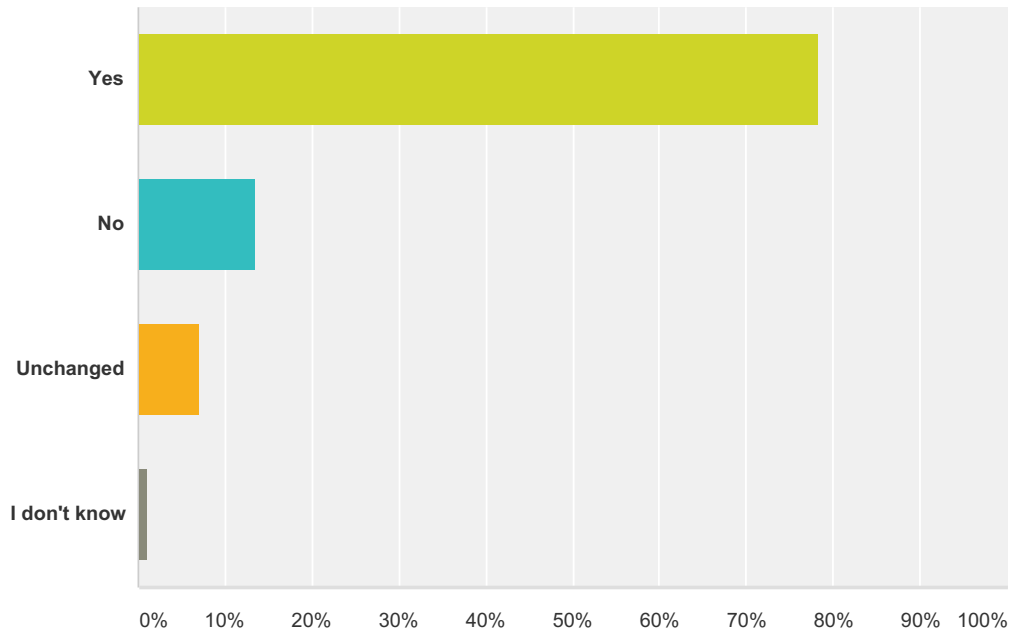


Q1 Over the last 1 to 2 years, has your company/department experienced a significant increase in electronic-based B2B payment (EFT or ACH) transactions versus use of checks by customers/debtors?

Answered: 296 Skipped: 0



Answer Choices	Responses
Yes	78.38% 232
No	13.51% 40
Unchanged	7.09% 21
I don't know	1.01% 3
Total	296

#	Comments	Date
1	ACH not available, at least in the manner customers are seeking.	8/3/2015 8:36 PM
2	As a % of payments since 1/1/14 our ACHs have increased from 49% to 52% of ttl cash receipts. The \$ amount though has increased by 40% due to business growth.	7/30/2015 8:59 AM
3	I also see a good number going to credit card payments	7/27/2015 1:52 PM
4	We are actually pushing customers toward ACH payments	7/25/2015 11:30 PM
5	Invoices are paid faster than with regular checks.	7/24/2015 7:20 PM
6	I'm new to this position	7/24/2015 4:37 PM
7	an increase - yes, significant - no	7/23/2015 1:10 PM

