

optimizing your paymerang experience

LESLIE THOMASON & LYSSA BACON



USER CONFERENCE

Agenda

 paymerang



1. OPERATIONS OVERVIEW



2. BEST PRACTICES



3. PLATFORM UTILIZATION



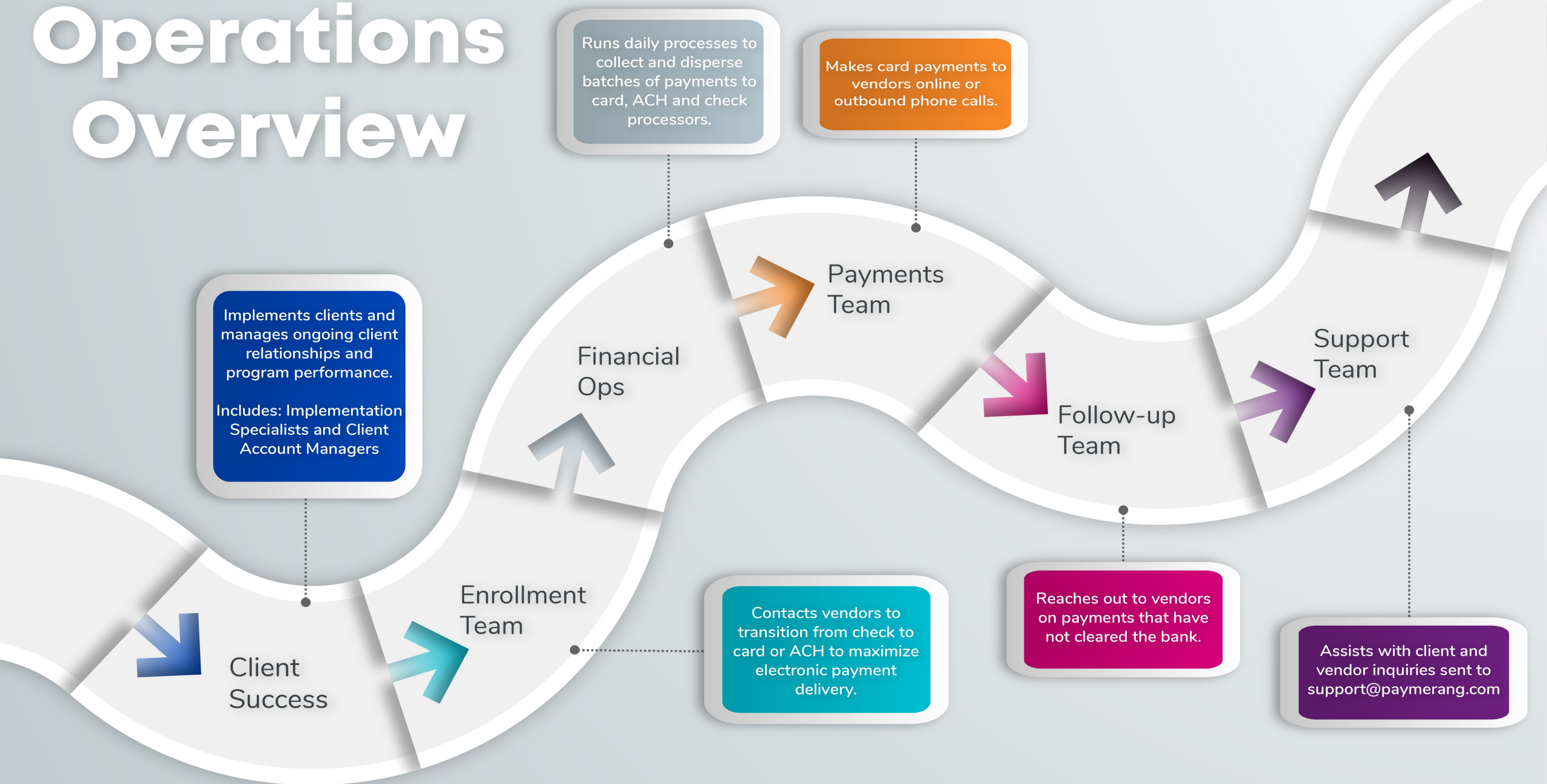
4. HOW WE GATHER CLIENT FEEDBACK



5. Q&A

Operations Overview

Operations Overview



What Happens After You Submit a Batch?



Payment Delivery Timeframes:

- Card – Attempted within 3 Business Days
 - Outstanding Follow Up – Starts After 7 Days
- ACH – Posted next business day
 - No Follow Up Required
- Check – Mailed the Next Business Day (5-7 Business Day for Delivery)
 - Outstanding Follow Up – After 28 days

Enrollment Process for Non-Network Vendors

- Payment method enrollment occurs when we have an active payment
- Ask if they accept Card for payment
- If Card not accepted, enroll for ACH (direct deposit)
- Default to Check vendor if Card and ACH not accepted

Outstanding Payment Follow Up

- Follow up for card and check payments made to business vendors
- No follow up on payments made to individuals
- 7-10 business days to stop and refund a payment

Do not send vendor banking information

Please allow our enrollment team to follow security protocol.



Best Practices: Vendor Account Information

How Account Information Impacts Payment Processing



Without vendor required information:

- Payment misapplication
- Delayed payment processing
- Late payment fees

With vendor required account information:

- Ensures the vendor can accurately apply payment to correct account
- Reduce and/or eliminate misapplied payments and account reconciliation issues between multiple accounts
- Reduces settlement time - Providing all the necessary information required to pay can reduce the time spent to complete a single payment
 - Allows for one-touch payments
 - Reduces the number of invoice requests
 - Eliminates the delays caused by requesting missing or additional required information
 - Allows us to maximize card payments and increase rewards

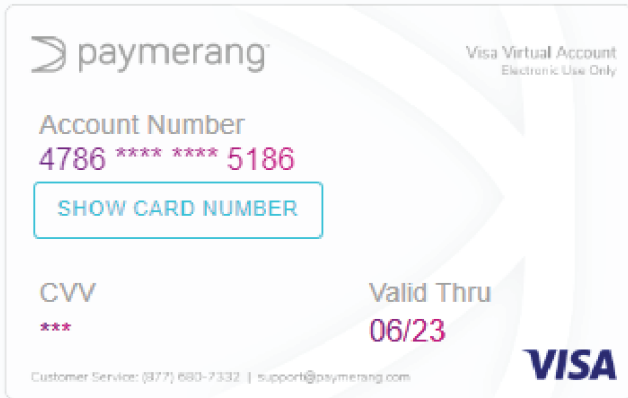


Common Account Information Required



- Full Account Number
- Full Invoice Number
- Customer Number
- Order Number
- Client ID
- Billing Zip Code
- Accurate Amount

Specific required information varies by vendor



VENDOR:
Example - PMG Test Inc

VENDOR ID:
1234567

VENDOR PHONE NUMBER:
804-804-8048

VENDOR EMAIL:

CLIENT NAME:
Real Fake Doors Inc

CLIENT ID:
1234567

CLIENT EMAIL:

CLIENT ADDRESS:
123 Pineapple Cove
Fakeville, VA 23024

ACCOUNT NUMBER:

PAYOR:

PAYOR INFORMATION:

PAYOR ACCOUNT NUMBER:
N/A

PAYMENT AMOUNT:
\$5,797.14

SERVICE FEE:
\$0.00

DELIVERY METHOD:
Online

VENDOR FAX NUMBER:
N/A

UNLOCK PAYMENT

DONE

PAYMENT INSTRUCTIONS:

Online <https://www.lee.eechdaddy.com/fakesite/accounts payable-hub>

SPECIAL PAYMENT INSTRUCTIONS:

***Multiple accounts - last 4 of account number in description**

- 12345678 - zip 22310
- 12345679 - zip 22310
- 12345671 - zip 22313
- 12345672 - zip 22311

INVOICE NUMBER	INVOICE DATE	DESCRIPTION	ORIGINAL AMT.	DISCOUNT	NET AMT.
31223	2023-02-08	Acct#5678 Test Department	\$186.29	\$0.00	\$186.29
32123	2023-02-14	Acct#5679 Marketing	\$252.98	\$0.00	\$252.98
31423	2023-02-10	Acct.# 5672 Sales Division	\$270.28	\$0.00	\$270.28



A message from City of Philadelphia

Sign in to MyPhillyWaterBill to pay using your checking or savings account, view your bill, and sign up for paperless billing and AutoPay.


