versapay | Collaborative AR

Introduction to the Customer Portal

Last Updated: Mar 23, 2023

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NOTE For Commercial Real Estate (CRE) clients, “Customer” should be read as “Tenant” throughout this guide.

1. What is Versapay Collaborative AR?

Versapay Collaborative AR is an accounts receivable cloud application used by your service provider or supplier, vendor or landlord. As their customer (or tenant), they have invited you to use the platform to view and pay your invoices.

Why You Should Sign Up

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 enabled in your version of Versapay):

Invoice Presentment

- single view of all invoices and supporting documents

Payments

- secure platform to make payments using multiple payment methods
- set up invoice approval rules
- sign up for AutoPay
- pay one or multiple invoices, pay line items, short-pay, overpay or apply credits
- make cross-currency payments

Collaboration and Collections

- communicate with internal users or directly with your supplier to manage disputes and respond to questions

- view documents your supplier has shared with you
- choose which notifications you want to receive
- collaborate with your supplier 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 your service provider or supplier, vendor or landlord, 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-specifc URL

2. 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

Our 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. We’re certified as compliant under PCI DSS (Payment Card Industry Data Security Standard) version 3.2 at Service Provider Level 1 and we 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

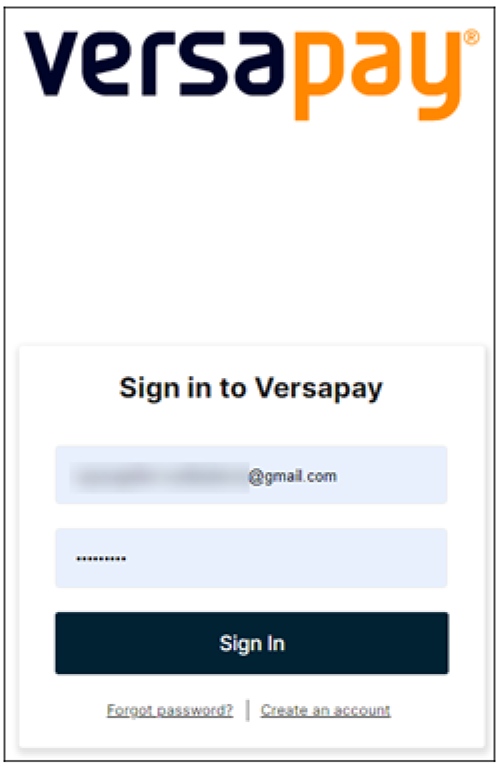
Our services are hosted in top-tier data centers that provide carrier-level support, as well as multiple levels of security and redundancy.

3. Getting Started

Accessing the Customer Portal

There are 3 ways to access the customer portal:

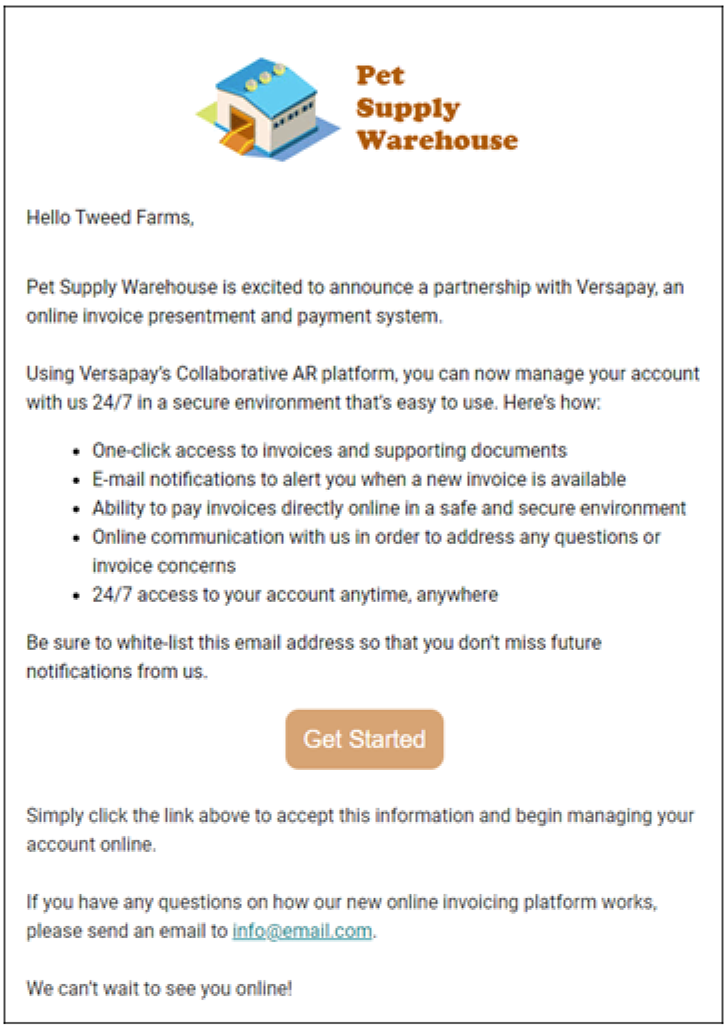
- An invitation
- An email notification related to an invoice, payment, or statement
- Visit secure.versapay.com, which displays a page like the one shown below:



NOTE Any email from Versapay will either be sent from no-reply@versapay.com or your supplier's email address.

Invitation / Email Notification

- **Initial Invitation**: You will receive an invitation from Versapay to create a "user account" for your new online invoice and payment solution. By clicking **My Invoices** you will be directed to a Terms and Conditions page; agree to continue.



Pet Supply Warehouse

Hello Tweed Farms,

Pet Supply Warehouse is excited to announce a partnership with Versapay, an online invoice presentment and payment system.

Using Versapay's Collaborative AR platform, you can now manage your account with us 24/7 in a secure environment that's easy to use. Here's how:

- One-click access to invoices and supporting documents
- E-mail notifications to alert you when a new invoice is available
- Ability to pay invoices directly online in a safe and secure environment
- Online communication with us in order to address any questions or invoice concerns
- 24/7 access to your account anytime, anywhere

Be sure to white-list this email address so that you don't miss future notifications from us.

Get Started

Simply click the link above to accept this information and begin managing your account online.

If you have any questions on how our new online invoicing platform works, please send an email to info@email.com.

We can't wait to see you online!

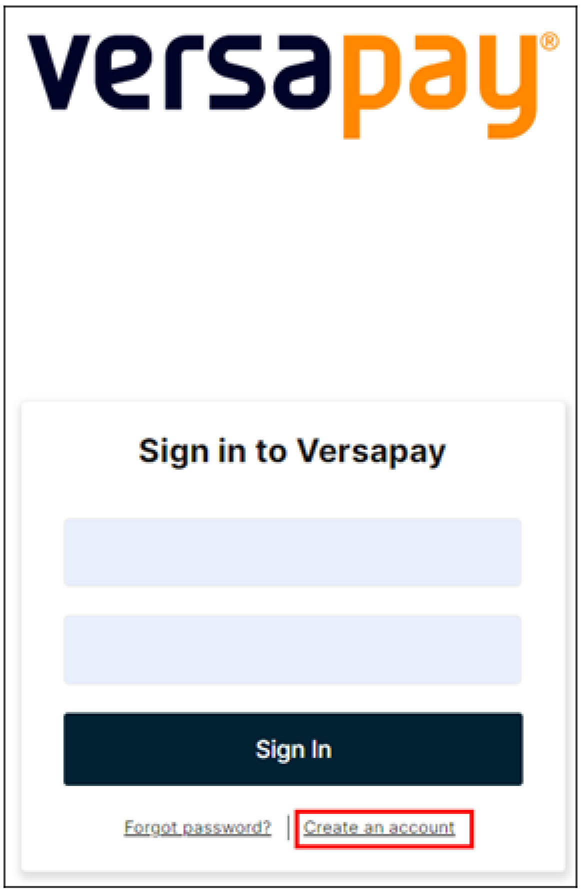
- **Email notifications**: Will be sent for new invoices added to your account. These notifications will also contain similar links; click these links to access your account.

- **Forgot your password?** Click here for a step-by-step guide or here to jump right to reset.

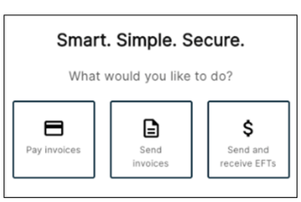
Self-Sign Up

If you have previously been invited to Versapay but never actually signed up, you can either contact your supplier and ask for an invitation to be re-sent or follow the steps below.

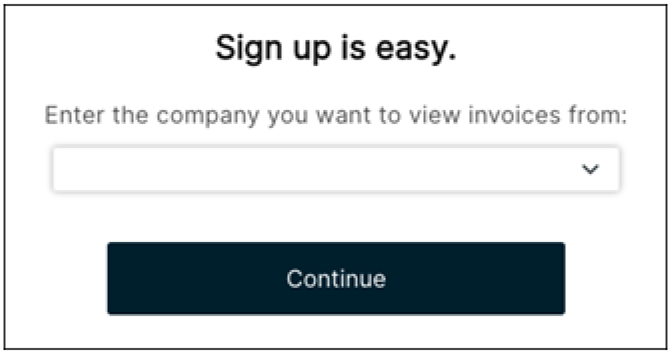
1. Go to secure.versapay.com and select **Create an account**.



2. Select **Pay invoices.**



3. Choose your supplier in the dropdown (you can type in part of the supplier's name), click **Continue**, then enter your email.

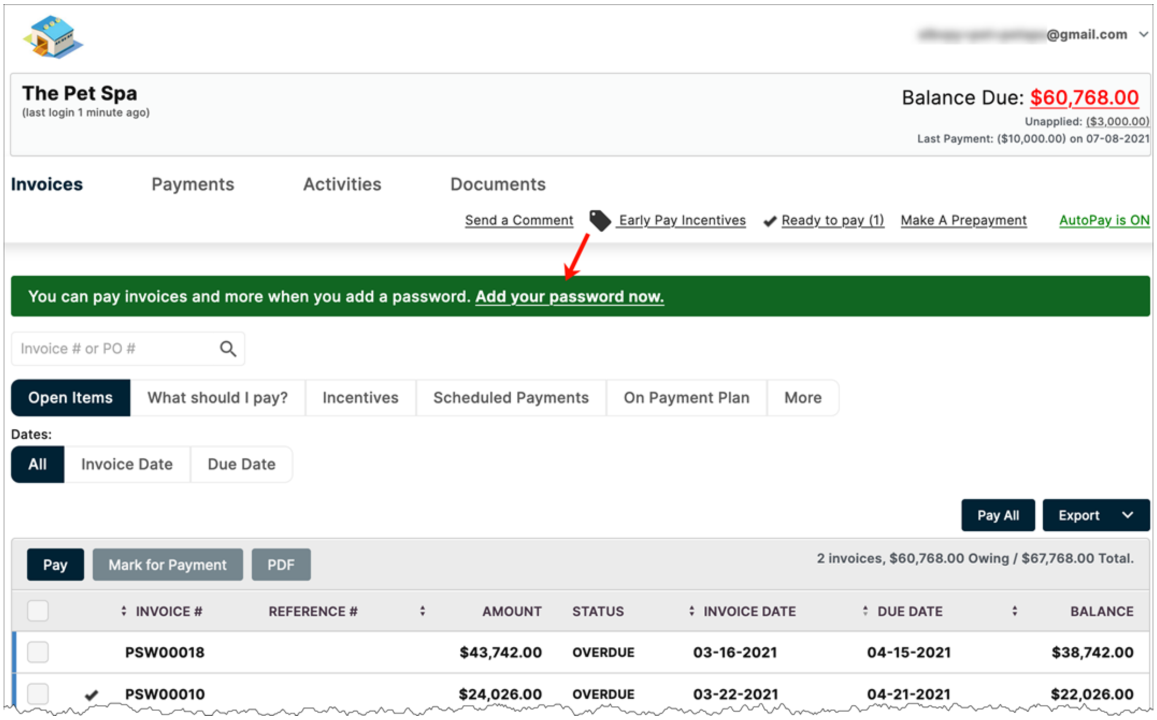


Express vs. Active User

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

- Choose to set up a password to gain full access to the portal at any time



An Express User CANNOT:

- Save payment methods
- Setup AutoPay / prepay
- Apply credits
- Use an existing payment method for the customer account

An Active User CAN:

- Set a password, security questions and agree to Terms of Use to gain access to the portal
- Save multiple payment methods
- Set up AutoPay / prepay
- Apply credits

