

2022 GLOBAL PAYMENTS SURVEY RESULTS



SVEN HINRICHSEN

President & GM of AP Automation, Corpay

CRAIG JEFFERY

Managing Partner, Strategic Treasurer



WHAT

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



WHEN

Tuesday, October 4, 2022
2:00 PM – 3:00 PM EDT



WHERE

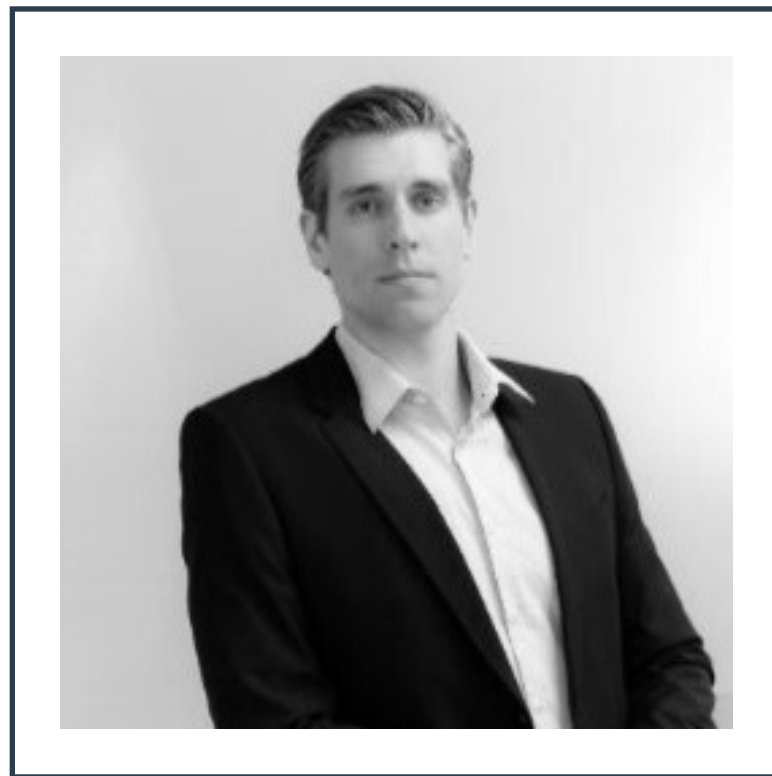
Live online presentation
Replays at StrategicTreasurer.com



This presentation is provided by Strategic Treasurer and Corpay.

ABOUT THE SPEAKERS

GET TO KNOW TODAY'S SUBJECT MATTER EXPERTS



SVEN HINRICHSEN

Sven Hinrichsen, President & GM of AP Automation at Corpay Payables (a Fleetcor Company), entered the world of payables through roles at McKinsey & Company. His passion lies in helping businesses make strategic decisions that will ultimately benefit their bottom line. Sven holds a BA from Stanford University in Economics and an MBA from IE Business School. Sven resides in Atlanta, GA with his wife and newborn child. When he's not in the office you can find him on the golf course trying to figure out how to hit the ball straight.



