



Re-engineering Your Payables to Improve Your Bottom Line

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Senior Vice President

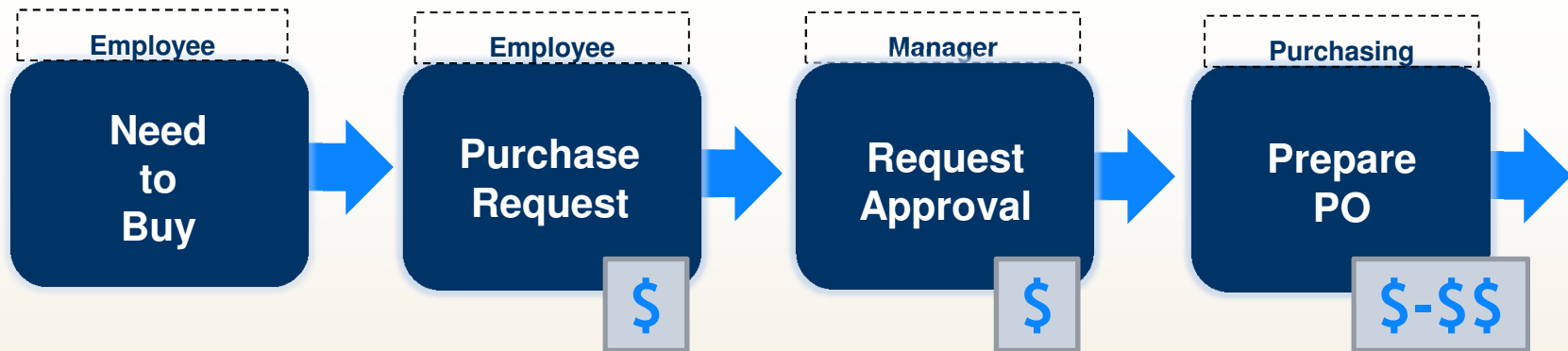
Head of Treasury Management Service and Sales

SunTrust Bank

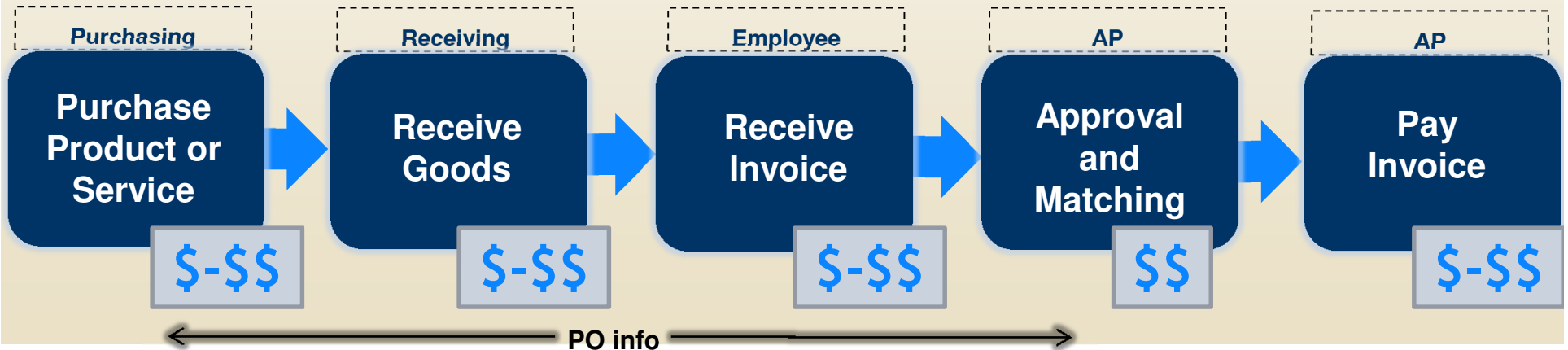
Agenda

- **Quantifying the cost of processing invoices**
- **Unlocking liquidity by changing processes**
- **Protecting your payments – fraud measures**

