

# Perspective by CRF

3<sup>rd</sup> Quarter, 2020

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## The A/P vs A/R Tug-of-War: Ending the Struggle to Manage Multiple A/P Platforms

*Written by: Mitchell Rose, Billtrust*

Is there a tug-of-war going on between your A/R team and the ever-increasing number of A/P platforms your customers are using? Do you feel like you're getting perilously close to being pulled into the payments mud puddle? Before we examine all the challenges you're facing – and before you get dirty – let's look at...

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*By: Keith Cowart, FIS*

The great singer songwriter Bob Dylan sang about the times changing, but he probably didn't have a global pandemic in mind when he wrote this epic song. The fact remains that no one saw the COVID-19 pandemic as a real possibility and the impacts that it would have on the global economy. Hopefully, the...

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*By: Robert Unger, Nacha*

The coronavirus pandemic is an epochal health care crisis that unveils additional challenges – including how to maintain business continuity for sending and receiving payments. Some businesses that largely rely on paper processes and mail for things like purchase orders, invoices and check payments are struggling with AP and AR operations...

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*By: Michael Koehler, Serrala*

The world is still in the midst of the coronavirus pandemic and the economic crisis it has triggered. Between lockdowns, reopening economies, infection rates that drop and rise again, and the danger of secondary outbreaks, so called "second waves" being present all over the world, one thing is clear: the world economy remains...

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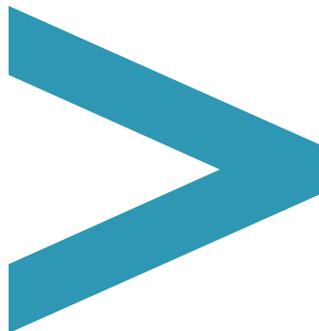
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# The A/P vs A/R Tug-of-War: Ending the Struggle to Manage Multiple A/P Platforms

By: Mitchell Rose, Senior Vice President & General Manager, Corporate Segment, Billtrust

Is there a tug-of-war going on between your A/R team and the ever-increasing number of A/P platforms your customers are using? Do you feel like you're getting perilously close to being pulled into the payments mud puddle? Before we examine all the challenges you're facing – and before you get dirty – let's look at the facts.

Accounts Payable portal usage is on the rise, and...

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## About the Author



Mitch Rose is Senior Vice President and General Manager, Corporate Segment, where he heads up Billtrust's go-to-market strategy. Prior to this role, Mitch led Partner Solutions at Billtrust, where he was responsible for leveraging third parties to bring innovative solutions to the Billtrust customer base. Mitch also led Billtrust's marketing team, growing revenue ten-fold.

Before Billtrust, he held senior-level marketing positions with Coca-Cola, Mattel and Warner Lambert and led marketing at start-up company PointRoll. Through the course of Mitch's professional career, he has created breakthrough marketing campaigns, successfully battled competitive threats and led teams in the development of industry-leading new products.



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Delivered Monday, 7/20	Delivered Tuesday, 7/21	Delivered Wednesday, 7/22	Delivered Thursday, 7/23	Delivered Friday, 7/24
<p>Cannabis Panel Discussion: A Review of Policy, Practice &amp; Banking</p> <p><b>A G Adjustments</b></p>	<p>Getting Back to Work (Part 1): Preparations &amp; Considerations for Employers</p> <p><b>Kelley Drye &amp; Warren</b></p>	<p>Getting Back to Work (Part 2): When the Rubber Hits the Road</p> <p><b>Kelley Drye &amp; Warren</b></p>	<p>How Digital Transformation of Accounts Receivable is a Catalyst for Becoming a Winning Credit Team</p> <p><b>Rimilia</b></p>	<p>B2B Payment Efficiency: Now is a Critical Time for Change</p> <p><b>Federal Reserve Bank of Minneapolis</b></p>
<p>Cashflow vs Customer Relationships</p> <p><b>VersaPay Corporation</b></p>	<p>Credit Role Changes in the Wake of COVID-19</p> <p><b>F&amp;D Reports/ Creditintell/ARMS</b></p>	<p>2020: State of the US Consumer</p> <p><b>F&amp;D Reports/ Creditintell/ARMS</b></p>	<p>Social Media Strategy in Collections</p> <p><b>Commercial Collection Corp of NY Inc</b></p>	<p>A Round Table Discussion on Issues Impacting Creditors in a COVID-19 Environment</p> <p><b>Cooley LLP</b></p>
<p>Managing Multiple Accounts Payable Platforms</p> <p><b>Billtrust</b></p>	<p>How to Protect Your Energy Level as We Transition Out of the COVID-19 Pandemic</p> <p><b>Choice Training &amp; Coaching Solutions</b></p>	<p>Private Equity in a Post-COVID Environment</p> <p><b>Alvarez &amp; Marsal</b></p>	<p>CECL: Macro &amp; Micro Factors Driving Bad Debt Write-Offs</p> <p><b>Steven C. Isberg, PhD Senior Fellow, CRF</b></p>	<p>Opportunities in Order-to-Cash: Increase Productivity &amp; Efficiency</p> <p><b>Dun &amp; Bradstreet</b></p>
<p>Business Continuity During a Recession: Credit Management in Times of Crises</p> <p><b>Serrala</b></p>	<p>A Business Guide to Antitrust for Credit Professionals</p> <p><b>Lowenstein Sandler</b></p>	<p>How to Effectively Manage a Remote Workforce During Uncertain Times</p> <p><b>FIS GETPAID</b></p>	<p>Scoring Models</p> <p><b>Credit &amp; Management Systems, Inc.</b></p>	<p>Avalanche of COVID Chapter 11s Forecast: Strategies for the Credit Team</p> <p><b>Blakeley LLP</b></p>

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## The Times They Are A-Changin'...For Cash Flow

By: Keith Cowart, Sr. Product Marketing Manager, FIS

The great singer songwriter Bob Dylan sang about the times changing, but he probably didn't have a global pandemic in mind when he wrote this epic song. The fact remains that no one saw the COVID-19 pandemic as a real possibility and the impacts that it would have on the global economy. Hopefully, the memory of this virus will fade over time just as the Spanish flu of 1918. The real shame will be if, as the memory fades, we have not learned anything from the situation. For the business world to advance, it is imperative that we learn from the past and prepare ourselves for the future. One of the many catch phrases that has come about from the Corona Virus is "the new normal". For companies to continue to thrive in this new normal, a renewed focus on...

