

The Evolving B2B Payments Landscape

Understand how the landscape is changing so you can stay ahead of the curve

The future of payments is digital

Modern payment processes like card and accounts payable automation are being embraced, and established ones like cash and checks are on the decline.



82%

of B2B decision makers surveyed believe it would be helpful to switch from paper to digital payments.¹

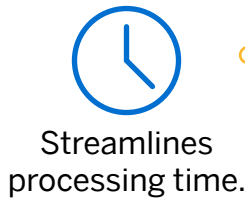


91%

of U.S. businesses surveyed reported making at least one B2B purchase with payment card in 2020 up from 51% in 2019.²

Card and digital payment acceptance could have many benefits

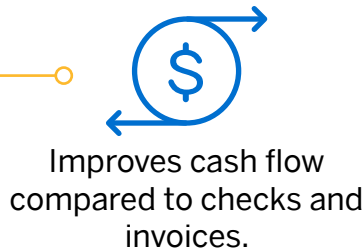
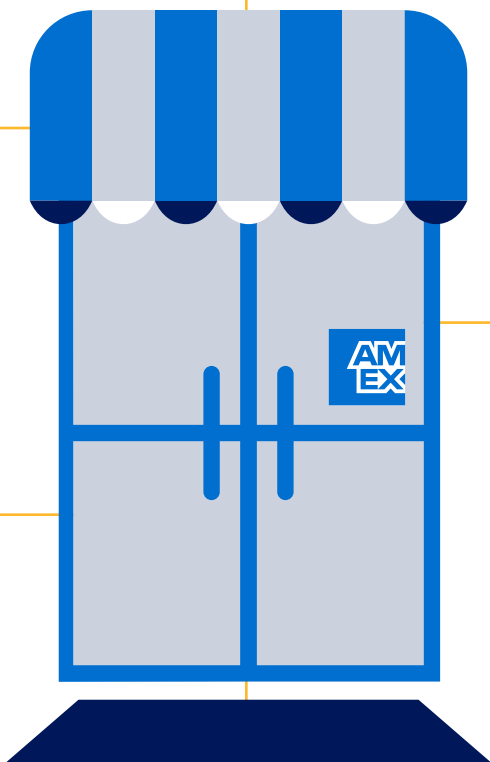
For your business



Streamlines processing time.



Decreases late and missed payments.



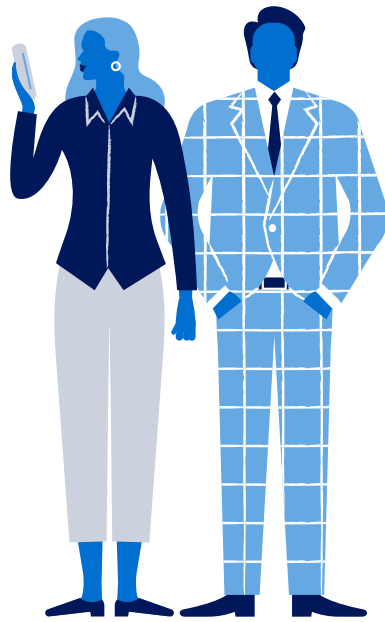
Improves cash flow compared to checks and invoices.

67%

of B2B businesses surveyed are receiving more payments digitally.³

For your buyers

- Heightens spending power.
- Improves buyer satisfaction.
- Offers flexibility when funds may not be available by check, ACH or wire.
- Improved payment accuracy
- Increased efficiency and time savings.



78%

of businesses surveyed automated their AP practices to improve invoice processing times.²

72%

of business card holders surveyed say a generous credit line is an important feature on their business credit or charge card and often used to help run their business.⁴

For buyers and suppliers

- Accelerates transactions.
- Streamlines tasks.
- Reduces billing and processing errors.
- Increases transaction security.
- Lowers the risk of fraud.



40%

of CFOs surveyed that automated or begun to automate their AP processes say it has improved vendors experiences.⁵



Checks are the top target for payments fraud among all payment types, including plastic.

74%

of organizations experienced attempted or actual check fraud in 2019.⁶

Navigate the B2B landscape with confidence *now*
Support your customers for whatever comes *next*

For more trends & insights

Visit the Merchant Insights Hub

SOURCES:

¹American Express One AP™ Survey, June 2020.

²The CFO's Guide to Digitizing B2B Payments. PYMNTS.com, August, 2020.

³B2B Payments Innovation Readiness Report. PYMNTS.com, September, 2020.

⁴Mercator Advisory Group, Small Business PaymentsInsights, 2020.

⁵The CFO's Guide to Digitizing B2B Payments. PYMNTS.com, September, 2020.

⁶2020 AFP Payments Fraud and Control Study



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