

FOR EXTERNAL USE

Corpay

AP Gateway Guide

Domestic Version

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Revision Table

DATE	VERSION	AUTHOR	NOTES
04/2023	03.11.20.V	Kay Scott	• Rebranded • Updated existing content • Added new content
08/2023	03.11.21.V	Kay Scott	• Added the My Profile Page section • Updated the Roles & Permissions Page section • Removed the Configure Conditional Approvals Page section • Updated the Vendors Page section
11/2023	03.11.22.V	Kay Scott	• Updated the following sections based on new features: ◦ Roles & Permissions Page ◦ Vendors Page ◦ Payments Page • Updated contact email addresses for support teams
05/2024	03.11.23	Kay Scott	• Added Virtual Card Accounts Payable (VCAP) feature details • Added content and updated screenshots related to the payment File Status progress indicator • Updated Payment Methods and Payment Method Flows sections • Updated ACH details based on ACH delay requirement changes • Updated file name
06/2024	03.11.24	Kay Scott	• Added details about the Print Check Voiding feature to the History Page and Roles & Permissions Page sections • Updated the AP Gateway login screen screenshot in the Accessing AP Gateway section • Added vendor address requirements for payment files to the Payments Page section
10/2024	03.11.25	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 • Updated the Vendors Page section to include the Last Updated column in the Vendors table • Added additional vendor enrollment information to the Vendors table • Added instructions for unarchiving vendors to the Vendors page section • Added confirmation screenshots to Refunding and Reissuing Print Check Payments sections

07/2025	03.11.26	Hanna Alemu	Updated content per the new procedure for unsettled card payments
11/2025	03.11.27	Hanna Alemu	- Added Vendor Exchange and AACH as payment methods - Updated document to show print checks expire 180 days after issue then become stale and follow the standard void process.

Welcome

Corpay takes pride in the simplicity of AP Gateway, our business to business payment solution. AP Gateway is a Corpay product that allows users to upload and approve payment batch files in a variety of configurations and Enterprise Resource Planning (ERP) integrations. In this guide, you will learn how to navigate and use the features and functions in AP Gateway.

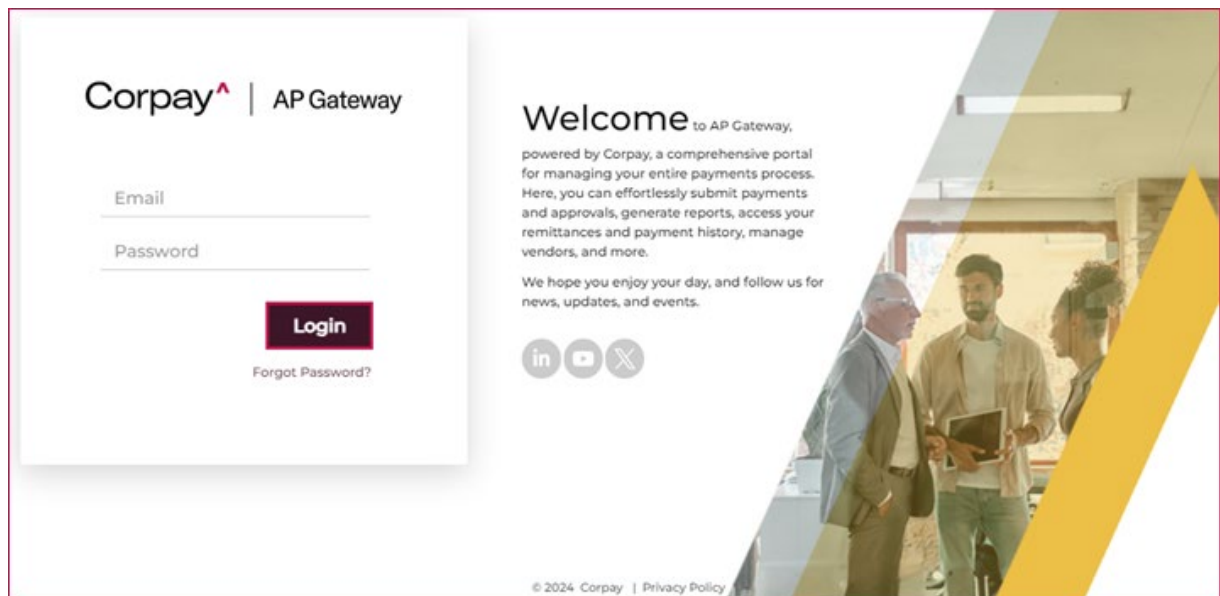
AP Gateway Navigation

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

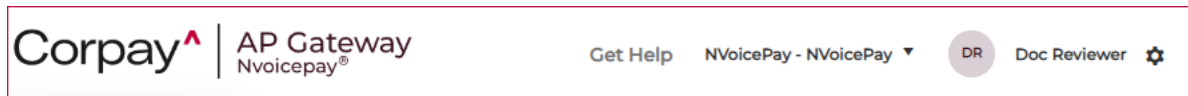
Accessing AP Gateway

To access AP Gateway:

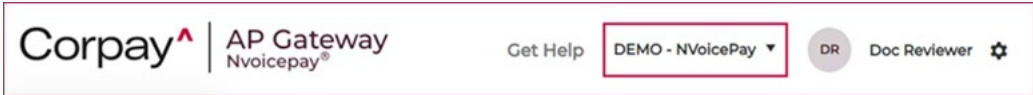
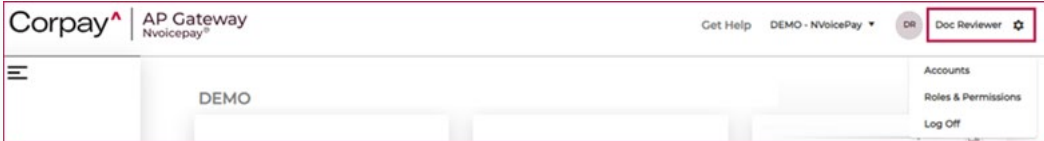
1. Open [AP Gateway](#).
2. On the *AP Gateway login* screen, enter an **Email address** and **Password** in the *Email* and *Password* fields.
3. Click the **Login** button.



AP Gateway Banner



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

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

Privacy Policy

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

The screenshot displays the Corpay AP Gateway interface for Nvoicepay, Inc. The dashboard includes a sidebar with navigation links: Home, Payments, History, Reports, Vendors, Credit Summary, and High Contrast. The main content area features several reports:

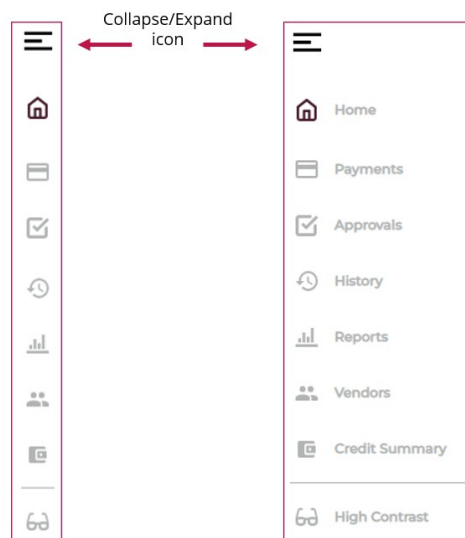
- Monthly Payments By Payment Type**: A report showing payment types (ACH, PrintCheck).
- Payment Count Mix**: A report showing payment counts by month-to-date and year-to-date.
- Payment Dollar Mix**: A report showing payment dollar amounts by month-to-date and year-to-date.
- Payments at a Glance**: A summary report showing payment amounts and counts by month-to-date, quarter-to-date, and year-to-date.
- Estimated Rebates & Savings**: A report showing estimated rebates and savings by month-to-date and year-to-date.
- Ongoing Supplier Enablement**: A report showing the number of vendors enabled for MasterCard payments and the amount paid to these vendors last month.

At the bottom of the dashboard, there is a footer containing the copyright notice "© 2023 Corpay (v1.0.45.1)", a link to the **Privacy Policy**, and a link to **Third Party Notices**.

AP Gateway Features

Collapse/Expand

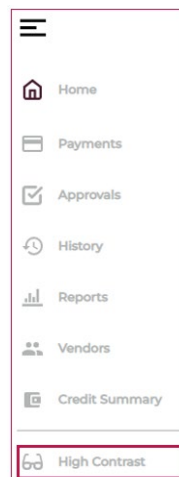
The collapse/expand icon in the left-side navigation pane displays the icons for each page or the full menu when selected.



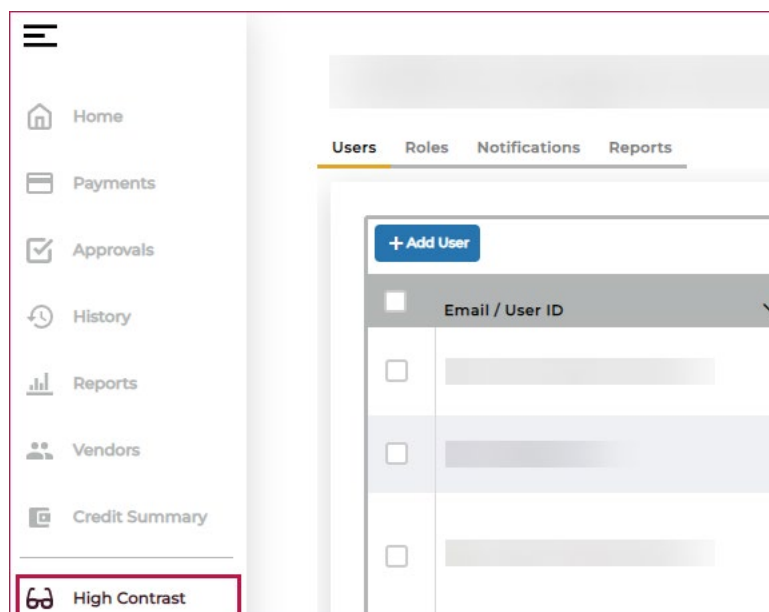
NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation pane may be different from the pages in the image above.

High Contrast

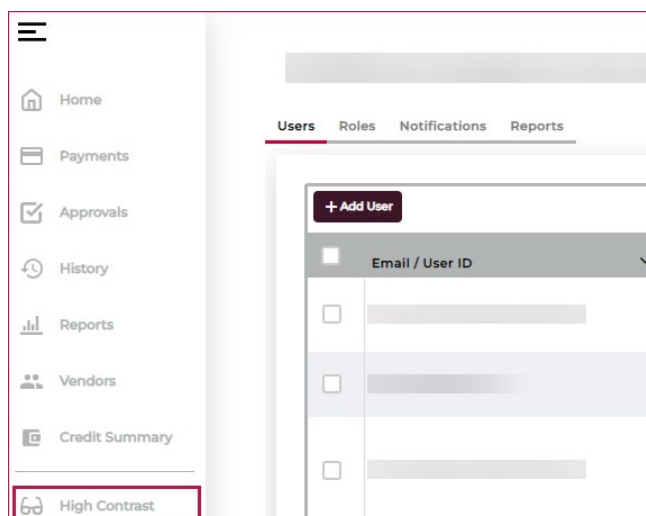
The High Contrast link in the left-side navigation pane enables or disables high contrast mode on each page in AP Gateway. High contrast mode is an accessibility feature that uses a limited color palette with contrasting colors to make a user interface easier to use.



