Quick Reference Article

# AP Gateway:

## Frequently Asked Questions

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Corpay

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| DATE | VERSION | AUTHOR | NOTES |
|---|---|---|---|
| 6/2024 | 1.0 | Kay Scott | Initial release |

# AP Gateway: Frequently Asked Questions

In this article, you will find answers to the most common AP Gateway questions we receive from customers and vendors.

## General Questions

### Q: What is the difference between Nvoicepay, Corpay, and FLEETCOR?

Nvoicepay, a leading provider of full accounts payable automation solutions, joined Fleetcor's corporate payments companies under the brand Corpay in 2019 and in March of this year, Fleetcor rebranded the entire company to Corpay to better reflect our current portfolio of corporate payment solutions. So, there is no difference between Nvoicepay, Corpay, and Fleetcor because they are one and the same – Corpay, a leading global payments company that offers corporate, vehicle, and lodging payment solutions to simplify how businesses pay other businesses, drivers pay their vehicle-related expenses, and businesses book and pay for workforce lodging. Visit the Corpay website to learn more.

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### Q: What training resources are available for new users?

The following training resources are available to assist with familiarizing new users with AP Gateway:

- 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

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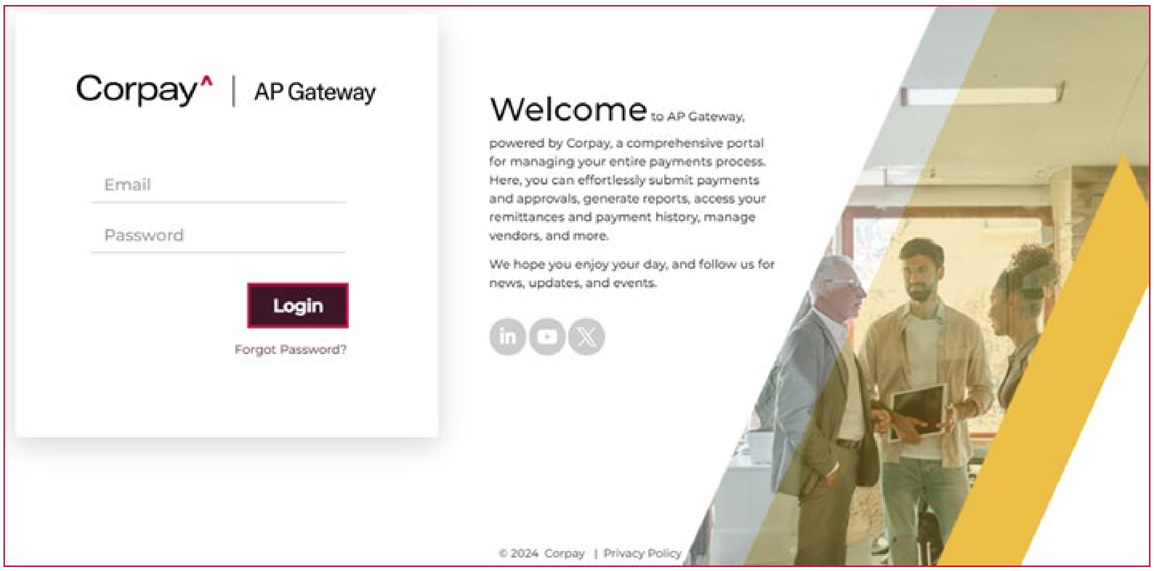
# Navigation Questions

## Q: How do I access AP Gateway?

To access AP Gateway:

1. Open **AP Gateway**.
2. On the *AP Gateway login* screen, enter an **Email address** and **Password** in the *Email* and *Password* fields.
3. Click the **Login** button.




See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I change my password and update my security question and answer?

Watch the Change Your Password & Update Your Security Information video to learn how to change your password and update your security question and answer. See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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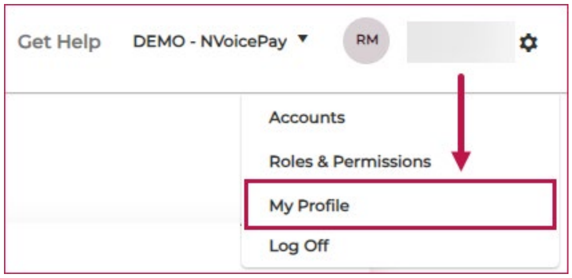
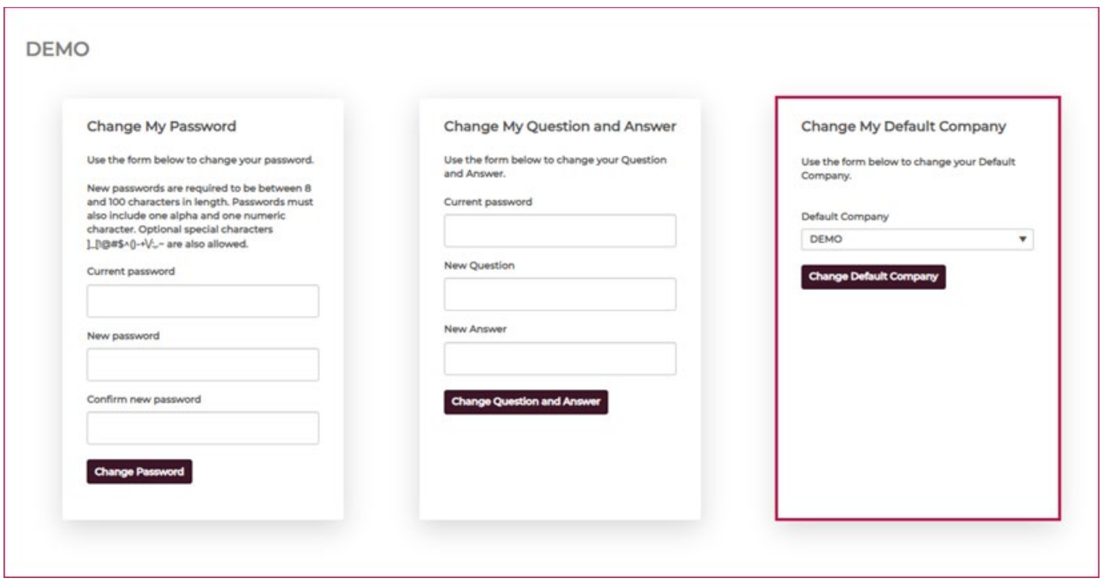
## Q: How do I change my default company?

To change your default company:

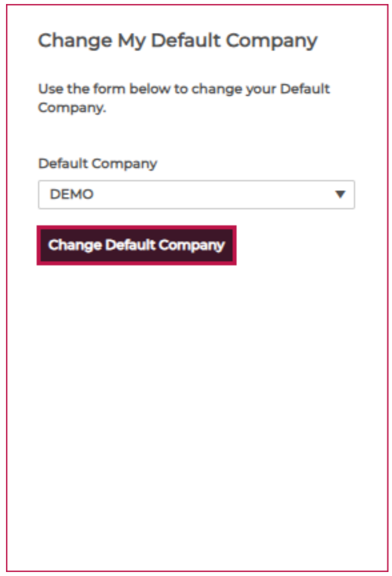
1. Log in to [AP Gateway]().
2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **My Profile** menu item.




3. On the *My Profile* page, locate the **Change My Default Company** tile.




4. In the *Default Company* drop-down, select a **company** to make the default company on the user account.
5. Click the **Change Default Company** button.




**NOTE**: The Change My Default Company tile is only available for users within organizations with multiple locations. See the AP Gateway Guide that matches your company's configuration to learn more about the My Profile page as well as how to access, navigate, and use all features in AP Gateway.

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## Q: Where can I view my company's bank account, credit card, and payment priority information?

Watch the Viewing Customer Bank Accounts, Credit Cards, and Payment Priority video to learn how to view your company's bank account, credit card, and payment priority information and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: My company has multiple locations. How do I access information for each location in AP Gateway?

If your company has multiple locations and you have access to those locations, watch the Selecting a Company video to learn how to select a company location to work under in AP Gateway. See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What is high contrast?

Selecting the High Contrast link in the left-side navigation pane enables or disables high contrast mode on each page in AP Gateway. High contrast mode is an accessibility feature that uses a limited color palette with contrasting colors to make a user interface easier to use. Enabling high contrast mode changes the default color palette on each page to the high contrast color palette which is blue and yellow. Whereas, disabling high contrast mode changes the high contrast color palette back to the default color palette on each page.

Watch the Basics: Navigation Pane, Enabling Contrast Mode video to learn more about High Contrast mode and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the Home page?

The Home page contains tiles that illustrate your company's payment statistics on a monthly, quarterly, and yearly basis.

Watch the Home Tab Navigation videos to learn more about the information that is available on the Home page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the Payments page?

On the Payments page, users can:

- upload payment batch files (Manage File Uploads permission required).
- search for specific payment batch files.
- download stored and returned payment batch files.
- view the status of submitted payment batch files.
- approve payment batch files (Batch Approver permission required).
- approve individual payments (Payment Approver permission required).
- mark payment batch files as processed or unprocessed (if applicable).

Watch the Payments Tab Navigation videos to learn more about the information that is available on the Payments page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the Approvals page?

The Approvals page contains the following tabs and is only visible for organizations that are configured to use the approval process view:

- **Payments I Can Approve**: Contains all payments that require approval.
- **Payments Needing Action**: Contains payments that are on hold or require further approval.

See the AP Gateway Guide that matches your company's configuration to learn more about the Approvals page as well as how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the History page?

All payments made in the last 30 days are listed on the History page by default. Users with the View Organization Reports permission can generate and export payments needing approval reports, invoices by batch reports, and all payments reports on the History page. Users with the Void Checks permission can reissue and refund print check payments on the History page as well.

Watch the History Tab Navigation videos to learn more about the information that is available on the History page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the Reports page?

After payments are approved on the Payments page, an Electronic Payment Advice (remittance) is automatically generated for each payment and stored on the Reports page. Users with the View Organization Reports permission can then view an Electronic Payment Advice or previously generated report as well as generate additional reports for specific dates on the Reports page.

Watch the Report Tab Navigation videos to learn more about the information that is available on the Reports page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: What information is found on the Vendors page?

On the Vendors page, users with the Manage Vendors permission can:

- download a vendor list template to assist with creating a vendor list that contains the required information in the proper format.
- upload vendor lists.
- view the upload history.
- upload lists of vendors who need to be hidden from the Vendors table.
- archive vendors.

- download vendor reports for a single company or an entire organization.

Watch the Vendor Tab Navigation videos to learn more about the information that is available on the Vendors page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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### Q: What information is found on the Credit Summary page?

The Credit Line Model feature in AP Gateway allows qualifying companies to pay vendors using virtual cards funded by a Corpay line of credit. With Credit Line Model payments, Corpay processes vendor payments using a company's line of credit instead of debiting funds from the company's bank account. Corpay also sends a statement to the company periodically. The Credit Summary page is where companies can view their credit limit, balance, and payments and it is only visible if a company has a line of credit with Corpay.

Watch the Credit Summary Tab videos to learn more about the information that is available on the Credit Summary page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## User Setup Questions

### Q: What are roles and permissions and how are they used in AP Gateway?

Permissions dictate what users can and cannot do in AP Gateway. Users with the Manage Users permission can assign individual permissions or roles containing sets of permissions to user accounts. For example, if a user needs to upload payment files, update vendor lists, and view reports for their organization in AP Gateway, they can be assigned the Manage File Uploads, Manage Vendors, and View Organization Reports permissions individually, the A/P default role with predefined permissions including the ones needed, or a custom role that only contains the permissions needed.

The visibility of all information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. Therefore, users with the Manage Users permission should use the Roles & Permissions page to manage user accounts, roles, and permissions for an organization.

Watch the View User Details, Role Details, and Hide Default Roles video to learn more about roles and permissions and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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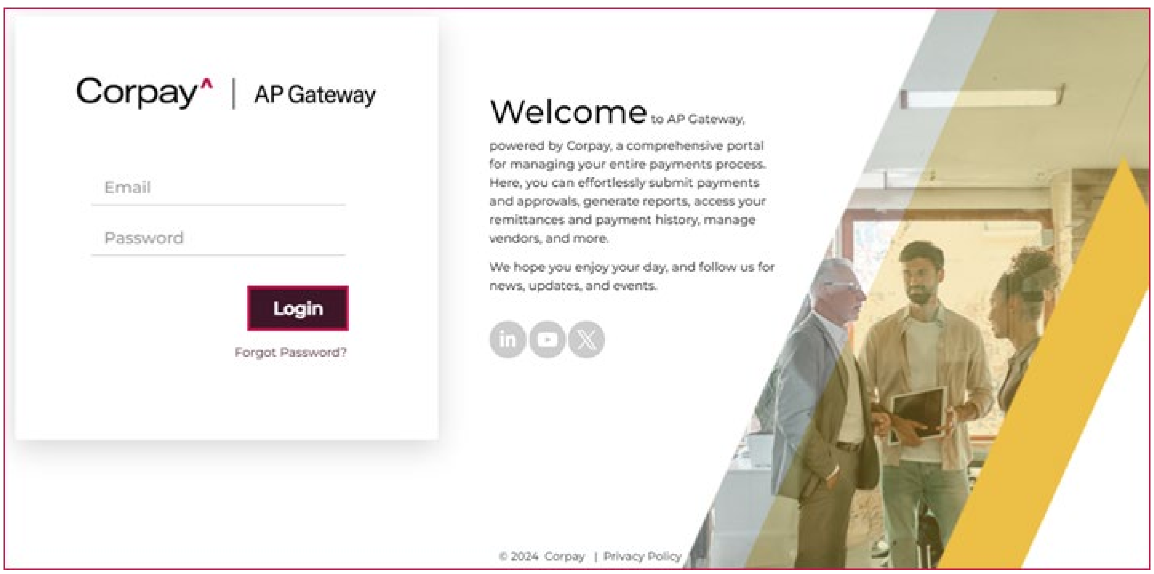
## Q: How do I create a user account?

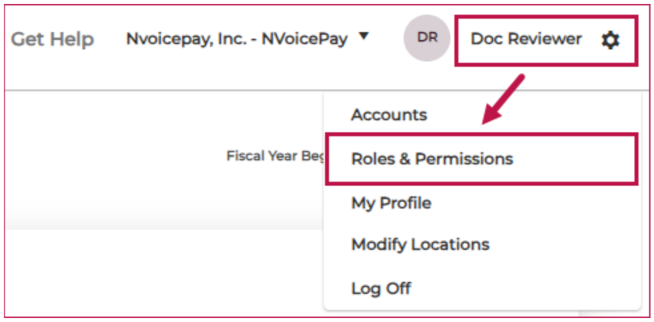
Users with the Manage Users permission can create user accounts in AP Gateway.

To create a user account:

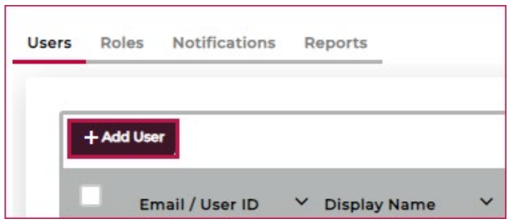
1. Log in to **AP Gateway**.



