NODUS® Technologies, Inc.
A division of EVO

PayFabric Receivables User Guide

August, 2024

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

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Prerequisites

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

PayFabric Organization Account

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

To use PayFabric Receivables, it is assumed that the PayFabric account is created 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.

- https://www.nodus.com/PayFabric-User-Guide

Integration Method

For easier creation of data, multiple integration methods for data are available. The following integration methods are currently available:

ERP or Accounting System Integration

The following systems have available pre-made integrations with PayFabric Receivables

- Microsoft Dynamics GP
- Microsoft Dynamics 365 Business Central
- SAP Business One
- Acumatica

Spreadsheet

Integration of data using data uploaded from a spreadsheet is available. 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.

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

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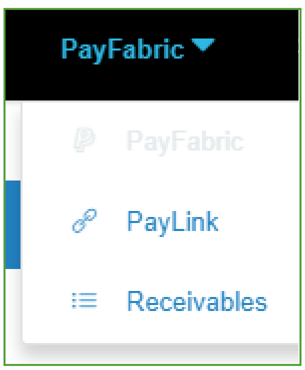
PayFabric Partner

A PayFabric account is typically created by a PayFabric Partner for an organization. To create an optimal user experience for an organization, the PayFabric Partner may choose to hide certain functionality mentioned in this User Guide. If any desired functionality mentioned in this User Guide is missing from your organization, check with your PayFabric Partner to see if the functionality can be made available.

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.

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Users

There are two types of users on PayFabric Receivables

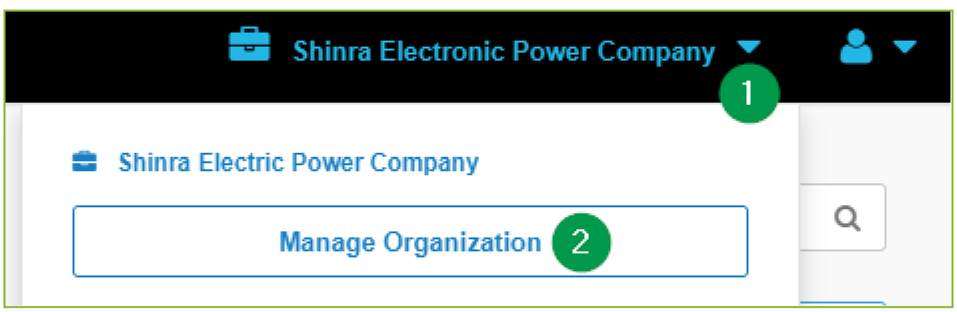
- **Internal Users** – Users of the organization, typically employees of the company. Internal users access PayFabric Receivables by logging into PayFabric first and using the menu in the upper-left corner to select the Receivables option. More information on registering and managing internal users can be found in the PayFabric User Guide.
    - 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

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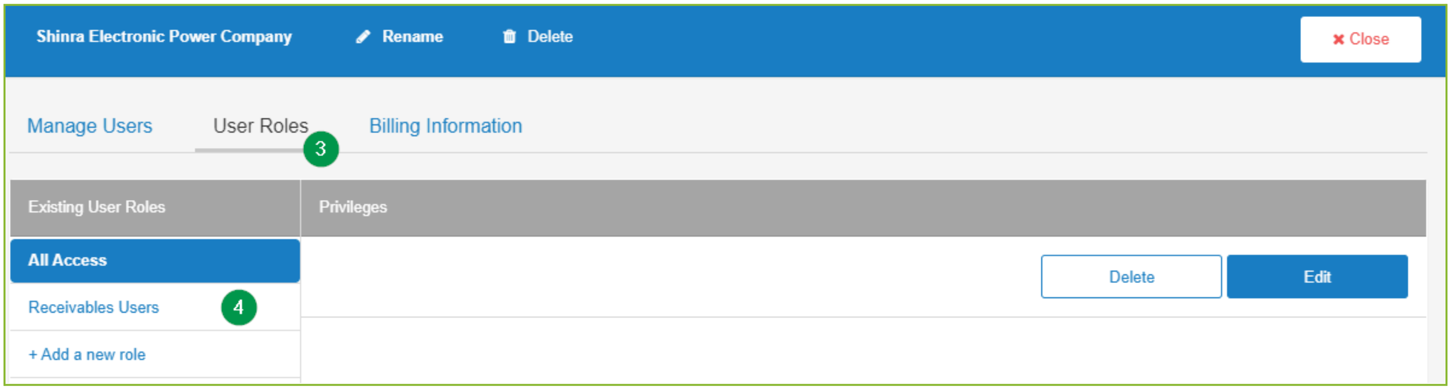
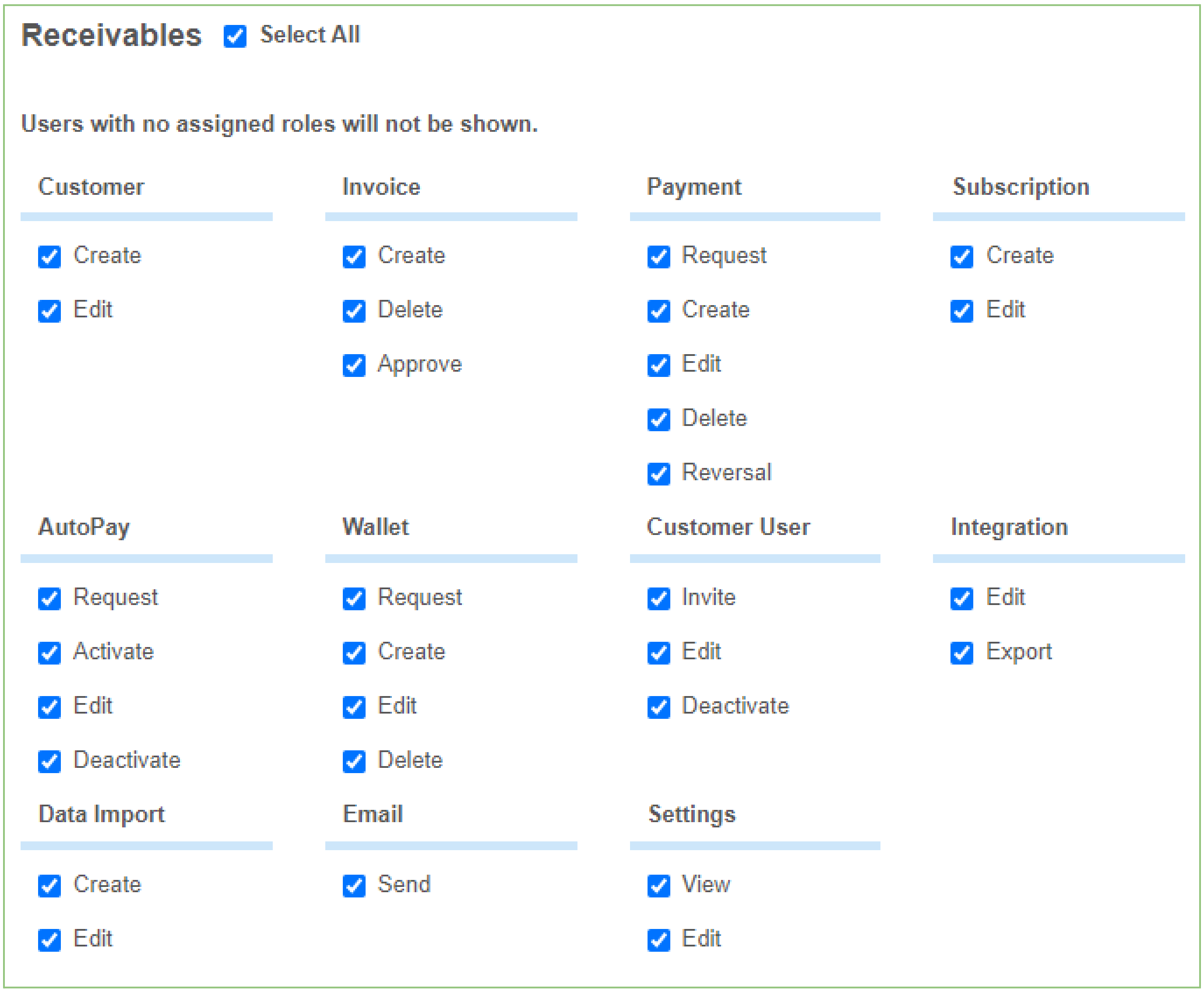


5. Scroll down to the **Receivables** section and select the desired permissions. More detail on each permission is in the following section.



6. Scroll back up to click the **Save Changes** button

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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 various functionality. The pages where the access will be granted will be noted in referenced linked pages.

- Customer
    - Create
        - Customer Report
    - Edit
        - Customer Menu
- Invoice
    - Create
        - Invoice Report
    - Delete
        - Invoice Report
        - Invoice Menu
    - Approve
        - Invoice Report
        - Invoice Menu
- Subscription
    - Create
        - Subscription Report
    - Edit
        - Subscription Editor
- Payment
    - Request
        - Invoice Report
        - Invoice Menu
    - Create
        - Customer Menu
        - Pay Invoices
        - Prepayment

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- Edit
  - Integration
- Delete
  - Payment Report
- Reversal
  - Invoice Editor
  - Invoice Report
  - Payment Report

- AutoPay
  - Request
    - Customer Menu
  - Activate
    - Customer Menu
    - AutoPay
  - Edit
    - AutoPay
  - Deactivate
    - AutoPay
- Wallet
  - Request
    - Customer Menu
  - Create
    - Wallet
    - Payment
    - AutoPay
  - Edit
    - Wallet
  - Delete
    - Wallet
- Customer User
  - Invite
    - Customer Menu

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        - Users
    - Edit
        - Users
    - Deactivate
        - Users
- Integration
    - Edit
        - Integration
    - Export
        - Integration
- Data Import
    - Create
        - Data Import Report
    - Edit
        - Data Import Report
- Email
    - Send
        - Email Report
- Settings
    - View
        - Settings
    - Edit
        - Settings

Settings

The available configuration options 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 of the available settings divided into sections. All settings can only be modified if the user is assigned the Settings Edit Internal User Permission.

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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 email templates and invoices.

Name – The name of the company to be displayed on invoices and email templates.

Address Information – Contact information for the company to be displayed on invoices and email 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.

Portal URL – The URL customers will use to access the customer portal.

The **Change** button can be used to only change the usage of this URL on email templates. The Change button will not have any effect on the customer portal. For more information on setting up a personalized customer portal for customers to access with a different URL, please contact support@payfabric.com.

Style

The settings in this section are related to the look and feel of the customer portal, invoices and email templates. The style settings are split into separate sections

Logo

The Logo settings provide options to upload and adjust the company logos that will be displayed on the customer portal, emails and invoices.

Small Logo - This is a smaller logo that will be displayed on the login page of the customer portal and other locations such as the email templates. The recommended dimensions for the image are 250 x 50.

Large Logo - This is a larger logo that will be displayed as a banner on the top of the customer portal when users are logged in.

Banner Alignment - This option will adjust the positioning of the large logo on the customer portal.

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Max Banner Height - This option will adjust the maximum height of the large logo at the top of the customer portal.

Color

The color settings provide the ability to adjust the colors displayed on PayFabric Receivables and the customer portal.

Main Color - This will be the main color utilized for most buttons and highlighted text. To keep the website text readable to meet the level AA requirements of the Website Content Accessibility Guidelines, the color chosen must contain a certain degree of darkness.

Focus Area - This color will be utilized in various areas of the website to highlight content.

Banner Background - This setting will adjust the color displayed in the top banner that is not covered by the large logo.

Customers

Setup

This page provides settings for how customers are configured.

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.

Invoice Email Update - Control if the email address associated with the customer's outstanding invoices should be updated when the customer's email address is updated. The following options are available:

- Automatic Update - The email address associated with outstanding invoices will automatically be updated when the customer's email address is updated. This

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option will also result in updating the customer's outstanding invoices from API updates with other integrated systems.

- Prompt for Update - When the email address is updated from the Customer Editor page, the user will be prompted with an option to update the customer's outstanding invoices as well.
- Disabled - The email address associated with the customer's outstanding invoices will not be updated when the customer's email address is updated.

Invoices

Setup

This page provides settings for how invoices are configured.

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.

Show Freight Price – Display the Freight price field on the Invoice Editor.

Show Miscellaneous Price – Display the Miscellaneous price field on the Invoice Editor.

Payments on New Invoices – Allow a user to create a payment for an invoice from the Invoice Editor before it is completed.

Subscription Invoice Status – Determine the status of invoices created from a Subscription.

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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 Email – This email template can be configured to only be sent for selected Invoice Types.
Invoice Reminder Email – This email template can be configured 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 sending & displaying invoices. 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

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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 Search field can be utilized to search for an existing item to edit. To create a new item, click the **Create New Item** button.

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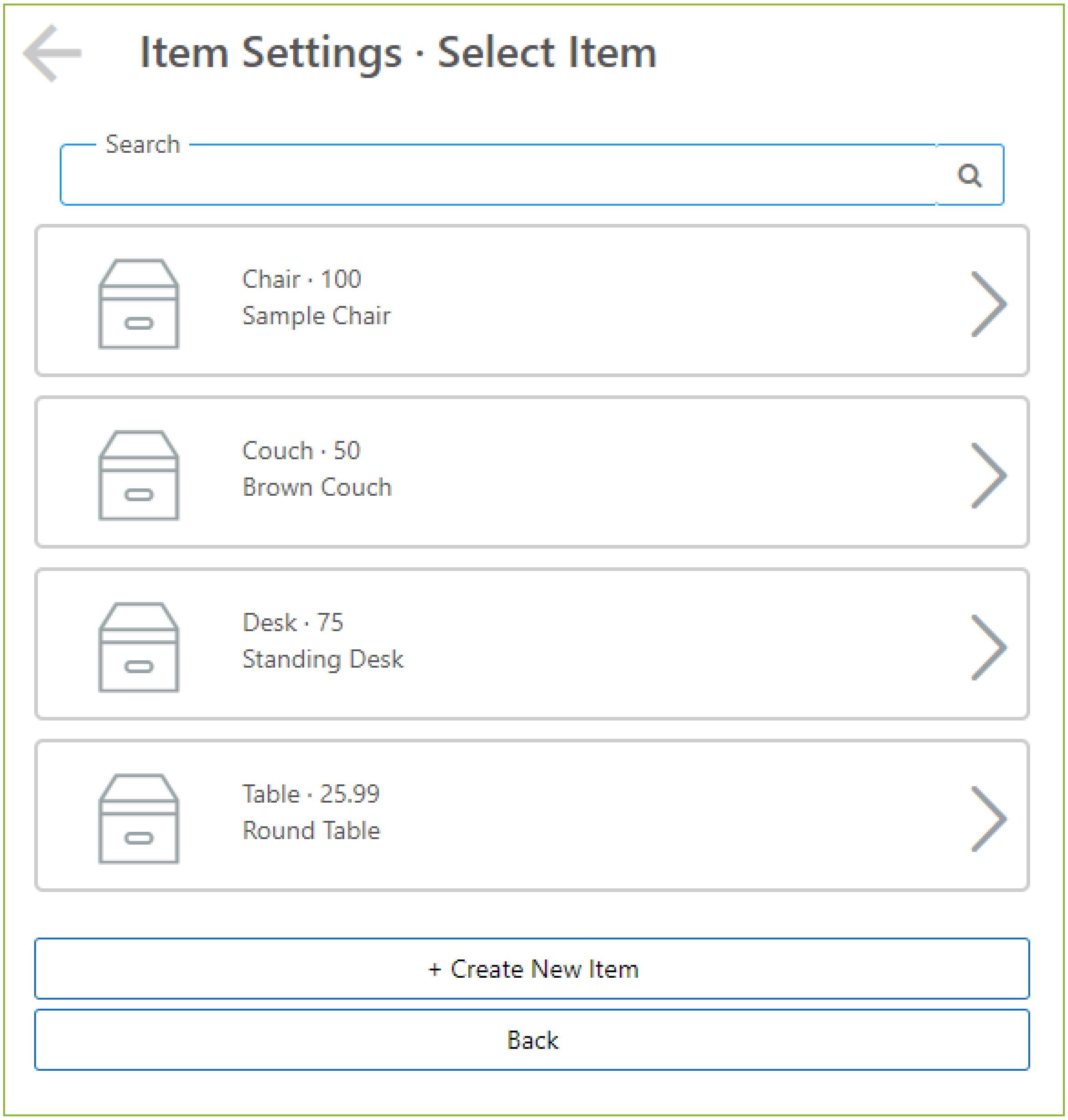

The following configuration options are available when creating or editing an item.

