Creating a Seamless Supplier Portal User Experience

A supplier portal can make a huge impact on any global financial organization. Companies using portal technology for supplier onboarding, supplier self-service, reporting and discounting can experience significant, bottom-line benefits—from lower costs and risks to improved insights that benefit future contract negotiations. To extend the returns on their supplier portal investment even further, many companies are now adding e-invoicing capabilities that let them receive structured billing data from suppliers and route the information directly into their ERP without error-prone, manual intervention. Though stand-alone "point" solutions for e-invoicing are available, incorporating the capability directly into your supplier portal can contribute to much broader returns—helping you increase electronic invoicing adoption and significantly lower your cost per invoice.
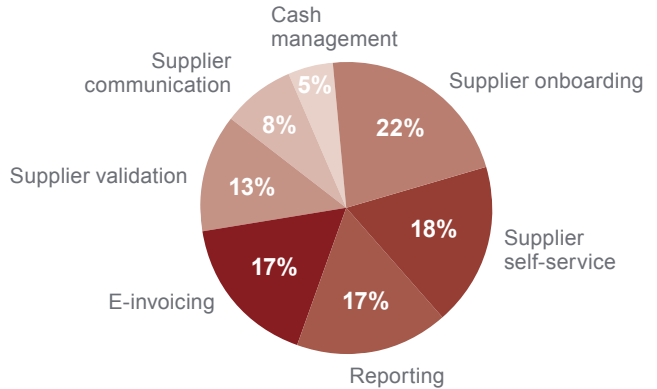
BENEFITS DRIVING SUPPLIER PORTAL DEMAND

A robust supplier portal delivers greater visibility, control, risk management and workflow performance.

Improve processing and compliance

Improve supplier relationships

Optimize working capital

Reduce supplier fraud and risk

Improve cash forecasting

Reduce costs

Source: Institute of Financial Management.

WHAT COMPANIES WANT IN A PORTAL

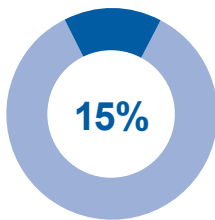Companies want to see these features in their supplier portal with supplier onboarding at the top of the list.

- Cash management 5%
- Supplier communication 8%
- Supplier validation 13%
- E-invoicing 17%
- Reporting 17%
- Supplier self-service 18%
- Supplier onboarding 22%

Source: Ardent Partners.

ADOPTION CHALLENGES OF E-INVOICING

With stand-alone e-invoicing solutions, getting suppliers to participate can be a struggle.

Companies Processing Half or More Supplier Invoices Electronically

15%

Source: Institute of Financial Management.

GETTING TO TOUCHLESS

Companies must find ways to automate a wide variety of invoice formats.

- Direct connections (EDI)
- ERS
- E-invoices (XML, CSV)
- PDF e-mail
- Web entry
- PO flip
- Virtual printing
- P-Card
- Residual paper/scan and capture

Source: Basware case study.

A SEAMLESS USER EXPERIENCE OVERCOMES ADOPTION HURDLES

The newest technology overcomes supplier adoption hurdles by making e-invoice onboarding part of your business-as-usual supplier management process. The best supplier management solutions provide:

- Integration to your preferred provider or a pre-integrated e-invoicing solution
- A seamless user experience with single sign-on
- Prebuilt, secure ERP integration
- A global footprint and proven track record
- Integration with a broader P2P controls and fraud prevention environment

Source: Industry case studies.

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