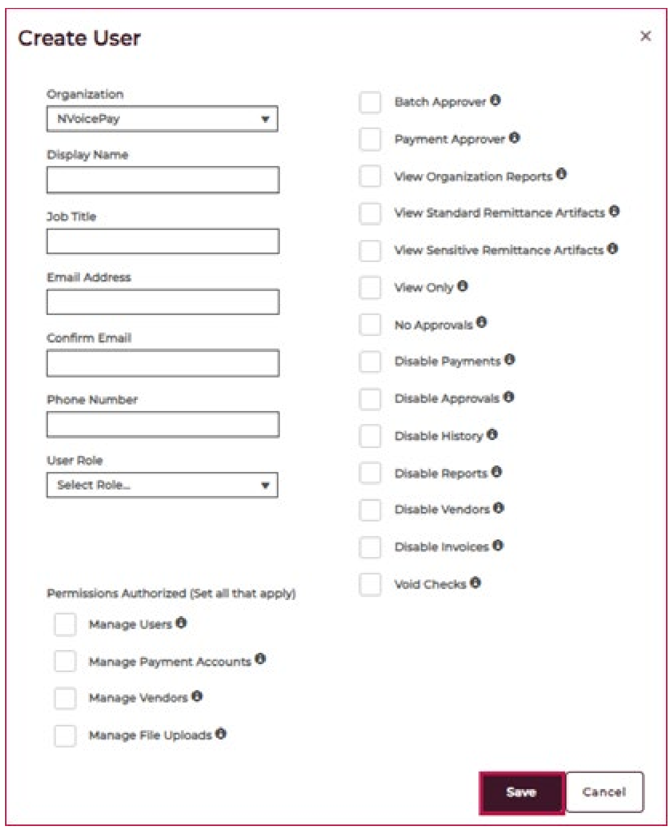

2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page in the *Users* tab, click the **+ Add User** button.




4. Complete each **field** in the *Create User* dialog.
5. Click the **Save** button.




6. A message displays confirming the user account was created successfully and an email is sent to the user from AP Gateway inviting them to complete their account setup.

See the [AP Gateway Guide]() that matches your company's configuration to learn more about the Roles & Permissions page as well as how to access, navigate, and use all features in AP Gateway.

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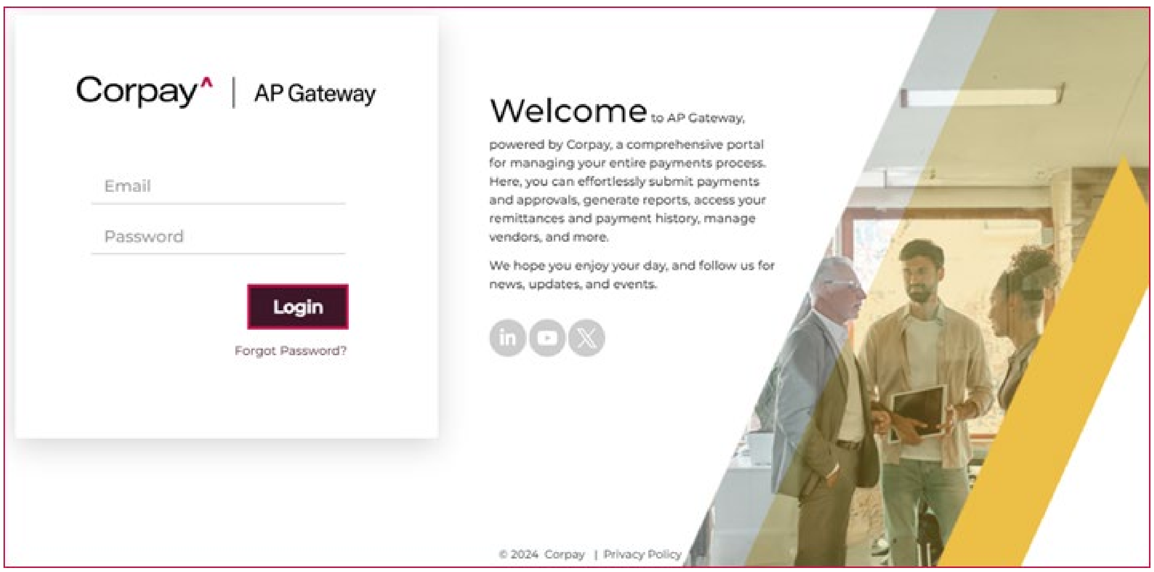
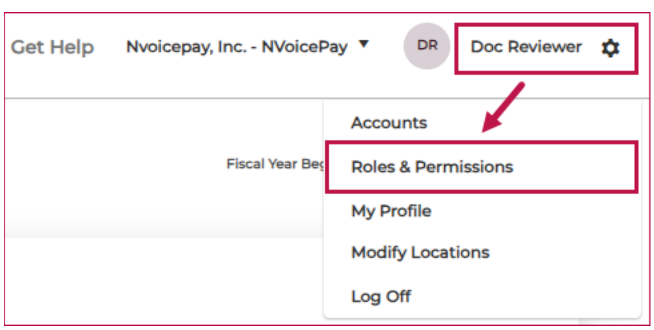
## Q: How do I create a role?

Users with the Manage Users permission can create custom roles for an organization if the default roles do not contain the permissions needed for a user account.

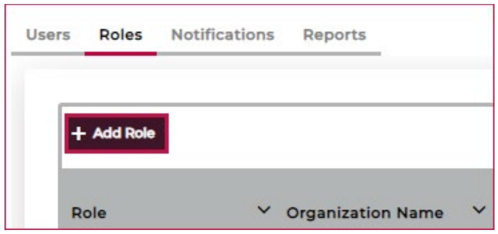
1. Log in to **AP Gateway**.



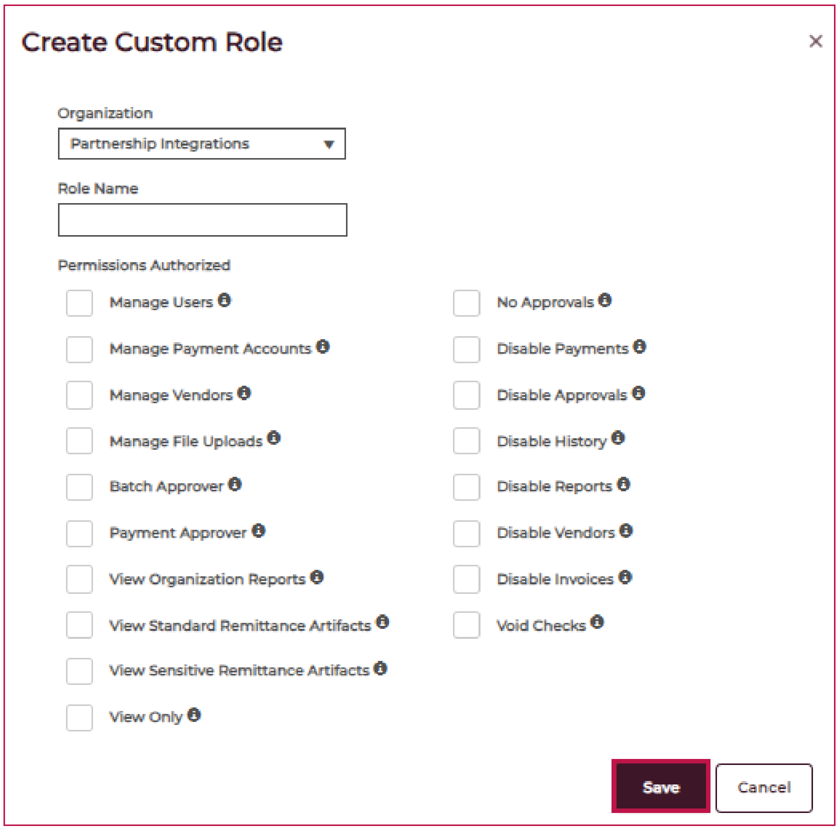

2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, click the **Roles** tab.
4. On the *Roles* tab, click the **+ Add Role** button.




5. Complete each **field** in the *Create Custom Role* dialog.
6. Click the **Save** button.




7. A message displays confirming the role was added successfully.

See the [AP Gateway Guide] that matches your company's configuration to learn more about the Roles & Permissions page as well as how to access, navigate, and use all features in AP Gateway.

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## Q: How do I apply a role or a permission to a user account?

Roles and permissions are applied to user accounts when they are created or edited. See Q: How do I create a user account? and Q: How do I edit an existing user account? for instructions.

See the AP Gateway Guide that matches your company's configuration to learn more about roles and permissions as well as how to access, navigate, and use all features in AP Gateway.

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## Q: How do I view an existing user account?

Watch the View User Details, Role Details, and Hide Default Roles video to learn how to view user account details and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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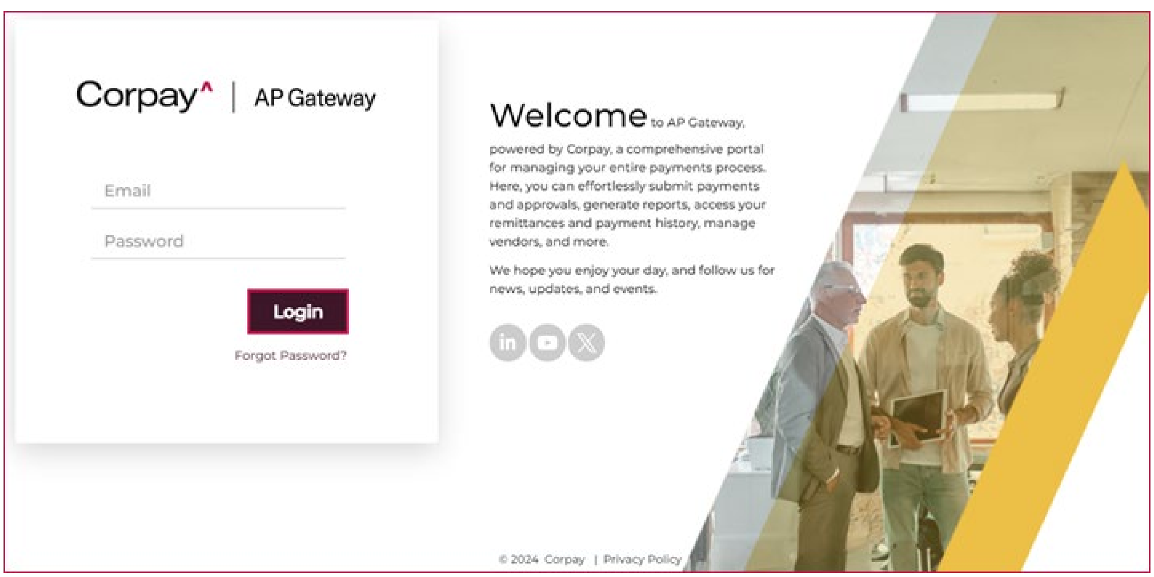
## Q: How do I edit an existing user account?

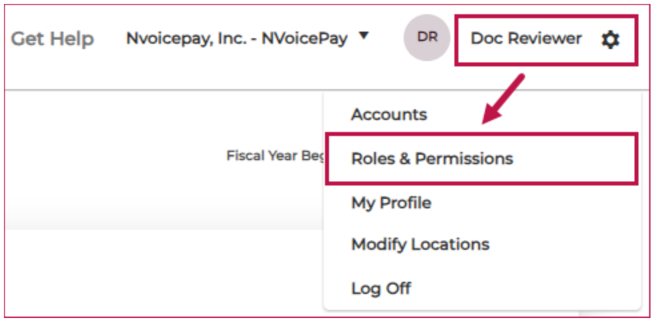
Users with the Manage Users permission can edit individual or multiple user accounts simultaneously.

To edit a single user account:

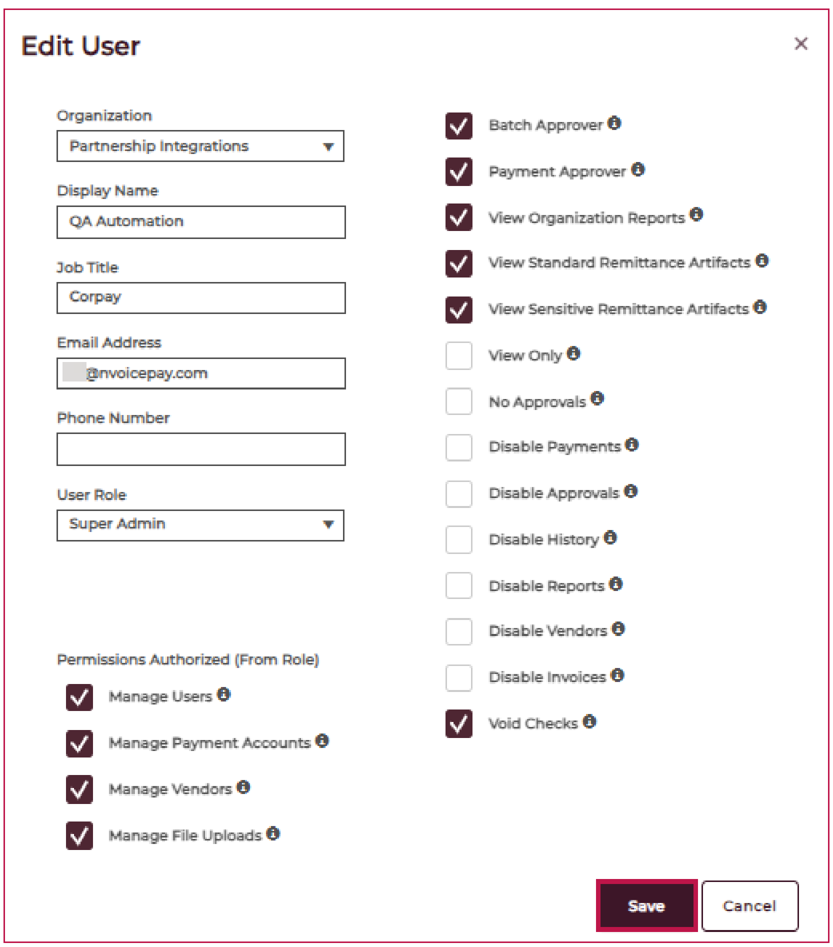
1. Log in to **AP Gateway**.



2. Click the **username** or **gear** icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.



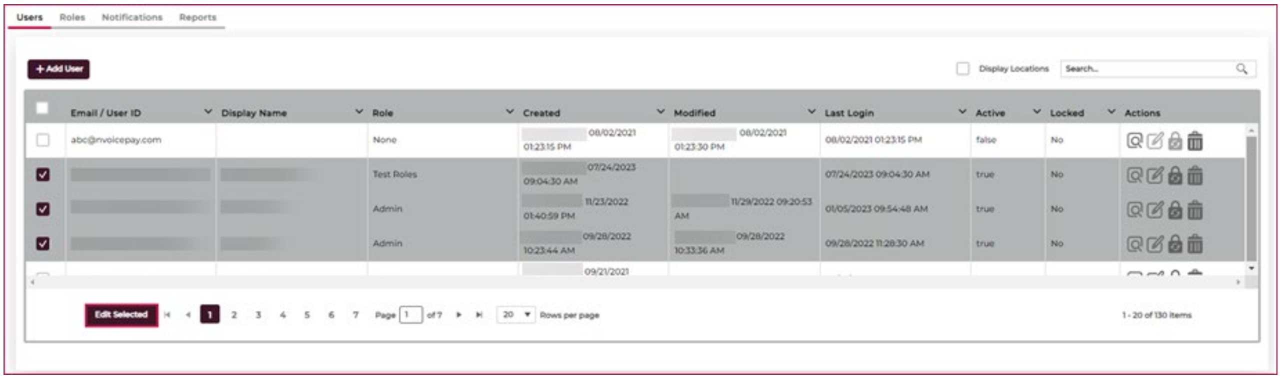

3. On the *Roles & Permissions* page, in the *Users* table, click the **Edit** action for the user account to edit.
4. In the *Edit User* dialog, make the desired **updates**. If **None** is selected in the *User Role* drop-down, individual permissions can be selected in the *Permissions Authorized (From Role)* section.
5. Click the **Save** button.



