THE STATE OF B2B CROSS-BORDER PAYMENTS

A Rapyd Research Report
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In February 2023 Rapyd conducted a research study to understand the payment preference and challenges faced by business-to-business cross-border focused companies in seven markets.

The study reveals how B2B cross-border businesses accept payments, disburse payouts and the current business outlook. The report includes responses from 715 business owners and payment decision-makers based in Brazil, Canada, Germany, Mexico, Singapore, the UK and the US.

This report spotlights opportunities and obstacles businesses face when accepting payments and sending payouts cross-border. As a global payments leader, Rapyd regularly researches payments and fintech trends, technologies and user behaviors to benefit our current and future customers.
KEY HIGHLIGHTS
Our research revealed four important insights about current market conditions.

→ **OPTIMISM ABOUNDS**
  Over half of the respondents have a positive business outlook despite some concerns about the state of business in 2023.

→ **DIGITAL PAYMENTS ARE IN DEMAND**
  Sending or receiving, fast real-time payments are what most businesses prefer.

→ **SOLUTIONS SHOULD FOCUS ON SAVINGS**
  Businesses are seeking new, cost-effective ways to make payments and reduce high FX fees.

→ **PAY ATTENTION TO PAYMENT PROVIDERS**
  Payment providers gain popularity by delivering fast, convenient, and cost-effective payment solutions.
CROSS-BORDER BUSINESSES SHOULD BE OPTIMISTIC ABOUT BUSINESS EXPANSION. LET FINTECH PROPEL GLOBAL GROWTH AND SAVE MONEY.

When businesses pay other businesses that each have their own payment systems, processes and preferences, it adds complexity not present in consumer payments. When those payments cross borders, the complexity increases. It’s imperative that cross-border businesses find the right payment partner that understands these complexities and has the expertise to support them in their cross-border endeavors.

- B2B payments are more complex than B2C payments.
- Foreign regulations, banking and FX add to the complexity.
- The biggest risks to growing cross-border include fraud and data security.
We asked B2B business leaders about their concerns over the next 12 to 18 months. The markets were divided in their responses to how they viewed the next year. Overall, businesses expressed some caution with 57% stating that they were not concerned and 43% saying they were. In terms of business sizes, larger businesses (59%) expressed more concern than medium-sized businesses (37%). Sentiments varied by location as well. Businesses in Brazil (70%) and Mexico (63%) were the most concerned of the markets we surveyed.

- Over 40% of businesses expressed concern while almost 60% did not.
- Large businesses are more concerned than medium-sized businesses.
- Brazil has the most concerns about the next 12 to 18 months.
- Only 17% of Canadian business leaders are concerned.
INCREASING INFLATION & INTEREST RATES TOP CONCERNS

When asked what is specifically concerning their organization, the top concerns were inflation (50%), increasing interest rates (46%), and market volatility (35%). While these are the leading causes of concern, the chart below illustrates the cascading effect of these concerns globally. Currency fluctuations (32%), a deteriorating economy (30%), and import/export challenges (30%) specifically affect cross-border businesses. The influence of inflation, increasing interest rates, and market volatility work together to create the vicious cycle of currency fluctuations, deteriorating economic conditions, and import/export challenges.

- Inflation, increasing interest rates, and market volatility are top concerns.
- Brazil has the highest rates of concern about inflation and interest rates.
- Singapore is the least concerned about market volatility.

<table>
<thead>
<tr>
<th>Concern</th>
<th>Study Average</th>
<th>Brazil</th>
<th>Canada</th>
<th>Germany</th>
<th>Mexico</th>
<th>Singapore</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inflation</td>
<td>50%</td>
<td>56%</td>
<td>47%</td>
<td>56%</td>
<td>52%</td>
<td>38%</td>
<td>47%</td>
<td>50%</td>
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<tr>
<td>Increase in interest rates</td>
<td>46%</td>
<td>64%</td>
<td>47%</td>
<td>32%</td>
<td>38%</td>
<td>53%</td>
<td>33%</td>
<td>43%</td>
</tr>
<tr>
<td>Market volatility</td>
<td>35%</td>
<td>40%</td>
<td>53%</td>
<td>44%</td>
<td>36%</td>
<td>18%</td>
<td>41%</td>
<td>23%</td>
</tr>
<tr>
<td>Currency fluctuations</td>
<td>32%</td>
<td>44%</td>
<td>29%</td>
<td>36%</td>
<td>25%</td>
<td>30%</td>
<td>24%</td>
<td>30%</td>
</tr>
<tr>
<td>Deteriorating economic conditions</td>
<td>30%</td>
<td>31%</td>
<td>24%</td>
<td>40%</td>
<td>34%</td>
<td>20%</td>
<td>27%</td>
<td>35%</td>
</tr>
<tr>
<td>Import / export challenges</td>
<td>30%</td>
<td>39%</td>
<td>18%</td>
<td>20%</td>
<td>27%</td>
<td>20%</td>
<td>35%</td>
<td>40%</td>
</tr>
<tr>
<td>Tax changes</td>
<td>29%</td>
<td>27%</td>
<td>18%</td>
<td>16%</td>
<td>36%</td>
<td>38%</td>
<td>29%</td>
<td>28%</td>
</tr>
<tr>
<td>Cashflow</td>
<td>28%</td>
<td>17%</td>
<td>41%</td>
<td>40%</td>
<td>28%</td>
<td>33%</td>
<td>29%</td>
<td>28%</td>
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<tr>
<td>Regulatory changes</td>
<td>27%</td>
<td>31%</td>
<td>35%</td>
<td>24%</td>
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<td>20%</td>
</tr>
<tr>
<td>Workforce hiring</td>
<td>26%</td>
<td>14%</td>
<td>35%</td>
<td>28%</td>
<td>17%</td>
<td>35%</td>
<td>27%</td>
<td>45%</td>
</tr>
<tr>
<td>Reduction in incoming work/business</td>
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<td>26%</td>
<td>29%</td>
<td>20%</td>
<td>19%</td>
<td>43%</td>
<td>24%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Q: What is specifically concerning to your organization?
When asked what would ease their concerns, businesses believe that expansion (41%) is what is needed to combat the negative effects of inflation, growing interest rates and increased volatility. More important, is how the research reveals that businesses recognize that many ways to ease concerns are rooted in payments. Better fintech solutions (35%), improved payment terms (33%) and faster settlements (31%) are ways businesses can use payments to feel more confident growing their businesses.

