Solution User Guide

Corpay

AP Gateway Guide

Microsoft Dynamics GP International Version

Corpay

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Revision Table

DATE	VERSION	AUTHOR	NOTES
02/2023	12.20.GPX	Kay Scott	• Rebranded • Updated existing content • Added new content
08/2023	12.21.GPX	Kay Scott	• Added the My Profile Page section • Updated the Roles & Permissions Page section • Removed the Configure Conditional Approvals Page section • Updated the Vendor Page section

11/2023	12.22.GPX	Kay Scott	• Updated the following sections based on new features:
			  ○ Roles & Permissions Page
			  ○ Vendors Page
			  ○ Payments Page
			• Updated contact email addresses for support teams

03/2024	12.23	Kay Scott	• Added content related to the payment File Status progress indicator in the Payments Page in AP Gateway section • Updated the Print Check payment method flow in the Payment Method Flows section • Updated the file name
05/2024	12.24	Kay Scott	• Updated the Payment Methods table and Payment Method Flows section • Updated ACH details based on ACH delay requirement changes
06/2024	12.25	Kay Scott	• Added NACHA IAT Address Validations to the Payments Page in AP Gateway section • Added details about the Print Check Voiding feature to the History Page and Roles & Permissions Page sections • Updated the AP Gateway login screen screenshot in the Accessing AP Gateway section
10/2024	12.26	Kay Scott	• Updated the Payment Methods, Payment Method Flows, and Frequently Asked Questions sections to align with new vendor payment timelines • Updated the Date and Processed column descriptions in the History table • Added Resend Remittance instructions to the History Page section • Added instructions for unarchiving vendors to the Vendors page section • Added confirmation screenshots to Refunding and Reissuing Print Check Payments sections

07/2025	12.27	Hanna Alemu	• Updated content per the new procedure for unsettled card payments

Welcome

Corpay takes pride in the simplicity of AP Gateway, our business-to-business payment solution. AP Gateway is a Corpay product that allows users to process payment files in a variety of configurations and using Enterprise Resource Planning (ERP) integrations such as Microsoft Dynamics GP. AP Gateway's integration with Microsoft Dynamics GP transforms how companies manage Accounts Payable by simplifying the workflow into a single step. With Microsoft Dynamics GP, companies save time and money by streamlining their Accounts Payable process, securing payments, and increasing visibility. In this guide, you will learn how to navigate and use the features and functions in AP Gateway's Microsoft Dynamics GP integration for international companies.

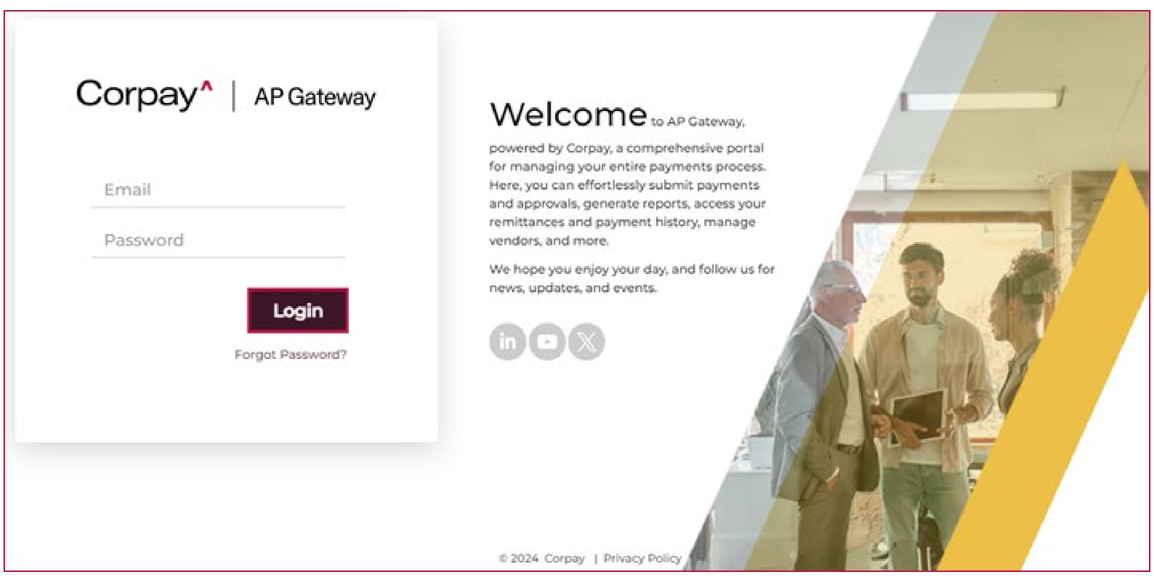
AP Gateway Navigation

In this section, you will learn how to access and navigate AP Gateway.

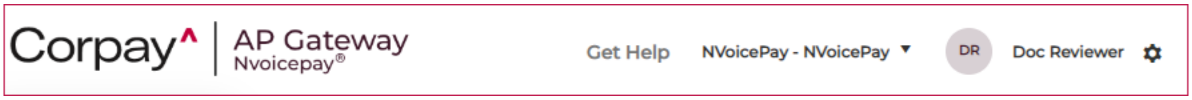
Accessing AP Gateway

To access AP Gateway:

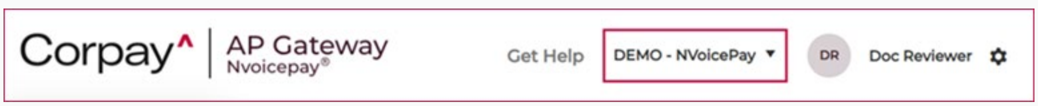
1. Open [AP Gateway].
2. On the *AP Gateway login* screen, enter an **Email address** and **Password** in the *Email* and *Password* fields.
3. Click the **Login** button.



AP Gateway Banner

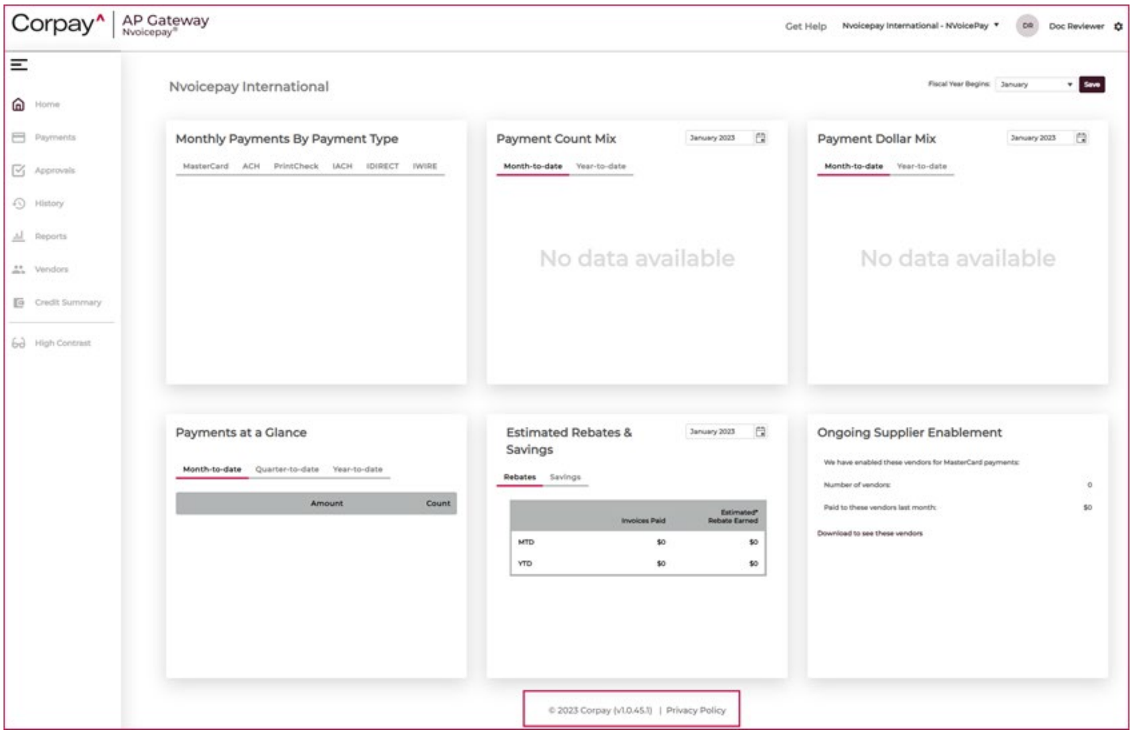


The following table describes the menu items in the AP Gateway banner:

MENU	DESCRIPTION
Get Help	Click the **Get Help** menu to open the Customer Support Center page that contains contact information for Customer Support as well as links to helpful resources.
Company Selector	The Company Selector drop-down contains the name of the company you are working under in AP Gateway. If your organization has multiple companies and you have access to those companies, click the **Company Selector** drop-down to select a different company to work under. In the example screenshot below, the name of the company is Demo - NVoicePay. 
Banner Avatar	If a user has a display name listed in their user account, the **Banner Avatar** DR contains the initials of their display name. If a user does not have a display name, the Banner Avatar contains the first letter of their email address.
Username	Click the **username** or **gear** icon to access the Accounts page, Roles & Permissions page, and to log off AP Gateway. 

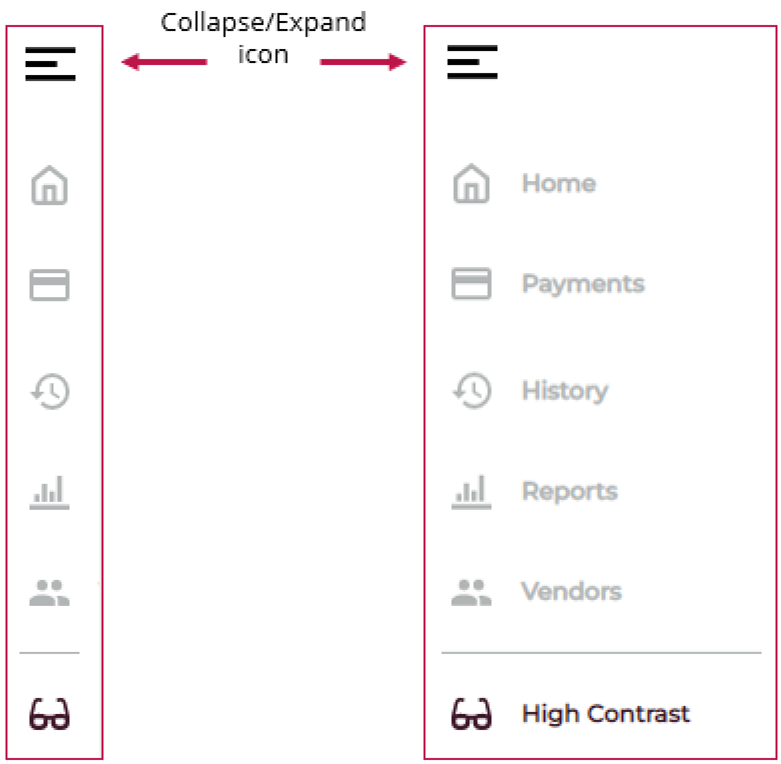
Privacy Policy

Click the **Privacy Policy** link at the bottom of any page in AP Gateway to access the Fleetcor U.S. Privacy Policy which applies to FleetCor Technologies, Inc., its U.S. subsidiaries, divisions, affiliates, and operations that link to or otherwise provide notice of the Privacy Policy, including, but not limited to, Cambridge Mercantile Corp. (U.S.A), Cambridge Mercantile Corp. (Nevada), Comdata Inc., Comdata Network, Inc. of California, Comdata TN, Inc., Corpay One, Inc., and Nvoicepay, Inc. (collectively, “FleetCor,” “we,” “our,” or “us”).



Collapse/Expand

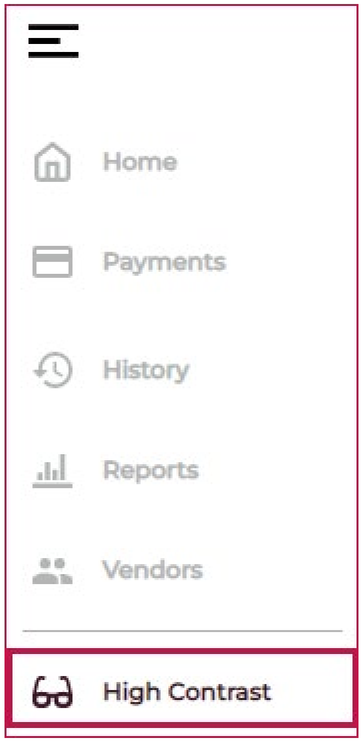
The collapse/expand icon in the left-side navigation pane displays the icons for each page or the full menu when selected.



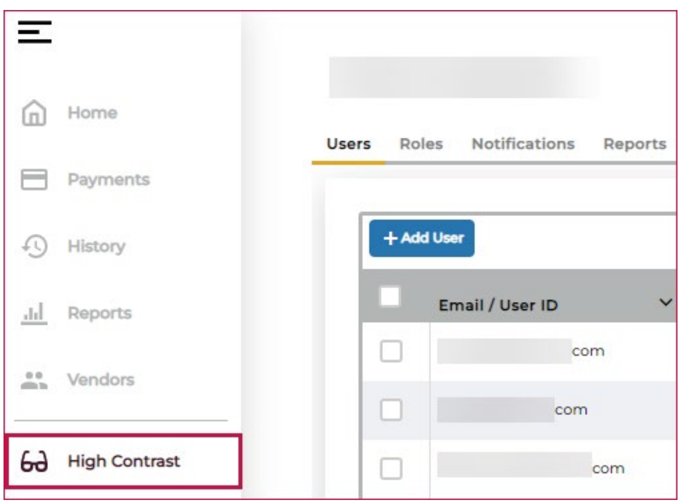
NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation pane may be different from the pages in the image above.

High Contrast

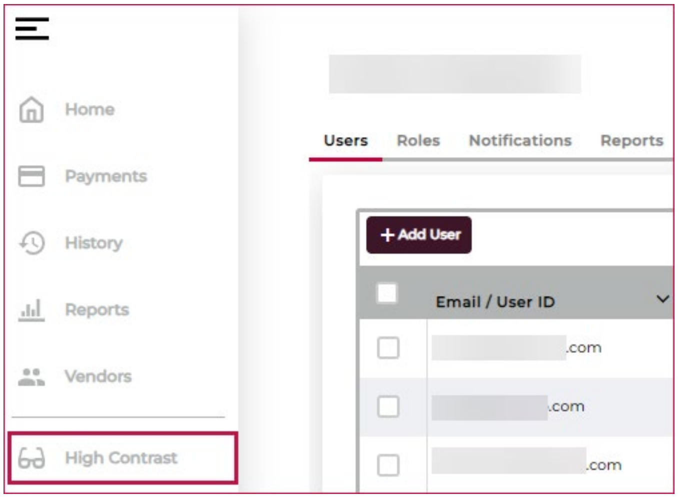
The High Contrast link in the left-side navigation pane enables or disables high contrast mode on each page in AP Gateway. High contrast mode is an accessibility feature that uses a limited color palette with contrasting colors to make a user interface easier to use.



Select the **High Contrast** link to enable high contrast mode. Enabling high contrast mode changes the default color palette to the high contrast color palette which is blue and yellow.



Select the **High Contrast** link again to disable high contrast mode. Disabling high contrast mode changes the high contrast color palette back to the default color palette. High Contrast changes are saved between logins.

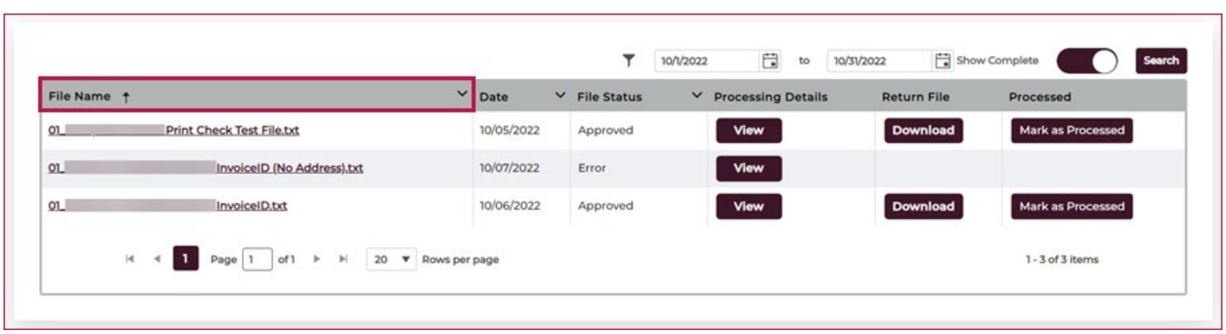


Sorting, Filtering, and Grouping

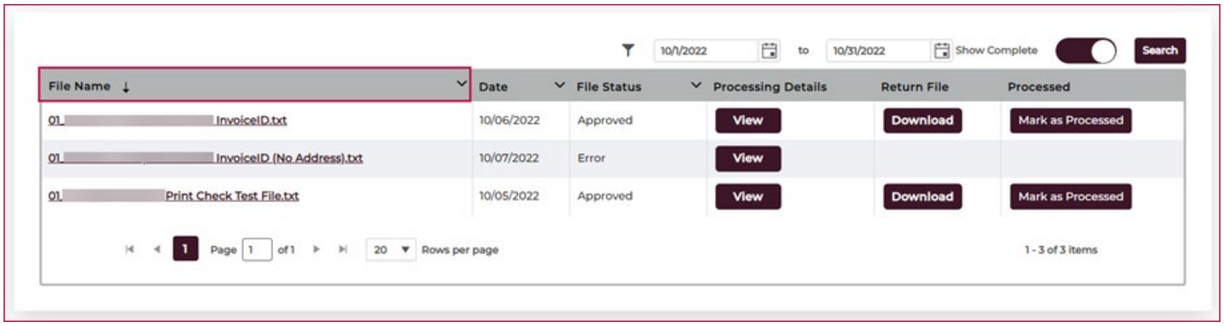
Many of the tables in AP Gateway can be sorted and filtered to quickly organize data and only display information that is needed. Multiple columns can be filtered at once and individual columns can be sorted while filters are enabled. Filter icons are raspberry when enabled and black when disabled. Users can also group similar information together in the History table using the grouping feature, making the information in the table easier to consume. The sorting and filtering features are disabled when the grouping feature is used, and grouping is only available on the History page.

To sort a table by the information in a column:

1. Click a **column header** once to sort the table in ascending order based on the column information. In the example image, the table on the *Payments* page is sorted in ascending order based on the *File Name* column. The File Name column header contains an ↑ icon.



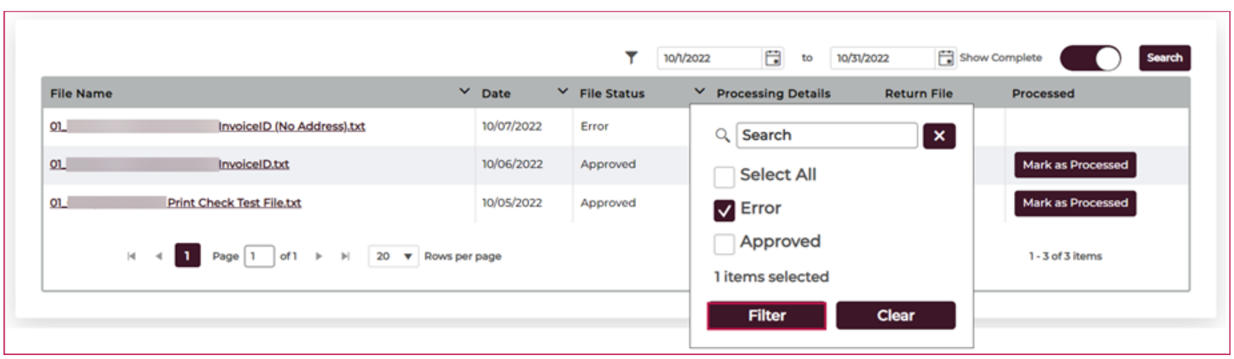
2. Click a **column header** twice to sort the table in descending order based on the column information. In the example image, the table on the *Payments* page is sorted in descending order based on the *File Name* column. The File Name column header contains an ↓ icon.



3. Click the **column header** until the ↑ or ↓ no longer displays to remove sorting from the table.

To filter a table by the information in a column:

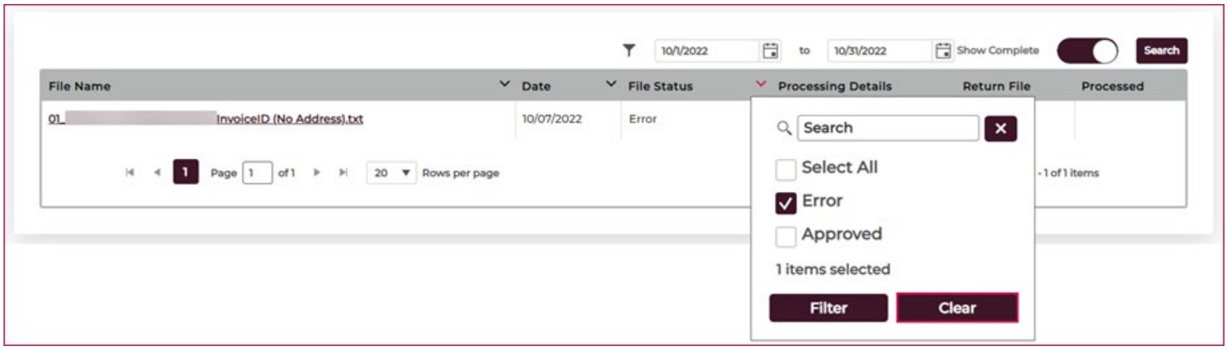
1. In a *column header*, click the **Filter** ⌄ icon.
2. In the Filter dialog, select the **checkbox(s)** or enter a keyword or phrase in the *Search* box.
3. Click the **Filter** button.



NOTE: Since filter options vary based on the type of data being displayed in a table, the checkboxes and search filtering options may not be available for all tables in AP Gateway.

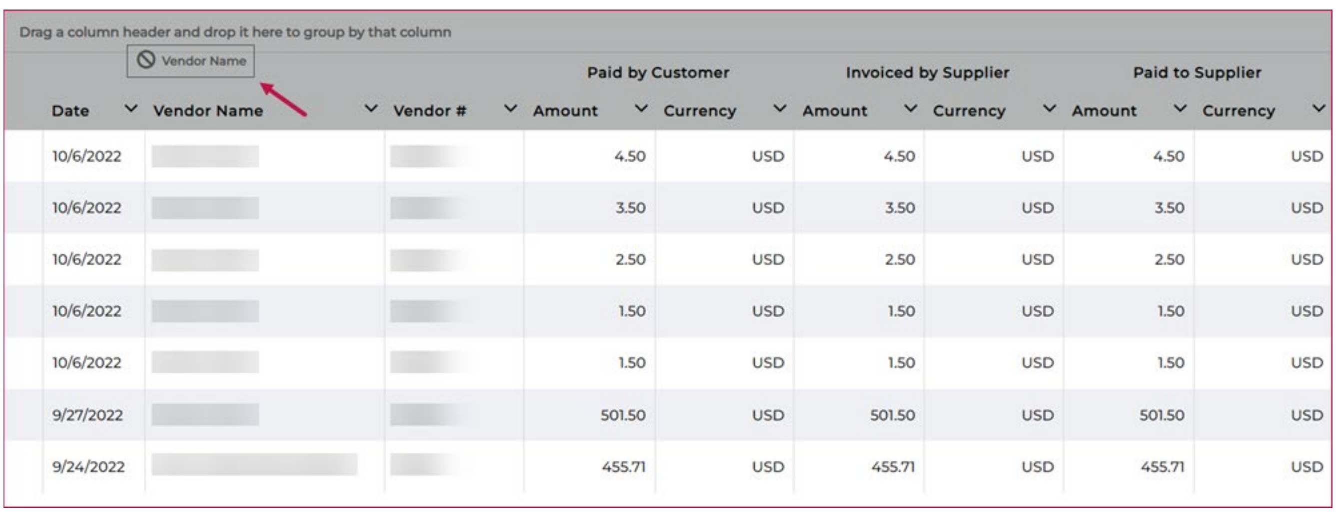
To remove the filter from the table:

1. In the *column header* that contains the filter, click the **Filter** icon.
2. Click the **Clear** button.



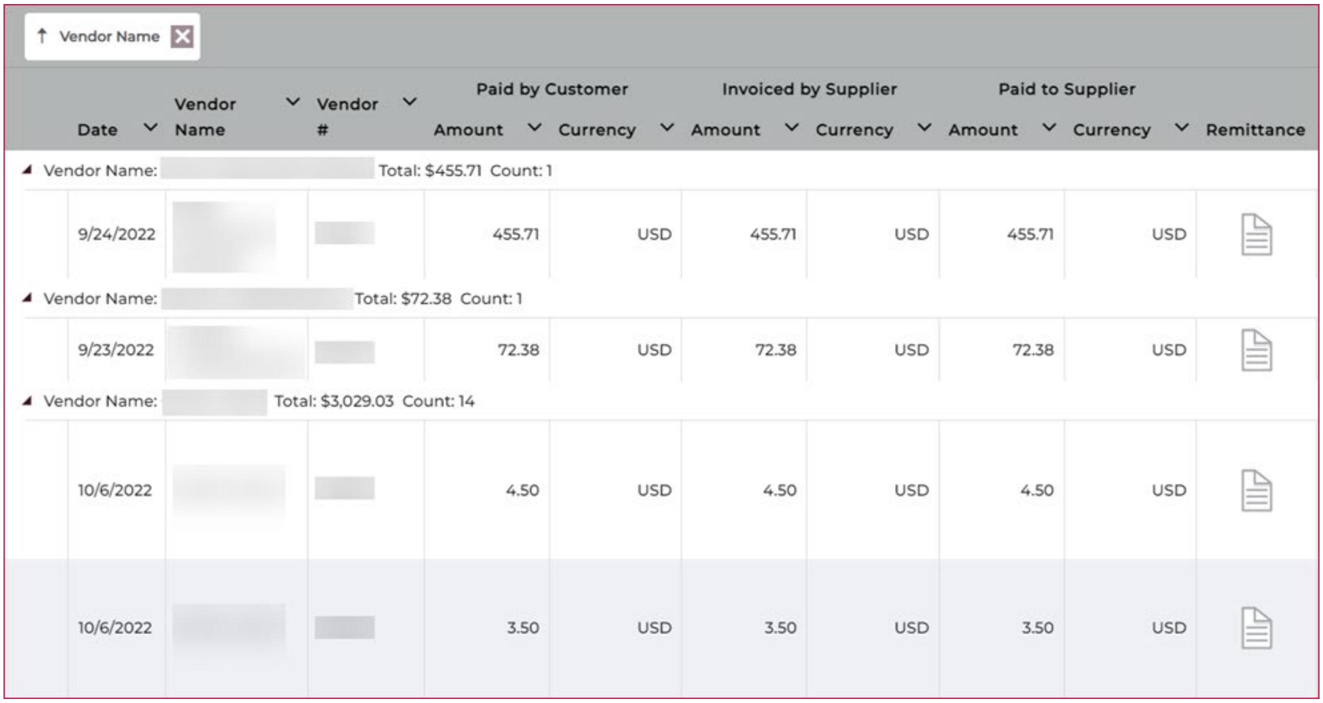
To group the History table by a column header:

1. On the *History* page, locate the **column header** to group the History table by.
2. Drag and drop the **column header** in the *Drag a column header and drop it here to group by that column* field.



			Paid by Customer		Invoiced by Supplier		Paid to Supplier	
Date	Vendor Name	Vendor #	Amount	Currency	Amount	Currency	Amount	Currency
10/6/2022			4.50	USD	4.50	USD	4.50	USD
10/6/2022			3.50	USD	3.50	USD	3.50	USD
10/6/2022			2.50	USD	2.50	USD	2.50	USD
10/6/2022			1.50	USD	1.50	USD	1.50	USD
10/6/2022			1.50	USD	1.50	USD	1.50	USD
9/27/2022			501.50	USD	501.50	USD	501.50	USD
9/24/2022			455.71	USD	455.71	USD	455.71	USD

3. The information in the table is now grouped by the column header.



↑ Vendor Name

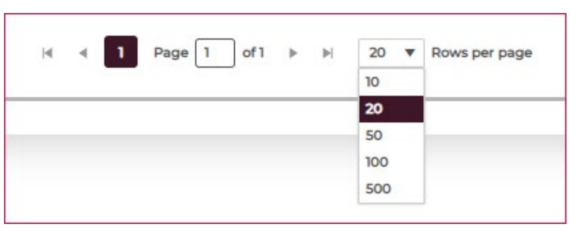
Date	Vendor Name	Vendor #	Paid by Customer Amount	Paid by Customer Currency	Invoiced by Supplier Amount	Invoiced by Supplier Currency	Paid to Supplier Amount	Paid to Supplier Currency	Remittance
Vendor Name: Total: $455.71 Count: 1									
9/24/2022			455.71	USD	455.71	USD	455.71	USD	
Vendor Name: Total: $72.38 Count: 1									
9/23/2022			72.38	USD	72.38	USD	72.38	USD	
Vendor Name: Total: $3,029.03 Count: 14									
10/6/2022			4.50	USD	4.50	USD	4.50	USD	
10/6/2022			3.50	USD	3.50	USD	3.50	USD	

4. Click the ☒ in the *column header* to remove it from the *Drag a column header and drop it here to group by that column* field and return the table to its original settings.

NOTE: The History table cannot be grouped by the Remittance column.

Pagination

The Payments, Approvals (if applicable), History, Reports, and Vendors pages use pagination to divide information into separate pages to avoid overloading users with information on one page as well as to provide a convenient and easy way to browse and return to specific information.



AP Gateway Accounts

In this section, you will learn about the payment methods offered by Corpay, along with the Accounts, Roles & Permissions, My Profile, and Modify Locations pages in AP Gateway.

NOTE: 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. As a result, some information may not be visible to you or may only be available in a view only format.

Payment Methods

Corpay offers multiple payment methods to vendors such as Mastercard, CorpayCard, ACH, Print Check, IWIRE, IDIRECT, and IACH. During the onboarding process, Corpay confirms the customer's vendors' payment acceptances, then determines the default payment method for each vendor by matching their payment acceptances to the customer's most preferred payment method. The most common order of preferred payment methods is listed in the table below.

ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION

1	CorpayCard	• Corpay's private-label Accounts Payable card that is ideal for vendors who:
		  ○ want to pay lower card processing fees.
		  ○ do not have a master merchant account with Mastercard.
		• Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway.
		• Payments are deposited into vendor bank accounts within 2-3 banking days after payment remittance emails are sent to vendors.
		• Cash rebates are available to customers.
		• Daily reports match the payment instructions received by Corpay from the customer.
		• Customers can view the payment remittances sent to vendors in AP Gateway.

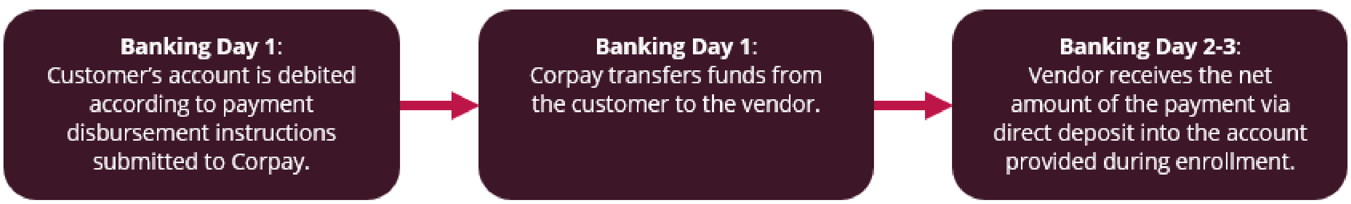
2	Mastercard	• Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. • The secure payment remittances contain

ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
		virtual card numbers for single-swipe (single-use) or multi-swipe (multi-use) virtual cards that are preloaded with the approved payment amounts. • Vendors who receive single-swipe virtual cards can only process the virtual card once in their merchant card processor to deposit the preloaded payment amount in their account. • Whereas vendors who receive multi-swipe virtual cards can process the virtual card multiple times in their merchant card processor until the full amount of the preloaded payment is deposited in their account. • Cash rebates are available to customers. • Daily reports match the payment instructions received by Corpay from the customer. • Corpay oversees card reconciliation.
3	ACH (Direct Deposit)	• Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. • Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Gateway, and it typically takes an additional 1-2 banking days for bank processing. • Daily reports match the payment instructions received by Corpay from the customer. • Customers can view the payment remittances sent to vendors in AP Gateway.
4	Print Check	• All print checks are mailed to vendors with positive payee service using USPS First Class mail. • Vendors receive print checks in the mail according to the USPS First Class mail delivery schedule in their area. Delivery times are longer for print checks sent internationally. • Customers can view images of printed

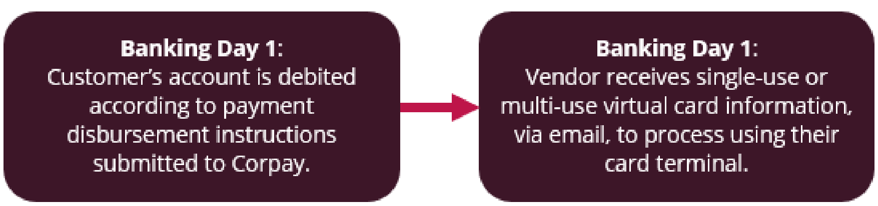
ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
		and cashed checks in AP Gateway.
5	IWIRE, IDIRECT, IACH	• Payments are sent to vendors across international borders using IWIRE, IDIRECT, and IACH. • Daily reports match the payment instructions received by Corpay from the customer. • Customers can view the payment remittances sent to vendors.

Payment Method Flows

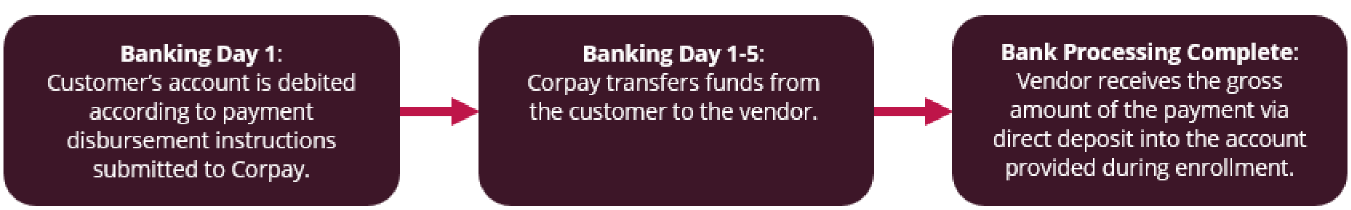
CorpayCard



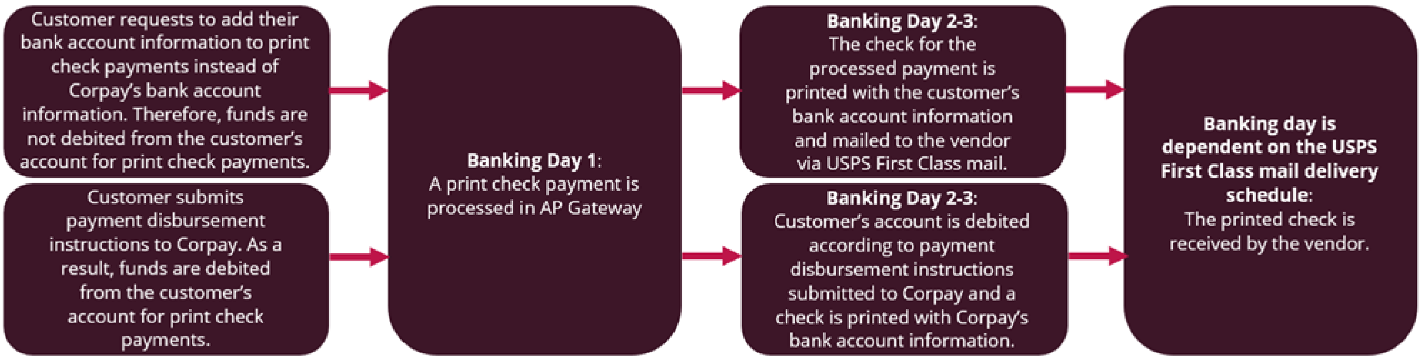
Mastercard



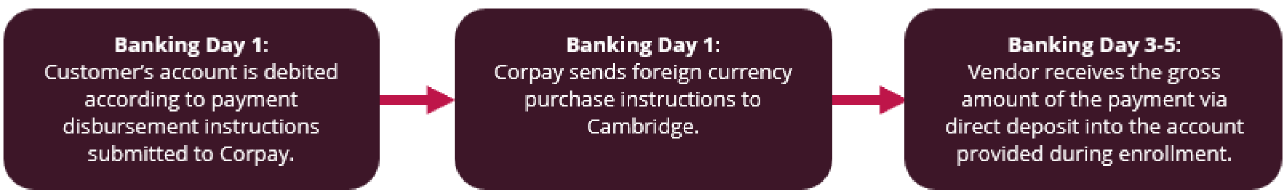
ACH



Print Check



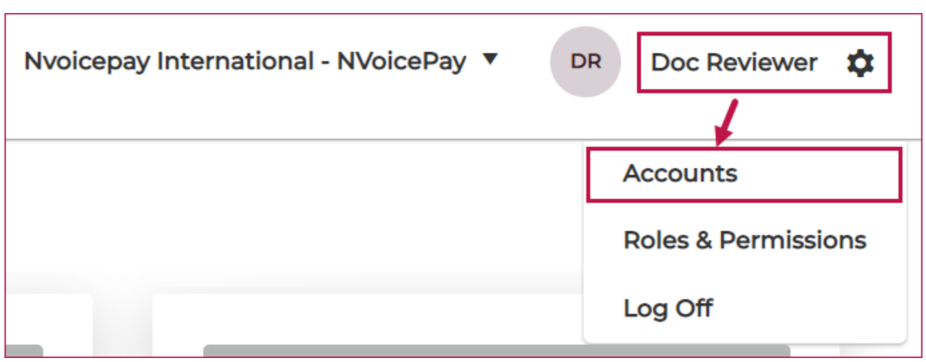
IWIRE, IDIRECT, and IACH



Accounts Page

The Accounts page contains information about the customer's bank and credit card accounts along with the priority order of their payment methods.