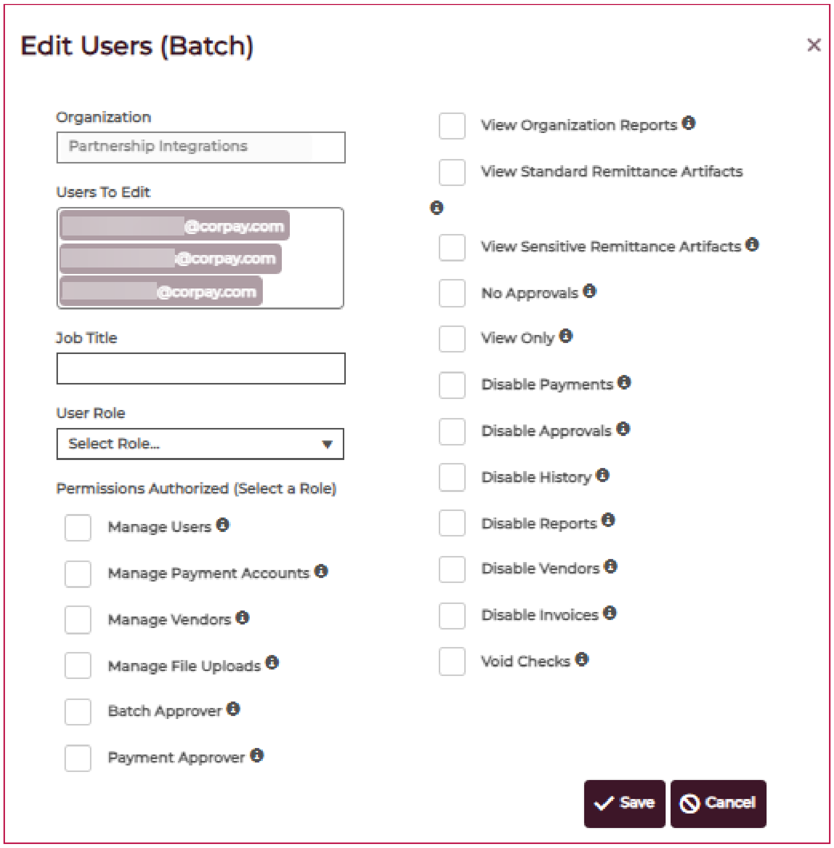
6. A message displays confirming the user account was updated successfully.

To edit multiple user accounts simultaneously:

1. On the *Roles & Permissions* page, in the *Users* table, select the **checkboxes** for the user accounts to edit.
2. Click the **Edit Selected** button at the bottom of the page.




3. In the *Edit Users (Batch)* dialog, edit the **Job Title** and/or the **User Role** fields. If *None* is selected in the *User Role* drop-down, *individual permissions* can be selected in the *Permissions Authorized* section.




4. Click the **Save** button.
5. A message displays confirming the user accounts were updated successfully.

See the AP Gateway Guide that matches your company's configuration to learn more about roles and permissions as well as how to access, navigate, and use all features in AP Gateway.

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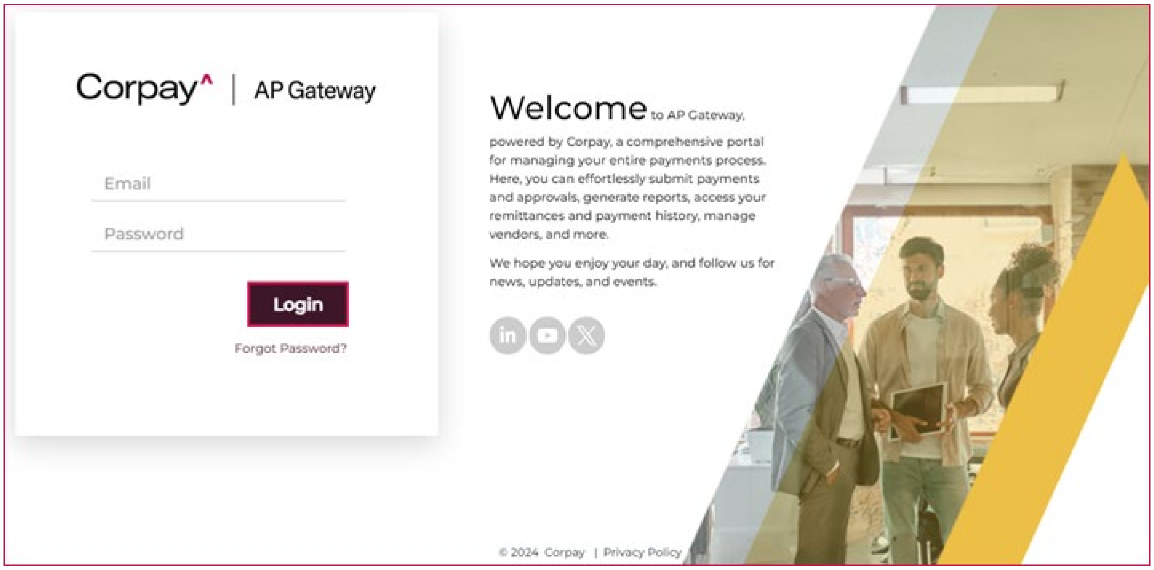
## Q: How do I view existing roles and the users assigned to them?

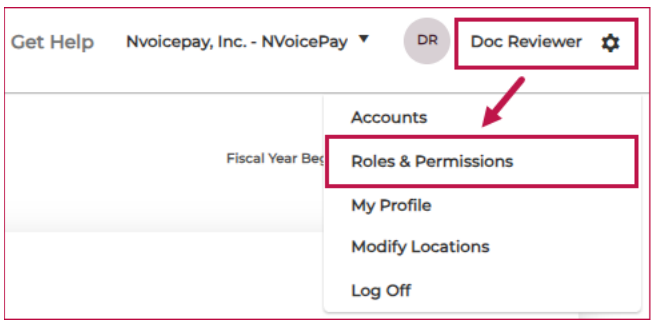
All users can use the View action on the Roles tab to view details about an existing role including the users assigned to it. Users with the View Organization Reports permission can also create Permissions or AllPermissions reports on the Reports tab to view all user account information including assigned roles and permissions for one or multiple company locations. Watch the View User Details, Role Details, and Hide Default Roles video to learn how to view role details including assigned users.

To create a report on the Roles & Permissions page:

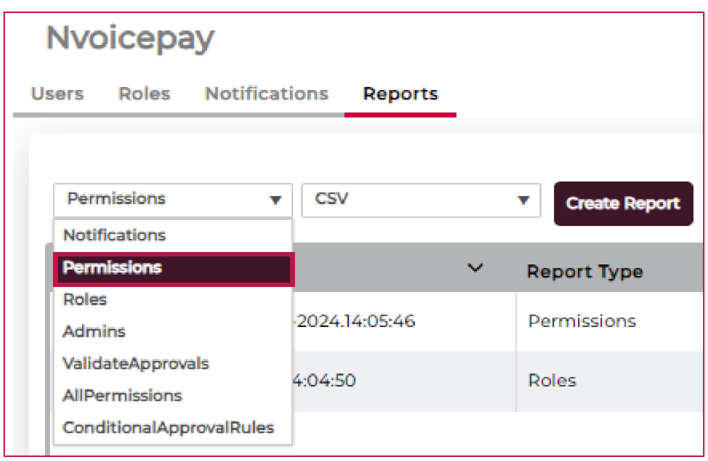
1. Log in to **AP Gateway**.



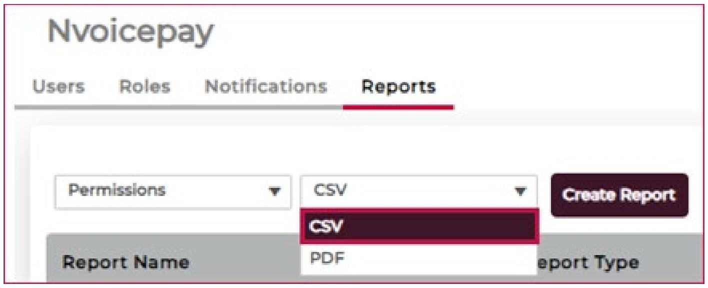

2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, click the **Reports** tab.
4. On the *Reports* tab, select the **type of report** to create in the *Report Type* drop-down.




5. Select the **file type** for the report in the *Export Type* drop-down.




6. Click the **Create Report** button.
7. A message displays confirming the report was created.

See the AP Gateway Guide that matches your company's configuration to learn more about roles and permissions as well as how to access, navigate, and use all features in AP Gateway.

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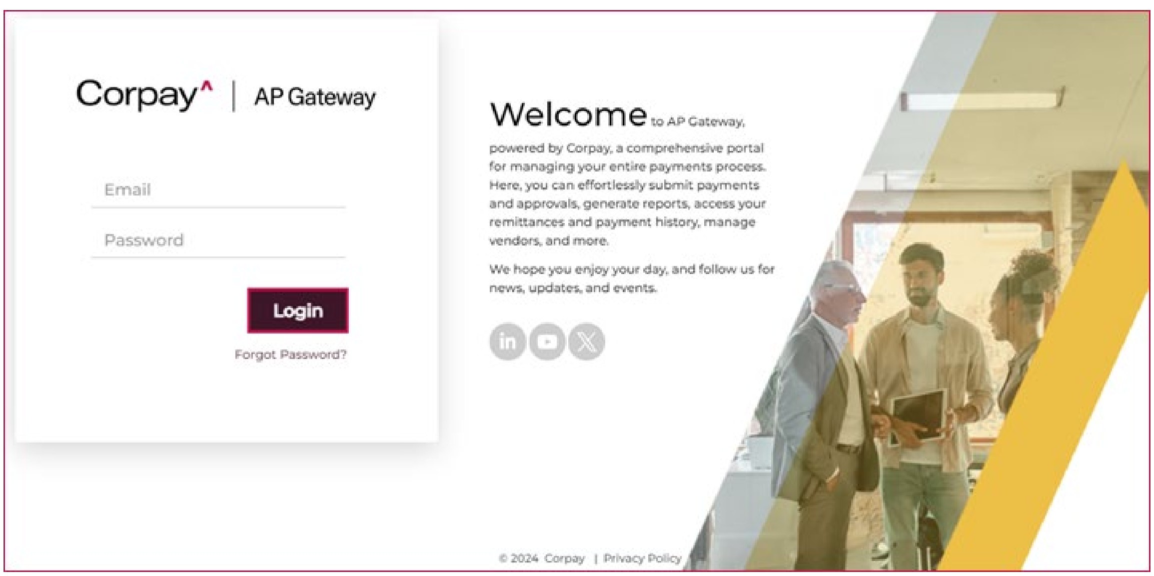
## Q: How do I edit existing roles?

Users with the Manage Users permission can only edit custom roles on the Roles tab. Default roles cannot be modified. Changes made to a custom role's permissions are automatically applied to all user accounts with the custom role assigned.

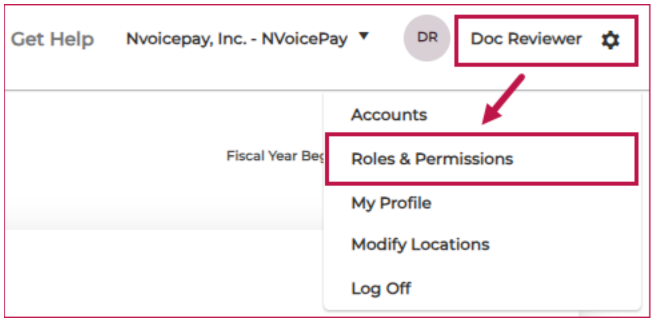
To edit a custom role:

1. Log in to **AP Gateway**.

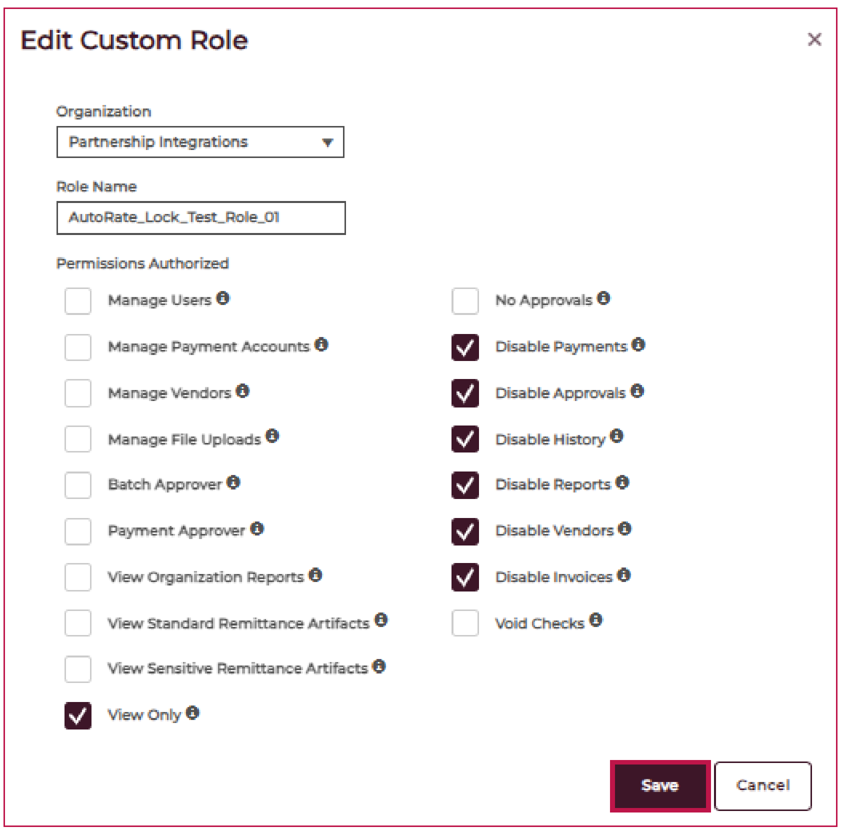



2. Click the **username** or **gear** icon in the *AP Gateway banner* then select the

**Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, click the **Roles** tab.
4. In the *Roles* table, click the **Edit** action for the role to edit.
5. In the *Edit Custom Role* dialog, make the desired **updates**.
6. Click the **Save** button.




7. A message displays confirming the role was updated successfully.

See the [AP Gateway Guide]() that matches your company's configuration to learn more about roles and permissions as well as how to access, navigate, and use all features in AP Gateway.