Nacm Survey - July 2015 EFT/ACH

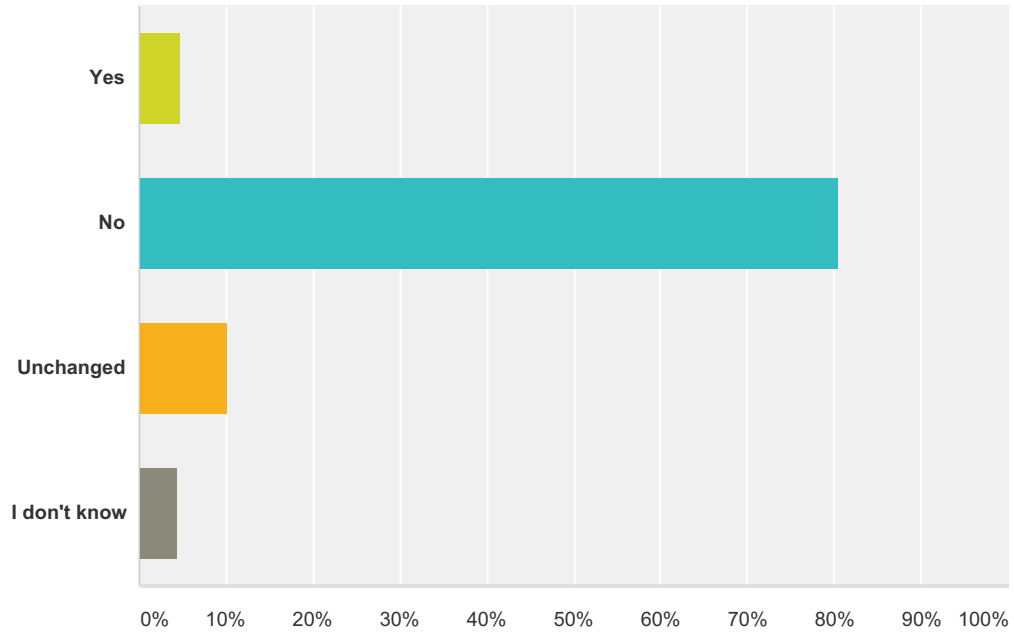
8	We have a large amount of B2B customers paying electronic today	7/23/2015 12:43 PM
9	More and more customers are changing over to EFT or ACH	7/23/2015 11:57 AM
10	Significant is subjective, but for our company, we have seen an increase of approximately 25% more electronic payments.	7/23/2015 11:28 AM
11	We have a much larger demand for taking checks by phone (drafts) than EFT or ACH. For some reason, debtors would rather send a copy of their check for us to draft then to provide us with information to enter an ACH	7/23/2015 11:28 AM
12	One of the main reason for increase is to ensure discounts terms are earned.	7/23/2015 11:21 AM
13	As a matter of fact, in the last few months, we've received 4 requests for ACH/credit card payments.	7/23/2015 10:36 AM
14	Customers are moving more to electronic payments and away from paper checks. As well, we are pushing for more electronic payments (eliminating float time)	7/23/2015 9:45 AM
15	More of a steady increase	7/23/2015 9:17 AM
16	In the last 6 months.	7/23/2015 9:12 AM
17	Majority are ACH only about 10 send checks	7/23/2015 8:58 AM
18	We have been doing it for years. New customers have been adopting it but I wouldn't classify it as a significant increase.	7/23/2015 8:50 AM
19	Receiving More Increases with requests to pay with Credit Cards	7/23/2015 8:34 AM
20	More customers are also requesting to be invoiced via email.	7/23/2015 8:29 AM
21	Increase but not enormous	7/23/2015 8:10 AM
22	We have used EFT for years and it continues to grow. Over 90% of customers on EFT/ACH	7/23/2015 8:01 AM
23	It has increased, but probably not all that significantly as we require that they can transmit in EDI820 or CTX formats in order to accept ACH payments.	7/23/2015 6:22 AM
24	Electronic payments are a blessing and a curse: payments come in faster and are automatically applied, but if there are issues they take longer to resolve.	7/23/2015 6:01 AM
25	Select major accounts prefer to pay by ACH/EFT, the vast majority still pay by check.	7/22/2015 11:22 PM
26	WE ARE PUSHING THIS	7/22/2015 7:54 PM
27	The change was prompted by us.	7/22/2015 7:52 PM
28	We do not to EFT/ACH at this time, however I have seen an increase in Credit Card usage	7/22/2015 7:20 PM
29	We recently implemented epay online in one division.	7/22/2015 6:31 PM
30	We promote this by listing our electronic payment address first on our invoice.	7/22/2015 6:02 PM
31	We have experienced an absolute increase, but the relative increase is insignificant.	7/22/2015 5:49 PM
32	We implemented Billtrust 2+ years ago. In the past 1.5 years they have taken advantage of the self service pay option in which they initiate (or we do for them) ACH payment.	7/22/2015 5:42 PM
33	We have encouraged EFT and ACH payments	7/22/2015 5:26 PM
34	We have had a fairly high percentage of electronic payments for more than a couple of years.	7/22/2015 5:17 PM
35	We have seen a significant increase in requests to process payments via third party procurement platforms (i.e. Ariba, OB10 and the like).	7/22/2015 5:04 PM
36	There are more 3rd party companies who handle payments on behalf of our customers. These companies charge the vendors to get paid.	7/22/2015 5:01 PM
37	We actively encourage electronic payment.	7/22/2015 5:01 PM
38	we've seen an increase but would not consider it significant	7/22/2015 5:00 PM
39	We have added online bill payment service	7/22/2015 4:58 PM
40	Our firm has moved in direction promoting ACH versus checks	7/22/2015 4:54 PM