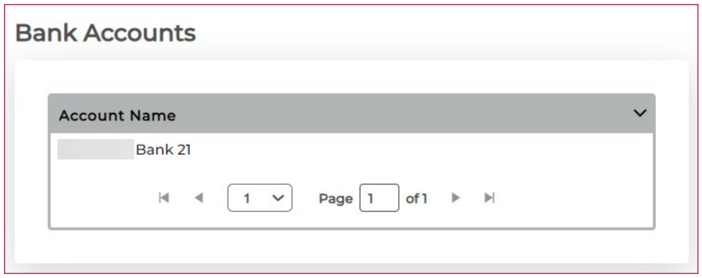
To access the Accounts page, click the **username** or **gear** icon in the *AP Gateway banner* then select the **Accounts** menu item.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

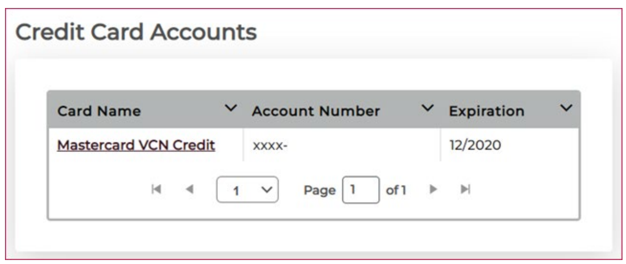
Bank Accounts

The Bank Accounts tile contains the current bank account attached to a customer's account in AP Gateway. If a customer uses CorpayCard, ACH, or Print Check as a payment method, Corpay debits funds from a specified account in the Bank Accounts list to pay vendor payments on their behalf.

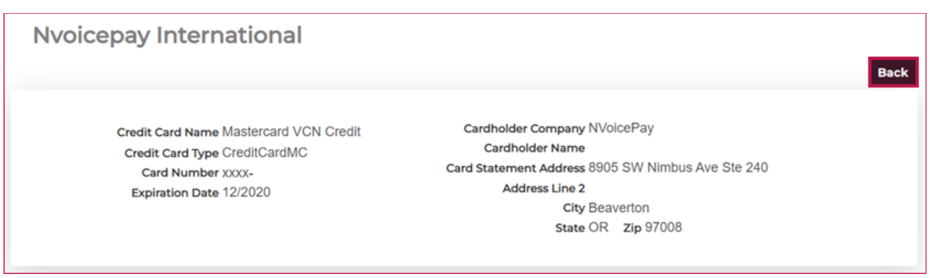


Credit Card Accounts

The Credit Card Accounts tile contains a list of Mastercard transactions. If a customer uses Mastercard as a payment method, Corpay debits funds from the bank account listed on the Bank Accounts tile to pay vendor payments on their behalf.



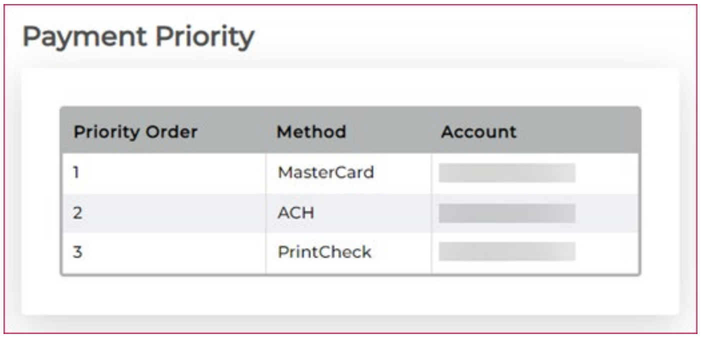
Click the **Card Name** in the *Credit Card Accounts* list to see additional information about the transaction. Click the **Back** button to return to the Accounts page.



NOTE: Bank and Credit Card Account information is provided separately on the Accounts page for reporting purposes only. All vendor payments are debited from the bank account attached to a customer's account in AP Gateway.

Payment Priority

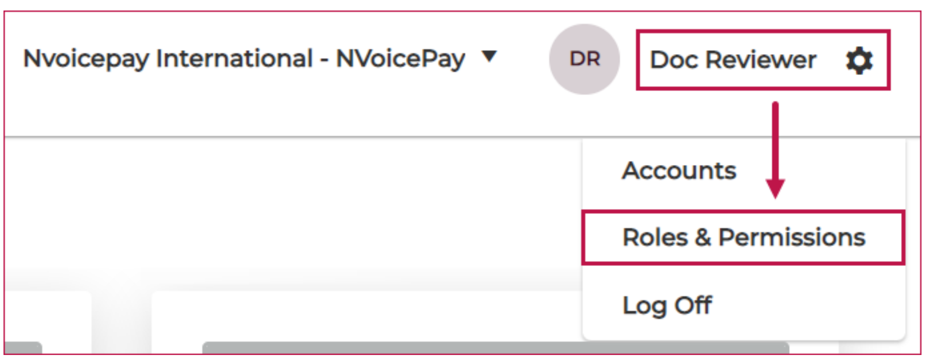
The Payment Priority tile contains a list of payment methods and accounts for a customer. The payment methods and accounts are listed in the order they are to be used for vendor payments.



Roles & Permissions Page

In AP Gateway, users with the Manage Users permission can use the Roles & Permissions page to manage user accounts, roles, permissions, notifications, and reports for an organization. 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. As a result, some information on the Roles & Permissions page may not be visible to you or may only be available in a view only format if you do not have the Manage Users permission.

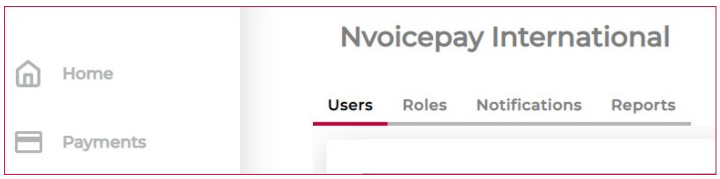
To access the Roles & Permissions page, click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

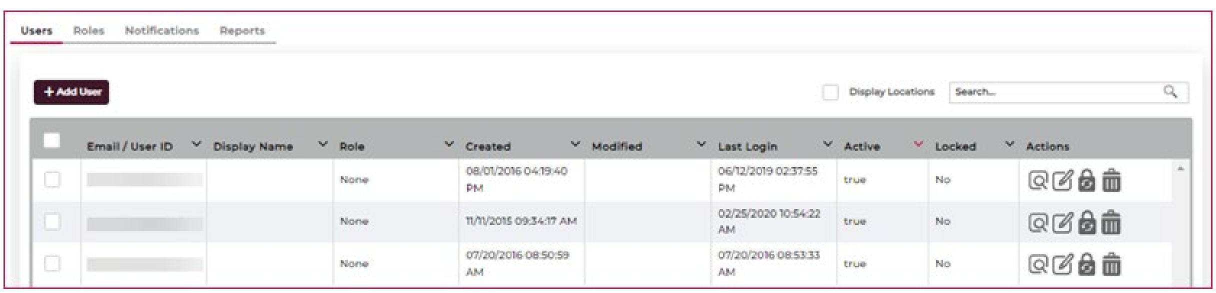
The Roles & Permissions page contains the following tabs:

- **Users**: Use to create or manage individual user accounts for an organization.
- **Roles**: Use to create or manage roles that can be applied to individual user accounts.
- **Notifications**: Use to create or manage user email addresses to receive automated email notifications from AP Gateway.
- **Reports**: Use to create Notifications, Permissions, Roles, Locations (if applicable), Admins, ValidateApprovals (if applicable), AllPermissions, and ConditionalApprovalRules (if applicable) reports for an organization. Available report types are based on company configuration. As a result, the type of reports that are available on your Reports tab may be different from the reports listed above



Users

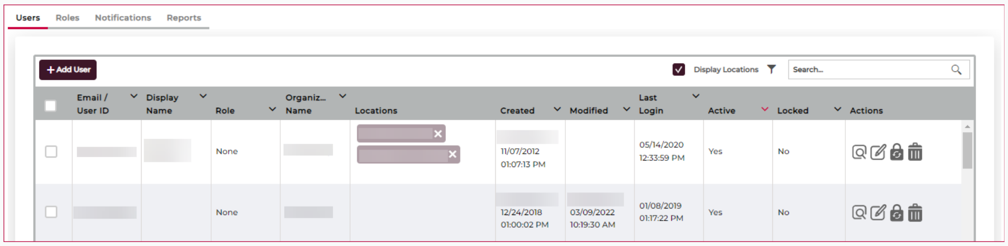
Users within an organization are assigned roles or permissions based on the AP Gateway functions they use. These roles and permissions can be updated by users with the Manage Users permission on the Users tab. The Users tab contains a table of information and actions to manage user accounts in an organization. Users can rearrange the columns in the Users table as well as sort and filter all columns except the Actions column.



Users Table

The following table contains descriptions of the column headers and actions in the Users table:

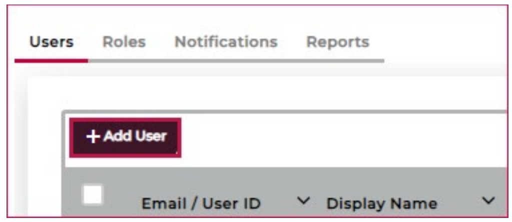
NAME	DESCRIPTION
Email/User ID	The Email/User ID column contains the email or user ID used by a user to log in to AP Gateway.

NAME	DESCRIPTION
Display Name	The Display Name column contains the name that displays in the AP Gateway banner for a user account if the user has a display name configured.
Role	The Role column contains the role assigned to a user account. See the Using Roles in AP Gateway section for more information about roles.
Locations	The Locations column contains locations a user can access within organizations that have multiple locations with location-specific information. The Display Locations checkbox is also selected when locations are available. 
Created	The Created column contains the date and time a user account was created, as well as which user created the user account.
Modified	The Modified column contains the date and time a user account was last modified, as well as which user modified the account.
Last Login	The Last Login column contains the date and time of a user's last login.
Active	The Active column contains yes or no to indicate if a user account is active (in use). The Users table is filtered to only display active users by default. In the *Active* column header, click the **Filter** icon then click the **Clear** button to display active and inactive users in the *Users* table.
Locked	The Locked column contains yes or no to indicate if a user account is locked due to multiple failed login attempts.
View	The View action is used to see the details, role, and permissions for the selected user account. See the Viewing User Account Details section for instructions.
Edit	The Edit action is used to modify the selected user account. This action is only available for users with the Manage Users permission. See the Editing User Accounts section for instructions.
Reset Password	The Reset Password action is used to send a reset password request to the selected user's email. This action is only available for users with the Manage Users permission. See the Sending Reset Password Requests section for instructions.
Disable/Enable	The Disable/Enable action is used to disable or enable the selected user account. User accounts cannot be deleted due to audit requirements. This action is only available for users with the Manage Users permission. See the Disabling and Enabling User Accounts section for instructions.
Search	The Search box is used to quickly find specific user accounts.

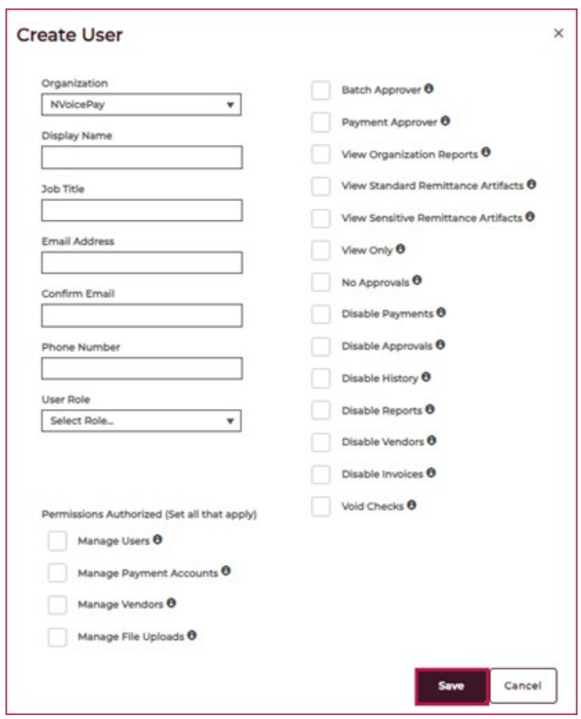
Adding User Accounts

Users with the Manage Users permission can add new user accounts to an organization.

1. On the *Users* tab, click the **+ Add User** button.



2. Complete each **field** in the *Create User* dialog.
3. Click the **Save** button.



4. A message displays confirming the user account was created successfully.

NOTE: When a new user account is added to an organization, an email is sent to the user from AP Gateway inviting them to complete their account setup.

Create User Dialog

The following table contains descriptions of the fields in the Create User dialog:

NAME	DESCRIPTION
Organization	The Organization field is pre-populated with the organization of the logged in user. Users with the Admin role can edit the Organization field. See Using Roles in AP Gateway for more information about roles.
Display Name	If a Display Name is entered in the Display Name field, it will appear next to the gear ⚙ icon in the AP Gateway banner instead of the email address the user uses to log in. A display name is not required.
Job Title	The Job Title field is optional and used for reference only. It does not impact the new user's role or permissions.
Email Address	The Email Address field is required, because it is the email the new user will use to log in to AP Gateway. It cannot be changed after the user account is created.
Confirm Email	The Email Address must be re-entered in the Confirm Email field to prevent typos.
Phone Number	A phone number can be entered in the Phone Number field for reference, but it will not be used in AP Gateway.
User Role	In the User Role drop-down, a default or custom role (if applicable) can be selected and assigned to a user account or the None option can be selected. The None option allows permissions not designated by a specific role to be assigned to a user. If a *default* or *custom role* is selected, the permissions assigned to that role will be checked in the *Permissions Authorized (From Role)* section. If *None* is selected, choose the **permission(s)** to assign to the user in the *Permissions Authorized (From Role)* section. See the Using Roles in AP Gateway section for more information about roles.
Permissions Authorized	The Permissions Authorized section changes automatically depending on which role is selected in the User Role drop-down. Permissions in this section can only be modified when None is selected in the User Role drop-down. See the Using Permissions in AP Gateway section for more information about permissions.

Using Permissions in AP Gateway

Permissions dictate what a user can and cannot do in AP Gateway. The following table describes the permissions that can be assigned to a user account:

PERMISSION	DESCRIPTION
Manage Users	Allows users to add new user accounts, edit existing user permissions, request user password resets, enable or disable user accounts, and add, delete, or modify custom roles.
Manage Payment Accounts	Allows users to request changes to customer bank accounts.
Manage Vendors	Allows users to upload vendor lists and show or hide vendors on the Vendors page.
Manage File Uploads	Allows users to upload payment files and exclude payments with error file statuses. Users with this permission cannot view the details of a payment after it has been uploaded.
Batch Approver	Allows users to view, approve, and void payment batches (if applicable for their organization) as well as place payment batches on hold. This permission does not allow individual payment approval.
Payment Approver	Allows users to view, approve, exclude, and void individual payments as well as place individual payments on hold.
View Organization Reports	Allows users to view the reports created within their organization as well as to create and delete reports.
View Standard Remittance Artifacts	Allows users to view remittances without sensitive bank information if the customer is configured for artifacts.
View Sensitive Remittances Artifacts	Allows users to view all remittances, including those with bank information if the customer is configured for artifacts.
No Approvals	Does not allow the Approver permission to be assigned to a user. This permission should be used if approvals are not required for payments submitted in AP Gateway.
View Only	Allows users to view payment history and reports only. This permission disables buttons and actions in AP Gateway and does not allow other permissions to be assigned to a user.
Disable Payments	Allows users to suspend the payment processing functionality and remove the Payments page from the left-side navigation pane.
Disable Approvals	Allows users to suspend the approval process and remove the Approvals page from the left-side navigation pane.
Disable History	Allows users to suspend the recording of user actions in AP Gateway and removes the History page from the left-side navigation pane.
Disable Reports	Allows users to deactivate report generation and access as well as remove the Reports page from the left-side navigation pane.

PERMISSION	DESCRIPTION
Disable Vendors	Allows users to deactivate vendor related functionalities and remove the Vendors page from the left-side navigation pane.
Disable Invoices	Allows users to deactivate the creation, processing, and management of invoices.
Disable Credit Model	Allows users to suspend the functionality of the credit assessment tool and remove the Credit Summary page from the left-side navigation pane if the company is configured to use the Credit Model feature.
Void Checks	Allows users to void and reissue or refund a print check payment after it has been processed in AP Gateway and sent to a vendor. However, if the vendor has processed the print check payment, it cannot be voided and reissued or refunded.
Approve FX Rate	Allows users to approve and lock a transaction rate for an international payment. This permission is only available to organizations that are configured to make international payments.
View FX Rate	Allows users to view international payments that require a transaction rate approval and lock. This permission is only available to organizations that are configured to make international payments.

Using Roles in AP Gateway

Permissions can be assigned to a user account individually or by assigning roles. There are five default roles available in AP Gateway: A/P, Approver, Admin, Super Admin, and View Only. Each role has a specific set of permissions. Default roles cannot be modified or deleted and only one role can be assigned to a user at a time. If the default roles in AP Gateway do not fit an organization, users with the Manage Users permission can create custom roles with the appropriate permissions. Custom roles can be modified or deleted. See Adding Custom Roles or Editing Custom Roles for instructions.

The following table describes the default roles that can be assigned to a user account:

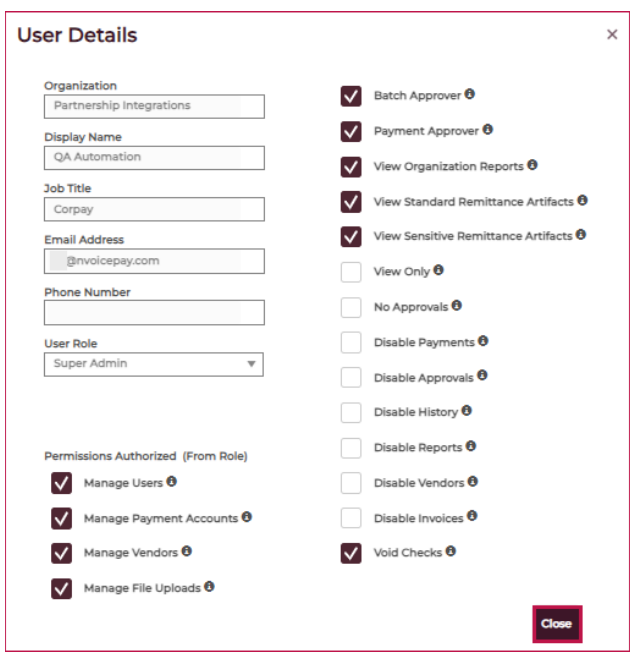
ROLE	PERMISSIONS
A/P	Manage Vendors Manage File Uploads View Organization Reports View Standard Remittance Artifacts Void Checks View FX Rate (international only)
Approver	Batch Approver Payment Approver View Organization Reports View Standard Remittance Artifacts View Sensitive Remittance Artifacts

ROLE	PERMISSIONS
	Void Checks Approve FX Rate (international only) View FX Rate (international only)
Admin	Manage Users Manage Payment Accounts Manage Vendors Manage File Uploads View Organization Reports View Standard Remittance Artifacts View Sensitive Remittance Artifacts Void Checks Approve FX Rate (international only) View FX Rate (international only)
Super Admin	All Admin permissions, plus the Batch Approver and Payment Approver permissions
View Only	View Only

Viewing User Account Details

All users can view user account details in an organization.

1. In the *Users* table, click the **View** action for the user account to view.
2. Review the **information** in the *User Details* dialog.
3. Click the **Close** button.



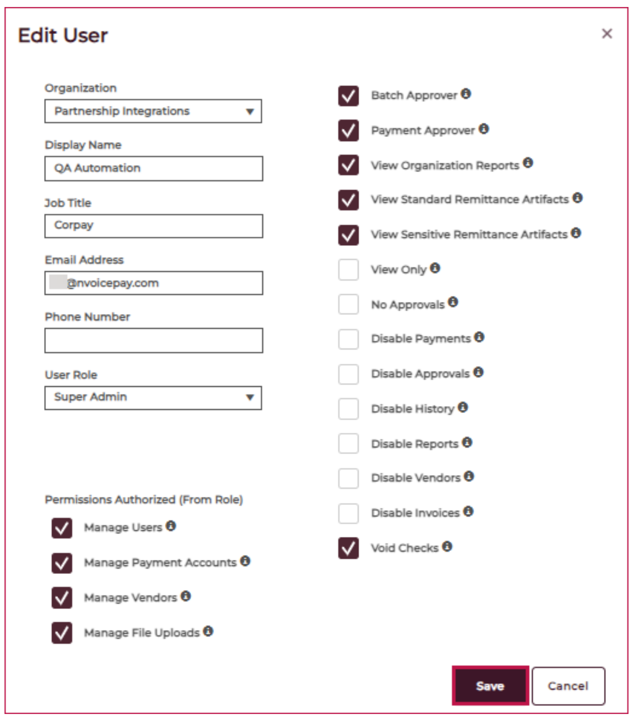
Editing User Accounts

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

To edit a single user account:

1. In the *Users* table, click the **Edit** action for the user account to edit.
2. 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.

   NOTE: The Edit User dialog contains the same fields to edit as the Create User dialog that opens when adding a user account. The Email Address and Locations (if applicable) fields cannot be modified.
3. Click the **Save** button.

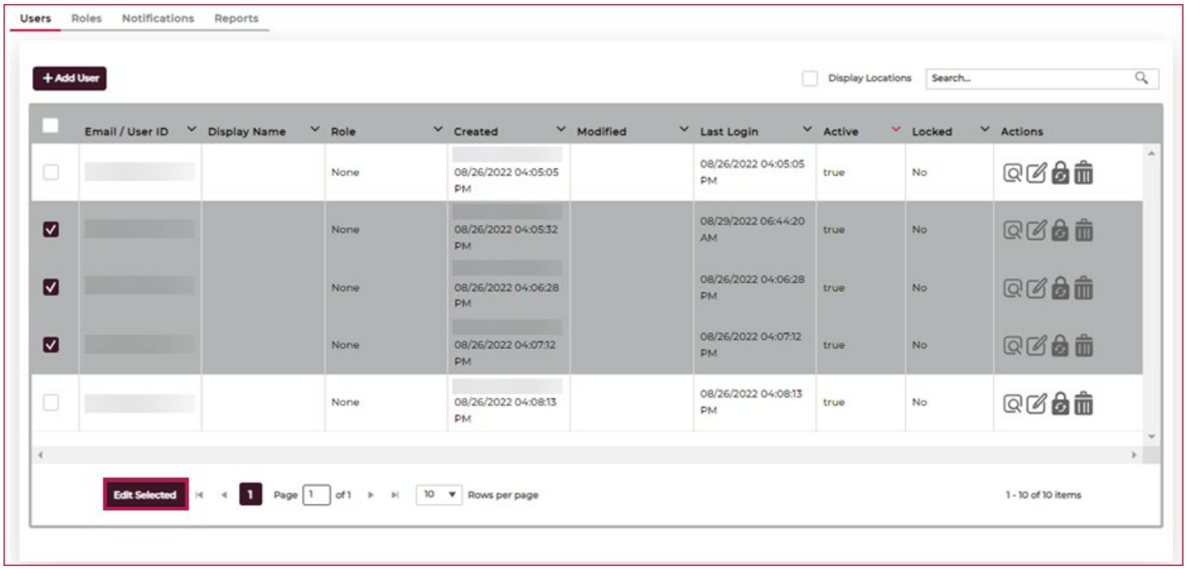


4. A message displays confirming the user account was updated successfully.

To edit multiple user accounts at once:

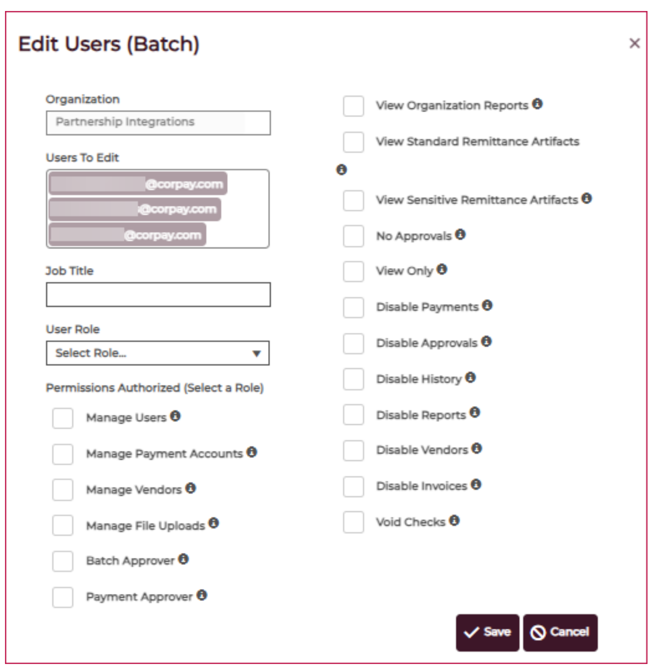
1. In the *Users* table, select the **checkboxes** for the user accounts to edit.

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.

   NOTE: Only the Job Title field and User Role drop-down can be modified. The selected user accounts are listed in the *Users To Edit* field.



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

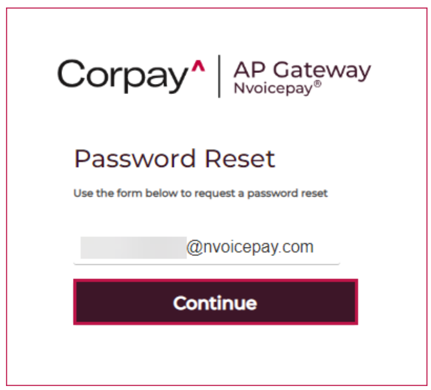
NOTE: An inactive user account can be modified; however, the changes made will not reactivate the account.

Sending Reset Password Requests

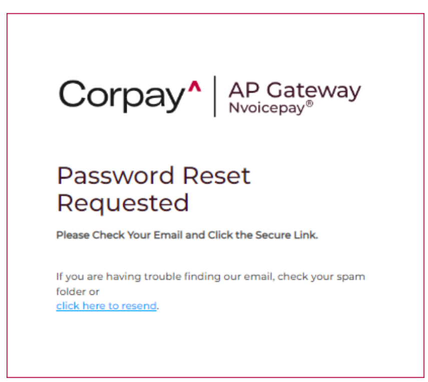
Users with the Manage Users permission can send reset password requests to users that will allow them to change the password they use to log in to AP Gateway.

To reset a user's password:

1. In the *Users* table, click the **Reset Password** action for the user account to send the reset password request to.
2. On the *Password Reset* form, verify the **email address** is correct.
3. Click the **Continue** button.



4. 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.

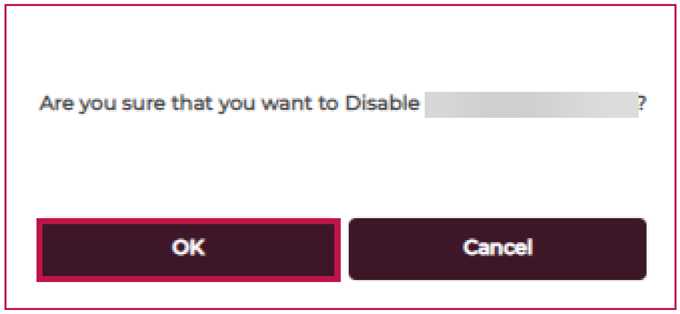


Disabling and Enabling User Accounts

Users with the Manage Users permission can disable and enable user accounts.

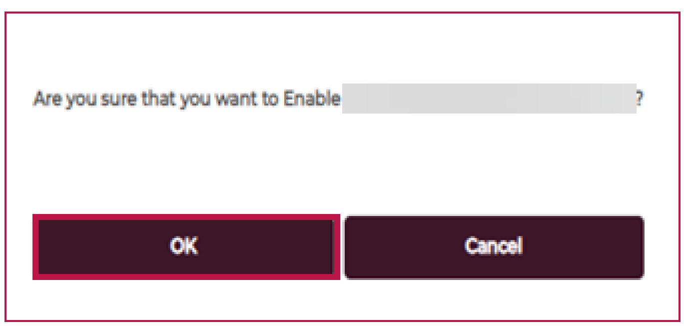
To disable an active user account:

1. In the *Users* table, click the **Disable/Enable** action for the active user account to disable.
2. In the *Are you sure that you want to Disable [Email Address/User ID]* dialog, click the **OK** button.



To enable an inactive user account:

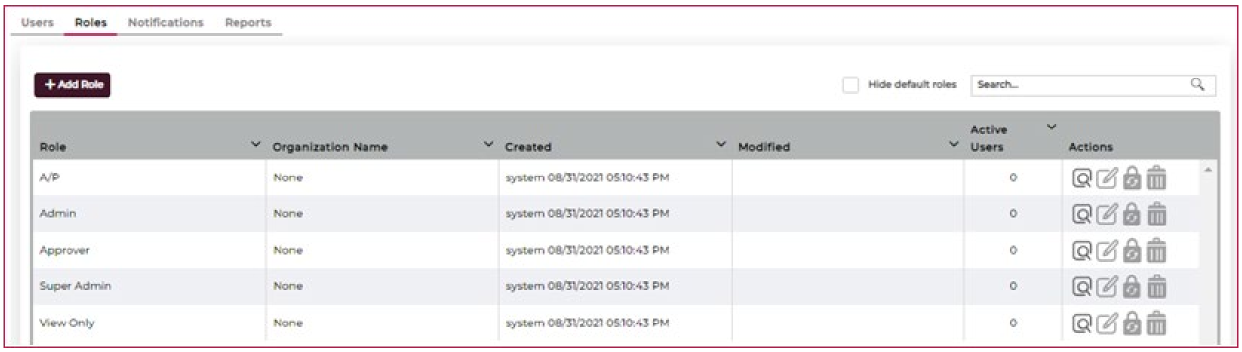
1. In the *Users* table, click the **Disable/Enable** action for the inactive user account to enable.
2. In the *Are you sure that you want to Enable [Email Address/User ID]* dialog, click the **OK** button.



3. A message displays confirming the user account was enabled.

Roles

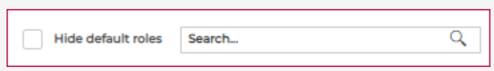
Permissions can be assigned to a user account individually or by assigning roles. There are five default roles available in AP Gateway: A/P, Approver, Admin, Super Admin, and View Only. On the Roles tab, users with the Manage Users permission can assign default roles to user accounts or create custom roles if the default roles do not fit the needs of the organization. See Using Roles in AP Gateway to learn more about default roles and Adding Custom Roles for instructions on how to create custom roles. The Roles tab contains a table of information and actions to manage user roles in an organization. Users can rearrange the columns in the Roles table as well as sort and filter all columns except the Actions column.



Roles Table

The following table contains descriptions of the column headers and actions in the Roles table:

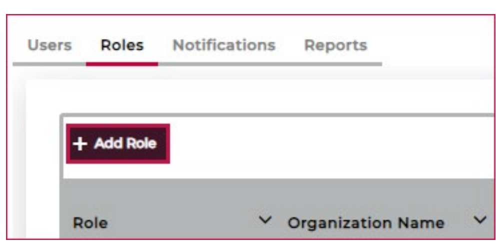
NAME	DESCRIPTION
Role	The Role column contains the name of each role.
Organization Name	All roles within an organization are listed in the Roles table. If an organization has multiple companies and custom roles, the Organization Name column will contain the name of the companies associated with the custom roles. For default roles, None is listed as the Organization Name.
Created	The Created column contains the date and time a role was created, as well as which user created the role.
Modified	The Modified column contains the date and time a role was last modified, as well as which user modified the role.
Active Users	The Active Users column contains the number of active users a role is assigned to.

NAME	DESCRIPTION
View	The View action is used to see the details of a role, including the permissions and which users the role is assigned to. See the Viewing Role Details section for instructions.
Edit	The Edit action is used to modify a custom role. Default roles cannot be modified. See the Editing Custom Roles section for instructions.
Move	The Move action is used to move users from one role to another role. Only users within the organization of the logged in user can be moved to a different role. This action is usually done before deleting a role. See the Moving Users to Another Role section for instructions.
Delete	The Delete action is used to delete a custom role. A role can only be deleted after moving all active users assigned to the role to another role. Default roles cannot be deleted. See the Deleting Roles section for instructions.
Hide default roles	The Hide default roles checkbox is used to display or hide default roles in the *Roles* table. See Using Roles in AP Gateway to learn more about default and custom roles.
Search	The Search box is used to quickly find specific roles in the *Roles* table. 

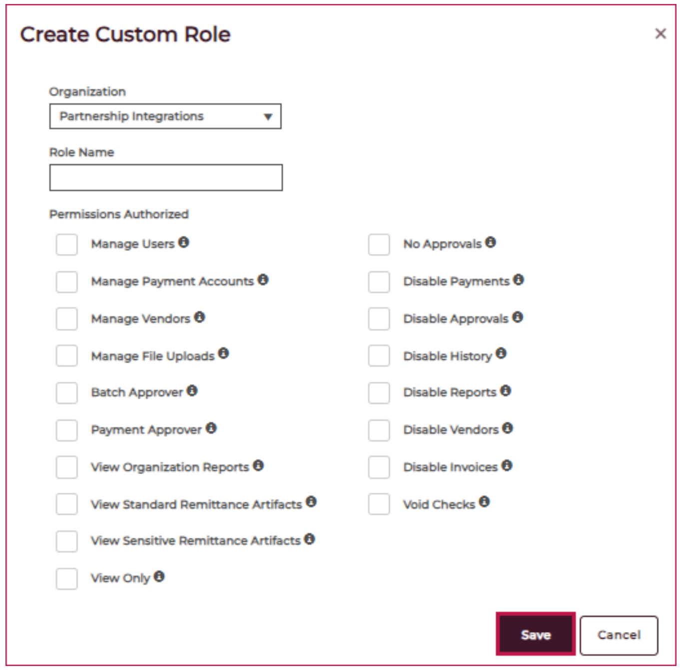
Adding Custom Roles

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. On the *Roles* tab, click the **+ Add Role** button.



2. Complete each **field** in the *Create Custom Role* dialog.
3. Click the **Save** button.



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

Create Custom Role Dialog

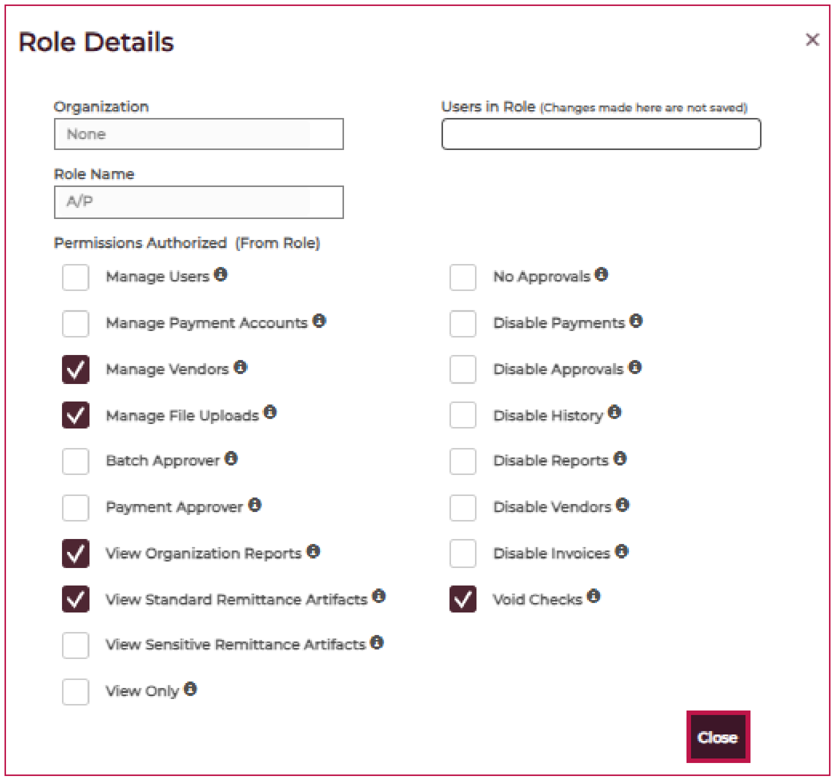
The following table contains descriptions of the fields in the Create Custom Role dialog:

NAME	DESCRIPTION
Organization	The Organization field is pre-populated with the organization of the logged in user.
Role Name	The Role Name field contains the name of the new custom role. The Role Name must be unique to the organization and cannot be the same as a default role or any other custom role. The Role Name should be descriptive and reflect the unique set of permissions it will contain.
Permissions Authorized	The Permissions Authorized section contains permissions that dictate what users with this role can do in AP Gateway. See the [Using Permissions in AP Gateway](#) section to learn more about permissions.

Viewing Role Details

All users can view role details in an organization.

1. In the *Roles* table, click the **View** action for the role to view.
2. Review the information in the *Role Details* dialog.
3. Click the **Close** button.

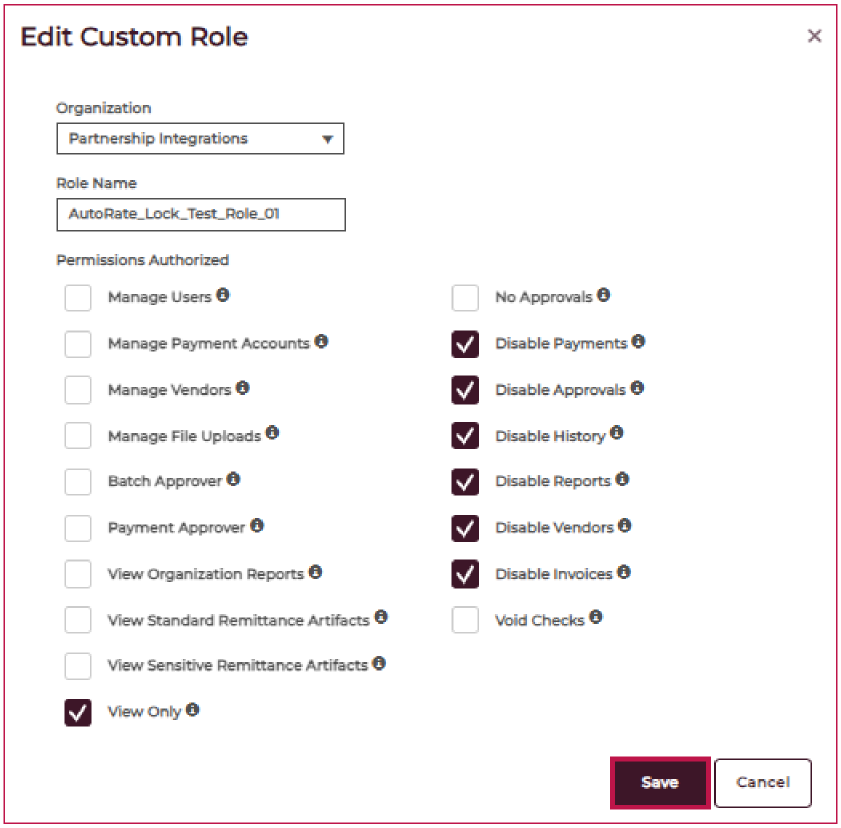


Editing Custom Roles

Users with the Manage Users permission can 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.

