DATA SHEET

Payment Services
Accurate, On-time, Compliant Payments

Brand owners often struggle with slow, error-prone manual processes when paying their channel partners. Finance teams typically have to manually reconcile data from multiple sources in multiple formats, leading to delays, contractual issues and even regulatory non-compliance. E2open Payment Services is a managed offer supported by software and automation. It simplifies the audit and execution of payments and mitigates processing delays and the potential for mistakes.

Brand owners' finance administrators encounter a variety of challenges when processing payments to channel partners. Missing or incorrect payment details, mismatched names, wrong bank information, invalid or closed accounts and funding requests received without remittance advice all wreak havoc on a company's ability to accurately report on performance and form strategic plans. They also drive process inefficiencies and can result in rejected, returned or delayed payments, additional banking fees and risk of non-compliance with strict financial regulations such as The Sarbanes-Oxley Act of 2002 in the United States.

E2open Payment Services helps companies pay incentives and funding requests to channel partners faster and with lower cost. Expert teams supported by advanced software tools expedite the gathering and processing of financial data and free finance personnel to focus on more strategic tasks. These services also minimize compliance risks and provide a governance framework to ensure payments are accurate, on time and fully auditable.

Key Features

- Processes credits, debits, transfers and payments — even when sales records have incomplete information
- Enables viewing and management of payments at an individual transaction, payment batch, partner or program level in full compliance with financial regulations
- Automatically updates the brand owner's cash position and sends alerts to approvers for any rejected or returned payments
- Provides cash trackers at partner or program level in any currency, with support for multiple payment types
- Integrates with partner portals and incentives solutions to process claims payments

Key Benefits

- Reduces the operational costs of managing and paying partners
- Mitigates regulatory risks associated with non-compliant payment processes
- Avoids the costs of processing errors, such as extra expenses to recover overpayments
- Cuts banking fees by aggregating payments
- Increases partner satisfaction and incentive program success through timely and transparent payments

Streamlined Payments

Executing channel payments is labor-intensive when it involves many partners, multiple programs, claims, countries and currencies. E2open has built a wealth of experience delivering payment services for over 20 years, helping ensure all required operations are handled timely.

Expert Skills

A specialized team performs everything, from data collection, entry and correction to payments batching, processing and reporting. Experts audit claims and follow up with the relevant parties according to agreed procedures. The dedicated staff know all the tricks of the trade, how partners claim and invoice, the typical issues that arise and how to quickly resolve them.

Purpose-Built Tools

E2open's team of financial administrators and operations specialists uses advanced software to audit claims, validate information and generate payment batches on behalf of brand owners. Administrators are informed as soon as brand owners make funds available, ensuring prompt payments to partners. Flexible reporting options allow payments specialists to efficiently create dynamic reports to the exact brand owner specification, on-demand.

Integration with MDF and Rebates Management Applications

Out-of-the-box integration with e2open's Market Development Funds and Incentives and Rebates applications, plus the ability to integrate with other external MDF and rebates management solutions, means brand owners and their partners have visibility to the last mile of the incentives process. Visibility to the actual payment status improves partner satisfaction and helps brands run frictionless rebates and MDF processes.

Adaptable Practices, Auditable Results

All payment processes are adaptable to fit the brand owner's operating model, and all changes made to the payment process are fully auditable. E2open voluntarily engages annual service delivery audits by independent bodies, and companies can easily inspect the results of these audits. Furthermore, brand owners can choose to directly inspect the whole payments process through their own auditors, providing full transparency and confidence.

Secure, Compliant Processes

Sound methodologies ensure that financial regulatory compliance is never compromised when processing payments. The processes and tools employed in the delivery of the service provide up-to-date compliance with data privacy requirements, ensuring that only the necessary data is stored. Strong security features keep all sensitive information safe.

e2open®

Help ensure secure, compliant, accurate and cost-effective payments to partners. Free finance teams to focus on more strategic activities with payment services managed by e2open

About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 400,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 12 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as One™. Visit www.e2open.com.

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