Thank you for using the new City of Philadelphia Water Revenue Bureau online water payment system. To make a payment using your debit or credit card for a fee you will need the 9-digit Water Access Code found on your water bill.

If you need to request a copy of your bill, email MyPhillyWaterBillHelp@Phila.gov or call (215) 685-6300.

Please enter the following information

Water Access Code

Service Address Zip Code

I'm not a robot 
reCAPTCHA
Privacy - Terms

Where is my water access code?

Your water access code can be found on your recent bill.



Next



Welcome to Denver Water's Web Pay.

Please enter your Denver Water Account Number and Customer ID below.

ACCOUNT NUMBER

CUSTOMER ID NUMBER

LOG IN



Vendor Details

[MAKE INACTIVE](#) | [EDIT](#)

Vendor Name PEEBLES GOLF CAR SALES, INC.	Internal Vendor ID Peebles Golf Cars - Richmond	Paymerang ID 305707
Status Active	Vendor Type Business	Date Added 2017-04-04

Payment Specifications

Payee Name	Payee Email nicole@peeblesgolfcars.com	Payee Phone 804-262-0778
Attention Line	Address 8615 Telegraph Rd	Address 2 (optional)
City Glen Allen	State VA	Zip 23060-4030
	Country United States	
Account Number Independence Golf Club	Active? Yes	ACH Invited Not Invited

Payment History

[EXPORT](#)

PAYMENT ID	DATE CREATED	PAYMENT METHOD	STATUS	AMOUNT
63085049	2022-12-08	CARD	Settled	\$259.59
6455704	2022-11-17	CARD	Settled	\$259.59

Fields that Clients can Update:

- Payee Address
- Internal Vendor ID
- Account Number

Fields Support can Update for You:

- Vendor Name
- Vendor Contact Information

Account Number(s):

- **Multiple** – Keyed into Description Field when Entering Invoices in ERP
- **Single** – Saved in Paymerang Vendor Record

Payment Details



Payment Details

Payment ID: **63085049**

Total Amount: **\$259.59**

Payment ID:
63085049

PMG Vendor ID:
305707

Status:
Settled

Your Payment ID:
PMRNG120822

Your Vendor ID:
Peebles Golf Cars - Richmond

Date Created:
2022-12-08

Client Name:
ProInc LLC dba Independence Golf Club

Payment Amount:
\$259.59

Import File Name:
PMRNG120822..xlsx

Vendor:
PEEBLES GOLF CAR SALES, INC.

Payment Method:
CARD

Batch ID:
185372

Account Number:
Independence Golf Club

GO TO BATCH

DOWNLOAD PDF

Invoices

INVOICE NUMBER	INVOICE DATE	DESCRIPTION	ORIGINAL AMT.
01-77334	2022-11-08	work to cart #27	\$259.59

Rows per page: 25 ▾ 1-1 of 1 < >

Settlement History

TRANSACTION DATE	TRANSACTION TYPE	TRANSACTION AMOUNT
2022-12-08	Funding	\$259.59
2022-12-12	SettlePurchase	(\$259.59)

Total Rows: 2

Card Payment Notes

Automated fax delivered at 2022-12-09T17:59:27ZZZ



Utilizing Payment Automation Features

Global Search Bar



The screenshot displays the Global Search Bar interface. At the top, there is a search input field with the placeholder text "Start typing to search...". To the right of the input field is a "SEARCH BY..." dropdown menu with a close button (X). The dropdown menu is open, showing four search criteria: "Payment ID", "Vendor ID", "Check Number", and "Invoice Number". Below the search bar is a "KEY-IN PAYMENTS" button. The main content area is titled "Search Results" and shows the message "Your search for 'verizon' returned 7 results". Below this message is a "FILTER" button. The search results are displayed in a table format. The first row shows "176 Paymerang Vendor ID: 8229175 Date Added: 2023-01-22" and "Active". The second row shows "Active". On the left side of the interface, there is a "Filter By:" panel with a "Clear All" button and a close button (X). The panel includes sections for "Result type:" with checkboxes for "Batches (0)", "Payments (2)", and "Vendors (5)". Below this is a "Date Range:" section with "Start date" and "End date" fields, each with a calendar icon. At the bottom of the panel is an "APPLY FILTER" button.

Search Criteria Examples:

- Vendor Name
- Vendor ID (Internal ID or Paymerang ID)
- Payment ID (Internal or Paymerang ID)
- Payment Amount
- Invoice Number
- Payor Name (if applicable)

**Global Search will populate and display all results. Results are ordered by result type: Vendors, Payments, and Batches. Click on the result card to view the details.*

Payment Status Report



payment automation

BATCHES IMPORTS VENDORS REPORTS

Sumter County Government - 9455

Payment Status Report

By Issue Date | By Settle Date

Controls

Date Issued From: 2022-11-16 | Date Issued To: 2023-01-15 | Method: All | Status: ISSUED

Vendor: All | Payor: All | Internal Division Id: All

Payment Id	Date Funded	Internal Payment Id	Vendor	Internal Vendor Id	Status	Status Date
Go to payment 62469553	2022-11-30	500475	BLUECROSS BLUE SHIELD	BLUECROSS BLUE SHIELD	ISSUED	2022-11-30
Go to payment 62469693	2022-11-30	500495	DONTEZ MOSES	DONTEZ MOSES	ISSUED	2022-11-30



Report Results

- Select date range of 30 – 90 days to locate payments at risk of going stale
- “Issued” can be assumed “outstanding”
- Results based on date the payment status changed

Attaching Documents to Payments



Payments							
EXPORT							
PAYMENT ID	INTERNAL P...	VENDOR	INTERNAL VENDOR ID	PAYMENT M...	AMOUNT	STATUS	
▼ 11111111	11111	PAYMERANG 123	PMG123	Check	\$5.40	In Batch	
INVOICE NUMBER	INVOICE DATE	DESCRIPTION	NET AMOUNT				
2091-654858	2023-01-26	ACCT# 123-123-112233	\$5.40				
MANAGE REMITTANCE DOCUMENTS							

Manage Remittance Documents

[ADD REMITTANCE DOCUMENTS](#)