1. In the *Roles* table, click the **Edit** action for the role to edit.
2. In the *Edit Custom Role* dialog, make the desired **updates**.

3. Click the **Save** button.



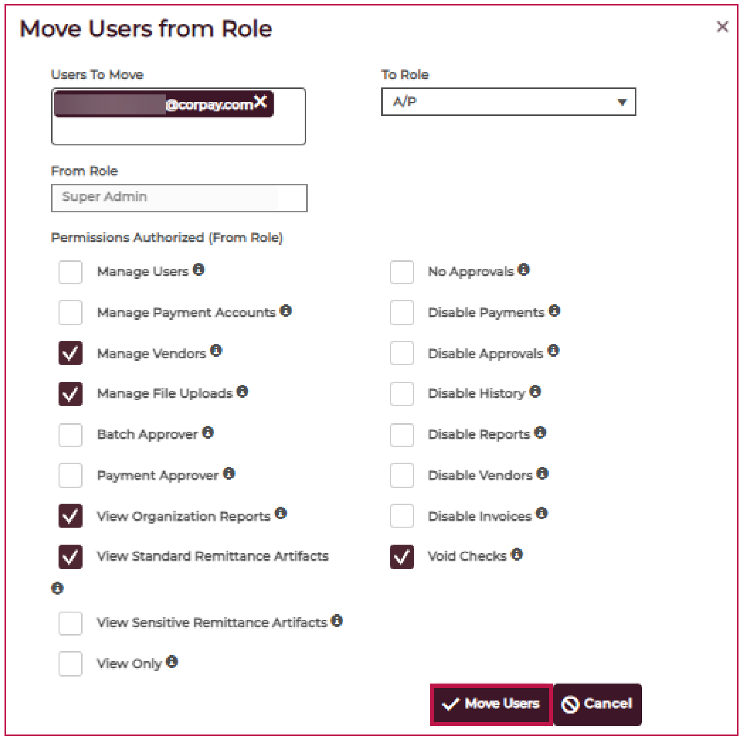
4. A message displays confirming the role was updated successfully.

Moving Users to Another Role

Users with the Manage Users permission can change the role assigned to user accounts by moving users from one role to another.

1. In the *Roles* table, click the **Move**  action for the role from which to move users.
2. In the *Move Users from Role* dialog:
   a. Select the **users** to move in the *Users to Move* field.
   b. Select the **role** to move the users to in the *To Role* drop-down.
   c. If None is selected in the *To Role* drop-down, choose the **permission(s)** to assign to the users in the *Permissions Authorized (Set all that apply)* section. If a role is selected in the *To Role* drop-down, the permissions assigned to that role will be selected in the *Permissions Authorized (From Role)* section automatically. These permissions cannot be edited.

3. Click the **Move Users** button.

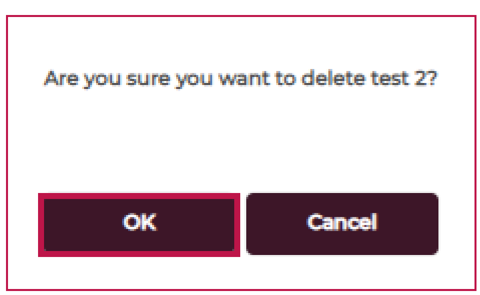


4. A message displays confirming that all users were moved to the new role successfully.

Deleting Roles

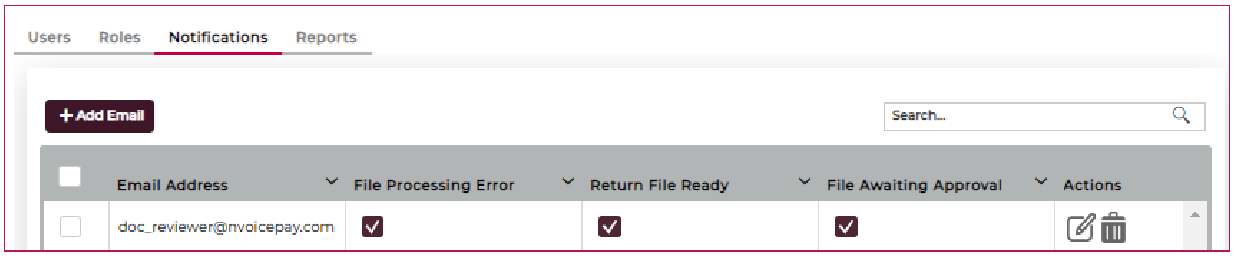
Users with the Manage Users permission can delete custom roles on the Roles tab. Default roles cannot be deleted.

1. In the *Roles* table, click the **Delete** action for the role to delete.
2. In the *Are you sure you want to delete [Name of role]* dialog, click the **OK** button.



Notifications

The Notifications tab contains a table of information and actions to manage email notifications for an organization. Users with the Manage Users permission can view, create, and modify user email addresses to receive three types of automated notifications from AP Gateway: File Processing Error, Return File Ready, and File Awaiting Approval. Users can rearrange the columns in the Notifications table as well as sort and filter all columns except the Actions column.



Notifications Table

The following table contains descriptions of the column headers and actions in the Notifications table:

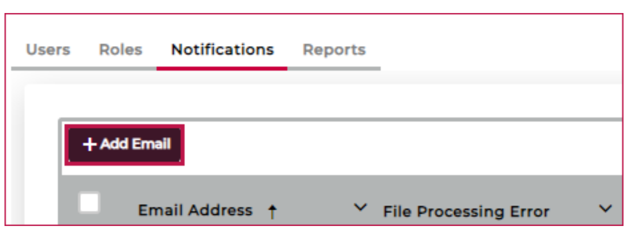
NAME	DESCRIPTION
Email Address	The Email Address column contains the email addresses that receive notification emails from AP Gateway.
File Processing Error	The File Processing Error column contains checkboxes that determine if the email address in the Email Address field receives File Processing Error email notifications when an error occurs during the processing of their payment file. If the checkbox is selected, the email address receives File Processing Error email notifications. If the checkbox is not selected, the email address does not receive File Processing Error email notifications. Error examples: an unexpected file format is used, required data is missing, duplicate invoices are in the payment file
Return File Ready	The Return File Ready column contains checkboxes that determine if the email address in the Email Address field receives Return File Ready email notifications when a payment return file is ready for download or consumption by the organization’s Enterprise Resource Planning (ERP) system. If the checkbox is selected, the email address

NAME	DESCRIPTION
	receives Return File Ready email notifications. If the checkbox is not selected, the email address does not receive Return File Ready email notifications. This notification email type is only available for organizations that use return files.
File Awaiting Approval	The File Awaiting Approval column contains checkboxes that determine if the email address in the Email Address field receives File Awaiting Approval email notifications when a payment file is processed and ready to be approved. If the checkbox is selected, the email address receives File Awaiting Approval email notifications. If the checkbox is not selected, the email address does not receive File Awaiting Approval email notifications. This notification email type is only available for organizations that perform approvals in AP Gateway.
Edit	The Edit action is used to modify the selected email address. See the Editing Notification Emails section for instructions.
Delete	The Delete action is used to delete the selected email address. See the Deleting Notification Emails section for instructions.
Search	The Search box is used to quickly find specific email addresses.

Adding Notification Emails

Users with the Manage Users permission can add new user email addresses to the Notifications table that will receive notification emails from AP Gateway.

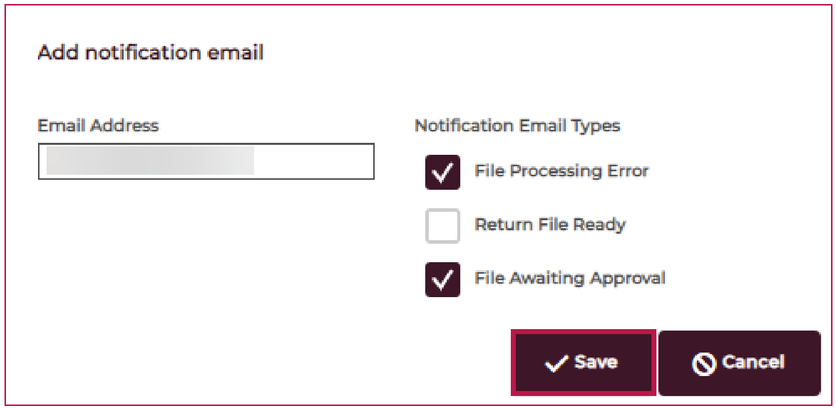
1. On the *Notifications* tab, click the **+ Add Email** button.



2. In the *Add notification email* dialog:
   a. Enter the user's **email address** in the *Email Address* field.

b. Select the **checkbox** for each of the Notification Email Types to send to the email address.

c. Click the **Save** button.



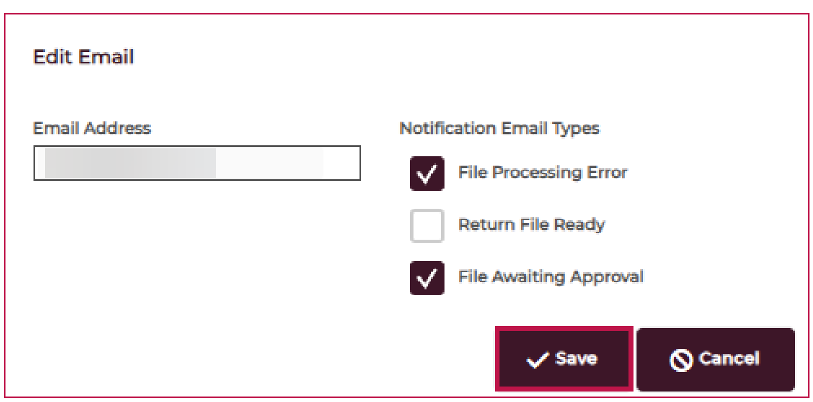
3. A message displays confirming the email address was created successfully.

Editing Notification Emails

Users with the Manage Users permission can edit individual or multiple email addresses at once.

To edit a single email address:

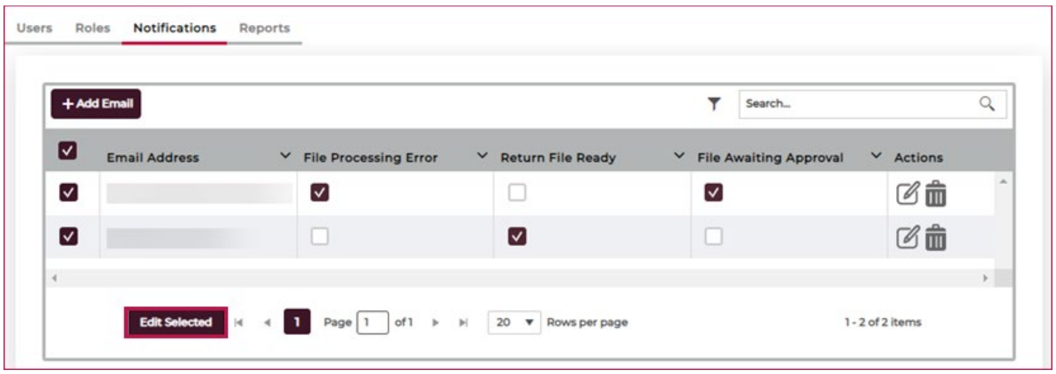
1. In the *Notifications* table, click the **Edit** action for the email address to edit.
2. In the *Edit Email* dialog, make the desired **changes**.
3. Click the **Save** button.



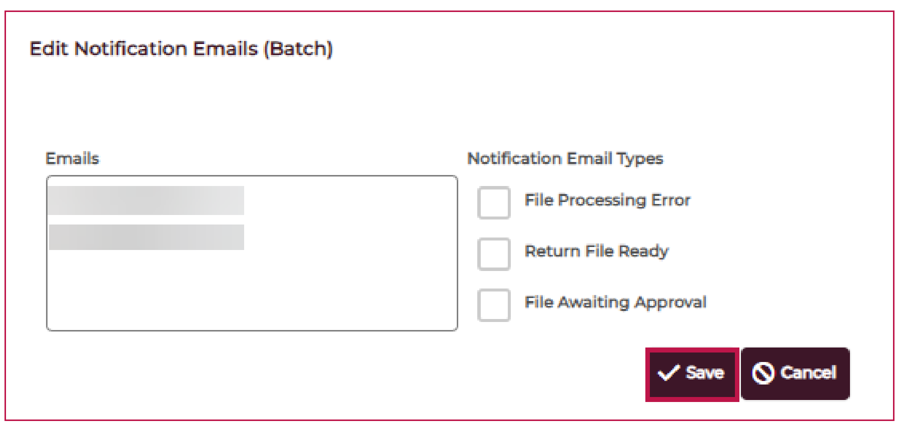
4. A message displays confirming the email address was updated successfully.

To edit multiple email addresses at once:

1. In the *Notifications* table, select the **checkboxes** for the email addresses to edit.
2. Click the **Edit Selected** button at the bottom of the page.



3. In the *Edit Notification Emails (Batch)* dialog, make the desired **edits**.
4. Click the **Save** button.

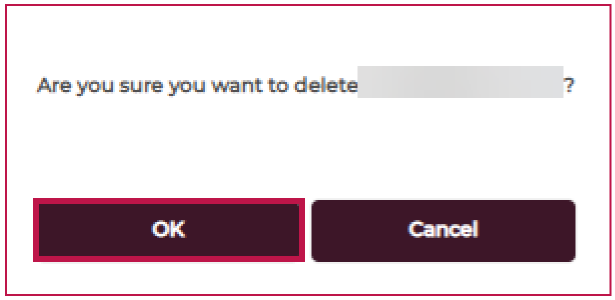


5. A message displays confirming that all email addresses were updated successfully.

Deleting Notification Emails

Users with the Manage Users permission can delete email addresses on the Notifications tab to stop sending email notifications to the users.

1. In the *Notifications* table, click the **Delete** action for the email address to delete.
2. In the *Are you sure you want to delete [email address]* dialog, click the **OK** button.

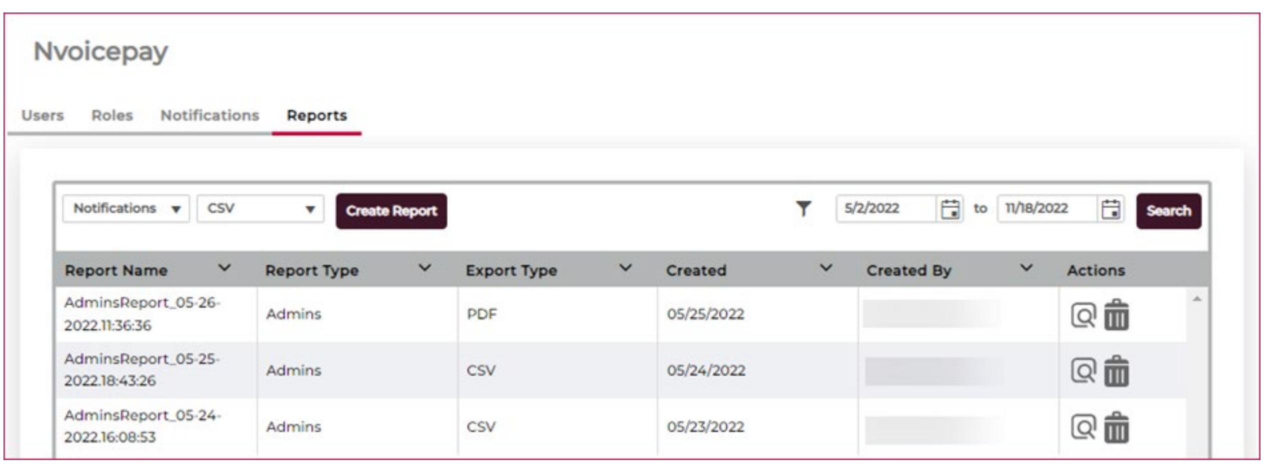


3. A message displays confirming the email address was deleted successfully.

Reports

The Reports tab contains a table of information and actions to manage user access reports for an organization. In the Reports table, users with the Manage Users permission can view existing Notifications, Permissions, Roles, Locations (if applicable), Admins, ValidateApprovals (if applicable), AllPermissions, and ConditionalApprovalRules (if applicable) reports as well as create new ones. Users can also rearrange the columns in the Reports table as well as sort and filter all columns except the Actions column.

NOTE: Available report types are based on company configuration. As a result, the type of reports that are available on your Reports tab may be different from the reports listed above.



Reports Table

The following table contains descriptions of the column headers and actions in the Reports table:

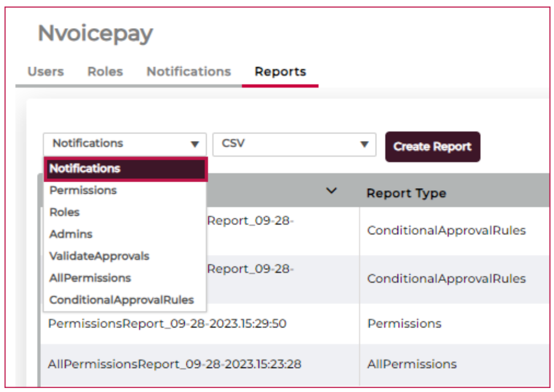
NAME	DESCRIPTION
Report Name	The Report Name column contains the name of a report.
Report Type	The Report Type column contains the type of report. Based on an organization's configuration, there are 1-5 types of reports that can be created. • **Notifications**: Reports containing all user email addresses that receive notification emails and the notification email types they receive. • **Permissions**: Reports containing all user email addresses, roles information, user account information, and permissions assigned to each user within the organization. • **Roles**: Reports containing all roles, number of active users, and permissions for an organization. • **Locations**: Reports containing user email addresses and the locations they manage. Locations only displays in the Report Type drop-down for organizations that have multiple locations with location specific information. • **Admins**: Reports containing information about all admins within an organization. • **ValidateApprovals**: Reports containing details about the Conditional Approval rules used within an organization. • **AllPermissions**: Reports containing all organization information, user email addresses, roles information, user account information, and permissions information. • **ConditionalApprovalRules**: Reports containing the rule name, rule type, minimum amount, maximum amount, vendor ID, number of required approvers, and available approvers for all conditional approval rules used by an organization. **NOTE**: Available report types are based on company configuration. As a result, the type of reports that are available on your Reports tab may be different from the reports listed above.
Export Type	The Export Type column contains the file type of a report. Reports can be created in a CSV or PDF file type.
Created	The Created column contains the date and time a report was created.
Created By	The Created By column contains the user who created a report.

NAME	DESCRIPTION
View	The View action is used to download a report. See the Viewing Reports section for instructions.
Delete	The Delete action is used to delete a report. See the Deleting Reports section for instructions.

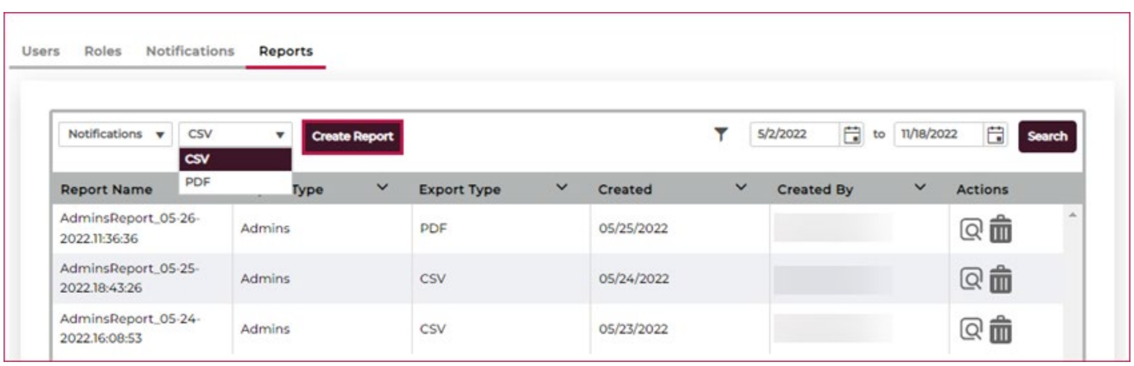
Creating Reports

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

1. In the *Reports* table, select the **type of report** to create in the *Report Type* drop-down.



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

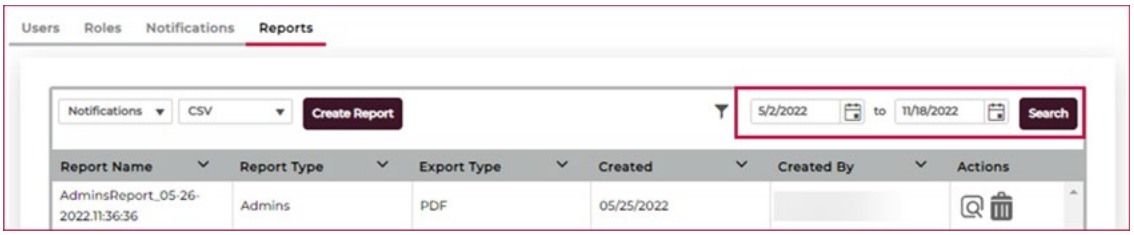


4. A message displays confirming the report was created.

Searching Reports

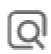
All users can search existing user access reports for an organization to view.

1. On the *Reports* tab, use the **date pickers** to select a **date range** you would like to see existing reports for. The date pickers default to the current date.
2. Click the **Search** button to populate the existing reports for the selected time period in the *Reports* table.



Viewing Reports

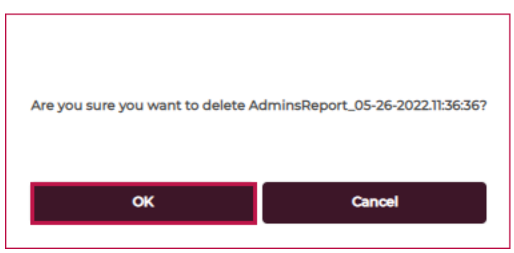
All users can download existing user access reports for an organization to view.

1. In the *Reports* table, click the **View**  action for the report to view.
2. The report will automatically download to your device.

Deleting Reports

Users with the View Organization Reports permission can delete existing user access reports.

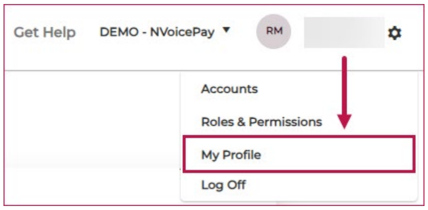
1. In the *Reports* table, click the **Delete**  action for the report to delete.
2. In the *Are you sure you want to delete [Name of report]* dialog, click the **OK** button.



My Profile Page

The My Profile page is used to change user passwords, security questions and answers, as well as default companies. 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. As a result, some information on the My Profile page may not be visible to you or may only be available in a view only format.

To access the My Profile page, click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **My Profile** menu item.



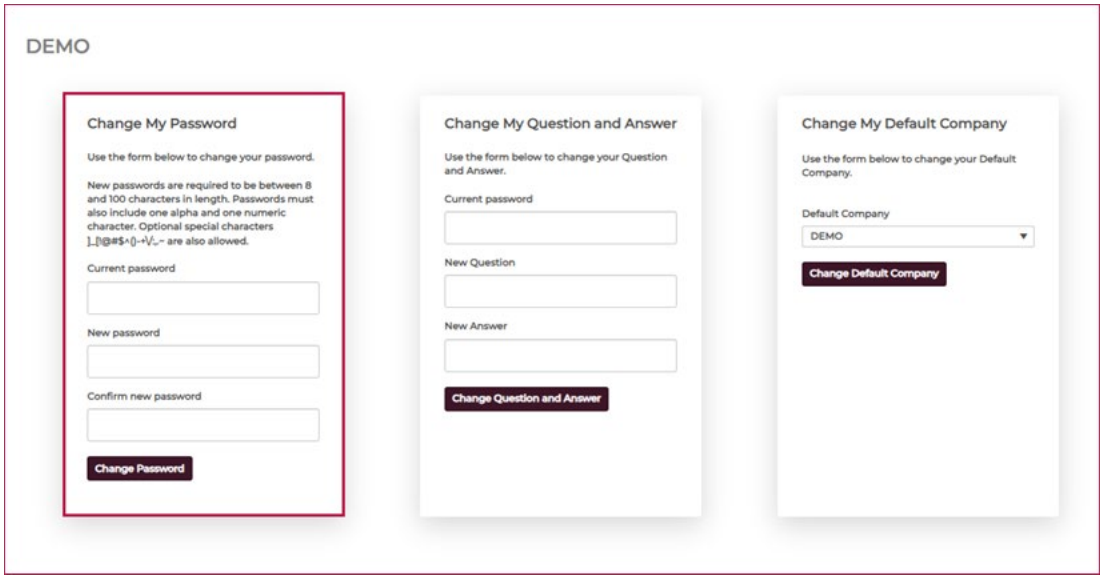
NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

Changing Passwords

All users can change their password on the My Profile page.

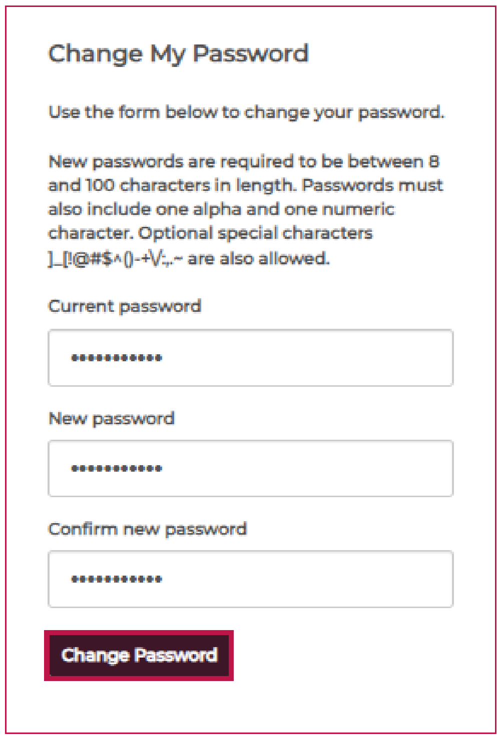
To change your password:

1. On the *My Profile* page, locate the **Change My Password** tile.



2. In the *Current password* field, enter your **password**.

3. In the *New password* field, enter a **new password**. The new password should meet the following requirements:
    a. Contains at least 8 characters.
    b. Contains at least one alpha character and one numeric character.
    c. Does not exceed 100 characters.
    d. Can contain the optional special characters:] _ [! @ # $ ^ () - + \ / : , . ~
4. In the *Confirm new password* field, reenter the **new password**.
5. Click the **Change Password** button.

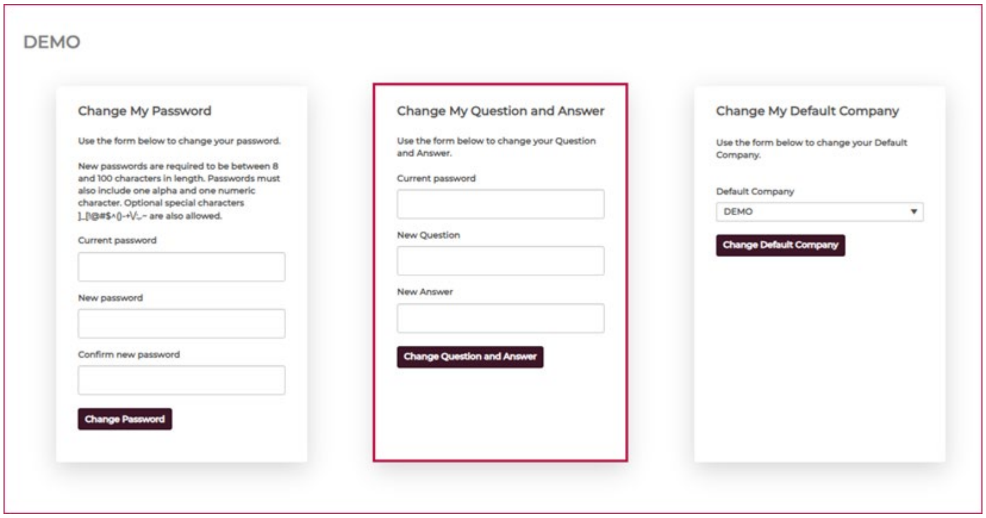


Updating Security Questions and Answers

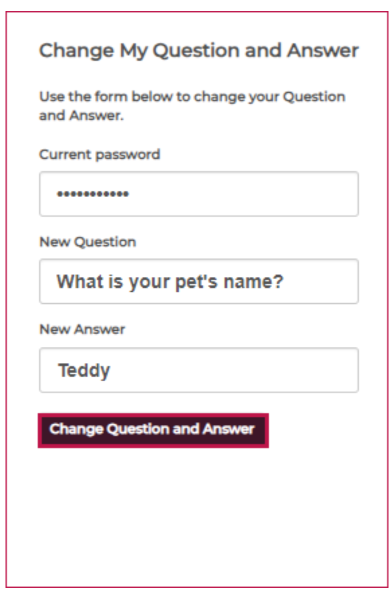
All users can change their security question and answer on the My Profile page.

To change your security question and answer:

1. On the *My Profile* page, locate the **Change My Question and Answer** tile.



2. In the *Current password* field, enter your **password**.
3. In the *New Question* field, enter a **new question**.
4. In the *New Answer* field, enter the **answer** to the new question.
5. Click the **Change Question and Answer** button.

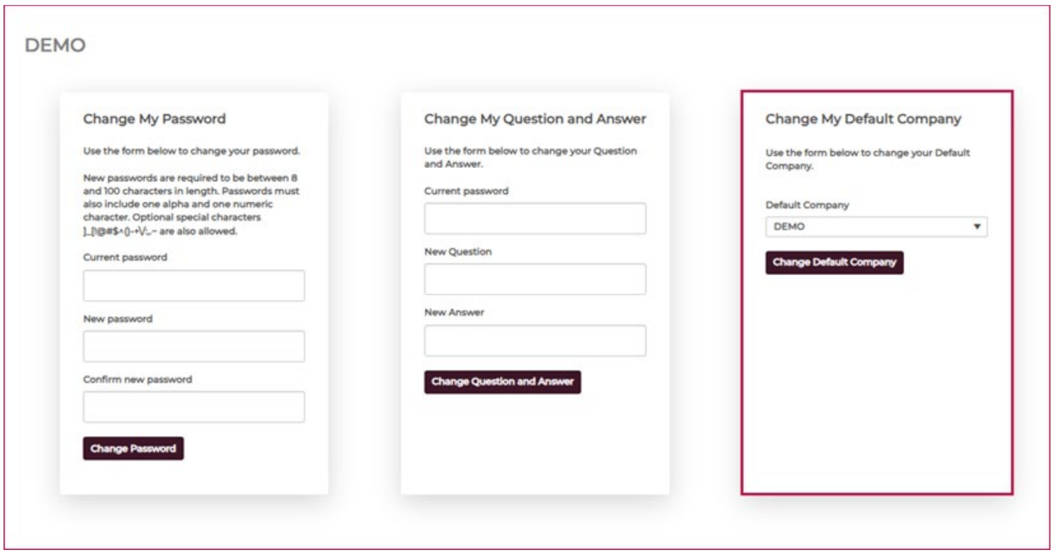


Updating Default Companies

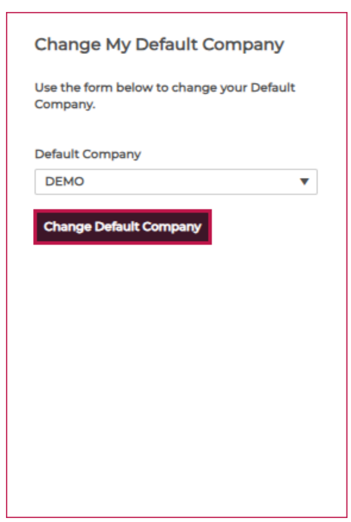
In organizations with multiple locations, users can change their default company on the My Profile page. When a default company is selected, its information automatically loads in AP Gateway when the user logs in and the name of the company is listed in the Company Selector drop-down. See the AP Gateway Banner section to learn more about the Company Selector drop-down.

To change your default company:

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



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

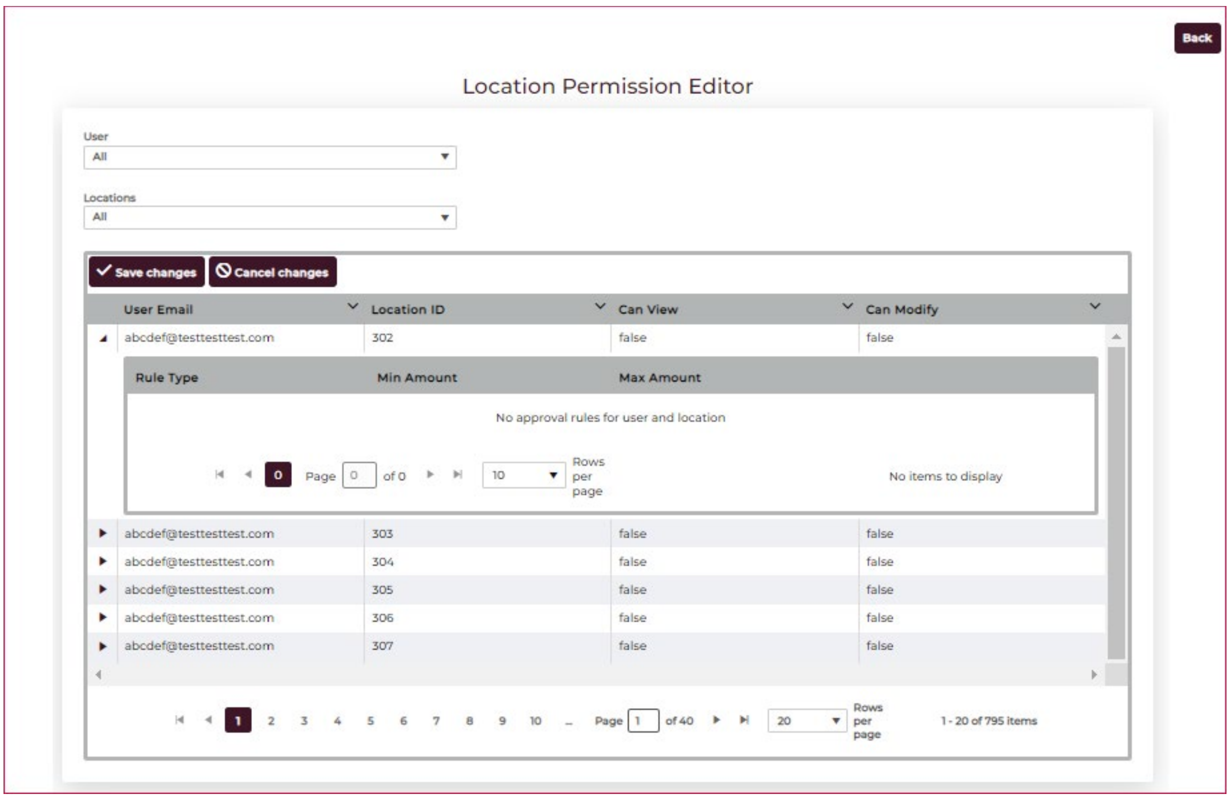


NOTE: The *Change My Default Company* tile is only available for users within organizations with multiple locations.

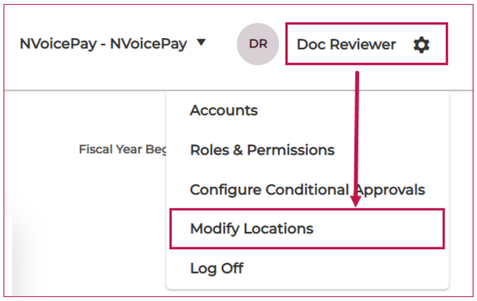
Modify Locations Page

If an organization has multiple locations and is configured to use the Modify Locations feature, users with the Manage Users permission can assign users to different locations on the Modify Locations page. Once users are assigned to a location, they can view, modify, and/or approve payments if the Can View and/or Can Modify permissions are enabled on their account.

NOTE: The Modify Locations page is only available if a company is configured to use the feature. Contact the Technical Support team at 877-974-1752 or techsupport@corpay.com to request configuration.



To access the Modify Locations page, click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Modify Locations** menu item.

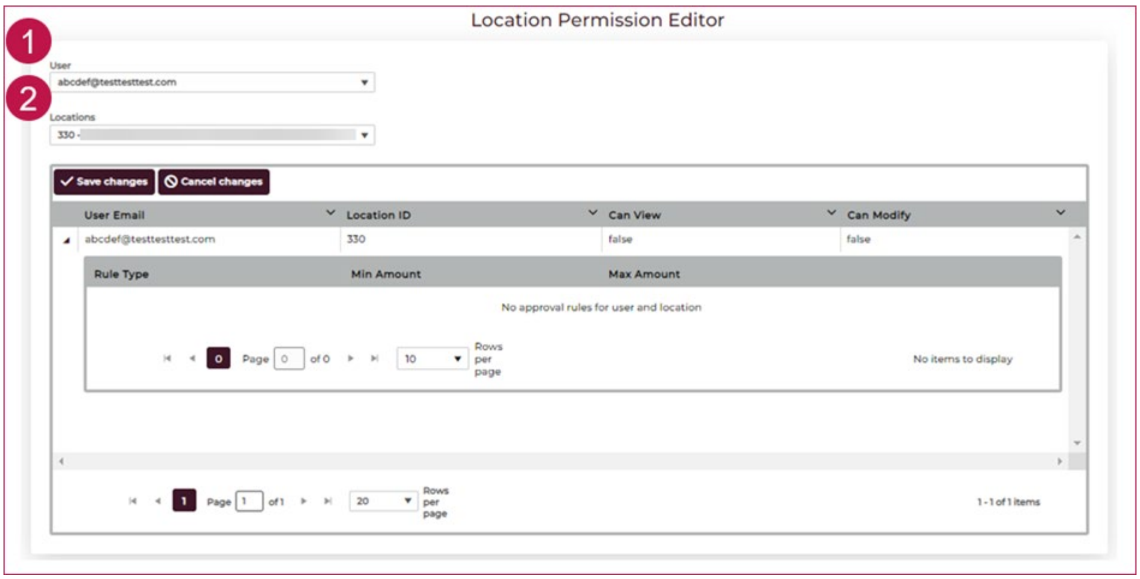


NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

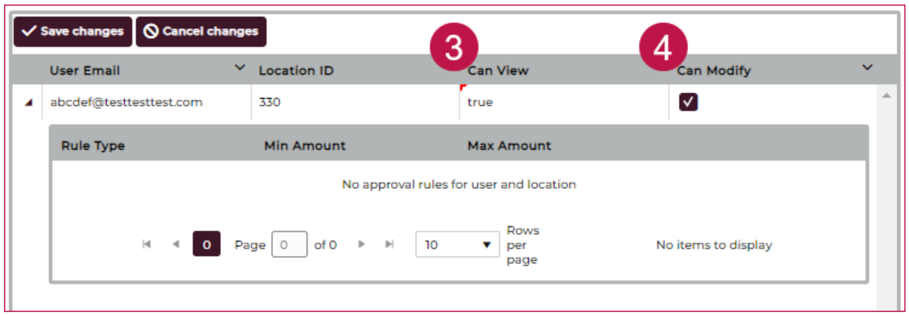
Assigning Locations to a User

To assign a location to a user:

1. On the *Modify Locations* page, select the **user's email address** in the *User* drop-down.
2. In the *Locations* drop-down, select the **location** you would like to assign to the user.