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41	some increase	7/22/2015 4:47 PM
42	Depends on a definition of significant. It is continually increasing.	7/22/2015 4:40 PM
43	Small increase	7/22/2015 4:40 PM
44	because we push it	7/22/2015 4:39 PM
45	but I wish there were more with little or no expense!	7/22/2015 4:39 PM
46	increase yes, significant?? maybe not significant increase.	7/22/2015 4:35 PM
47	We as a company have encouraged and pursued these types of transactions	7/22/2015 4:33 PM
48	Even contracts for high 6 figures or more	7/22/2015 4:32 PM
49	While we have not seen an increase in the use of EFT/ACH, we certainly try to encourage our customers, particularly COD accounts with large, special order material, to use EFT/ACH as a way to expedite processing of the order.	7/22/2015 4:31 PM
50	We've had a high EFT participation rate for over 10 years.	7/22/2015 4:29 PM
51	We are property management. Tenants usually pay via personal check	7/22/2015 4:27 PM
52	Yes, because customers weren't credit worthy.	7/22/2015 4:27 PM
53	About 95% of our customers pay by ACH or Wire. This has been the practice for many years. We have more of the companies agreeing to the ACH payment process.	7/22/2015 4:27 PM
54	We have an initiate to automate payments	7/22/2015 4:26 PM
55	we are not set up for ACH payments	7/22/2015 4:24 PM
56	We have conducted an internal initiative so it's hard to know what the relative increase might have been otherwise.	7/22/2015 4:22 PM
57	The number of customers utilizing ACH transactions doubled, but is still a small percentage overall.	7/22/2015 4:22 PM
58	We receive twice as many payments via ACH as we did 2 to 3 years ago. I estimate that there is around 10% less credit card transactions due to electronic payments	7/22/2015 4:22 PM
59	We are not set up for ACH Payments, Customers can set up and pay online	7/22/2015 4:21 PM
60	We already push for EFT/ACH payments so majority of a customers already pay electronically.	7/22/2015 4:21 PM
61	We've been pushing customers to pay electronically because the mail service is so poor (especially around Chicago, where our lockbox is located).	7/22/2015 4:20 PM
62	We see an contining increase, but not of high significance.	7/22/2015 4:19 PM
63	Yes, and most use ACH-CCD rather than ACH-CTX. CTX includes the remittance detail. If customer use CCD it causes delays in applying due to our automated system. Second problem is that many ACH payments come from parent companys and our cash app group cannot identify the customer.	7/22/2015 4:19 PM
64	Largest increase has been the request to pay by Credit Card	7/22/2015 4:16 PM

Q2 Has your company/credit and collections staff seen an increase in failed EFT (electronic fund transfer) or ACH (automated clearing house) transactions due to any type of financial reasons on the part of the customer/debtor (lack of funds, fraud attempts,etc.)?

