

MODERNIZING AP PROCESSING

2021 SURVEY RESULTS



CHRIS CLAUSEN

Executive Director of Product Management
Deluxe Corporation

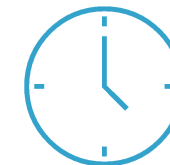
CRAIG JEFFERY

Founder & Managing Partner
Strategic Treasurer



WHAT

Results, analysis, discussion
and takeaways from the 2021
AP/AR Survey.



WHEN

Tuesday, June 29, 2021
1:00 PM – 2:00 PM EDT



WHERE

Live online presentation
Replays at StrategicTreasurer.com



This presentation is provided by Strategic Treasurer and Deluxe Corporation

ABOUT THE SPEAKERS

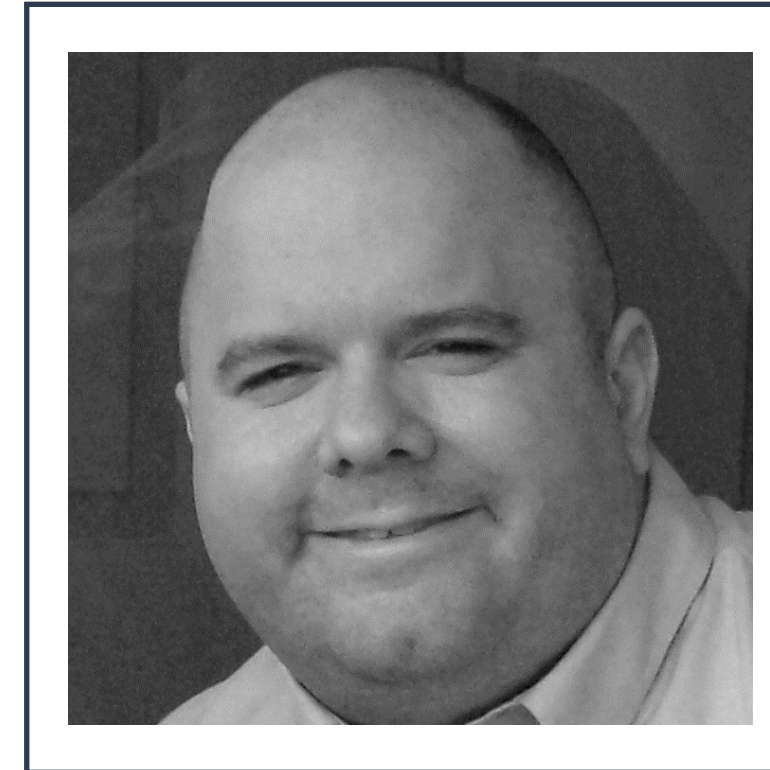
GET TO KNOW TODAY'S SUBJECT MATTER EXPERTS



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.



CHRIS CLAUSEN

With more than two decades of experience in the financial services industry, Chris brings a proven track record of expertise in payments, credit, analytics and banking operations. During the last 11 years, he has worked extensively with Deluxe's 4 million business customers and more than 5,000 bank partners (ranging from C-suite executives to small business owners) to design, build and enhance digital payment solutions targeted specifically to meet business payment needs.

Chris is one of Deluxe's foremost Payables experts and is often tapped by industry partners and customers to solve complex payments challenges. He has worked for a variety of companies including: Fair Isaac, Target Financial Services, LexisNexis, and IC System.