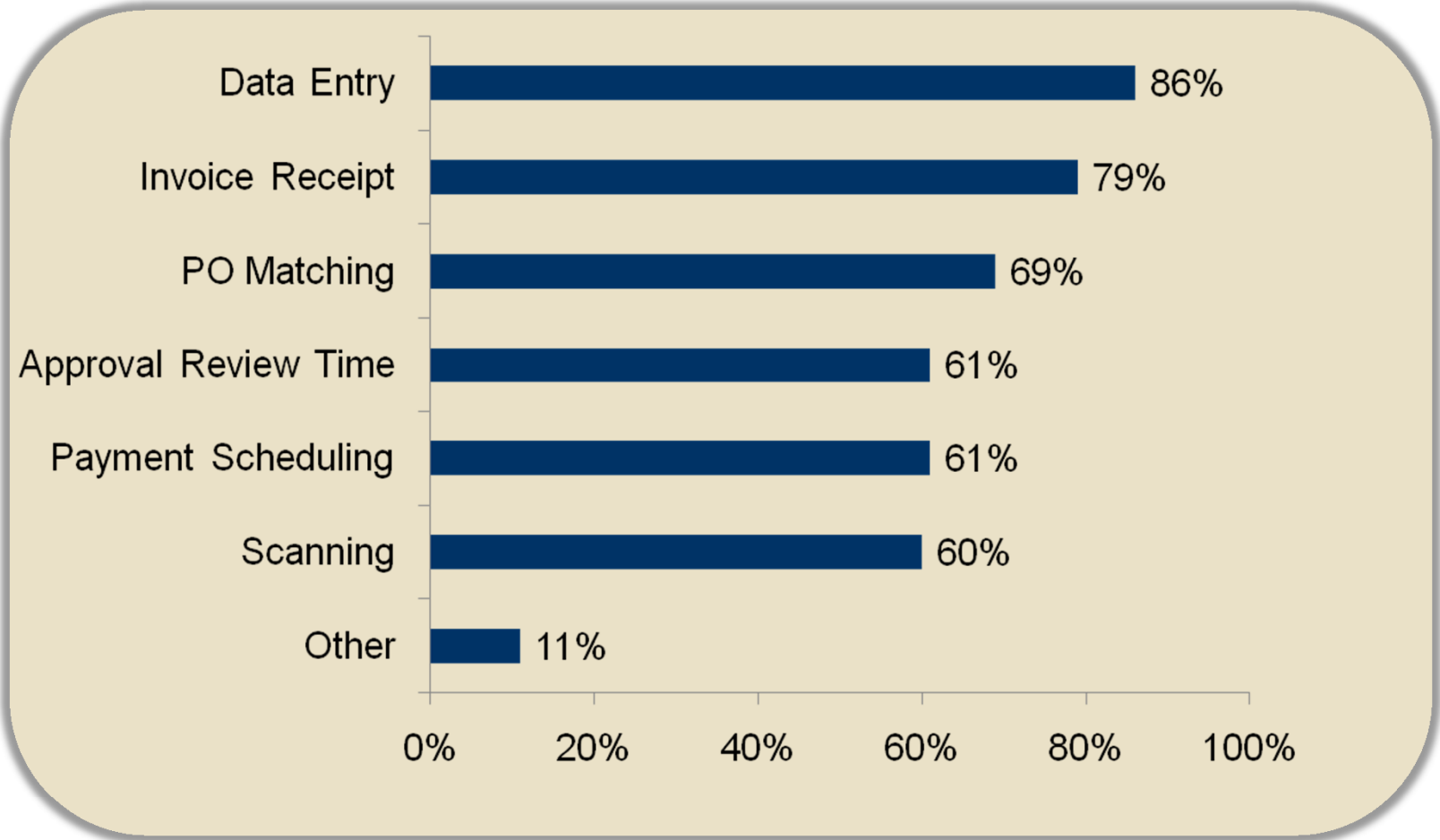
Quantifying the Cost of Processing an Invoice