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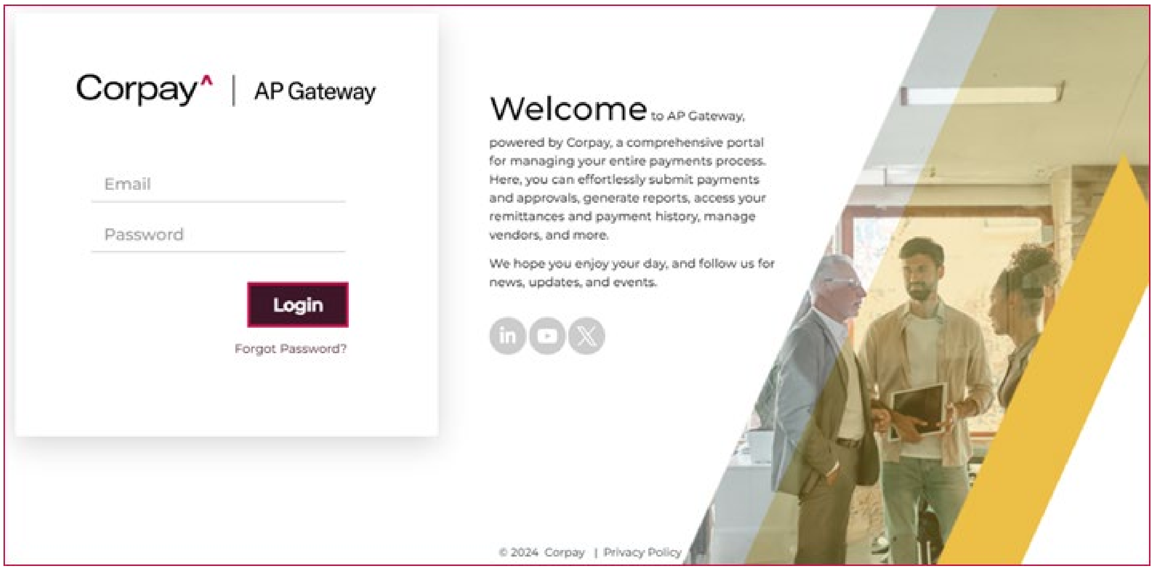
## Q: How do I reset a user's password?

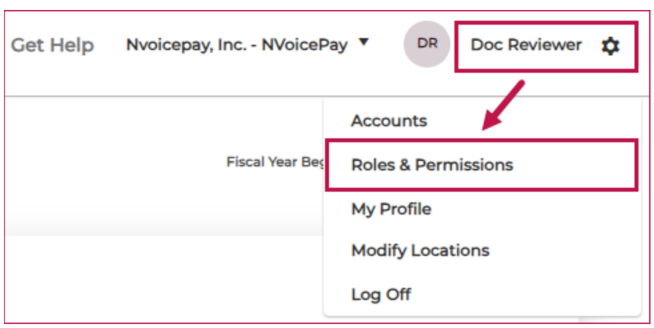
Users with the Manage Users permission can send reset password requests to users that will allow them to change the password they use to log in to AP Gateway.

To send a password reset request to a user:

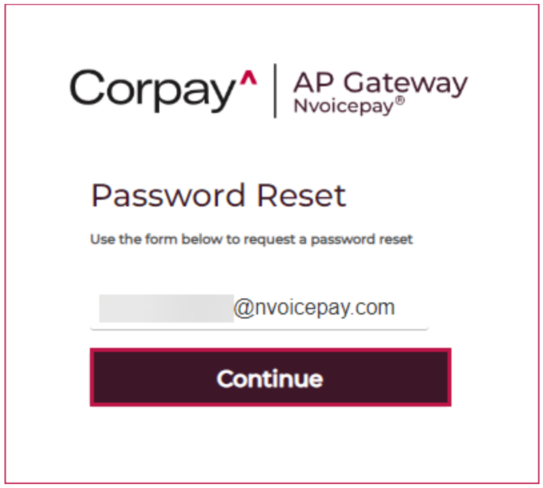
1. Log in to **[AP Gateway](#)**.



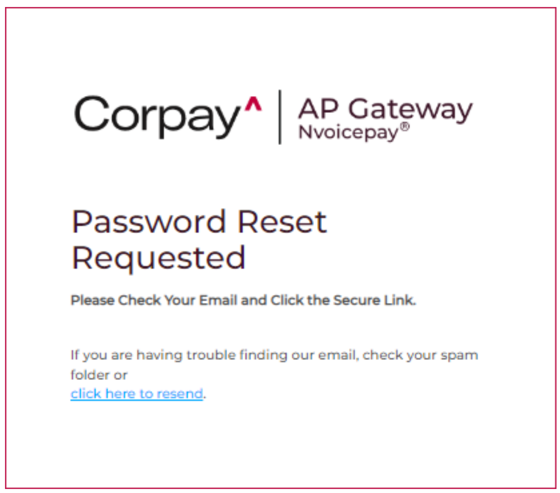

2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, in the *Users* table, click the **Reset Password** action for the user account to send the reset password request to.
4. On the *Password Reset* form, verify the **email address** is correct.
5. Click the **Continue** button.




6. A message displays confirming the password reset was requested. The user will receive an email with a secure link to change their AP Gateway password.




See the [AP Gateway Guide] that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Payment Questions

### Q: When do vendors receive payments after they are approved in AP Gateway?

- **Mastercard**: Vendors receive secure remittances containing single-use or multi-use virtual card information, via email, one banking day after payments are approved in AP Gateway. Once the email is received, vendors can process payments using their card terminal.
- **CorpayCard**: Vendors receive payments via direct deposit, 2-3 banking days after payments are approved in AP Gateway.
- **ACH**: Payments are issued to vendors within 1-5 business days after they are approved in AP Gateway, and it typically takes an additional 1-2 business days for bank processing.
- **Virtual Card Accounts Payable (VCAP)**: Vendors receive secure remittances containing single-use virtual card information, via email, one banking day after payments are approved in AP Gateway. Once the email is received, vendors can process payments using their card terminal.
- **Print Check**: Print Checks are mailed to vendors within 5-7 banking days after payments are approved in AP Gateway and they are delivered to vendors according to the USPS First Class mail delivery schedule in the vendor’s area. Delivery times are longer for print checks sent internationally.

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### Q: How do I view payment remittances?

Watch the Viewing Payment Remittances & Individual Payment Details video to learn how to view remittances on the History page and see the AP Gateway Guide that matches your company’s configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I view individual payment details?

Watch the following videos to learn how to view individual payment details and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway:

- Basics: Viewing Individual Payment Information
- Viewing Payment Remittances & Individual Payment Details

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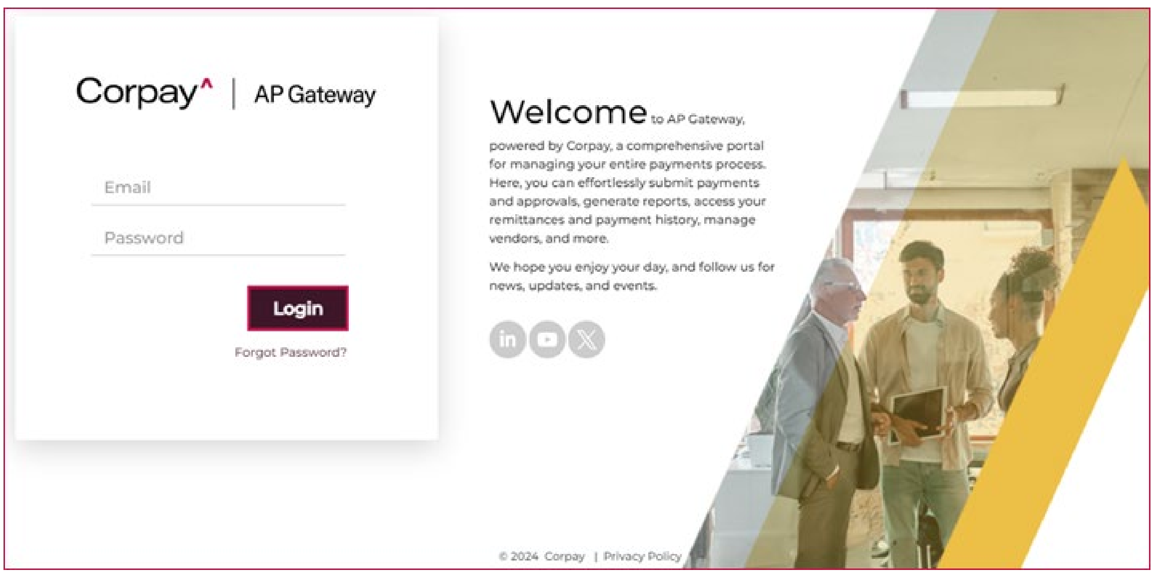
## Q: How do I view reissued payments?

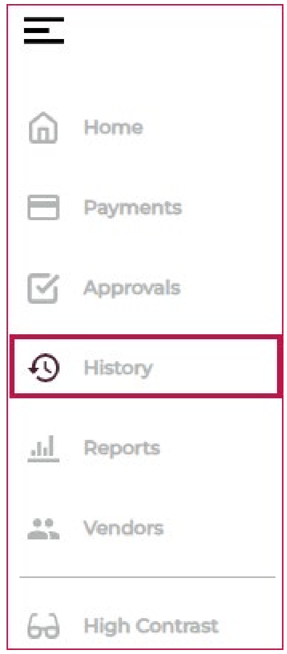
Users with the View Organization Reports permission can view reissued payment details on the Payment Modification page and generate Payment Reissue Reports on the Reports page. Payment Refund Reports provide a summary of all refunded payments.

To view reissued payment details on the Payment Modification page:

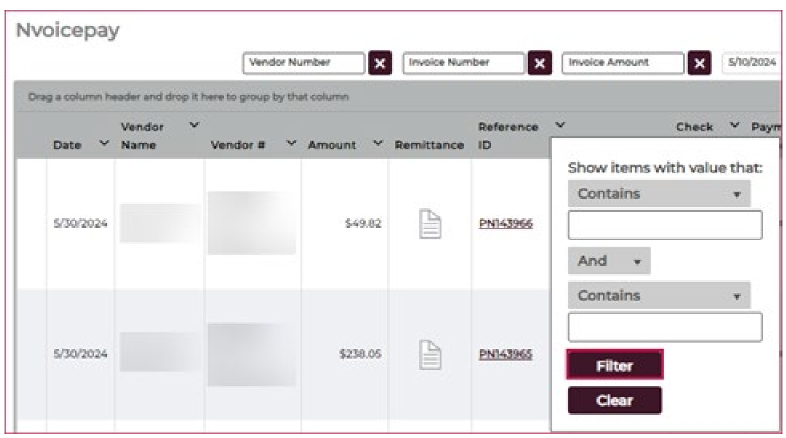
1. Log in to **AP Gateway**.



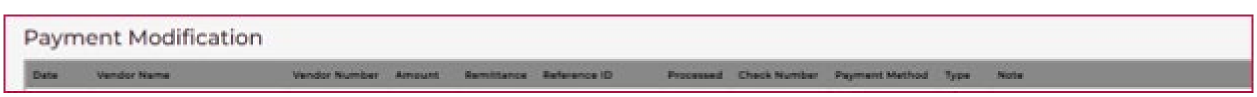

2. In the *left-side navigation pane*, click the **History** page.




3. Filter the History table to locate the original payment.
   a. In the *History* table, click the **Vendor Name** or **Reference ID** drop-down then enter the **Vendor Name** or **Reference ID** for the original payment.
   b. Click the **Filter** button.

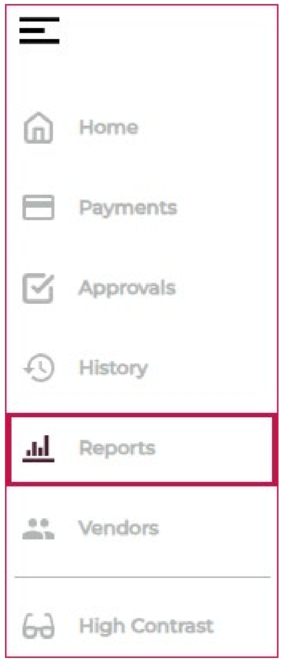



4. The original payment displays in the *History* table. Click the **paper**  icon next to the original payment to open the *Payment Modification* page.
5. On the *Payment Modification* page, review the **original payment details** and download the **new remittance**, if needed.

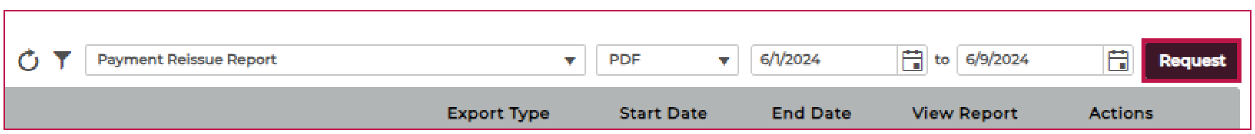


To generate a Payment Reissue report:

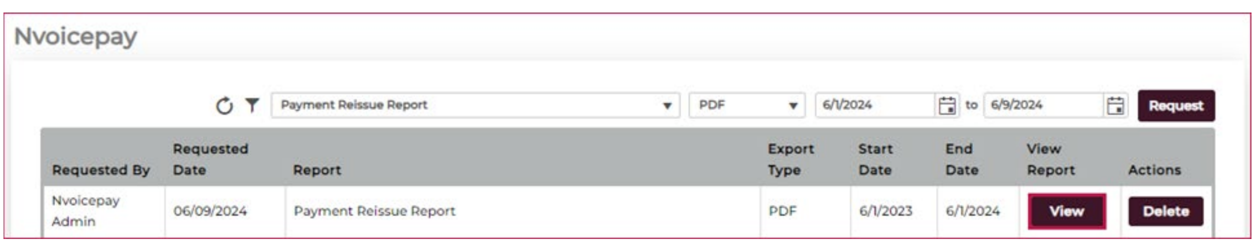
1. Log in to **[AP Gateway]**.
2. In the *left-side navigation pane*, click the **Reports** page.




3. On the *Reports* page, select the **Payment Reissue Report** in the *Report Types* drop-down.
4. Select the **format** for the report in the *Report Formats* drop-down.
5. Select the desired **date range** in the *date pickers*.
6. Click the **Request** button.




7. Locate the **report** in the *Reports* table then wait a few seconds for the View button to display in the *View Report* column.
8. Click the **View** button to open the *Payment Reissue Report* in a separate tab.




9. Print or save the **report**, if needed.

See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I view refunded payments?

Users with the View Organization Reports permission can generate Payment Refund Reports on the Reports page to view a summary of all payments that have been refunded. Watch the Generating, Downloading, and Deleting Reports video to learn how to generate a Payment Refund report and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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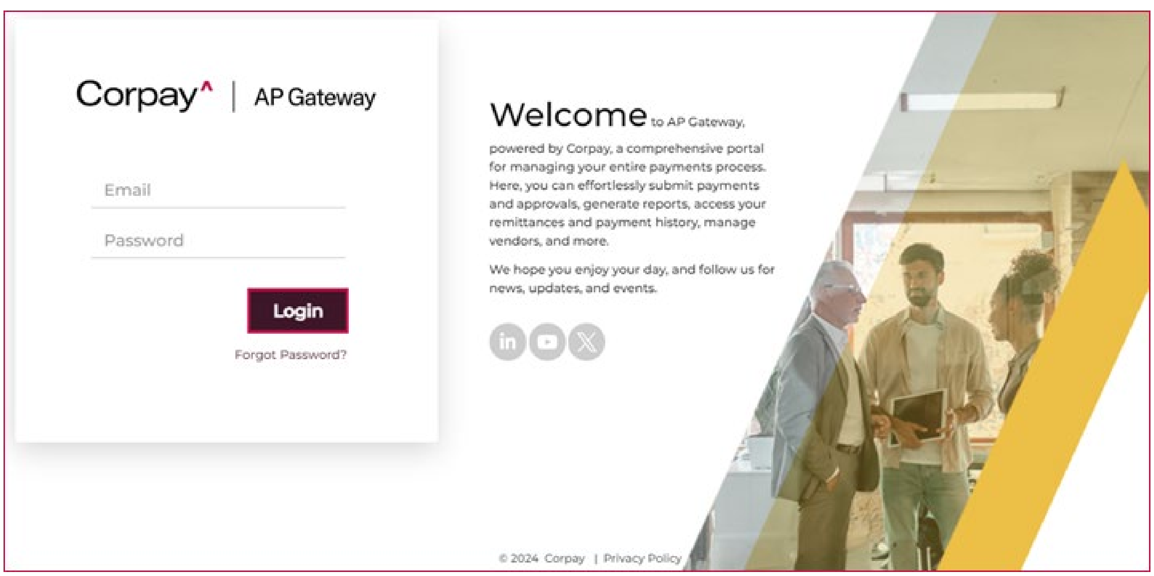
## Q: How do I verify if a payment has been processed by a vendor?