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



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

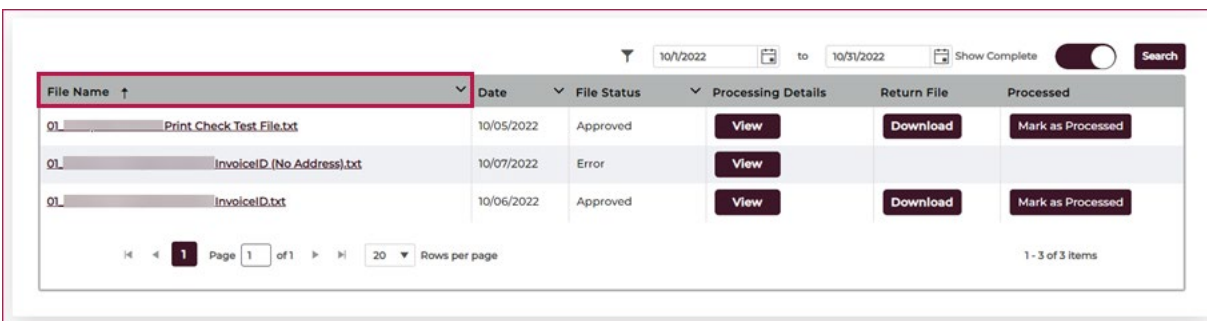


Sorting, Filtering, and Grouping

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

To sort a table by the information in a column:

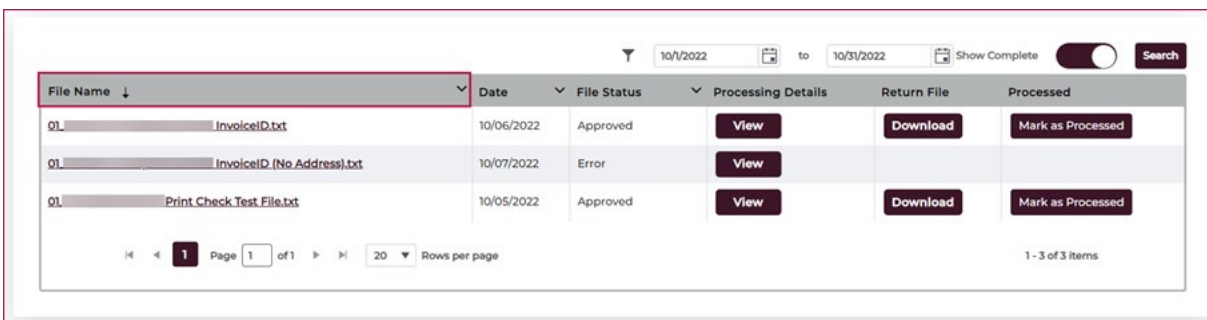
1. Click a **column header** once to sort the table in ascending order based on the column information. In the example image, the table on the *Payments* page is sorted in ascending order based on the *File Name* column. The File Name column header contains an ↑ icon.



The screenshot shows a table with the following columns: File Name, Date, File Status, Processing Details, Return File, and Processed. The File Name column header is highlighted with a red box and contains an upward arrow icon. The table contains three rows of data. The first row is '01_... Print Check Test File.txt' with a date of 10/05/2022 and status 'Approved'. The second row is '01_... InvoiceID (No Address).txt' with a date of 10/07/2022 and status 'Error'. The third row is '01_... InvoiceID.txt' with a date of 10/06/2022 and status 'Approved'. Each row has 'View', 'Download', and 'Mark as Processed' buttons. The table is on page 1 of 1, with 20 rows per page. The search bar at the top shows dates from 10/1/2022 to 10/31/2022.

File Name ↑	Date	File Status	Processing Details	Return File	Processed
01_... Print Check Test File.txt	10/05/2022	Approved	<button>View</button>	<button>Download</button>	<button>Mark as Processed</button>
01_... InvoiceID (No Address).txt	10/07/2022	Error	<button>View</button>		
01_... InvoiceID.txt	10/06/2022	Approved	<button>View</button>	<button>Download</button>	<button>Mark as Processed</button>

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.



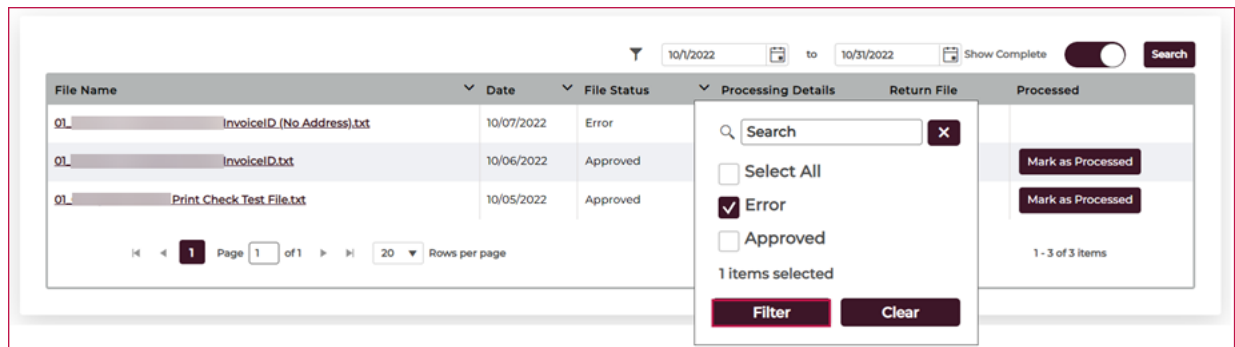
The screenshot shows the same table as before, but now sorted in descending order by File Name. The File Name column header is highlighted with a red box and contains a downward arrow icon. The table contains three rows of data. The first row is '01_... InvoiceID.txt' with a date of 10/06/2022 and status 'Approved'. The second row is '01_... InvoiceID (No Address).txt' with a date of 10/07/2022 and status 'Error'. The third row is '01_... Print Check Test File.txt' with a date of 10/05/2022 and status 'Approved'. Each row has 'View', 'Download', and 'Mark as Processed' buttons. The table is on page 1 of 1, with 20 rows per page. The search bar at the top shows dates from 10/1/2022 to 10/31/2022.

File Name ↓	Date	File Status	Processing Details	Return File	Processed
01_... InvoiceID.txt	10/06/2022	Approved	<button>View</button>	<button>Download</button>	<button>Mark as Processed</button>
01_... InvoiceID (No Address).txt	10/07/2022	Error	<button>View</button>		
01_... Print Check Test File.txt	10/05/2022	Approved	<button>View</button>	<button>Download</button>	<button>Mark as Processed</button>

3. Click the **column header** until the $\uparrow$ or $\downarrow$ no longer displays to remove sorting from the table.

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

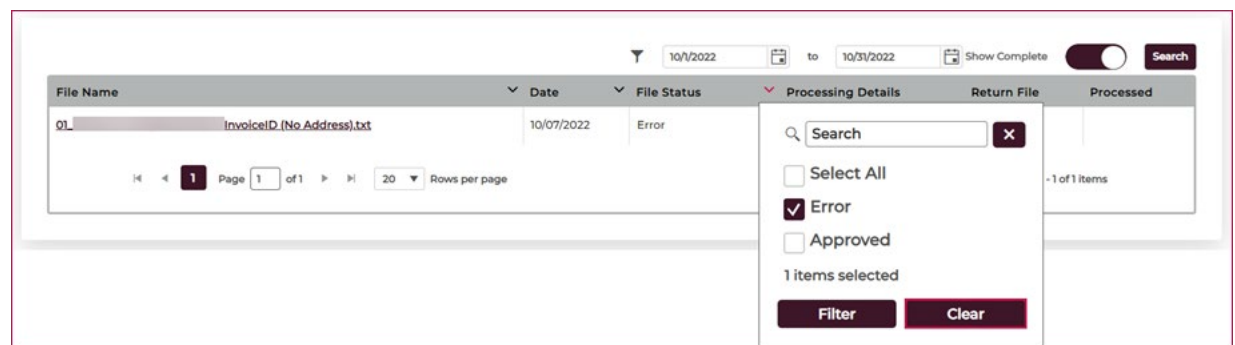
1. In a *column header*, click the **Filter** ∇ icon.
2. In the *Filter* dialog, select the **checkbox(s)** or enter a **keyword** or **phrase** in the *Search* box.
3. Click the **Filter** button.



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 AP Gateway.

To remove the filter from the table:

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



To group the [History table](#) by a column header:

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

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

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

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

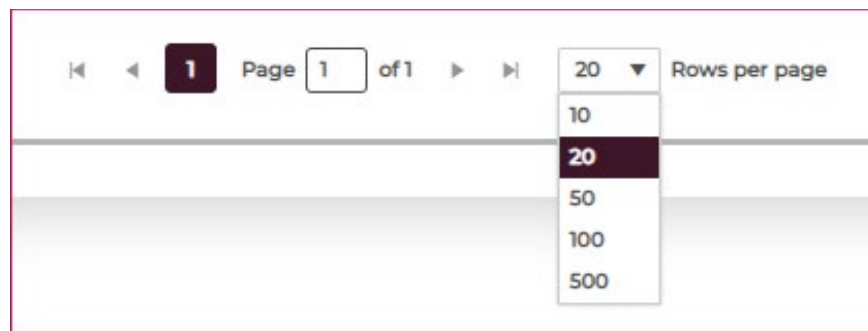
Vendor Name											
			Paid by Customer		Invoiced by Supplier		Paid to Supplier				
Date	Vendor Name	Vendor #	Amount	Currency	Amount	Currency	Amount	Currency	Remittance		
Vendor Name: Total: \$455.71 Count: 1											
9/24/2022			455.71	USD	455.71	USD	455.71	USD			
Vendor Name: Total: \$72.38 Count: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

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

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

Pagination

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



AP Gateway Accounts

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

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

Payment Methods

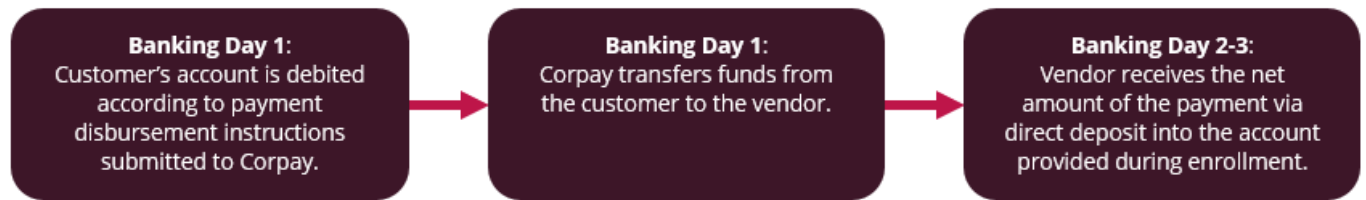
Corpay offers multiple payment methods to vendors such as Mastercard, CorpayCard, ACH, Virtual Card Accounts Payable (VCAP), Print Check, Vendor Exchange, and Accelerated ACH. During the onboarding process, Corpay confirms the customer's vendors' payment acceptances, then determines the default payment method for each vendor by matching their payment acceptances to the customer's most preferred payment method. The most common order of preferred payment methods is listed in the table below.

ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
1	CorpayCard	- Corpay's private-label Accounts Payable card that is ideal for vendors who: - want to pay lower card processing fees. - do not have a master merchant account with Mastercard. - Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. - Payments are deposited into vendor bank accounts within 2-3 banking days after payment remittance emails are sent to vendors. - Cash rebates are available to customers. - Daily reports match the payment instructions received by Corpay from the customer. - Customers can view the payment remittances sent to vendors in AP Gateway.
2	Mastercard	- Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. - The secure payment remittances contain virtual card numbers for single-swipe (single-use) or multi-swipe (multi-use) virtual cards that are preloaded with the approved payment amounts. - Vendors who receive single-swipe virtual cards can only process the virtual card once in their merchant card processor to deposit the preloaded payment amount in their account. - Whereas vendors who receive multi-swipe virtual cards can process the virtual card multiple times in their merchant card processor until the full amount of the preloaded payment is deposited in their account. - Cash rebates are available to customers. - Daily reports match the payment instructions received by Corpay from the customer. - Corpay oversees card reconciliation.
3	ACH (Direct Deposit)	- Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. - Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Gateway, and it typically takes an additional 1-2 banking days for bank processing. - Daily reports match the payment instructions received by Corpay from the customer. - Customers can view the payment remittances sent to vendors in AP Gateway.

ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
4	Virtual Card Accounts Payable (VCAP)	- Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Gateway. - 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. See the Mastercard description above to learn more about single and multi-swipe virtual cards.
5	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 AP Gateway.
6	Vendor Exchange	- Vendors receive payments directly into their designated bank account through the Vendor Exchange network. - Payments are processed electronically after approval in AP Gateway, typically settling within one banking day. - Vendors can view detailed remittance information in AP Gateway, including invoice references and payment status.
7	AACH	- Vendors receive payments through ACH (electronic bank transfer), but the process is fully automated in AP Gateway. - Once payments are approved, the system sends the funds directly to the vendor's bank account—no manual entry required. - Payments usually settle within one to two banking days, and vendors can view remittance details in AP Gateway. - There's a 1% fee charged to the vendor for every payment. This is not a customer's fee.

Payment Method Flows

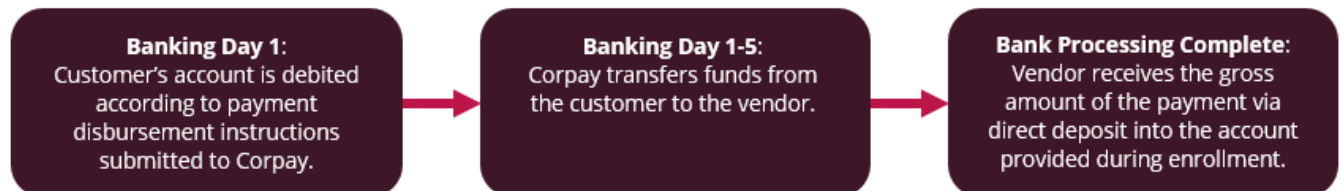
CorpayCard



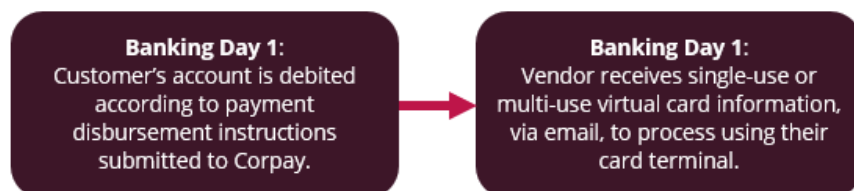
Mastercard



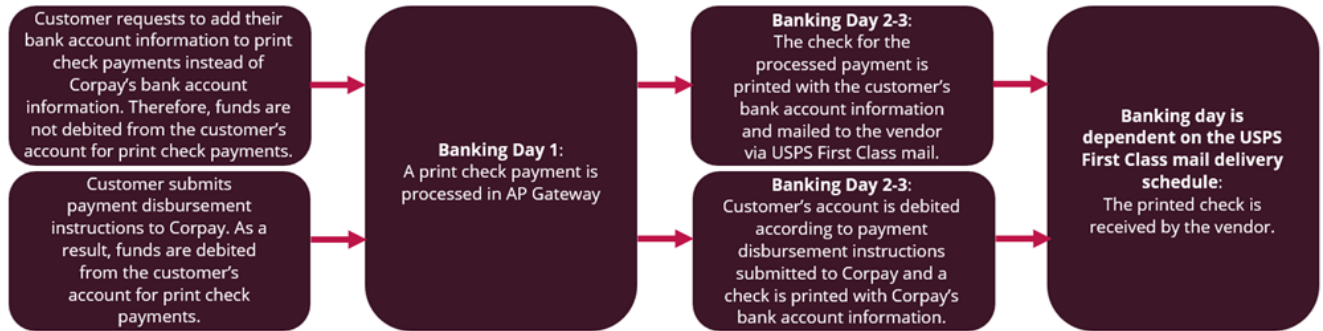
ACH



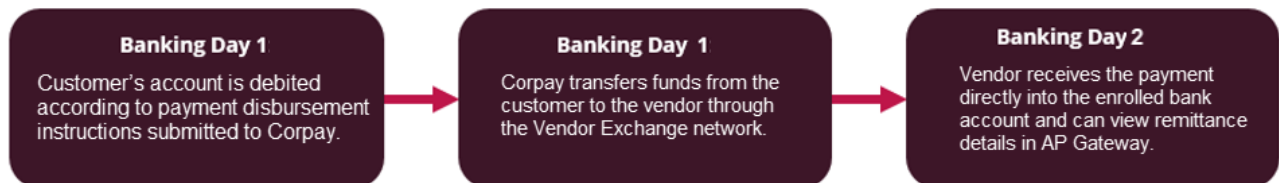
VCAP



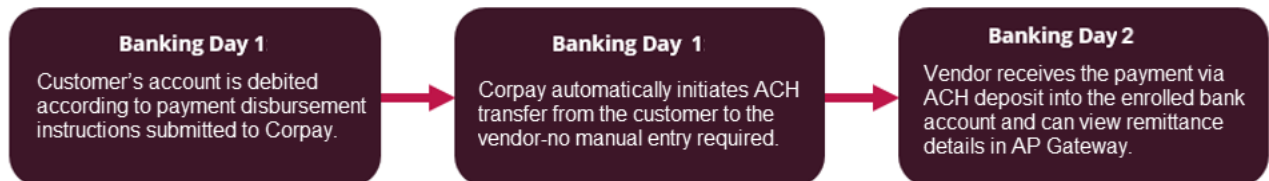
Print Check



Vendor Exchange



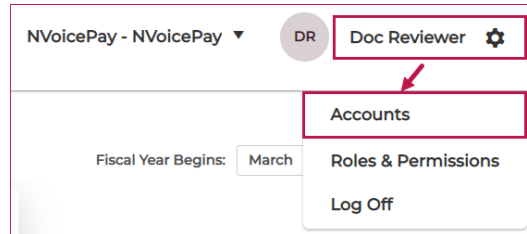
Accelerated ACH (AACH)



Accounts Page

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

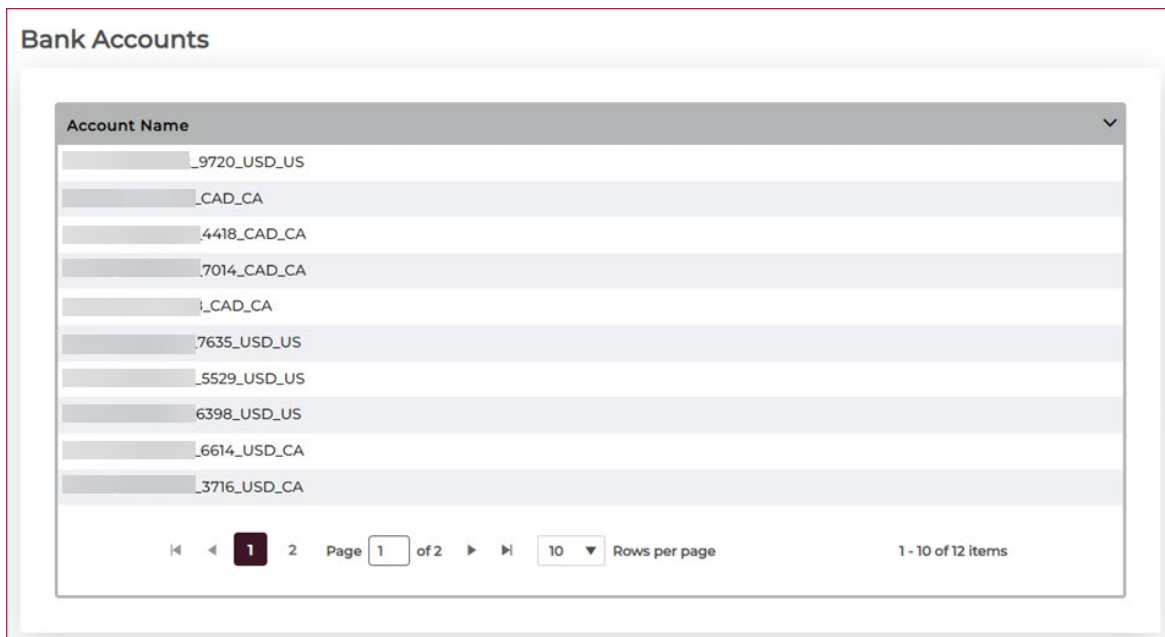
To access the Accounts page, click the **username** or **gear** icon in the *AP Gateway banner* then select the **Accounts** menu item.



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

Bank Accounts

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



Credit Card Accounts

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

Credit Card Accounts		
Card Name	Account Number	Expiration
JSD_US NVP MasterCard	xxxx	xx/xxxx
SD_US NVP MasterCard	xxxx	xx/xxxx
JSD_US NVP MasterCard	xxxx	xx/xxxx
SD_US NVP MasterCard	xxxx	xx/xxxx
Page 1 of 1 10 Rows per page 1 - 4 of 4 items		

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

Back

Credit Card Name

Cardholder Company

Credit Card Type

Card Number

Expiration Date

Cardholder Name

Card Statement Address

Address Line 2

City

State

Zip

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

Payment Priority

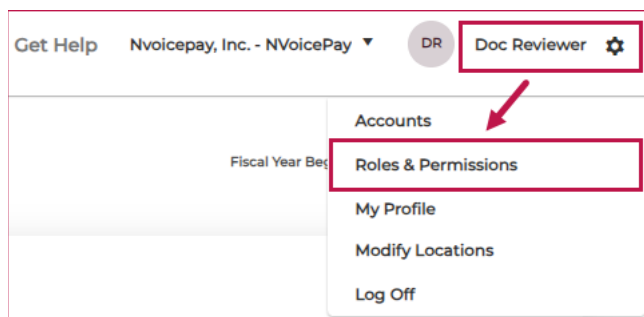
The Payment Priority tile contains a list of payment methods and accounts for a customer. The payment methods and accounts are listed in the order they are to be used for vendor payments.

