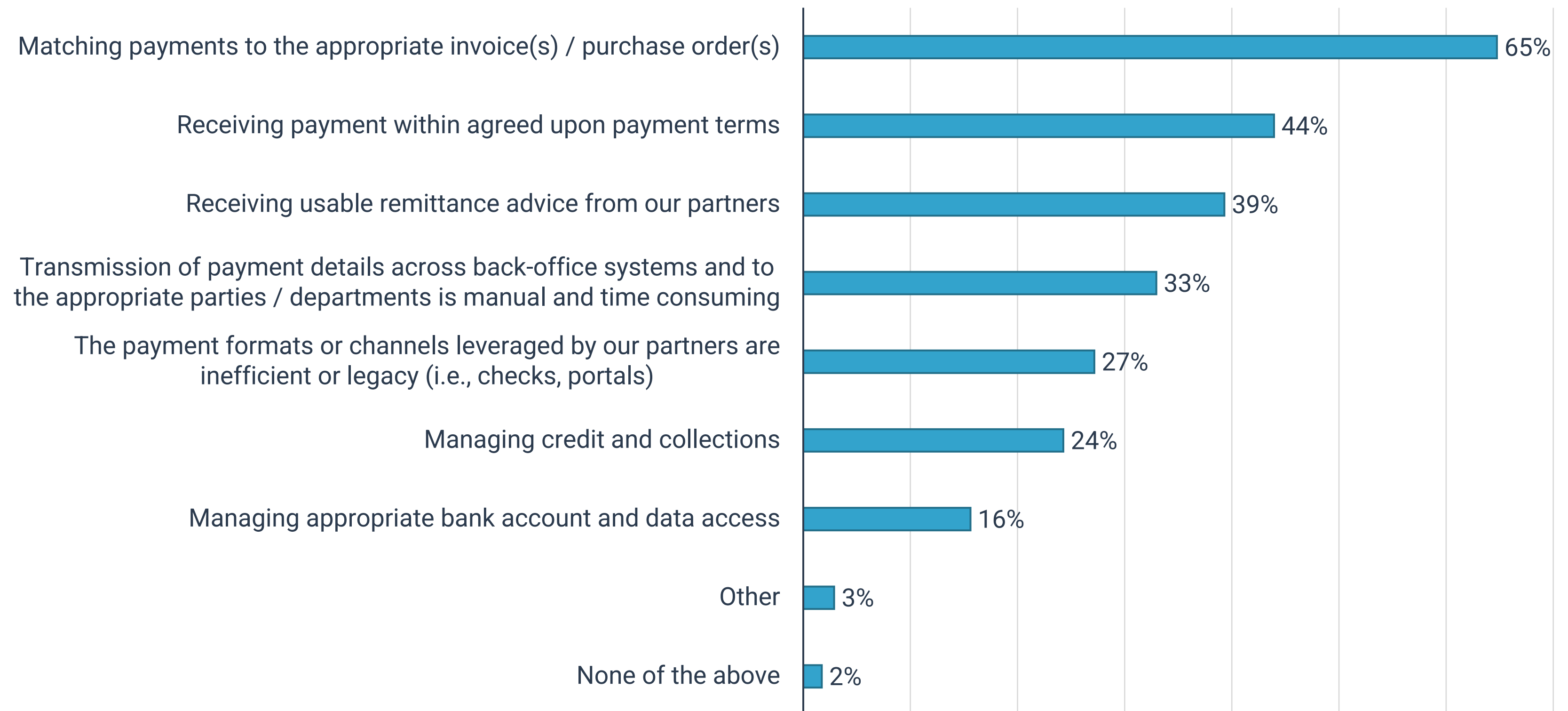
In what way was the fraud perpetrated against your organization? (Select all that apply)



Note: Only top choices of respondents shown

POLL QUESTION

Please select up to the top 3 challenges AR experiences when it comes to RECEIVING payments from customers and business partners: (please select no more than three)



TOP CHALLENGES

FOR TREASURY, AP & AR

TREASURY



Protecting against **fraud**/security exposures related to payment activity (51%)



Manual payments (46%)



Obtaining **timely visibility** to all transactions occurring globally (37%)

ACCOUNTS PAYABLE



Timely approval of invoices/payment details internally in order to meet standard payment terms (42%)



Managing/updating **vendor bank account details** in an efficient and organized manner (38%)



Missing **vendor information** (29%)

ACCOUNTS RECEIVABLE



Receiving payment within agreed upon **payment terms** (58%)



Matching payments to the appropriate invoice(s)/purchase orders (36%)



Managing credit and collections (35%)

KEY TAKEAWAYS

IDEAS AND POINTS TO BRING BACK TO THE OFFICE



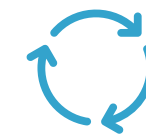
FOCUS MORE ON AP

- While efficiency is a key driver for AP
- Fraud is a major concern for most companies
- AP is the area most frequently compromised



REVIEW PAYMENT PROCESSES

- Use multiple lenses
 - Efficiency
 - Scalability
 - Security



WORKING CAPITAL & LIQUIDITY

- Liquidity matters to every well-run organization
- Promote understanding of efficiency drivers **and** liquidity drivers



PROGRESS & MEASUREMENT

- How has the industry shifted over the past year? Five years?
- What has your company been doing differently?
- What is a needed action? Are you maintaining standards of good corporate conduct?

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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Download the 2022 B2B Payments Survey Report for in-depth commentary. Survey respondents will be sent the exclusive, detailed report.



[Download Report](#)