



# B2B PAYMENTS

## 2021 SURVEY RESULTS



### **CRAIG JEFFERY**

Founder & Managing Partner  
Strategic Treasurer

### **GUNITA BINDRA**

Vice President of Commercial  
Product Management  
Bottomline



### **WHAT**

Results, analysis, discussion and take-aways from the 2021 B2B Payments Survey.



### **WHEN**

Thursday, September 30, 2021  
2:00 PM – 3:00 PM EDT



### **WHERE**

Live Online Presentation  
Replays at [StrategicTreasurer.com](https://StrategicTreasurer.com)



# 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 LLC in 2004 to provide corporate, educational, and government entities direct access to comprehensive and current assistance with their treasury and financial process needs.

His 20+ 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



## GOING DIGITAL

MORE MOVING TO FULLY  
ELECTRONIC



## DRIVERS

FOR NEW PAYMENT  
SOLUTIONS



## FRAUD

ALWAYS A CONCERN



## PAYMENT VIEWS

BANKS vs CORPORATES



## KEY TAKE-AWAYS

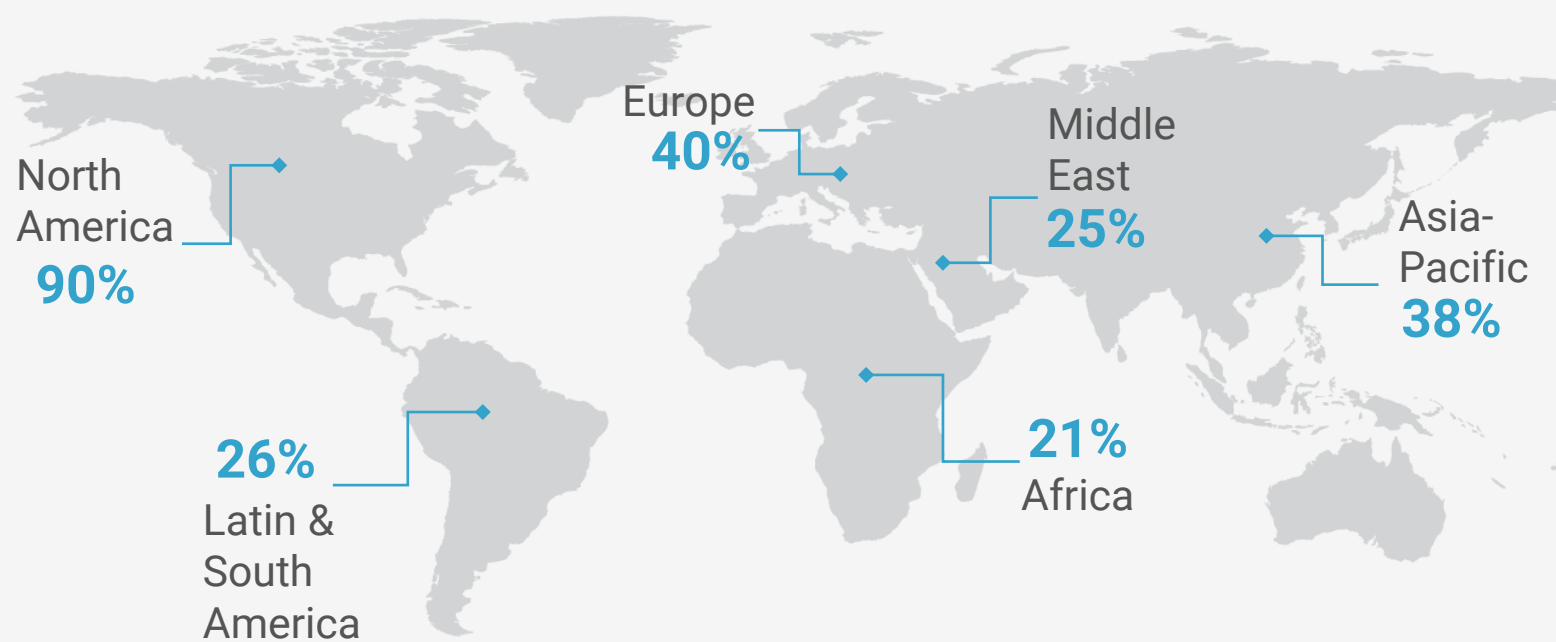
FROM THE RESEARCH

# SURVEY QUICK STATS

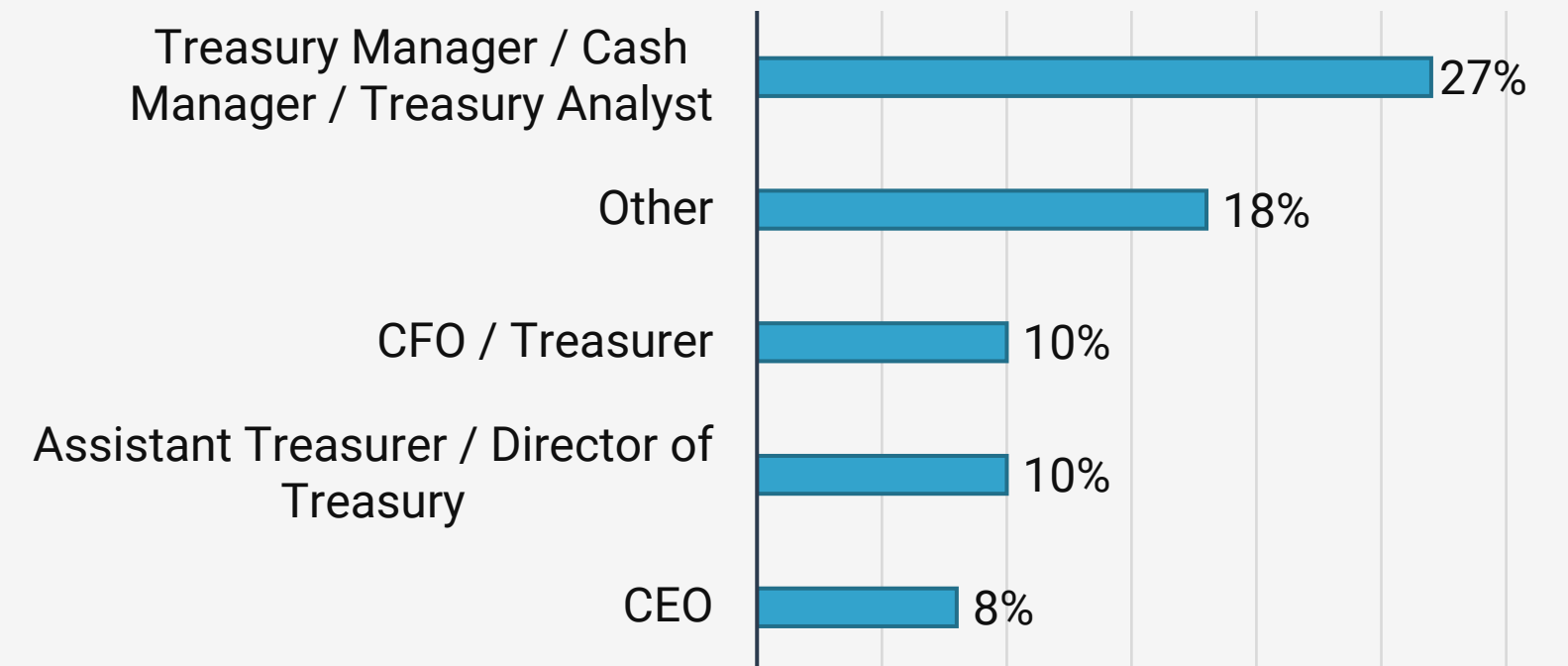
## 2021 B2B PAYMENTS



### Regions of Operations

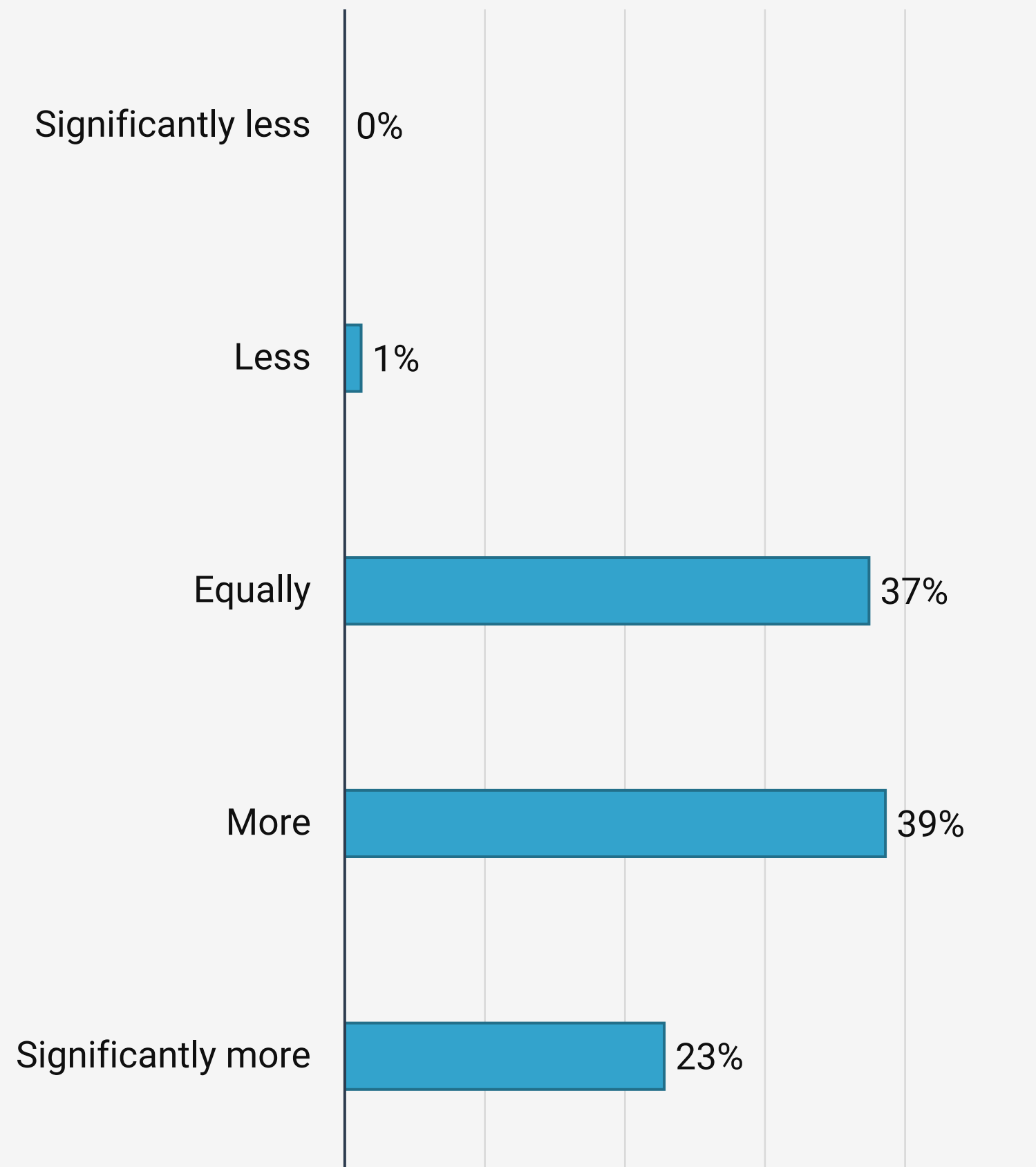


### Top Respondent Roles

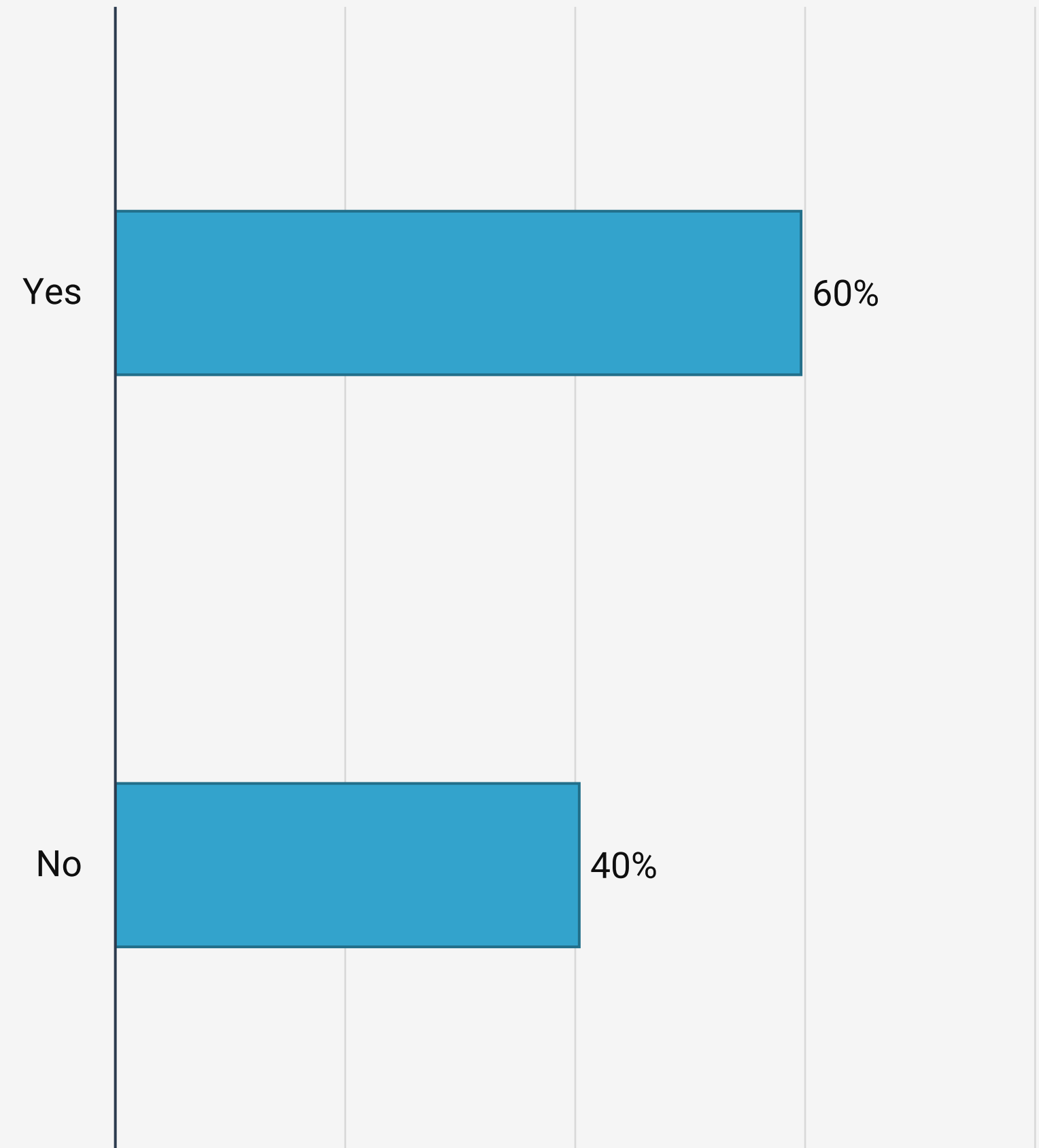


# POLL QUESTION

**We are \_\_\_\_\_ concerned about payment fraud than last year.**



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

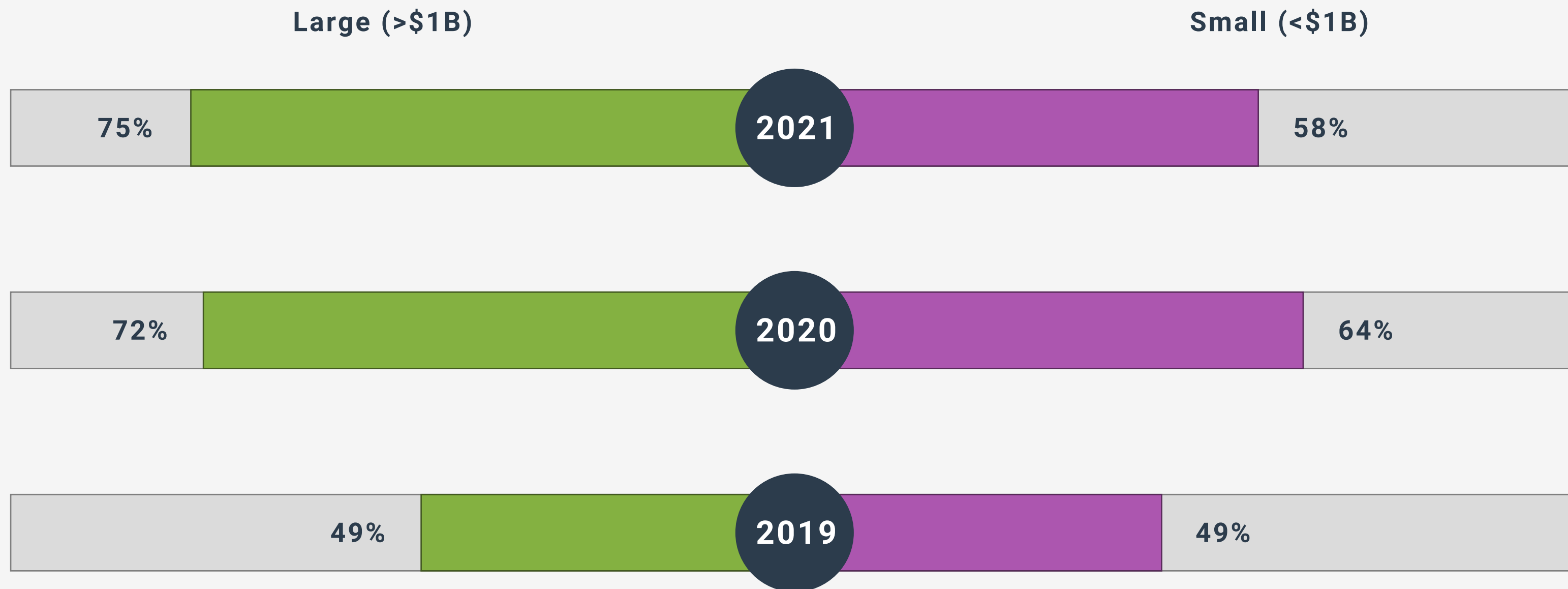


# B2B PAYMENT LEADERS GOING DIGITAL



## YEAR-OVER-YEAR GROWTH

Nearly two-thirds of corporates are making more than 50% of all B2B payments electronically this year. Large organizations are leading the way in digital payment adoption.