Fintechs have a tremendous opportunity to help B2B cross-border businesses with their expansion ambitions by providing faster and cost-effective payment solutions and innovations such as multi-currency treasury solutions, digital verification, and faster payment networks that can simplify the operations of cross-border businesses.

- Businesses demand better fintech solutions focused on transparency, speed, and cost savings.
- Tremendous opportunity for fintech to influence B2B cross-border expansion.
- Faster payments and payment innovations also help ease concerns.

### Payments related mentions

<table>
<thead>
<tr>
<th>Business expansion</th>
<th>Study Average</th>
<th>Brazil</th>
<th>Canada</th>
<th>Germany</th>
<th>Mexico</th>
<th>Singapore</th>
<th>UK</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Fintech solutions</td>
<td>41%</td>
<td>64%</td>
<td>35%</td>
<td>31%</td>
<td>35%</td>
<td>32%</td>
<td>47%</td>
<td>33%</td>
</tr>
<tr>
<td>Improvements in supply chain</td>
<td>34%</td>
<td>37%</td>
<td>59%</td>
<td>32%</td>
<td>33%</td>
<td>25%</td>
<td>18%</td>
<td>53%</td>
</tr>
<tr>
<td>Improved payment terms</td>
<td>33%</td>
<td>34%</td>
<td>29%</td>
<td>40%</td>
<td>28%</td>
<td>30%</td>
<td>41%</td>
<td>33%</td>
</tr>
<tr>
<td>Faster settlements/payments</td>
<td>31%</td>
<td>30%</td>
<td>12%</td>
<td>36%</td>
<td>31%</td>
<td>45%</td>
<td>31%</td>
<td>28%</td>
</tr>
<tr>
<td>Digitizing payments</td>
<td>27%</td>
<td>20%</td>
<td>29%</td>
<td>44%</td>
<td>27%</td>
<td>30%</td>
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<tr>
<td>Access to working capital</td>
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<td>29%</td>
<td>20%</td>
<td>16%</td>
<td>28%</td>
<td>29%</td>
<td>20%</td>
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<tr>
<td>Lean operations</td>
<td>25%</td>
<td>26%</td>
<td>29%</td>
<td>40%</td>
<td>13%</td>
<td>25%</td>
<td>24%</td>
<td>33%</td>
</tr>
<tr>
<td>Additional resourcing/employees</td>
<td>23%</td>
<td>17%</td>
<td>35%</td>
<td>20%</td>
<td>22%</td>
<td>30%</td>
<td>22%</td>
<td>25%</td>
</tr>
</tbody>
</table>
SPEED, COST & EFFICIENCY ARE THE CORE BUILDING BLOCKS OF CROSS-BORDER EXPANSION.

Fintechs offer products and services that make international business more accessible and manageable. Our research shows that when compared to domestic business expenses, cross-border businesses face higher costs and experience greater payment delays.

For B2B businesses, the most important considerations driving cross-border payment decisions are:

- Speed of sending and receiving funds.
- Cost-effectiveness of payment options.
- Convenient access to multiple payment methods.
CROSS-BORDER FEES ARE AN OBSTACLE

Fees are a real pain point for cross-border businesses. The majority of companies pay anywhere between $10 to $50 more in cross-border fees. This is a high cost for businesses of all sizes, eating into profit margins and creating a blocker for cross-border expansion.

- 23% of large businesses report paying over $50 more in fees per transaction.
- Only 5% of fees are reported to average less than $5.
- 38% of medium businesses pay between $10-$25 more in fees for cross-border transactions.

Q: Thinking of the cross-border payments your organization makes, how much more do you typically pay in fees?

- 40%
- 30%
- 20%
- 10%
- 0%

Large business: 500 or more employees
Medium business: 50-499 employees
A CHUNK OF CHANGE GOES TO FOREIGN EXCHANGE

With any currency exchange comes a hefty foreign exchange (FX) fee. Of the cross-border businesses we surveyed, 42% mention paying anywhere between 0.25% to 1% in FX fees for cross-border transactions. Another quarter of the businesses are paying higher FX fees, between 1% to 3% and more.

- The majority report FX fees between 0.25% to 1%.
- 25% report paying between 1% to 3% in FX fees per transaction.
- 4% of businesses are in the dark about FX fees.

Q: How much are you paying in foreign exchange fees when there is a currency exchange?
While cost is a significant challenge for B2B cross-border businesses, delays in sending or receiving payments adds to the complexities. Businesses reported a delay of anywhere between 2 to 10 days and in many cases more than 10 days in sending or receiving payments. Especially in Singapore and Germany where most businesses experience 5 to 10 day delays. Delays are on the decline in Mexico and Brazil. These markets have made notable progress decreasing delays with instant payments.

- Germany and Singapore businesses report the longest delays.
- Only 4% of US businesses report delays of 10 to 15 days.
- Germany and Singapore have the smallest percentage of same-day or instant payments.
**BIGGEST HEADACHE? MARKET VOLATILITY IMPACTING FOREIGN EXCHANGE.**

The effect of delayed payments is felt in many areas of business. Volatile markets leading to unexpected costs in foreign exchange fees (46%) is the top concern among cross-border businesses. Another big impact of delays is cash flow and planning challenges (43%).

- Market volatility creates higher unexpected costs for 46% of cross-border businesses.
- Businesses want visibility into their transactions.
- Payment delays often require manual reconciliation processes.