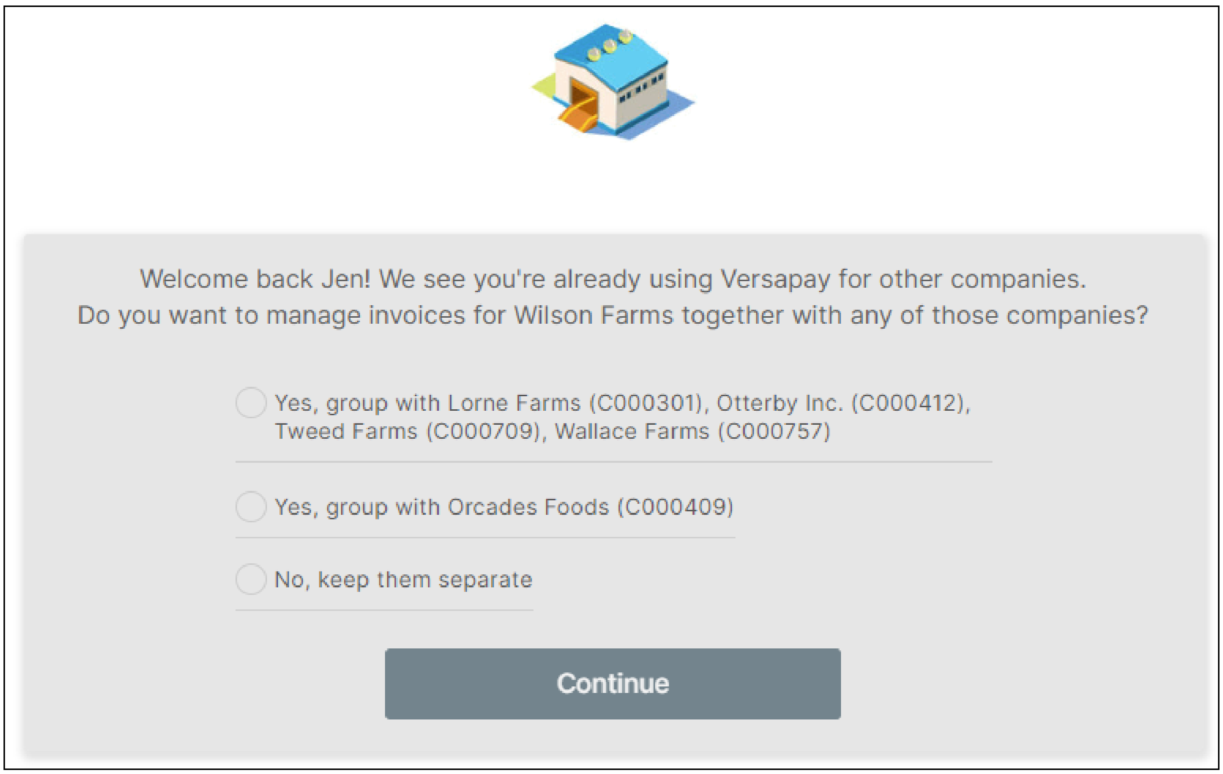
An Active User CANNOT:

- Separate accounts that have been linked

NOTE To reset your password to the portal, go to https://secure.versapay.com/users/password/new, enter your email and click **Send Instructions**.

Grouping Customer Accounts

If you use *one email address* to manage multiple customer accounts, *and* you are the first customer contact to open an invitation from a supplier, you will be invited to group these accounts into one consolidated view:



Select **Yes** if you plan to have:

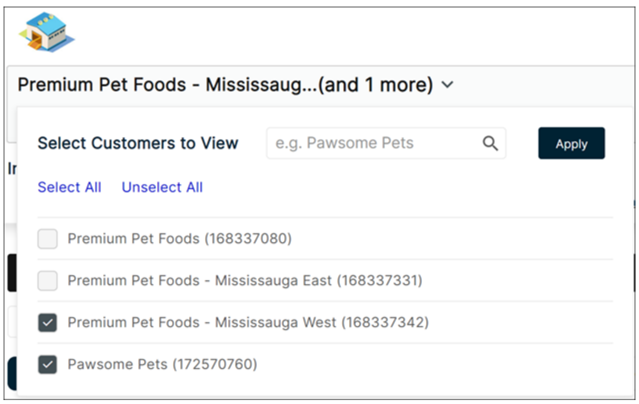
- One payment method (i.e., credit card 1234) will be used to pay invoices across all linked accounts
- One email notification containing all customer balances is preferred

Select **No** if:

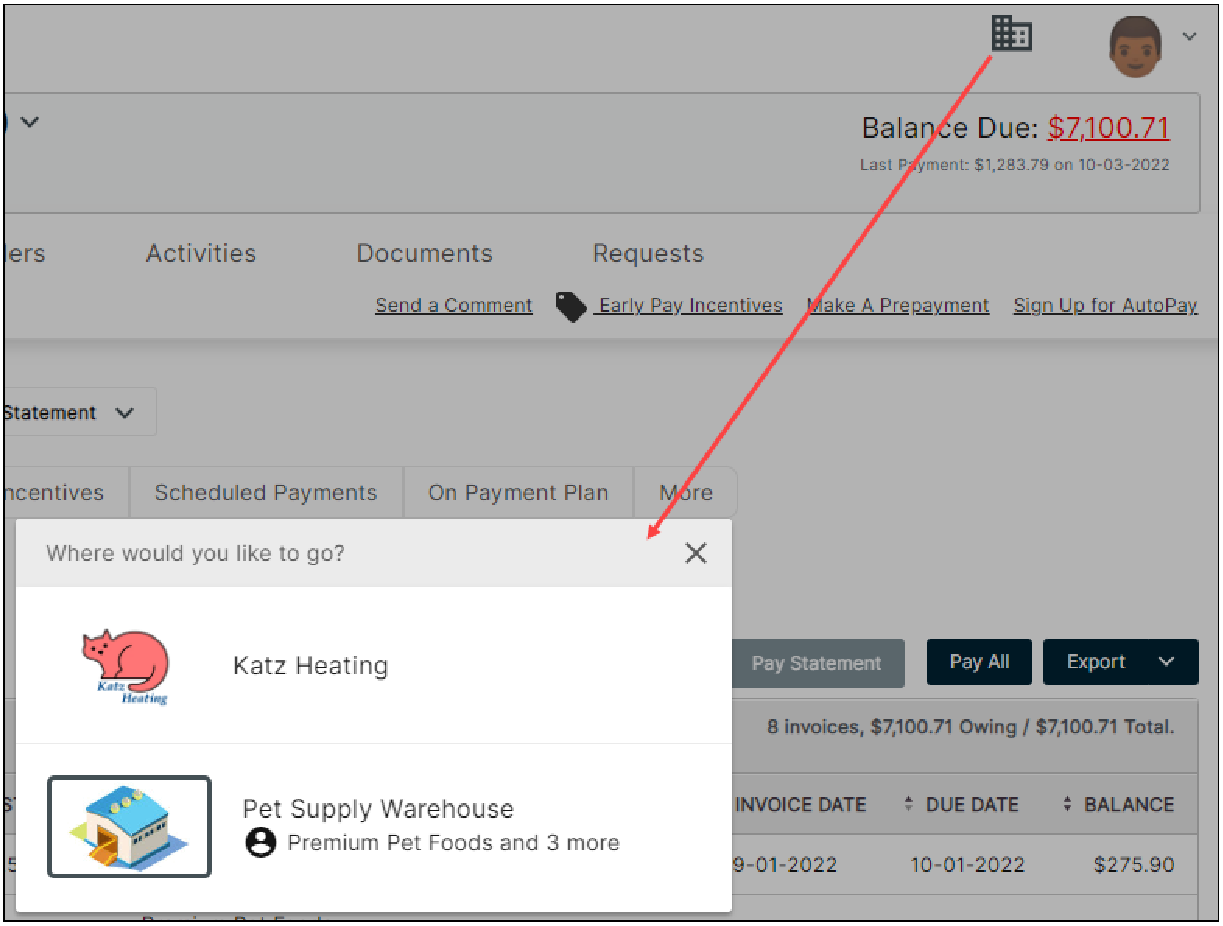
- You plan to use different payment methods for each customer account
- You plan to add additional contacts to any of the customer accounts who should not be able to view all grouped accounts

Grouped vs. Separated Customer Accounts

Grouped Customer Accounts: When customer accounts are grouped together, you will access them via a dropdown menu at the top left of the page. You can select all or choose which individual accounts you would like to view. For example:



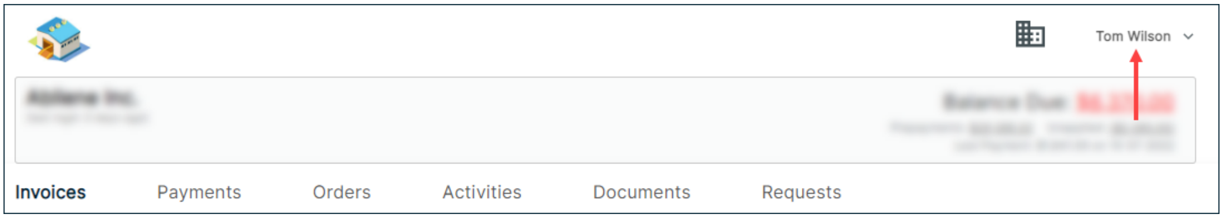
Separated Customer Accounts: When customer accounts are kept separate, you will access those accounts via the icon beside your name or picture / avatar at the top right of the page. For example:



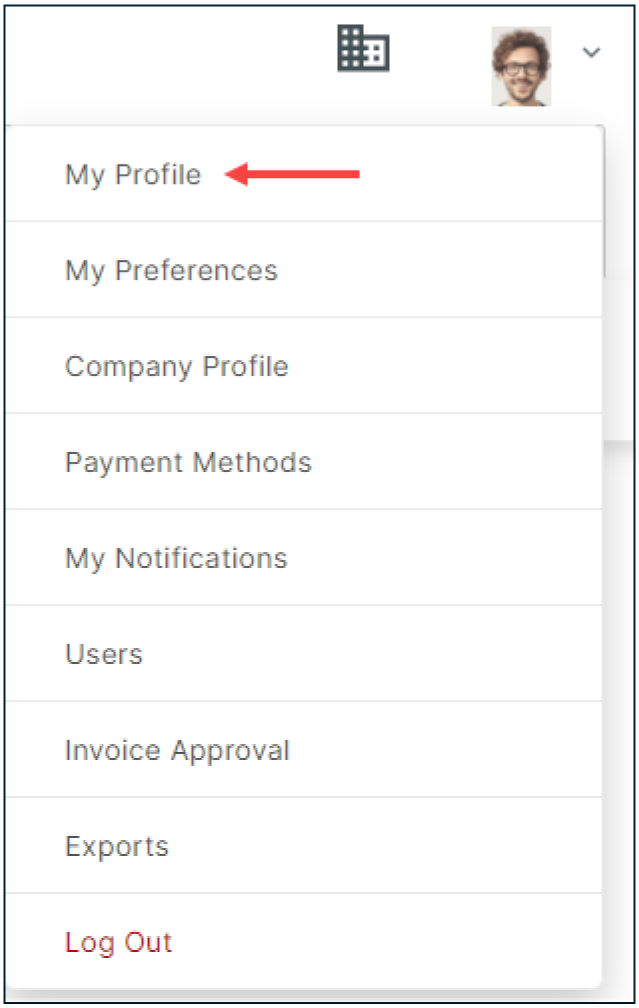
NOTE To separate previously grouped accounts, or if you decide to group accounts that are currently separated, please contact the supplier.

View / Update Your User Profile

After you log in to Versapay for the first time and you take a look around, check out the Admin, or settings menu, which is accessed by clicking your name in the top right corner of the page. You could add a picture of yourself or an avatar to appear beside the company name.



1. Click your name and choose ‘My Profile’ from the dropdown:



2. In the User Profile panel, enter the following details:

- First name
- Last name
- Title
- Department

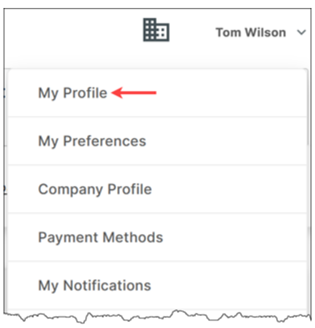
- Telephone

> **NOTE** Your email cannot be changed as it’s one-half of your logon credentials to Versapay (the other half being your password). If you need to change your email address, please contact support@versapay.com.

