

# Introduction to the Customer Portal

Last Updated: Mar 23, 2023



**Table of Contents**

- 1. What is Versapay Collaborative AR?..... 4**
- 2. Security in Versapay Collaborative AR..... 6**
- 3. Getting Started..... 7**
  - Accessing the Customer Portal .....7
  - Invitation / Email Notification .....8
  - Self-Sign Up ..... 9
  - Express vs. Active User ..... 10
  - Grouping Customer Accounts ..... 12
  - Grouped vs. Separated Customer Accounts ..... 13
  - View / Update Your User Profile ..... 14
  - Display Your Picture or Avatar ..... 16
  - View / Update Your Notifications ..... 17
  - Select Your Default Landing Page ..... 18
  - Change Your Preferred Language ..... 19
- 4. Invoices & Payments..... 22**
  - Verifying your Invoices ..... 22
  - Invoice Details ..... 22
  - Making a Payment Using a Payment Method ..... 24
  - Scheduling a Future Payment ..... 26
    - Can I use credits for future payment?* ..... 26
    - Can I schedule payment for an overdue invoice?* ..... 27
  - Making a Payment Using a Credit ..... 27
  - Making a Prepayment ..... 29
  - Short Paying an Invoice / Line Item ..... 29
  - Pay a Statement ..... 30
  - Pay a Statement for a Customer in a Grouped Account or Hierarchy ..... 31
    - Don't see the Select a Statement dropdown...* ..... 32
- 5. Payment Methods..... 33**
  - Adding a Payment Method ..... 33
  - Verifying a Bank Account ..... 36
    - How does verification work?* ..... 36
- 6. Setting up AutoPay..... 38**
  - Removing a Payment Method ..... 39
- 7. Users & Notifications..... 41**
  - Users – Adding / Changing / Removing ..... 41
  - Notifications ..... 43



**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-specific 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***

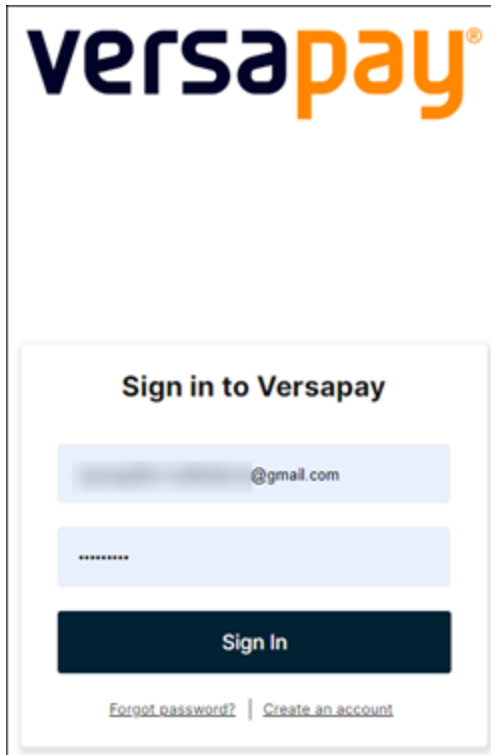
Our services are hosted in top-tier data centers that provide carrier-level support, as well as multiple levels of security and redundancy.

## 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](https://secure.versapay.com), which displays a page like the one shown below:



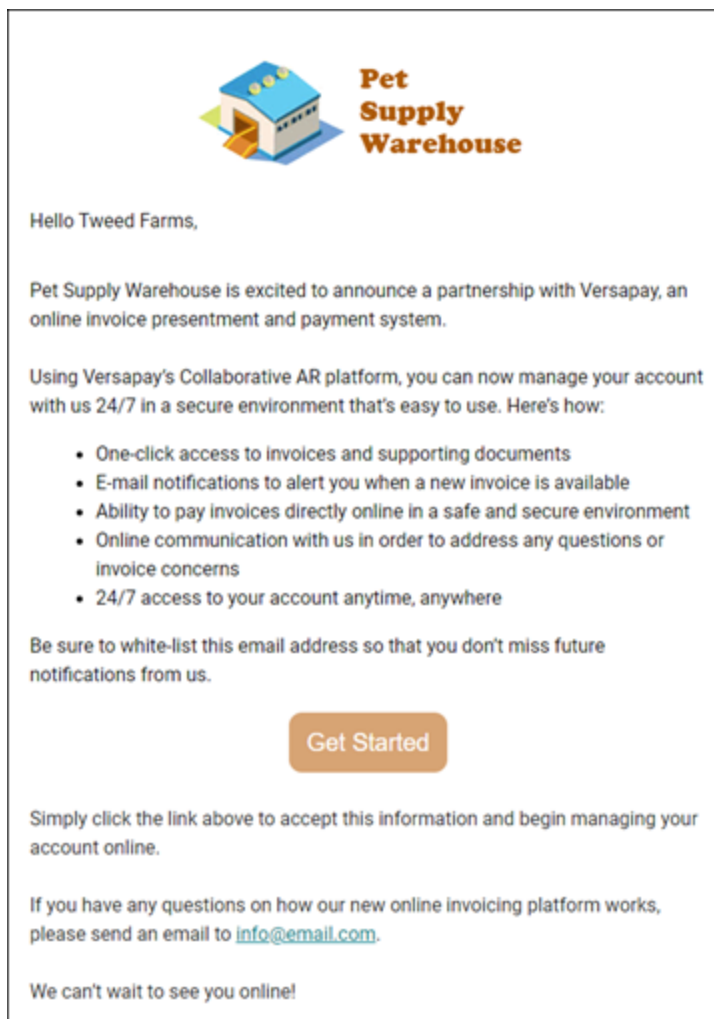
The screenshot shows the Versapay sign-in interface. At the top is the Versapay logo, with 'versapay' in blue and orange. Below the logo is a white box containing the text 'Sign in to Versapay'. Underneath this text are two input fields: the first is for an email address, with a placeholder showing '.....@gmail.com', and the second is for a password, with a placeholder of '.....'. Below the input fields is a dark blue 'Sign In' button. At the bottom of the white box are two links: 'Forgot password?' and 'Create an account'.



**NOTE** Any email from Versapay will either be sent from [no-reply@versapay.com](mailto: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.



- **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.

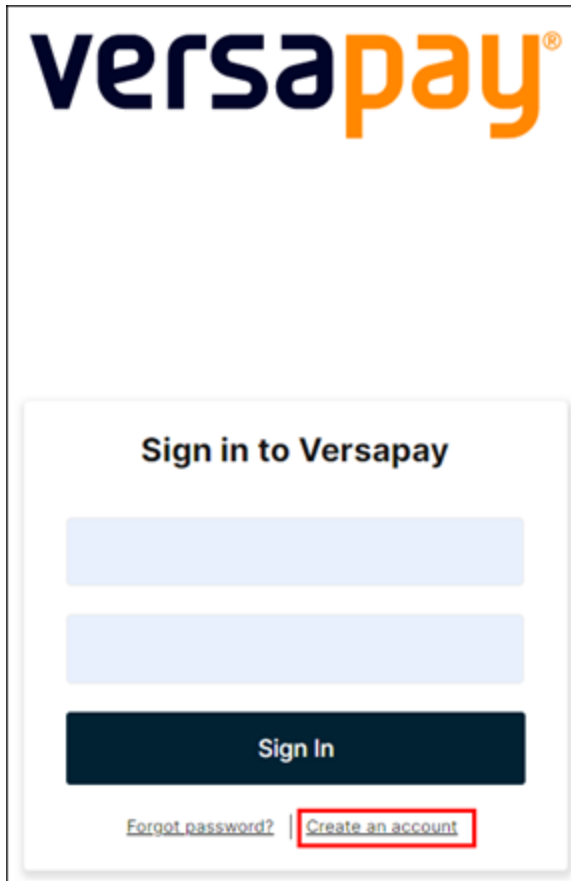


- **Forgot your password?** Click [here](#) for a step-by-step guide or [here](#) to jump right to reset.