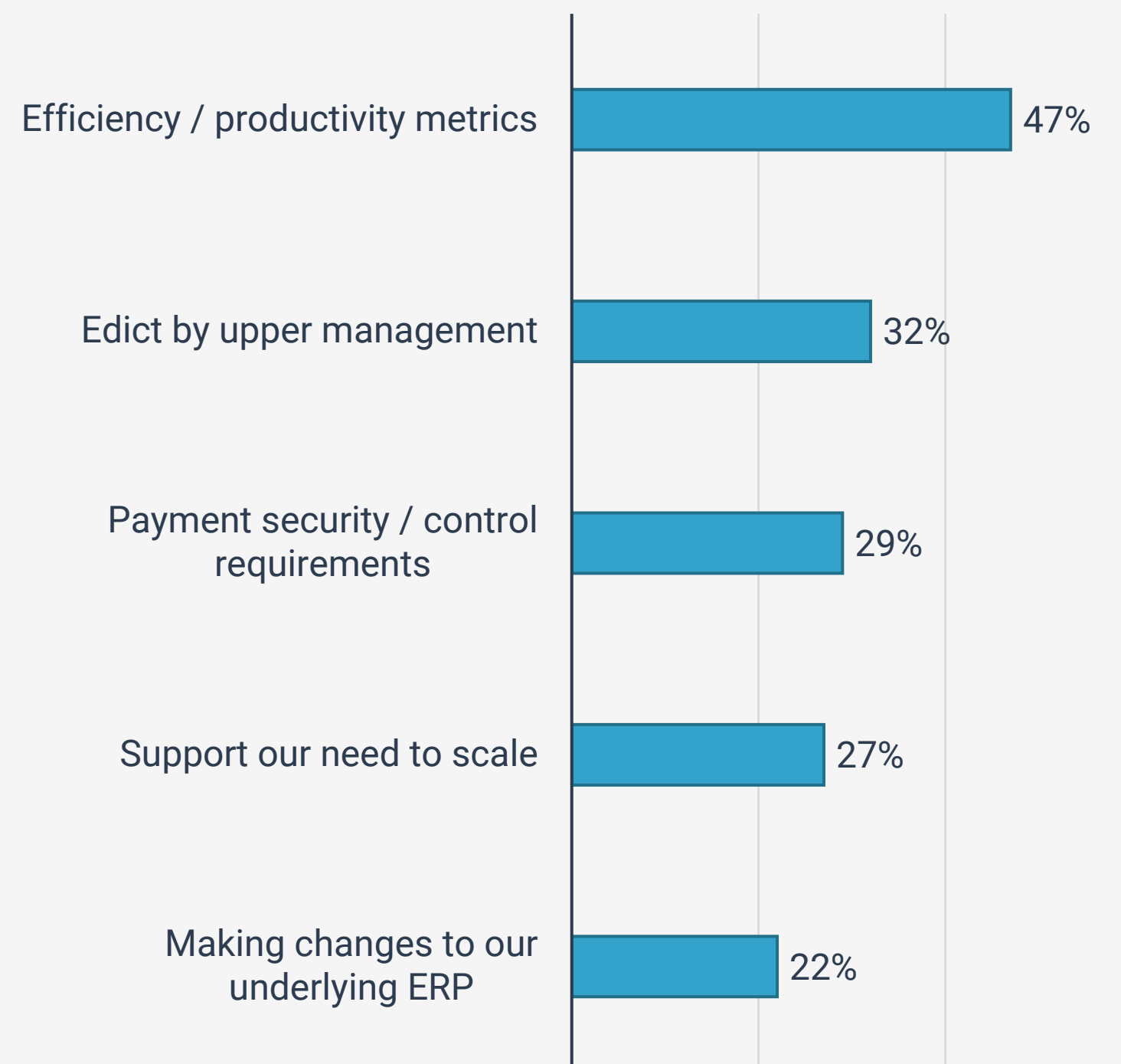


# EFFICIENCY A TOP DRIVER

## OF FIRMS TO EVALUATE NEW PAYMENT SOLUTIONS

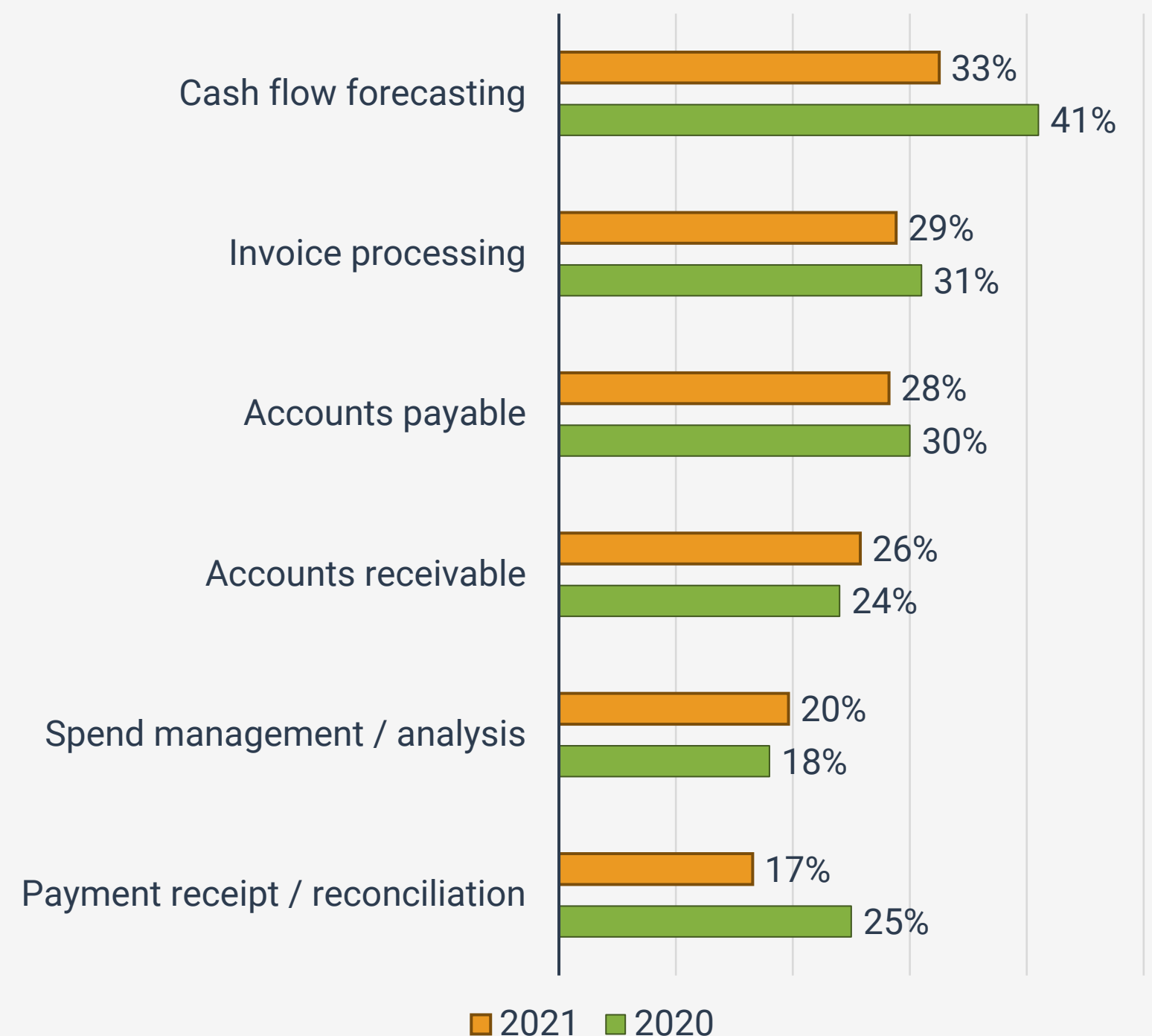
### #1 FOR A THIRD YEAR IN A ROW

Efficiency is the year-over-year favorite for the top choice for what drives/would drive your business to evaluate new automation solutions.



### FORECASTING THE TOP INEFFICIENCY

The following were selected as one of the top three most inefficient components of a company's financial operations.



# PAYMENT GROWTH

ACH LEADS THE WAY



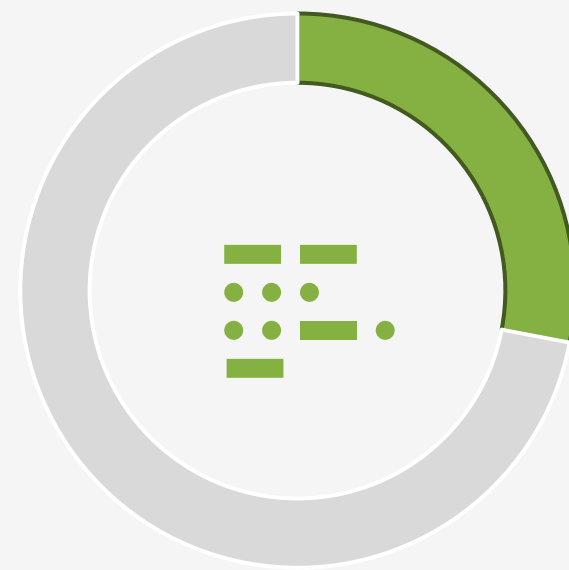