UPLOAD DATE	FILE NAME	ACTION...
There's nothing here		

Rows per page: 25 ▼ 0-0 of 0 < >

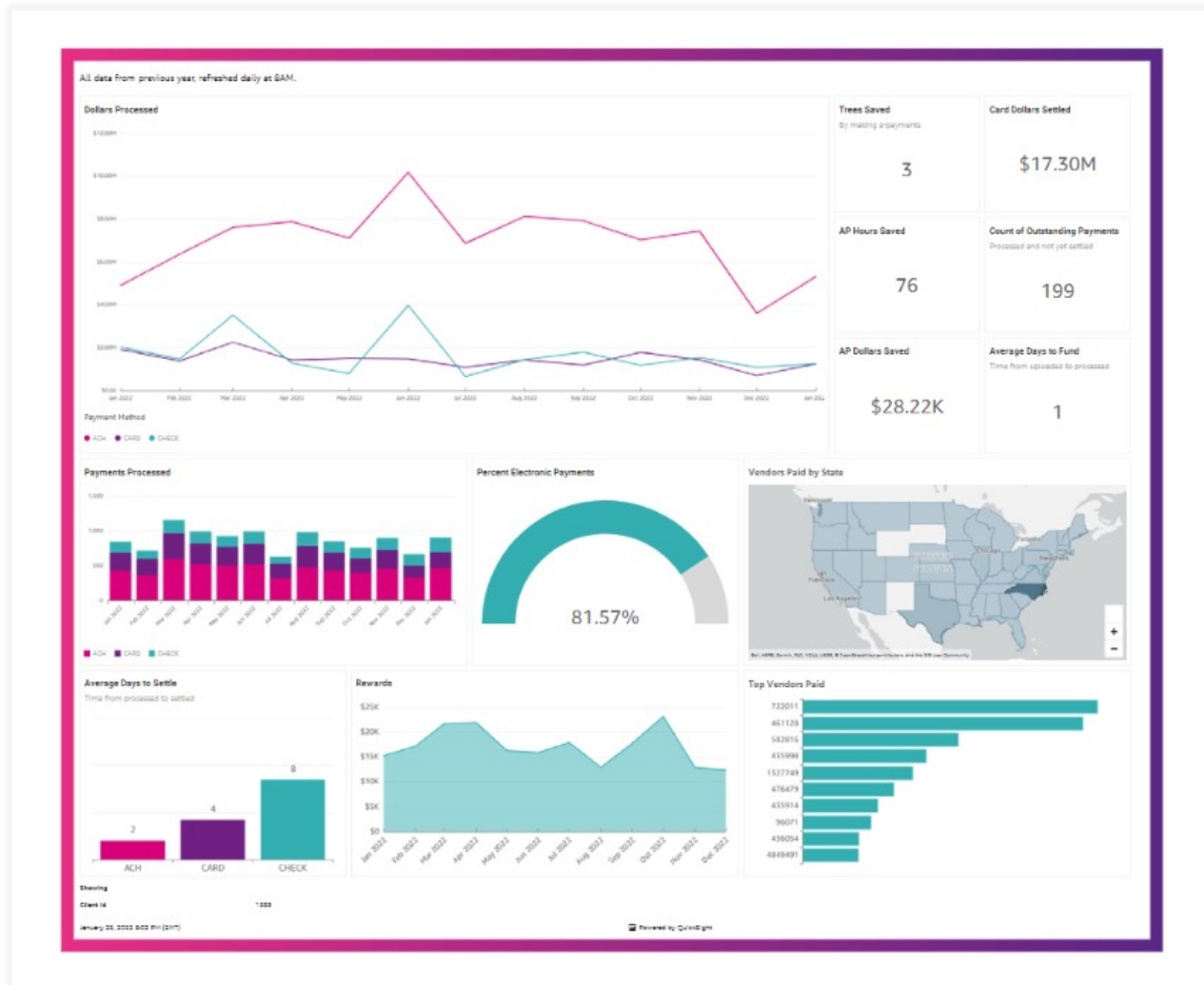
[CLOSE](#)

To attach a .pdf document to a check payment (typically a copy of the invoice or any supporting documentation you wish to have sent with the check):

- Click on the down caret next to the Payment ID, this will reveal the details of the payment
- Click on **MANAGE REMITTANCE DOCUMENTS**
- This opens the “Manage Remittance Documents” window where you can add, edit, or remove attachments to this payment.

Once a file has been attached to a payment, you can view the upload date and file name

You also have the option to Remove the file, View & Download it or Add another document



Additional data points included:

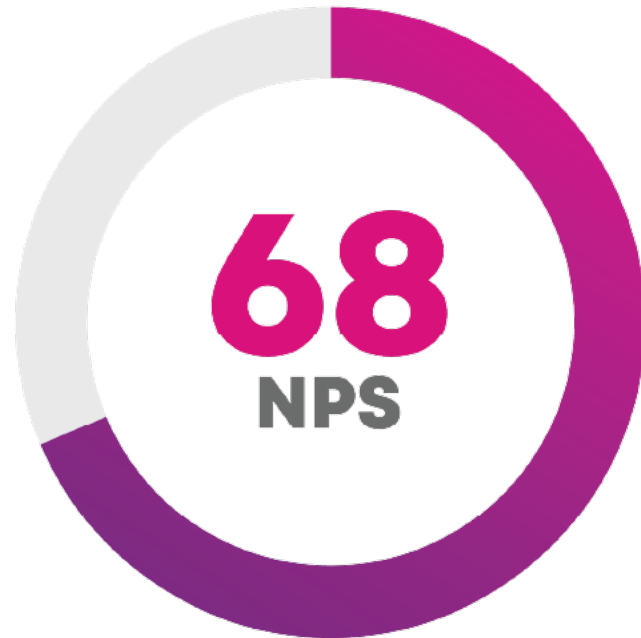
- Dollars Processed
- Payments Processed
- Percentage of Electronic Payments
- Vendors Paid by State
- Card Dollars Settled
- Average Days to Fund
- Trees Saved
- AP Hours Saved
- AP Dollars Saved

**How does Paymerang
gather feedback?**

customer feedback



Account Reviews



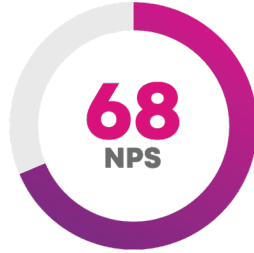
Net Promoter Score



support@paymerang.com



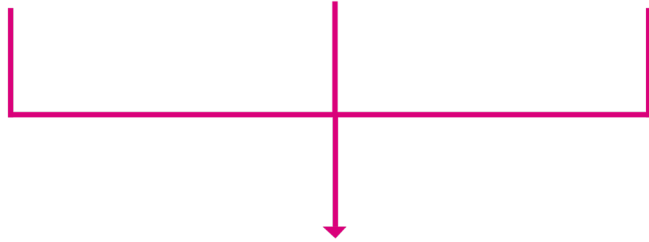
Account Reviews



Net Promoter Score



support@paymerang.com



Paymerang Considers and Implements Feedback



implementing customer feedback



Clients are Able to Utilize New Features!