Typical PO Process



Components of Invoice Processing Costs



Source: Aberdeen Group, April 2010



Back to our Hammer



\$90-\$111

Average cost of transaction

Approaches to Quantifying Costs

TOP DOWN

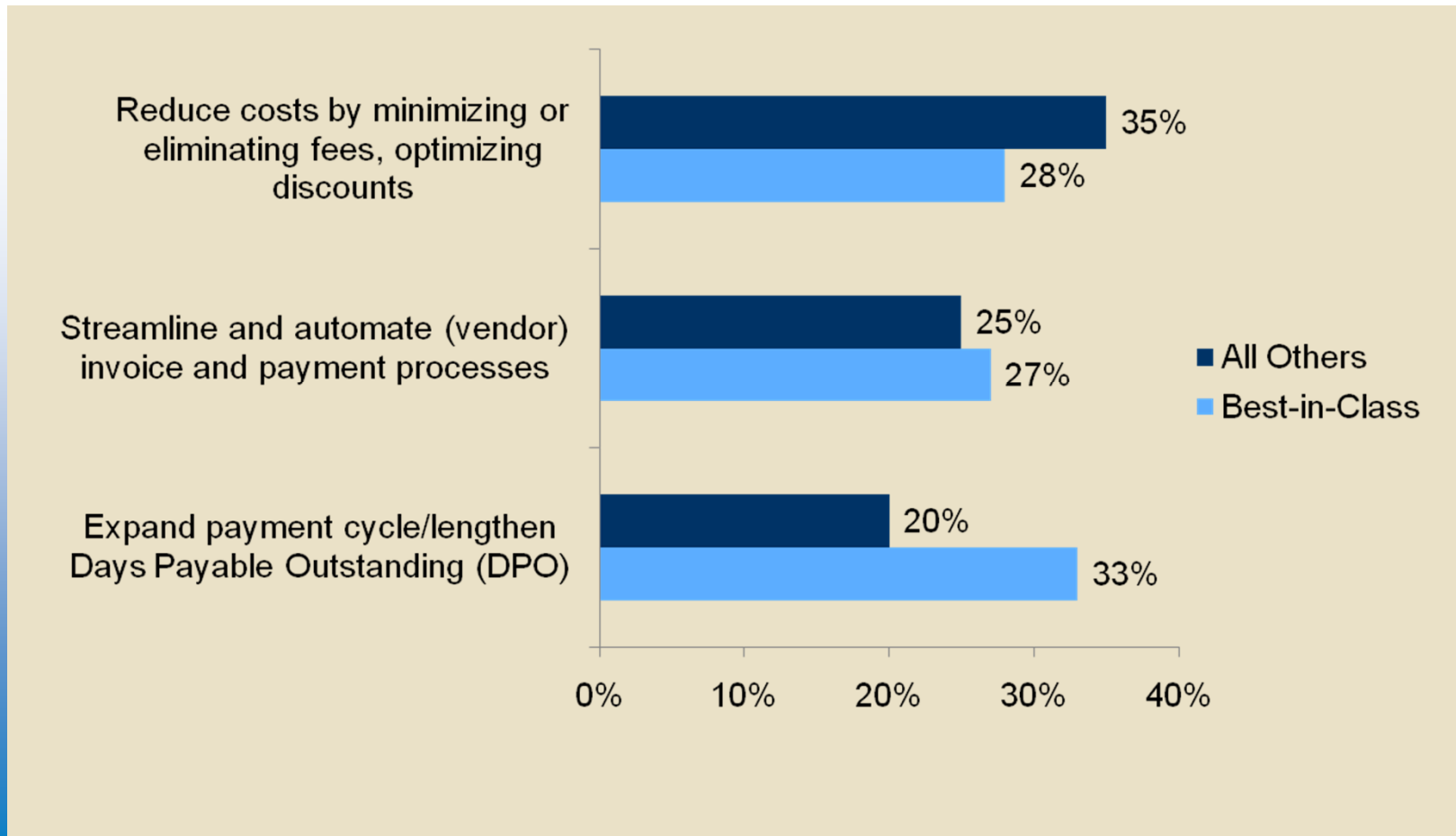


BOTTOM UP