Payment Priority		
Priority Order	Method	Account
1	MasterCard	
2	ACH	
3	PrintCheck	

Roles & Permissions Page

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

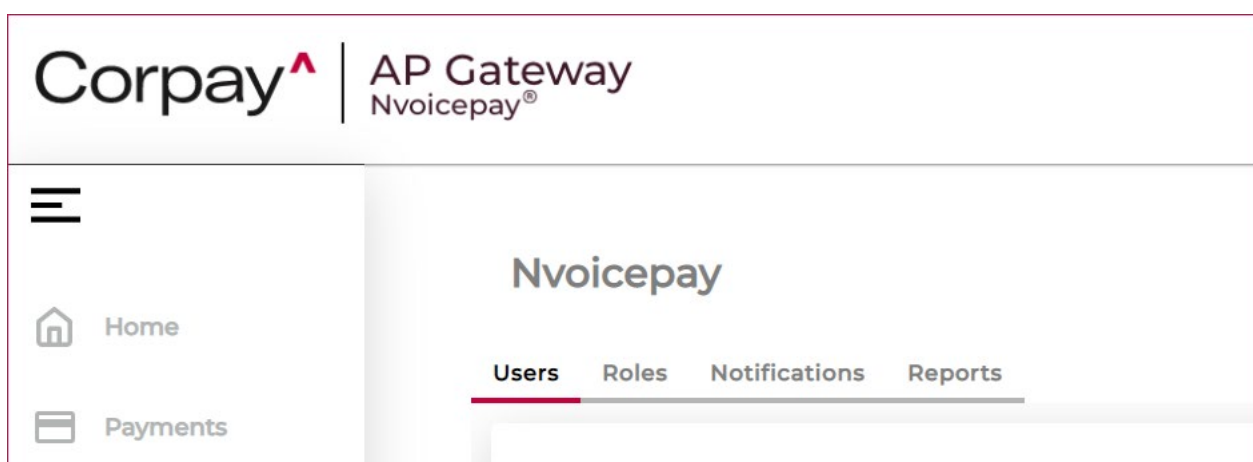
To access the Roles & Permissions page, click the **username** or **gear** ⚙ icon in the *AP Gateway banner* then select the **Roles & Permissions** menu item.



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

The Roles & Permissions page contains the following tabs:

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



Using Permissions in AP Gateway

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

PERMISSION	DESCRIPTION
Manage Users	Allows users to add new user accounts, edit existing user permissions, request user password resets, enable or disable user accounts, and add, delete, or modify custom roles.
Manage Payment Accounts	Allows users to request changes to customer bank accounts.
Manage Vendors	Allows users to upload vendor lists and show or hide vendors on the Vendors page.
Manage File Uploads	Allows users to upload payment batch files and exclude payments with error file statuses. Users with this permission cannot view the details of a payment after it has been uploaded.

PERMISSION	DESCRIPTION
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 AP Gateway.
View Only	Allows users to view payment history and reports only. This permission disables buttons and actions in AP Gateway and does not allow other permissions to be assigned to a user.
Disable Payments	Allows users to suspend the payment processing functionality and remove the Payments page from the left-side navigation pane .
Disable Approvals	Allows users to suspend the approval process and remove the Approvals page from the left-side navigation pane .
Disable History	Allows users to suspend the recording of user actions in AP Gateway and removes the History page from the left-side navigation pane .
Disable Reports	Allows users to deactivate report generation and access as well as remove the Reports page from the left-side navigation pane .
Disable Vendors	Allows users to deactivate vendor related functionalities and remove the Vendors page from the left-side navigation pane .
Disable Invoices	Allows users to deactivate the creation, processing, and management of invoices.
Disable Credit Model	Allows users to suspend the functionality of the credit assessment tool and remove the Credit Summary page from the left-side navigation pane if the company is configured to use the Credit Model feature.
Void Checks	Allows users to void and reissue or refund a print check payment after it has been processed in AP Gateway and sent to a vendor. However, if the vendor has processed the print check payment, it cannot be voided and reissued or refunded.
Approve FX Rate	Allows users to approve and lock a transaction rate for an international payment. This permission is only available to organizations that are configured to make international payments.
View FX Rate	Allows users to view international payments that require a transaction rate approval and lock. This permission is only available to organizations that are configured to make international payments.

Using Roles in AP Gateway

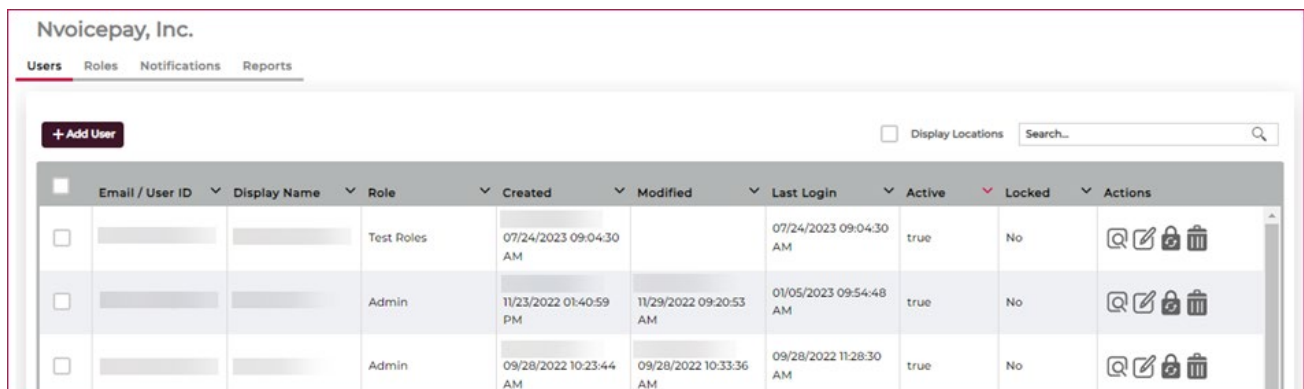
Permissions can be assigned to a user account individually or by assigning roles. There are five default roles available in AP Gateway: A/P, Approver, Admin, Super Admin, and View Only. Each role has a specific set of permissions. Default roles cannot be modified or deleted and only one role can be assigned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

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

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

Users

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

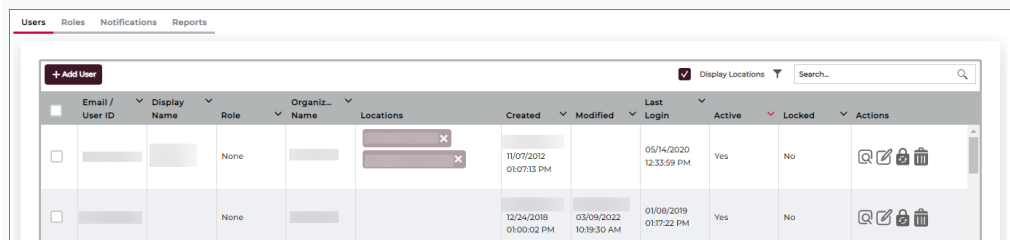


	Email / User ID	Display Name	Role	Created	Modified	Last Login	Active	Locked	Actions
☐			Test Roles	07/24/2023 09:04:30 AM		07/24/2023 09:04:30 AM	true	No	
☐			Admin	11/23/2022 01:40:59 PM	11/29/2022 09:20:53 AM	01/05/2023 09:54:48 AM	true	No	
☐			Admin	09/28/2022 10:23:44 AM	09/28/2022 10:33:36 AM	09/28/2022 11:28:30 AM	true	No	

Users Table

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

NAME	DESCRIPTION
Email/User ID	The Email/User ID column contains the email or user ID used by a user to log in to AP Gateway.
Display Name	The Display Name column contains the name that displays in the AP Gateway banner for a user account if the user has a display name configured.
Role	The Role column contains the role assigned to a user account. See the Using Roles in AP Gateway section for more information about roles.
Locations	The Locations column contains locations a user can access within organizations that have multiple locations with location-specific information. The Display Locations checkbox is also selected when locations are available.
Created	The Created column contains the date and time a user account was created, as well as which user created the user account.



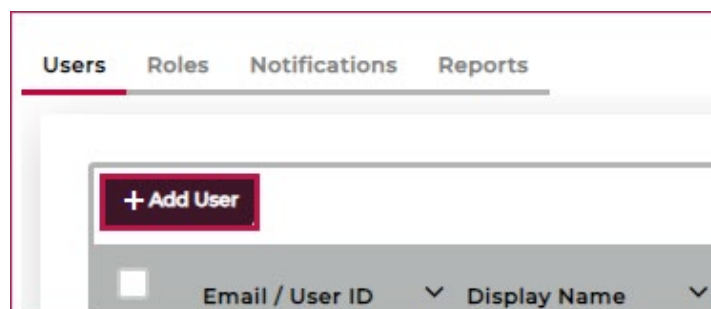
	Email / User ID	Display Name	Role	Organiz... Name	Locations	Created	Modified	Last Login	Active	Locked	Actions
☐			None			11/07/2012 01:07:13 PM		05/14/2020 12:33:59 PM	Yes	No	
☐			None			12/24/2018 01:00:02 PM	03/09/2022 10:19:30 AM	01/06/2019 01:17:22 PM	Yes	No	

NAME	DESCRIPTION
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 true or false to indicate if a user account is active (in use). The Users table is filtered to only display active users by default. In the <i>Active</i> column header, click the Filter icon then click the Clear button to display active and inactive users in the <i>Users</i> table.
Locked	The Locked column contains yes or no to indicate if a user account is locked due to multiple failed login attempts.
View	The View  action is used to see the details, role, and permissions for the selected user account. See the Viewing User Account Details section for instructions.
Edit	The Edit  action is used to modify the selected user account. This action is only available for users with the Manage Users permission. See the Editing User Accounts section for instructions.
Reset Password	The Reset Password  action is used to send a reset password request to the selected user's email. This action is only available for users with the Manage Users permission. See the Sending Reset Password Requests section for instructions.
Disable/Enable	The Disable/Enable  action is used to disable or enable the selected user account. User accounts cannot be deleted due to audit requirements. This action is only available for users with the Manage Users permission. See the Disabling and Enabling User Accounts section for instructions.
Search	The Search box is used to quickly find specific user accounts.

Adding User Accounts

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

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



2. Complete each **field** in the [Create User dialog](#).

3. Click the **Save** button.

Create User

Organization

NVoicePay

Display Name

Job Title

Email Address

Confirm Email

Phone Number

User Role

Select Role...

