PAGERO
Part of Thomson Reuters

Guide to Supplier Onboarding

For successful P2P projects

Why onboarding matters

Supplier participation is essential for any successful P2P digitalization project. It's only when your suppliers start sending and receiving true electronic documents that you will be able to fully benefit from a streamlined AP or expanded P2P process.

However, migrating your suppliers onto an e-document exchange platform can be a large and complex project. Pagero offers a fully managed supplier onboarding service that is tailored to your business strategies and goals.

Fulfil local e-document and tax requirements everywhere you do business. Our solutions have you fully covered in over 75+ markets and growing!

Access to an open, cloud-based network

As an open business network, Pagero connects with more service providers than any other network. This ensures that if your supplier has already invested in another business network, they can still support you. If they are not using a service provider, they can use the Pagero Free online portal or choose a fully automated option that connects directly with their ERP.

Better supplier relationships

Reducing friction and communication problems is essential to maintaining good business relationships. A digital and automated document exchange process improves business relations and trust for buyers and sellers alike. By enabling system-to-system communication, you remove factors that commonly cause delays, errors and unnecessary manual work on both sides. Besides, suppliers always appreciate being paid on time!

Improved quality of invoice data

By ensuring that invoice data is transferred without loss of information or risk of clerical errors, you can increase the availability and accuracy of data in your systems. This leads to increased productivity for AP teams seeking to reduce time-consuming manual work through automation.

Strengthened compliance

With a rise in government-mandated e-invoicing and e-reporting around the world, the exchange of e-documents is becoming more common for business purposes. Pagero has one of the largest global compliance footprints, ensuring buyers and suppliers can be confident that their invoicing processes remain tax compliant even as new regulations come into effect.

Managed supplier onboarding service

Pagero's proven onboarding service will support you to achieve your organization's digitalization targets. Using a proven methodology, you will work with a dedicated Campaign Manager to determine the messaging and best approach for each of your trading partners. Your strategic and high-volume suppliers will be assigned an individual Account Manager at Pagero who will proactively reach out to them for onboarding. Lower volume suppliers will be targeted with email invitations to sign up for the free portal.

Supplier onboarding project timeline

1 Supplier data export
Send Pagero your supplier base data in a pre-agreed file format

2 Segmentation
Pagero matches, analyses and segments your suppliers into campaigns and waves

3 Review & customization
Review and customization of your supplier communications and project page

4 Finalize scope
Finalize the scope of your supplier list and provide any missing contact information

WEEK 5

5 Internal education
Joint internal education session held for your procurement team and any supplier-facing staff

6 Supplier email
All suppliers are sent the buyer's communication via email

7 Supplier follow up
Pagero reaches out to suppliers via phone and email with regular follow-ups

8 Supplier webinars
Joint supplier webinars hosted to explain the initiative and demo the portal

WEEK 9–16

9 Progress updates
Regular meetings are scheduled to provide you with updates

> "
> My advice is to get help from Pagero with suppliers and/or customers when starting up. This will get the process going faster.