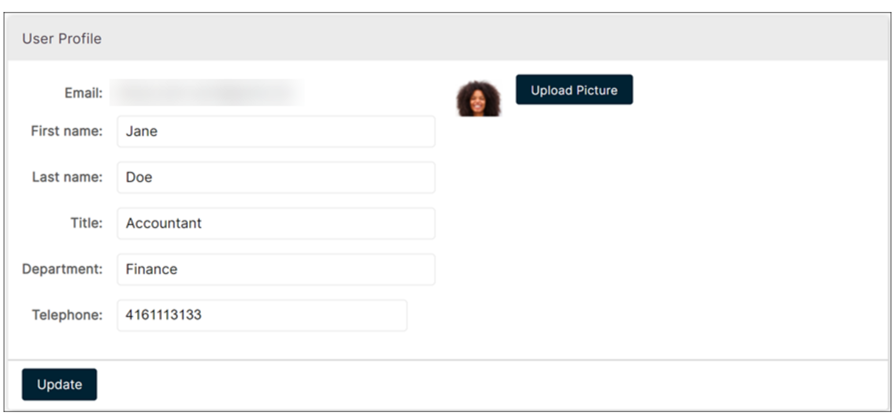
3. Click **Update**.

Display Your Picture or Avatar

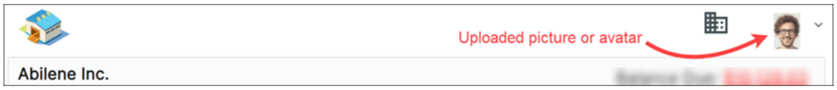
1. Click your name in the upper right portion of the page and choose ‘My Profile’.



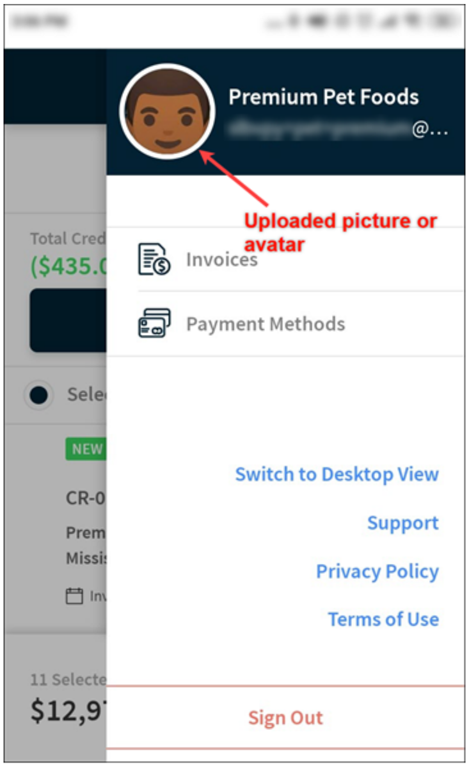
2. To display a picture of yourself or an avatar, click **Upload Picture**.
3. Find and select the image file (maximum file size is 512 KB; only PNG and JPG files, please).
4. Click **Update**. The selected image appears beside the **Upload Picture** button:



and beside your name at the top of the page:



and if you're using Customer Portal on your mobile phone, your picture or avatar displays on the menu:



To change your picture or avatar:

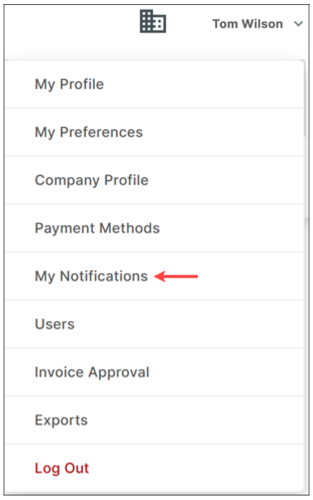
Repeat steps 1 – 4 above.

View / Update Your Notifications

Notifications are messages sent automatically to you to alert you of situations you may need to respond to (e.g., dispute opened, payment failed, etc.), or to situations that you may want to be aware of (e.g., when an invoice is approved or a bank account is added).

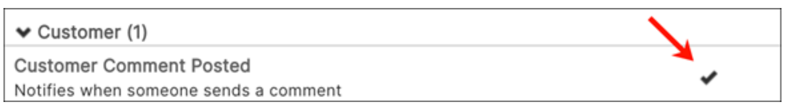
Each user of the Customer Portal can decide which notifications they want to see—unless they're mandatory.

1. Click your name and choose 'My Notifications'.

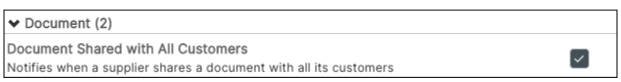


On the My Notifications page,

- mandatory notifications are indicated by a checkmark — you cannot unsubscribe from these notifications.



- optional notifications will have a checkbox that might or might not already be selected. You may subscribe to or unsubscribe from these notifications as desired.

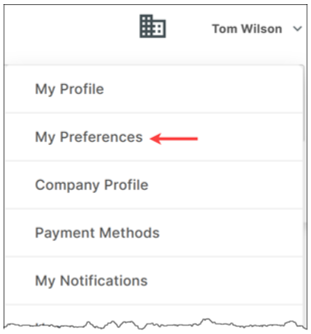


2. Select or unselect notifications as desired. (The more notifications you choose, the more emails you'll receive.)
3. When finished, click **Update Notifications**.

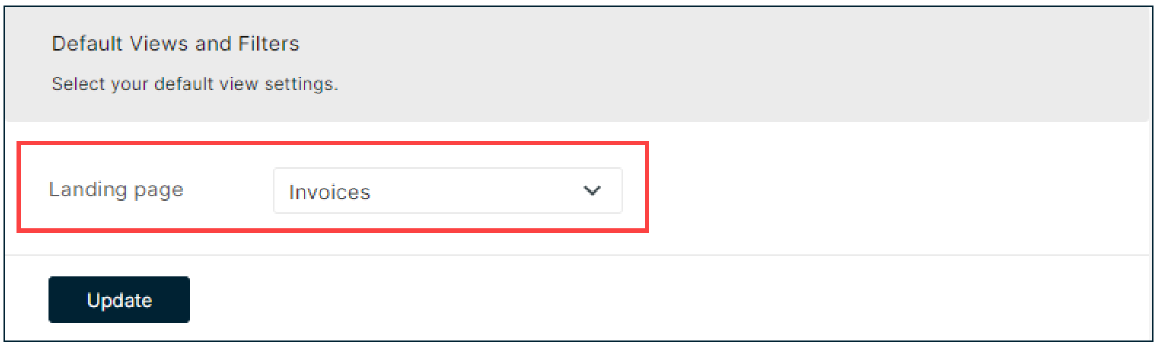
Select Your Default Landing Page

The default page that's displayed after you log in to the portal is the Invoices listing page, but you can change it to any of the other pages on the Main Menu, e.g., Payments, etc. If you work primarily with payments, then perhaps Payments should be your Default page.

1. Click your name and choose 'My Preferences':



2. In the Views panel, select your preferred page from the **Landing page** dropdown.



3. After setting your **Landing page**, click **Update**.

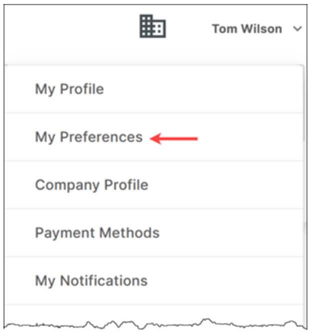
Change Your Preferred Language

The language selection on the My Preferences page controls all field and menu text in Versapay as well as the language in notifications. Currently, English, French and Spanish are supported.

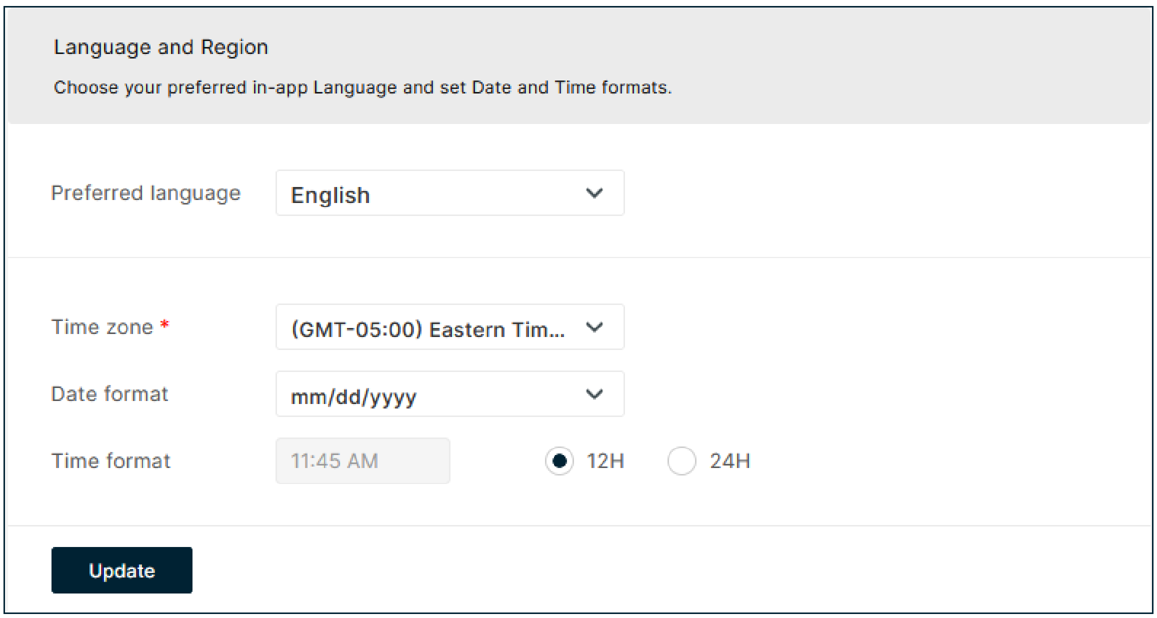
Column headings and other content in exports generated via the **Export** button on the Invoice and Payments listing pages will be in English, though the exported filenames will be in your preferred language. For example, if your language is French, then an export from the Invoices listing page will be named facture.csv.

To use the portal in another supported language:

1. Click your name and choose ‘My Preferences’.



2. In the Language and Region Settings panel, select your **Preferred language**.



3. Click **Update**.

Questions?

How does changing the language setting affect notifications?

Yvonne has set her language preference to French and subscribes to the ‘Litige ouvert’ (or ‘Dispute Opened’) notification. Which means that Yvonne will receive an email notification every time an invoice dispute is opened. Wally, a co-worker, opens a dispute against an invoice. Because Yvonne’s language is French, the notification message is in French while the comment entered by her co-worker is in English since that’s his preferred language):

Wally Smith (Pet Supply Warehouse) a ouvert un conflit (Montant incorrect facturé) sur la facture # A00144 en % b% d,% Y et a commenté:

"Amount is incorrect. Please investigate."

Solde de la facture: 2 303,01 $.