Q: What is the impact of these delays on your organization?
Businesses have come to expect predictable payments. Automating and digitizing payments improves payment predictability helping businesses with planning, maintaining cash flow, and accessing capital. Internationally many factors can complicate and delay payments. Digitization without real-time payments (RTP) may not provide the speed cross-border businesses demand. Global business never sleeps, making improving the speed of payments even more critical for cross-border expansion. Payment solution providers that offer fast, real-time payments will be valuable business partners.
Prioritizing digitization is important to speed up payments and prevent delays. When asked where payment automation and digitization fall within organizational goals, almost all businesses reported recognizing the need for digitization. Our research shows that over 6 in 10 businesses (61%) have made digitizing payments a top priority for their business while another third have already automated their payments systems.

- Almost half of the Canadian businesses report their payments as already digitized.
- Only 10% of UK businesses have digitized their payments.
- About 25% of payments in Singapore and Mexico are digital payments.

Q: Where does payments and automation/digitization fall overall within your organizational goals in the next year?

<table>
<thead>
<tr>
<th>Study Average</th>
<th>Canada</th>
<th>Germany</th>
<th>US</th>
<th>Brazil</th>
<th>Mexico</th>
<th>Singapore</th>
<th>UK</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>32%</td>
<td>46%</td>
<td>42%</td>
<td>41%</td>
<td>38%</td>
<td>26%</td>
<td>10%</td>
</tr>
<tr>
<td>25%</td>
<td>6%</td>
<td>3%</td>
<td>3%</td>
<td>7%</td>
<td>2%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>50%</td>
<td>5%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>75%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>100%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Q19. Where does payments and automation/digitization fall overall within your organizational goals in the next year?
When looking for a payments solution provider, B2B cross-border businesses list speed as the most important feature. Speed (23%), ease of integration (18%), fraud management capabilities (17%), and ease of foreign exchange management (17%) are the top features businesses look for when evaluating a provider. B2B fintech companies need to provide comprehensive solutions on a unified global payments platform. Businesses are looking for a global payments network with the ability to hold, store and move money. Providers that offer solutions and services to meet these needs will position themselves as industry leaders and help more cross-border businesses grow.

- Speed of receiving payments is the top priority.
- Easy integration comes in a close second.
- Fraud management and mitigation are also important.

Q: Which factors are most important when evaluating a new payment solution/provider?
**Faster Payments and High Expectations**

Speed of receiving payments is so important that businesses state it as the number one reason why they’d switch providers. But that’s not all, businesses are also setting their expectations sky-high and demanding lower costs, mitigated risks, easy integration, global coverage, managed FX, and more. Today, payment partners are expected to not only be payment experts but also provide a wide range of global capabilities as part of their offerings.

- Besides speed, businesses switch providers to lower costs.
- 10% site mitigating fraud as a reason to switch.
- Funds management and consistent delivery are important too.

Q: What is the most important reason your organization will switch providers?

- Speed of receiving payments: 13%
- Lower costs: 12%
- Mitigates fraud and financial risks: 10%
- Easy to integrate: 9%
- Provides fraud management capabilities: 9%
- Ease of cash and treasury management: 7%
- Ease of foreign exchange management: 6%
- Adds better global coverage: 6%
- Reduces manual effort: 6%
- Provides business intelligence: 6%
- Consistent delivery of funds: 6%
FINTECHS ARE INNOVATING TO MEET BUSINESSES’ NEEDS AND WILL BE VITAL TO CROSS-BORDER GROWTH.

Given the huge amount of ongoing innovation across the payments industry, and the willingness of businesses to try new approaches – anything that’s quicker, more convenient, or saves money will be preferred. Now more than ever, B2B cross-border companies will look to fintech to provide payment expertise in the markets where they operate. Having a multi-currency solution should be something businesses seek when choosing who will help them expand cross-border.
Businesses use many ways to send and receive payments internationally. Wire transfers and ACH or bank transfers continue to dominate the cross-border payment space. Via payment providers is now in the top 5 preferred ways to send and receive money internationally. Typically, payment providers offer a variety of ways to send and receive payments, providing businesses with more choice and flexibility.

- Only 2% prefer sending cash payments.
- Making payments via payment providers has become more popular.
- 10% report credit and debit cards as their preferred payment method.

Q: In which of the following ways do you currently send cross-border payments? And, which of the following is your preferred method to send cross-border payments?
When we asked business owners how they receive and prefer to receive payments the results were similar to how they send them. Wire transfers and ACH or bank transfers continue to be the most used and preferred ways of receiving payments. Checks and cash are only preferred by 2% of those surveyed.

- Only 2% prefer receiving checks and cash payments.
- Receiving payments via payment providers gains popularity.
- 10% report credit and debit cards as their preferred way to receive payments.

Q: In which of the following ways do you receive cross-border payments? And, which of the following is your preferred method to receive money for cross-border payments?

![Payment Method Preferences Graph]

<table>
<thead>
<tr>
<th>Method</th>
<th>Used %</th>
<th>Preferred %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wire transfer</td>
<td>51</td>
<td>21</td>
</tr>
<tr>
<td>ACH, bank transfer via Payment providers</td>
<td>47</td>
<td>19</td>
</tr>
<tr>
<td>Credit or debit card via an ERP or accounting provider</td>
<td>39</td>
<td>14</td>
</tr>
<tr>
<td>Digital wallet via a Platform provider</td>
<td>30</td>
<td>10</td>
</tr>
<tr>
<td>eChecks</td>
<td>28</td>
<td>7</td>
</tr>
<tr>
<td>eChecks</td>
<td>27</td>
<td>4</td>
</tr>
<tr>
<td>Physical checks</td>
<td>22</td>
<td>17</td>
</tr>
<tr>
<td>Physical checks</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>Cash</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Q12. In which of the following ways do you receive cross-border payments from customers and/or partners?

Q13. Which of the following is your preferred method to receive money from customers and/or partners for cross-border payments?

- Wire transfer
- ACH, bank transfer via Payment providers
- Credit or debit card via an ERP or accounting provider
- Digital wallet via a Platform provider
- eChecks
- Physical checks
- Cash
Of the top three preferred ways to send payments cross-border, wire transfers deliver on the top two aspects that matter most to businesses: convenience (66%) and speed (57%). Also noteworthy is that sending payments via payment providers is gaining ground by delivering three things businesses want and care about: convenience (62%), speed (54%) and cost-effectiveness (48%).

