NODUS® Technologies, Inc.
A division of EVO

PayFabric Receivables User Guide

July, 2021

PayFabric®

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Introduction

PayFabric Receivables is an add-on service to PayFabric that provides businesses the tools to automate the many processes around collecting payment for account receivables invoices. By leveraging the payment processing power of the PayFabric cloud, PayFabric Receivables offers real-time payment processing for both credit card and eCheck transactions while ensuring the highest standards of security are addressed. This document covers how to configure and utilize PayFabric Receivables features and functionality.

The PayFabric Receivables service has three major sections that work together to help the organization:

Receivables Portal

The Receivables Portal is for internal users of the organization to manage customers, view customer invoices and make payments on behalf of customers. The settings and configuration for PayFabric Receivables are also part of the Receivables Portal.

Customer Portal

The Customer Portal is for end customers of the business to view invoices, account history and pay invoices.

Receivables API

All interaction with the PayFabric Receivables data is managed through the API. This includes the import of data such as invoices and customers as well as exporting the data such as completed payments.

Information on utilizing the Receivables API can be found on the PayFabric Receivables GitHub page.

https://github.com/PayFabric/APIs/tree/master/Receivables

The Receivables API Help page can be used to test out API calls and help in the development process.

https://sandbox.payfabric.com/receivables/apihelp/

Prerequisites

The following items should be obtained before starting with PayFabric Receivables.

PayFabric Organization Account

To use PayFabric Receivables, the organization must first be setup in PayFabric. To setup an account for testing, go to https://sandbox.payfabric.com/Portal/Account/Register. To setup a production account contact the PayFabric partner, or Sales@PayFabric.com.

To use PayFabric Receivables, it is assumed that the PayFabric account is setup for the organization and has an existing Payment Gateway Account Profile configured.

For more information on the setup and usage of PayFabric, refer to the PayFabric Portal Guide.

- http://www.nodus.com/documentation/PayFabric-User-Guide.pdf

Integration Method

To effectively utilize PayFabric Receivables, it is very important to determine the method to integrate customers and documents from the organization's accounting system. The following integration methods are currently available:

Microsoft Dynamics GP

For more information on the integration with Microsoft Dynamics GP, please contact Nodus Technologies at sales@nodus.com or call at 909-482-4701 option 2.

Microsoft Dynamics 365 Business Central

For more information on the integration with Microsoft Dynamics 365 Business Central, please contact Nodus Technologies at sales@nodus.com or call at 909-482-4701 option 2.

Spreadsheet

PayFabric Receivables supports integration of data using data uploaded from a spreadsheet. For more information see the Data Import section.

API

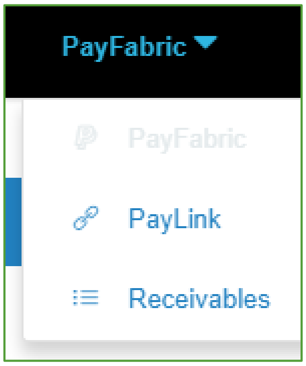
Any other system can integrate with PayFabric Receivables using the API. The API documentation is available on GitHub. For more questions on integrating directly to PayFabric Receivables using the API, contact Nodus Technologies at support@nodus.com or call at 909-482-4701 option 2.

GitHub - https://github.com/PayFabric/APIs/tree/master/Receivables

Setup

Registration

To register for PayFabric Receivables, open the upper-left menu in the PayFabric portal and select the **Receivables** option in the menu.



The sign-up page will be displayed with information about PayFabric Receivables and a button to access PayFabric Receivables. After clicking the button, a prompt for naming the PayFabric Receivables site will appear. This name will be used as part of the URL for the customer portal.

Users

There are two types of users on PayFabric Receivables

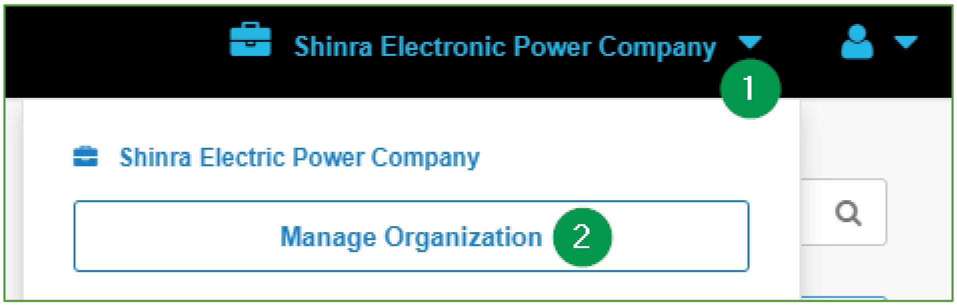
- **Internal Users** – Users of the organization, typically employees of the company. Internal users access PayFabric Receivables by logging into PayFabric first and using the menu in the upper-left corner to select the Receivables option. More information on registering and managing internal users can be found in the PayFabric User Guide.
  - o http://www.nodus.com/documentation/PayFabric-User-Guide.pdf
- **Customer Users** – Users associated with end customers. These users will only have access to act on their customer account using the Customer Portal.

Internal User Permissions

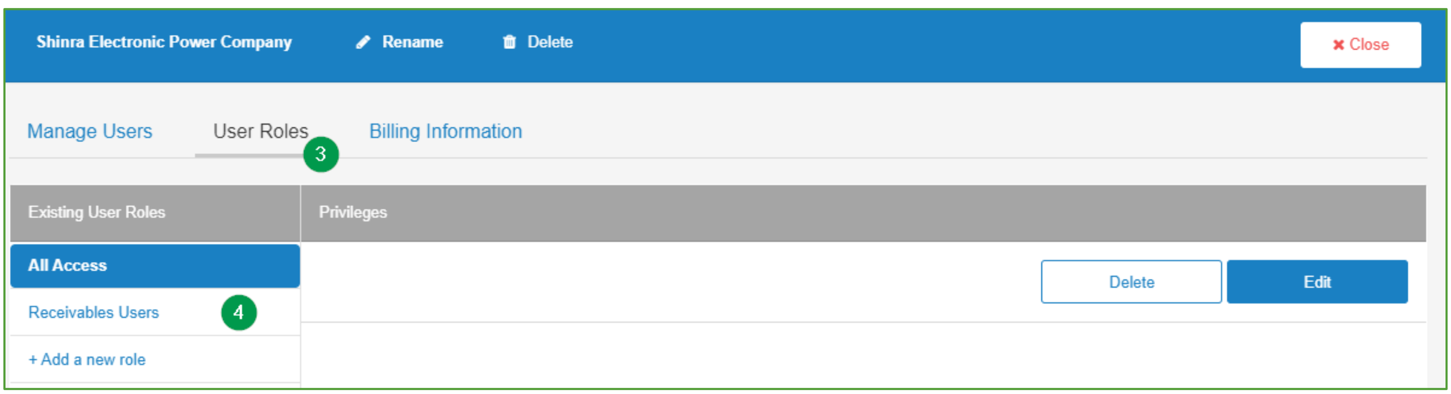
Permissions for internal users are assigned based on the user role. Users and user roles can be managed by the organization owner or any user with the Manage Users and Manage User Roles permissions.

To Manage User Roles

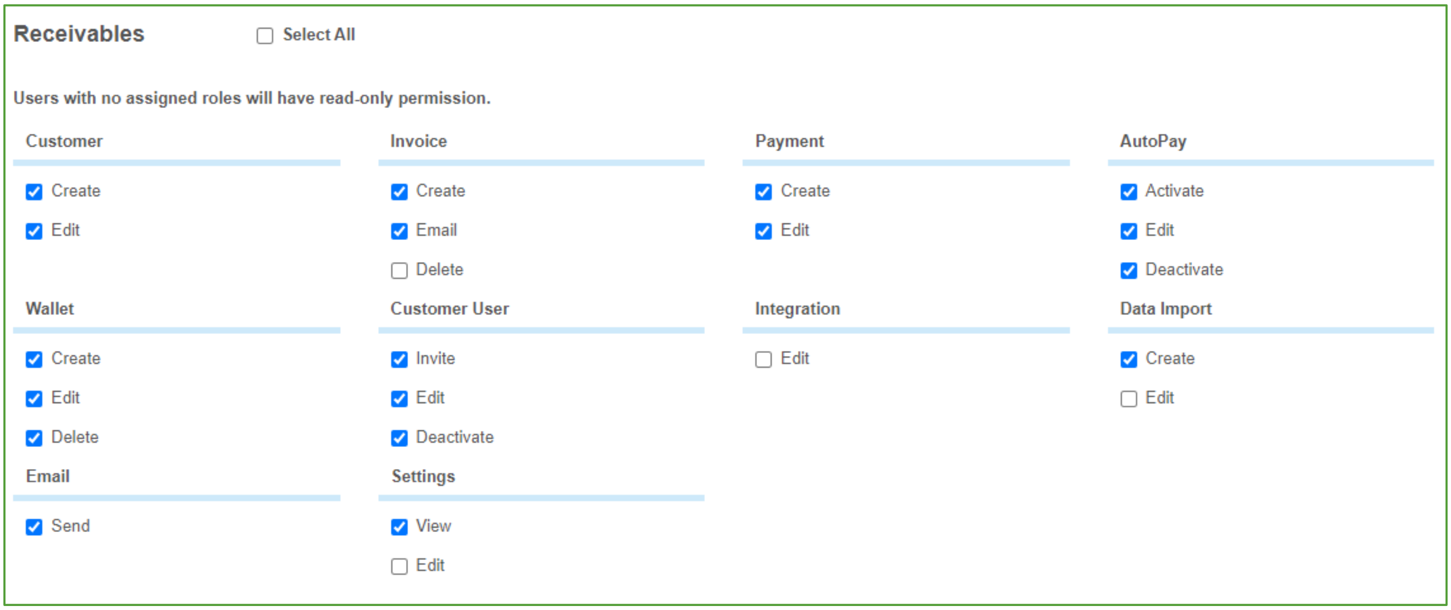
1. Click the organization name on the right side of the black bar at the top of the PayFabric window



2. Click the **Manage Organization** button to open the organization management page
3. Click the **User Roles** tab
4. If managing permissions on an existing role, click the desired role from the left menu and then click the **Edit** button on the right. To create a new role, click the **+ Add a new role** option in the left menu



5. Scroll down to the **Receivables** section and select the desired permissions. More detail on each permission is in the following section.



6. Scroll back up to click the **Save Changes** button
7. To assign a user to the created role, navigate to the **Manage Users** tab and select the desired role to the user in the right column and click the **Save** button.

Permission Detail

The following permissions are available for access to PayFabric Receivables functionality. The pages where the access will granted will be noted in referenced linked pages.

- Customer
  - Create
    - Customer Report
  - Edit
    - Customer Menu
- Invoice
  - Create
    - Invoice Report
  - Email
    - Invoice Report
    - Invoice Menu
  - Delete
    - Invoice Report
    - Invoice Menu
  - Approve
    - Invoice Report
    - Invoice Menu
- Payment
  - Create
    - Customer Menu
    - Pay Invoices

            - Prepayment
        - Edit
            - Integration
        - Delete
            - Payment Report
- AutoPay
    - Activate
        - Customer Menu
        - AutoPay
    - Edit
        - AutoPay
    - Deactivate
        - AutoPay
- Wallet
    - Create
        - Wallet
        - Review & Pay
        - AutoPay
    - Edit
        - Wallet
    - Delete
        - Wallet
- Customer User
    - Invite
        - Customer Menu
        - Users
    - Edit
        - Users
    - Deactivate
        - Users
- Integration
    - Edit
        - Integration
    - Export
        - Integration
- Data Import
    - Create
        - Data Import Report
    - Edit
        - Data Import Report
- Email
    - Send
        - E-mail Report
- Settings

- View
  - Settings
- Edit
  - Settings

Settings

The available configuration options for PayFabric Receivables are available on the Settings page, which can be accessed on the left menu of the Receivables Portal. This option will only appear in the menu for users with the Settings View or Edit Internal User Permission.

This page will feature a list the available settings on PayFabric Receivables divided into sections. All settings can only be modified if the user is assigned the Settings Edit Internal User Permission.

Company

Information

The settings on this page provide configuration options about the company, such as the company name and the address. Some of the information saved on this page will be used on e-mail templates and invoices.

Name – The name of the company to be displayed on invoices and e-mail templates.

Address Information – Contact information for the company to be displayed on invoices and e-mail templates.

Time zone – This setting is used to control the time zone of the organization for displays of dates and times throughout the site.

Portal Name – The identifying name for the customer portal. This value is not able to be modified.

Customer Portal URL – The URL customers will use to access the customer portal. This value is not able to be modified.

Style

The settings related to the look and feel of the customer portal, invoices and e-mail templates. This page provides options to upload both a small logo and a larger logo.

Customers

Setup

This page provides settings for how customers are setup from PayFabric Receivables.

Customer ID Prefix – Prefix to be used when generating the identifying reference value for new customers.

Customer ID Number Length – Length of the number for the identifying reference value for a customer. This number will be placed after the Customer ID Prefix.

Allow Customer ID Entry – Allow users to provide a custom unique value when creating a customer

Allow Create – Allow users with the Customer Create Internal User Permission to create customer records.

Allow Edit – Allow users with the Customer Edit Internal User Permission to edit customer records.

Invoices

Setup

This page provides settings for how invoices are setup on PayFabric Receivables.

Invoice ID Prefix – Prefix to be used when generating the identifying reference value for new invoices.

Invoice ID Number Length – Length of the number for the identifying reference value for an invoice. This number will be placed after the Invoice ID Prefix.

Allow Invoice ID Entry – Allow users to provide a custom unique value when creating an invoice.

Allow Create – Allow users with the Invoice Create Internal User Permission to create invoice records.

Require Approval – With this option enabled, when invoices created from the Invoice Editor are completed, they will be put into a Pending status. Invoices in a pending status can be approved from the Invoice Report page.

Allow Delete – Allow users with the Invoice Delete Internal User Permission to delete invoice records.

Types

The Invoice Types Settings page enables creation of a system to group invoices into certain categories. The following features are available to take advantage of the Invoice Types:

- New Invoice Notification E-mail – This e-mail template can be configured to only be sent for selected Invoice Types.
- Invoice Reminder E-mail – This e-mail template can be configure to only automatically be sent for certain Invoice Types.
- AutoPay – For AutoPay Templates with an amount option based on invoices, the AutoPay Template can be configured to only pay invoices of selected Invoice Types.
- Invoice Template – Each Invoice Type can be assigned to display invoices based on a selected Invoice Template.

Upon opening the Invoice Types page, a list of the available invoice types will be presented to edit the settings. To create a new Invoice Type, click the **New Invoice Type** button.

The following settings are available when configuring Invoice Types.

ID – The short identifying value for the Invoice Type.

Description – The commonly used name to describe the Invoice Type.

Default Invoice Type – The Invoice Type marked as default will automatically be selected to be used on new invoices and Invoices without an Invoice Type assigned. Only one Invoice Type can be assigned as the Default Invoice Type. If this checkbox is marked, then any existing Default Invoice Type will lose this classification.

Invoice Template – The Invoice Template to be used for displaying invoices assigned to this Invoice Type.

Invoice Template

Configuration options for the Invoice Template used when displaying invoices on PayFabric Receivables and the customer portal. Upon opening the Invoice Template, a list of the existing Invoice Templates will be presented. To create a new Invoice Template, click the **New Invoice Template** button and then select an existing template or one of the available sample templates to use as a base starting point for the template.

The following fields are available for each Invoice Template:

Name – The unique name used to describe the Invoice Template.