## PLANS FOR INCREASED USE

Five out of eight corporates plan to increase their use of ACH over the next 12 months, compared to less than one out of ten planning to increase their use of wire or checks over the same period.



**61%**

ACH



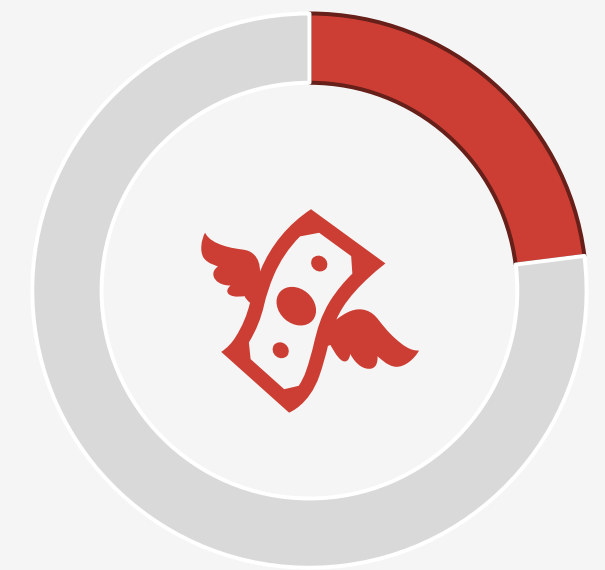
**28%**

Virtual Card



**27%**

Real-Time  
Payments  
(RTP)



**23%**

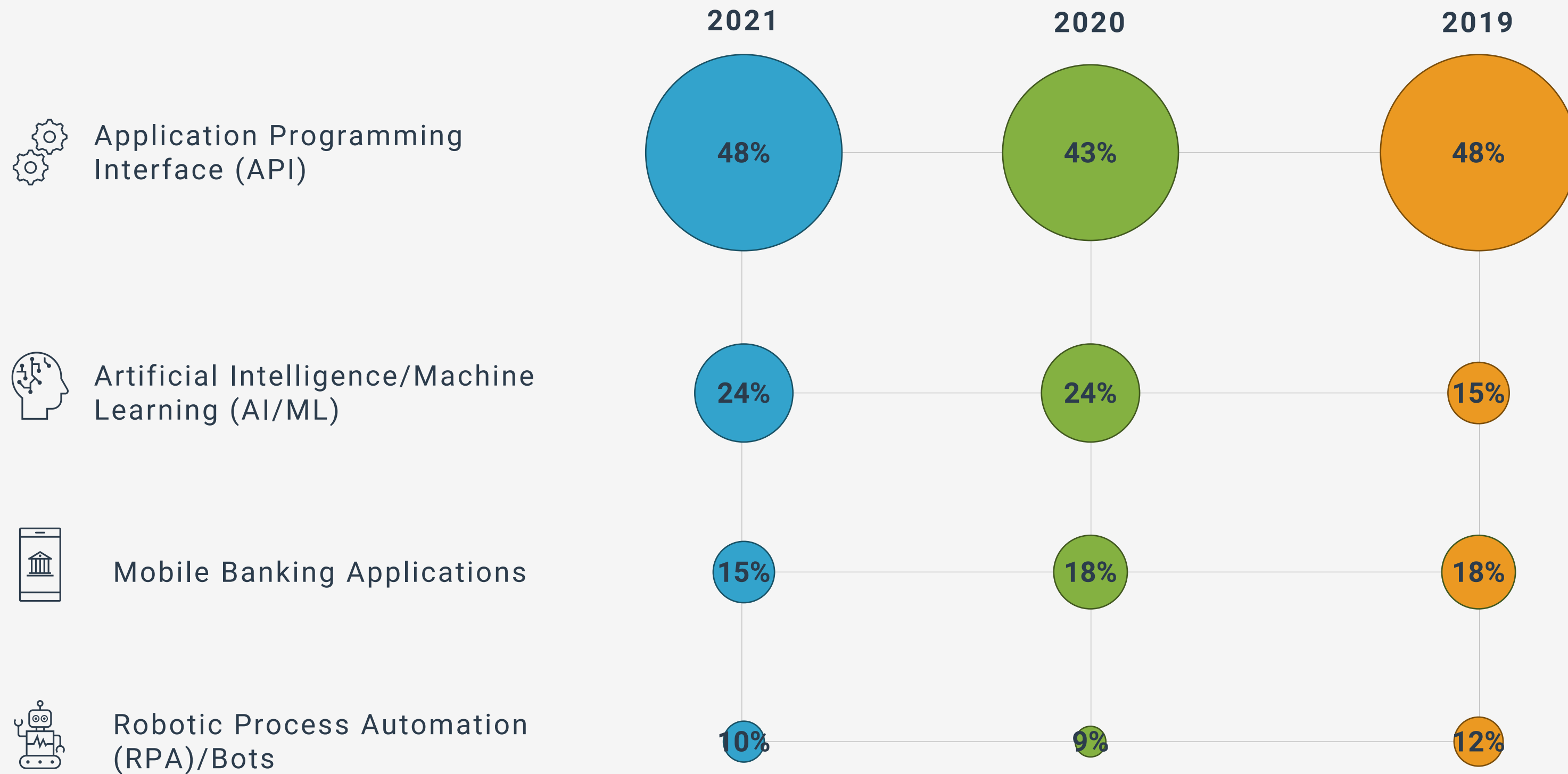
Same Day ACH



# APIs RANK HIGH

## THREE YEARS IN A ROW

Ranked as the #1 technology or service that will have the largest impact on B2B payments over the next 2-3 years.



