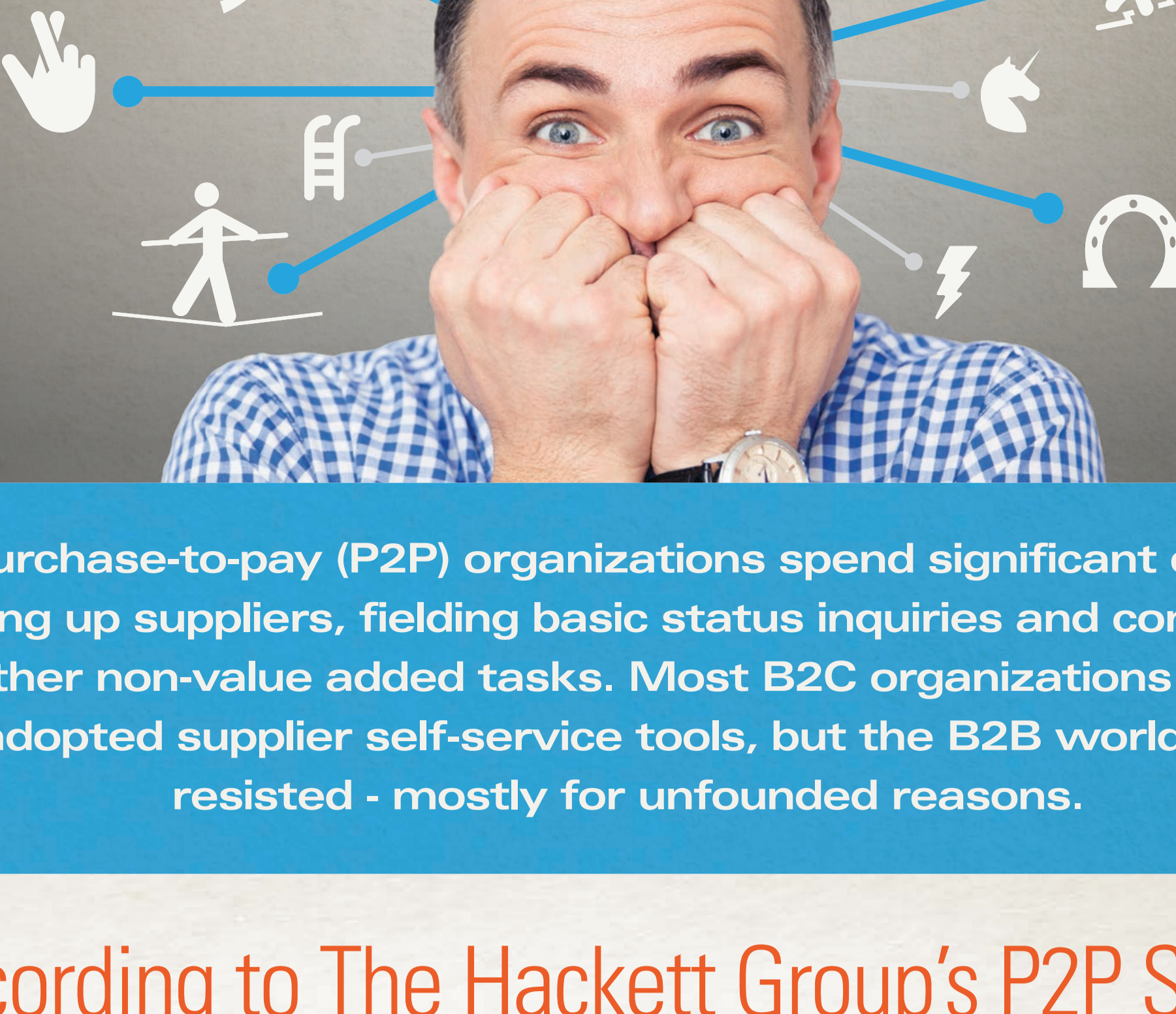