Permissions Authorized (Set all that apply)

☐ Manage Users

☐ Manage Payment Accounts

☐ Manage Vendors

☐ Manage File Uploads

☐ Batch Approver

☐ Payment Approver

☐ View Organization Reports

☐ View Standard Remittance Artifacts

☐ View Sensitive Remittance Artifacts

☐ View Only

☐ No Approvals

☐ Disable Payments

☐ Disable Approvals

☐ Disable History

☐ Disable Reports

☐ Disable Vendors

☐ Disable Invoices

☐ Void Checks

Save

Cancel

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

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

Create User Dialog

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

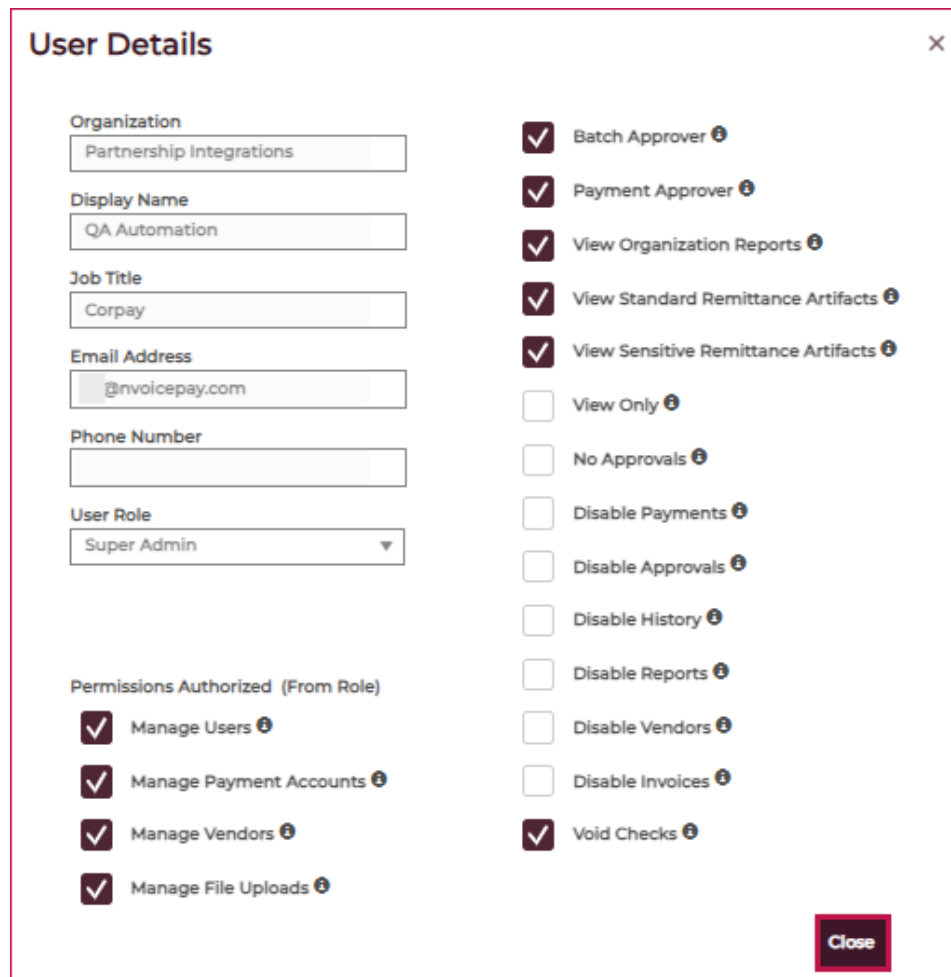
NAME	DESCRIPTION
Organization	The Organization field is pre-populated with the organization of the logged in user. Users with the Admin role can edit the Organization field. See Using Roles in AP Gateway for more information about roles.
Display Name	If a Display Name is entered in the Display Name field,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

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.



The 'User Details' dialog box is a modal window with a title bar and a close button (X) in the top right corner. It is divided into two main sections. The left section contains input fields for 'Organization' (set to 'Partnership Integrations'), 'Display Name' (set to 'QA Automation'), 'Job Title' (set to 'Corpay'), 'Email Address' (set to '@invoicepay.com'), 'Phone Number' (empty), and 'User Role' (set to 'Super Admin' with a dropdown arrow). Below these is a section titled 'Permissions Authorized (From Role)' with four checked items: 'Manage Users', 'Manage Payment Accounts', 'Manage Vendors', and 'Manage File Uploads'. The right section contains a list of permissions, each with a checkbox and an information icon (i). The checked permissions are 'Batch Approver', 'Payment Approver', 'View Organization Reports', 'View Standard Remittance Artifacts', and 'View Sensitive Remittance Artifacts'. The unchecked permissions are 'View Only', 'No Approvals', 'Disable Payments', 'Disable Approvals', 'Disable History', 'Disable Reports', 'Disable Vendors', and 'Disable Invoices'. At the bottom right of the dialog is a red 'Close' button.

Field	Value
Organization	Partnership Integrations
Display Name	QA Automation
Job Title	Corpay
Email Address	@invoicepay.com
Phone Number	
User Role	Super Admin

Permission	Status
Batch Approver	✓
Payment Approver	✓
View Organization Reports	✓
View Standard Remittance Artifacts	✓
View Sensitive Remittance Artifacts	✓
View Only	
No Approvals	
Disable Payments	
Disable Approvals	
Disable History	
Disable Reports	
Disable Vendors	
Disable Invoices	
Void Checks	✓

Permissions Authorized (From Role)

Permission	Status
Manage Users	✓
Manage Payment Accounts	✓
Manage Vendors	✓
Manage File Uploads	✓

Editing User Accounts

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

To edit a single user account:

1. In the *Users* table, click the **Edit**  action for the user account to edit.
2. In the *Edit User* dialog, make the desired **updates**. If **None** is selected in the *User Role* drop-down, individual permissions can be selected in the *Permissions Authorized (From Role)* section.

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

3. Click the **Save** button.

Edit User

Organization
Partnership Integrations

Display Name
QA Automation

Job Title
Corpay

Email Address
@invoicepay.com

Phone Number

User Role
Super Admin

Permissions Authorized (From Role)

- ☒ Manage Users
- ☒ Manage Payment Accounts
- ☒ Manage Vendors
- ☒ Manage File Uploads

- ☒ Batch Approver
- ☒ Payment Approver
- ☒ View Organization Reports
- ☒ View Standard Remittance Artifacts
- ☒ View Sensitive Remittance Artifacts
- ☐ View Only
- ☐ No Approvals
- ☐ Disable Payments
- ☐ Disable Approvals
- ☐ Disable History
- ☐ Disable Reports
- ☐ Disable Vendors
- ☐ Disable Invoices
- ☒ Void Checks

Save **Cancel**

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.

- Click the **Edit Selected** button at the bottom of the page.

The screenshot shows a web application interface for managing users. At the top, there are tabs for 'Users', 'Roles', 'Notifications', and 'Reports'. Below the tabs is a '+ Add User' button and a search bar. The main area contains a table with columns: Email / User ID, Display Name, Role, Created, Modified, Last Login, Active, Locked, and Actions. The table lists several users, including 'abc@invoicepay.com' and three users with roles 'Test Roles', 'Admin', and 'Admin'. At the bottom of the table, there is a pagination bar with 'Edit Selected' button, page numbers (1-7), and 'Page 1 of 7'. The bottom right corner indicates '1 - 20 of 130 Items'.

Email / User ID	Display Name	Role	Created	Modified	Last Login	Active	Locked	Actions
abc@invoicepay.com		None	01:23:15 PM 08/02/2021	01:23:30 PM 08/02/2021	08/02/2021 01:23:15 PM	false	No	[Icons]
[Redacted]	[Redacted]	Test Roles	09:04:30 AM 07/24/2023	01:23:30 PM 08/02/2021	07/24/2023 09:04:30 AM	true	No	[Icons]
[Redacted]	[Redacted]	Admin	01:40:59 PM 11/23/2022	11/29/2022 09:30:53 AM	01/05/2023 09:54:48 AM	true	No	[Icons]
[Redacted]	[Redacted]	Admin	10:23:44 AM 09/28/2022	09/28/2022 10:33:36 AM	09/28/2022 11:28:30 AM	true	No	[Icons]

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

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

The screenshot shows the 'Edit Users (Batch)' dialog box. It has a title bar with a close button. The dialog is divided into several sections:

- Organization:** A text field containing 'Partnership Integrations'.
- Users To Edit:** A list of three users, each represented by a redacted email address followed by '@corpapay.com'.
- Job Title:** A text field.
- User Role:** A dropdown menu with 'Select Role...' as the current selection.
- Permissions Authorized (Select a Role):** A list of checkboxes for various permissions:
 - Manage Users
 - Manage Payment Accounts
 - Manage Vendors
 - Manage File Uploads
 - Batch Approver
 - Payment Approver
 - View Organization Reports
 - View Standard Remittance Artifacts
 - View Sensitive Remittance Artifacts
 - No Approvals
 - View Only
 - Disable Payments
 - Disable Approvals
 - Disable History
 - Disable Reports
 - Disable Vendors
 - Disable Invoices
 - Void Checks

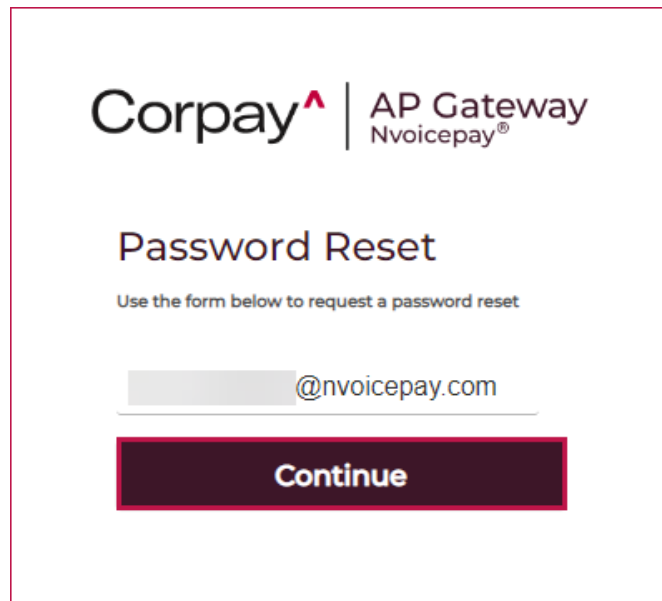
 At the bottom right, there are two buttons: 'Save' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

4. Click the **Save** button.
5. A message displays confirming the user accounts were updated successfully.
NOTE: An inactive user account can be modified however, the changes made will not reactivate the account.

Sending Reset Password Requests

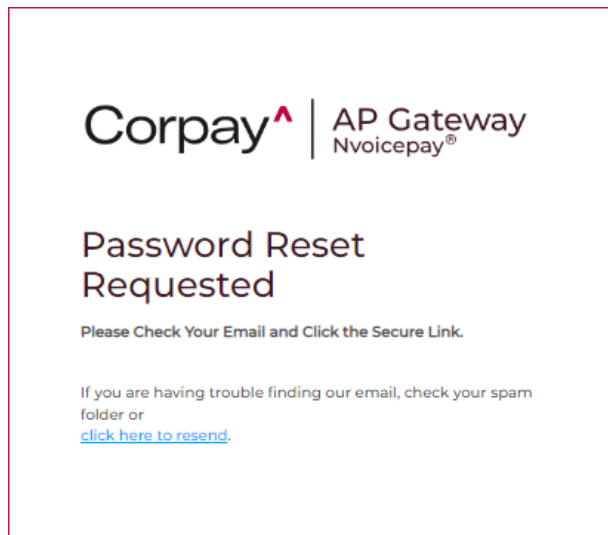
Users with the Manage Users permission can send reset password requests to users that will allow them to change the password they use to log in to AP Gateway.