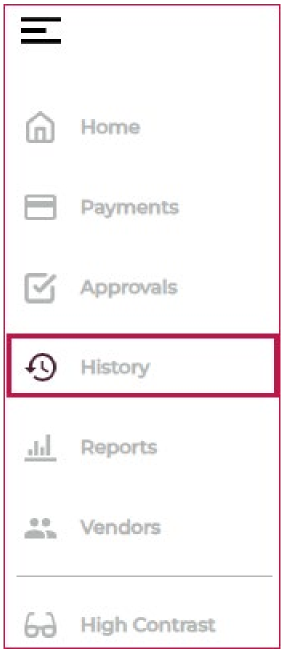
Users can verify if a payment has been processed by a vendor as well as the date it was processed on the History page. An image of the voided check can also be viewed on the History page for deposited or cashed check payments.

To verify if a payment has been processed by a vendor and view a remittance or check image:

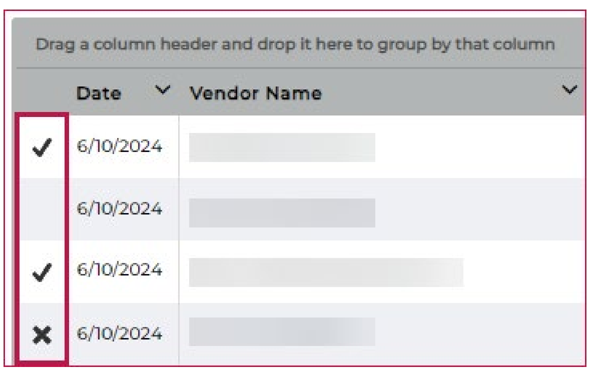
1. Log in to **AP Gateway**.



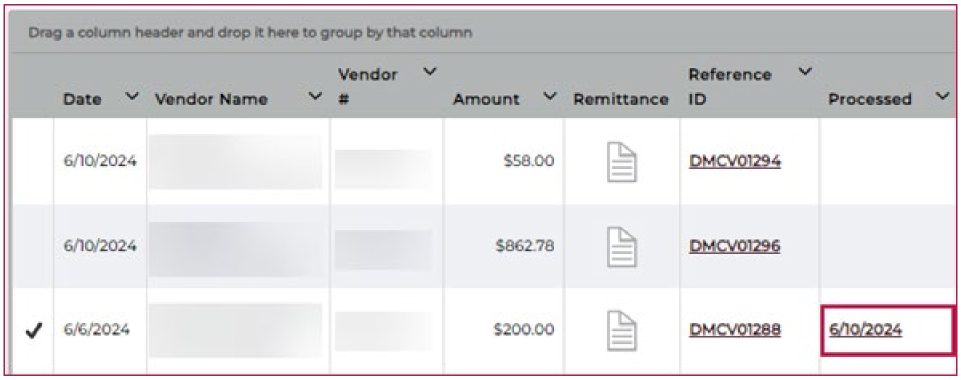
2. In the *left-side navigation pane*, click the **History** page.




3. On the *History* page, notice the **first column of check marks and x's** in the *table*. This column contains a check mark, if Corpay has debited the funds from your bank account and issued the payment to a vendor, or an X if the payment has been voided.




4. Locate the **Processed** column in the *History* table. The Processed column contains the date when a vendor has processed, deposited, or received a payment.
5. Click a **date** in the *Processed* column to open in a separate tab, the *Payment Details and Invoices* page for ACH and card payments or the back of a deposited check from a vendor's bank for print check payments.

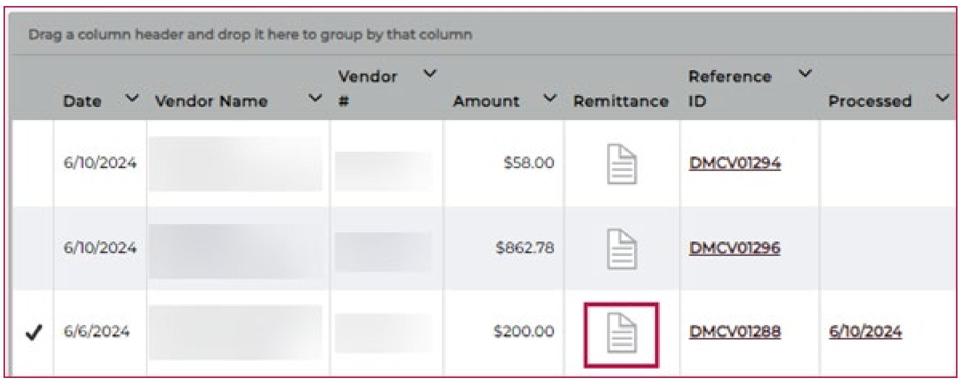


Drag a column header and drop it here to group by that column

| | Date | Vendor Name | Vendor # | Amount | Remittance | Reference ID | Processed |
|---|---|---|---|---|---|---|---|
| | 6/10/2024 | | | $58.00 | | DMCV01294 | |
| | 6/10/2024 | | | $862.78 | | DMCV01296 | |
| ✓ | 6/6/2024 | | | $200.00 | | DMCV01288 | 6/10/2024 |

6. Close the **Payment Details and Invoices** or the **check image** tab and return to the *History* page.

7. In the *History* table, locate the **Remittance** column then click a **Remittance** icon to view an *Electronic Payment Advice* for a non-print check payment or a *voided copy of an issued check* for a print check payment. Voided copies of print check payments are printed and uploaded to AP Gateway a few days after being processed by vendors.



Drag a column header and drop it here to group by that column

| | Date | Vendor Name | Vendor # | Amount | Remittance | Reference ID | Processed |
|---|---|---|---|---|---|---|---|
| | 6/10/2024 | | | $58.00 | | DMCV01294 | |
| | 6/10/2024 | | | $862.78 | | DMCV01296 | |
| ✓ | 6/6/2024 | | | $200.00 | | DMCV01288 | 6/10/2024 |

8. Close the **Electronic Payment Advice** or the **check image** tab.

Watch the Viewing Payment Remittances & Individual Payment Details video for more information and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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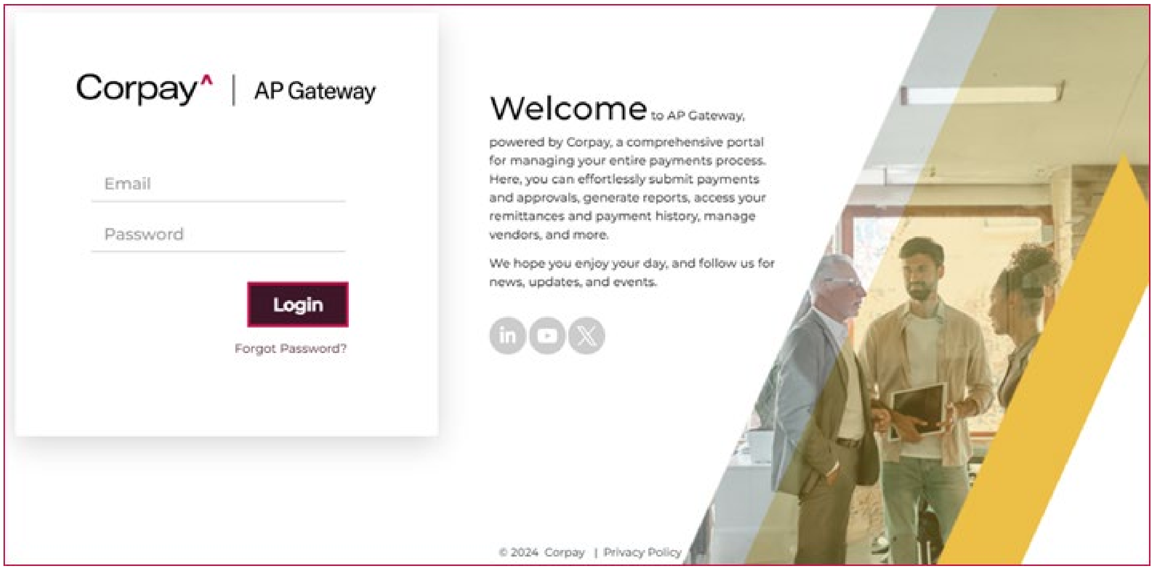
## Q: Why does the payment batch file I uploaded have an Error file status and how do I fix it?

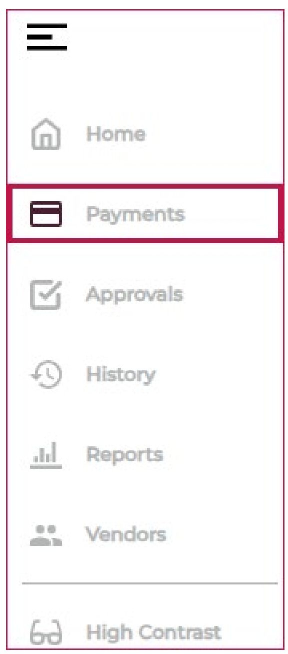
There are multiple reasons why errors may occur when uploading payment batch files such as missing vendor address information, the inclusion of duplicate invoice IDs for the same vendor ID, invalid vendor addresses, or missing fields. Users can resolve Error statuses by excluding invalid invoices and resubmitting a payment batch file or voiding the entire payment batch file, correcting it, and reuploading the corrected file.

To fix an Error file status by excluding an invoice and resubmitting a payment batch file:

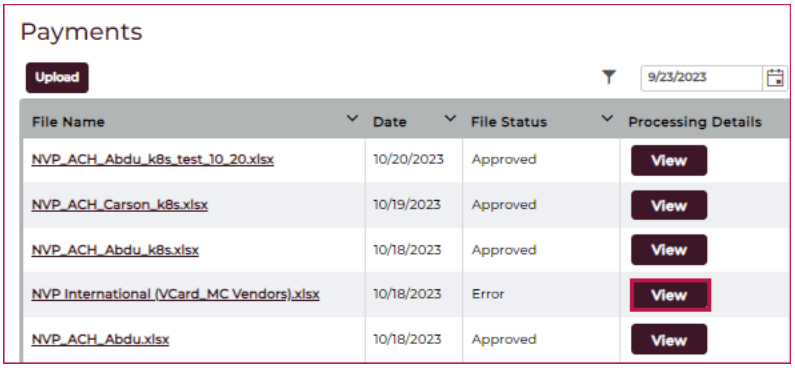
1. Log in to **AP Gateway**.



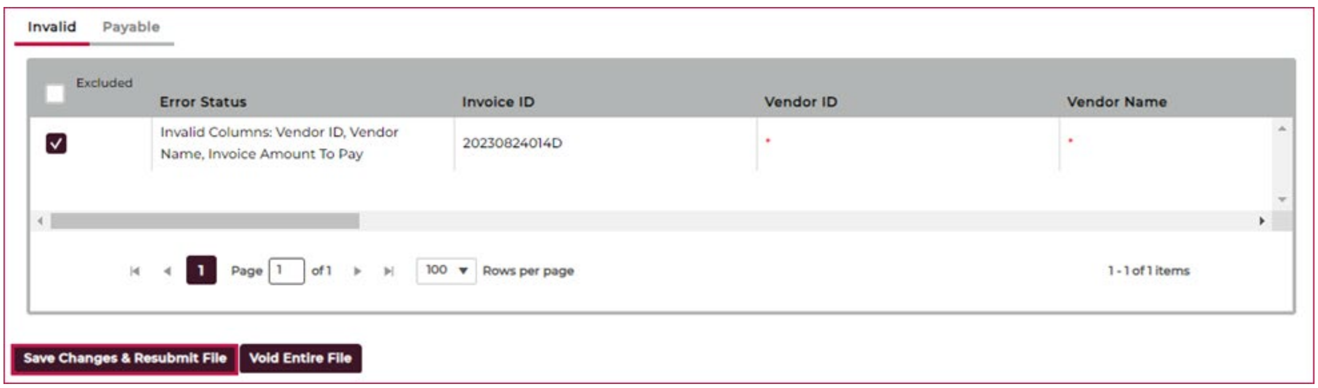

2. In the *left-side navigation pane*, click the **Payments** page.




3. In the *Payments* table, click the **View** button for a payment batch file with an Error status.



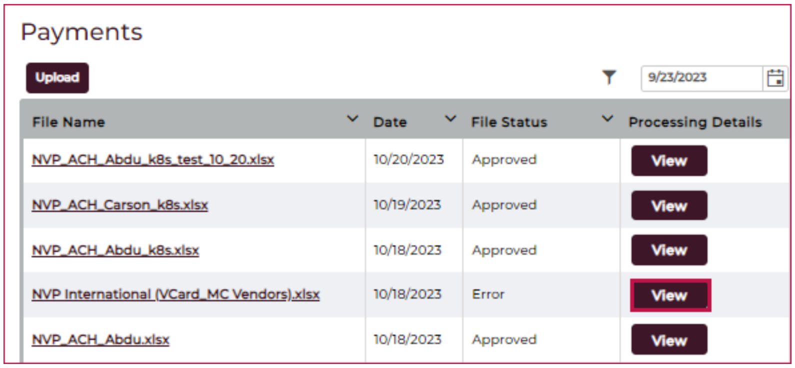

4. The payment batch file opens on a separate page with two tabs: Invalid and Payable. On the *Payable* tab, review the **list of invoices without errors** in the payment batch file.
5. On the *Invalid* tab, select one or multiple **invoice(s)** to exclude from the payment batch file.
6. Click the **Save Changes & Resubmit File** button to resubmit the invoices on the *Payable* tab for payment.



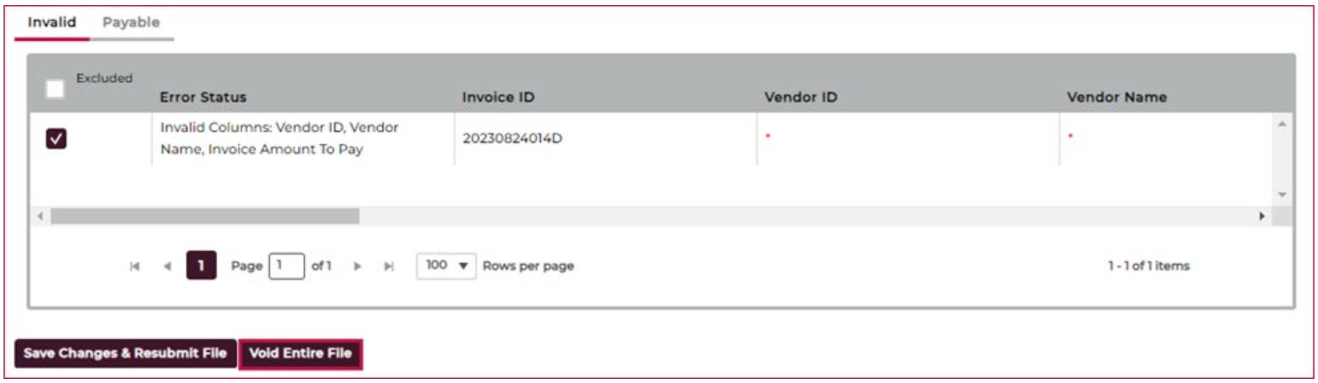

7. Create a **new payment batch file** with the corrected information for the invoice(s) that were previously excluded.
8. Upload the new **payment batch file**.