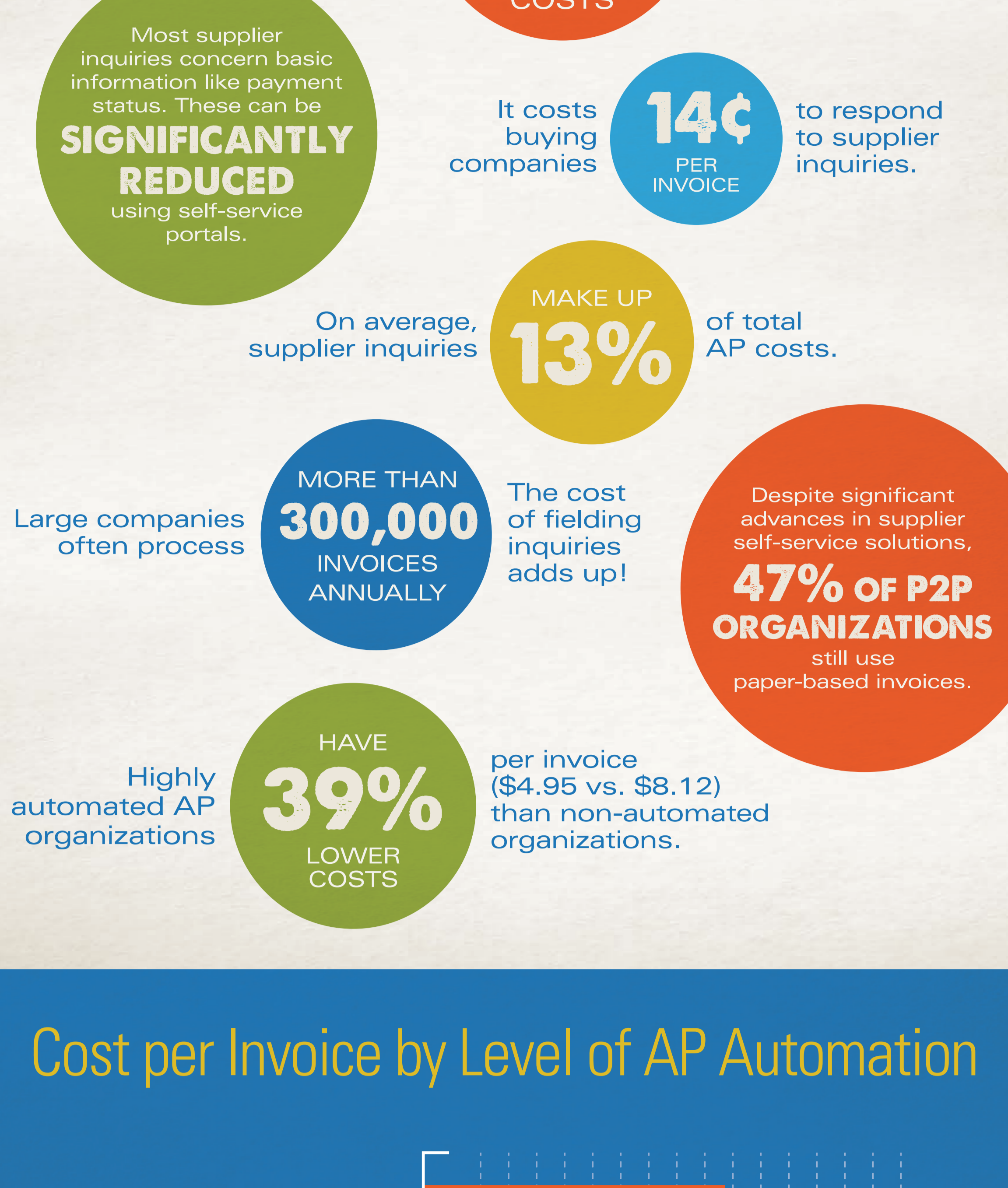