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



GENERAL PAYMENTS
CHALLENGES, PAINS,
CONCERNS & PRIORITIES



PAYMENT SECURITY
WHAT BANKS WISH YOU DID



GLOBAL PAYMENTS
DESIRES, PRIORITIES &
COMPLEXITY



SWIFT
DUAL PERSPECTIVES



KEY TAKEAWAYS
AND FINAL THOUGHTS

SURVEY QUICK STATS

2022 GLOBAL PAYMENTS SURVEY



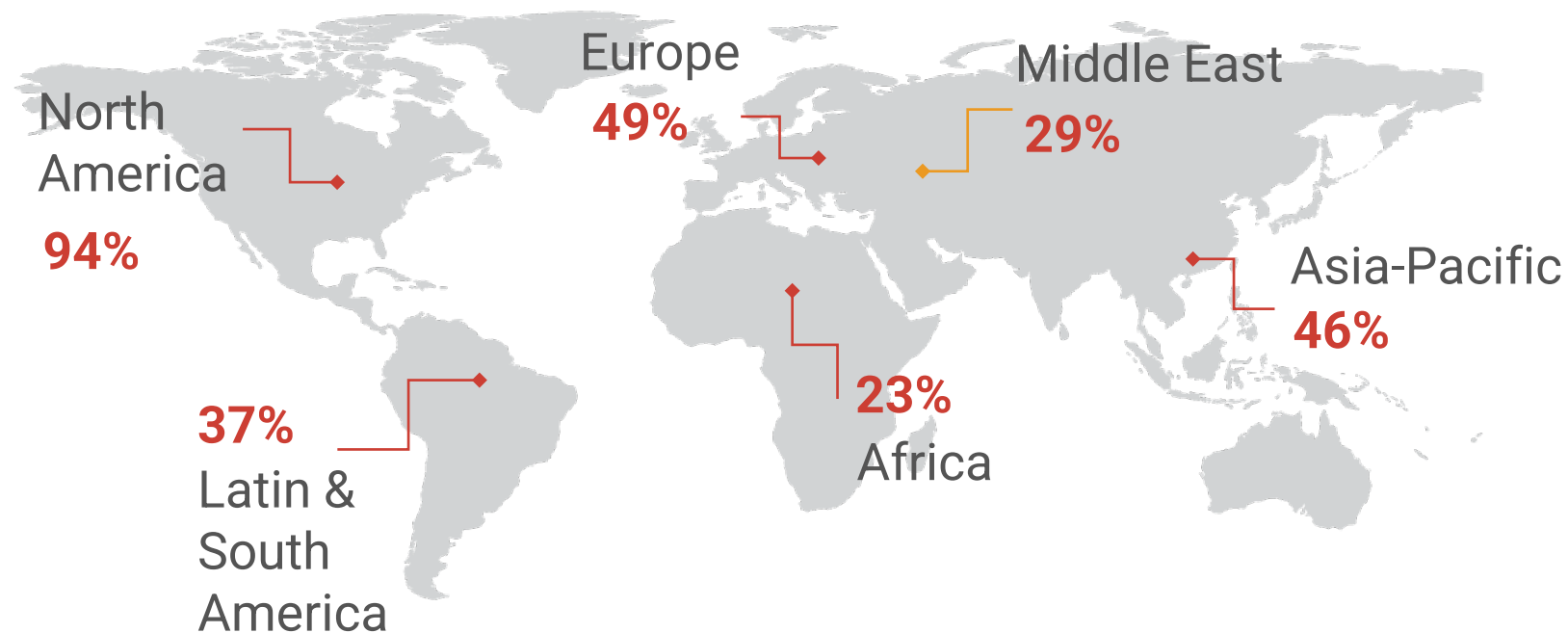
230+
Respondents

3rd
Year of
Research

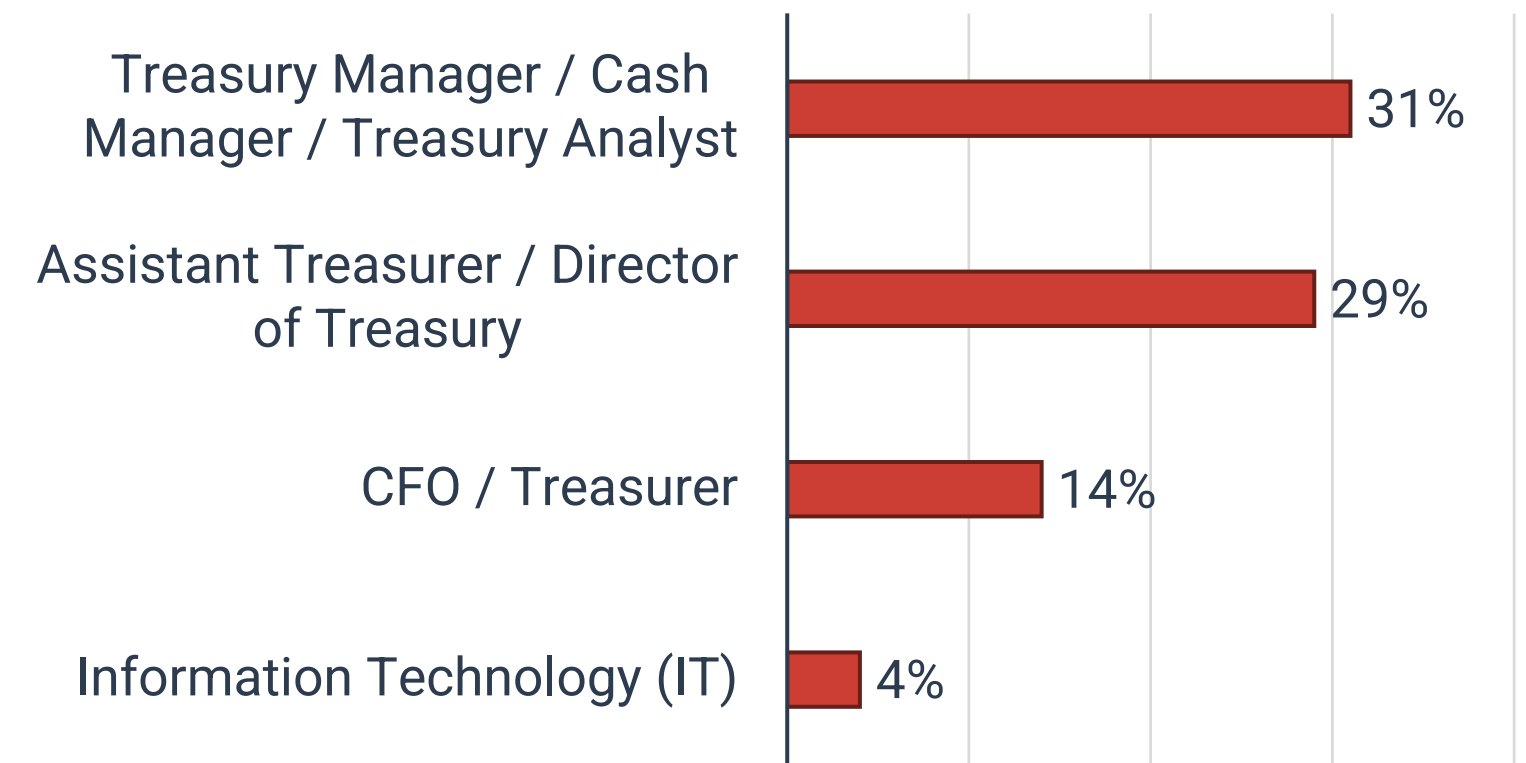
10
Week
Survey Run-Time

80+
Questions

Regions of Operations



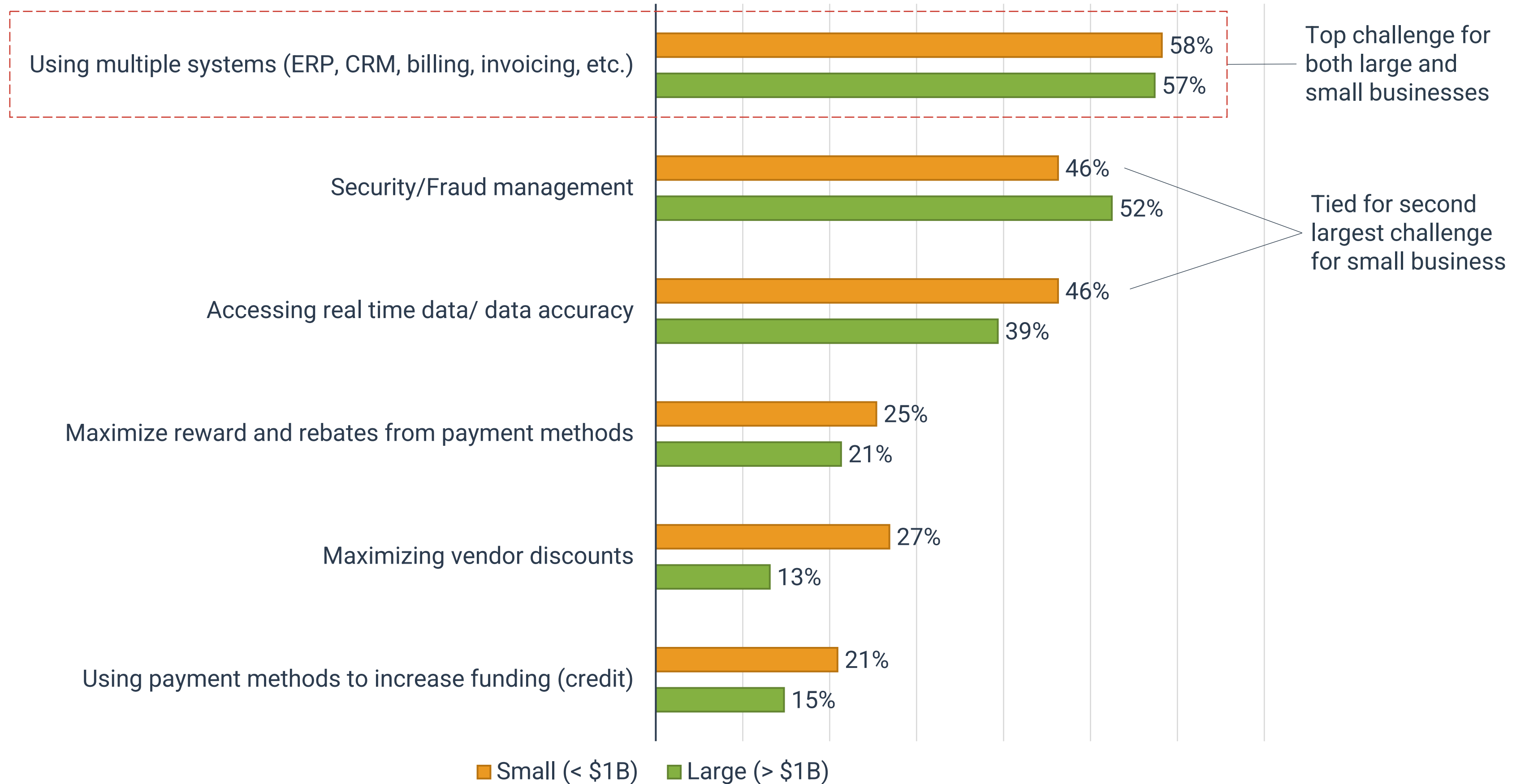
Top Respondent Roles



TOP PAYMENT CHALLENGES

MULTIPLE SYSTEMS, SECURITY/FRAUD & DATA ISSUES

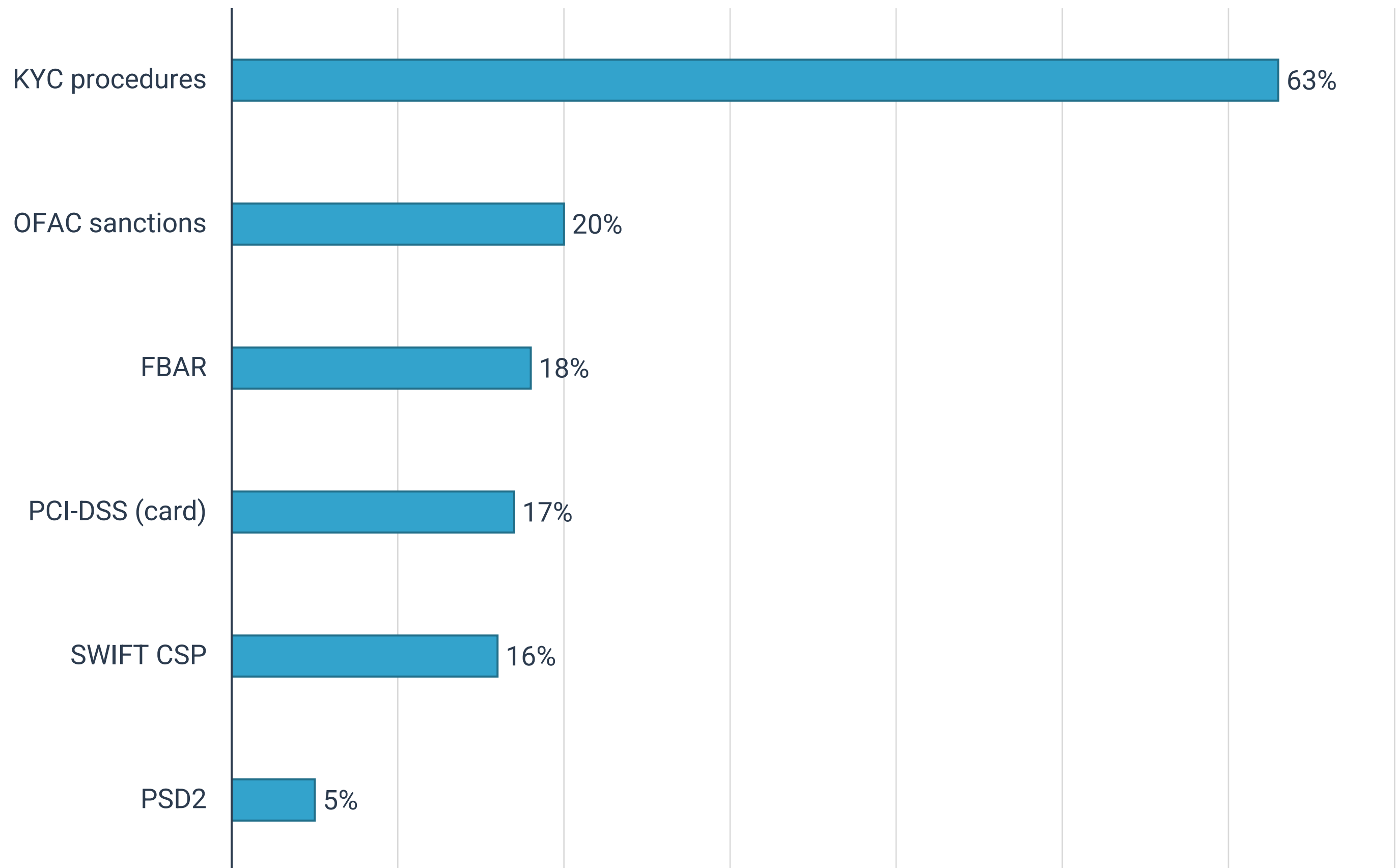
» What primary challenges do you currently face when managing payments?



