Solution User Guide

Corpay

Viewpoint ePayments Guide

Table of Contents

Revision Table

DATE	VERSION	AUTHOR	NOTES
02/2023	4.18.20.VP	Kay Scott	• Rebranded • Updated existing content • Added new content
08/2023	4.18.21.VP	Kay Scott	• Added the My Profile Page section • Updated the Roles & Permissions Page section • Removed the Configure Conditional Approvals Page section • Updated Vendors Page section

11/2023	4.18.22.VP	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	4.18.23	Kay Scott	• Added content related to the payment File Status progress indicator in the Submitting Payment Batch Files Using Vista by Viewpoint Version 6.15 or Earlier and Payments Table sections • Updated the Print Check payment method flow in the Payment Method Flows section • Updated the file name
05/2024	4.18.24	Kay Scott	• Updated the Payment Methods table and Payment Method Flows section • Updated ACH details based on ACH delay requirement changes
06/2024	4.18.25	Kay Scott	• Added details about the Print Check Voiding feature to the History Page and Roles & Permissions Page sections • Updated the Viewpoint ePayments login screen screenshot in the Accessing Viewpoint ePayments section • Added vendor address requirement information to the Payments Page in Viewpoint ePayments section
10/2024	4.18.26	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	4.18.27	Hanna Alemu	• Updated content per the new procedure for unsettled card payments

Welcome

Corpay takes pride in the simplicity of Viewpoint ePayments, our business to business payment solution. Viewpoint ePayments is a Corpay product that allows users to upload and approve payment batches in a variety of configurations and Enterprise Resource Planning (ERP) integrations such as Viewpoint ePayments. Viewpoint ePayments is a fully integrated ERP solution that transforms how construction companies manage Accounts Payable. With Viewpoint ePayments, companies can save time and money by simplifying 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 Viewpoint ePayments' Viewpoint ePayments' integration.

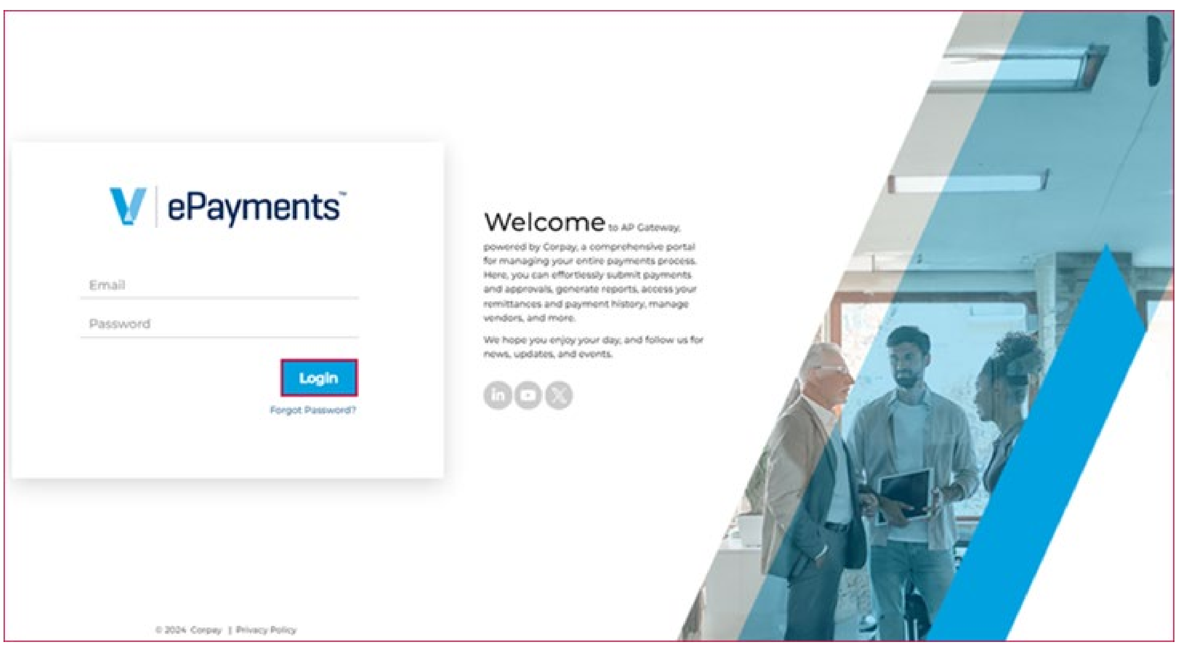
Viewpoint ePayments Navigation

In this section, you will learn how to access and navigate Viewpoint ePayments.

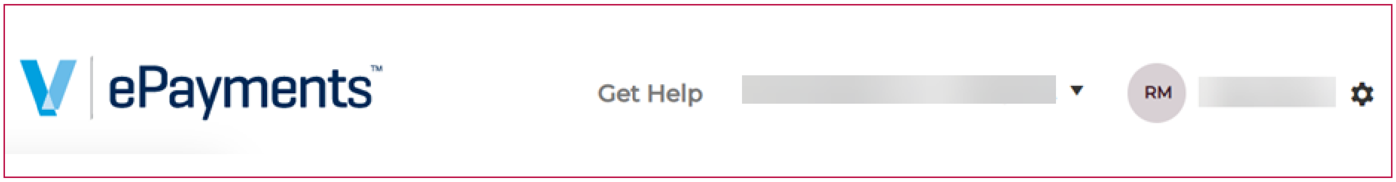
Accessing Viewpoint ePayments

To access Viewpoint ePayments:

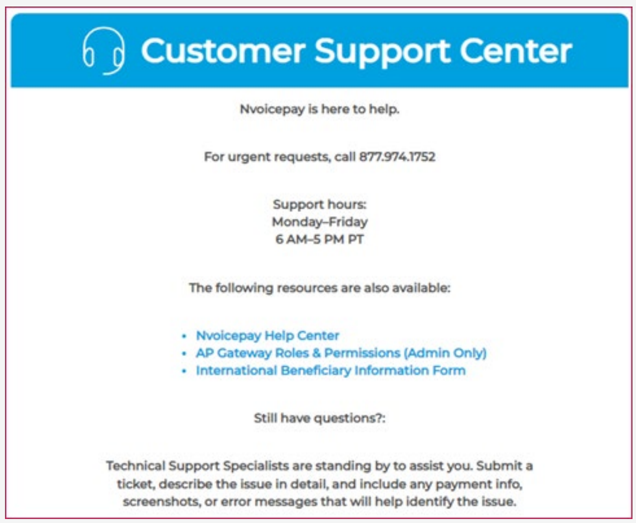
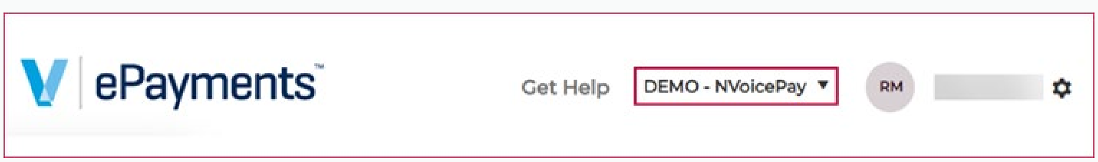
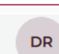
1. Open Viewpoint ePayments.
2. On the *Viewpoint ePayments login* screen, enter an **Email address** and **Password** in the *Email* and *Password* fields.
3. Click the **Login** button.

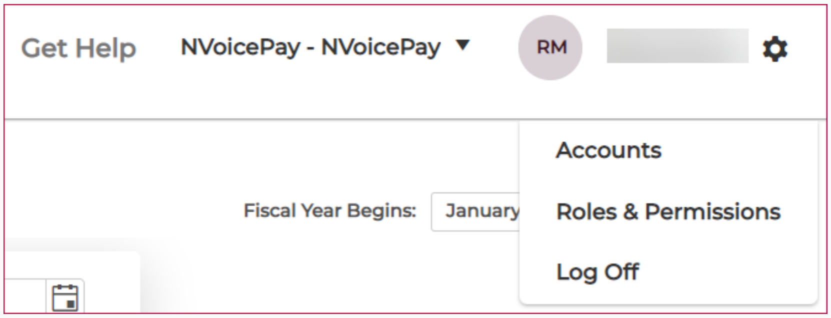


Viewpoint ePayments Banner



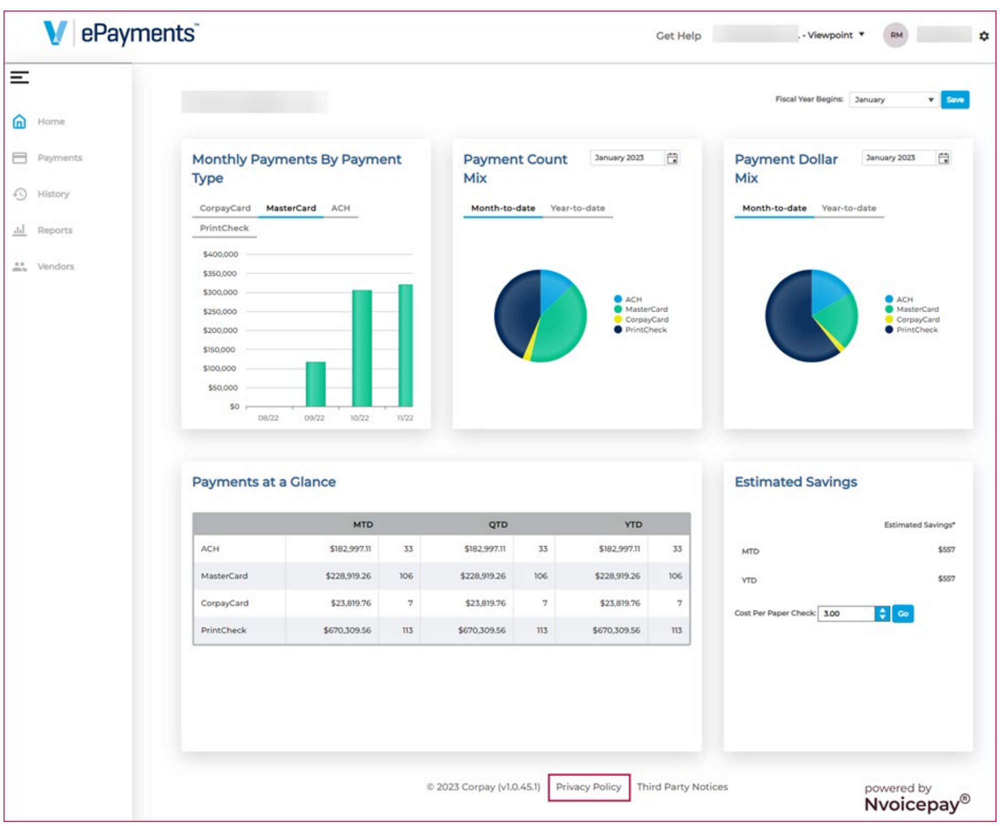
The following table describes the menu items in the Viewpoint ePayments banner:

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 Viewpoint ePayments. 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**  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.

MENU	DESCRIPTION
Username	Click the **username** or **gear** icon to access the Accounts and Roles & Permissions pages, as well as to log off Viewpoint ePayments. 

Privacy Policy

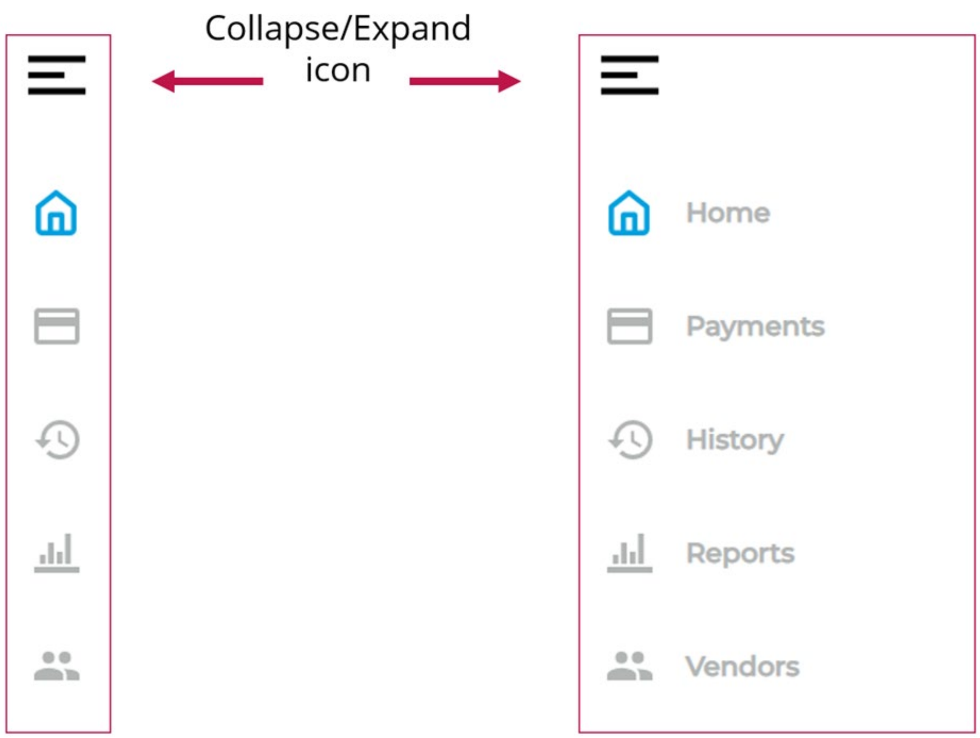
Click the **Privacy Policy** link at the bottom of any page in Viewpoint ePayments to access the Fleetcor Privacy Policy which applies to FleetCor Technologies, Inc. and its U.S. subsidiaries, divisions, affiliates, and operations that link to or otherwise provide notice of this Privacy Policy, including, 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”).



Viewpoint ePayment Features

Collapse/Expand

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



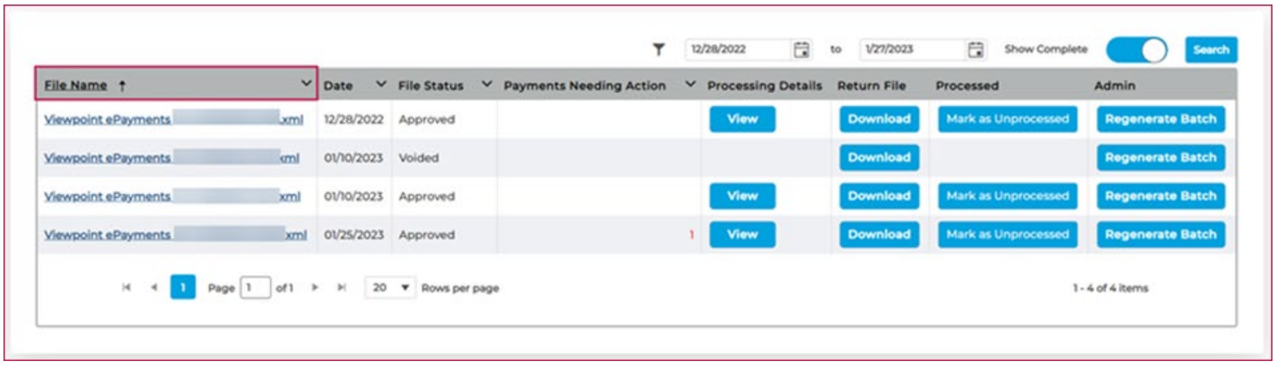
NOTE: The visibility of pages and information in Viewpoint ePayments is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation pane may be different from the pages in the image above.

Sorting, Filtering, and Grouping

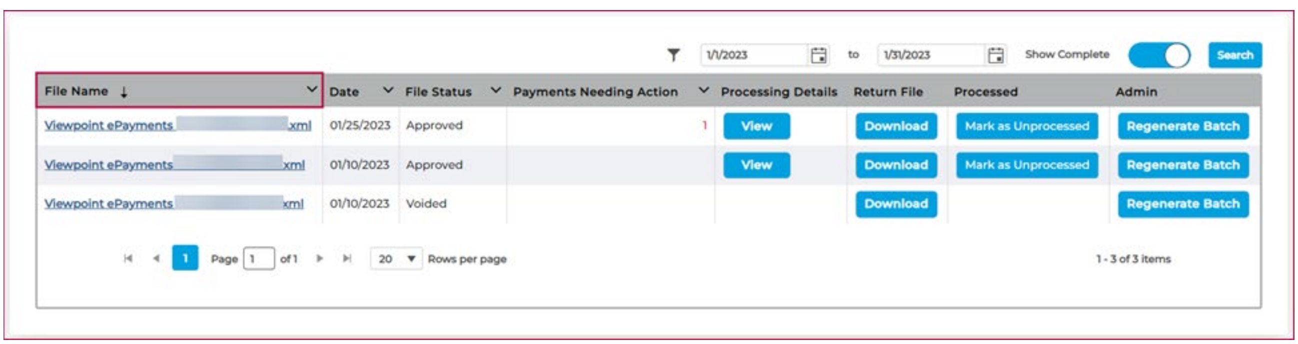
Many of the tables in Viewpoint ePayments can be sorted and filtered to quickly organize data and only display information that is needed. Multiple columns can be filtered at once and individual columns can be sorted while filters are enabled. Filter icons are blue when enabled and black when disabled. 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.

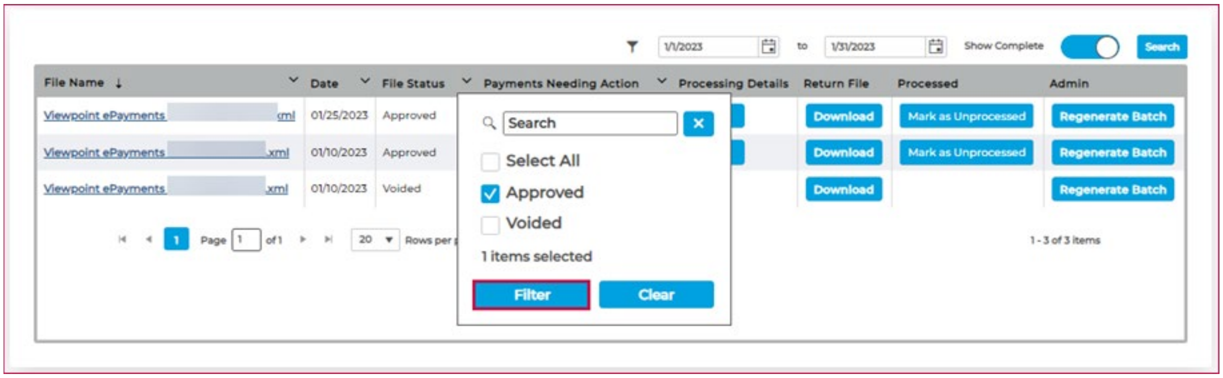


3. Click the **column header** until the ↑ or ↓ no longer displays to remove sorting from the table.

To filter a table by the information in a column (if applicable):

1. In a *column header*, click the **Filter** ⌄ icon.

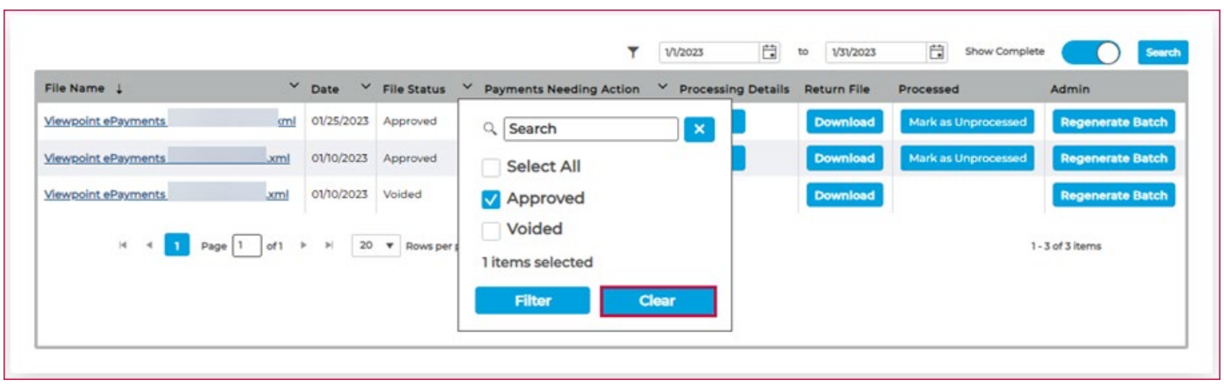
2. In the *Filter* dialog, select the **checkbox(s)** or enter a **keyword** or **phrase** in the *Search* box.
3. Click the **Filter** button.



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 Viewpoint ePayments.

To remove the filter from the table:

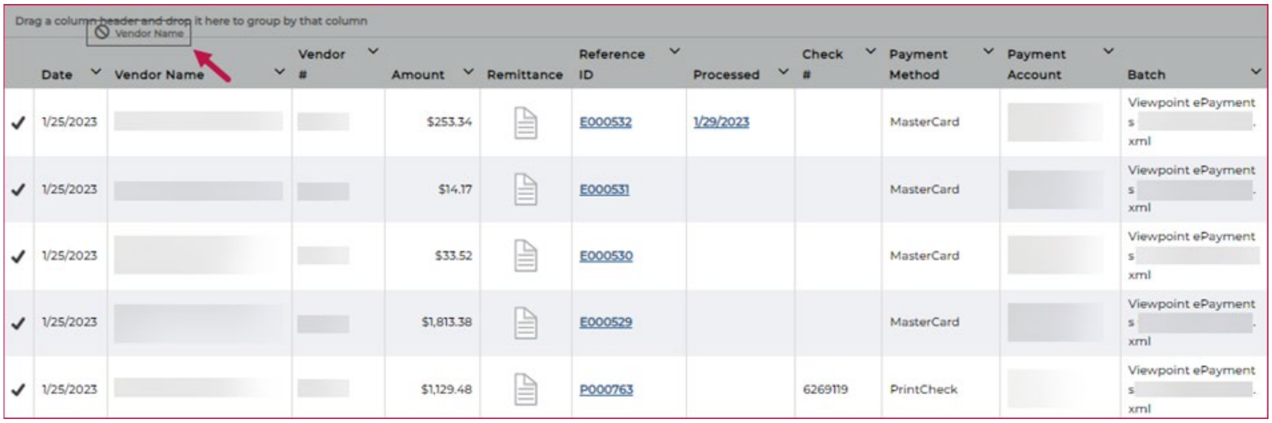
1. In the *column header* that contains the filter, click the **Filter** icon.
2. Click the **Clear** button.



To group the History table by a column header:

1. On the *History* page, locate the **column header** to group the History table by.

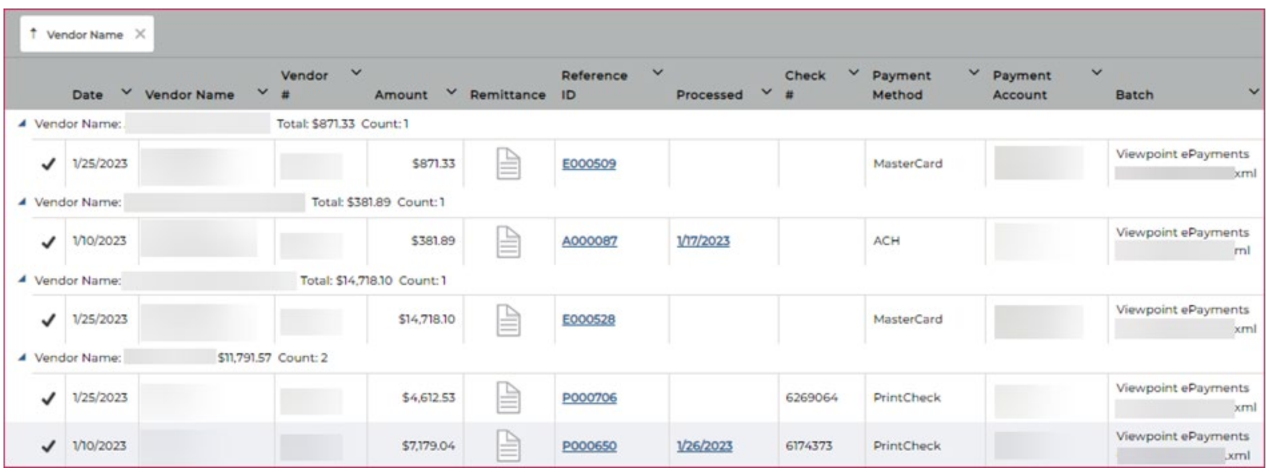
2. Drag and drop the **column header** in the *Drag a column header and drop it here to group by that column* field.



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

	Date	Vendor Name	Vendor #	Amount	Remittance	Reference ID	Processed	Check #	Payment Method	Payment Account	Batch
✓	1/25/2023			$253.34		E000532	1/29/2023		MasterCard		Viewpoint ePayments xml
✓	1/25/2023			$14.17		E000531			MasterCard		Viewpoint ePayments xml
✓	1/25/2023			$33.52		E000530			MasterCard		Viewpoint ePayments xml
✓	1/25/2023			$1,813.38		E000529			MasterCard		Viewpoint ePayments xml
✓	1/25/2023			$1,129.48		P000763		6269119	PrintCheck		Viewpoint ePayments xml

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



Vendor Name

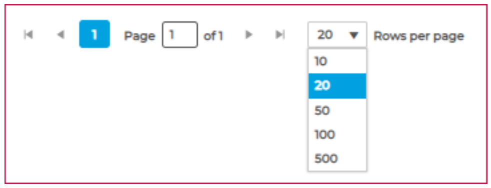
	Date	Vendor Name	Vendor #	Amount	Remittance	Reference ID	Processed	Check #	Payment Method	Payment Account	Batch
Vendor Name: Total: $871.33 Count: 1											
✓	1/25/2023			$871.33		E000509			MasterCard		Viewpoint ePayments xml
Vendor Name: Total: $381.89 Count: 1											
✓	1/10/2023			$381.89		A000087	1/17/2023		ACH		Viewpoint ePayments ml
Vendor Name: Total: $14,718.10 Count: 1											
✓	1/25/2023			$14,718.10		E000528			MasterCard		Viewpoint ePayments xml
Vendor Name: $11,791.57 Count: 2											
✓	1/25/2023			$4,612.53		P000706		6269064	PrintCheck		Viewpoint ePayments xml
✓	1/10/2023			$7,179.04		P000650	1/26/2023	6174373	PrintCheck		Viewpoint ePayments xml

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.



Viewpoint ePayments Accounts

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

NOTE: The visibility of all information in Viewpoint ePayments 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, and Print Check. 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

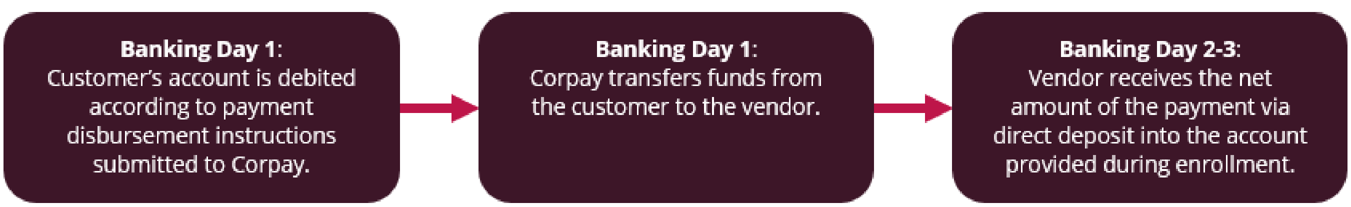
1	CorpayCard	• Corpay's private-label Accounts Payable card that is ideal for vendors who:
		  ○ want to pay lower card processing fees.
		  ○ do not have a master merchant account with Mastercard.
		• Vendors receive secure payment remittances via email, one banking day after payments are approved in Viewpoint ePayments.
		• Payments are deposited into vendor bank

ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
		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 Viewpoint ePayments.
2	Mastercard	• Vendors receive secure payment remittances via email, one banking day after payments are approved in Viewpoint ePayments. • The secure payment remittances contain 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 Viewpoint ePayments. • Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in Viewpoint ePayments, and it typically takes an additional 1-2 banking days for bank processing.

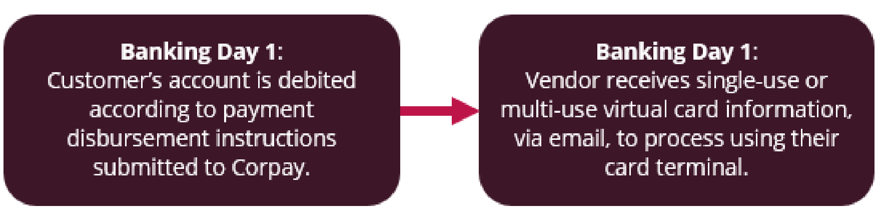
ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
		• Daily reports match the payment instructions received by Corpay from the customer. • Customers can view the payment remittances sent to vendors in Viewpoint ePayments.
4	Print Check	• All print checks are mailed to vendors with positive payee service 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 and cashed checks in Viewpoint ePayments.

Payment Method Flows

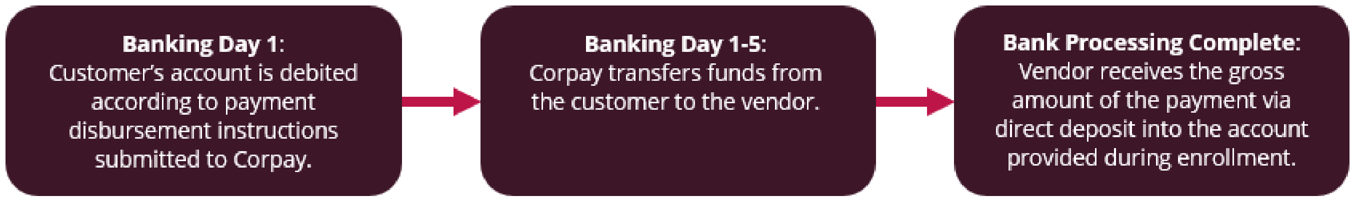
CorpayCard



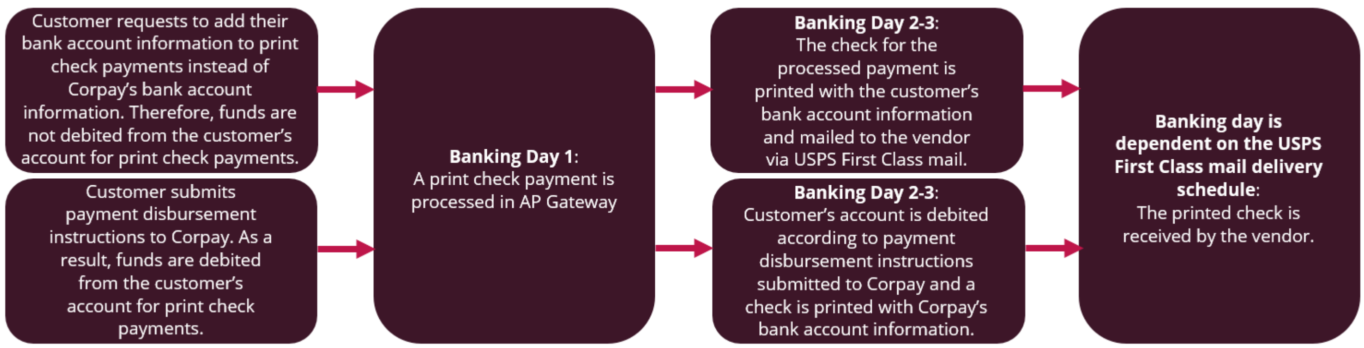
Mastercard



ACH



Print Check

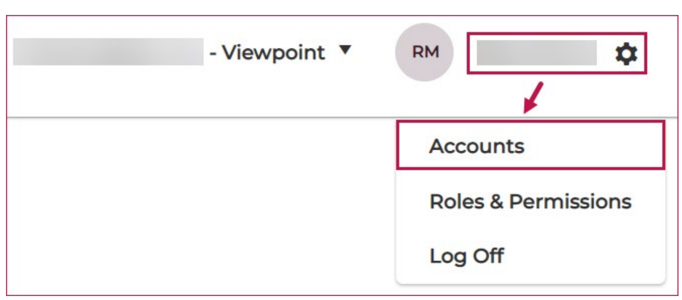


See Payment Methods for more information.

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 *Viewpoint ePayments banner* then select the **Accounts** menu item.