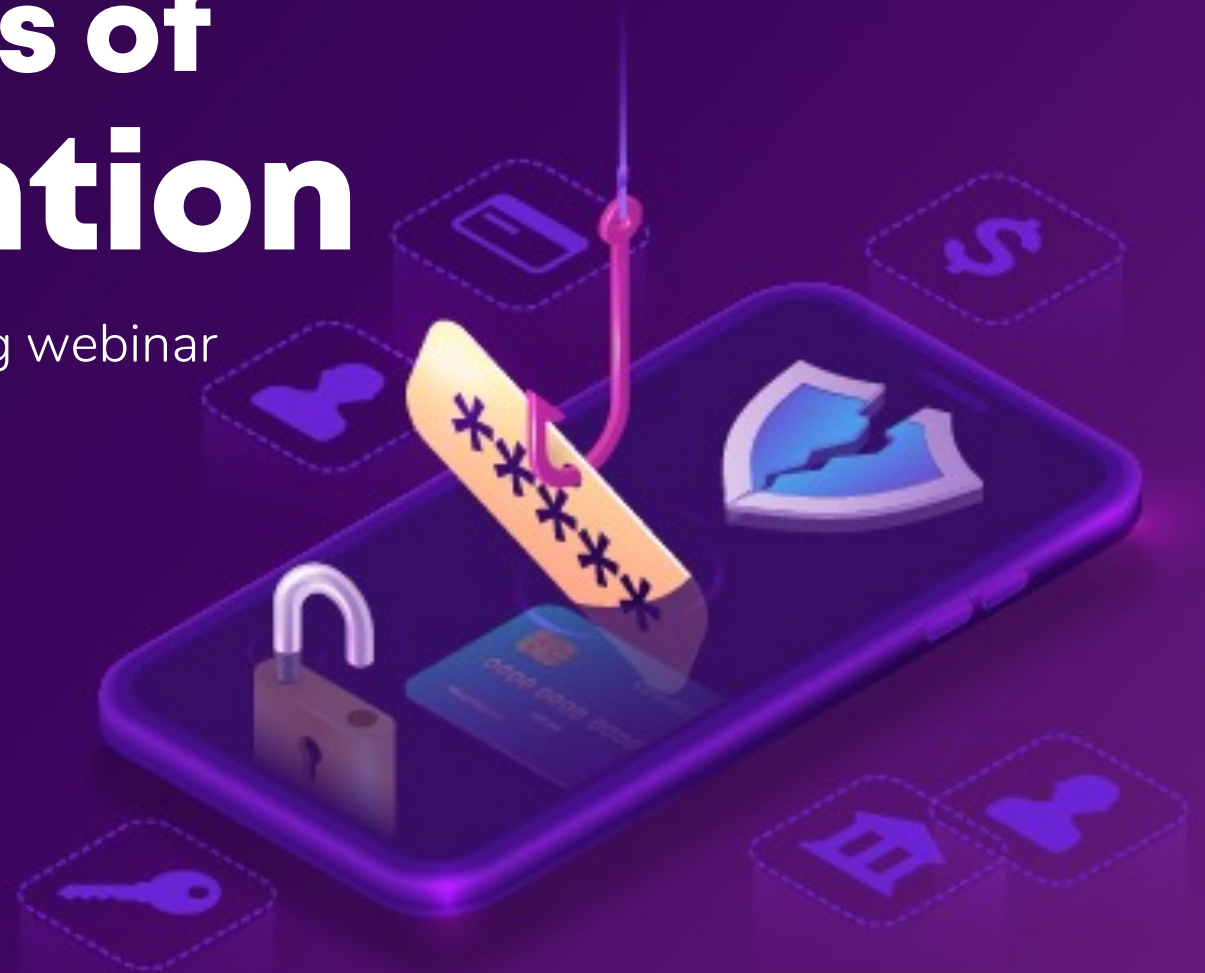
OFFICE HOURS

Mondays, 4:00pm-5:00pm EST

*Paymerang does not operate on most Federal Reserve holidays

The Fundamentals of Fraud Prevention

➤ paymerang™ | a fraud prevention training webinar





FRAUD

Statistics

34 Checks

Total Exposure:

\$184,000

12 Cards

Total Exposure:

\$26,000



32

VENDOR IMPERSONATIONS
TOTAL EXPOSURE OVER \$5.8M

\$150M SAVED

Estimated to have saved other organizations over \$150 million by collecting the fraudulent account information and sending to law enforcement.

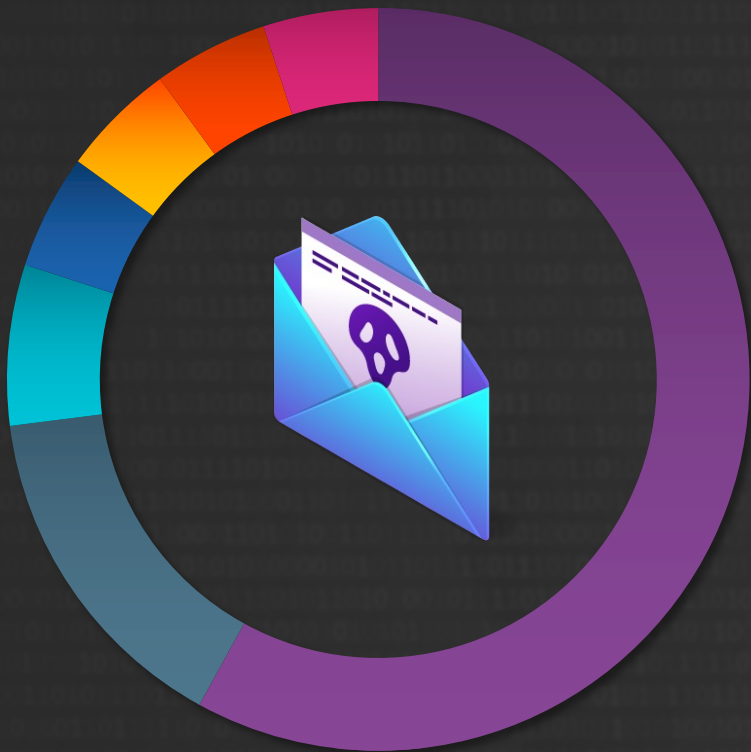




Scan to take the
FRAUD VULNERABILITY
QUIZ



a matter of when, not if



Departments Most Vulnerable to Being Targeted by BEC Fraud

(Percentage Distribution of Organizations)

- 58% - Accounts Payable
- 15% - Treasury
- 7% - CEO, COO, CFO or other C-Suite Executive
- 5% - Procurement/Sourcing
- 5% - Human Resources/Payroll Dept.
- 5% Accounts Receivable
- 5% - Other

Source: 2021 AFP Payments Fraud and Control Survey Report

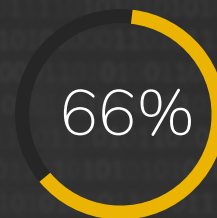


payment methods impacted by fraud

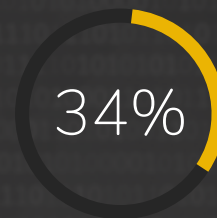
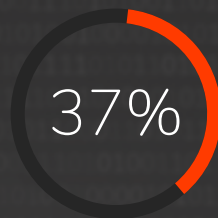
Payment Methods Subject to Attempted or Actual Fraud

(Percent of Organizations)

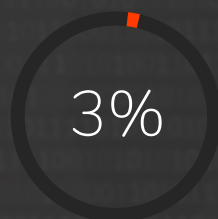
● 2021 ● 2020



Checks



ACH Debits



ACH Credits

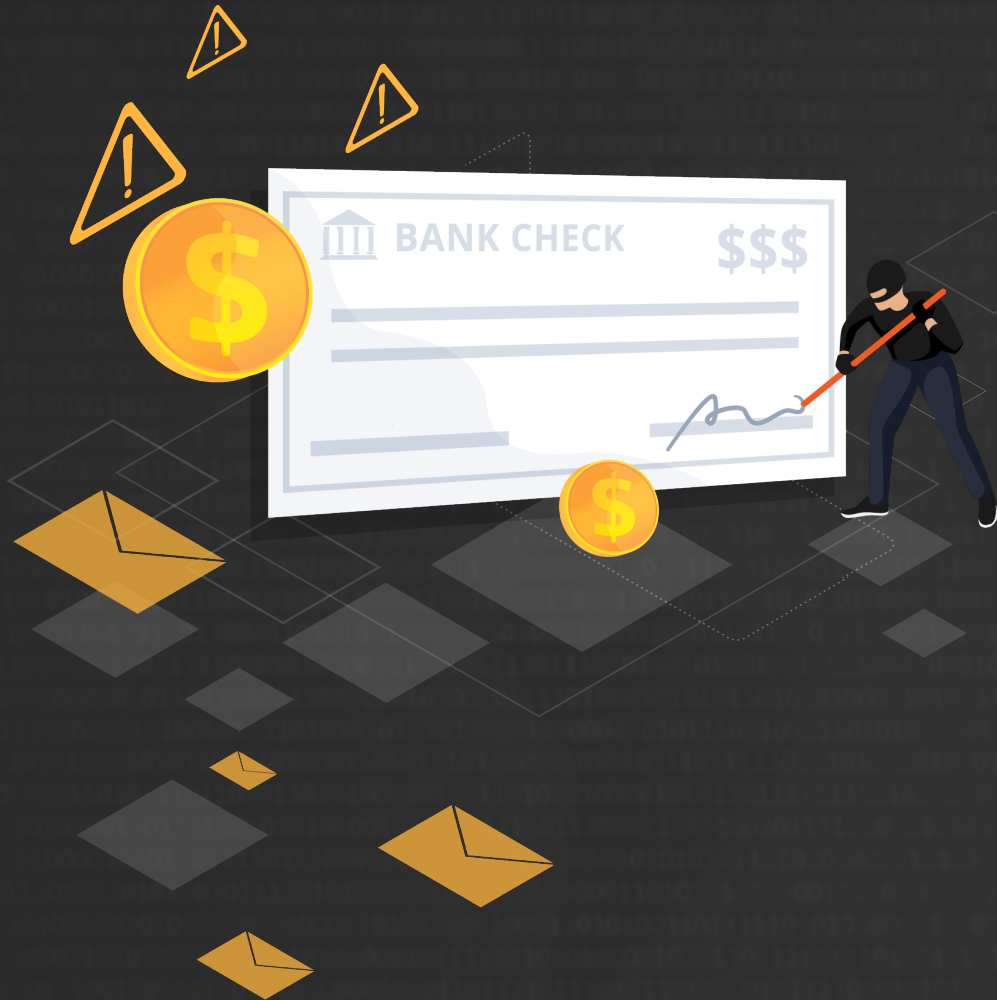
Source: 2022 AFP Payments Fraud and Control Survey Report

virtual cards are a safe option

66%
IN 2021, 66% OF COMPANIES
PAYING BY CHECK EXPERIENCED REAL OR
ATTEMPTED FRAUD, COMPARED TO ONLY
3%
3% WHEN PAYING WITH
SINGLE-USE VIRTUAL CARDS



➤ | protect yourself from check fraud



PAYMENT FRAUD:

- Chips Away at Corporate Profitability
- Jeopardizes Your Reputation
- Consumes Staff Time With Remediation
- Puts Your Business' Viability At Risk



fraud in the news

Texas School District and Former
CFO Charged with Fraud from
\$20 Million Bond Sale

Ransomware is an ever-evolving form of malware designed to encrypt files on a device, rendering the files and the systems that rely on them unusable. Malicious actors then demand ransom in exchange for decryption. These resources are designed to help individuals and organizations understand the risks and prevent such attacks from impacting their business operations.

