# Simplifying HCP payments and HCO payments

PAYCE
A LectureLinx Product

"With **PAYCE** we look slick and professional to our most important customers and have saved time and money whilst improving speed of payment and reducing risk"
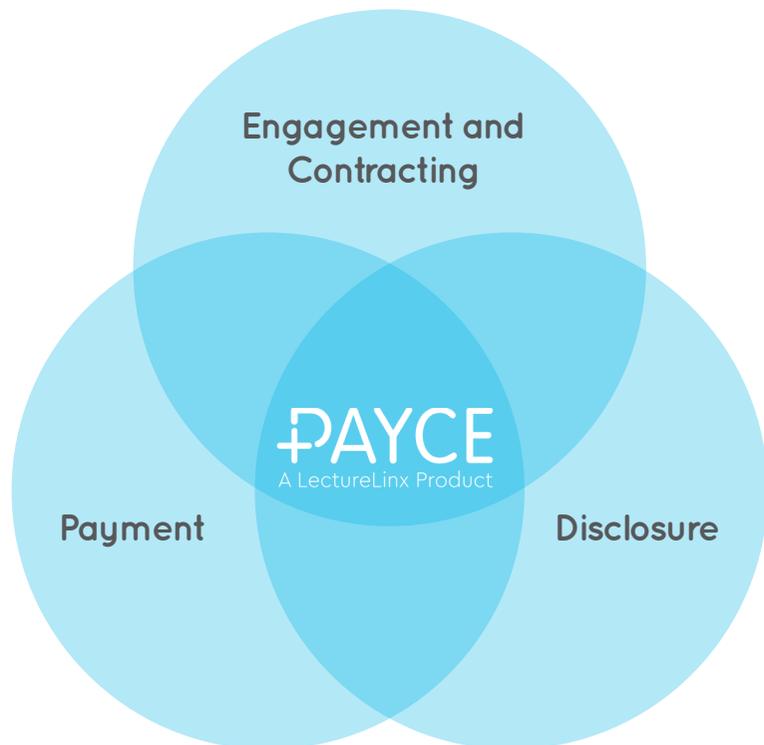
*Country President, UK and Ireland*

# Introduction

PAYCE is used by some of the leading pharmaceutical companies and thousands of HCPs, ORDMs, HCOs, members of the public, and patient organisations, and can be used as a fully integrated platform or as individual modules supported with complementary consulting services.

PAYCE transforms collaboration between HCP/Os and pharmaceutical companies by simplifying contracting, enabling faster payments, and strengthening disclosure reporting.

**Engagement and Contracting**

**PAYCE**
A LectureLinx Product

**Payment**

**Disclosure**

"It's not just the HCPs interaction that has been transformed. PAYCE allows the commercial teams to focus on the activities that add value to the business."

*Events Director*

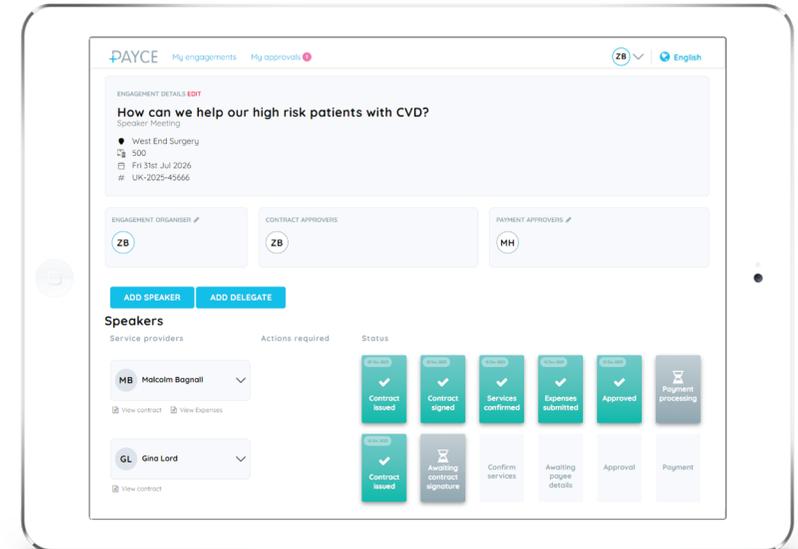# A PLATFORM DESIGNED FOR COMPANY REPRESENTATIVES

PAYCE is a global compliance software platform designed to support regulated HCP/O engagements.