TOPICS OF DISCUSSION

KEY AREAS OF FOCUS &
ANALYSIS



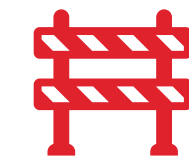
ABOUT THE SURVEY
SURVEY & FIRMOGRAPHICS



UNIFYING THEME
FULLY ELECTRONIC DESIRED



**DIGITIZING
PAYMENTS**
DRIVERS



BLOCKERS
HOLDING AP BACK



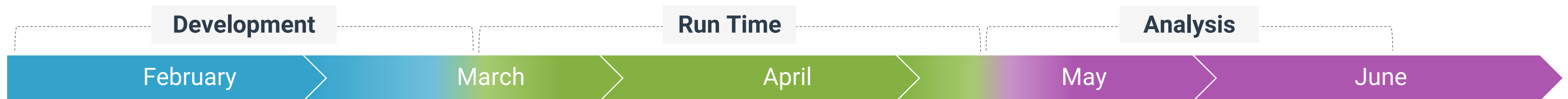
**PAIN POINTS &
GROWTH**
WHERE IT HURTS



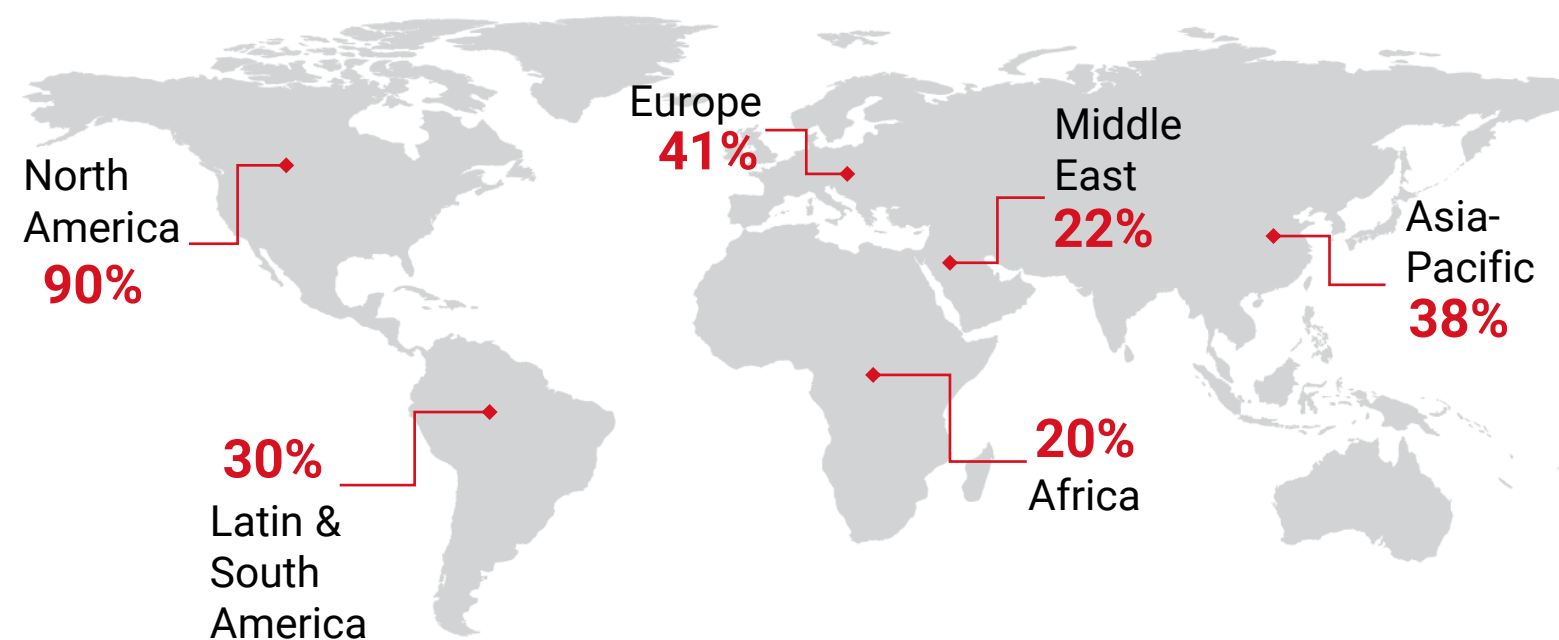
KEY TAKEAWAYS
FROM THE RESEARCH

SURVEY QUICK STATS

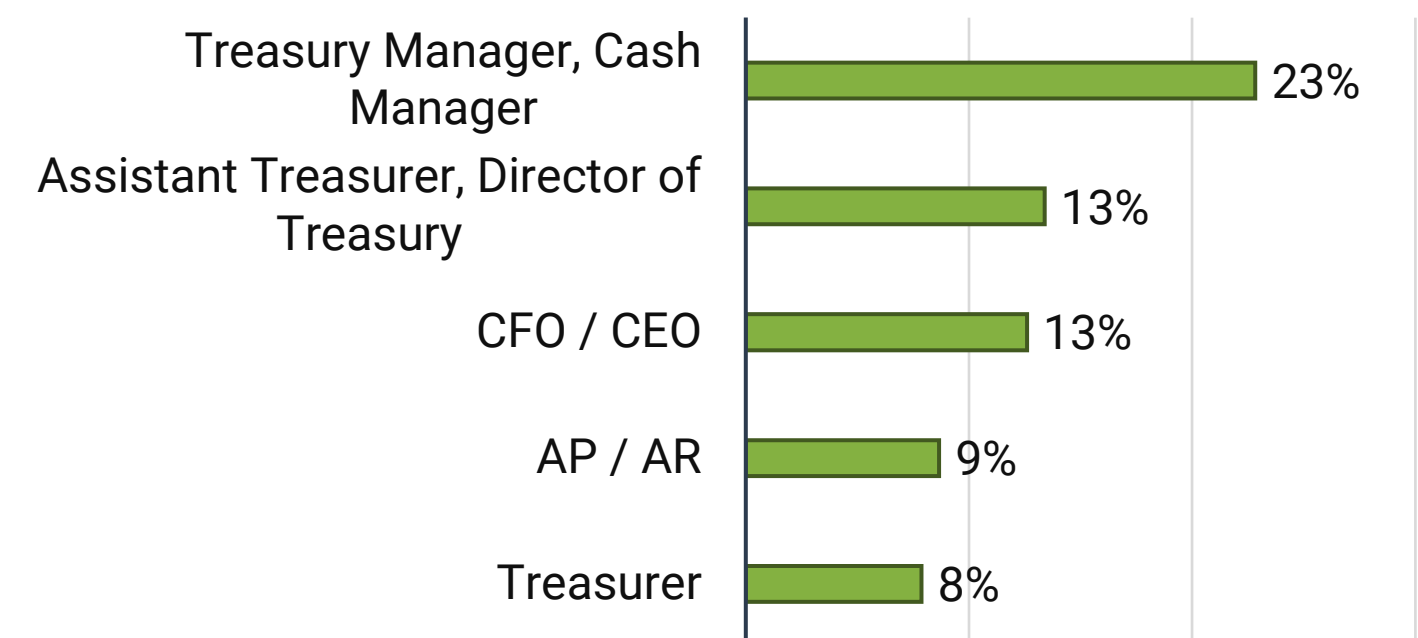
2021 Modernizing AP/AR Processing



Regions of Operations

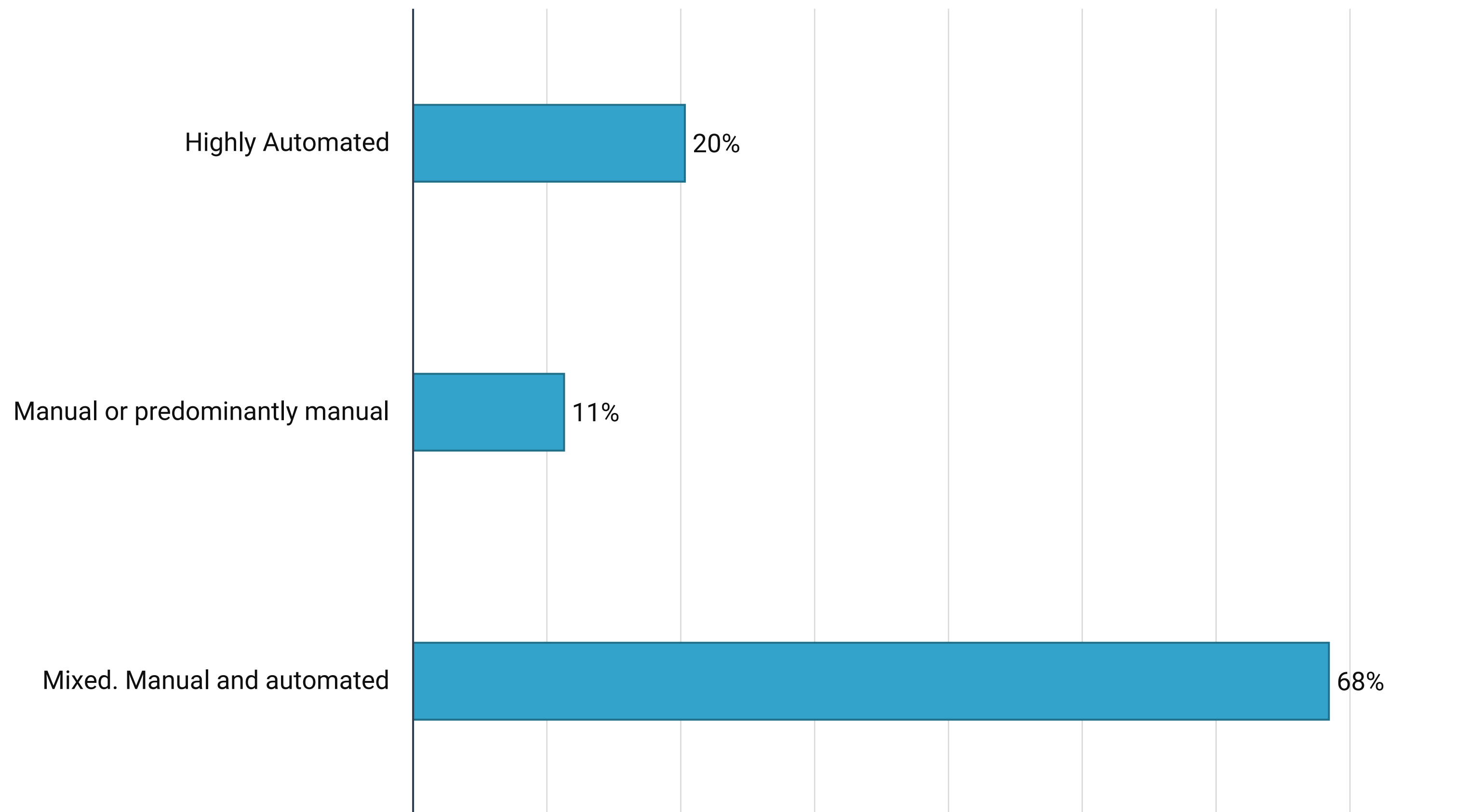