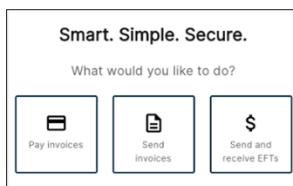
## Self-Sign Up

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.

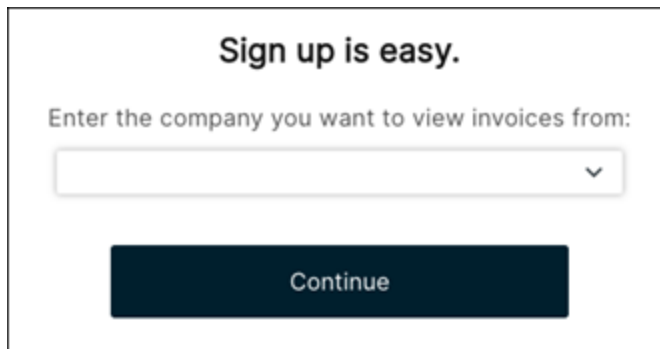
1. Go to [secure.versapay.com](https://secure.versapay.com) and select **Create an account**.



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.



The screenshot shows a sign-up form with the following elements:

- Header: **Sign up is easy.**
- Label: Enter the company you want to view invoices from:
- Input: A text input field with a dropdown arrow on the right side.
- Button: A dark blue button labeled **Continue**.

## 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

The screenshot shows the Versapay Customer Portal interface for 'The Pet Spa'. The user is logged in as 'The Pet Spa' (last login 1 minute ago). The balance due is \$60,768.00, with \$3,000.00 unapplied and a last payment of \$10,000.00 on 07-08-2021. The page has tabs for Invoices, Payments, Activities, and Documents. A notification banner states: 'You can pay invoices and more when you add a password. Add your password now.' A red arrow points to the 'Add your password now' link. Below the banner are search filters for 'Invoice # or PO #' and 'Dates: All Invoice Date Due Date'. There are buttons for 'Open Items', 'What should I pay?', 'Incentives', 'Scheduled Payments', 'On Payment Plan', and 'More'. At the bottom right, there are 'Pay All' and 'Export' buttons. A table shows two invoices:

INVOICE #	REFERENCE #	AMOUNT	STATUS	INVOICE DATE	DUE DATE	BALANCE
PSW00018		\$43,742.00	OVERDUE	03-16-2021	04-15-2021	\$38,742.00
PSW00010		\$24,026.00	OVERDUE	03-22-2021	04-21-2021	\$22,026.00

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:



Welcome back Jen! We see you're already using Versapay for other companies. Do you want to manage invoices for Wilson Farms together with any of those companies?

Yes, group with Lorne Farms (C000301), Otterby Inc. (C000412), Tweed Farms (C000709), Wallace Farms (C000757)

Yes, group with Orcades Foods (C000409)

No, keep them separate

**Continue**

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

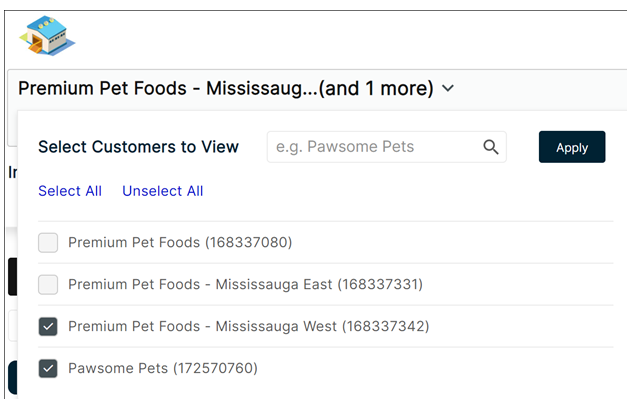
- One payment method (i.e., credit card 1234) will be used to pay invoices across all linked accounts
- One email notification containing all customer balances is preferred


Select **No** if:

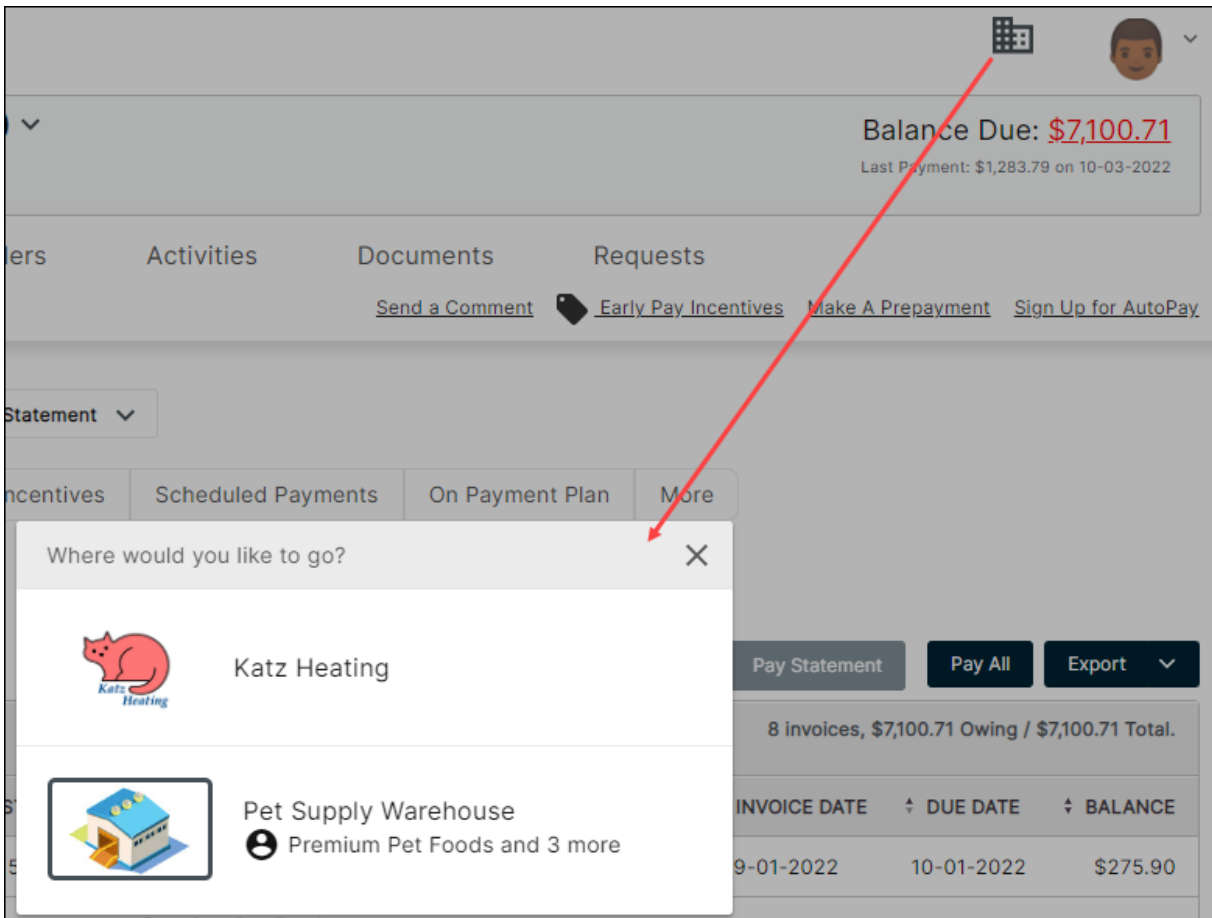
- You plan to use different payment methods for each customer account
- You plan to add additional contacts to any of the customer accounts who should not be able to view all grouped accounts