Se connecter maintenant

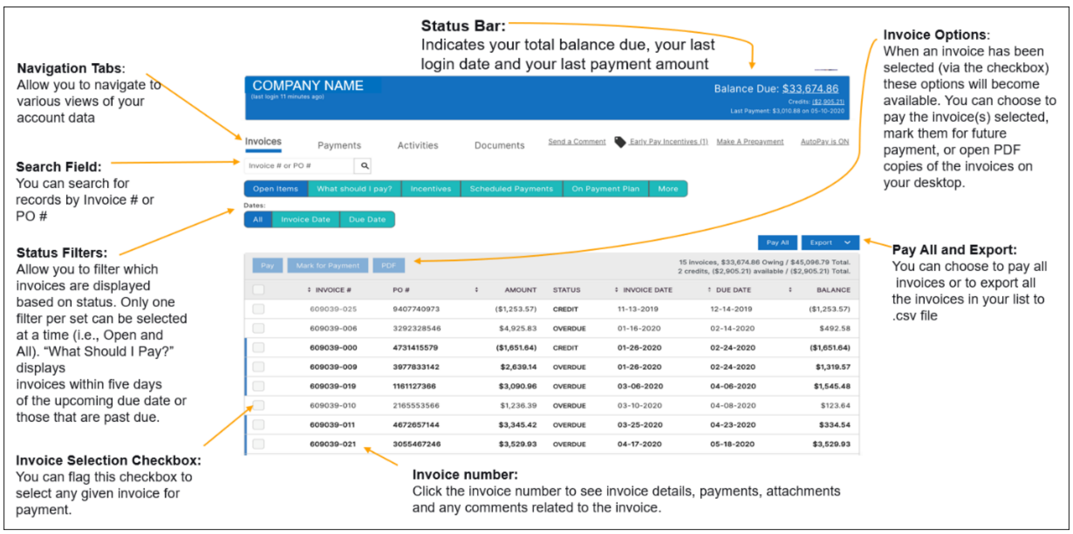
Ce message vous a été envoyé par Versapay

Versapay Corp. 214 King Street West, Suite 210 Toronto, ON M5H 3S6

Contactez nous | Politique de confidentialité

4. Invoices & Payments

Verifying your Invoices



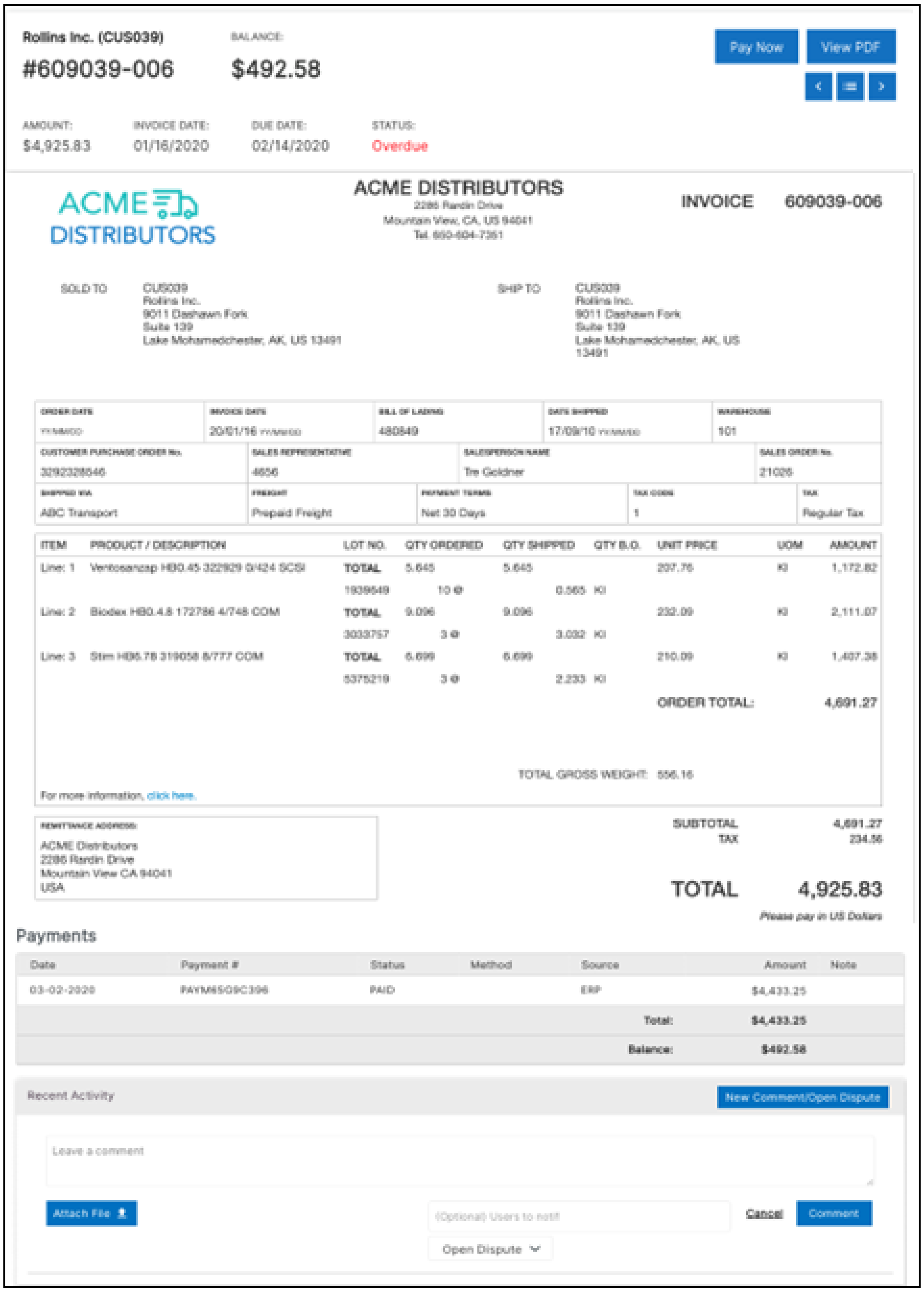
Invoice Details

By clicking on an invoice # on the Invoices listing page, you will be taken to an Invoice detail page. This page includes:

- **Balance**: Value left owing for the invoice
- **Amount**: Total value of the invoice
- **Invoice Date**: When it was created
- **Due Date**: When the invoice should be paid by
- **Status**:

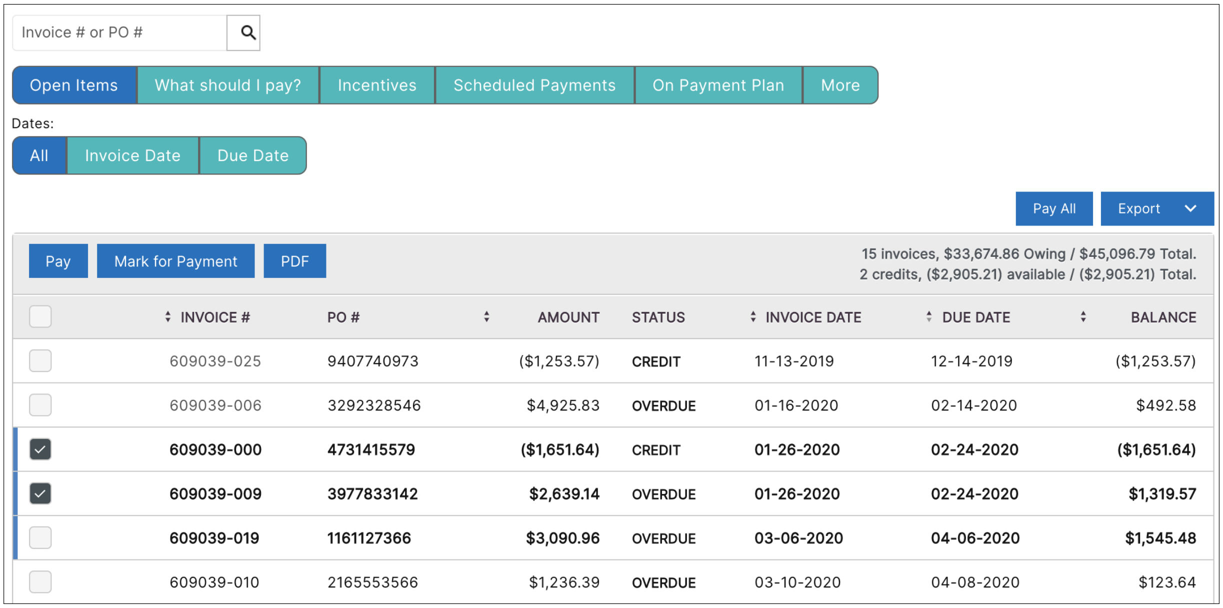
    - **Current**: Published but before due date (or has been overpaid)
    - **Overdue**: Published and due date is passed
    - **Partial**: Has been short paid but still has a balance > 0
    - **Paid**: Invoice has been paid and balance is 0
- **Payments**: Any attempted/successful payments made toward the invoice
- **Attachments**: Supporting documents for this invoice
- **Comments/Disputes**: You can communicate directly with the supplier's AR team by creating a **New Comment/Open Dispute** within any invoice
    - You can attach a file or a picture that is relevant to your comment/question
    - You can tag specific people you want to be notified with your question/dispute
    - You can distinguish between a comment and a dispute by checking this box. Disputes are created when you are requesting to not pay some or all of the invoice for whatever reason. Comments are to be used when you have questions /

requests or would like to provide an AR member with additional information.



Making a Payment Using a Payment Method

When making a payment, you can pay one invoice or multiple invoices:

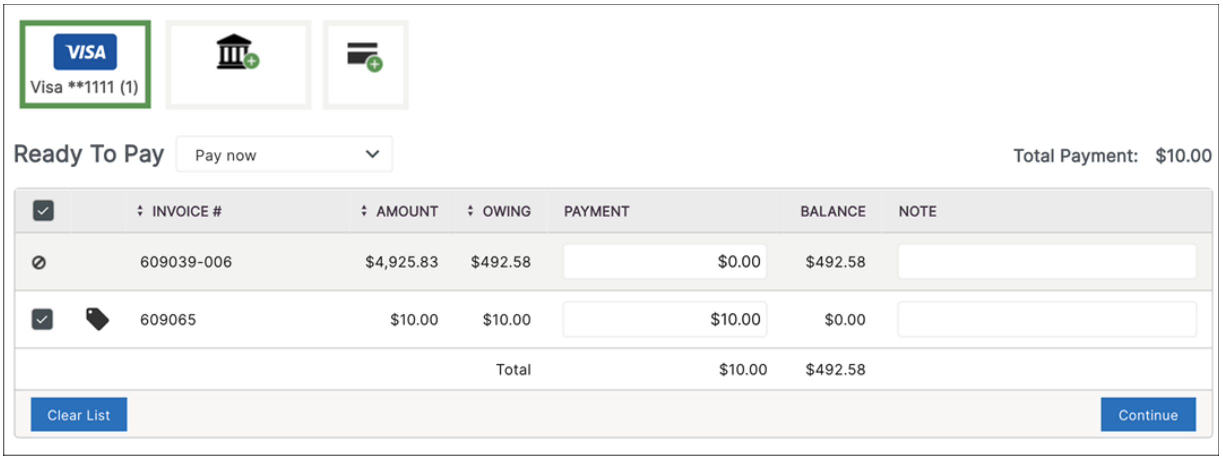


There are 2 ways to pay an invoice or invoices:

1. From the Invoices listing page, select the checkbox beside each invoice you want to pay. Click **Pay** to pay those selected invoices. Or click **Pay All**, which will pay all outstanding invoices without you having to select any invoices in the listing. **Mark for Payment** can also be used to create a “shopping cart” of invoices that should be paid. Invoices marked for payment persist in the shopping cart until they’re either paid or removed from the cart.
2. Click an invoice number on the listing page, and on the Invoice detail page, click **Pay Now**.

Either method takes you to the Ready To Pay page, where you select a payment method, then click **Continue** to make the payment.

> **NOTE** If paying by bank account, the bank’s currency must match the invoice’s currency (unless you’re allowed to make cross-currency payments or the supplier has been set up for domestic bank transfers). Credit Cards can pay invoices with mixed currencies.



NOTE Payments can only be made in USD, CAD, GBP, EUR, and AUD depending on the supplier's setup.