**WASHINGTON'S UNEMPLOYMENT
FRAUD MAY HAVE HIT \$650M; STATE
RECOVERS \$333M**

**MOUNT SAINT MARY COLLEGE CONFIRMS
DECEMBER RANSOMWARE ATTACK**

**VIRGINIA HIGH SCHOOL HAD \$600,000
FOOTBALL FIELD FUND STOLEN IN
PHISHING SCHEME**



learning objectives

1

Key Threats

2

Three Types of Fraud

3

Practical Steps
You Can Take



key threats of fraud

ORGANIZATION

COMPLEXITY

VICTIMS

SPEED OF ATTACK





three types of fraud



**BUSINESS EMAIL
COMPROMISE**



**VENDOR
IMPERSONATION**



PHISHING

What is Business Email Compromise?

Scam artists use emails to dupe accounting departments into transferring funds to illegitimate accounts.

Fraudsters spoof URLs and send emails pretending to be vendors or company senior management requesting either a change in bank account information or a transfer of funds to a fraudulent account.



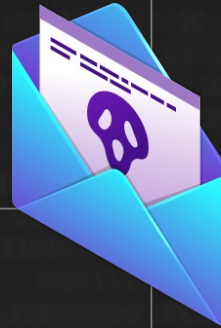


BEC statistics

62% OF PRACTITIONERS
INDICATE BEC THE PRIMARY
SOURCE OF **FRAUD ATTACKS**
AT THEIR ORGANIZATION

2021 AFP Payments Fraud And Control Report

34% OF ORGANIZATIONS
REPORT **FRAUDSTERS**
ACCESSED ACH CREDITS
USING BEC IN 2020



34% OF COMPANIES
EXPERIENCED A FINANCIAL
LOSS AS A RESULT OF THESE
EMAIL SCAMS OR THE FBI
REPORTED THAT BEC SCHEMES
RESULTED IN APPROXIMATELY
\$1.8 BILLION LOSSES

76% OF ORGANIZATIONS
WERE **TARGETED** BY BEC IN
2020-2021 AFP PAYMENTS
FRAUD AND CONTROL REPORT

----- Forwarded message -----

From: Martie Sherlock <Msherlock@5thstreetcatering.com>

Date: Thu, Sep 2, 2021 at 1:04 PM

Subject: Invoice for 5th St. Catering 8/30/2021 : E62693

~~Please do not process CHECK payments, We are having some error issues with our check systems which has made us loose count on payment records. we cannot cash checks at the moment till further notice, We want all payment sent to us via Ach Transfer only.~~

Please see attached for our ACH bank account information for payment, kindly have it updated on your system for future reference.

Await your response

Thank you,

Martie Sherlock
5th Street Catering
3506 Davis Street
New Kelton, PA 40835
215.290.7594 ext. 13

Send




business email compromise
example

What is Vendor Impersonation?

Fraudsters send fake emails to companies asking for payment



vendor impersonator persona

A person wearing a grey hoodie and a mask with glowing yellow eyes and a wide, toothy grin. They are holding a white credit card in their left hand and a smartphone in their right hand. The background is a dark, smoky gradient with a red-to-purple color shift.

ABCD

AGGRESSIVE **B**OUNCING **C**LUELESS **D**ESPERATELY HASTY



sign of a fraudster

A FRAUDSTER

MIGHT USE **JOHN.KELLY@COMPONY.COM**
(AN EXTRA “O” IN COMPANY) INSTEAD OF
JOHN.KELLY@COMPANY.COM TO TRICK
VICTIMS INTO THINKING THEIR EMAIL
IS LEGITIMATE.



From: Shirille Jackson <s.jackson@pharmakinexx.com>

Sent: Thursday, November 11, 2021 10:03 AM

Subject: [External] Invoice 3076 from Pharmakinexx, Inc. PO#01-2006 Q4 Expan. Ext.

Goodmorning,

We would like you to pay this outstanding invoice and our future invoices to our new banking details via ACH Payment. Please let me know if you have an ACH form for us to fill out or should I just email you our banking information.

Thank you,

Shirille

Shirille Jackson


PharmaKinnex
330 Milltown Road
East Brunswick, NJ 08816
732-613-4422 ext. 114

s.jackson@pharmakinexx.com

Life isn't about waiting for the storm to pass....

It's about learning to dance in the rain!

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 Please consider the environment before printing this e-mail.

Send ▾



Vendor impersonator example

What is Phishing?

Fraudsters send a fake message designed to trick a victim into revealing sensitive information so the attacker can expose the victim's device to malicious software, get their credit card information and passwords.



phishing examples

New message

Urgent task completion

R Alex Chamberlain <alexc3675@gmail.com>
Thur 1/30/2020 12:03 PM

Chris Cartwright <chrisc@foxtrot.com>

Hi Chris,

Due to the ongoing COVID19 pandemic, I am currently out of town and need you to handle a gift card purchase request on my behalf. We need to present some Amazon gift cards to Quarantine Centers as a charity donation.

Please confirm by email if you are available for further instructions. You will be reimbursed.

Thanks,
Alex
CEO, Foxtrot

Send

AT&T LTE 2:18 PM 62%

< 17

+1 (406) 968-0382

Text Message
Today 1:47 PM

Apple Support

Unusual Activity in your Apple-ID. Update your Account to protect your personal information.

<https://tr.im/1Trmg>

Text Message



practical steps

AS LONG AS THERE IS MONEY AND VALUABLE DATA, THERE WILL BE FRAUD ATTEMPTS AND THREATS TO SECURITY



PAYMENT

- Positive pay
- Use one-time use, preloaded virtual cards
- Encrypt account information
- Verify vendors before making changes
- Limit employee access
- Require approval for changes



OPERATIONS

- Clean desk and secure documents
- Utilize certified shredding service
- Verify anomalous changes
- Assign fraud scores
- Suspicious links and fraudulent email detection training
- Multiple approvals
- Single payment limits
- Segregation of duties
- Job rotation and cross training
- Defined access controls



NETWORK

- Antivirus Software and whitelisting technology
- Vulnerability management program
- Security posture scanning
- Software patching
- Expert penetration testing
- Spam and phishing defenses
- Email encryption
- Multi-factor authentication



COMPLIANCE

- NACHA - read it, learn it, train it
- Do not store banking data if you can avoid it
- PCI - Secure cardholder data
- SOC 2 - Security controls for integrity and confidentiality
- OFAC - Know your vendor and where your money is going

A woman with curly hair, wearing a dark long-sleeved shirt, is pointing at a computer monitor. Another woman with blonde hair is looking at the monitor. The background shows a window with a plant and some papers on a desk. The entire image has a purple tint.