- Business leaders prefer to send faster payments.
- Payment senders care about how the receiver prefers to get paid.
- Costs factor into payment preferences.

<table>
<thead>
<tr>
<th>Preferred Method to Send (Average)</th>
<th>Reason for Preference (Average)</th>
<th>Physical Checks</th>
<th>eChecks</th>
<th>ACH / Bank Transfer</th>
<th>Wire Transfer</th>
<th>Credit or Debit Card</th>
<th>Cash</th>
<th>Digital Wallet</th>
<th>via Payment Providers</th>
<th>via ERP or Accounting Services Provider</th>
<th>via Platform Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Most convenient for us</strong></td>
<td>57%</td>
<td>3%</td>
<td>4%</td>
<td>17%</td>
<td>19%</td>
<td>10%</td>
<td>2%</td>
<td>16%</td>
<td>11%</td>
<td>40%</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Fastest way to send</strong></td>
<td>53%</td>
<td>32%</td>
<td>52%</td>
<td>47%</td>
<td>57%</td>
<td>56%</td>
<td>38%</td>
<td>68%</td>
<td>54%</td>
<td>48%</td>
<td>48%</td>
</tr>
<tr>
<td><strong>Long relationship with bank/payment provider</strong></td>
<td>42%</td>
<td>26%</td>
<td>48%</td>
<td>42%</td>
<td>38%</td>
<td>45%</td>
<td>23%</td>
<td>41%</td>
<td>40%</td>
<td>46%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Receiver’s preferred method</strong></td>
<td>42%</td>
<td>26%</td>
<td>32%</td>
<td>38%</td>
<td>49%</td>
<td>40%</td>
<td>54%</td>
<td>42%</td>
<td>44%</td>
<td>45%</td>
<td>41%</td>
</tr>
<tr>
<td><strong>Cheapest/cost effective method</strong></td>
<td>36%</td>
<td>26%</td>
<td>23%</td>
<td>30%</td>
<td>32%</td>
<td>32%</td>
<td>38%</td>
<td>41%</td>
<td>48%</td>
<td>34%</td>
<td>44%</td>
</tr>
<tr>
<td><strong>Legacy method</strong></td>
<td>28%</td>
<td>42%</td>
<td>26%</td>
<td>26%</td>
<td>29%</td>
<td>25%</td>
<td>38%</td>
<td>27%</td>
<td>27%</td>
<td>31%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Q: Which of the following is your preferred method to send payments cross-border? And, what are the main reasons why you prefer this method?
KEY HIGHLIGHTS | DISBURSEMENT PREFERENCES

HOW B2B BUSINESS LIKE TO GET PAID

Again, the preferences for getting paid reflect similarity with preferences for sending payments. When asked about the preferred methods to receive payments cross-border top responses were again ACH bank transfer and wire transfer. The reasons for these preferences align with what businesses want and care about when getting paid. Bank transfers are preferred because they are convenient. Businesses like wire transfers because they are fast. But once again, sending payment via payment providers is revealed to be a trifecta for cross-border payouts. Receiving money via payment is preferred for convenience (58%), speed (61%) and cost-effectiveness (41%).

→ Only 2% prefer to receive cash and checks.
→ ACH Bank transfers are the most convenient way to get paid.
→ Via payment providers and digital wallets are preferred for being fast.

Q: Which of the following is your preferred method to receive cross-border payments? And what are the main reasons why you prefer this method?

<table>
<thead>
<tr>
<th>Preferred method to receive money for cross-border payments</th>
<th>Reason for preference (Average)</th>
<th>Physical Checks</th>
<th>eChecks</th>
<th>ACH / Bank Transfer</th>
<th>Wire Transfer</th>
<th>Credit or Debit Card</th>
<th>Cash</th>
<th>Digital Wallet</th>
<th>via Payment Providers</th>
<th>via ERP or Accounting Services Provider</th>
<th>via Platform Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most convenient for us</td>
<td>52%</td>
<td>2%</td>
<td>4%</td>
<td>19%</td>
<td>21%</td>
<td>10%</td>
<td>2%</td>
<td>10%</td>
<td>14%</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>Fastest way to receive</td>
<td>52%</td>
<td>50%</td>
<td>59%</td>
<td>46%</td>
<td>50%</td>
<td>50%</td>
<td>42%</td>
<td>68%</td>
<td>61%</td>
<td>50%</td>
<td>45%</td>
</tr>
<tr>
<td>Long relationship with bank/payment provider</td>
<td>38%</td>
<td>25%</td>
<td>55%</td>
<td>33%</td>
<td>32%</td>
<td>43%</td>
<td>58%</td>
<td>38%</td>
<td>36%</td>
<td>47%</td>
<td>47%</td>
</tr>
<tr>
<td>Cheapest/cost effective method</td>
<td>37%</td>
<td>44%</td>
<td>41%</td>
<td>29%</td>
<td>35%</td>
<td>38%</td>
<td>25%</td>
<td>43%</td>
<td>41%</td>
<td>43%</td>
<td>43%</td>
</tr>
<tr>
<td>Sender’s preferred method</td>
<td>33%</td>
<td>44%</td>
<td>31%</td>
<td>28%</td>
<td>34%</td>
<td>31%</td>
<td>25%</td>
<td>33%</td>
<td>43%</td>
<td>27%</td>
<td>42%</td>
</tr>
<tr>
<td>Legacy method</td>
<td>28%</td>
<td>38%</td>
<td>28%</td>
<td>23%</td>
<td>26%</td>
<td>28%</td>
<td>17%</td>
<td>32%</td>
<td>24%</td>
<td>40%</td>
<td>28%</td>
</tr>
</tbody>
</table>
When sending payments, the top challenges organizations face are managing the complexity of foreign exchange and regulations (26%), high costs (25%), security/compliance risk (23%) and delays (23%).

- Businesses are looking to reduce the high cost of sending and receiving payments.
- Payment delays can exacerbate supply chain disruptions.
- Payment delays are a top concern.