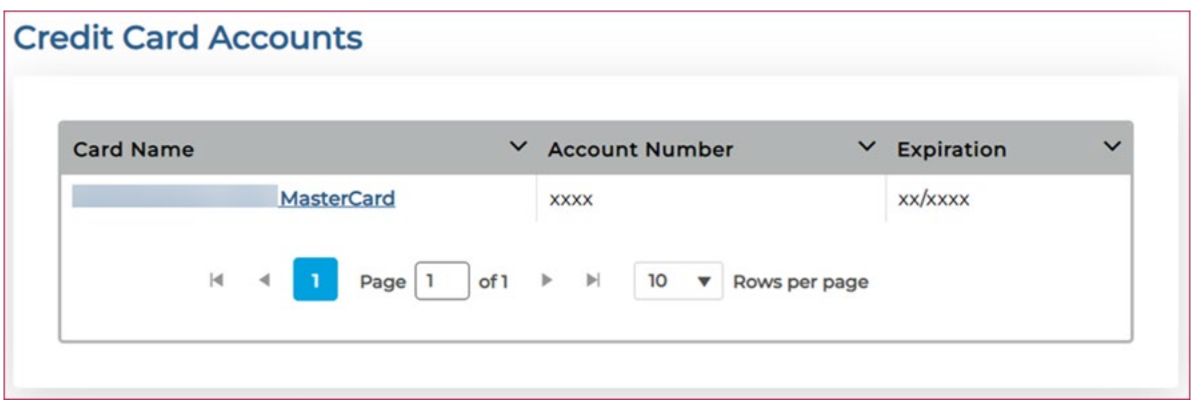
NOTE: The visibility of pages and information in Viewpoint ePayments is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

Bank Accounts

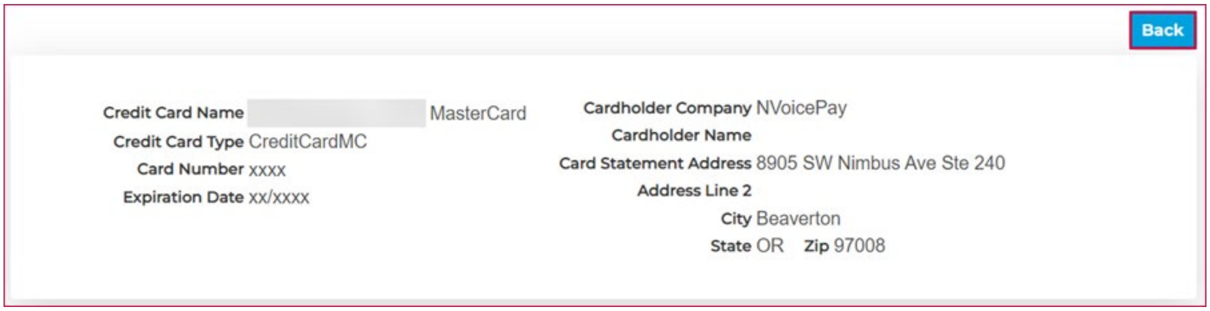
The Bank Accounts tile contains the current bank account attached to a customer's account in Viewpoint ePayments. If a customer uses CorpayCard, ACH, or Print Check as a payment method, Corpay debits funds from a specified account in the Bank Accounts list to pay vendor payments on their behalf.

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.



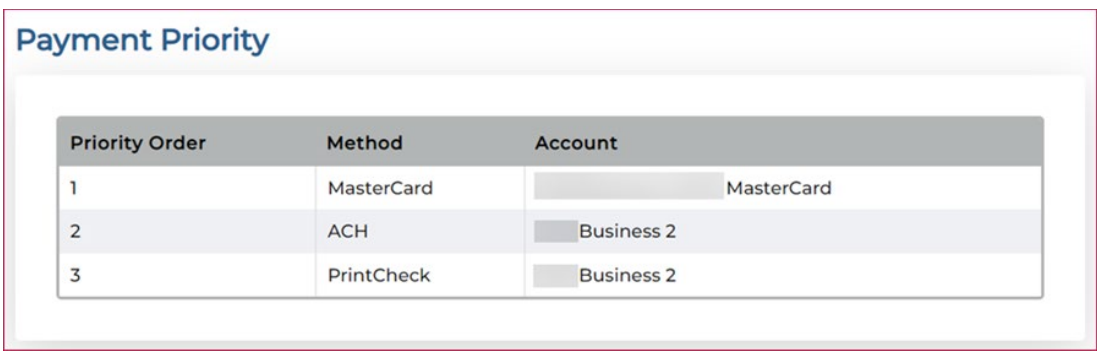
Click the **Card Name** in the *Credit Card Accounts* list to see additional information. Click the **Back** button to return to the Accounts page.



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 Viewpoint ePayments.

Payment Priority

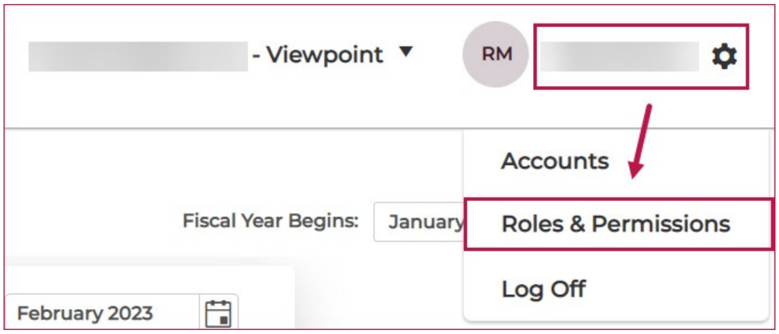
The Payment Priority tile contains a list of payment methods and accounts for a customer. The payment methods and accounts are listed in the order they are to be used for vendor payments.



Roles & Permissions Page

In Viewpoint ePayments, 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 Viewpoint ePayments 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.

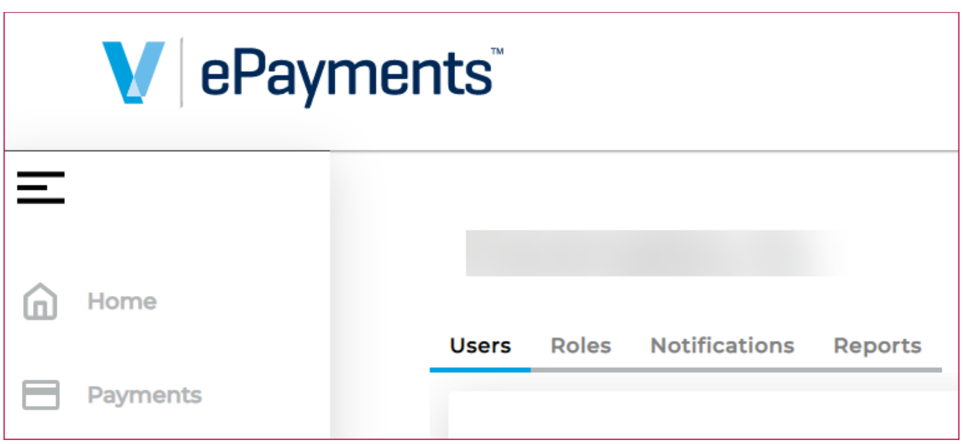
To access the Roles & Permissions page, click the **username** or **gear** ⚙ icon in the *Viewpoint ePayments banner* then select the **Roles & Permissions** menu item.



NOTE: The visibility of pages and information in Viewpoint ePayments 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.

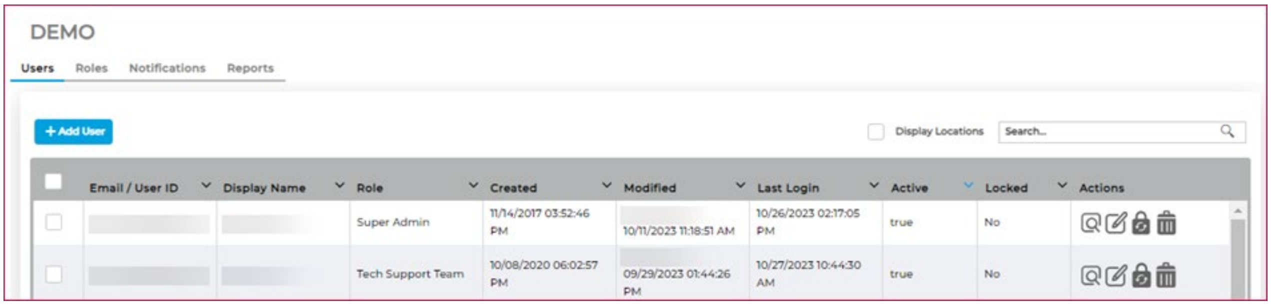
The Roles & Permissions page contains the following tabs:

- 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 Viewpoint ePayments.
- 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 Viewpoint ePayments 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:

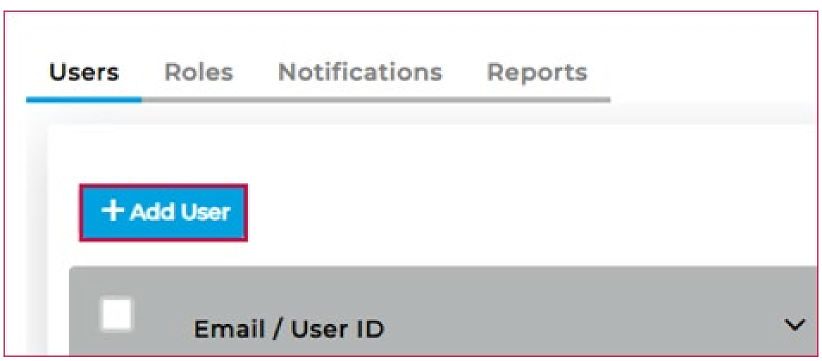
NAME	DESCRIPTION
Email/User ID	The Email/User ID column contains the email or user ID used by a user to log in to Viewpoint ePayments.
Display Name	The Display Name column contains the name that displays in the Viewpoint ePayments banner for a user account if the user has a display name configured.
Role	The Role column contains the role assigned to a user account. See the Using Roles in Viewpoint ePayments section for more information about roles.
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

NAME	DESCRIPTION
	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

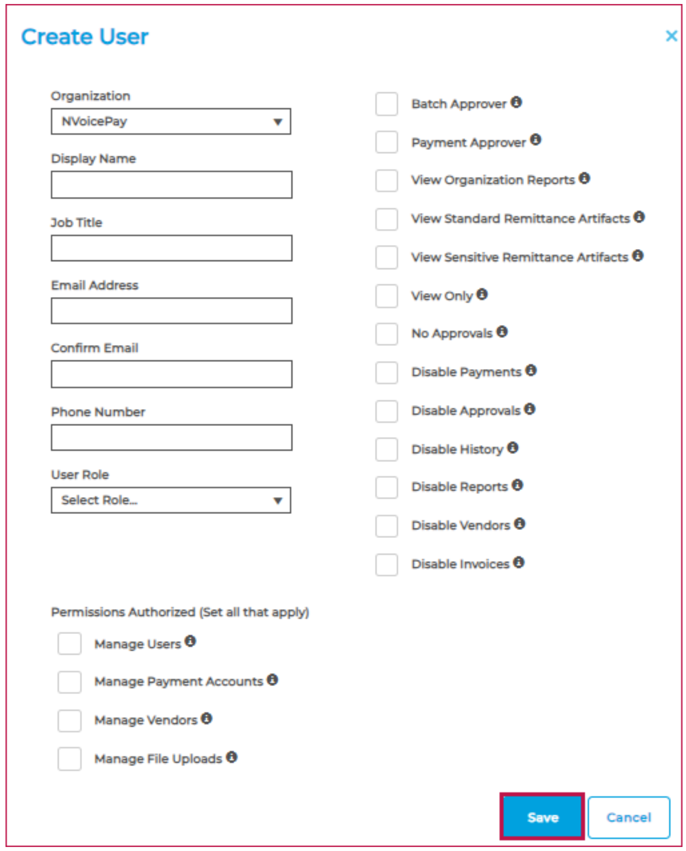
Users with the Manage Users permission can add new user accounts to an organization.

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 Viewpoint ePayments 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 Viewpoint ePayments for more information about roles.

NAME	DESCRIPTION
Display Name	If a Display Name is entered in the Display Name field, it will appear next to the gear icon in the Viewpoint ePayments 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 Viewpoint ePayments. 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 Viewpoint ePayments.
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 (Set all that apply)* section. See the Using Roles in Viewpoint ePayments 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 Viewpoint ePayments section for more information about permissions.

Using Permissions in Viewpoint ePayments

Permissions dictate what a user can and cannot do in Viewpoint ePayments. 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.

PERMISSION	DESCRIPTION
Manage File Uploads	Allows users to upload payment batches 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 Remittance 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 Viewpoint ePayments.
View Only	Allows users to view payment history and reports only. This permission disables buttons and actions in Viewpoint ePayments 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 Viewpoint ePayments 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.
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 Viewpoint ePayments 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

PERMISSION	DESCRIPTION
	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 Viewpoint ePayments

Permissions can be assigned to a user account individually or by assigning roles. There are five default roles available in Viewpoint ePayments: 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 Viewpoint ePayments 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:

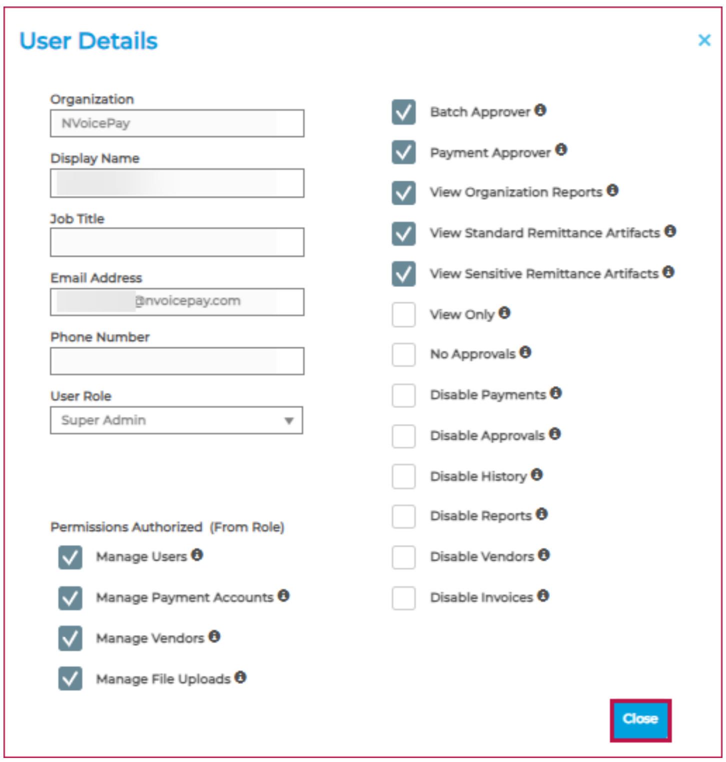
ROLE	PERMISSIONS
A/P	Manage Vendors Manage File Uploads View Organization Reports View Standard Remittance Artifacts Void Checks View FX Rate (international only)
Approver	Batch Approver Payment Approver View Organization Reports View Standard Remittance Artifacts View Sensitive Remittance Artifacts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

ROLE	PERMISSIONS
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.

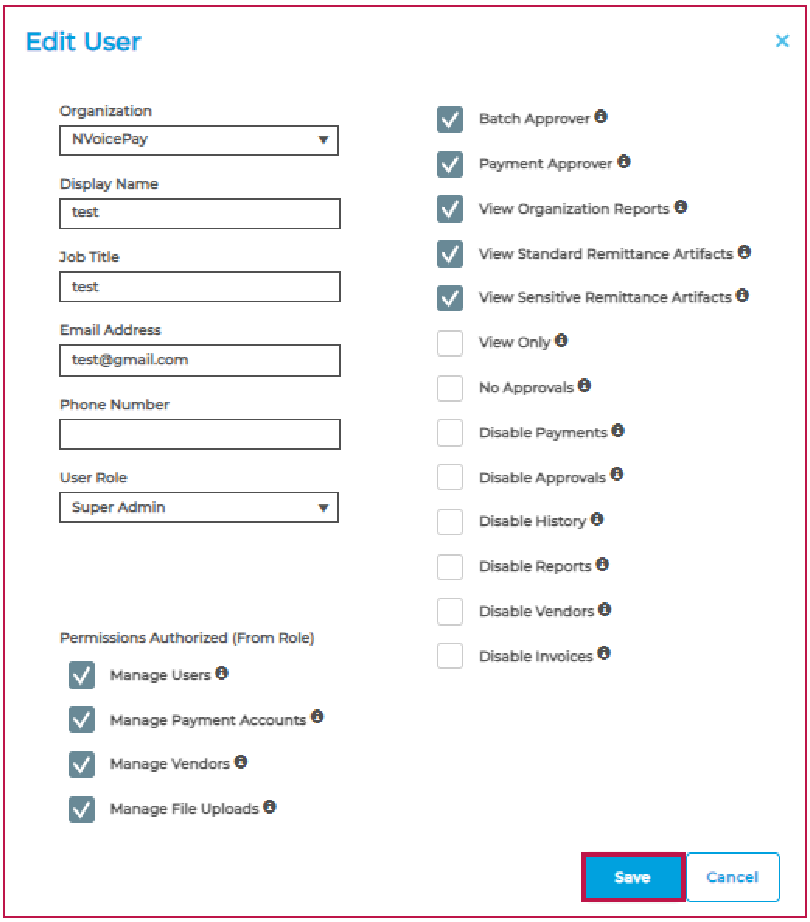
To edit a single user account:

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* 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 field cannot be modified.

3. Click the **Save** button.

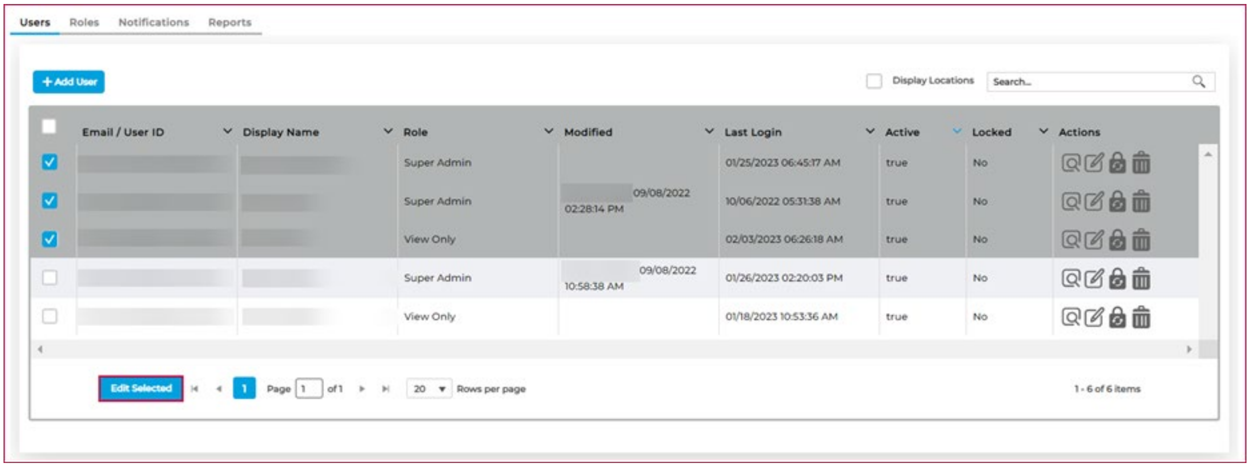


4. A message displays confirming the user account was updated successfully.

To edit multiple user accounts at once:

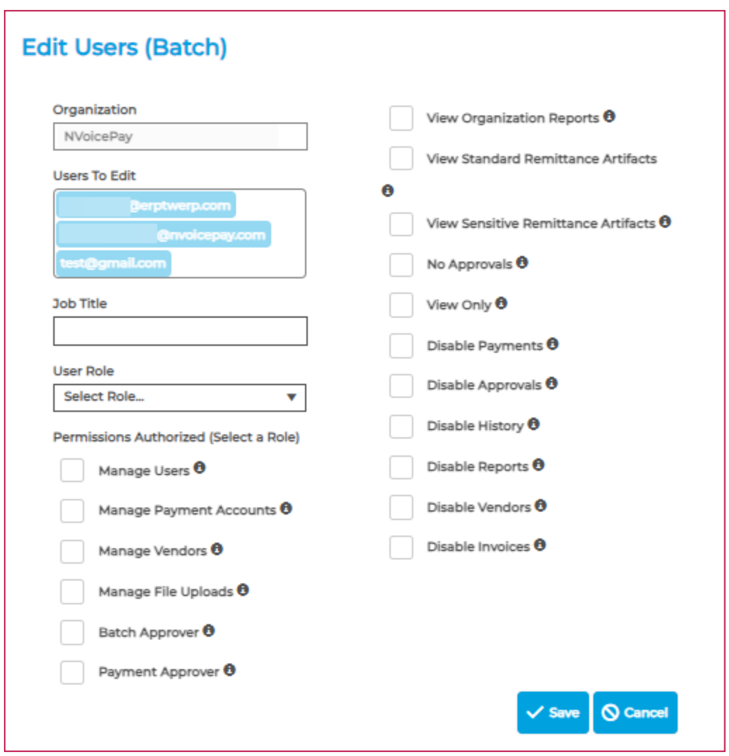
1. In the *Users* table, select the **checkboxes** for the user accounts to edit.

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 (Set all that apply)* 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.



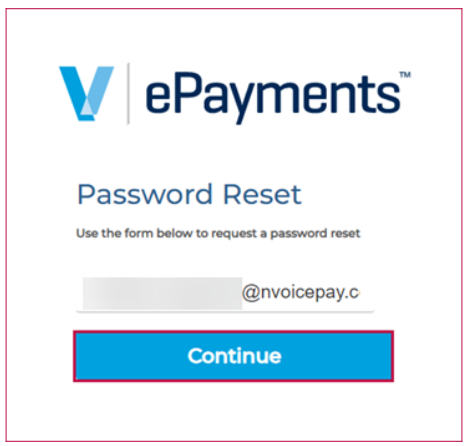
4. Click the **Save** button.
5. A message displays confirming the user accounts were updated successfully.

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

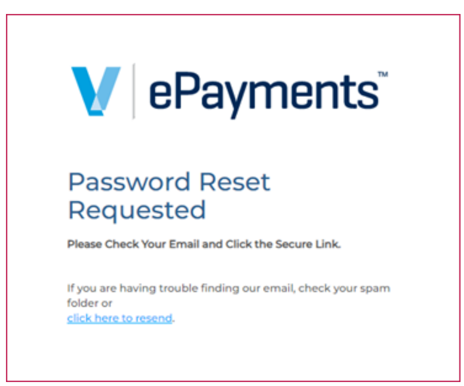
Sending Reset Password Requests

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 Viewpoint ePayments.

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 Viewpoint ePayments password.

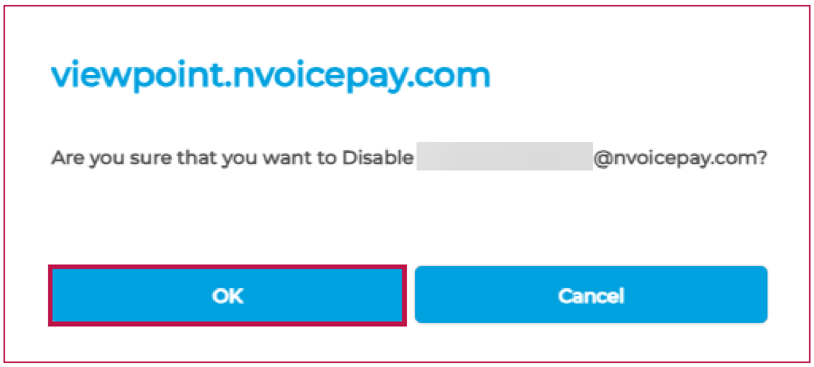


Disabling and Enabling User Accounts

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

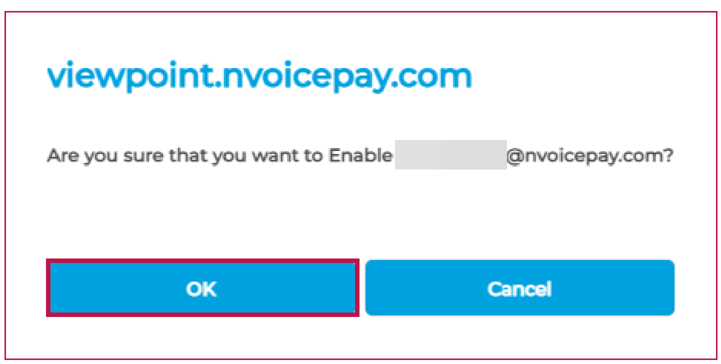
To disable an active user account:

1. In the *Users* table, click the **Disable/Enable** action for the active user account to disable.
2. In the *viewpoint.nvoicepay.com* dialog, click the **OK** button.



To enable an inactive user account:

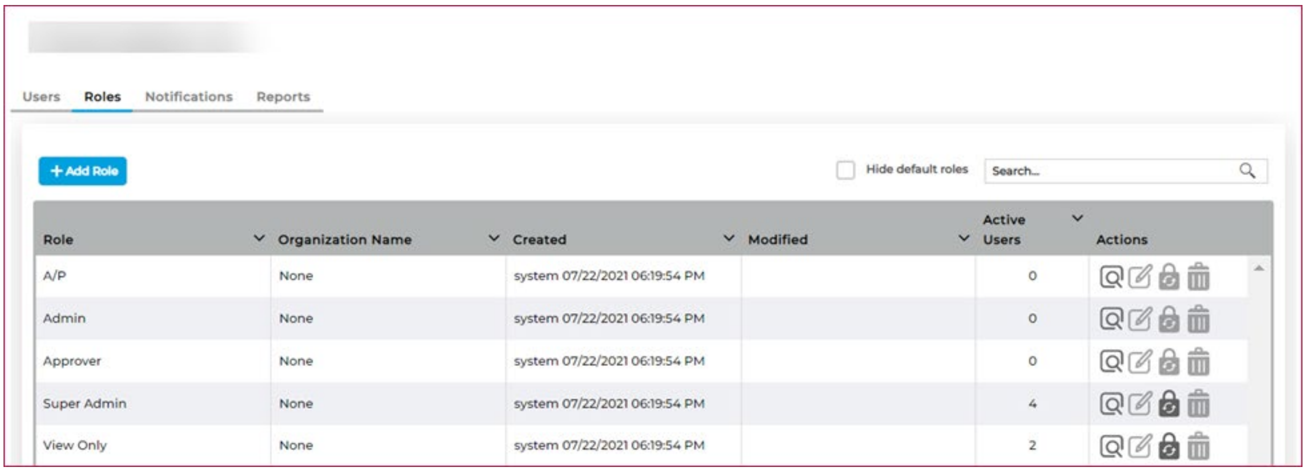
1. In the *Users* table, click the **Disable/Enable** action for the inactive user account to enable.
2. In the *viewpoint.nvoicepay.com* dialog, click the **OK** button.



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

Roles

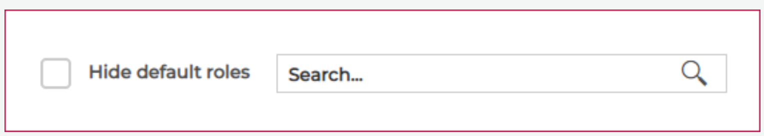
Permissions can be assigned to a user account individually or by assigning roles. There are five default roles available in Viewpoint ePayments: A/P, Approver, Admin, Super Admin, and View Only. On the Roles tab, users with the Manage Users permission can assign default roles to user accounts or create custom roles if the default roles do not fit the needs of the organization. See Using Roles in Viewpoint ePayments 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:

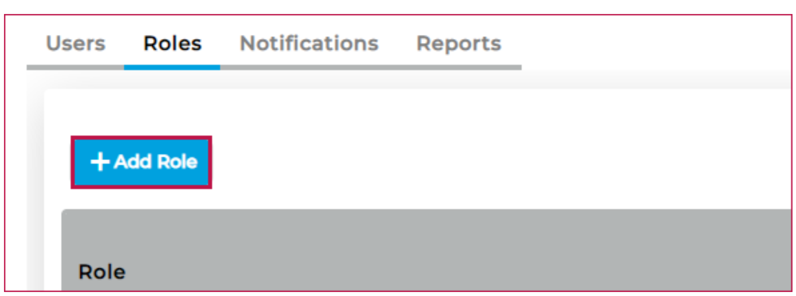
NAME	DESCRIPTION
Role	The Role column contains the name of each role.
Organization Name	All roles within an organization are listed in the Roles table. If an organization has multiple companies and custom roles, the Organization Name column will contain the name of the companies associated with the custom 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.

NAME	DESCRIPTION
Active Users	The Active Users column contains the number of active users a role is assigned to.
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 Viewpoint ePayments to learn more about default and custom roles.
Search	The Search box is used to quickly find specific roles in the *Roles* table. 

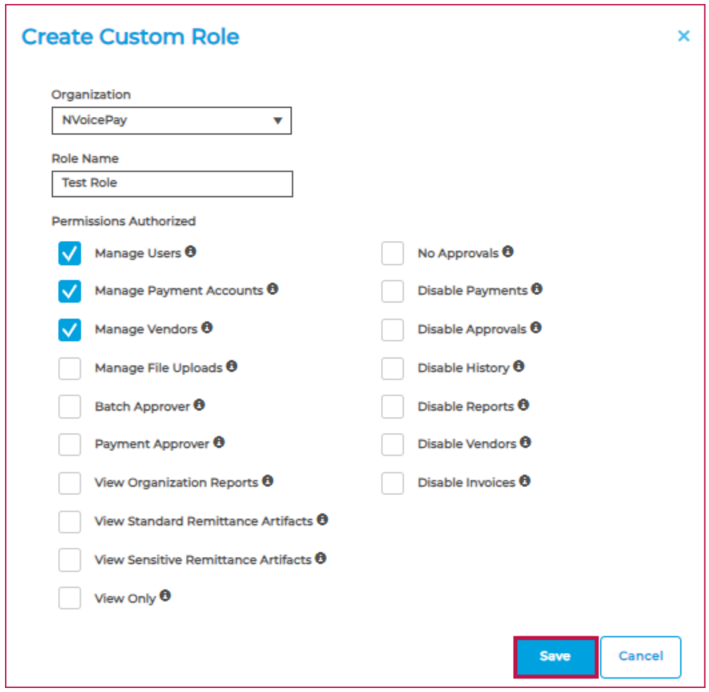
Adding Custom Roles

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:

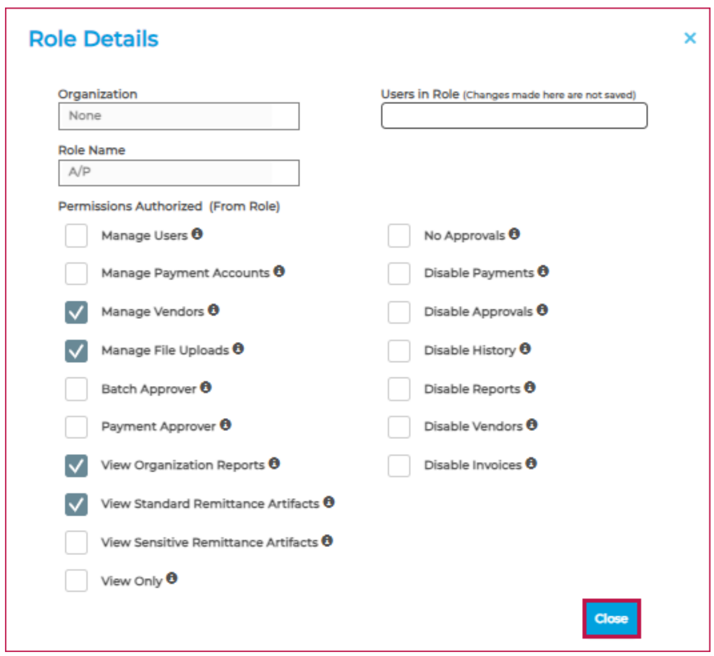
NAME	DESCRIPTION
Organization	The Organization field is pre-populated with the organization of the logged in user.
Role Name	The Role Name field contains the name of the new custom role. The Role Name must be unique to the organization and cannot be the same as a default role or any other custom role. 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 Viewpoint

NAME	DESCRIPTION
	ePayments. See the [Using Permissions in Viewpoint ePayments]() 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.

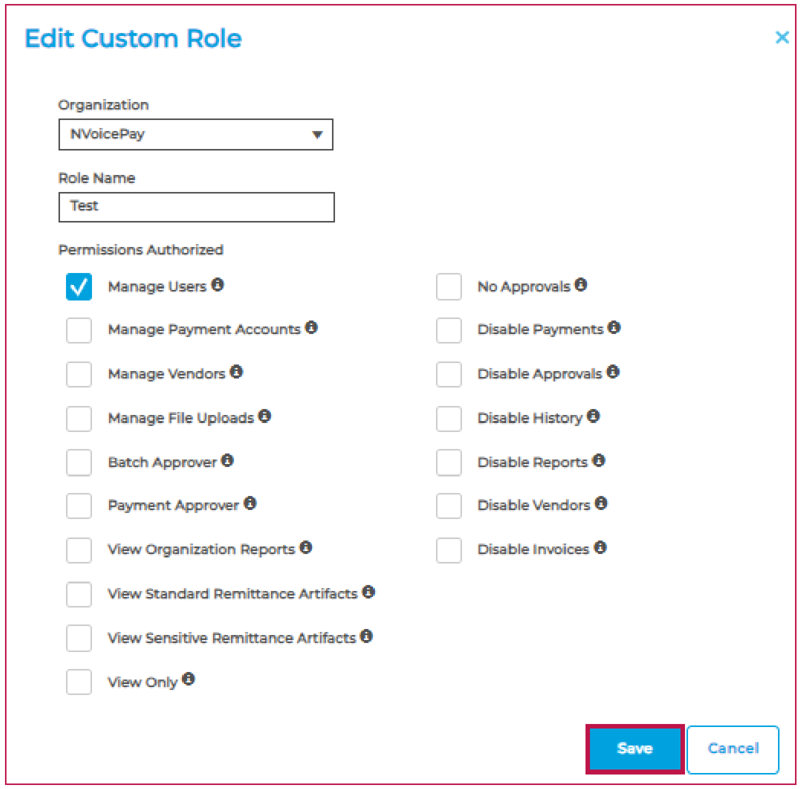


Editing Custom Roles

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.