To fix an Error file status by voiding and reuploading a payment batch file:

1. Log in to **AP Gateway**.
2. In the *left-side navigation pane*, click the **Payments** page.
3. In the *Payments* table, click the **View** button for a payment batch file with an Error status.




4. On the *Invalid* tab, review the **error statuses** for the list of invoices in the payment batch file that failed to process then click the **Void Entire File** button.




5. Correct the **information in the payment batch file** based on the Error Status then reupload the **payment batch file**.

See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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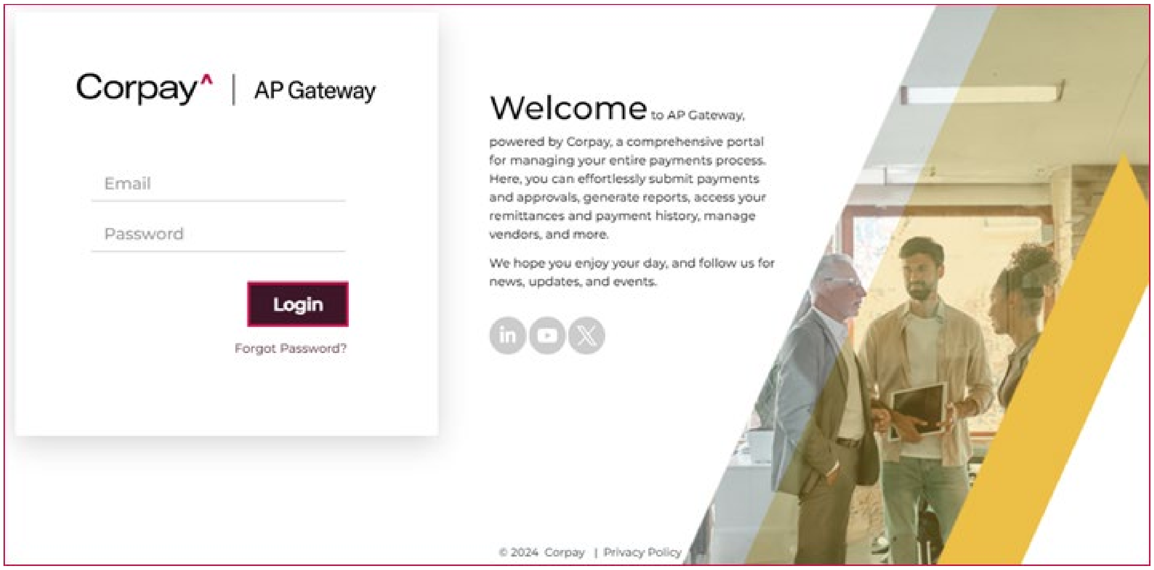
## Q: How do I void a payment batch file?

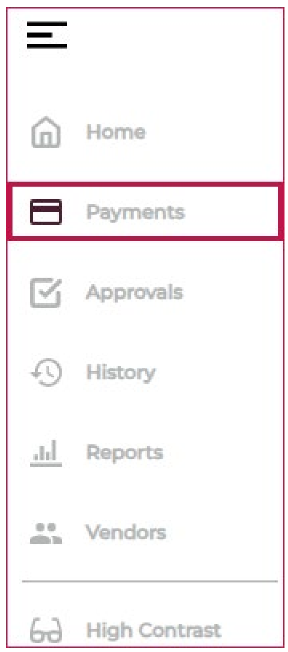
Users with the Batch Approver permission can cancel (void) payment batch files on the Payment Batch Details page.

To cancel (void) a payment batch file:

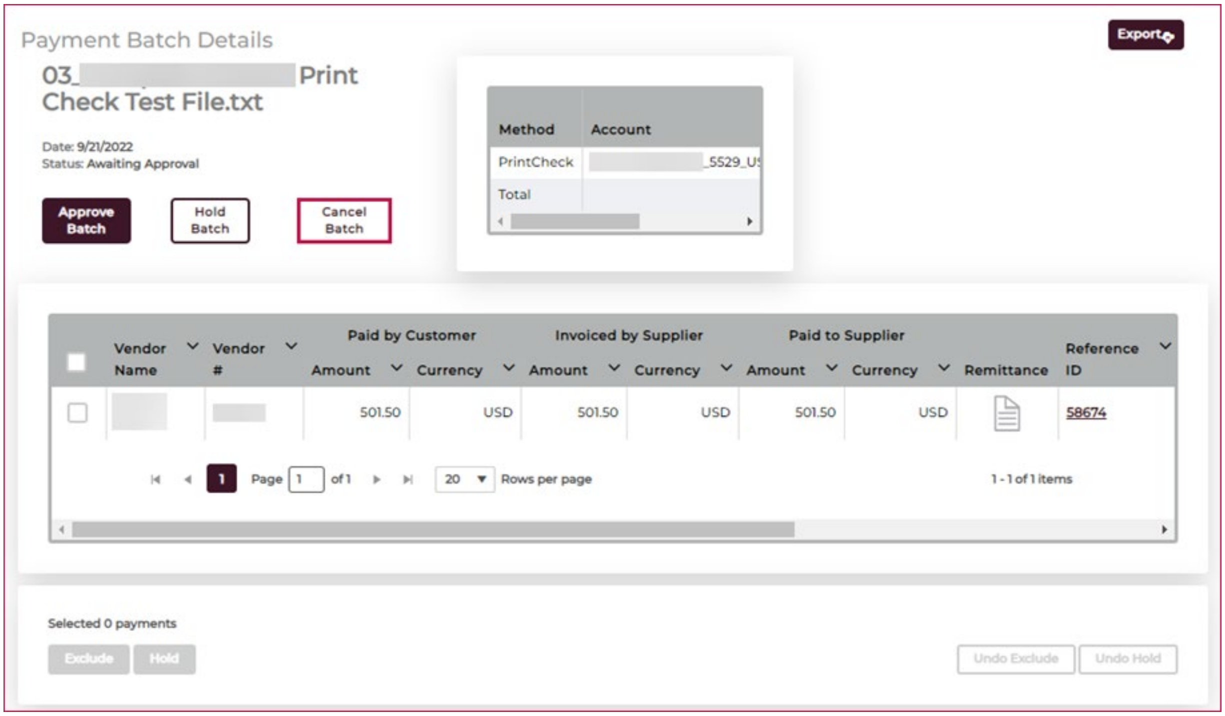
1. Log in to **AP Gateway**.



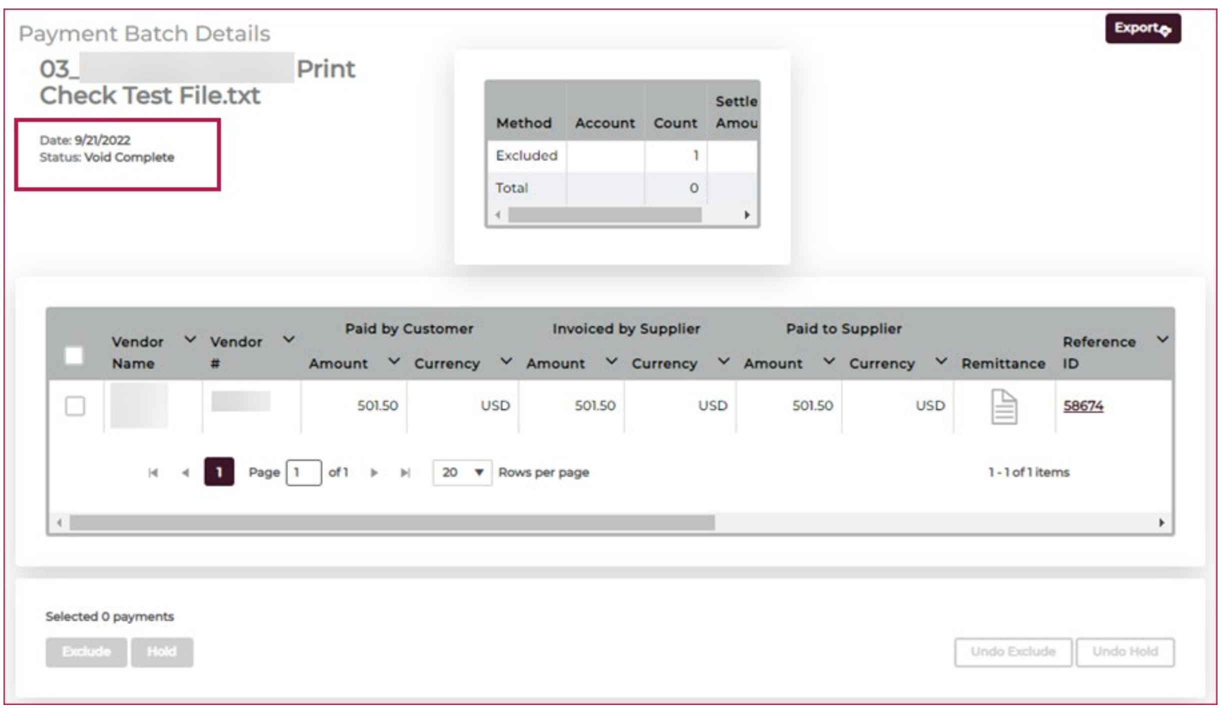

2. In the *left-side navigation pane*, click the **Payments** page.




3. In the Payments table, click the **View** button for a payment batch file that is on hold or awaiting approval.
4. On the *Payment Batch Details* page, click the **Cancel Batch** button.




5. The status of the payment batch file changes from On Hold or Awaiting Approval to Void Complete.




See the [AP Gateway Guide]() that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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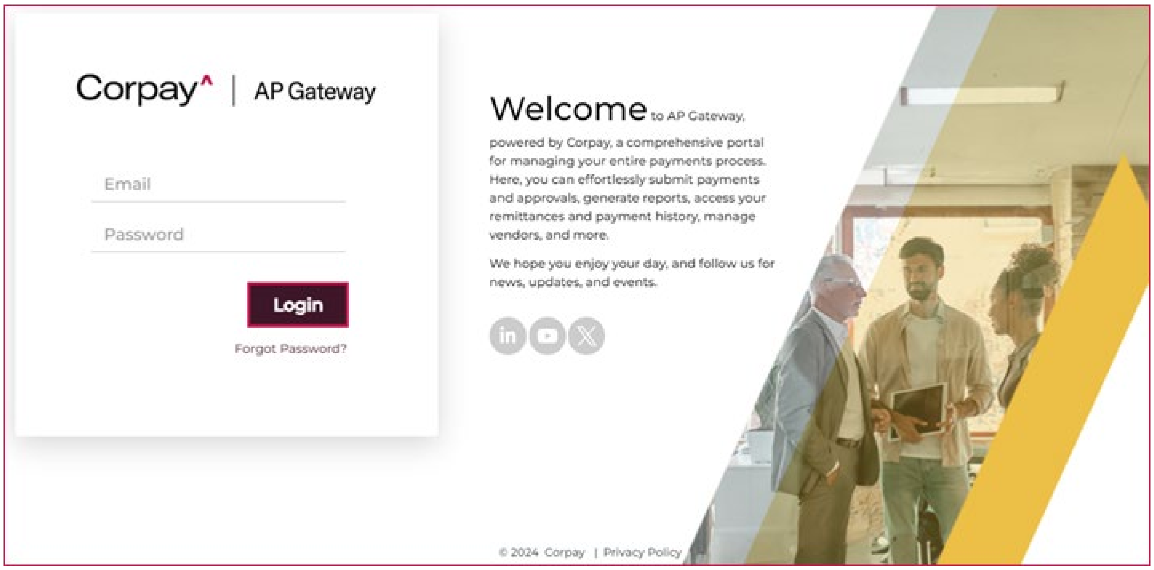
## Q: How do I void a check payment after it is processed in AP Gateway?

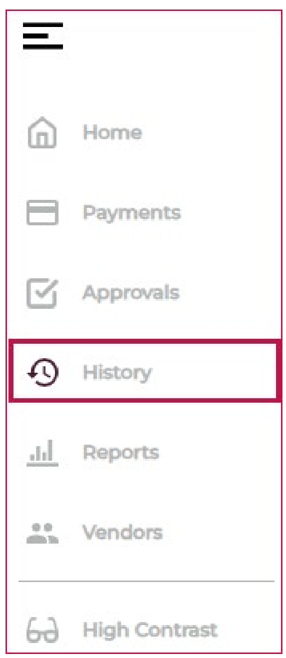
On the History page, users with the Void Checks permission can void then reissue or refund print check payments that have been processed in AP Gateway. However, if a print check payment has been processed by a vendor, it cannot be voided and reissued or refunded.

To reissue a print check payment to a vendor:

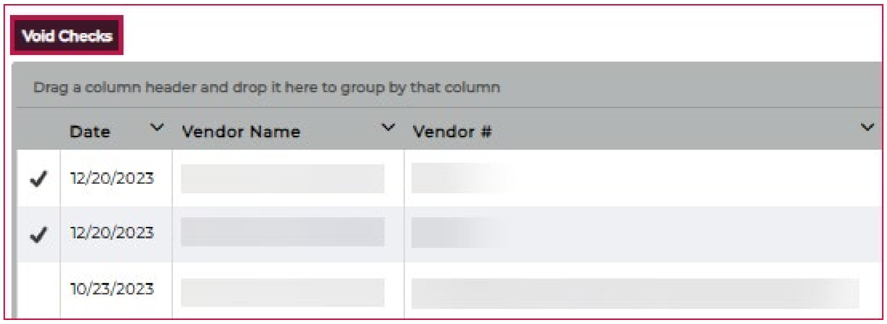
1. Log in to **AP Gateway**.



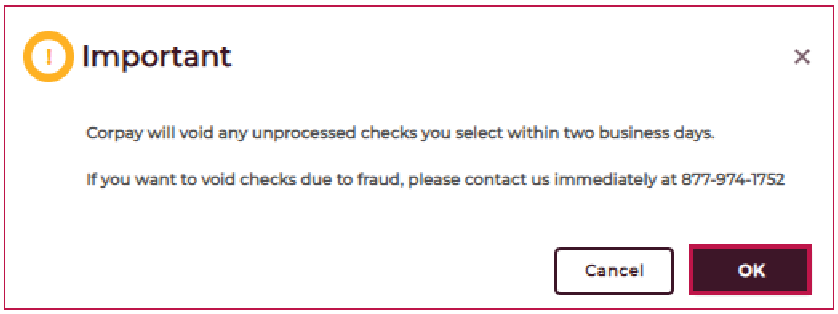

2. In the *left-side navigation pane*, click the **History** page.



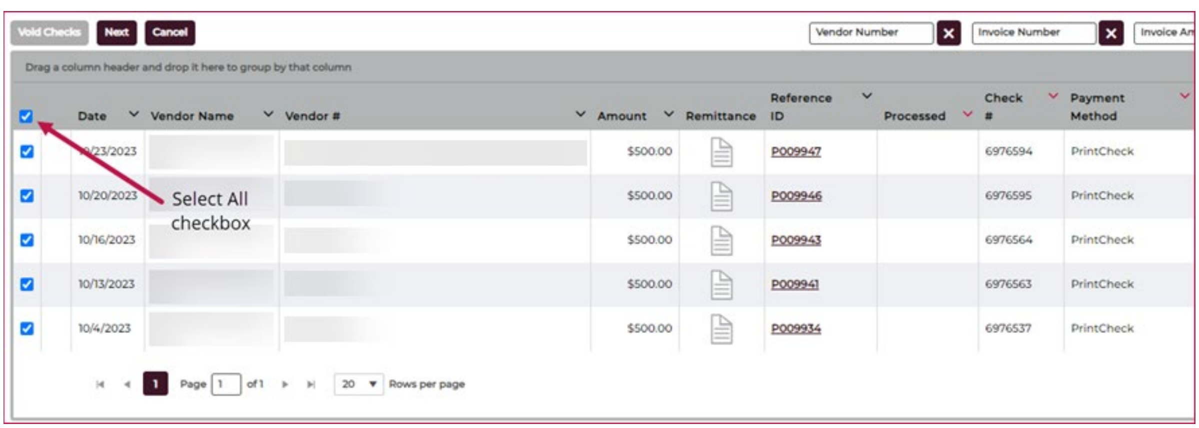
3. On the *History* page, click the **Void Checks** button.