Q: What are some of the challenges your organization has faced when sending cross-border payments?
KEY HIGHLIGHTS | CHALLENGES RECEIVING CROSS-BORDER PAYMENTS

DELAYS AND FOREIGN EXCHANGE CHALLENGE PAYOUTS

When receiving payments, payment delays (31%), managing complexity of foreign exchange and regulations (28%), high costs (25%) and cross-border payments compliance (25%) are the top challenges for cross-border businesses.

→ Businesses want to reduce the high cost of receiving payments.
→ Payment delays are the biggest challenge.
→ One in four businesses struggle with cross-border compliance.
COUNTRY-SPECIFIC INSIGHTS
B2B CROSS-BORDER PAYMENTS

BRAZIL
SENDING PAYMENTS USED AND PREFERRED METHODS

- **BRAZIL**
  - via Payment providers
  - Digital wallet
  - ACH / Bank transfer
  - Wire transfer
  - via an ERP or accounting services provider
  - via a Platform provider
  - Credit or debit card
  - eChecks
  - Cash
  - Physical checks

**Graph Details:**
- **Used** and **Preferred** payment methods are compared for each category.
- For **BRAZIL**, the graph shows the percentage of each method used and preferred.
- The method with the highest usage is **Payment providers** at 57% used, followed by **Digital wallet** at 48% preferred.
- **ACH / Bank transfer** is the second most preferred at 40%.
- **Physical checks** are the least preferred at 0%.
PREFERENCE REASONS FOR SENDING PAYMENTS

- Most convenient for us: 56%
- Fastest way to send: 52%
- Receiver’s preferred method: 49%
- Long term relationship with provider: 34%
- Cheapest/Cost effective method: 27%
- Legacy method: 17%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- High cost: 33%
- Managing foreign exchange and regulations: 32%
- Security/compliance risk management: 30%
- Delays in receiving payments: 24%
- Errors in supplier information / missing information: 23%
- Managing cross-border payments compliance: 22%
- Better integration with accounting or ERP systems: 19%
- Too many manual processes: 17%
- Resources required to manage cross-border payments: 14%
- Lack of knowledge of supplier acceptance methods: 14%
- Complicated payment terms: 13%
- Quick and/or efficient issue reconciliation: 11%
- Resources required to manage failed payments: 8%
- Lack of transparency into transactions across workflow: 6%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

**BRAZIL**

- **via Payment providers**
  - Digital wallet: Used 47%, Preferred 27%
  - ACH / Bank transfer: Used 35%, Preferred 19%
  - Wire transfer: Used 47%, Preferred 12%

- **via an ERP or accounting services provider**
  - Credit or debit card: Used 13%, Preferred 5%
  - Cash: Used 7%, Preferred 2%

- **via a Platform provider**
  - Physical checks: Used 0%, Preferred 2%

**Preferred**

- Managing foreign exchange and regulations
- Security/compliance risk management
- Delays in receiving payments
- Errors in supplier information / missing information
- Managing cross-border payments compliance
- Better integration with accounting or ERP systems
- Too many manual processes
- Resources required to manage cross-border payments
- Lack of knowledge of supplier acceptance methods
- Complicated payment terms
- Quick and/or efficient issue reconciliation
- Resources required to manage failed payments
- Lack of transparency into transactions across workflow
PREFERENCE REASONS FOR RECEIVING PAYMENTS

Brazil

- Most convenient for us: 55%
- Fastest way to receive: 54%
- Cheapest/Cost effective method: 42%
- Long term relationship with provider: 34%
- Receiver’s preferred method: 34%
- Legacy method: 16%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- High cost: 33%
- Delays in receiving payments: 32%
- Managing cross-border payments compliance: 31%
- Managing foreign exchange and regulations: 30%
- Security/compliance risk management challenges: 23%
- Slow and/or inefficient issue reconciliation: 21%
- Too many manual processes: 19%
- Poor integration with accounting or ERP systems: 18%
- Resources required to manage failed payments: 14%
- Complicated payment terms: 13%
- Resources required to manage cross-border payments: 10%
- Lack of transparency into transactions across workflow: 10%
B2B CROSS-BORDER PAYMENTS

CANADA
Canada

Sending Payments Used and Preferred Methods

- ACH / Bank transfer: Used - 70%, Preferred - 18%
- Credit or debit card: Used - 66%, Preferred - 16%
- Wire transfer via an ERP or accounting services provider: Used - 50%, Preferred - 15%
- Wire transfer via Payment providers: Used - 62%, Preferred - 12%
- Wire transfer via a Platform provider: Used - 53%, Preferred - 10%
- eChecks: Used - 50%, Preferred - 9%
- Digital wallet: Used - 49%, Preferred - 8%
- Physical checks: Used - 22%, Preferred - 6%
- Cash: Used - 20%, Preferred - 5%
PREFERENCE REASONS FOR SENDING PAYMENTS

- Most convenient for us: 61%
- Fastest way to send: 60%
- Long term relationship with provider: 55%
- Receiver's preferred method: 45%
- Cheapest/Cost effective method: 40%
- Legacy method: 28%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- Managing foreign exchange and regulations: 26%
- Quick and/or efficient issue reconciliation: 26%
- Better integration with accounting or ERP systems: 22%
- Managing cross-border payments compliance: 21%
- Resources required to manage cross-border payments: 21%
- Security/compliance risk management: 21%
- High cost: 21%
- Lack of transparency into transactions across workflow: 20%
- Complicated payment terms: 20%
- Delays in receiving payments: 19%
- Resources required to manage failed payments: 18%
- Too many manual processes: 18%
- Errors in supplier information / missing information: 15%
- Lack of knowledge of supplier acceptance methods: 15%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

- **Credit or debit card**: Used 57%, Preferred 20%
- **ACH / Bank transfer**: Used 53%, Preferred 17%
- **Wire transfer via an ERP or accounting services provider**: Used 49%, Preferred 14%
- **via Payment providers**: Used 50%, Preferred 13%
- **eChecks via a Platform provider**: Used 45%, Preferred 11%
- **Digital wallet**: Used 44%, Preferred 10%
- **Physical checks**: Used 25%, Preferred 2%
- **Cash**: Used 22%, Preferred 2%