## 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:



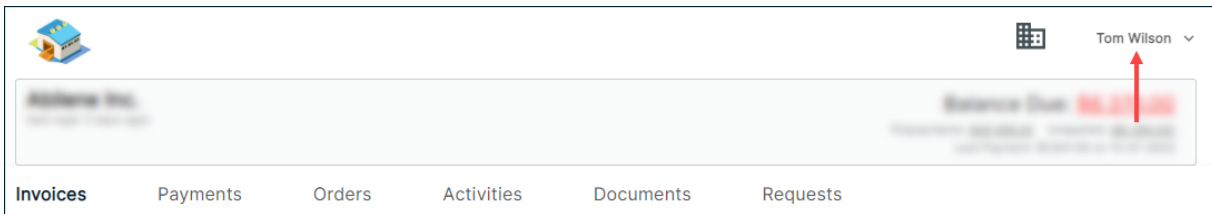
The screenshot displays the Versapay customer portal interface. At the top right, a user profile icon is visible. Below it, the 'Balance Due' is shown as \$7,100.71, with a note that the last payment of \$1,283.79 was made on 10-03-2022. The main navigation bar includes 'Activities', 'Documents', and 'Requests'. Below this, there are links for 'Send a Comment', 'Early Pay Incentives', 'Make A Prepayment', and 'Sign Up for AutoPay'. A 'Statement' dropdown menu is also present. A search modal titled 'Where would you like to go?' is open, showing two results: 'Katz Heating' with a red cat logo and 'Pet Supply Warehouse' with a blue building icon and a note about 'Premium Pet Foods and 3 more'. In the background, a table of invoices is partially visible, showing columns for 'INVOICE DATE', 'DUE DATE', and 'BALANCE'. A red arrow points from the user profile icon to the search modal.



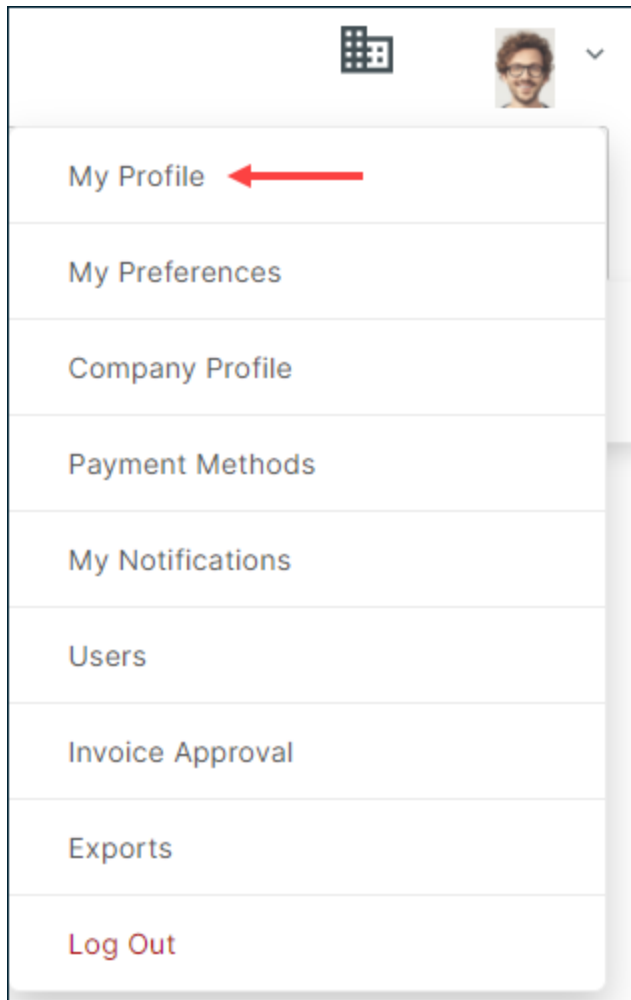
**NOTE** To separate previously grouped accounts, or if you decide to group accounts that are currently separated, please contact the supplier.

## 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

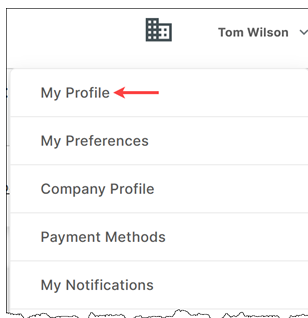


**NOTE** Your email cannot be changed as it's one-half of your logon credentials to Versapay (the other half being your password). If you need to change your email address, please contact [support@versapay.com](mailto:support@versapay.com).

3. Click **Update**.

## Display Your Picture or Avatar

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



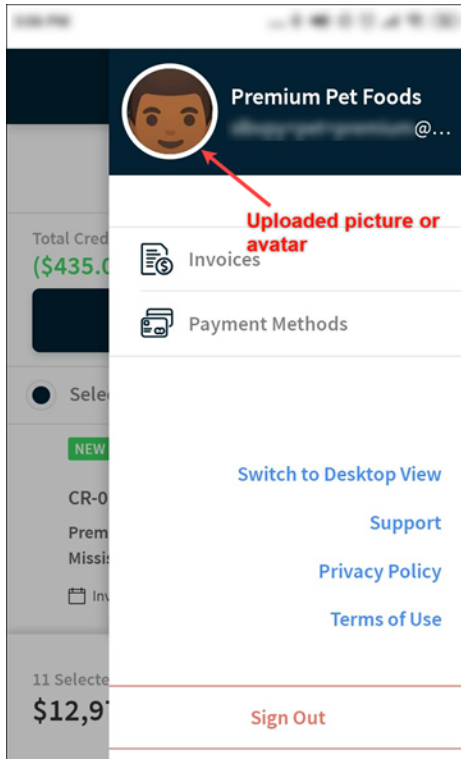
2. To display a picture of yourself or an avatar, click **Upload Picture**.
3. Find and select the image file (maximum file size is 512 KB; only PNG and JPG files, please).
4. Click **Update**. The selected image appears beside the **Upload Picture** button:

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:***

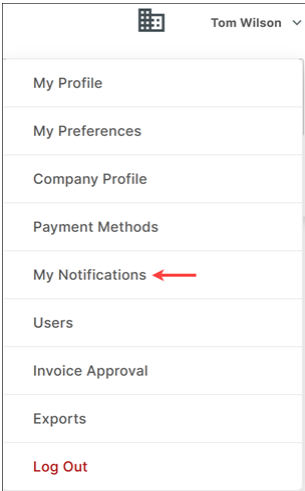
Repeat steps 1 – 4 above.