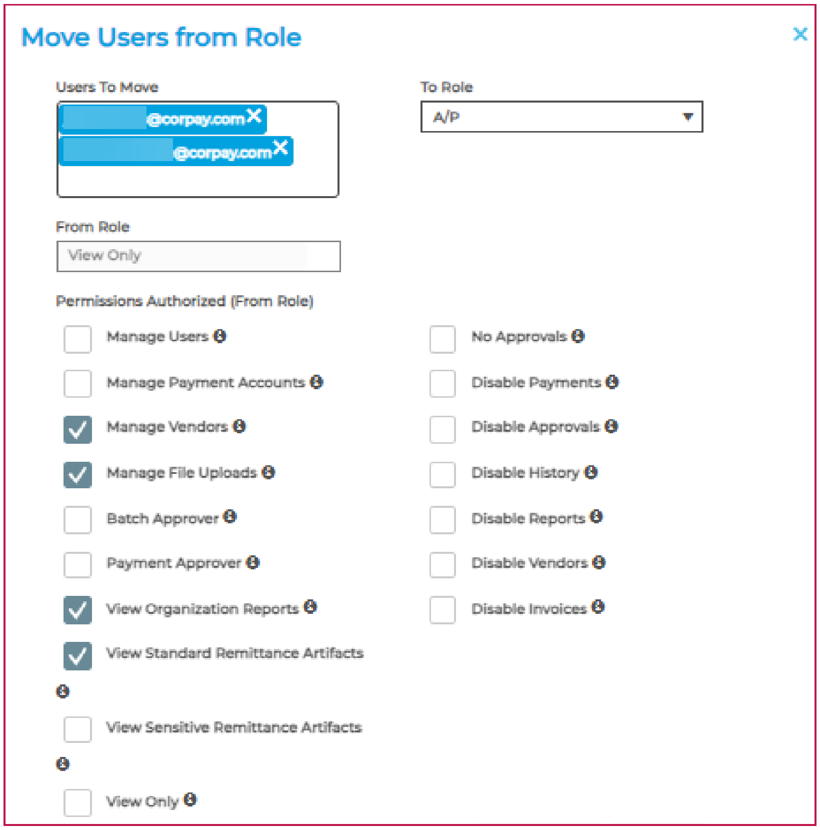
4. A message displays confirming the role was updated successfully.

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.



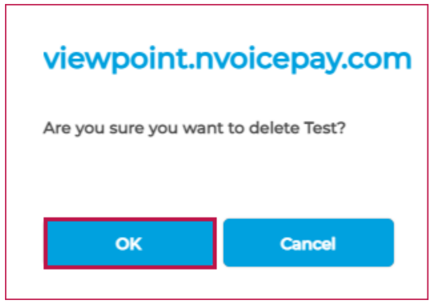
3. Click the **Move Users** button.
4. A message displays confirming that all users were moved to the new role successfully.

Deleting Roles

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

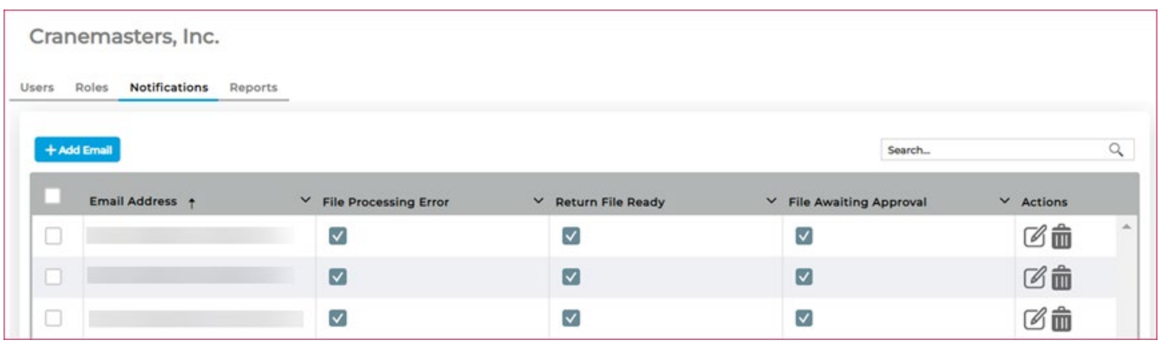
1. In the *Roles* table, click the **Delete**  action for the role to delete.

2. In the *viewpoint.nvoicepay.com* 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 Viewpoint ePayments: 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:

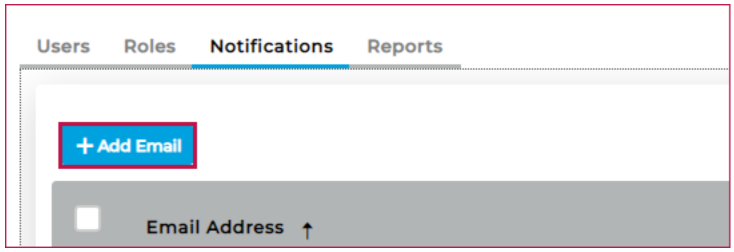
NAME	DESCRIPTION
Email Address	The Email Address column contains the email addresses that receive notification emails from Viewpoint ePayments.
File Processing Error	The File Processing Error column contains checkboxes that determine if the email address in the Email Address field

NAME	DESCRIPTION
	receives File Processing Error email notifications when an error occurs during the processing of their payment batch. 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 batch.
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 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 batch 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 Viewpoint ePayments.
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.

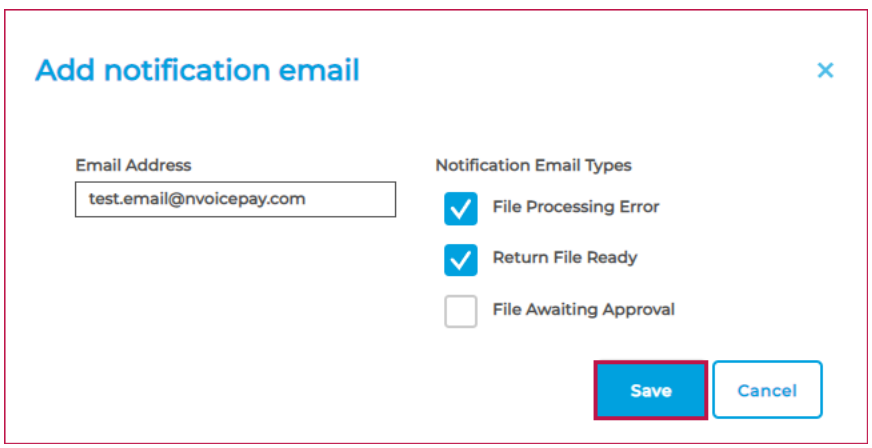
Adding Notification Emails

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

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.



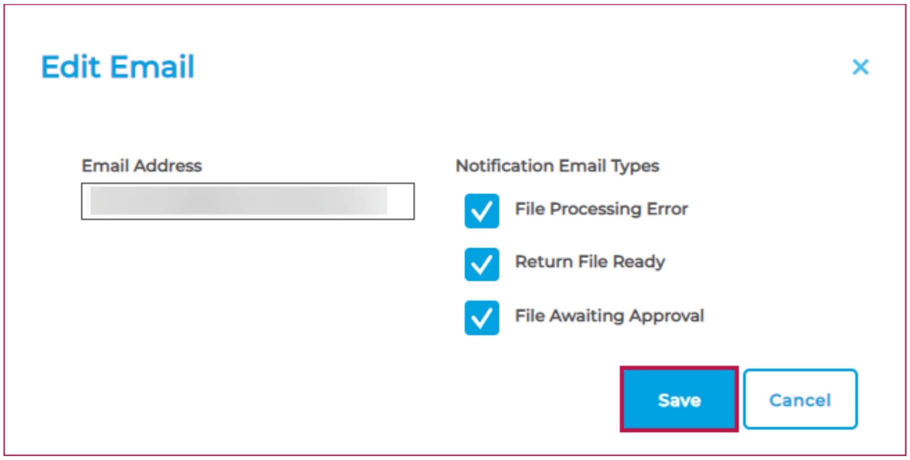
3. A message displays confirming the email address was created successfully.

Editing Notification Emails

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

To edit a single email address:

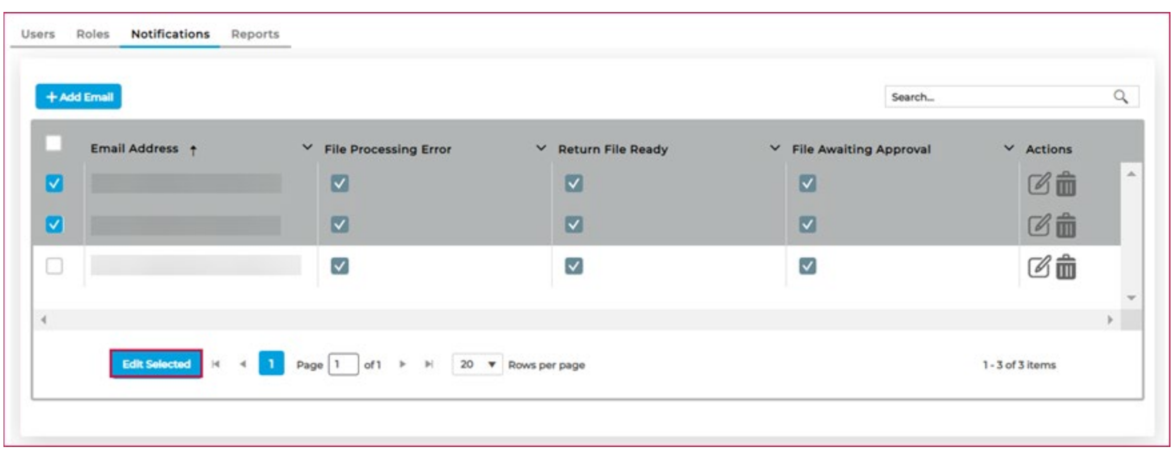
1. In the *Notifications* table, click the **Edit** action for the email address to edit.
2. In the *Edit Email* dialog, make the desired **changes**.
3. Click the **Save** button.



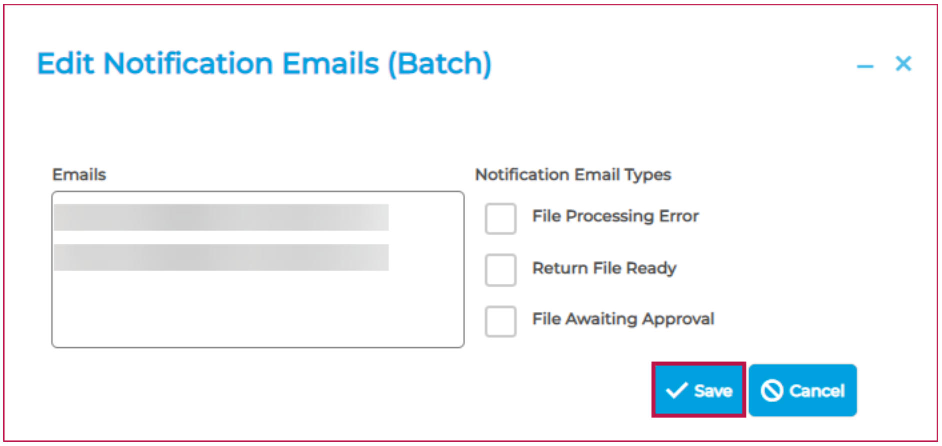
4. A message displays confirming the email address was updated successfully.

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.

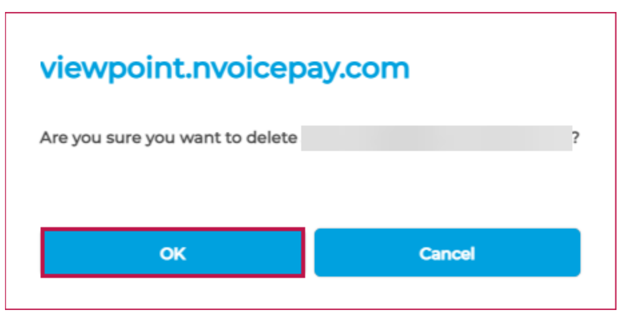


5. A message displays confirming that all email addresses were updated successfully.

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 *viewpoint.nvoicepay.com* dialog, click the **OK** button.

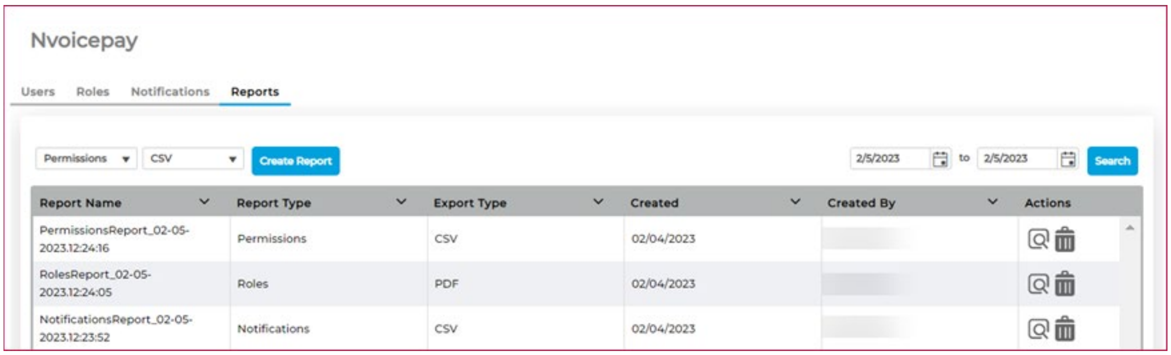


3. A message displays confirming the email address was deleted successfully.

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:

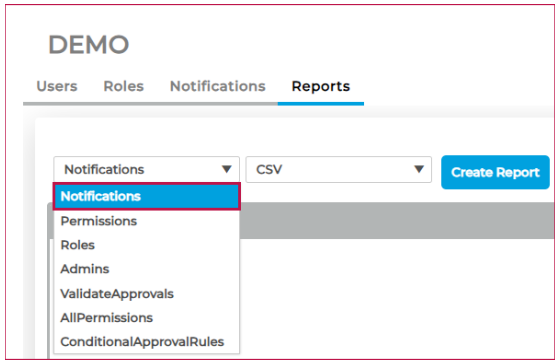
NAME	DESCRIPTION
Report Name	The Report Name column contains the name of a report along with the date and time the report was created.
Report Type	The Report Type column contains the type of report. Based on an organization's configuration, there are 1-5 types of reports that can be created. • **Notifications**: 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.

NAME	DESCRIPTION
	• **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 a report was created.
Created By	The Created By column contains the user who created a report.
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.

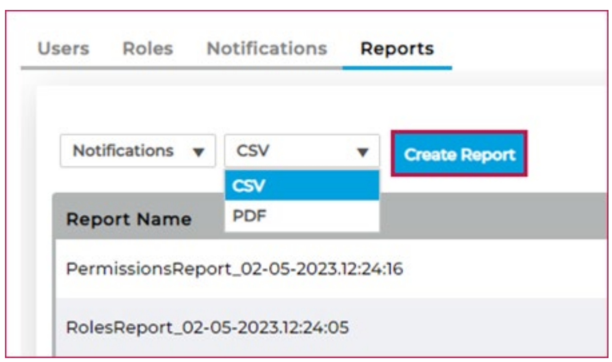
Creating Reports

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.



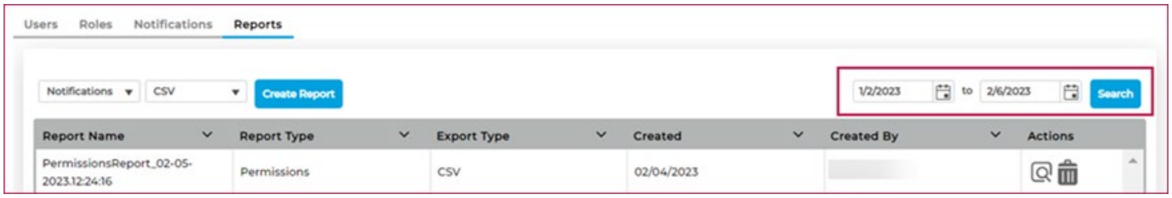
4. A message displays confirming the report was created.

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

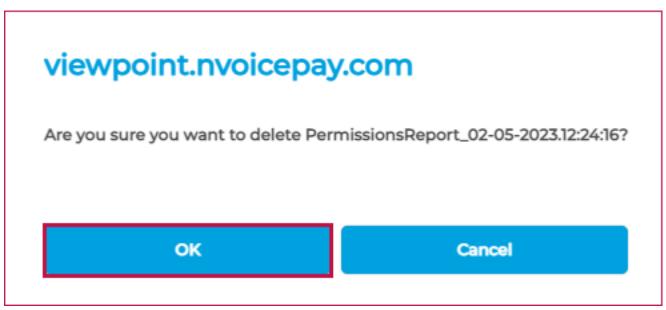
All users can download existing user access reports for an organization to view.

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.

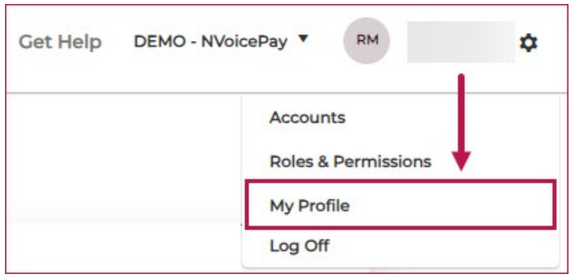
1. In the *Reports* table, click the **Delete** action for the report to delete.
2. In the *viewpoint.nvoicepay.com* dialog, click the **OK** button.



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 Viewpoint ePayments 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 [Viewpoint ePayments Banner]() then select the **My Profile** menu item.



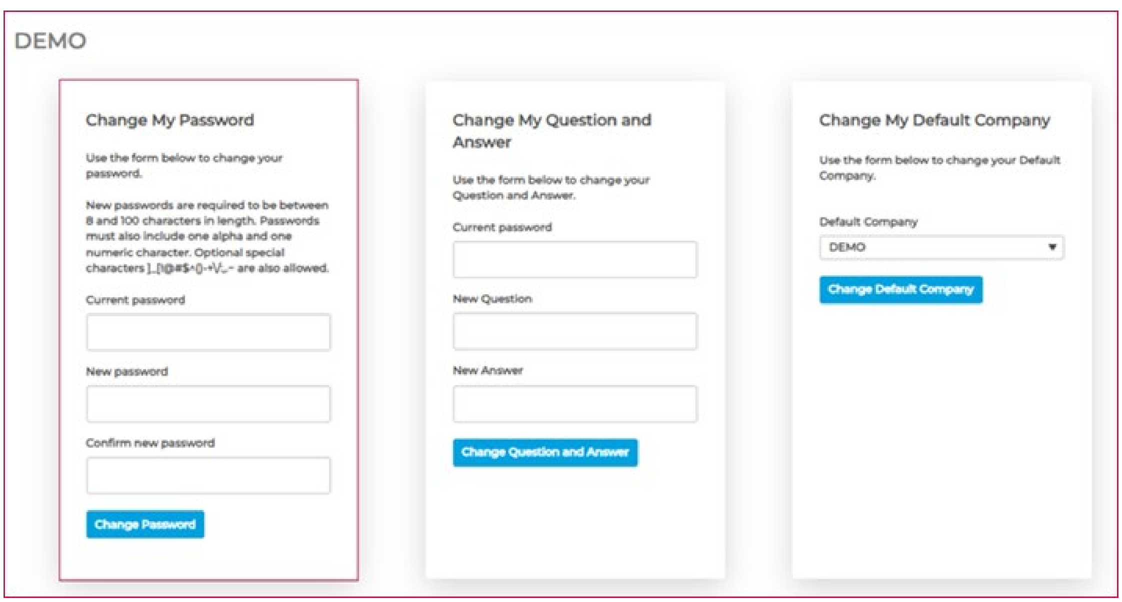
NOTE: The visibility of pages and information in Viewpoint ePayments is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

Changing Passwords

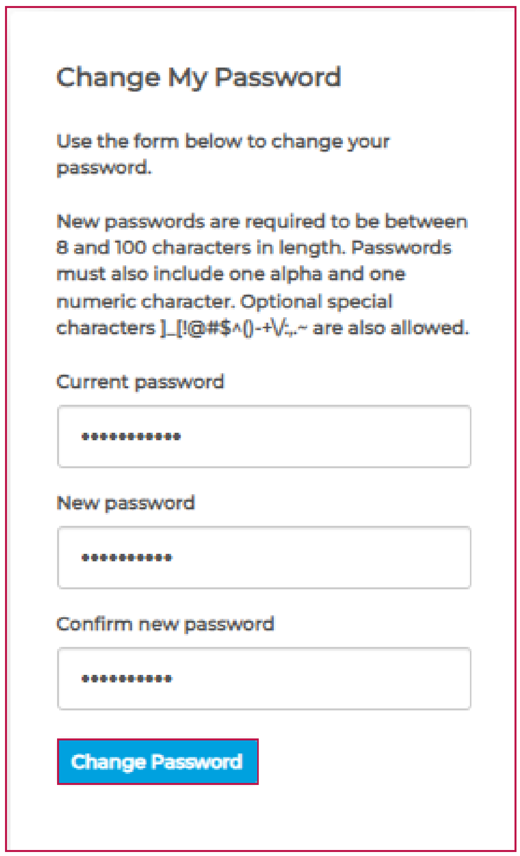
All users can change their password on the My Profile page.

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.

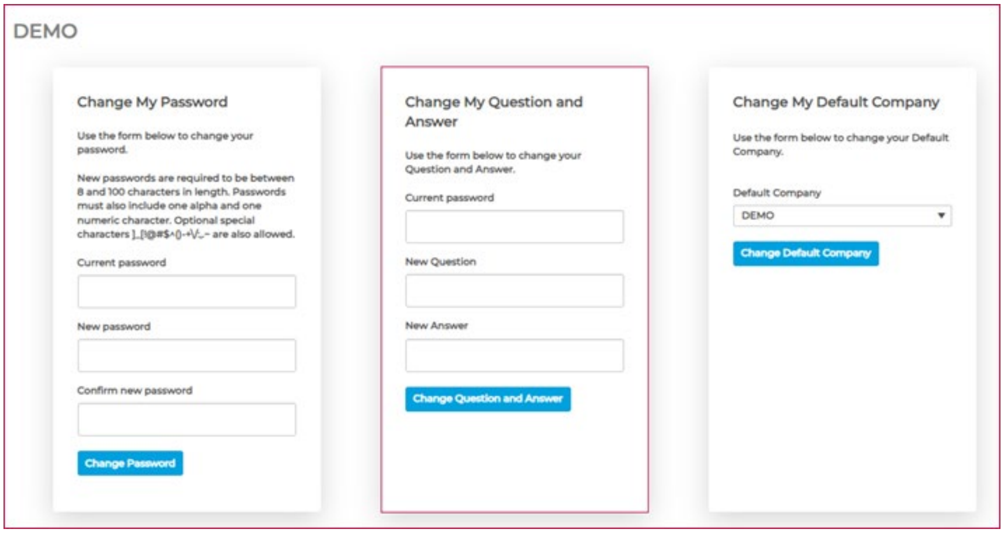


Updating Security Questions and Answers

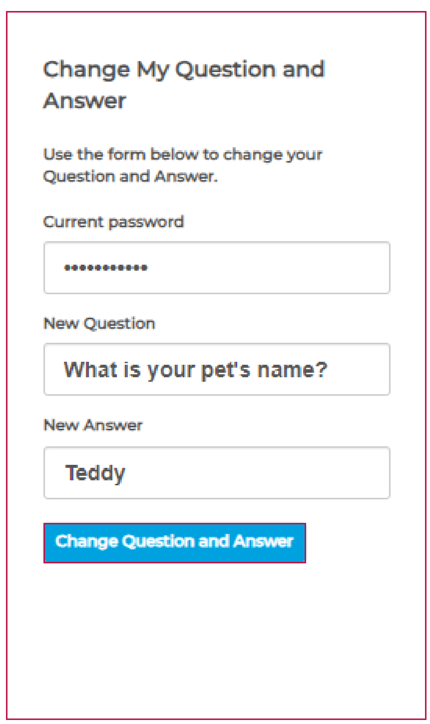
All users can change their security question and answer on the My Profile page.

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.

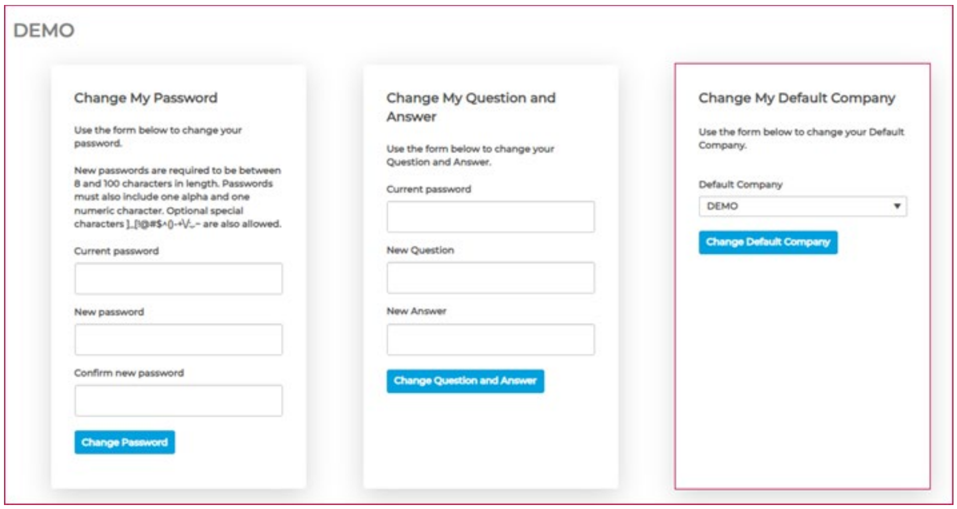


Updating Default Companies

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 Viewpoint ePayments when the user logs in and the name of the company is listed in the Company Selector drop-down. See the Viewpoint ePayments 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.

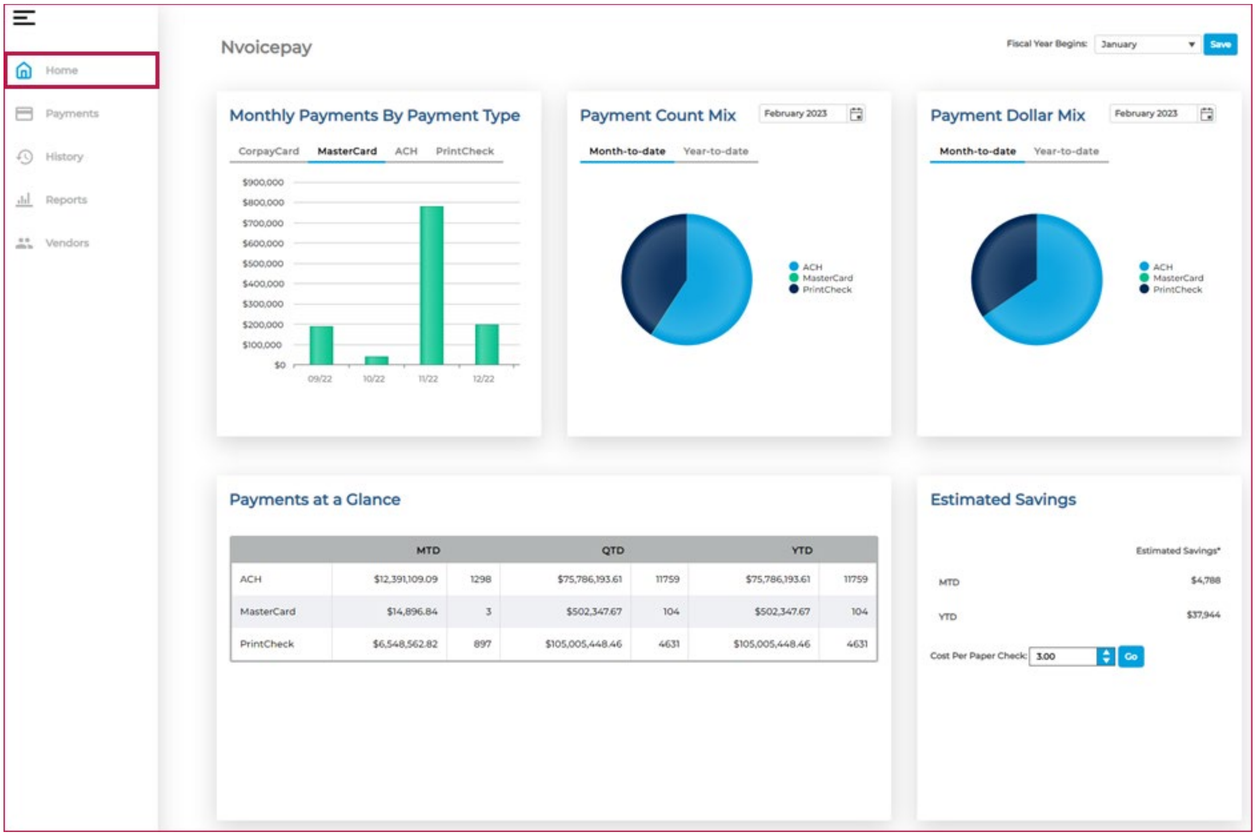


2. In the *Default Company* drop-down, select a **company** to make the default company on the user account.
3. Click the **Change Default Company** button.

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

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 Viewpoint ePayments 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.

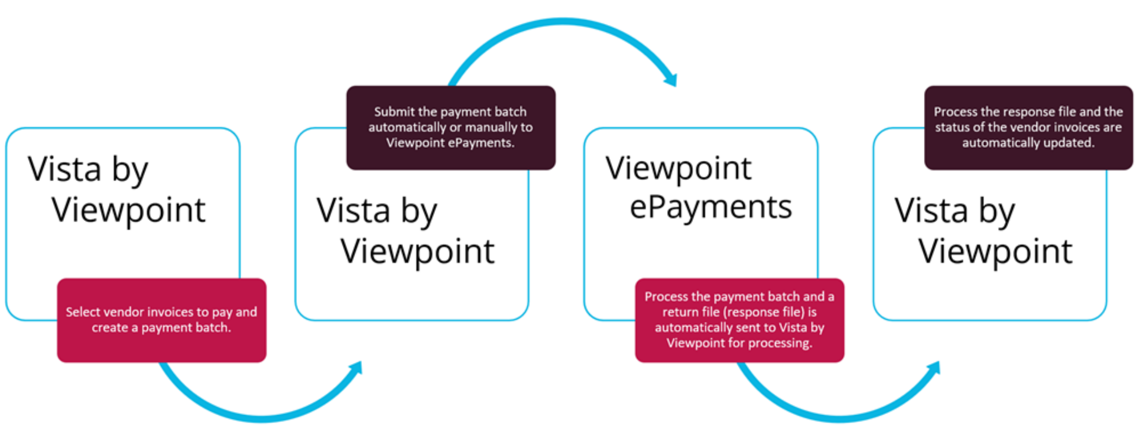
The following table describes the tiles on the Home page:

TILE	DESCRIPTION
Monthly Payments By Payment Type	In the *Monthly Payments by Payment Type* tile, click the **CorpayCard**, **MasterCard**, **ACH**, **PrintCheck,** or **VendorExchange** tab to analyze the

TILE	DESCRIPTION
	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 Viewpoint ePayments 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 Viewpoint ePayments 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, view the **MTD** (Month-to-date), **QTD** (Quarter-to-date), or **YTD** (Year-to-date) to analyze the total amount of payments made through Viewpoint ePayments on a monthly, quarterly, or yearly basis.
Estimated Savings	In the *Estimated Savings* tile, 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.

Processing Payments

Vista by Viewpoint is an integrated Enterprise Resource Planning solution (ERP) used by construction companies along with Viewpoint ePayments to process vendor payments. In Vista by Viewpoint, users select vendor invoices then submit the invoices automatically or manually (depending on configuration) to Viewpoint ePayments for payment. The vendor invoices are then processed in Viewpoint ePayments and return files (response files) are automatically sent to Vista by Viewpoint. These files are referred to as return files in Viewpoint ePayments and response files in Vista by Viewpoint. Users must then process the response files in Vista by Viewpoint to update the status of the invoice payments. In this section, you will learn how to process vendor invoices for payment using Vista by Viewpoint and Viewpoint ePayments.