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
Tax Exempt – Determination if the item is exempt from taxes
Commodity Code – Classification code of the item

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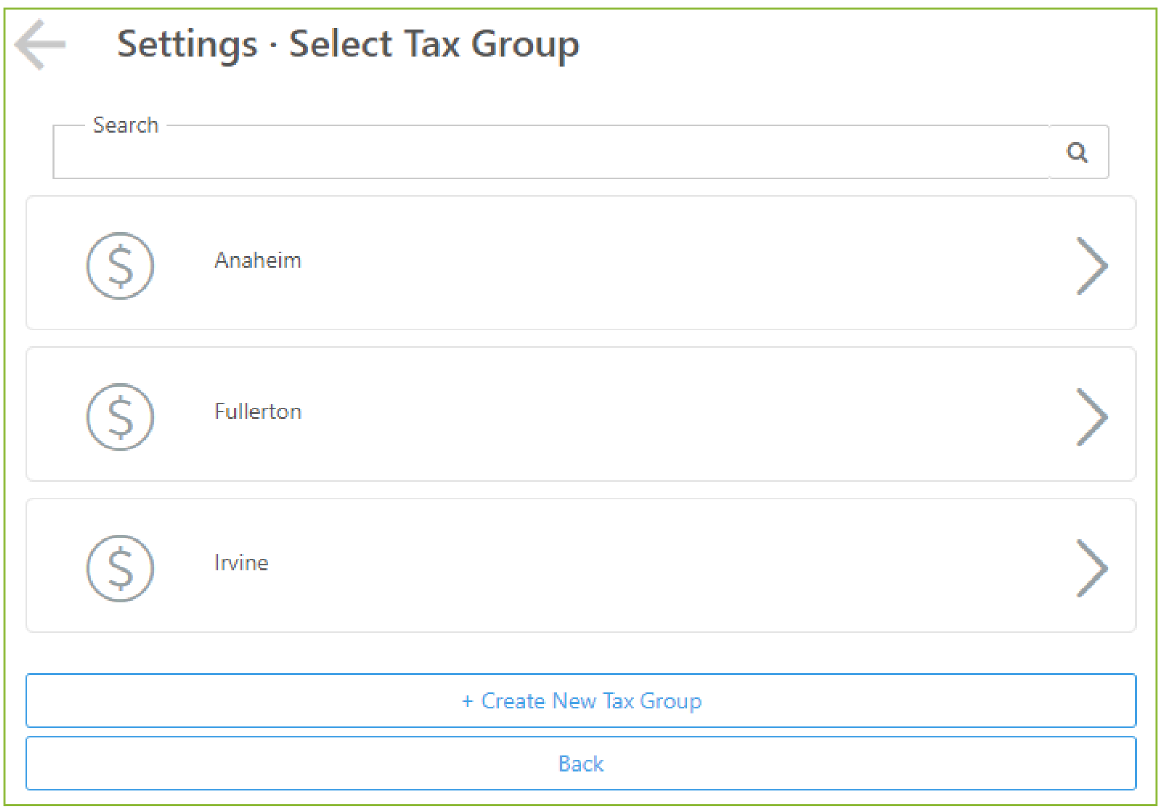
Payment Terms

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

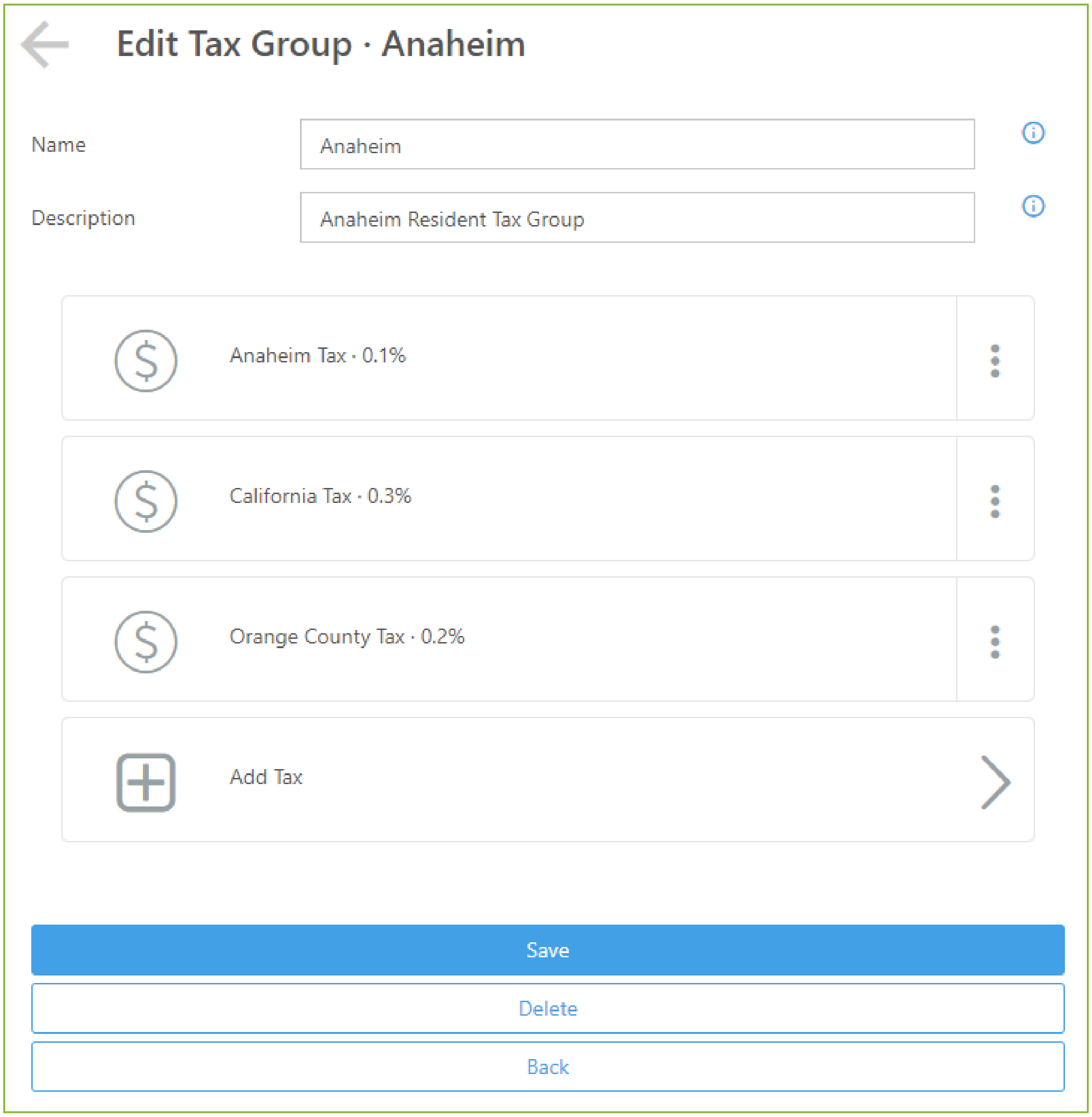
Name – Identifying value for the payment terms configuration
Default Payment Terms – This will be the payment terms configuration assigned by default if a customer is not already assigned a payment terms configuration
Due Date – The method to calculate the due date of the invoice
Discount Date – The 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.

Taxes

This page allows for creation and management of Tax Groups that contain taxes to be utilized when creating invoices. The Search field can be utilized to search for an existing Tax Group to edit. To create a new Tax Group, click the + **Create New Tax Group** button.



By selecting a Tax Group or creating a new one, the Tax Group name and description can be configured. The taxes within the tax group can be viewed or modified from this page.



A new tax can be added to the Tax Group by clicking the **+ Add Tax** button. Clicking this button will provide a list of available taxes to select to be added to the group. The list of taxes can be searched in a similar manner to searching for a tax group and a new tax can be added by clicking the **+ Create New Tax** button.

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.

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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 created payments

Payment ID Number Length – The number to follow the prefix to be used as the identifier for created payments

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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 created payments, 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 with 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 with 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.

Create Account After Link – Enabling this option will present an option for a user to register for the customer portal after they complete an action through a request link such as completing a payment or activating AutoPay.

Delete Payments – Enabling this option will allow for payments to be deleted from the Payment Report.

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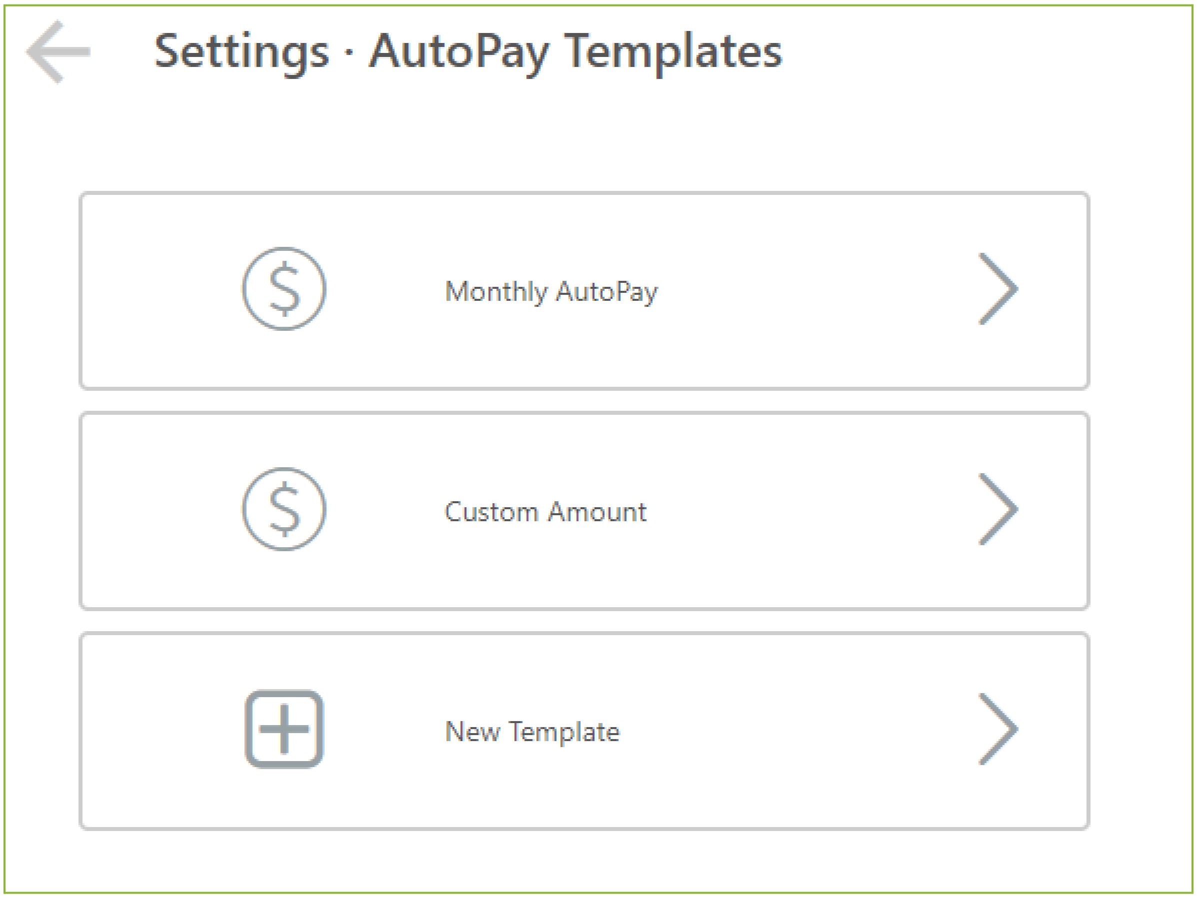
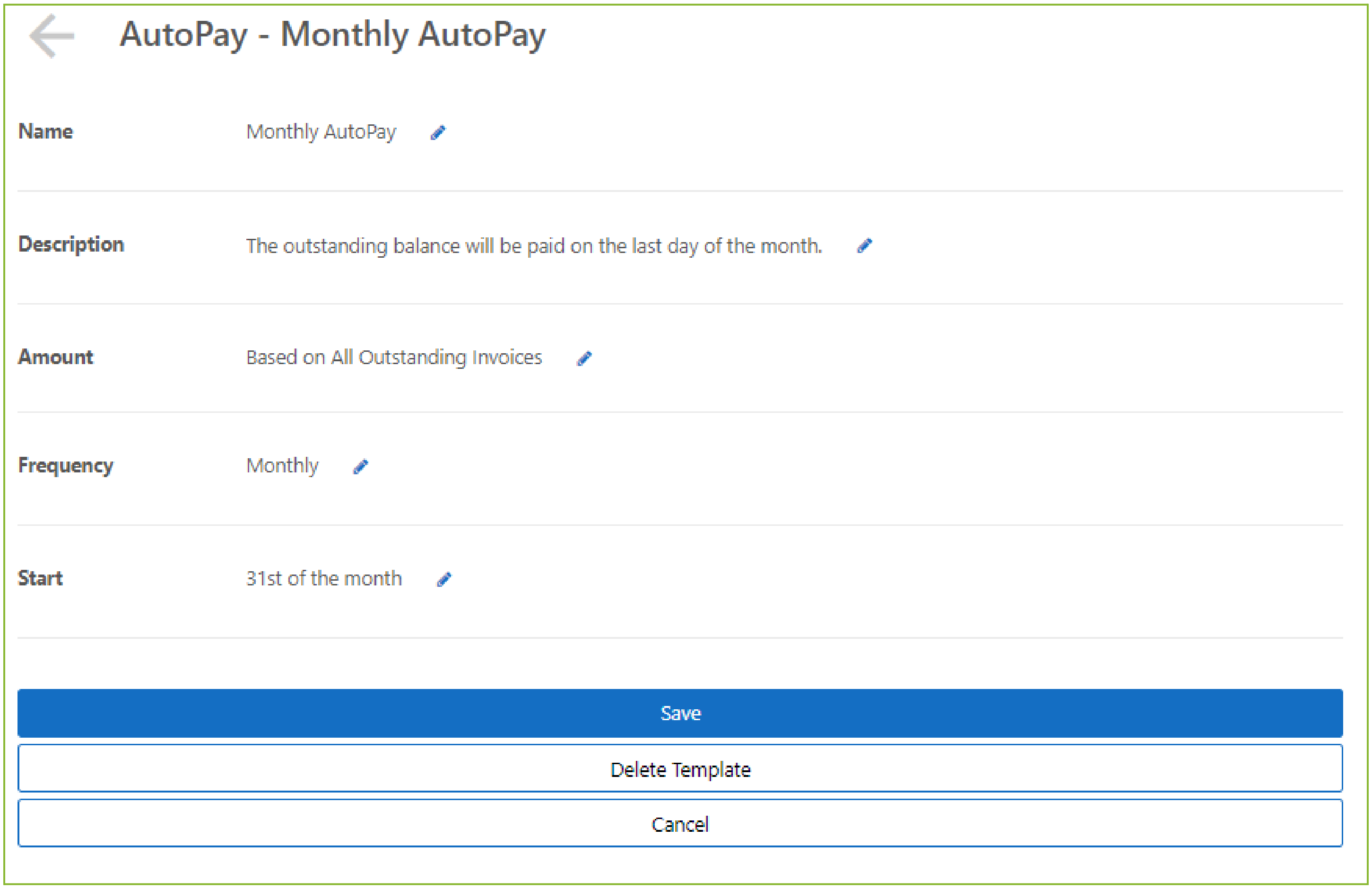
AutoPay Templates

AutoPay Templates enable the organization to manage the AutoPay configuration options that will be available to set up for customers. Multiple templates can be configured to allow for multiple AutoPay options to be available. To see how to set up 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 to 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.

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- 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 configured 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 included 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 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.
- Day of the Week – This option will only be available if the Daily Frequency is selected. A specific day of the week can be selected for automatic payments to start on the selected day. For continued processing on the selected day, the frequency should be set to a number of days divisible by seven.
- 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.

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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 Receivables API

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

- API – The integrating application will check regularly to retrieve records to be integrated.
- Notification – The integrating application will be notified of new records to be integrated.
- File – The integration 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 API.

Integration Method – The additional security value used when integrating data using the 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 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 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 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:

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- 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 – Newly created payment records.
Surcharge Records – The invoice record related to credit card surcharges applied during payments.
Application – The record of the event of payments applied to invoices.
Payment Methods – The event of a Payment Method being added to the PayFabric Wallet through a Payment Method Request.