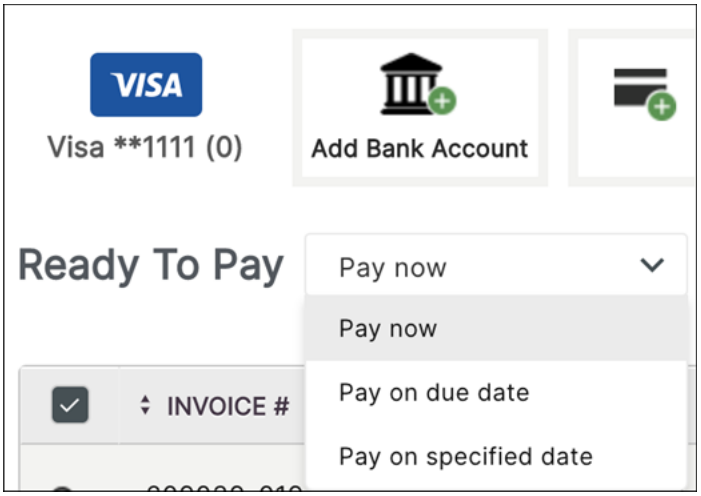
Scheduling a Future Payment

When selecting invoices for payment, you might see additional options, depending on your supplier's configuration, to:

- Pay now
- Pay on due date
- Pay on specified date

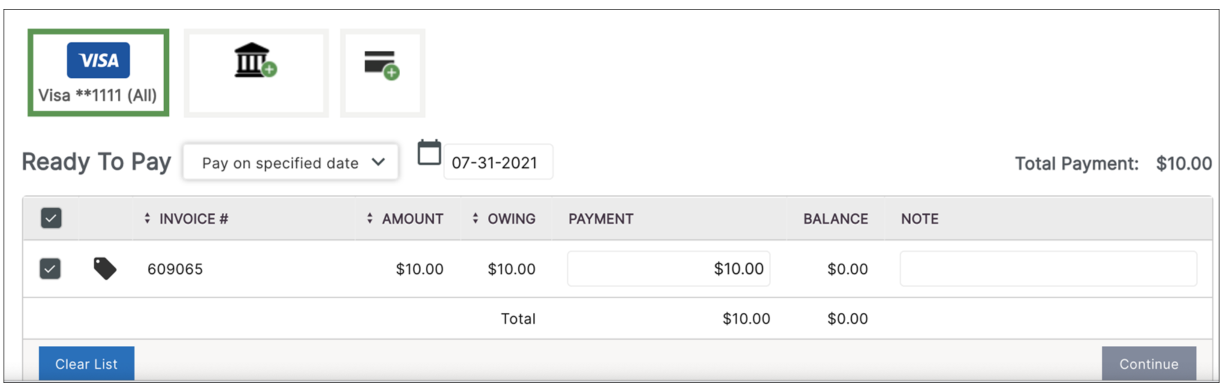
Can I use credits for future payment?

No, credits are only available for payments being made "now". However, you can use your credit to "Pay now" and schedule the remainder to be paid at a future date.



Can I schedule payment for an overdue invoice?

If an invoice is overdue, you will not be able to pay on the due date as this date has passed, however, you can schedule the payment for a future date.

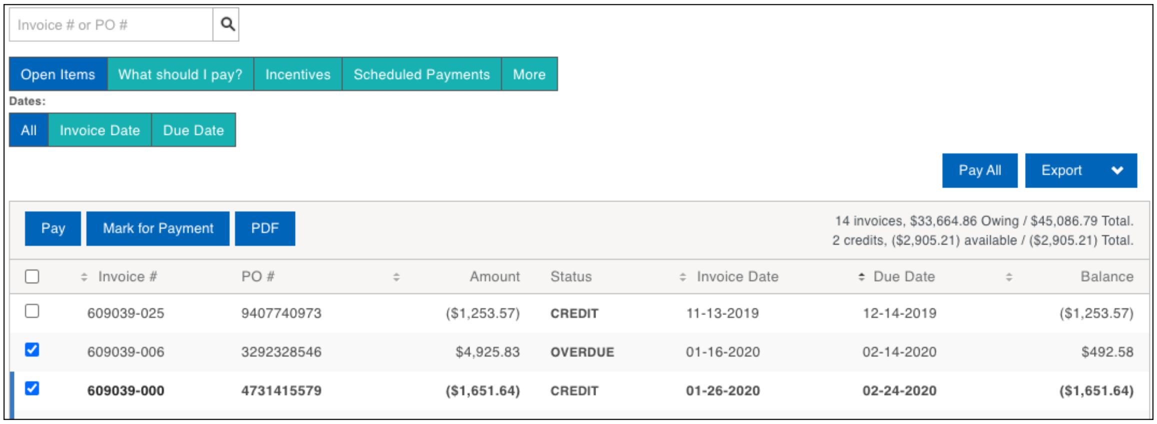


Making a Payment Using a Credit

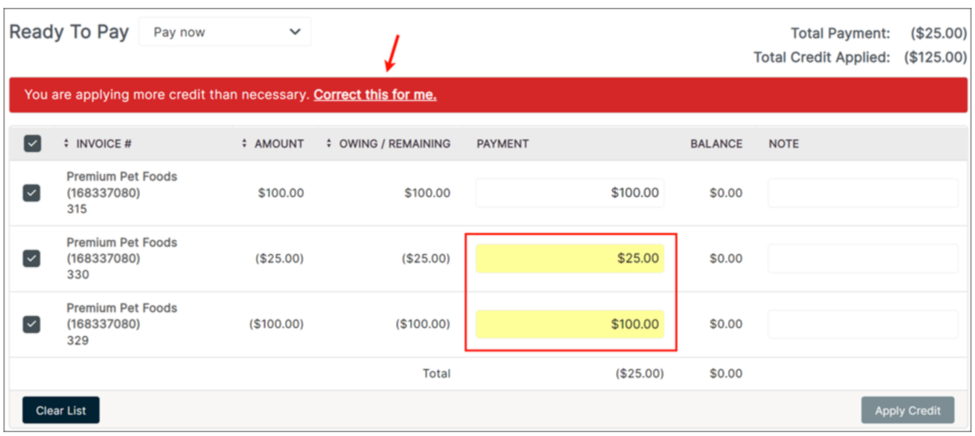
Depending on the supplier’s configuration, you might be able to use credits when paying invoices.

If you do have credits available:

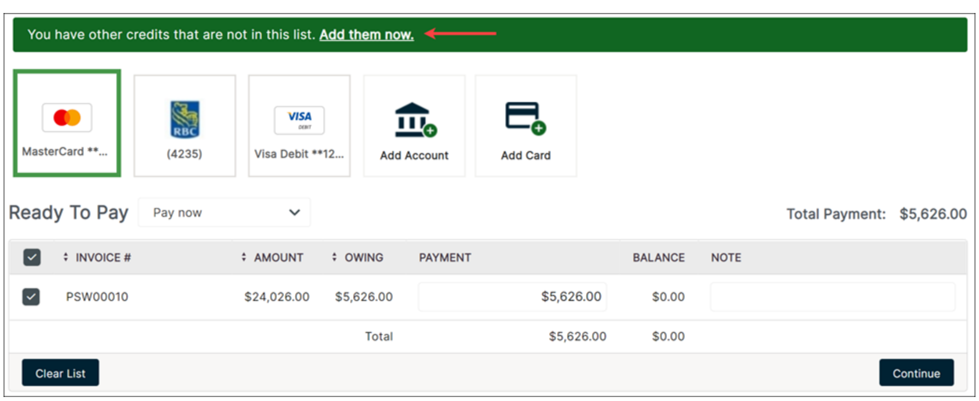
- Select the invoice you would like to pay as well as the credit you would like to use (or just select invoice(s) and have Versapay find and select available credits for you)



- When the Ready To Pay page opens, you might see a red or green banner.
  - **Red**: Too much credit has been selected for the invoice(s) being paid. By selecting Correct this for me, only the necessary credits to pay off the invoice(s) will be applied, leaving a remaining credit balance on your account to be used in future.



  - **Green**: You have additional credits that can be used to pay the invoice or any additional invoices in your account. Select Add them now to apply those credits.



NOTE Grouped customer accounts might be able to use credits from one account to pay invoices for another depending on the supplier's configuration.

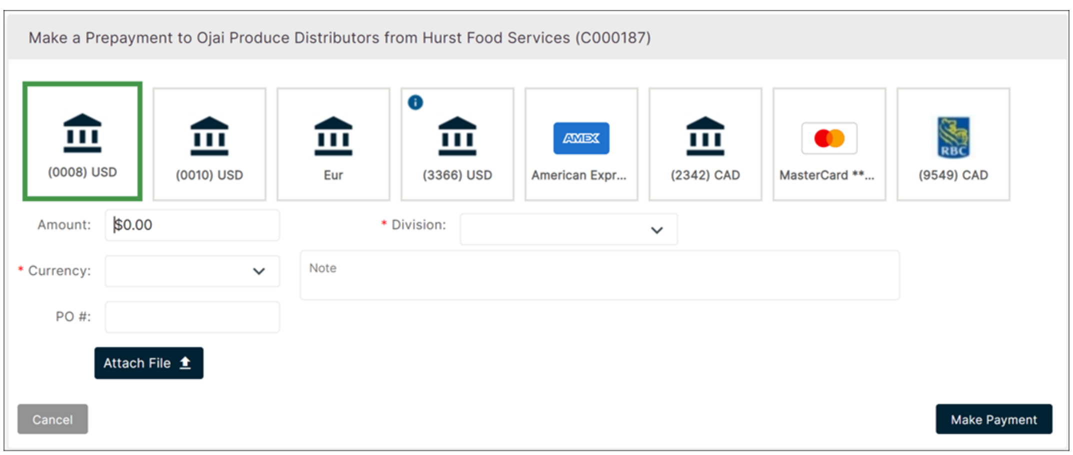
Making a Prepayment

Depending on the supplier's configuration / business workflow, prepayments may be available.

A payment made for a product or service prior to the invoice's due date or before the invoice even exists is considered a **prepayment**.

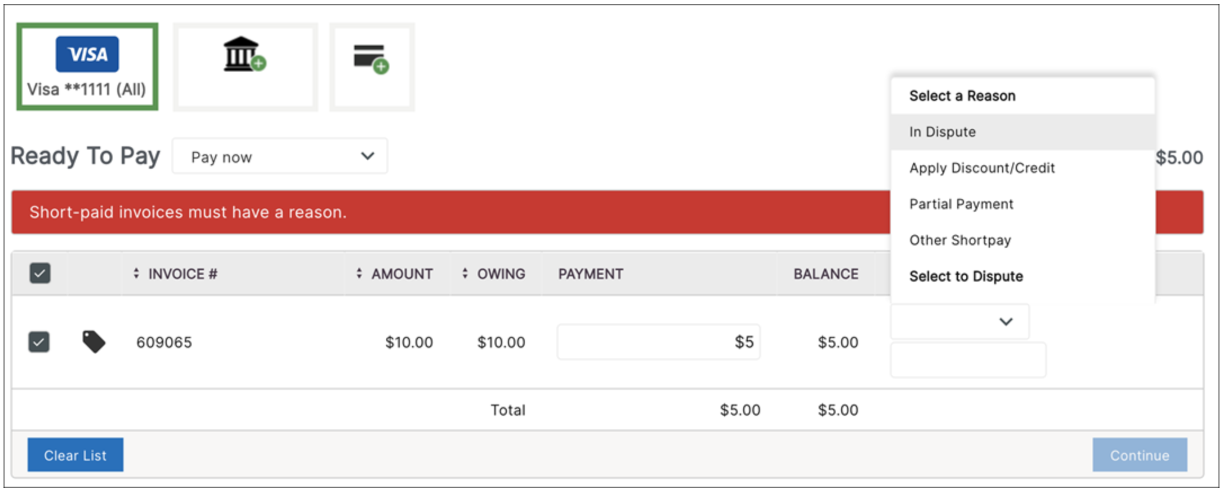
To make a prepayment:

1. Ensure a payment method exists.
2. Select Make A Prepayment at the top of the page.
3. Enter the amount of the prepayment and a PO #.
4. In the **Note** field, enter some text that further explains the purpose of the payment.



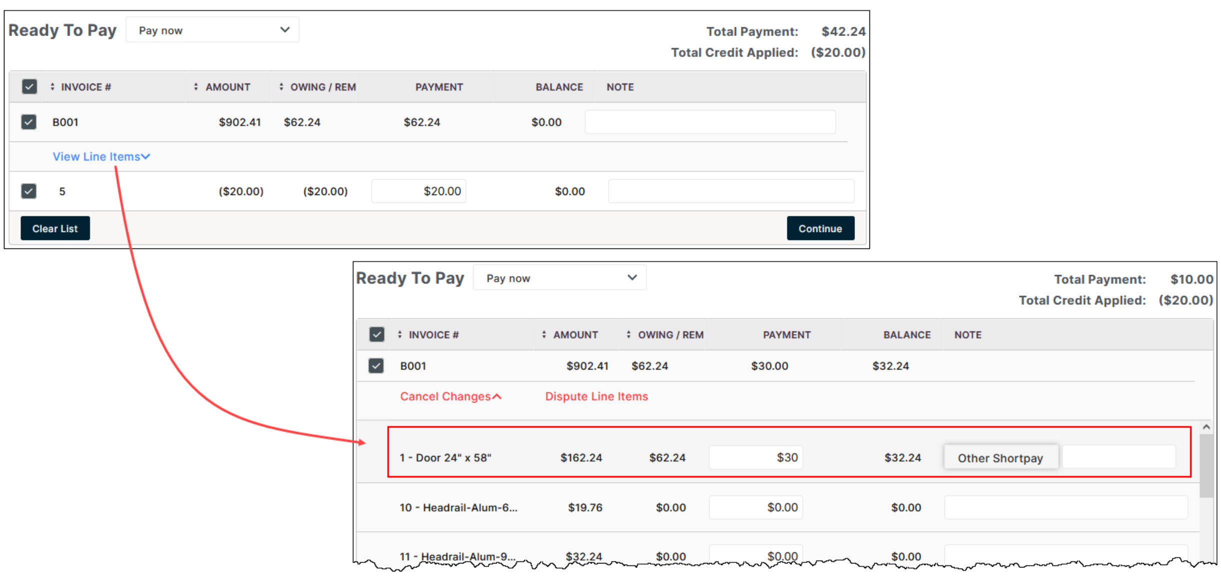
Short Paying an Invoice / Line Item

A **short payment** is when you partially pay an invoice. Changing the payment amount (e.g., entering 1,000 instead of 1,881.96) is automatically recognized as a short payment and will trigger the red banner shown below "Short-paid invoices must have a reason".