Note: only top responses displayed

# CHALLENGES

## FOR TREASURY, AP & AR

### TREASURY



**Manual payments** (59%)



Protecting against **fraud** /security exposures related to payment activity (48%)



Obtaining **timely visibility** to all transactions occurring globally (33%)

### ACCOUNTS PAYABLE



Managing / updating **vendor bank account details** in an efficient and organized manner (49%)



Missing **vendor information** (39%)



**Timely approval** of invoices/payment details internally in order to meet standard payment terms (38%)

### ACCOUNTS RECEIVABLE



Receiving payment within agreed upon **payment terms** (51%)



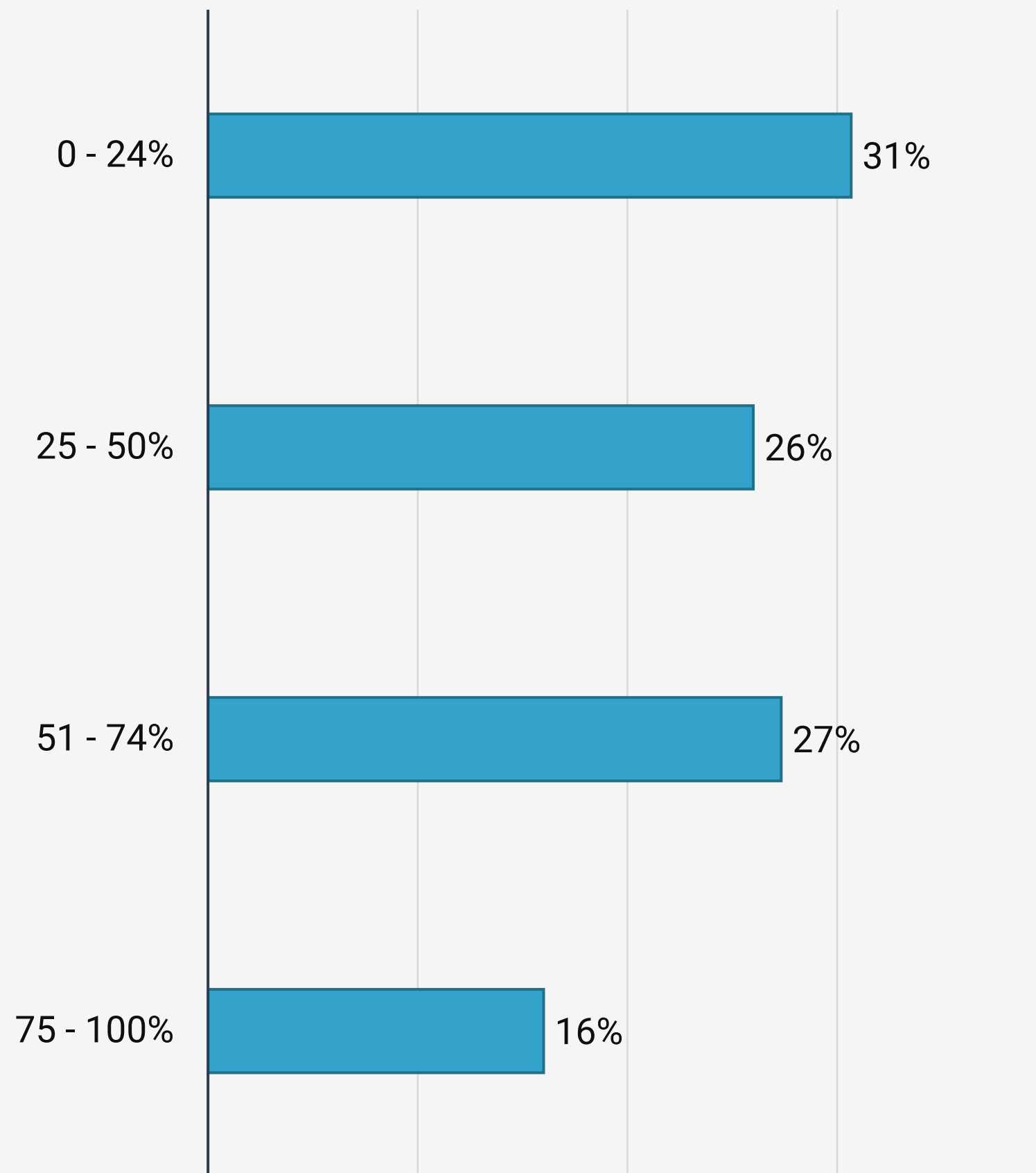
**Matching payments** to the appropriate invoice(s)/ purchase orders (47%)



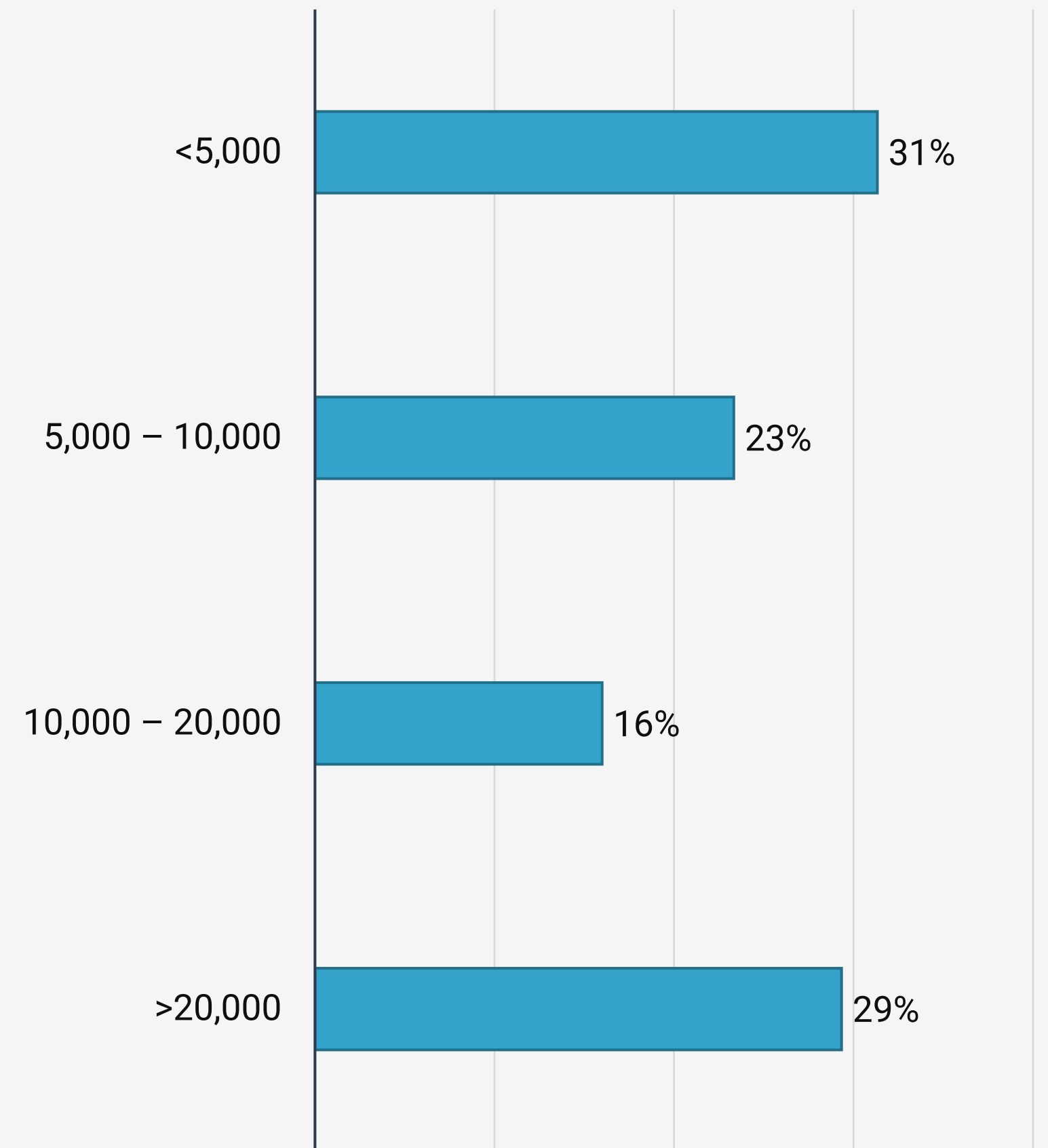
Receiving **usable remittance** advice from our partners (46%)