5 MYTHS

Stifling the Adoption of Supplier Self-Service Tools



Purchase-to-pay (P2P) organizations spend significant effort setting up suppliers, fielding basic status inquiries and completing other non-value added tasks. Most B2C organizations have adopted supplier self-service tools, but the B2B world has resisted - mostly for unfounded reasons.



Cost per Invoice by Level of AP Automation



Invoice Cycle Time from Invoice Receipt through Approval for Payment

(Average Business Days)



Legend: ■ Organizations with AP Automation ■ Organizations without AP Automation



MYTH #1

"Our Supplier Onboarding Requirements Are Too Complicated"
Lengthy online forms and rigid data validation rules are too tedious for suppliers!

TRUTH

Self-service software can help customers and suppliers automate data setup and onboarding processes.



SUCCESS TIP

View the process from the point of view of the supplier, not the buyer! Eliminate unnecessary steps, forms and approvals.



MYTH #2

"Supplier Portals Are Less Secure Than Paper-Based Processes"
There's a higher risk of fraud with online forms and digital storage.

TRUTH

With the right controls, automated processes can be **more** secure than manual ones. Security levels used in B2C secure online transactions can be applied to B2B.



SUCCESS TIP

Enable notifications for sensitive transactions and require multiple digital signatures for higher-risk transactions.



MYTH #3

"Our Global Requirements Are Too Complex for Self-Service"
What about multiple languages, currency conversion and regulatory documents?

TRUTH

Major supplier self-service vendors offer multi-language support. Leading solutions also support non-U.S. regulatory documentation requirements.



SUCCESS TIP

Encourage local and regional suppliers to use supplier portals by helping them understand the benefits, including faster payment and real-time visibility on payment status.



MYTH #4

"Our ERP System Is So Customized - It's Costly to Add Features"
It's too expensive to extend the current P2P system.

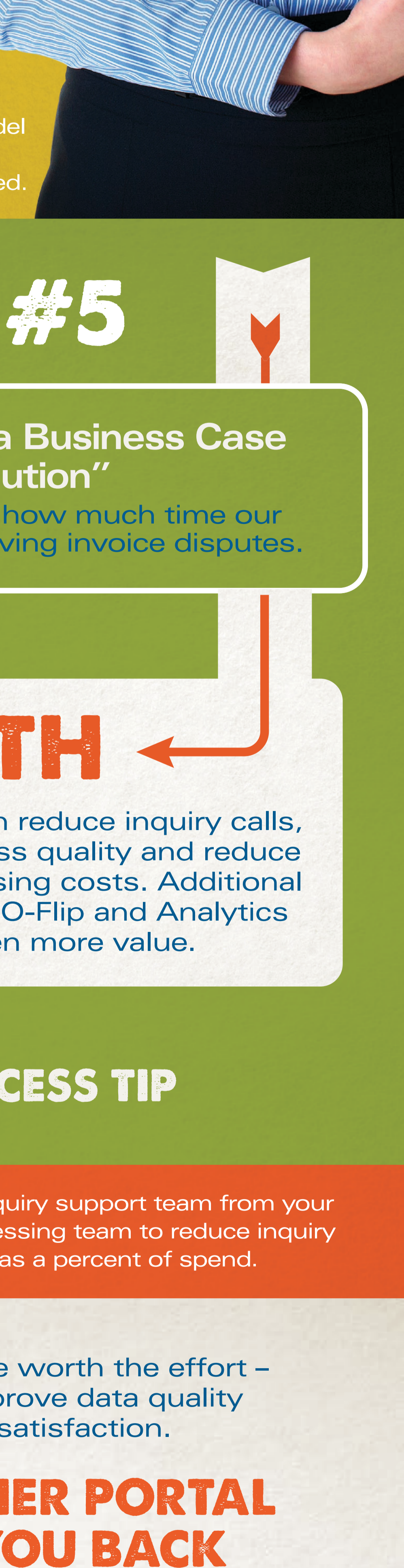
TRUTH

While it can be challenging to extend existing systems, legacy systems can be augmented through software-as-a-service (SaaS) and in-house solutions.



SUCCESS TIP

Evaluate future technology roadmaps for opportunities to offer supplier self-service tools. Meanwhile, using a subscription model that leverages cloud/SaaS may require less upfront investment while a solution is piloted.



MYTH #5

"We Can't Build a Business Case to Justify the Solution"
We don't really know how much time our team spends on resolving invoice disputes.

TRUTH

Technology can reduce inquiry calls, increase process quality and reduce invoice processing costs. Additional features like PO-Flip and Analytics add even more value.



SUCCESS TIP

Break out your inquiry support team from your core invoice processing team to reduce inquiry processing costs as a percent of spend.



Supplier self-service tools are worth the effort - they free up resources, improve data quality and increase supplier satisfaction.

DON'T LET SUPPLIER PORTAL MYTHS HOLD YOU BACK

- Understand the pain points in your current process
- Pay attention to your suppliers' needs when designing a solution
- Be realistic and fact-based about global requirements
- Streamline and optimize your information needs in parallel with process automation
- Don't let your existing technology hold you back



GET AHEAD WITH SUPPLIER SELF-SERVICE TOOLS
Learn the truth and get more success tips by downloading the White Paper, *"5 Myths Stifling the Adoption of Supplier Self-Service Tools"*

*Source: The Hackett Group's P2P Study