Unlocking Liquidity by Changing Processes

Top Strategic Actions



Source: Aberdeen Group, January 2011



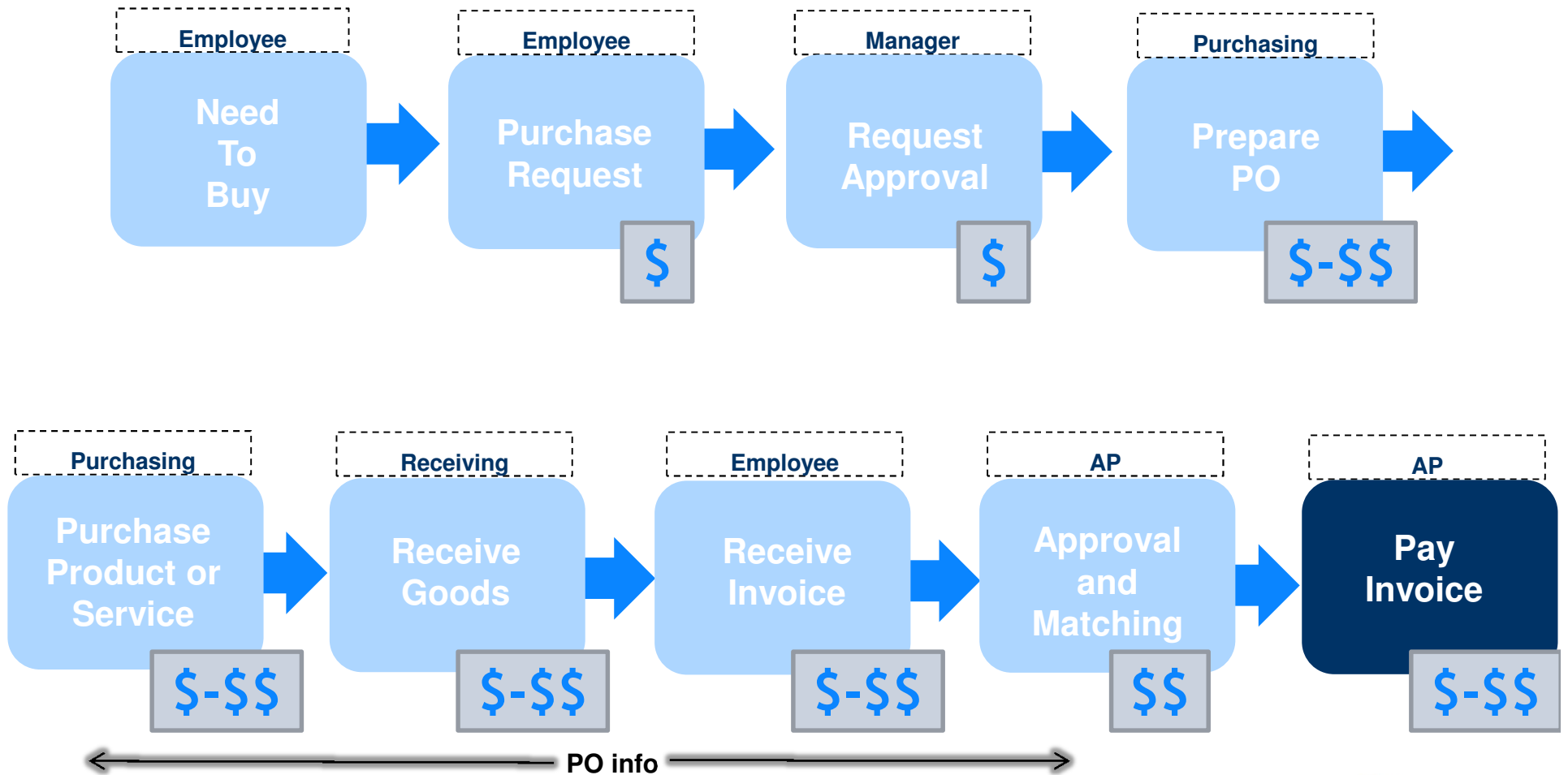
Payment-Processing Costs by Payment Method

Payment Method	Avg Cost
Paper Checks	\$7.15
Wire Transfer	\$9.86
ACH	\$4.72
Commercial Card	\$3.96