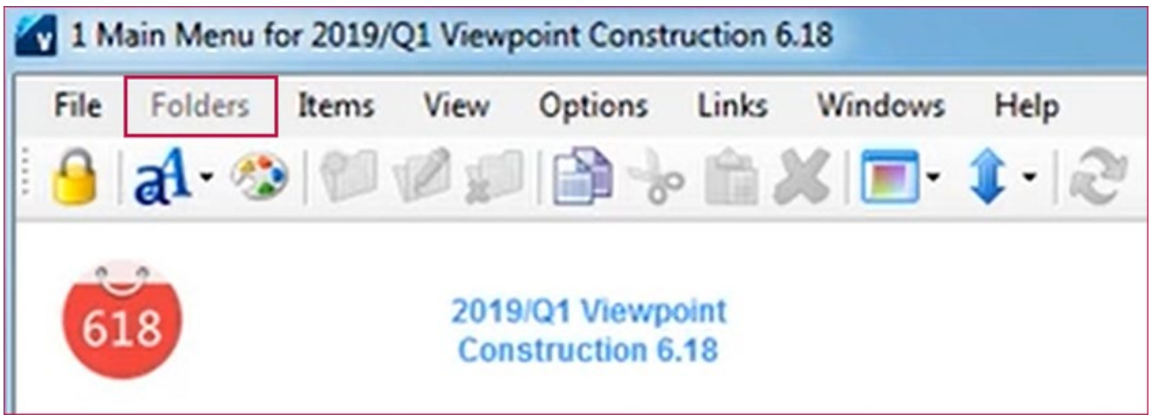
NOTE: The visibility of the pages described in this section is based on roles and permissions assigned to users by a company as well as company configuration. As a result, some pages may not be visible to you or may only be available in a view only format.

Submitting Invoices in Vista by Viewpoint

To process payments in Viewpoint ePayments, users must first submit vendor invoices in Vista by Viewpoint.

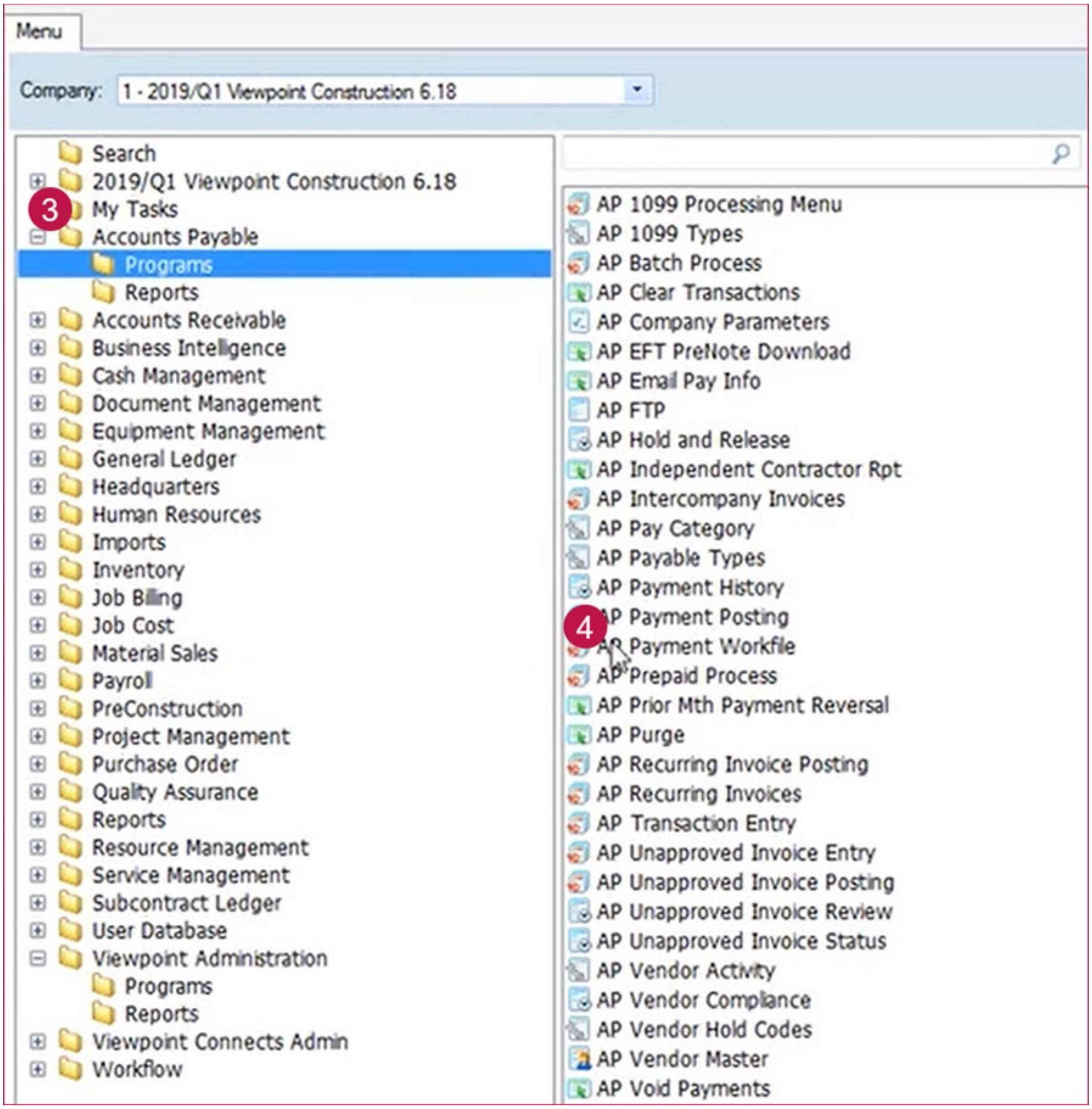
To submit vendor invoices for payment in Vista by Viewpoint:

1. Log in to **Vista by Viewpoint**.
2. In the *Main Menu*, click the **Folders** menu.



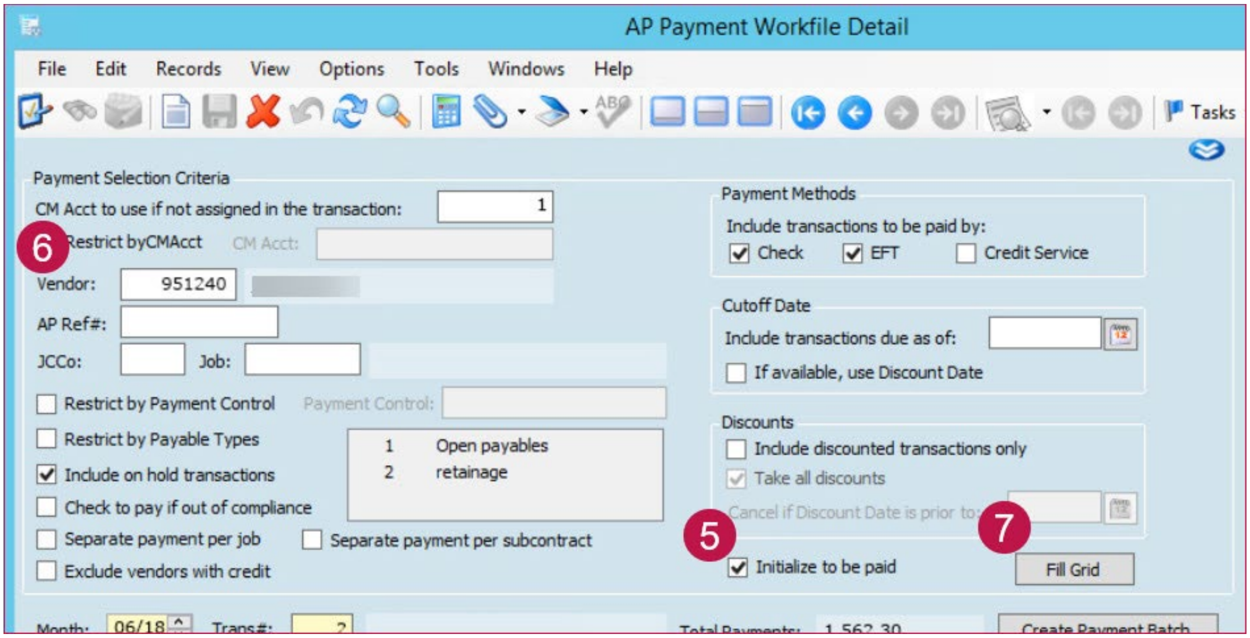
3. In the *Folders* menu, click the **Accounts Payable** folder then click the **Programs** folder.

4. In the *list of programs*, double-click the **AP Payment Workfile** program.

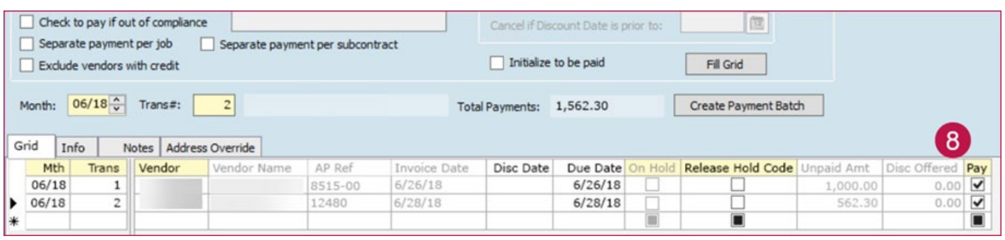


5. In the *AP Payment Workfile Detail* window, deselect the **Initialize to be paid** checkbox to ensure that only the invoices you select are submitted to Viewpoint ePayments for processing. The *Initialize to be paid* checkbox must be deselected each time an AP Payment Workfile is opened.
6. In the *Vendor* field, enter the **vendor number** for a vendor you would like to pay.

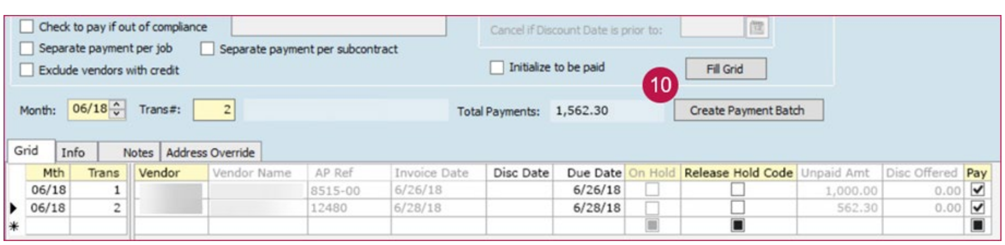
7. Click the **Fill Grid** button to add the vendor's invoice(s) to the AP Payment Workfile.



8. On the *Grid* tab, select the **checkbox** in the *Pay* column for each vendor invoice to pay.



9. Repeat **steps 6 - 8** for each vendor invoice you would like to pay.
10. Click the **Create Payment Batch** button.

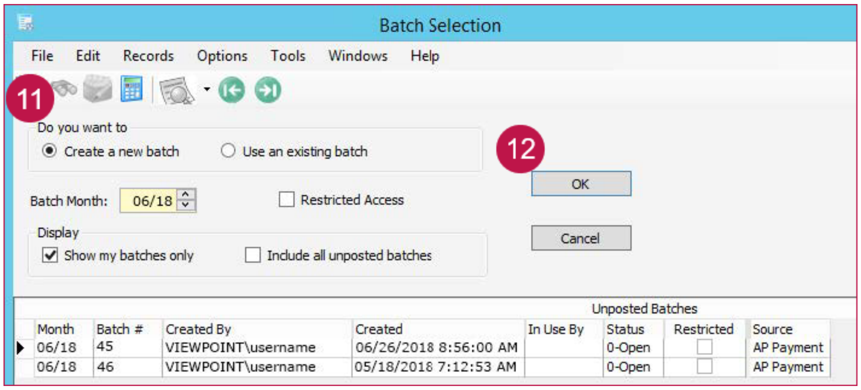


11. On the *Batch Selection* screen, select a **batch type** in the *Do you want to* section.

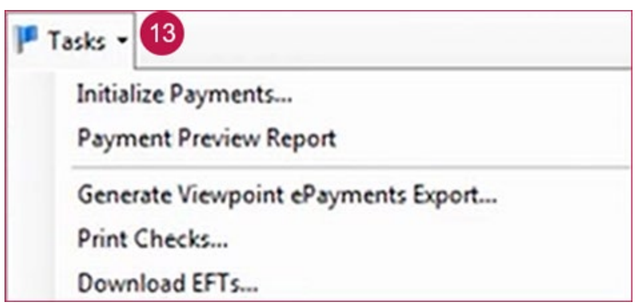
    Create a new batch: Creates a payment batch file containing the selected vendor invoices only.

    Use an existing batch: Adds the selected vendor invoices to a previously created payment batch that has not been submitted. If *Use an existing batch* is selected, select an **existing batch** that is listed in the *Grid* tab.

12. Click the **OK** button.

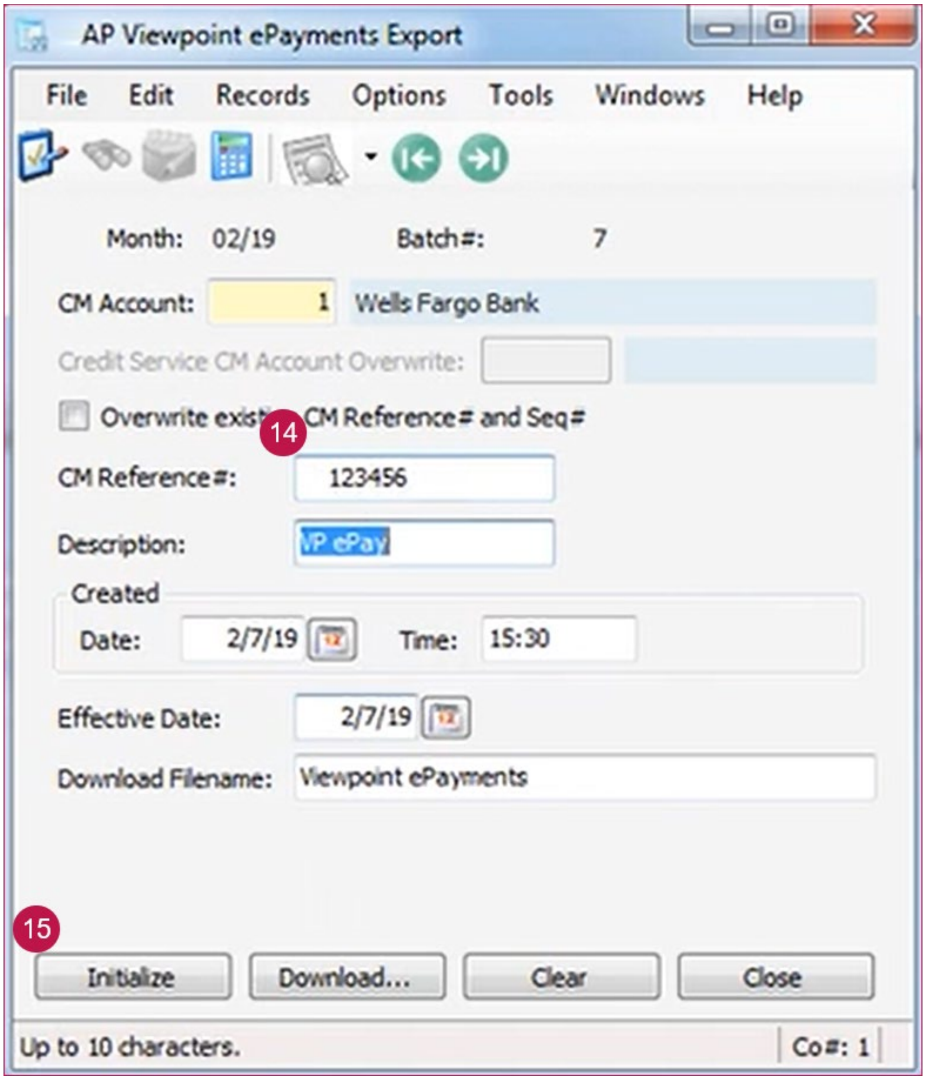


13. In the *AP Payment Posting Detail* window, click the **Tasks** menu then select the **Generate Viewpoint ePayments Export…** menu item.

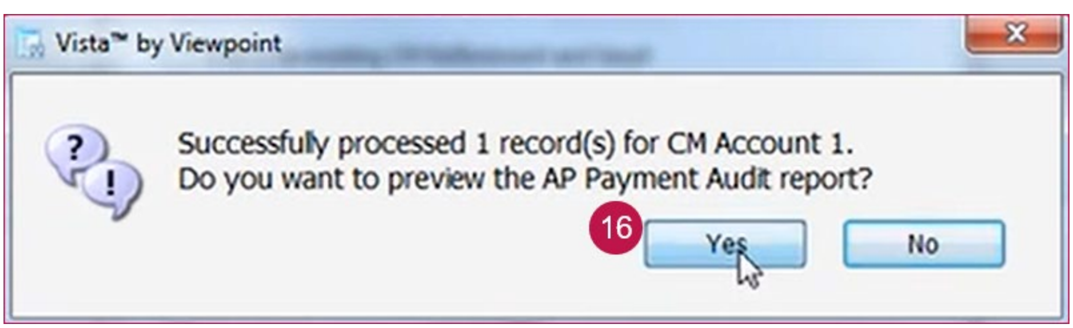


14. In the *AP Viewpoint ePayments Export* window, enter a **CM Reference Number** in the *CM Reference #* field. Entering a CM Reference Number based on your company's file naming convention creates a unique identifier for the payment batch that will be used to locate the batch in Vista by Viewpoint after the response file (return file) is processed.

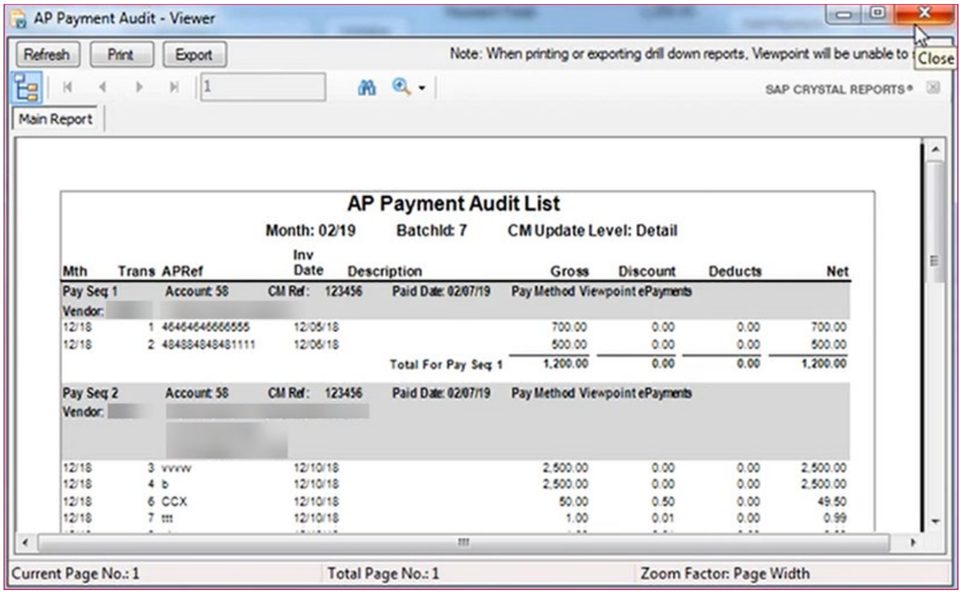
15. Click the **Initialize** button.



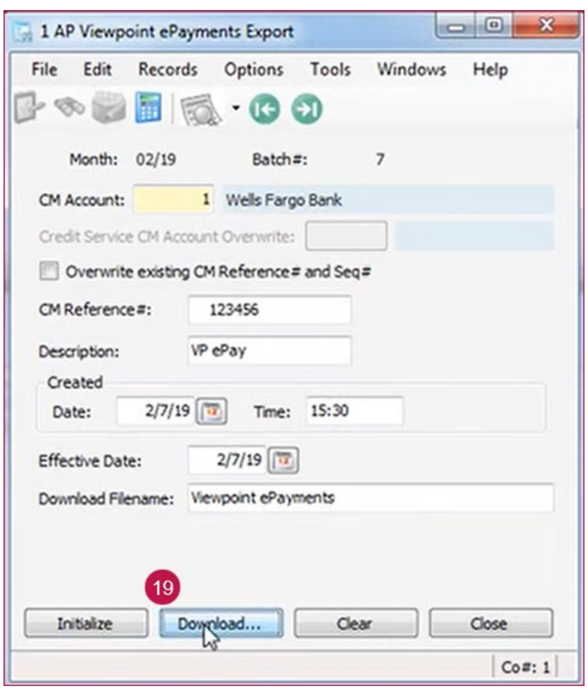
16. A Vista by Viewpoint confirmation dialog displays confirming the file was processed. Click the **Yes** button to preview the AP Payment Audit report.



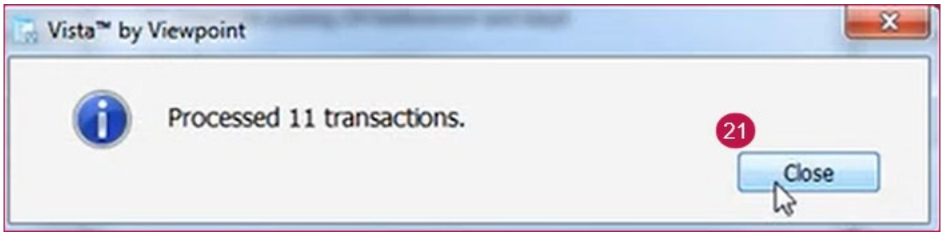
17. In the *AP Payment Audit – Viewer* window, review the **AP Payment Audit List** containing all payments that will be included in the payment batch.
18. Close the **AP Payment Audit – Viewer** window.



19. In the *AP Viewpoint ePayments Download* window, click the **Download** button then save the **file**.



20. A Vista by Viewpoint confirmation dialog displays confirming the number of transactions that were processed. The number of transactions processed will be double the number of invoices you selected to pay because a header record and a detail record are included in each invoice. As a result, every invoice will display as two processed transactions. This will not affect your payments.
21. Click the **Close** button.



Submitting Payment Batch Files to Viewpoint ePayments

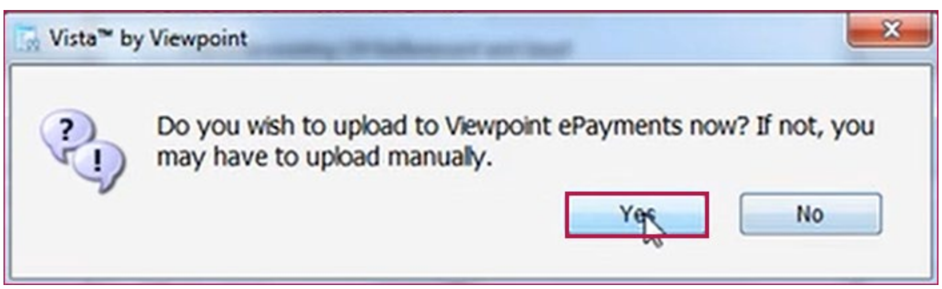
Once a payment batch file containing the vendor invoices to be paid is downloaded in Vista by Viewpoint, it must be submitted to Viewpoint ePayments based on the version of the Vista by Viewpoint application being used.

- Users with Vista by Viewpoint version 6.16 or later must upload payment batch files directly from Vista by Viewpoint to Viewpoint ePayments.
- Users with Vista by Viewpoint version 6.15 or earlier must upload payment batch files manually to Viewpoint ePayments.

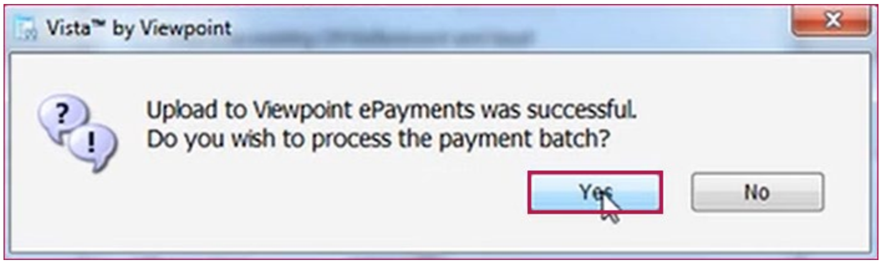
Submitting Payment Batch Files Using Vista by Viewpoint Version 6.16 or Later

To submit a payment batch file to Viewpoint ePayments from Vista by Viewpoint:

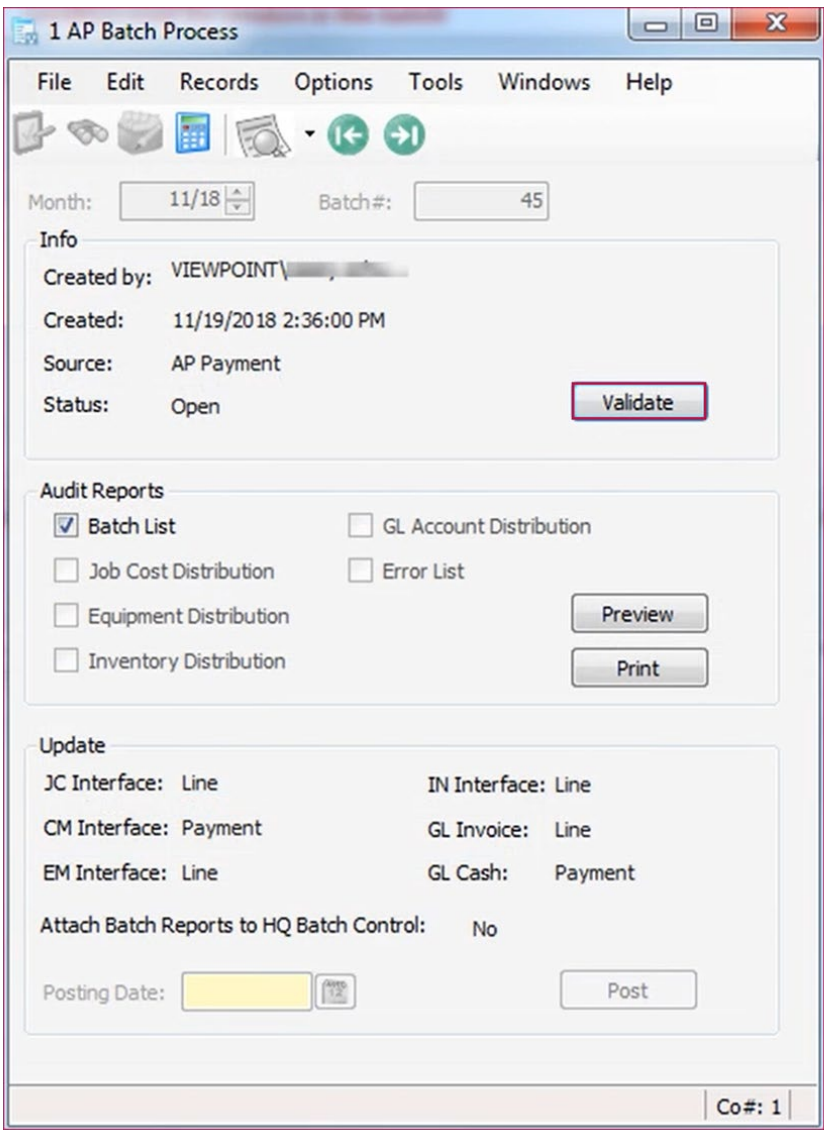
1. In the *Vista by Viewpoint* pop-up dialog, click the **Yes** button to upload the payment batch file to Viewpoint ePayments now.



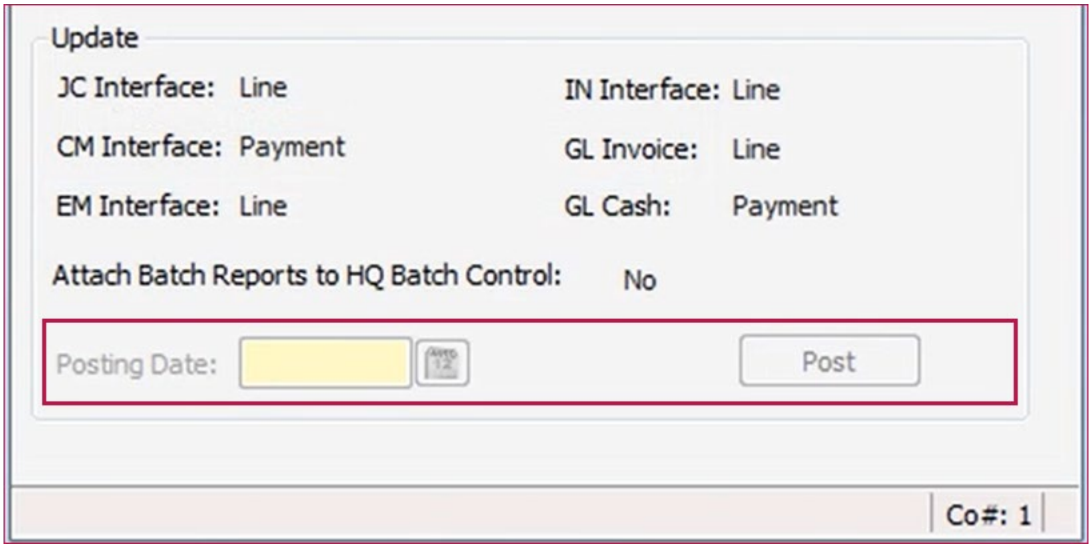
2. A *Vista by Viewpoint* confirmation dialog displays confirming the upload to Viewpoint ePayments was successful. Click the **Yes** button to process the payment batch file.



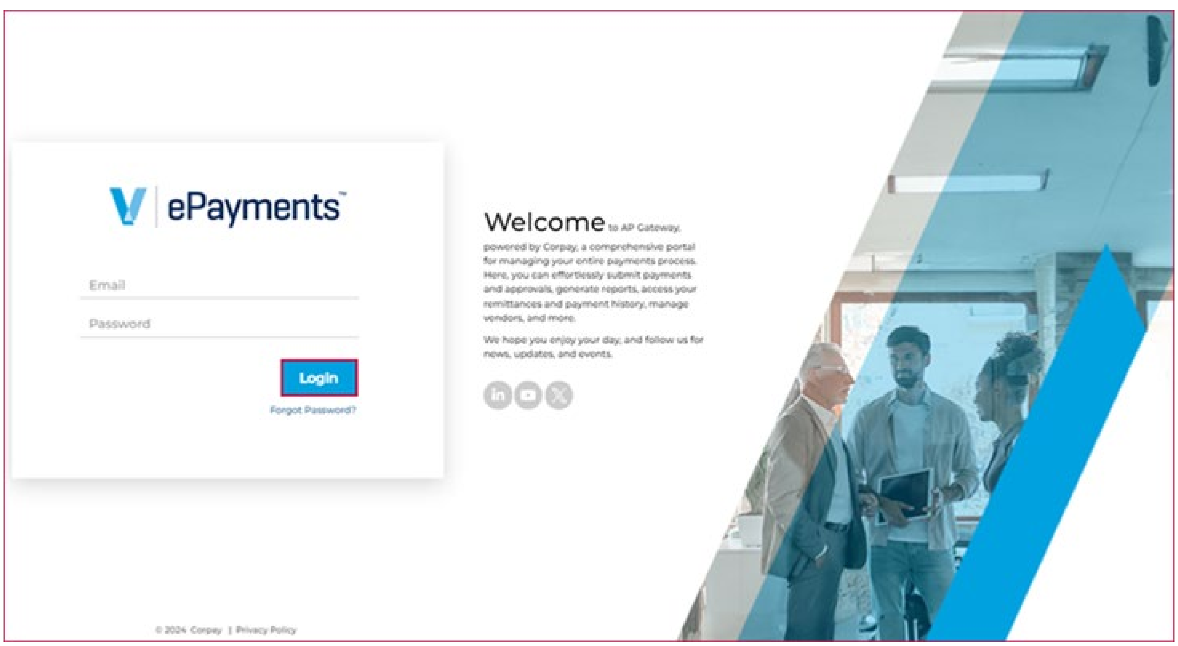
3. In the *AP Batch Process* window, click the **Validate** button.



4. *Optional*: In the *Update* section of the *AP Batch Process* window, select a **date** to post the payment batch file in the *Posting Date* field then click the **Post** button.