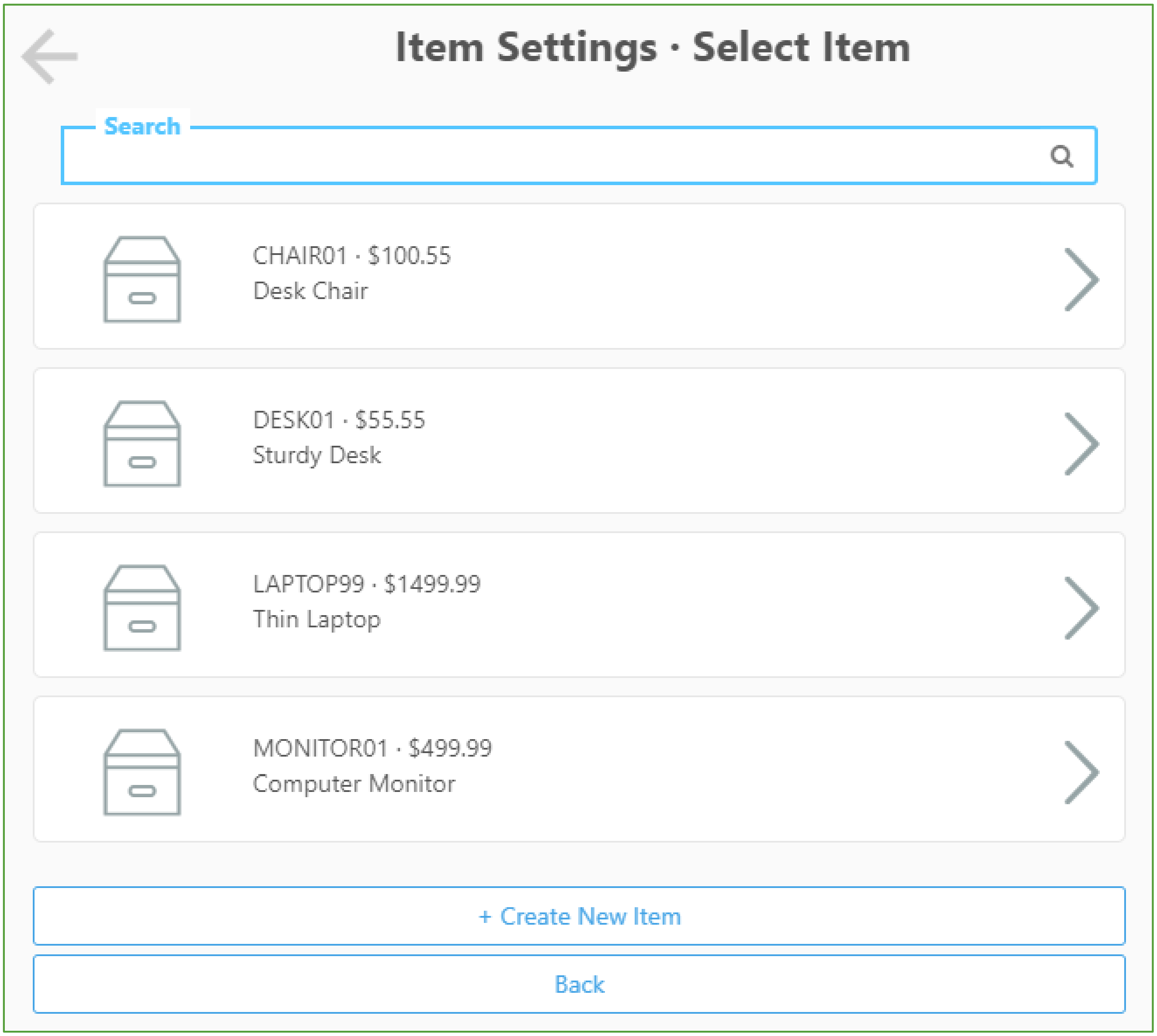
Template – This is where the design for the Invoice Template is added. Any text in the double curly brackets such as {{Customer.CustomerName}} are variables that will be replaced by the associated values when the invoice is displayed. The available variables can be found in the drop down at the top of the 'Invoice Template Body' section.

Item Grouping Field – Line Items within the Invoice Template can be put into separate groups such as when they are being shipped to different locations. The value selected in this dropdown menu will be used for the criteria when the items are being grouped together.

Test Invoice – To view a sample of how the invoice will be displayed, provide an invoice number in this field and click the **View Invoice** text.

Items

This page allows for creation and management of items that can be utilized when creating invoices from the Invoice Editor. The Search field can be utilized to search for an existing item to edit. To create a new item, click the **Create New Item** button.



The following configuration options are available when creating or editing an item.

- **ID** – Short identifying value for the item
- **Description** – Readable descriptor of the item
- **Price** – Price of one unit of the item
- **Unit of Measure** – Descriptor for each unit of the item
- **Commodity Code** – Classification code of the item

Payment Terms

Configuration options for calculation of the invoice due date and early payment discounts. The following options are available when creating or modifying payment terms.

- **Name** – Identifying value for the payment terms configuration
- **Default Payment Terms** – This will be the payment terms configuration assigned by default if a customer is not already assigned a payment terms configuration

- **Due Date** – The method to calculate the due date of the invoice
- **Discount Date** – The method to calculate the date for an early payment discount to be available
- **Discount Type** – The type of early payment discount, either a percentage or a fixed amount
- **Discount Amount** – The amount for an early payment discount.

Tables

Configuration options for how certain tables will be displayed when viewing customer invoice data.

Pay Invoices

- **PO Number** – Enabling this setting will allow the PO Number column to be shown in the table of invoices.

History

- **PO Number** – Enabling this setting will allow the PO Number column to be shown in the document history table.

Payments

Transaction Processing

This page allows for configuration of how payments are processed. Separate settings can be configured for each available currency.

Currency Code – The code used by an integrated system to identify the currency

Short Name – The 3 character value for the currency, this value is sent when processing transactions to identify the currency.

Long Name – The full name of the currency to be displayed to users.

Symbol – The symbol to identify the currency.

Functional Currency – The main currency the business operates in. This option will be disabled for the current functional currency.

Transaction Detail – The amount of information to be sent during transactions which may impact the transaction processing rate.

Level 2 Simple – Only send limited transaction detail for the fastest processing time

Level 3 Summary – Summarize invoices into single lines to faster processing time

Level 3 Detailed – Sends full item detail from invoices when available

Credit Card Gateway Account Profile – The Gateway Account Profile to be used for credit card transactions in this currency.

eCheck Gateway Account Profile – The Gateway Account Profile to be used for eCheck transactions in this currency.

Payment ID Prefix – The prefix to be used for the identifier for payments made on PayFabric Receivables

Payment ID Number Length – The number to follow the prefix to be used as the identifier for payments made on PayFabric Receivables

Tender Type Settings – Additional settings for the integration of payments. Each of these settings are separated by the payment card or tender type.

Back Office Identifier – The identifier to be used for identifying the payment method in integrating system

Batch Prefix – The prefix to be used as the batch number to help organize the payments made on PayFabric Receivables, the prefix will be followed by the date in a YYYYMMDD format

Batch Cutoff Time – The time for the date that follows the batch prefix to cutover to the next day. The time is based on the configured time zone setting in a 24 hour format.

Preferences

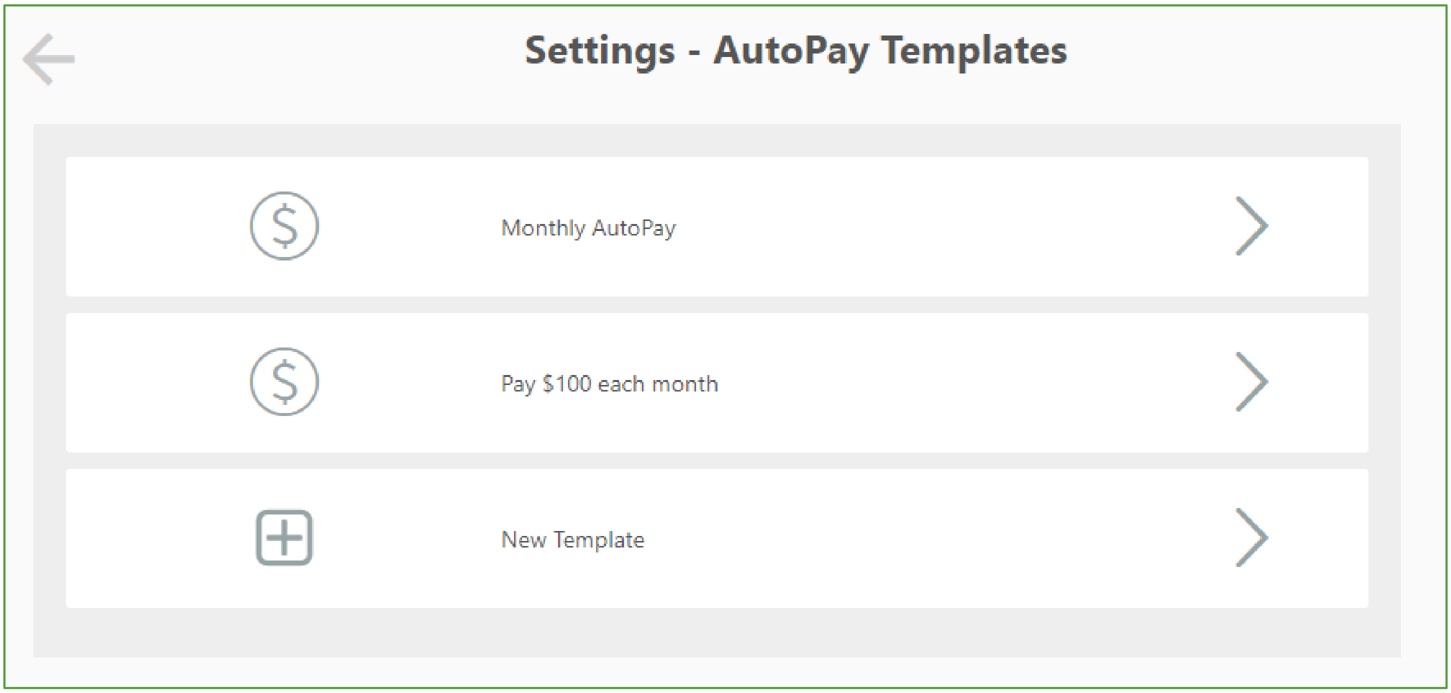
Additional configurations for controlling how payments occur. These settings take effect for payments regardless of currency.

- **Partial Payments** – Enabling this option will allow for users to enter their own payment amount when paying invoices rather than requiring that the remaining balance of an invoice be paid in a single payment.
- **Prepayment** – Enabling this option will allow the user to make a prepayment that is not associated to any invoices. The Prepayment option is also available to be added onto a current payment for invoices.
- **Create Payment Records** – Enabling this option will allow internal users to create payment records that are not associated to electronic transactions such as recording a payment for a received paper check.
- **Apply Credits** – Enabling this option will allow users to apply outstanding credits to outstanding invoices.
- **Auto Apply Credits** – This option will only be displayed if Apply Credits is enabled. Enabling this option will automatically apply a customer's credit balance to their invoices when available during a payment.
- **AutoPay Customer Access** – Allows customer users to access activate and manage their AutoPay preferences.
- **Delete Payments** – Enabling this option will allow for payments to be deleted from the Payment Report.

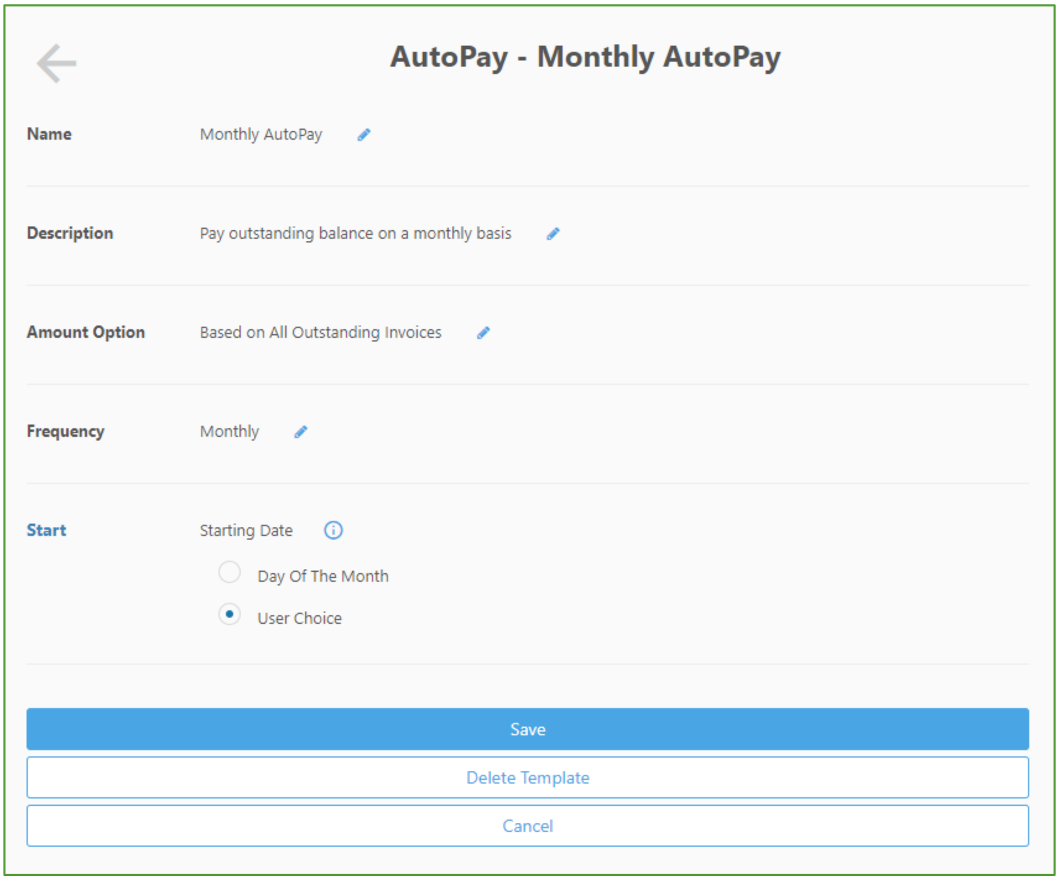
AutoPay Templates

AutoPay Templates enable the organization to setup the AutoPay configuration that will be available to be setup for the customers. Multiple templates can be configured to allow for multiple AutoPay options to be available. To see how to setup AutoPay for a customer, view the AutoPay section.

To create a new template, click the New Template option in the list of AutoPay Templates. To modify an existing template, select the desired template from the list.



After selecting a new or existing AutoPay template, the template settings pane will be displayed.



The following settings are available:

Name – The name used to identify the AutoPay template, if multiple templates are created, the name of the template will be displayed when setting the AutoPay configuration for the customer.

Description – A description for the settings of the AutoPay Template. This description should describe how the AutoPay settings will function so the user can understand when they are setting up the customer's AutoPay

Amount – This setting will control how much the automatic payment will be. The following options are available:

- Based on All Outstanding Invoices – The amount of the automatic payment will be set to be equal the amount of the currently outstanding invoices. If no outstanding invoices are available, no automatic payment will be processed and AutoPay will skip to the next cycle.
- Based on Past Due Invoices – The amount of the automatic payment will be set to be equal to the amount of the currently past due invoices. If no past due invoices are available, no automatic payment will be processed and the AutoPay will skip to the next cycle.
- Fixed Amount – The amount of the automatic payment will be set to a specified amount. With this selection there are multiple options available:

- Preselected – The amount will be preconfigured on the AutoPay Template.
- User Choice – The user setting up AutoPay will be able to configure the amount while setting up the customer's AutoPay.

Invoices – This setting will allow AutoPay to only include specific Invoice Types to be include during the calculation of the amount. This option is only available if the Amount Option is set to either Based on All Outstanding Invoices or Base on Past Due Invoices.

Apply Credits – This setting will result in any outstanding credits on the customer account to be applied to invoices before attempting to process the automatic payment. This option is not available if the Amount option is set to Fixed Amount.

Frequency – This setting will control how often the customer's AutoPay will run.

Start – This setting will control when the AutoPay will start. The following options are available:

- Day of the Month – This option will be available if the Annual, Quarterly or Monthly frequencies are selected. A specific day can be selected for all automatic payments to be processed on that day. If a day is selected that is not available in that month, (31 in the month of February) then the automatic payment will run on the last day of the month.
- Next Day – This option will be available if the Daily frequency is selected. This will set the AutoPay to start the next available day.
- User Choice – This option will allow the user to determine the start day for the AutoPay to run.

Save Button – Saves the AutoPay template and makes the template available for selection.

Delete Button – Deletes the AutoPay template. If all AutoPay templates are deleted, the AutoPay option will no longer be available.

Integration

Security

Information used for utilizing the PayFabric the PayFabric Receivables API

Integration Method – The Integration method should be set based on the method of integration that will be used to retrieve records from PayFabric Receivables.

- API – The integrating application will check PayFabric Receivables regularly to retrieve records to be integrated.
- Notification – The integrating application will be notified by PayFabric Receivables of new records to be integrated.
- File – The integration with PayFabric Receivables will be through exporting completed payments using a file download from the Integration report page.

Integration Key – The security key used when integrating data using the PayFabric Receivables API.