REGULATION PAINS

KYC TOPS THE LIST BY A LARGE MARGIN

» Which payments-related regulations or KYC procedures require significant resources or represent a significant challenge for your organization?

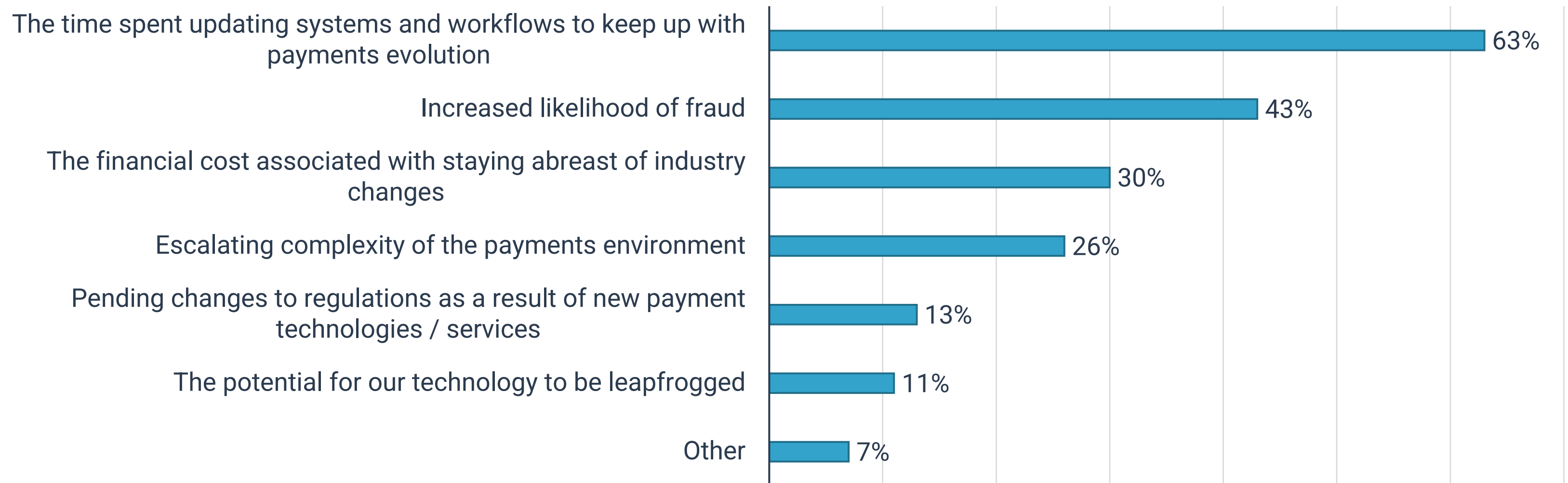


Note: Only top choices of respondents shown

#GOSTRATEGIC

POLL QUESTION

Poll 1 - What are your TOP TWO concerns regarding payments innovation? (Select two)

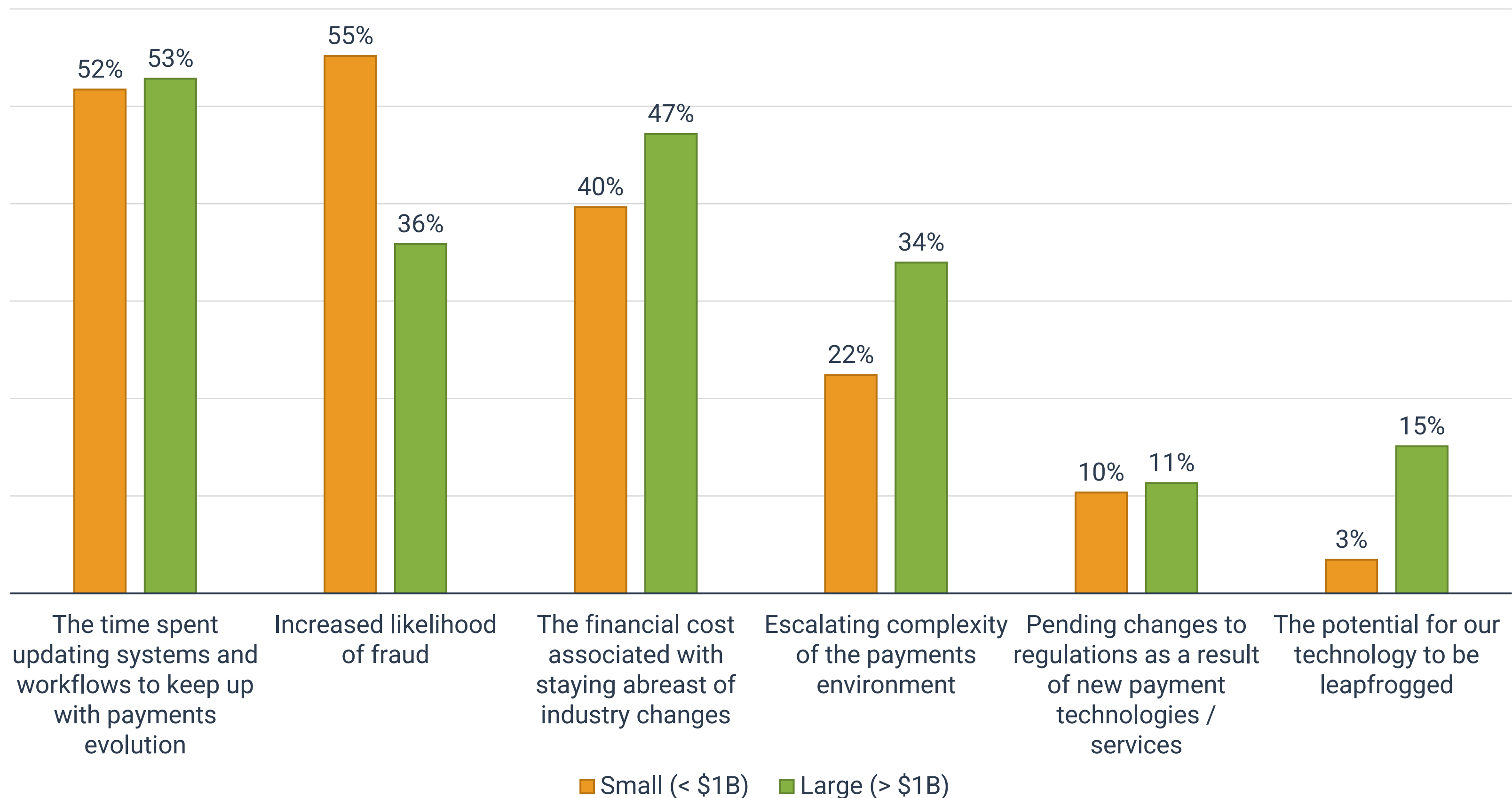


PAYMENT INNOVATION CONCERNS

WHAT GIVES COMPANIES APPREHENSION ABOUT ADVANCEMENTS IN PAYMENTS?

