

Commercial Payments Exchange (CPX)

Proxy Pay automates manual phone and web portal payments securely to capture card volume.

Drive New Revenue and Improve Efficiency

Many supplier industries only accept payments via web or phone, which can cause pain points for organizations who want to automate their manual payment processes.

The CPX™ Proxy Pay solution specifically targets web and phone payments — enabling a complete electronic payment on behalf of the buyer. We take on the task of managing and processing the repetitive payment transactions so that you don't have to!

Even better: buyers capture card-able spend from suppliers that require them to pay from a web portal or calling into a call center.

Flexible Payment Types

Phone Payments via Interactive Voice Response (IVR)

Phone Payments with verbal interaction with supplier

Web Portal Payments using the supplier's online payment entry portal

Tailored Process Standards

Daily Standard Reporting from implementation team to management staff

Incomplete Payments reviewed for resolution

Call Monitoring to assure consistent messaging

Client Reporting with details on call results

How Does Proxy Pay Work?

We will work with buyers to identify the proxy supplier targets and set transaction limits for proxy payments. Service level agreements are specifically tailored for each account.

In any case, where a transaction falls below the limit, CPX will pay the supplier on the buyer's behalf using the optimum alternative payment method.



CPX receives the buyer's spend file.



CPX identifies Proxy suppliers with transactions above the threshold.



CPX securely and efficiently processes these payments on the buyer's behalf.