

deluxe.

Electronic Bill Presentment and Payment

How banks benefit from a
single provider, single platform

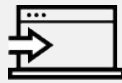


Swift growth in online payments fuels demand for EBPP solutions

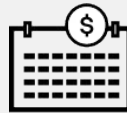
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When it comes to paying bills, the numbers tell the story. Businesses and consumers vastly prefer convenient, electronic methods to traditional paper invoices and checks.



60% of bills paid electronically and online¹



More than 9 billion bills paid annually²



Nearly 2/3 of younger consumers (age 18-34) pay bills with smartphones³



Whether it's a monthly utility bill, a recurring car payment or a one-time invoice for office supplies, the expectations for ease, security and service are high.



¹ <https://aite-novarica.com/report/how-americans-pay-their-bills-sizing-bill-pay-channels-and-methods-2020-update>

² <https://aite-novarica.com/report/how-americans-pay-their-bills-sizing-bill-pay-channels-and-methods-2020-update>

³ Mercator Advisory Group, "2020 North American Payments Insights".

Attract new business customers and add revenue



Many businesses are willing to switch banking partners to get the digital features they need.

— Aite-Novarica Group, "Payment Trends: Embracing the Shift to Electronic Payments," May 2021

Receiving digital payments is no longer a luxury. It's why the market for electronic bill presentment and payment (EBPP) represents a sizeable and immediate market opportunity for financial institutions (FIs).

The right EBPP platform can resolve a number of pain points for businesses, from reducing the payment delays common with paper checks, to eliminating manual workarounds and expediting cash flow.

In fact, many businesses are willing to switch banking partners to get the digital features they need.¹

The benefits to FIs are numerous:

- Deepen and strengthen valued relationships
- Attract new customers with essential features
- Generate profitable, ongoing revenue beyond fees
- Expand lockbox, remote deposit capture or integrated receivables capabilities
- Differentiate in a crowded marketplace

A best-in-class EBPP solution provides innovative capabilities that, according to a recent industry study, more than half of business are willing to pay extra for.¹ It demonstrates a commitment to technology that customers expect.



EBPP creates value across the bill and payment cycle



Financial Institutions

- › Deepen valued relationships
- › Attract new customers
- › Generate profitable, ongoing revenue
- › Reduce internal technology burden
- › Expand lockbox, RDC or IR capabilities
- › Differentiate in a crowded marketplace
- › Manage one trusted partner for all receivables solutions



Business Customers

- › Easily adopt electronic payment options
- › Reduce internal technology burden
- › Attract and retain more customers
- › Get paid faster compared to checks
- › Reduce payment processing time and expenses
- › Protect cash flow from disruptions
- › Streamline posting and reconciliation



Payers

- › Use any web browser or mobile device
- › Save time
- › View bills online
- › Make convenient electronic payments
- › Eliminate postage costs and mail delays
- › Transact with confidence and security

Adopt integrated solutions and streamline vendor relationships

The COVID-19 pandemic accelerated the need for resilient digital payment options that make it easy for customers to pay quickly, and for business staff to manage receivables from office or remote environments. Many companies scrambled to adopt these solutions—only to realize that having standalone tools and numerous vendors created unnecessary work.

Now there's a push to avoid complexity; no one wants to manage yet another vendor relationship or system.

The must-have list for EBPP includes several essential items:

- Modern technology that's easy to scale and cost effective to operate, such as fully hosted options
- A single partner with a focus on FIs to build an effective, long-term partnership
- Easy integration with core platforms, such as lockbox, remote deposit capture or integrated receivables
- Robust security to reduce risk and maintain compliance standards

Tools that can scale for growth and work across the enterprise are critical. While standalone solutions for online bill payment may deliver in the short-term, the value of integrating all receivables channels and payment data through a single platform is immense. That means having a long-term vision and the right EBPP partner to bring it to life.



Choose the right EBPP partner

Choosing the right EBPP partner is by far the most important decision for FIs. As your bank evaluates options, make time for due diligence with potential resources. Consider today's needs for EBPP, as well as the future possibilities for comprehensive receivables offerings. Finding a single partner who can support the broad mix of electronic payment needs of your business customers is ideal for continuity, productivity and satisfaction.