3. In the *Can View* column, click **false** then select the **checkbox** to enable the user to view payment files.
4. In the *Can Modify* column, click **false** then select the **checkbox** to enable the user to modify payment files.



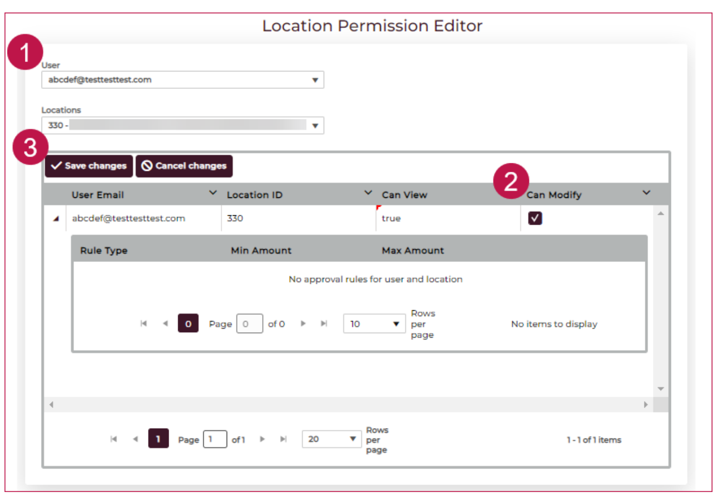
5. Click the **Save changes** button.

NOTE: Enabling the Can View and Can Modify permissions in the Location Permission Editor is optional.

Editing Permissions For a Location

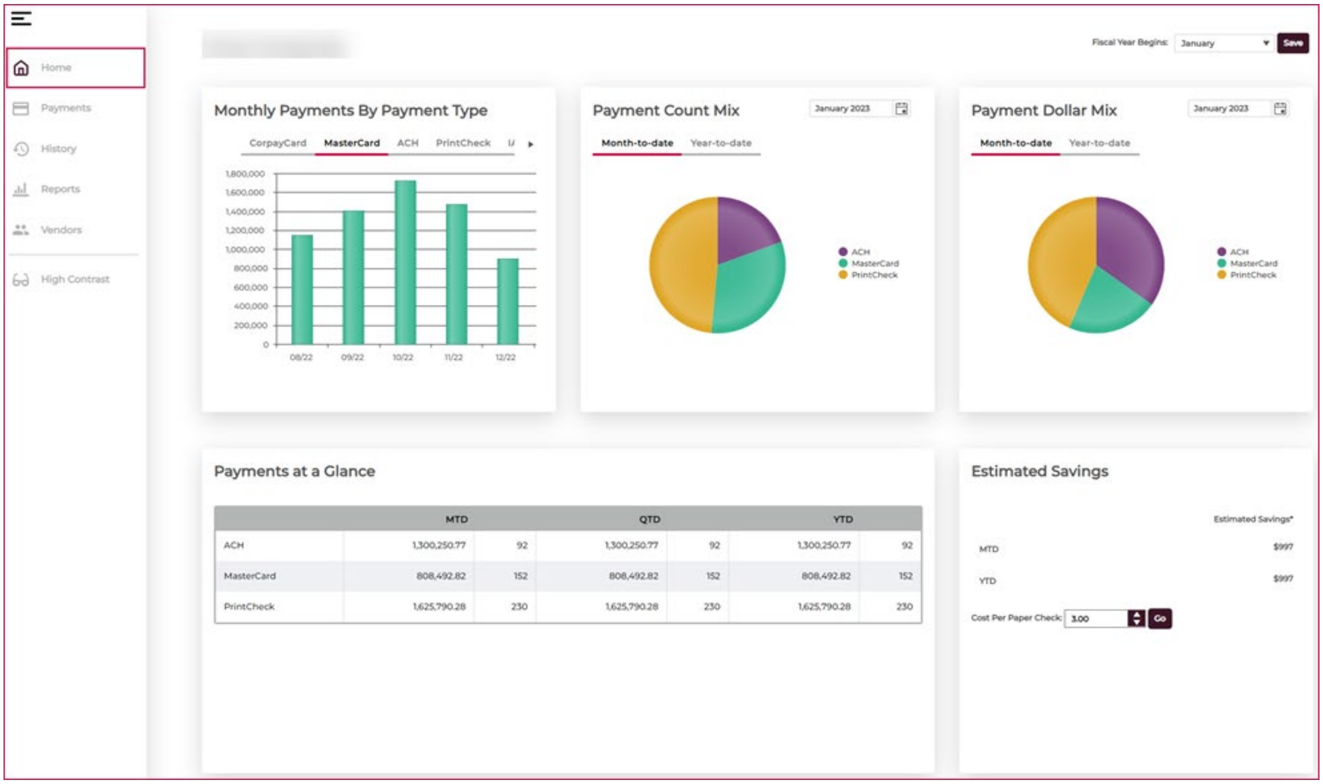
To edit a user's permissions for a location:

1. On the *Modify Locations* page, select the **user's email address** in the *User* drop-down.
2. Click **true** or **false** in the *Can View* or *Can Modify* column then select the **checkbox** to enable or disable the permission.
3. Click the **Save changes** button.



Home Page

The Home page contains tiles that illustrate your company's payment statistics on a monthly, quarterly, and yearly basis. For first time users, the Home page is blank until the first payment is made to a vendor.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the information on your Home page may be different from the image above.

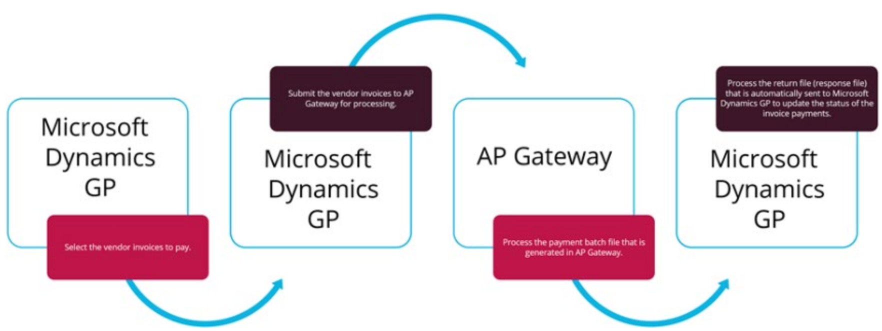
The following table describes the tiles on the Home page:

TILE	DESCRIPTION
Monthly Payments By Payment Type	In the *Monthly Payments by Payment Type* tile, click the **CorpayCard**, **MasterCard**, **ACH**, **PrintCheck**, **VendorExchange, IACH**, **IDIRECT**, or **IWIRE** tab to analyze the distribution of each payment type. The available payment types are based on a company's configuration.
Payment Count Mix	In the *Payment Count Mix* tile, select the **Month-to-date** or **Year-to-date** tab to track the number of payments made through AP Gateway

TILE	DESCRIPTION
	during the current month or year by payment type. Use the **date picker** to filter the pie chart by month and year.
Payment Dollar Mix	In the *Payment Dollar Mix* tile, click the **Month-to-date** or **Year-to-date** tab to track the payment amounts made through AP Gateway during the current month or year by payment type. Use the **date picker** to filter the pie chart by month and year.
Payments at a Glance	In the *Payments at a Glance* tile, select the **Month-to-date**, **Quarter-to-date**, or **Year-to-date** tab to analyze the total amount of payments made through AP Gateway on a monthly, quarterly, or yearly basis.
Estimated Rebates & Savings	In the *Estimated Rebates & Savings* tile, select the **Rebates** or **Savings** tab to track the estimated rebates and savings earned through AP Gateway during the month and year selected in the *date picker*. On the *Savings* tab, enter the price of one paper check in the **Cost Per Paper Check** field then click the **Go** button to view your estimated savings per month and year based on the entered amount.
Ongoing Supplier Enablement	The *Ongoing Supplier Enablement* tile contains the number of vendors that have been enabled to receive Mastercard payments along with the amount that was paid to those vendors during the previous month. Click the **Download to see these vendors** link to download an Ongoing Supplier Enablement Summary report.

Processing Payments

Microsoft Dynamics GP is an integrated Enterprise Resource Planning solution (ERP) that is used along with AP Gateway to process vendor payments. In Microsoft Dynamics GP, users select vendor invoices to pay then submit them automatically to AP Gateway for processing. A payment batch file containing the vendor invoices is generated and processed in AP Gateway then a return file (response file) is automatically sent to Microsoft Dynamics GP. Users must then process the return file (response file) in Microsoft Dynamics GP to update the status of the invoice payments. In this section, you will learn how to process vendor invoices for payment using Microsoft Dynamics GP and AP Gateway.



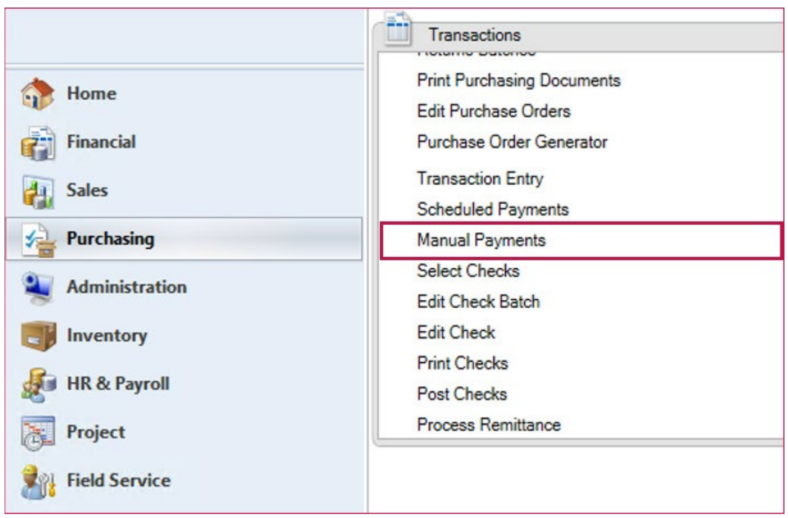
NOTE: The visibility of the pages described in this section is based on roles and permissions assigned to users by a company as well as company configuration. As a result, some pages may not be visible to you or may only be available in a view only format.

Submitting Invoices in Microsoft Dynamics GP

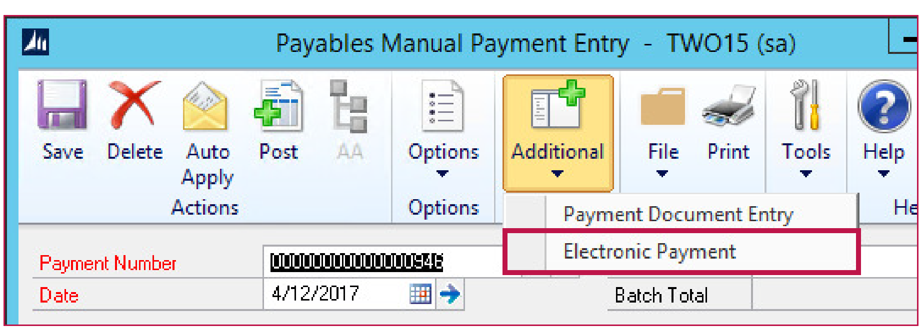
To process payments in AP Gateway, users must first submit vendor invoices in Microsoft Dynamics GP.

To submit vendor invoices in Microsoft Dynamics GP for payment:

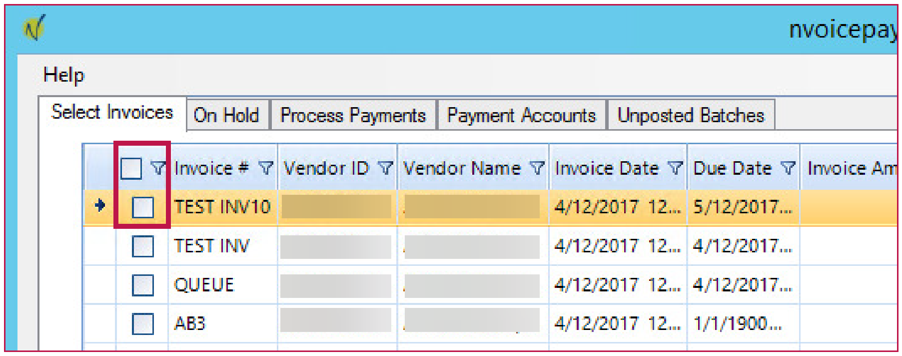
1. Log in to **Microsoft Dynamics GP**.
2. In the *Microsoft Dynamics GP* window, click the **Purchasing** module then select the **Manual Payments** transaction in the *Transactions* pane.



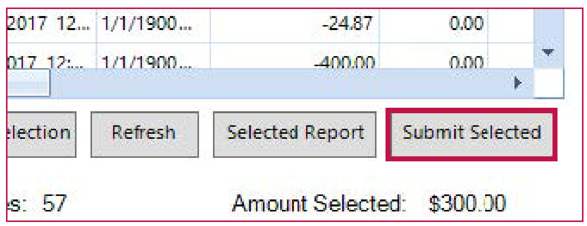
3. In the *Payables Manual Payment Entry* window, click the **Additional** menu then select the **Electronic Payment** menu item.



4. On the *Select Invoices* tab, click the **checkbox** for each invoice you would like to pay or click the **checkbox** in the *column header* to select all of the invoices at once.



5. Click the **Submit Selected** button.



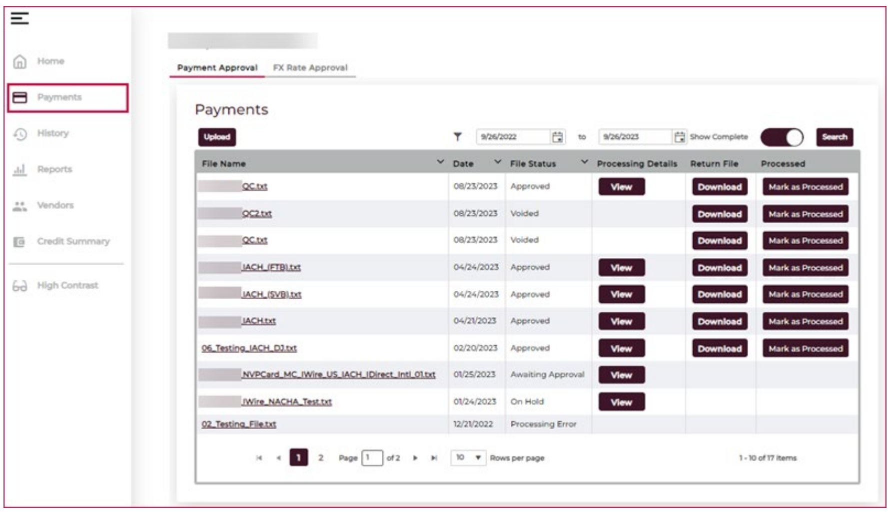
NOTE: See the Processing Payment Batch Files in AP Gateway section for instructions on how to approve, place on hold, cancel, and export payment batch files. See the Processing Individual Payments in AP Gateway for instructions on how to approve, place on hold, and exclude individual payments.

Payments Page in AP Gateway

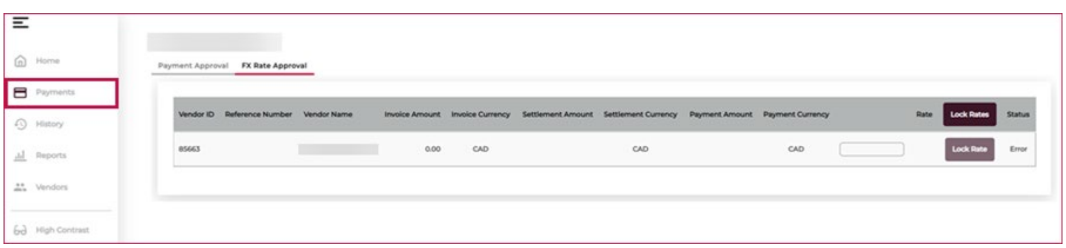
Once the vendor invoices are submitted in Microsoft Dynamics GP, a payment batch file containing the invoices is generated in AP Gateway. Payment batch files contain the information needed to pay a vendor, such as their name, address, payment amount, etc. Vendor addresses must meet the requirements listed in the Vendor Address Requirements table. Once a payment batch file is generated in AP Gateway, it is added to the Payment Approval table on the Payments page with an *Awaiting Approval* status and the information within the payment batch file is parsed into a Payment Batch Details table and a Payments Summary table on the Payment Batch Details page. Users with the Payment Approver permission can then approve, exclude, or place on hold the individual payments within the payment batch file and users with the Batch Approver permission can approve, place on hold, or cancel the entire payment batch file.

The Payments page contains two tabs:

- Payment Approval: On the Payment Approval tab, users can:
    - search for specific payment files
    - download stored and returned payment files
    - view the status of submitted payment files
    - approve payment batch files (Batch Approver permission required)
    - approve individual payments (Payment Approver permission required)
    - mark payment files as processed or unprocessed (if applicable)



- FX Rate Approval: On the FX Rate Approval tab, users with the Approve FX Rate permission can approve and lock transaction rates for international payments.
-



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation pane and the information on your Payments page may be different from the image above.

Vendor Address Requirements

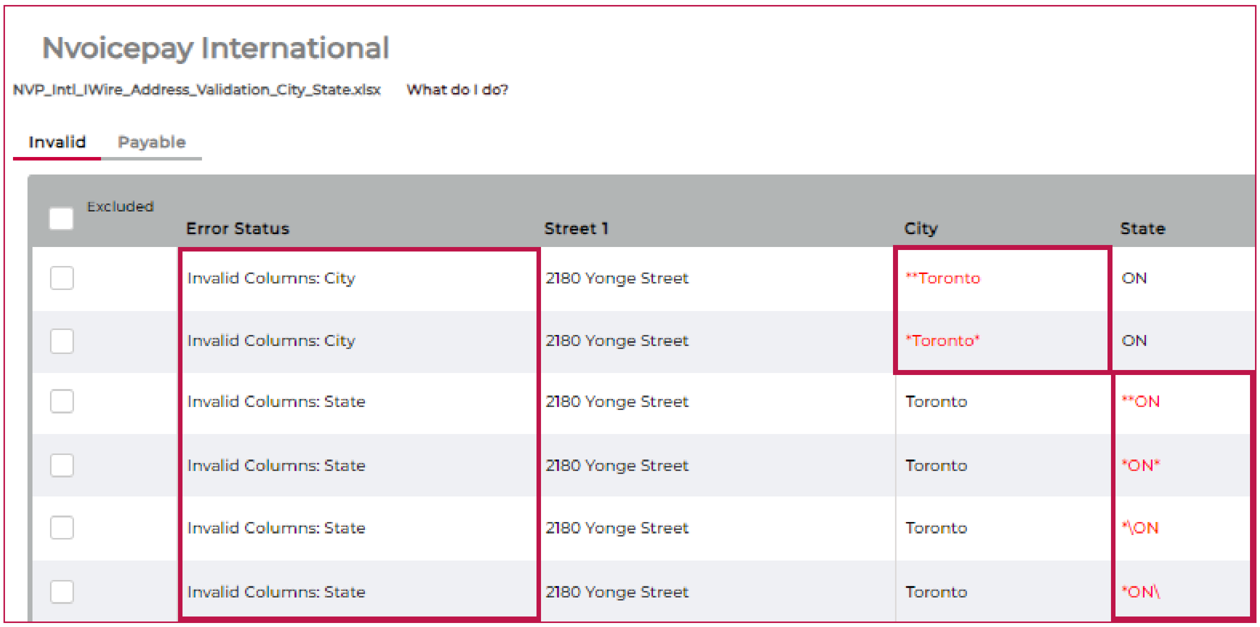
All vendor addresses in payment batch files must meet the address requirements listed in the table below.

FIELD	REQUIRED/ OPTIONAL	DESCRIPTION
Country	Required	The Country field must contain an ISO 2-character code such as CA. It cannot be blank or spelled out like Canada. Latin 1 printable characters 32 – 255 (except 42, 92, *, and \) are allowed as well as extended ASCII characters such as but not limited to: • ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞ • ßàáâãäåæçèéêëìíîïðñòóôõöøùúûüýþÿ
Street Address 1	Required	Latin 1 printable characters 32 – 255 except 42, 92, *, and \ are allowed in the Street 1 field as well as extended ASCII characters such as but not limited to: • ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞ • ßàáâãäåæçèéêëìíîïðñòóôõöøùúûüýþÿ
City	Required	The City field can contain a comma. However, escapes (\), asterisks (*), and carriage returns are not allowed. Latin 1 printable characters 32 – 255 except 42, 92, *, and \ are allowed as well as extended ASCII characters such as but not limited to: • ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞ • ßàáâãäåæçèéêëìíîïðñòóôõöøùúûüýþÿ
State	Optional	The State field cannot exceed 33 characters when combined with the City field. Latin 1 printable characters 32 – 255 except 42, 92, *, and \ are allowed as well as extended ASCII characters such as but not limited to: • ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞ • ßàáâãäåæçèéêëìíîïðñòóôõöøùúûüýþÿ
Zip	Required	The Zip field can only contain alphanumeric characters, spaces, or hyphens. Escapes (\), asterisks (*), and carriage returns are not allowed.

If a payment batch file is submitted with vendor addresses that do not meet the above requirements, the submission will fail, and the following information will display on the Invalid tab:

- One or more of the following error messages:
    - Invalid Columns: City

- Invalid Columns: State
  - Invalid Columns: Zip
  - Invalid Columns: Street 1
  - Invalid Columns: Country
- The invalid value (from the payment batch file) in red with an asterisk.



See the [Processing Errors in Payment Batch Files](#) section for instructions on how to resolve a payment batch file submission error by excluding an invoice from the file or voiding and resubmitting the file.

Payment Approval Tab

The following table contains descriptions of the column headers and actions in the Payment Approval table:

NAME	DESCRIPTION
File Name	The File Name column contains links to payment files. Click a **payment file** link to download a copy of the payment file.
Date	The Date column contains the date when a payment file was generated in AP Gateway.

NAME	DESCRIPTION
File Status	The File Status column contains statuses for payment batch files along with File Status progress indicators that gradually fill with a maroon color as payment batch files are uploading to display the progress of the upload. A File Status progress indicator only displays beside the *Pending* and *In Process* file statuses during the upload process. Once the upload is complete, the File Status progress indicator disappears leaving the final status of the payment batch file only. File Statuses: • **Pending**: A payment file is being processed. This status occurs before the Awaiting Approval status and is typically seen when processing large payment files. A File Status progress indicator also displays in the File Status column while a payment batch file is pending. • **In Process**: A payment file is being processed. During this state, payment files may encounter errors that require users to review, fix, or exclude payment(s) in the file before it can be processed. A File Status progress indicator also displays in the File Status column while a payment batch file is in process. • **Approved**: For companies that do not require approvals or if all approvals are completed, this status indicates that a payment file has been approved. • **Awaiting Approval**: For companies that require approvals, this status indicates that a payment file needs approval. After a payment that is awaiting approval is reviewed, it can transition to voided, approved, or on hold, or remain in an awaiting approval state if no one approves the payment file or a second approval is required (if applicable) before the payment file can be processed. • **Error**: An error occurred while processing a payment file due to duplicate invoice IDs for the same vendor ID in the file, missing vendor address information, etc. Users must review the payment file and exclude payment(s), resubmit, or void the payment file. • **Processing Error**: An error occurred while processing a payment file due to the payment file being corrupt, data in the payment file affecting the payment file parser, or the format of the payment file is not allowed. Users must fix the payment file and resubmit it for processing. • **Voided**: A payment file has been canceled. • **On Hold**: A payment file has been placed on hold. **NOTE**: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the file statuses in your File Status column may be different from the file statuses listed above.

NAME	DESCRIPTION
Payments Needing Action	The Payments Needing Action column contains the number of payments in the payment file that require approval. For companies that require one or more approvals for international payment files, payments are not released until final approval and lock rate approval are received.
Processing Details	The Processing Details column contains View buttons to access the Payment Batch Details page for a payment file. Click the **View** button to open the Payment Batch Details page. On the Payment Batch Details page, users with the Batch Approver permission can approve payment batch files and users with the Payment Approver permission can approve individual payments. **NOTE**: If the File Status is *Error*, click the **View** button for the payment batch file to see details about the error. See Processing Errors in Payment Batch Files for more information.
Return File	Return files contain payment information and are automatically sent to Microsoft Dynamics GP once payment batch files are approved in AP Gateway. Users must then process the return files in Microsoft Dynamics GP to post the payments. See Processing Return Files (Response Files) in Microsoft Dynamics GP for step-by-step instructions on how to process return files. **NOTE**: Return files are referred to as response files in Microsoft Dynamics GP.
Processed	If an organization is configured to use return files, the Processed column contains Mark as Processed and Mark as Unprocessed buttons. These buttons are used to send information from AP Gateway to an organization's integrated ERP. The buttons change automatically once a payment file is approved if no other approvals are required. In some cases, these buttons may need to be manually changed to queue return files for resubmission to an ERP. **NOTE**: These buttons should only be used if you are aware of the ERP specific process to reprocess return files or if Corpay's Technical Support team directs you to do so.
Date Pickers and Show Complete	To search for payment files submitted during a specific time, select the **date range** in the *Date Pickers* then click the **Search** button. If the Show Complete toggle is enabled, approved payment files will be included in the search results that display in the Payment Approval table. If the Show Complete toggle is disabled, approved payments will not be included in the search results. The Date Pickers allow searches for up to one year and the Show Complete toggle only works when a search is done. If a time that is more than a year is selected in the Date Pickers, an error message will display. Also, payment files processed before 8/1/15 are not searchable.

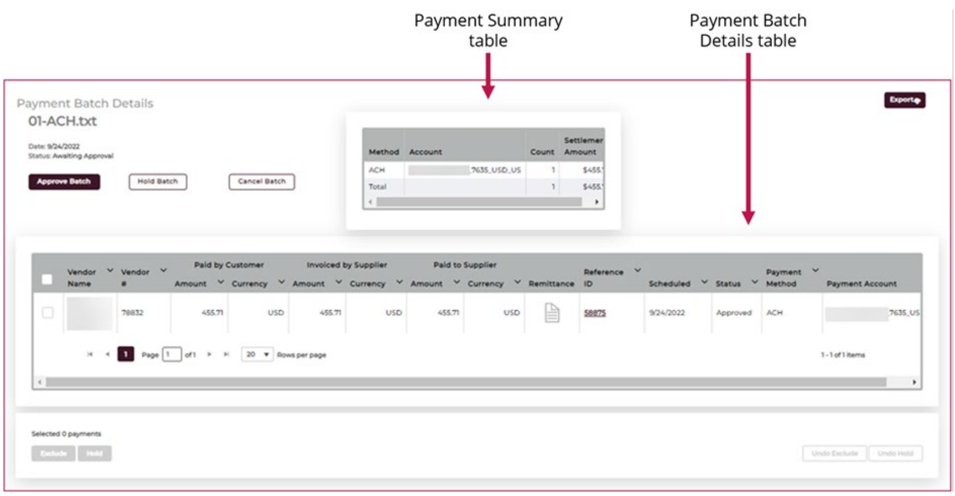
Payment Batch Details Page

The Payment Batch Details page contains information about the payments included in a payment batch file. In the *Payment Approval* table, click the **View** button in the *Processing Details* column for a payment file to open the Payment Batch Details page. On the Payment Batch Details page, users with the Batch Approver permission can approve, place on hold, or cancel a payment file and users with the Payment Approver permission can approve, exclude, or place on hold individual payments in a payment file.

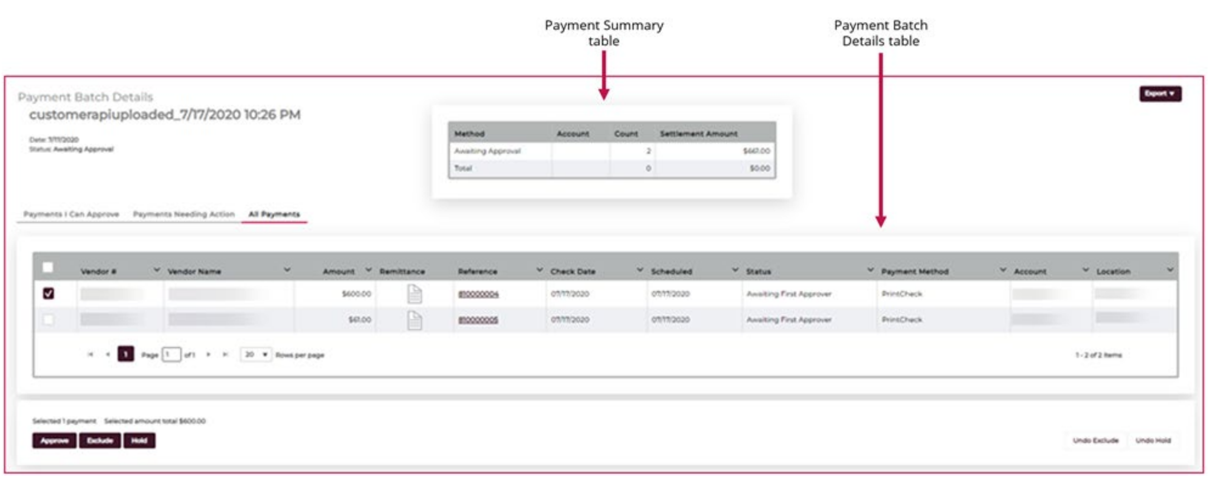
Configurations

The Payment Batch Details page displays in a Batch Approver or Payment Approver view based on an organization's configuration and a user's [permissions](#).

Batch Approver View



Payment Approver View



The following table describes the format of each view:

VIEW	DESCRIPTION	TABS
Batch Approver	In the Batch Approver view, the Payment Summary and Payment Batch Details tables display. Users with the Batch Approver permission can use the Approve Batch, Hold Batch, or Cancel Batch buttons to process payment files.	N/A
Payment Approver	In the Payment Approver view, the Payments I Can Approve, Payments Needing Action, and All Payments tabs display along with the Payment Summary and Payment Batch Details tables. The Payment Batch Details table displays on all three tabs. **NOTE**: The payment information that displays on the Payments I Can Approve tab is determined by the locations a user has access to. If a user does not have access to a location, the payments for that location will not display on the Payments I Can Approve tab.	• **Payments I Can Approve**: On the Payments I Can Approve tab, users with the Payment Approver permission can use the Approve, Exclude, Hold, Undo Exclude, and Undo Hold buttons to process individual payments within a payment file. • **Payments Needing Action**: On the Payments Needing Action tab, users with the Payment Approver permission can view information about the payments that need action in a payment file. • **All Payments**: On the All Payments tab, users with the Payment Approver permission can view information about all payments in a payment file.

Payment Summary Table

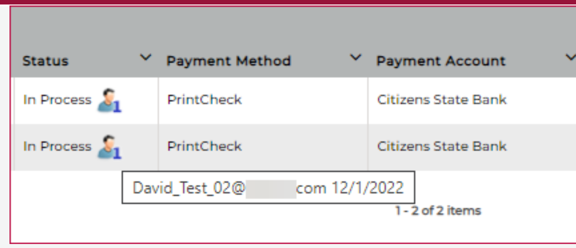
The following table describes the column headers in the Payment Summary table:

COLUMN HEADER	DESCRIPTION
Method	The Method column contains the payment method used by a customer to pay vendor payments through Corpay.
Account	The Account column contains a customer's account that is debited by Corpay to pay vendor payments.
Count	The Count column contains the number of payments in a payment batch (payment file) per method and account.
Settlement Amount	The Settlement Amount column contains the total amount of payments in the payment batch (payment file) per method and account.

Payment Batch Details Table

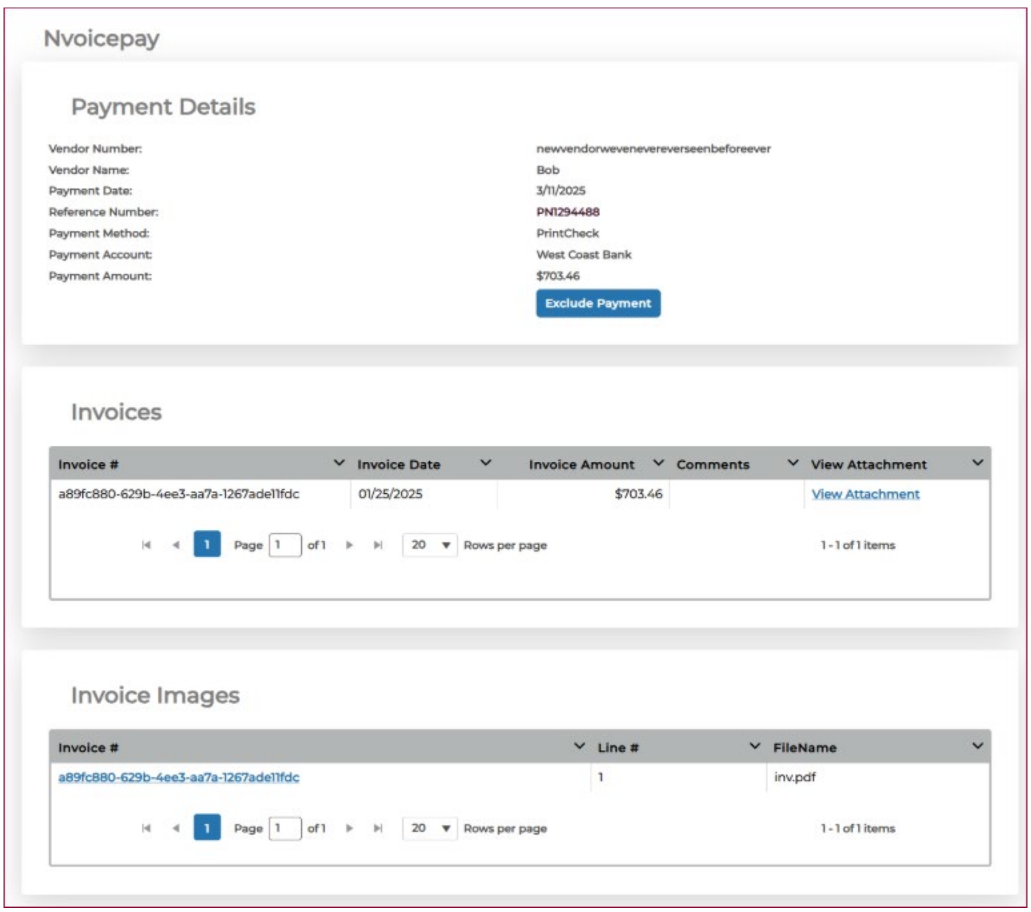
The following table describes the column headers in the Payment Batch Details table:

COLUMN HEADER	DESCRIPTION
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.
Vendor Name	The Vendor Name column contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Paid by Customer/Amount	The Paid by Customer/Amount column contains the amount paid to Corpay by a customer for a vendor's invoice(s).
Paid by Customer/Currency	The Paid by Customer/Currency column contains the type of currency used by a customer to pay Corpay for a vendor's invoice(s).
Invoiced by Supplier/Amount	The Invoiced by Supplier/Amount column contains the invoice amount billed to a customer by a vendor.
Invoiced by Supplier/Currency	The Invoiced by Supplier/Currency column contains the type of currency accepted by a vendor for payment.
Paid to Supplier/Amount	The Paid to Supplier/Amount column contains the amount paid to a vendor by Corpay on behalf of a customer.
Paid to Supplier/Currency	The Paid to Supplier/Currency column contains the type of currency used to pay a vendor on behalf of a customer.
Remittance	The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the **Remittance** icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab.
Reference	The Reference column contains a unique identifier for a payment file. Click the **Reference** link to open the Payment Details and Invoices page.
Check Date	The Check Date column contains the date of the check, if the payment method is print check.
Scheduled	The Scheduled column contains the date a vendor is scheduled to receive payment from Corpay on behalf of a customer.
Status	The Status column contains the status of a payment. Status options depend on the configuration of a customer's account. Examples are In Process, Submitted, Paid, Awaiting Approver 1, Awaiting Approver 2, and Approved. Hover over the **person** icon to view who approved the payment (if applicable).

COLUMN HEADER	DESCRIPTION
	
Payment Method	The Payment Method column contains the method of payment used by Corpay to pay a vendor. See Payment Methods for more information.
Account	The Account column contains the customer's account that is used to pay a vendor. See Accounts for more information.

Payment Details and Invoices Page

On the Payment Batch Details page, click a **Reference** link for a payment to open the Payment Details and Invoices page in a separate tab. The Payment Details and Invoices page can also be accessed by clicking the Reference ID link on the History Page.



Payment Details Pane

The Payment Details pane contains information about the payment file. The following table describes the fields in the Payment Details pane:

PAYMENT DETAILS PANE	
FIELD	**DESCRIPTION**
Vendor Number	The Vendor Number field contains the account number for a vendor in AP Gateway.
Vendor Name	The Vendor Name field contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Payment Date	The Payment Date field contains the date a vendor received payment from Corpay on behalf of a customer.
Scheduled Payment Date	The Scheduled Payment Date field contains the date a vendor is scheduled to receive payment from Corpay on behalf of a customer.
Reference Number	The Reference Number field contains the unique identifier for a payment file.
Payment Method	The Payment Method field contains the method of payment used by Corpay to pay a vendor. See Payment Methods for more information.
Payment Account	The Payment Account field contains the customer's account that is used by Corpay to pay a vendor. See Accounts for more information.
Payment Amount	The Payment Amount field contains the amount paid to a vendor.

