

Billing Portals – Pain or Gain?

5 Opportunities to Get to a ‘Happy Place’
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ANNUAL MEETING



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SIDETRADE

Who's this guy?

Credibility Check

- 10 years in O&G – Financial Operations/Analyst/IT
- 4 Years in Procure to Pay
- 12 years in Order to Cash
 - Much Time Spent in the Trenches
 - Led eInvoice Company to acquisition in 2021
 - Currently advising business and customers on Best in Class practices for Order and Invoice automation
 - Member of PIDX, GIF, GENA, (DBNA) Digital Business Networks Alliance



Agenda

- Billing Portals 101
- Challenges with Billing Portals
- 5 Opportunities to embrace the challenge
- A vision of automation
- Q&A/Summary

Billing Portals 101

What are they?

- Buyer systems (proprietary or commercial) that require suppliers/vendors to retrieve PO's and/or Submit Invoices for payment.
- Often presented as AP Portal, Procure to Pay Systems, Billing Portal, Vendor/Supplier Portal.
- Examples are SAP Ariba, Coupa, Transcepta, Taulia,

Who do they benefit?

- Buyer AP Departments– to bring Automation to AP
- The Procurement teams – better spend control and tracking
- Supply Chain Networks – alleged exposure for suppliers to gain business with other buyers already on the 'network'
- Suppliers – increased visibility to their receivables (statuses of their invoices)
- AP Portal Providers – you mean they're not 'free'?



Challenges with e-Invoicing through Portals



Error & Rejections
causing delays



Effort to retrieve
supporting
documents



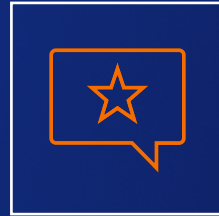
Multiple teams
supporting process
(Orders and Invoices)



Portals charging fees
to use their system



Managing Buyer's (ever
changing!) requirements
is burdensome on ERPs



Difficulty retrieving
and understanding
invoice statuses



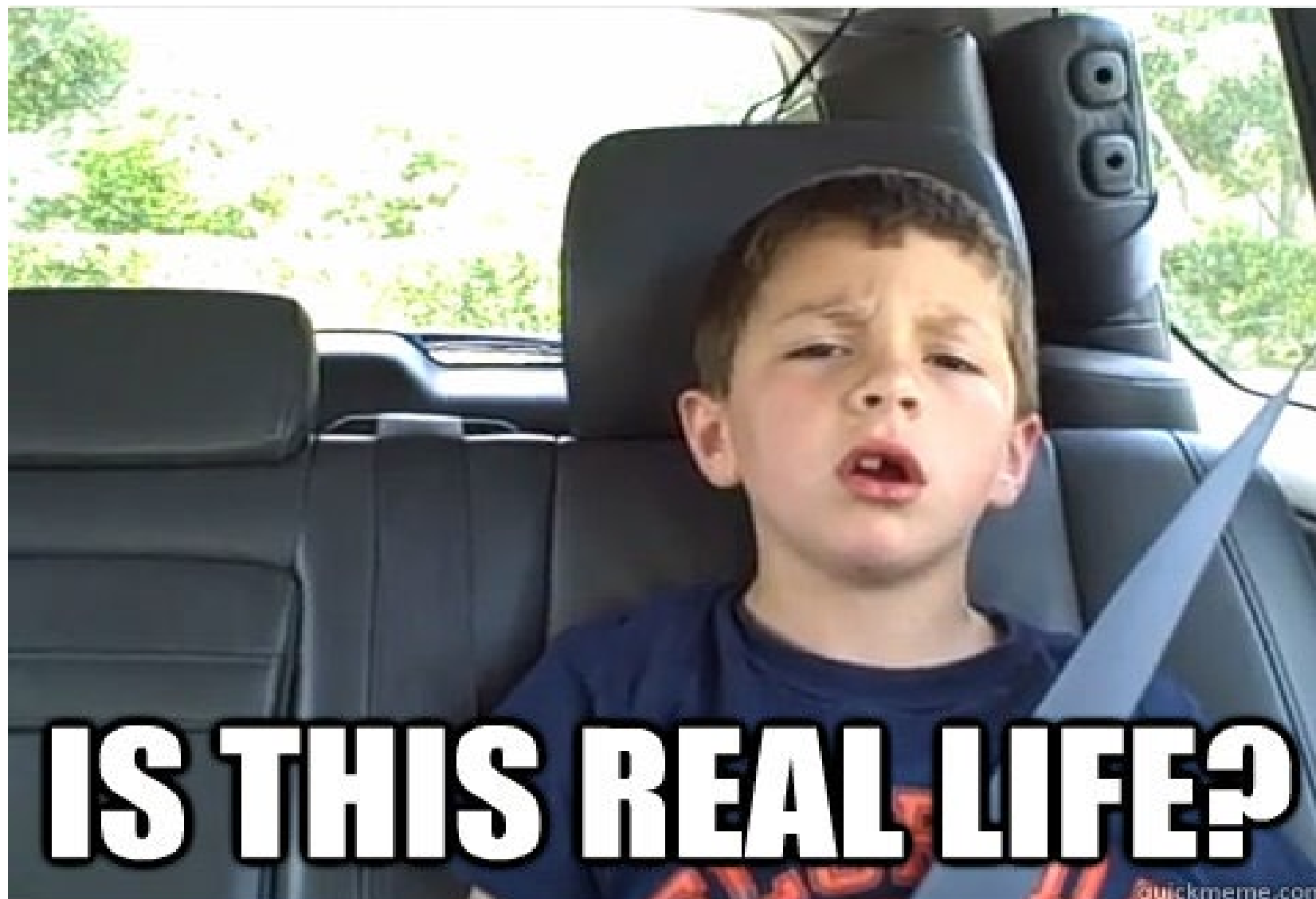
Resource consuming
manual effort (data
entry, document
management,
reporting)