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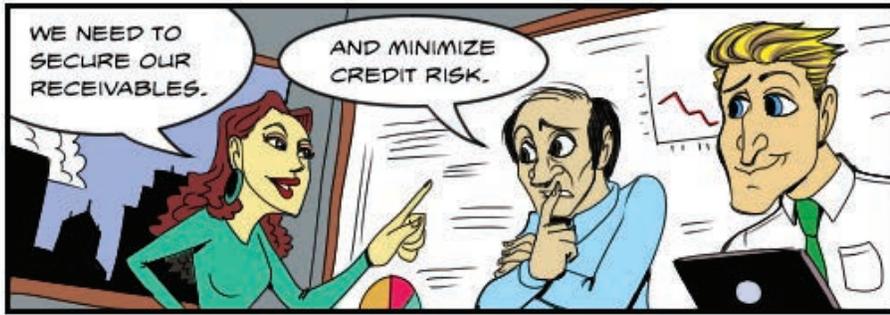
### About the Author



Keith Cowart is a Sr. Product Marketing Manager in FIS' Corporate Liquidity - Receivables group which features the award-winning Credit-to-Cash product, GETPAID and Integrated Receivables. He has over 20 years of professional experience in various accounting and finance leadership roles including Accounts Payable, G/L Accounting, as well as Credit and Collections in large global companies with shared service centers. Keith's focus has always been in continuous improvement and leveraging technology to automate processes to achieve extraordinary results. Keith holds a Bachelor of Business Administration degree from Piedmont College and a Master of Business Administration degree in Management from Georgia State University.

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## Survey Illustrates AP and AR Communications Fragmented

### *Portals Can Complicate Interaction – Other Friction Remains for Exchanging Information*

*By: Robert Unger, Senior Director, Product Management and Strategic Initiatives, Nacha*

The coronavirus pandemic is an epochal health care crisis that unveils additional challenges – including how to maintain business continuity for sending and receiving payments. Some businesses that largely rely on paper processes and mail for things like purchase orders, invoices and check payments are struggling with AP and AR operations while everyone is working remotely and can't get to the office regularly to print checks and retrieve mail.

However, other companies have already invested in portals, or related self-service tools. Portals provide the ability for trading partners to directly provide and access these business transactions, typically via web browser or other secure connection.

While portals paved the way for doing business electronically, a pronounced benefit in the current environment, the proliferation of portals presents challenges...

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### About the Author



Robert Unger, AAP, is the Senior Director, Product Management and Strategic Initiatives with Nacha. Mr. Unger leads business engagement for procure-to-pay, order-to-cash and related payment functions, focusing on payment operations and strategy, as well as Automated Clearing House (ACH) online banking/bill pay and B2B initiatives.

Prior to joining Nacha, Mr. Unger served as Director of Education with Research and Management Systems, a technology firm providing software and management solutions for research, education and e-commerce in government and higher education.

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# Staying Safe in the Face of Trade Volatility: How Credit Insurance Can Add Value to Your Credit Management

By: Michael Koehler, Principal Solution Architect, Serrala

*In times of economic uncertainty, companies can benefit from credit insurance as an additional instrument to manage credit risk and secure their accounts receivables. But there seems to be a general lack of knowledge and misconceptions around credit insurance. What does it cover and what does it not cover? What kind of benefits can it offer to companies seeking to protect themselves against AR-related losses and how can it be part of an overall credit risk strategy?*

The world is still in the midst of the coronavirus pandemic and the economic crisis it has triggered. Between lockdowns, reopening economies, infection rates that drop and rise again, and the danger of secondary outbreaks, so called "second waves" being present all over the world, one thing is clear: the world economy remains in a state of critical volatility. Research by international credit insurer Euler Hermes suggests that the global lockdown measures have led to a drop in...

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## About the Author



Michael Koehler is a Principal Solution Architect with Serrala, a global B2B Fintech, creating more secure global payments capabilities for every enterprise. Michael has been working in the credit risk management field since 2009. His present and previous roles have given him unique insight into best practices in managing credit and compliance risks as well as collections operations for businesses of various sizes and industries. Michael has led and delivered a number of complex international solution implementation projects for global corporations around the world. In his current role with Serrala, Michael's main focus is on analyzing organizations' needs around credit risk, compliance, and collections management and translating them into software solutions that are both user-friendly and aligned with the trends in an ever-changing environment.



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## Remote Workforce and Expense Reimbursement

*By: Matt Skudera, Chief Content Officer, Credit Research Foundation*

Remote working has become the new normal for all but a few credit organizations. While this is clearly recognized by the data in CRF's recent study, the long-term implications are yet to be realized. This study, performed in the third month of the pandemic (June 2020), focuses on those organizations working remotely and many of the associated expense reimbursement details of operating in that manner.

The data points below address, at a more granular level, the factors and opportunities associated with several aspects of working remotely...

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### About the Author



Matt Skudera is Chief Content Officer for the Foundation. Prior to CRF, Matt spent the past 25 years in positions of increasing responsibility in Credit and Financial Shared Services.

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