 paymerangSM

Product

MEREDITH BUNKER

VP, PRODUCT & MARKETING



PRODUCT TEAM



ERYN EDDY
Product Manager



JESS DAVIS
Product Manager



ALI SIDDIQUI
Product Owner



ANNA JUNG
Product Owner

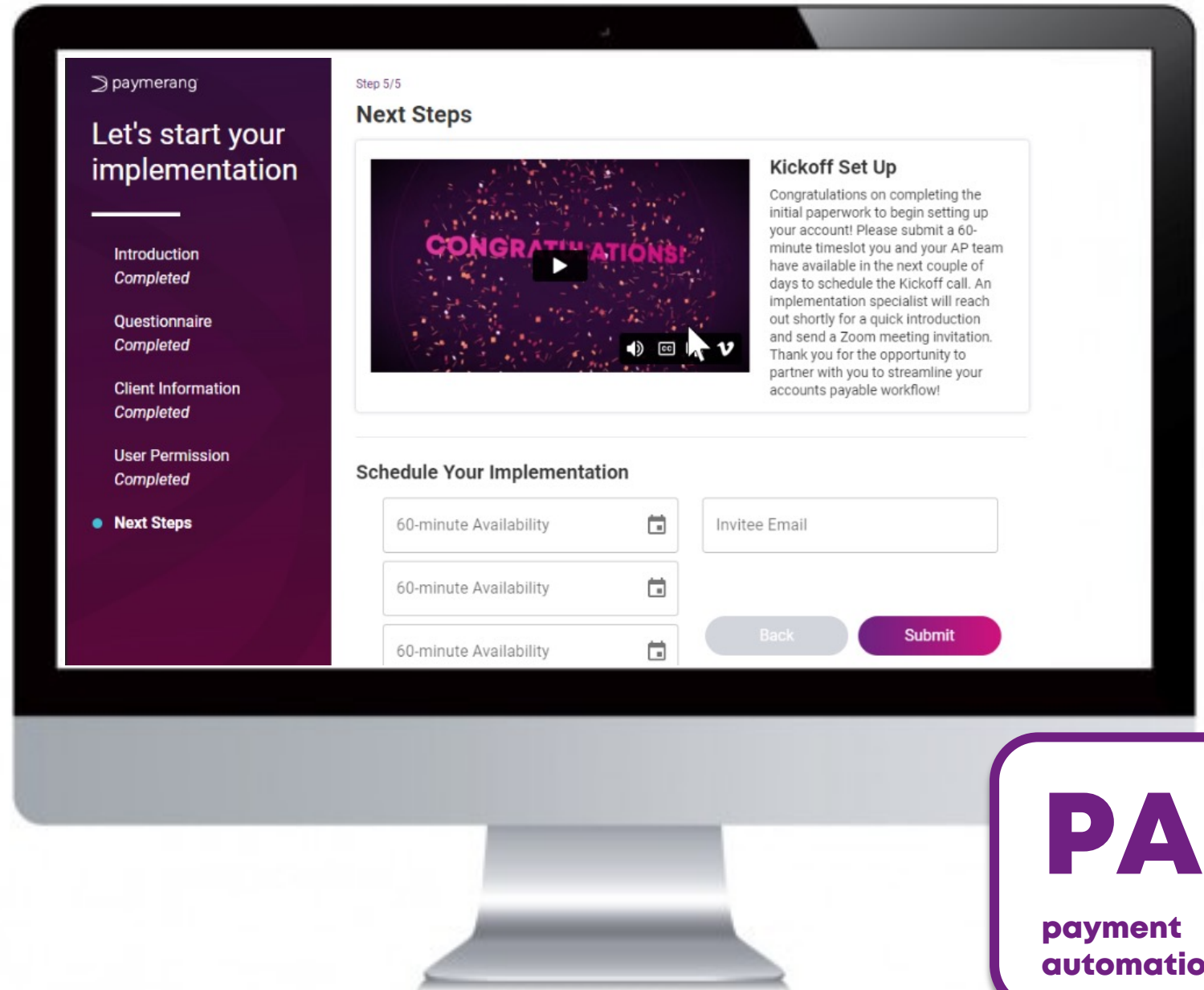
WHAT'S NEW

- Dollars processed
- Payments processed
- Top vendors paid
- Percentage of e-payments
- Average days to settle
- AP hours dollars saved
- AP dollars saved
- Time from upload to process
- Vendor map
- Trees saved



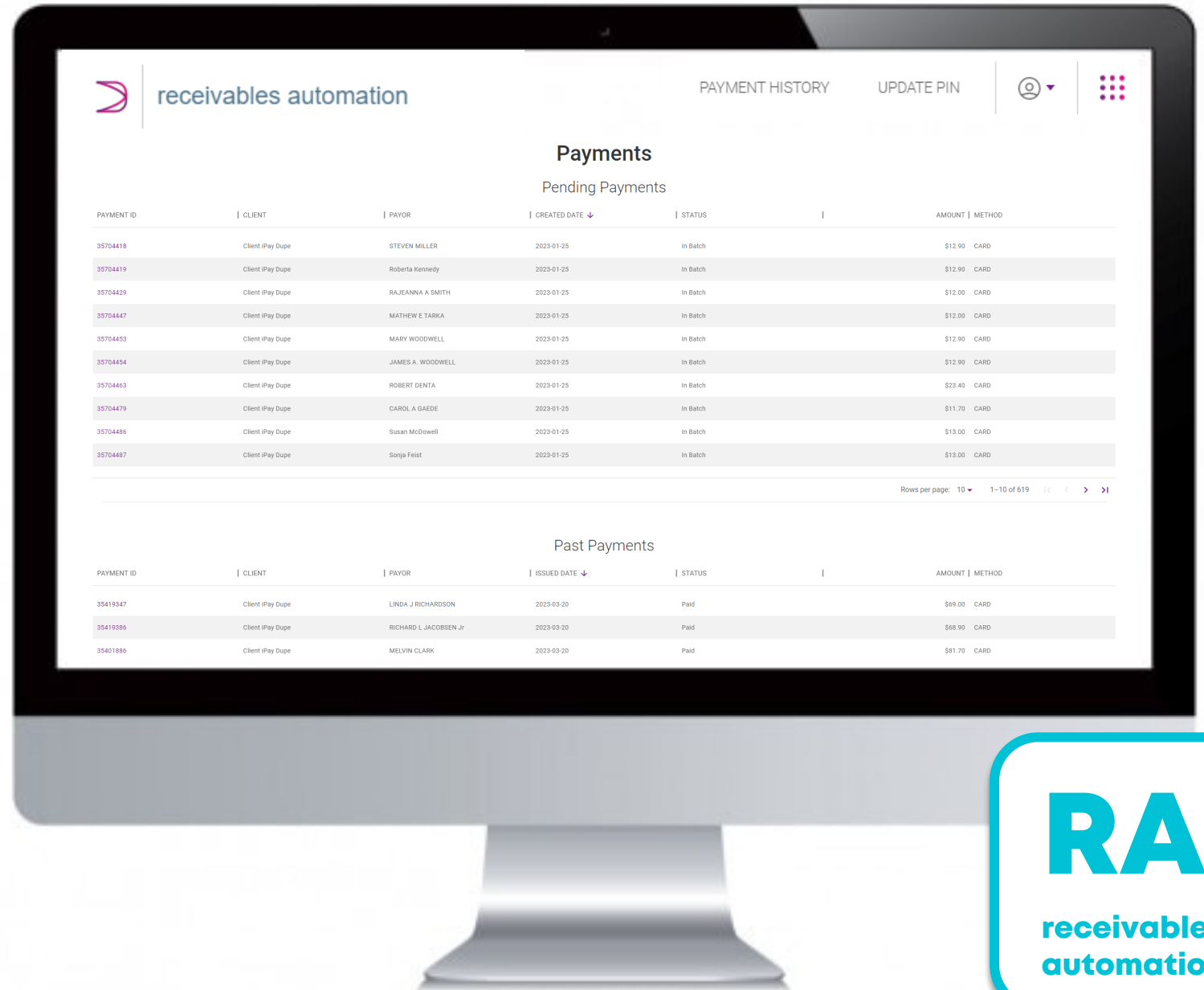
WHAT'S NEW

- Automated onboarding
- Option for full self-service or guided experience



WHAT'S NEW

- Self-service access to payment details
- Enhanced fraud protection
- Aggregated payments



WHAT'S NEXT?

WHAT'S NEXT

- Launching June 5
- Full re-platform and new look and feel
- Invoice history
- and...