# POLL QUESTIONS

**What percent of your invoices are paper based (best estimate)?**



**How many invoices do you process in a given year?**



# ESCALATING SECURITY CONCERNS

## AS WELL AS FRAUD ATTEMPTS

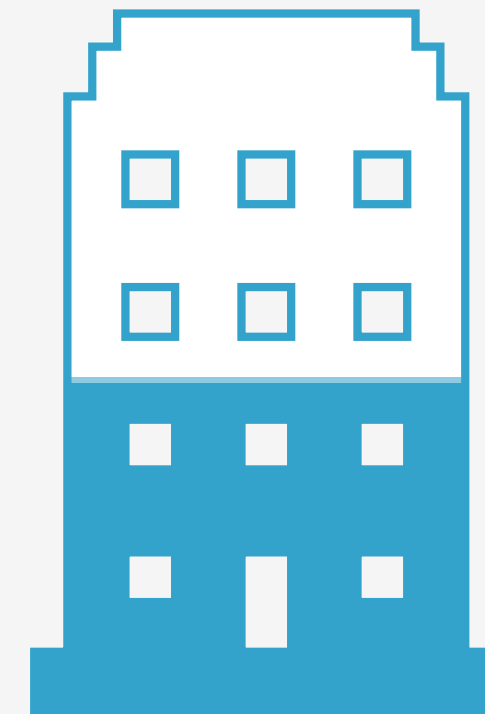


### BANKS ON HIGH ALERT

Bank concern about payment security has increased more rapidly than corporate concerns over the past year.



**70%** of banks have higher or significantly higher payment security concerns compared to the prior year.



**52%** of corporates have higher or significantly higher payment security concerns compared to the prior year.



Almost half (49%) of all corporate respondents experienced a fraud attempt on B2B payment this year!

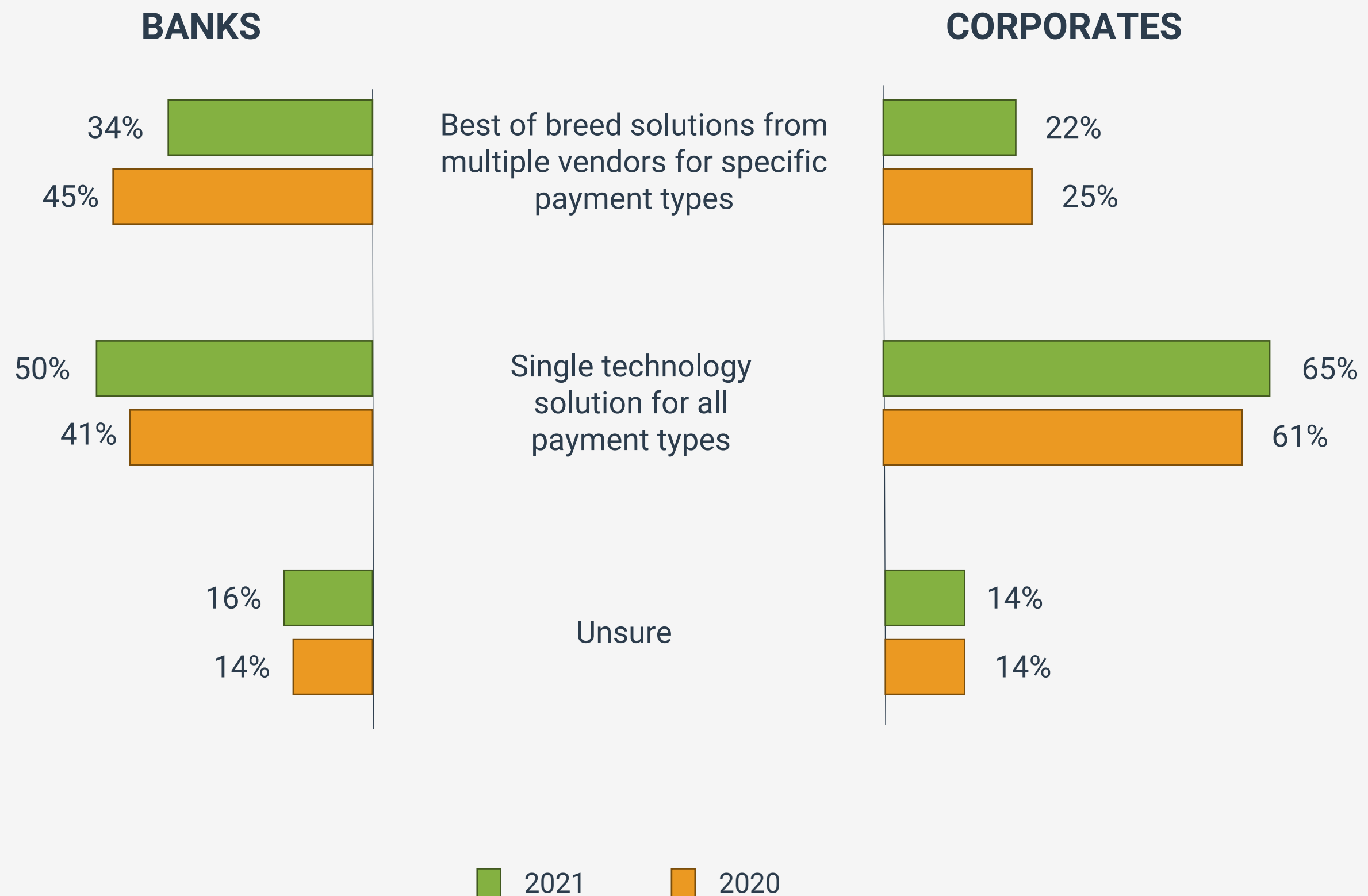
# SINGLE PAYMENT SOLUTION

BANKS AND CORPORATES NOW MORE ALLIGNED



## BANKS MOVING TO MATCH CORPORATE VIEWS

Single payment solution is dominant and increasing this year, and banks are becoming more aware of their customers' desires to move away from multiple vendors.



