



5 Ways Digital Wallets Are Revolutionizing the Procurement Purchasing Process



The old model of corporate purchasing using physical credit cards, lengthy checkouts and complicated reimbursement processes no longer needs to be the way forward. With the rise of digital wallets, where users can digitally store payment and other purchasing-related information, procurement teams and other employees throughout organizations can more easily and effectively make purchases online and in-store.

Individuals in the enterprise are highly familiar with digital wallets in their personal lives. Payment applications such as Apple Pay and Visa Checkout are used daily for groceries, retail commerce and e-commerce. When companies integrate digital wallets into their procurement process and bring inspiration from consumer applications to the enterprise, it has the potential to materially alter the purchasing landscape in an organization.

Digital wallets are revolutionizing the procurement purchasing process. Namely, they are improving (1) convenience, (2) efficiency, (3) security, (4) spend visibility and (5) cost savings.





1. Convenience

Digital wallets enable users to keep multiple credit cards and other payment-related information in one place, and this information can seamlessly be called upon online and offline. For example, if a user has a digital wallet on his or her smartphone, with a few clicks that person can make either an online mobile purchase or buy something in-store at locations with near-field communications (NFC) readers, which are quickly becoming ubiquitous.

From a procurement perspective, this convenience makes it easier for employees to follow the corporate purchasing process. This is key. By equipping employees with an easy and digital way to purchase corporate items (vs. cash or a personal credit card), the likelihood of adherence to the procurement process will increase.



2. Efficiency

Similar to why digital wallets offer convenience, they also provide greater efficiency than physical ones.

Online, users can click to pay via their digital wallets rather than manually typing in credit card information, and they can quickly choose which cards to pay from depending on the situation. In-store, users can efficiently choose how they want to pay from their digital wallets rather than fishing through a physical wallet for the right card.

Then, NFC transactions from digital wallets can process a payment faster than using a credit card. Most importantly as an organization, increased purchasing efficiency translates to employees spending more time on value added work as opposed to administrative burden.

3. Security



Paying with digital wallets offer more security than paying directly with credit cards. When paying with a digital wallets, users have to get through a security layer (e.g. entering login credentials or using touch or face ID on a smartphone). The transaction itself is facilitated through encryption and uses a unique token identifier to protect sensitive information.

In making a payment, if someone were to intercept transaction information, the bad actor would not be able to access the credit card number.

This is increasingly important in a digital purchasing environment because purchase fraud is limited to the specific transaction versus scaling to additional transactions. In fact, digital wallets can go an additional step further to help procurement teams implement secure processes by facilitating purchases from single use cards. GoProcure generates a virtual single use card for every purchase that can be integrated into a digital wallet for online and in-store purchases. As a result, fraud - if it were to occur - is limited to a single transaction.



4. Visibility

By easily facilitating online and offline purchases through one platform, digital wallets help procurement teams gain visibility into corporate purchasing. This is key for organizations to improve their ability to anticipate purchasing patterns and improve the budgeting process.

When employees use offline methods to purchase (e.g. if any employee used cash at the airport for a business expense while rushing to catch a flight), tracking details of the purchase is challenging. The likelihood that this data is captured inaccurately or incompletely significantly rises. On the other hand, with a digital wallet, transaction data is automatically captured and can be integrated into procurement or accounting platforms to gain more visibility into purchases across the organization.

Furthermore, digital wallets seamlessly capture transaction data both online and in-store in one location, which makes it easier for procurement teams to gain a full 360-degree view of purchasing and then segment that data as needed, such as by merchant or employee.



5. Cost Savings

Using digital wallets make it easier for companies to be more cost efficient. Digital wallets enable optimized rewards such as rebates and cash back offers back from credit cards.

By aggregating all corporate purchasing onto credit cards, companies can take significant advantage of rewards programs with their credit card vendor; they can also take advantage of bundled discounting. Digital wallets make it easy for employees to make online and in-store purchases and can use credit cards that offer preferred rewards, especially if procurement helps facilitate.

Some of the most innovative companies are exploring ways to share rewards with employees to ensure they are highly incentivized to use the corporate card.

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