Top Respondent Roles



POLL QUESTION

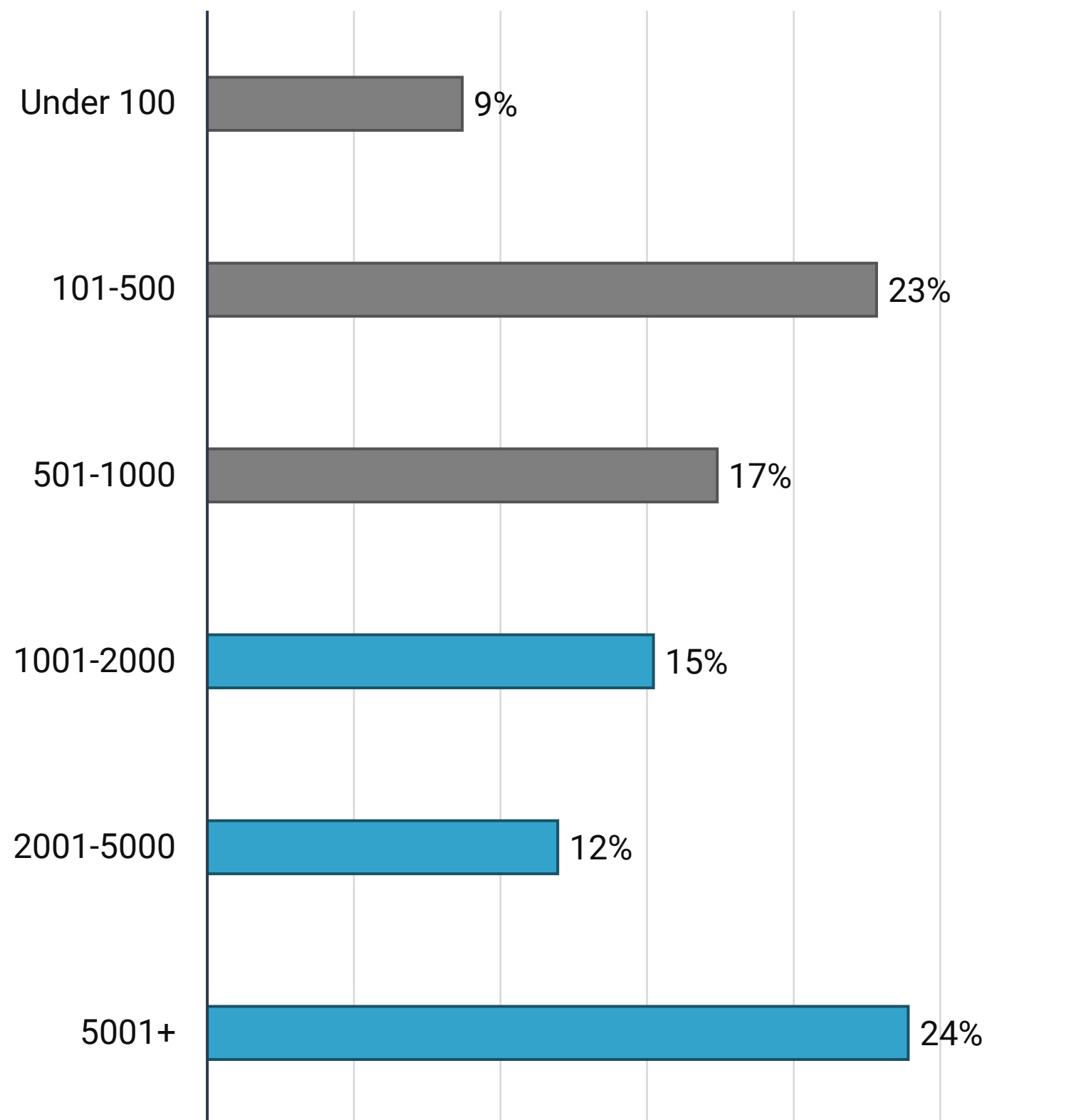
For AP we consider ourselves to be:



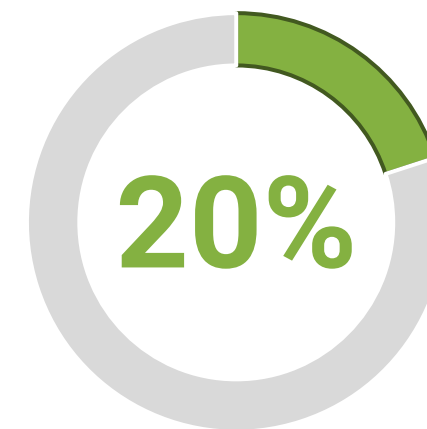
MOSTLY MANUAL

THE PAYMENTS ARE MANY

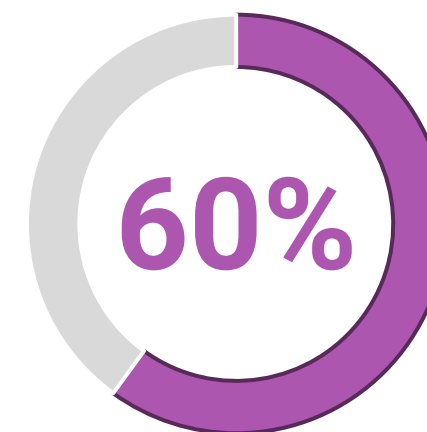
Monthly payment transactions vary greatly by organization, with over half of corporate respondents making over 1,000 payments a month.



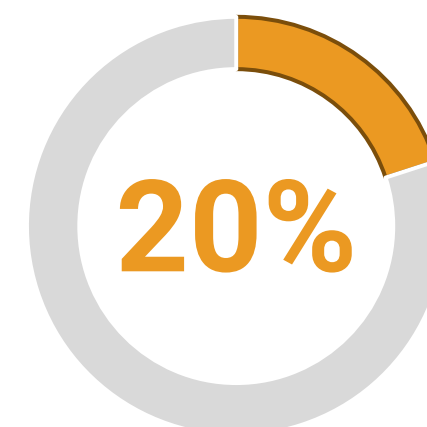
Still, few are highly automated. "Mixed" manual & automated has not changed percentage over the past year of the survey.