Integration Method – The additional security value used when integrating data using the PayFabric Receivables API. If this value were to be compromised, click the 'Reset Integration Key Password' button to reset this value. Resetting this value will break any existing API integrations to PayFabric Receivables until the password is updated in the integrating application.

Pass-Through Authentication

For companies with an established portal or website for customers that maintain login credentials, the option of Pass-Through Authentication is available to allow customers to be passed from the companies' originating portal into PayFabric Receivables without having to login again. For more information on setting up Pass-Through Authentication, see the instructional documentation on GitHub.

- https://github.com/PayFabric/APIs/blob/master/Receivables/PassThroughAuthentication.md

These settings provide additional controls for Pass-Through Authentication to help the customer who has passed through into PayFabric Receivables to return to the originating portal.

Originating Portal Name – The common name for the originating portal. When a user is passed into the customer portal through Pass-Through Authentication, this name will appear in the menu to help the user get back to the originating portal.

Originating Portal URL – This would be the main web address of the originating portal. The URL put in this setting will serve two functions:

- Any user accessing the customer portal login page will automatically be redirected to the Originating Portal URL.
- When a user is passed into the customer portal through Pass-Through Authentication, an option to direct the user back to the originating portal will appear in the menu. Clicking this option will send the user to the Originating Portal URL.

Logout URL – The URL put in this setting will be used to redirect the user to another page when they click the logout button in the customer portal.

Data Types

The settings on this page provide the ability to configure which types of data will be available to be integrated to other systems. The following data types are available for integration:

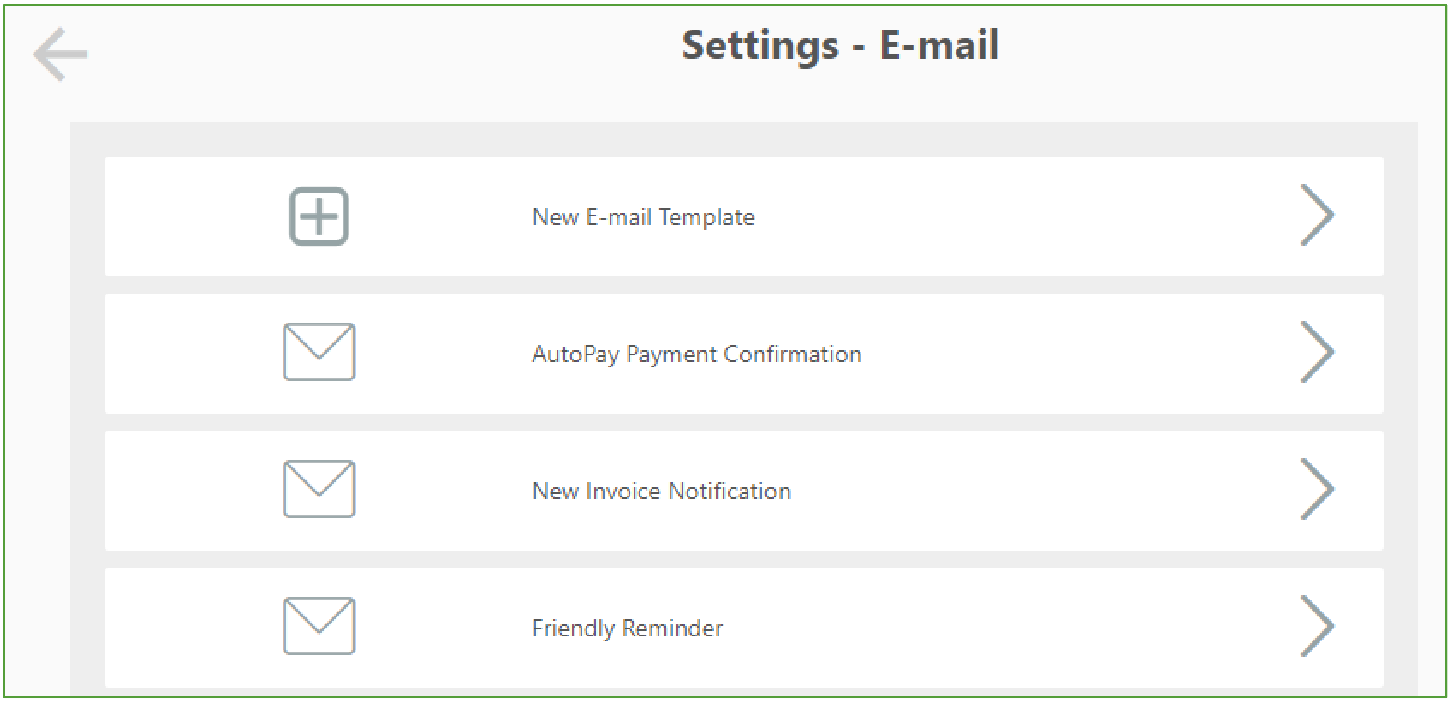
- New Customers – Customer records created from the Customer Editor.
- New Invoices – Invoice records created from the Invoice Editor that are approved and completed.
- New Payments – Payment records created in PayFabric Receivables.
- Surcharge Records – The invoice record related for credit card surcharges applied during payments.

- Application – The record of the event of payments applied to invoices.

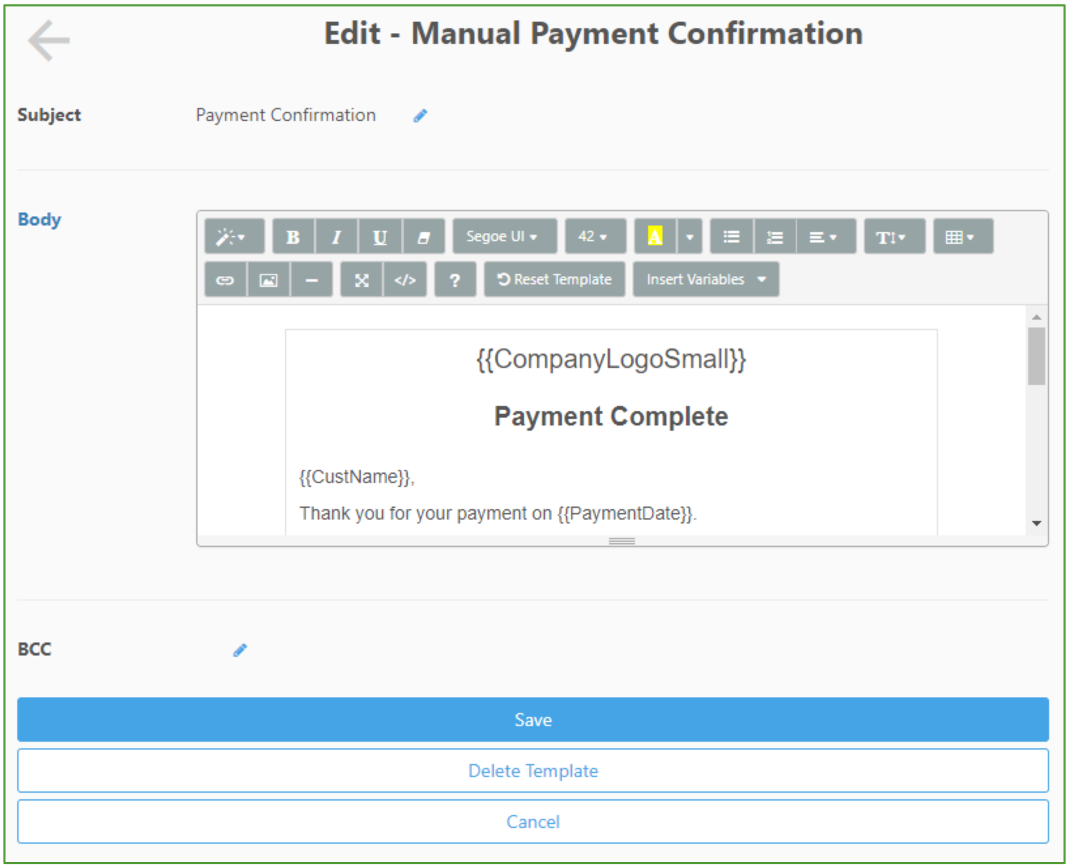
E-mail

Templates

The E-mail templates page displays the currently enabled e-mail templates. To create a new e-mail template, click the **New E-mail Template** card and select the desired e-mail template to be created. To modify or disable an existing e-mail template, click the card relating to the existing configured template.



The following configuration options are available on all e-mail templates. To modify a setting on the e-mail template, click the edit pencil icon next to the desired setting to be modified.



Subject – The text in this field will be used as the subject line for the e-mail

Body of E-mail – This section will contain the text editor for the e-mail body.

- Any text in the double curly brackets such as {{CustName}} are variables that will be replaced by the associated values when the e-mail is sent out. To see the list of available variables for the e-mail template, click the **Insert Variables** dropdown menu in the e-mail editor.
- The **Reset Template** button in the e-mail can be used to reset the template to the default version.

BCC – The e-mail addresses put in this field will be blind copied whenever the e-mail that uses this template is sent. Multiple e-mail addresses can be separated by a semicolon.

User Registration E-mail

This e-mail is used to allow a user to register for the Customer Portal.

- The **Delivery** setting provides the options to allow this e-mail to also be sent during the import of a new customer with an e-mail address to PayFabric Receivables.
- This e-mail can contain a link to allow the user to easily register for the customer portal by simply providing their desired username and password on the Registration page.

User Registration Complete E-mail

This welcome e-mail is sent to the user when they register for the Customer Portal.

New Invoice Notification E-mail

This e-mail is sent to the customer when a new invoice with an open balance is imported to PayFabric Receivables.

- The **Attachment** setting provides an option to allow for a PDF version of the invoice to be attached to the e-mail template.
- The **Invoices** setting will restrict this e-mail to only being sent for specific Invoice Types.
- This e-mail can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal.
- This e-mail also has the functionality to conditionally contain a link to allow the user to easily register for the customer portal by simply providing their desired username and password on the Registration page. This link would only be displayed if the customer associated to the invoice does not have a login to the customer portal.

Invoice Reminder E-mail

This e-mail can be sent to a customer to remind them to pay an existing invoice. This e-mail can be manually sent or be scheduled to be sent automatically. Up to 10 different versions of this e-mail can be configured to allow for different messaging options based on the current state of the invoice.

- The **Name** setting should be set to value that can be used to identify this e-mail.
- The **Schedule** setting has the following options to determine when this e-mail will be sent
    - Send Manually – With this option, the reminder would be sent manually from the Invoice Report page.
    - After Posting Date – This e-mail will be sent a configurable number of days after the invoice posting date.
    - Before Past Due Date – This e-mail will be sent a configurable number of days before the past due date.
    - On Past Due Date – This e-mail will be sent on the past due date.
    - After Past Due Date – This e-mail will be sent a configurable number of days after the past due date.
- The **Invoices** setting will restrict this e-mail to only being sent for specific Invoice Types. This option will only appear if the Schedule setting is not set to Send Manually.
- The **Attachment** setting provides an option to allow for a PDF version of the invoice to be attached to the e-mail template.
- This e-mail can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal.
- This e-mail also has the functionality to conditionally contain a link to allow the user to easily register for the customer portal by simply providing their desired username and password on the Registration page. This link would only be displayed if the customer associated to the invoice does not have a login to the customer portal.

Manual Payment Confirmation E-mail

This e-mail is sent to the customer when a payment is completed for the customer account. The payment can be made by an internal user or the customer.

AutoPay Payment Confirmation E-mail

This e-mail is sent to the customer when an AutoPay payment is successfully processed.

AutoPay Payment Declined E-mail

This e-mail is sent to the customer when an AutoPay payment is declined.

Credit Application Confirmation E-mail

This e-mail is sent to the customer when a credit is applied to invoices outside of a payment transaction. The application event can be triggered by AutoPay, an internal user or the customer.

Reset Password Request E-mail

This e-mail is sent to the customer when they request to reset their password from the Forgot Password page.

Reset Password Confirmation E-mail

This e-mail is sent to the customer user to notify them after their password has been reset.

User Name Request E-mail

This e-mail is sent to the customer when they request for their user name from the Forgot User Name page.

Receivables Portal

Dashboard

The Dashboard page will provide a high level summary of the data within PayFabric Receivables service.

Dashboard Tiles

The tiles on the Dashboard page will display various data such as amounts of invoices and payments. These values are based on the current data in PayFabric Receivables.

Dashboard Insights

The Insights section will display changes that have occurred over a period of time. The available time ranges can be viewed from the dropdown menu in the upper right corner. The available options will increase as more data is available.

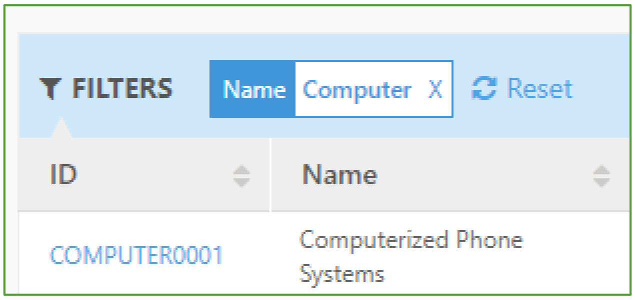
This section will only display two days after PayFabric Receivables has been activated as there would be not enough historical data.

All Report Pages

The following actions are available on the PayFabric Receivables Reports Pages

Filtering

Clicking the **Filter** button will open the filters menu. From this menu, the available filters can be applied to remove records from the table to do not meet the filter criteria. After a filter is applied, it will be displayed in the 'FILTERS' section at the top of the table. A single filter can be removed by clicking the 'X' icon next to the filter or all filters can be cleared by clicking the 'Reset' button.



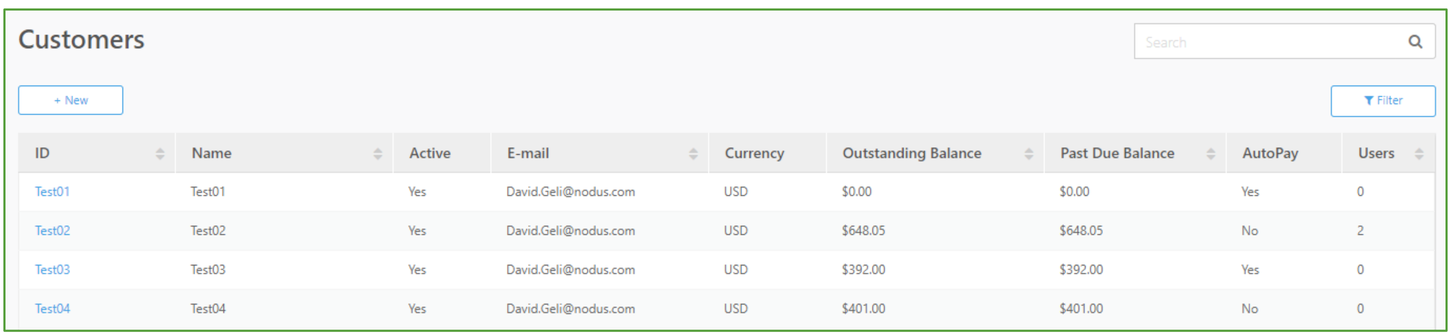
Sorting

By clicking the column header in certain columns, the data in the columns can be sorted.

Customers

Customer Report

The Customer Report displays a list of the customers for the organization. The Search box in the upper right corner provides the ability to quickly search the records in the table based on ID, Name and E-mail.



Create a new customer

To create a new customer, click the **New** button to open the Customer Editor. This button will only appear if the following conditions are true:

- The Allow Create setting is enabled from the Customer Setup settings page.
- The user has the Customer Create Internal User Permission assigned.

