Electronic Invoice Presentment and Payments (EIPP): Achieving Secure and Frictionless Payment Processes

Overview

The digital transformation taking place across the globe today is reimaging nearly every business process and interaction, bringing about tremendous potential for improved efficiency, productivity, security and new business opportunities.

At the same time, these dramatic changes are also creating enormous new challenges, as businesses cope with the need to upgrade and integrate a myriad of technology platforms and legacy processes.

For many businesses, payments and receivables processing can prove to be highly inefficient and costly, fraught with security concerns and deliver a less than ideal customer experience. Digitizing these processes present a significant hurdle for many enterprises who must integrate Accounts Receivable (AR) and Accounts Payable (AP) systems with existing core Enterprise Resource Planning (ERP) systems in order to achieve desired back-office automation.

Advanced Electronic Invoice Presentment and Payment (EIPP) solutions have emerged that are enabling businesses to achieve automation in the invoicing process, integrating with accounting software for greater efficiency, security and cost savings.
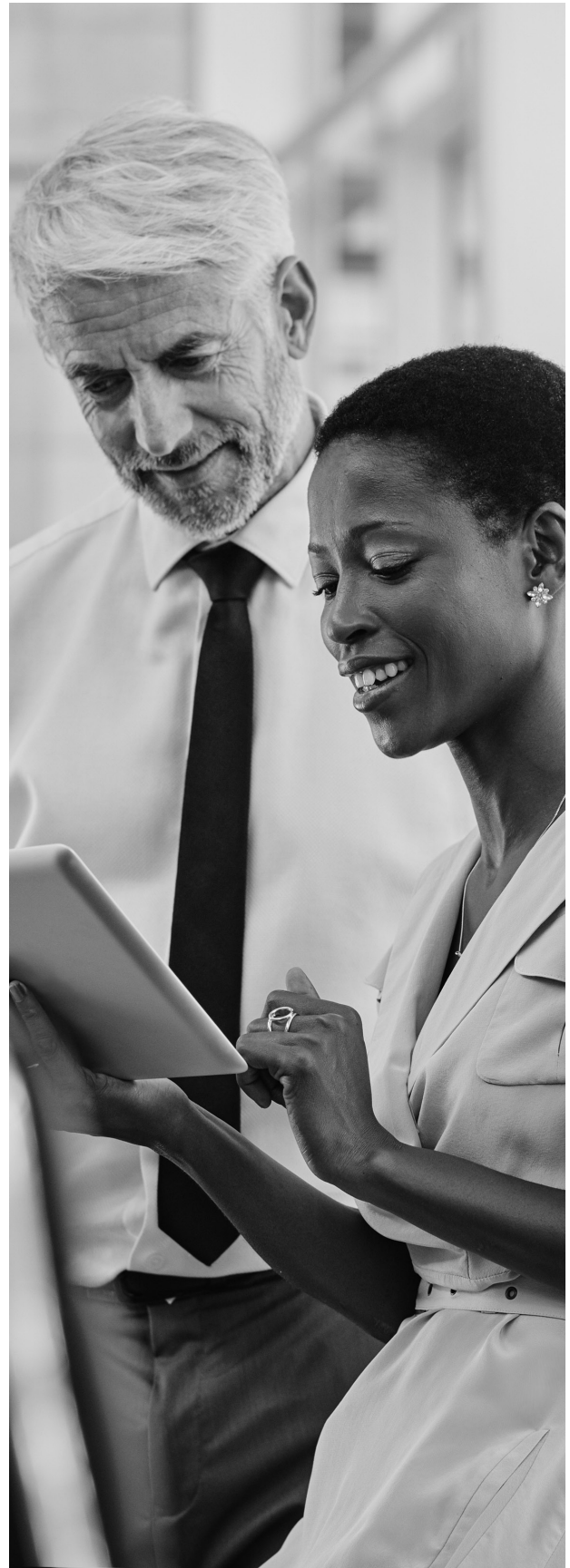
Challenges Around Modernizing Payments Processing

For many corporates, there are significant pain points when it comes to modernizing payments processing. These include:

Lack of Payment Integration

ERP solutions are intended to bring all of a business' components under one roof. However, for many corporates, multiple ERP systems are in use due to M&A activities, which means a lack of integration with payment processors that can result in data being manually copied to other accounting, CRM and sales tools. This manual reconciliation raises the risk of redundancies and errors, as well as resulting in higher processing costs and delayed financial reporting.

Legacy Software Applications and Credit Card Acceptance Devices Lack Sufficient Security

Most enterprise payment solutions come with PCI-compliant data security, but for corporates who must manage large transactional volumes and numerous moving parts, PCI compliance is not always enough to shield the business from payment fraud and reputation-damaging data breaches.

Higher Payment Transaction Costs

Many businesses and government organizations require Levels II and III credit card processing, especially for larger orders. An inability to deliver these more secure levels of data means transaction interchange downgrades, resulting in higher costs.

EIPP Can Help Improve Enterprise-Level Payment Processing

EIPP solutions offer corporates an important means for introducing much-needed automation to the AR and AP processes. In selecting the right solution, payment integration is key. Corporates should choose a payment processor that offers seamless integration with the business tools already in use. As payments come in, they can them be automatically captured, reported and reflected in the company's ERP system. Ideally, the processor should offer API support so that the integration can be easily customized to meet specific business needs.

The right solution should also offer Level II and III processing in order to meet requirements for larger transactions. Higher credit card processing levels tend to carry lower interchange fees, which reduces the costs for the business.

Payment security should be another deciding factor in choosing an EIPP solution. For optimal protection, corporates should choose a processor that offers additional security features such as credit card tokenization, point-to-point encryption (P2PE), hosted payment pages and fraud management filters.