## 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).

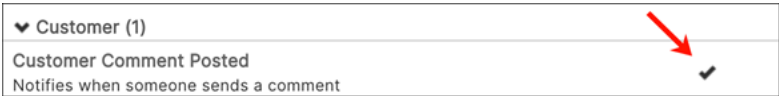
Each user of the Customer Portal can decide which notifications they want to see—unless they're mandatory.

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

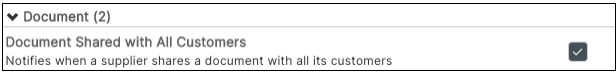


On the My Notifications page,

- 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.

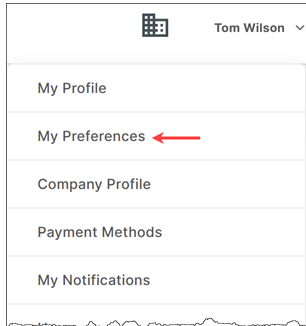


2. Select or unselect notifications as desired. (The more notifications you choose, the more emails you'll receive.)
3. When finished, click **Update Notifications**.

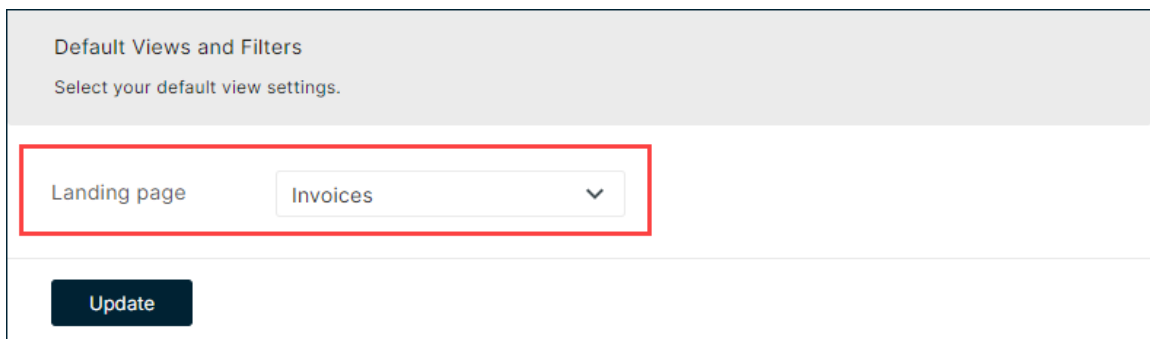
## Select Your Default Landing Page

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**.

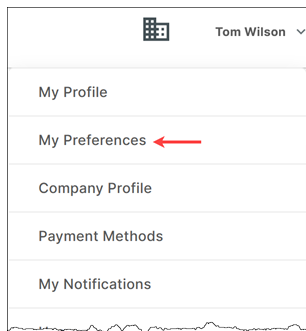
## Change Your Preferred Language

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.

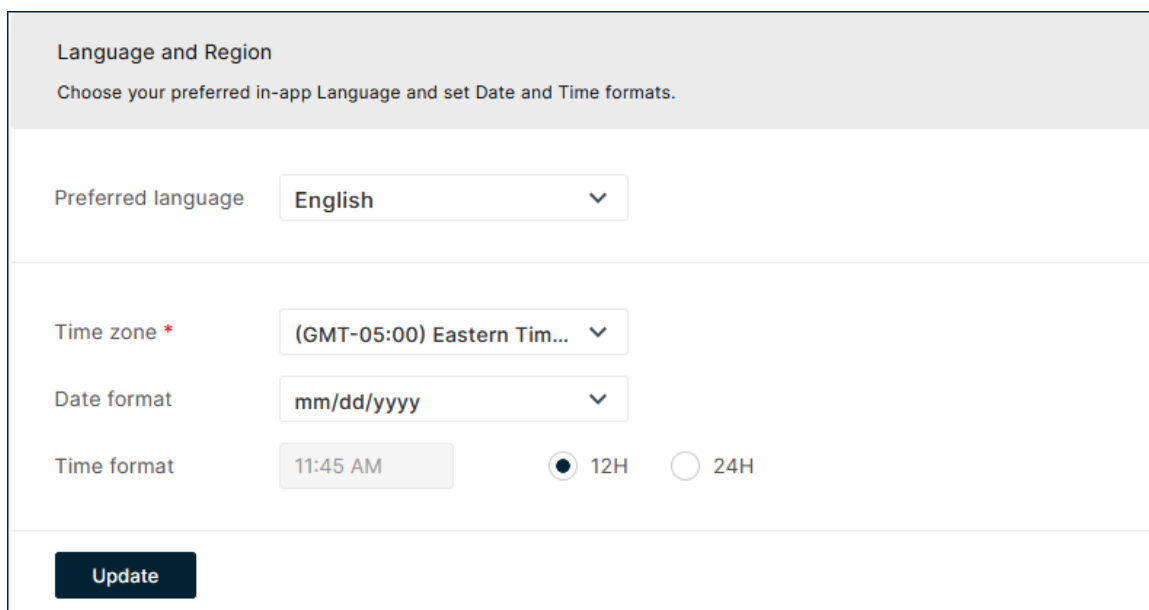
Column headings and other content in exports generated via the **Export** button on the Invoice and Payments listing pages will be in English, though the exported filenames will be in your preferred language. For example, if your language is French, then an export from the Invoices listing page will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

A screenshot of the 'Language and Region' settings panel. The title is 'Language and Region' and the subtitle is 'Choose your preferred in-app Language and set Date and Time formats.' There are four settings: 'Preferred language' with a dropdown menu showing 'English'; 'Time zone \*' with a dropdown menu showing '(GMT-05:00) Eastern Tim...'; 'Date format' with a dropdown menu showing 'mm/dd/yyyy'; and 'Time format' with a text input showing '11:45 AM' and two radio buttons for '12H' (selected) and '24H'. At the bottom left, there is a dark blue 'Update' button.

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 3S8

[Contactez nous](#) | [Politique de confidentialité](#)

# 4. Invoices & Payments

## Verifying your Invoices

**Navigation Tabs:** Allow you to navigate to various views of your account data

**Search Field:** You can search for records by Invoice # or PO #

**Status Filters:** Allow you to filter which invoices are displayed based on status. Only one filter per set can be selected at a time (i.e., Open and All). "What Should I Pay?" displays invoices within five days of the upcoming due date or those that are past due.

**Invoice Selection Checkbox:** You can flag this checkbox to select any given invoice for payment.

**Status Bar:** Indicates your total balance due, your last login date and your last payment amount

**Invoice Options:** When an invoice has been selected (via the checkbox) these options will become available. You can choose to pay the invoice(s) selected, mark them for future payment, or open PDF copies of the invoices on your desktop.