Customer Menu

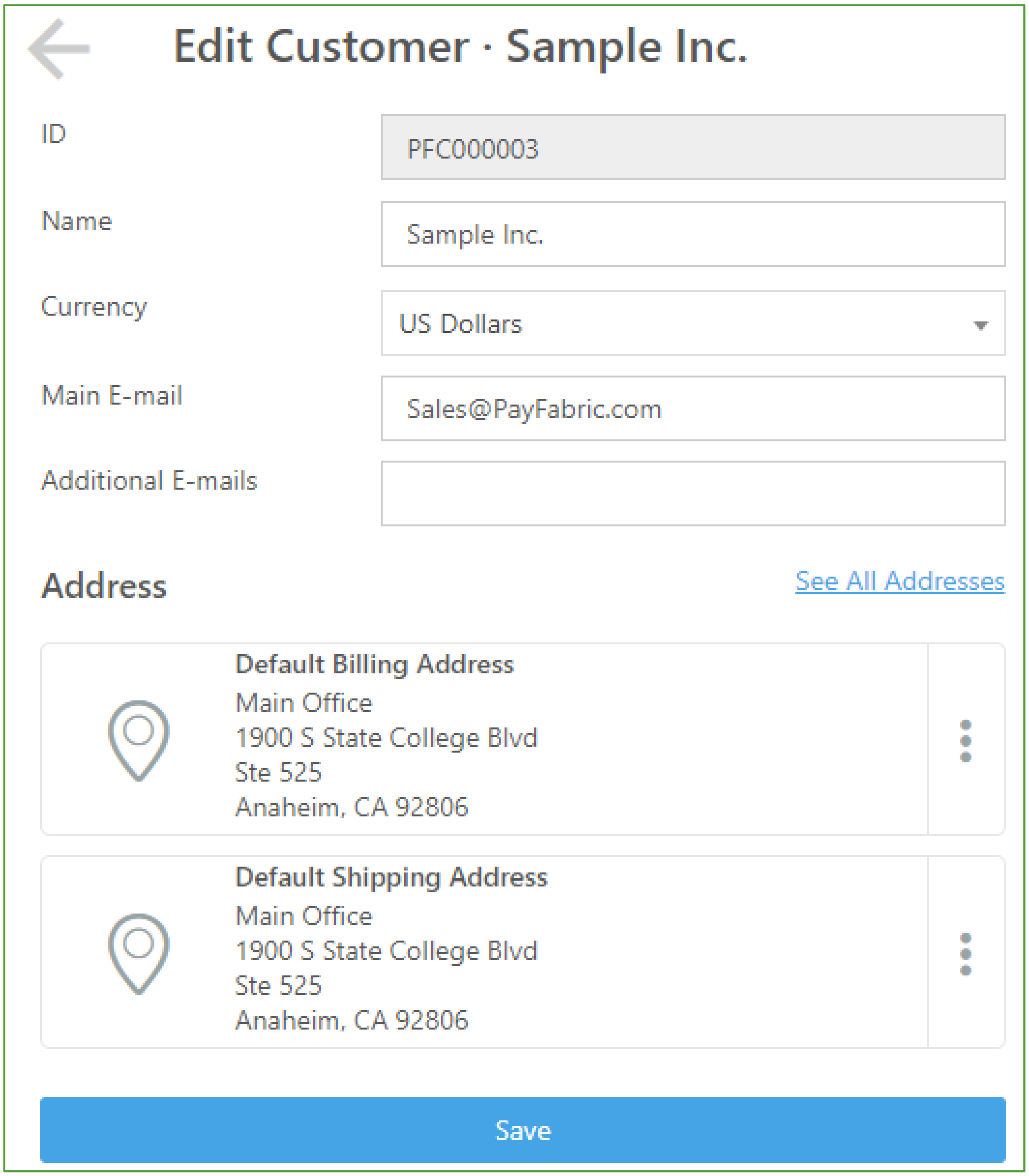
Clicking on the Customer ID value in the table will provide more functions to view and work with the customer account including the ability to pay the customer's invoices.

- Edit

        - Opens the Customer Editor page for the selected customer.
        - This option will only appear if both of the following conditions are true:
            - The Allow Edit setting is enabled from the Customer Setup settings page.
            - The user has the Customer Edit Internal User Permission assigned.
        - If either of these conditions are not true, a View button will be displayed instead. Clicking this option will open the Customer Editor in a view only mode.
    - Pay Invoices
        - Opens the Pay Invoices page for the selected customer.
        - If the user does not have the Payment Create Internal User Permission, this option will be displayed as Outstanding Invoices and the user can only view the outstanding invoices and not make a payment.
    - AutoPay
        - Opens the AutoPay page for the selected customer.
        - This option will only appear if one the following conditions are true:
            - At least one AutoPay Template is configured, the user has the AutoPay Activate Internal User Permission and the customer does not have AutoPay activated for their account.
            - The customer has already AutoPay activated for their account.
    - Prepayment
        - Opens the Review & Pay Page for a Prepayment for the selected customer.
        - This option will only appear if both the following conditions are true:
            - The user has the Payment Create Internal User Permission.
            - The Prepayment option is abled in the Payment Preferences settings.
    - History
        - Opens the History page for the selected customer.
    - Wallet
        - Opens the Wallet page for the selected customer.
    - Users
        - Opens the Users page for the selected customer.
        - This option will appear if one of the following conditions are true:
            - The user has the User Invite Internal User Permission
            - There is at least one customer portal user associated to the selected customer account

Customer Editor

The Customer Editor page enables a user to create, edit and view customer records.



The following fields are available on this page:

- ID – This value will be the identifying value for the customer record.
    - By default this value will be set based on the Customer ID Prefix and the Customer ID Number Length settings in the Customer Setup settings page.
    - This setting will be enabled to be modified if the Allow Customer ID Entry setting is enabled in the Customer Setup settings page.
- Name – The readable name of the customer.
- Currency – The default currency used by the customer for invoices.
- Main E-mail – The e-mail address of the primary contact for the customer account. This e-mail address will be used as the main contact for e-mail notifications.
- Additional E-mails – Additional e-mail address to be copied on e-mail notifications.
- Payment Terms – Default payment terms to be assigned when creating invoices from the Invoice Editor. The list of options is populated based on the Payment Terms settings.

Creating a new customer address

To create a new customer address for a customer without a saved Billing or Shipping address, click the **Add New Address** button on the Customer Editor. If the customer already has a saved Billing and Shipping address, click the See All Addresses button to navigate to the page where the Add New Address button will be available.

Editing an existing customer address

To Edit details of a saved address, click the address card or the ⁝ icon next to the address card and select the **Edit Address** option to open the Edit Address page.

Deleting a customer address

Follow the directions above to access the Edit Address page and click the **Delete** button at the bottom of the page while viewing the desired address.

Change the default Billing or Shipping Address on a customer account

There are two ways to update the default billing or shipping address on a customer account.

- Create or Edit a customer address and mark the checkbox for Default Billing Address or Default Shipping Address to make the selected address the new default option
- On the Default Billing Address or Default Shipping Address card, click the ⁝ icon to locate the option to Change Default Billing/Shipping Address. Then select the desired address to be the new default option

Deactivating a customer account

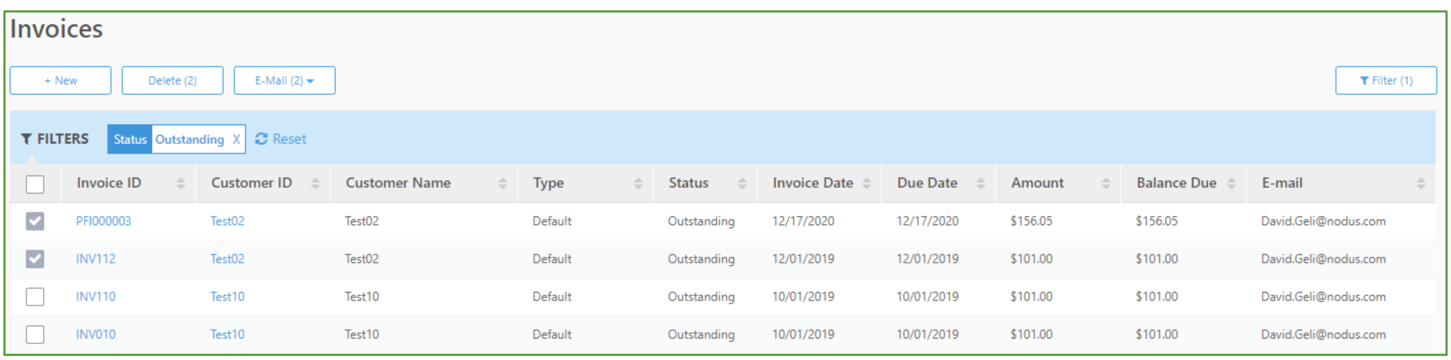
Open the desired customer account in the customer editor and click the **Deactivate** button. Deactivated customers do not show up to be selected when creating new invoices.

Invoices

Invoice Report

The Invoice report displays a list of invoices available on PayFabric Receivables. The Invoice ID value can be clicked to view the details of the invoice. When the report is initially loaded, a filter will be applied to display the outstanding invoices.

Selecting a Customer ID value in the table will open the Customer Menu for the selected customer.



Invoices

+ New | Delete (2) | E-Mail (2) | Filter (1)

FILTERS Status Outstanding X Reset

	Invoice ID	Customer ID	Customer Name	Type	Status	Invoice Date	Due Date	Amount	Balance Due	E-mail
☑	PFI000003	Test02	Test02	Default	Outstanding	12/17/2020	12/17/2020	$156.05	$156.05	David.Geli@nodus.com
☑	INV112	Test02	Test02	Default	Outstanding	12/01/2019	12/01/2019	$101.00	$101.00	David.Geli@nodus.com
☐	INV110	Test10	Test10	Default	Outstanding	10/01/2019	10/01/2019	$101.00	$101.00	David.Geli@nodus.com
☐	INV010	Test10	Test10	Default	Outstanding	10/01/2019	10/01/2019	$101.00	$101.00	David.Geli@nodus.com

Create a new Invoice

To create a new invoice, click the **New** button to open the Invoice Editor. This button will only appear if the following conditions are true:

- The Allow Create setting is enabled from the Invoice Setup settings page.
- The user has the Invoice Create Internal User Permission assigned.

Send an Invoice Reminder

- If Invoice Reminder e-mail templates are configured to be sent manually, by marking outstanding invoices, the **E-mail** option will be displayed. If more than one Invoice Reminder e-mail template is configured, clicking this button will open a menu to allow the user to select the Invoice Reminder e-mail template to be used.
  - If one invoice is selected, the user will be able to view and edit the content of the e-mail before it is sent.
  - If multiple invoices are selected, the Invoice Reminder will be automatically sent the e-mail addresses associated to the invoice.
  - The E-mail option will only appear of the user has the Invoice Email Internal User Permission.

Delete Multiple Invoices

- By marking invoices, the **Delete** option will be available to delete invoices from PayFabric Receivables.
  - Deleting invoices is not a reversible action so please take caution in removing invoices from the system.
  - The Delete option will only appear if the user has the Invoice Delete Internal User Permission assigned.

Approve or Reject a Pending Invoice

- If the Require Approval option is enabled from the Invoice Setup setting page, when invoices are completed on the Invoice Editor, they will be placed in a Pending status and require approval before they are sent to customers and made available on the customer portal. By marking invoices, the **Approve** or **Reject** options will be available to update the invoice status accordingly.
  - Approving an invoice will potentially trigger the New Invoice Notification e-mail if configured and make the invoice available on the customer portal.
  - Rejecting the invoice will return the invoice to an incomplete status so it can be updated on the Invoice Editor.
  - The Approve and Reject options will only appear if the user has the Invoice Approve Internal User Permission assigned.

Invoice Menu

Clicking on the Invoice ID value in the table will provide more functions to view and work with the selected invoice

- View
  - Opens a page to show the selected invoice.

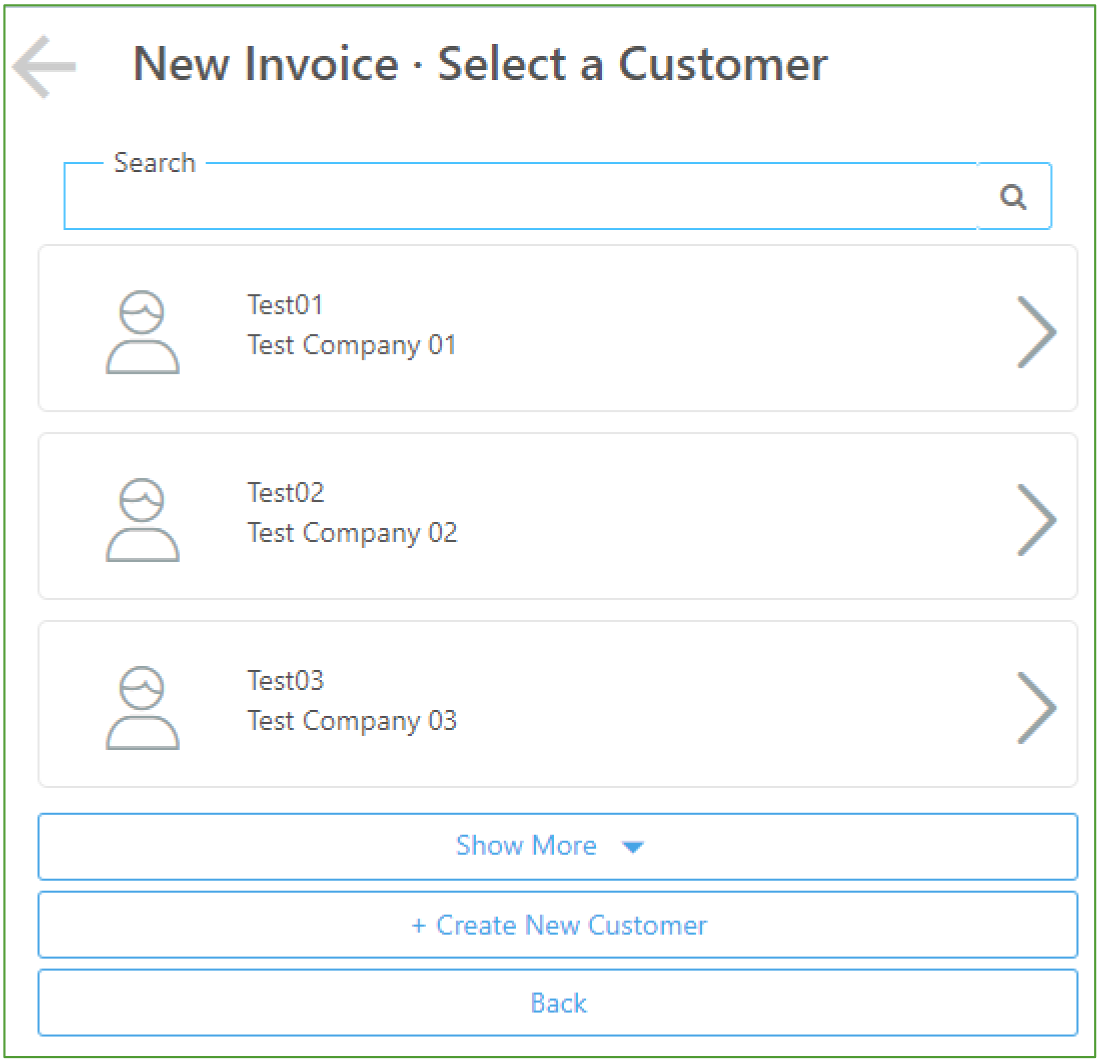
- Edit
  - Opens the Invoice Editor page for the selected invoice.
  - This option will only be displayed if the following conditions are true:
    - The invoice is in an Incomplete Status
    - The Allow Create setting is enabled from the Invoice Setup settings page.
    - The user has the Invoice Create Internal User Permission assigned.
- Approve
  - Moves the pending invoice to an Outstanding status.
    - Approving an invoice will potentially trigger the New Invoice Notification e-mail if configured and make the invoice available on the customer portal.
  - This option will only be displayed if the following conditions are true:
    - The invoice is in a Pending Status
    - The user has the Invoice Approve Internal User Permission assigned.
  -
- Reject
  - Returns the invoice to an incomplete status so it can be updated on the Invoice Editor.
  - This option will only be displayed if the following conditions are true:
    - The invoice is in a Pending Status
    - The user has the Invoice Approve Internal User Permission assigned.
- E-mail
  - Opens a page to allow the user to send an invoice reminder for the selected invoice.
  - This option will only be displayed if Invoice Reminder e-mail templates are configured to be sent manually and the user has the Invoice Email Internal User Permission assigned.
  - If more than one Invoice Reminder e-mail template is configured, clicking this option will open a menu to allow the user to select the Invoice Reminder e-mail template to be used.
- Delete
  - Deletes the selected invoice from PayFabric Receivables
    - Deleting invoices is not a reversible action so please take caution in removing invoices from the system.
  - This option will only appear if the user has the Invoice Delete Internal User Permission assigned.

Invoice Editor

The Invoice Editor page enables a user to create new invoices. While invoices are being created they will be saved in an incomplete status.

Select a Customer Record

Before an invoice can be created, a customer record must be selected first. The Search field at the top of the page can be used to quickly locate the desired customer record.