Ask potential EBPP partners:

- How well does the EBPP platform meet the diverse needs of your customer base?
- What's required to integrate the EBPP solution with other receivables services, such as lockbox, remote deposit capture or integrated receivables?
- What support does the vendor offer to configure and implement each business? How repeatable and scalable is this process to accommodate various types of business needs?
- How committed is the EBPP provider to helping your bank learn and sell the solution?
- What is the vendor's overall experience with receivables solutions?

Look for EBPP partners that:



- Specialize in working with financial institutions
- Show strong operational and fiscal stability
- Share best practices and guidance
- Help identify and prioritize top prospects
- Supply customer case studies and specific results
- Demonstrate a track record of success in receivables



A single EBPP platform supports businesses of all sizes and sophistication


Deluxe eBill delivers a powerful, flexible platform that lets your FI serve businesses of all sizes and sophistication. This approach maximizes efficiency and profitability for FIs and helps your valued business customers scale easily as their business needs evolve.







How it works



- 



1. Your FI and Deluxe identify the exact needs of each business.
- 


2. Deluxe configures and hosts a secure, made-to-order payment site for the business.
- 

3. Payers use a mobile device or web browser to view invoices and make payments with a bank account, credit card, debit card or mobile wallet.
- 


4. Once a day, Deluxe routes ACH, credit and debit card payments to your FI and/or your preferred merchant services provider for origination and settlement.
- 


5. Your customer accesses complete digital transaction data, including an account or invoice number for every payment.
- 


6. Built-in reports and intuitive interfaces make it fast and easy to access information to manage digital payments and handle customer service.
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7. Your FI can combine eBill with other digital payments (such as Lockbox Services, Remote Deposit Capture or Integrated Receivables) for a comprehensive, end-to-end solution.



The power of Deluxe eBill lies in its ease of use. Every business can specify their desired online experience, from branding with company colors and logo to choosing how invoices display, which payment methods to accept and numerous other controls.

Behind the scenes, moving from disparate payment channels to a comprehensive online EBPP platform streamlines posting and reconciliation. Instead of bottlenecks and delays caused by paper processes, missing account numbers or the need to rekey information, eBill provides complete and accurate data for every transaction—including invoice or account numbers. The solution can deliver daily receivables files that work with each company's ERP or accounting system. FIs can integrate eBill payment data directly with other Deluxe receivables solutions that are part of its Receivables as a Service platform: Lockbox services, Remote Deposit Capture or Integrated Receivables.

Combining an EBPP platform with other solutions extends an FI's value to business customers and further strengthens relationships. It reduces cost and complexity by using a single provider, rather than managing a series of piecemeal solutions and disparate vendors.

Deluxe eBill is an ideal solution because it's easy to launch and maintain over time. Because Deluxe hosts and manages the bill pay infrastructure, there's no need to buy, install, manage or upgrade hardware or software, or to manage security protections. Deluxe eBill runs in world-class data centers, which continually enhance and monitor security and compliance, including PCI, HIPAA, SSAE 16, SOC 2 and ADA.



Transform the digital bill payment process

Adding an EBPP solution like Deluxe eBill to your suite of treasury services provides a definitive edge in a crowded marketplace. Working with Deluxe offers a single, trusted resource to launch a best-in-class EBPP service as part of a full-featured receivables platform.



In today's unsettled world, receiving digital bill payments is no longer a luxury. Savvy banks that help their business customers adopt online bill pay will be better positioned for whatever lies ahead, from pandemic disruptions and mail delays to labor shortages and weather issues.





About Deluxe

Deluxe, a Trusted Payments and Data Company, champions business so communities thrive. Our solutions help businesses pay, get paid, and grow. For more than 100 years, Deluxe customers have relied on our solutions and platforms at all stages of their lifecycle, from start-up to maturity. Our powerful scale supports millions of small businesses, thousands of vital financial institutions and hundreds of the world's largest consumer brands, while processing approximately \$3 trillion in annual payment volume. Our reach, scale and distribution channels position Deluxe to be our customers' most trusted business partner. To learn how we can help your business, visit us at www.deluxe.com.

Next Steps:

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trusted payments & business technology