Invoices Pane

The Invoices pane contains a detailed breakdown of the invoices within a payment file. The following table describes the column headers in the table on the Invoices pane:

INVOICES PANE	
FIELD	**DESCRIPTION**
Invoice #	The Invoice # column contains the unique number assigned to an invoice. Invoices are created by vendors and issued to customers towards the end of a transaction. They contain details about the product(s) or service(s) provided by the vendor to the customer.
Invoice Date	The Invoice Date column contains the date an invoice was sent to a customer from a vendor.
Invoice Amount	The Invoice Amount column contains the amount of an invoice.
PO Number	The PO Number column contains purchase order numbers which are unique numbers assigned to purchase orders. Purchase orders are created by customers and issued to vendors at the beginning of a transaction. They contain details about the product(s) or service(s) being purchased from the vendor.
Comments	The Comments column contains notes that are added to a vendor's remittance

	to associate an invoice with a received payment. Comments include information such as an account number and a description of the purchased goods or services.
View Attachment	The View Attachment column contains a link to view the invoices for each payment in the payment batch file.

Invoices Images Pane

The Invoices images pane contains a link to view the invoices for each payment in the payment batch file.

INVOICE IMAGES PANE	
FIELD	**DESCRIPTION**
Invoice #	The Invoice # column contains a hyperlinked unique number assigned to an invoice.
Line #	The Line # column contains the line number for each invoice.
FileName	The FileName column contains the file name assigned to the attached invoice.

FX Rate Approval Tab

The following table contains descriptions of the column headers and actions in the FX Rate Approval table:

NAME	DESCRIPTION
Vendor ID	The Vendor ID column contains an account number for a vendor in AP Gateway.
Reference Number	The Reference Number column contains a unique identifier for a payment file or batch.
Vendor Name	The Vendor Name column contains the name of a vendor.
Invoice Amount	The Invoice Amount column contains the amount of the invoice for a payment.
Invoice Currency	The Invoice Currency column contains the type of currency used by a vendor to issue an invoice.
Settlement Amount	The Settlement Amount column contains the amount being paid by a company (customer).
Settlement Currency	The Settlement Currency column contains the type of currency being

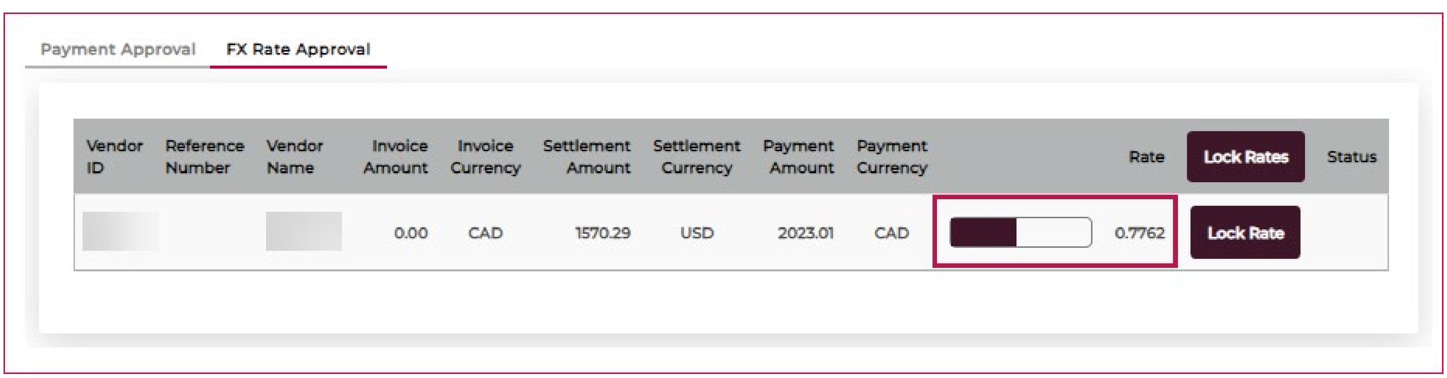
NAME	DESCRIPTION
	used by a customer for a payment.
Payment Amount	The Payment Amount column contains the amount received by a vendor for payment.
Payment Currency	The Payment Currency column contains the type of currency in which a vendor received payment.
Rate	The Rate column contains the FX Rate used for payment.
Lock Rates	The Lock Rates column contains Lock Rate buttons that can be used to secure the FX rate listed in the Rate column for a payment. Click the **Lock Rate** button for each individual payment file or click the **Lock Rates** button in the *column header* to lock the rates for all payment files listed in the *FX Rate Approval* table.
Status	The Status column contains the status of a rate lock for a payment file.

Approving and Locking FX Rates in AP Gateway

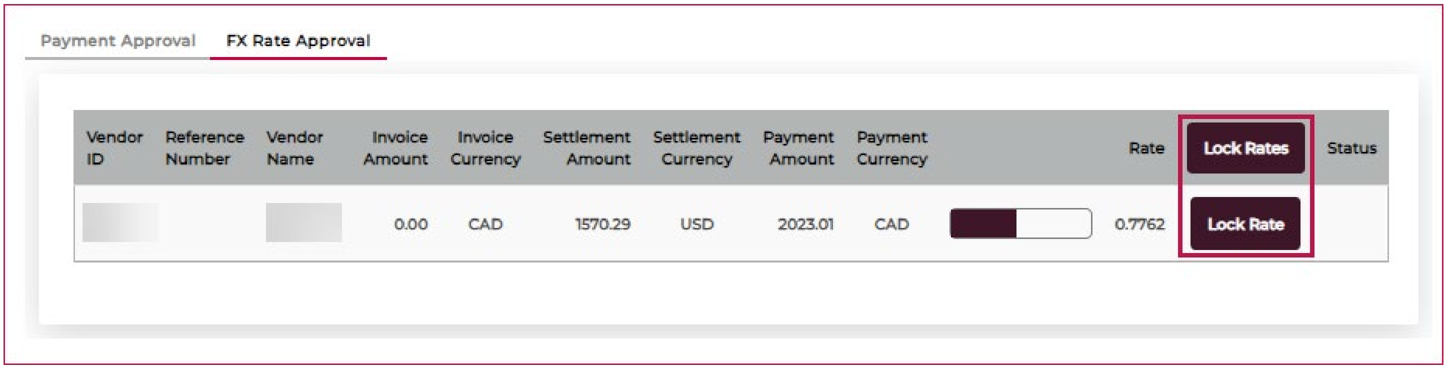
After an international payment file has completed the approval process, the transaction rate must be approved and locked. Locking the transaction rate determines the rate that Corpay can purchase foreign currency at on your company's behalf. If an international payment is canceled after a transaction rate has been locked, your company is responsible for covering the amount charged to Corpay for the purchased foreign currency. Users with the Approve FX Rate permission can approve and lock transaction rates for international payments.

To approve and lock a transaction rate for international payments:

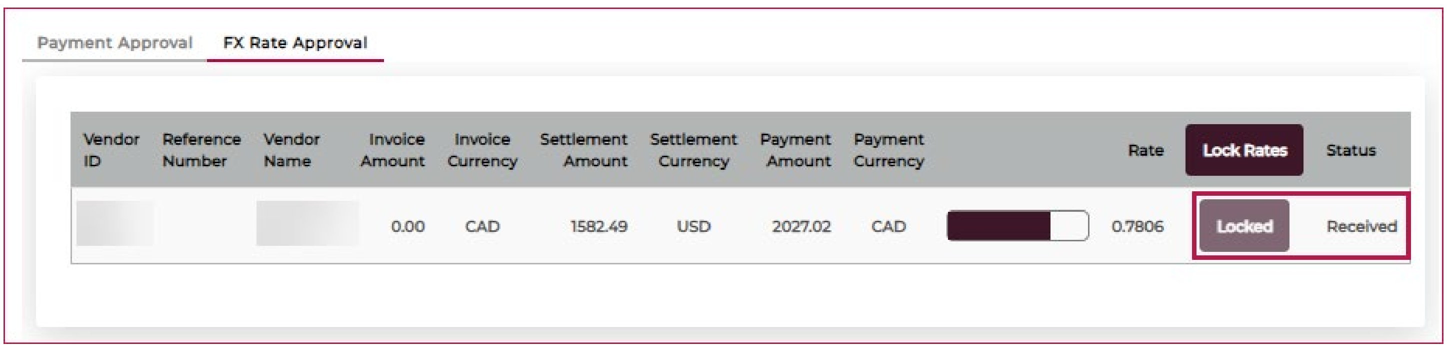
1. After a payment file has completed the approval process, click the **FX Rate Approval** tab on the *Payments* page.
2. On the *FX Rate Approval* tab, notice the **progress bar** and the **current rate for the Payment Currency** in the *Rate* column. When the progress bar is complete, the rate will refresh.



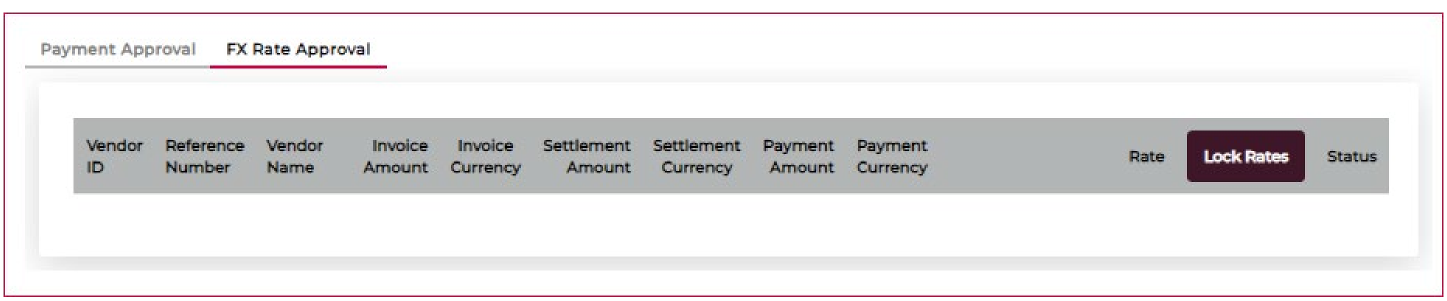
3. Click the **Lock Rate** button for each individual payment file or click the **Lock Rates** button in the *column header* to lock the rates for all payments listed in the *FX Rate Approval* table at once.



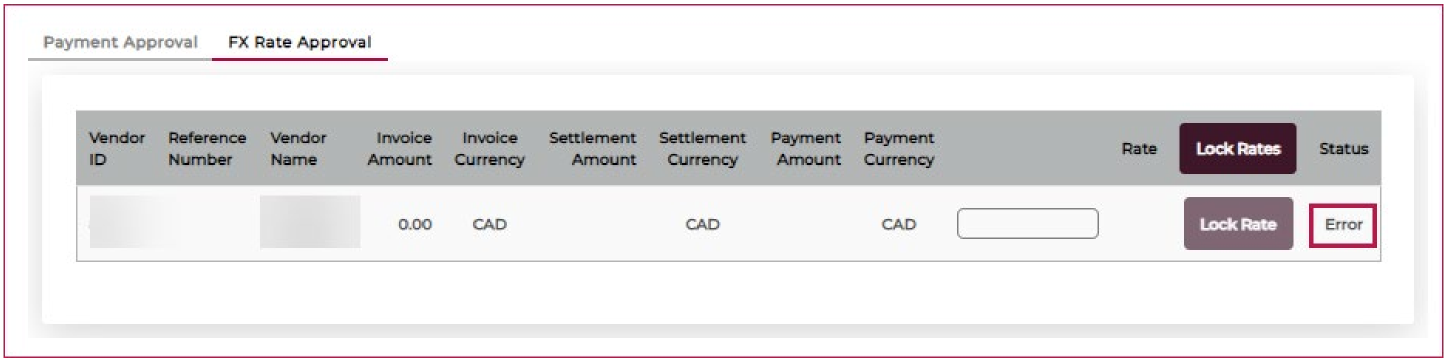
4. The *Lock Rate* button changes to *Locked* and the *Status* field changes to *Received*.



5. Once the *Payments* page is refreshed, the payment files with locked transaction rates are removed from the *FX Rate Approval* table.



6. If an error occurs while locking the transaction rate for a payment file, the *Error* status will display in the *Status* column.



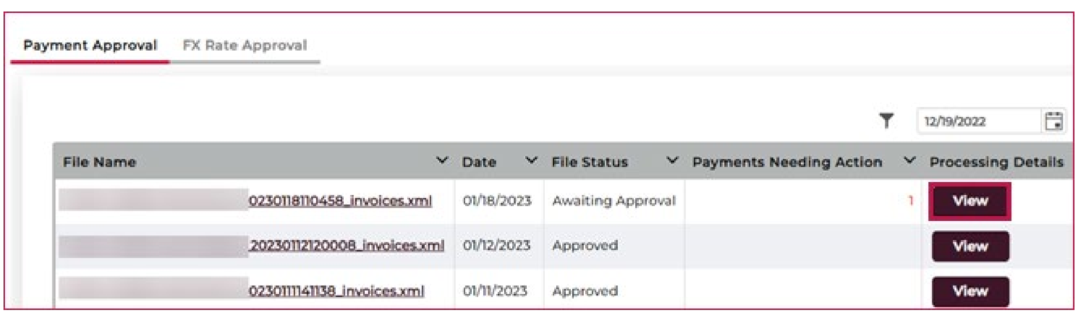
NOTE: To cancel an individual payment or a payment file after it has been approved and the transaction rate has been locked, contact the Technical Support team at 877-974-1752 or techsupport@corpay.com.

Processing Payment Batch Files in AP Gateway

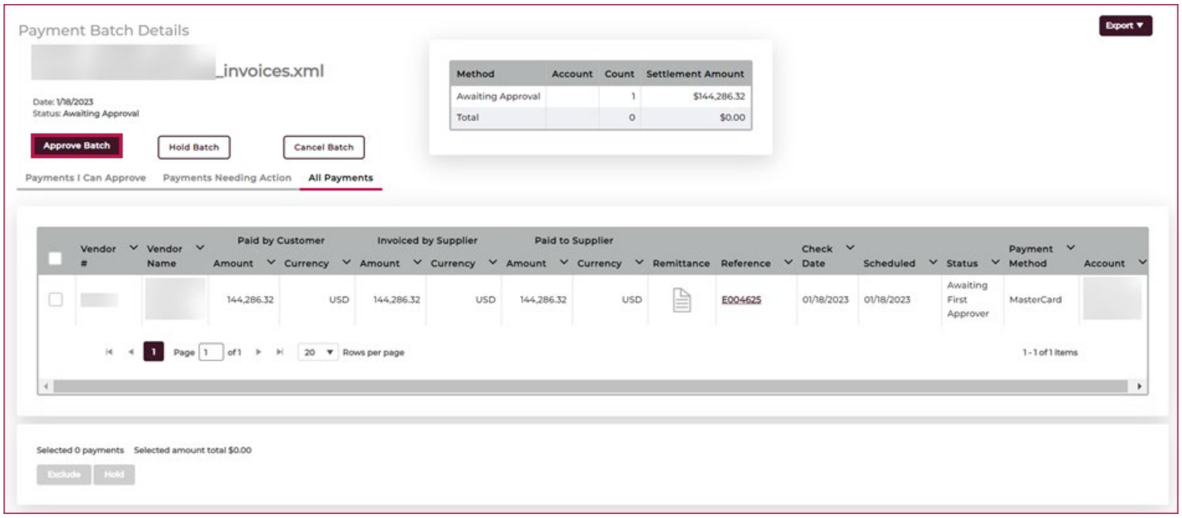
Approving Payment Batch Files

To approve a payment file:

1. In the *Payment Approval* table, click the **View** button for a payment file that is awaiting approval.



2. On the *Payment Batch Details* page, click the **Approve Batch** button.



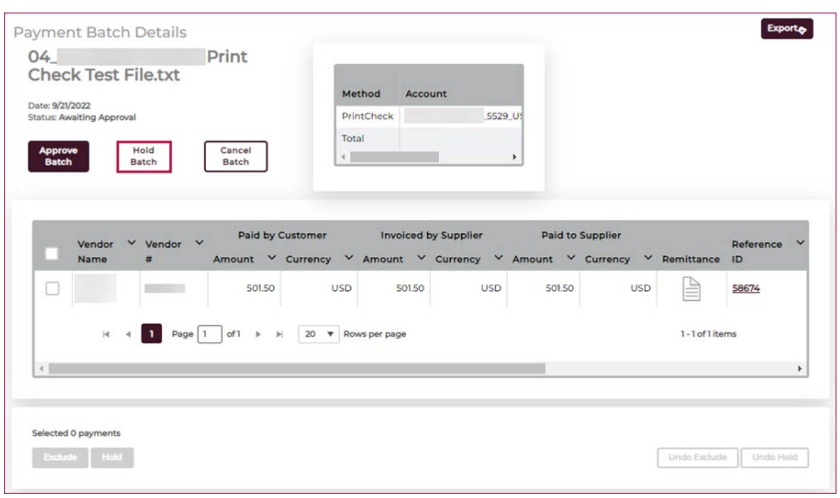
3. The status of the payment file changes to Approved and the Approve Batch, Hold Batch, Cancel Batch, Exclude, Hold, Undo Exclude, and Undo Hold buttons are removed.

NOTE: See [Processing Return Files (Response Files) in Microsoft Dynamics GP]() for instructions on how to process return files in Microsoft Dynamics GP once payments are approved in AP Gateway.

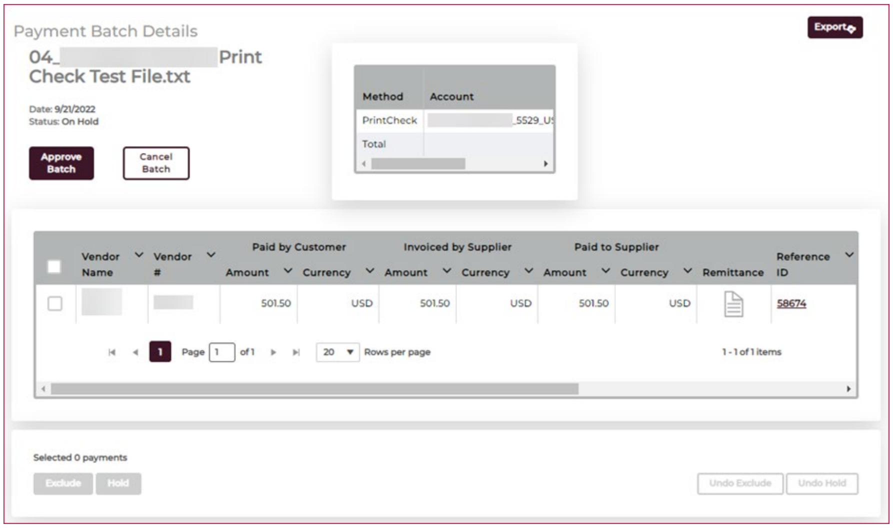
Placing Payment Batch Files on Hold

To place a payment file on hold:

1. In the *Payment Approval* table, click the **View** button for a payment file that is awaiting approval.
2. Click the **Hold Batch** button on the *Payment Batch Details* page.



3. The status of the payment batch changes to On Hold and the Hold Batch button is removed.

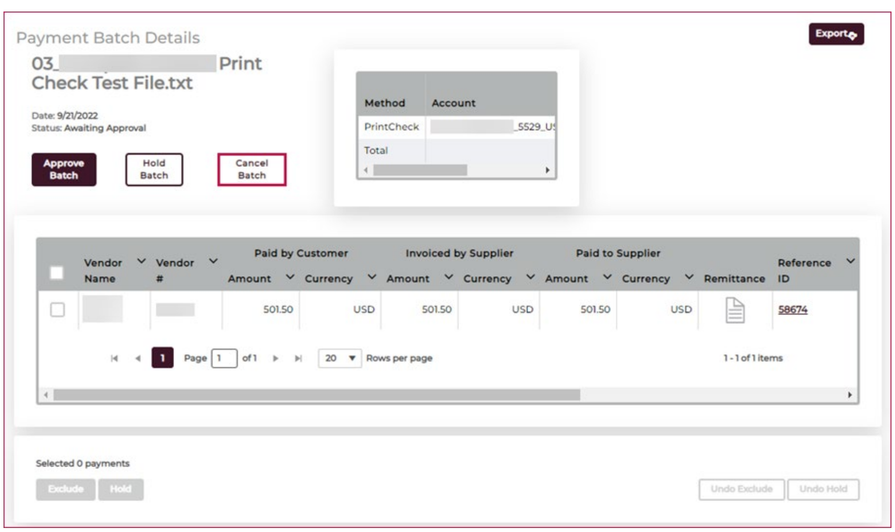


See the [Undoing Holds](#) section for instructions on how to remove holds from payments in a payment file.

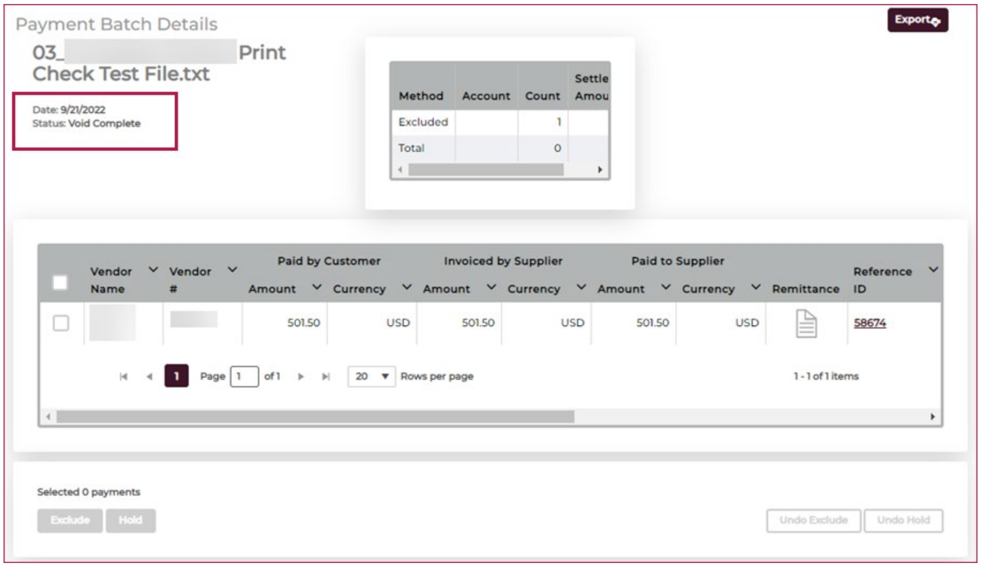
Canceling (Voiding) Payment Batch Files

To cancel a payment file:

1. In the *Payment Approval* table, click the **View** button for a payment file that is on hold or awaiting approval.
2. On the *Payment Batch Details* page, click the **Cancel Batch** button.



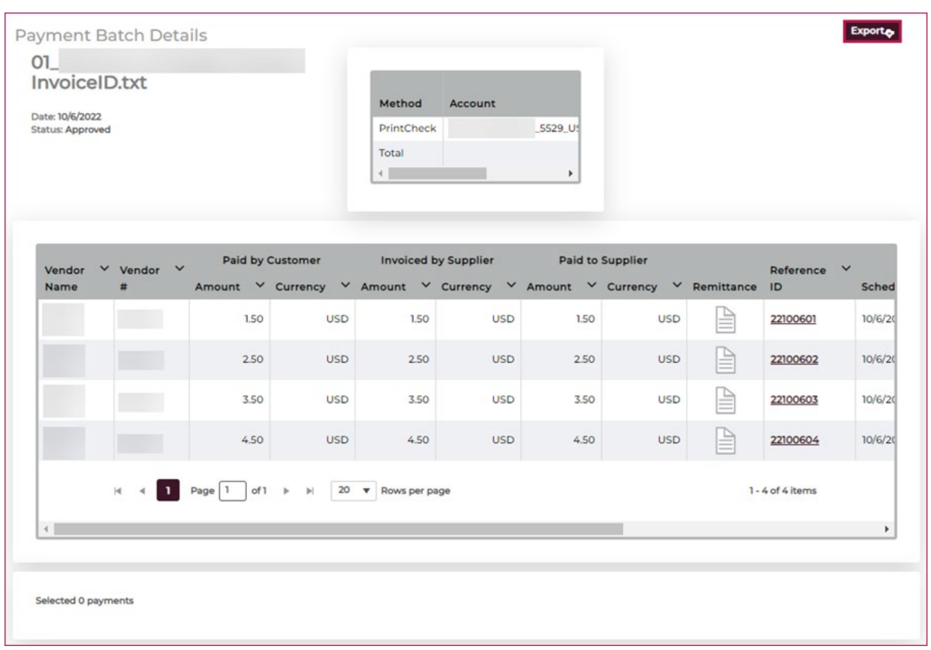
3. The status of the payment batch changes from On Hold or Awaiting Approval to Void Complete.



Exporting Payment Files

To export a payment file:

1. In the *Payment Approval* table, click the **View** button for a payment file.
2. On the *Payment Batch Details* page, click the **Export** button to download a copy of the payment file in CSV format.

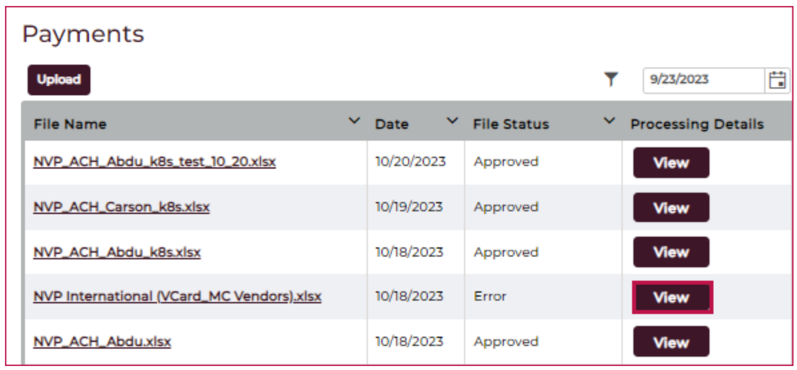


Processing Errors in Payment Batch Files

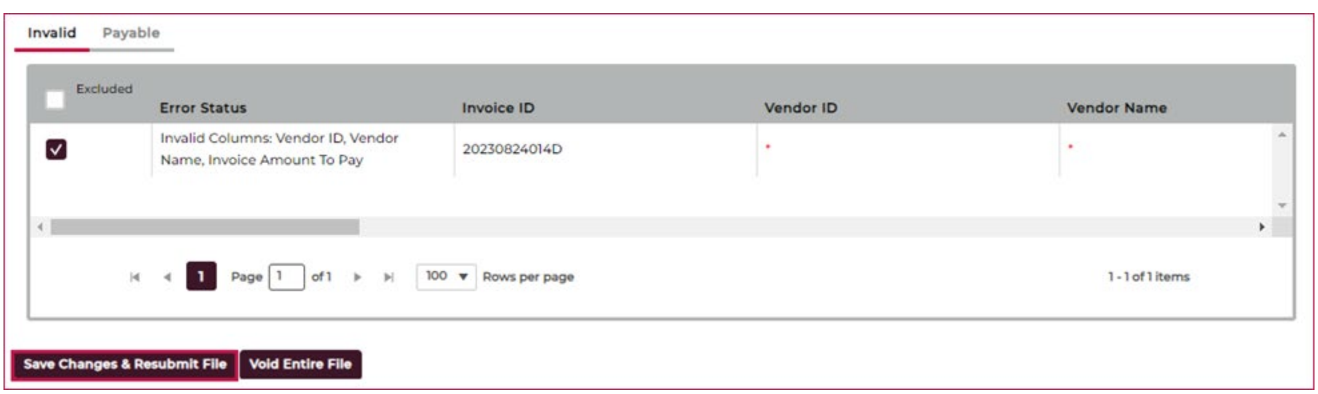
Payment batch files that fail to process when submitted to AP Gateway due to missing information or incorrect formatting display an *Error* file status on the Payments page. Users can resolve *Error* statuses by excluding the invalid invoices and resubmitting the payment batch file or voiding the payment batch file and resubmitting it to AP Gateway.

To process an Error status by excluding an invoice from a payment batch file:

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



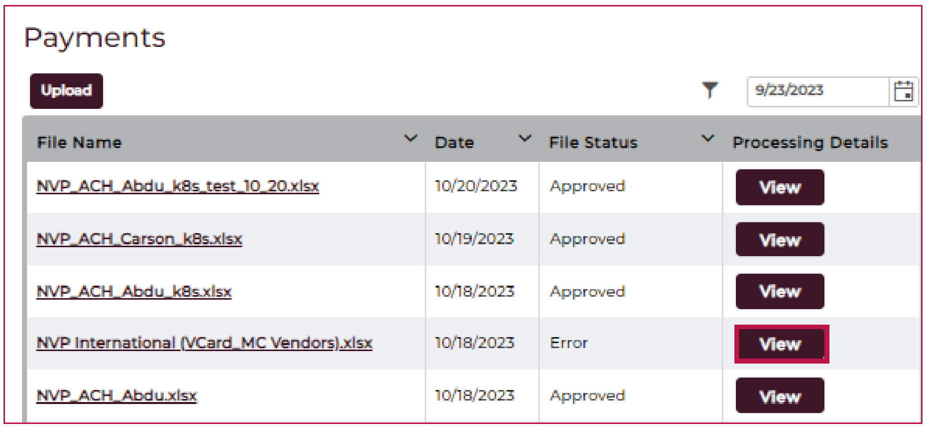
2. The payment batch file opens on a separate page with two tabs: Invalid and Payable. On the *Payable* tab, review the **list of invoices without errors** in the payment batch file.
3. On the *Invalid* tab, select one or multiple **invoice(s)** to exclude from the payment batch file.
4. Click the **Save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



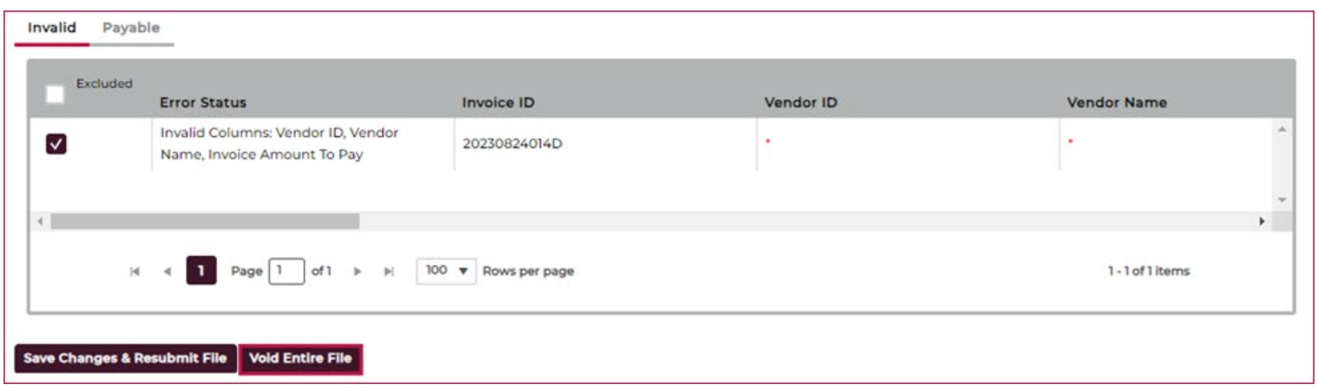
5. Submit a **new payment batch file** with the corrected information for the invoice(s) that were previously excluded. See [Submitting Invoices in Microsoft Dynamics GP]() for instructions.

To process an Error status by voiding and resubmitting a payment batch file:

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



2. On the *Invalid* tab, click the **Void Entire File** button.



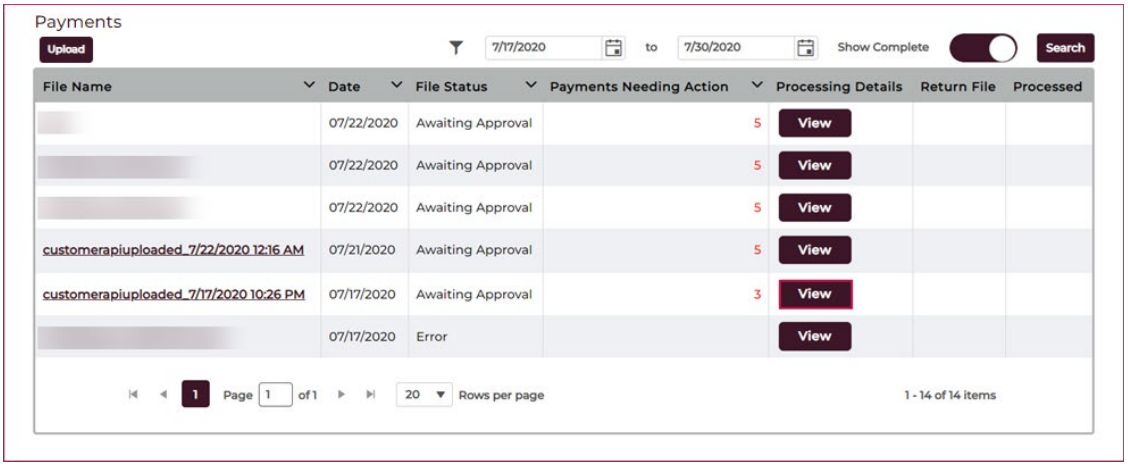
3. Correct the **information in the payment batch file** based on the Error Status then resubmit the **payment batch file**. See [Submitting Invoices in Microsoft Dynamics GP]() for instructions.

Processing Individual Payments in AP Gateway

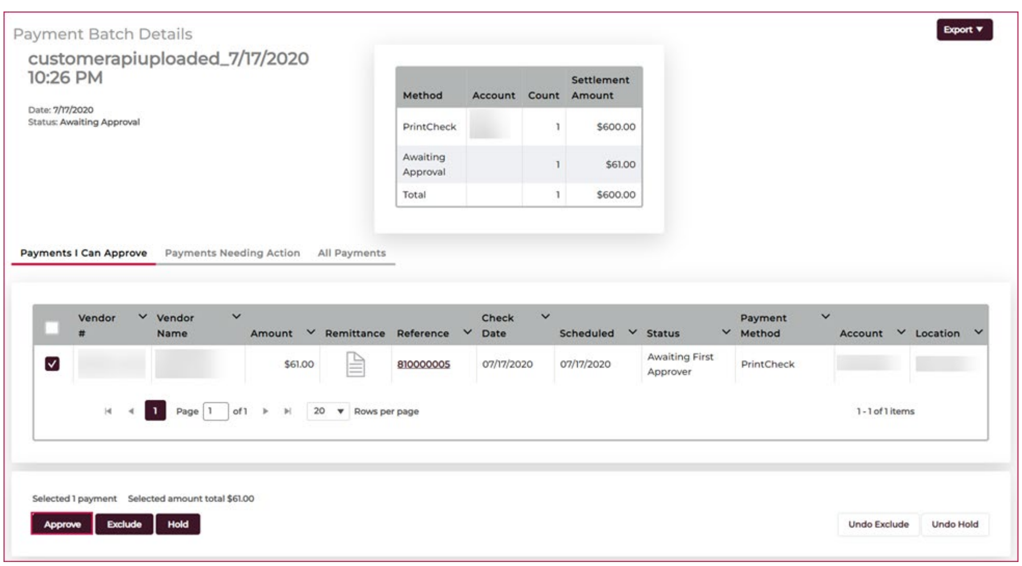
Approving Individual Payments

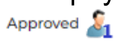
To approve an individual payment:

1. In the *Payment Approval* table, click the **View** button for a payment file that is awaiting approval.

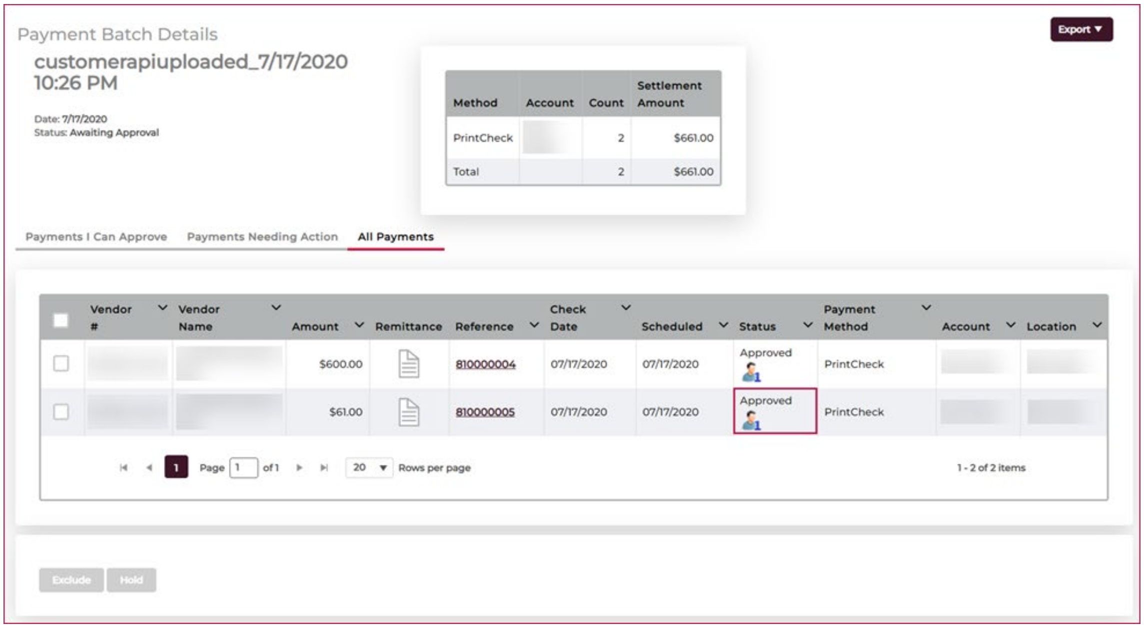


2. On the *Payment Batch Details* page, select the **Payments I Can Approve** tab.
3. On the *Payments I Can Approve* tab, select one or multiple **payments** to approve. In the example image, one payment is selected.
4. Click the **Approve** button.



5. A message displays stating the payment, or payments are being approved. Remain logged in until all items are submitted.
6. A second message displays confirming the approval was successful.
7. The status of the payment or payments changes from Awaiting Approval to Approved with a user 

icon.