To create a new customer, click the **Create New Customer** button to open the Customer Editor. This button will only be displayed if the following conditions are true:

- The Allow Create setting is enabled from the Customer Setup settings page.
- The user has the Customer Create Internal User Permission assigned.

Invoice Fields

The following fields are available to be entered onto the Invoice

- ID – Identifier value for the invoice
  - By default this value will be set based on the Invoice ID Prefix and the Invoice ID Number Length settings in the Invoice Setup settings page.
  - This setting will be enabled to be modified if the Allow Invoice ID Entry setting is enabled in the Invoice Setup settings page.
- Type – The classification for the type of invoice. This menu is populated based on the existing Invoice Types that have been configured.
- Currency – Currency of the invoice
- PO Number – Purchase Order number of the invoice

- Invoice Date – The date to recognize the invoice as outstanding
- E-mail – The e-mail address of the desired recipient of e-mail communication regarding this invoice such as the New Invoice Notification and Invoice Reminders.
- Additional E-mails – Any additional e-mail addresses that are to receive the e-mail communication regarding this invoice.
- Comment – This field is used to add an additional comment regarding this invoice.
- Freight – Additional amount to be applied to the invoice for freight adjustments.
- Miscellaneous – Additional amount to be applied to the invoice for other adjustments.
- Discount – A discount amount applied to the invoice to reduce the invoice total. This value must be a negative number.

Adding Payment Terms to an Invoice

The Payment Terms card will automatically be populated with the customer's assigned payment terms. If the customer does not have any assigned payment terms, the default payment terms will be assigned. Based on the payment terms, the invoice due date and potential payment terms discounts will be applied to the invoice.

Clicking the Payment Terms card will provide the options to switch to different payment terms or configure customized payment terms for the invoice. The Custom Payment Terms option will only be available if the user is assigned the Settings Edit Internal User Permission.

Adding Address Detail to an Invoice

The address card will automatically be populated with the default billing and shipping address assigned to the customer record. If the customer is not assigned an address, the **Add Billing/Shipping Address** cards can be clicked to add address information onto the invoice. If the customer has multiple saved addresses, the ⋮ icon on the card can be clicked to view a selection of all the saved addresses on the customer record.

Adding Items to an Invoice

To add an item on the invoice, click the **Add Item** card to open the Add Item page. From this page, use the search field to search for the desired item.

If a new item needs to be created, click the **Create New Item** button to open the New Item page. This button will only be displayed if the user is assigned the Settings Edit Internal User Permission.

After an item is selected, the following attributes are available to be configured for the item.

- Description – The readable description of the item
- Unit Price – The price of one unit of the item
- Quantity – The number of the item purchased
- Markdown – A cost reduction on the item
- Tax – The amount of tax applied to the item
- Total – This value is calculated based on (Unit Price * Quantity) – Markdown + Tax

After the item attributes are set as desired, click the **Update Invoice** button to apply the item to the invoice.

Editing Items on an Invoice

To edit the details of an item after it has been applied to the invoice, click the item card to edit the details of the item. When complete, click the **Update Invoice** button to apply the updated item to the invoice.

If the item needs to be removed from the invoice, click the **Discard Item** button

Completing an Invoice

If all the data for the invoice is set as desired and the invoice is completed, click the **Complete** button. If the **Require Approval** setting is enabled from the Invoice Setup settings, the invoice will be put into a pending status requiring approval from the Invoice Report for the invoice to be available to customers. If the **Require Approval** setting is disabled from the Invoice Setup settings, the New Invoice Notification e-mail will be sent if applicable and the invoice will be available for payment on the portal.

Preview an Invoice

If it is desired to view the invoice format before completing the invoice, click the **Preview Invoice** button to see the view of how the invoice will be presented.

Saving an Incomplete Invoice

Clicking the **Save** button, the back arrow or the area to the left of the Invoice Editor will close the Invoice Editor and save the invoice in an Incomplete Status. The Invoice can be resumed by clicking the invoice record in the Invoice Report and selecting the Edit option.

Discarding an Incomplete Invoice

Click the **Discard** button to remove an incomplete invoice. This action can be done in bulk from the Invoice Report using the Delete button.

Payments

Payment Report

The Payment report displays a list of the payment, credits and returns available on PayFabric Receivables. The Payment ID value can be clicked to view the details of the payment.

Selecting a Customer ID value in the table will open the Customer Menu for the selected customer.

Payments

Filter

	Payment ID	Customer ID	Customer Name	Type	Payment Method	Date	Amount	Balance
☐	000001	Test01	Test Company 1 Inc.	Payment	Visa	09/13/2019	$1.00	$0.00
☐	000055	Test02	Test Company 2 Inc.	Payment	Visa	11/18/2019	$10.00	$0.00
☐	000056	Test02	Test Company 2 Inc.	Payment	Visa	11/18/2019	$10.00	$0.00

Delete Payment Records

To delete a payment record, mark the desired record in the left column and click the **Delete** button. The delete button will only appear if the user has the Payment Delete Internal User Permission, and the Payment Delete setting is enabled from the Payment Preferences Settings page.

View Payment Details

To view the details of a payment, click the value in the Payment ID column.

Editing Payment Details

To modify the details of a payment, click the payment to view the details, then click the pencil icon to enable editing mode. The pencil icon will only be displayed if the user has the Payment Edit Internal User Permission assigned. The Payment ID, Notes and Applied records are able to be modified in edit mode.

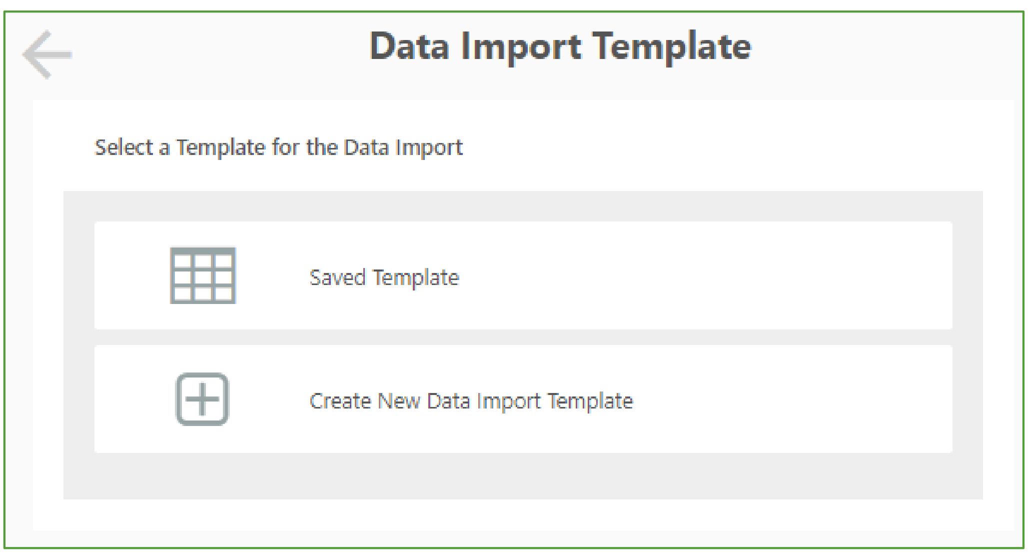
Data Import

Data Import Report

The Data Import report displays a list of the scheduled Data Import jobs. When a new set of spreadsheet data is uploaded to PayFabric Receivables, a new Data Import Job will be created.

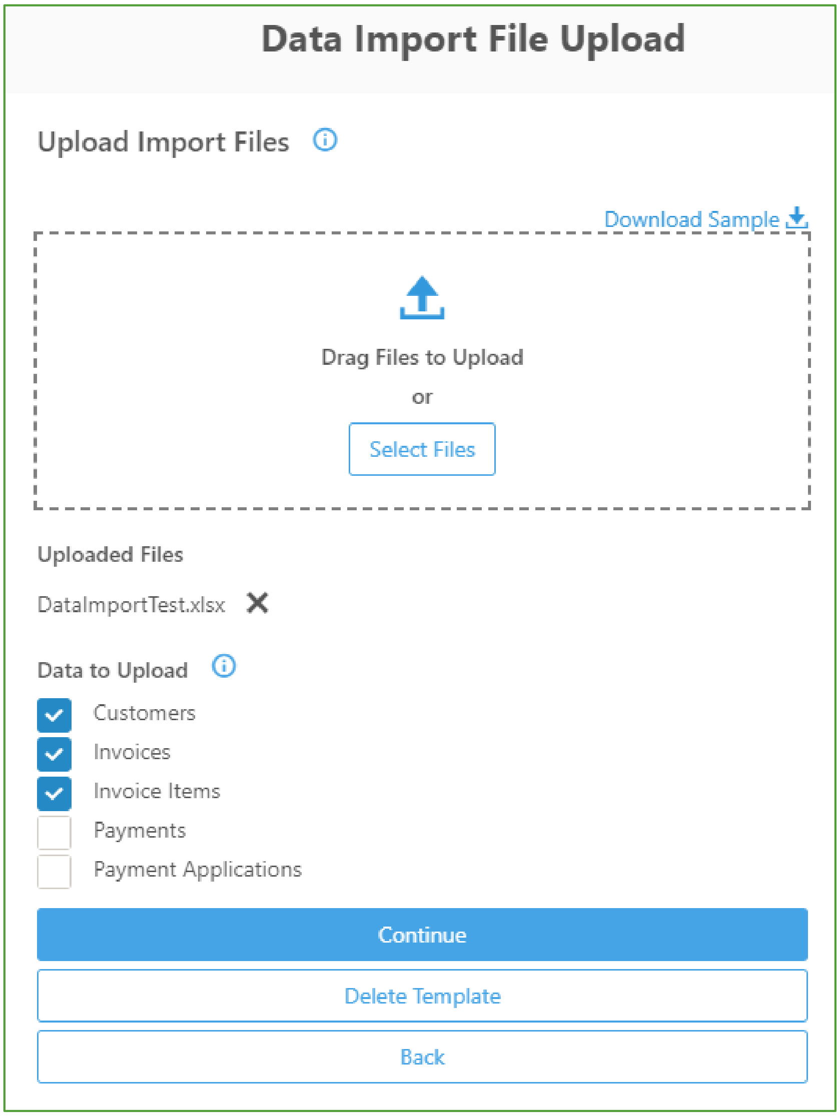
Creating a Data Import job

1. From the Data Import report page, click the **New +** button.
    a. The 'New +' option will only be displayed if the user has the Data Import Create Internal User Permission.
2. Select a template
    a. A Data Import Template is the saved configuration from a previous Data Import.
    b. If any saved Data Import Templates have already been created, it can be selected to make the future configuration much faster if using the same spreadsheet form.
    c. If creating a new data template, select the **Create New Data Import Template** option.



3. Upload Files

a. Upload the spreadsheet data using the **Select Files** button to browse to the files or by dragging the files onto the page.
    i. Supported file types for the upload are .xls, .xlsx, .csv and .tsv.
    ii. If using a saved template, to see a sample of the expected spreadsheet file, click the **Download Sample** button
b. The files will be displayed in the **Uploaded Files** section.
c. In the **Data to Upload** section, mark the checkbox for the data sets that are to be uploaded in this process. The following data sets are available to be uploaded.
    i. Customers – Data relating to new or updated customers.
    ii. Invoices – Data relating to new or updated invoices.
    iii. Invoice Items – Data relating to items that are on invoices.
    iv. Payments – Data relating to new or updated payments.
    v. Payment Application – Data relating to new or updated applications of payments to invoices.
    vi. Users – Data relating to users of the customer portal to be uploaded in bulk.
    vii. Items – Data relating to items to be used when creating invoices from PayFabric Receivables.
    viii. AutoPay – Data relating to setting up AutoPay for customer users in bulk.



4. Configure Mapping
    a. Repeat this process for each data set.
        i. Select the value from the **File** dropdown menu that contains the associated data.
        ii. If an Excel spreadsheet is selected, select the value from the **Sheet** dropdown menu that contains the associated data.
        iii. Click the **Configure Data Mapping** button to open the Data Mapping pane.
        iv. In the Data Mapping pane, map the PayFabric Receivables values on the left side with the column from the spreadsheet files on the right side. For more information on each of the data fields, please refer to the Data Import Field Descriptions Document.

https://www.nodus.com/documentation/PayFabric-Receivables-Data-Import-Field-Descriptions.pdf

        v. The bold values on the left are required. For any non-required fields, a **-Not Mapped-** option is available if the column does not exist on the spreadsheet file.

vi. When all the desired columns are mapped, click the **Save Data Mapping** button at the bottom of the Data Mapping pane.

vii. If all the required values are mapped, a green checkbox should be displayed next to the Configure Data Mapping button.

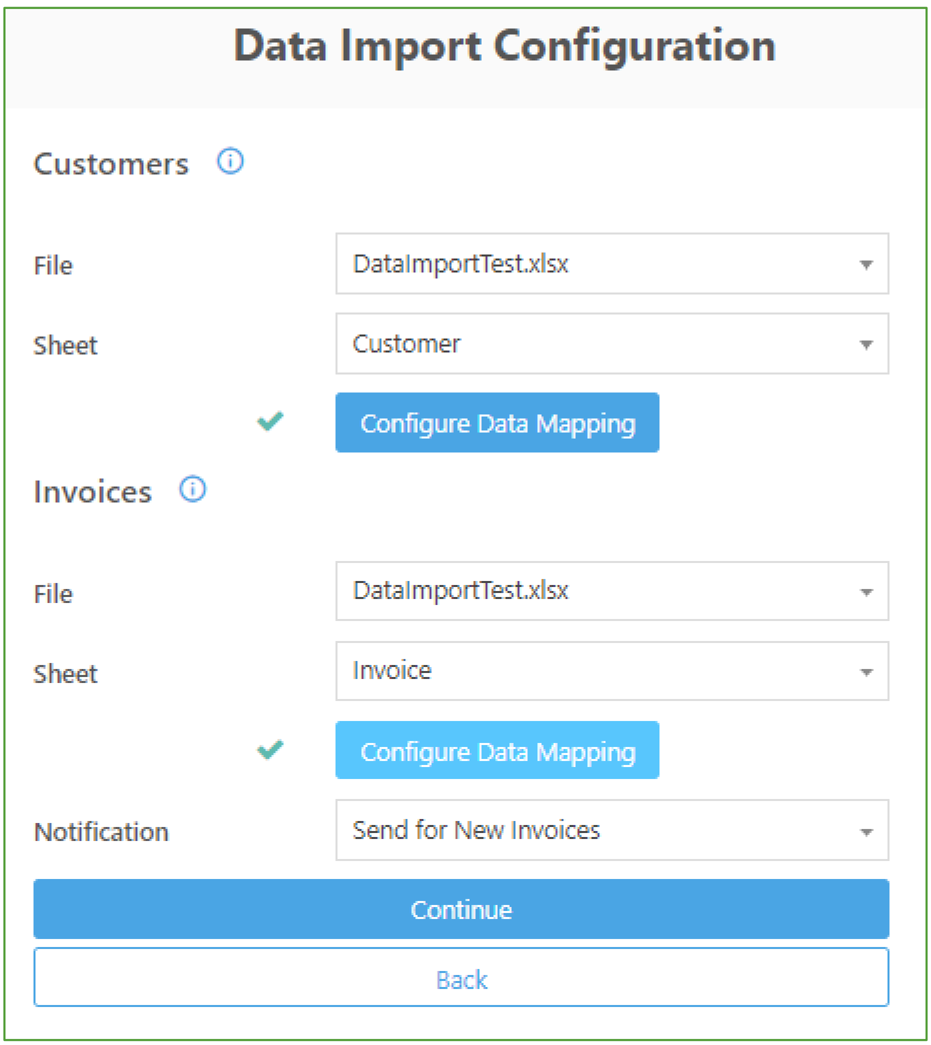
viii. For the Invoice data set, a **Notification** option is available.

1. If this option is set to **Send for New Invoices**, then the New Invoice Notification e-mail will be sent for all newly uploaded invoices.
2. If this option is set to Do Not Send, then the New Invoice Notification e-mail will not be sent for all newly uploaded invoices.

ix. For the User data set, an **Invitation** option is available.

1. If this option is set to **Send to unregistered users**, then the User Registration e-mail will be sent to users after the import is complete.
2. If this option is set to Do Not Send, then no e-mail will be sent to users after the import.

x. Continue to the next data set until all values are mapped.