Best Practices in Developing a Business Payment Processing Strategy

As the marketplace becomes more complex, businesses need better and more robust solutions to help gain the most efficiency from invoice, payment and receivable processes. For this reason, it is important to develop a business payment processing strategy to determine how best to improve an existing payments and receivables environment.

The following are best practices for establishing an effective strategy:

Engage Stakeholders

Identify all of the required stakeholders to prepare a list of business payment processing requirements. Be sure to solicit feedback from all business groups dealing with the present challenges. This information will be crucial for defining business requirements in order to address such challenges.

Outline Business Requirements

Ensure each business group provides all required details to address payment challenges, including system changes, business process realignment and so on. Thoroughly document all of these requirements and present them to stakeholders for reassessment.

Focus on Integration

Identify which payment channel requires immediate attention for integration and whether it is transaction interchange optimization, PCI-scope reduction or payment enablement. From this, pinpoint potential business process improvements and examine associated business risks and opportunity costs.

Seek a Solution With Broad Capabilities

Look for an EIPP solution with the flexibility to integrate payments within a diverse payment processing environment. Be sure that the provider has a long tenure in the payment space and a rich history of investing in Research and Development (R&D) to provide solutions as new payment trends emerge.

Establish Timelines and Milestones

Assign specific delivery timelines for the resolution of challenges, along with milestones for the successful implementation of the solution.

Implementing a Secure and Frictionless Solution

Choosing the right EIPP solution is instrumental to successfully modernizing AR and AP processes. Our cloud-based, SnapPay EIPP platform enables businesses to transform the way that they manage the AR and AP functions.

SnapPay is a simple-to-use, self-service portal that enables treasury and finance professionals to streamline invoice and payment processes and expedites cash collections, allowing corporates to pay invoices by credit card or ACH. SnapPay supports Level II and III card payment, which means corporates can take advantage of lower transaction interchange fees. At the same time, this state-of-the-art solution provides deeper insights and centralized communications for simpler resolution of invoice and charge disputes.

SnapPay also offers full integration with leading ERP systems, including SAP ECC, SAP S/4HANA, Oracle JD Edwards, Oracle eBusiness Suite and others. It should be noted that SnapPay can connect with multiple ERP solutions within the same enterprise, as well as nearly any back-end system.

Beyond these industry-leading features, SnapPay helps reduce risk by removing internal systems from PCI scope and protecting credit card and bank account data through tokenization and offsite storage.

A powerful EIPP solution such as this can dramatically improve the management of AR and AP processes, enhancing the customer experience and delivering a competitive advantage.

For more information,
please contact (630) 429-9845 or email b2bpayments@fiserv.com.
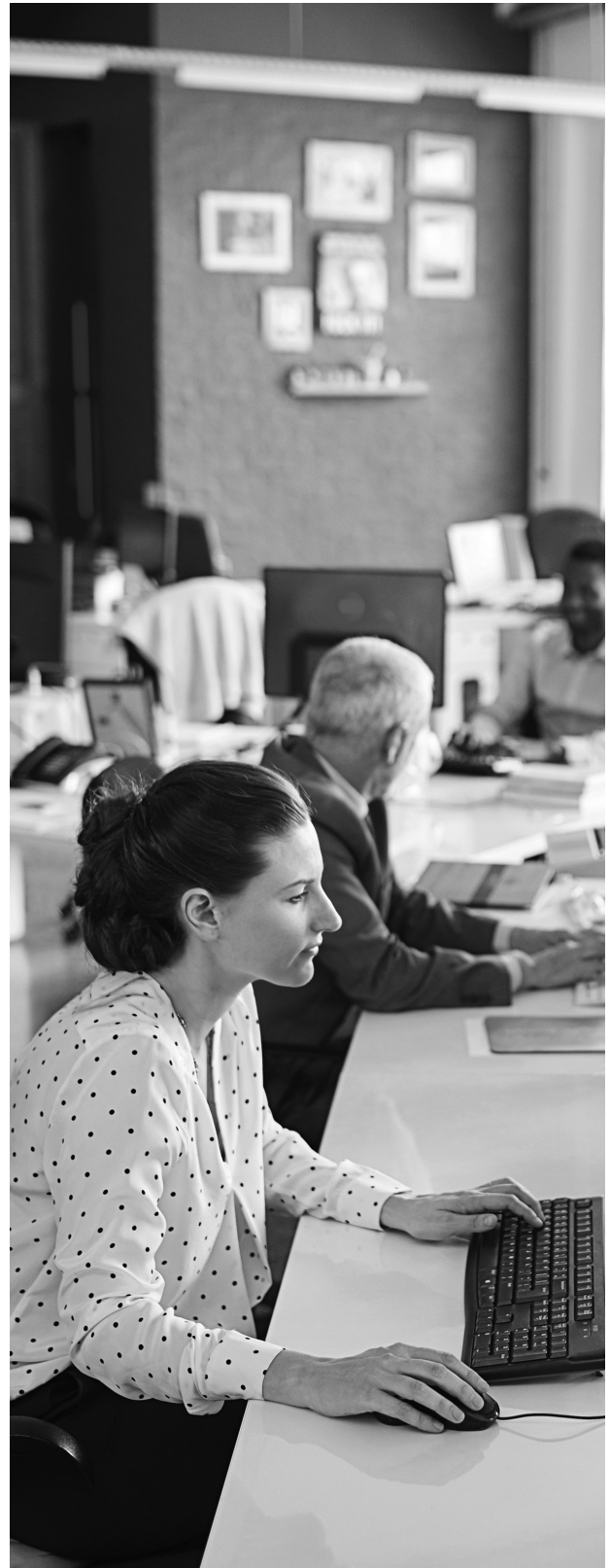
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Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045
www.fiserv.com

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