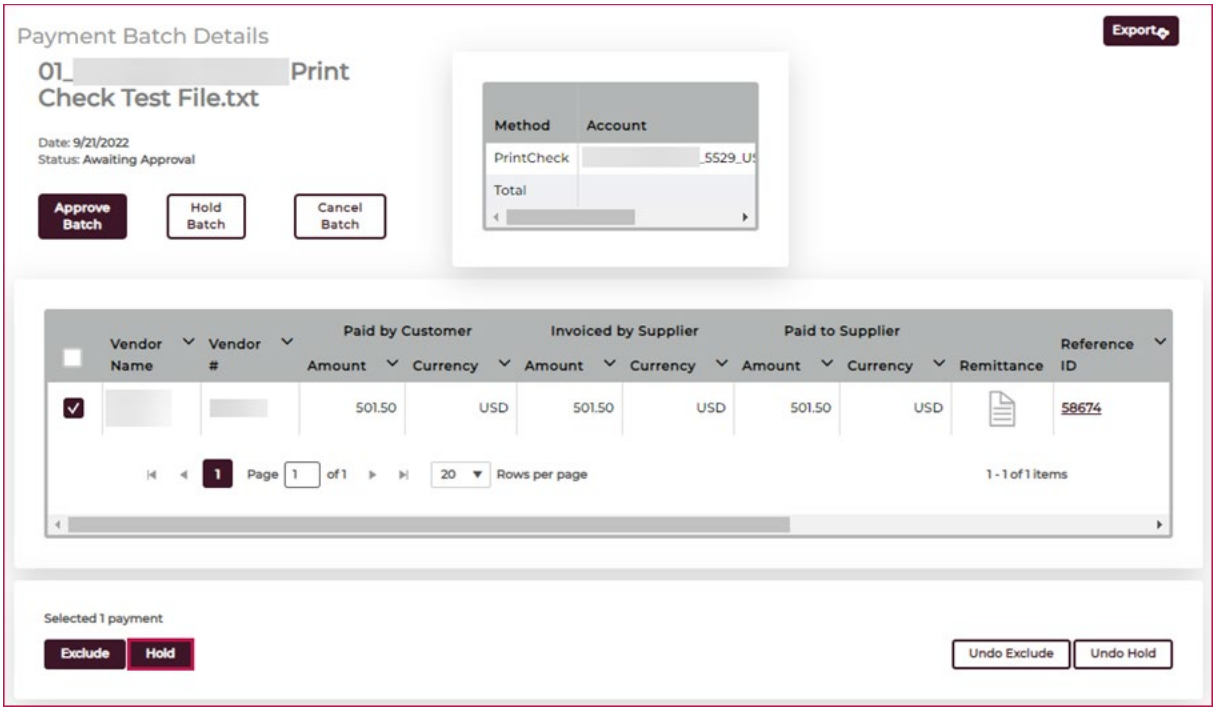
NOTE: See Processing Return Files (Response Files) in Microsoft Dynamics GP for instructions on how to process return files in Microsoft Dynamics GP once payments are approved in AP Gateway.

Placing Individual Payments on Hold

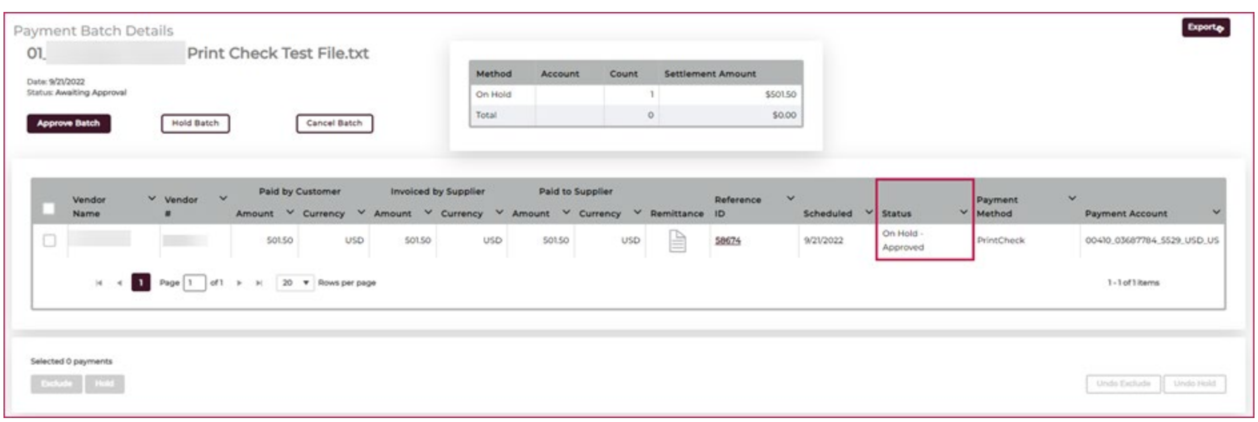
To place an individual payment on hold:

1. In the *Payment Approval* table, click the **View** button for a payment file that is awaiting approval.
2. On the *Payment Batch Details* page, select one or multiple **payments** in the table. In the example image, one payment is selected.

3. Click the **Hold** button.



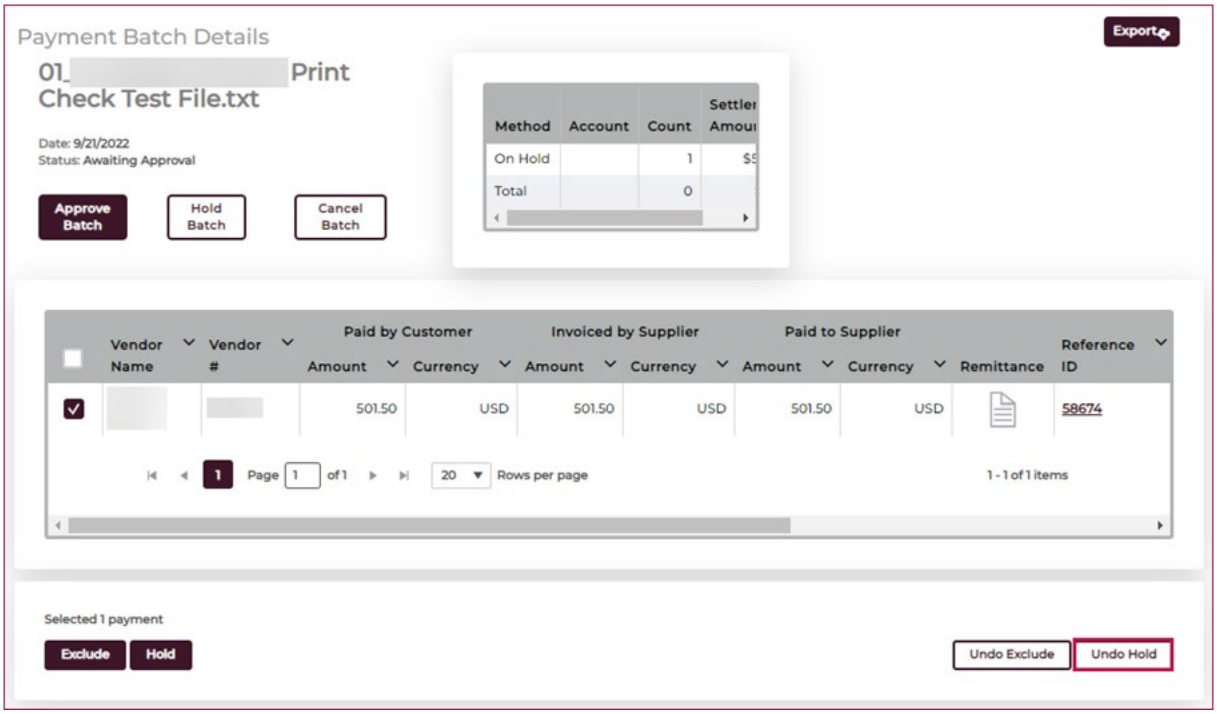
4. A message displays stating the payment, or payments are being placed on hold. Remain logged in until all items are submitted.
5. A second message displays confirming the hold was successful.
6. The status of the payment changes from Awaiting Approval to On Hold - Approved.



Undoing Holds

To undo a hold:

1. In the *Payment Approval* table, click the **View** button for a payment file that is on hold.
2. On the *Payment Batch Details* page, select one or more **payments** in the table. In the example image, one payment is selected.
3. Click the **Undo Hold** button.



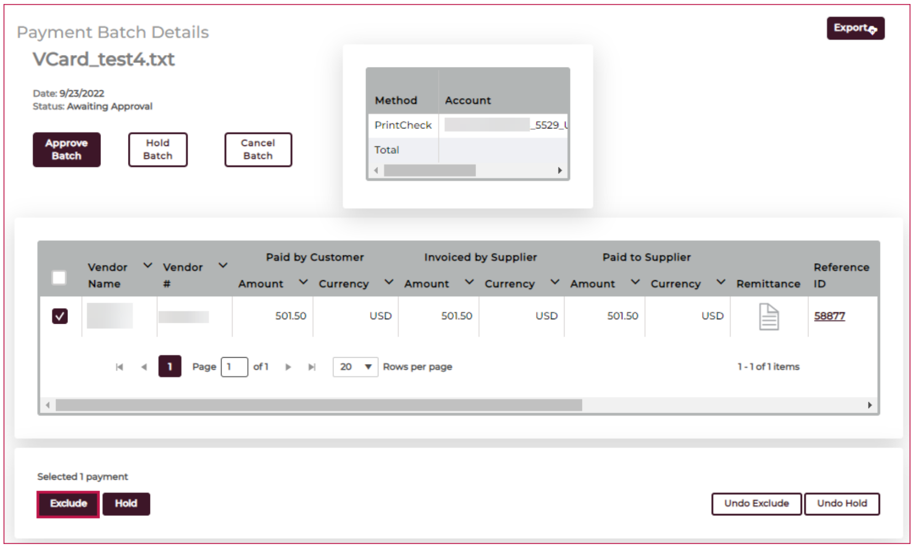
4. A message displays stating the hold is being removed. Remain logged in until all items are submitted.
5. A second message displays confirming the hold was removed successfully.

Excluding Payments

To exclude a payment from a payment file:

1. In the *Payment Approval* table, click the **View** button for a payment file that is awaiting approval.
2. On the *Payment Batch Details* page, select one or more **payments** to exclude in the table. In the example image, one payment is selected.

3. Click the **Exclude** button.

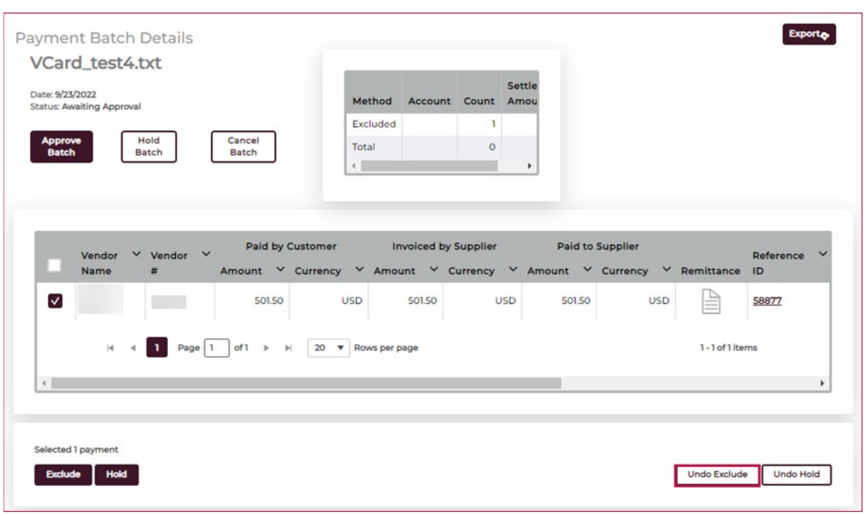


4. A message displays stating the payment, or payments are being excluded from the batch. Remain logged in until all items are submitted.
5. A second message displays confirming the exclusion was successful.

Undoing Exclusions

To undo an exclusion and add a payment back to a payment file:

1. On the *Payment Batch Details* page, select one or more **payments** to remove the exclusion from in the table. In the example image, one payment is selected.
2. Click the **Undo Exclude** button.



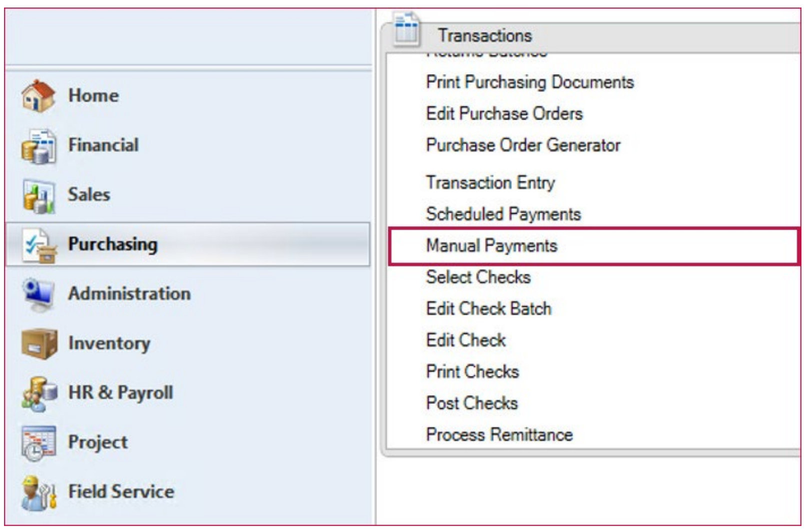
3. A message displays stating the exclusion is being undone. Remain logged in until all items are submitted.
4. A second message displays confirming the exclusion was undone successfully.

Processing Return Files (Response Files) in Microsoft Dynamics GP

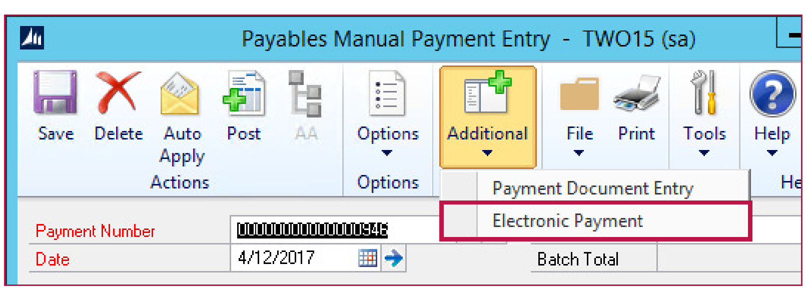
Once a payment batch file is approved in AP Gateway, a return file (response file) is automatically sent to Microsoft Dynamics GP for processing. Return files are referred to as response files in Microsoft Dynamics GP and they must be processed to post vendor payments.

To process a response file:

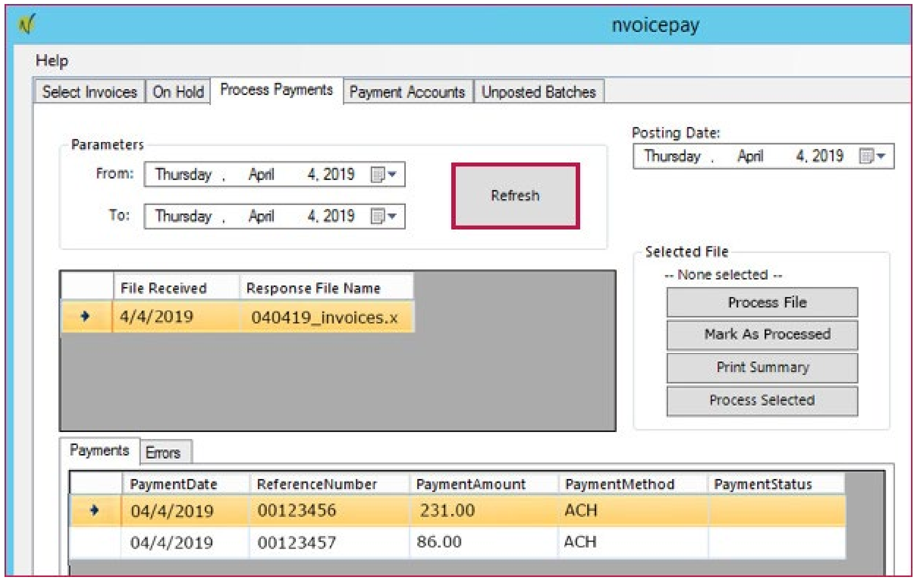
1. Log in to **Microsoft Dynamics GP**.
2. In the *Microsoft Dynamics GP* window, click the **Purchasing** module then select the **Manual Payments** transaction in the *Transactions* pane.



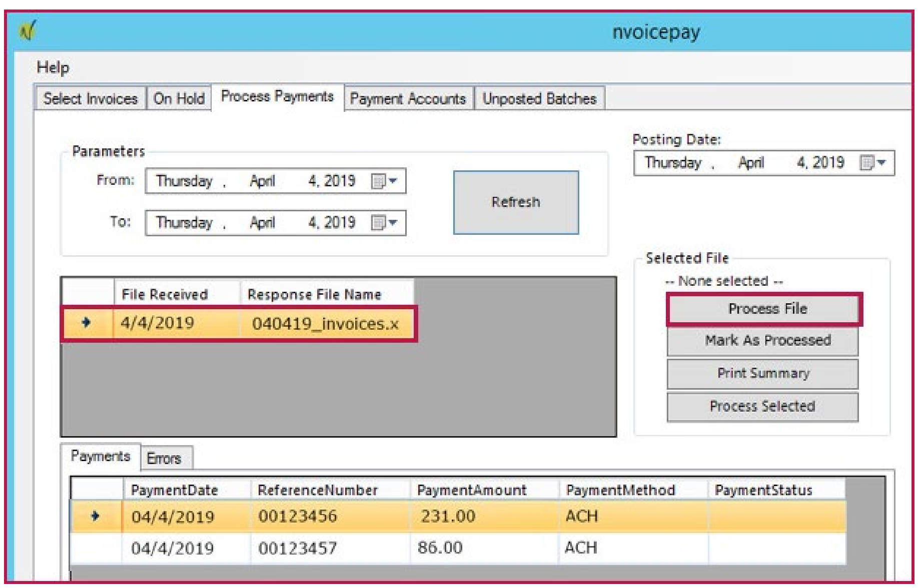
3. In the *Payables Manual Payment Entry* window, click the **Additional** menu then select the **Electronic Payment** menu item.



4. Click the **Process Payments** tab. If the response file is not listed, click the **Refresh** button. Response files are generated in Microsoft Dynamics GP several minutes after a payment batch file is approved in AP Gateway.



5. Select the **response file** then click the **Process File** button.



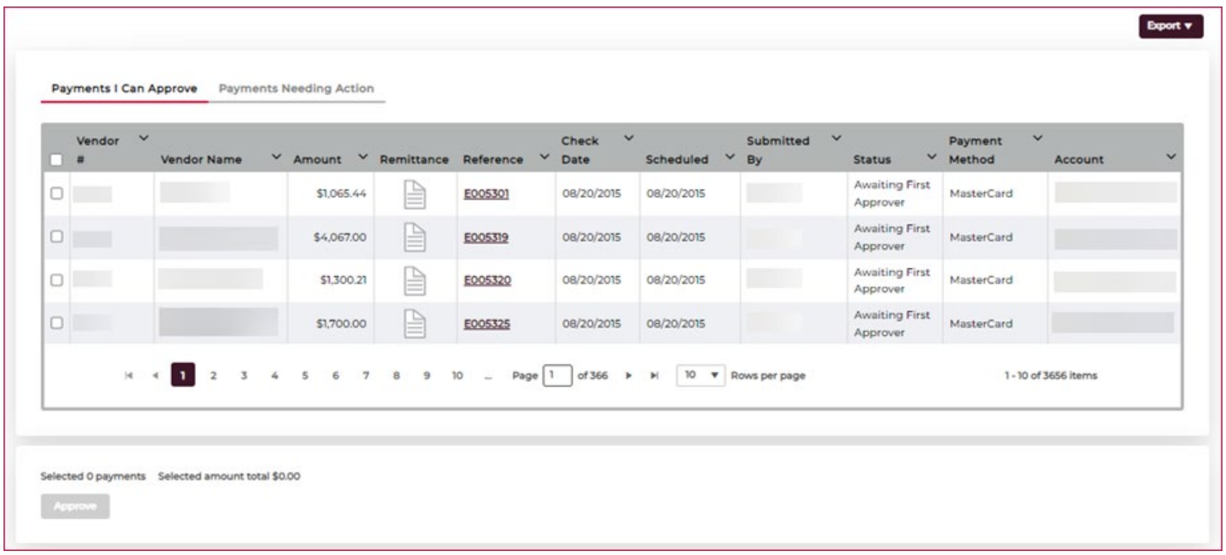
6. A status dialog displays containing a summary of the posting process.

Approvals Page

The Approvals page is only visible for organizations that are configured to use the approval process view. Users with the Payment Approver permission can view and approve or exclude individual payment files on the Approvals page. However, batch payment files should only be approved on the Payments page. See approve batch payments for more information. Organizations that are not configured to use the Approvals page should use the Payments page to approve all payments.

The Approvals page contains two tabs:

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



NOTE: The Approvals tables on the *Payments I can Approve,* and *Payments Needing Action* tabs contain the same information. Columns may vary based on a company's configuration.

Approvals Table

The following table contains descriptions of the column headers in the Approvals tables on the Payments I Can Approve and Payments Needing Action tabs:

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.

NAME	DESCRIPTION
Vendor Name	The Vendor Name column contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Amount	The Amount column contains the amount of a payment to a vendor.
Remittance	The Remittance column contains the proof of payment sent to a vendor when an invoice is paid. Click the **Remittance** icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab.
Reference	The Reference column contains the unique identifier for a payment file. Click the **Reference** link to open the Payment Details and Invoices pages in a separate tab. See the Payment Details and Invoices Page section for more information.
Check Date	The Check Date column contains the date a check was printed.
Scheduled	The Scheduled column contains the slated date of a payment to a vendor.
Submitted By	The Submitted By column contains the name of the person who submitted the payment for approval.
Status	The Status column contains the status of a payment. Options are Awaiting First Approver, Awaiting Second Approver, On Hold - Awaiting First Approver, or On Hold - Awaiting Second Approver.
Payment Method	The Payment Method column contains the method of payment used to pay a vendor. See Payment Methods for more information.
Account	The Account column contains the bank account used to pay a vendor.
Batch	The Batch column contains a unique identifier for the payment batch file (payment file) that includes the payment.
Batch Date	The Batch Date column contains the date when the payment batch file was generated in AP Gateway.

Approval Report Types

The following table describes the reports that can be exported from the Approvals page:

REPORT TYPE	DESCRIPTION
Needing Approval	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.

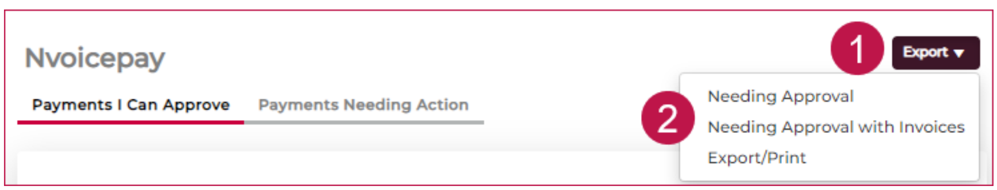
Needing Approval with Invoices	The Needing Approval with Invoices report contains the Vendor #, Vendor Name, Invoice Number, Invoice Date, Reference number, Payment Method/Account, and Amount information for all payments that need approval.
Export/Print	The Export/Print option downloads a Needing Approval report in CSV format to print.

Exporting Payment Reports

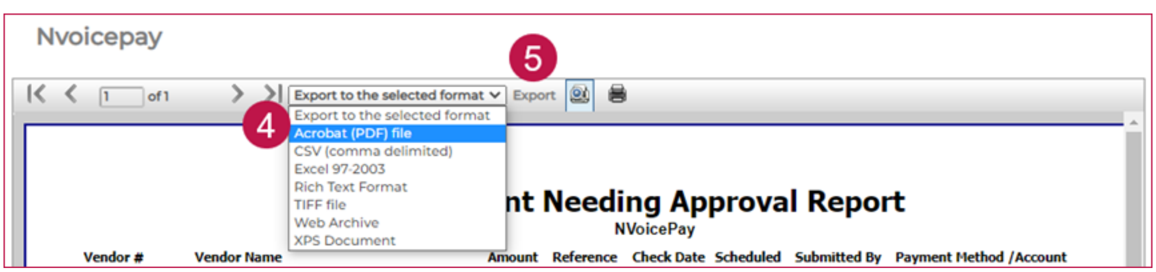
Use the Export button to export a Payments Needing Approval report, Payments Needing Approval with Invoices report, or a Conditional Payments Needing Approval report to download and print.

To export a report:

1. On the *Approvals* page, click the **Export** drop-down.
2. In the *Export* drop-down, select the **type of report** to export.



3. The report opens in a separate tab.
4. In the *Export to the selected format* drop-down, select the **format** (e.g., Acrobat (PDF) file, CSV (comma delimited), Excel 97-2003, Rich Text Format, TIFF file, Web Archive, XPS Document) to export the report in.
5. Click the **Export** link.

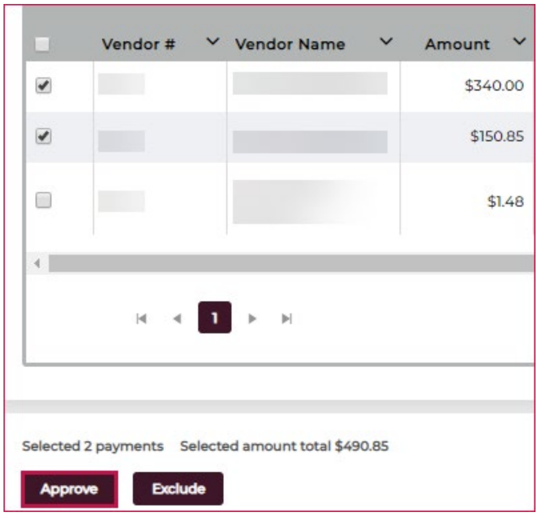


6. The report automatically downloads to your computer.

Approving Payments

To approve a payment:

1. On the *Payments I Can Approve* tab, select the **payment(s)** to approve in the *Approvals* table.
2. Click the **Approve** button.



3. A message displays stating that two payments are being approved. Remain on the **Payments I can Approve** tab until the payment approvals are submitted
4. A message displays confirming the payments were approved successfully.

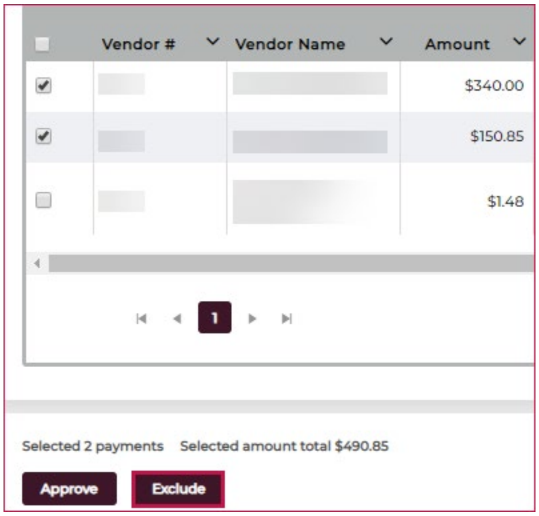
Excluding Payments

The Exclude feature is only available if a company is configured to exclude payments.

To exclude a payment from a batch:

1. On the *Payments I Can Approve* tab, select the **payment(s)** to exclude in the *Approvals* table.

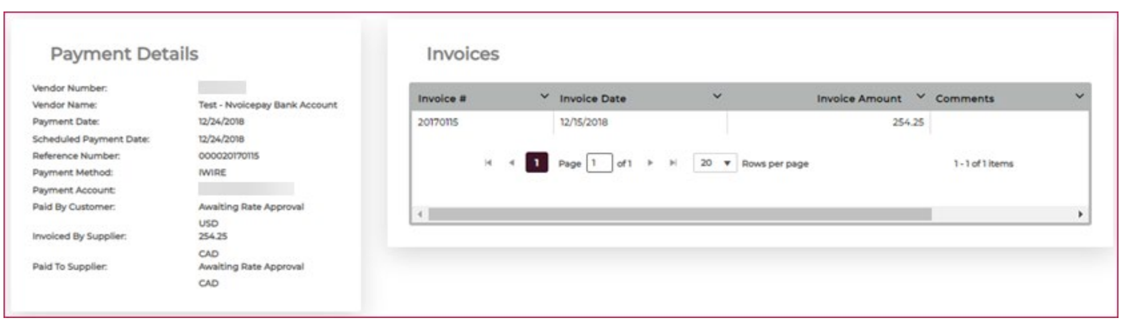
2. Click the **Exclude** button.



3. A message displays stating that two payments are being excluded from the batch. Remain on the **Payment I Can Approve** tab until the payment exclusions are submitted
4. A message displays confirming the payments were excluded from the batch successfully.

Payment Details and Invoices

The Payment Details and Invoices page contains information about the payment batch and invoices for each payment included in the payment batch. Click a **Reference** link in any tab on the Approvals page to open the Payment Details and Invoices page in a separate tab.



The following table contains descriptions of the fields and column headers on the Payment Details and Invoices page:

PANE	FIELD	DESCRIPTION
Payment Details	Vendor Number	The Vendor Number field contains a vendor's account number.
Payment Details	Vendor Name	The Vendor Name field contains the name of the vendor receiving the payment.
Payment Details	Payment Date	The Payment Date field contains the date a payment was made to a vendor.
Payment Details	Scheduled Payment Date	The Scheduled Payment Date field contains the date a payment is slated for release. Scheduled payments are released after final approval, despite the scheduled date.
Payment Details	Reference Number	The Reference Number field contains a unique identifier for a payment batch.
Payment Details	Payment Method	The Payment Method field contains the method of payment used to pay a vendor. See Payment Methods for more information.
Payment Details	Payment Account	The Payment Account field contains the bank account used to pay a vendor.
Payment Details	Paid By Customer	The Paid By Customer field contains the type of currency used by a customer to pay Corpay for a vendor's invoice(s) along with the rate approval status.
Payment Details	Invoiced By Supplier	The Invoiced By Supplier field contains the invoice amount billed to a customer by a vendor.
Payment Details	Paid to Supplier	The Paid To Supplier field contains the type of currency used to pay a vendor on behalf of a customer along with the rate approval status.
Invoices	Invoice #	The Invoice # column contains the unique number assigned to an invoice. Invoices are created by vendors and issued to customers towards the end of a transaction. They contain details about the product(s) or service(s) provided by the vendor to the customer.

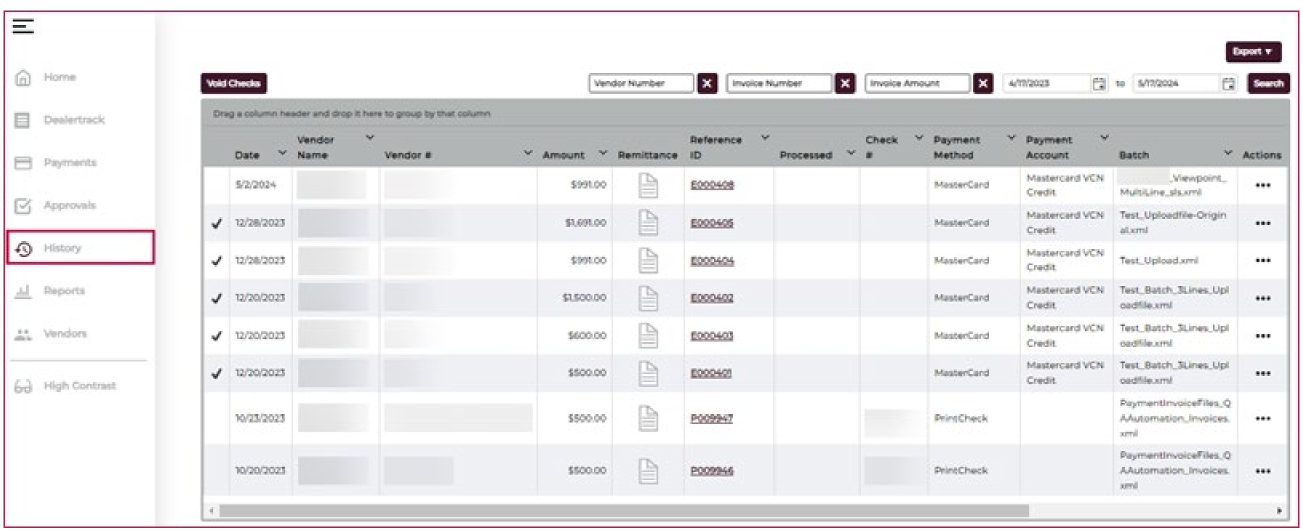
PANE	FIELD	DESCRIPTION
Invoices	Invoice Date	The Invoice Date column contains the date the invoice was sent to a customer from a vendor.
Invoices	Invoice Amount	The Invoice Amount column contains the amount of the invoice.
Invoices	Comments	The Comments column contains information that is included in the Comments section of a vendor's remittance to help associate an invoice with a received payment. Comments include information such as an account number and a description of the purchased goods or services.

Reporting

In this section, you will learn how to view, generate, and export reports as well as reissue and refund print check payments in AP Gateway.

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 also reissue and refund print check payments on the History page.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation may be different from the image above.

History Table

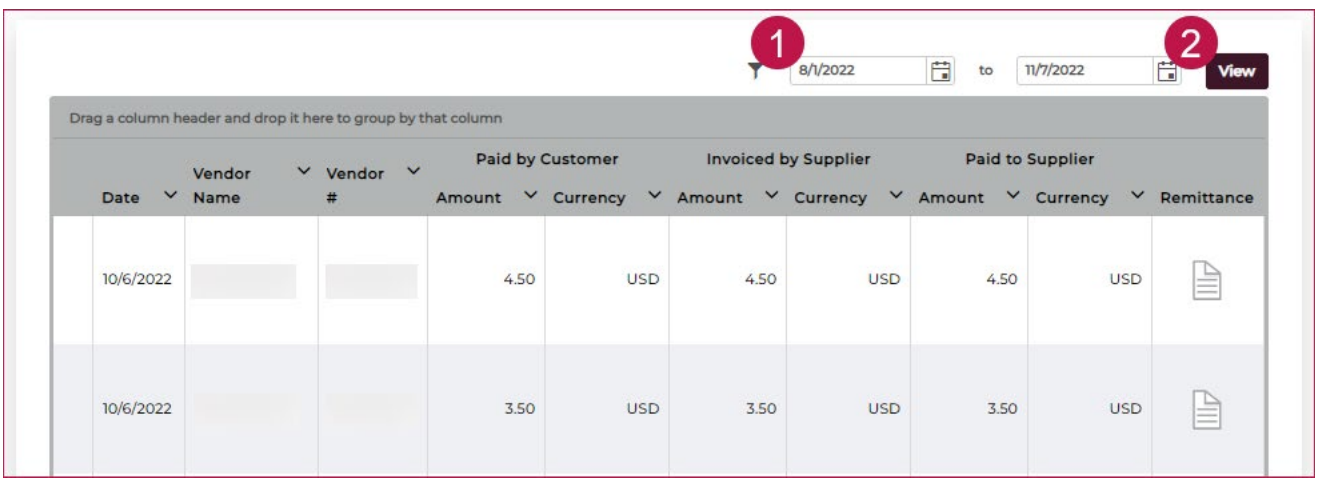
The following table contains descriptions of the column headers and actions in the History table:

NAME	DESCRIPTION
Date	The Date column contains the date a payment is fully approved or submitted by a customer in AP Gateway.
Vendor Name	The Vendor Name column contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.
Paid by Customer > Amount	The Paid by Customer > Amount column contains the amount paid to Corpay by a customer for a vendor's invoice(s).
Paid by Customer > Currency	The Paid by Customer > Currency column contains the type of currency used by a customer to pay Corpay for a vendor's invoice(s).
Invoiced by Supplier > Amount	The Invoiced by Supplier > Amount column contains the invoice amount billed to a customer by a vendor.
Invoiced by Supplier > Currency	The Invoiced by Supplier > Currency column contains the type of currency accepted by a vendor for payment.
Paid to Supplier > Amount	The Paid to Supplier > Amount column contains the amount paid to a vendor by Corpay on behalf of a customer.
Paid to Supplier > Currency	The Paid to Supplier > Currency column contains the type of currency used to pay a vendor on behalf of a customer.
Remittance	The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the **Remittance** icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab. For print check payments, the remittance is a voided copy of the issued check.
Reference ID	The Reference ID column contains a unique identifier for a payment file. Click the **Reference ID** link to open the Payment Details and Invoices page. See the Payment Details and Invoices Page section for more information.
Processed	The Processed column contains the date when a payment is received by a vendor. For print check payments, users can select a date in the Processed column to access images of the cashed checks.
Check #	The Check # column contains a unique number that identifies a check.
Payment Method	The Payment Method column contains the method of payment used to pay a vendor. See Payment Methods for more information.

NAME	DESCRIPTION
Payment Account	The Payment Account column contains the bank account used to pay a vendor. See Bank Accounts for more information.
Batch	The Batch column contains a unique identifier for the payment batch file (payment file) that includes the payment.
Actions	In the *Actions* column, click the **Ellipsis** ••• action then select the **Resend Remittance** option to resend a remittance to a vendor.
Date Pickers	To view a vendor's payment history, select the **date range** in the *Date Pickers* then click the **View** button. The Date Pickers allow searches for up to seven years.
Void Checks	Click the **Void checks** button to reissue or refund print check payments after they are processed in AP Gateway and sent to vendors. If a print check payment has been processed by a vendor, it cannot be voided and reissued or refunded. See the Reissuing Print Check Payments or Refunding Print Check Payments sections for more information.