Manual or Predominantly Manual



Mixed. Manual & Automated

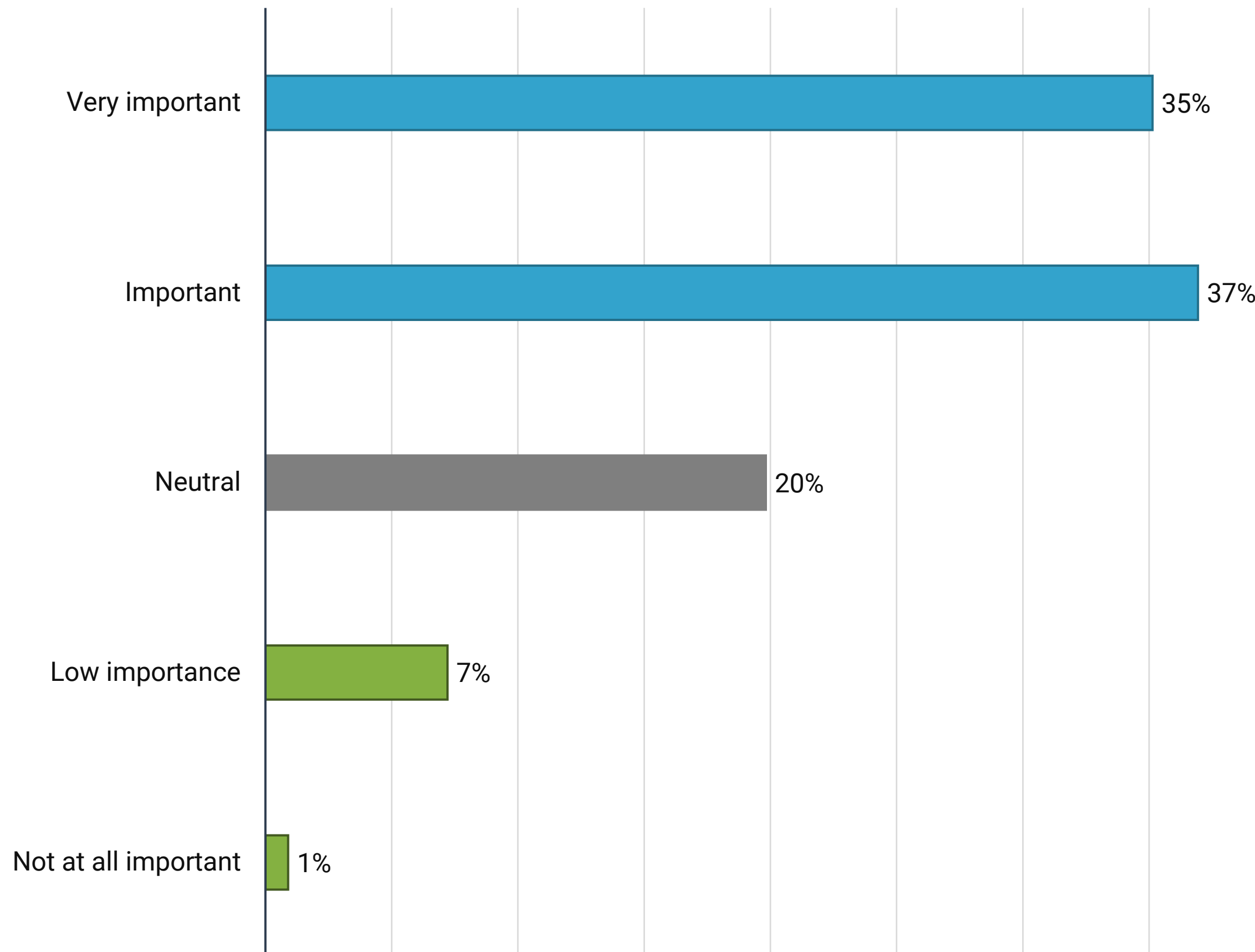


Highly Automated

MOVE TO ELECTRONIC

UNIFYING DESIRE FOR AP

» *Our desire to move toward full-electronic processing is best described as:*



9X

View full-electronic processing as very important or important vs. those that view it as low or no importance.

FULLY ELECTRONIC IS SO IMPORTANT

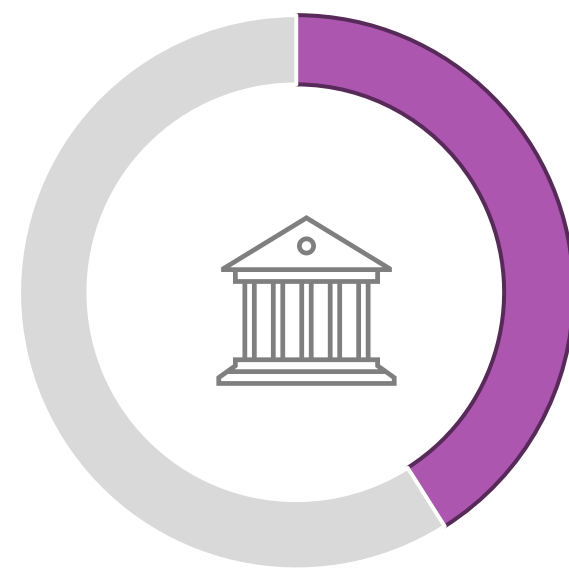
MANY ARE WILLING TO OUTSOURCE, AUTOMATE OR MOVE