**Pay All and Export:** You can choose to pay all invoices or to export all the invoices in your list to .csv file

INVOICE #	PO #	AMOUNT	STATUS	INVOICE DATE	DUE DATE	BALANCE
609039-025	9407740973	(\$1,253.57)	CREDIT	11-13-2019	12-14-2019	(\$1,253.57)
609039-006	3292328546	\$4,925.83	OVERDUE	01-16-2020	02-14-2020	\$492.58
609039-000	4731415579	(\$1,651.64)	CREDIT	01-26-2020	02-24-2020	(\$1,651.64)
609039-009	3977933142	\$2,639.14	OVERDUE	01-28-2020	02-24-2020	\$1,319.57
609039-019	1181127366	\$3,090.96	OVERDUE	03-06-2020	04-06-2020	\$1,545.48
609039-010	2165553566	\$1,236.39	OVERDUE	03-10-2020	04-08-2020	\$123.64
609039-011	4672657144	\$3,345.42	OVERDUE	03-25-2020	04-23-2020	\$334.54
609039-021	3055467246	\$3,529.93	OVERDUE	04-17-2020	05-18-2020	\$3,529.93

## 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.

**Rollins Inc. (CUS039)**  
**#609039-006**

AMOUNT: \$4,925.83

BALANCE:  
**\$492.58**

INVOICE DATE: 01/16/2020


DUE DATE: 02/14/2020

STATUS: Overdue

[Pay Now](#) [View PDF](#)

[←](#) [≡](#) [→](#)

---



**ACME DISTRIBUTORS**  
2286 Rardin Drive  
Mountain View, CA, US 94041  
Tel: 650-604-7351

**INVOICE 609039-006**

**SOLD TO**  
CUS039  
Rollins Inc.  
9011 Dashawn Fork  
Suite 139  
Lake Mohamedchester, AK, US 13491

**SHIP TO**  
CUS039  
Rollins Inc.  
9011 Dashawn Fork  
Suite 139  
Lake Mohamedchester, AK, US 13491

ORDER DATE	INVOICE DATE	BILL OF LADING	DATE SHIPPED	WAREHOUSE
17/09/10	20/01/16	480849	17/09/10	101
CUSTOMER PURCHASE ORDER No.	SALES REPRESENTATIVE	SALESPERSON NAME		SALES ORDER No.
3292328046	4656	Tim Goldner		21025
SHIPPED VIA	FREIGHT	PAYMENT TERMS	TAX CODE	TAX
ABC Transport	Prepaid Freight	Net 30 Days	1	Regular Tax

ITEM	PRODUCT / DESCRIPTION	LOT NO.	QTY ORDERED	QTY SHIPPED	QTY B.O.	UNIT PRICE	UOM	AMOUNT
Line: 1	Ventocanzap HB0.45 322929 0/424 SCS	TOTAL	5.645	5.645		207.76	KI	1,172.82
		1939549	10 @	0.565	KI			
Line: 2	Biodex HB0.4.8 172786 4/748 COM	TOTAL	9.096	9.096		232.09	KI	2,111.07
		3033757	3 @	3.032	KI			
Line: 3	Stim HB5.78 319058 8/777 COM	TOTAL	6.699	6.699		210.09	KI	1,407.38
		5375219	3 @	2.233	KI			
<b>ORDER TOTAL:</b>								<b>4,691.27</b>
TOTAL GROSS WEIGHT: 556.16								

For more information, [click here](#).

**REFERENCE ADDRESS**  
ACME Distributors  
2286 Rardin Drive  
Mountain View CA 94041  
USA

SUBTOTAL 4,691.27  
TAX 234.56  
**TOTAL 4,925.83**

Please pay in US Dollars

**Payments**

Date	Payment #	Status	Method	Source	Amount	Note
03-02-2020	PAYM55G9C398	PAID		ERP	\$4,433.25	
<b>Total:</b>					<b>\$4,433.25</b>	
<b>Balance:</b>					<b>\$492.58</b>	

**Recent Activity** [New Comment/Open Dispute](#)

Leave a comment

[Attach File](#)  [Cancel](#) [Comment](#)

Open Dispute ▼

## Making a Payment Using a Payment Method

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



Open Items What should I pay? Incentives Scheduled Payments On Payment Plan More

**Dates:**  
All Invoice Date Due Date

Pay All Export

Pay Mark for Payment PDF

15 Invoices, \$33,674.86 Owing / \$45,096.79 Total.  
 2 credits, (\$2,905.21) available / (\$2,905.21) Total.

<input type="checkbox"/>	INVOICE #	PO #	AMOUNT	STATUS	INVOICE DATE	DUE DATE	BALANCE
<input type="checkbox"/>	609039-025	9407740973	(\$1,253.57)	CREDIT	11-13-2019	12-14-2019	(\$1,253.57)
<input type="checkbox"/>	609039-006	3292328546	\$4,925.83	OVERDUE	01-16-2020	02-14-2020	\$492.58
<input checked="" type="checkbox"/>	609039-000	4731415579	(\$1,651.64)	CREDIT	01-26-2020	02-24-2020	(\$1,651.64)
<input checked="" type="checkbox"/>	609039-009	3977833142	\$2,639.14	OVERDUE	01-26-2020	02-24-2020	\$1,319.57
<input type="checkbox"/>	609039-019	1161127366	\$3,090.96	OVERDUE	03-06-2020	04-06-2020	\$1,545.48
<input type="checkbox"/>	609039-010	2165553566	\$1,236.39	OVERDUE	03-10-2020	04-08-2020	\$123.64

There are 2 ways to pay an invoice or invoices:

- 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.
- 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.

Visa \*\*1111 (1)

**Ready To Pay** Pay now ▼

Total Payment: \$10.00

	INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE
<input type="checkbox"/>	609039-006	\$4,925.83	\$492.58	<input type="text" value="\$0.00"/>	\$492.58	<input type="text"/>
<input checked="" type="checkbox"/>	609065	\$10.00	\$10.00	<input type="text" value="\$10.00"/>	\$0.00	<input type="text"/>
Total				\$10.00	\$492.58	