5. Create Job

a. When each data set is configured as desired, click the **Continue** button.

   b. The mapping will quickly be validated to check if the data in the spreadsheet is the proper format.
      i. If there are any errors in the validation, a report of the errors can be downloaded and the errors will need to be corrected in order to proceed.
   c. If creating a new template or a saved template was modified, an option to save the template will be displayed.
   d. Once the validation is complete and the template is saved, click **Schedule Data Import** to proceed to schedule the Data Import job.
6. Verify
   a. The Data Import job will automatically run without additional intervention.
   b. To monitor the status of the job, check the Data Import report.
   c. When the **Status** of the job becomes **Complete** the data should be successfully uploaded.
   d. If there were any errors in the upload process, a **Download Report** option will appear in the **Errors** column. Any data found in the error report would not be uploaded successfully and adjustments would need to be made in order to upload the data again successfully.

Cancelling a Data Import Job

1. To cancel a Data Import job, mark a Data Import Job from the Data Import Report page.
2. Click the Cancel button that will appear upon marking the job
   a. The cancel button will only appear if the user has the Data Import Edit Internal User Permission and the job is in a Pending status.

Deleting a Data Import Template

1. To delete a saved data import template, start by navigating to the Data Import Report page.
2. Click the +New button to open the list of saved templates
3. Select the desired template to be deleted to be directed to the File Upload Page
4. At the bottom of the page, click the Delete Template button and confirm at the prompt to delete the template.

Integration

Integration Report

The Integration Report displays a list of the records to be integrated with another system such as payments completed on PayFabric Receivables.

Actions - The following actions will be available on this report

- Resubmit
  - If all marked records are in a Success, Cancelled or Failed Status, then the marked records can be enabled to be resubmitted to the integrating system.
    - This button will only be displayed if the user has the Integration Edit Internal User Permission
- Cancel

    - If all marked records are in a Pending or Failed Status, then the marked records can be cancelled from being integrated with the integrating system.
        - This button will only be displayed if the user has the Integration Edit Internal User Permission
- Export All Pending Records
    - When this option is clicked, a spreadsheet file containing all the currently pending records will be downloaded and the pending records will be changed to a Success status.
    - This option will only be displayed when all of the following conditions are true:
        - At least one pending record exists
        - The Integration Method setting from the Integration Security Settings is set to File
        - The user is assigned the Integration Export Internal User Permission
- Export Pending Records
    - When this option is clicked, a spreadsheet file containing the currently marked pending records will be downloaded and the marked pending records will be changed to a Success status.
    - This option will only be displayed when all of the following conditions are true:
        - At least one pending record is marked
        - The Integration Method setting from the Integration Security Settings is set to File
        - The user is assigned the Integration Export Internal User Permission

Record ID – Identification value for the record to be integrated. Clicking the Record ID will display the details of the record

- When a record is clicked, the following options will be available
    - Integration Details – This option will open a page to view the details of the integration such as any error message if the integration were to fail.
    - View Record – This option will open a page to view the details of a record.

Status – Integration status of the record. The following status values are available:

- Pending – The record is ready to be integrated
- Sending – The record is in progress of being integrated
- Success – The record was successfully integrated
- Failed – The record failed to be integrated
- Cancelled – The record was cancelled before being integrated

Type – The type of record to be integrated

Date – The date the record was created

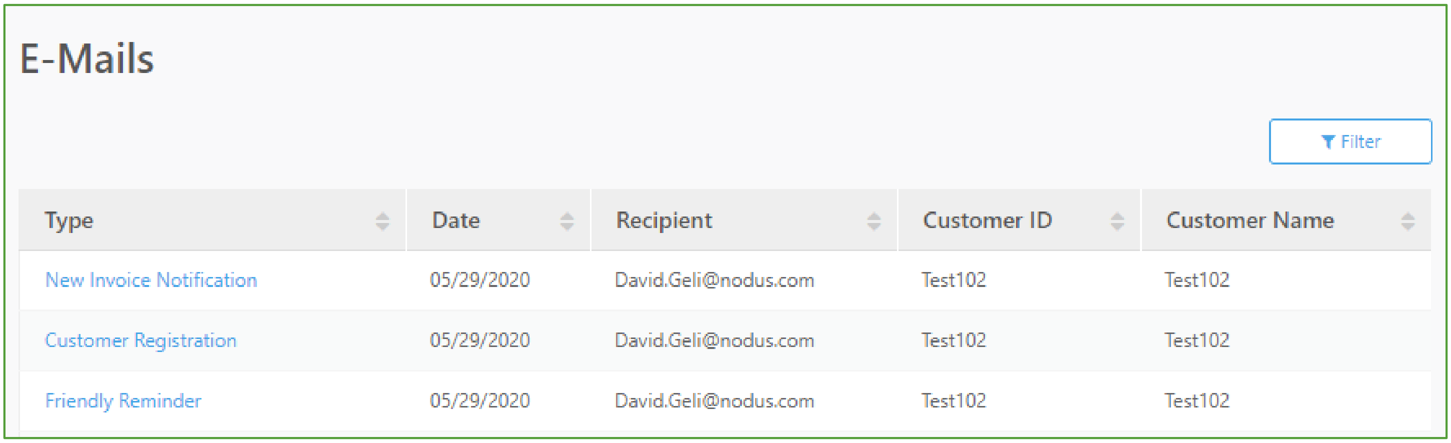
Last Attempt – The last time the record was attempted to be integrated

Failed Attempts – The number of failed attempts for the record to be integrated

E-mails

E-mail Report

The E-mail report page displays a list of all e-mails sent out to customers from PayFabric Receivables.



Clicking the value in the type column will open the view to see the full details of the e-mail including the date sent, the e-mail content and any included attachments.

Clicking a Customer ID value in the table will open the Customer Menu for the selected customer.

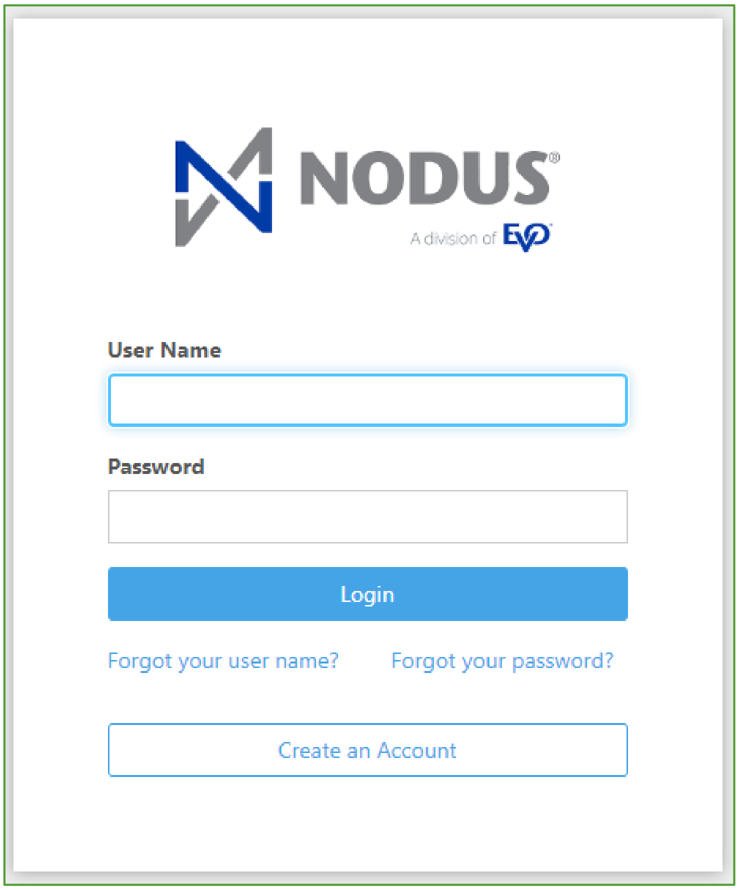
Resend a previously sent e-mail

1. From the E-mails page, click the value in the Type column for the desired e-mail to open the e-mail details.
2. Click the **Resend E-mail** button from the e-mail view to open the e-mail editor
   a. The Resent E-mail button will only appear if the user is assigned the Email Send Internal User Permission
3. After reviewing or updating the e-mail content, click the **Send E-mail** button to send the e-mail.

Customer Portal

Login

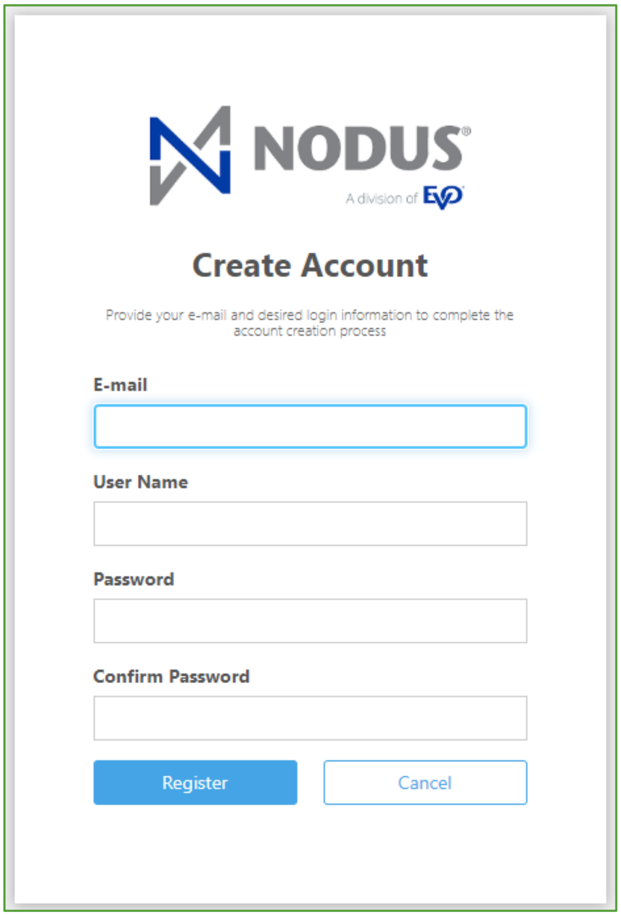
The login page is the way for customer users to access the customer portal. The URL for the customer portal can be found from the Company Information Settings page. Users with their user name and password can access the customer portal by filling out the fields and clicking the **Login** button.



Create an Account

If the customer account has an e-mail assigned, a customer user can create their own account by clicking the **Create an Account** button. The 'Create an Account' button will only appear if the User Registration e-mail has been enabled.

The user will be prompted to provide their Customer ID to begin the registration process. After providing their customer ID, the User Registration e-mail will be sent to the e-mail address associated to the customer record. From the e-mail, the customer will be able to click a link to direct them to a page to create their user name and password. If the User Registration Complete e-mail is enabled, it will be sent to the user after their account is created.



Forgot User Name

Users who have forgotten their user name can click the '**Forgot your user name?**' link to be taken to a page to request their user name be sent to them. The 'Forgot your user name?' link will only appear on the login page if the User Name Request e-mail is enabled.

After the user clicks the link, they will be taken to a page to provide their Customer ID and E-mail address. If the information is correct, the User Name Request e-mail will be sent to provide the user with their user name.

Forgot Password

Users who have forgotten their password can click the '**Forgot your password?**' link on the login page to be taken to a page to request to reset their password. The 'Forgot your password?' link will only appear on the login page if the Reset Password Request e-mail is enabled.

After the user provides their user name and clicks the **Submit** button, the Reset Password Request e-mail will be sent to the e-mail associated with their account. The user will be able to click a link in the e-mail to be taken to a page where they can reset their password.

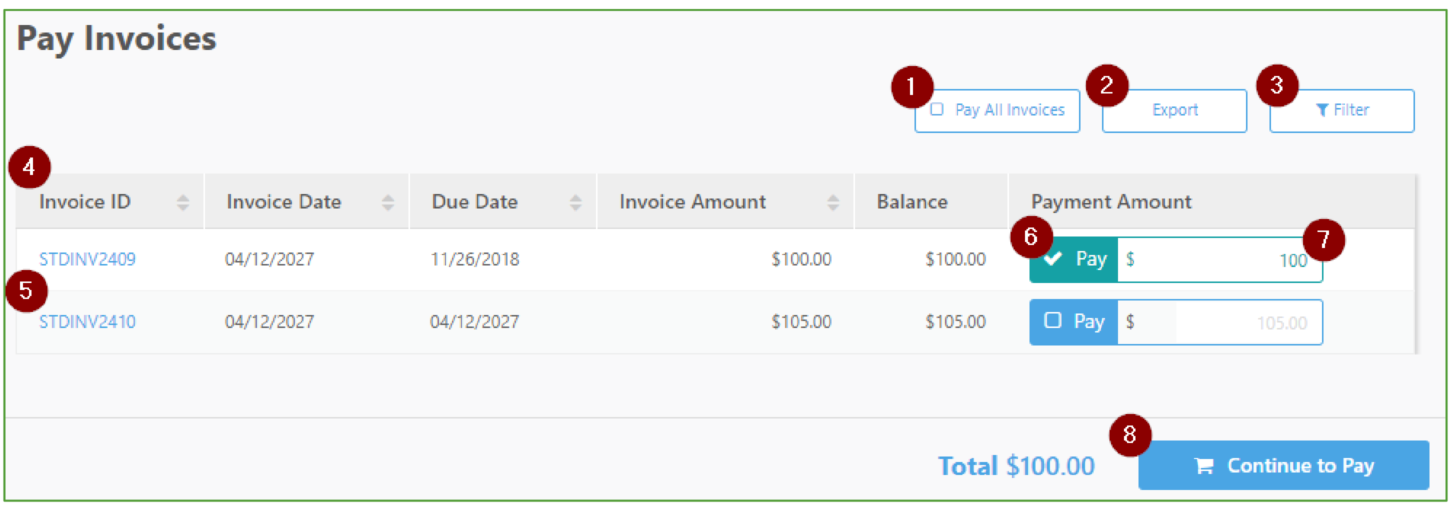
If the user has forgotten their user name, they can click the '**Forgot your user name?**' link to be begin the Forgot User Name process to retrieve their user name. The link will only appear if the User Name Request e-mail is enabled.

Pay Invoices

The Pay Invoices page will provide a list of the outstanding invoices that have an available balance to be paid.

If the user does not have the ability to make payments, then an alternate version of this page titled 'Outstanding Invoices' will be displayed without the ability to select the invoices to be paid. To make Payments, the user must have one of the following permissions:

- Customer portal users would need to be assigned to the 'View & Pay' or 'Full Access' Customer Portal User Permission.
- Internal users would need to be assigned the Payment Create Internal User Permission.



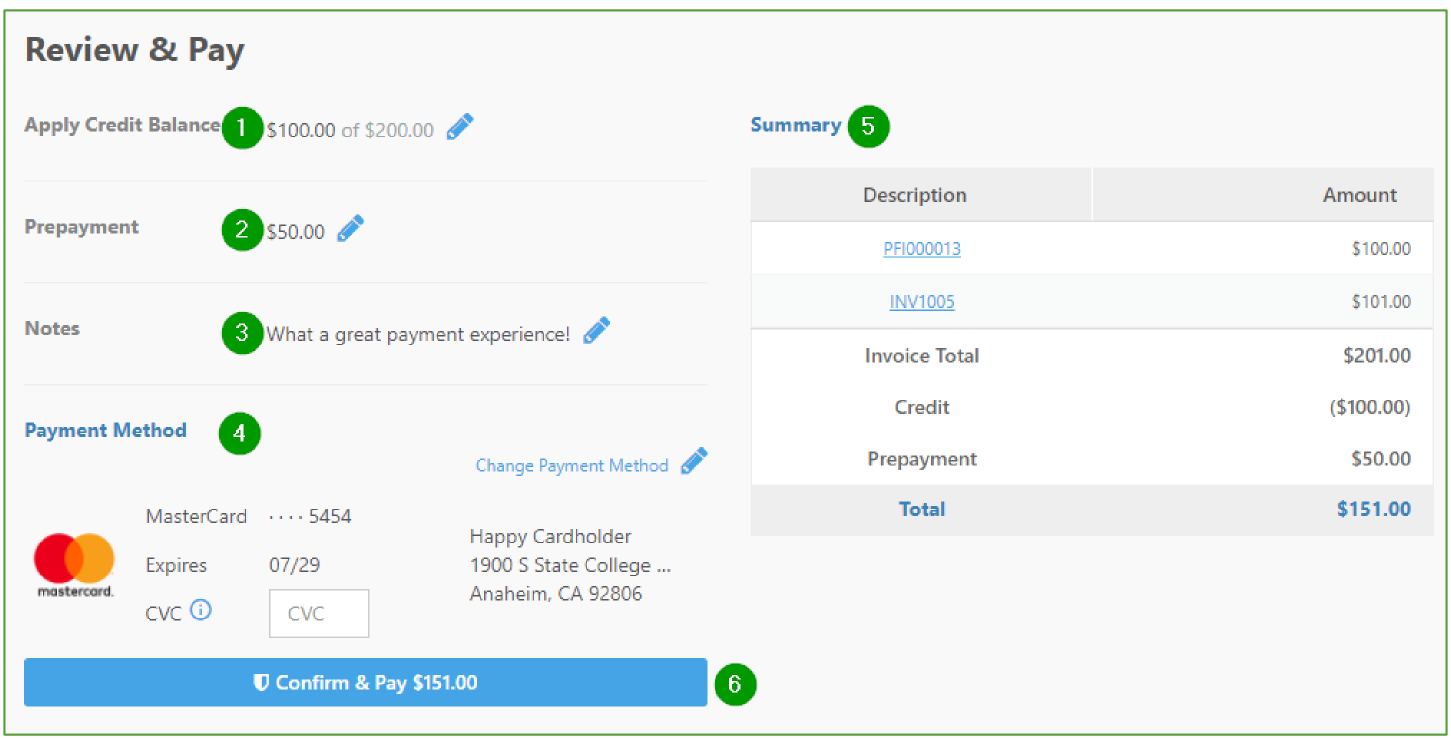
The following items are available on this page:

1. Pay All Invoices button – Clicking this button will mark all the invoices to be paid.
   a. This button will not be displayed of the customer has invoices in more than one currency.
2. Export button – Clicking this button will download a .csv file to allow the invoices to be viewed using a spreadsheet viewing software.
3. Filter button – Clicking this button will open the filter options to limit the invoices that are currently displayed on the page.

