

AP Gateway:

What to Expect as a New AP Gateway Customer

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Revision Table

DATE	VERSION	AUTHOR	NOTES
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What to Expect as a New AP Gateway Customer

Thank you for choosing AP Gateway as your payment automation solution! We couldn't be more thrilled to welcome you to our community of valued customers. In this article, you will learn about the support resources we provide to customers after onboarding to ensure their success in AP Gateway.

Short Term Support (First 30 Days)

During the first 30 days after onboarding to AP Gateway, new customers can expect the following:

- The Project Manager will:
 - conduct weekly touchpoint calls.
 - track subsequent payment runs.
 - confirm the payment approval workflow, in AP Gateway, is working as intended.
 - explain reporting options.
 - assist with email contact and notification changes.
 - provide a walkthrough of how to view the payment history and verify processed payments in AP Gateway.
 - recommend best practices for ongoing Mastercard enrollment.
 - monitor support tickets.
- The Account Manager and Strategic Campaign Advisor (SCA) will be introduced to the customer.

The following table contains support scenarios that commonly occur during the first 30 days and the actions new customers should take in each scenario:

SCENARIO	ACTION #1	ACTION #2
Unresolved errors in payment batch file	See the Top 5 Payment Features in AP Gateway article for instructions on how to resolve errors in payment batch files.	Customers who are unable to find the assistance needed using action #1 should contact the Project Manager for assistance and provide the following information:

		<ul style="list-style-type: none"> • Company name • Payment Reference ID • Payment batch file name • Error details
Secure File Transfer Protocol (SFTP) or Single Sign-On (SSO) errors	<p>Contact the Project Manager for assistance and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Error details 	N/A
Assistance with training new AP Gateway users	<p>See the following training resources that are available to assist with familiarizing new users with AP Gateway:</p> <ul style="list-style-type: none"> • AP Gateway Microlearning Videos • AP Gateway User Guides • AP Gateway User Guides for NetSuite • AP Gateway User Guides for Microsoft Dynamics GP • AP Gateway User Guide for Viewpoint ePayments 	<p>Customers who are unable to find the assistance needed using action #1 should create user accounts in AP Gateway for the new users then contact the Project Manager for assistance and provide the company name.</p>
Payment approval workflow changes	<p>Contact the Project Manager for assistance and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Completed Conditional Approval form 	N/A
Payment batch file format changes for customers without an Enterprise	<p>Contact the Project Manager for assistance and provide the following information:</p> <ul style="list-style-type: none"> • Company name 	N/A

Resource Planning (ERP) integration	<ul style="list-style-type: none"> • Sample payment batch file with updated format for testing 	
User Management questions and/or updates	<p>See the Top 5 User Management Features in AP Gateway article for instructions on how to:</p> <ul style="list-style-type: none"> • Create user accounts • Configure users to receive notification emails • View user account details • Edit user accounts • Send reset password requests to users 	Customers who are unable to find the assistance needed using action #1 should contact the Project Manager for assistance and provide the company name.
Update refund and/or rebate contacts	<p>Contact the Project Manager for assistance and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Contact's name • Contact's email address • Contact's phone number 	N/A
Unable to access AP Gateway	<p>Contact the Technical Support team at 877-974-1752 and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Error details (if applicable) 	N/A
Same day business disruption	<p>Contact the Technical Support team at 877-974-1752 and provide the company name.</p>	N/A
Changes to vendor payment method acceptance	<p>Contact the Payment Modifications team at paymentmodification@corpays.com, cc</p>	N/A

	<p>the Strategic Campaign Advisor (SCA), and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Payment Reference ID • Payment amount • Vendor name • Vendor ID 	
Vendor remit address for print check payments is incorrect	<p>Contact the Payment Modifications team at paymentmodification@corpays.com and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Payment Reference ID • Payment amount • Vendor name • Vendor ID • New address for check payment 	N/A
Payment refunds and reissues	<p>For print check payments, see the AP Gateway: Frequently Asked Questions article for instructions on how to void a check payment after it is processed in AP Gateway.</p>	<p>Customers who are unable to find the assistance needed using action #1 should contact the Payment Modifications team at paymentmodification@corpays.com and provide the following information:</p> <ul style="list-style-type: none"> • Company name • Payment Reference ID • Payment amount • Vendor name • Vendor ID
Return More Information (RMI) for campaigning	<p>Contact the SCA, and provide the following information:</p> <ul style="list-style-type: none"> • Company name 	N/A