Clear List
Continue



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

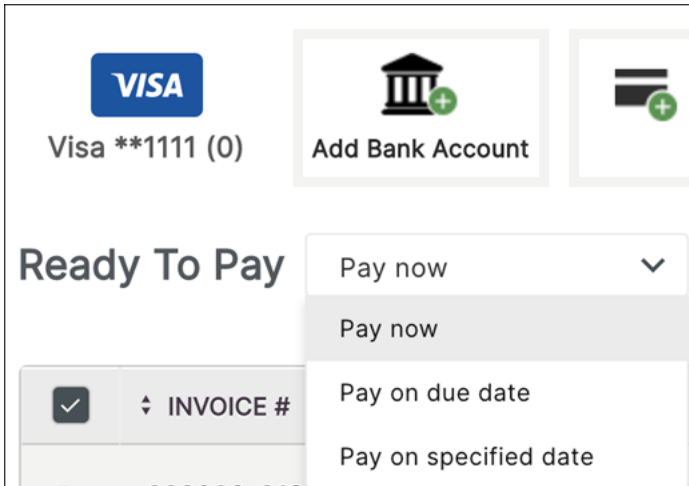
## Scheduling a Future Payment

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

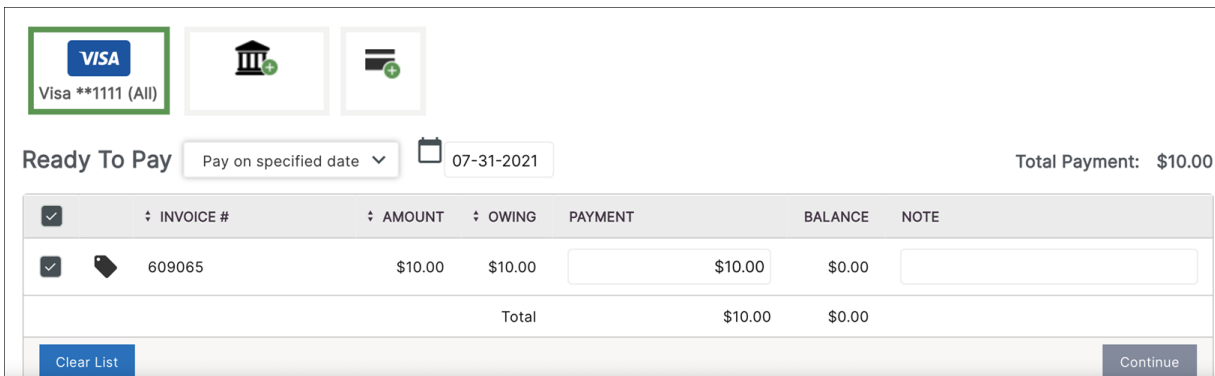
### ***Can I use credits for future payment?***

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)

Invoice # or PO #

[Open Items](#)
[What should I pay?](#)
[Incentives](#)
[Scheduled Payments](#)
[More](#)

Dates: [All](#) [Invoice Date](#) [Due Date](#)

[Pay All](#) [Export](#)

[Pay](#)
[Mark for Payment](#)
[PDF](#)
14 invoices, \$33,664.86 Owing / \$45,086.79 Total.  
2 credits, (\$2,905.21) available / (\$2,905.21) Total.

<input type="checkbox"/>	Invoice #	PO #	Amount	Status	Invoice Date	Due Date	Balance
<input type="checkbox"/>	609039-025	9407740973	(\$1,253.57)	CREDIT	11-13-2019	12-14-2019	(\$1,253.57)
<input checked="" type="checkbox"/>	609039-006	3292328546	\$4,925.83	OVERDUE	01-16-2020	02-14-2020	\$492.58
<input checked="" type="checkbox"/>	609039-000	4731415579	(\$1,651.64)	CREDIT	01-26-2020	02-24-2020	(\$1,651.64)

- 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.

Ready To Pay Pay now Total Payment: (\$25.00)  
Total Credit Applied: (\$125.00)


You are applying more credit than necessary. [Correct this for me.](#)

<input checked="" type="checkbox"/>	INVOICE #	AMOUNT	OWING / REMAINING	PAYMENT	BALANCE	NOTE
<input checked="" type="checkbox"/>	Premium Pet Foods (168337080) 315	\$100.00	\$100.00	<input type="text" value="\$100.00"/>	\$0.00	<input type="text"/>
<input checked="" type="checkbox"/>	Premium Pet Foods (168337080) 330	(\$25.00)	(\$25.00)	<input type="text" value="\$25.00"/>	\$0.00	<input type="text"/>
<input checked="" type="checkbox"/>	Premium Pet Foods (168337080) 329	(\$100.00)	(\$100.00)	<input type="text" value="\$100.00"/>	\$0.00	<input type="text"/>
Total				(\$25.00)	\$0.00	


[Clear List](#) [Apply Credit](#)

- 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.


You have other credits that are not in this list. [Add them now.](#)




MasterCard \*\*\*




(4235)



Visa Debit \*\*12...



Add Account



Add Card

Ready To Pay Pay now Total Payment: \$5,626.00

<input checked="" type="checkbox"/>	INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE
<input checked="" type="checkbox"/>	PSW00010	\$24,026.00	\$5,626.00	<input type="text" value="\$5,626.00"/>	\$0.00	<input type="text"/>
Total				\$5,626.00	\$0.00	

[Clear List](#) [Continue](#)



**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.


Make a Prepayment to Ojai Produce Distributors from Hurst Food Services (C000187)


  
 (0008) USD


  
 (0010) USD


  
 Eur

  
 (3366) USD

  
 American Expr...

  
 (2342) CAD

  
 MasterCard \*\*...

  
 (9549) CAD

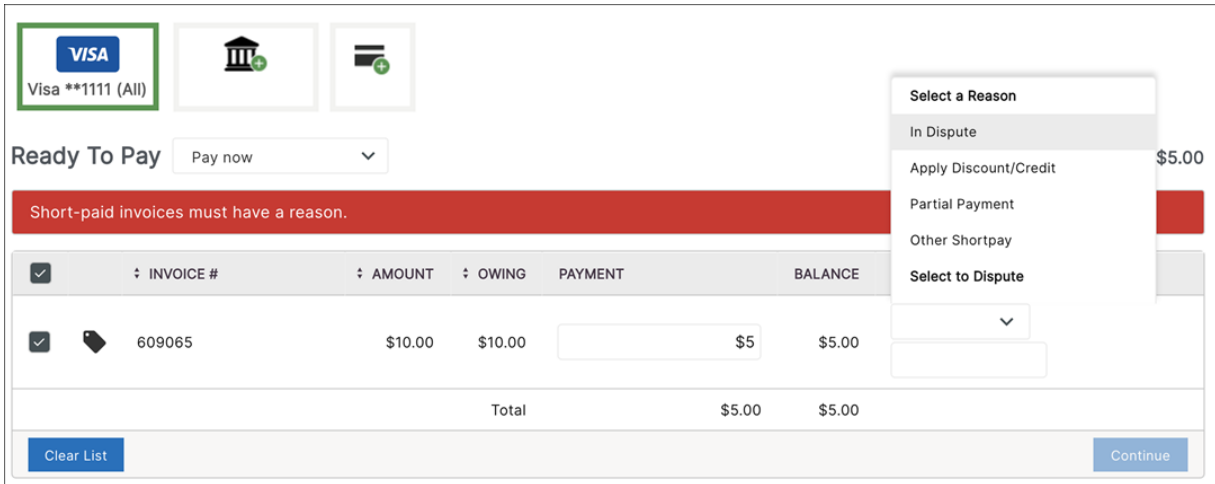
Amount:  \* Division:

\* Currency:  Note:

PO #:

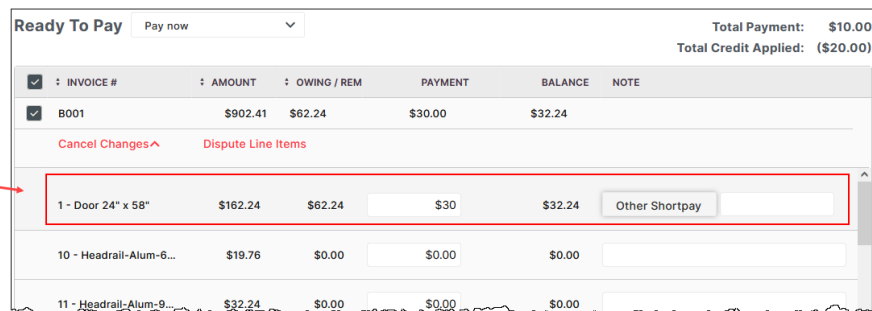
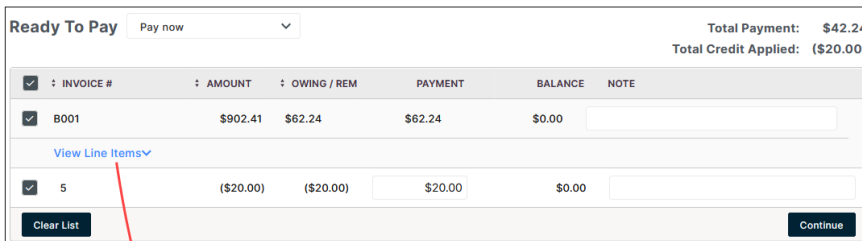
## Short Paying an Invoice / Line Item

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.