To view the payment history for a specific date range:

1. On the *History* page, select the **date range** in the *date pickers*.
2. Click the **View** button.



Payment Report Types

The following table contains descriptions of the reports that can be generated on the History table:

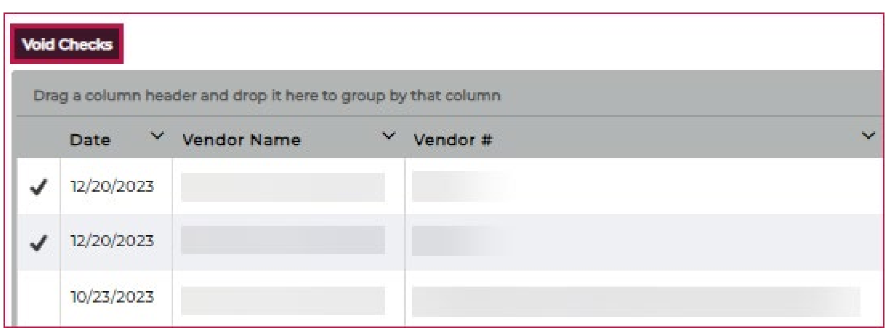
REPORT TYPE	DESCRIPTION
Payments Report	The Payments Report contains the Status, Vendor #, Vendor Name, Amount, Reference number, Processed status, Check #, and Payment Method/Account for all payments during a specified date range.
Invoices By Batch Report	The Invoices By Batch Report contains the Status, Vendor #, Vendor Name, Invoice Number, Reference number, Payment Method/Account, and Amount for vendor invoices by batch during a specified date range.
Export/Print	The Export/Print option downloads a Payments Needing Approval report that 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.

Reissuing Print Check Payments

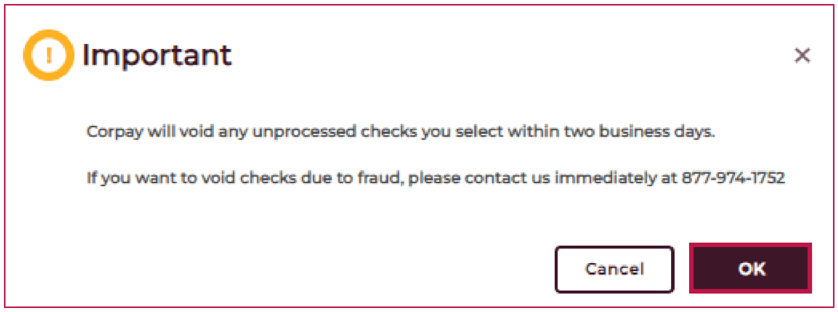
On the History page, users with the Void Checks permission can use the Void check button to reissue print check payments that have not been processed by a vendor.

To reissue a print check payment to a vendor:

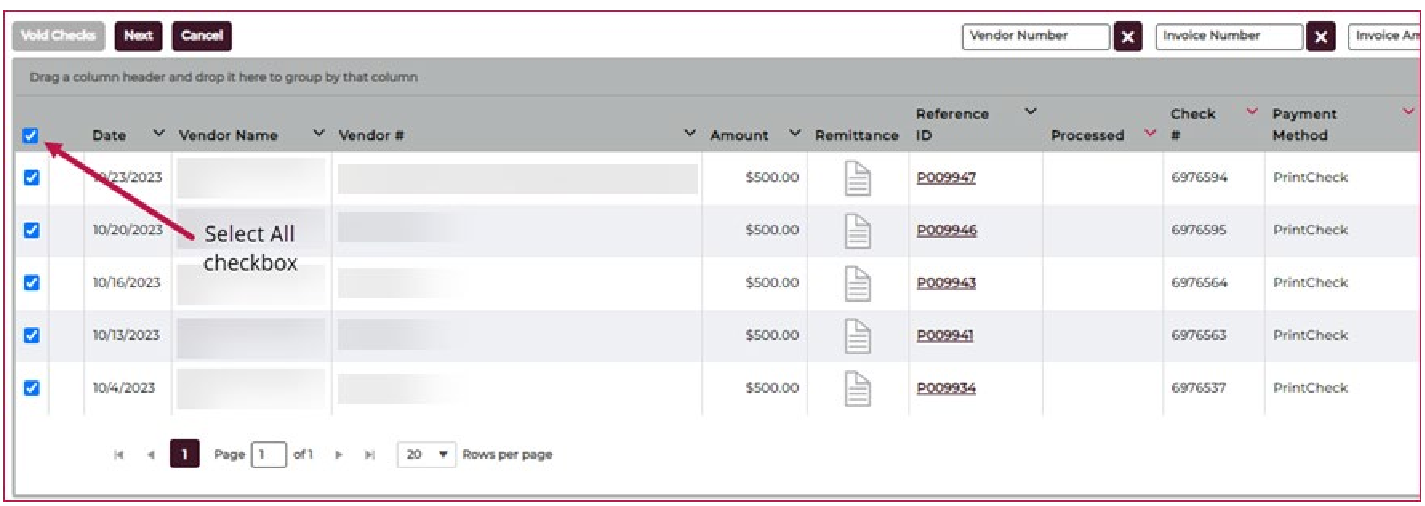
1. On the *History* page, click the **Void Checks** button.



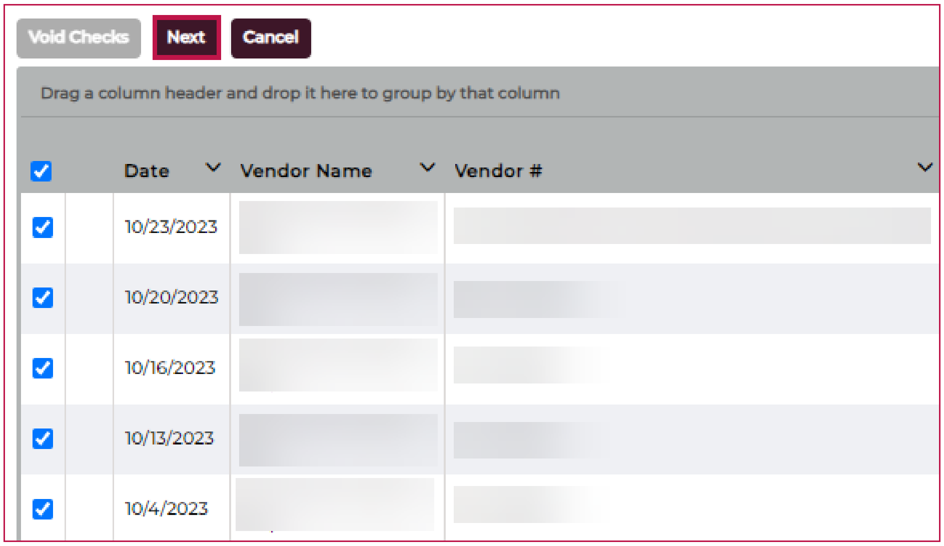
2. In the *Important* dialog, read the **message** then click the **OK** button.



3. Notice that all unprocessed print checks now display in the table.
4. 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.
5. 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.



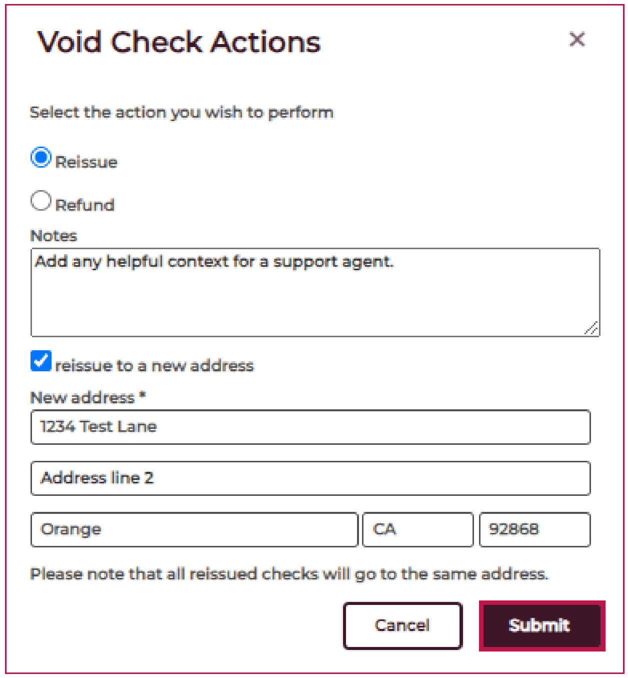
6. Click the **Next** button.



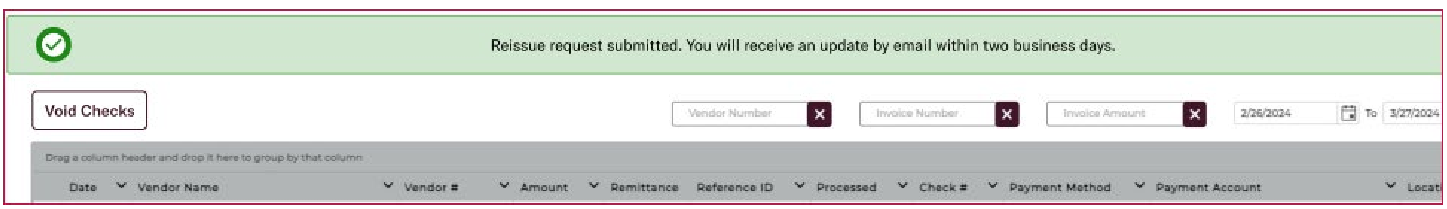
7. Complete the Void Check Actions dialog.
   a. Select the **Reissue** option.
   b. Optional: In the *Notes* field, enter **important details** that may be helpful to the support agent who will be reissuing the print check payment.
   c. If you would like to reissue the print check payment to an address 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.



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



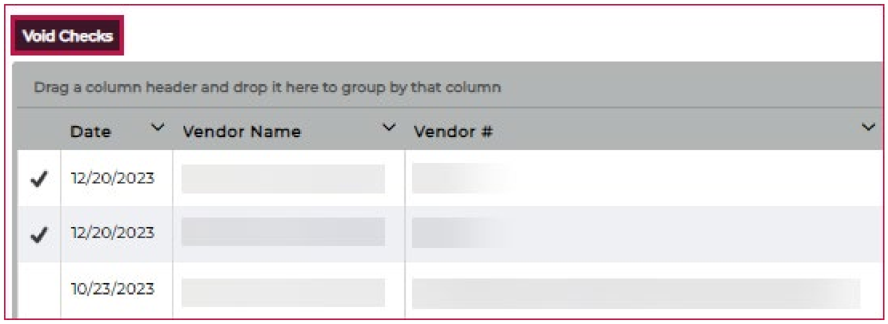
NOTE: A Payment Reissue Report can be generated on the Reports page to view a summary of all payments that have been reissued after the original payment submissions. Reissued payments will not display in a Payment Reissue Report until 1 – 2 business days after a reissue request is submitted using the Void Checks button. See the Generating Reports section for instructions on how to generate a Payment Reissue Report.

Refunding Print Check Payments

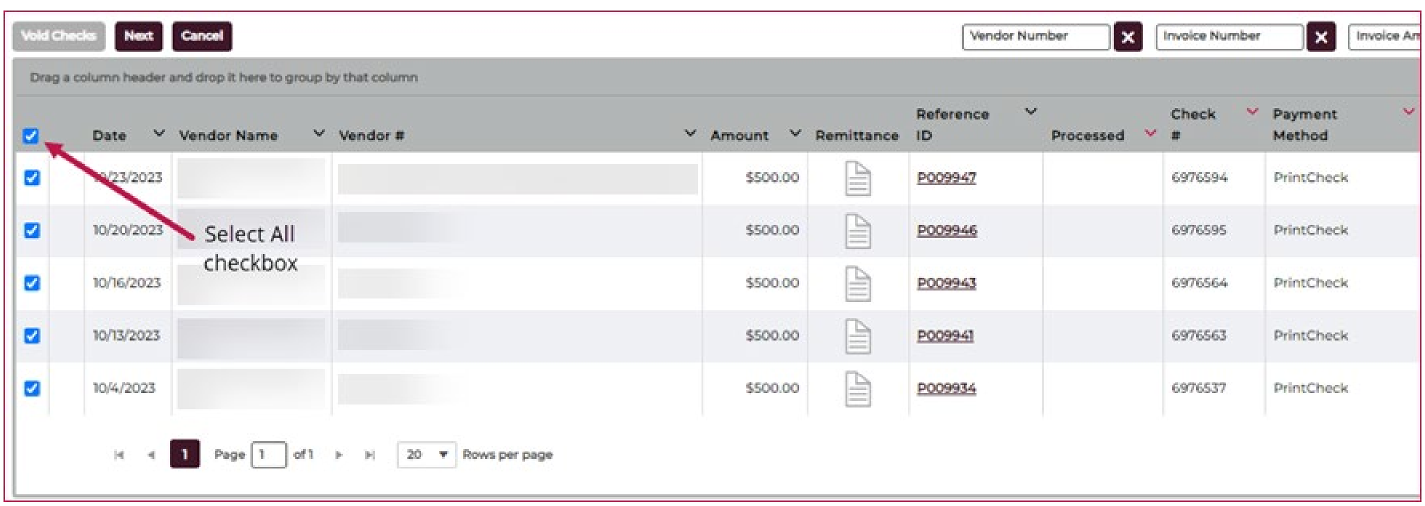
On the History page, users with the Void Checks permission can use the Void check button to refund print check payments that have not been processed by a vendor.

To refund a print check payment to a vendor:

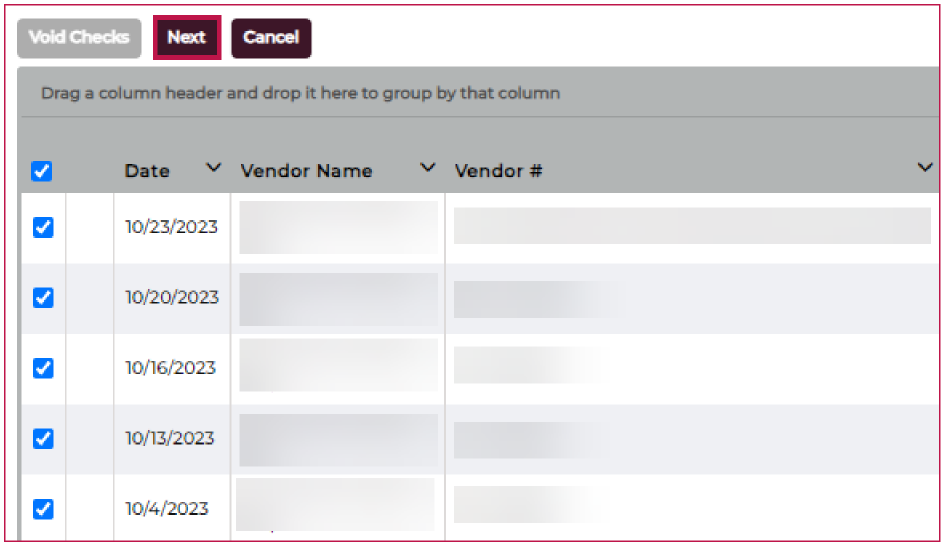
1. On the *History* page, click the **Void Checks** button.



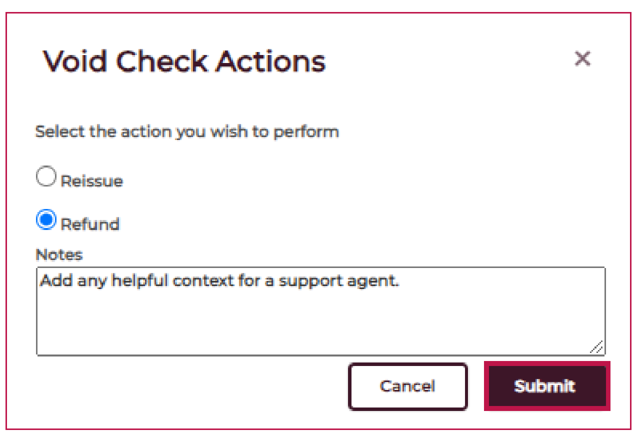
2. Notice that all unprocessed print checks now display in the table.
3. Optional: In the *date pickers*, update the **date range** then click the **Search** button to display all unprocessed print checks for a specified date range, in the table.
4. In the *table of unprocessed print checks*, select **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.



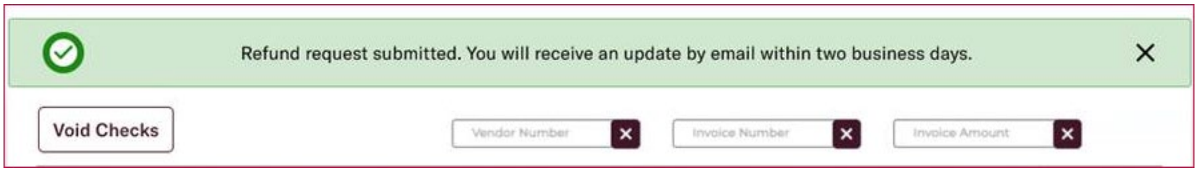
5. Click the **Next** button.



6. 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.



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



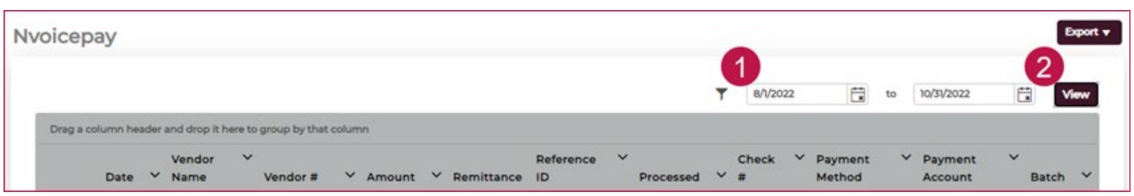
NOTE: A Payment Refund Report can be generated on the Reports page to view a summary of all payments that have been refunded. Refunded payments will not display in a Payment Refund Report until 1 – 2 business days after a refund request is submitted using the Void Checks button. See the Generating Reports section for instructions on how to generate a Payment Refund Report.

Exporting Payment Reports

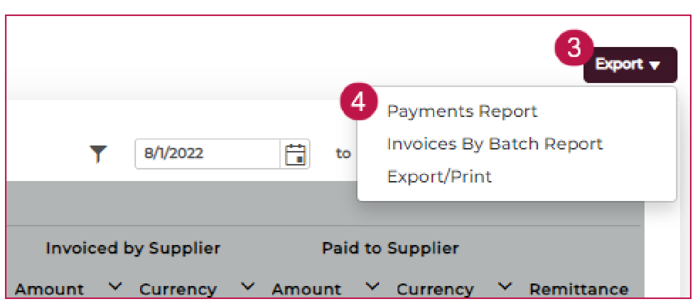
On the History page, use the Export drop-down to export a Payments Report, Invoices by Batch report, or an all payments report to download and print.

To export a report for a specific time:

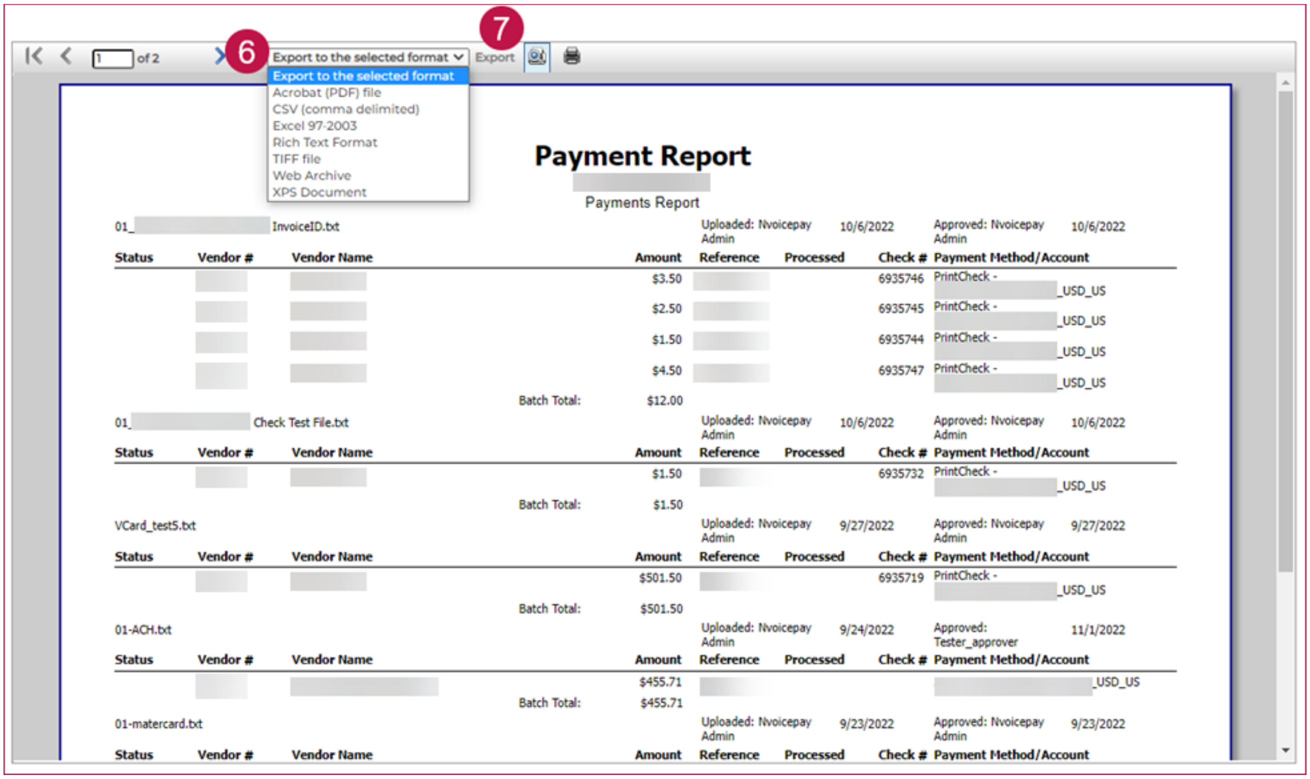
1. On the *History* page, select a **date range** in the *date pickers*.
2. Click the **View** button.



3. Click the **Export** drop-down.
4. Select the **type of report** to export.



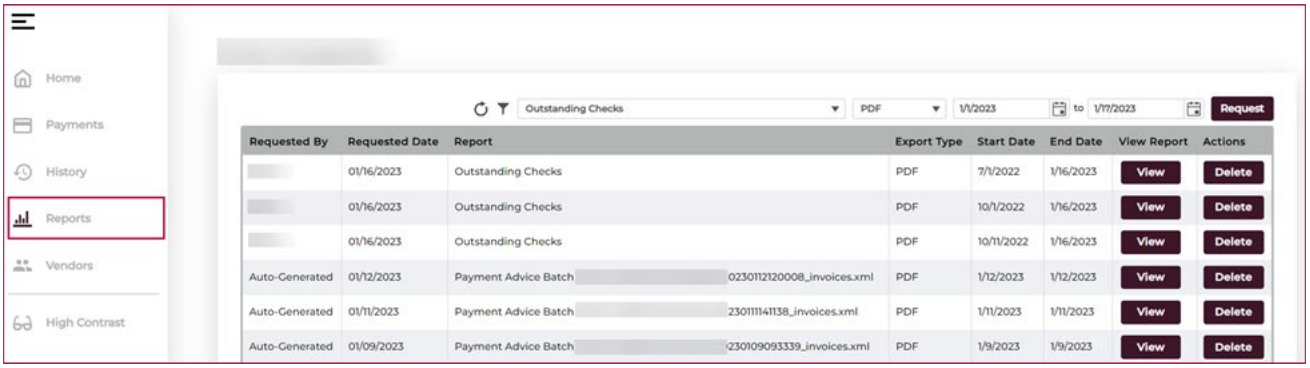
5. The report opens in a separate tab.
6. In the *Export to the selected format* drop-down, select the **format** (e.g., Acrobat (PDF) file, CSV (comma delimited), Excel 97-2003, Rich Text Format, TIFF file, Web Archive, XPS Document) to export the report in.
7. Click the **Export** link.



8. The report automatically downloads to your computer.

Reports Page

After payments are approved on the Payments page, an Electronic Payment Advice (remittance) is auto 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 generate additional reports for specific dates on the Reports page. See the Report Types table to learn about the types of reports that can be generated.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation may be different from the image above.

Reports Table

The following table contains descriptions of the column headers and actions in the Reports table:

NAME	DESCRIPTION
Requested By	The Requested By column contains the user who requested the report.
Requested Date	The Requested Date column contains the date the report was requested.
Report	The Report column contains the type of report.
Export Type	The Export Type column contains the format the report was exported in.
Start Date	The Start Date column contains the first day of the specified date range for the report.
End Date	The End Date column contains the last day of the specified date range for the report.

NAME	DESCRIPTION
View Report	In the *View Report* column, click the **View** button to save a copy of the report.
Actions	In the *Actions* column, click the **Delete** button to delete the requested report.
Refresh	Click the **Refresh** icon to refresh the Reports table.
Report Types	The Report Types drop-down contains twelve types of reports that can be generated on the Reports page. See the Report Types table for descriptions of each available report type.
Report Formats	The Report Formats drop-down contains the available formats the reports can be generated in: • PDF • XLS • XLSX • CSV
Date Picker	To generate a report for a specific time, select the **date range** in the *Date Pickers* then click the **Request** button.

Report Types

The following table contains descriptions of the reports that can be generated on the Reports page:

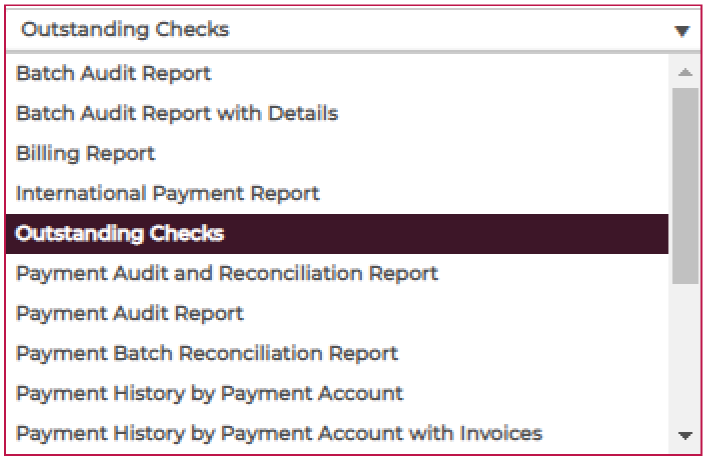
REPORT TYPE	DESCRIPTION
Batch Audit Report	The Batch Audit Report provides the username and date information for each payment batch file submission or cancellation. If a customer does not approve payments in batches, the report will contain the username and date for each approval.
Batch Audit Report with Details	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	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.

REPORT TYPE	DESCRIPTION
International Payment Report	The International Payment Report provides information about all international payments that were paid by a company (customer) for a specified date range.
Outstanding Checks	The Outstanding Checks report provides information about checks that have not been cashed.
Payment Audit Report	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	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	The Payment Batch Reconciliation Report provides the payment history for all vendors paid in each payment batch.
Payment History by Payment Account	The Payment History by Payment Account report provides the payment history for vendors grouped by payment account.
Payment History by Payment Account with Invoices	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	The Payment History by Vendor report provides vendor payment history grouped by vendor name and vendor number.
Payment History by Vendor (Summary)	The Payment History by Vendor (Summary) report provides a summary of all payments to each vendor within a given date range.
Payment Reconciliation	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	The Payment Reconciliation with Invoices report provides the same information as the Payment Reconciliation report plus invoice-level details.
Payment Refund Report	The Payment Refund Report provides a summary of all payments that have been refunded.
Payment Reissue Report	The Payment Reissue Report provides a summary of all payments that have been reissued after the original submission of the payment.
Unprocessed Nvoicepay Mastercard Transactions	The Unprocessed Nvoicepay Mastercard Transactions Report provides all outstanding Mastercard payments that are active.

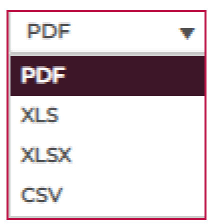
Generating Reports

To generate a report:

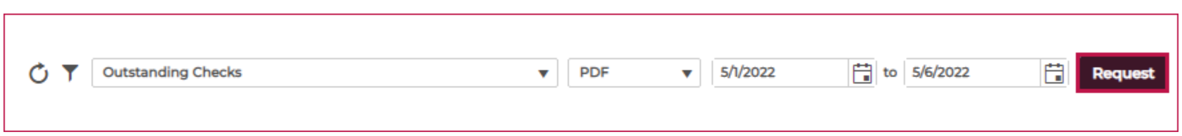
1. Select the **type of report** to generate in the *Report Types* drop-down.



2. Select the **format** for the report in the *Report Formats* drop-down.

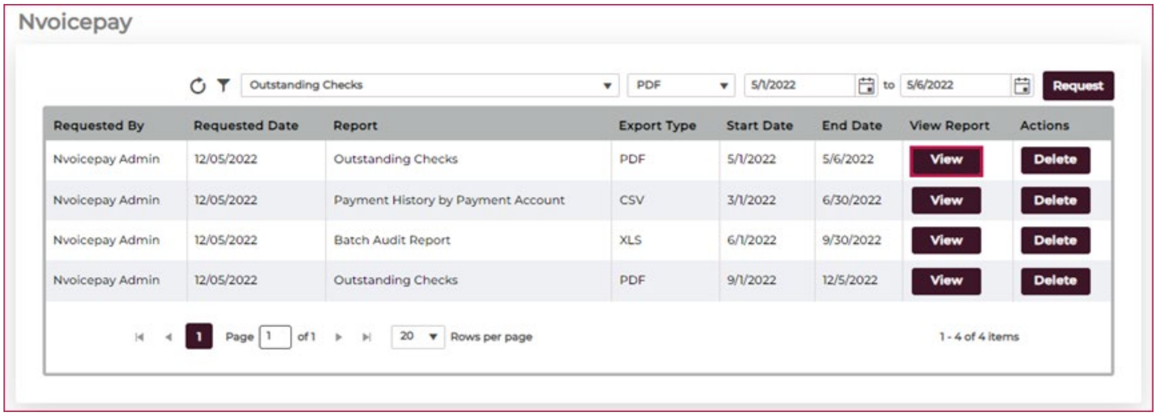


3. Select the desired **date range** in the *date pickers*.
4. Click the **Request** button.



5. Locate the **report** in the *Reports table* then wait a few seconds for the View button to display in the *View Report* column.

6. Click the **View** button in the View Report column.



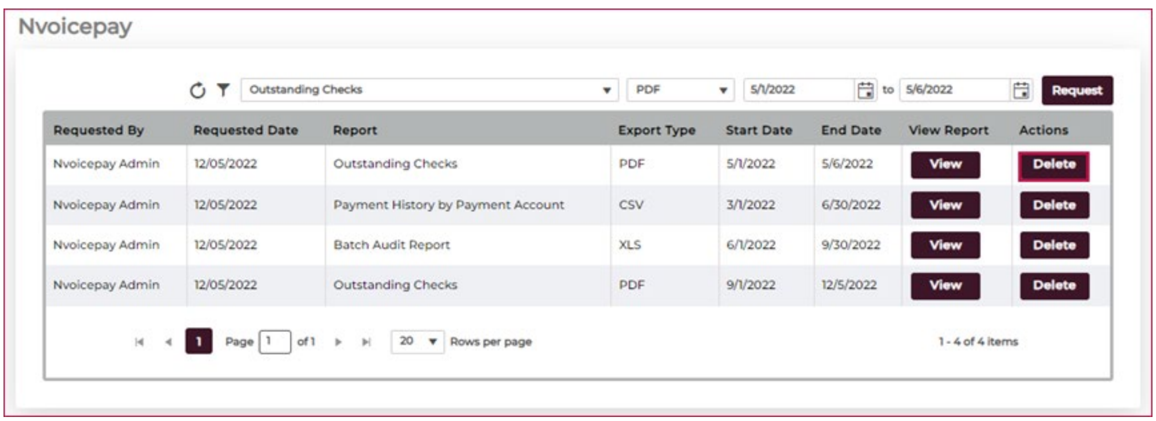
Requested By	Requested Date	Report	Export Type	Start Date	End Date	View Report	Actions
Nvoicepay Admin	12/05/2022	Outstanding Checks	PDF	5/1/2022	5/6/2022	View	Delete
Nvoicepay Admin	12/05/2022	Payment History by Payment Account	CSV	3/1/2022	6/30/2022	View	Delete
Nvoicepay Admin	12/05/2022	Batch Audit Report	XLS	6/1/2022	9/30/2022	View	Delete
Nvoicepay Admin	12/05/2022	Outstanding Checks	PDF	9/1/2022	12/5/2022	View	Delete

7. Print or save the **report** to the desired location.

Deleting Reports

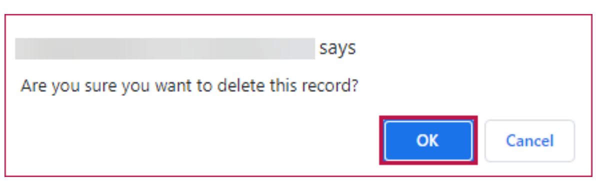
To delete a report:

1. In the report's *Actions* column, click the **Delete** button.



Requested By	Requested Date	Report	Export Type	Start Date	End Date	View Report	Actions
Nvoicepay Admin	12/05/2022	Outstanding Checks	PDF	5/1/2022	5/6/2022	View	Delete
Nvoicepay Admin	12/05/2022	Payment History by Payment Account	CSV	3/1/2022	6/30/2022	View	Delete
Nvoicepay Admin	12/05/2022	Batch Audit Report	XLS	6/1/2022	9/30/2022	View	Delete
Nvoicepay Admin	12/05/2022	Outstanding Checks	PDF	9/1/2022	12/5/2022	View	Delete

2. In the *Confirmation* dialog, click the **OK** button.

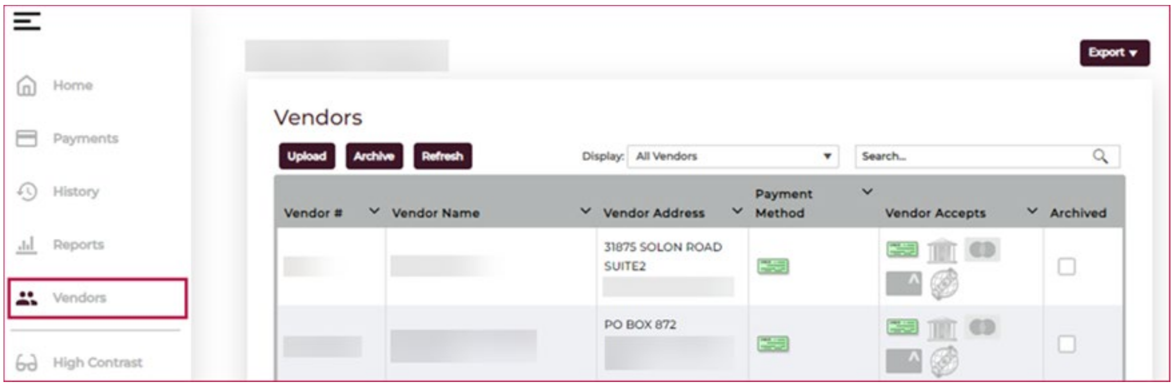


Vendor Management

In this section, you will learn how to view and manage Vendor information in AP Gateway.

Vendors Page

Users with the Manage Vendors permission can upload and manage vendor information on the Vendors page.



NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation may be different from the image above.

Vendors Table

The following table contains descriptions of the column headers and actions in the Vendors table:

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the vendor number provided by the customer's Enterprise Resource Planning (ERP) system.
Vendor Name	The Vendor Name column contains the name of the vendor receiving the payment.
Vendor Address	The Vendor Address column contains the address of the vendor.
Payment Method	The Payment Method column contains the type of payment used by a customer to pay a vendor. See Payment Methods for more information.

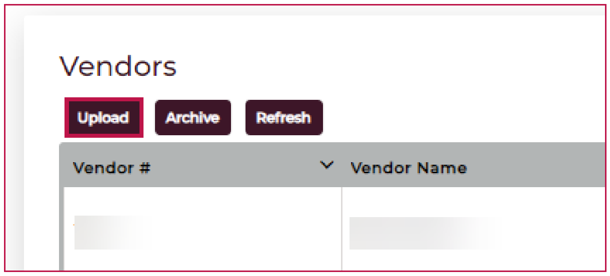
NAME	DESCRIPTION
Vendor Accepts	The Vendor Accepts column contains the payment methods accepted by the vendor. Options are Print Check, Mastercard, CorpayCard, ACH, and International.
Archived	Checkboxes in the Archived column are selected for vendor accounts that are archived and deselected for vendor accounts that are not archived. The Vendors page displays information for vendors who are not archived by default.
Upload	Click the **Upload** button to open the Upload File dialog, download the Vendor List Template, and upload new vendor lists.
Archive	Click the **Archive** button to select vendor accounts in the Vendors table to archive.
Refresh	Click the **Refresh** button to populate changes to the Vendors table.
Display	Click the **Display** drop-down then select one of the following: • **All Vendors**: Displays active and archived vendors in the Vendors table. • **Active**: Displays only active vendors in the Vendors table. • **Archived**: Displays only archived vendors in the Vendors table.
Search	Use the **Search** box to quickly find specific user accounts.
Export	Click the **Export** drop-down then select one of the following report types to automatically download in a CSV format: • **Current Company**: Contains the vendor number, name, address, accepted payment methods, preferred payment method, and payment account information for all vendors (if applicable). • **All Companies**: 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.

Uploading Vendor Lists

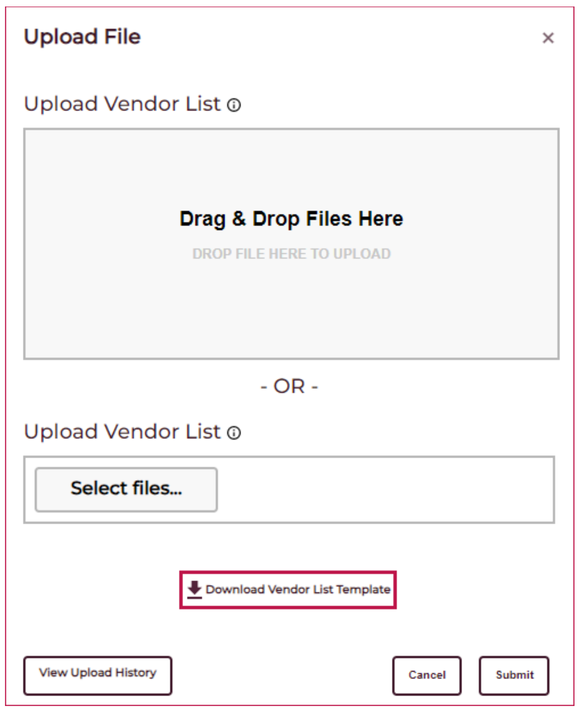
New vendors can be added to AP Gateway by uploading a vendor list. On the Vendors page, use the **Upload** button to download a Vendor List template containing the required column headers that can be used to easily create a vendor list. Vendor lists must be in an XLSX or CSV file format to upload. Once the vendor list is created, use the Upload button to upload the vendor list.