4. Invoice table – This table contains the available invoices to be paid. Clicking the arrow icon in the column header will allow for the invoices in the table to be sorted based on the selected column.
    a. The PO Number column can be added to this table by enabling the option on the Table Display settings page.
    b. If any available payment terms discounts are available, an additional Available Discount column will be included to show the discount amount.
5. Invoice ID column – Clicking the Invoice ID in this column will present a detailed view of the invoice.
6. Pay checkbox – Clicking this checkbox will select the invoice to be paid in full.
    a. If the checkbox is not enabled, please verify that a credit card or eCheck Gateway Account Profile is setup against this currency from the Payment Transaction Processing settings page.
7. Amount field – An amount can be entered into this field for a partial payment against the invoice.
    a. This option is only available if the 'Allow Partial Payments' option is enabled on the Payment Preferences settings page.
8. Continue to Pay button – Clicking this button with invoices selected to be paid, will direct the user to the Review & Pay page to complete the payment.

Review & Pay

The Review & Pay page is where the user can provide their payment details and complete the payment.

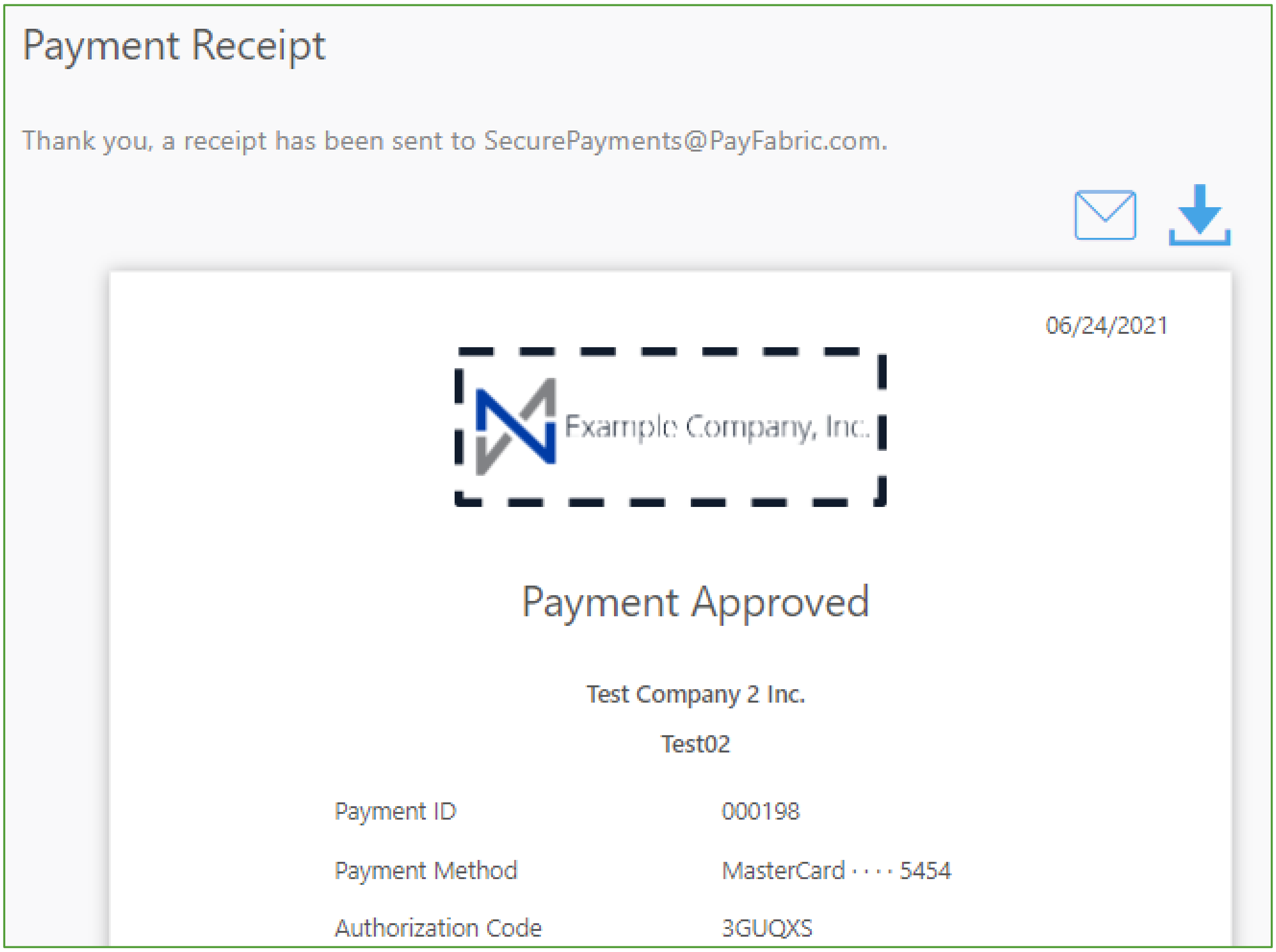


The following items are available on this page:

1. Apply Credit Balance section – If the customer has an outstanding credit balance, this section will be displayed to allow a customer to apply their outstanding credits to their invoices.
    a. This section will only be enabled if the Apply Credits option is enabled from the Payment Preferences settings page
    b. If the Auto Apply Credits option is enabled from the Payment Preferences settings page, the maximum credit balance will automatically be applied when the page is loaded.
2. Prepayment section – If there is amount that is not intended to be applied to an invoice, the user can put the amount here in the prepayment section by clicking the pencil icon.
    a. This section will be displayed if the Allow Prepayments option is enabled from the Payment Preferences settings page
3. Notes section – Additional notes related to the payment can be included in this section by clicking the pencil icon.
4. Payment Method section – This section will be populated with the default or most recent payment method provided by the customer. If there are no saved payment methods on file for the customer, a form will be displayed to the user to add a new payment method. The 'Change Payment Method' button can be clicked if the user wishes to use a payment method other than the ones provided.
    a. For Internal Users, the option to add a new payment method will only be available if the user is assigned the Wallet Create Internal User Permission.
5. Summary Section – This section provides a summary of the payment. Invoice numbers in this table can be clicked to provide more detail on the invoice.
6. Confirm & Pay button – Clicking this button will initiate the payment transaction. After the payment is approved, the user will be directed to view a payment confirmation receipt.

Payment Receipt

After a payment is completed, the payment receipt page will be displayed to the user. By clicking the download icon, the receipt can be saved by the user.



If the Manual Payment Confirmation e-mail template is enabled, then a payment receipt will automatically be sent when the payment is completed. The recipient of the e-mail can be viewed on the page and clicking the envelope icon

If only credits were applied and no payment transaction occurred, a modified version of the payment receipt will be displayed to show the event of the credit application. In this scenario, the Credit Application Confirmation will be sent out instead if it is enabled.

AutoPay

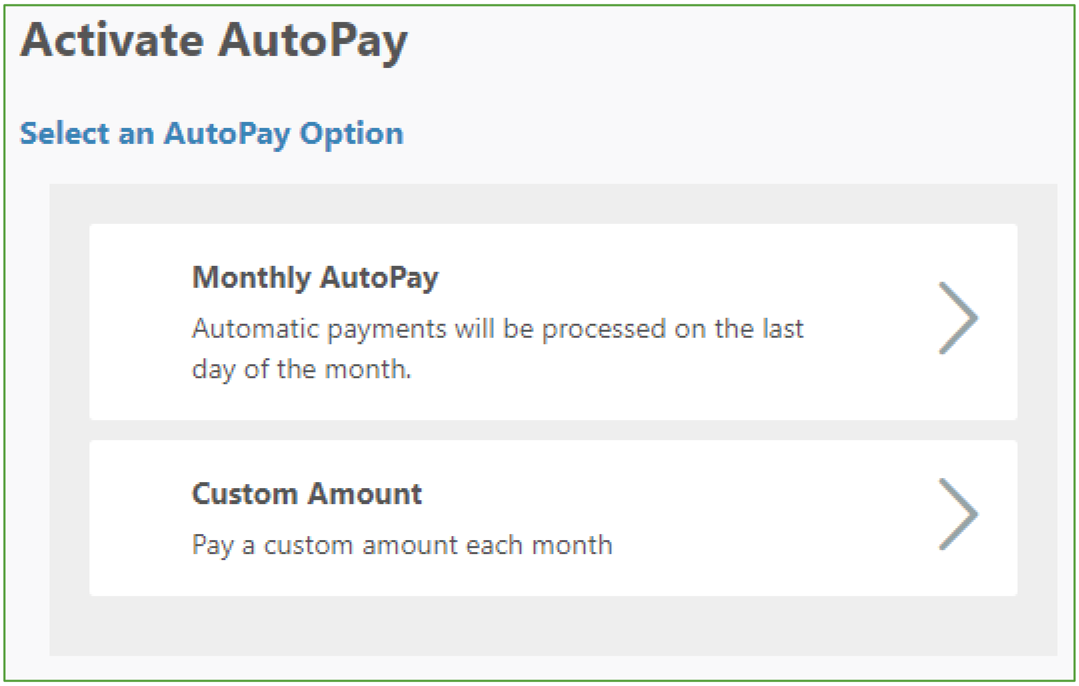
AutoPay provides the ability for a user to sign up for automatic payments.

If the customer has not yet activated AutoPay the AutoPay option will appear in the menu in the following conditions:

- For customer portal users, the user must be assigned the View & Pay or Full Access Customer Portal User Permission.
- For internal users, the user must be assigned the AutoPay Activate Internal User Permission.

Select an AutoPay Template

The option to select an AutoPay Template is only available if multiple AutoPay Templates have been configured. If only one template is configured, this step is skipped and the user is taken immediately to Active AutoPay.



Activate AutoPay

Based on the allowed settings from the AutoPay Template, the available options for configuring the AutoPay activation will be displayed.

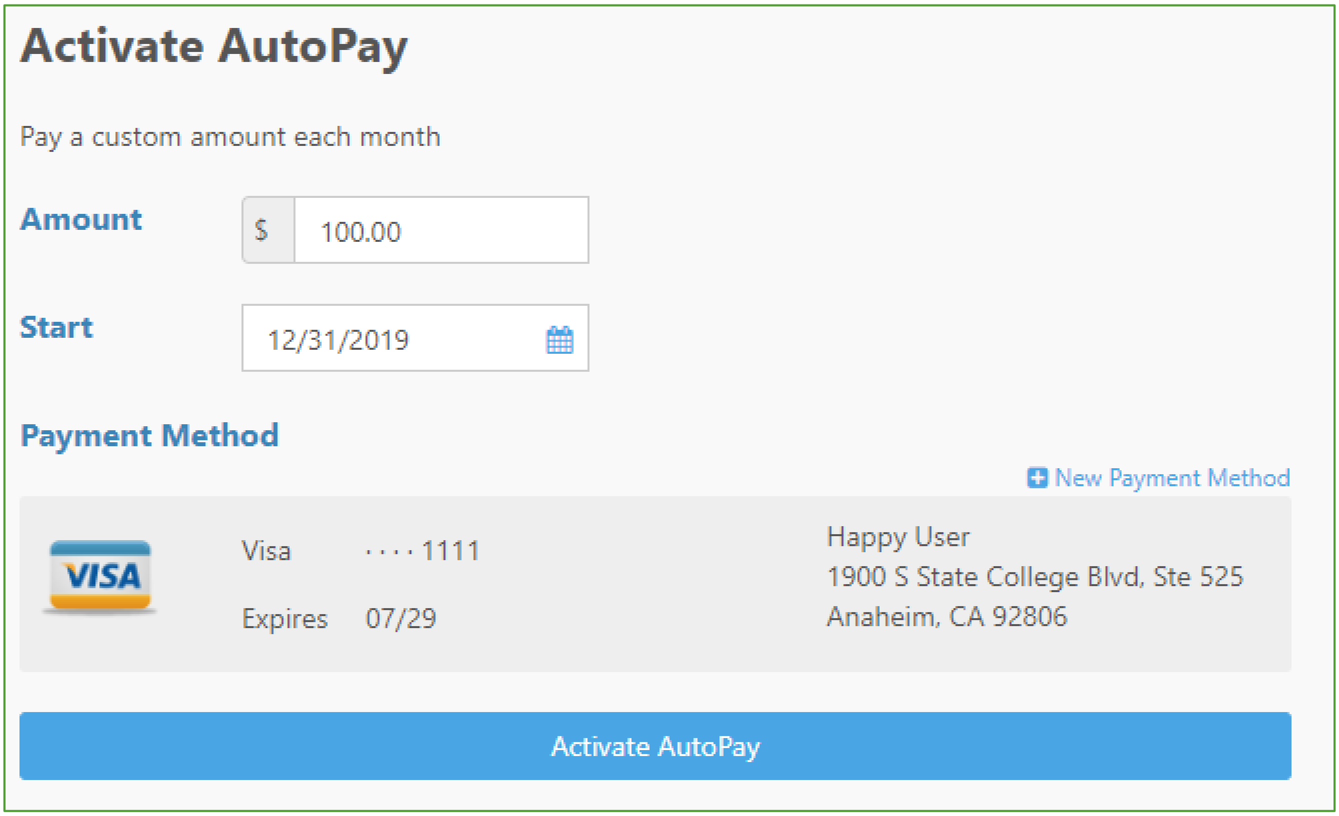
Amount – The user can configure the amount for the system to capture on each AutoPay cycle. This option is available if the 'Amount Option' on the AutoPay Template is set to 'Fixed Amount' with the 'User Choice' option selected.

Start – The user can configure the date the system should start the first AutoPay cycle. This option is available if the 'Start' option on the AutoPay Template is set to 'User Choice'

Payment Method – The user can select the desired payment method. The default or most recently updated payment method will be loaded automatically. The user may change the payment method or add a new one by selecting the option in the upper right corner of this section.

- For internal users, the option to add a new payment method from this option will only be available if the user is assigned the Wallet Create Internal User Permission.