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.



The screenshot shows a web form titled "Password Reset" for Corpay AP Gateway Nvoicepay. The form includes a header with the Corpay logo and "AP Gateway Nvoicepay®". Below the title, it says "Use the form below to request a password reset". There is a text input field containing "@nvoicepay.com". At the bottom of the form is a large blue button labeled "Continue".

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

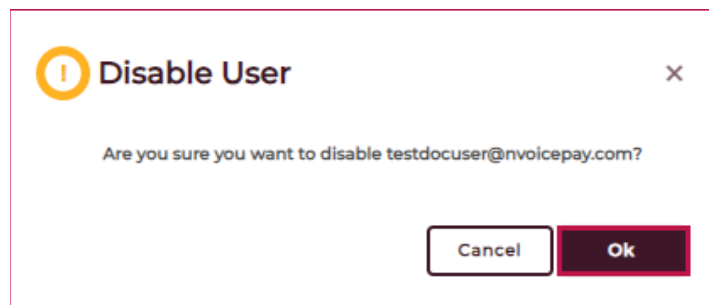


Disabling and Enabling User Accounts

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

To disable an active user account:

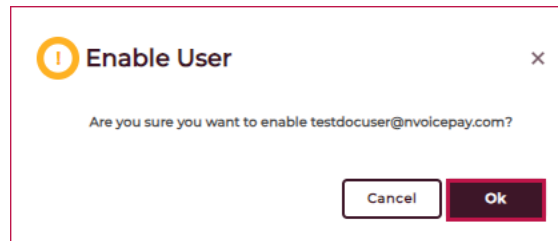
1. In the *Users* table, click the **Disable/Enable**  action for the active user account to disable.
2. In the *Disable User* dialog, click the **Ok** button.



To enable an inactive user account:

1. In the *Users* table, click the **Disable/Enable**  action for the inactive user account to enable.

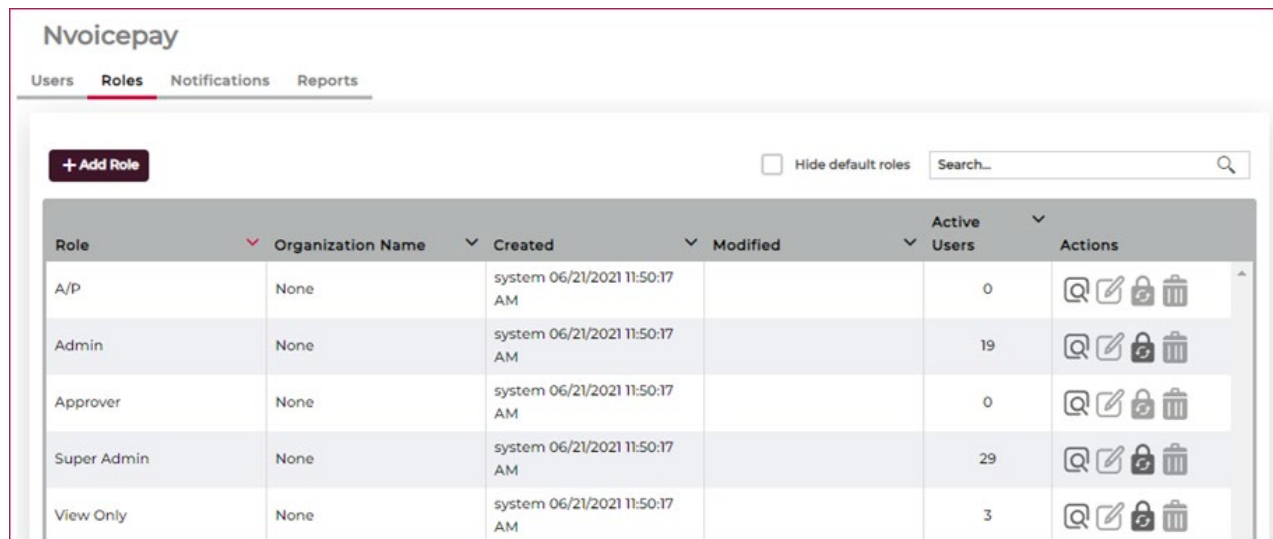
2. In the *Enable User* dialog, click the **Ok** button.



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

Roles

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

A screenshot of the Nvoicepay web application showing the "Roles" tab. The interface includes a navigation bar with "Users", "Roles", "Notifications", and "Reports". Below the navigation bar, there is a "+ Add Role" button, a "Hide default roles" checkbox, and a search bar. The main content is a table with columns: Role, Organization Name, Created, Modified, Active Users, and Actions. The table lists five default roles: A/P, Admin, Approver, Super Admin, and View Only, each with a "None" organization name and a creation timestamp of "system 06/21/2021 11:50:17 AM". The "Active Users" column shows counts for each role: 0 for A/P, 19 for Admin, 0 for Approver, 29 for Super Admin, and 3 for View Only. Each role has a set of action icons (edit, lock, delete) in the "Actions" column.

Role	Organization Name	Created	Modified	Active Users	Actions
A/P	None	system 06/21/2021 11:50:17 AM		0	  
Admin	None	system 06/21/2021 11:50:17 AM		19	  
Approver	None	system 06/21/2021 11:50:17 AM		0	  
Super Admin	None	system 06/21/2021 11:50:17 AM		29	  
View Only	None	system 06/21/2021 11:50:17 AM		3	  

Roles Table

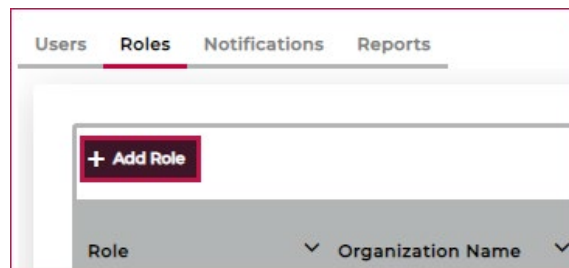
The following table contains descriptions of the column headers and actions in the Roles table:

NAME	DESCRIPTION
Role	The Role column contains the name of each role.
Organization Name	All roles within an organization are listed in the Roles table. If an organization has multiple companies and custom roles, the Organization Name column will contain the name of the companies associated with the custom roles. For default roles, None is listed as the Organization Name.
Created	The Created column contains the date and time a role was created, as well as which user created the role.
Modified	The Modified column contains the date and time a role was last modified, as well as which user modified the role.
Active Users	The Active Users column contains the number of active users a role is assigned to.
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 <i>Roles</i> table. See Using Roles in AP Gateway to learn more about default and custom roles.
Search	The Search box is used to quickly find specific roles in the <i>Roles</i> 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 screenshot of the 'Create Custom Role' dialog box. The dialog has a title bar with a close button (X). Inside, there is a dropdown menu for 'Organization' with 'Partnership Integrations' selected. Below that is a text input field for 'Role Name'. Under the heading 'Permissions Authorized', there are two columns of checkboxes. The left column includes: 'Manage Users', 'Manage Payment Accounts', 'Manage Vendors', 'Manage File Uploads', 'Batch Approver', 'Payment Approver', 'View Organization Reports', 'View Standard Remittance Artifacts', 'View Sensitive Remittance Artifacts', and 'View Only'. The right column includes: 'No Approvals', 'Disable Payments', 'Disable Approvals', 'Disable History', 'Disable Reports', 'Disable Vendors', 'Disable Invoices', and 'Void Checks'. At the bottom right, there are 'Save' and 'Cancel' buttons.

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

Create Custom Role Dialog

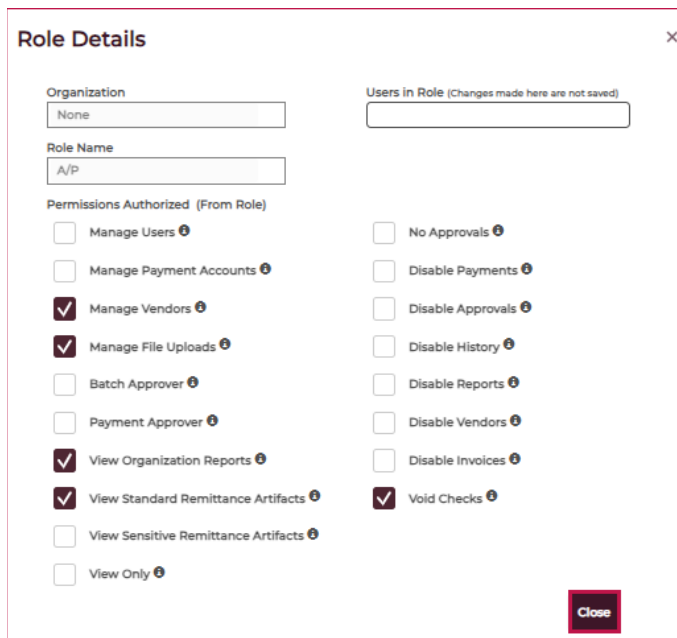
The following table contains descriptions of the fields in the Create Custom Role dialog:

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

Viewing Role Details

All users can view role details in an organization.

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



Role Details [X]

Organization: None

Role Name: A/P

Users in Role (Changes made here are not saved)

Permissions Authorized (From Role)

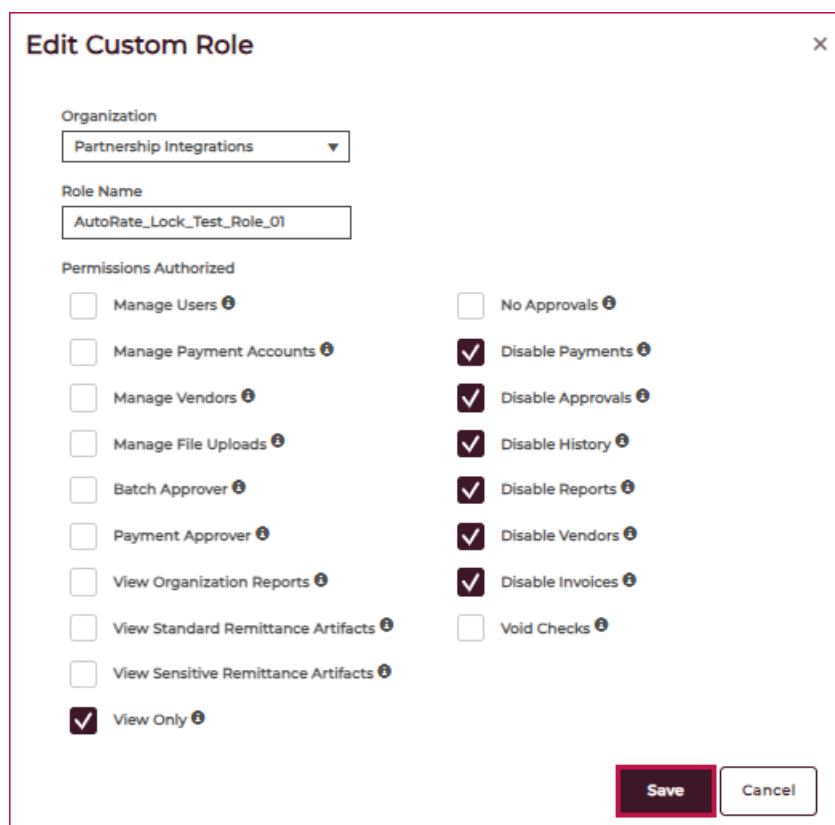
☐ Manage Users	☐ No Approvals
☐ Manage Payment Accounts	☐ Disable Payments
☒ Manage Vendors	☐ Disable Approvals
☒ Manage File Uploads	☐ Disable History
☐ Batch Approver	☐ Disable Reports
☐ Payment Approver	☐ Disable Vendors
☒ View Organization Reports	☐ Disable Invoices
☒ View Standard Remittance Artifacts	☒ Void Checks
☐ View Sensitive Remittance Artifacts	
☐ View Only	

Close

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.