5. In the *Vista by Viewpoint* confirmation dialog, click the **Close** button.
6. Log in to Viewpoint ePayments.

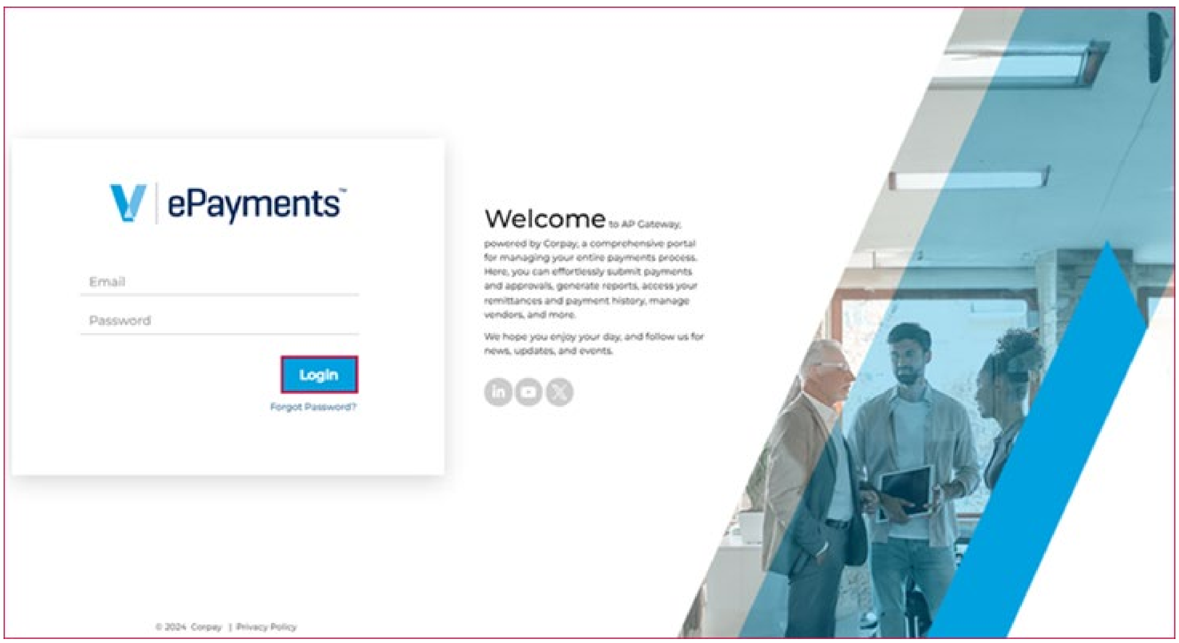


7. See Approving Payment Batch Files or Approving Individual Payments for instructions on how to approve payments in Viewpoint ePayments. Users with the Payment Approver permission who are in organizations that are configured to use the Approvals page should see the Approvals page section for instructions on how to approve individual payments.

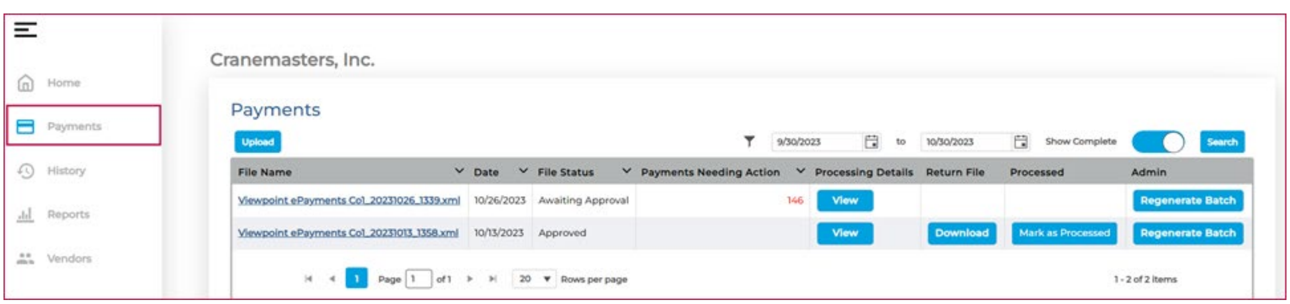
Submitting Payment Batch Files Using Vista by Viewpoint Version 6.15 or Earlier

To submit a payment batch file to Viewpoint ePayments manually:

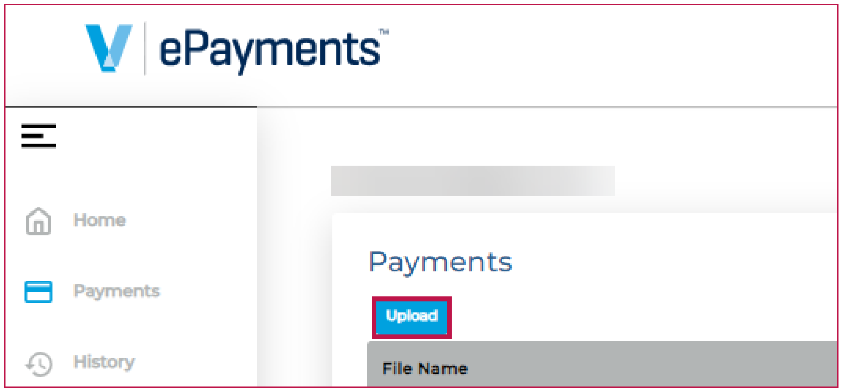
1. In the *Vista by Viewpoint* pop-up dialog, click the **No** button to upload to Viewpoint ePayments manually.
2. Log in to Viewpoint ePayments.



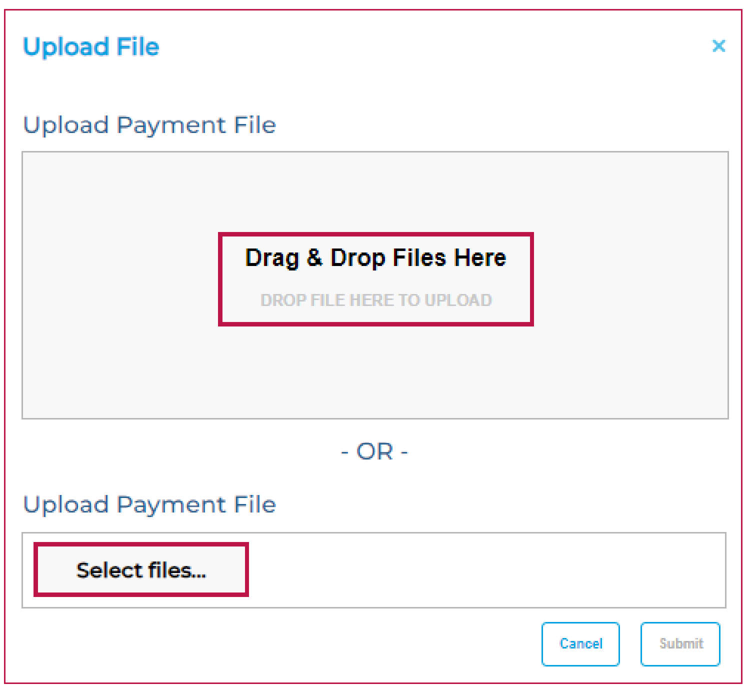
3. Click **Payments** in the *left-side navigation pane* to open the Payments page.



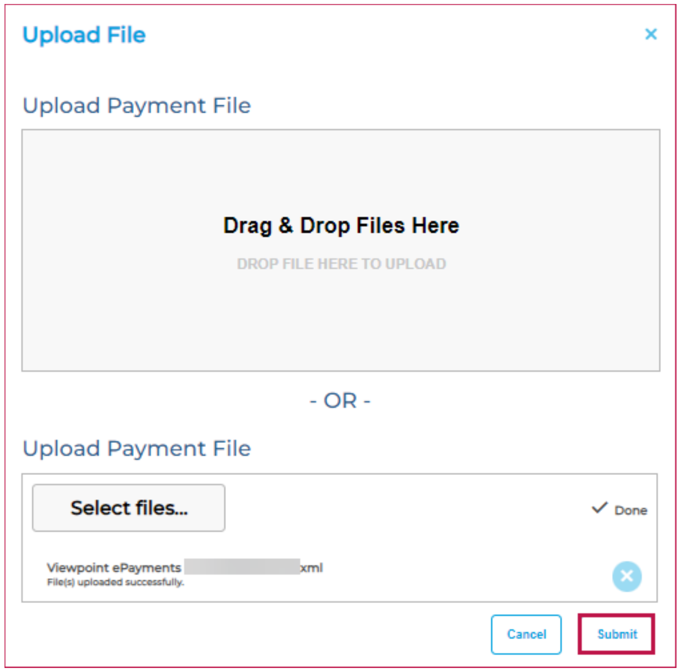
4. On the *Payments* page, click the **Upload** button.



5. In the *Upload File* dialog, drag and drop the **payment batch file** into the first *Upload Payment File* field or click the **Select files…** button in the second *Upload Payment File* field then locate and select the **payment batch file** to upload.



6. Click the **Submit** button.

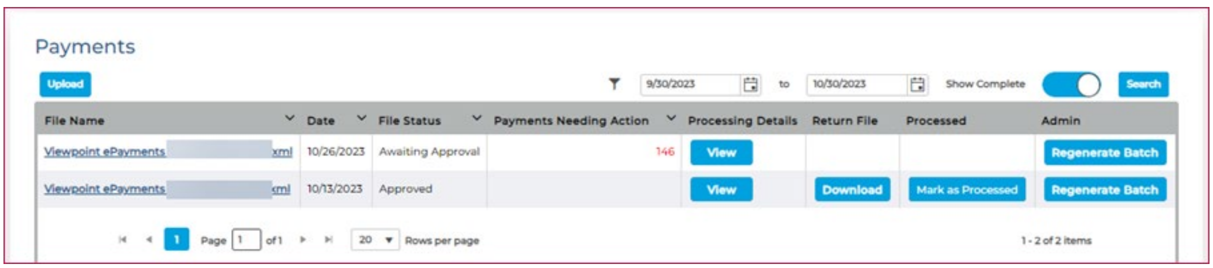


7. The payment batch file is added to the *Payments* table with a *Pending* file status.
8. Notice the **File Status** progress indicator beside the *Pending* file status. File Status progress indicators display the progress of payment batch files during upload.
9. Once the payment batch file is uploaded successfully, the File Status progress indicator disappears, and the status of the payment batch file changes to *Awaiting Approval*.
10. If the payment batch file upload fails, the File Status progress indicator turns red then disappears and the status of the payment batch file changes to *Error*. See Processing Errors in Payment Batch Files for instructions on how to process a payment file with an *Error* file status.
11. See Approving Payment Batch Files or Approving Individual Payments for instructions on how to approve payments in Viewpoint ePayments. Users with the Payment Approver permission who are in organizations that are configured to use the Approvals page should see the Approvals page section for instructions on how to approve individual payments.

NOTE: Users must have the Manage File Upload permission to upload payment batch files on the Payments page. Also, multiple payment batch files can be uploaded while File Status progress indicators are loading.

Payments Page in Viewpoint ePayments

Once vendor invoices are submitted in Vista by Viewpoint, a payment batch file containing the invoices is generated in Viewpoint ePayments (unless manually submitting payment batch files using Vista by Viewpoint Version 6.15 or Earlier). 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 submitted to Viewpoint ePayments, it is added to the Payments table 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 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. See the Payment Approver View section to learn how to approve, exclude, and place on hold individual payments within a payment batch file or see the Batch Approver View section to learn how to approve, place on hold, or cancel an entire payment batch file.



NOTE: The visibility of pages and information in Viewpoint ePayments is based on roles and permissions assigned to users by a company as well as company configuration. As a result, 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.

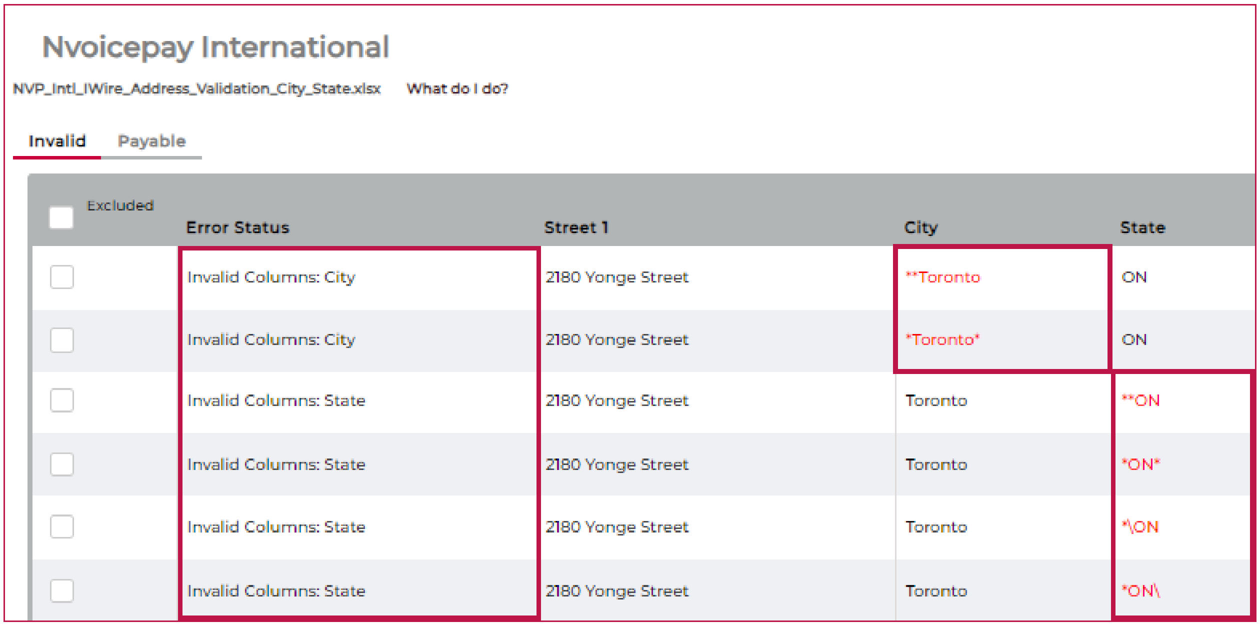
FIELD	REQUIRED/OPTIONAL	DESCRIPTION
Country	Required	The Country field must contain an ISO 2-character code such as CA. It cannot be blank or spelled out like Canada. Latin 1 printable characters 32 – 255 (except 42, 92, *, and \) are allowed as well as extended ASCII characters such as but not limited to: • ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞ

FIELD	REQUIRED/OPTIONAL	DESCRIPTION
		• 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.

Payments Table

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

NAME	DESCRIPTION
File Name	The File Name column contains links to uploaded payment batches. Click a **payment batch file** link to download a copy of the payment batch.
Date	The Date column contains the date when a payment batch was uploaded in Viewpoint ePayments.
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

NAME	DESCRIPTION
	leaving the final status of the payment batch file only. File Statuses: • **Pending**: A payment batch is being processed. This status occurs before the Awaiting Approval status and is typically seen when processing large payment batches. A File Status progress indicator also displays in the File Status column while a payment batch file is pending. • **In Process**: A payment batch is being processed. During this state, payment batches 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 batch has been approved. • **Awaiting Approval**: For companies that require approvals, this status indicates that a payment batch 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 batch or a second approval is required (if applicable) before the payment batch can be processed. • **Error**: An error occurred while processing a payment batch due to duplicate invoice IDs for the same vendor ID in the file, missing vendor address information, etc. Users must review the payment batch and exclude payment(s), resubmit, or void the payment batch. • **Processing Error**: An error occurred while processing a payment batch due to the payment batch being corrupt, data in the payment batch affecting the payment batch parser, or the format of the payment batch is not allowed. Users must fix the payment batch and resubmit it for processing. • **Voided**: A payment batch has been canceled. • **On Hold**: A payment batch has been placed on hold. **NOTE**: The visibility of pages and information in Viewpoint ePayments 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.
Payments Needing Action	The Payments Needing Action column contains the number of payments in the payment batch that require approval.

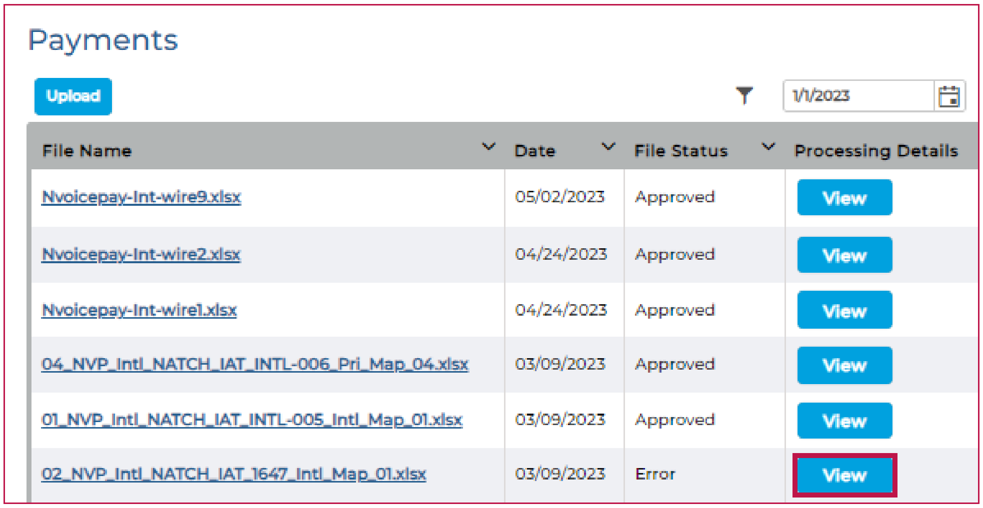
NAME	DESCRIPTION
Processing Details	The Processing Details column contains View buttons to access the Payment Batch Details page for a payment batch. Click the **View** button to open the Payment Batch Details page. On the Payment Batch Details page, users with the Batch Approver permission can approve payment batch files and users with the Payment Approver permission can approve individual payments in a payment batch file. **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 confirm when and how vendors are paid. Once payment batch files are approved in Viewpoint ePayments, they are automatically sent to Vista by Viewpoint for processing by users. See Processing Response Files (Return Files) in Vista by Viewpoint for step-by-step instructions on how to process return files. **NOTE**: In Vista by Viewpoint, return files are referred to as response files.
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 Viewpoint ePayments to an organization's integrated ERP. The buttons change automatically once a payment batch 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 batches 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 batches will be included in the search results that display in the Payments table. If the Show Complete toggle is disabled, approved payment batches 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 complete. If a time that is more than a year is selected in the Date Pickers, an error message will display. Also, payment batches processed before 8/1/15 are not searchable.

Processing Errors in Payment Batch Files

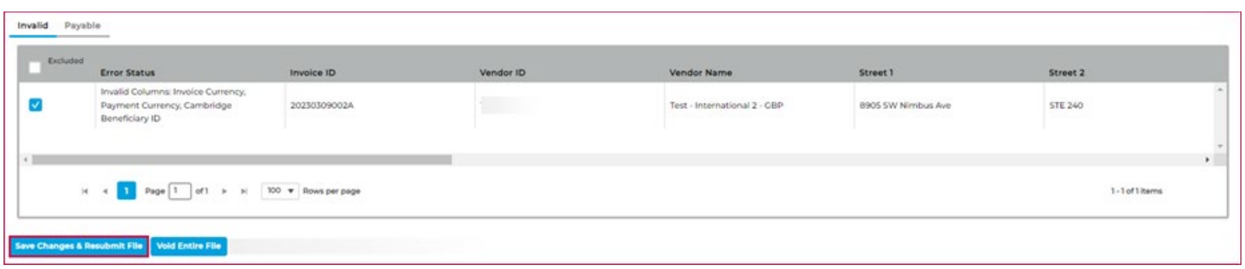
Payment batch files that fail to process when submitted to Viewpoint ePayments due to missing information or incorrect formatting display an *Error* file status on the Payments page. Users can resolve *Error* statuses by excluding the invalid invoices and resubmitting the payment batch file or voiding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

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.



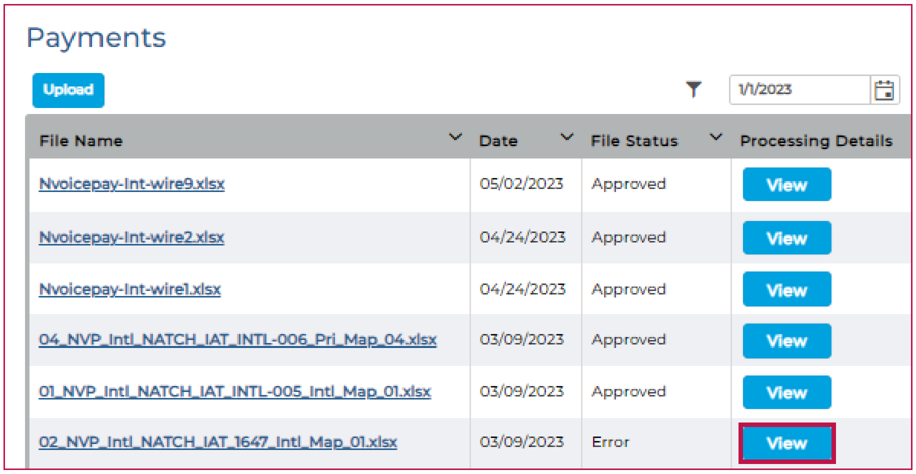
2. The payment batch file opens on a separate page with two tabs: Invalid and Payable. On the *Payable* tab, review the **list of invoices without errors** in the payment batch file.
3. On the *Invalid* tab, select one or multiple **invoice(s)** to exclude from the payment batch file.
4. Click the **Save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



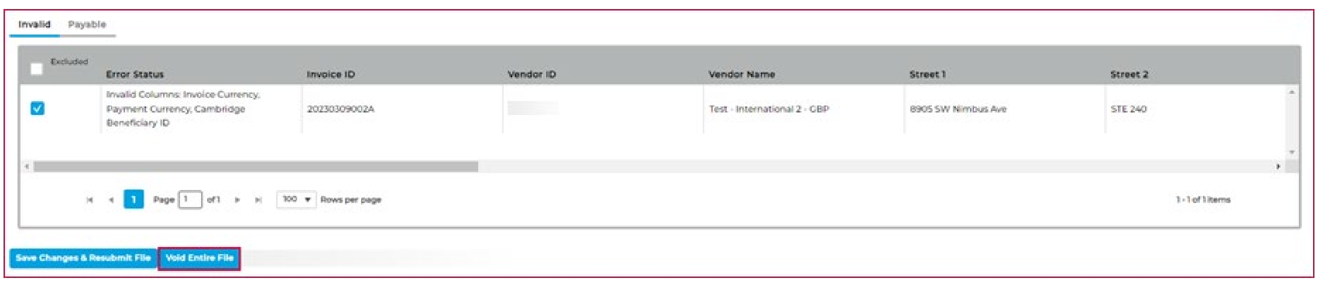
5. Submit a **new payment batch file** with the corrected information for the invoice(s) that were previously excluded. See the Processing Payments section for instructions on how to submit a payment batch file to Viewpoint ePayments.

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 the Processing Payments section for instructions on how to submit a payment batch file to Viewpoint ePayments.

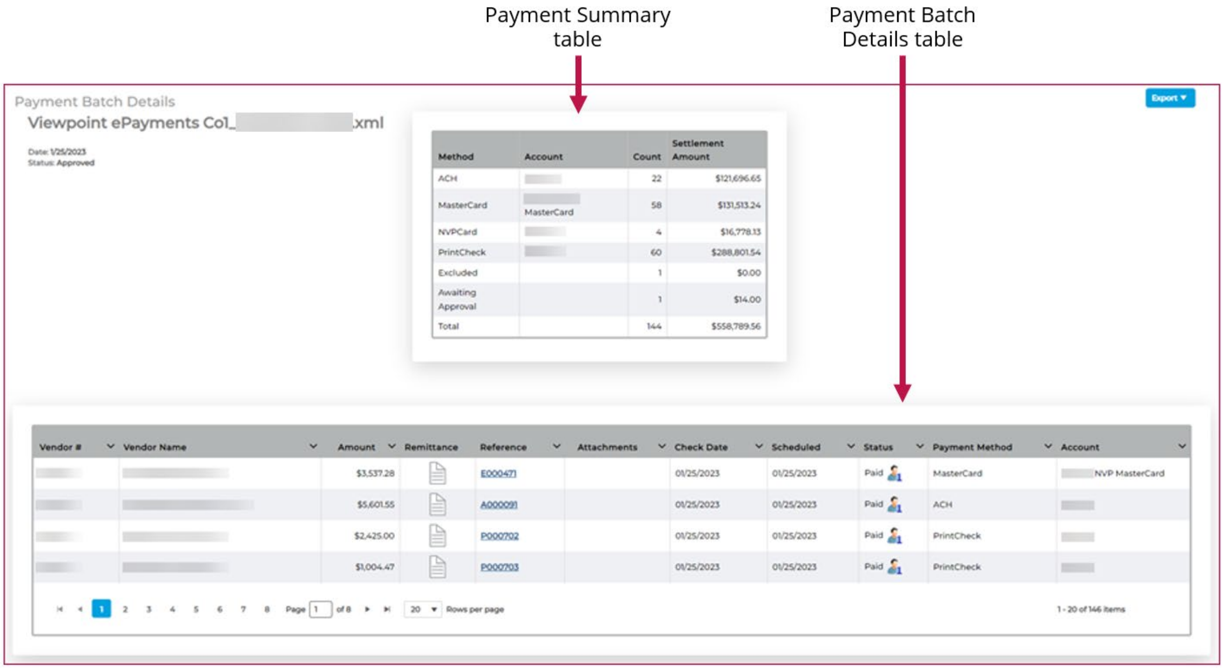
Payment Batch Details Page

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

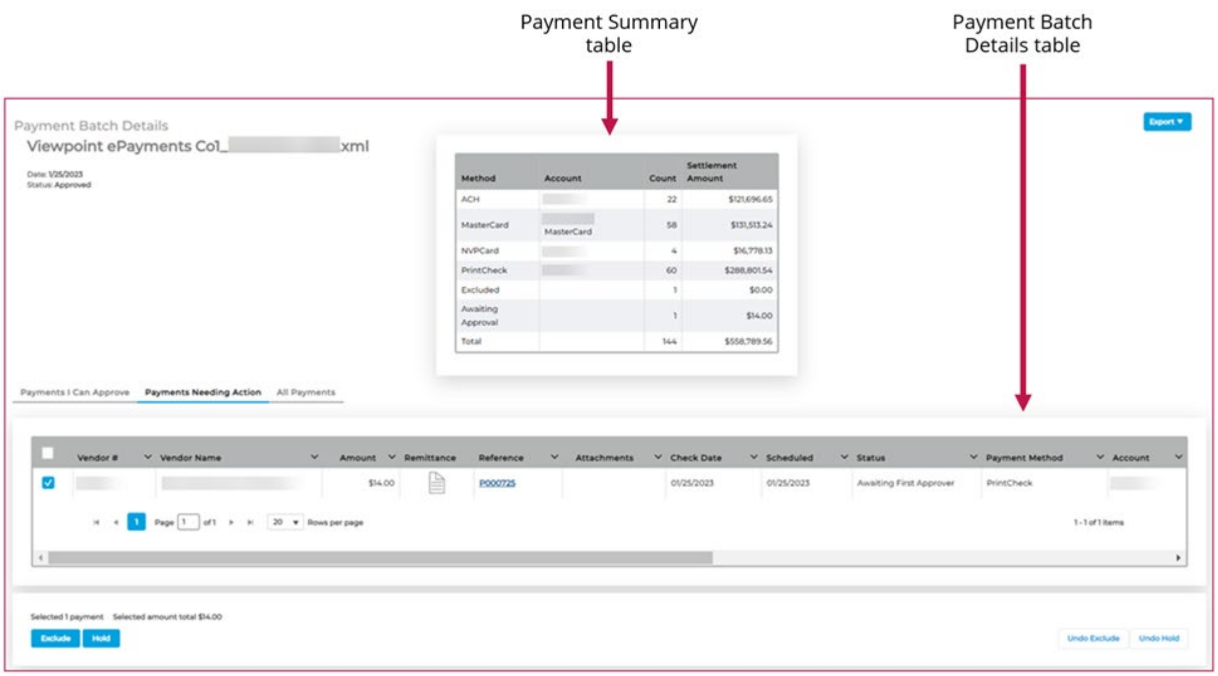
Configurations

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 batches and the Exclude, Hold, Undo Exclude, and Undo Hold buttons to process individual payments in a payment batch.	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 batch. • **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 batch. • **All Payments**: On the All Payments tab, users with the Payment Approver permission can view information about all payments in a payment batch.

Payment Summary Table

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

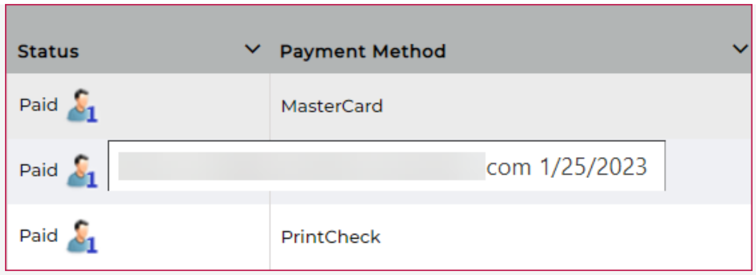
COLUMN HEADER	DESCRIPTION
Method	The Method column contains the payment method used by a customer to pay vendor payments through Corpay.
Account	The Account column contains a customer's account that is debited by Corpay to pay vendor payments.

COLUMN HEADER	DESCRIPTION
Count	The Count column contains the number of payments in an uploaded batch per method and account. In the Payment Batch Details page image above, the customer has 1 payment in their uploaded batch that will be paid using the ACH payment method.
Settlement Amount	The Settlement Amount column contains the total amount of payments in the uploaded batch per method and account.

Payment Batch Details Table

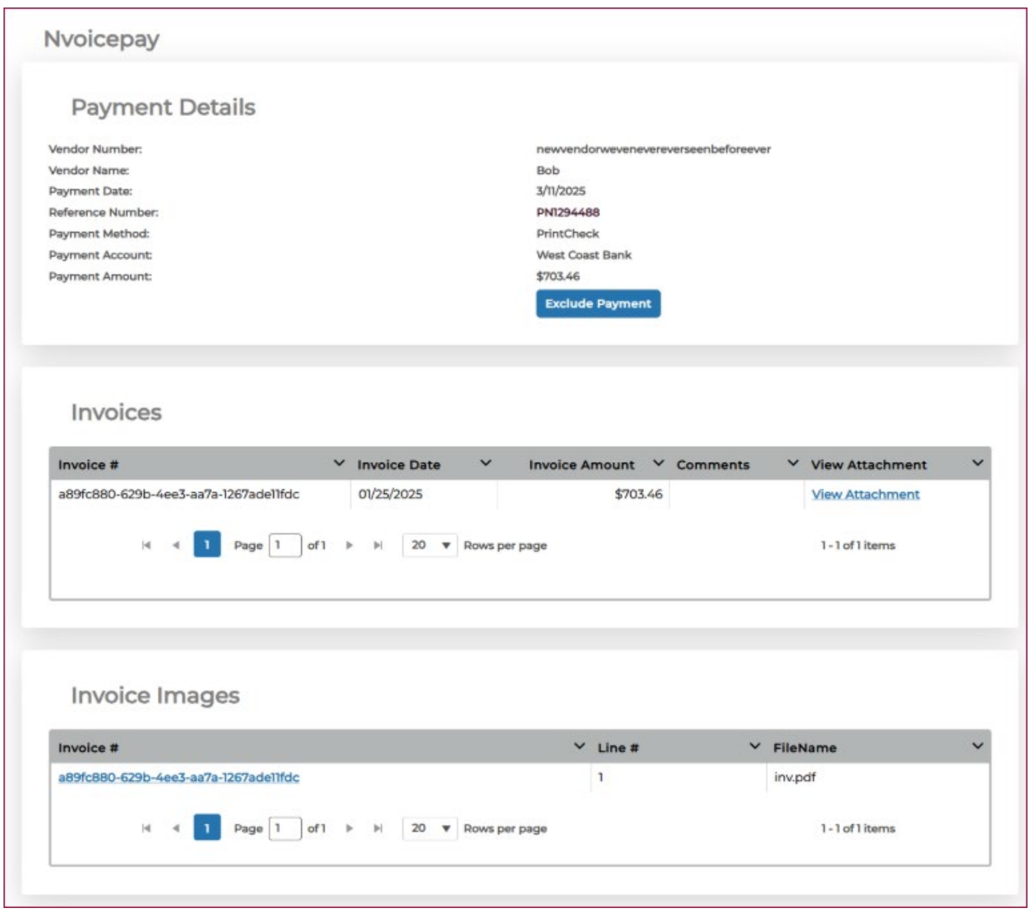
The following table describes the column headers in the Payment Batch Details table:

COLUMN HEADER	DESCRIPTION
Vendor #	The Vendor # column contains the account number for a vendor in Viewpoint ePayments.
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 paid to Corpay by a customer for a vendor's invoice(s).
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 batch. Click the **Reference ID** link to open the Payment Details and Invoices page.
Attachments	The Attachments column contains a checkmark if images of the vendor invoices in a payment batch are attached to the file. If a checkmark displays in the Attachments column for a payment batch, click the **corresponding Reference ID** link to open the Payment Details and Invoices page. In the *Invoice Images* section, click an **Invoice #** link to view the Invoice Image on the right-side of the Payment Details and Invoices page. See the Invoice Images Pane section for more information.
Check Date	The Check Date column contains the date a payment batch was uploaded in Viewpoint ePayments.
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 the email address of the user who approved or paid the payment as well as the date they approved or paid the payment (if applicable).