The web-based platform enables company representatives to issue service contracts, complete approvals, and track the status of payments for their HCP/O contracts.

PAYCE strengthens trust between companies and HCP/Os through robust compliance, auditability, and proactive risk mitigation. It provides a complete end-to-end process with built-in data validation providing a single source of truth. It provides a specialised outsourced payment solution, releasing finance teams from the complexities and distractions of HCP/O payments.

HCP/Os access a dedicated portal where they can manage their engagements, sign contracts, and submit expenses and invoices on the go, irrespective of which pharmaceutical company they are engaging with.

PAYCE can be configured as a multi-region, language, and currency solution, enabling flexibility for local requirements and fast deployment across multiple countries.



"The business owners can see exactly what's going on in the process at any point in time without having to worry about how to make things quicker." *Managing Director*

# COMPANIES THAT UTILISE PAYCE CAN LOOK FORWARD TO...

## Better collaboration with HCP/Os

Delight HCPs and HCOs with an unrivalled experience delivering more productive engagements and faster payments including, where relevant, a place for HCPs to manage their consent to public disclosure.

## Increased internal efficiency

Save time with a simple integration into your existing CRM and ERP systems. Create internal efficiencies by removing manual interventions through automated processing. Release your sales and finance teams from payment queries and manual processing.

## Simplified contracting and faster payments

Turn a cumbersome process into a competitive advantage with simplified contracting. No more chasing protracted company policy documents and no more delayed or missed payments to HCP/Os.

## Assured control and governance

Confidently get it right with our SOX compliant control framework, whilst identifying and preventing risks before they become a problem. Configured to meet your basis for disclosure, contracts are completed accurately including a full audit trail and document store.

## The Solution – Process Overview

Organiser | Service provider | Approver | Outsource → PAYCE

**Approve activity**
Activity approved outside of PAYCE

**Create event** (30 secs)
Event details entered in PAYCE

**Add service provider(s)** (10 secs)
Service providers selected from approved vendor list

**Issue contract** (60 secs)
Data merged into company contract templates

**Sign contract**
Contract signed electronically by service provider via dedicated portal

**Event**

**Confirm services** (20 secs)
Service delivery confirmed by organiser

**Submit expenses** (30 secs)
Payee details and expenses uploaded directly in app (incl. photo receipting).

**Approve payment** (60 secs)
Payment reviewed and approved by nominated manager

**Make payment**
Outsourced payment model automates payment for all approved transactions

# PAYCE SOLUTIONS - CONFIGURE PAYCE TO MEET YOUR NEEDS

PAYCE solutions and services can be configured to meet your specific needs. PAYCE is a modular platform providing the option to start with priority modules and add or remove modules as requirements evolve.

We also have a suite of services available to support your in-house teams.

## HCP ENGAGEMENT

**An end-to-end process that simplifies contracting and speeds up payments**

PAYCE is a purpose-built, simple-to-use platform for pharmaceutical companies to better engage with HCPs and ORDMs. Users quickly set up engagements that comply with company SOPs and code requirements. The entire engagement is managed from a single login, with flexibility to interface into existing systems and provide data for disclosure reporting requirements. Intelligent prompts guide and notify you of actions needed, with automated emails sent to the HCP and appropriate company users.

## HCO ENGAGEMENTS

**Quick and easy contracting and direct payment to healthcare organisations**

HCO engagements are typically complex as they span multiple systems and organisations. PAYCE is an easy-to-use, intuitive and governed platform perfect for managing engagements with HCOs from one central resource. It is designed to recognise the need for flexible contracting – whether exhibitions, meetings, sponsorship agreements, service contracts, or collaborative (joint) registration fees – with a range of institutions and the ease of set-up means you can be up and running quickly with all engagements all in a single place.

## GRANTS AND DONATIONS

**Ensuring grants and donations are handled efficiently**

PAYCE removes cumbersome administration from grants and donations without compromising on compliance, all whilst saving you time and money. A seamless workflow issues agreements for the grant or donation, distributes confirmation letters, makes the payments, and captures TOV for the funding requests. All whilst integrating into a company's review and approval structures.