Depending on the supplier's configuration, you must enter a note, select a reason, or both.

> **NOTE** To short pay at the line-item level, select **View Line Items** directly beneath the invoice number.



Pay a Statement

The ability to pay a statement in the customer portal is available only if the supplier generates their statements in Versapay.

1. On the Invoices listing page, click **Select a Statement**. The dropdown expands to show the most recent statements, to a maximum of six. After selecting a statement, the Invoices listing page refreshes to show all the invoices and credits that make up the selected statement. (Some of the invoices in that statement may have been already paid. Check the ‘Status’ column in the grid. If there are paid invoices and/or used credits, you can use the other filters on the page to show just open overdue invoices. The other alternative is to open a more recent statement.)
2. Click **Pay Statement**. The Ready To Pay page opens with all the invoices and credits that make up the statement. (The Ready to pay link at the top of the page includes the number of invoices that will be paid.)
3. Choose a payment method and click **Continue**.
4. Click **Complete Payment**. When you return to the Invoices listing page, you’ll still be able to select the statement that was just paid, but you’ll notice that after it’s selected, the **Pay Statement** button is disabled.

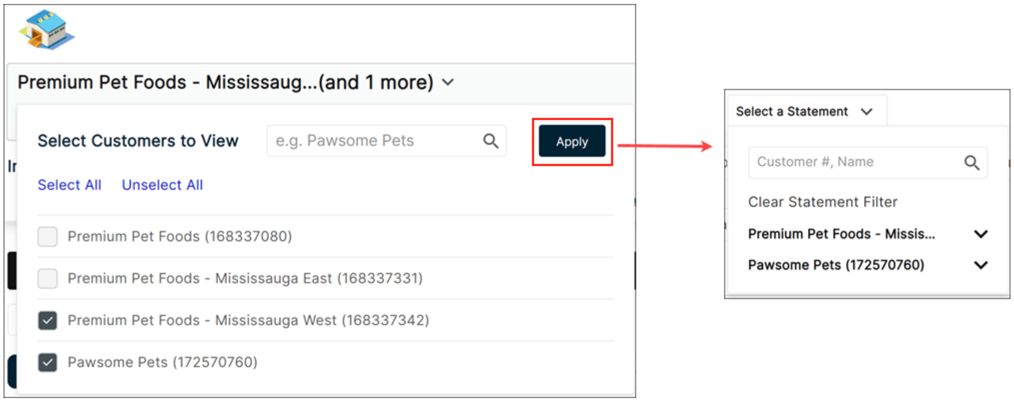
Pay a Statement for a Customer in a Grouped Account or Hierarchy

The **Select a Statement** dropdown will contain all the customers, and their statements, in the group or hierarchy. If it’s a large group or hierarchy, you might want to pay the statements for a select few customers. There are a couple of ways to limit your focus to a few customers:

a. In the upper left portion of the page, click the dropdown, select the customer or customers you want to work with and click **Apply**. This filters the **Select a Statement** dropdown.

b. In the **Select a Statement** dropdown, search by name or customer identifier (number) and press enter. Once you’ve located the statement you want to pay, click **Pay Statement**. On the Ready To Pay page, select a payment method and click **Continue**. Click

Complete Payment.



Don’t see the Select a Statement dropdown...

Make sure you’re on the Invoices listing page. **Select a Statement** only appears on that page (beside the search field).

If you *are* on the Invoices listing page and still don’t see **Select a Statement**, then:

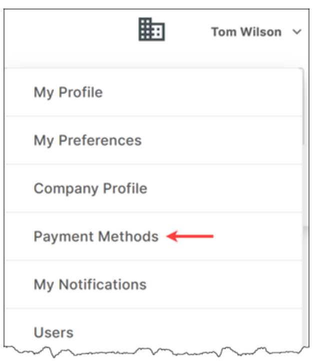
- statements haven’t been sent yet, or
- the supplier does not generate statements from Versapay, or
- you have no open invoices or credits; statements are only generated if you have outstanding invoice balances

5. Payment Methods

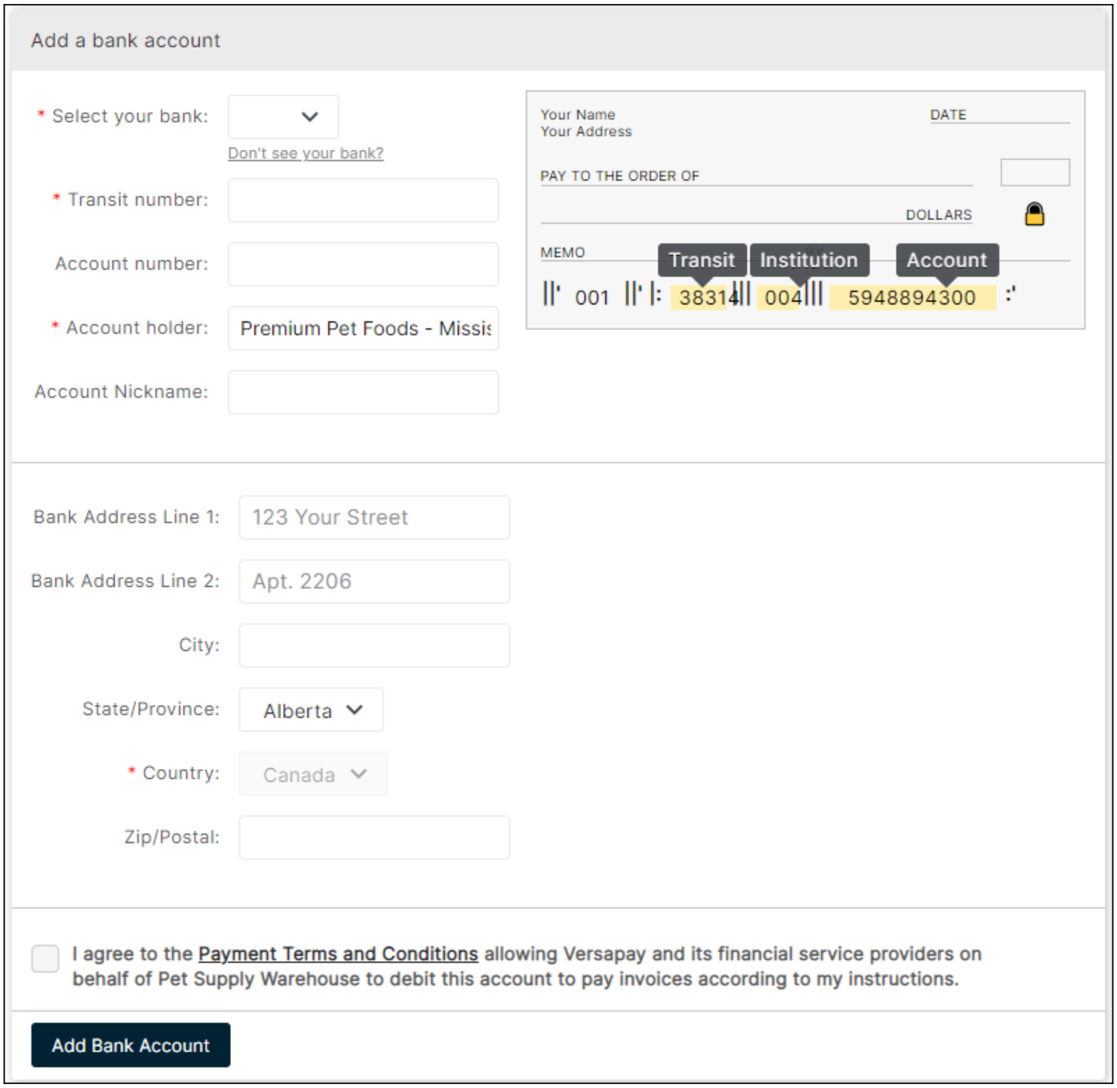
Adding a Payment Method

Accepted payment methods will vary based on the supplier, so you will only be able to add the type of payment method the given supplier accepts.

1. Go to secure.versapay.com, log in and choose "Payment Methods":

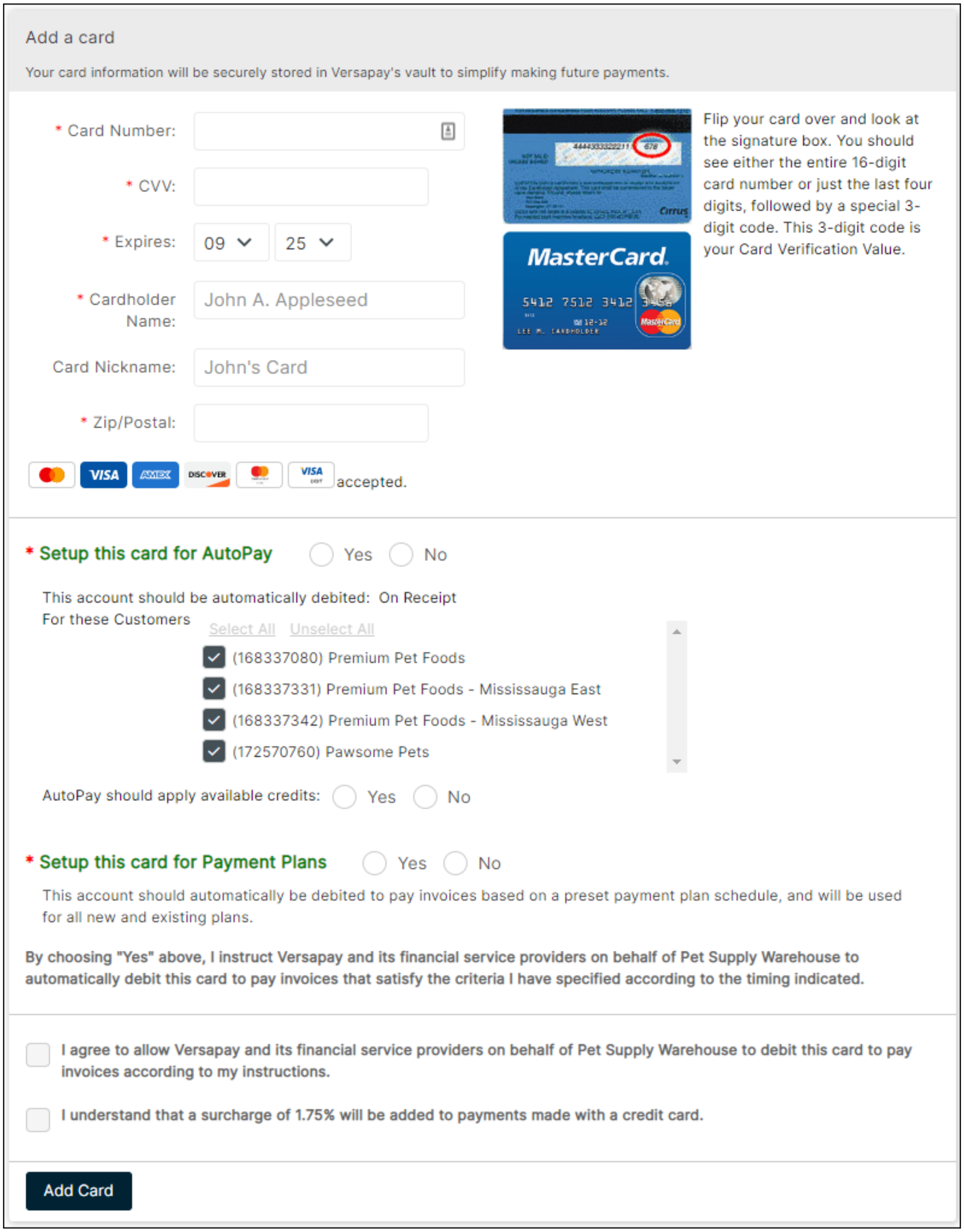


2. Select the payment method you would like to add: Bank Account or Credit Card.
3. Add payment details:
   i. For a bank account, different fields are required based on the currency of the account. For USD accounts, for instance, a Routing number is required.