Managing foreign exchange and regulations
Quick and/or efficient issue reconciliation
Better integration with accounting or ERP systems
Managing cross-border payments compliance
Resources required to manage cross-border payments
Security/compliance risk management
High cost
Lack of transparency into transactions across workflow
Complicated payment terms
Delays in receiving payments
Resources required to manage failed payments
Too many manual processes
Errors in supplier information / missing information
Lack of knowledge of supplier acceptance methods
PREFERENCE REASONS FOR RECEIVING PAYMENTS

- Most convenient for us: 58%
- Fastest way to receive: 56%
- Long term relationship with provider: 49%
- Receiver's preferred method: 37%
- Legacy method: 34%
- Cheapest/Cost effective method: 32%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- Managing foreign exchange and regulations: 33%
- Delays in receiving payments: 27%
- Complicated payment terms: 26%
- Managing cross-border payments compliance: 25%
- Security/compliance risk management challenges: 24%
- Lack of transparency into transactions across workflow: 23%
- Resources required to manage failed payments: 22%
- High cost: 20%
- Resources required to manage cross-border payments: 19%
- Slow and/or inefficient issue reconciliation: 19%
- Poor integration with accounting or ERP systems: 17%
- Too many manual processes: 17%
B2B CROSS-BORDER PAYMENTS

GERMANY
SENDING PAYMENTS USED AND PREFERRED METHODS

**Germany**

- **Wire transfer**: Used 62%, Preferred 34%
- **ACH / Bank transfer via an ERP or accounting services provider**: Used 62%, Preferred 15%
- **Digital wallet via Payment providers**: Used 39%, Preferred 12%
- **Credit or debit card via a Platform provider**: Used 40%, Preferred 9%
- **eChecks**: Used 32%, Preferred 6%
- **Physical checks**: Used 29%, Preferred 6%
- **Cash**: Used 18%, Preferred 4%
- **1%** to **20%**

GROWTH
PREFERENCE REASONS FOR SENDING PAYMENTS

- Most convenient for us: 60%
- Fastest way to send: 51%
- Long term relationship with provider: 49%
- Receiver's preferred method: 44%
- Cheapest/Cost effective method: 34%
- Legacy method: 29%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- Too many manual processes: 26%
- Lack of transparency into transactions across workflow: 25%
- Quick and/or efficient issue reconciliation: 25%
- Better integration with accounting or ERP systems: 25%
- High cost: 22%
- Delays in receiving payments: 21%
- Managing foreign exchange and regulations: 21%
- Security/compliance risk management: 20%
- Managing cross-border payments compliance: 19%
- Complicated payment terms: 19%
- Resources required to manage cross-border payments: 18%
- Lack of knowledge of supplier acceptance methods: 18%
- Resources required to manage failed payments: 16%
- Errors in supplier information / missing information: 13%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

**Germany**

- **Wire transfer**: Used 59%, Preferred 33%
- **ACH / Bank transfer**: Used 52%, Preferred 14%
- **Digital wallet via an ERP or accounting services provider**: Used 31%, Preferred 12%
- **Credit or debit card via Payment providers**: Used 34%, Preferred 7%
- **Credit or debit card via a Platform provider**: Used 19%, Preferred 6%
- **Physical checks**: Used 16%, Preferred 3%
- **eChecks**: Used 30%, Preferred 3%
- **Cash**: Used 16%, Preferred 2%

Issues:
- Too many manual processes
- Lack of transparency into transactions across workflow
- Quick and/or efficient issue reconciliation
- Better integration with accounting or ERP systems
- High cost
- Delays in receiving payments
- Managing foreign exchange and regulations
- Security/compliance risk management
- Managing cross-border payments compliance
- Complicated payment terms
- Resources required to manage cross-border payments
- Lack of knowledge of supplier acceptance methods
- Resources required to manage failed payments
- Errors in supplier information / missing information
PREFERENCE REASONS FOR RECEIVING PAYMENTS

- Fastest way to receive: 55%
- Most convenient for us: 49%
- Cheapest/Cost effective method: 41%
- Long term relationship with provider: 39%
- Legacy method: 33%
- Receiver's preferred method: 31%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- Delays in receiving payments: 33%
- Resources required to manage failed payments: 28%
- Security/compliance risk management challenges: 28%
- Poor integration with accounting or ERP systems: 26%
- Resources required to manage cross-border payments: 24%
- High cost: 24%
- Too many manual processes: 23%
- Managing foreign exchange and regulations: 22%
- Managing cross-border payments compliance: 21%
- Lack of transparency into transactions across workflow: 20%
- Slow and/or inefficient issue reconciliation: 19%
- Complicated payment terms: 15%
B2B CROSS-BORDER PAYMENTS
MEXICO
SENDING PAYMENTS USED AND PREFERRED METHODS

- **Wire transfer via Payment providers**
  - Used: 72%
  - Preferred: 38%
- **ACH / Bank transfer**
  - Used: 50%
  - Preferred: 21%
- **Credit or debit card**
  - Used: 35%
  - Preferred: 12%
- **Digital wallet via an ERP or accounting services provider**
  - Used: 30%
  - Preferred: 7%
- **Digital wallet via a Platform provider**
  - Used: 29%
  - Preferred: 7%
- **Physical checks**
  - Used: 22%
  - Preferred: 4%
- **eChecks**
  - Used: 16%
  - Preferred: 2%
- **Cash**
  - Used: 8%
  - Preferred: 1%
PREFERENCE REASONS FOR SENDING PAYMENTS