	
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 or the Reference link on the Approvals Page (if applicable).



Payment Details Pane

The Payment Details pane contains information about the payment batch.

PAYMENT DETAILS PANE	
FIELD	**DESCRIPTION**
Vendor Number	The Vendor Number field contains the account number for a vendor in Viewpoint ePayments.
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 batch.
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 batch.

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.
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.

Invoice Images Pane

The Invoice Images pane contains links to images of the invoices within a payment batch.

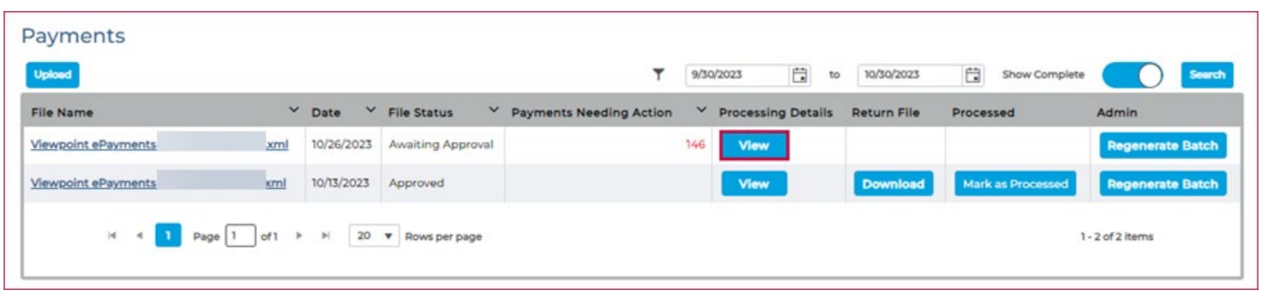
INVOICE IMAGES PANE	
FIELD	**DESCRIPTION**
Invoice #	The Invoice # column contains a link to a vendor invoice image or an email correspondence between a company and its vendor. Click an **invoice link** to open a preview of the vendor invoice image on the right-side of the Payment Details and Invoices page or to automatically download a copy of the email correspondence to your device.
Line #	The Line # column contains the line number for each invoice.
FileName	The FileName column contains the name of a vendor invoice.

Processing Payment Batch Files in Viewpoint ePayments

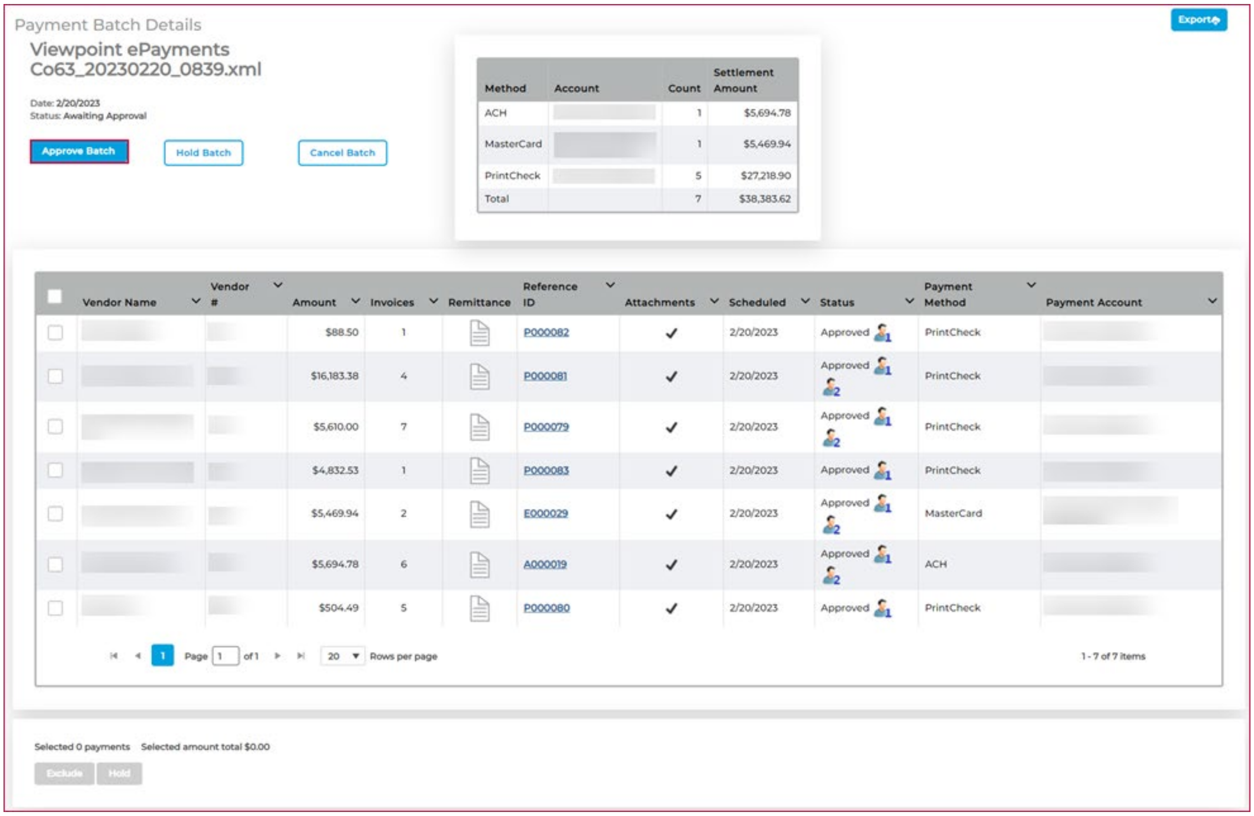
Approving Payment Batch Files

To approve a payment batch file:

1. In the *Payments* table, click the **View** button for a payment batch that is awaiting approval.



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

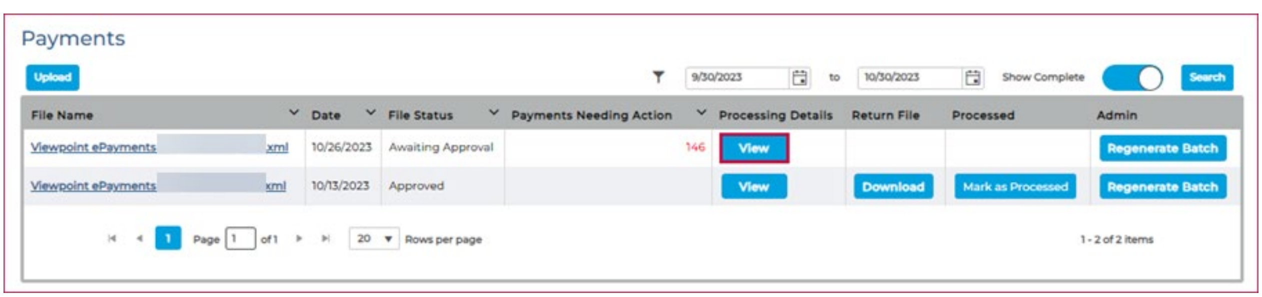


3. The status of the payment batch changes to Approved and the Approve Batch, Hold Batch, Cancel Batch, Exclude, Hold, Undo Exclude, and Undo Hold buttons are removed.

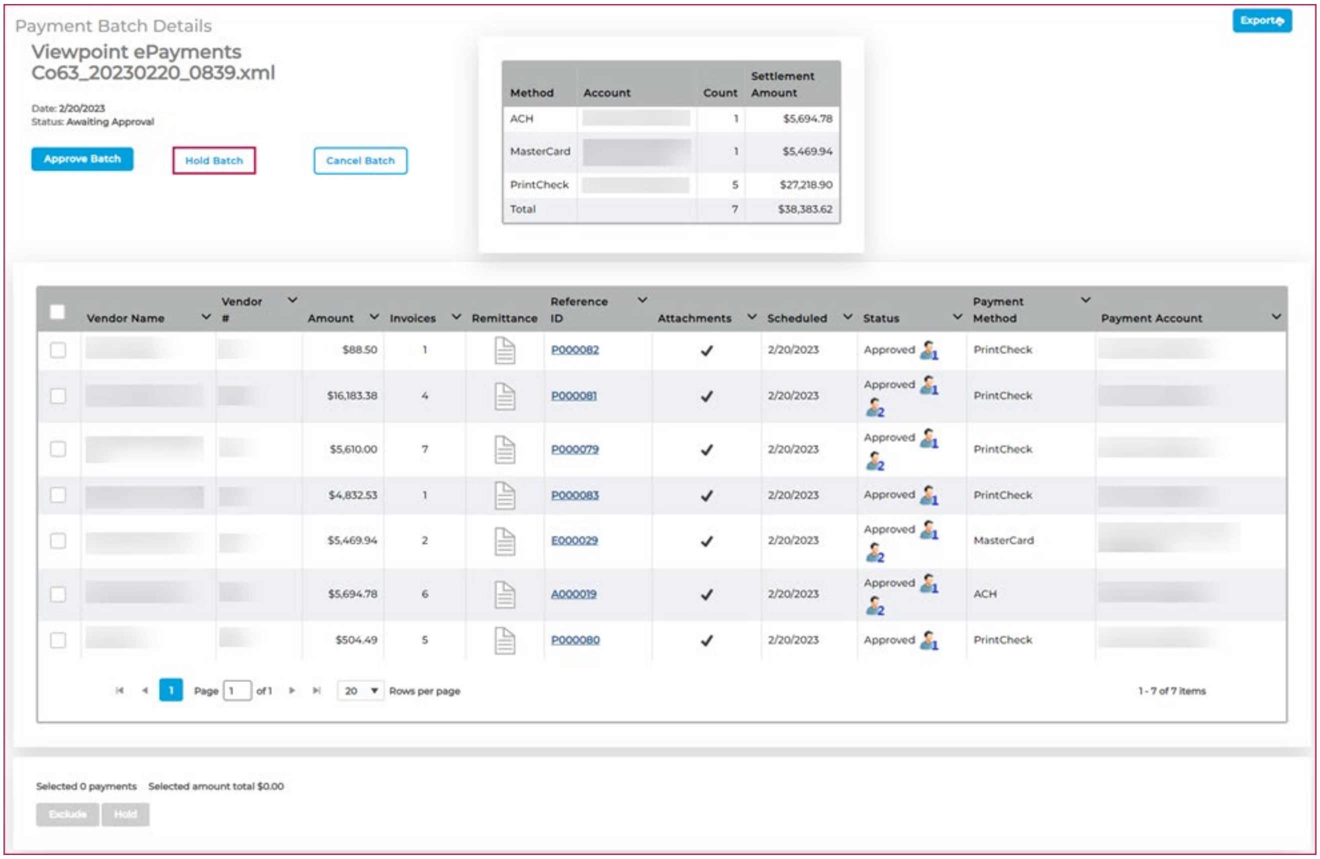
Placing Payment Batch Files on Hold

To place a payment batch on hold:

1. In the *Payments* table, click the **View** button for a payment batch that is awaiting approval.



2. Click the **Hold Batch** button on the *Payment Batch Details* page.



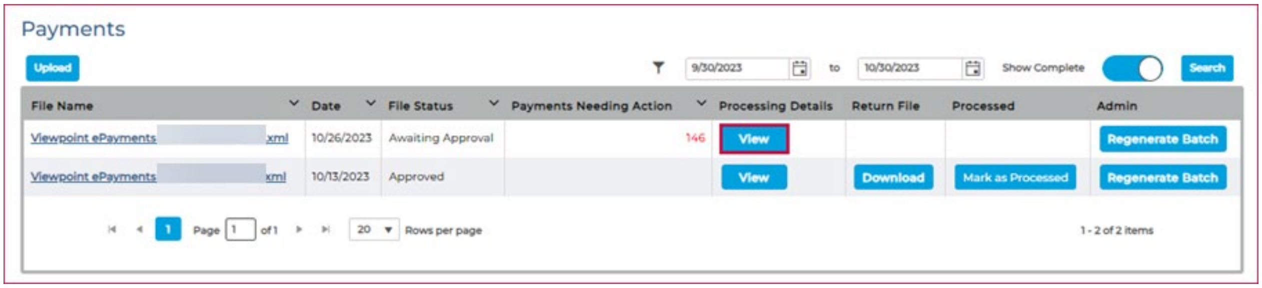
3. The status of the payment batch changes to On Hold and the Hold Batch button is removed.

See the Undoing Holds in Viewpoint ePayments section for instructions on how to remove holds from payments in a payment batch.

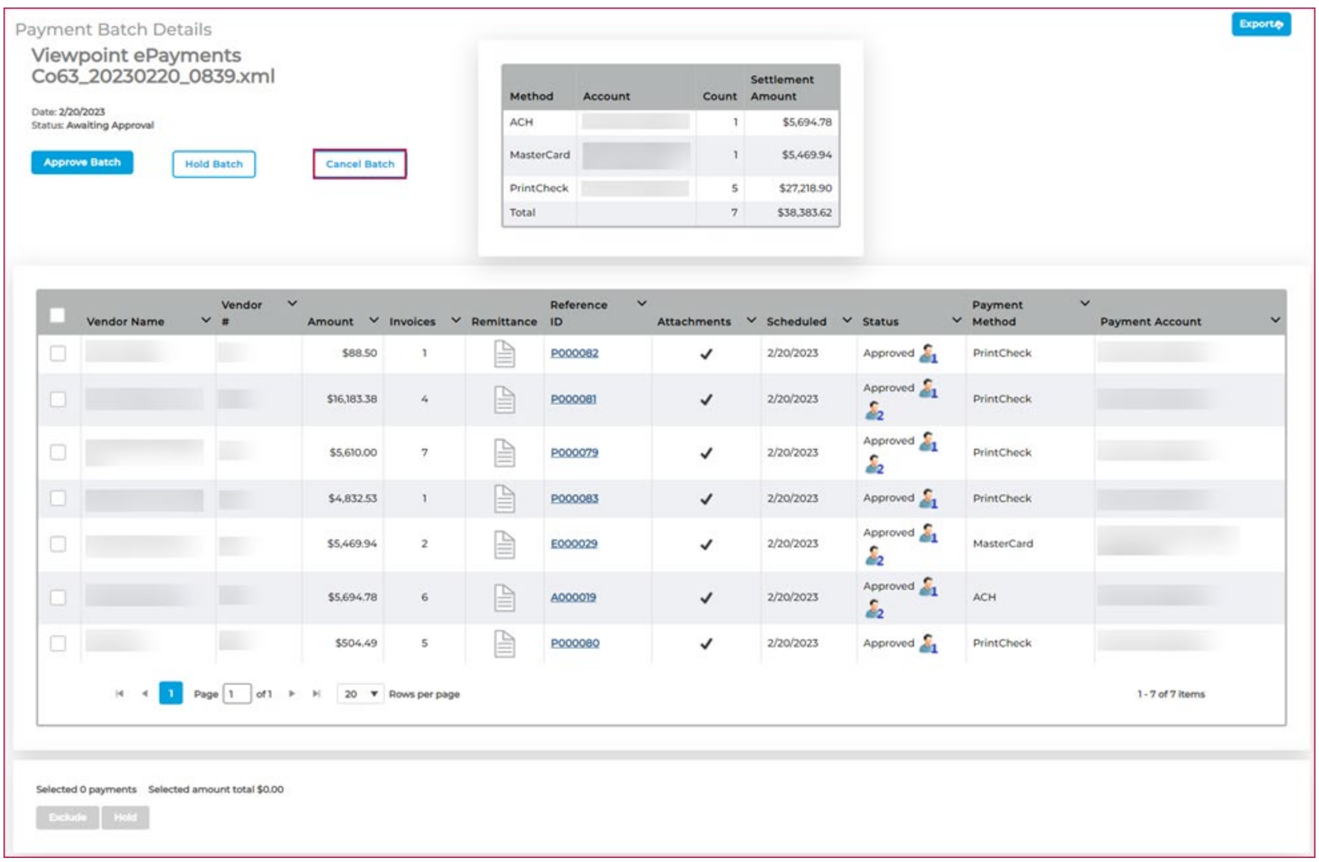
Canceling (Voiding) Payment Batch Files

To cancel a payment batch file:

1. In the *Payments* table, click the **View** button for a payment batch that is on hold or awaiting approval.



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

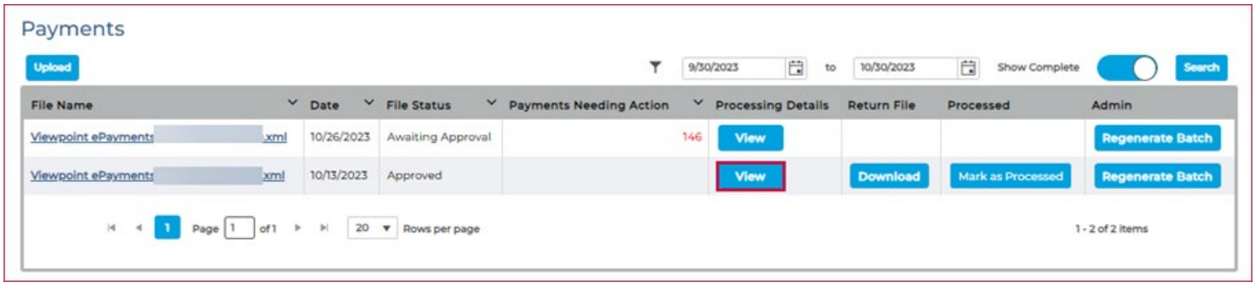


3. The status of the payment batch changes from On Hold or Awaiting Approval to Void Complete.

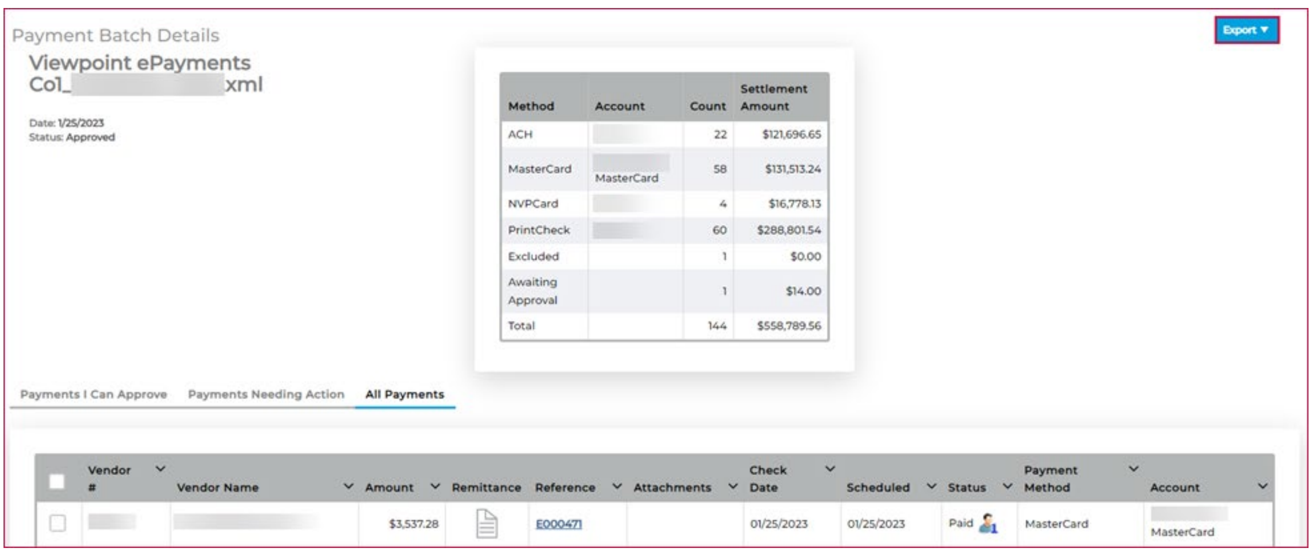
Exporting Payment Batch Files

To export a payment batch file:

1. In the *Payments* table, click the **View** button for a payment batch.



2. On the *Payment Batch Details* page, click the **Export** button to download a copy of the payment batch in CSV format.



Processing Individual Payments in Viewpoint ePayments

Approving Individual Payments

To approve an individual payment:

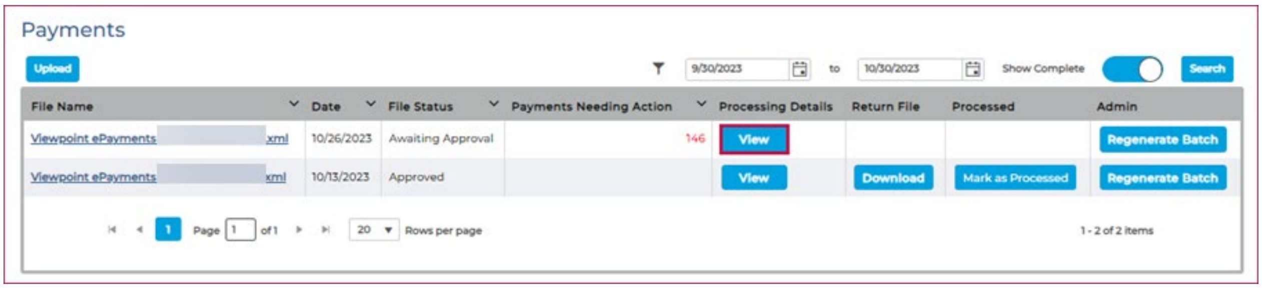
1. In the *Payments* table, click the **View** button for a payment batch that is awaiting approval.
2. On the *Payment Batch Details* page, select one or multiple **payments** in the table.

3. Click the **Approve** button.
4. A message displays confirming the approval was successful.
5. The status of the payment or payments changes from Awaiting Approval to Approved with a user icon.

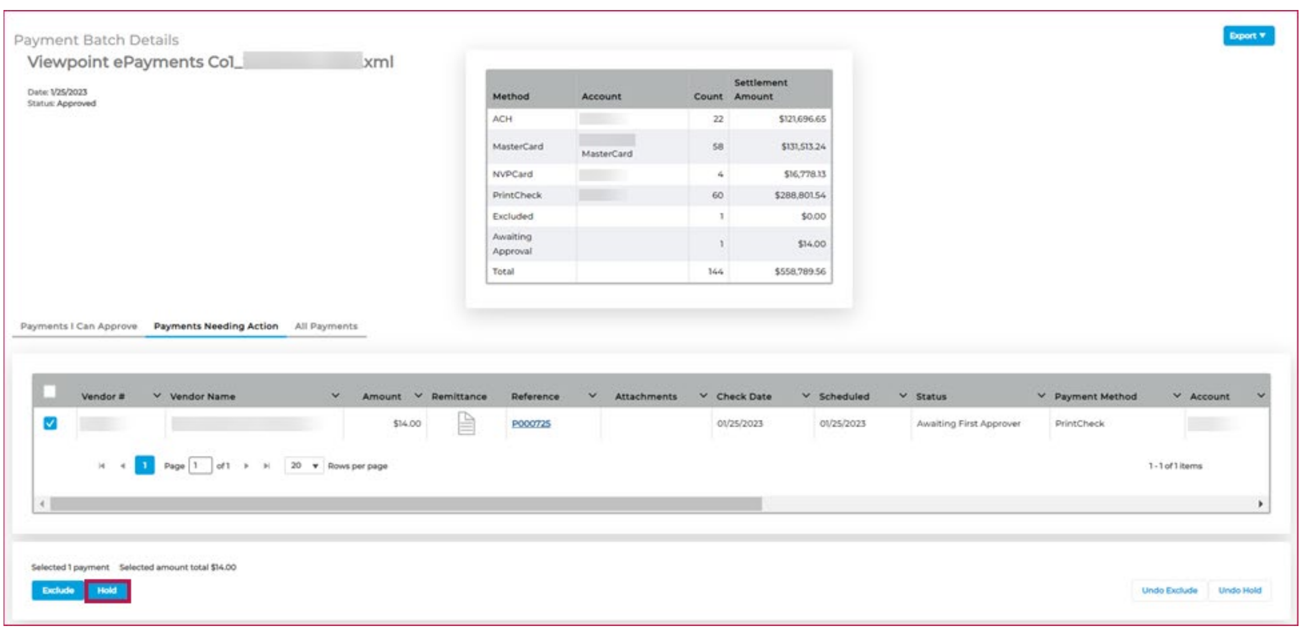
Placing Individual Payments on Hold

To place an individual payment on hold:

1. In the *Payments* table, click the **View** button for a payment batch 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.

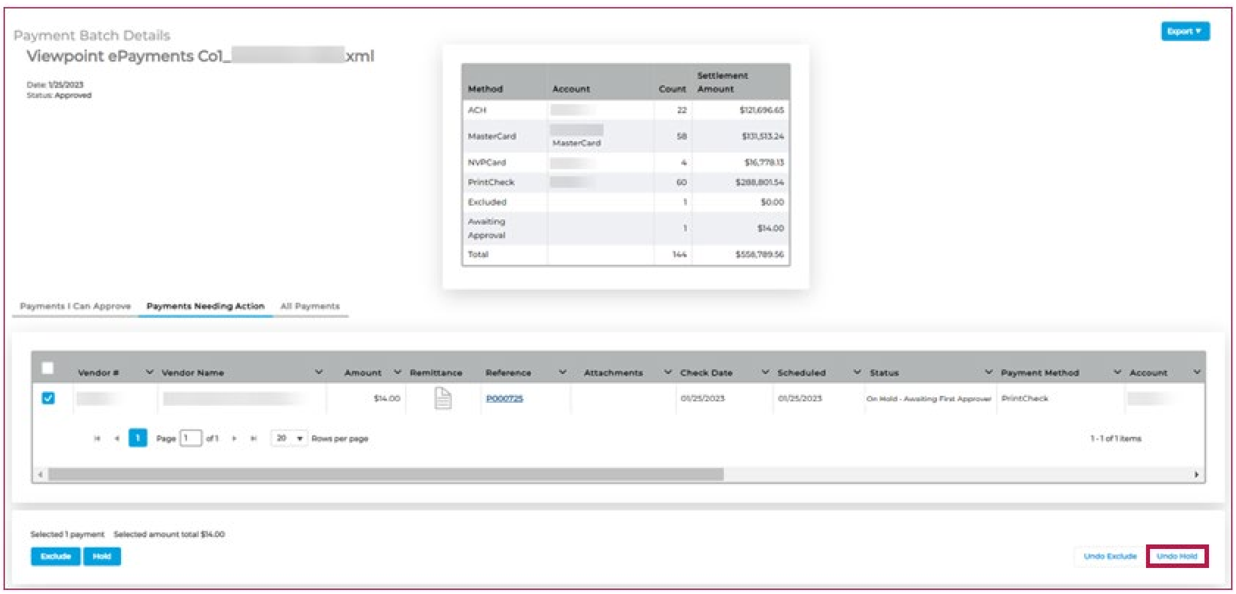


4. A message displays stating the payment, or payments are being placed on hold. Remain logged in until all items are submitted.
5. A second message displays confirming the hold was successful.
6. The status of the payment or payments changes from Awaiting Approval to On Hold - Approved.

Undoing Holds

To undo a hold:

1. In the *Payments* table, click the **View** button for a payment batch that is on hold.
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 **Undo Hold** button.

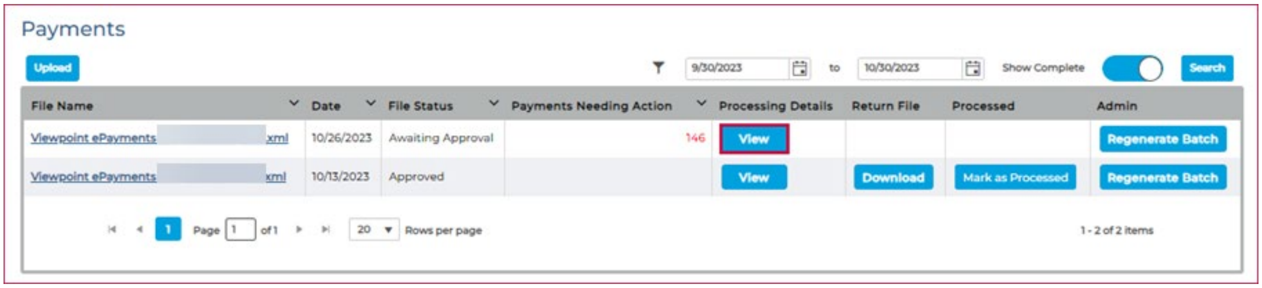


4. A message displays stating the hold is being removed. Remain logged in until all items are submitted.
5. A second message displays confirming the hold was removed successfully.

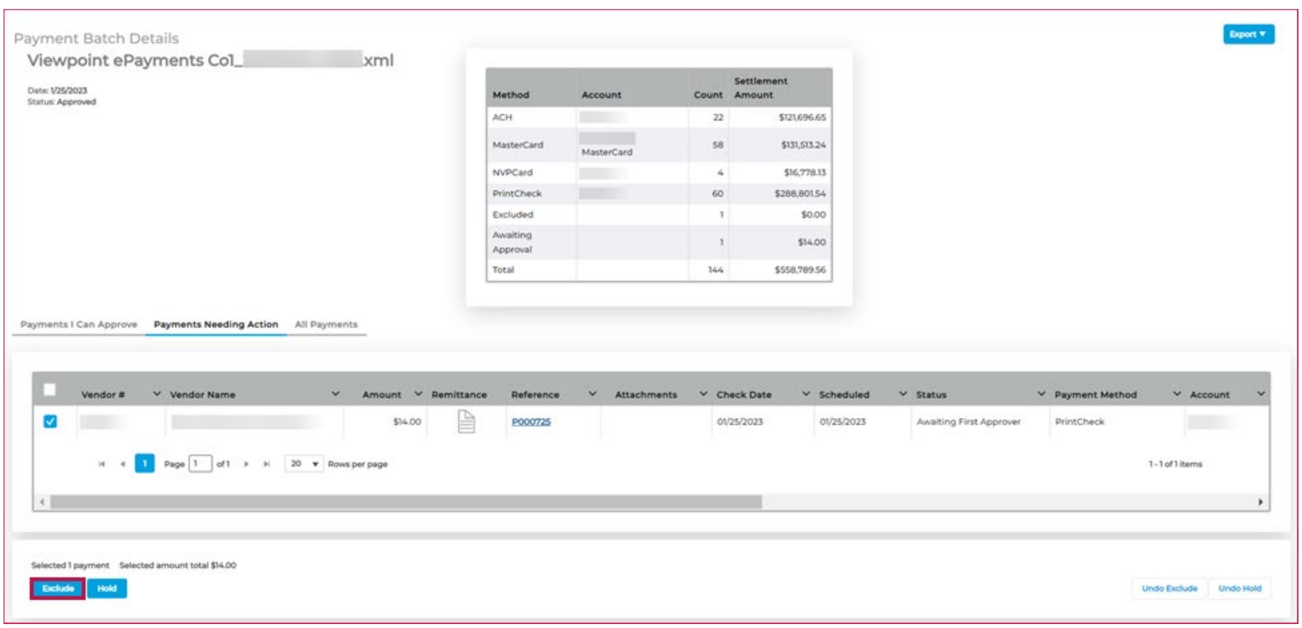
Excluding Payments

To exclude a payment from a payment batch:

1. In the *Payments* table, click the **View** button for a payment batch that is awaiting approval.



2. On the *Payment Batch Details* page, select one or multiple **payments** to exclude in the table. In the example image, one payment is selected.
3. Click the **Exclude** button.

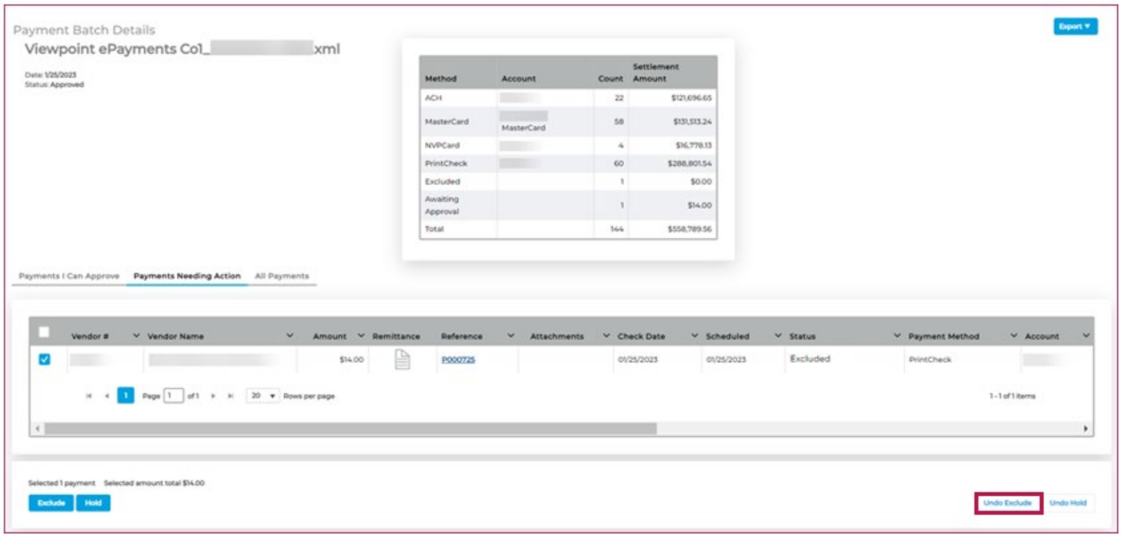


4. A message displays stating the payment, or payments are being excluded from the batch. Remain logged in until all items are submitted.
5. A second message displays confirming the exclusion was successful.