Email

Templates

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

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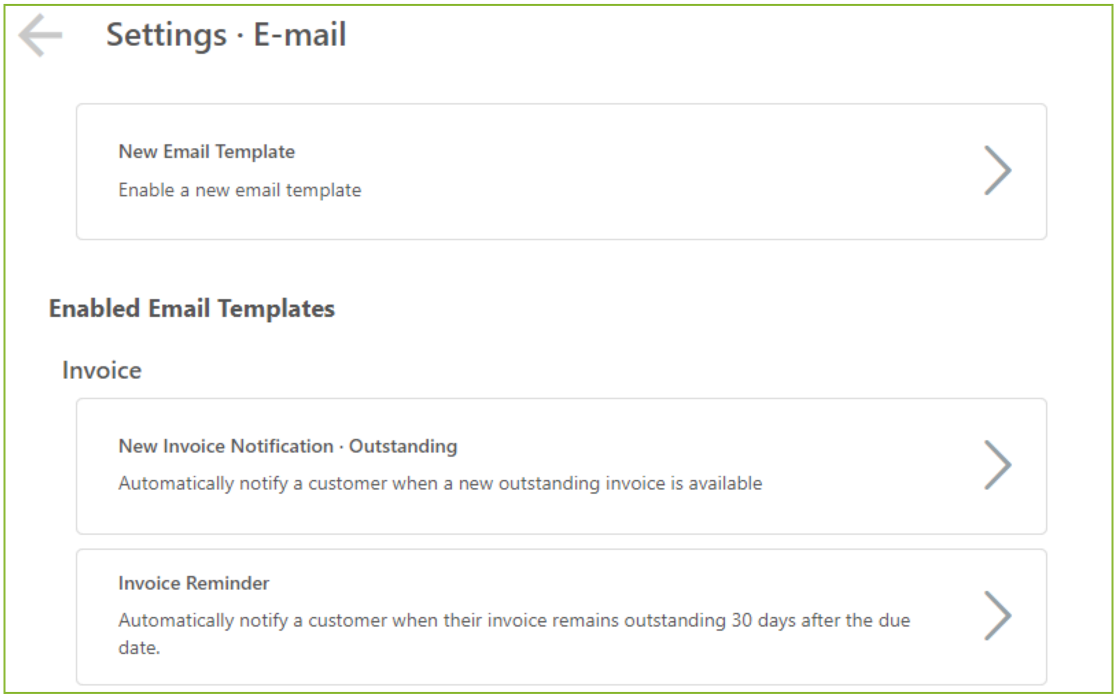

The following configuration options are available on all email templates. To modify a setting on the email template, click the edit pencil icon next to the desired setting to be modified.

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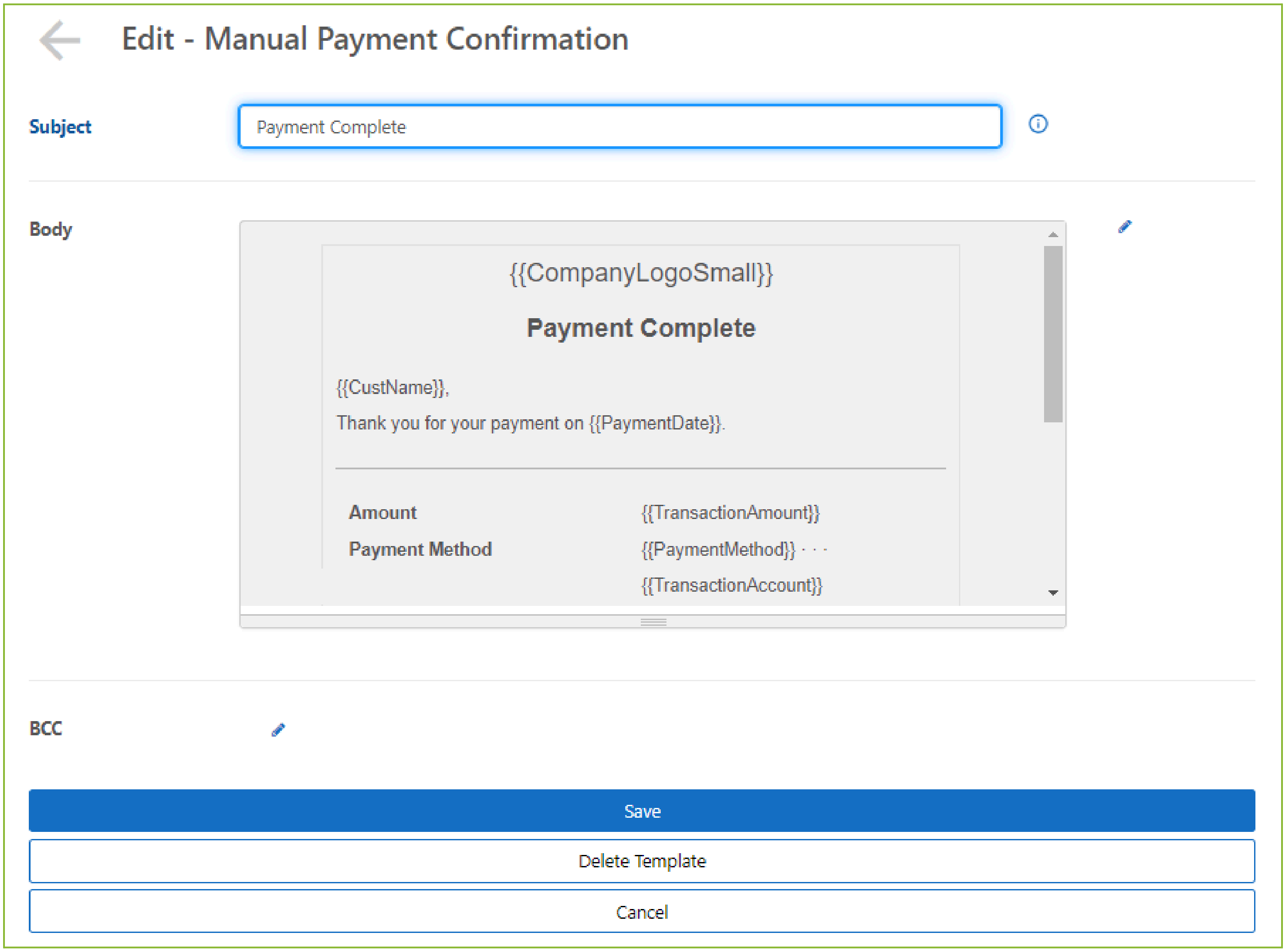

Subject – The text in this field will be used as the subject line for the email

Body of Email – This section will contain the text editor for the email body.

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

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

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New Invoice Notification Emails

This email is sent to a user when a new invoice is available on the customer portal. Multiple invoices templates are available based on the payment status of the invoice.

- Outstanding – The invoice has not yet been paid.
- Partially Paid – The invoice has been partially paid, but some amount remains outstanding.
- Paid – The invoice has already been paid in full before it was made available on the customer portal.

The following options are also available for these email templates:

- The **Attachment** setting provides an option to allow for a PDF version of the invoice to be attached to the email template.
- The **Invoices** setting will restrict this email to only being sent for specific Invoice Types.
- This email can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal. This link is not available if the invoice is already fully paid.
- This email 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 email address of the recipient does not have a login to the customer portal.

Invoice Reminder · Single Invoice Email

This email can be sent to a customer to remind them to pay a single outstanding invoice. Up to 10 different versions of this email can be configured to allow for different messaging options based on the current state of the invoice.

- The **Name** setting should be set to a value that can be used to identify this email.
- The **Schedule** setting has the following options to determine when this email will be sent
    - After Posting Date – This email will be sent a configurable number of days after the invoice posting date.
    - Before Past Due Date – This email will be sent a configurable number of days before the past due date.
    - On Past Due Date – This email will be sent on the past due date.
    - After Past Due Date – This email will be sent a configurable number of days after the past due date.
- The **Invoices** setting will restrict this email to only being sent for specific Invoice Types. This option will only appear if the Schedule setting is not set to Send Manually.

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- The **Attachment** setting provides an option to allow for a PDF version of the invoice to be attached to the email template.
- This email can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal.
- This email 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 email address of the recipient does not have a login to the customer portal.

Invoice Reminder - Multiple Invoice Email

This email can be sent to a customer to automatically remind them to pay multiple outstanding invoices. Up to 10 different versions of this email can be configured to allow for different messaging options based on the current state of the invoices.

- The **Name** setting should be set to a value that can be used to identify this email.
- The **Schedule** setting has Weekly and Monthly options to determine the day this email will be sent
- The **Status** setting can be used to control if the Invoice Reminder will include all outstanding invoices or only outstanding invoices that are past the due date.
- The **Invoices** setting will restrict this email 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 email template.
- This email can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal.
- This email 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 email address of the recipient does not have a login to the customer portal.

Manual Payment Confirmation Email

This email 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 Email

This email is sent to the customer when an AutoPay payment is successfully processed.

AutoPay Payment Declined Email

This email is sent to the customer when an AutoPay payment is declined.

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Credit Application Confirmation Email

This email 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.

Subscription Payment Failed Email

This email is sent to the customer in the event the payment associated with their subscription invoice was declined.

Payment Request Emails

These emails can be sent to a customer to request for a payment. Separate email templates are available if the payment request is for a single invoice, multiple invoices or a prepayment without invoices. These emails can be sent from the Invoice Report page or from the Customer Menu if no invoices are included. Up to 10 different versions of each of these emails can be configured to allow for different messaging options.

- The **Name** setting should be set to a value that can be used to identify this email.
- The **Attachment** setting provides an option to allow for a PDF version of the invoice to be attached to the email template.
- The **Default** setting will be used to select a template automatically when the Payment Request email is sent by API.
- This email can contain a link to allow the recipient to make an immediate payment without having to log into the Customer Portal.
- This email 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 email address of the recipient does not have a login to the customer portal.

AutoPay Request

This email is used to request for a user to activate AutoPay for their account without having to register for the customer portal.

AutoPay Activated

This email is used to notify the customer when AutoPay is activated for their account.

AutoPay Updated

This email is used to notify the customer when AutoPay has been updated on their account.

AutoPay Deactivated

This email is used to notify the customer when AutoPay has been deactivated on their account.

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AutoPay Upcoming

This email is used to notify the customer when AutoPay is going to run in the upcoming days.

User Registration Email

This email is used to allow a user to register for the Customer Portal.

- The **Delivery** setting provides the options to allow this email to also be sent during the import of a new customer with an email address.
- This email 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 Email

This welcome email is sent to the user when they register for the Customer Portal.

User Name Request Email

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

Reset Password Request Email

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

Reset Password Confirmation Email

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

Payment Method Request

This email is used to request for a customer to provide their payment account information without having to register for the customer portal.

Integration Status Notification

This email is used to notify internal users about the status of the integrated records from PayFabric.

- The **To** setting is used to identify the recipient of this email. Multiple recipients can be added to this field using a semicolon to separate the email addresses.
- The **Schedule** setting is used to control if this email should be sent on a daily, weekly or monthly basis. The email will be sent after midnight based on the schedule interval selected. If Weekly or Monthly is selected the email will be sent in the morning of Monday or the first day of the Month accordingly.

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Receivables Portal

Dashboard

The Dashboard page will provide a high level summary of the status of the organization.

Dashboard Tiles

The tiles on the Dashboard page will display various data such as amounts of invoices and payments.

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.

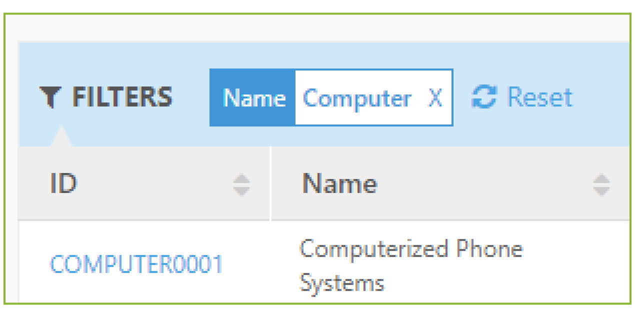
This section will only display two days after PayFabric Receivables has been activated as there would be not enough historical data.

Report Pages

Multiple report pages are available for managing data such as customers, invoices, payments and more. The following actions are available on multiple report 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 that 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.

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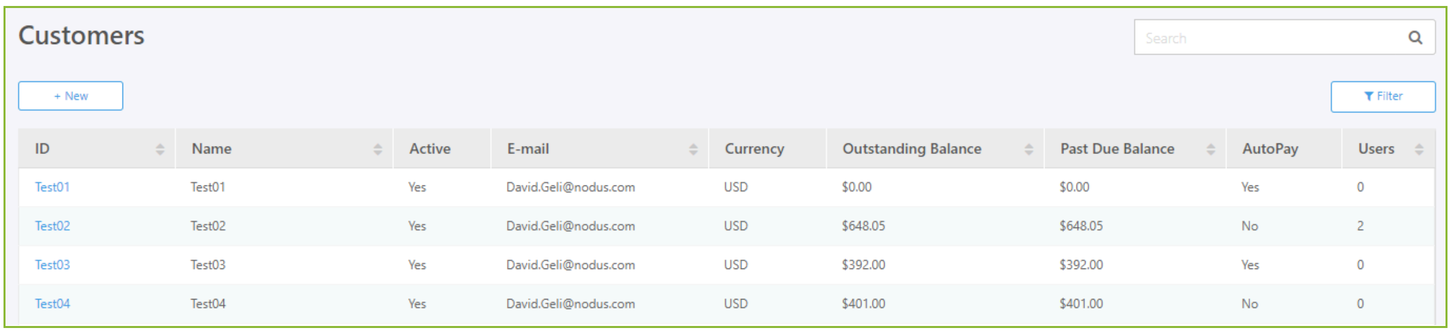
Export

Certain reports have the option to export the results to an Excel spreadsheet by clicking the **Export** button on the right side above the report data. A maximum of 10,000 records can be exported at a time. Filters can be used to reduce the amount of records in the export.

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 Email.



ID	Name	Active	E-mail	Currency	Outstanding Balance	Past Due Balance	AutoPay	Users
Test01	Test01	Yes	David.Geli@nodus.com	USD	$0.00	$0.00	Yes	0
Test02	Test02	Yes	David.Geli@nodus.com	USD	$648.05	$648.05	No	2
Test03	Test03	Yes	David.Geli@nodus.com	USD	$392.00	$392.00	Yes	0
Test04	Test04	Yes	David.Geli@nodus.com	USD	$401.00	$401.00	No	0

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.

- Summary
  - Opens the Summary page for the selected customer.
- 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.

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- 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 to view the customer's automatic payment terms.
  - This option will only appear if the customer has already AutoPay activated for their account.
- Activate AutoPay
  - Opens the AutoPay page for the selected customer to activate the customer's automatic payments.
  - This option will only appear if the following conditions are true:
    - At least one AutoPay Template is configured
    - The user has the AutoPay Activate Internal User Permission
    - The customer does not have AutoPay activated for their account.
- Send AutoPay Request
  - Prepares an AutoPay Request Email to be sent to the customer based on the AutoPay Request Email Template.
  - This option will only appear if the following conditions are true:
    - The AutoPay Request Email Template is configured
    - The user has the AutoPay Request Internal User Permission
    - The customer does not have AutoPay activated for their account.
- Prepayment
  - Pay
    - Opens the Payment 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.

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        - The Prepayment option is enabled in the Payment Preferences settings.
    - Send Request
      - Prepares a Payment Request email to be sent to the customer based on the Payment Request - Prepayment Email Template.
      - This option will only appear if the following conditions are true:
        - The user has the Payment Request Internal User Permission.
        - The Payment Request - Prepayment Email Template is enabled.
        - The Prepayment option is enabled in the Payment Preferences settings.
    - If only one of the above options is available due to permissions or other configurations, the Prepayment menu option will perform the action associated with the available option.
  - History
    - Opens the History page for the selected customer.
  - Wallet
    - View Wallet
      - Opens the Wallet page for the selected customer.
    - Send Request
      - Prepares a Payment Request email to be sent to the customer based on the Payment Method Request Email Template.
      - This option will only appear if the following conditions are true:
        - The user has the Wallet Request Internal User Permission.
        - The Payment Method Request Email Template is enabled.
  - 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.

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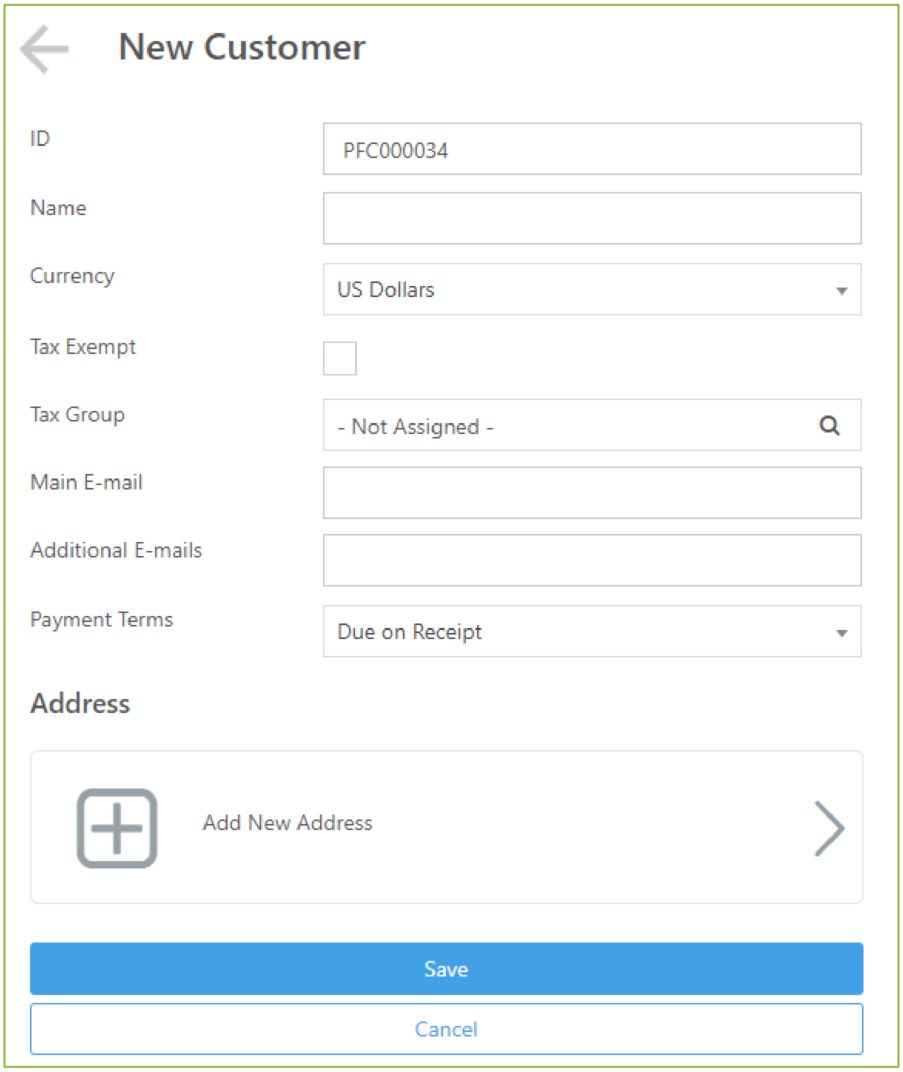

The following fields are available on this page:

- 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.
- Tax Exempt – Determination if the customer is applicable to be taxed.
- Tax Group – Group of applicable taxes to be applied to the customer.
    - This field will only appear if the Tax Exempt checkbox is disabled.
- Main Email – The email address of the primary contact for the customer account. This email address will be used as the main contact for email notifications.