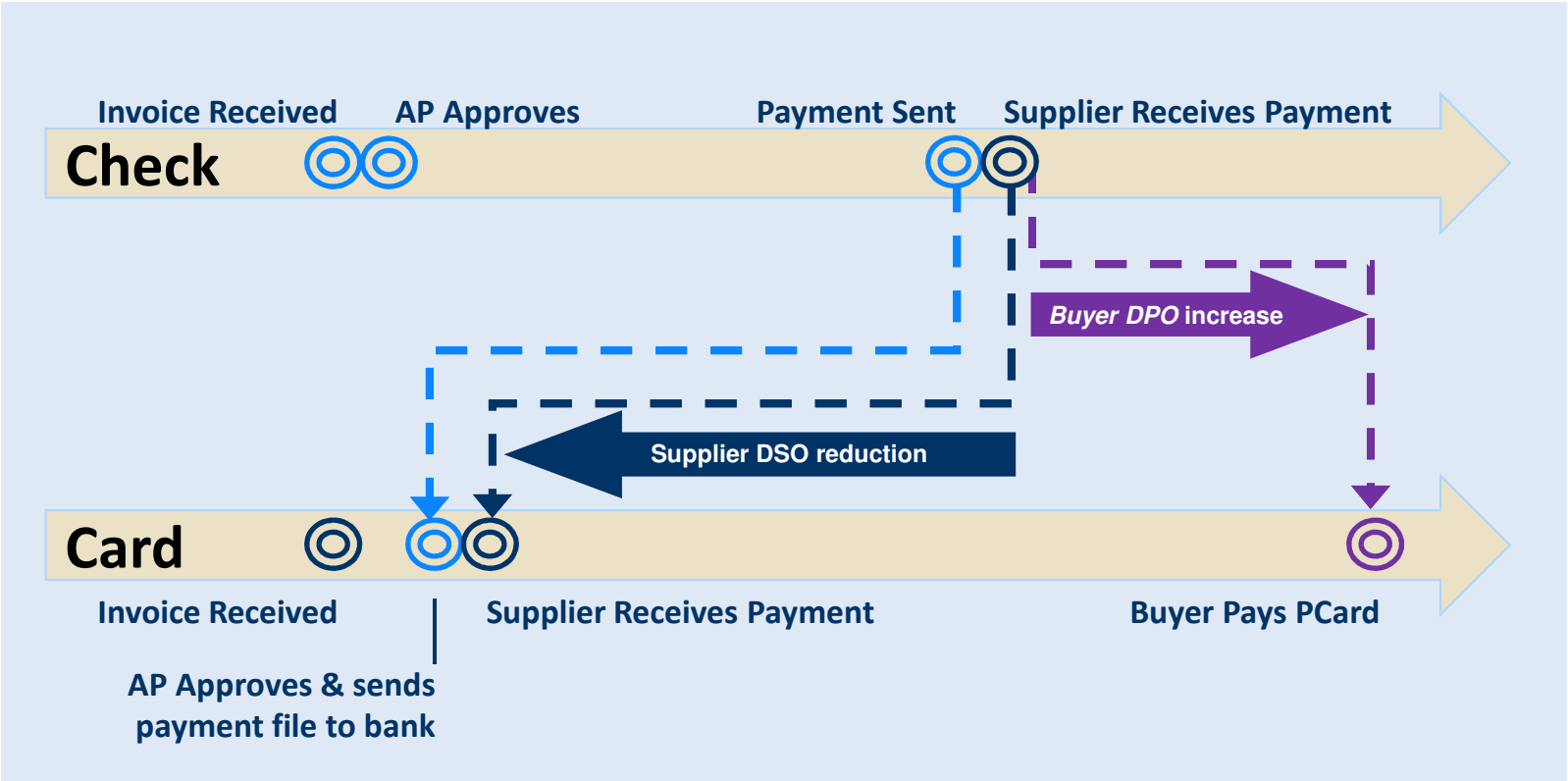
Source: Aberdeen Group, May 2010



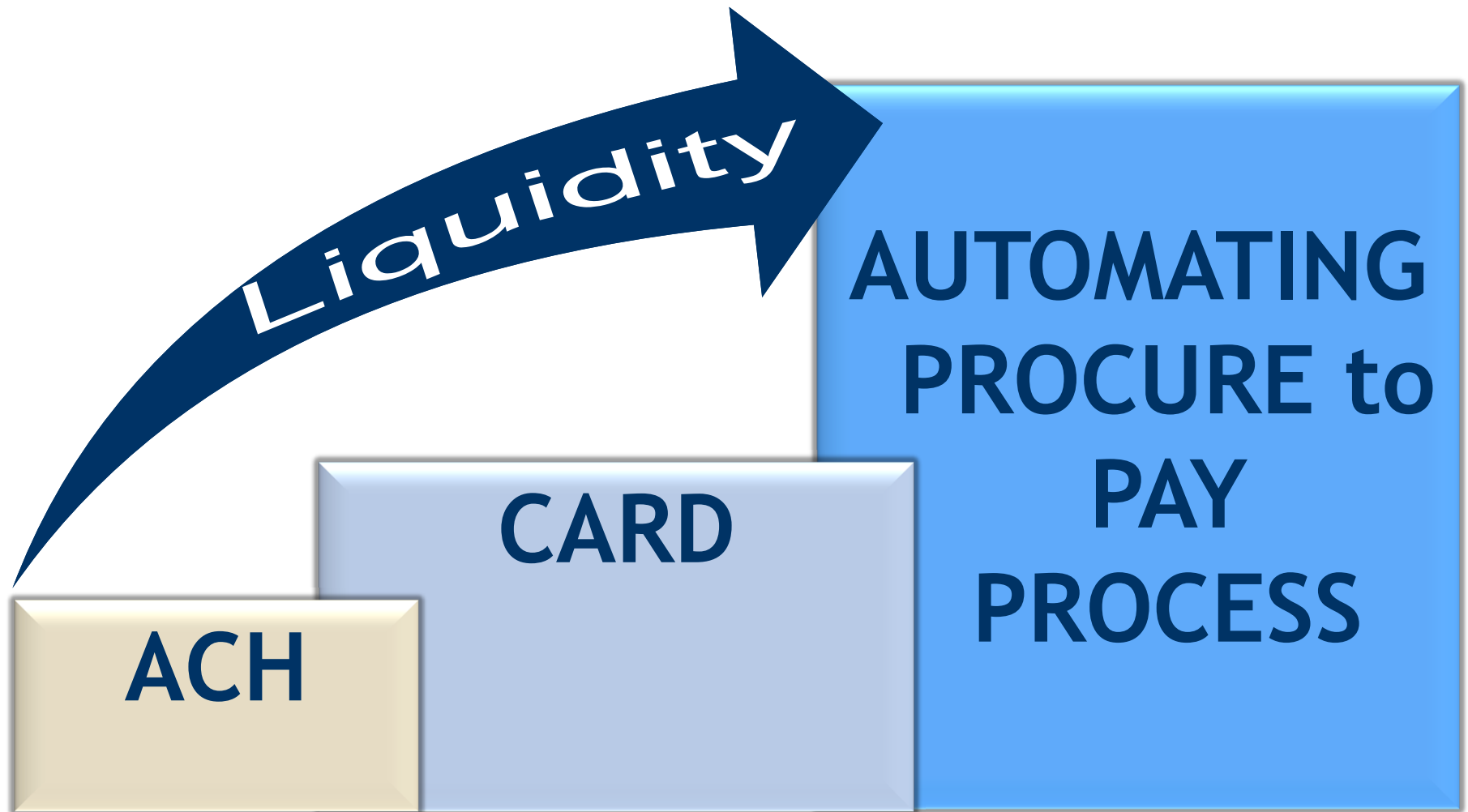
Changing the Payment Process



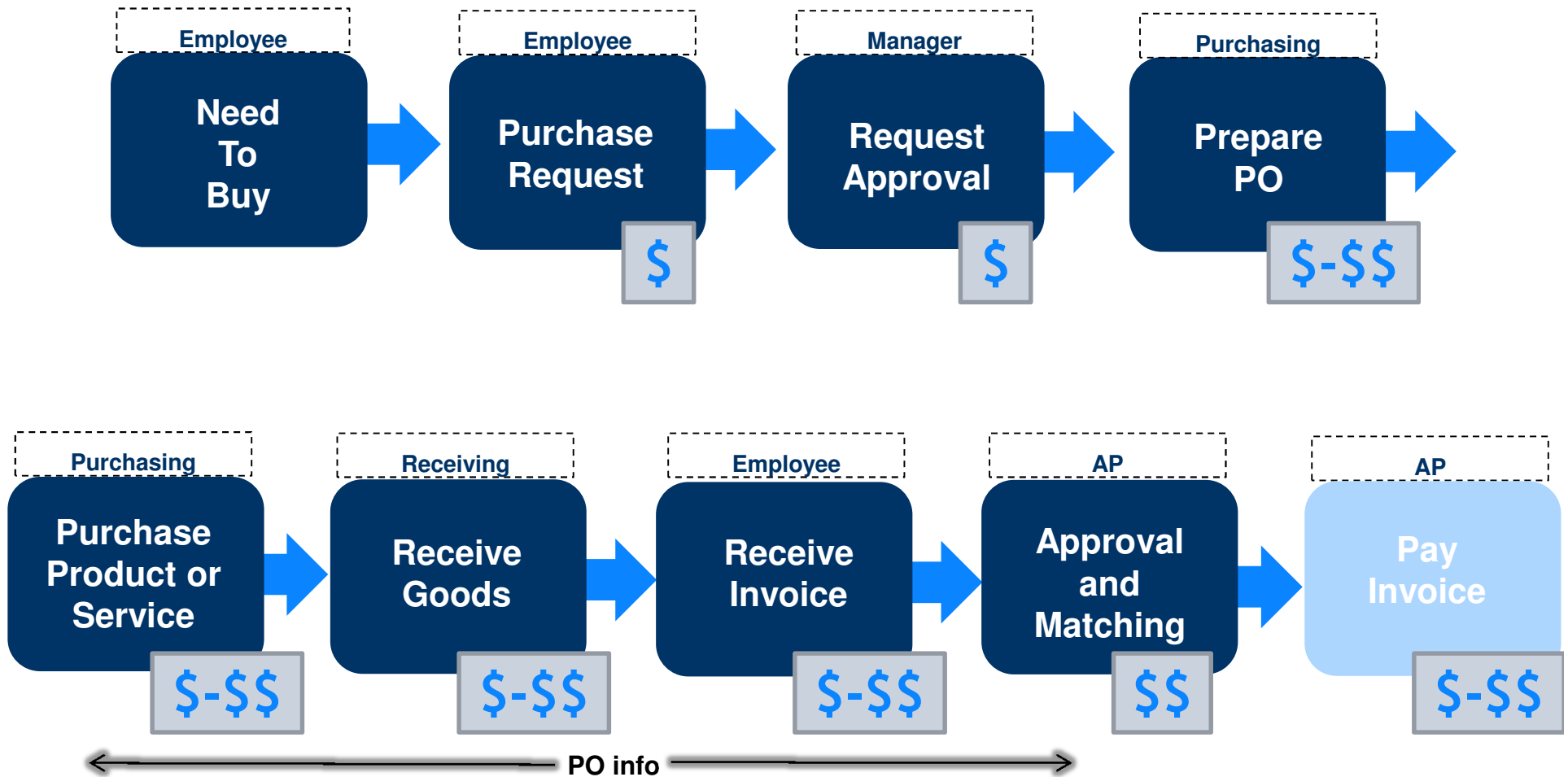
Card Brings Additional Value



A Few Ways to Change the Process



Analyze the Procure to Pay Process



Case in Point – Business Conversion Goals

Reduce Paper

Increase Working Capital

Take Advantage of Technology

Impact the Bottom Line



Protecting Your Payments – Fraud Measures

Fraud is Real

73%

of companies
report being victims
of attempted or actual
payments fraud

The Impact of Fraud

	Check	ACH	Consumer Cards	Corporate Cards
Subject to Fraud	90%	32%	20%	17%
Primary Reason for Loss	No Positive Pay	No Debit Blocks or Filter	<ul style="list-style-type: none">• Card Not Present• Inadequate Internal Controls	

Source: 2010 AFP Payments Fraud and Control Survey



Get an A+++ in Fraud Protection

Awareness

Adoption

Advocacy



In Conclusion

- **Quantifying the cost of processing invoices**
- **Unlocking liquidity by changing processes**
- **Protecting your payments – fraud measures**