



Commercial Card

Solutions

Fall 06

An Exclusive Publication for Commerce Bank Commercial Cardholders

Commercial Payment Cards Streamline Cash Management



Business-to-business (B2B) payments are still most commonly made by check. But electronic payments have made some inroads, especially when there's a strong business relationship between the trading partners. Organizations are more likely to use electronic payments for disbursements and collections with their major suppliers and customers than with their other partners.

Companies that use payment cards when purchasing find they improve their cash flow and enjoy the benefits of easier reporting. Consumers still use payment cards for purchases more often than businesses, but that gap narrows each year. According to consultants at the Association for Financial Professionals, the future of business payments is undoubtedly electronic.

Organizations that haven't moved to electronic or card-based payments say they either don't have the IT resources or their trading partners could only process paper check payments. However it's now easier to determine which vendors accept Visa® as a method of payment (see "Program Helps Determine Which Vendors Accept Card Payments," page 2).

More than half of the financial executives who responded to a 2004 Visa survey said they plan to reduce their company's reliance on checks as a form of commercial payment. In addition, 40% intended to increase use of commercial payment cards. Those trends have held steady in the past two years.

The survey also showed respondents' overall satisfaction with commercial payment cards is increasing. Those who use card programs for collections and disbursements report a 70% satisfaction rate, up from 55% the previous year.

Cards can be used for the following cash management procedures: disbursements; collection and applications; short-term money management; and cash positioning and forecasting.

Improve Efficiency

CFOs, treasurers and controllers are taking a three-pronged approach to overcoming challenges with cash management: change company policies, implement new technologies and turn to commercial card programs to increase efficiency. Visa has anticipated these trends with commercial payment cards that help companies resolve challenges. Commercial payment cards integrate new technologies and data reporting tools that make complying with corporate

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Corporate Image

Make a Lasting Impression with Your Card

For more information, contact the Client Care Center at 1-800-892-7104.

Did you know you can brand your Commerce Bank Commercial Card? Corporate Cards and Purchasing Cards can be designed to include your logo, corporate identity and other elements that distinguish your company from all the others.

Logo cards may help keep your brand and image on the minds of your customers. Studies show that the more consumers see a corporate logo, the more likely they are to recognize and identify it as your own. Don't pass up this great opportunity for more brand recognition wherever the card is used.

Contact the Client Care Center today for more details!



A/P Match

Program Helps Determine Which Vendors Accept Card Payments

Many businesses want to convert their Accounts Payable to a card-based payment system but are unable to determine which of their current vendors actually accept cards as a method of payment. To make things



easier, Commerce Bank clients have access to the Visa® database known as the Supplier Matching Service. The database lists known vendors who have previously accepted Visa cards as a method of payment. This is intended to help you make sound purchasing decisions, optimizing your cost effectiveness and speeding up the procurement process.

Commerce Bank will match your A/P account list to the Supplier Matching Service to find out who accepts purchasing cards as a method of payment.

The Supplier Matching Service uses the Visa Merchant Profile Database, Visa's catalogue of more than 4 million U.S. commercial suppliers that have accepted Visa commercial payment products. Visa's service is a trusted and reliable tool that Commerce Bank can help you access. Contact the Client Care Center for more information or to request that your supplier list be matched to the Visa database.

Commerce Bank Active as an Industry Leader

At Commerce Bank, we strive to partner with our clients to produce the most efficient and effective business strategies, especially within purchasing card divisions.

That's why we're actively involved in business associations that provide resources for education, certification and networking among other purchasing card professionals, and we encourage our clients to do the same. It's important for our representatives to keep abreast of the latest in industry trends and market forces. We work hard to serve our clients with the most knowledgeable representatives and the latest tools available.

Certified Experience

We're proud to announce that we are currently an Alliance Sponsor and active member of the National Association of Purchasing Card Professionals (NAPCP). The NAPCP is a professional organization designed to guide and educate the purchasing card industry. It provides an opportunity for purchasing card professionals to network and obtain the resources and knowledge needed to provide clients with the most cost-effective and efficient tools geared toward profitability and service.

Many of our representatives are working toward being NAPCP Certified Purchasing Card Professionals (CPCP). This certification is awarded to P-Card Professionals who have "demonstrated experience and understanding of the body of knowledge necessary to administer a Purchasing Card Program," according to the NAPCP. This recognition allows professionals to be identified as having a distinguished level of knowledge in the P-Card industry. It highlights people who are well-trained and dedicated to being effective purchasing card professionals. Representatives must go through training and education before passing an exam to receive certification.

We work with the NAPCP to forge strategies to establish high standards in the purchasing card industry, showcase and communicate productive ideas and drive the market. We're focused on being a leader and helping our clients be successful.

Professional Partnerships, Professional Service

Commerce Bank is also involved with the Institute of Management and Administration (IOMA) and will be sending representatives to the Accounts Payable Conference in October. IOMA provides informative publications, services and educational conferences, such as this one, to corporate managers. This specific conference will highlight A/P discipline and the development of sound partnerships.

For more information on how these organizations, along with your Commerce Bank partnership, can help your business grow, contact the Client Care Center at **1-800-892-7104** or online at www.commercebank.com. Visit the NAPCP at www.napcp.org.



"The NAPCP applauds Commerce Bank for taking an active role in the NAPCP through participation, support and Partner Sponsorship. Being an NAPCP Partner Sponsor signifies Commerce Bank's commitment to the industry and success of their clients. This commitment is further demonstrated by Commerce Bank's active pursuit of the CPCP credential for their representatives. We commend Commerce Bank for encouraging and supporting their representatives who wish to become CPCPs."

*Laura Flandrick
Managing Director
National Association of Purchasing
Card Professionals*

Dixie Smiglewski

Getting to Know Commerce Bank



Dixie Smiglewski,
Commercial Card
Representative

At Commerce Bank, we value hard work, dedication and top-notch service. A great example of someone who exemplifies this is Dixie Smiglewski, Commercial Card Representative, Commercial Card Department. Dixie has been with Commerce Bank for seven years, having crossed over from a 17-year customer service job for Act II – a consignment shop on the Plaza in Kansas City, Mo.

Dixie enjoys the personal service she can offer to corporate customers. She is a strong customer advocate and is an excellent problem solver. Dixie says she tries to view things – positive or negative – from the customer's perspective in order to understand how to effectively handle the situation.

Q. What do you feel is the most important part of your job?

A. Offering solutions to our customers and maintaining the level of service Commerce is known for in the industry. I have always appreciated good customer service myself. I try to treat a customer as I would hope to be treated.

Q. What do you enjoy most about your job?

A. It's a really good day when you get a frustrated customer, offer him or her a solution and end the conversation knowing you have gotten rid of the frustrations.

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policy easier. They increase visibility into commercial payments, offer online access to payment and invoice-related data, and provide automated reporting and back-end integration.

This is a tremendous opportunity to easily improve your budget's efficiency. And it is certainly the

direction businesses throughout the country are taking. To learn more about how commercial card payment solutions can improve the efficiency of your cash management process, contact the Commerce Bank Client Care Center at **1-800-892-7104**.


Commercial Card Client Care Center

We offer personalized service through our in-house customer service department
7 a.m. to 6 p.m. Monday – Friday
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10% post-consumer waste. 

We're here to assist you with all your commercial card needs. For faster service, please have your account number ready when you call the Commercial Card Client Care Center.