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- Additional Emails – Additional email address to be copied on email 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. 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.

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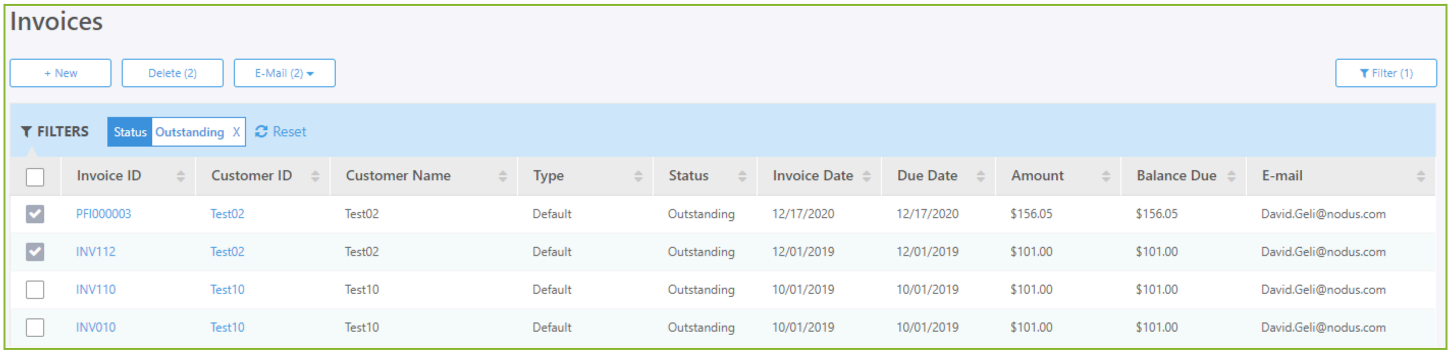

Create a new Invoice

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 Email

If the associated email templates are configured, the **Email** option will be displayed by marking invoices in the list. If more than one email template option is available, clicking this button will open a menu to allow the user to select the Invoice Reminder email template to be used.

- Based on the selection and conditions multiple email templates can be available from this option:
  - Payment Request - Single Invoice – This email template option will be available if all the selected invoices have a Status of Outstanding, Incomplete or Pending. When multiple invoices are selected, a single email will be sent for each invoice.
  - Payment Request - Multiple Invoice – This email template option will be available if all the selected invoices have a Status of Outstanding. When multiple invoices are selected the invoices will be grouped by customer and currency and a single email will be sent for each customer and currency combination.
- If one invoice is selected, the user will be able to view and edit the content of the email before it is sent.
- The Email option will only appear if the user has the Payment Request Internal User Permission.

Pay Invoices

If one or multiple available invoices associated to a single customer are marked, a Pay button can be available to allow the user to make a payment against the selected invoices.

This button will be available if the following conditions are true:

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- The invoices all have a balance greater than zero.
- All selected invoices have the same currency and Customer ID
- A credit card or eCheck Gateway Account Profile is set up against this currency from the Payment Transaction Processing settings page.
- The user is assigned the Payment Create Internal User Permission.
- If the Invoice has a Status of Incomplete, the **Payments on New Invoices** setting is enabled from the Invoice Setup settings.
- Either all the selected invoices have a Status of Outstanding or a single invoice is selected in a status of Incomplete or Outstanding.

Delete Multiple Invoices

- By marking invoices, the **Delete** option will be available to delete invoices.
  - Deleting invoices is not a reversible action so please take caution in removing invoices from the system.
  - If the invoice has a Status of Incomplete and any associated payment transactions, the associated payments will also need to be reversed alongside the invoice. In this case, when the Delete button is clicked, the user will be prompted to reverse the payment transactions before deleting the invoice.
    - If the user does not have the Payment Reversal Internal User Permission, they will not be able to proceed to delete the invoice in this scenario.
  - 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 email 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.

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Invoice Menu

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

- View
  - Open 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 email 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.
- Email
  - Opens a page to allow the user to send an invoice reminder for the selected invoice.
  - This option will only be displayed if the user has the Invoice Email Internal User Permission assigned.
  - This option will be available if the following email templates are configured to be sent and following conditions are met:
    - Invoice Reminder – If the template is configured with a schedule option of Manual and the selected invoice has a Status of Outstanding.

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      - Payment Request - Single Invoice – This email template option will be available if the selected invoice has a Status of Outstanding, Incomplete or Pending.
    - If more than one Invoice Reminder email template is configured, clicking this option will open a menu to allow the user to select the Invoice Reminder email template to be used.
- Pay
    - Open the Payment page to pay the invoice.
    - This option will only be available if the following conditions are true:
      - The invoice has a balance greater than zero.
      - A credit card or eCheck Gateway Account Profile is set up against this currency from the Payment Transaction Processing settings page.
      - The user is assigned the Payment Create Internal User Permission.
      - If the Invoice has a Status of Incomplete, the 'Payments on New Invoices' setting must be enabled from the Invoice Setup settings.
- Delete
    - Deletes the selected invoice
    - Deleting invoices is not a reversible action so please take caution in removing invoices from the system.
    - If the invoice has a Status of Incomplete and any associated payment transactions, the associated payments will also need to be reversed alongside the invoice. In this case, when the Delete button is clicked, the user will be prompted to reverse the payment transactions before deleting the invoice.
      - If the user does not have the Payment Reversal Internal User Permission, they will not be able to proceed to delete the invoice in this scenario.
    - 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.

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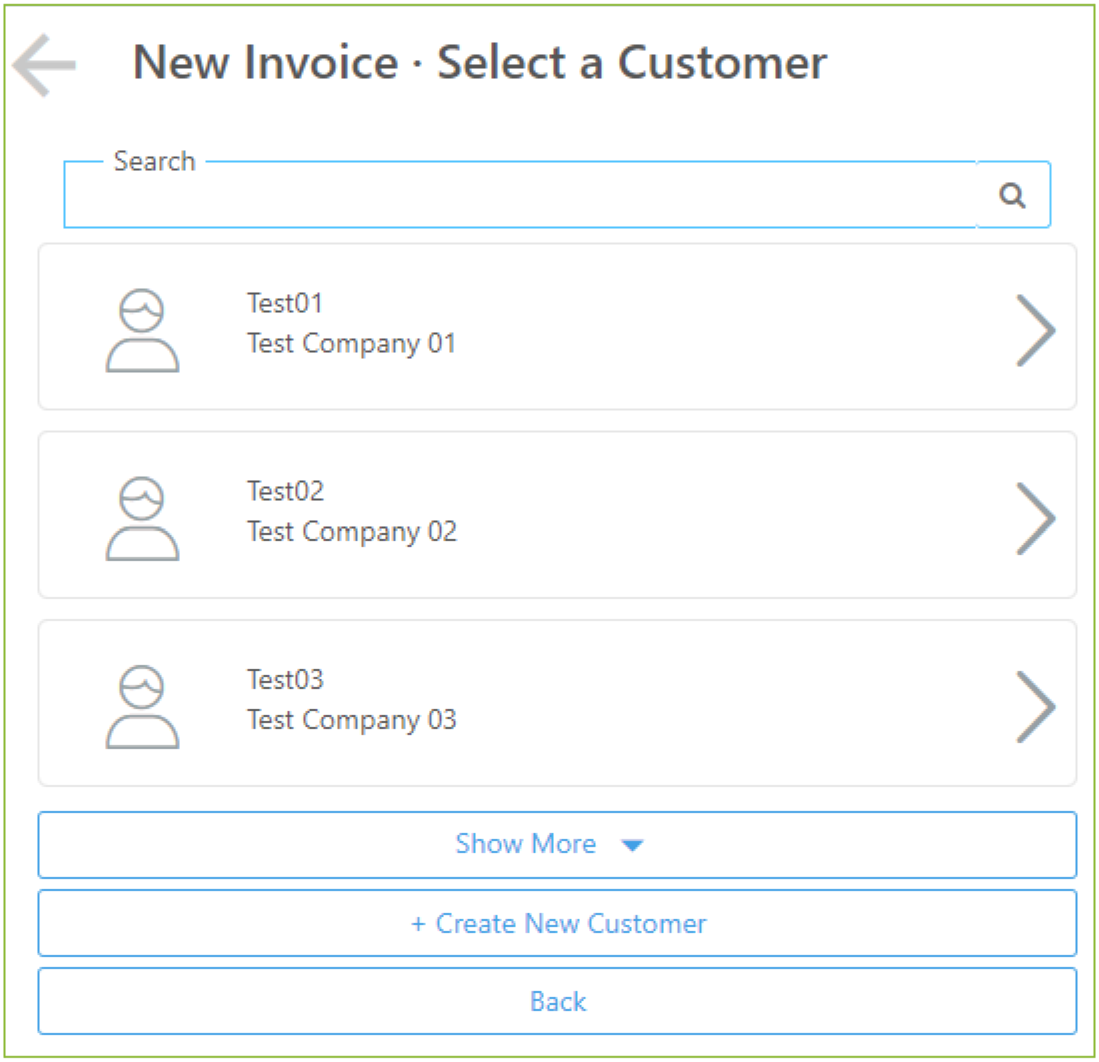

To create a new customer, click the **Create New Customer** button to open the Customer Editor. This button will only be displayed if the following conditions are true:

- 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.

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- 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
- Email – The email address of the desired recipient of email communication regarding this invoice such as the New Invoice Notification and Invoice Reminders.
- Additional Emails – Any additional email addresses that are to receive the email communication regarding this invoice.
- Comment – This field is used to add an additional comment regarding this invoice.
- Tax – This card will display the calculated tax amount associated to the invoice
- Freight – Additional amount to be applied to the invoice for freight adjustments.
    - This field is only displayed if the **Show Freight Amount** setting is enabled from the Invoice Setup.
- Miscellaneous – Additional amount to be applied to the invoice for other adjustments.
    - This field is only displayed if the **Show Miscellaneous Amount** setting is enabled from the Invoice Setup.
- Discount – A discount amount applied to the invoice to reduce the invoice total. This value must be a negative number.
- Payment – This card will display the current balance of the invoice and any associated payments.
    - This card will only be displayed if one of the following conditions are true:
        - The **Payments on New Invoices** setting is enabled from the Invoice Setup and a payment is applicable to be processed on the invoice.
        - A previous payment has been received for this invoice.

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.

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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 Exempt – Determination if an item is exempt from taxes
- Tax – The taxes applied to the item. Clicking the tax card will open a configuration window to modify the taxes associated with this item. The Tax card is only displayed if Tax Exempt is disabled.
- Total – This value is calculated based on (Unit Price * Quantity) – Markdown + Tax
- Comment – Additional information related to the item

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

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Managing the Tax Group on the Invoice

When the invoice is created, the Tax Group associated with the customer record is attached to the invoice. The taxes associated with the Tax Group are then automatically applied to the invoice. The taxes applied to the invoice will be applied to all created items on the invoice.

To manage the Tax Group associated with the invoice, click the Tax card to open the Taxes pane. Then use the magnifying glass icon in the Tax Group field to select a Tax Group.

Managing Taxes applied to the Invoice

Clicking the Tax card will open the Taxes pane where taxes can be added, viewed and deleted. The **Reset Taxes** button can be used to reset all taxes for all items on the invoice based on the assigned Tax Group. The **Clear Taxes** button can be used to remove all taxes from the invoice.

Processing a Payment Transaction

To process a payment transaction against the invoice, click the Payment Card and if presented, click the **New Payment** option to open the Payment page to further process the payment transaction. If a payment has already been processed for the invoice and the remaining balance is still greater than zero, an additional payment can be processed by clicking the Payment card to open the Payments pane and then clicking the **New Payment** card. The ability to process a payment transaction is only available if the following conditions are true:

- The user is assigned the Payment Create Internal User Permission.
- The balance of the invoice is greater than zero

Making a Request for the Customer to Pay

To make a request for a customer to pay the invoice, click the Payment Card and if presented, click the **Payment Request** option to open a page to send a Payment Request email to the customer. If multiple Payment Request - Single Invoice email templates are configured, this option will reveal a list of the available templates to utilize for the email. This option will only be available if the following conditions are met:

- The user is assigned the Invoice Email Internal User Permission.
- At least one Payment Request - Single Invoice email template is configured
- The invoice has a balance greater than zero
- No previous Payment Request links have been sent for this invoice.
    - If a previous Payment Request link has been sent for this invoice, the option to cancel the pending Payment Request link will be available.

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Viewing a Processed Payment

If a payment transaction has been processed for the invoice, click the payment card to open the Payments pane to view any processed payment transactions for the invoice. The following options are available when clicking the options (⁝) button on the right of a payment card:

- **View Detail** – Opens the Payment pane to display more detail about the payment and provide the option to download the receipt.
- **Reversal** – This option will reverse the associated payment transaction. If the transaction was processed in the current settlement period, the transaction will be voided. Otherwise, the customer's payment method will be refunded.
    - This option is only available if the user is assigned the Payment Reversal Internal User Permission.

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 email will be sent and the invoice will be available for payment on the portal if applicable.

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. When discarding an incomplete invoice, the user will be prompted to reverse any associated payment transactions for the deleted invoice.

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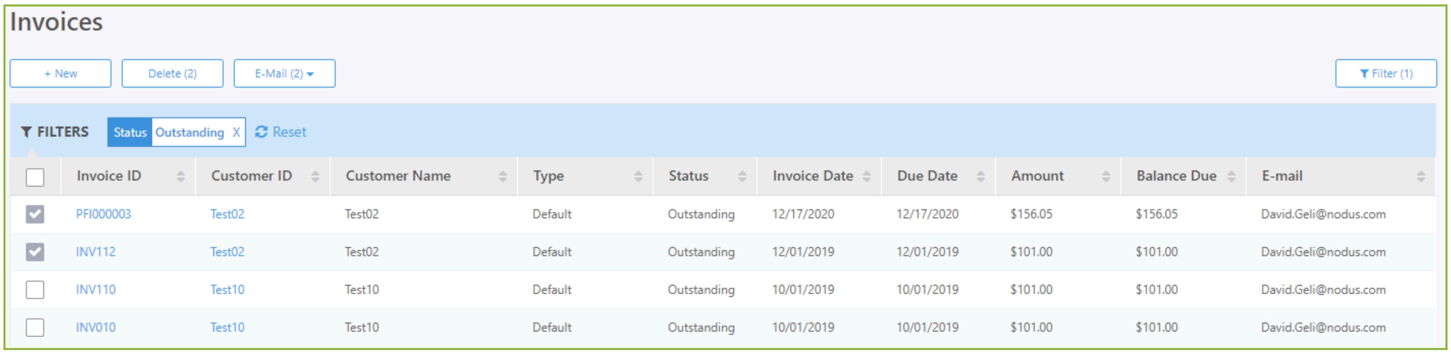
Subscriptions

Subscriptions are plans to automatically create invoices for customers on a recurring basis.

Subscription Report

The Subscription report page displays a list of subscriptions available. The ID value can be clicked to view the details of the subscription. When the report is initially loaded, a filter will be applied to display the open subscriptions.

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



Create a New Subscription

To create a new subscription, click the **+ New** button to open the Subscription 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 Subscription Create Internal User Permission assigned.

Subscription Editor

The Subscription Editor page enables a user to create new subscriptions.

Select a Customer Record

Before a subscription plan 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.