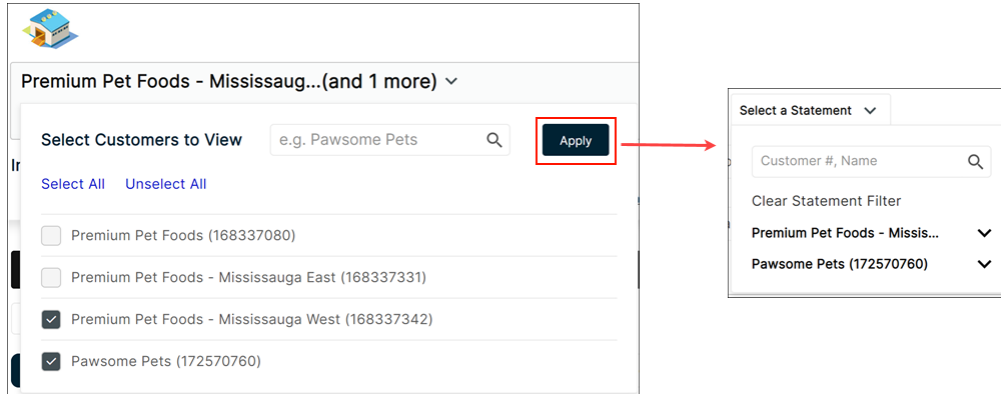
1. On the Invoices listing page, click **Select a Statement**. The dropdown expands to show the most recent statements, to a maximum of six. After selecting a statement, the Invoices listing page refreshes to show all the invoices and credits that make up the selected statement. (Some of the invoices 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

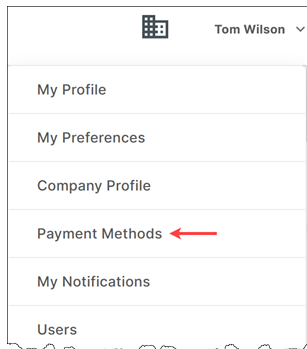


## 5. Payment Methods

### 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](https://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.

Add a bank account

\* Select your bank:   
[Don't see your bank?](#)

\* Transit number:

Account number:

\* Account holder:   
Account Nickname:

Your Name  DATE   
Your Address

PAY TO THE ORDER OF

DOLLARS

MEMO

**Transit** **Institution** **Account**

|| 001 || | 38314 || 004 || 5948894300 :'

Bank Address Line 1:

Bank Address Line 2:

City:

State/Province:

\* Country:

Zip/Postal:

I agree to the [Payment Terms and Conditions](#) allowing Versapay and its financial service providers on behalf of Pet Supply Warehouse to debit this account to pay invoices according to my instructions.

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:


\* Cardholder Name:

Card Nickname:

\* Zip/Postal:



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.



accepted.

**\* 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:

The screenshot shows the 'Payment Methods' page with a section for 'Bank Accounts'. A bank account for 'BANK OF MONTREAL (2340)' is listed with a 'Verify' button. A red arrow points from this button to a verification form titled 'Verify ownership of BANK OF MONTREAL (2340)'. The form includes a 'Deposit amount' field with the value '0.00' and a 'Verify Bank Account' button. A small table of account transactions is also visible in the verification form.

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

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:**

**\* Setup this card for AutoPay**  Yes  No

This account should be automatically debited:

AutoPay should apply available credits:  Yes  No

Only pay invoices with:

Maximum of \$

**\* 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.

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

at least one existing payment method):

AutoPay is OFF New

---

Automatically Debit Visa \*\*1111, 1/2024 On Due Date

AutoPay should apply available credits:  Yes  No

Only pay invoices with:

Maximum of \$

You have outstanding invoices that may qualify for this AutoPay.

Do you want AutoPay to pay these, or will you pay them manually?

Let AutoPay pay these according to the specified criteria.

I will pay these myself. AutoPay should pay my new invoices only.

I instruct Versapay and its financial service providers on behalf of ACME Distributors to automatically debit this account to pay invoices that satisfy the criteria specified according to the timing I have indicated.

I Agree
Cancel Changes



**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**.

Payment Cards Add Card

---

Visa \*\*1111
Assign to USD Payment Plans
Edit
Remove

Expiry Date: 01/24

🔑 Fund Token: CC9VTA9MXG4D

Card entered by Timothy Scanlon of Rollins Inc. on July 29, 2021 16:41.

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.

### AutoPay on Due Date

AutoPay will not apply credits. Change

---

Automatically Debit Visa \*\*1111, 1/2024 On Due Date

AutoPay should apply available credits:  Yes  No

Only pay invoices with:

Maximum of \$

I instruct Versapay and its financial service providers on behalf of ACME Distributors to automatically debit this account to pay invoices that satisfy the criteria specified according to the timing I have indicated.

I Agree Cancel Changes Cancel AutoPay

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.