» *Moving to full-electronic processing is important enough for us to:*



56%

**Outsource
or automate
more
processes**



41%

**Move
activity to
another
bank in our
credit
facility**



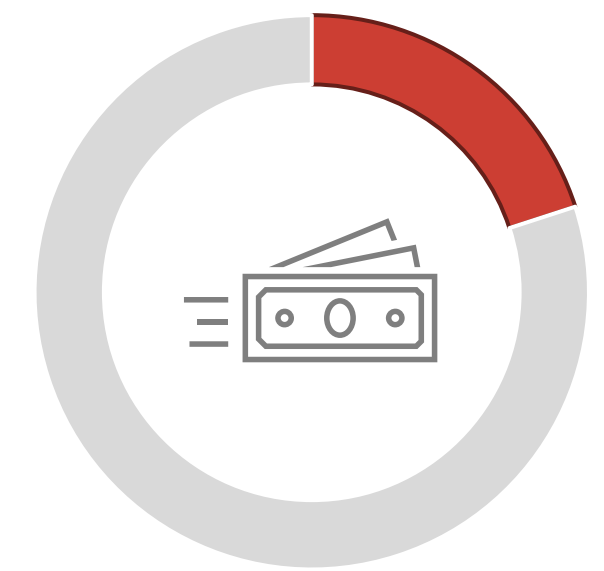
28%

**Move
activity to
non-credit
bank**



21%

**Pay more
for outside
services if
we reduce
internal
costs by the
same
amount**

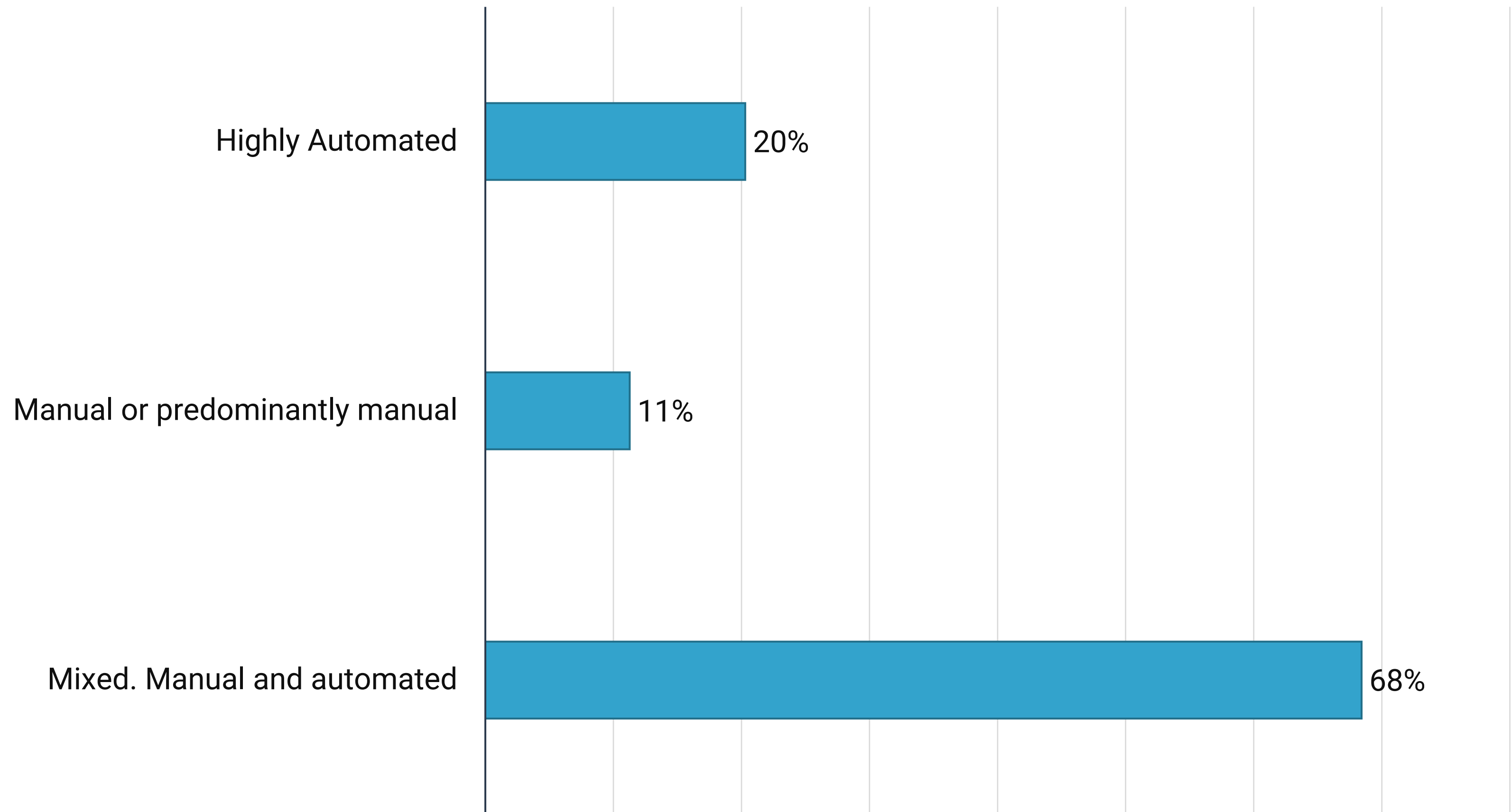


21%

**Pay more
for outside
services to
reduce
internal
complexity
whether it
costs the
same or
slightly
more**

POLL QUESTION

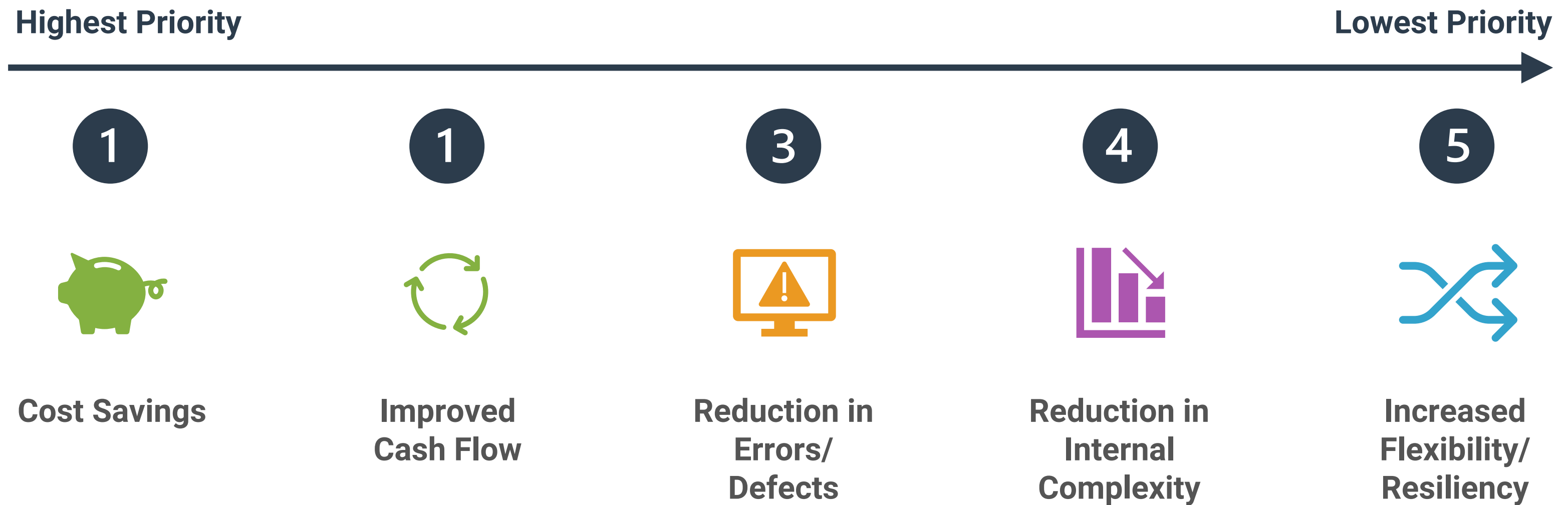
For AP we consider ourselves to be:



DIGITIZING PAYMENTS

THE DRIVERS

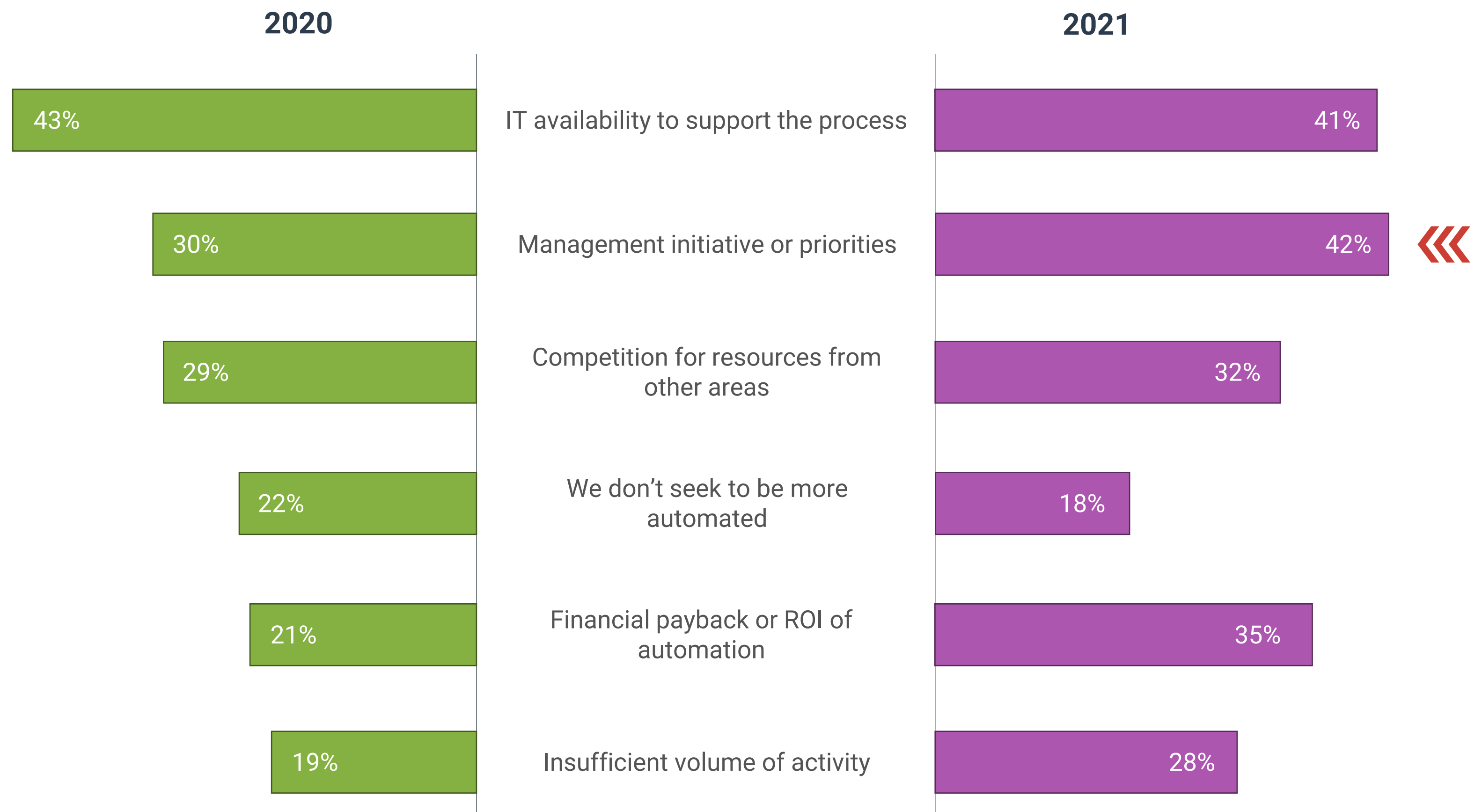
When respondents were asked to rank drivers based on priority for digitizing payments, the #1 position was a tie. The third spot was not far behind.



THE ROADBLOCKS

PREVENTING AUTOMATION

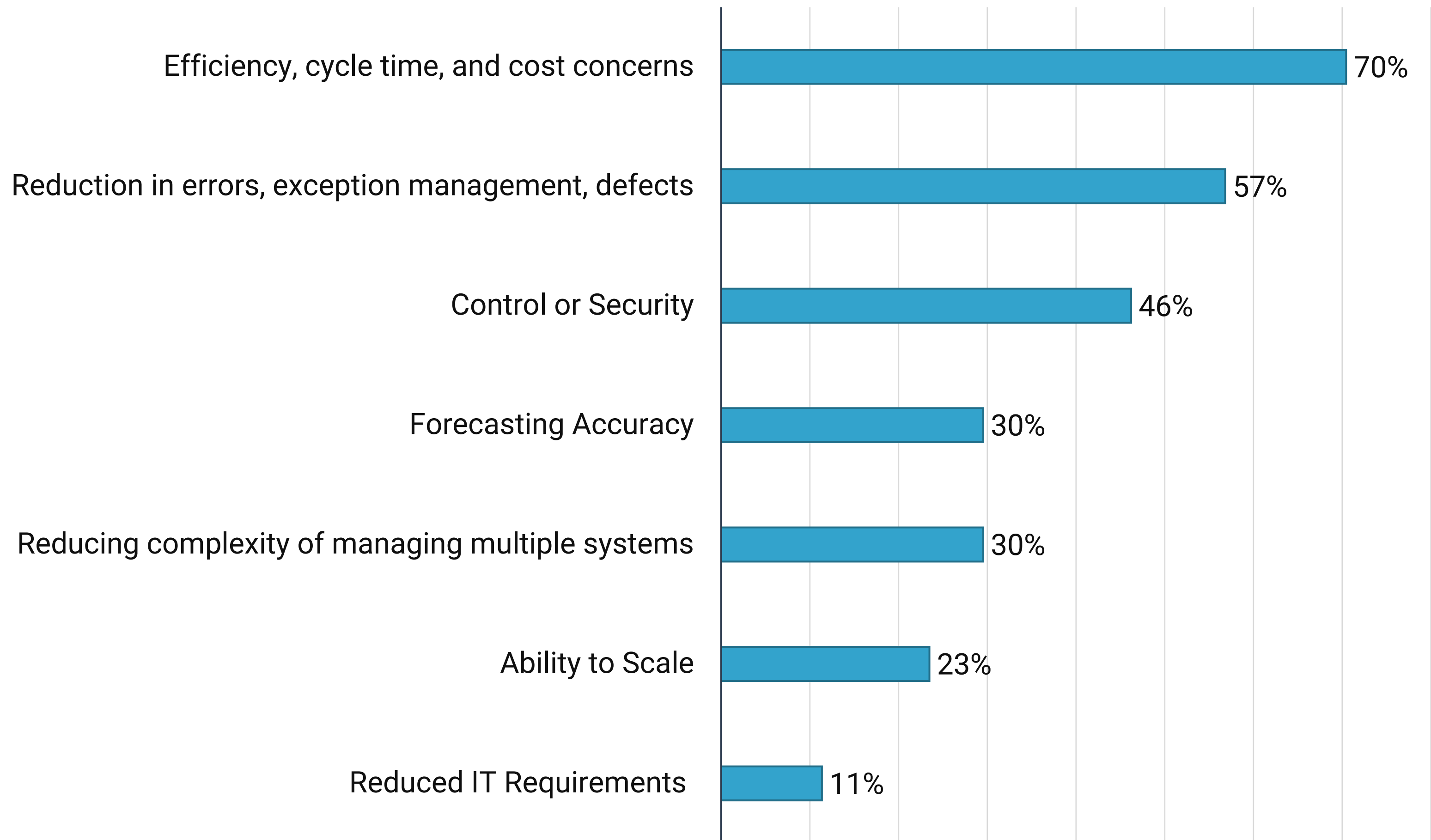
» *What prevents you from being highly automated? (Select all that apply)*



Note: Only top 6 responses displayed

POLL QUESTION





What would drive you /drove you to more AP automation?



