



## 10 Key Questions:

Is your Digital Payment landscape integrated,  
automated and reconciled?

- ☐ ☐ Have you conducted a cost optimization review of your payment ecosystem in the last 12 months?
- ☐ ☐ Do you have multiple payment processors or payment gateways for different lines of business? Have you identified cost optimization initiatives as a result?
- ☐ ☐ Do you have to reconcile your payments manually between the processor or gateway and your ERP/System of Record? Is this file-based, and not real-time?
- ☐ ☐ Do you have suspense accounts where you experience difficulty in reconciling payments to the correct accounts and/or GL allocations?
- ☐ ☐ Do you have multiple break-outs in your online presence for different line business payments?
- ☐ ☐ Can you administer all your payment self-service offerings centrally?
- ☐ ☐ Do you leverage your self-service payments to maintain updated customer information?
- ☐ ☐ Does your payment process facilitate moving your customers to paperless interaction and digital self-service?
- ☐ ☐ Can you apply cross-business unit analytics on all inbound payment data?
- ☐ ☐ Does your payment ecosystem actively lower your PCI-DSS compliance exposure?

Having responded to this questionnaire, are you happy with your current process and systems, or would you like more information on how you can improve your processes?

Contact us for a free consultation on these and other digital payment-related topics at [info.eps@epiuse.com](mailto:info.eps@epiuse.com).