## MEMBERS OF THE PUBLIC AND PATIENT ORGANISATIONS

### Assured compliance with every engagement

PAYCE is an easy-to-use, intuitive, and governed platform that enables you to effortlessly comply with your company's SOPs and code requirements across engagements with patients, journalists, members of the public and patient organisations. PAYCE ensures these critical engagements and sensitive relationships follow internal SOPs and meet complex disclosure requirements consistently and accurately.

## CONSENT CAPTURE AND PRE-DISCLOSURE

### Allow HCPs to clearly understand company pre-disclosure information

Provide a premium HCP experience by sharing the detail of every TOV prior to public disclosure. Using a single PAYCE login, HCPs can review TOV across multiple companies to gain confidence and understanding of pre-disclosure information, putting them in control of their data prior to public disclosure.

Within the portal HCPs can view all of their TOVs and, where required, set their consent choice before public disclosure.

## PAYMENT SOLUTIONS FOR HCP/O ENGAGEMENT

### Release internal resources from processing payments

By integrating PAYCE's specialist outsourced payment solution into your internal system, your finance teams will be free to focus on value-add activities. PAYCE is a flexible and intuitive platform made specifically to ensure quick payment to HCP/Os across over 52 countries. Timely and accurate postings onto your ledgers provides you with greater insights into spend management. With PAYCE, pharmaceutical clients save time and money; allowing critical internal resources to focus on more high-value activities.

## A SUITE OF SERVICES

### Transform operational efficiency, boost productivity, and ensure HCP/O engagements go beyond compliance

At LectureLinx (LLX), we've pioneered purpose-built, tech-enabled solutions to deploy as standalone modules, or combined to establish a full end-to-end platform - setting a new standard in managing and regulating HCP/O engagements. Our modular platform is configurable, scalable, and built to accommodate evolving needs and fit for purpose growth. Modules can be integrated into existing systems to streamline and automate work processes – from engagement planning, contracting, invoicing and payments through transparency reporting and secure document storage.

---

**Whether adopting the HCP portal, setting up flexible contracting with HCOs, issuing grants and donations, or finding more efficient ways to comply with your company's SOPs, code requirements and pre-disclosure information, PAYCE has the modules to support you. With a full suite of complementary consultancy services also on offer, it makes sense to talk to the LLX team.**

# PAYCE ACROSS YOUR COMPANY

**PAYCE is a solution that offers benefits across your organisation.**

## COMPLIANCE

**Confidently get it right**

PAYCE captures accurate transfers of value (TOV) at the source, with a controlled and intuitive experience for both the HCP/O and the engaging company.

+ Ensures required processes are followed every time
+ Pushes compliance to the user
+ Notified of risks before they become a problem
+ Quickly access all engagements and documentation anytime
+ Disclosure reporting at the click of a button.

**"Managers are taking control, we are not policing anymore."** *Head of Compliance*

## LEGAL

**Quick and simplified contracting**

Controlled contracting steps create accurately prepared contracts and agreements using your company's templates.

+ Assurance that all contracts are correct
+ All documentation securely stored
+ Full system audit trails in one location
+ Data protection requirements confidently fulfilled
+ Assurance that sensitive personal data is protected.

**"I no longer have to worry about whether the right contracts have been issued, there are now no more excuses for people to get it wrong."** *Legal Director*

# SALES AND MARKETING

**Put your team members in control**

Save time by managing engagements in real time, with automated system controls and guided processes that ensure standard operating procedures (SOP) alignment and complete data.

+ Enhanced HCP/O relationships
+ No more chasing documentation
+ Automated prompts lead users through required steps
+ Intuitive interface with limited system training
+ Refocus resources on high-value activities.

**"I used to be embarrassed of how long it took us to pay HCPs. Not anymore."** *Sales Director*

# FINANCE

**Transform the time taken to pay HCP/Os**

Pre-processing of payment information and a unique payment offering resulting in making payments within days of your engagements without distracting your finance team.

+ Settle and make payments within days of an engagement, keeping your finance team focused on core priorities
+ Free up internal resources by automating complex and ongoing payment inquiries
+ No more processing of high volume, low value transactions
+ Eliminate the manual upkeep of master data and bank details
+ Clear, real-time view of pending financial liabilities
+ SOX-compliant trusted payment model.