» What are your TOP TWO concerns regarding payments innovation? (Select two)

Biggest concern for smaller firms

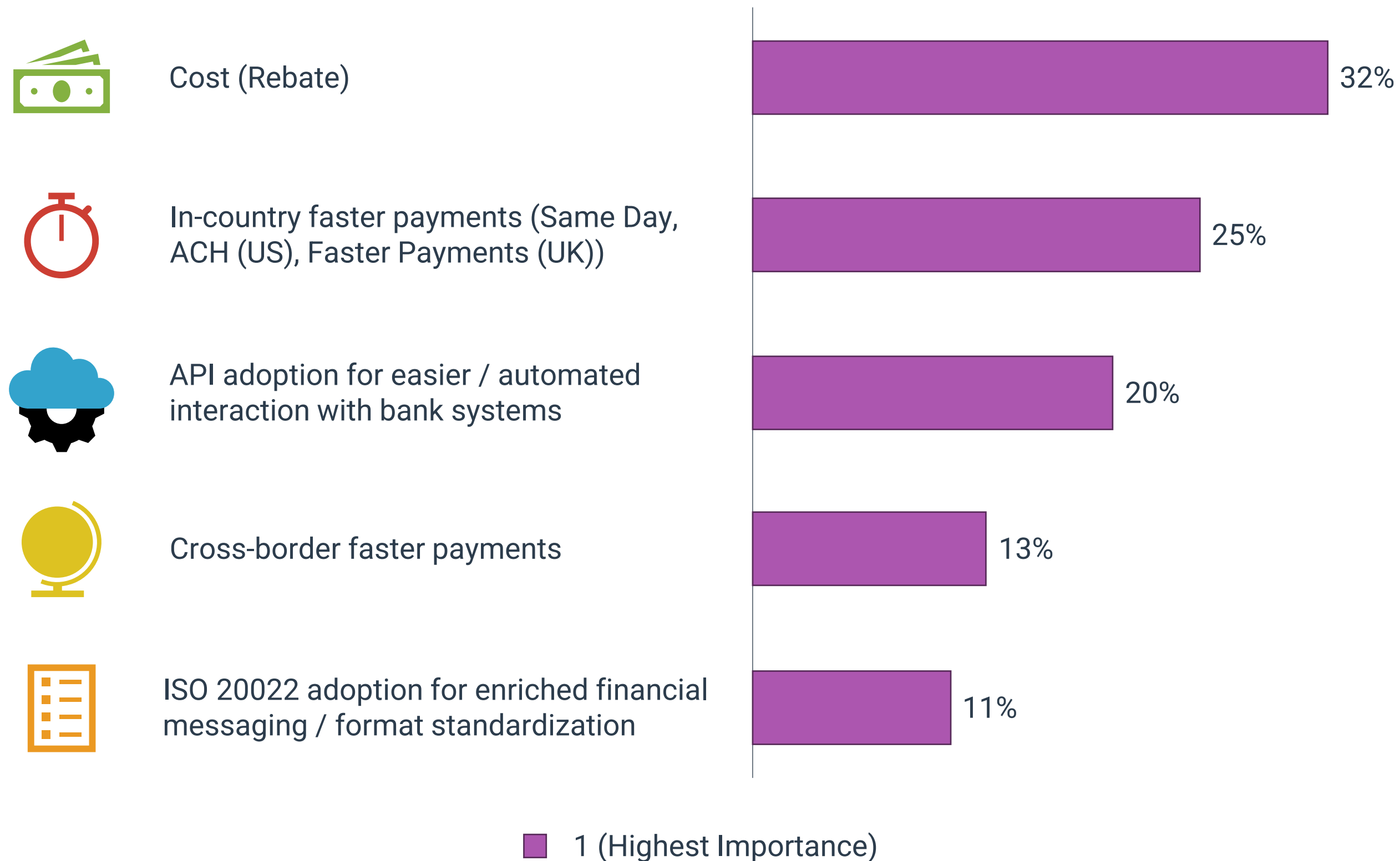


Note: Only top choices of respondents shown

IMPORTANT TO PAYMENT OPERATIONS

COST LEADS THE WAY

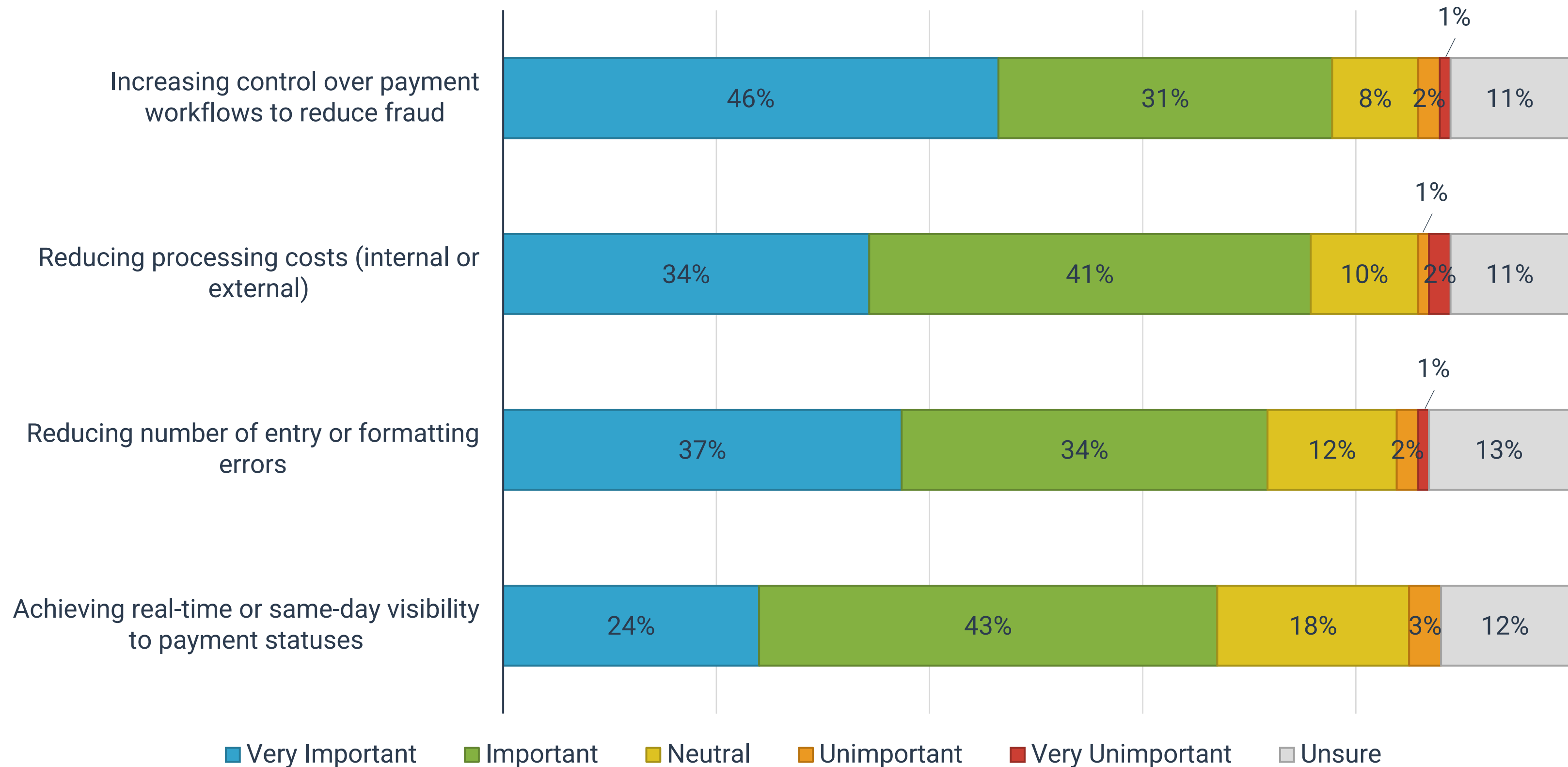
» Rank the following options from 1 (Highest) to 5 (Lowest) according to how important they are for your organization's payment operations:



ROBUST SPENDING EXPECTED

ON BANK CONNECTIVITY

» Please indicate the importance of the following options according to how they would impact your bank connectivity spend and focus:

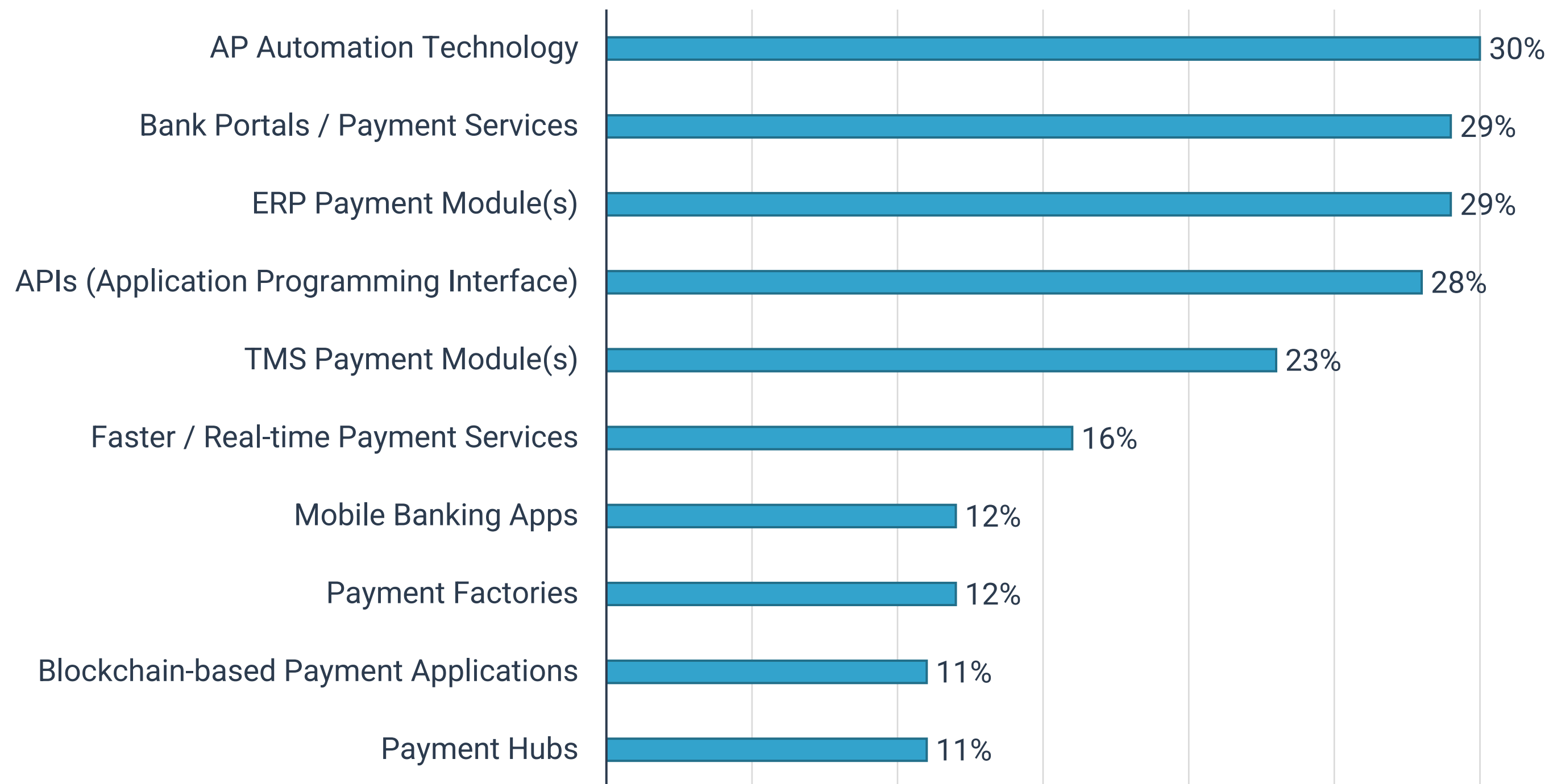


Note: Only top choices of respondents shown

TWELVE-MONTH SPENDING

FOCUS IS ON PAYMENTS

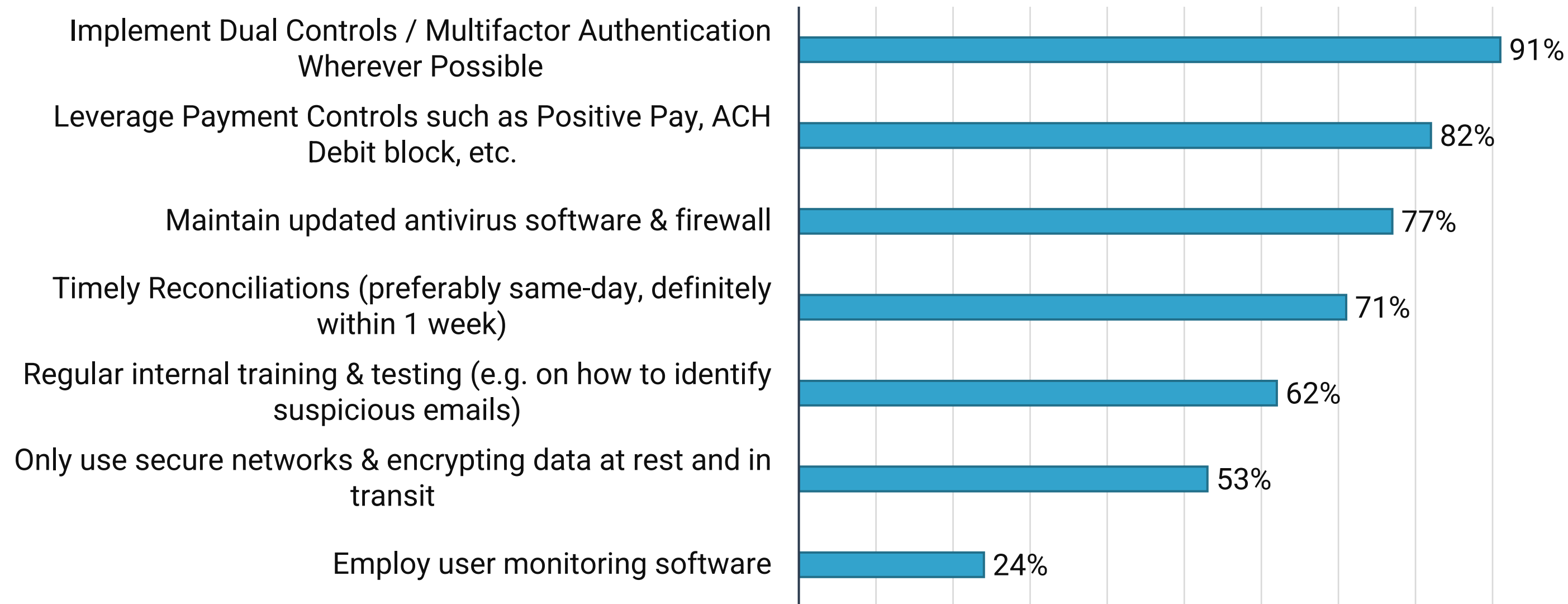
» What types of payment technologies do you intend to invest significantly in over the next 12 months? (Select all that apply)



40% of large businesses and 37% of small businesses have higher or significantly higher spending plans for payment services and technology in the next year.

