

Survey Illustrates AP and AR Communications Fragmented

Portals Can Complicate Interaction – Other Friction Remains for Exchanging Information

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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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