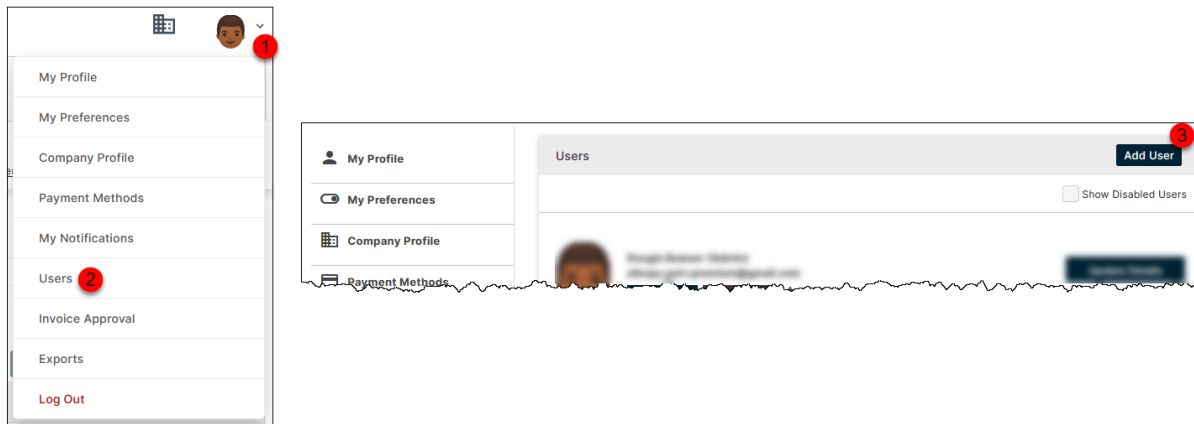


## 7. Users & Notifications

### 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.

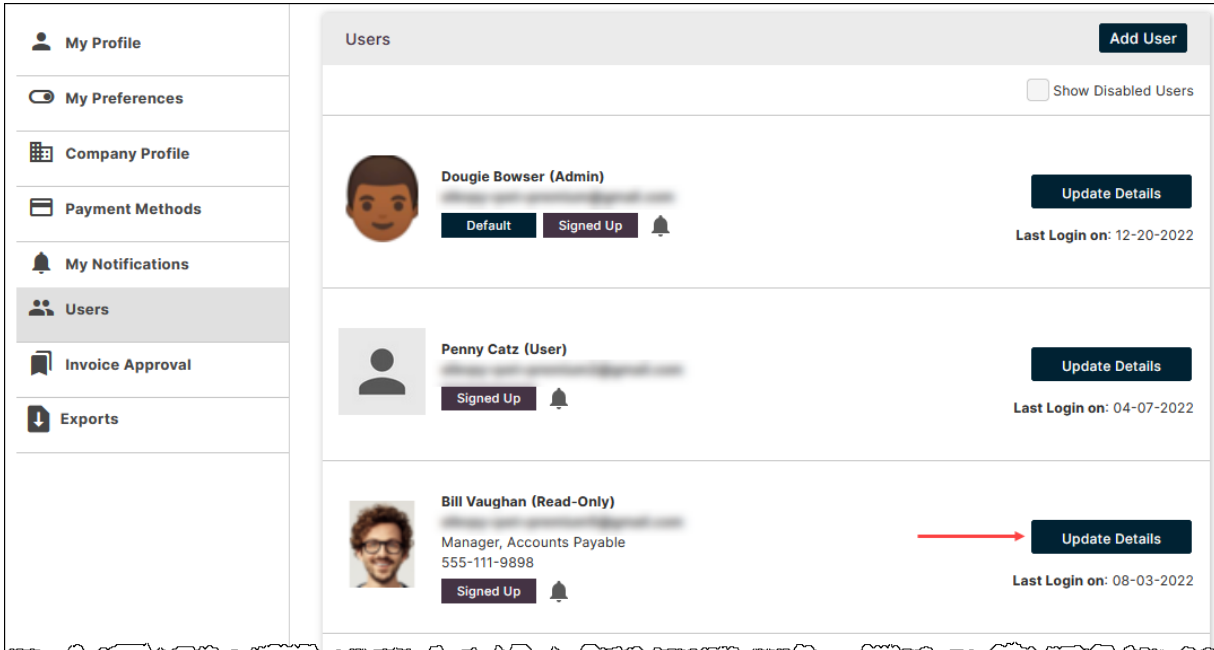
**Add a User:** Log in to your account, click your name or picture / avatar at the top right of the page, select "Users" then click **Add User**:



- 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.

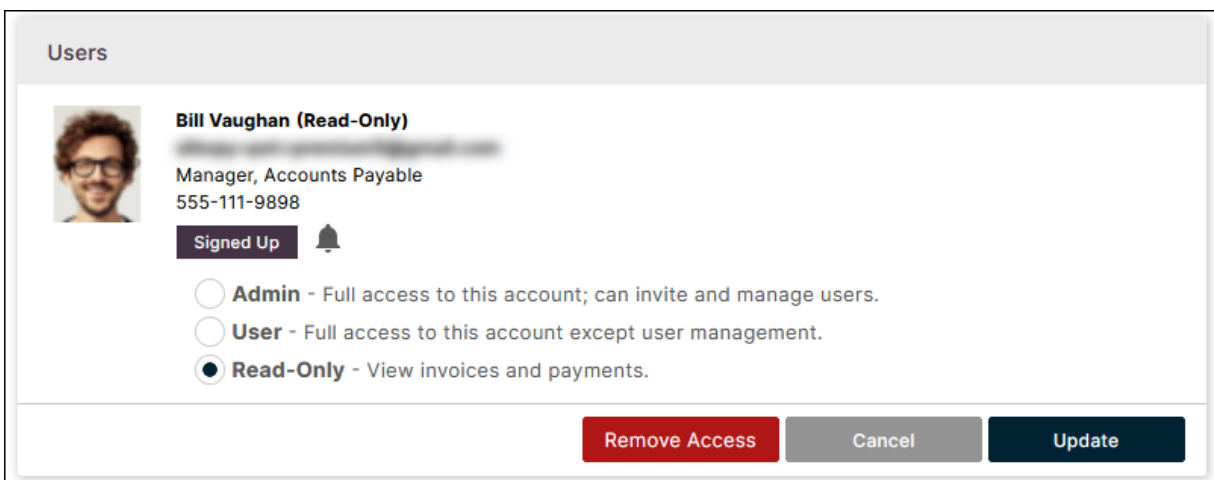
**Change a User's Role:** A user's role determines what the user can do in the portal: add and maintain payment methods, pay invoices, add users, etc. The role can be changed by an Admin user via the **Update Details** button on the Users page:



The screenshot shows the 'Users' page in the Customer Portal. On the left is a navigation menu with options: My Profile, My Preferences, Company Profile, Payment Methods, My Notifications, Users (highlighted), Invoice Approval, and Exports. The main content area is titled 'Users' and has an 'Add User' button in the top right. Below the title is a 'Show Disabled Users' checkbox. The user list contains three entries:

- Dougie Bowser (Admin)**: Role 'Admin', status 'Default', 'Signed Up', and a notification bell. Last Login on: 12-20-2022. An 'Update Details' button is visible.
- Penny Catz (User)**: Role 'User', status 'Signed Up', and a notification bell. Last Login on: 04-07-2022. An 'Update Details' button is visible.
- Bill Vaughan (Read-Only)**: Role 'Read-Only', title 'Manager, Accounts Payable', phone '555-111-9898', status 'Signed Up', and a notification bell. Last Login on: 08-03-2022. An 'Update Details' button is visible, with a red arrow pointing to it from the right.

**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**.



The screenshot shows the 'Update Details' modal for Bill Vaughan (Read-Only). The modal displays the user's profile information and role selection options:

- Bill Vaughan (Read-Only)**: Title 'Manager, Accounts Payable', phone '555-111-9898', status 'Signed Up', and a notification bell.
- Role selection options:
  - Admin** - Full access to this account; can invite and manage users.
  - User** - Full access to this account except user management.
  - Read-Only** - View invoices and payments.

At the bottom of the modal are three buttons: **Remove Access** (red), **Cancel** (gray), and **Update** (dark blue).

**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.

My Notifications		
Select the events you want to receive notifications for		
▶ Customer (8)		
▶ Invoice (5)		
▶ Payment (7)		
▶ Order (0)		
▼ Payment Methods (10)		
<b>AutoPay Changed on Behalf of Customer</b> Notifies when an AutoPay has been changed on behalf of a customer	<b>Mandatory</b> →	✓
<b>AutoPay Created or Cancelled on Behalf of Customer</b> Notifies when an AutoPay is created or cancelled on behalf of a customer		✓
<b>Customer Changes AutoPay</b> Notifies when a customer changes an AutoPay		<input type="checkbox"/>
<b>Customer Creates or Cancels an AutoPay</b> Notifies when a customer creates or cancels an AutoPay	<b>Enabled</b> →	<input type="checkbox"/>
<b>Bank Account Added</b> Notifies when a customer adds a new bank account		<input type="checkbox"/>
<b>Bank Account Invalid</b> Notifies when a bank account is determined to be invalid		✓
<b>Bank Account Verified</b> Notifies when a bank account was verified	<b>Subscribed by Default</b> →	<input checked="" type="checkbox"/>

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