WHAT'S NEXT



Create purchase orders



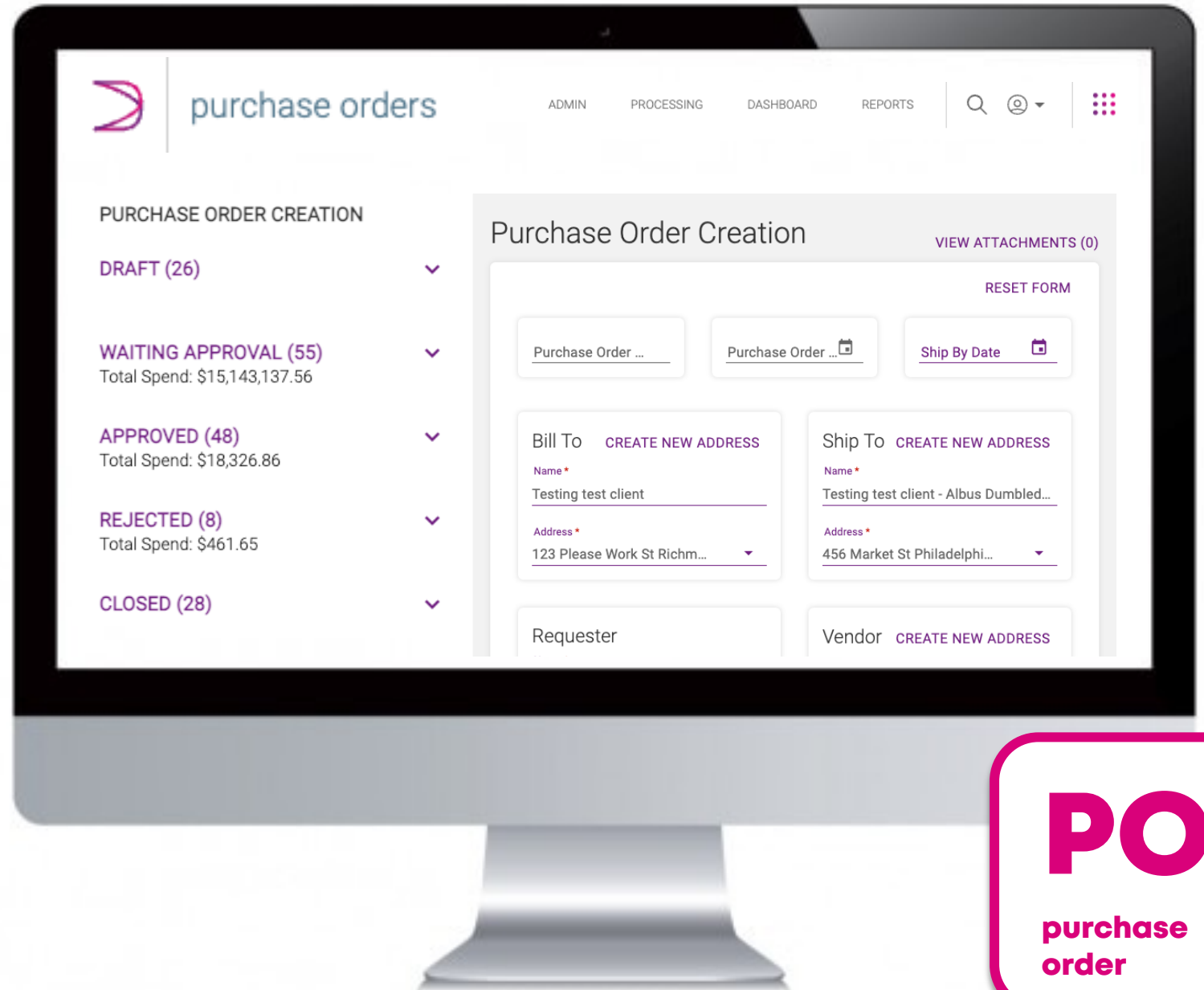
Route for approval



Match to invoices

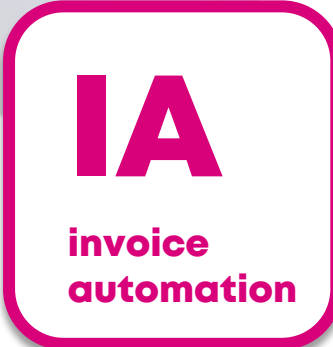
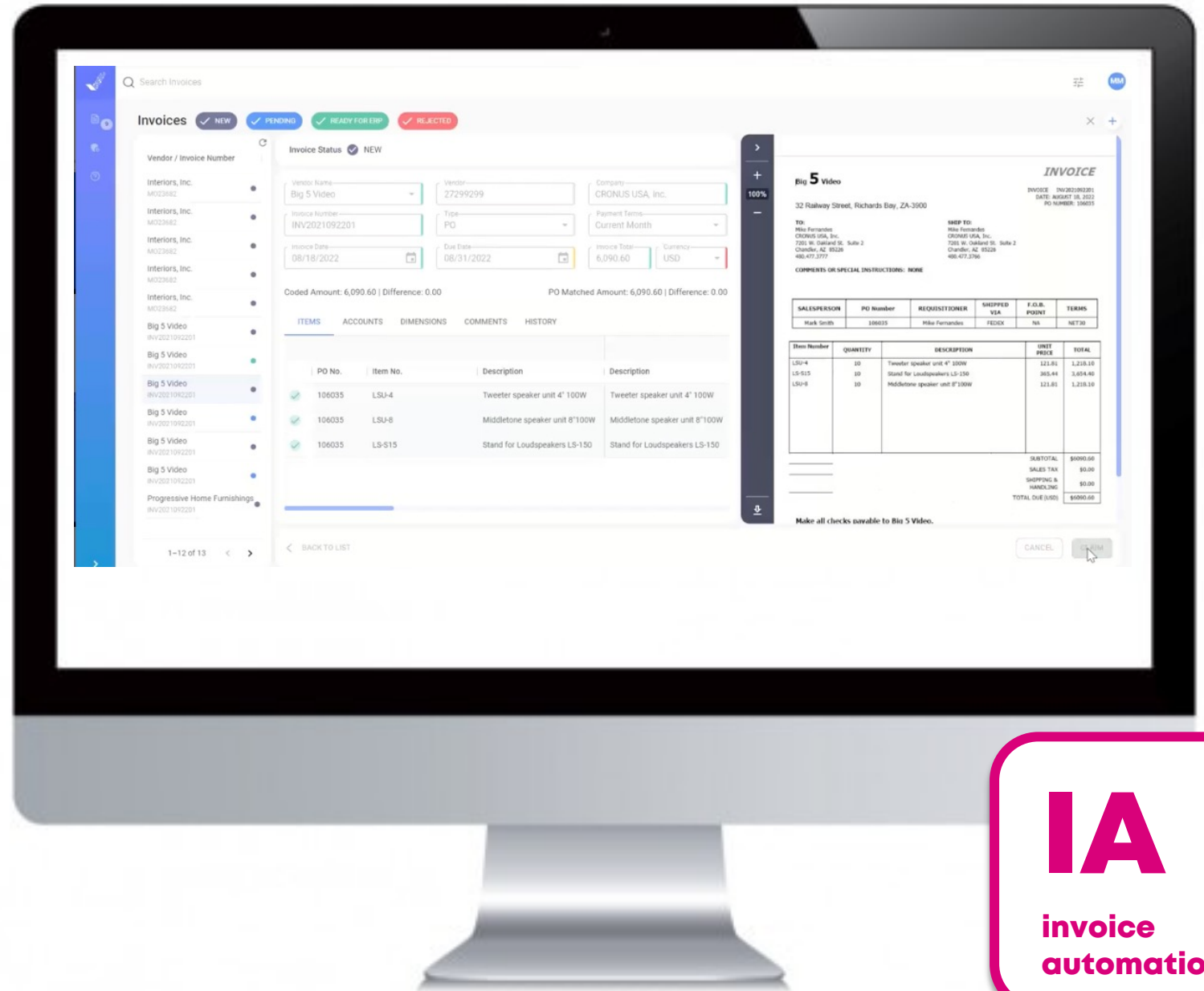


