

# VERSAPAY QUICK REFERENCE GUIDE

## VERSAPAY FREQUENTLY ASKED QUESTIONS

### What is Versapay?

A way to access your account 24/7, on-demand, enabling you to view your current and past invoices and statements, manage your payment methods, download receipts, and update your organization's information – all from our online portal.

### Why Versapay?

By signing up with Versapay, you'll have access to all of your invoices and payment history. You'll be able to check your account statement, print your invoices, and make payments safely and securely 24/7.

Below is a brief summary of the most commonly used features (some of these features might not be available):

- Invoice Presentment
  - Single view of all invoices and supporting documents
- Payments
  - The ability to securely add new payment methods with ease including credit cards (Visa, Mastercard, Discover, and AMEX) and bank accounts
  - You can take advantage of autopay to streamline your processes and eliminate missed payments
  - Pay one or multiple invoices, pay line items, short pay, overpay, or apply credits
  - Streamline your payment process by paying from an invoice OR through your Versapay account
- Collaboration and Collections
  - Receive a variety of email notifications including invoices, credit memos, payment receipts, statements, and more
  - Online communication: Flag disputes, ask questions, and/or resolve issues easily online
  - View documents that Swagelok Minnesota | North Dakota | Appleton has shared with you
  - Customize notifications, where applicable
  - Collaborate with us to apply payments to open invoices
- Customer Portal
  - This self-serve portal allows you to view your invoices and payment history, including any supplemental documentation, communicate any questions or disputes directly to Swagelok Minnesota | North Dakota | Appleton, and pay securely from the portal 24/7
  - A Mobile Customer Portal is automatically presented to you when you are using a mobile phone and tap on a link from an email notification or access a customer portal mobile-specific URL
  - Using your credits will be easier than ever through the Versapay Portal!

### Will my account information be safe?

Yes! The Versapay Customer Portal was built with security as the highest priority featuring PCI-Compliance, SOC 1 Type 1 Certification, SOC 2 Type II Certification, and PIPEDA/GDPR/Privacy Shield Protections.

## Security in Versapay Collaborative AR

Versapay Collaborative AR has passed the most rigorous of security testing from external auditors to verify our security level meets the highest industry standards. Our systems are monitored and updated as needed to protect against any known security risks. In addition to the third-party testing, our internal security personnel use several risk assessment and security tools to monitor and maintain the security of our online systems.

Versapay Collaborative AR is a certified PCI (Payment Card Industry) Level 1 Service Provider and is audited annually by its banking partners to ensure “bank grade” security compliance.

Your sessions are secured through HTTPS via TLS (Transport Layer Security) v1.1 or greater.

- **Secure Login:** Versapay’s compliance, internal practices, data centers, and security monitoring is best-in-class to ensure your customer and financial information is protected in a secure environment. They’re certified as compliant under PCI DSS (Payment Card Industry Data Security Standard) version 3.2 at Service Provider Level 1 and they complete an annual PCI DSS assessment using an approved Qualified Security Assessor
- **Time Out:** Versapay maintains a time out feature that will automatically log you out of the current session after a period of inactivity. This helps reduce unauthorized access to your accounts
- **Physical Security:** Versapay’s services are hosted in top-tier data centers that provide carrier-level support, as well as multiple levels of security and redundancy

## How to Sign-Up?

There are 3 ways to access the customer portal: an invitation; an email notification related to an invoice, payment, or statement; OR by visiting <https://secure.versapay.com/> to sign up. **Note:** Any email from Versapay will either be sent from [no-reply@versapay.com](mailto:no-reply@versapay.com) OR Swagelok Minnesota | North Dakota | Appleton.

## What if I don’t have an account?

Invoices will continue to be emailed to your Accounts Payable contact, but that email will come from [no-reply@versapay.com](mailto:no-reply@versapay.com) and you will need to follow your current process for paying invoices.

You can use Versapay as an express user BUT you will miss out on all of the advantages this online invoicing and billing platform provides.

- An express user **CAN** enter the customer portal without having to set up a password; view invoices and make one-time payments; receive notifications; and access the portal through email notifications
- An express user **CANNOT** save payment methods; set up autopay/prepay; apply credits; or use an existing payment method for the customer account

## Will my credit card information automatically be transferred to Versapay?

No, you will need to provide your credit card information for your first transaction on the Versapay portal.

## What if I already have a Versapay account?

You will sign up using the e-invitation and your current Versapay login information. From your dashboard, you will be able to access all Versapay accounts that your email address is associated with. Please reference the Customer Portal Guide for more specific information.