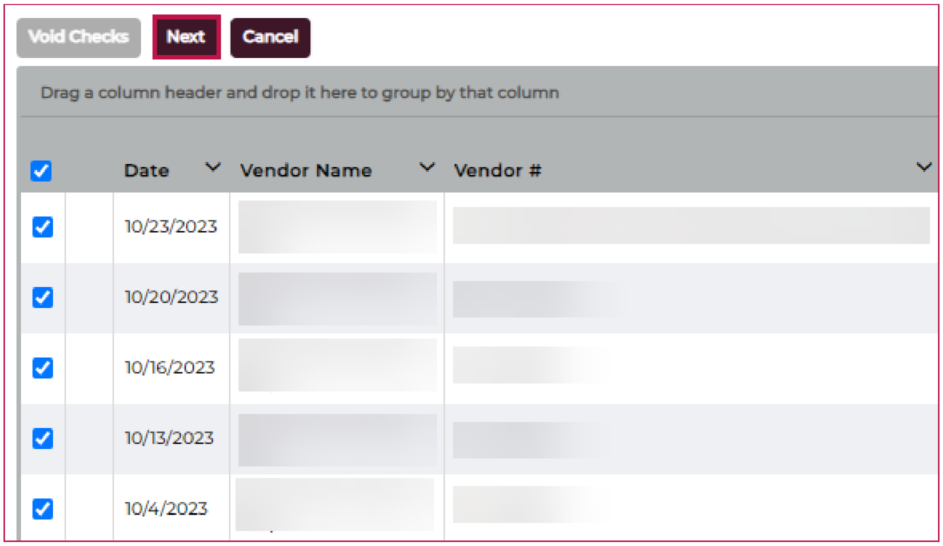

4. In the *Important* dialog, read the **message** then click the **OK** button.




5. Notice that all unprocessed print checks now display in the table.
6. Optional: In the *date pickers*, update the **date range** then click the **Search** button to display unprocessed print checks for a specified date range, in the table.
7. In the *table*, select **one or multiple checkboxes** or select the **Select All** checkbox in the *column header* for the print check payments to reissue. One or more print check payments must be selected to enable the Next button.




8. Click the **Next** button.




9. Complete the Void Check Actions dialog.

    a. Select the **Reissue** option.

    b. Optional: In the *Notes* field, enter **important details** that may be helpful to the support agent who will be reissuing the print check payment.

    c. If you would like to reissue the print check payment to an address that is different from the address included in the original payment submission, select the **reissue to a new address** checkbox, then enter the **new address** in the *New address* fields.

        i. Address line 1

        ii. Address line 2

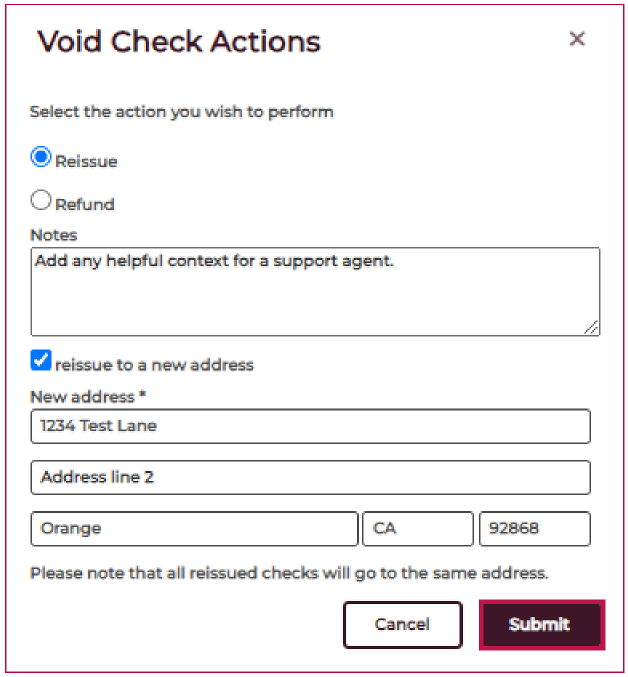
        iii. City

        iv. State

        v. Zip

**NOTE**: If a new address is not entered in the New address fields, the reissued check(s) will be sent to the same address that was included in the original payment submission.

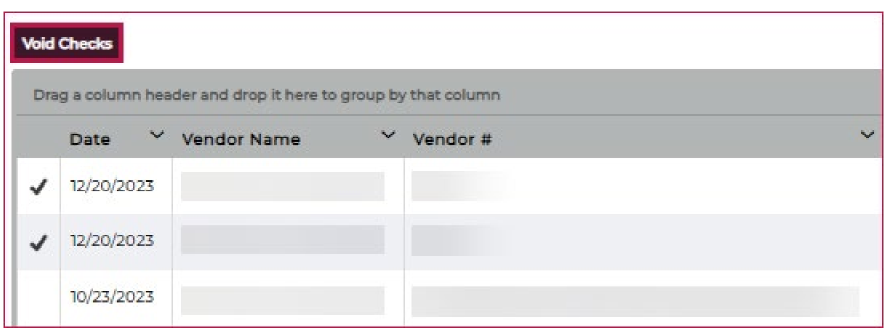
    d. Click the **Submit** button.



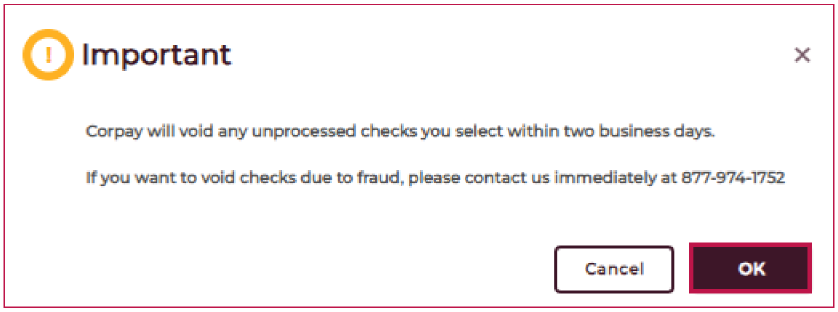

10. A message displays confirming the reissue request was submitted successfully and you will receive an update by email within two business days.

To refund a print check payment to a vendor:

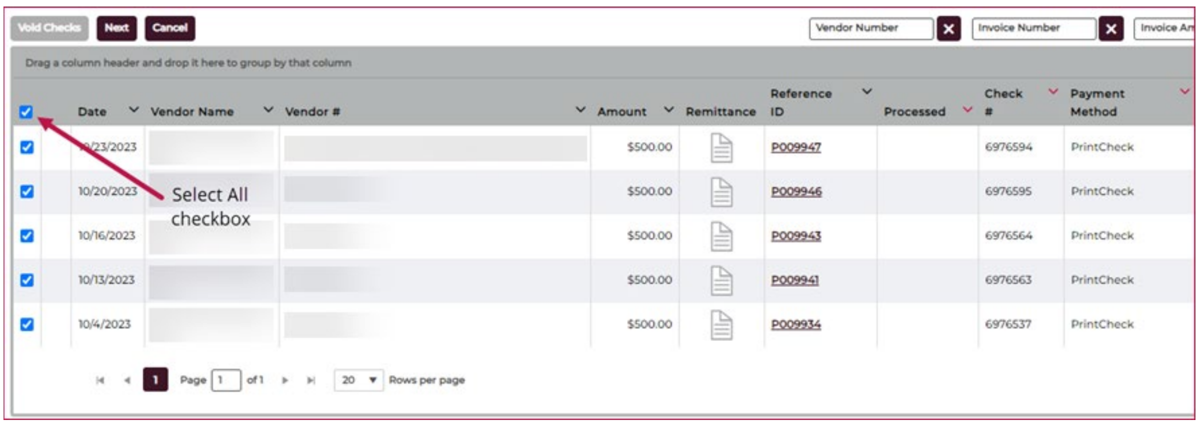
1. Log in to [**AP Gateway**]().
2. In the *left-side navigation pane*, click the **History** page.
3. On the *History* page, click the **Void Checks** button.



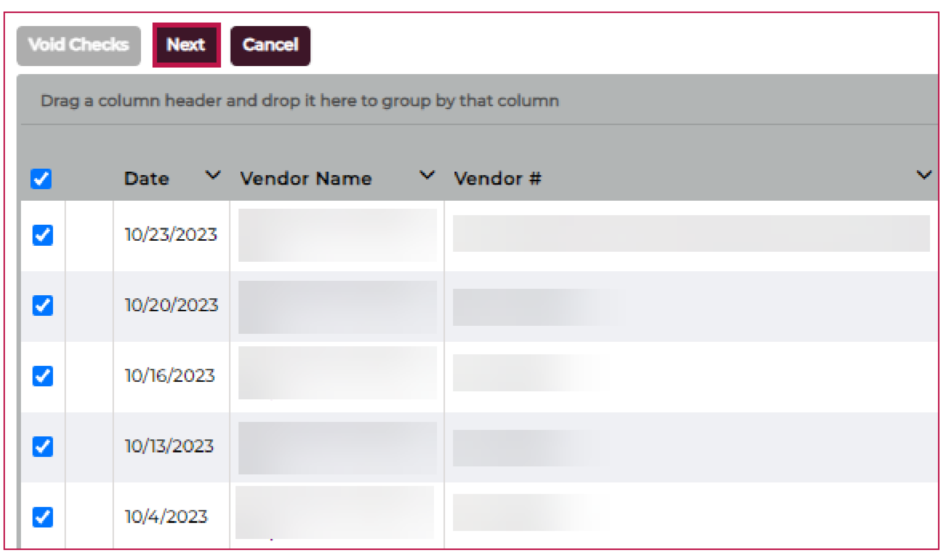

4. In the *Important* dialog, read the **message** then click the **OK** button.




5. Notice that all unprocessed print checks now display in the table.
6. Optional: In the *date pickers*, update the **date range** then click the **Search** button to display unprocessed print checks for a specified date range, in the table.
7. In the *table*, select **one or multiple checkboxes** or select the **Select All** checkbox in the *column header* for the print check payments to refund. One or more print check payments must be selected to enable the Next button.




8. Click the **Next** button.

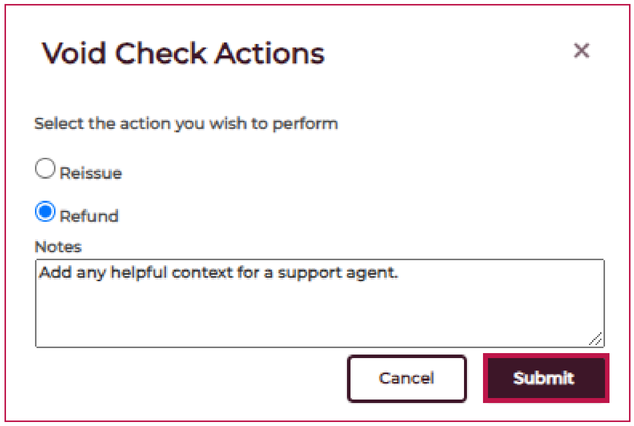



9. Complete the Void Check Actions dialog.

a. Select the **Refund** option.

b. Optional: In the *Notes* field, enter **important details** that may be helpful to the support agent who will be refunding the print check payment.

c. Click the **Submit** button.




10. A message displays confirming the refund request was submitted successfully and you will receive an update by email within two business days.

See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Reporting Questions

### Q: What type of reports are available in AP Gateway?

The following table contains the available report types along with descriptions and where to access them in AP Gateway:

| REPORT TYPE | LOCATION IN AP GATEWAY | DESCRIPTION |
|---|---|---|
| Notifications | Roles & Permissions page | The Notifications report contains all user email addresses that receive notification emails, and the notification email types they receive. |
| Permissions | Roles & Permissions page | The Permissions report contains all user email addresses, roles information, user account |

| | | |
|---|---|---|
| | | information, and permissions information for a company. |
| Roles | Roles & Permissions page | The Roles report contains all roles, permissions, and the number of active users for an organization. |
| Locations | Roles & Permissions page | The Locations report contains user email addresses and the locations they manage. Locations reports are only available for organizations that have multiple locations with location specific information. |
| Admins | Roles & Permissions page | The Admins report contains information about all admins within an organization. |
| ValidateApprovals | Roles & Permissions page | The ValidateApprovals report contains details about the Conditional Approval rules used within an organization. This report is only available for organizations that use conditional approvals. |
| AllPermissions | Roles & Permissions page | The AllPermissions report contains all user email addresses, roles information, user account information, and permissions information for an organization with multiple company locations. This report is only available for organizations with multiple locations. |
| Needing Approval | Approvals page | The Needing Approval report contains the Vendor #, Vendor Name, Amount, Reference number, Check Date Scheduled date, Submitted By, and Payment Method/Account information for all payments that need approval. This report is only available for companies that are configured to use the Approvals page. |
| Needing Approval with Invoices | Approvals page | The Needing Approval with Invoices report contains the Vendor #, Vendor Name, Invoice Number, Invoice Date, Reference number, Payment Method/Account, and Amount information for all payments that need approval. This report is only available for |

| | | |
|---|---|---|
| | | companies that are configured to use the Approvals page. |
| Payments Report | History page | The Payments report contains the Status, Vendor #, Vendor Name, Amount, Reference number, Processed status, Check #, and Payment Method/Account for all payments during a specified date range. |
| Invoices By Batch Report | History page | The Invoices By Batch report contains the Status, Vendor #, Vendor Name, Invoice Number, Reference number, Payment Method/Account, and Amount for vendor invoices by batch during a specified date range. |
| Payments Needing Approval | History page | The Payments Needing Approval report contains the Vendor Number, Vendor Name, Amount, Reference number, Check Date, Scheduled Date, Submitted By, Status, Payment Method, and Payment Account for all payments that need to be approved for a specified date range. |
| Batch Audit Report | Reports page | The Batch Audit Report provides the username and date information for each payment batch file submission or cancellation. If a customer does not approve payments in batches, the report will contain the username and date for each approval. |
| Batch Audit Report with Details | Reports page | The Batch Audit Report with Details provides information about payments that are excluded from a payment batch along with username and date information for each payment batch file submission, approval, and cancellation. |
| Billing Report | Reports page | The Billing Report provides a breakdown of payments processed by payment method. This report should correspond with the payments included in a customer's monthly bill. This report can be generated for the previous month 7-10 days after the start of the next month. If the report does not contain any |