POLL QUESTION

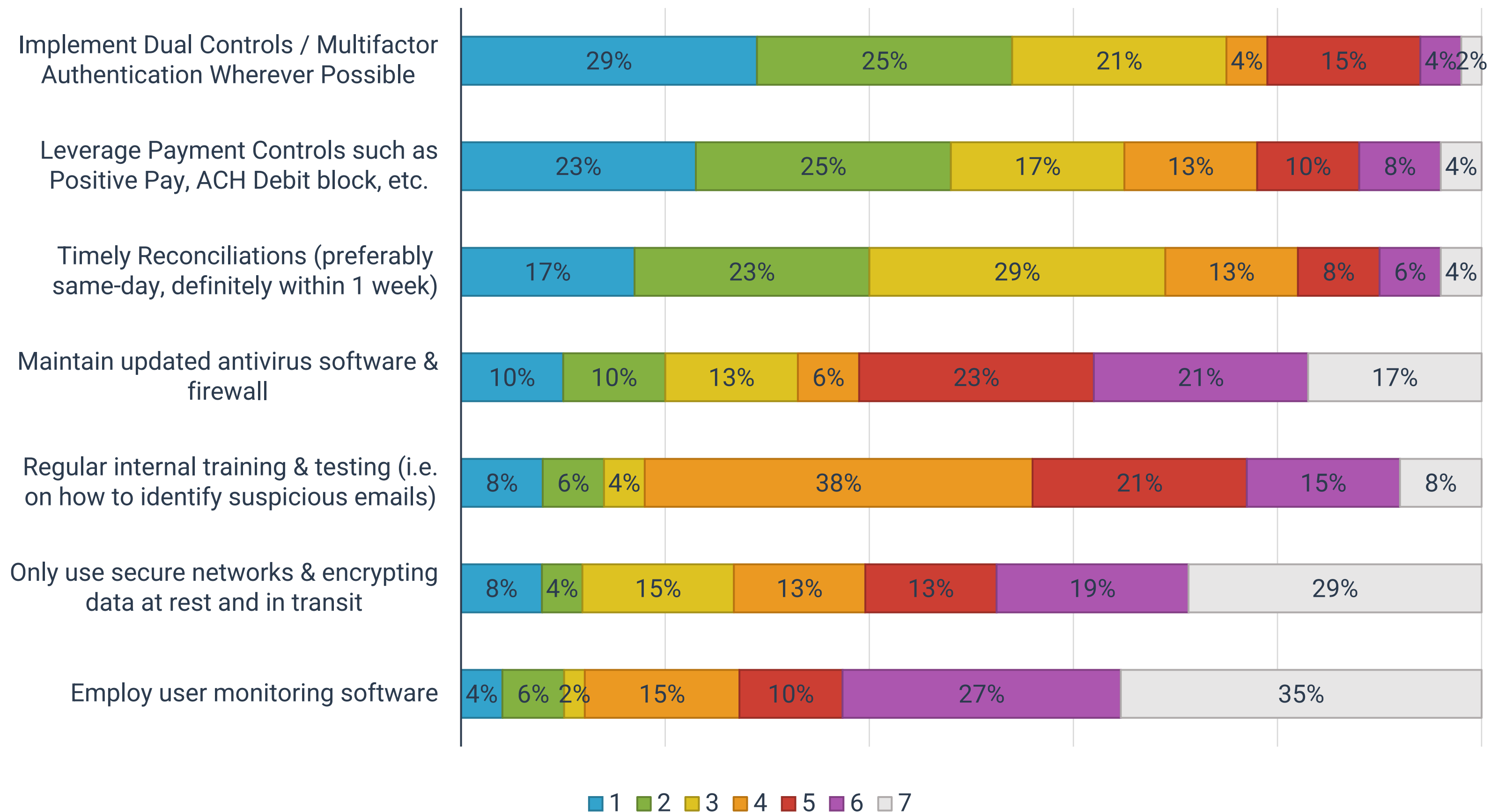
Poll 2 - Which of the following security measures does your organization employ? (Select all that apply)



SECURITY PRACTICES & TOOLS

WHAT BANKS WISH YOU DID

» What is the priority for the internal security practices or tools you wish all your clients used? Rank from highest priority (1) to least (7) by dragging and dropping response options.



CROSS-BORDER PAYMENTS

VISIBILITY DESIRED ABOVE EFFICIENCY

» We have a strong desire for the following cross-border faster payments: (Select all that apply)



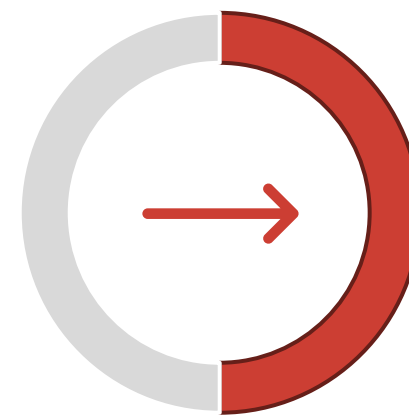
61%

Visibility into the cost of making FX payments



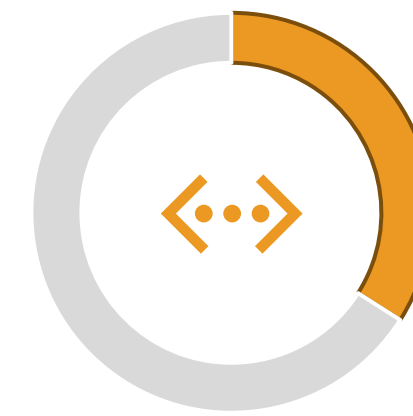
56%

Visibility into the status of payments while 'in process'



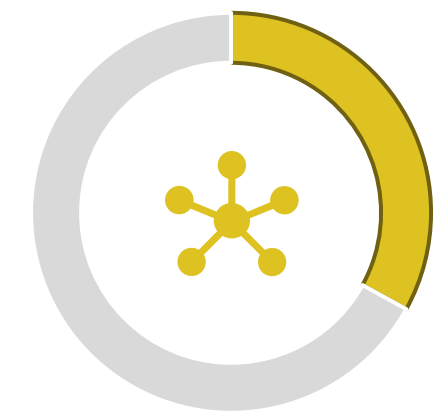
50%

Payment details to travel with the payment



34%

Ability to communicate payment status with the receiving party outside of the payment itself



33%

Interoperability between more countries and regions

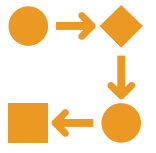


Visibility

Efficiency

IMPORTANT TO PAYMENTS

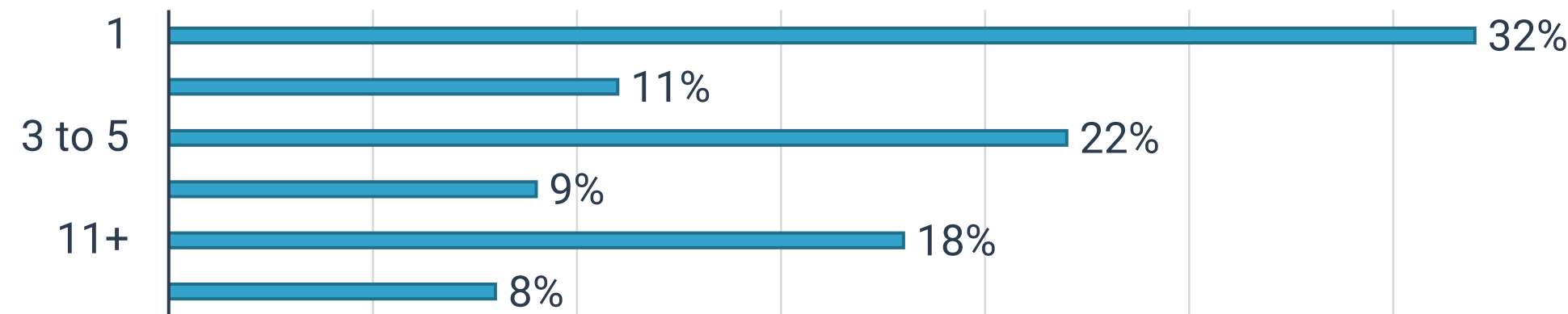
WHAT THE MAJORITY AGREE ON

Identified by the majority of respondents as extremely important or very important to payments:

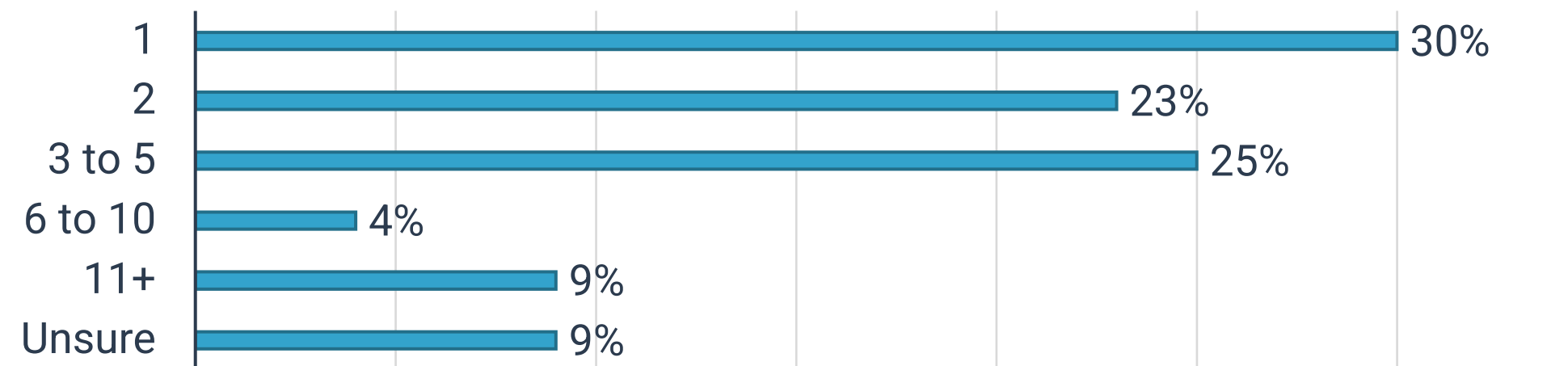
Item	Total	Extremely important
 <p>Having consistent processes for global payments</p>	59%	21%
 <p>Efficiency of executing payments on a global basis</p>	53%	14%
 <p>Visibility to cross-border payments delivery</p>	51%	17%