Edit Custom Role

Organization
Partnership Integrations

Role Name
AutoRate_Lock_Test_Role_01

Permissions Authorized

☐ Manage Users ⓘ	☐ No Approvals ⓘ
☐ Manage Payment Accounts ⓘ	☒ Disable Payments ⓘ
☐ Manage Vendors ⓘ	☒ Disable Approvals ⓘ
☐ Manage File Uploads ⓘ	☒ Disable History ⓘ
☐ Batch Approver ⓘ	☒ Disable Reports ⓘ
☐ Payment Approver ⓘ	☒ Disable Vendors ⓘ
☐ View Organization Reports ⓘ	☒ Disable Invoices ⓘ
☐ View Standard Remittance Artifacts ⓘ	☐ Void Checks ⓘ
☐ View Sensitive Remittance Artifacts ⓘ	
☒ View Only ⓘ	

Save **Cancel**

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.

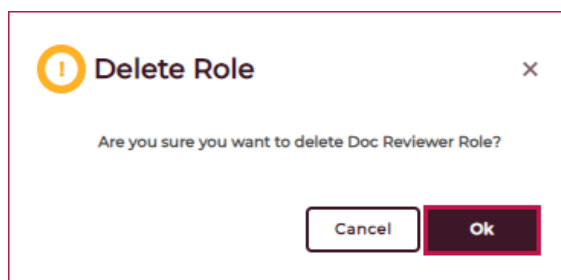
2. In the *Move Users from Role* dialog:
 - a. Select the **users** to move in the *Users to Move* field.
 - b. Select the **role** to move the users to in the *To Role* drop-down.
 - c. If None is selected in the *To Role* drop-down, choose the **permission(s)** to assign to the users in the *Permissions 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

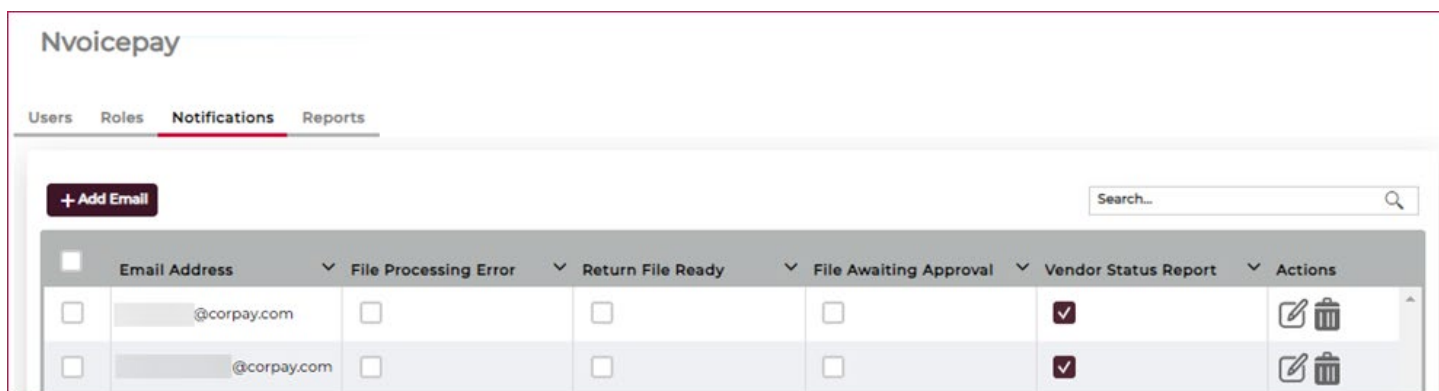
Users with the Manage Users permission can delete custom roles on the Roles tab. Default roles cannot be deleted.

1. In the *Roles* table, click the **Delete**  action for the role to delete.
2. In the *Delete Role* dialog, click the **Ok** button.



Notifications

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

A screenshot of the Nvoicepay web application showing the 'Notifications' tab. The table has columns for Email Address, File Processing Error, Return File Ready, File Awaiting Approval, Vendor Status Report, and Actions. Two email addresses are listed, both with the Vendor Status Report checkbox checked.

	Email Address	File Processing Error	Return File Ready	File Awaiting Approval	Vendor Status Report	Actions
☐	@corpay.com	☐	☐	☐	☒	 
☐	@corpay.com	☐	☐	☐	☒	 

NOTE: The Vendor Status Report and Vendor Enrollment Status Report notification email types are only available for organizations with vendors who receive VCAP payments through Corpay. See the [Payment Methods](#) and [Payment Method Flows](#) sections for more information about VCAP payments.

Notifications Table

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

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

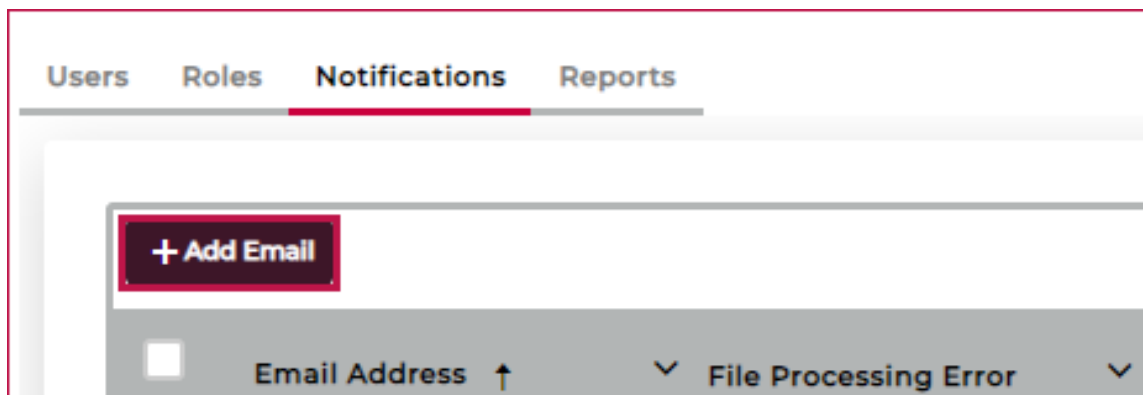
NAME	DESCRIPTION
	If the checkbox is selected, the email address receives File Awaiting Approval email notifications. If the checkbox is not selected, the email address does not receive File Awaiting Approval email notifications. NOTE: This notification email type is only available for organizations that perform approvals in AP Gateway.
Vendor Status and Vendor Enrollment Status Reports	- When users upload new vendor files on the Vendors Page, Vendor Status Reports are automatically generated and emailed to users within the same day. - Vendor Enrollment Status Reports are automatically generated and emailed weekly to users. - Both reports contain the following VCAP enrollment statuses along with the Vendor #, name, and address for each new vendor: Does not accept virtual card: Vendors with this status do not accept VCAP payments from Corpay because they have not been included in a VCAP enrollment campaign yet or they declined to accept VCAP payments. Accepts virtual card, not paid yet: Vendors with this status accept VCAP payments from Corpay but they have not received their first payment yet. Enrolled, accepts virtual card: Vendors with this status accept VCAP payments from Corpay. - The Vendor Status Report column contains checkboxes that determine if the email address in the Email Address field receives Vendor Status and Vendor Enrollment Status Reports via email notifications from Corpay. If the checkbox is selected, the email address receives Vendor Status and Vendor Enrollment Status Reports. If the checkbox is not selected, the email address does not receive either report. - If there were no changes in VCAP enrollments for an organization since the last Vendor Enrollment Status Report was emailed, a new report will not be generated. - Users with the View Organization Reports permission can also view previously generated versions of both reports on the Reports Page.

NAME	DESCRIPTION
	See the Payment Methods and Payment Method Flows sections to learn more about VCAP payments. NOTE: These notification email types are only available for organizations with vendors who receive VCAP payments through Corpay.
Edit	The Edit  action is used to modify the selected email address. See the Editing Notification Emails section for instructions.
Delete	The Delete  action is used to delete the selected email address. See the Deleting Notification Emails section for instructions.
Search	The Search box is used to quickly find specific email addresses.

Adding Notification Emails

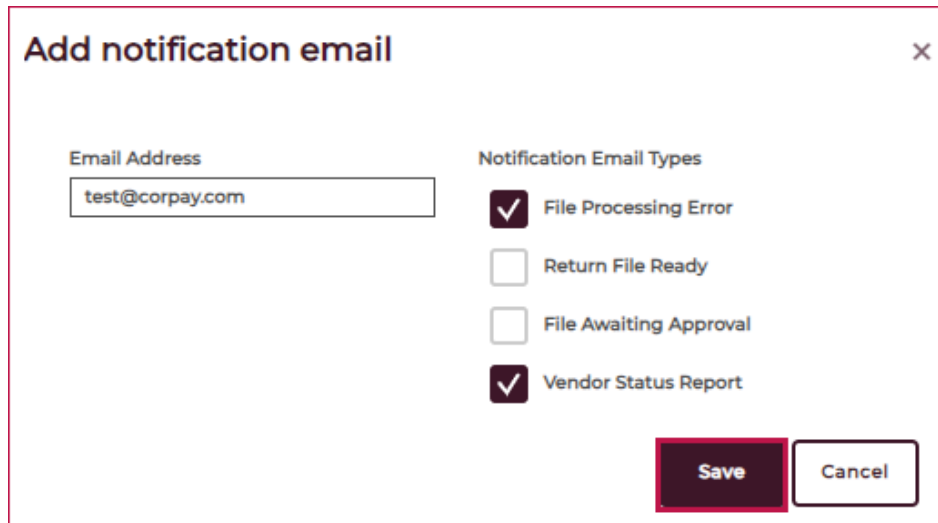
Users with the Manage Users permission can add new user email addresses to the Notifications table that will receive notification emails from AP Gateway.

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



2. In the *Add notification email* dialog:
 - a. Enter the user's **email address** in the *Email Address* field.
 - b. Select the **checkbox** for each of the Notification Email Types to send to the email address.

- c. Click the **Save** button.



The dialog box is titled "Add notification email" and has a close button (X) in the top right corner. It contains two main sections: "Email Address" and "Notification Email Types". The "Email Address" section has a text input field containing "test@corpay.com". The "Notification Email Types" section has four checkboxes: "File Processing Error" (checked), "Return File Ready" (unchecked), "File Awaiting Approval" (unchecked), and "Vendor Status Report" (checked). At the bottom right, there are two buttons: "Save" and "Cancel".

