value. In fact, it's a drain on the bottom line.

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Payment errors can happen for various reasons. The number gets transposed on a check, or a virtual card is issued but never charged. Sometimes, an ACH payment hits a closed bank account. These kinds of things happen all the time, and even if your error rate is in the single digits when you're making tens of thousands of payments a year, that's still a lot of errors.

At Nvoicepay, our error rate is below one percent of payment volume, and that is still enough work to have a two-pizza team dedicated to error resolution.

Most accounts payable departments don't have the luxury devoting a team solely to resolving payment errors. The payment error process is completely reactive—something that someone has to drop everything to do, while also completing their

other work. Because we have teams of specialists in payment modifications, ACH

we do, we have the scale to make even small process improvements worthwhile.

A day in the life

Our specialists have seen everything when it comes to payment issues. The payment modifications team is usually alerted to concerns through our customer and supplier support teams. It's this close interaction between the two teams that makes us successful, and quick to resolve problems. Because our customers are often dealing with the same accounting issues, we've got our responses to each scenario down to a science.

Some of the most common payment issues are:

- Funds bounce due to suppliers updating or closing their accounts
- Customers discover clerical errors in the pay file they submitted
- Physical checks get lost in the mail

It's our deep understanding of common issues that enabled us to develop processes for each, which not only makes them simple for us to resolve, but it keeps these problems out of our customer's inboxes. For the deeper issues that require more digging, we work with customers to resolve them as soon as possible. In the end, our customers are never left hanging—even when a problem originates from somewhere outside of our system, we support efforts to resolve it, until the payment successfully reaches the supplier or refunds to the customer.

Reconciling and auditing

Our reconciliation and auditing specialists jump in when we need more complex problem solving, specifically around fraud or attempted fraud. A lot of this work involves analyzing ACH update requests because they are the most common

payments to be targeted by cybercriminals. Like everyone else, we work to stay one

We also audit manual payment modifications to make sure that the amounts and actions taken on each payment were correct, per customer instruction. In the case of canceled payments, we ensure they were canceled correctly, and determine whether a refund was initiated for any undercharged amounts. This process identifies potential issues effectively without causing a time strain on any party involved.

These internal audits prepare us for making our annual SOC audit efficient and successful. They are also how we identify inefficient or outdated processes. Once we have an idea of how our processes can be improved, we suggest automation ideas to our engineering team to develop and implement. Nvoicepay thrives on change, and a lot of the ideas for our next evolution begin at the ground level, with those of us resolving these issues on a daily basis.

Nobody likes making errors or admitting they make them, but they are a fact of life when you're sending payments. There are just too many moving parts for everything to go exactly right all the time. Accounts payable teams devote an enormous amount of time to resolving errors and very little to figure out how to optimize it. The department is resource-constrained department. It can be difficult to invest time and effort improving something that no one really wants to admit happens.

Even in the early days of Nvoicepay, payment modification was just another part of tech support. It's long since been elevated to its own function, in recognition of daily payment errors and the enormous collective drain on resources they represent. While reactively handling errors is not a value-added activity, figuring out how to handle them at scale is. That is what the payment modification team does on behalf of all of our customers.

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