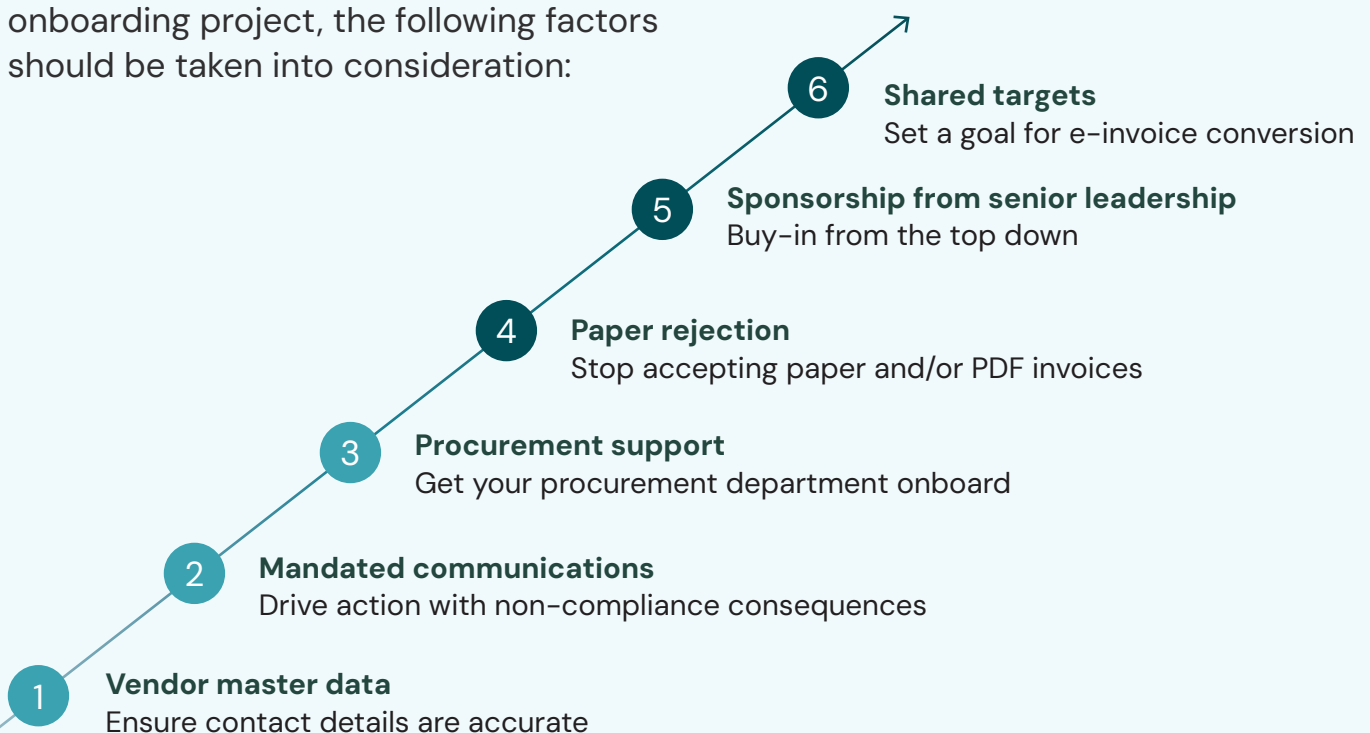Klara Bodin,
Support specialist,
Swedavia

Benefits for your suppliers

Suppliers using the Pagero Network can benefit from:

- ✓ Receiving purchase orders and converting them into e-order responses, shipping notes and invoices on the free portal.

- ✓ Minimizing errors, cutting cycle times and increasing efficiency.

- ✓ Tracing delivery status of their documents.

- ✓ Automating the flow of e-documents to and from the ERP, thus reducing manual work.

- ✓ Rapid notification if there are errors in the invoice data.

- ✓ Being up to date and compliant with tax and archiving legislation.

How to run a successful onboarding project

In order to get the most out of your onboarding project, the following factors should be taken into consideration:

6 **Shared targets**
Set a goal for e-invoice conversion

5 **Sponsorship from senior leadership**
Buy-in from the top down

4 **Paper rejection**
Stop accepting paper and/or PDF invoices

3 **Procurement support**
Get your procurement department onboard

2 **Mandated communications**
Drive action with non-compliance consequences

1 **Vendor master data**
Ensure contact details are accurate

Continuous Supplier Onboarding

Once your onboarding project is over, you will need a process to quickly onboard new suppliers. Pagero's continuous supplier onboarding process will cover this 'business as usual' activity. You simply send Pagero your new supplier details and we'll proactively reach out to onboard them when we receive the necessary information.

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As the number of our suppliers joining the network increases each week, these savings will only continue to grow.

Anna Velante, North America Accounts Payable Supervisor & Fixed Assets Analyst, Shawcor

Pagero is building the world's largest, open business network

140+
countries with Pagero customers

30+
offices on 6 continents

100+
ERPs connected to the Pagero Network

14M+
businesses in the Pagero Network

75+
compliant markets