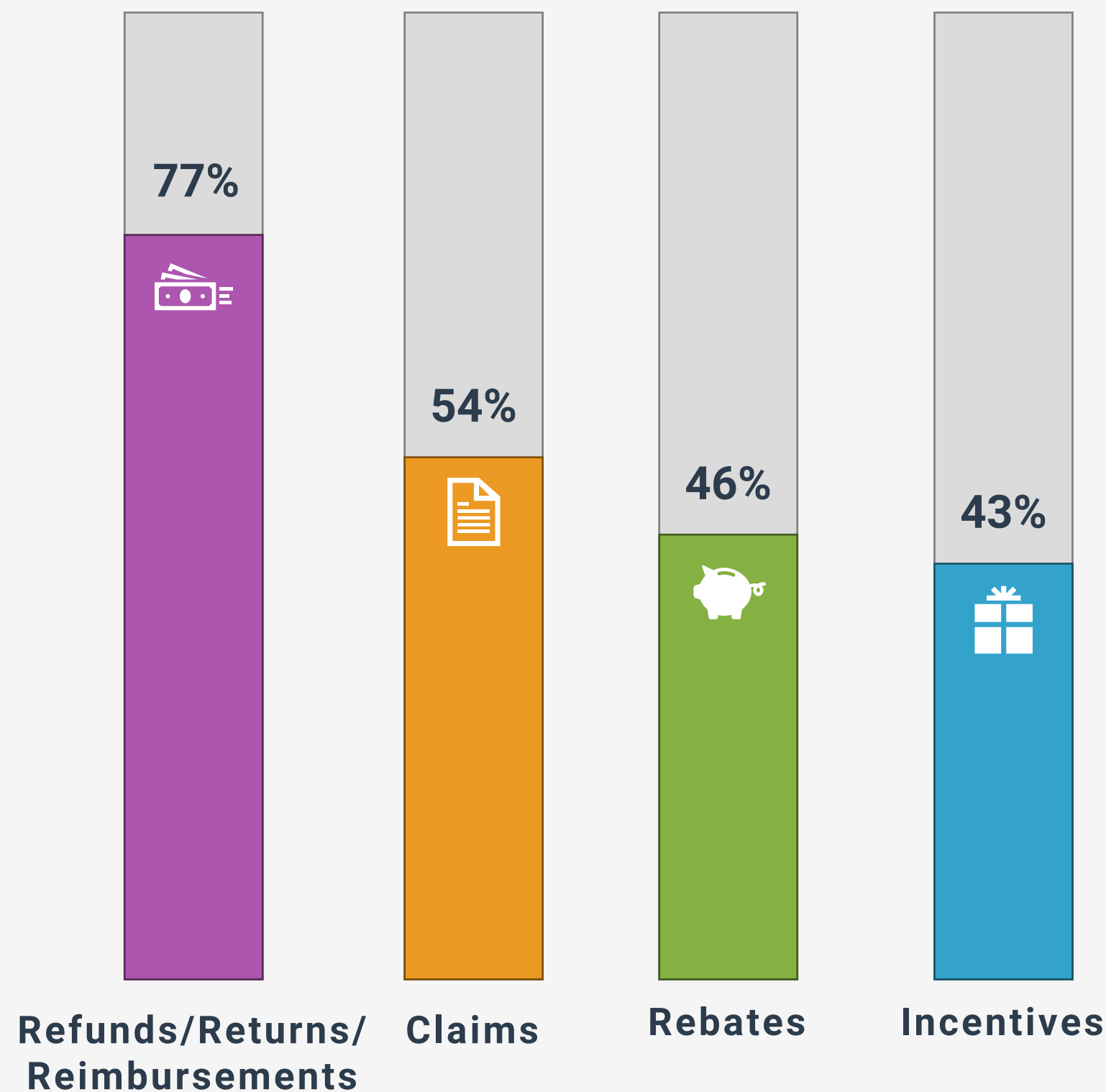
■ 2021    ■ 2020

# ASKING FOR B2C SOLUTIONS

CORPORATES ARE LOOKING TO BANKS TO PROVIDE

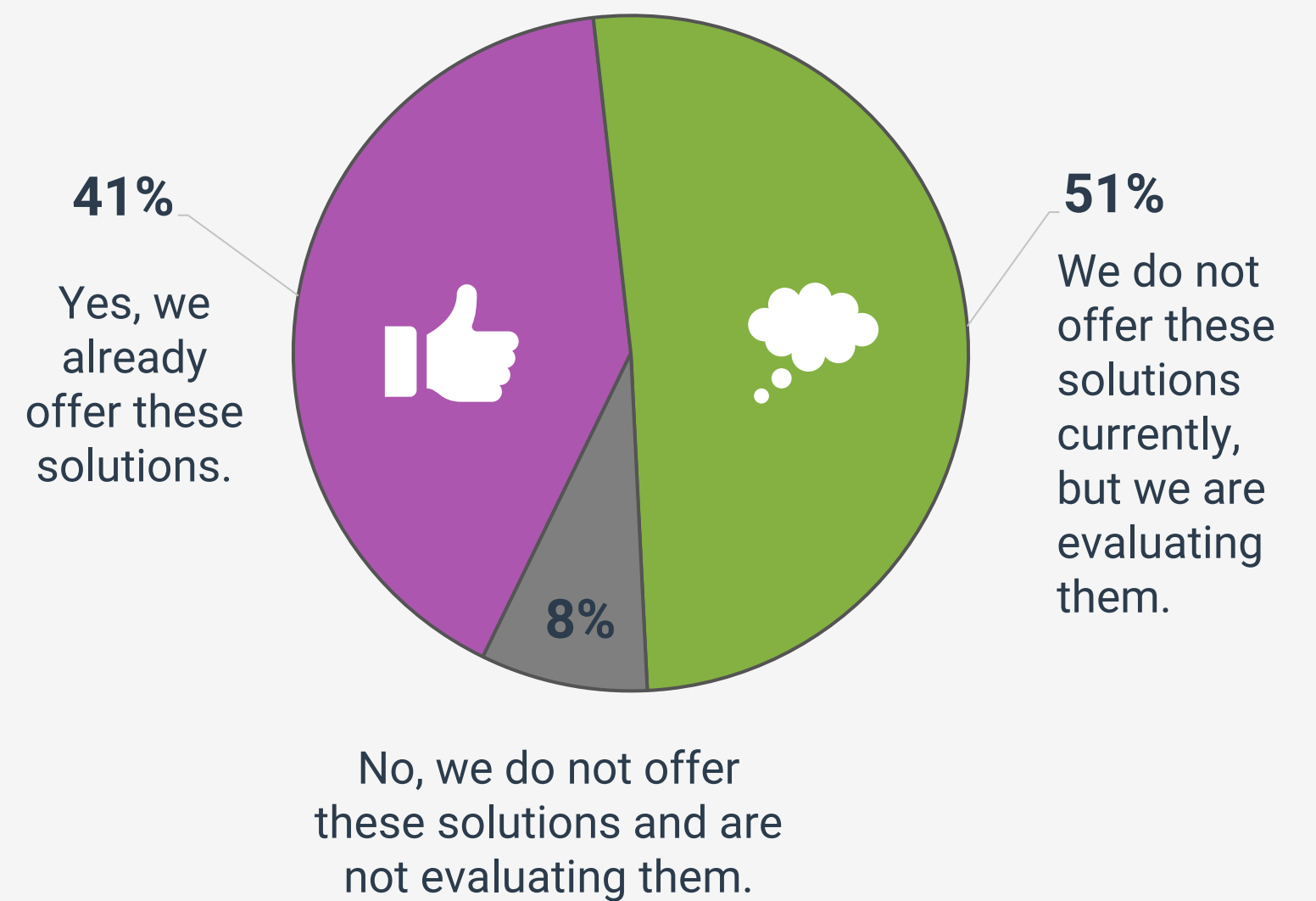
## CORPORATES REQUESTING B2C

74% of corporations are asking banks to provide B2C payment solutions. The top reasons for seeking automation are:



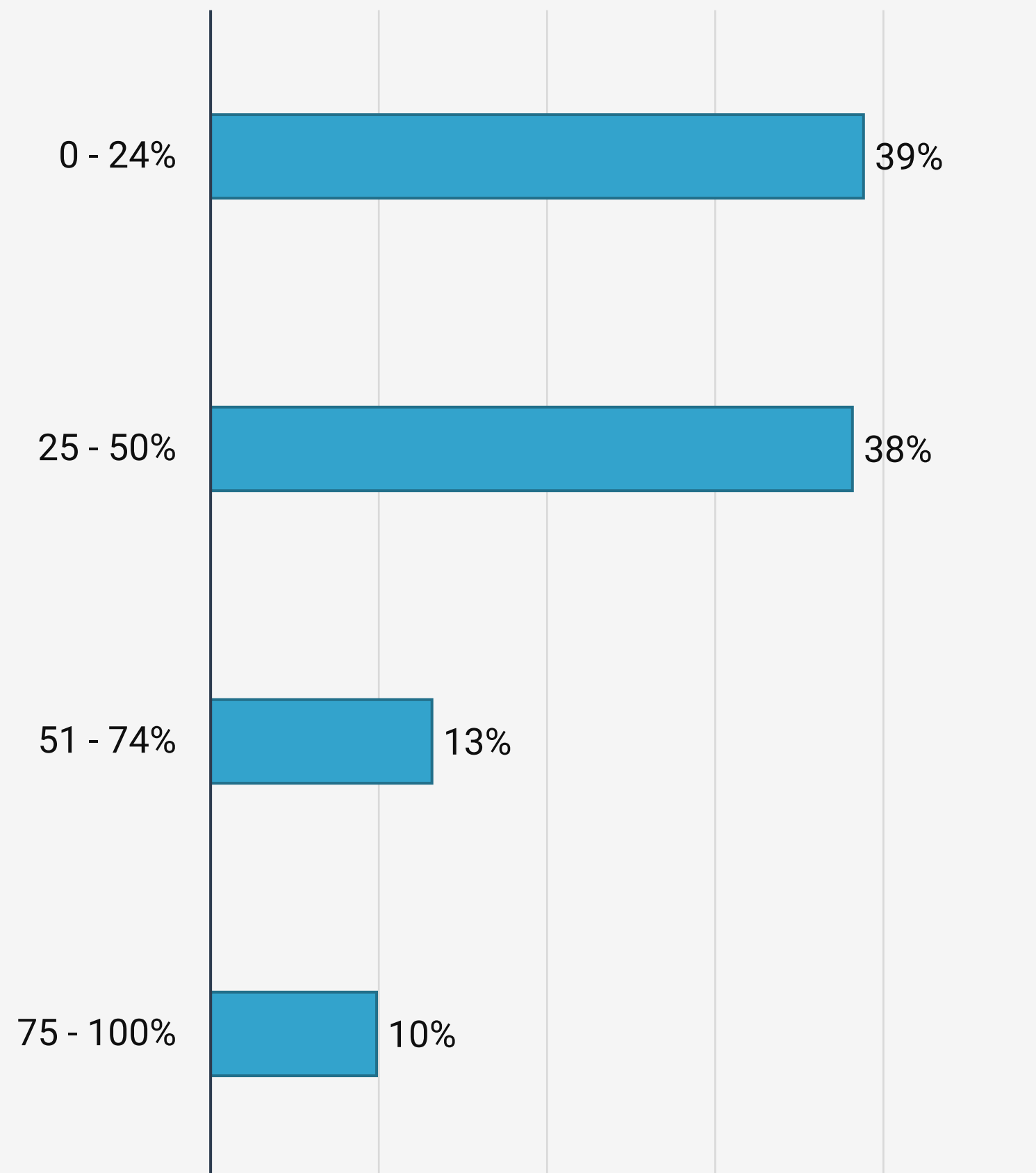
## BANKS ARE LISTENING

Only 8% of banks are not currently offering or actively evaluating solutions for automating B2C payments.

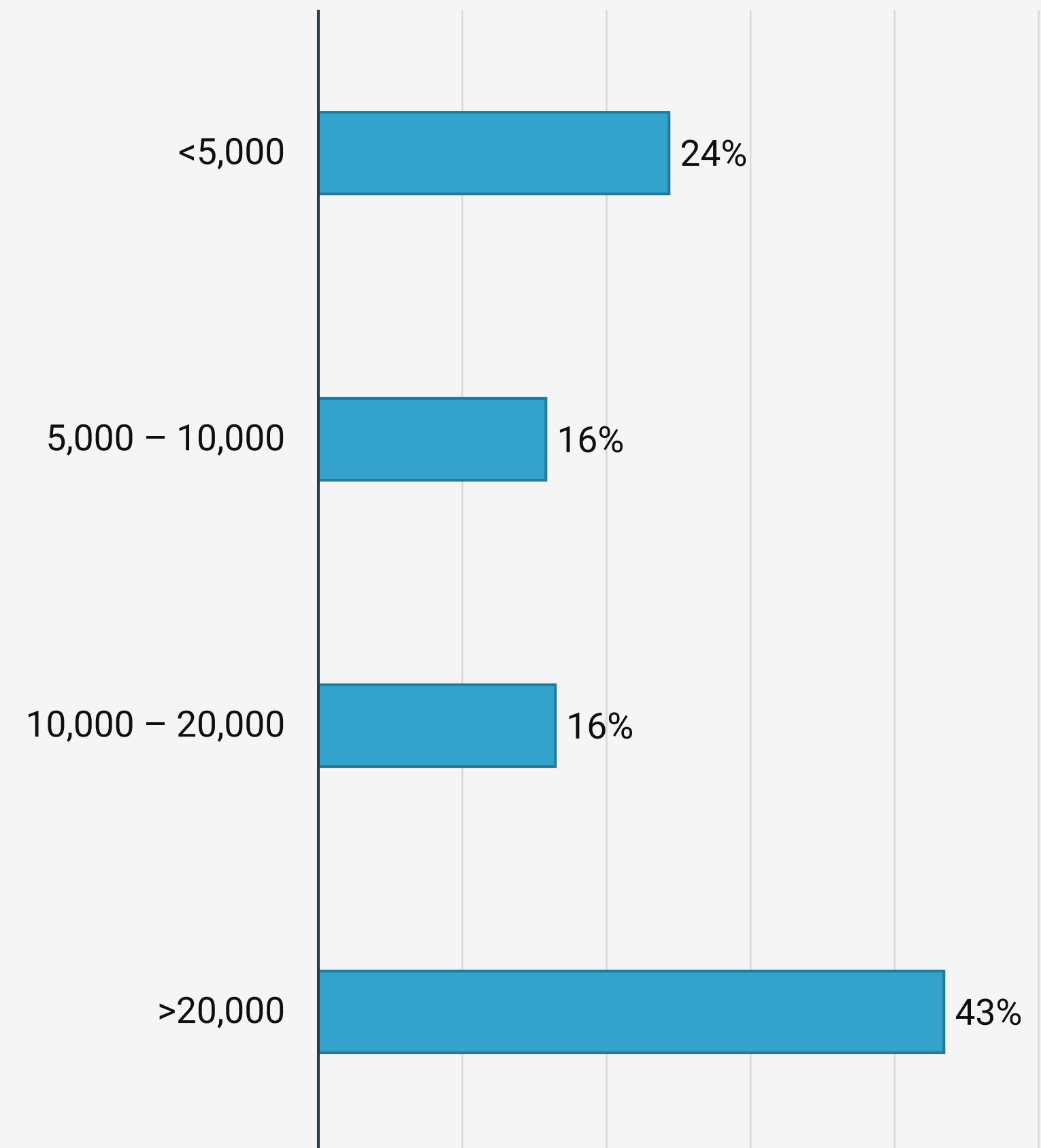


# POLL QUESTION

**What percent of your payments are check based?**



**What is your annual volume of AP (best estimate)?**



# TAKE-AWAYS

IDEAS AND POINTS TO BRING BACK TO THE OFFICE



## DIGITAL PAYMENTS

- Almost a 1/3 of companies still predominantly use checks. Move to digital intentionally.
- Covid-19 forced change in many industries and jobs. AP departments were not immune.



## KEY DRIVERS

- Need for efficiency, cash flow forecasting, invoice processing and the entire AP end to end process.



## FRAUD & SECURITY

- Nearly half of companies in our survey experienced a fraud attempt in the last 12 months. Business email compromise was the #1 fraud event in the U.S.



# 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](mailto:Craig@strategictreasurer.com)



## BOTTOMLINE

Gunita Bindra  
*Vice President of Commercial Product  
Management*

✉ [Gunita.Bindra@Bottomline.com](mailto:Gunita.Bindra@Bottomline.com)



## SURVEY REPORT & PODCAST EPISODE

Download the 2021 B2B Payments Survey report for in-depth commentary. Survey respondents will be sent the exclusive, detailed report. <https://bit.ly/3kW6WyV>

Episode #166 of The Treasury Update Podcast  
"2021 B2B Payment Survey Results" <https://bit.ly/3zWmd71>



**Download Report**