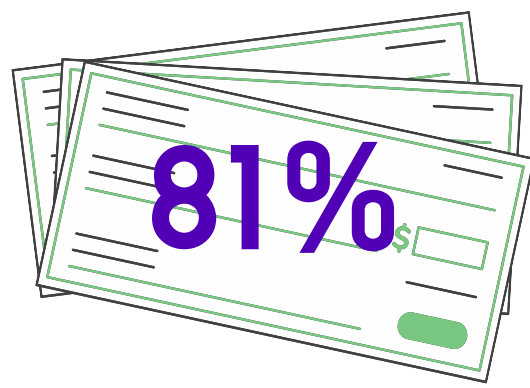


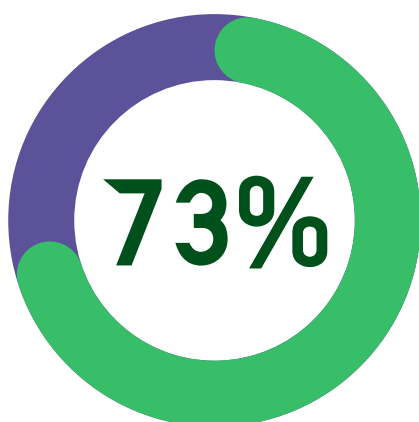
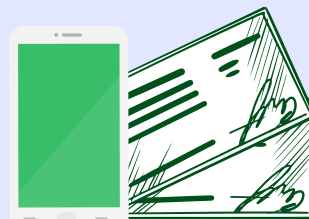
# Electronic Payment Processing Trends

The Proliferation of Electronic Payment Methods and Channels, Understanding Customer Payment Preferences + Consolidating and Optimizing Your Payment Processing Operations




Despite the ongoing shift to electronic payment methods, still in 2023, **81%** of B2B payments continue to be made by paper check.\*


76% of FTNI customers accept paper check payments across various Advanced Remote Deposit Capture (RDC) and Mobile RDC solutions.



According to a 2022 AFP Survey, **73%** of organizations are transitioning their B2B payments from paper checks to electronic payment methods.\*\*

**60%**  of FTNI customers utilize online payment acceptance solutions.

**63%**  of FTNI customers utilize electronic payments (ACH/CC).

**40%**  of FTNI customers utilize mobile payment acceptance solutions.

## Customer Payment Preferences

According to a PYMNTS report, the most popular way for customers to make a payment is via a self-service online payment solution through a business's website, with automatic payment solutions being the next most popular.\*\*\*



**22%** of customers say that having a wide range of payment options is highly-desirable. And, **82%** of businesses expect that offering multiple payment options from a single system will improve their A/R and collection efforts.\*\*\*

## Share of Businesses Offering Select Payment Channels

In-Person

**80.5%**

Mail

**77.3%**

Online

**66.5%**

AutoPay

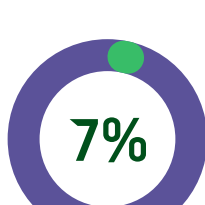
**59.8%**

Mobile

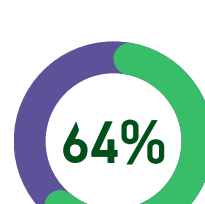
**51.8%**

\*\*\*\*

According to a PYMNTS study, despite an ongoing shift toward electronic payment methods and channels, **62%** of businesses still use legacy methods and systems to pay for B2B goods and services.\*\*\*\*



Only **7%** of businesses believe that their manual systems and processes sufficiently meet their A/R needs.\*\*\*\*\*



**64%** of CFOs state that they "definitely need" more automation within A/R operations and processes.\*\*\*\*



\* PYMNTS Report, Meeting the Growing Need for A/R Modernization, 2023

\*\* AFP Survey, Payments Cost Benchmarking, 2022

\*\*\* PYMNTS Report, Why Holistic Bill Payment Experiences Will Win the Payment Platform War, 2023

\*\*\*\* PYMNTS Article, Death by Paper Cut: The Hidden Costs of Checks, 2023

\*\*\*\*\* PYMNTS Report, Accounts Payable and Receivable Trends: The Journey to Automation, 2023