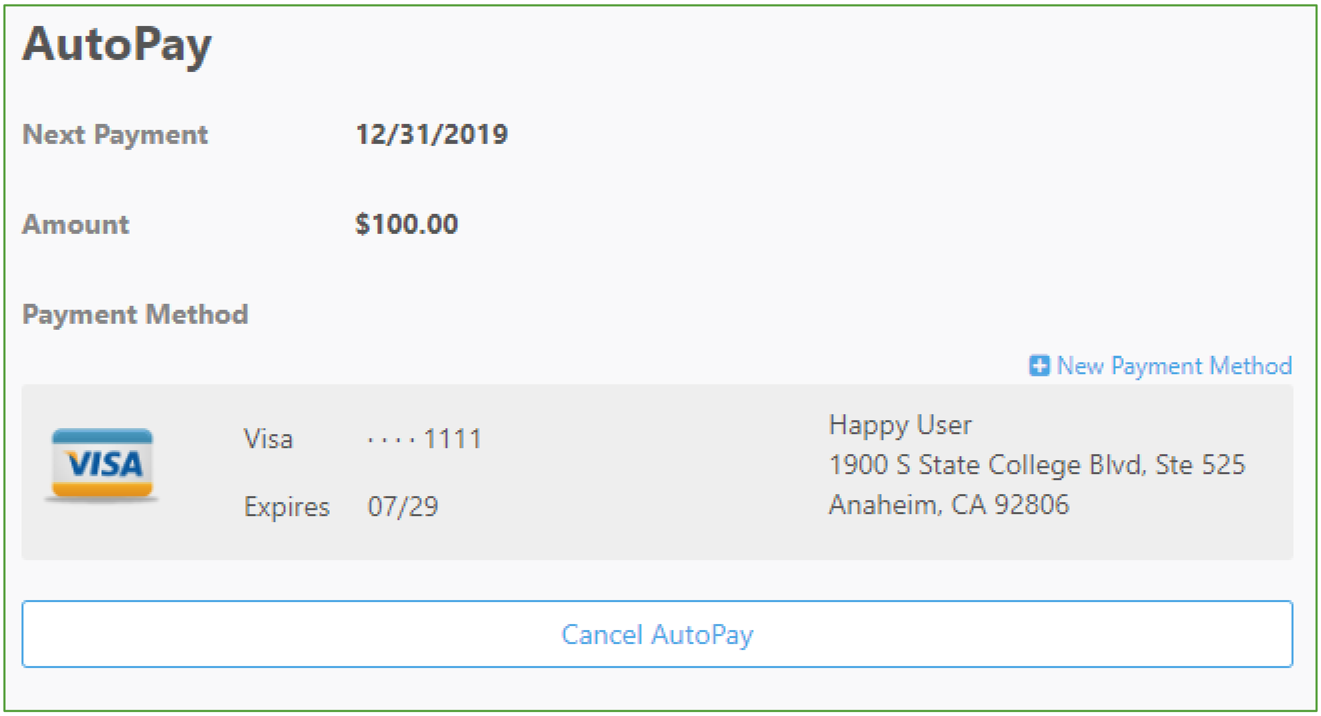
Once the user has ensured the available options and the payment method are as desired, clicking the **Activate AutoPay** button will schedule the automatic payments based on the provided configuration and the options selected in the AutoPay Template.



View AutoPay

After a customer has been enabled for AutoPay, by selecting the AutoPay option in the menu, they will be able to view their AutoPay status and change their payment method.

- For customer portal users, the option to change the assigned payment method will only be available if they are assigned the View & Pay or Full Access Customer Portal User Permission.
- For Internal users, the option to change the assigned Payment Method will only be available if they are assigned the AutoPay Edit Internal User Permission
    - Additionally for internal users, the option to add a new payment method will only be available if the user is assigned the Wallet Create Internal User Permission.



Cancel AutoPay

While viewing the AutoPay status, if the user needs to cancel AutoPay, they can click the **Cancel AutoPay** button at the bottom of the page.

- For customer portal users, the option to cancel AutoPay will only be available if they are assigned the View & Pay or Full Access Customer Portal User Permission.
- For Internal users, the option to cancel AutoPay will only be available if they are assigned the AutoPay Deactivate Internal User Permission

Prepayment

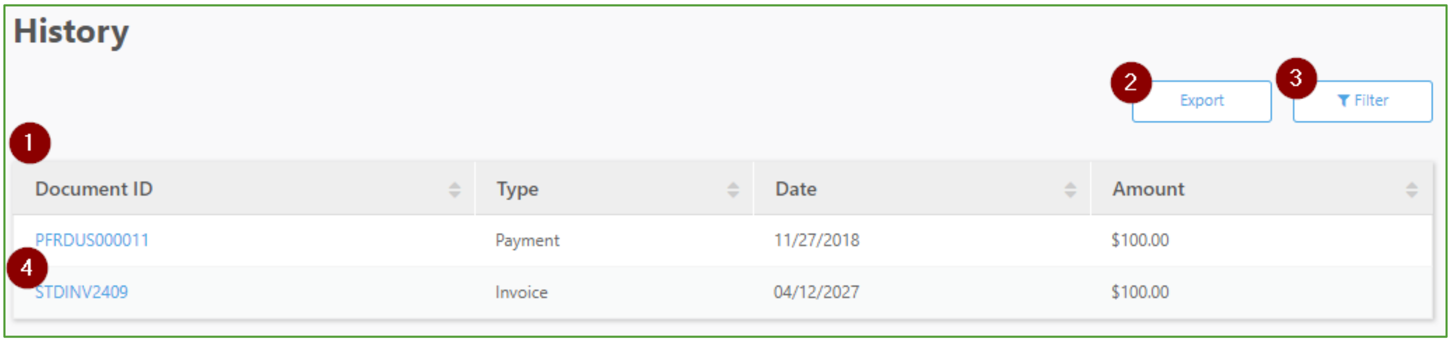
The option for the user to make a prepayment on the customer account is available if it is desired to make a payment that is not associated to any invoices. Clicking this option in the menu will direct the user to the Review & Pay page to complete the prepayment.

This option will only appear in the menu if the Allow Prepayments option is enabled from the Payment Preferences settings page and the user has one of the following permissions assigned:

- Customer portal users would need to be assigned to the 'View & Pay' or 'Full Access' Customer Portal User Permission.
- Internal users would need to be assigned the Payment Create Internal User Permission.

History

The history page provides a summary of all historical documents associated to the customer account.

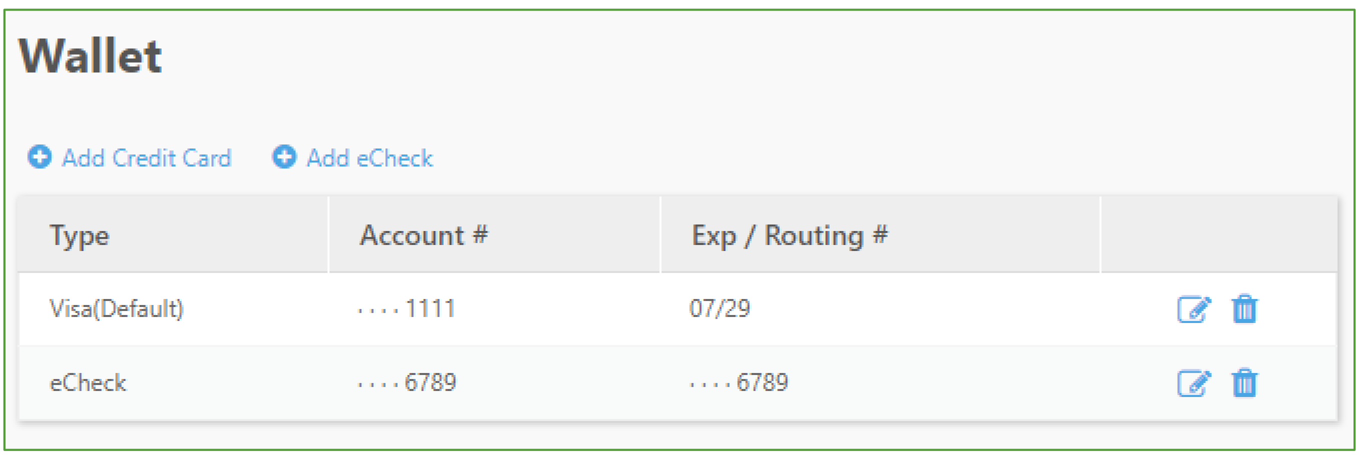


The following items are available on this page:

1. History table – This table contains the historical documents. Clicking the arrow icon in the column header will allow for the documents in the table to be sorted based on the selected column.
   a. The PO Number column can be added to this table by enabling the option on the Table Display settings page.
2. Export button – Clicking this button will download a .csv file to allow the documents to be viewed in a spreadsheet viewing software.
3. Filter button – Clicking this button will open the filter options to limit the documents that are currently displayed on the page.
4. Document ID column – Clicking the Document ID in this column will present a detailed view of the document.

Wallet

The Wallet page displays the saved payment methods associated with the customer account.



New payment methods can be added by clicking the **+ Add Credit Card** or **+ Add eCheck** buttons. The pencil icon and the trash can icon on the right column can be used to edit the payment method details or delete the payment method.

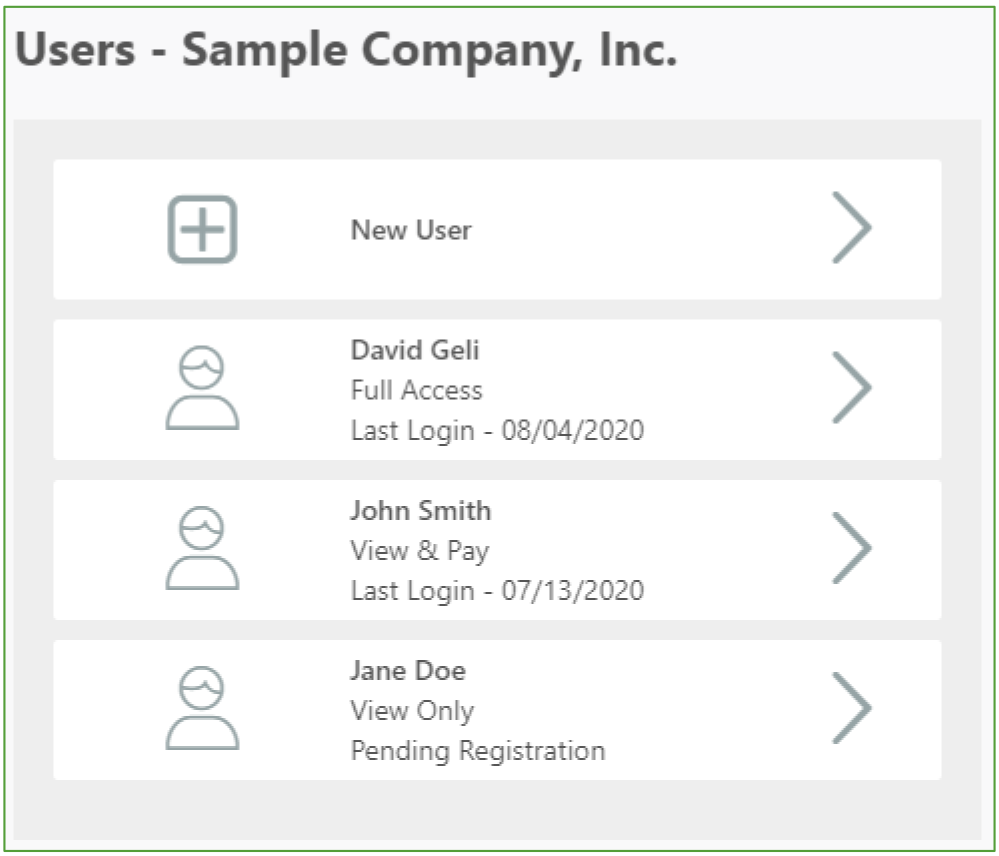
- For customer portal users, the ability to add, edit or delete payment methods from the wallet will only be available if they are assigned the View & Pay or Full Access Customer Portal User Permission.

- For Internal users:
  - The option to add a payment method to the wallet will only be available if they are assigned the Wallet Create Internal User Permission.
  - The option to edit a saved payment method in the wallet will only be available if they are assigned the Wallet Edit Internal User Permission.
  - The option to delete a payment method from the wallet will only be available if they are assigned the Wallet Delete Internal User Permission.

Users

This page allows for creation and management of customer portal users. Existing customer portal users will be displayed in the list of users. By clicking any of the users in the list, additional management options will be made available.

- For customer portal users, this page will only be available if the user is assigned the Full Access Customer Portal User Permission.



Invite a New User to the Customer Portal

1. From the Users page, click the **+ New User** button
   a. For Internal Users, this button will only be available if the user is assigned the Customer User Invite Internal User Permission.
   b. Also, this button will only be available if the User Registration E-mail template is enabled

2. On the New User page, provide the user's name, e-mail address and permission. See the Customer Portal User Permissions section for more information on the available permission groups.
3. Click the **Invoice User** button. The user will then be sent the User Registration E-mail to prompt them to create an account.

Edit an Existing Customer Portal User

1. From the Users page, click the user card associated for the desired user to be directed to the Edit User page.
   a. If a customer portal user clicks the card associated to their own user, they will be directed to the My Account page instead.
2. Update the fields on the page as desired for the user.
   a. For Internal Users, the options to edit permissions on the user will only be available if the user is assigned the Customer User Edit Internal User Permission.
3. Click the **Save** button to update the settings.
   a. If the user has not registered for the Customer Portal, this button will be replaced by an Invite User button, which will send the User Registration E-mail to the user.
      i. The Invite User button will only appear if the user is assigned the Customer User Invite Internal User Permission.

Reset a Password for a Customer Portal User

1. From the Users page, click the user card associated for the desired user to be directed to the Edit User page.
   a. If a customer portal user clicks the card associated to their own user, they will be directed to the My Account page instead, which has a different reset password process.
2. Click the **Reset Password** button.
   a. For Internal Users, the reset password button will only be available if the user is assigned the Customer User Edit Internal User Permission.
   b. Also, this option will only be available if the Reset Password Request e-mail template is enabled

Deactivate a Customer Portal user

1. From the Users page, click the user card associated for the desired user to be directed to the Edit User page.
   a. A customer portal user cannot deactivate themselves. If a customer portal user clicks the card associated to their own user, they will be directed to the My Account page instead.
2. Click the **Deactivate** button.
   a. For Internal Users, the Deactivate button will only be available if the user is assigned the Customer User Deactivate Internal User Permission.

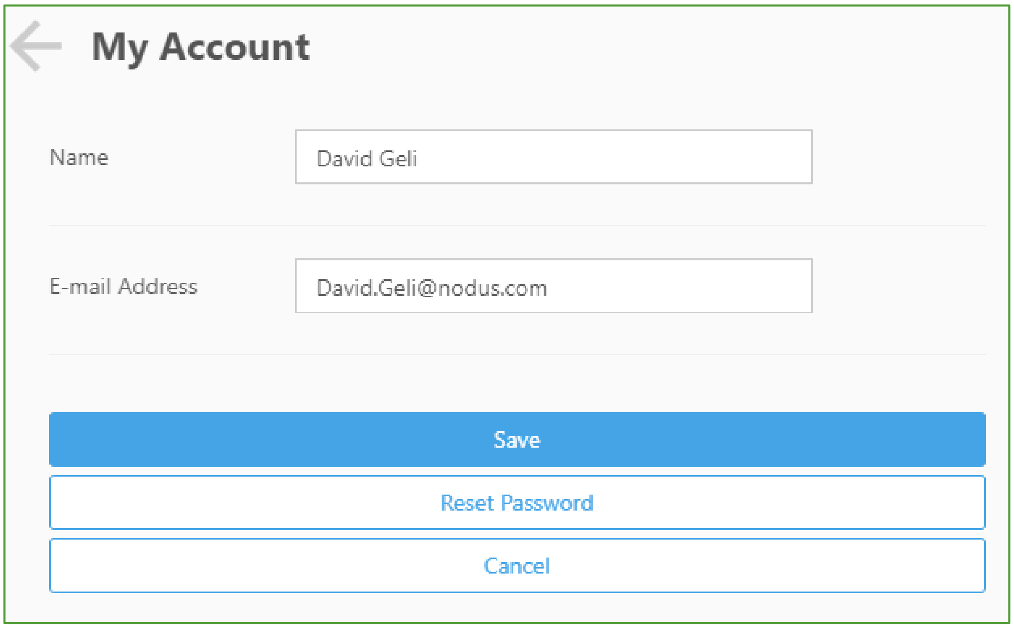
Customer Portal User Permissions

The following permissions options are available to be assigned to customer users.

- **Full Access** – The user has all functionality on the portal including all payment functionality and managing users.
- **View & Pay** – The user has access to view all account information and make payments.
- **View Only** – The user has access to view all account information.

My Account

This page displays information relating to the currently logged in customer user' account. This page is only accessible by customer users.



The Name and E-mail Address of the user can be updated from this page by updating the fields and clicking the **Save** button.

The user's account password can be reset in this page by clicking the **Reset Password** button. Once clicked, the user will be prompted to enter their old password and provide a new password.

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