POLL QUESTION

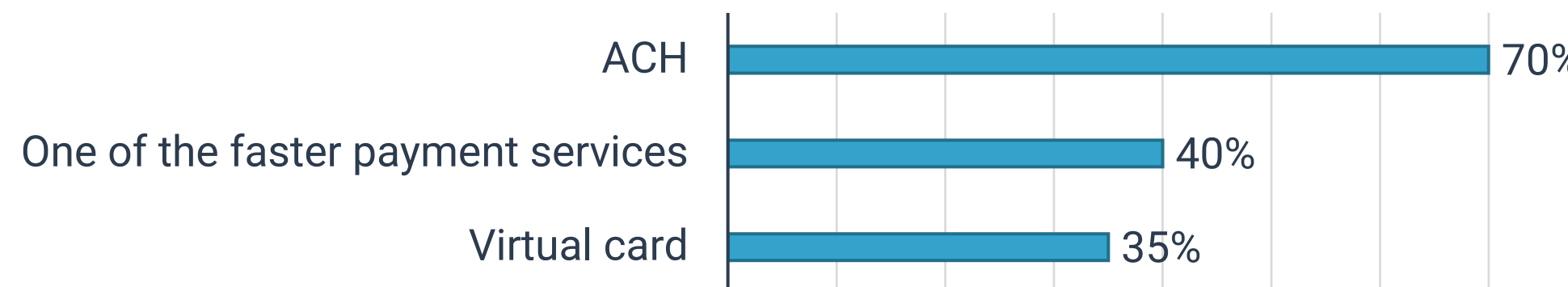
Poll 3 - How many currencies do you regularly make payments in?



Poll 4 - How many US banks do you originate payments with?



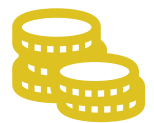
Poll 5 - Are you trying to increase any of these payment types? (Select all that apply)



PAYMENT COMPLEXITY

CURRENCIES, BANKS, INTERNATIONAL PAYMENTS

Number of currencies



23% of survey respondents make regular payments in **just one currency**.

23% of companies make regular payments in **11 or more currencies**.

Number of payment origination banks



Only 12% of survey respondents indicated they originate payments with **a single bank**.

35% of companies use **six or more banks**.

Large/small spread:

- 1 bank
 - Large: 6%
 - Small: 18%
- 1-2 banks
 - Large: 20%
 - Small: 49%
- 6+ banks
 - Large: 48%
 - Small: 22%

Percentage of international payments



Two out of five companies make **20% or more of their payments** outside of their HQ country.

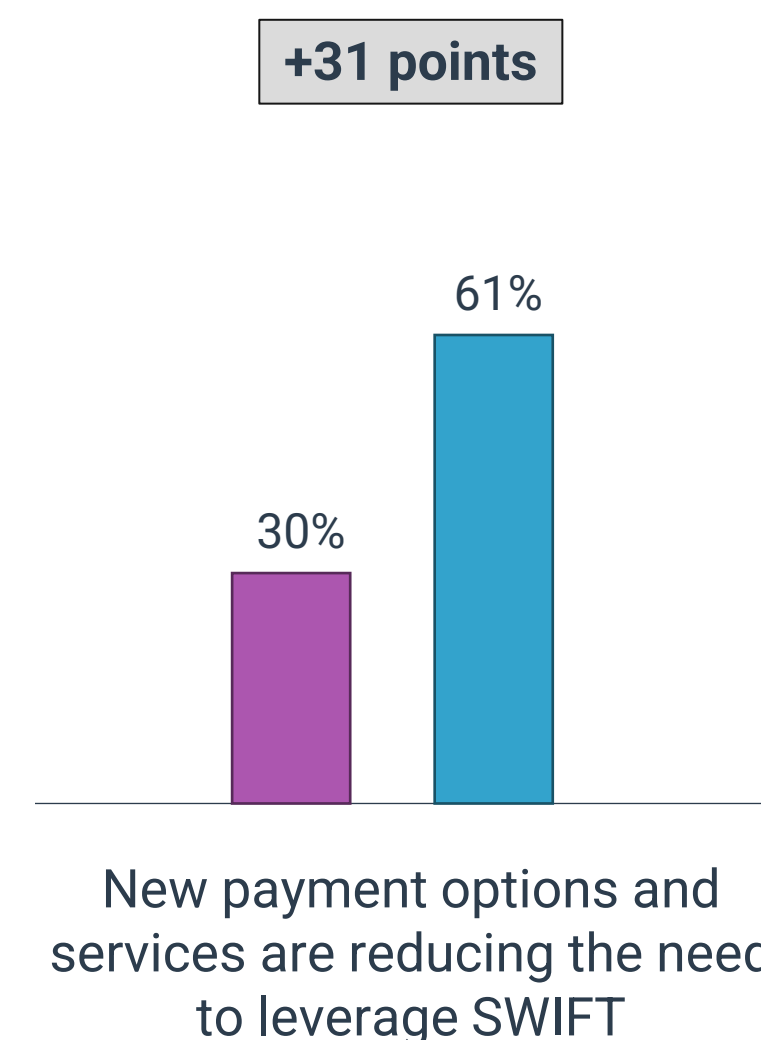
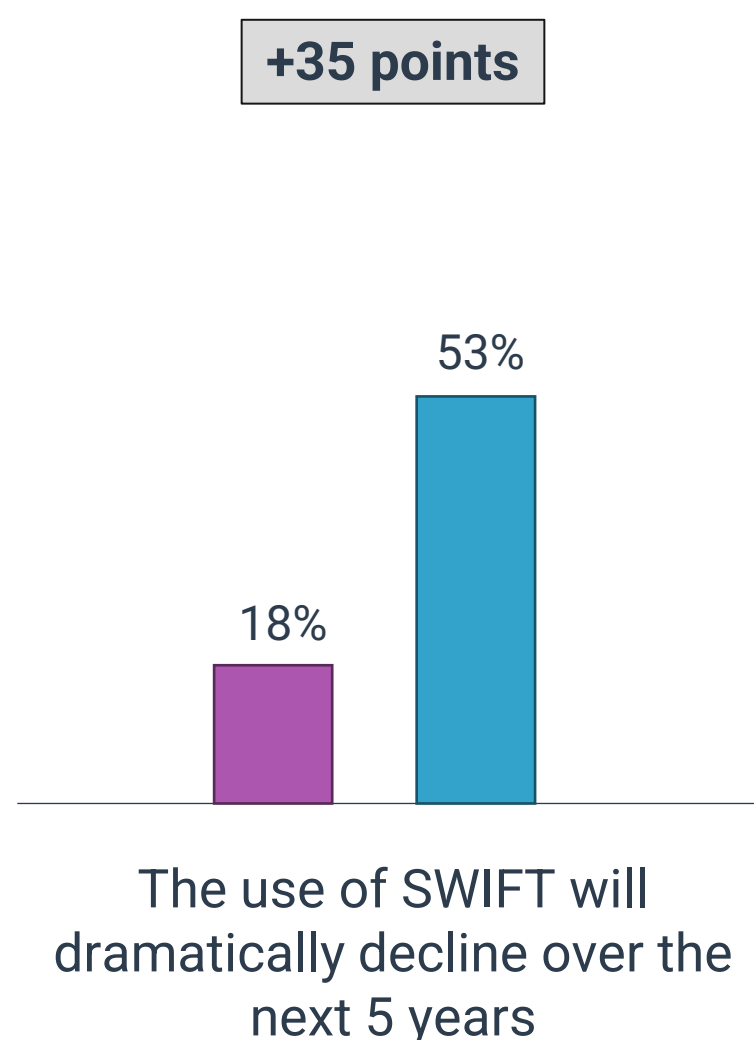
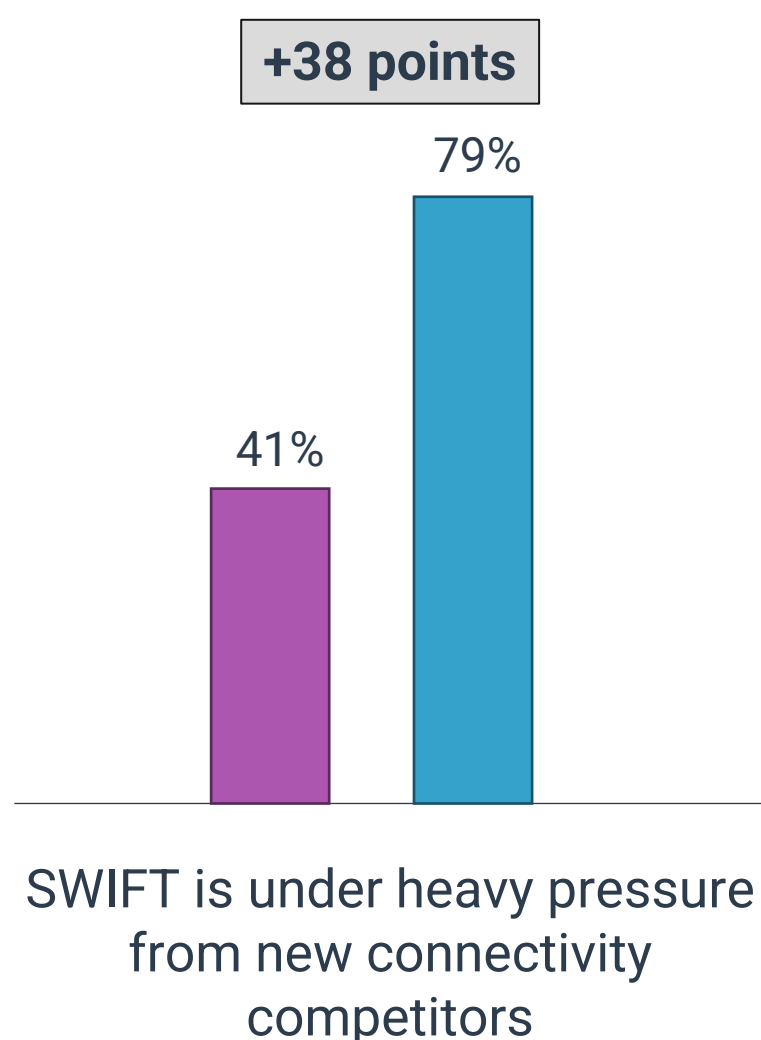
'No international payments' make up **just 15%** of respondents.