| | | |
|---|---|---|
| | | information, check again later. The information is included in the report when it is available. |
| Outstanding Checks | Reports page | The Outstanding Checks report provides information about checks that have not been cashed. |
| Payment Audit Report | Reports page | The Payment Audit Report provides the username, vendor, and date information for each payment submission or exclusion. For customers who do payment approvals (i.e., approving payments individually), this report contains the username and date associated with each approval. |
| Payment Audit and Reconciliation Report | Reports page | The Payment Audit and Reconciliation Report provides the same information as the Payment Audit report for fully approved payments plus the funding date for each payment (i.e., the date the payment was debited from the customer's bank account). |
| Payment Batch Reconciliation Report | Reports page | The Payment Batch Reconciliation Report provides the payment history for all vendors paid in each payment batch. |
| Payment History by Payment Account | Reports page | The Payment History by Payment Account report provides the payment history for vendors grouped by payment account. |
| Payment History by Payment Account with Invoices | Reports page | The Payment History by Payment Account with Invoices report provides the same information as the Payment History by Payment Account report plus invoice-level details. |
| Payment History by Vendor | Reports page | The Payment History by Vendor report provides vendor payment history grouped by vendor name and vendor number. |
| Payment History by Vendor (Summary) | Reports page | The Payment History by Vendor (Summary) report provides a summary of all payments to each vendor within a given date range. |
| Payment Reconciliation | Reports page | The Payment Reconciliation report provides the payment history for all vendors from the |

| | | |
|---|---|---|
| | | selected payment account(s). This report should match payment details from the customer's bank account. |
| Payment Reconciliation with Invoices | Reports page | The Payment Reconciliation with Invoices report provides the same information as the Payment Reconciliation report plus invoice-level details. |
| Payment Refund Report | Reports page | The Payment Refund Report provides a summary of all payments that have been refunded. |
| Payment Reissue Report | Reports page | The Payment Reissue Report provides a summary of all payments that have been reissued after the original submission of the payment. |
| Virtual Card AP Reconciliation Report | Reports page | The Virtual Card AP Reconciliation report provides the account details, Customer ID, Customer Name, Vendor Name, Vendor Number, and VCAP information for all vendors who accept VCAP payments through Corpay. This report is only available for organizations with vendors who receive VCAP payments. |
| Current Company | Vendors page | The Current Company report contains the vendor number, name, address, accepted payment methods, preferred payment method, and payment account information for all vendors of the company you are currently working under in AP Gateway. |
| All Companies | Vendors page | The All Companies report contains the vendor number, name, address, accepted payment methods, preferred payment method, and payment account information for all vendors of the companies within your organization if your organization has multiple companies. |

**NOTE**: Available report types are based on company configuration. As a result, you may not have access to all the reports listed in the above table.

Watch the Generating, Downloading, and Deleting Reports video to learn more about the report types available on the Reports page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I generate and delete reports on the Reports page?

Watch the Generating, Downloading, and Deleting Reports video to learn how to generate and delete reports on the Reports page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I create and download payment reports?

Watch the Generating and Exporting Payment Reports video to learn how to create and download payment reports on the History page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Q: How do I download vendor reports?

Watch the Search Vendor List and Export Vendor Reports video to learn how to download vendor reports on the Vendors page and see the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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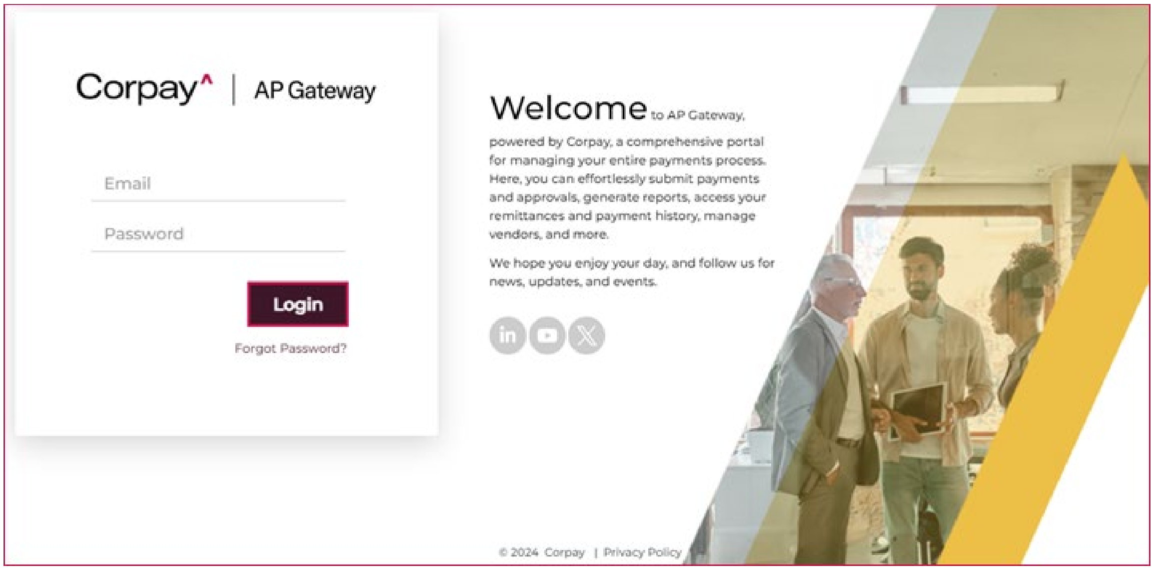
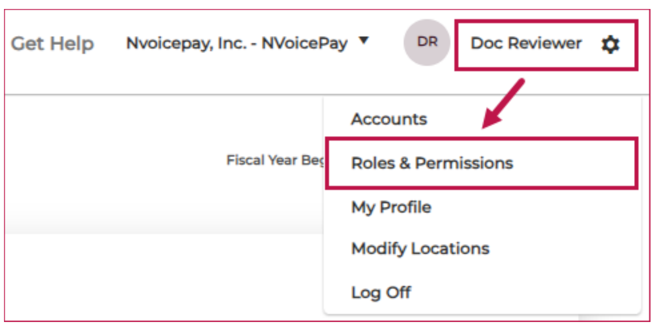
## Q: How do I create user access reports?

Users with the View Organization Reports permission can create user access reports for an organization.

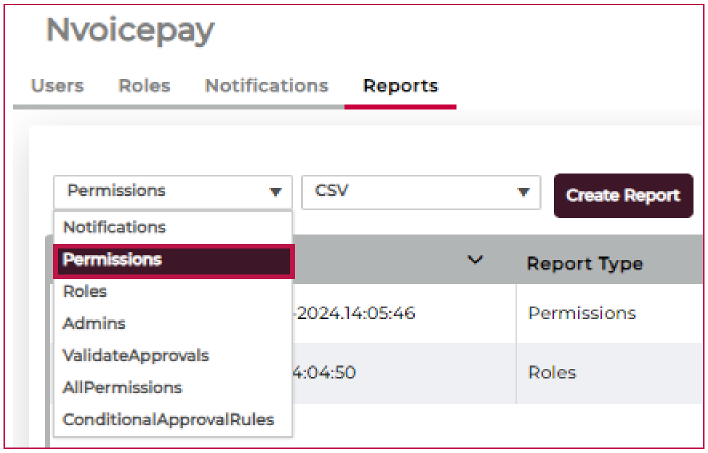
1. Log in to [AP Gateway](AP Gateway).



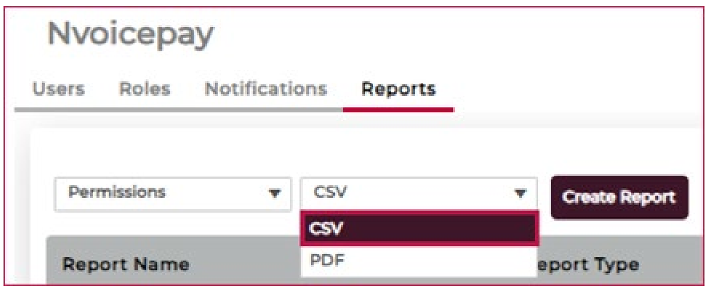

2. Click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, click the **Reports** tab.
4. In the *Reports* table, select the **type of report** to create in the *Report Type* drop-down.




5. Select the **file type** for the report in the *Export Type* drop-down.
6. Click the **Create Report** button.




7. A message displays confirming the report was created.

See the [AP Gateway Guide] that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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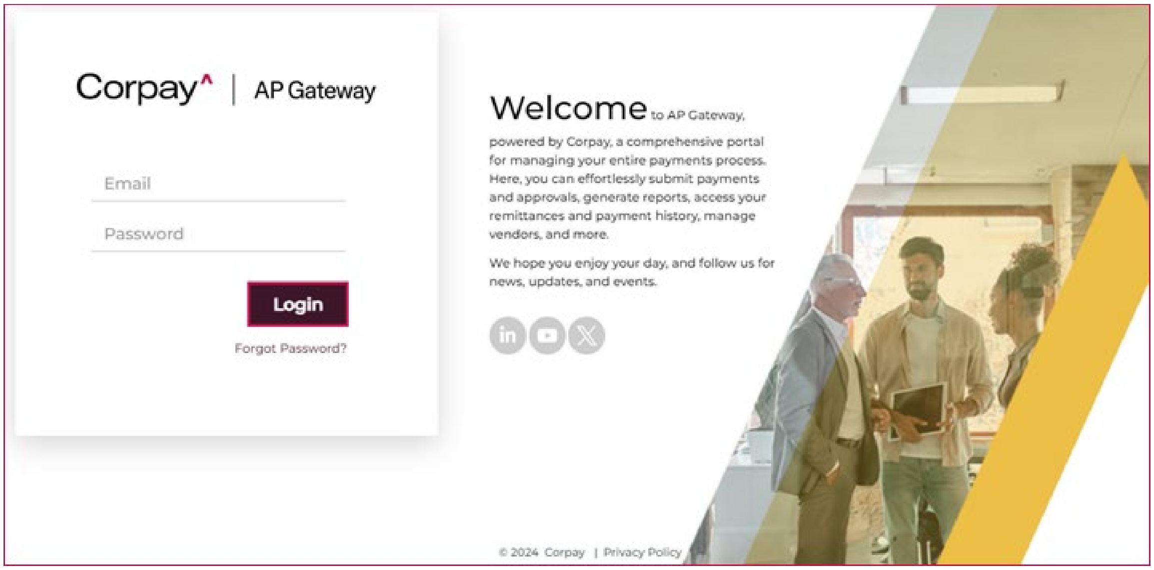
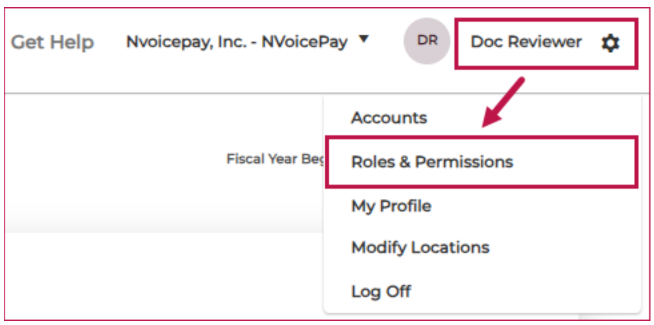
## Q: How do I view existing user access reports?

To view existing user access reports:

1. Log in to **AP Gateway**.

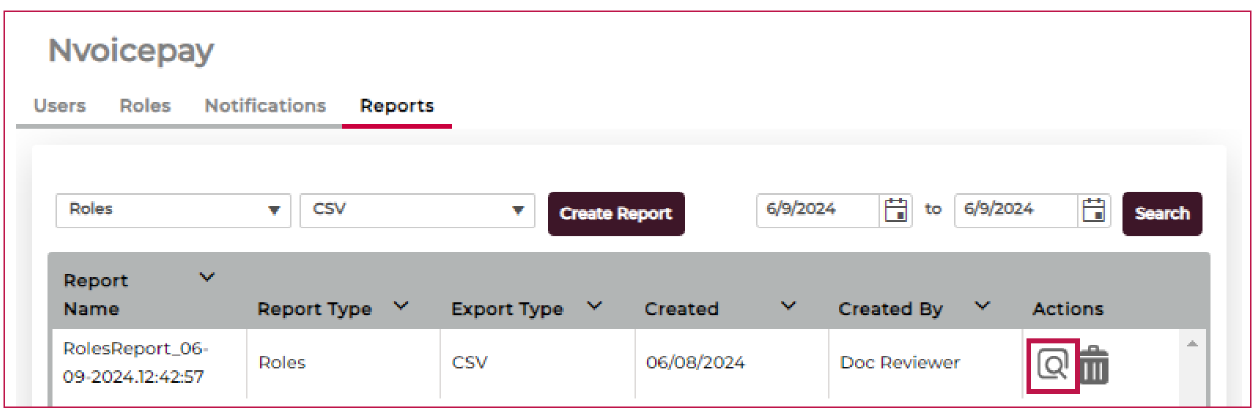



2. Click the **username** or **gear** icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.




3. On the *Roles & Permissions* page, click the **Reports** tab.

4. In the *Reports* table, click the **View** action for the report to view.




5. The report will automatically download to your device.

See the AP Gateway Guide that matches your company's configuration to learn how to access, navigate, and use all features in AP Gateway.

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## Support Questions

### Q: I have a problem or question that is not covered in this FAQ. Who should I contact for assistance?

| SUPPORT TEAM | CONTACT INFORMATION & SERVICE LEVEL AGREEMENT (SLA) | SUPPORTED ISSUES |
|---|---|---|
| Technical Support (customers) | Phone: 877-974-1752<br>Email: techsupport@corpay.com<br>SLA: 1 – 2 business days | • Payment file errors<br>• AP Gateway errors<br>• New user training<br>• Late payment settlement concerns<br>• Configuring payment level approvers<br>• Obtaining secure enrollment URLs for new vendors |
| Payment Modification (customers) | Phone: 877-974-1752<br>Email: paymentmodification@corpay.com<br>SLA: 3 – 5 business days | • Modifying payment modalities due to errors (per vendor or customer request)<br>• Determining payment refund needs<br>• Reconciling stale-dated payments |
| Payment Support (formerly Vendor Support) (vendors) | Phone: 877-626-6332<br>Email: paymentsupport@corpay.com<br>SLA: 1 – 3 business days | • Updating and maintaining vendor information<br>• Outstanding Virtual Card Number (VCN) payments |

| | | |
|---|---|---|
| | | • Payment and payment portal related questions<br>• Enrollment questions and concerns |
| Vendor Enrollment (VE) (vendors) | Phone: 877-626-6332<br>Email: vendorenrollment@corpay.com | • Return More Information (RMI) for campaigning<br>• Pay For You requests<br>• Known Mastercard acceptors<br>• ACH bypass requests: Contact the VE team at vendors@corpay.com for assistance with ACH bypass requests. |

See the What to Expect as a New AP Gateway Customer article for support scenarios that commonly occur during the first 30 days and the actions new customers should take in each scenario.

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## Q: What type of support will I receive from Corpay during my first 30 days as a customer?

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 (if applicable).

See the What to Expect as a New AP Gateway Customer article for support scenarios that commonly occur during the first 30 days and the actions new customers should take in each scenario.

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## Q: What type of long term support will I receive from Corpay?

See the What to Expect as a New AP Gateway Customer article to learn about the long term support that Corpay provides to AP Gateway customers.

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## Q: How can I optimize my experience with AP Gateway?

See the What to Expect as a New AP Gateway Customer article for helpful tips to assist new customers with optimizing their AP Gateway experience.

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