Undoing Exclusions

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

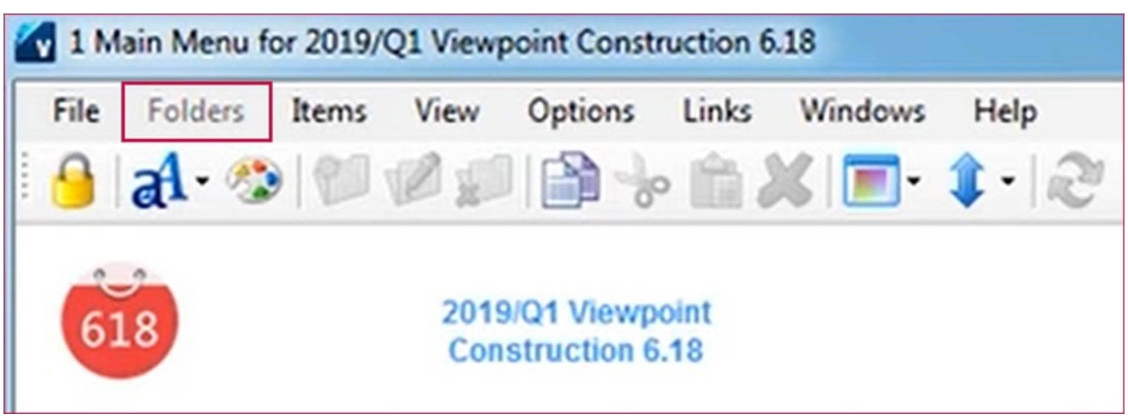
1. On the *Payment Batch Details* page, select one or more **payment** to remove the exclusion from in the table. In the example image, one payment is selected.
2. Click the **Undo Exclude** button.



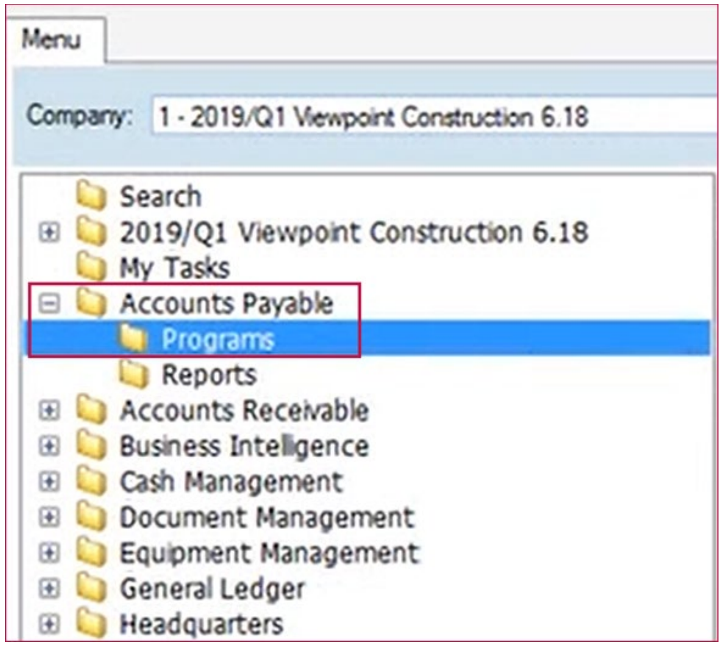
3. A message displays stating the exclusion is being undone. Remain logged in until all items are submitted.
4. A second message displays confirming the exclusion was undone successfully.

Processing Response Files (Return Files) in Vista by Viewpoint

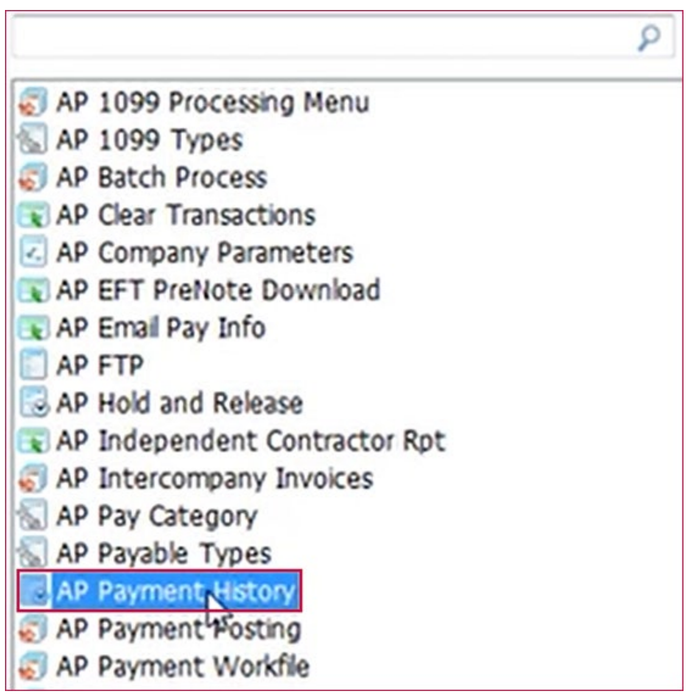
1. In Vista by Viewpoint, click the **Folders** menu.



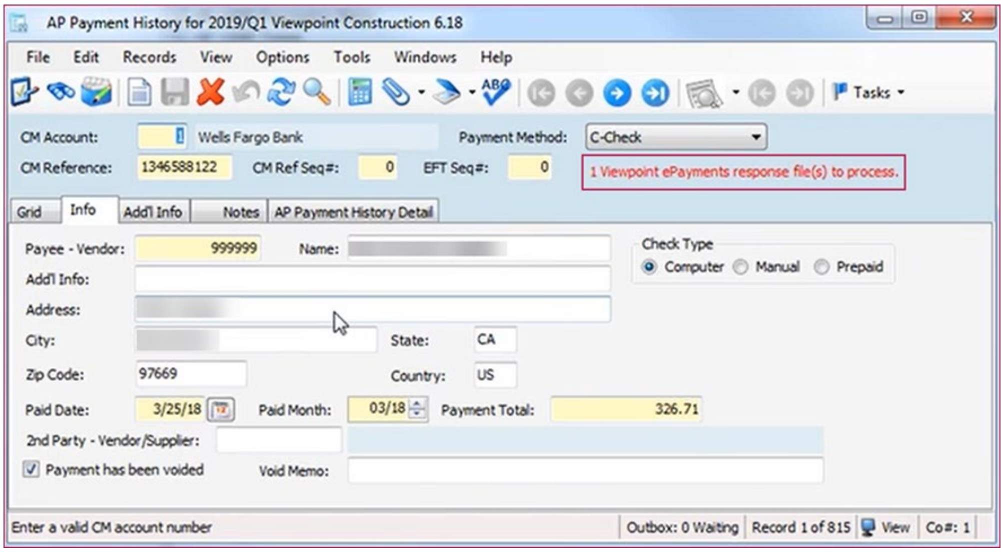
2. In the *Folders* menu, click the **Accounts Payable** folder then click the **Programs** folder.



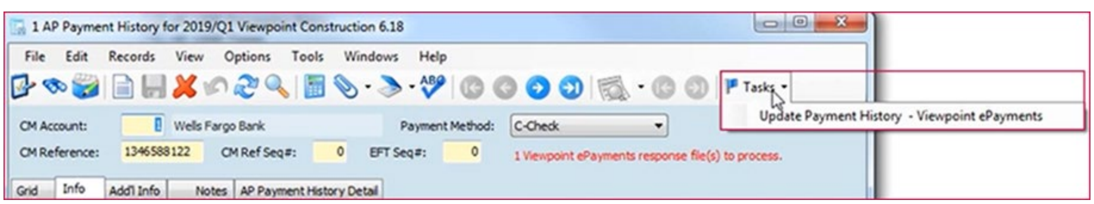
3. In the *list of programs*, double-click the **AP Payment History** program.



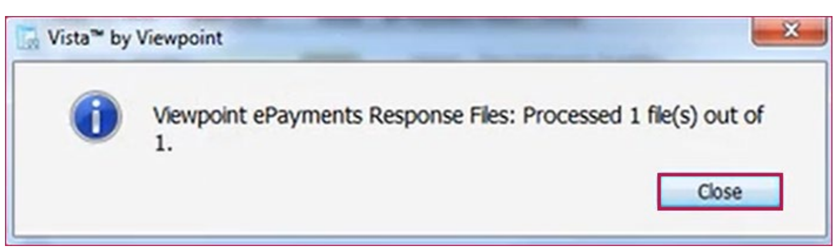
4. Vista by Viewpoint checks to see if there are response files ready to be processed. If response files are ready, a note displays in the AP Payment History window confirming the number of response files that are waiting to be processed. The note will display each time the AP Payment History program is opened regardless of the record information that displays at the top of the window.



5. In the *AP Payment History* window, click the **Tasks** menu then select the **Update Payment History – Viewpoint ePayments** menu item to process all response files.



6. A Vista by Viewpoint confirmation dialog displays confirming the response file was processed successfully. Click the **Close** button in the *Vista by Viewpoint* confirmation dialog.



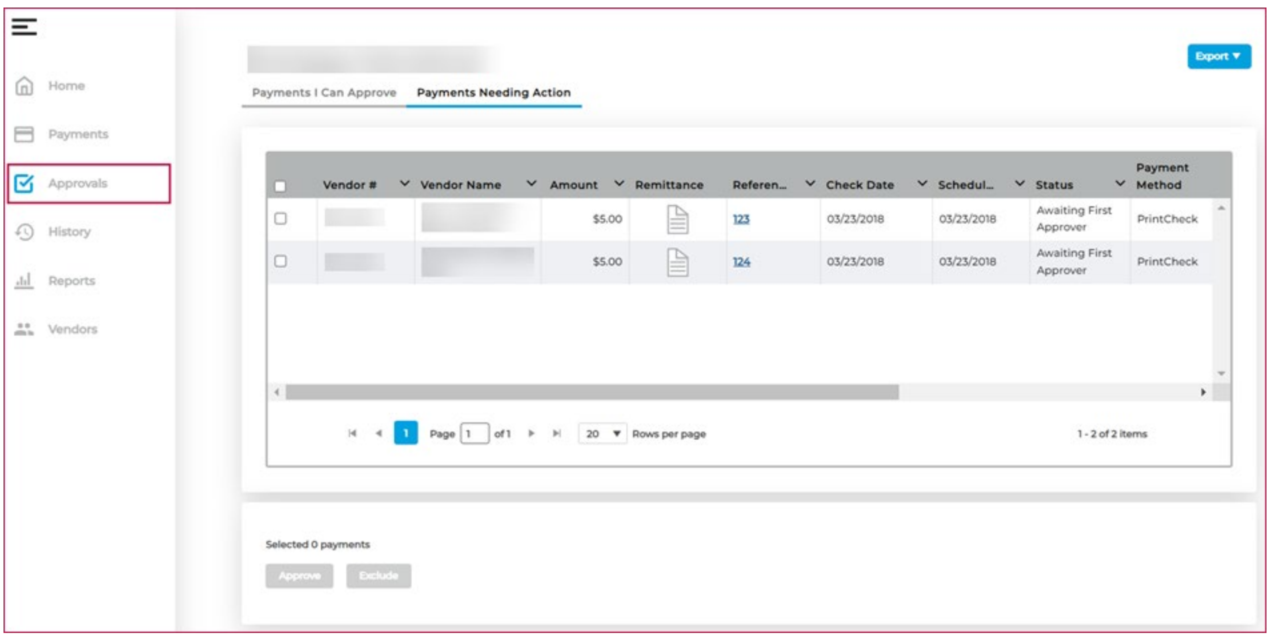
7. Vista by Viewpoint updates all records affected by all unprocessed response files and the note is removed from the AP Payment History window.

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, payment batches 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 visibility of pages and information in Viewpoint ePayments 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. Also, the Approvals tables on the *Payments I can Approve,* and *Payments Needing Action* tabs contain the same information. However, column headers 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 Viewpoint ePayments.
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 batch. 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.

Approval Report Types

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

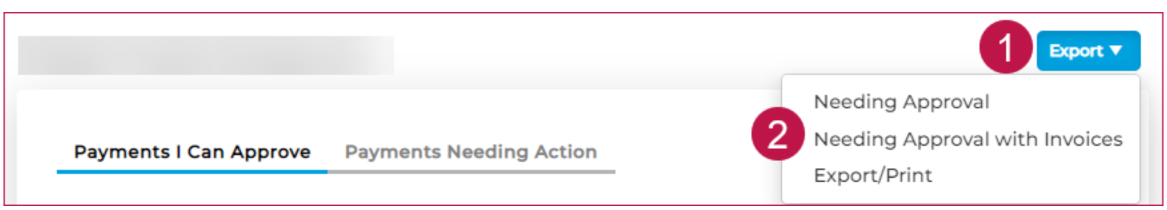
REPORT TYPE	DESCRIPTION
Needing Approval	The Needing Approval report contains the Vendor #, Vendor Name, Amount, Reference number, Check Date Scheduled date, Submitted By, and Payment Method/Account information for all payments that need approval.
Needing Approval with Invoices	The Needing Approval with 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 Needing Approval report, Needing Approval with Invoices report, or a Payments Needing Approval report to download and print.

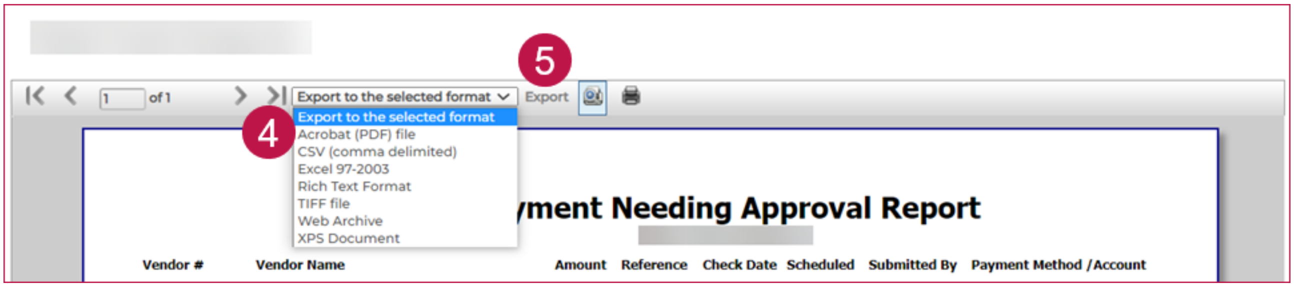
To export a report:

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.

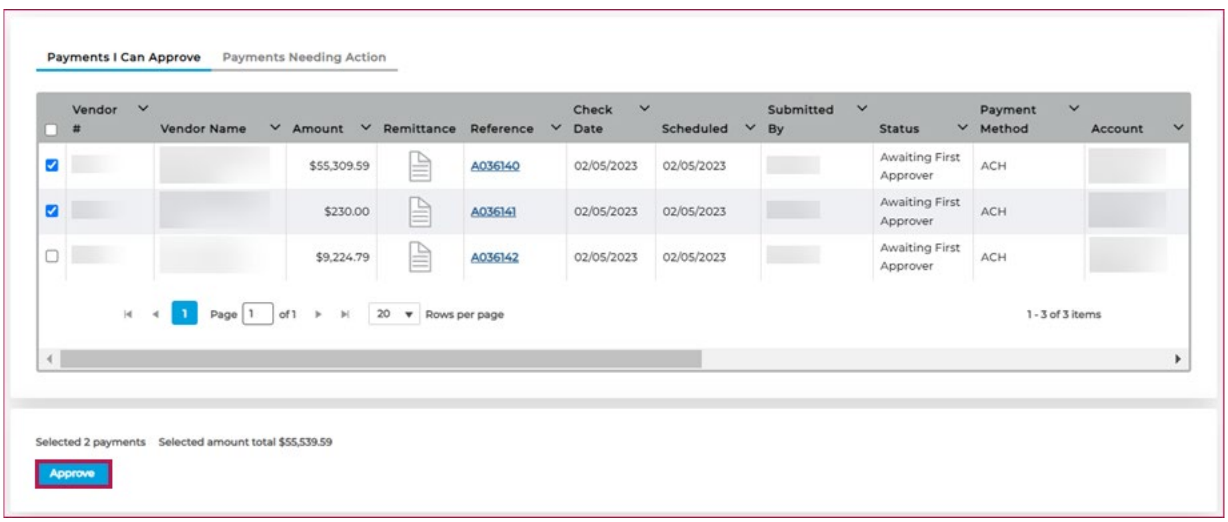


6. The report automatically downloads to your computer.

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.



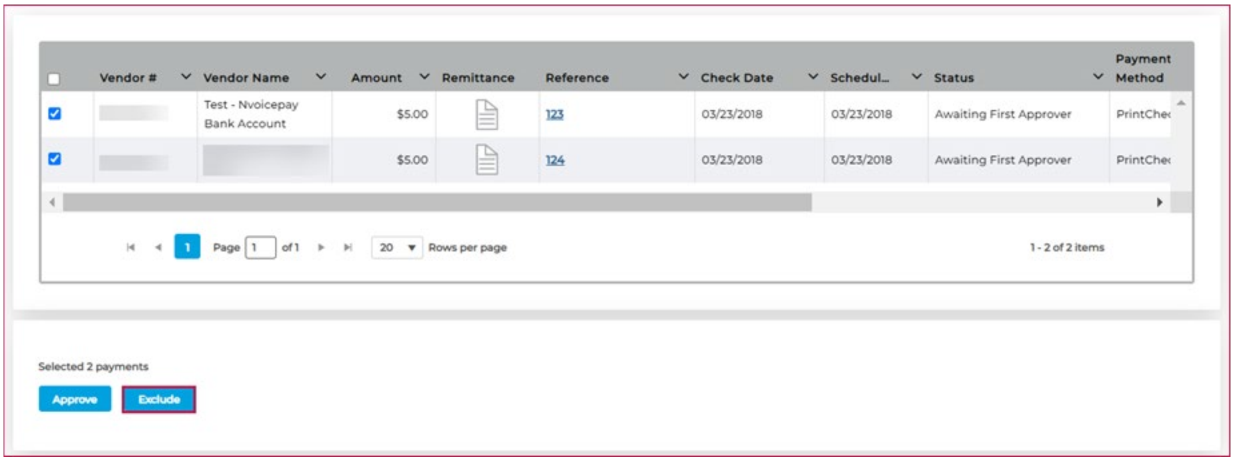
3. A message displays confirming the payment(s) are being approved. Remain on the **Payments I can Approve** tab until the payment approvals are submitted
4. A message displays confirming the payments were approved successfully.

Excluding Payments

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

To exclude a payment from a batch:

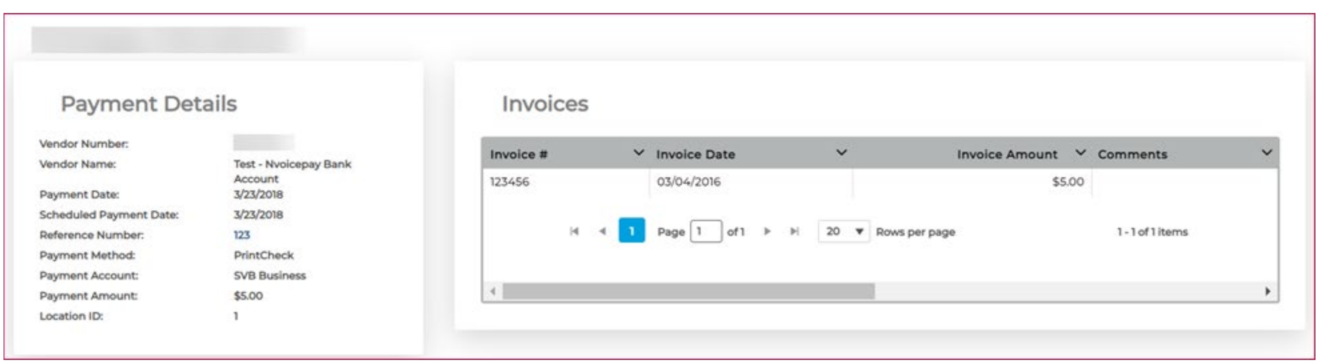
1. On the *Payments I Can Approve* tab, select the **payment(s)** to exclude in the *Approvals* table.
2. Click the **Exclude** button.



3. A message displays confirming the payment(s) are being excluded from the batch. Remain on the **Payments 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 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:

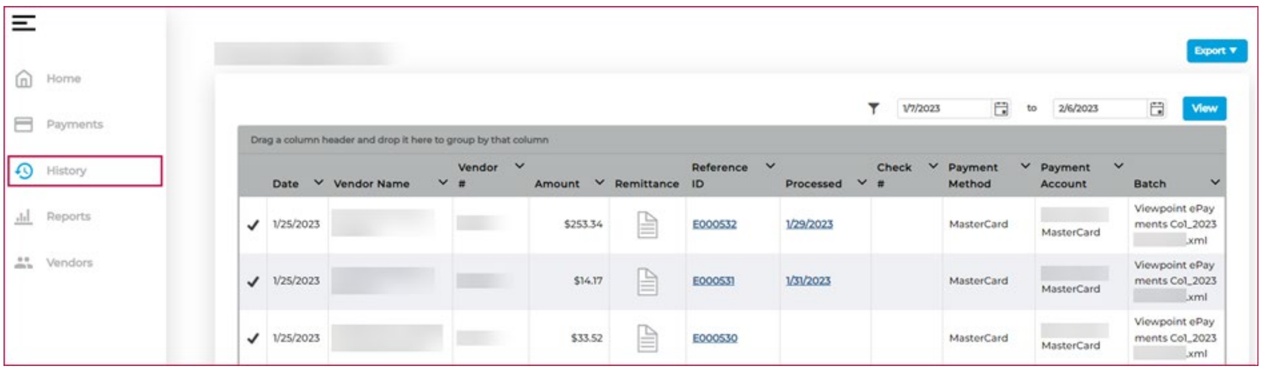
PANE	FIELD	DESCRIPTION
Payment Details	Vendor Number	The Vendor Number field contains a vendor's account number.
Payment Details	Vendor Name	The Vendor Name field contains the name of the vendor receiving the payment.
Payment Details	Payment Date	The Payment Date field contains the date a payment was 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	Payment Amount	The Payment Amount field contains the amount of a payment.
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.
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 Viewpoint ePayments.

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 Viewpoint ePayments 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

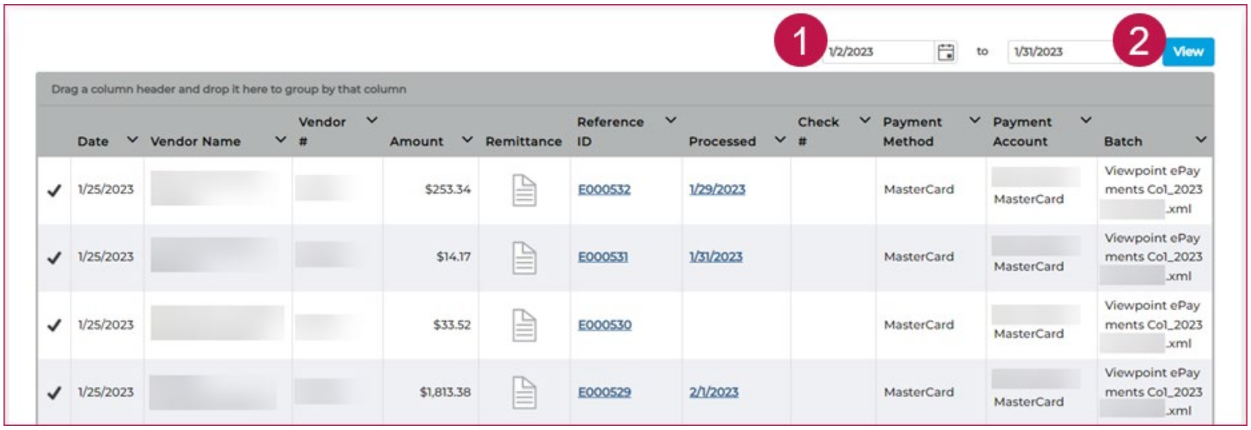
The following table contains descriptions of the column headers and actions in the History table:

NAME	DESCRIPTION
Date	The Date column contains the date a payment is fully approved or submitted by a customer in Viewpoint ePayments.
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 Viewpoint ePayments.
Amount	The Amount column contains the amount paid to Corpay by a customer for a vendor’s invoice(s).

NAME	DESCRIPTION
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 batch. 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. See the Payment Details and Invoices Page section for more information.
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.
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 that includes the payment.
Action	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 Viewpoint ePayments 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:

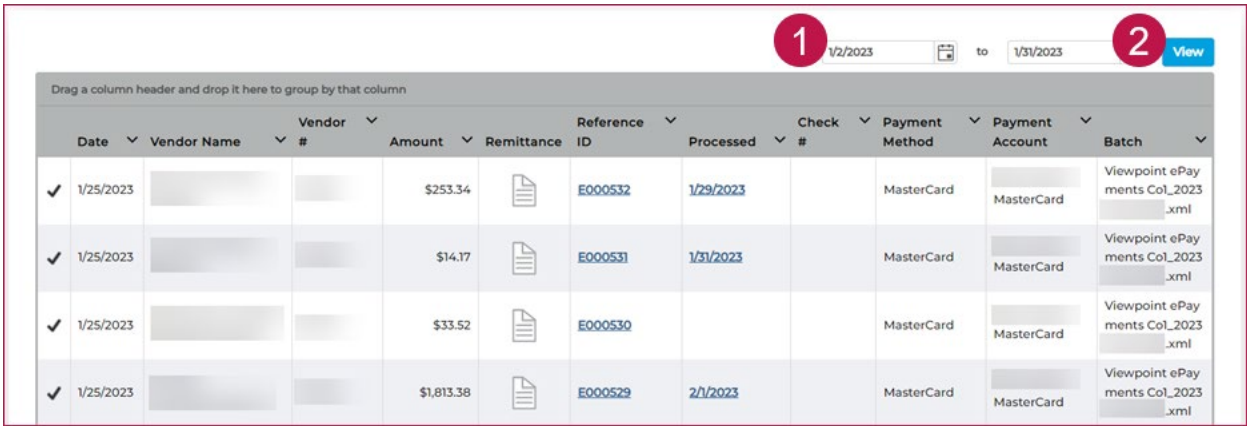
REPORT TYPE	DESCRIPTION
Payments Report	The Payments Report contains the Status, Vendor #, Vendor Name, Amount, Reference, Processed date, Check #, and Payment Method/Account for all payments during a specified date range.
Invoices By Batch Report	The Invoices By Batch Report contains the Status, Vendor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

Exporting Payment Reports

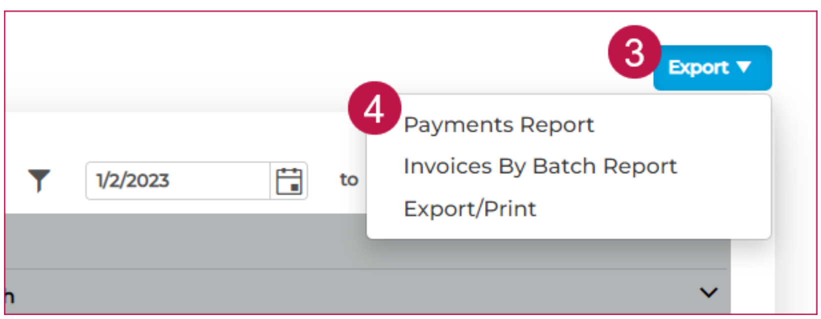
On the History page, use the Export drop-down to export a Payments Report, Invoices by Batch report, or an all payments report to download and print.

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.

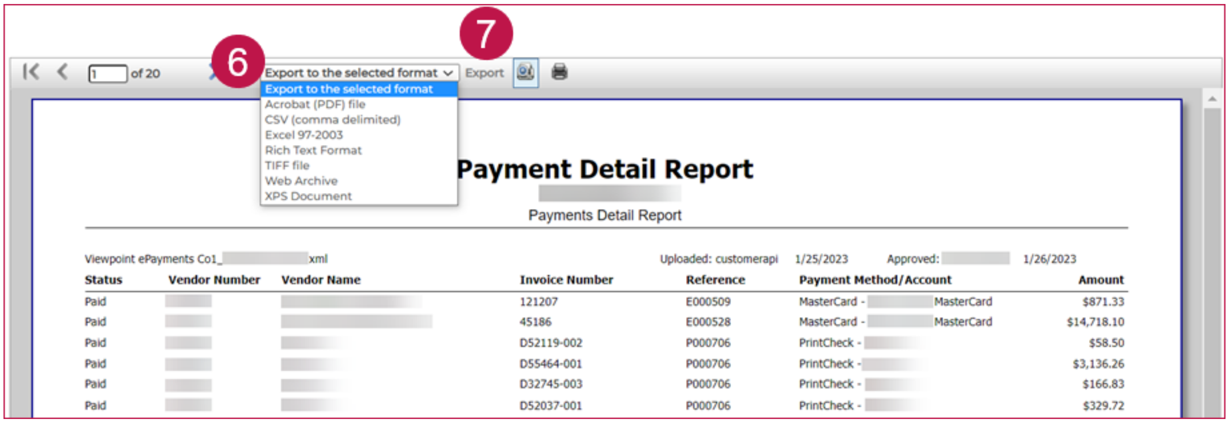


3. Click the **Export** drop-down.
4. Select the **type of report** to export.



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.

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.
6. Click the **Next** button.
7. Complete the Void Check Actions dialog.
    a. Select the **Reissue** option.
    b. In the *Notes* field, enter **important details** that may be helpful to the support agent who will be reissuing the print check payment. This is an optional field.
    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.

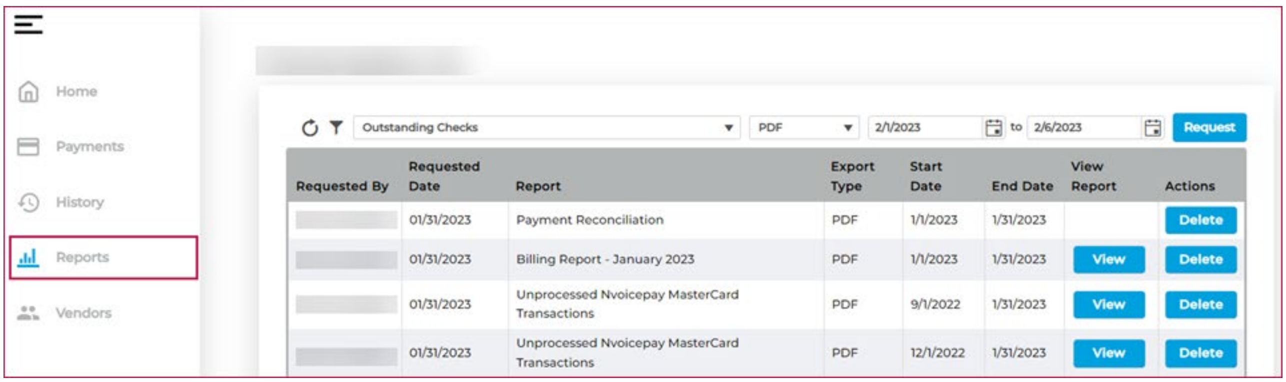
To refund a print check payment to a vendor:

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.

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 Viewpoint ePayments 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.