DRIVING THE DESIRE TO AUTOMATE

EFFICIENCY TOPS THE LIST, AGAIN

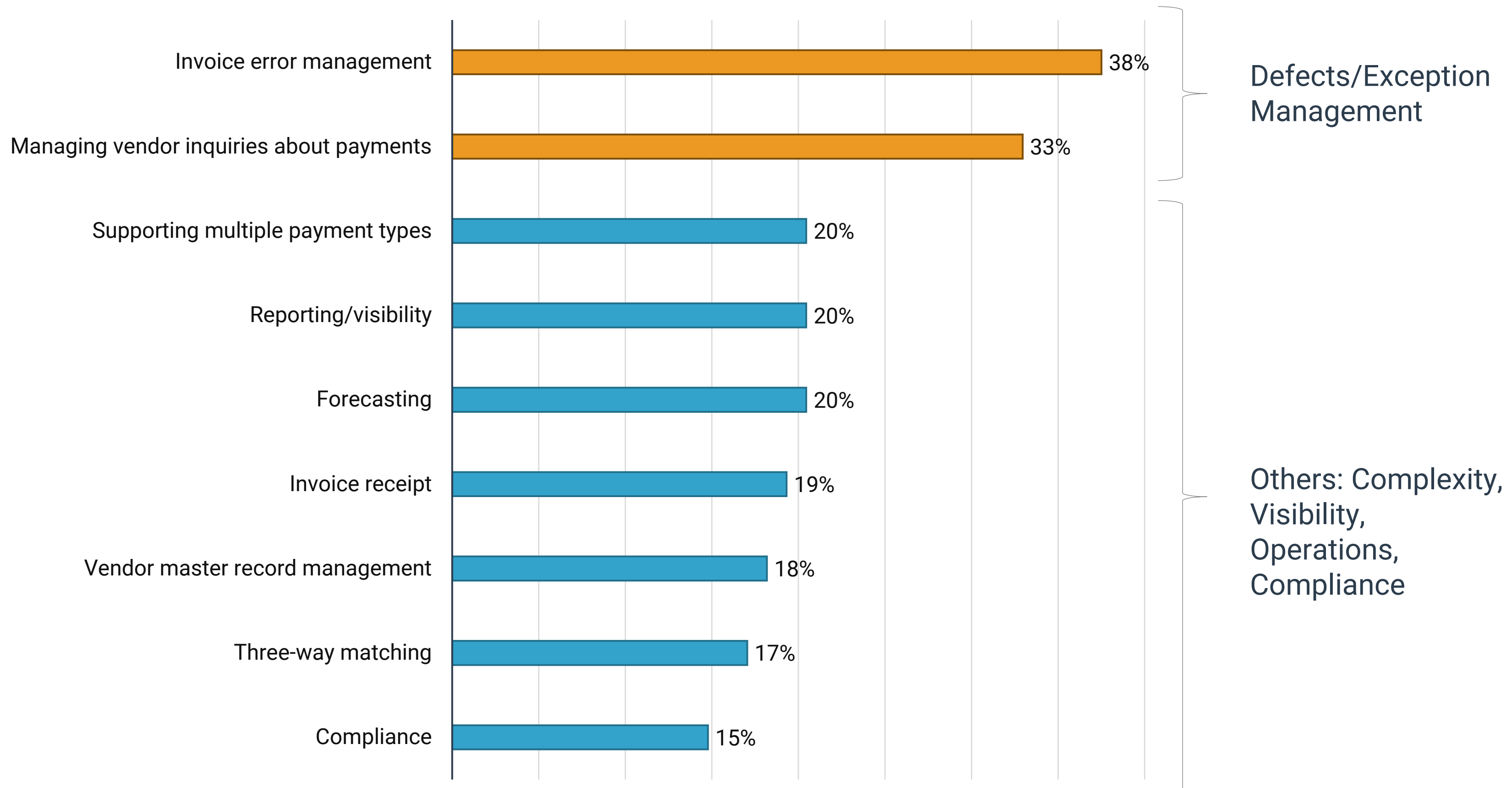
» *What would drive you / drove you to more AP automation?*

DRIVER		2021	2020
	Efficiency	72%	72%
	Reduction in Errors	68%	52%
	Control or Security	52%	45%
	Forecasting Accuracy	41%	36%