Post to general ledger



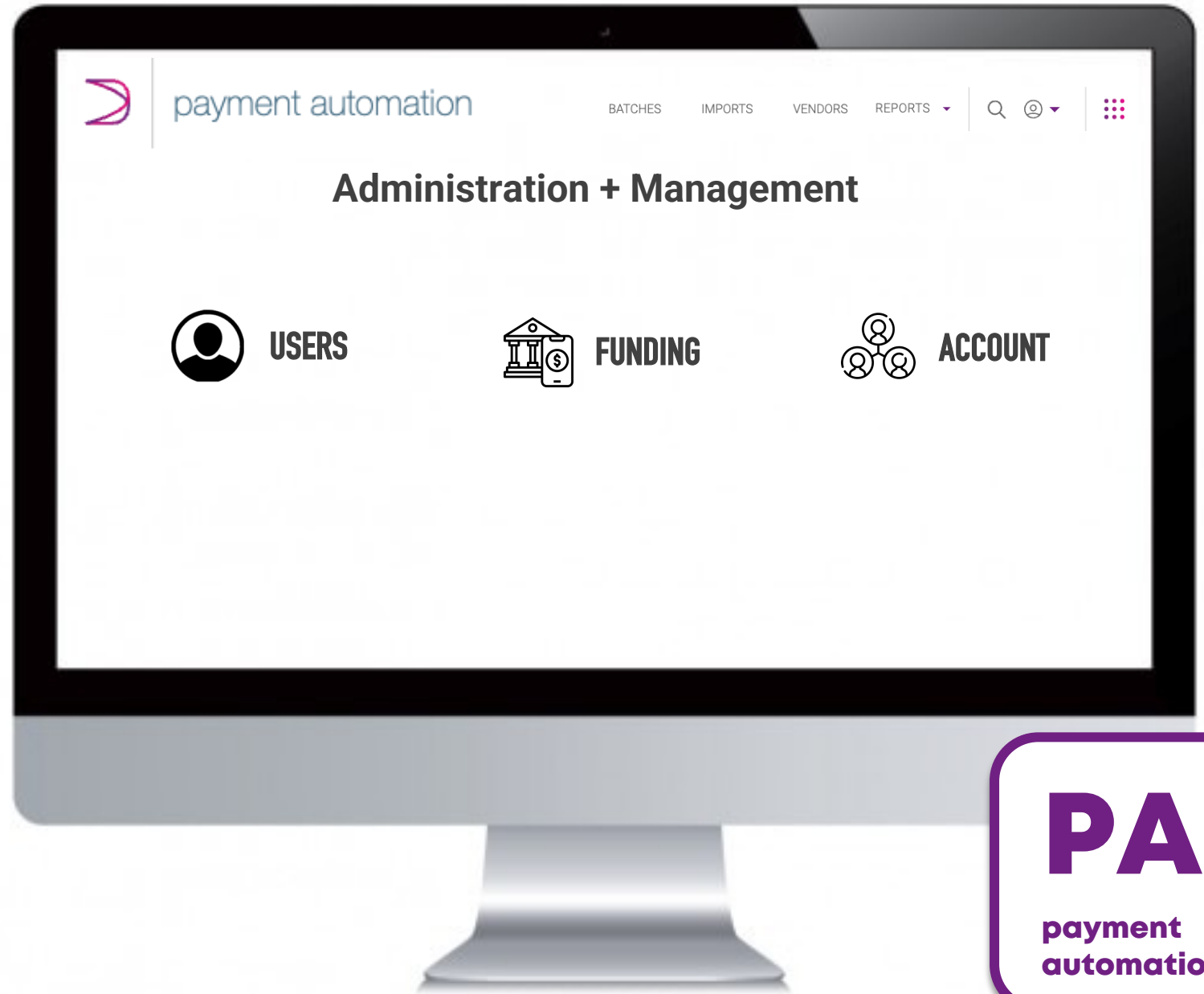
WHAT'S NEXT

- Invoice automation for Microsoft Dynamics
 - KwikPayables
 - SimplyAP



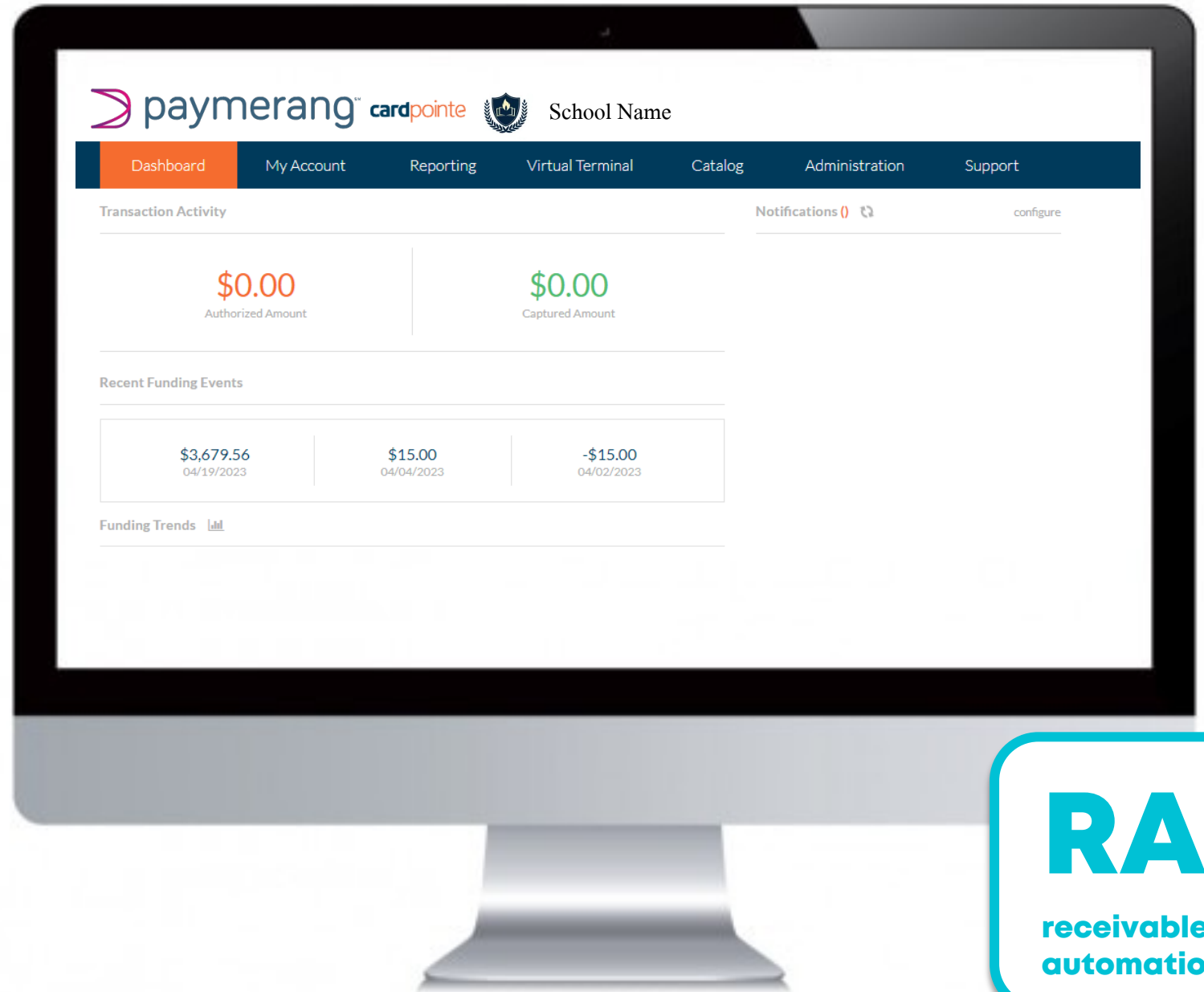
WHAT'S NEXT

- Self-service user and account administration and management tools



WHAT'S NEXT

- Card processing and merchant services
- Aggregated remittance
- Notification service



WHAT'S NEW

- Updated card processing service
- Enhanced KYC for better fraud protection and regulatory compliance





Innovation in Education

User Conference

 paymerangSM