- Fastest way to send: 59%
- Most convenient for us: 56%
- Receiver’s preferred method: 42%
- Cheapest/Cost effective method: 33%
- Long term relationship with provider: 26%
- Legacy method: 18%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- Delays in receiving payments: 36%
- Errors in supplier information / missing information: 29%
- Managing cross-border payments compliance: 26%
- Managing foreign exchange and regulations: 26%
- High cost: 24%
- Security/compliance risk management: 23%
- Quick and/or efficient issue reconciliation: 21%
- Better integration with accounting or ERP systems: 17%
- Complicated payment terms: 15%
- Resources required to manage failed payments: 14%
- Lack of transparency into transactions across workflow: 13%
- Lack of knowledge of supplier acceptance methods: 13%
- Too many manual processes: 13%
- Resources required to manage cross-border payments: 10%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Used</th>
<th>Preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wire transfer</td>
<td>44%</td>
<td>69%</td>
</tr>
<tr>
<td>ACH / Bank transfer</td>
<td>35%</td>
<td>44%</td>
</tr>
<tr>
<td>via Payment providers</td>
<td>13%</td>
<td>37%</td>
</tr>
<tr>
<td>Credit or debit card</td>
<td>9%</td>
<td>25%</td>
</tr>
<tr>
<td>via an ERP or accounting services provider</td>
<td>6%</td>
<td>17%</td>
</tr>
<tr>
<td>Digital wallet</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Physical checks</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>eChecks</td>
<td>2%</td>
<td>17%</td>
</tr>
<tr>
<td>Cash</td>
<td>2%</td>
<td>15%</td>
</tr>
<tr>
<td>via a Platform provider</td>
<td>2%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Delays in receiving payments
Errors in supplier information / missing information
Managing cross-border payments compliance
Managing foreign exchange and regulations
High cost
Security/compliance risk management
Quick and/or efficient issue reconciliation
Better integration with accounting or ERP systems
Complicated payment terms
Resources required to manage failed payments
Lack of transparency into transactions across workflow
Lack of knowledge of supplier acceptance methods
Too many manual processes
Resources required to manage cross-border payments
PRETRENS REASONS FOR RECEIVING PAYMENTS

Most convenient for us: 54%
Fastest way to receive: 54%
Cheapest/Cost effective method: 39%
Receiver’s preferred method: 32%
Long term relationship with provider: 22%
Legacy method: 20%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- Delays in receiving payments: 49%
- Slow and/or inefficient issue reconciliation: 32%
- High cost: 29%
- Managing foreign exchange and regulations: 26%
- Security/compliance risk management challenges: 21%
- Complicated payment terms: 21%
- Managing cross-border payments compliance: 18%
- Poor integration with accounting or ERP systems: 16%
- Too many manual processes: 16%
- Resources required to manage failed payments: 15%
- Resources required to manage cross-border payments: 13%
- Lack of transparency into transactions across workflow: 10%
B2B CROSS-BORDER PAYMENTS

SINGAPORE
SENDING PAYMENTS USED AND PREFERRED METHODS

**Wire transfer**
- Used: 18%
- Preferred: 18%

**Digital wallet**
- Used: 16%
- Preferred: 16%

**ACH / Bank transfer via Payment providers**
- Used: 13%
- Preferred: 13%

**Credit or debit card via an ERP or accounting services provider**
- Used: 12%
- Preferred: 12%

**Credit or debit card via a Platform provider**
- Used: 11%
- Preferred: 11%

**Physical checks**
- Used: 8%
- Preferred: 8%

**eChecks**
- Used: 5%
- Preferred: 5%

**Cash**
- Used: 3%
- Preferred: 3%
PREFERENCE REASONS FOR SENDING PAYMENTS

- Long term relationship with provider: 48%
- Legacy method: 45%
- Receiver’s preferred method: 41%
- Cheapest/Cost effective method: 40%
- Fastest way to send: 39%
- Most convenient for us: 35%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- Too many manual processes: 26%
- Managing cross-border payments compliance: 25%
- Better integration with accounting or ERP systems: 25%
- Resources required to manage cross-border payments: 24%
- Errors in supplier information / missing information: 23%
- Delays in receiving payments: 21%
- Security/compliance risk management: 21%
- Resources required to manage failed payments: 20%
- High cost: 20%
- Lack of knowledge of supplier acceptance methods: 19%
- Managing foreign exchange and regulations: 18%
- Complicated payment terms: 17%
- Lack of transparency into transactions across workflow: 16%
- Quick and/or efficient issue reconciliation: 14%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

ACH / Bank transfer via an ERP or accounting services provider
- Used: 18%
- Preferred: 33%

Wire transfer
- Used: 16%
- Preferred: 33%

Digital wallet via a Platform provider
- Used: 13%
- Preferred: 33%

Credit or debit card via Payment providers
- Used: 9%
- Preferred: 33%

Physical checks
- Used: 23%
- Preferred: 25%

eChecks
- Used: 4%
- Preferred: 22%

Cash
- Used: 0%
- Preferred: 4%
PREFERENCE REASONS FOR RECEIVING PAYMENTS

- Long term relationship with provider: 49%
- Cheapest/Cost effective method: 39%
- Receiver’s preferred method: 39%
- Fastest way to receive: 37%
- Legacy method: 37%
- Most convenient for us: 36%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- Managing foreign exchange and regulations: 29%
- Slow and/or inefficient issue reconciliation: 28%
- Managing cross-border payments compliance: 27%
- Delays in receiving payments: 26%
- Resources required to manage cross-border payments: 26%
- Lack of transparency into transactions across workflow: 24%
- Poor integration with accounting or ERP systems: 24%
- Resources required to manage failed payments: 23%
- High cost: 23%
- Security/compliance risk management challenges: 19%
- Too many manual processes: 19%
- Complicated payment terms: 19%
B2B CROSS-BORDER PAYMENTS

UNITED KINGDOM
SENDING PAYMENTS USED AND PREFERRED METHODS

UNITED KINGDOM

ACH / Bank transfer via Payment providers
via an ERP or accounting services provider
Wire transfer
Credit or debit card via a Platform provider
Digital wallet
Physical checks
eChecks
Cash

Used
Preferred

0% 10% 20% 30% 40% 50%
PREFERENCE REASONS FOR SENDING PAYMENTS

- Most convenient for us: 55%
- Fastest way to send: 42%
- Long term relationship with provider: 33%
- Cheapest/Cost effective method: 31%
- Legacy method: 29%
- Receiver’s preferred method: 27%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