NAME	DESCRIPTION
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.
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 seventeen 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

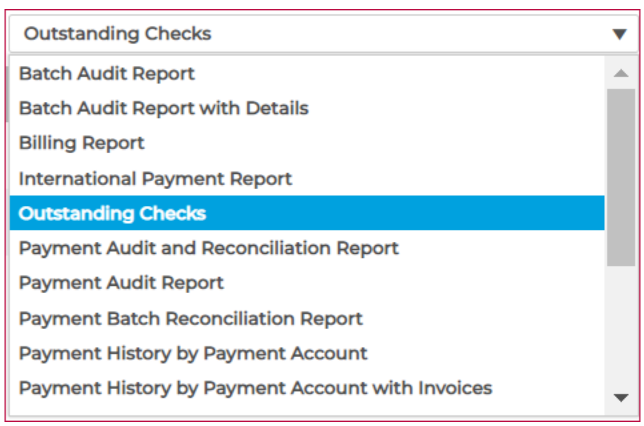
REPORT TYPE	DESCRIPTION
	along with username and date information for each payment batch file submission, approval, and cancellation.
Billing Report	The Billing Report provides a breakdown of payments processed by payment method. This report should correspond with the payments included in a customer's 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.
International Payment Report	The International Payment Report provides information about all international payments that were processed during a specified time period.
Outstanding Checks	The Outstanding Checks report provides information about checks that have not been cashed.
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 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 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.

REPORT TYPE	DESCRIPTION
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 information about Mastercard payments that have not been processed by vendors.

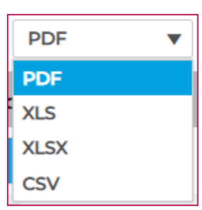
Generating Reports

To generate a report:

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

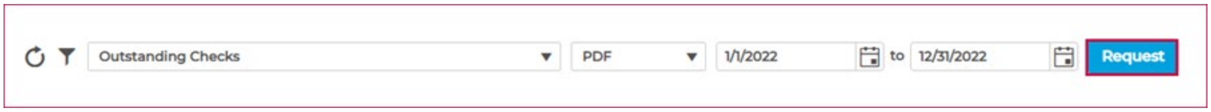


2. Select the **format** for the report in the *Report Formats* drop-down.

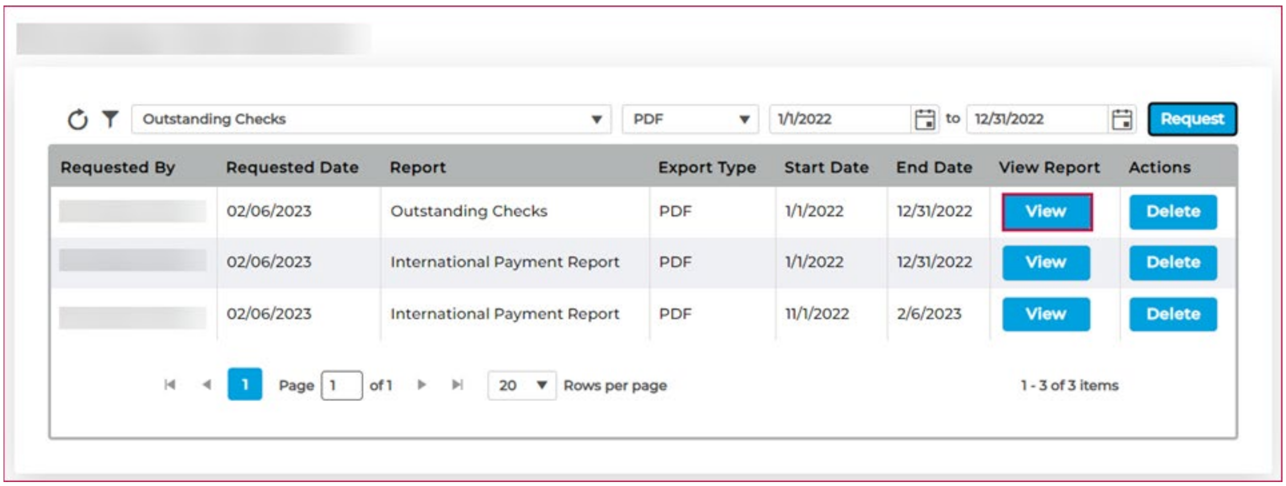


3. Select the desired **date range** in the *date pickers*.

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.

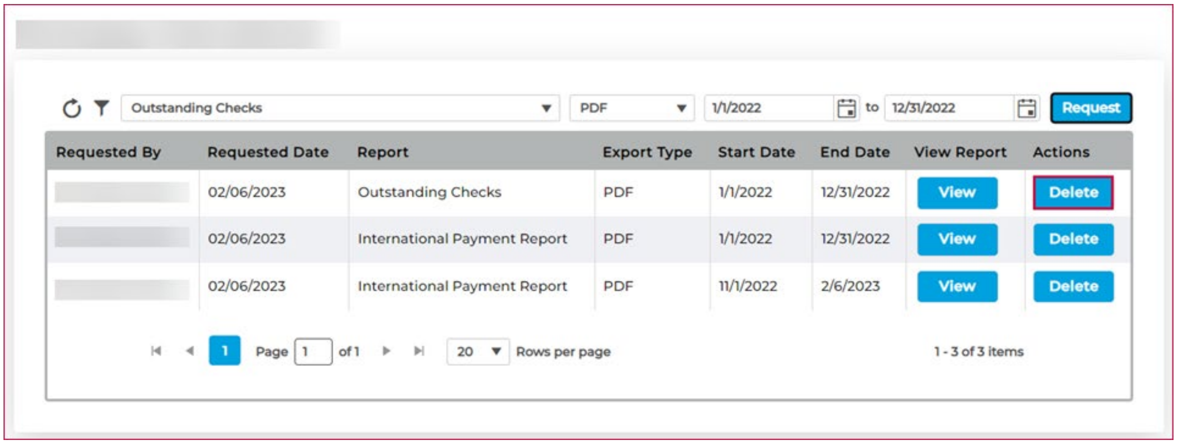


7. Print or save the **report** to the desired location.

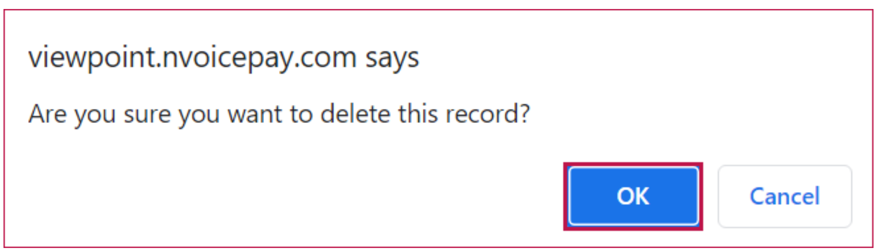
Deleting Reports

To delete a report:

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



2. In the *viewpoint.nvoicepay.com says* dialog, click the **OK** button.

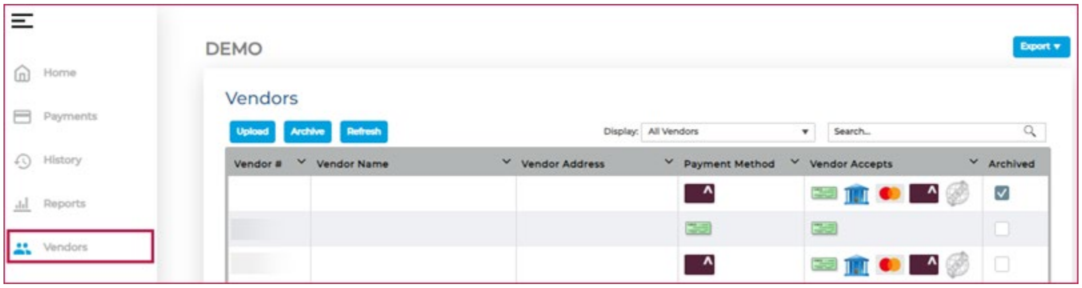


Vendor Management

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

Vendors Page

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



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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.
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.

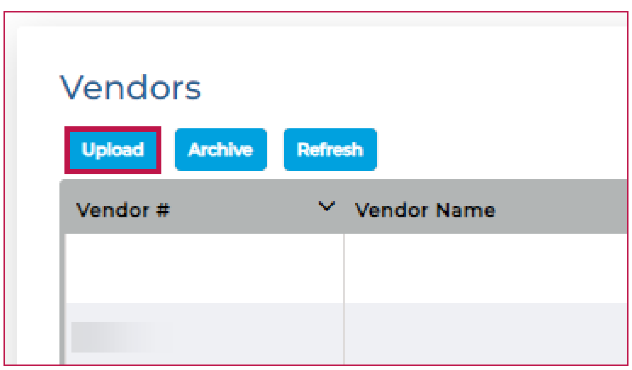
NAME	DESCRIPTION
Upload	Click the **Upload** button to open the Upload File dialog, download the Vendor List Template, and upload new vendor lists.
Archive	Click the **Archive** button to select vendor accounts in the Vendors table to archive.
Refresh	Click the **Refresh** button to populate changes 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 to generate reports for the Current Company and All Companies within the organization.

Uploading Vendor Lists

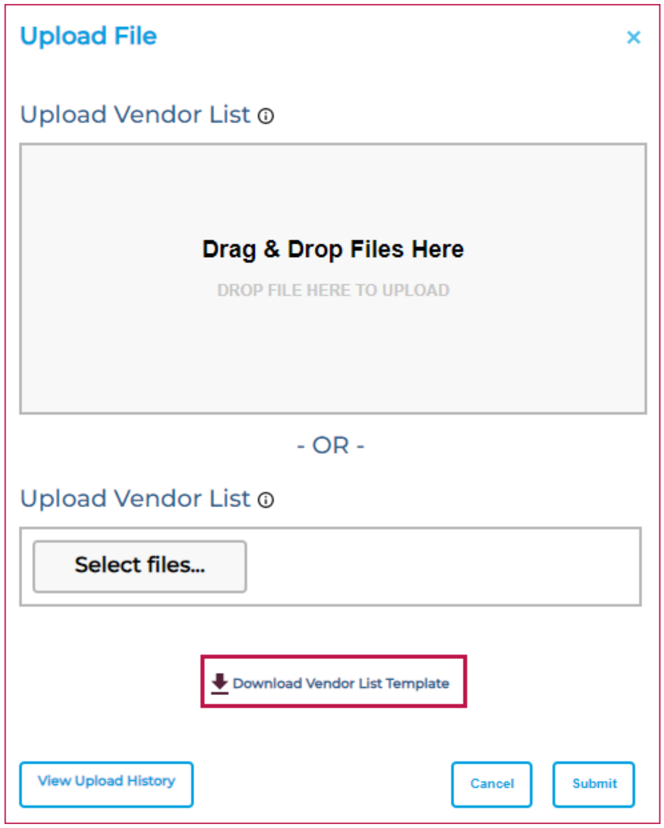
New vendors can be added to Viewpoint ePayments by uploading a vendor list. On the Vendors page, use the **Upload** button to download a Vendor List template containing the required column headers that can be used to easily create a vendor list. Vendor lists must be in an XLSX or CSV file format to upload.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

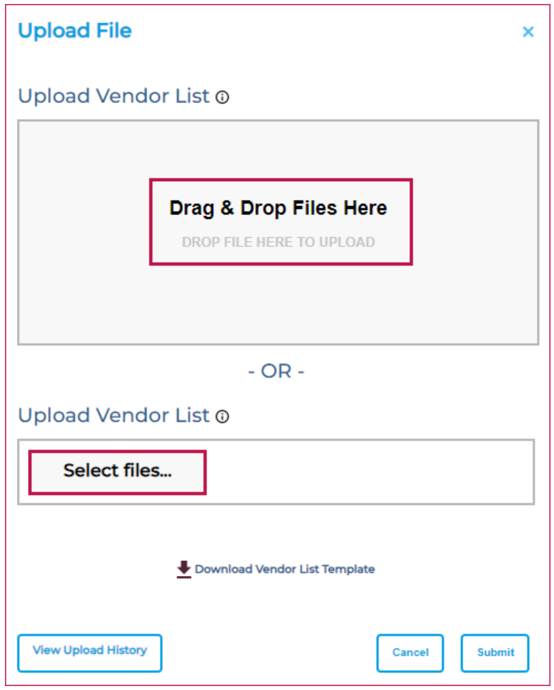


3. Open the **template** and enter your **vendor information**.
4. Save your new **vendor list** then upload the **vendor list** to the Upload File dialog.

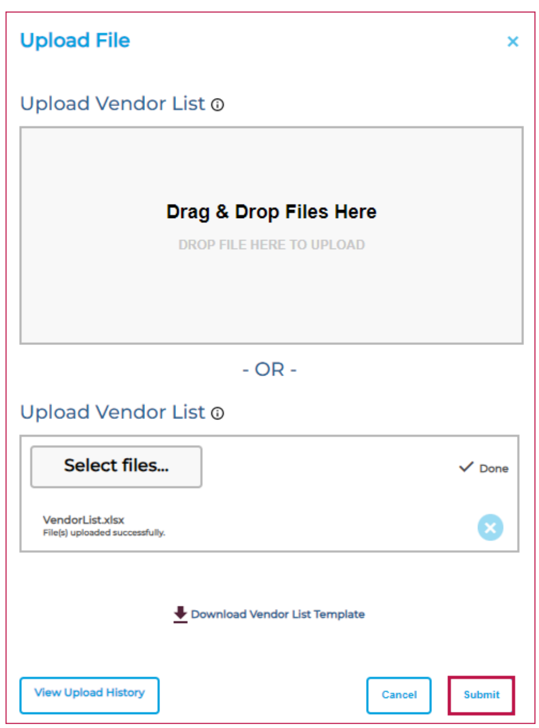
To upload a vendor list:

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.

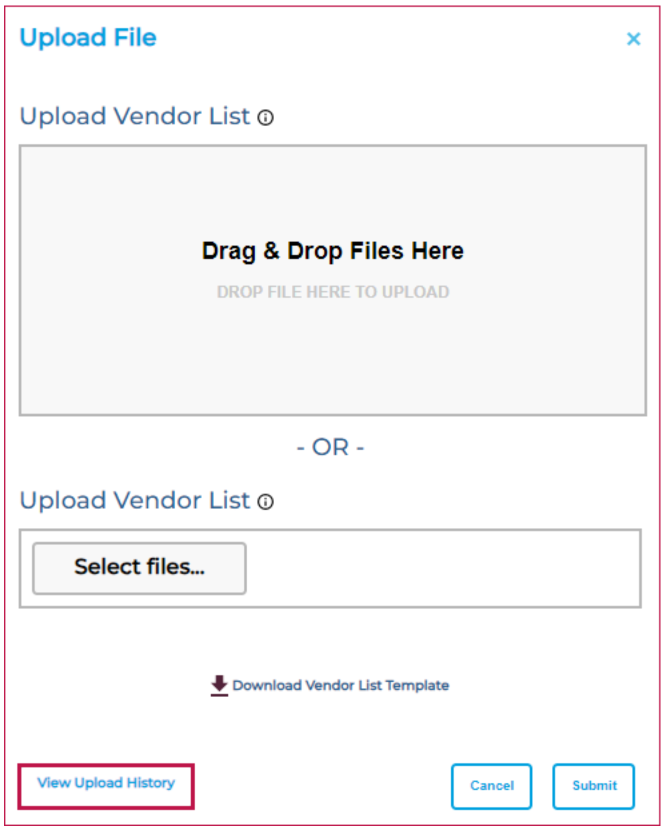


4. A message displays stating the vendor list was successfully uploaded.

Viewing 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.

Upload History Table

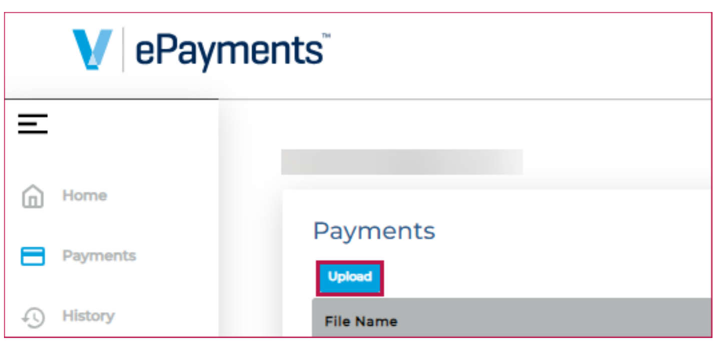
The following table contains descriptions of the column headers in the Upload History table:

NAME	DESCRIPTION
Date	The Date column contains the date when the vendor list file was uploaded in Viewpoint ePayments.
User	The User column contains the email address for the user who uploaded the vendor list file in Viewpoint ePayments.
File Name	The File Name column contains the name of the vendor list file that was uploaded in Viewpoint ePayments.
Status	The Status column contains the following statuses for the vendor list file: • **Pending**: The vendor list 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.

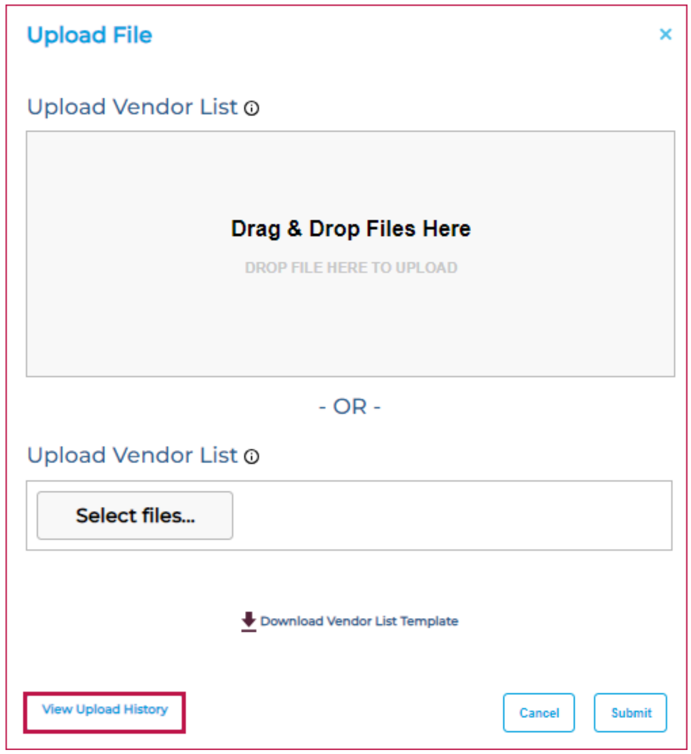
Uploading Hidden Vendor Lists

To upload a hidden vendor list:

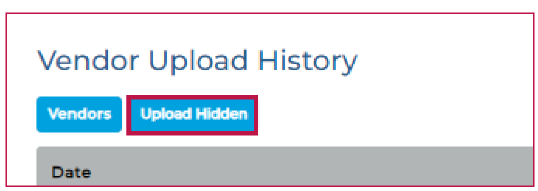
1. On the *Vendors* page, click the **Upload** button.



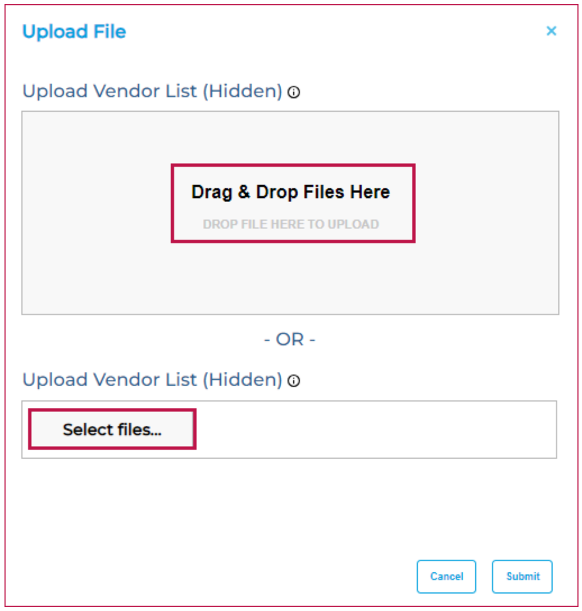
2. In the *Upload File* dialog, click the **View Upload History** button.



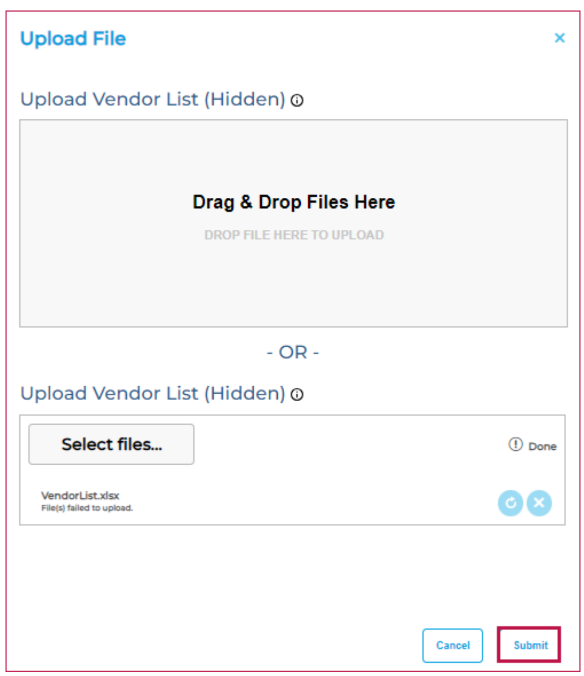
3. Click the **Upload Hidden** button on the *Vendor Upload History* page.



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.

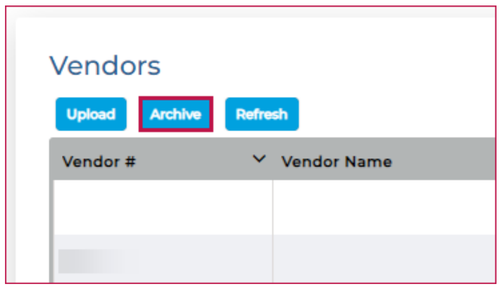


6. A message displays stating the hidden vendor list was successfully uploaded.

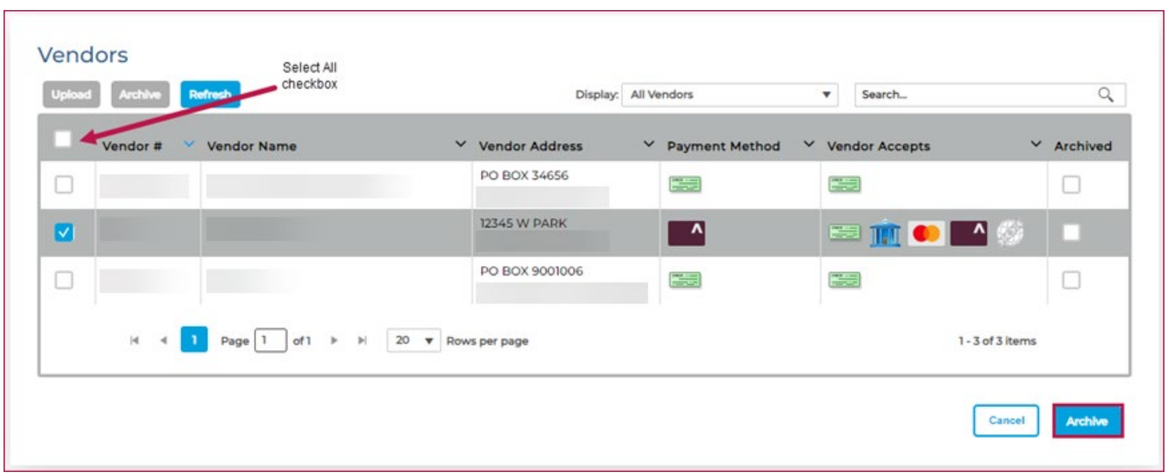
Archiving Vendors

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.



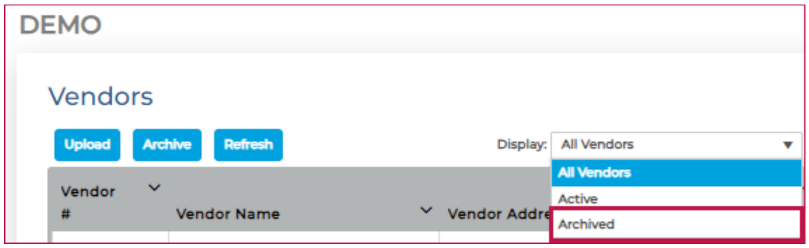
4. A message displays stating the vendor account(s) were archived successfully.

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.

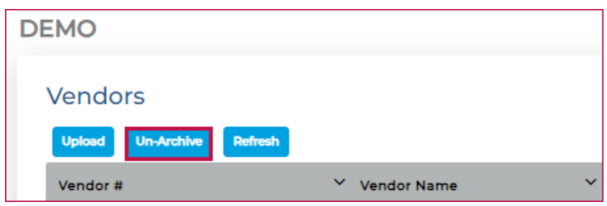
Unarchiving Vendors

To unarchive vendors:

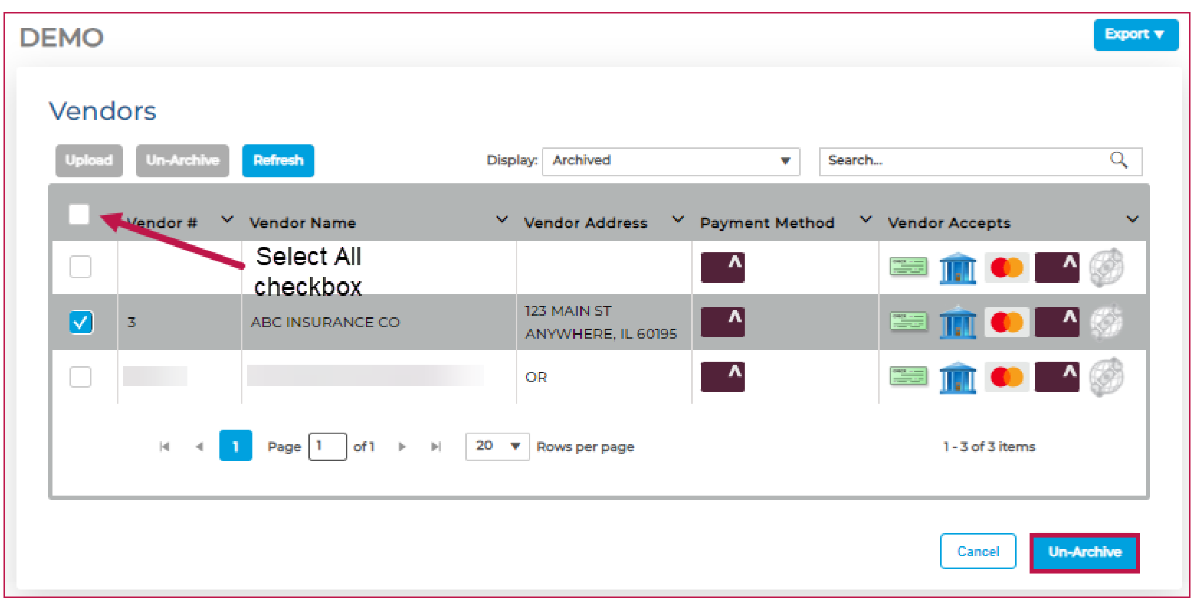
1. On the *Vendors* page, click the **Display** drop-down then select the **Archived** option.



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.

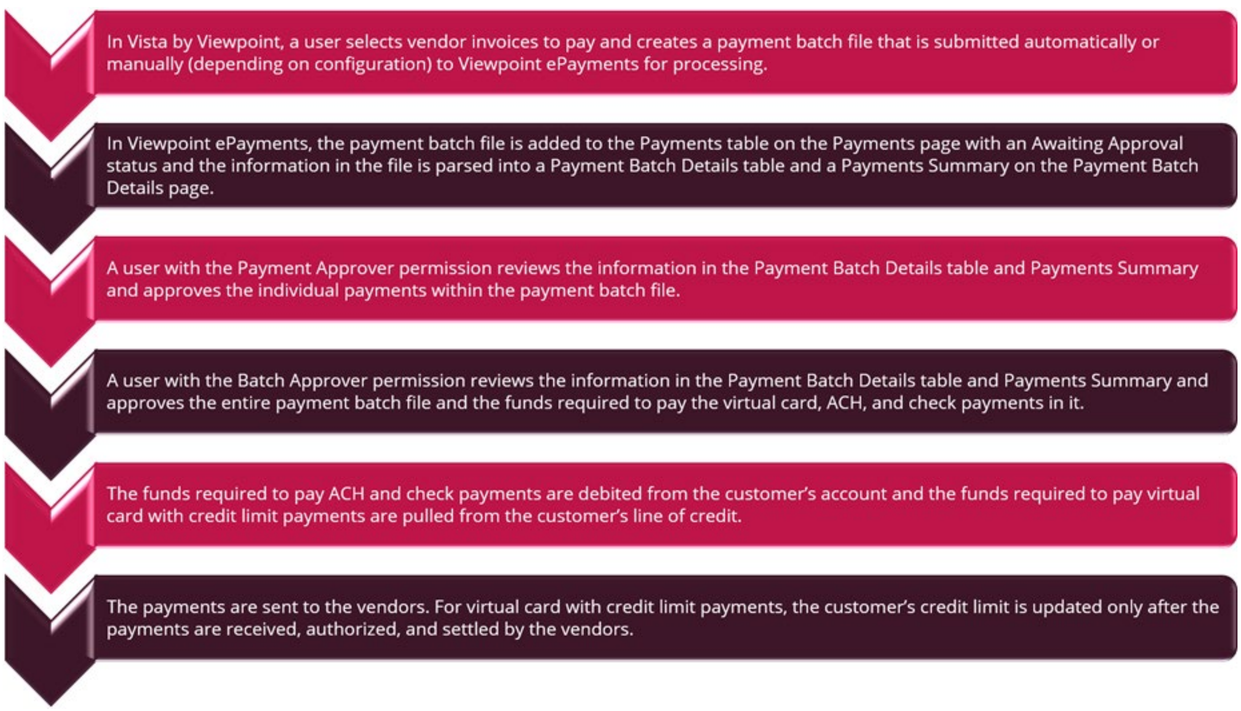


5. A message displays confirming the vendors were restored to active.

Credit Line Model Payments

The Credit Line Model feature in Viewpoint ePayments 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.

Credit Line Model Process

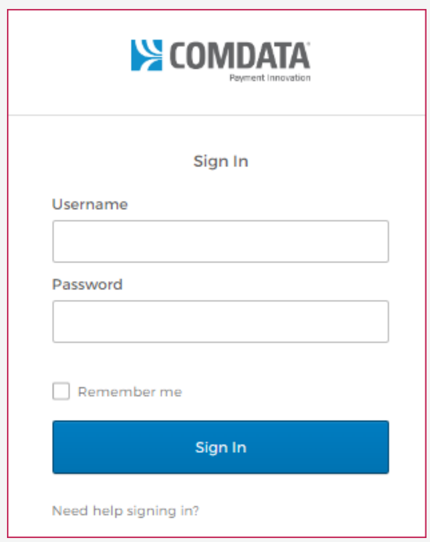


Credit Summary Page

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.

Credit Summary Table

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

<table>
<tr><th>NAME</th><th>DESCRIPTION</th></tr>
<tr><td>Select Account</td><td>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.</td></tr>
<tr><td>Refresh</td><td>The Refresh button refreshes the Credit Summary page to display the latest account information. When the page is refreshed, a message displays with the date and time the page was last updated. The date is in Pacific Daylight Time (PDT).</td></tr>
<tr><td>View invoice statements and rebates</td><td>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.


</td></tr>
<tr><td>Information</td><td>The Information icons display tooltips with descriptions for each field on the Credit Summary page. The fields and their tooltips are listed below.</td></tr>
<tr><td>Available Credit Limit</td><td>The Available Credit Limit field contains the amount available to spend (after transactions that are unbilled or pending authorization).</td></tr>
<tr><td>Account Credit Limit</td><td>The Account Credit Limit field contains the approved credit limit for a customer’s account.</td></tr>
<tr><td>Current Balance</td><td>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</td></tr>
</table>

NAME	DESCRIPTION
	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.
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 Viewpoint ePayments.

General Questions

Q: What is covered during customer onboarding?

During customer onboarding, Corpay's Technical Support team covers the following:

- Functions and features
- Available reports
- Submitting a payment batch
- Approving a payment batch
- Vendor management

Q: How do Mastercard payments work?

Mastercard payments are processed like traditional card transactions. Payments are available within 24 hours after the final approval in Viewpoint ePayments. 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
Saturday	Before 6pm	Tuesday
	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 Viewpoint ePayments.

- **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 Viewpoint ePayments. 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 Viewpoint ePayments, 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 Viewpoint ePayments 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.

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 in remittances?

Remittance information may vary because it is based on the information that is provided by a customer during onboarding. Remittances may contain:

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

Q: What happens when a check becomes stale after it is sent to a vendor?

If a vendor does not cash a check within 60 days after the issue date, the check becomes stale, and the payment is voided and automatically refunded to the customer. If a vendor presents a stale check to the bank, the check will bounce.

Payment Questions

Q: How do I void a payment in Viewpoint ePayments?

Payment batch files can be canceled (voided) if there are errors in the file and 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 Viewpoint ePayments and sent to vendors.
- Refunding Print Check Payments: Instructions on how to void and refund print check payments that have been processed in Viewpoint ePayments 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.
- 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 Viewpoint ePayments and the customer receives an email notification. The customer must then resubmit the payment for processing in Viewpoint ePayments using a different payment method.

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. The Vendor Support team assists vendors only.

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