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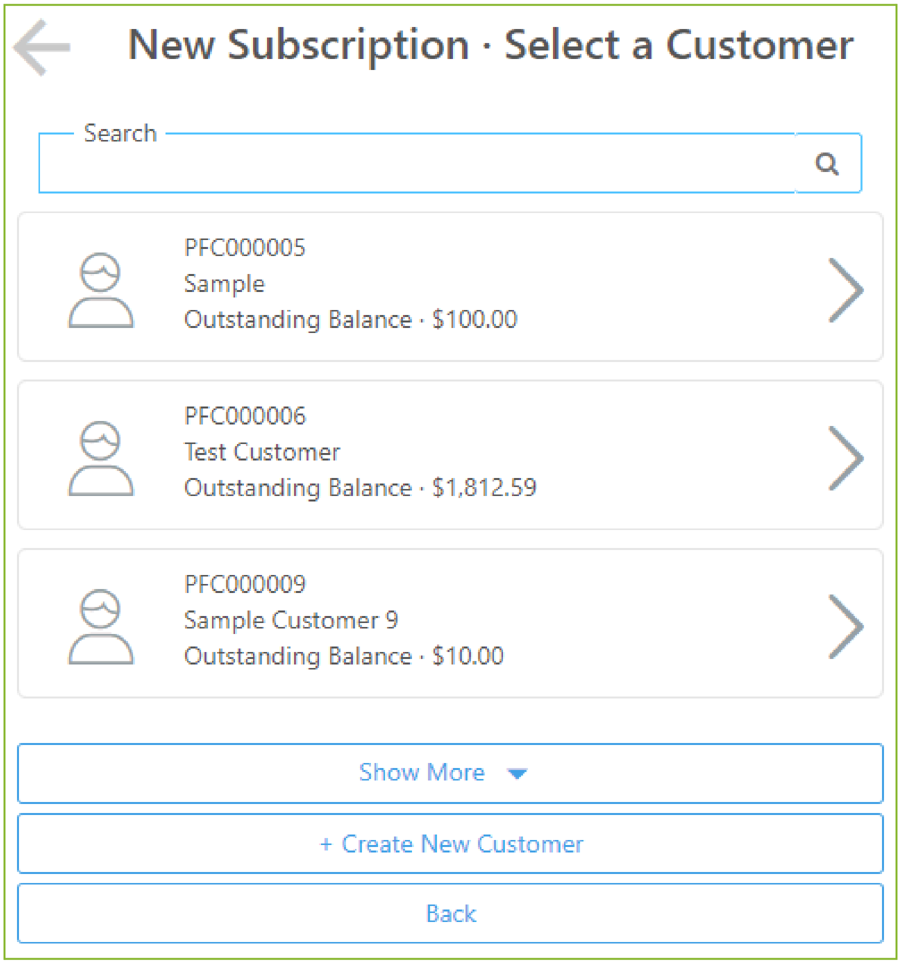

To create a new customer, click the **Create New Customer** button to open the Customer Editor. This button will only be displayed if the following conditions are true:

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

Subscription Editor Fields

The following fields are available to be entered onto the subscription. All fields will be editable if the user is assigned the Subscription Edit Internal User Permission.

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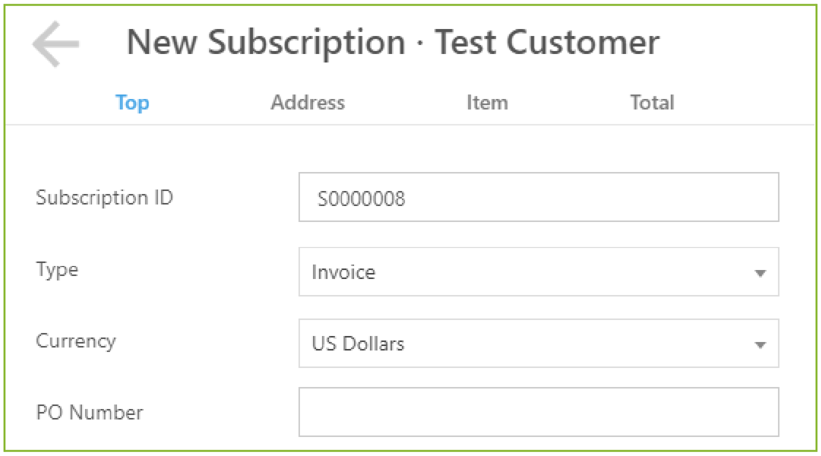

- Subscription ID – Identifier value for the invoice
  - By default this value will be set with the letter S followed by a 7 digit number. This value must be unique for a single customer record.
- Type – The classification for the type of invoice to be created through this subscription. This menu is populated based on the existing Invoice Types that have been configured.
- Currency – Currency of the invoices created through this subscription.
- PO Number – Purchase Order number of the invoices created through this subscription.
- Payment Terms – Payment terms to be assigned to the invoices created through this subscription. This menu is populated based on existing Payment Terms.
- Email – The email address of the desired recipient of email communication regarding the invoice created through this subscription such as the New Invoice Notification and Invoice Reminders.
- Additional Emails – Any additional email addresses that are to receive the email communication regarding the invoices created through this subscription.
- Comment – This field is used to add an additional comment regarding the invoices created through this subscription.
- Tax – This card will display the taxes that will be associated to the invoices created through this subscription
- Payment – This card will display the payment method that will be used to automatically process payments when the invoices for this subscription are created. Clicking this card will provide options to select an existing payment method or to create a new one.
  - This card will only be displayed if the **Payments on New Invoices** setting is enabled from the Invoice Setup.

Adding Address Detail to a Subscription

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 to be used on invoices created through

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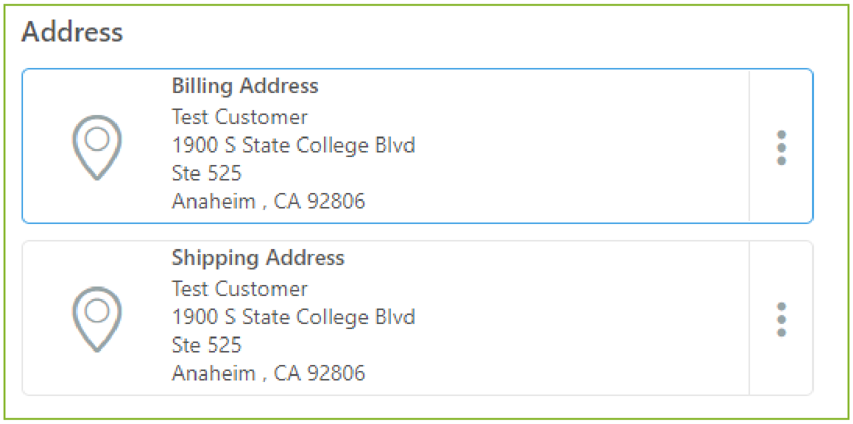
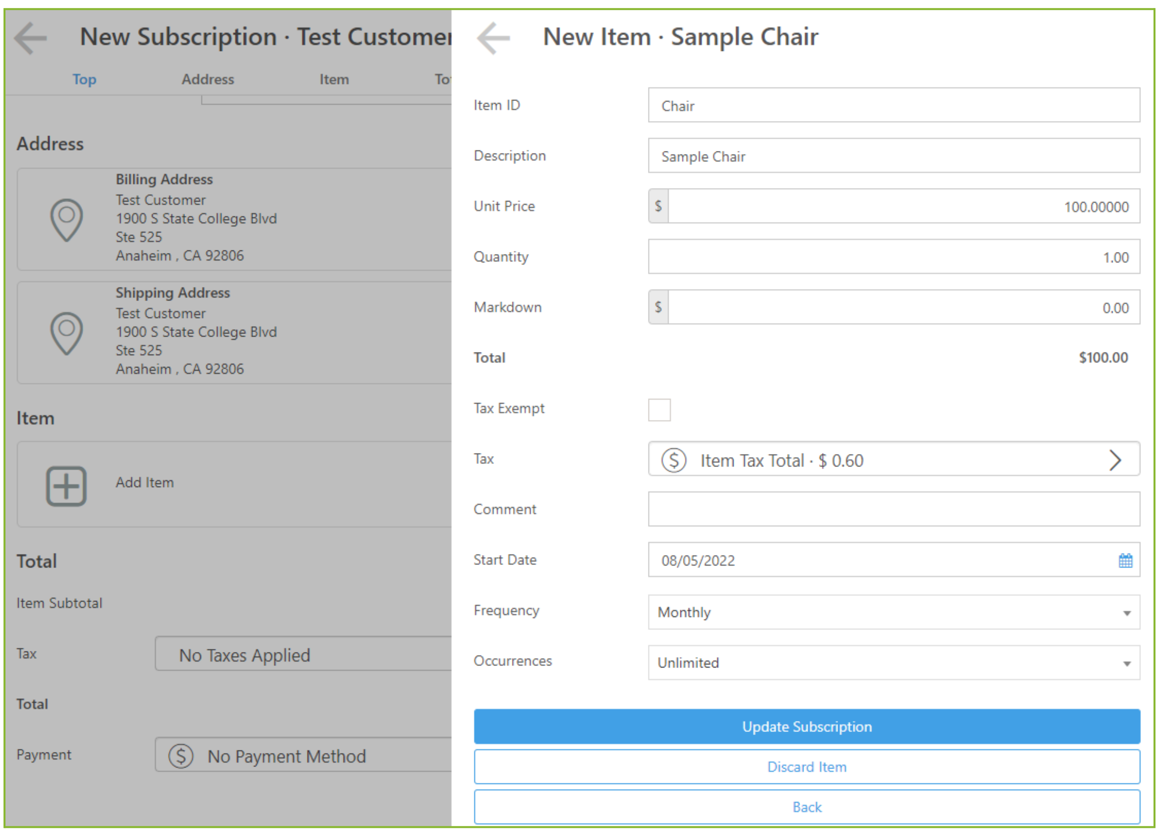
the subscription. If the customer has multiple saved addresses, the options (⋮) button on the card can be clicked to view a selection of all the saved addresses on the customer record.



Adding Items to a Subscription

To add an item to the subscription plan, 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.

- Item ID – Identifying value for the item on the subscription
- 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
- Total – This value is calculated based on (Unit Price * Quantity) – Markdown
- Tax Exempt – Determination if an item is exempt from taxes
- Tax – The taxes applied to the item. Clicking the tax card will open a configuration window to modify the taxes associated with this item. The Tax card is only displayed if Tax Exempt is disabled.
- Comment – Additional information related to the item
- Start Date – The date when the item will be included on an invoice generated for the subscription. When modifying an existing subscription, this field will be named Next Bill Date instead.
- Frequency – Rate of occurrence the item will be included on an invoice generated for the subscription.
- Occurrences – Number of times the item will be included on an invoice generated for the subscription. The Unlimited option can be used if there is no restriction for the times the item will occur on the subscription.

After the item attributes are set as desired, click the **Update Subscription** button to apply the item to the subscription. When an invoice is generated for the subscription, items with the same Next Bill Date will be included on the same invoice.

Editing Items on a Subscription

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

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

Managing the Tax Group on a Subscription

When the subscription is created, the Tax Group associated with the customer record is attached to the subscription. The taxes associated with the Tax Group are then automatically applied to the subscription. The taxes applied to the subscription will be applied to all created items on the subscription.

To manage the Tax Group associated with the subscription, click the Tax card to open the Taxes pane. Then use the magnifying glass icon in the Tax Group field to select a Tax Group.

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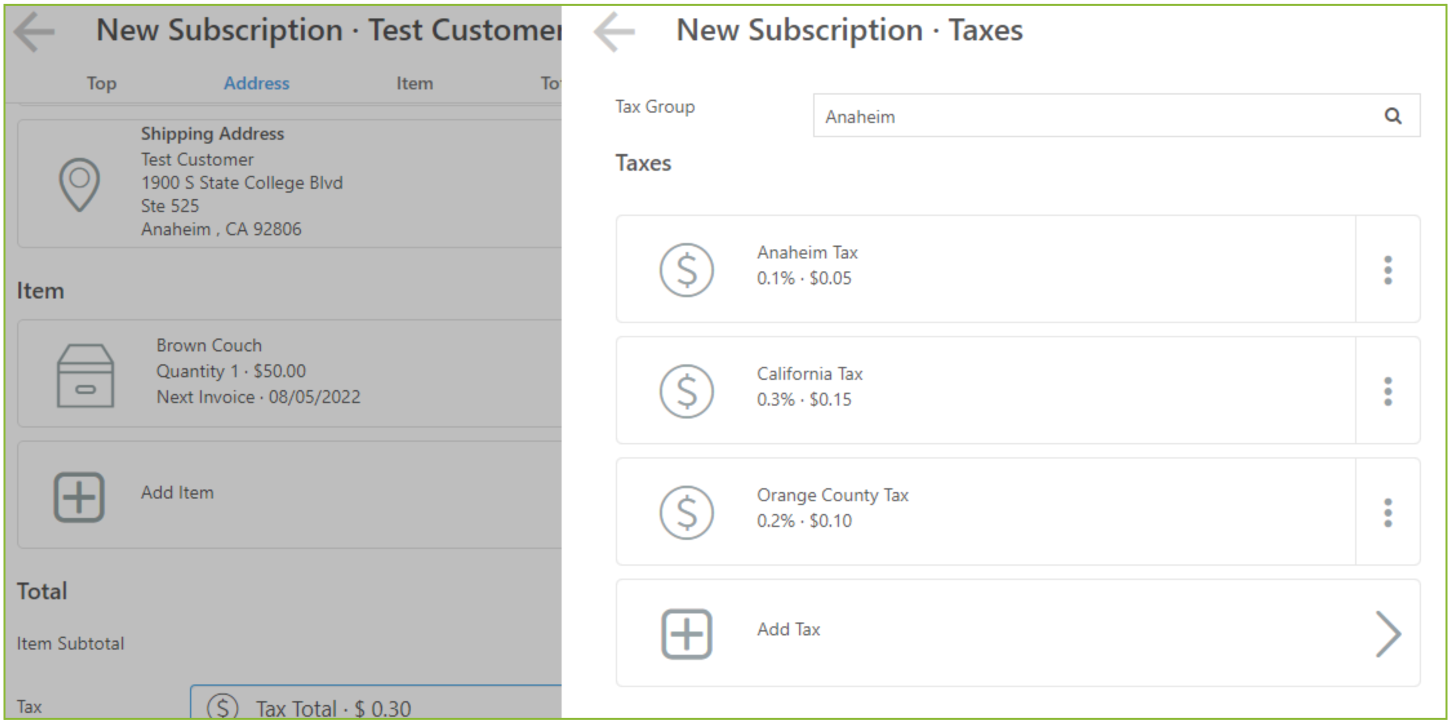
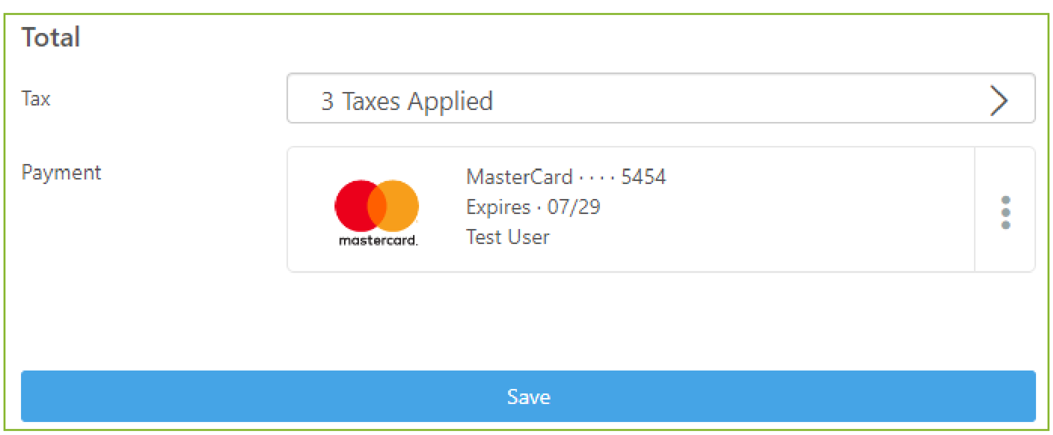


Managing Taxes applied to a Subscription

Clicking the Tax card will open the Taxes pane where taxes can be added, viewed and deleted. The **Reset Taxes** button can be used to reset all taxes for all items on the subscription based on the assigned Tax Group. The **Clear Taxes** button can be used to remove all taxes from the subscription.

Applying a Payment Method to a Subscription

By applying a payment method to a subscription, a payment transaction will automatically be processed when an invoice is generated for the subscription. To apply a payment method to the subscription, click the Payment card to open the 'Select Payment Method' pane. If the customer already has a payment method in their wallet, an existing card can be selected, otherwise a new payment method can be added to the customer's wallet from this page.



Saving a Subscription

Clicking the **Save** button, the back arrow or the area to the left of the Subscription Editor will close the Subscription Editor and save the Subscription in an Incomplete Status. The Subscription can be resumed by clicking the subscription record in the Subscription Report and selecting the Edit option. If the subscription has items to be processed in the future, the subscription will be assigned a Status of Open and will generate an invoice on the Next Bill Date.