	<ul style="list-style-type: none"> Completed RMI information in the SCA reporting spreadsheet (Client Response column on the Need More Info tab) <p>NOTE: New customers will receive contact information for the SCA during onboarding.</p>	
Pay For You setup	<p>Contact the SCA, and provide the following information:</p> <ul style="list-style-type: none"> Company name Vendor name Vendor ID Copy of invoice <p>NOTE: New customers will receive contact information for the SCA during onboarding.</p>	N/A
Mastercard enrollment questions	<p>Contact the SCA, and provide the following information:</p> <ul style="list-style-type: none"> Company name Vendor name Vendor ID <p>NOTE: New customers will receive contact information for the SCA during onboarding.</p>	

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Long Term Support

Don't worry, customer support does not end after the first 30 days. Corpay will continue to provide the following support for as long as you are an AP Gateway customer:

PROVIDED BY	LONG TERM SUPPORT
Relationship Manager (RM)	<ul style="list-style-type: none"> • Industry consultant • Business reviews • Best practices • Rebate questions • Contract questions, renewals, and changes • Additional products • Credit increases • Banking changes • Business changes • New customer referrals • Adding new account codes
Account Manager (AM)	<ul style="list-style-type: none"> • Account research • Billing questions • Ticket escalations • AP Gateway questions • Reporting questions • Credit line customers only: <ul style="list-style-type: none"> • Temporary credit lines • Risk declines and whitelist requests • Spending profile updates • Additional customer IDs • Transaction details • General Ledger (G/L) updates
Strategic Campaign Advisor (SCA)	<ul style="list-style-type: none"> • High spend vendor outreach

	<ul style="list-style-type: none"> • Vendor campaign questions • Mastercard enrollment • Mastercard acceptance updates
Self-Service in AP Gateway	<ul style="list-style-type: none"> • Remittances • Payment statuses • Payment research • Reporting • Vendor payment acceptances • Creating and managing user accounts • System notifications • User guides • Microlearning videos
Customer Support	See the Support Teams section for details.

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Support Teams

New customers should contact the appropriate support team, in the table below, for assistance with issues or questions that are not covered in the [AP Gateway Quick Reference](#), [User Guides](#), or [AP Gateway Microlearning Videos](#) sections of the Corpay Help Center.

SUPPORT TEAM	CONTACT INFORMATION & SUPPORTED ISSUES SERVICE LEVEL AGREEMENT (SLA)	
Technical Support (customers)	Phone: 877-974-1752 Email: techsupport@corpay.com SLA: 1 – 2 business days	<ul style="list-style-type: none"> • Payment file errors • AP Gateway errors • New user training • Late payment settlement concerns • Configuring payment level approvers • Obtaining secure enrollment URLs for new vendors
Payment Modification (customers)	Phone: 877-974-1752 Email: paymentmodification@corpay.com SLA: 3 – 5 business days	<ul style="list-style-type: none"> • Modifying payment modalities due to errors (per vendor or customer request) • Determining payment refund needs • Reconciling stale-dated payments
Payment Support (formerly Vendor Support) (vendors)	Phone: 877-626-6332 Email: paymentsupport@corpay.com SLA: 1 – 3 business days	<ul style="list-style-type: none"> • Updating and maintaining vendor information • Outstanding Virtual Card Number (VCN) payments • Payment and payment portal related questions • Enrollment questions and concerns
Vendor Enrollment (VE) (vendors)	Phone: 877-626-6332 Email: vendorenrollment@corpay.com	<ul style="list-style-type: none"> • Return More Information (RMI) for campaigning • Pay For You requests • Known Mastercard acceptors • ACH bypass requests: Contact the VE team at vendors@corpay.com for assistance with ACH bypass requests.

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Helpful Tips to Ensure Customer Success

The following table provides a few helpful tips to assist new customers with optimizing their experience with AP Gateway:

TOPIC	TIPS
Customer Support	<ul style="list-style-type: none"> • Utilize support phone numbers for urgent matters only. • Submit requests using the appropriate support channels to receive the fastest resolution. • Avoid including multiple teams when submitting a support request because it delays the path to the appropriate support queue. • Always have the case number ready when following up on a support request to help expedite research and resolution.
Maximizing Rebate	<ul style="list-style-type: none"> • Ensure your internal teams are aligned on card acceptance and retainage. • Educate vendors on card payment benefits. • Leverage additional card products and services such as Pay For You. • Target high spend vendors for strategic campaigns. • Inform vendors that card is your preferred payment method.
Self-Service	<ul style="list-style-type: none"> • Leverage the support articles, user guides, and microlearning videos in the Corpay Help Center: https://nvpsupport.zendesk.com/hc/en-us. • Use the reporting features in AP Gateway to review vendor acceptances, payment reconciliation, current payment statuses, and more.

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