Product/Service
delivery approval
before invoicing

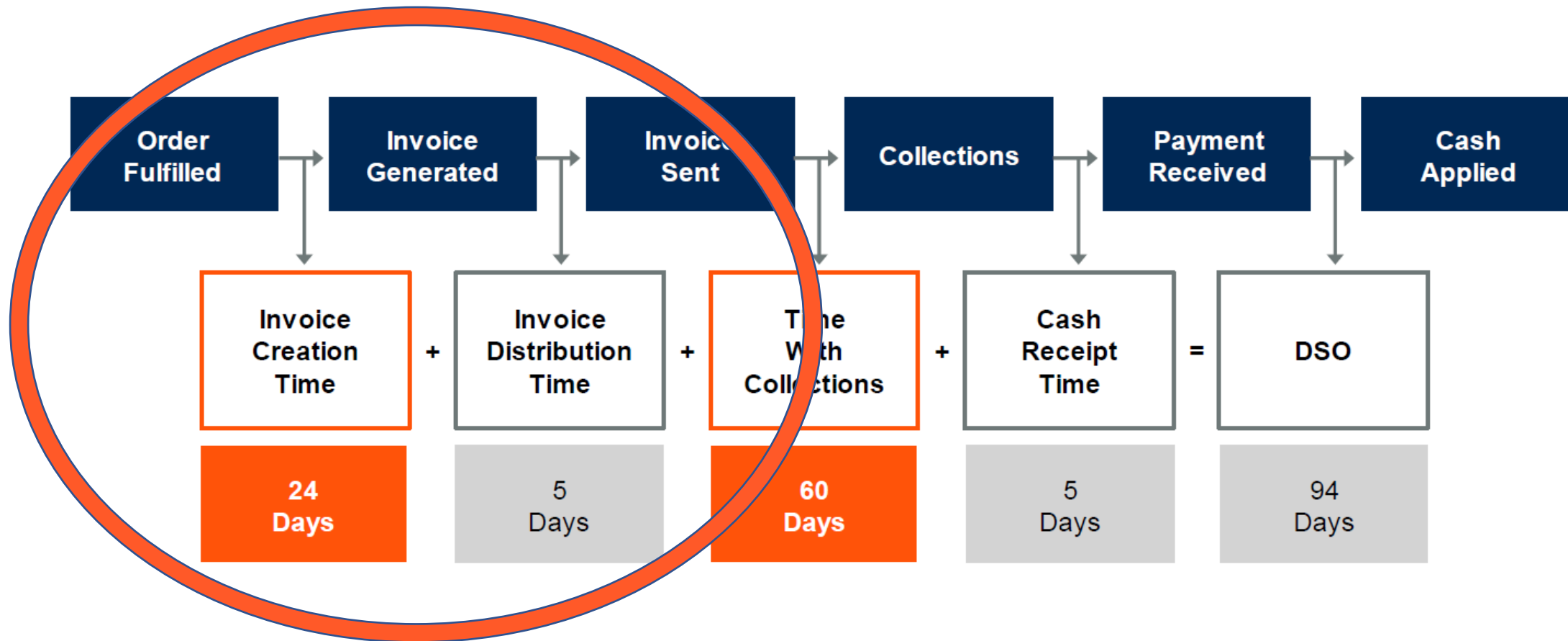
The Fallout of these Challenges

Real life stuff...