AP PAIN POINTS

TOP RELATED TO DEFECTS OR EXCEPTION MANAGEMENT

» *What task is the largest pain point in your AP process?*

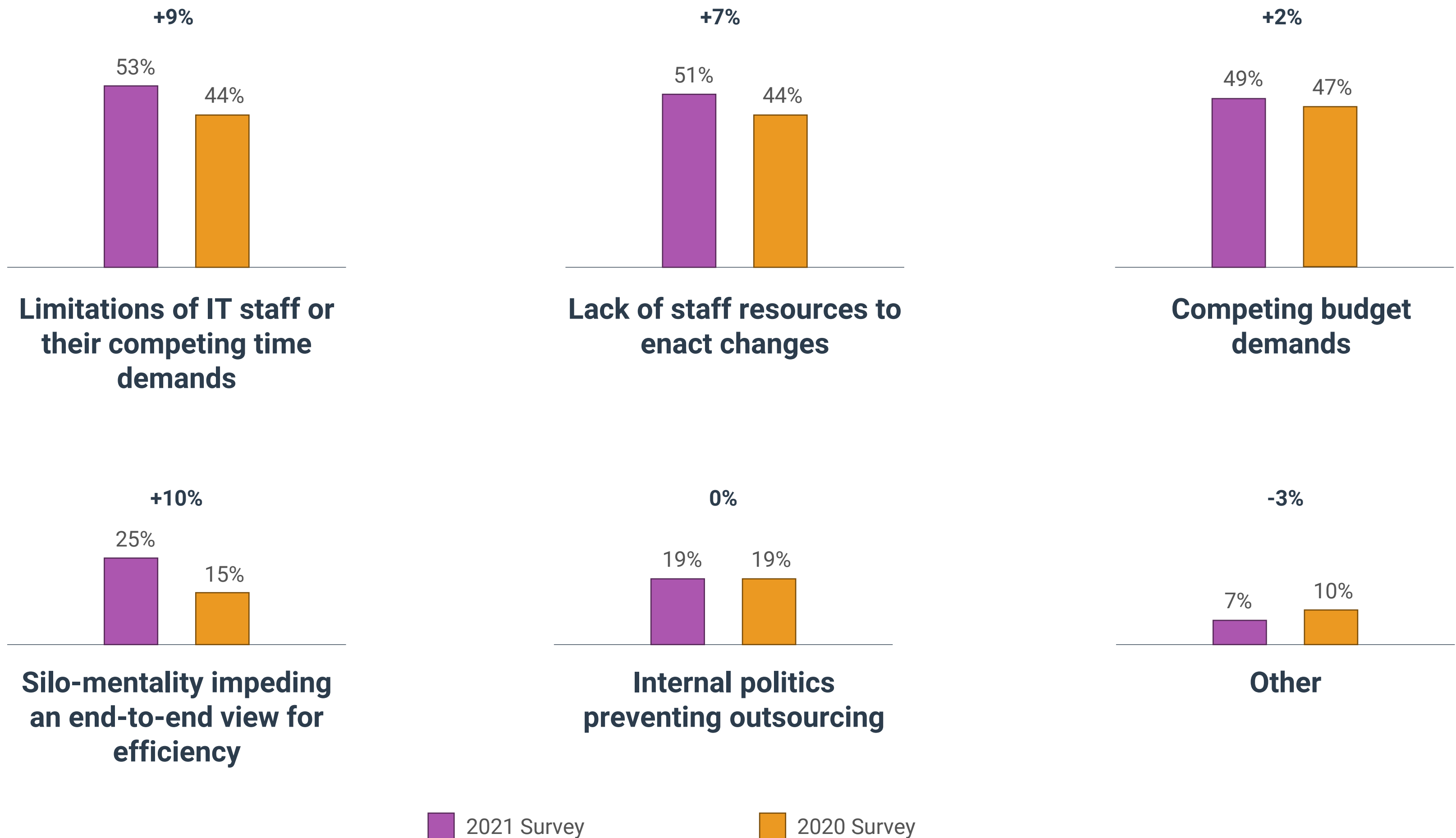


Note: Only top responses displayed

AP OBSTACLES OF CHANGE

INCREASINGLY MORE PREVALENT

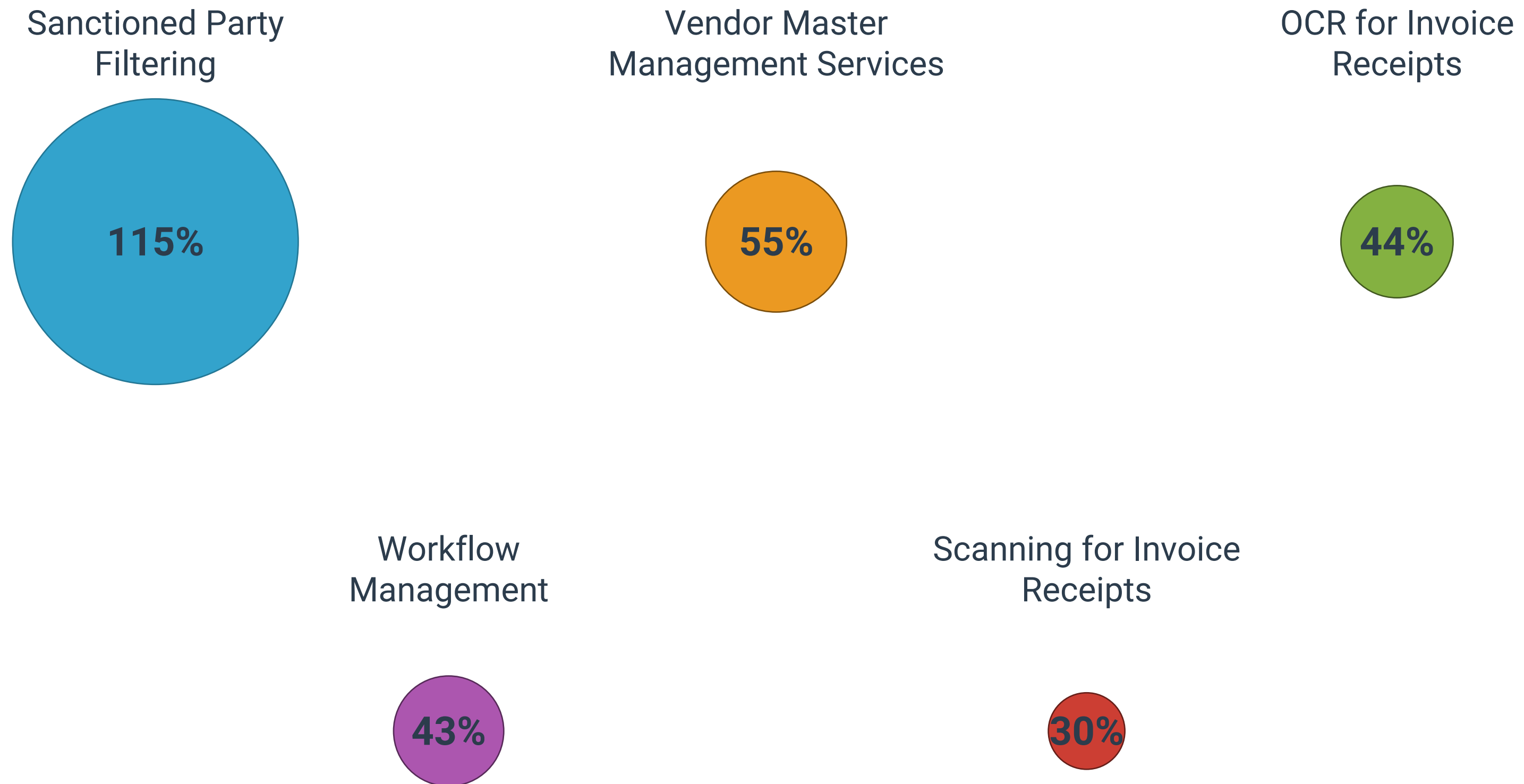
» Our biggest obstacles to making the changes we need are:



AP SERVICE GROWTH LEADERS

DESIRE TO USE / CURRENT USE

When asked about the AP services used currently and what they would like to use, the following were the rates of growth (desired future use over current use rate):



FINAL THOUGHTS

IDEAS AND POINTS TO BRING BACK TO THE OFFICE



UNDERSTAND AUTOMATION ROADBLOCKS

- IT availability
- Management priorities
- Competition for resources



KNOW YOUR OBSTACLES TO AP CHANGE

- Benchmark your situation
- Identify categories of obstacles
- Plan to resolve



VALUE OF PARTNERSHIPS

- Faster development
- Maintain process control
- Free up resources



GROWTH EXPECTATIONS

- Know what the industry is thinking
- What are your expectations and requirements
- Communicate those to stakeholders

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

🎧 The Treasury Update Podcast

💻 [linkedin.com/in/strategictreasurer/](https://www.linkedin.com/in/strategictreasurer/)



DELUXE CORPORATION

Jim Burdick
Senior Solutions Consultant

✉ jim.burdick@deluxe.com

📞 443.968.4182

💻 [dpx.com](https://www.dpx.com)



SURVEY REPORT and INFOGRAPHIC

Download the 2021 Modernizing AP Processing Report for in-depth commentary. Survey respondents will be sent the exclusive, detailed report. The Modernizing AP infographic is also available for download.



Download Today