If adding a CAD bank account, verification will be required.

ii. For a credit card, you must enter Card #, CVV, Expiry Date, Cardholder Name.



Add a card

Your card information will be securely stored in Versapay's vault to simplify making future payments.

* Card Number:

* CVV:

* Expires: 09 25

* Cardholder Name: John A. Appleseed

Card Nickname: John's Card

* Zip/Postal:

accepted.

Flip your card over and look at the signature box. You should see either the entire 16-digit card number or just the last four digits, followed by a special 3-digit code. This 3-digit code is your Card Verification Value.

* Setup this card for AutoPay Yes No

This account should be automatically debited: On Receipt

For these Customers Select All Unselect All

(168337080) Premium Pet Foods

(168337331) Premium Pet Foods - Mississauga East

(168337342) Premium Pet Foods - Mississauga West

(172570760) Pawsome Pets

AutoPay should apply available credits: Yes No

* Setup this card for Payment Plans Yes No

This account should automatically be debited to pay invoices based on a preset payment plan schedule, and will be used for all new and existing plans.

By choosing "Yes" above, I instruct Versapay and its financial service providers on behalf of Pet Supply Warehouse to automatically debit this card to pay invoices that satisfy the criteria I have specified according to the timing indicated.

I agree to allow Versapay and its financial service providers on behalf of Pet Supply Warehouse to debit this card to pay invoices according to my instructions.

I understand that a surcharge of 1.75% will be added to payments made with a credit card.

Add Card

4. Indicate whether the payment method will be used for AutoPay and/or Payment Plans, if offered by the supplier.

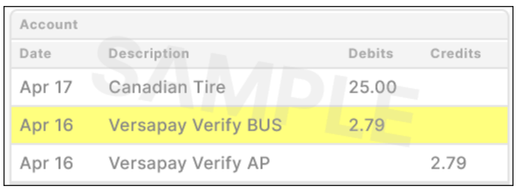
Verifying a Bank Account

When adding a bank account in the portal, you might need to verify the account. This is dependent on the supplier's configuration.

How does verification work?

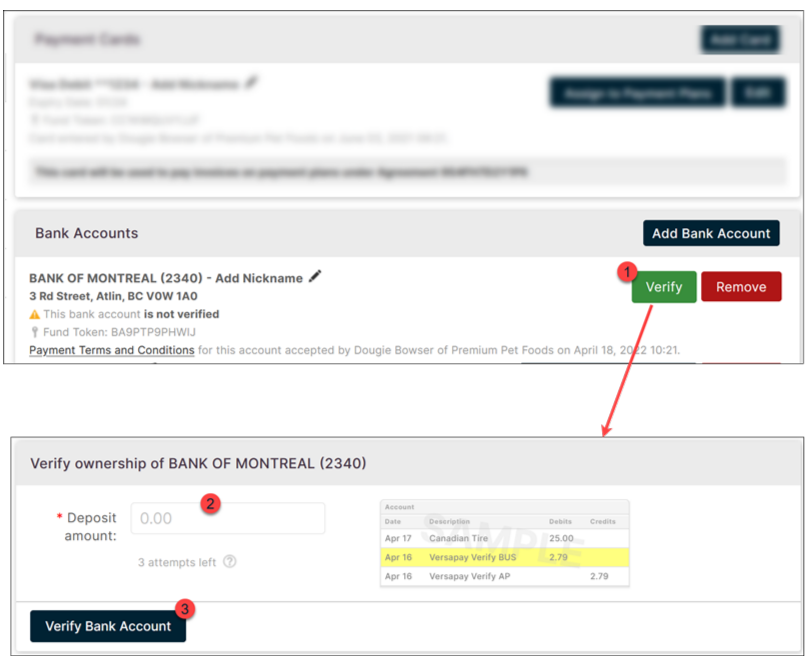
1. For CAD accounts, verification is done through a **microdeposit**.

   i. A small amount (under $5) will appear in your account from “Versapay” within 2 business days. (Once the account has been verified in the portal, this value will be removed.)



Account			
Date	Description	Debits	Credits
Apr 17	Canadian Tire	25.00	
Apr 16	Versapay Verify BUS	2.79	
Apr 16	Versapay Verify AP		2.79

   ii. To verify the account in the portal, go to the Payment Methods page and click **Verify** on the account and enter the exact value that was posted to your account. For example:



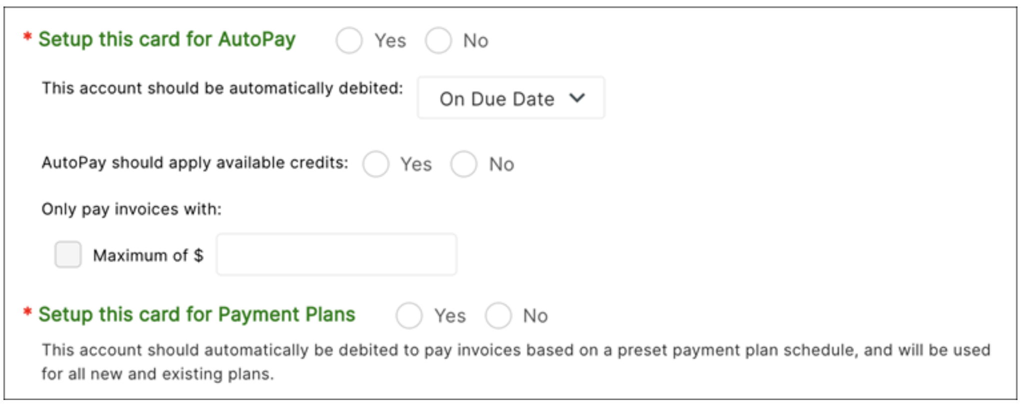
2. For US accounts, verification is automated. Account status will show as:

- **Verified**: in good standing and added successfully
- **Accepted**: information looks correct but there might be some uncertainty associated with it like a previous NSF
- **Unverified**: never accepted (i.e., closed account)

6. Setting up AutoPay

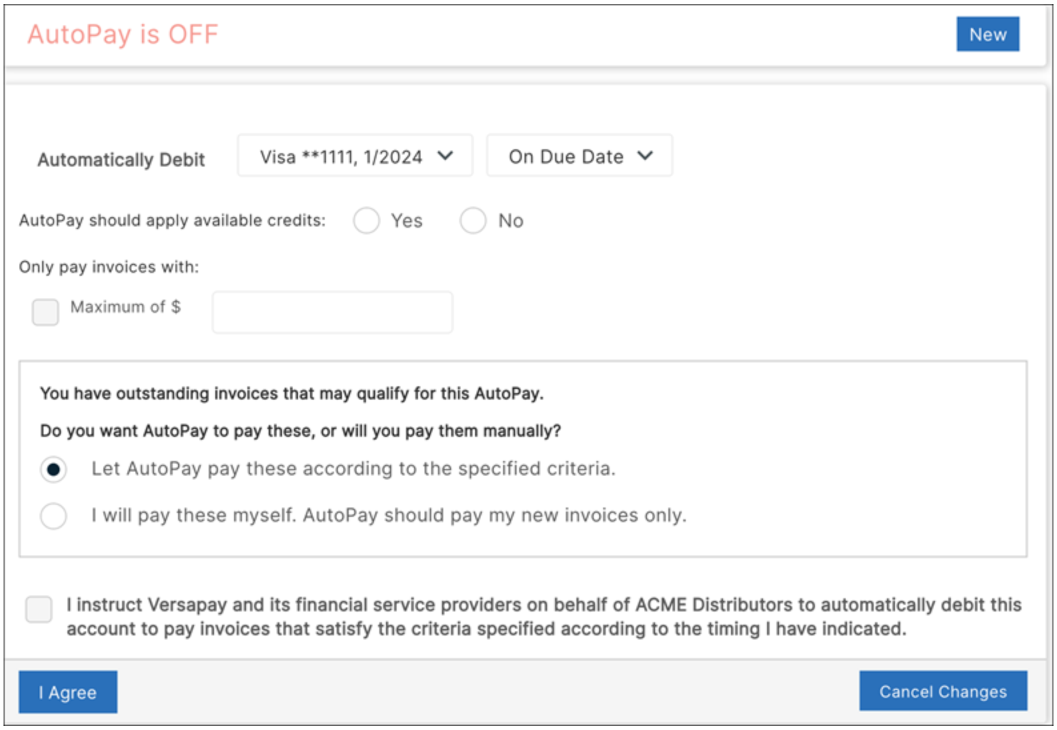
There are 2 ways to enable AutoPay:

1. When adding a payment method, select “Yes” beside **Setup this card (or account) for AutoPay:**



2. When AutoPay is OFF and you see a **New** button (**New** is only available when there is

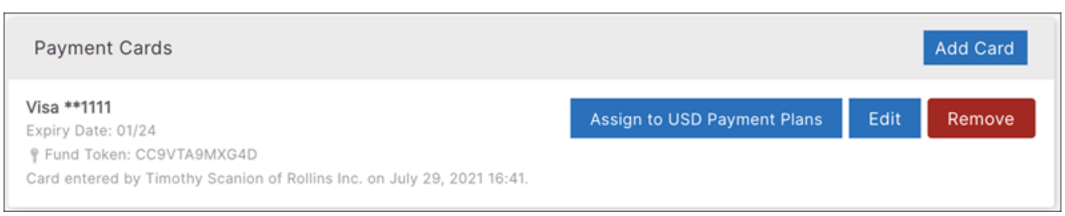
at least one existing payment method):



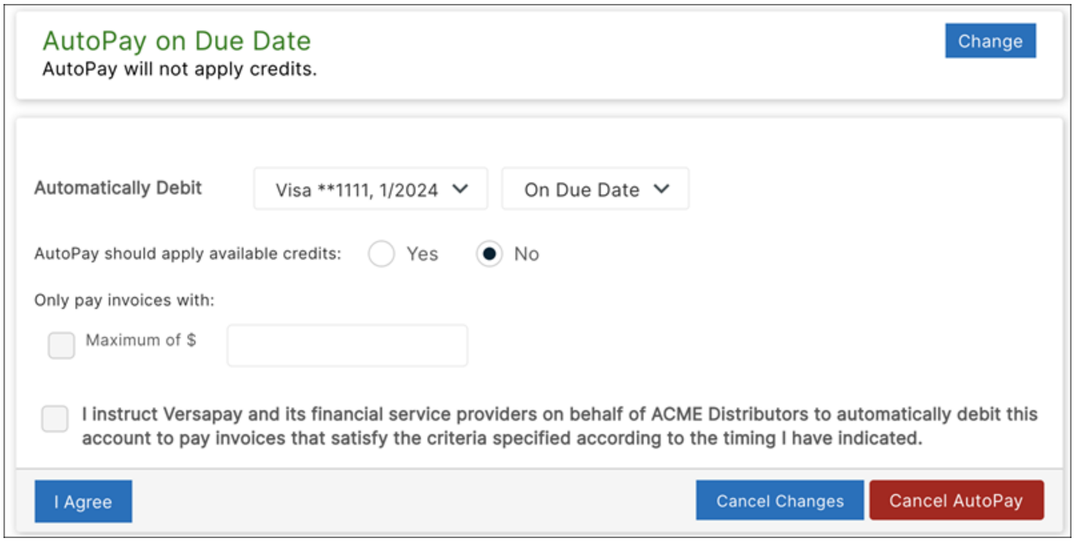
NOTE AutoPay availability and the various options within may vary depending on the supplier's configuration.

Removing a Payment Method

To remove a payment method, go to the Payment Methods page, find the payment type (Payment Cards or Bank Accounts) and click **Remove**.



If **Remove** is not available, check to see if the account is associated with AutoPay. If so, AutoPay must first be cancelled to remove your payment method.