What this does to DSO...(unrealized)

Many companies fail to include TTI in their DSO



Credit: Gartner CFO Conference 05/2022

Where do you even start?

“You can’t manage what you can’t measure” – Peter Drucker



1. Start by measuring the size of the problem – portals, customers, effort



2. How much is it costing your business? (include portal fees)



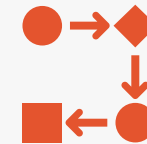
3. Who else is affecting/being affected by the problem?



4. Understand how IT works for your business



5. Understand your Order Intake Process.



6. Map your processes and find the gaps

5 Opportunities to Embrace the Challenge of Billing Portals

1. Adopt Billing Portal use if it's sustainable

- Ignoring requests can be an option, but keep in mind – they won't stop
- Buyers will get aggressive and impatient and start to penalize payment terms, increasing your DSO
- Embed a process with Legal/Sales to ensure any fees can be charged back.



5 Opportunities to Embrace the Challenge of Billing Portals

2. It's labelled ORDER to Cash for a reason – START with Orders

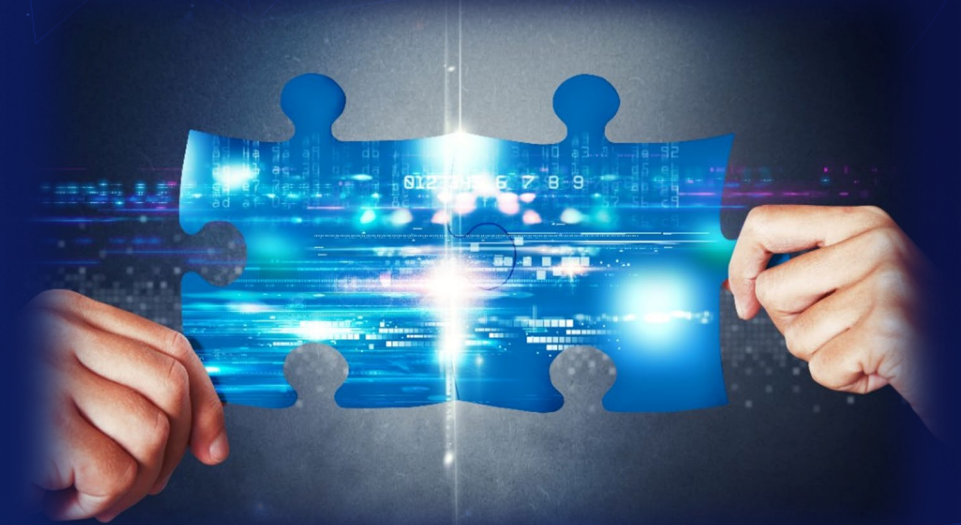
- Ensure Orders are ingested with ALL data - Integration is best practice
- Build alignment with the business units and customers on validating pricing, catalogues, contracts, etc
- PO 'Flip' process saves a lot of time, effort and secures accuracy



5 Opportunities to Embrace the Challenge of Billing Portals

3. Integrate, Integrate, Integrate

- Most Billing Portals have API capabilities or some form of invoice upload and/or direct PO retrieval
- Getting the invoice to the customer is ½ the battle, make sure you are able to obtain statuses as they happen so you can address exceptions immediately
- Don't over complicate your ERP with master data and customer requirement customization – use plug-ins
- Be cautious of RPA technology
- Billing Portal Data is valuable!



5 Opportunities to Embrace the Challenge of Billing Portals

4. Don't forget about Collections and Cash Application Teams!

- Invoice Statuses are essential for collectors to perform their jobs effectively
- Payment Remittance Data are key to the Cash Application process
- All O2C teams should be working from the same data for optimal efficiency



5 Opportunities to Embrace the Challenge of Billing Portals

5. Find a technology partner who can help

- ERP Systems are not designed to accommodate customer requirements
- The external technology landscape is ever changing and O2C data requirements continue to increase
- IT departments/budgets are not getting bigger
- Shoot for the stars and thoroughly vet your partners



What should full automation look like?

It's achievable!

- If properly integrated - You should never have to log into a portal again
- Purchase Orders come directly into your system – complete, validated, verified and approved
- Invoices should not have to be touched, corrected, fixed, reformatted, etc - once they are created
- Automation is not a burden to IT
- Full transparency and visibility to your invoices as they go through the payment process
- Full integration to credit, collections and cash application



Q&A/Discussion



Thank You!