Closing a Subscription

Click the **Close Subscription** button to close a subscription.

Payments

Payment Report

The Payment report displays a list of the available payment, credits and returns available. 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

+ New | Filter | Export

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

Create a New Payment

To create a new payment, click the **+ New** button. This button will only appear if the user has the Payment Create Internal User Permission.

After clicking the **+ New** button a list of customers will be displayed with the associated outstanding invoice balance. If a customer with an outstanding balance is selected, the Pay Invoices page will be opened to select the invoices to pay. If a customer with no outstanding balance is selected, the page will be opened to create a Prepayment.

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Reverse Payment Records

To reverse a payment record, mark the desired record in the left column and click the **Reversal** button. The reversal button will only appear if the user has the Payment Reversal Internal User Permission.

If a payment transaction was processed in the current settlement period, the transaction will be voided. Otherwise, the customer's payment method will be refunded.

After the reversal is successful, the payment will remain with a Status of Voided.

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.

If the payment is associated to a payment transaction, the user will be prompted to reverse the associated transaction

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, 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

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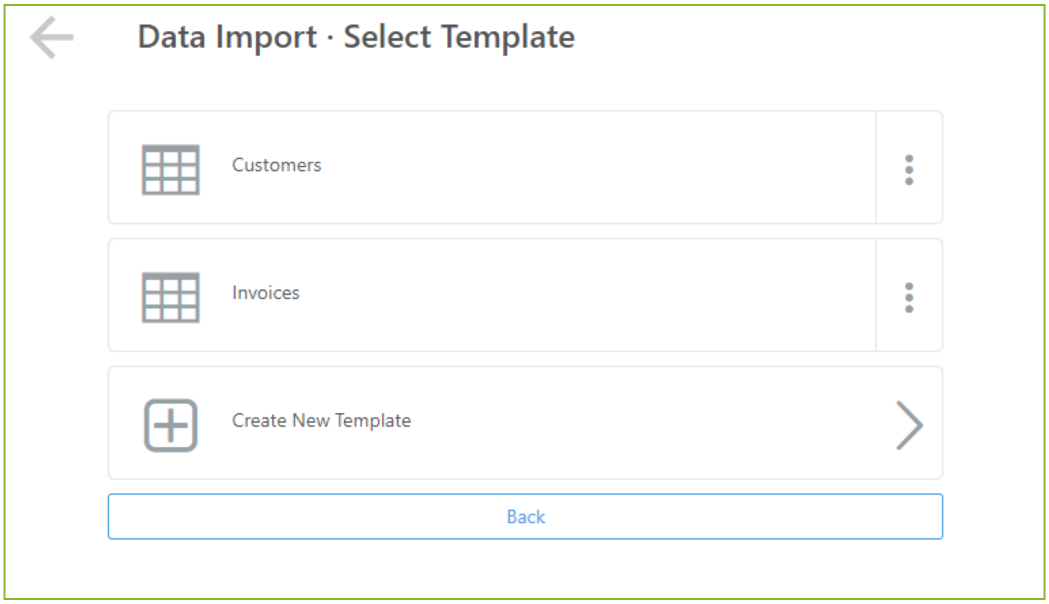
a. A Data Import Template is the saved configuration from a previous Data Import.
b. If any saved Data Import Templates have already been created, it can be selected to make the future configuration much faster if using the same spreadsheet form.
    i. To download a sample spreadsheet of the template, click the options (⁝) button on the saved template card and select the **Download Sample** option.



c. If creating a new data template, select the **Create New Template** option.
    i. Example templates will be presented. To create a new template without an example, select the **Start From Scratch** card at the bottom of the list.

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 uploaded 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 and associated items.
        iii. Subscriptions – Data relating to customer subscriptions and associated items.
        iv. Payments – Data relating to new or updated payments and the associated application to invoices.

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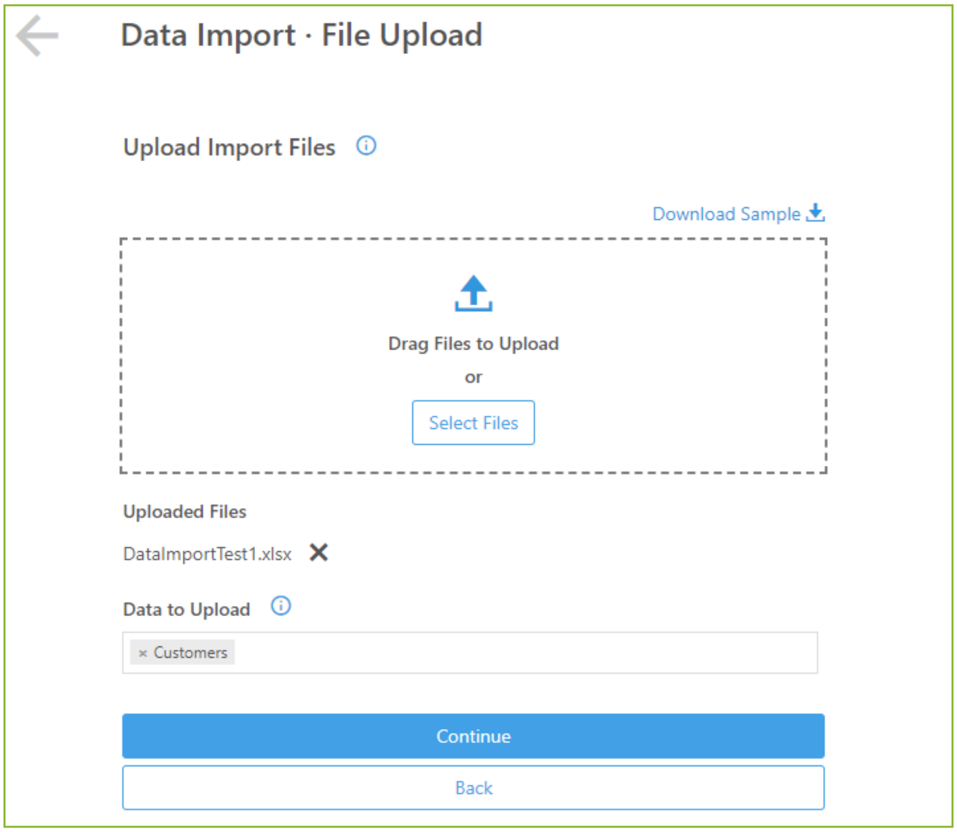
v. AutoPay – Data relating to setting up AutoPay for customer users in bulk.
vi. Users – Data relating to users of the customer portal to be uploaded in bulk.
vii. Items – Data relating to items to be used when creating invoices.
viii. Taxes – Data relating to taxes and the association in Tax Groups.



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/PayFabric-Receivables-Data-Import-Field-Descriptions
      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.

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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 email will be sent for all newly uploaded invoices.
    2. If this option is set to Do Not Send, then the New Invoice Notification email 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 email will be sent to users after the import is complete.
    2. If this option is set to Do Not Send, then no email 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.

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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

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    - 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

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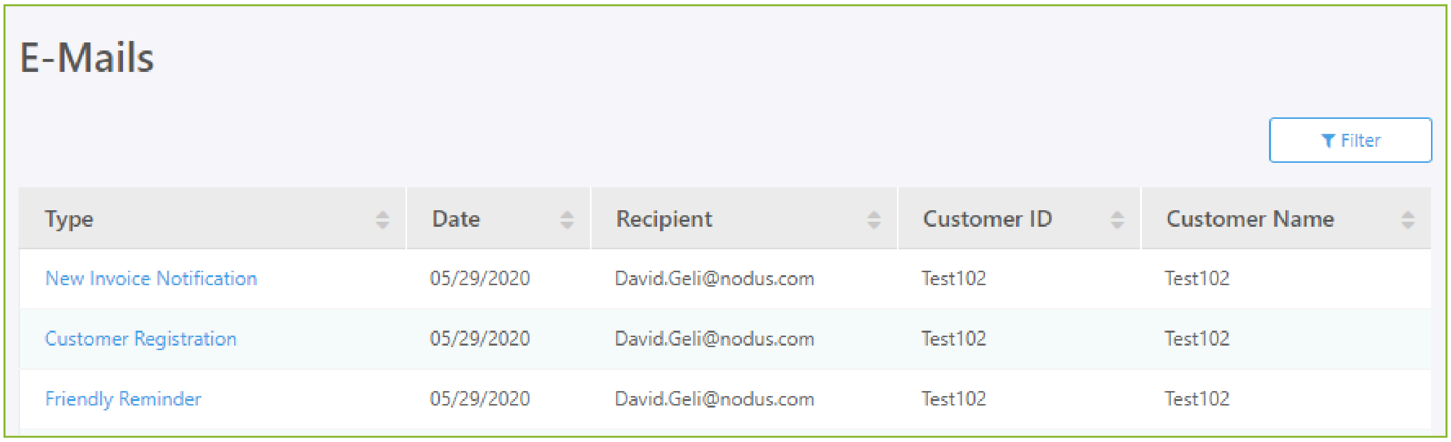
Emails

Email Report

The Email report page displays a list of all emails sent out to customers.



E-Mails

Filter

Type	Date	Recipient	Customer ID	Customer Name
New Invoice Notification	05/29/2020	David.Geli@nodus.com	Test102	Test102
Customer Registration	05/29/2020	David.Geli@nodus.com	Test102	Test102
Friendly Reminder	05/29/2020	David.Geli@nodus.com	Test102	Test102

Clicking the value in the type column will open the view to see the full details of the email including the date sent, the email 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 email

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

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.

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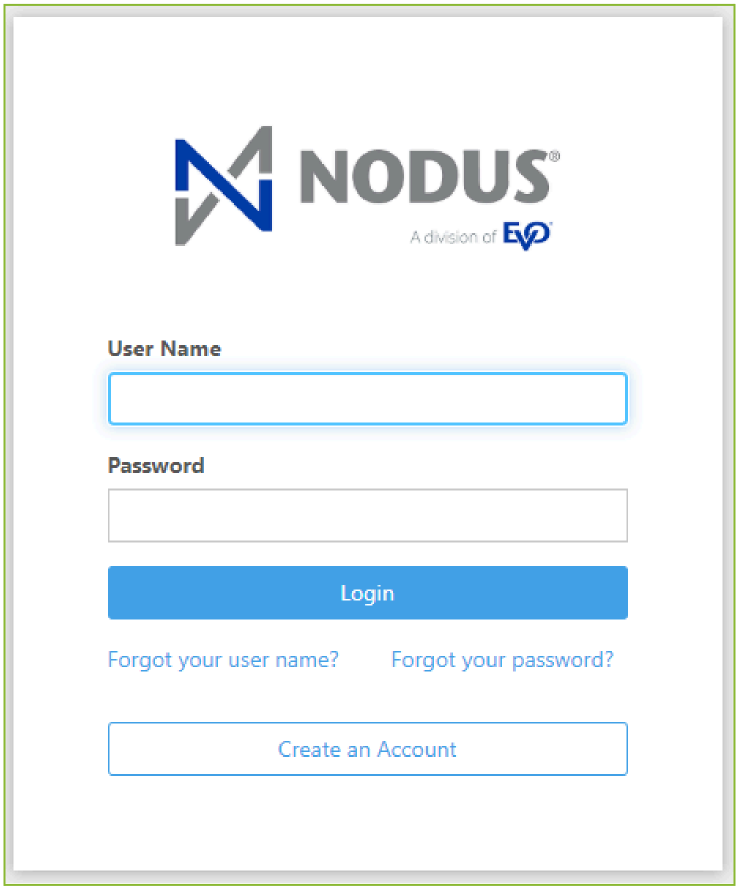

Create an Account

If the customer account has an email 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 email has been enabled.

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The user will be prompted to provide their Customer ID to begin the registration process. After providing their customer ID, the User Registration email will be sent to the email address associated with the customer record. From the email, 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 email is enabled, it will be sent to the user after their account is created.

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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 email is enabled.

After the user clicks the link, they will be taken to a page to provide their Customer ID and Email address. If the information is correct, the User Name Request email 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 email is enabled.

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

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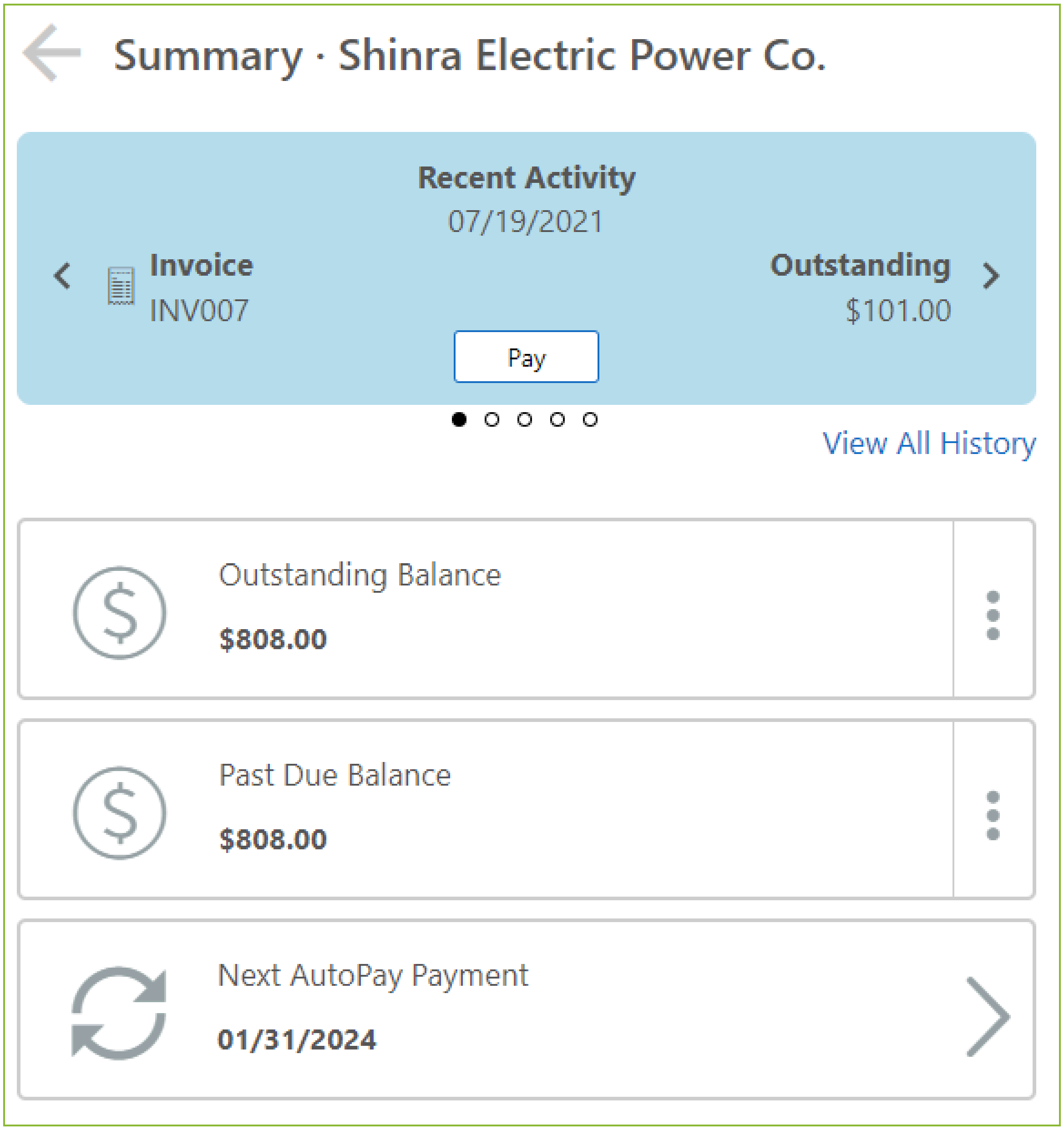
If the user has forgotten their user name, they can click the '**Forgot your user name?**' link to begin the Forgot User Name process to retrieve their user name. The link will only appear if the User Name Request email is enabled.

Summary

The Summary page provides a quick overview of the customer account and recent activity.



The rotating banner at the top of the page will provide information on recent invoices and payments on the customer account. If the invoice has an outstanding balance, a Pay button will appear to

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allow for a quick payment of the invoice on the Payment page. The **View All History** link button is also available to quickly navigate to the History page.

The lower portion of the page will contain quick action cards to allow for

Outstanding Balance - This card displays the current outstanding invoice balance on the account. If the current outstanding balance is greater than zero, then clicking the card will direct the user to the Pay Invoices page. If the outstanding balance is zero, then clicking the card will direct the user to the History page. The following options can also be included on this card.

- **View** - This option will direct the user to the Pay Invoices page. This option is only available if the Pay option is also displayed.
- **Pay** - This option will quickly direct the user to pay the outstanding balance on the Payment page. This option is only available if the outstanding balance is greater than zero and one of the following conditions are true:
  - Internal users would need to be assigned the Payment Create Internal User Permission.
  - Customer portal users would need to be assigned to the 'View & Pay' or 'Full Access' Customer Portal User Permission.