Managing foreign exchange and regulations - 31%
Security/compliance risk management - 26%
Too many manual processes - 25%
High cost - 24%
Delays in receiving payments - 23%
Managing cross-border payments compliance - 21%
Better integration with accounting or ERP systems - 18%
Complicated payment terms - 18%
Errors in supplier information / missing information - 14%
Lack of transparency into transactions across workflow - 13%
Quick and/or efficient issue reconciliation - 13%
Resources required to manage cross-border payments - 12%
Resources required to manage failed payments - 12%
Lack of knowledge of supplier acceptance methods - 10%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

- **ACH / Bank transfer via Payment providers**: 35% preferred, 50% used
- **Wire transfer via a Platform provider**: 30% preferred, 40% used
- **Credit or debit card via an ERP or accounting services provider**: 37% preferred, 45% used
- **Digital wallet**: 19% preferred, 20% used
- **Physical checks via an ERP or accounting services provider**: 19% preferred, 20% used
- **eChecks**: 13% preferred, 15% used
- **Cash**: 12% preferred, 12% used

**Challenges**:
- Managing foreign exchange and regulations
- Security/compliance risk management
- Too many manual processes
- High cost
- Delays in receiving payments
- Managing cross-border payments compliance
- Better integration with accounting or ERP systems
- Complicated payment terms
- Errors in supplier information / missing information
- Lack of transparency into transactions across workflow
- Quick and/or efficient issue reconciliation
- Resources required to manage cross-border payments
- Resources required to manage failed payments
- Lack of knowledge of supplier acceptance methods
PREFERENCE REASONS FOR RECEIVING PAYMENTS

- Most convenient for us: 57%
- Fastest way to receive: 43%
- Cheapest/Cost effective method: 30%
- Long term relationship with provider: 27%
- Receiver’s preferred method: 26%
- Legacy method: 23%
CHALLENGES OF RECEIVING CROSS-BORDER PAYMENTS

- Delays in receiving payments: 33%
- Managing foreign exchange and regulations: 29%
- Managing cross-border payments compliance: 28%
- High cost: 23%
- Resources required to manage failed payments: 20%
- Slow and/or inefficient issue reconciliation: 19%
- Security/compliance risk management challenges: 18%
- Complicated payment terms: 18%
- Too many manual processes: 16%
- Lack of transparency into transactions across workflow: 15%
- Poor integration with accounting or ERP systems: 15%
- Resources required to manage cross-border payments: 13%
SENDING PAYMENTS USED AND PREFERRED METHODS

UNITED STATES

- ACH / Bank transfer: Used 67%, Preferred 22%
- Credit or debit card: Used 70%, Preferred 17%
- via Payment providers: Used 59%, Preferred 13%
- via a Platform provider: Used 54%, Preferred 11%
- eChecks: Used 52%, Preferred 9%
- via an ERP or accounting services provider: Used 49%, Preferred 8%
- Digital wallet: Used 53%, Preferred 7%
- Wire transfer: Used 57%, Preferred 6%
- Cash: Used 27%, Preferred 3%
- Physical checks: Used 23%, Preferred 3%
PREFERENCE REASONS FOR SENDING PAYMENTS

- Most convenient for us: 70%
- Fastest way to send: 64%
- Receiver’s preferred method: 48%
- Long term relationship with provider: 47%
- Cheapest/Cost effective method: 45%
- Legacy method: 31%
CHALLENGES OF SENDING CROSS-BORDER PAYMENTS

- High cost: 29%
- Managing foreign exchange and regulations: 28%
- Security/compliance risk management: 24%
- Complicated payment terms: 22%
- Managing cross-border payments compliance: 21%
- Delays in receiving payments: 20%
- Lack of transparency into transactions across workflow: 20%
- Quick and/or efficient issue reconciliation: 19%
- Resources required to manage cross-border payments: 18%
- Better integration with accounting or ERP systems: 18%
- Too many manual processes: 18%
- Resources required to manage failed payments: 16%
- Errors in supplier information / missing information: 15%
- Lack of knowledge of supplier acceptance methods: 9%
RECEIVING PAYMENTS USED AND PREFERRED METHODS

United States

- ACH / Bank transfer: Used 55%, Preferred 20%
- via Payment providers: Used 53%, Preferred 16%
- Credit or debit card: Used 54%, Preferred 15%
- Wire transfer: Used 51%, Preferred 11%
- Digital wallet: Used 48%, Preferred 9%
- via an ERP or accounting services provider: Used 43%, Preferred 9%
- via a Platform provider: Used 41%, Preferred 9%
- eChecks: Used 56%, Preferred 8%
- Cash: Used 3%, Preferred 21%
- Physical checks: Used 2%, Preferred 21%

Managing foreign exchange and regulations, Security/compliance risk management, Complicated payment terms, Managing cross-border payments compliance, Delays in receiving payments, Lack of transparency into transactions across workflow, Quick and/or efficient issue reconciliation, Resources required to manage cross-border payments, Better integration with accounting or ERP systems, Too many manual processes, Resources required to manage failed payments, Errors in supplier information / missing information, Lack of knowledge of supplier acceptance methods.
PREFERENCE REASONS FOR RECEIVING PAYMENTS

- Fastest way to receive: 65%
- Most convenient for us: 54%
- Long term relationship with provider: 47%
- Cheapest/Cost effective method: 40%
- Receiver’s preferred method: 35%
- Legacy method: 30%
Security/compliance risk management challenges
Managing cross-border payments compliance
Managing foreign exchange and regulations
Resources required to manage failed payments
High cost
Too many manual processes
Delays in receiving payments
Resources required to manage cross-border payments
Lack of transparency into transactions across workflow
Slow and/or inefficient issue reconciliation
Complicated payment terms
Poor integration with accounting or ERP systems

UNITED STATES
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We integrate the world’s many payment networks and technologies into a single platform. That means businesses finally have one solution to accept, hold and disburse funds globally.

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Power payments, payouts and issuing on a single platform from one powerful financial hub.

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Issue physical and virtual prepaid cards in the UK, Singapore, Mexico, and Brazil.