



# FAQS:

## Overcome e-Payment Obstacles with Paymode-X™

### What if our suppliers refuse to share the account information necessary to receive electronic payments?

#### SUPPLIER SUPPORT

New clients usually find that 30 to 50 percent of their strategic suppliers are already receiving electronic payments through Paymode-X. And Bottomline Technologies employs dedicated on-boarding managers who make enrollment easy for suppliers not yet using the network. Typically during the first 12 to 16 weeks 50 to 70 percent of your payments will be converted to electronic, and Bottomline will continue to sign up your suppliers over the life of the relationship.

#### SECURITY

Once the supplier enrollment is complete Paymode-X initiates a process of authenticating the provided membership account information. This procedure is designed to protect both our payers and Bottomline and serves to identify and help mitigate any potential financial and business risks.

#### WE'LL HANDLE IT

All returns and Notices of Change are handled by Bottomline – for free. No systems upgrades are required by the supplier to receive Paymode-X payments.

### Will this integrate with our current ERP/back office system?

The robust file mapping capabilities of Paymode-X ensure integration with any ERP, accounting, or other back office application to dramatically reduce the support burden on IT.

### Our IT department is already overburdened. What would an implementation of Paymode-X mean for them?

#### EFFORTLESS IMPLEMENTATION

Because Paymode-X does not require file layout, integration is easy. Bottomline can work with the current payment format produced by your ERP/AP system. We can even receive multiple files from various source systems and map together once the data is received (i.e. data housed in payroll or an inventory system).

#### SOFTWARE AS A SERVICE

Only minimal changes required to the AP/ERP system (adding pay type/method and a Paymode-X ID). As a Software as a Service solution, system upgrades are not required to use Paymode-X.

### Who will maintain supplier information?

Bottomline will execute all of the marketing efforts on your behalf. We even work with the supplier to test and deliver remittance detail in various file formats - including CTX or direct AR integration. Bottomline will continue to lead marketing efforts to new suppliers over the life of the client relationship.

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### Can our audit department trust the security of making electronic payments with Paymode-X?

#### FRAUD-PROOF PROTECTION

No data to or from the Paymode-X system is transported in plaintext (readable data); all data is encrypted using industry-standard encryption methods.

#### MULTIPLE ACCESS LEVELS

Access and approval controls for information maintained and processed via Paymode-X can be set at the membership level, account level and individual user level. Business Rules can be established to create separation of duty as well as financial approval hierarchy.

### Why would I move my payments to ACH and give up the interest I earn on check float?

At today's interest rates, the cost savings realized with electronic payments outweigh the money earned on check float. Users can control payment settlement dates by setting approval protocols.

### We have started another ACH program with our suppliers. What specific value does Paymode-X bring?

#### TRANSFORMATION SUCCESS

Our research has shown that clients who attempt to do an e-payments program on their own see results in the area of 5 to 10 percent payments transformation. Bottomline usually achieves 50 to 70 percent payments transformation within the first 12 to 16 weeks of working with the client's target supplier group.

### We have many suppliers who require more remittance data than can be included in a standard ACH transaction. If I still have to mail paper how does this service help me save money?

#### NO LIMIT TO DETAIL

There is no character or source file limit on remittance data sent with a Paymode-X payment.

#### DOWNLOADABLE DATA

Bottomline offers flexible alternatives for the receiver in terms of how they receive the remittance data - downloadable in .csv, Excel, XML, BAI.v2, and 835 from the Paymode-X Web site. Suppliers can also use online reports to reference remittance data, digital remittance via ACH (CCD, CCD+ or CTX), and direct AR integration.

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