Past Due Balance - This card displays the current past due invoice balance on the account. This card will only be displayed if the current past due is greater than zero. Clicking this card will direct the user to the Pay Invoices page filtered to only show the past due invoices.

- **View** - This option will direct the user to the Pay Invoices page filtered to only show the past due invoices.. This option is only available if the Pay option is also displayed.
- **Pay** - This option will quickly direct the user to pay the past due on the Payment page. This option is only available if one of the following conditions are met:
  - Internal users would need to be assigned the Payment Create Internal User Permission.
  - Customer portal users would need to be assigned to the 'View & Pay' or 'Full Access' Customer Portal User Permission.

AutoPay - This card will display the current status of the customer's automatic payment plan. If Autopay is not activated, this card will display the option to activate AutoPay. If AutoPay is already activated, then this card will display the next AutoPay date and clicking the card will direct the user to view their AutoPay plan in more detail. This card will only be displayed if the user has the associated permission to activate or view their AutoPay.

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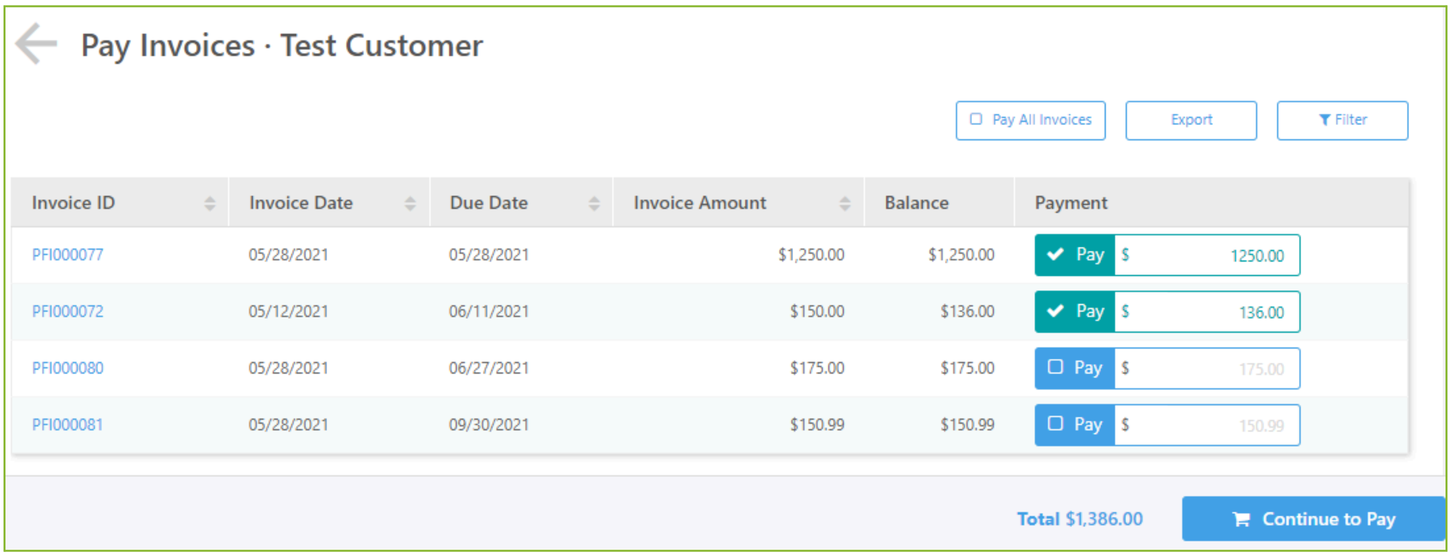
Pay Invoices

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:

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

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

Payment

The Payment page is where the user can provide their payment details and complete the payment.

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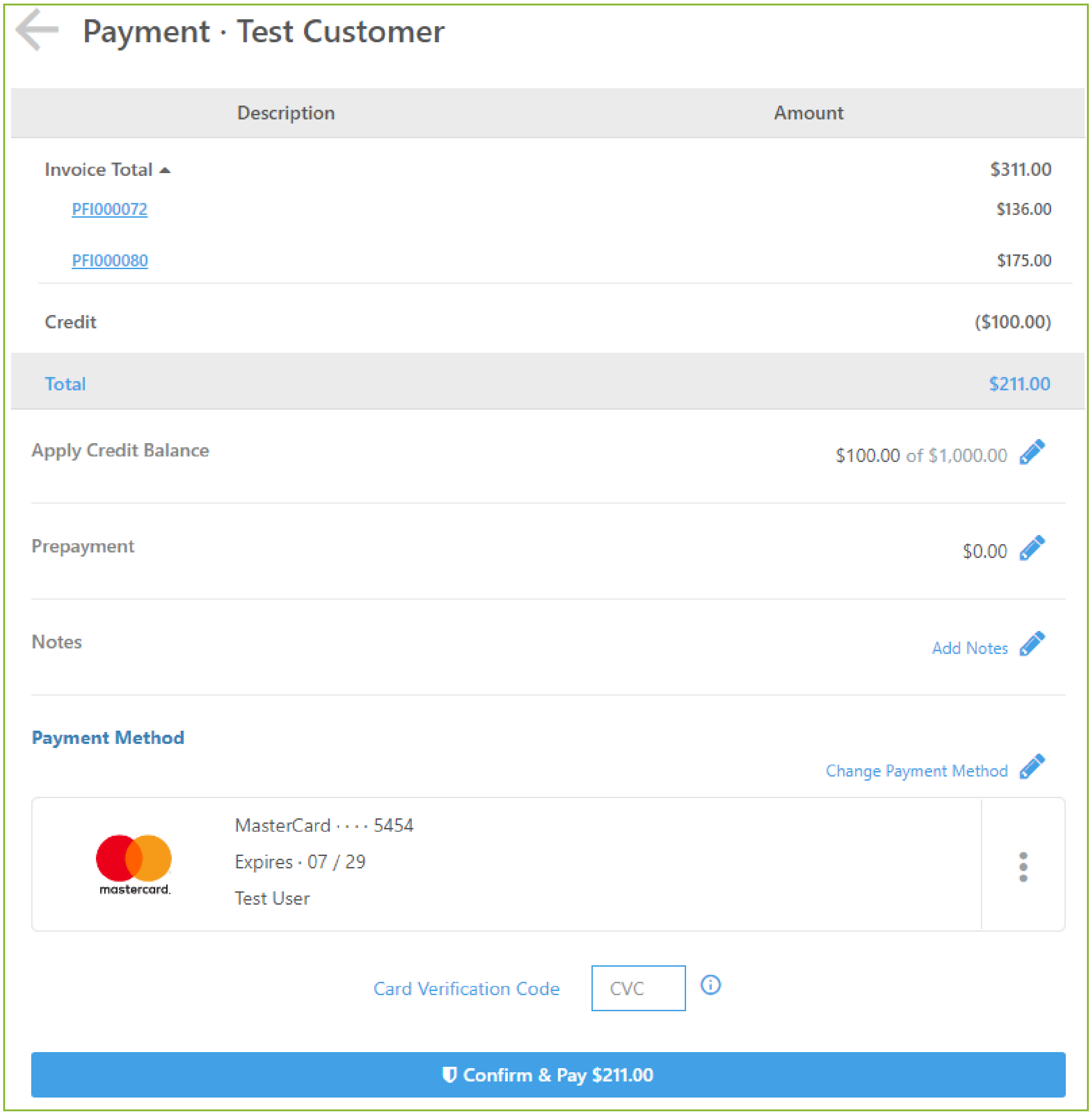

The following items are available on this page:

- Summary Table – This table provides a summary of the payment and is updated as changes are made on the page. Invoice numbers in this table can be clicked to provide more detail on the invoice.
- Amount Section – This section can be used to adjust the amount of the payment.
    - This section will only appear if the payment is generated from the Invoice Editor for an invoice that has not been completed
- 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.

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  - This section will only be enabled if the Apply Credits option is enabled from the Payment Preferences settings page. This section will not be displayed if the payment is generated for a new invoice from the Invoice Editor before the invoice is completed.
  - 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.
- Prepayment section – If there is an 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.
  - This section will be displayed if the Allow Prepayments option is enabled from the Payment Preferences settings page. This section will not be displayed if the payment is generated for a new invoice from the Invoice Editor before the invoice is completed.
- Notes section – Additional notes related to the payment can be included in this section by clicking the pencil icon.
- 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, the user will need to select an option 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.
  - 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.
  - For a saved payment method, the options (⁝) button can be clicked to provide the **Edit** option to modify the details for the payment method.
- 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.

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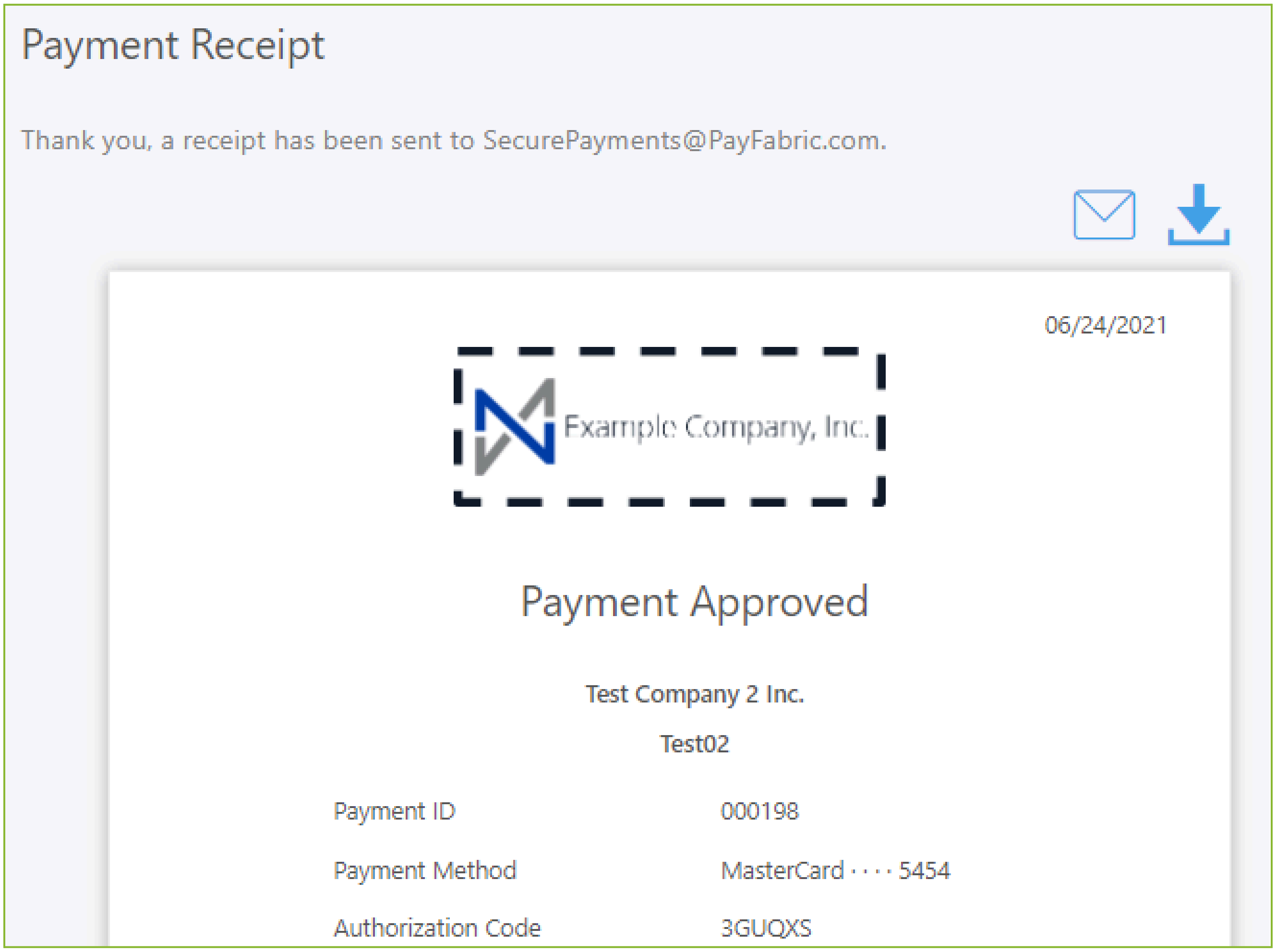

If the Manual Payment Confirmation email template is enabled, then a payment receipt will automatically be sent when the payment is completed. The recipient of the email can be viewed on the page and clicking the envelope icon

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.

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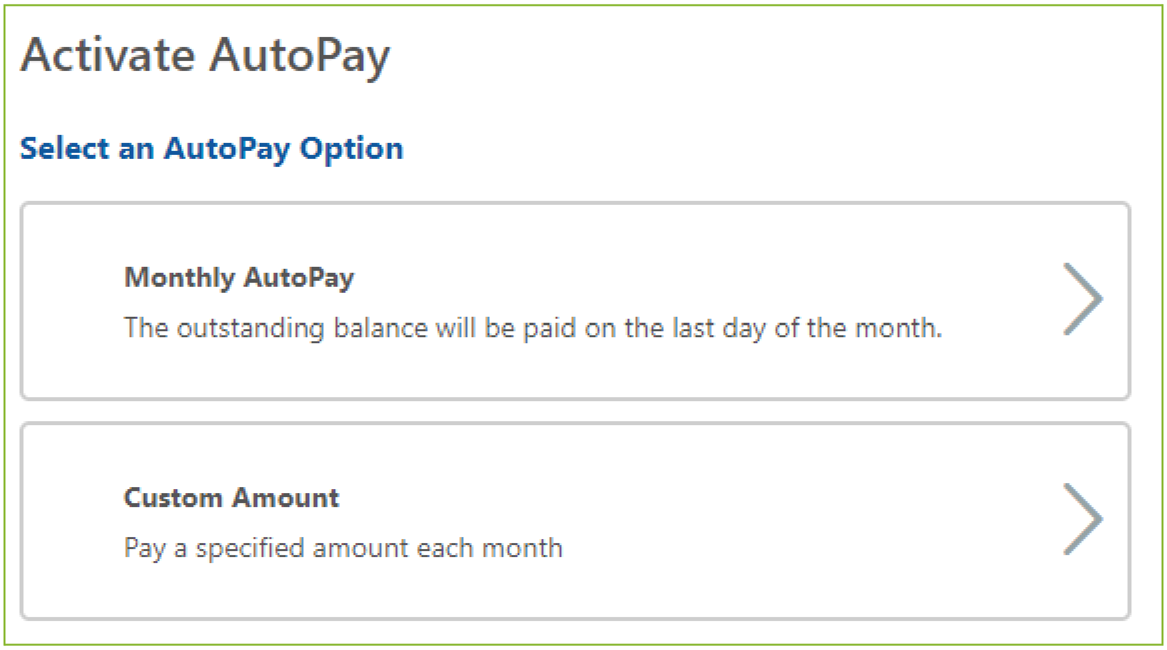
- For internal users, the user must be assigned the AutoPay Activate Internal User Permission.

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.

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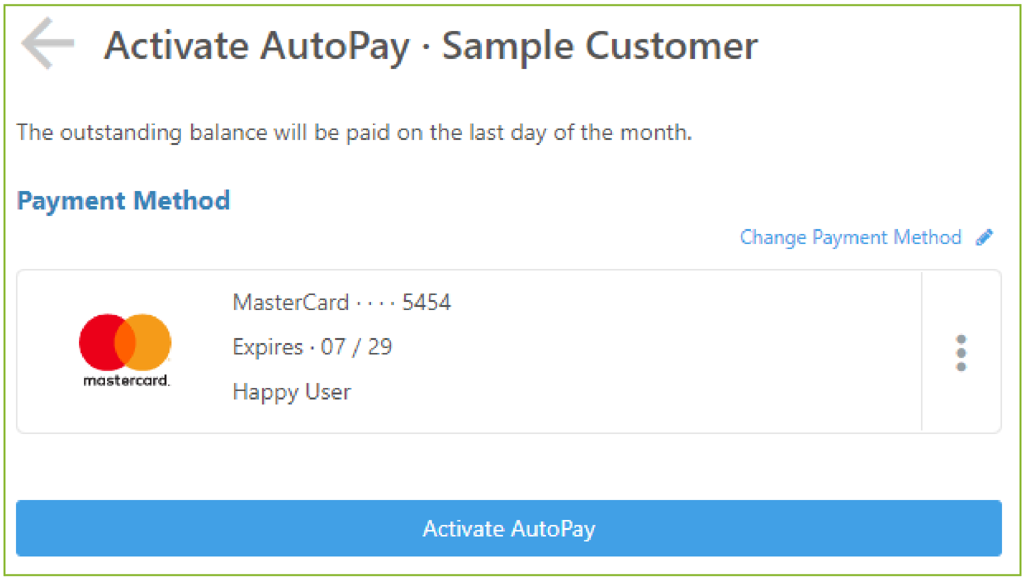
- For internal users, the option to add a new payment method from this option will only be available if the user is assigned the Wallet Create Internal User Permission.