To download the Vendor List Template:

1. Click the **Upload** button on the *Vendors* page.



2. In the *Upload File* dialog, click the **Download Vendor List Template** link. The template will automatically download to your computer.

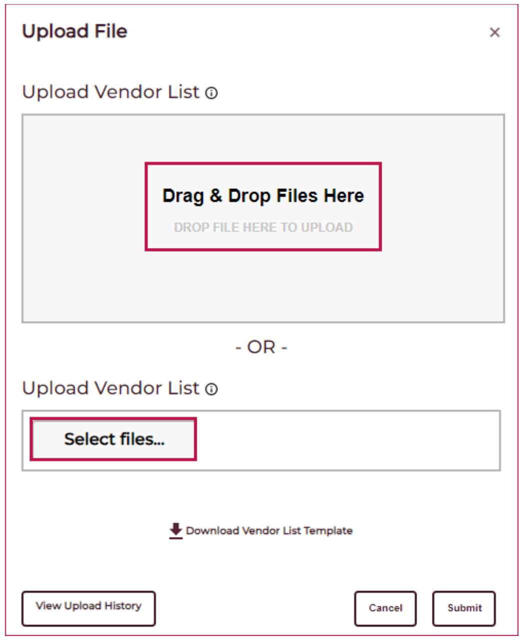


3. Open the **template** and enter your **vendor information**.
4. Save your new **vendor list** then upload the **vendor list** to the Upload File dialog.

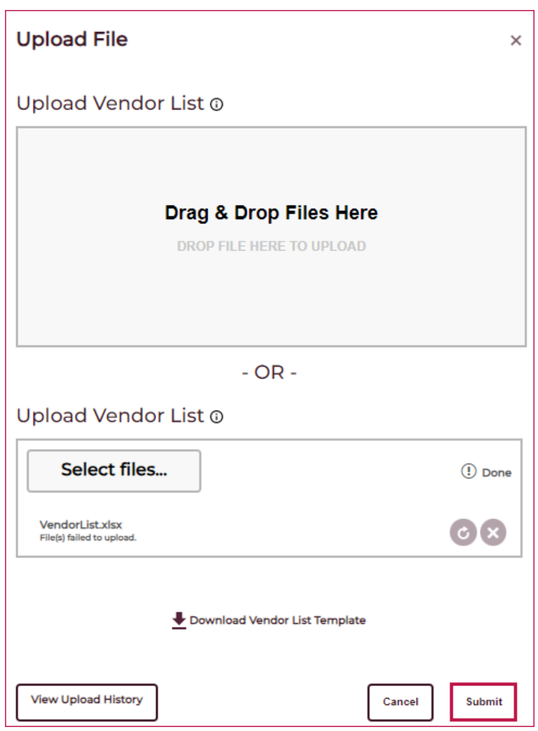
To upload a vendor list:

1. Click the **Upload** button on the *Vendors* page.

2. In the *Upload File* dialog, drag and drop the **vendor list** into the first *Upload Vendor List* field *OR* click the **Select files…** button in the second *Upload Vendor List* field then Locate and select the **vendor list** file to upload.



3. Click the **Submit** button.

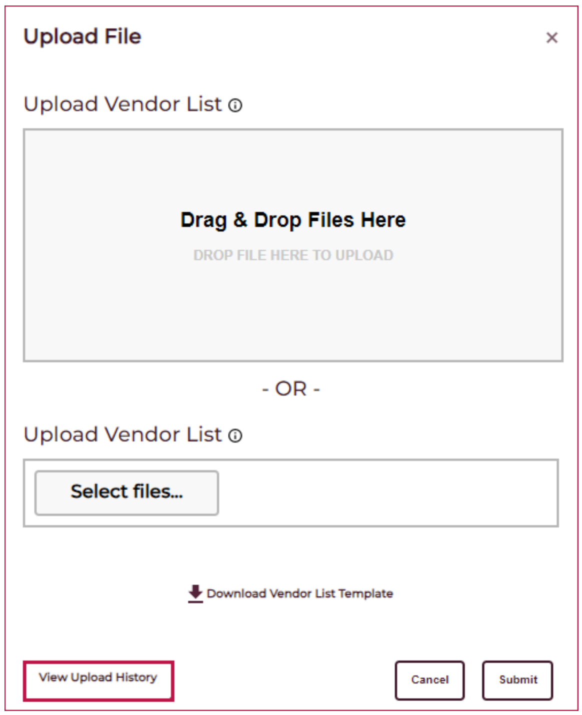


4. A message displays stating the vendor list was successfully uploaded.

Viewing Vendor Upload History

To view the previously uploaded vendor lists:

1. Click the **Upload** button on the *Vendors* page.
2. In the *Upload File* dialog, click the **View Upload History** button.



3. On the *Vendor Upload History* page, view the **information** in the table.
4. Click the **name of a vendor list file** in the *File Name* column to automatically download a copy of the file.
5. Click the **Vendors** button to return to the *Vendors* page.

Vendor Upload History Table

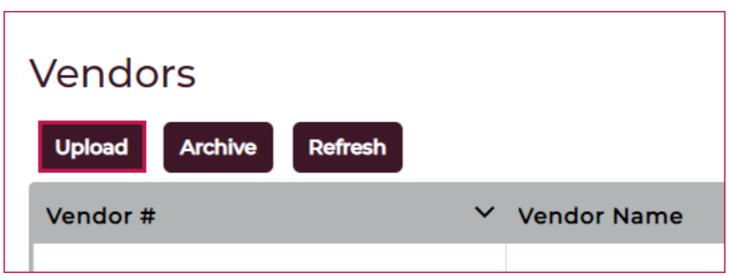
The following table contains descriptions of the column headers in the Upload History table:

NAME	DESCRIPTION
Date	The Date column contains the date when the vendor list file was uploaded in AP Gateway.
User	The User column contains the email address for the user who uploaded the vendor list file in AP Gateway.
File Name	The File Name column contains the name of the vendor list file that was uploaded in AP Gateway.
Status	The Status column contains the following statuses for the vendor list file: • **Pending**: The vendor list file upload needs to be reviewed by Corpay to ensure the information is correct and to manually complete the upload. • **Complete**: The vendor list file upload has been processed by Corpay and the vendors are listed in the Vendors table on the main Vendors page.

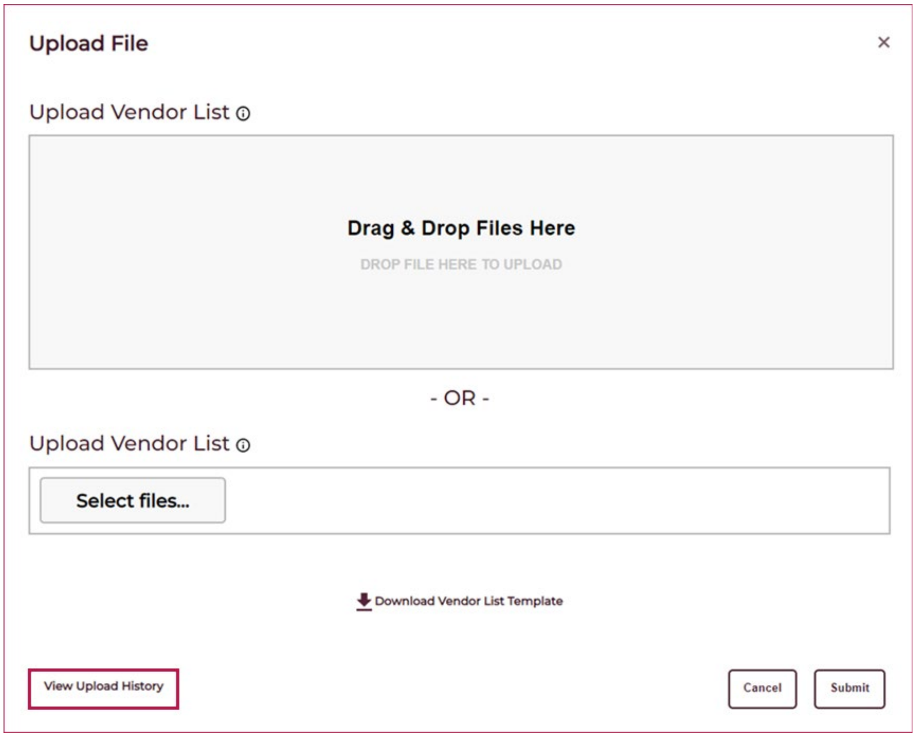
Uploading Hidden Vendor Lists

To upload a hidden vendor list:

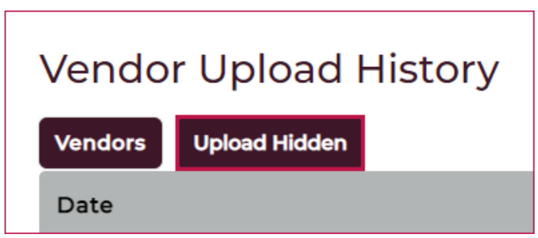
1. On the *Vendors* page, click the **Upload** button.



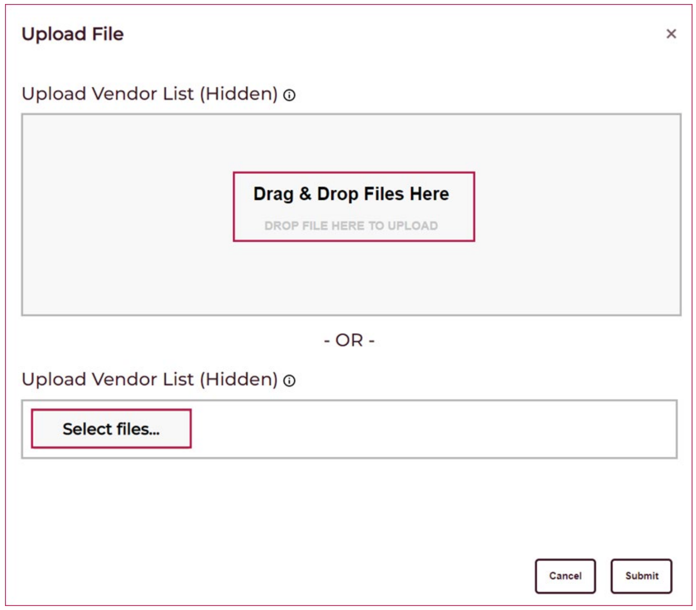
2. In the *Upload File* dialog, click the **View Upload History** button.



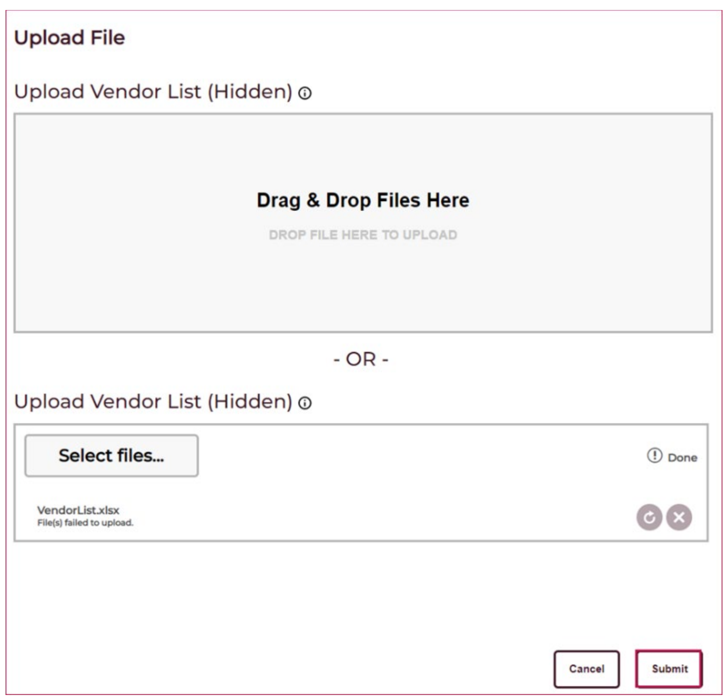
3. Click the **Upload Hidden** button on the *Vendor Upload History* page.



4. In the *Upload File* dialog, drag and drop the **vendor list** into the first *Upload Vendor List (Hidden)* field *OR* click the **Select files…** button in the second *Upload Vendor List (Hidden)* field then locate and select the **vendor list** file to upload.



5. Click the **Submit** button.

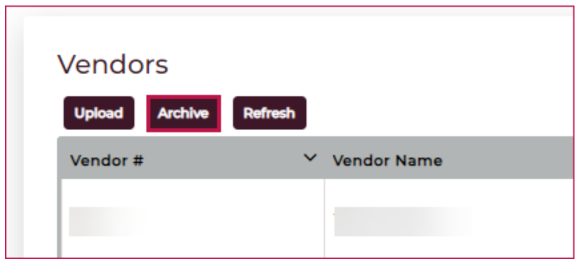


6. A message displays stating the hidden vendor list was successfully uploaded.

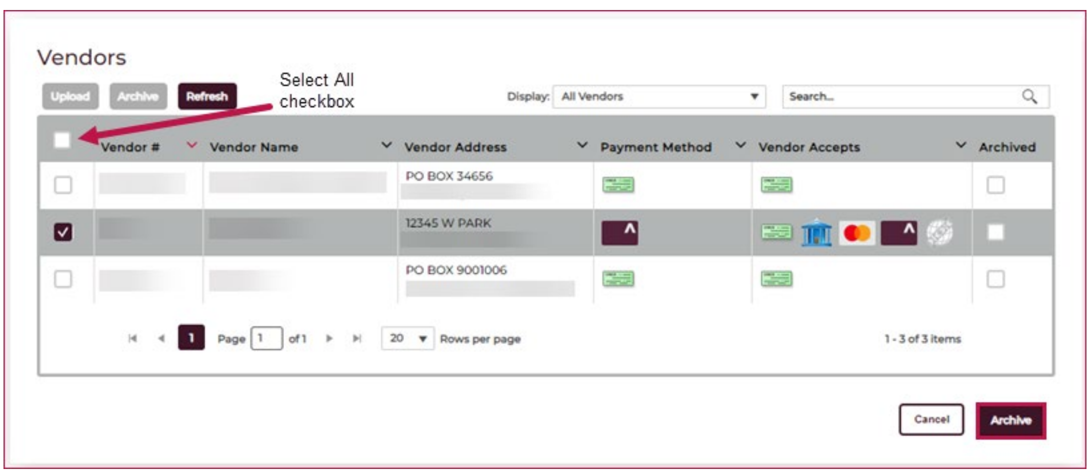
Archiving Vendors

To archive vendors:

1. Click the **Archive** button on the *Vendors* page.



2. In the *Vendors* table, select **one or multiple checkboxes** or select the **Select All** checkbox in the *column header* for the vendor accounts to archive.
3. Click the **Archive** button at the bottom of the *Vendors* page.



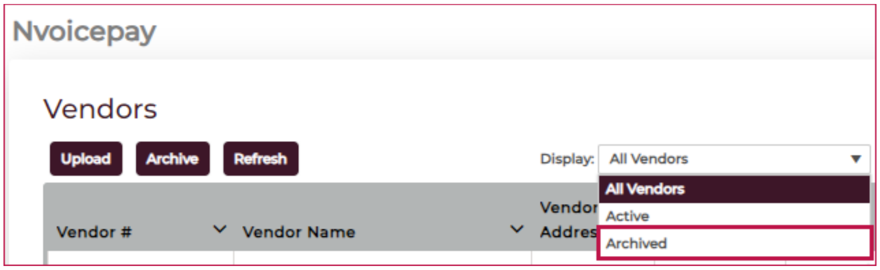
4. A message displays stating the vendor account(s) were archived successfully.

NOTE: Archived vendor accounts are not included in the Vendors table by default. Select the **Archived** option in the *Display* drop-down to display archived vendor accounts.

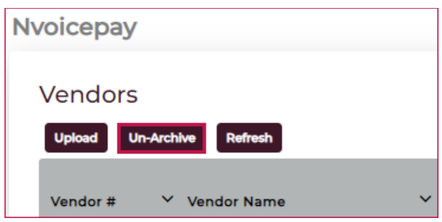
Unarchiving Vendors

To unarchive vendors:

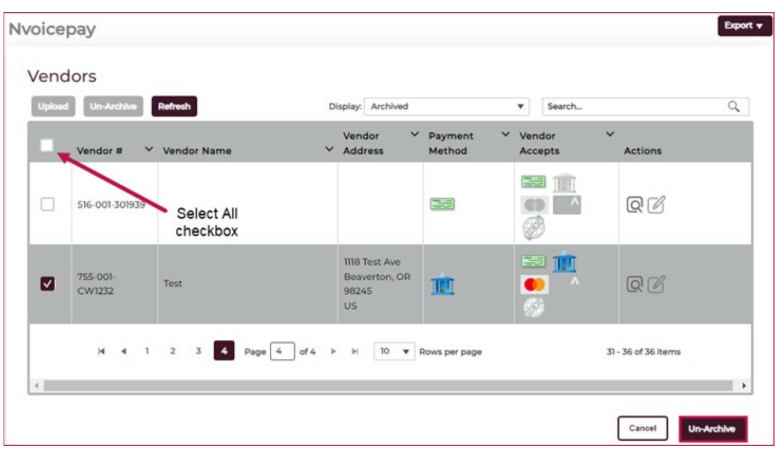
1. On the *Vendors* page, click the **Display** drop-down then select the **Archived** option.



2. Selecting the Archived option changes the Archive button to Un-Archive. Click the **Un-Archive** button.



3. In the *Vendors* table, select **one or multiple checkboxes** or select the **Select All** checkbox in the *column header* for the vendor accounts to unarchive.
4. Click the **Un-Archive** button at the bottom of the *Vendors* page.

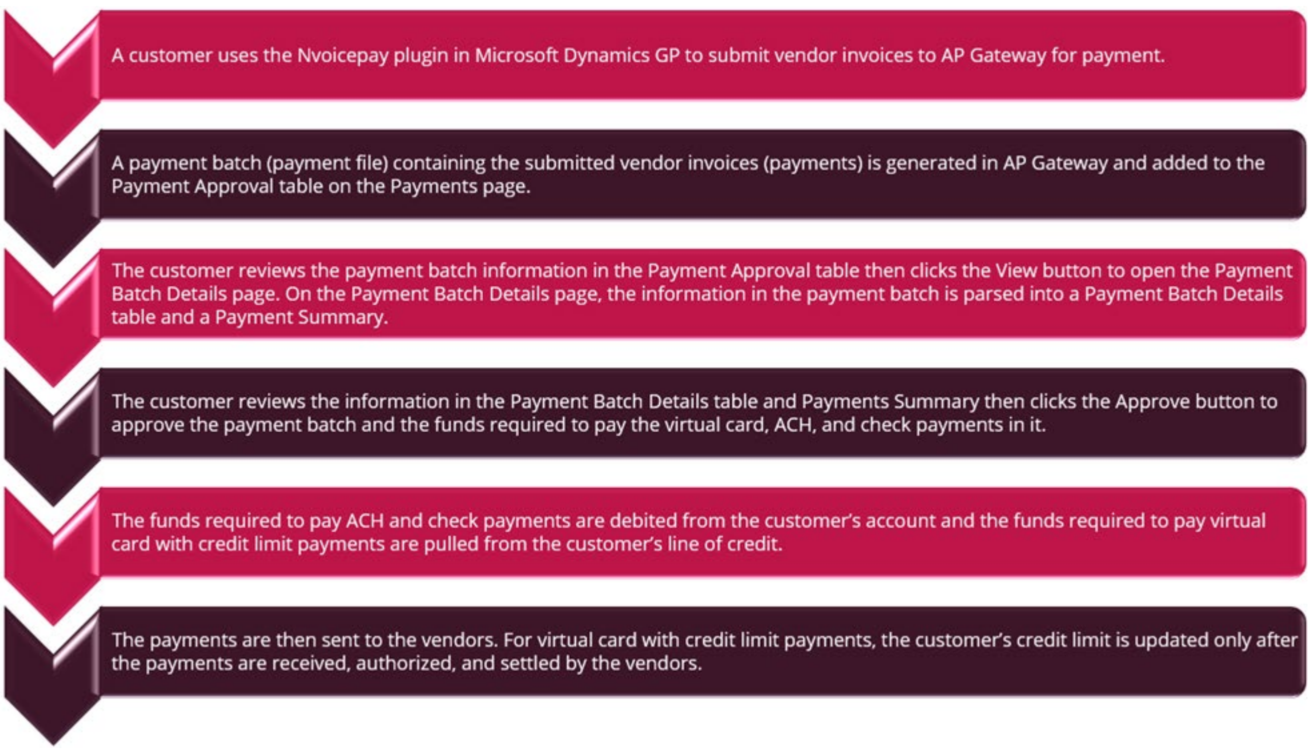


5. A message displays confirming the vendors were restored to active.

Credit Line Model Payments

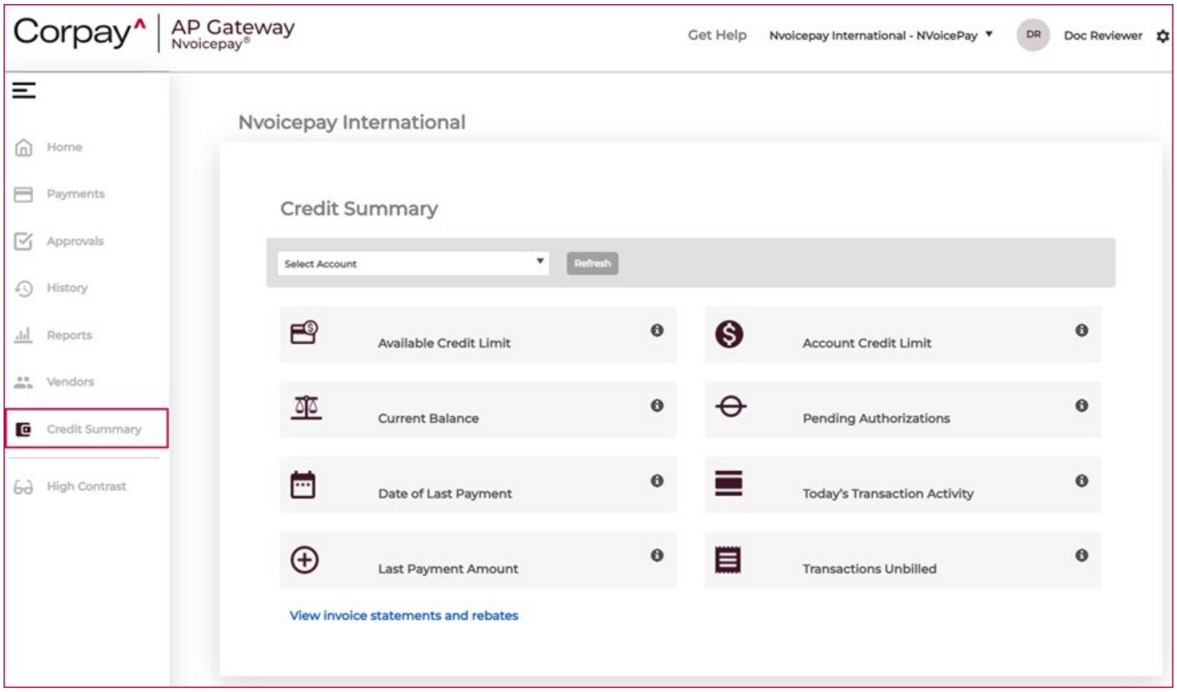
The Credit Line Model feature in AP Gateway allows qualifying companies to pay vendors using virtual cards funded by a Corpay line of credit. With Credit Line Model payments, Corpay processes vendor payments using a company's line of credit instead of debiting funds from the company's bank account. Corpay also sends a statement to the company periodically. In this section, you will learn about the Credit Summary page that is only available to users within a company that has a line of credit with Corpay.

Process



Credit Summary Page

The Credit Summary page contains information about a company's line of credit with Corpay such as their credit limit, balance, and payments. The Credit Summary page is only visible if a company has a line of credit with Corpay.

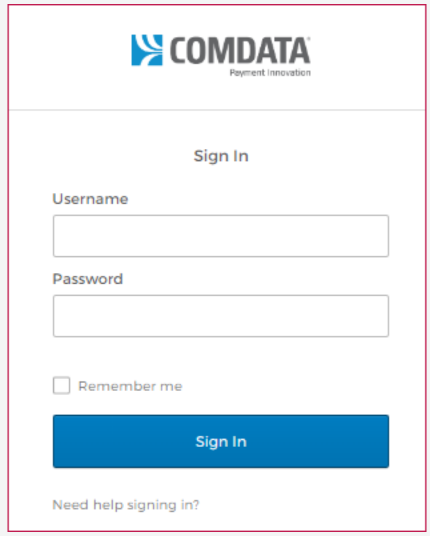


NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation may be different from the image above.

Credit Summary Table

The following table contains descriptions of the actions and fields on the Credit Summary page:

NAME	DESCRIPTION
Select Account	If an organization has multiple accounts with a line of credit, the Select Account drop-down contains the account number and account name for each account. Selecting an account in the Select Account drop-down updates the fields on the Credit Summary page with real time data on the account.
Refresh	The Refresh button refreshes the Credit Summary page to display the latest account information. When the page is

NAME	DESCRIPTION
	refreshed, a message displays with the date and time the page was last updated. The date is in Pacific Daylight Time (PDT).
View invoice statements and rebates	The View invoice statements and rebates link takes a user to the iConnectData site where they can log in to view their company's statement and rebate history. 
Information	The Information icons display tooltips with descriptions for each field on the Credit Summary page. The fields and their tooltips are listed below.
Available Credit Limit	The Available Credit Limit field contains the amount available to spend (after transactions that are unbilled or pending authorization).
Account Credit Limit	The Account Credit Limit field contains the approved credit limit for a customer's account.
Current Balance	The Current Balance field contains the net balance due of any invoices, minus any payments or credits received, as of yesterday. A positive value indicates a balance due on the account, while a negative value indicates overpayment on the account.
Pending Authorizations	The Pending Authorizations field contains the transactions that are in pending or authorized status (not settled or posted by the merchant). This amount is reflected in the Available Credit Limit.
Date of Last Payment	The Date of Last Payment field contains the date the last payment was posted to a customer's account.
Today's Transaction Activity	The Today's Transaction Activity field contains the transactions posted to a customer's account today.
Last Payment Amount	The Last Payment Amount field contains the amount of the last payment posted to a customer's account.

NAME	DESCRIPTION
Transaction Unbilled	The Transaction Unbilled field contains the transactions that have posted but have not yet been billed. This amount is reflected in the Available Credit Limit.

Frequently Asked Questions

In this section, you will find answers to the most frequently asked questions about AP Gateway.

General Questions

Q: How do the Mastercard payments work?

Mastercard payments are processed like traditional card transactions. Payments are available within 24 hours after the final approval in AP Gateway. Virtual card information is then sent to the vendor in a secure email. If payments are not processed by the vendor within 30 days and if the entire amount of the card is available, Corpay is going to refund the card as a print check. And if partial payments were made and the card was partially used, Corpay is going to reissue the partial card amounts back to the customer at the date of expiration of the card.

Q: What is the cut-off time to approve payments and when are the payments released?

See the following payment approval and release schedule:

DAY APPROVED	TIME APPROVED (ET)	RELEASED
Monday	Before 6pm	Tuesday
	After 6pm	Wednesday
Tuesday	Before 6pm	Wednesday
	After 6pm	Thursday
Wednesday	Before 6pm	Thursday
	After 6pm	Friday
Thursday	Before 6pm	Friday
	After 6pm	Monday
Friday	Before 6pm	Monday
	After 6pm	Tuesday
	Before 6pm	Tuesday

Saturday	After 6pm	Tuesday
Sunday	Before 6pm	Tuesday
	After 6pm	Tuesday

NOTE: National and bank holidays may cause a delay in payment.

Q: Once a payment has been approved and released, how long does it take for the vendor to receive the payment?

- **CorpayCard**: The vendor will receive payment, via direct deposit, 2-3 banking days after the payment is approved in AP Gateway.
- **Mastercard**: The vendor will receive a remittance containing single-use or multi-use virtual card information, via secure email, one banking day after the payment is approved in AP Gateway. The vendor can then process the payment using their merchant card processor.
- **ACH**: Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Gateway, and it typically takes an additional 1-2 banking days for bank processing.
- **Print Check**: Print Checks are mailed to vendors within 2-3 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.
- **IWIRE, IDIRECT, and IACH**: The vendor will receive the payment in 3-5 banking days after they receive a remittance.

NOTE: See the Payment Methods and Payment Method Flows sections for more information.

Q: What is a stale check and what happens when a check becomes stale?

A check is considered stale when a vendor holds it for more than 60 days after the issue date without cashing it. When a check becomes stale, the payment is voided and automatically refunded to the customer. If a vendor presents a stale check to the bank, the check will bounce.

Vendor Questions

Q: What information is needed from vendors to set up payment terms?

Vendors must provide their payment method preference, banking information (for ACH), and email address to receive remittances. Additional information such as a phone number, accounts receivable contact information, and fax numbers will expedite any follow-up on unprocessed payments. Due to security and compliance policies, vendors cannot be enrolled using deposit slips, handwritten banking information, or banking information typed directly in the body of an email. Corpay accepts banking information in one of the following formats:

- A copy of a voided check.
    - The address and name must match Corpay's records.
    - The address and name must be bank-imprinted not handwritten.
- A bank letter with the vendor's banking information.

Q: What information is included on remittances?

Remittances contain:

- Customer Information
- Vendor Information
- Payment amount
- Reference number
- Payment ID
- Invoice number
- Account number
- Virtual card details for Mastercard payments

Payment Questions

Q: How do I void a payment in AP Gateway?

Payment batch files can be canceled (voided) if there are errors in the file. Individual payments within a payment batch file can only be excluded from a payment batch file. See the following sections for more information:

- Canceling (Voiding) Payment Batch Files: Instructions on voiding payment batch files.
- Excluding Payments: Instructions on excluding individual payments from a payment batch file.
- Reissuing Print Check Payments: Instructions on how to void and reissue print check payments that have been processed in AP Gateway and sent to vendors.

- Refunding Print Check Payments: Instructions on how to void and refund print check payments that have been processed in AP Gateway and sent to vendors.

If the payment is in a closed month, contact the Technical Support team for assistance at 877-974-1752 or techsupport@corpay.com.

Q: How do I void a returned uncashed check?

To void a returned uncashed check:

1. Write **VOID** across the front of the check.
2. Scan the **check**.
3. Email the **scanned check image** to Corpay's Payment Modifications team at paymentmodification@corpay.com with a request to void the payment.

Q: How do I stop a check payment?

All requests to stop check payments must be sent in writing (via email) to Corpay's Payment Modifications team at paymentmodification@corpay.com. This ensures that Corpay is acting in accordance with your company's payment instructions.

Q: Why did a check for a payment that was placed on hold become stale?

Checks are printed with an expiration date of 60 days after the printed date. If a submitted payment is placed on hold, the date will not change. If an on-hold payment is nearing the 60-day mark, it is recommended to void the payment and resubmit it to change the expiration date.

Q: What is an unprocessed virtual card payment?

If a vendor receives a virtual card payment and does not authorize and settle it, the payment is considered unprocessed. Since virtual cards expire after 30 days, Corpay contacts vendors by email and phone to remind them that they have up to 30 days after the virtual payment is sent to authorize and settle the payment. When a card expires, if the entire amount of the card is available, Corpay is going to reissue it as a print check. And if the card was partially used, Corpay is going to refund the partial card amounts back to the customer at the date of expiration of the card.

Q: Can a virtual card be canceled?

Virtual cards can only be canceled if:

- the customer calls Corpay's Payment Support team to cancel the payment before it is processed.
- they expire after 30 days.
- the vendor calls Corpay's Payment Support team and requests to not receive payments via virtual card.

Q: What happens if virtual card is canceled?

If a virtual card is canceled, it is flagged void/cancel in AP Gateway and the customer receives an email notification. The customer must then resubmit the payment for processing in AP Gateway using a different payment method.

International Payment Questions

Q: What should I do if the transaction rate is not locking?

If you have followed the instructions to approve and lock a transaction rate and the transaction rate did not lock, contact the Technical Support team at 877-974-1752 or techsupport@corpay.com for assistance.

Q: What should I do if an international payment fails?

The most common cause of an international payment failure is the bank's country being listed incorrectly. Check the Bank Country column in the payment file to ensure that the correct country is listed. If the bank's country is listed correctly in the payment file, check the ISO-2 Country Code to ensure that it is correct. The most common ISO-2 Country Code issues are:

- Taiwan uses *TW* instead of China's *CN*.
- Hong Kong uses *HK* instead of China's *CN*.
- Singapore uses *SG*.
- United Kingdom (England, Scotland, Wales, Northern Ireland) uses *GB* instead of *UK*.

Visit the ISO Online Browsing Platform to find the complete list of ISO-2 (Alpha-2 code) Country Codes. If the bank's country and the ISO-2 Country code are correct and the payment file is still failing, contact the Technical Support team at 877-974-1752 or techsupport@corpay.com for assistance.

Q: Are there any countries that Corpay does not send payments to?

Corpay does not send payments to North Korea or Iran. Additional information may be requested for payments sent to the following countries:

- Afghanistan
- Belarus
- Burundi
- Cambodia
- Congo
- Democratic Republic of the Congo (Zaire)
- Ecuador
- Egypt
- Equatorial Guinea
- Guinea-Bissau
- Eritrea
- Ethiopia
- Fiji
- Haiti
- Guinea
- Guyana
- Indonesia
- Iraq
- Ivory Coast (Côte d'Ivoire)

- Kenya
- Lebanon
- Liberia
- Libya
- Palestinian Territory
- Sierra Leona
- Somalia
- Tajikistan
- Tanzania
- Tunisia
- Turkey
- Ukraine
- Yemen
- Zimbabwe

Q: How can I prevent international payments from being stopped for review.

The Office of Foreign Assets Control (OFAC) of the U.S. Treasury Department enforces economic and trade sanctions based on U.S. foreign policy. Payments that are stopped for OFAC review cannot be predicted, but most commonly occur for international vendors who have experienced fraudulent payments in the past, or individuals whose names match the names of other individuals who are prohibited from making financial transactions.

Q: What information is needed to release payments stopped by OFAC?

The requested information varies from payment to payment. The most commonly requested information is a copy of the invoice and a description of the vendor's relationship with your company. If the vendor is an individual and not a company, the vendor's birthdate may be requested.

International Vendor Questions

Q: How should an international vendor's banking information be submitted to Corpay?

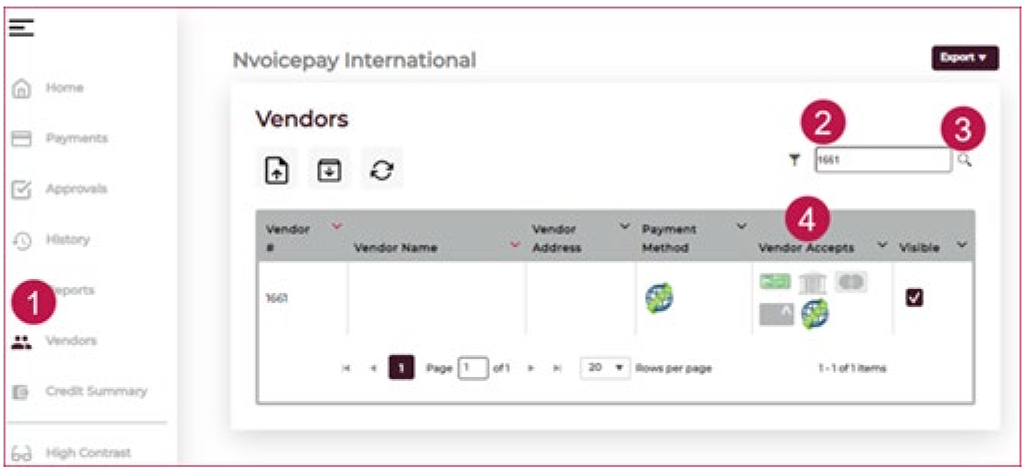
Your company or the vendor can submit the vendor's banking information using the electronic enrollment link provided during onboarding. If your company completes the enrollment form, enter the Vendor Number in the Customer Assigned Vendor ID field to accelerate the enrollment process.

Q: How long does it take to enroll an international vendor?

The Service Level Agreement for international enrollments is less than five business days. Enrollments may be delayed if the FX (International) Support team needs to reach out to your company or the vendor for missing or incomplete information.

Q: How can I tell if my international vendor is set up to receive international payments?

1. In *AP Gateway*, click the **Vendors** page.
2. On the *Vendors* page, enter the **Vendor #** in the *Search* box.
3. Click the **magnifying glass** or press the **enter** key on your keyboard.
4. If the International Payments  icon *is not* grayed out in the *Vendor Accepts* column, the vendor is set up to receive international payments.



Q: What information is required to complete an international vendor enrollment?

The information required for international vendor enrollments varies based on the vendor's country. The requirements for every country are:

- Vendor Number
- Preferred currency that is supported by the international vendor's bank
- Supporting documentation (e.g., invoice or bank documents)
- Purpose of payment (Purchase of Goods is used by default.)
- Vendor's information
  - Legal name
  - Full address
  - Remittance email address
  - Phone number
- Vendor's banking information
  - IBAN/Account Number (per bank country)
  - Bank routing details (e.g., Sort Code, BSB Code, Transit Number)
  - SWIFT/BIC Code

- Bank address
- Additional country specific information

NOTE: Enrollment may be delayed if the FX (International) Support team needs to request missing or incomplete information.

Customer Support

In this section, you will learn when and how to contact Corpay's Support teams. You will also find Corpay's hours of operation and holiday schedule.

Technical Support

For customer support, contact the Technical Support team at 877-974-1752 or techsupport@corpay.com.

Vendor Support

For vendor support, contact the Vendor Support team at 877-626-6332 or vendorsupport@corpay.com.

Corpay Hours of Operation

Business hours are Monday – Friday, 6:00 a.m. - 5:00 p.m. Pacific time.

For assistance after business hours, leave a voicemail and a representative will return your call the next business day.

Corpay Headquarters closes in observation of the holidays listed in the table below.

HOLIDAY	DATE
New Years' Day	January 1st
Memorial Day	Last Monday in May
US Independence Day	July 4th
Labor Day	First Monday in September
US Thanksgiving	Last Thursday in November
Friday after US Thanksgiving	Last Friday in November
Christmas Day	December 25th