UPDATE | BUSINESS PARTNERS
ISSUE 31 – JUN 2022

ERP and TMS vendor newsletter from Nordea

In this issue...

… we explain how vendors can be set up as Service Agents, which will simplify the technical onboarding for customers and enable them to further automate their processes.

There is also information about how integration with Nordea's OpenCard platform can help customers automating their Expense Management processes.

We hope you will find the information interesting and wish you all a great summer.

Daniel Lindström, Terje Tømmerek, & Mikael Kepp and the entire TxB team

Article overview

NORDIC NEWS:

NORDIC NEWS

Service Agent setup to further automate customers processes and strengthen security 1/2

We experience that customers would like to automate their processes as much as possible freeing up time for other tasks however it should not become a huge IT project to set it up.

Besides automation there is also an important security aspect to consider, since manual handling of files comes with a higher risk of manipulation of content etc.

Corporate Access is Nordea's target offering for all corporate customers and their payment and reconciliation processes.

Integration between their ERP/TMS/Accounting system and Nordea's Corporate Access is essential to further automate the processes.

There are multiple ways this can be done, depending on the customers desired level of automation and security etc.:

1) **Manual handling of files**, e.g. exporting a payment file from the ERP and uploading it to the netbank and/or downloading of reporting files and importing them to the ERP may be sufficient for customers with lower number of transactions and less frequent handling (weekly/monthly).

However, we know that some customers receive audit remarks about the risk of manipulation of files due to the manual setup where files are stored on a local server etc.

2) **Direct exchange of files via customers own H2H**, e.g. where a payment proposal is prepared and approved in the ERP and sent directly to Nordea via a secure communication channel and reporting files are received via the same secure channel.

This setup provides a high level of automation and security. In this setup the customer is responsible for the connectivity and security setup towards Nordea, and usually it takes time and resources to set this up (and maintain).

=> continues next page

NORDIC NEWS

Service Agent setup to further automate customers processes and strengthen security 2/2

3) **Direct exchange of files via a Service Agent** is where a vendor has established a connectivity and security solution, which can be utilised by our common customers.

The setup is established once and hereafter it works for all customers as a 'plug'n play' solution, i.e. enabling customers to be connected smoother and faster.

To be onboarded it requires the customers to empower/mandate the Service Agent to exchange their files, which is done via the ordinary agreement process initiated by the customer through online application or dialog with their cash management advisor

The Service Agent will also need to enter into an agreement with Nordea regarding the Corporate Access File Transfer service.

Customers in scope

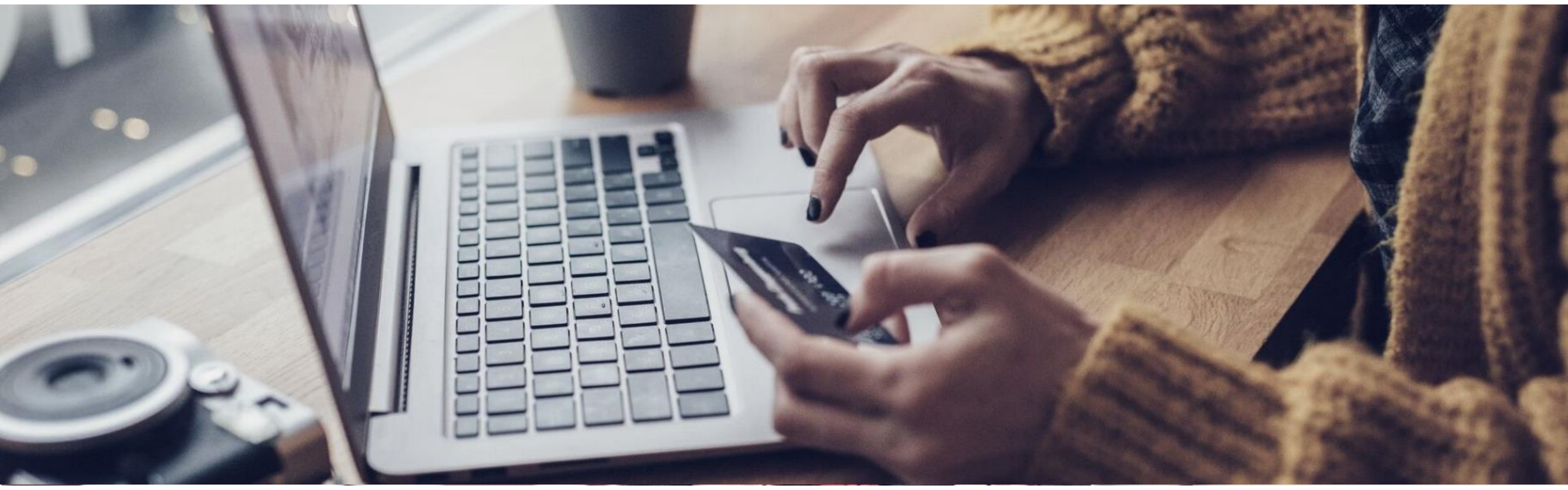
The Service Agent setup can be established for all corporate customers. Corporate Access Lite is targeting the smaller businesses/corporates and the ordinary Corporate Access is targeting larger corporates.

Upcoming P27 migrations

From a customer perspective the Service Agent setup could ease the migration from local solutions to the P27 compliant solution Corporate Access/Corporate Access Lite.

If you are interested to hear more and talk about the **Service Agent setup**, please reach out to:

DK	Mikael Kepp
FI	Rasmus Mårtenson
NO	Terje Tømmerek/Sindre Moxnes
SE	Daniel Lindström



NORDIC NEWS

Nordea's OpenCard platform made JM's expense management easier than ever!

Real-time transactions and e-receipts are the savior of expense management and the future of purchasing!

Residential housing development company JM was struggling with the volume of paper receipts its staff processed every month.

By shifting to e-receipts, JM was able to simplify its invoice processing and minimise the risk of lost receipts.

This has saved JM's employees time and unnecessary frustration, and costs have been reduced due to more accurate VAT deductions.

Read the entire JM customer case here >>

Find out how you can add real-time transactions, legally approved e-receipts and digitize the entire purchasing process for customers by reaching out to OpenCard or to your local First Card organisation.

Send your query to our OpenCard representative >>

Find out more about First Card here >>