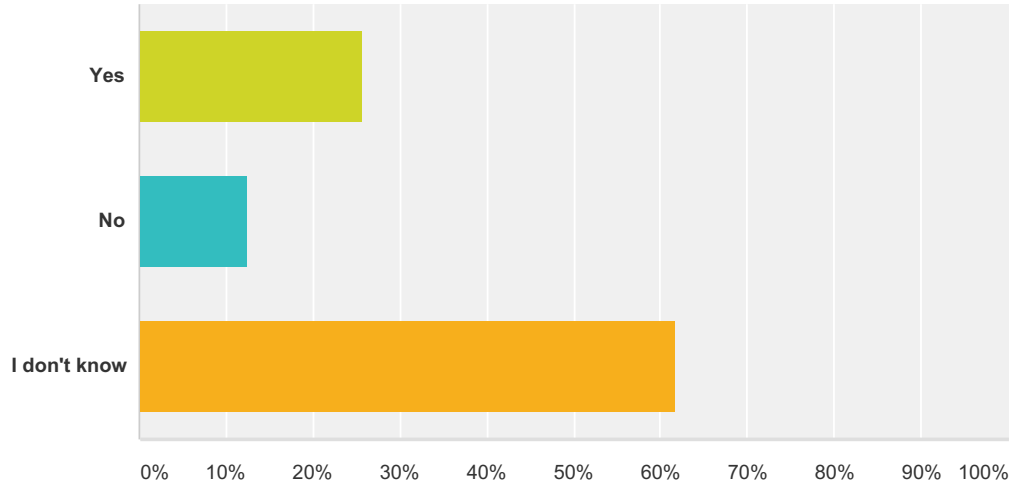
Answered: 294 Skipped: 2



Answer Choices	Responses
Yes	4.76% 14
No	80.61% 237
Unchanged	10.20% 30
I don't know	4.42% 13
Total	294

Q3 Do you believe there is a wide gap between laws/regulation/enforcement related to bad checks versus electronic payment transactions (EFT, ACH, etc.)?

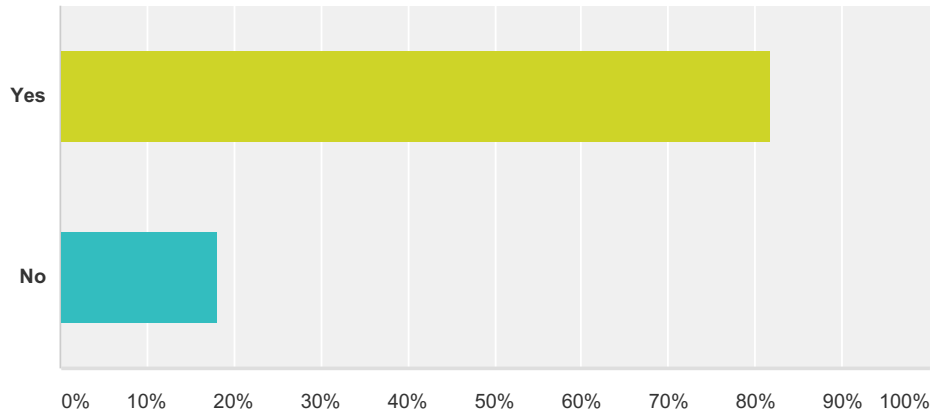
Answered: 296 Skipped: 0



Answer Choices	Responses	
Yes	25.68%	76
No	12.50%	37
I don't know	61.82%	183
Total		296

Q4 If you answered yes to question 3, do you think new laws/regulation/enforcement guidelines are needed at the state or federal level for electronic transactions such as EFT and ACH?

Answered: 105 Skipped: 191



Answer Choices	Responses
Yes	81.90% 86
No	18.10% 19
Total	105