18% make **more than 40%** of their payments internationally.

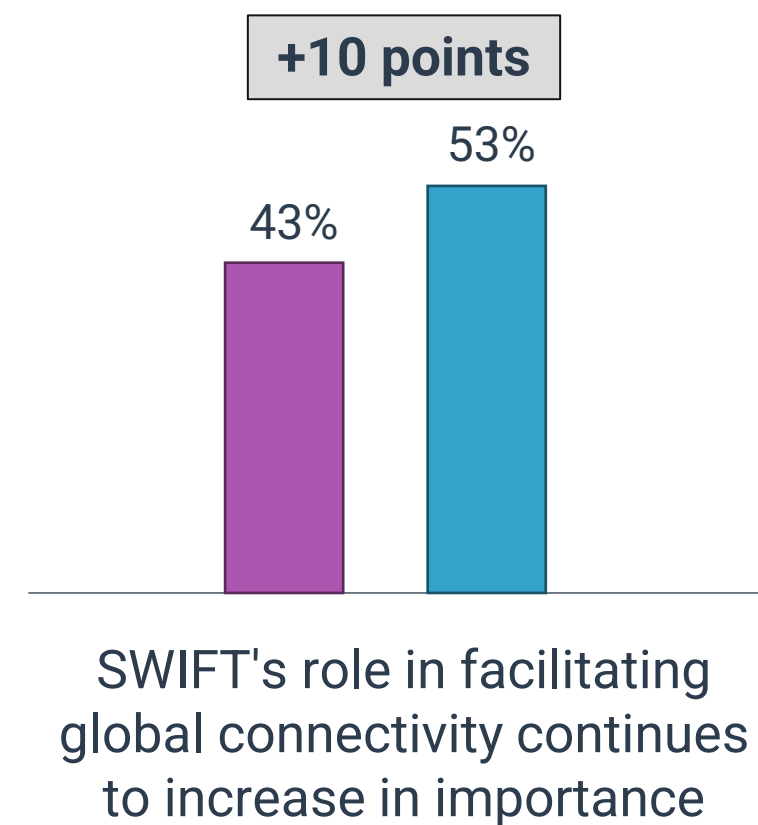
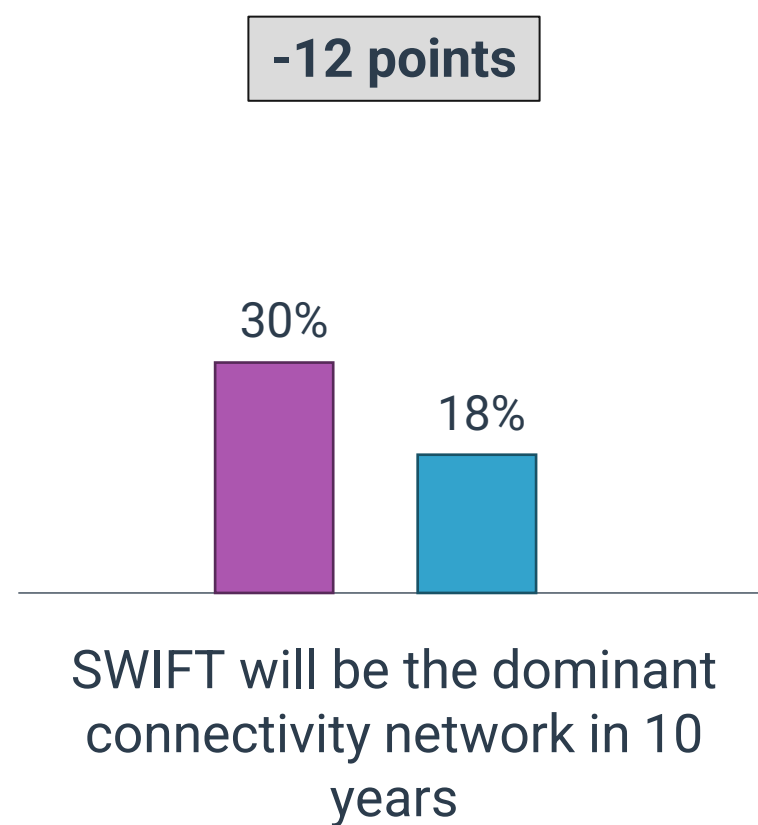
DOUBLE-MINDED ABOUT SWIFT

CORPORATES VS. BANKS

Negative toward SWIFT



Positive toward SWIFT



■ Corporates agree or strongly agree ■ Banks agree or strongly agree

FINAL THOUGHTS

HOW TO PROCEED



Understand your payment complexity

- Globalization impacts the financial supply chain and payments
- More systems equals more complexity



Think and rationalize

- Know what technologies might help in reducing complexity
- Power of a network is a lever to pull



Visibility matters

- Lack of visibility creates manual interactions and touchpoints
- Develop a bias towards more visibility and the end-to-end view of a process



Security matters in every location

- Fraud is significant and growing
- Risk management mindset is required

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.



STRATEGIC TREASURER

Craig A. Jeffery,
Managing Partner

✉ craig@strategictreasurer.com

☎ +1 678.466.2222



CORPAY

Sven Hinrichsen
President & GM of AP Automation

💻 payments.corpay.com



Pre-register now for the soon-to-be-released 2022 Global Payments Survey Report. Survey respondents will be sent the exclusive, detailed report.



Pre-Register Now