**"Integration with the PAYCE payment model was effortless and allows for simple and quick payment, my team has been released from the burden of maintaining the details for hundreds of HCPs."** *CFO*

# ENGAGING IN INTERNATIONAL MARKETS?

Regardless of where you are in the world, PAYCE ensures simple collection, governance, and disclosure reporting while delivering an unrivalled experience.

+ One system to manage all HCP/O engagements across the enterprise
+ Multi-language and customised regional functionality
+ Automated reporting to meet varied local market disclosure requirements
+ One place to auto-generate all cross-border contracts
+ Quickly deploy across continents.

# SYSTEM CONFIGURATION

PAYCE is built to manage the many scenarios that engagements with HCP/Os present, capturing all HCP/O or private company engagements, whether there is a fee payable or not. The platform allows delegates to claim expenses for certain events based on criteria determined by the contracting company whilst you determine the payment run frequency. User roles and permissions can be set to meet your requirements including the ability to manage caps and controls and set notifications to prompt compliance teams when high value contracts have been generated. You are in control of managing contracts whether with single payments or those with milestone payments and/or payment schedules

## INTEGRATIONS

+ Create engagements and contracts manually using the intuitive user interface or have them automatically created directly from your CRM or events management systems

+ PAYCE integration with events management and CRM systems automatically creates engagements and contracts as soon as approval has been granted

+ Alternatively, the PAYCE importer program can automatically load files transmitted to PAYCE via API & FTP connections or via manual upload

## CONFIGURATION

These are various configuration options available that can be tailored to your specific market needs. You can:

+ Customise engagement names, workflows and add additional engagement types to meet company needs

+ Managethe legal basis for disclosure - statutory obligation, legitimate interest, or allow HCPs to set their consent to disclosure

+ Set the specific disclosure text and privacy notice details for HCP/Os to view for each engagement

+ Deploy across different countries, languages, and currencies, with currency conversion using automated 3rd party feeds

+ Set email addresses for general system reports and notifications

+ Provide custom guidance on allowable expenses for HCP/Os to review and acknowledge

+ Enable delegates claiming expenses to self-register or be added by the meeting organiser..

## CONTRACTING

+ Contracts can be signed either inside PAYCE or you may wish to continue to contract outside of PAYCE (as part of established processes)

+ Contracts can be generated from either standard company templates; or bespoke agreements may also be loaded by nominated users

+ Enable cross border contracting, automatically creating contracts via your templates from the HCPs country of residence or use the contracting markets template.

+ Agreements can automatically be issued to service provider or routed for internal approval before release

## REPORTING

+ Determine your financial reporting requirements, ensuring that journal files are generated as per your requirements for simple upload into your accounting system

+ Bespoke reporting, control reports and dashboard customisation to fit your requirements

## PAYMENT

+ Integrate into the PAYCE outsourced payment solution or retain payments in house.

# DELIGHT YOUR HCP/OS WITH AN UNRIVALLED EXPERIENCE

**PAYCE is a single place where HCP/Os can manage their contracts and payments across different companies.**

A dedicated industry portal where HCP/Os manage engagements, sign contracts, and submit expenses and invoices on the go, irrespective of which pharmaceutical company they are engaging with.

PAYCE works perfectly on a mobile device. Users can sign contracts electronically, upload photos of receipts for expense claims, track payments, and control details including consent to disclosure.

**"PAYCE is excellent! Useable on my mobile device, no need to print contracts and instant submission!"** Practice Nurse

**"PAYCE allows me to easily manage my consent for the year, and I can proactively make amends to this if I need to."** Consultant Psychiatrist

**"As a relative technophobe, I found the system very simplistic and easy to use reducing paperwork, time and effort which is always welcome!"** Nurse Consultant

**"I can agree contracts on my phone and submit my expenses whilst on the train. It's a real time saving. I can't think of anyone who wouldn't love PAYCE."** Consultant Psychiatrist

## Interested in seamlessly engaging with HCP/Os?  Contact us today.

# PAYCE

A LectureLinx Product

support@payceportal.com | info@lecturelinx.com

payceportal.com | LectureLinx.com