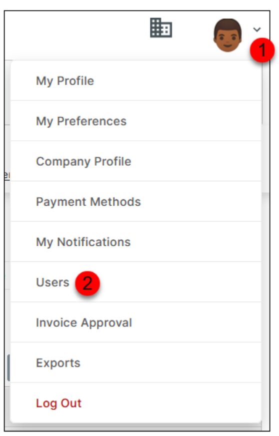
If **Cancel AutoPay** is not available, the supplier allows its customers to “opt in” to AutoPay only, which means that users can sign up for AutoPay but can’t change or cancel it. So, if **Cancel AutoPay** is not available, please contact the supplier.

7. Users & Notifications

Users – Adding / Changing / Removing

Every customer account is set up with one primary contact's email address on file. This contact, or user, is registered as the "Admin" of the account and can add more users and maintain existing users.

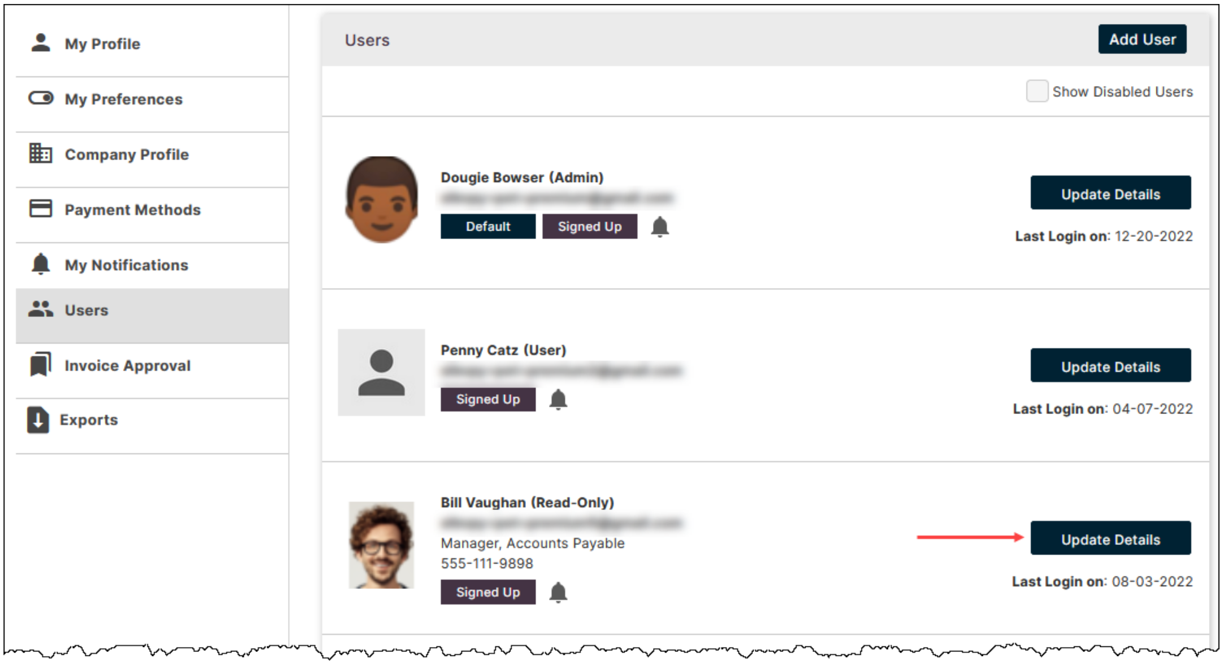
Add a User: Log in to your account, click your name or picture / avatar at the top right of the page, select "Users" then click **Add User**:



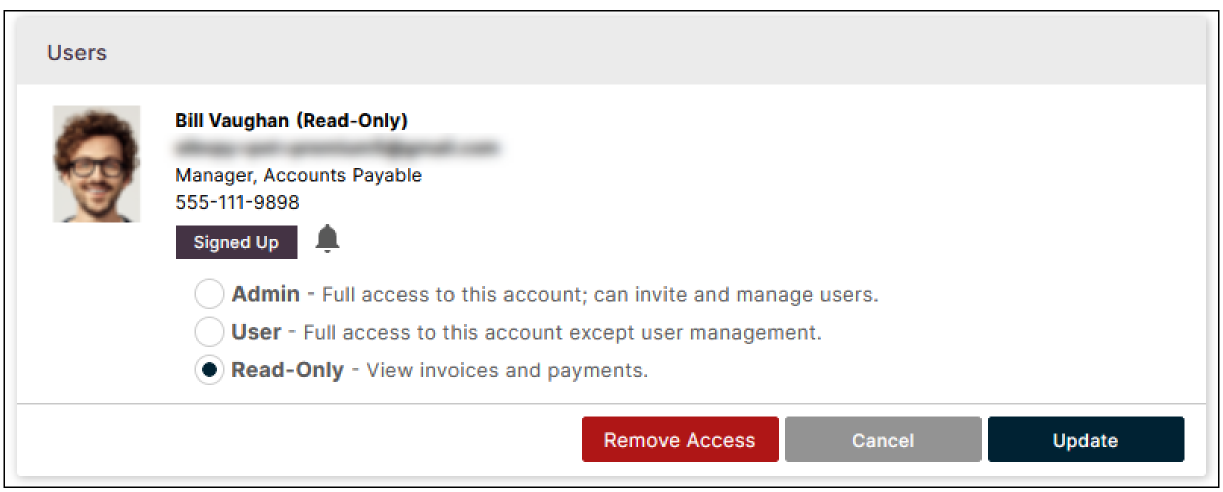
- Enter the user's email
- Select the role: Admin, User or Read-Only
- Click **Invite User**. The user will be sent an email welcoming them to the portal and should follow the instructions provided previously in this guide.

A user's role or access to the customer can be changed or removed, respectively, by an Admin user at any time.

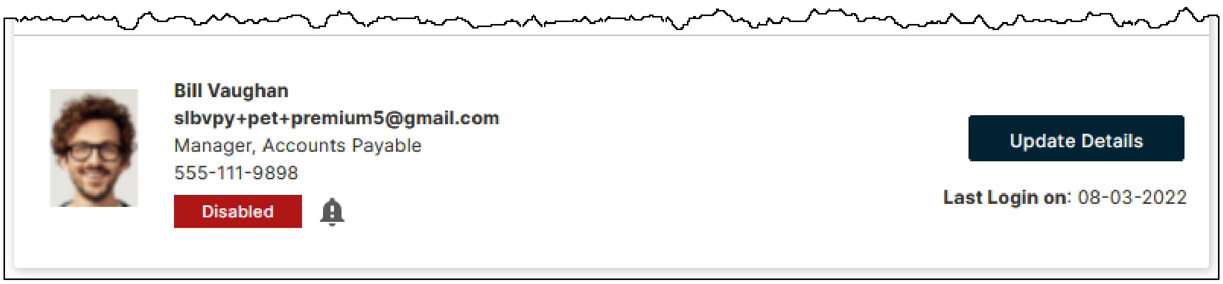
Change a User's Role: A user's role determines what the user can do in the portal: add and maintain payment methods, pay invoices, add users, etc. The role can be changed by an Admin user via the **Update Details** button on the Users page:



Remove a User's Access: A user who no longer works with the customer should be removed from the customer account as soon as possible. Click **Update Details** and click **Remove Access**.

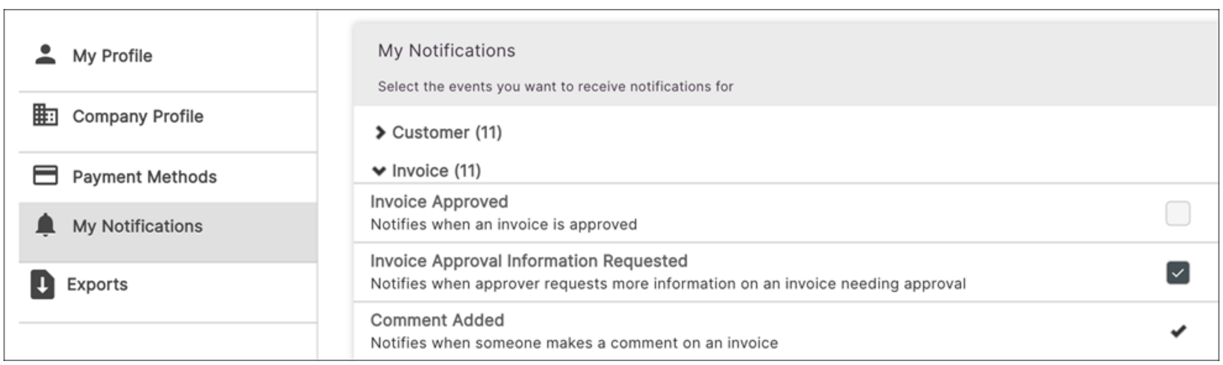


NOTE Although the user can no longer access the customer, the user continues to display on the Users page as a “Disabled” user, but only when the **Show Disabled Users** checkbox is checked on.



Notifications

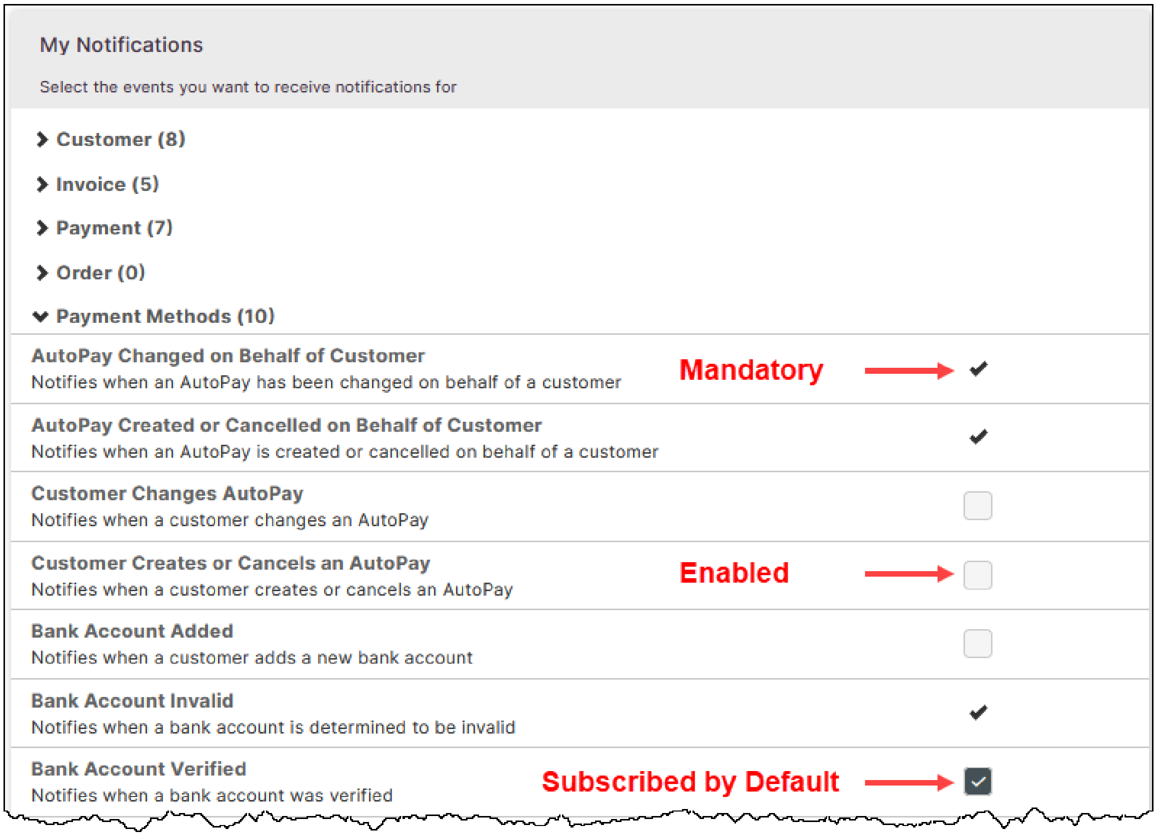
Each user (Active or Express) can control which notifications they would like to see via the My Notifications page.



There are 3 notification types:

1. **Enabled**: Notifications that can be subscribed to if you wish, however, until you choose to subscribe, notifications will not be sent. Indicated by a checkbox.
2. **Subscribed by Default**: This notification is not mandatory but has been set up by supplier so that all users are automatically subscribed to it upon activation of their account. Users can unsubscribe if they wish. Indicated by a checked checkbox.
3. **Mandatory**: The notification is required by the supplier to be sent to at least one user.

Indicated by a black checkmark.



If making any changes to notification settings, click **Update Notifications** so that your changes are saved.