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.

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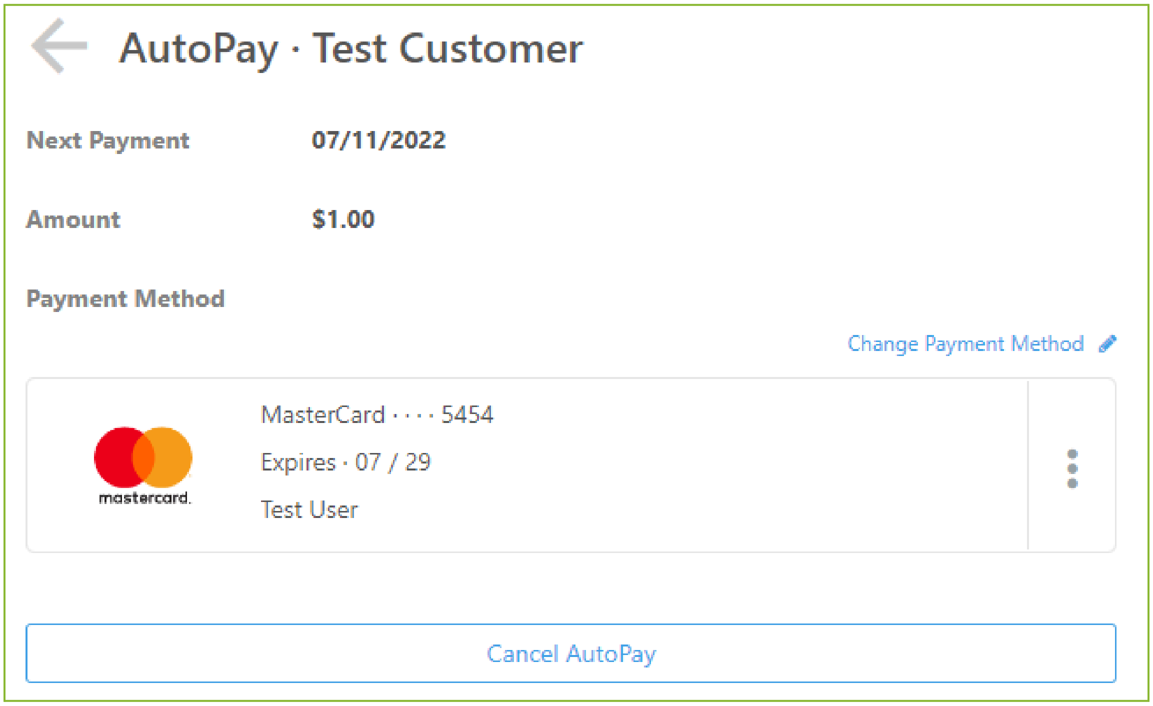

Cancel AutoPay

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 with any invoices. Clicking this option in the menu will direct the user to the Payment 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 need to be assigned the Payment Create Internal User Permission.

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History

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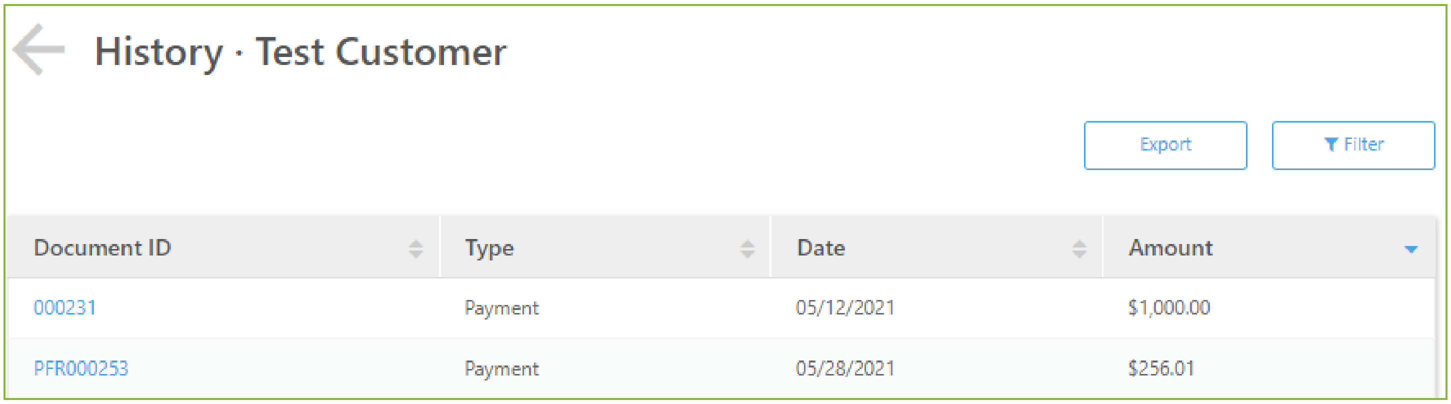

The following items are available on this page:

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.

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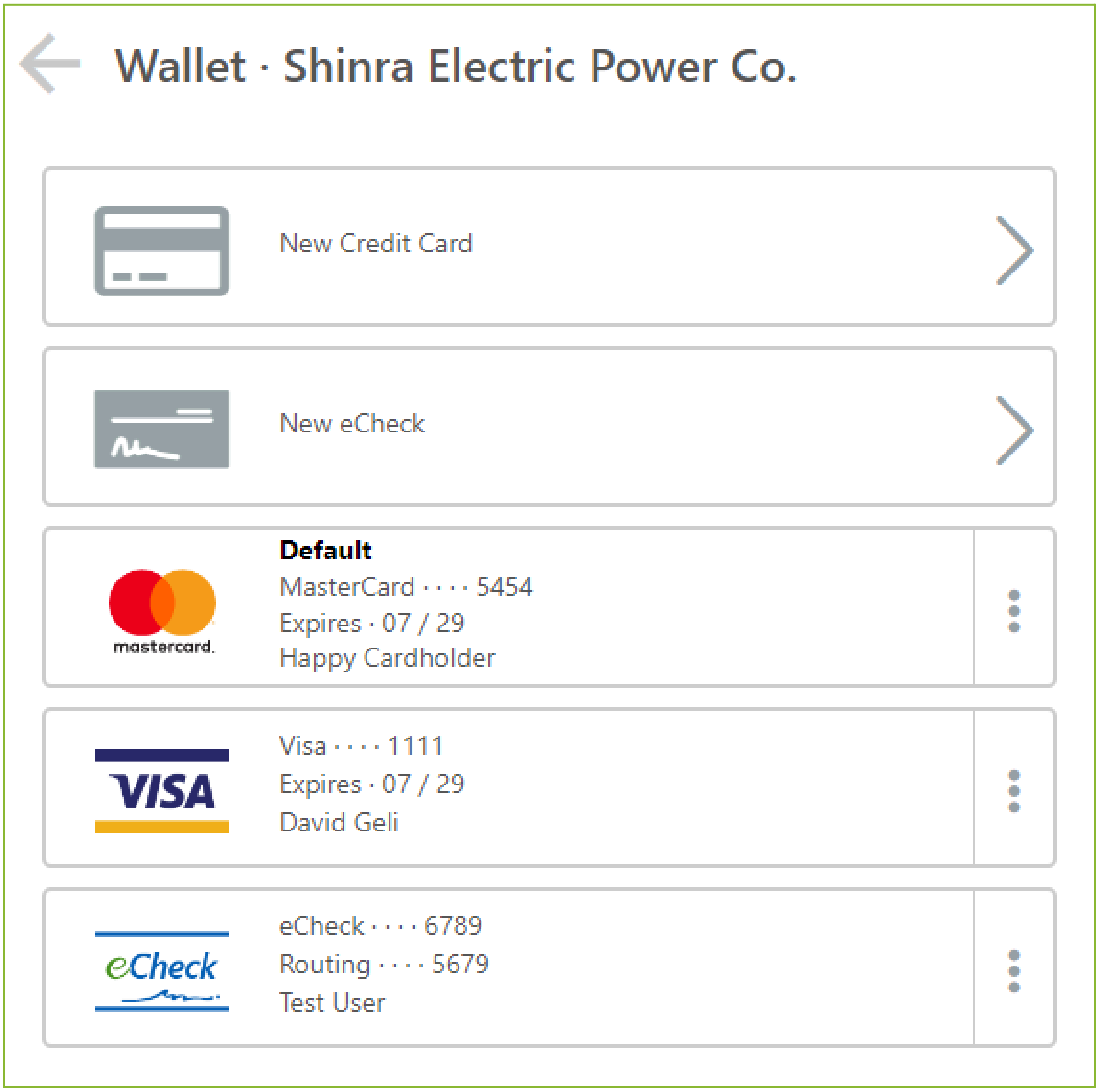

New payment methods can be added by clicking the **+ Add Credit Card** or **+ Add eCheck** buttons. The options menu on the right side of the saved payment methods can be used to edit the payment method details or delete the payment method.

- 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.

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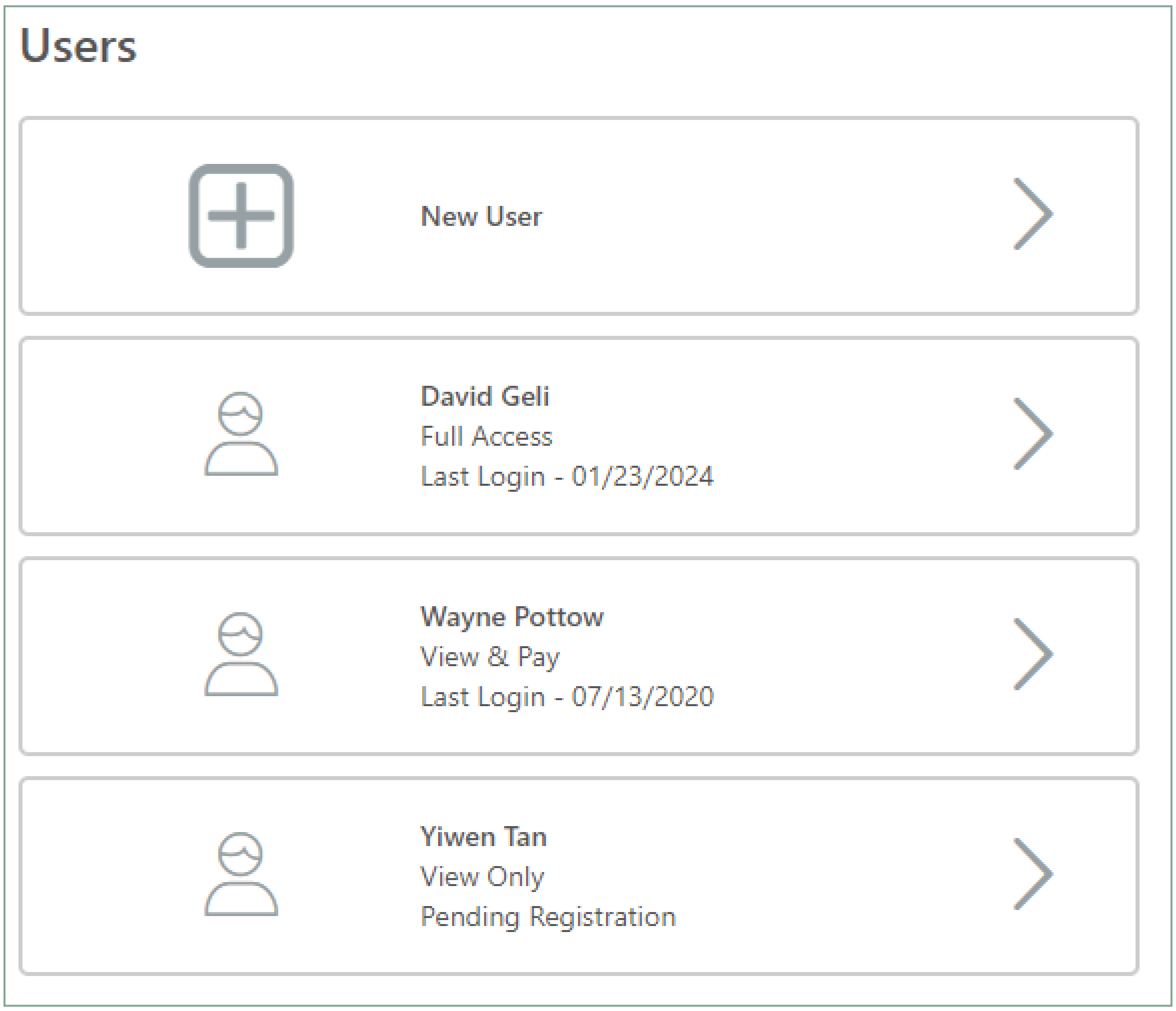
- The option to delete a payment method from the wallet will only be available if they are assigned the Wallet Delete Internal User Permission.

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 Email template is enabled

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2. On the New User page, provide the user's name, email 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 Email to prompt them to create an account.

Edit an Existing Customer Portal User

1. From the Users page, click the user card associated with the desired user to be directed to the Edit User page.
    a. If a customer portal user clicks the card associated with 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 Email 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 with the desired user to be directed to the Edit User page.
    a. If a customer portal user clicks the card associated with 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 email template is enabled

Unlock a locked out a Customer Portal User

1. If a Customer Portal user has been locked out due to repeated failed attempts to login, the following process can be used to unlock the account. From the Users page, click the user card associated with the desired user to be directed to the Edit User page.
2. Click the **Unlock User** button.

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   a. For Internal Users, the reset password button will only be available if the user is assigned the Customer User Edit Internal User Permission.

Deactivate a Customer Portal user

1. From the Users page, click the user card associated with 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 with 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.

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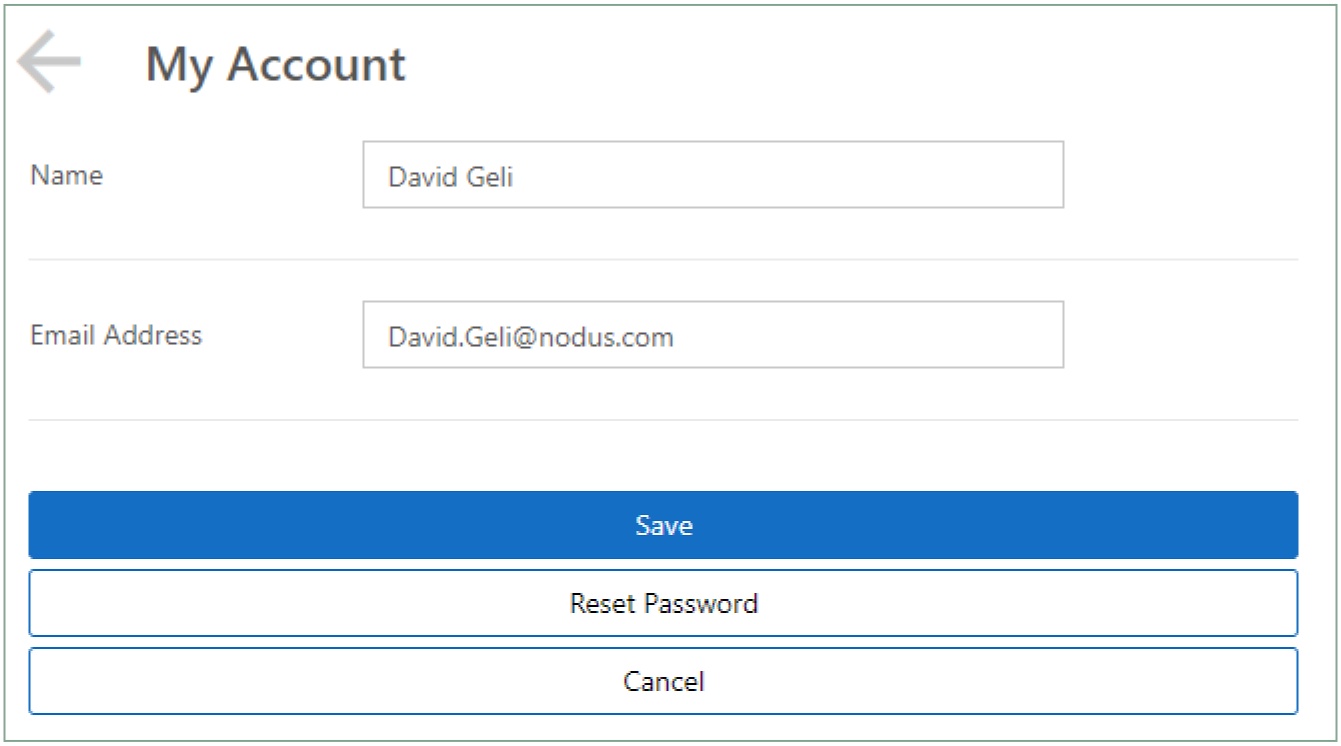

The Name and Email Address of the user can be updated from this page by updating the fields and clicking the **Save** button.

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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