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

NOTE: If the Vendor Status Report checkbox is selected in the Add notification email dialog, the email address will receive Vendor Status and Vendor Enrollment Status Reports. See the [Notifications Table](#) for details about both reports.

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.

Edit Email

Email Address

test@corpay.com

Notification Email Types

☒ File Processing Error

☐ Return File Ready

☐ File Awaiting Approval

☐ Vendor Status Report

Save

Cancel

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

NOTE: If the Vendor Status Report checkbox is selected in the Edit Email dialog, the email address will receive Vendor Status and Vendor Enrollment Status Reports. See the [Notifications Table](#) for details about both reports.

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.

UsersRolesNotificationsReports

+ Add Email

Search...

☐	Email Address ↑	File Processing Error	Return File Ready	File Awaiting Approval	Vendor Status Report	Actions
☐	test@corpay.com	☒	☐	☐	☐	
☒	@corpay.com	☐	☐	☐	☒	
☒	@corpay.com	☐	☐	☐	☒	

Edit Selected

1

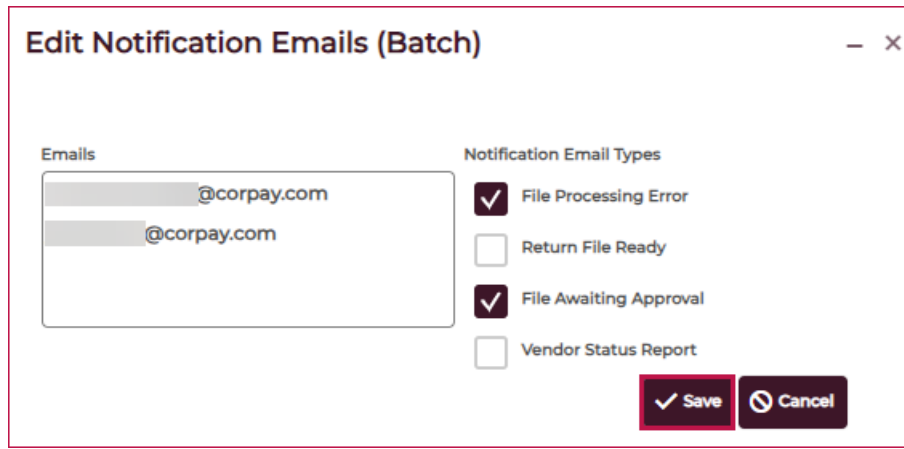
Page 1 of 1

20

Rows per page

1 - 3 of 3 items

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



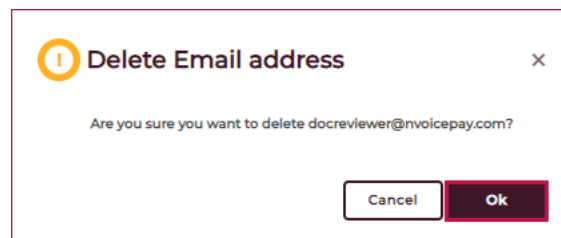
5. A message displays confirming that all email addresses were updated successfully.

NOTE: If the Vendor Status Report checkbox is selected in the Edit Notification Emails (Batch) dialog, the email address will receive Vendor Status and Vendor Enrollment Status Reports. See the [Notifications Table](#) for details about both reports.

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 *Delete Email address* dialog, click the **Ok** button.

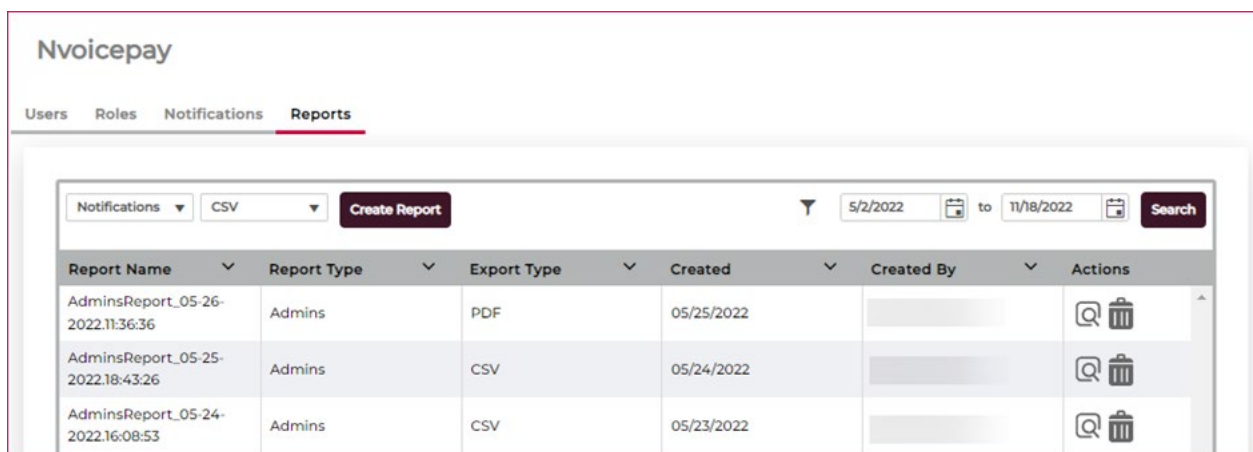


3. A message displays confirming the email address was deleted successfully.

Reports

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

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



Report Name	Report Type	Export Type	Created	Created By	Actions
AdminsReport_05-26-2022.11:36:36	Admins	PDF	05/25/2022		 
AdminsReport_05-25-2022.18:43:26	Admins	CSV	05/24/2022		 
AdminsReport_05-24-2022.16:08:53	Admins	CSV	05/23/2022		 

Reports Table

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

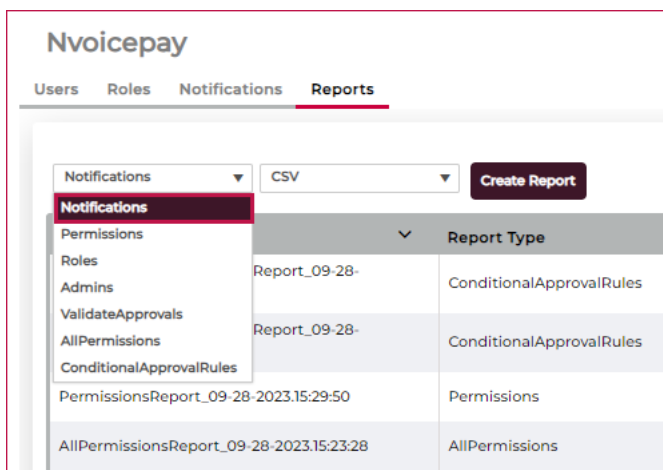
NAME	DESCRIPTION
Report Name	The Report Name column contains the name of a report along with the date and time it was created.
Report Type	The Report Type column contains the type of report. Based on an organization's configuration, there are 1-8 types of reports that can be created. • Notifications: Reports containing all user email addresses that receive notification emails and the notification email types they receive. • Permissions: Report containing all user email addresses, roles information, user account information, and permissions information.

NAME	DESCRIPTION
	• Roles: Report containing all roles, number of active users, and permissions for an organization. • Locations: Report containing user email addresses and the locations they manage. Locations only display in the Report Type drop-down for organizations that have multiple locations with location specific information. • Admins: Report containing information about all admins within an organization. • ValidateApprovals: Report containing details about the Conditional Approval rules used within an organization. • AllPermissions: Report containing all organization information, user email addresses, roles information, user account information, and permissions information. • ConditionalApprovalRules: Report 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 name of 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.

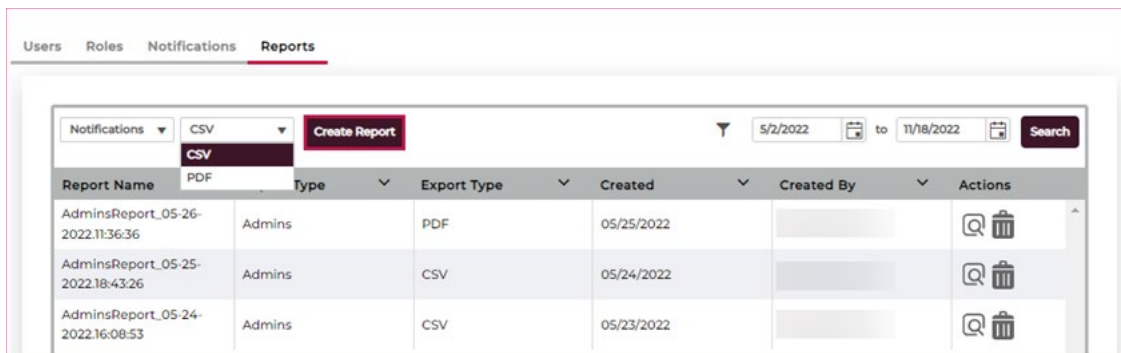
Creating Reports

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.

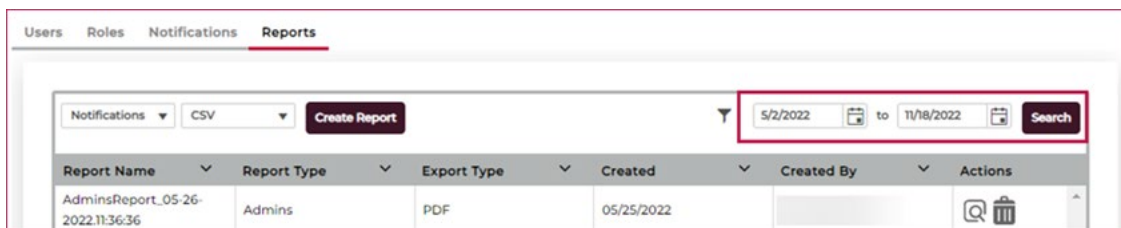


4. A message displays confirming the report was created.

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

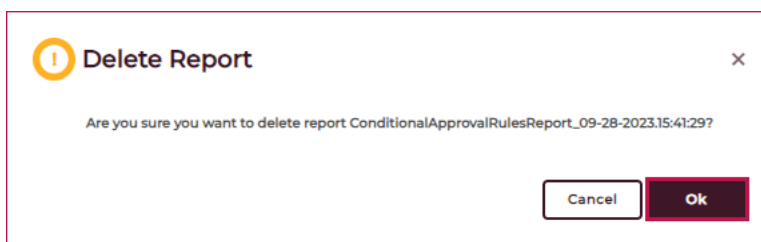
All users can download existing user access reports for an organization to view.

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.

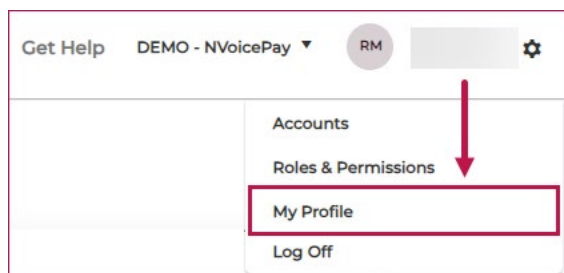
1. In the *Reports* table, click the **Delete**  action for the report to delete.
2. In the *Delete Report* dialog, click the **Ok** button.



My Profile Page

The My Profile page is used to change user passwords, security questions and answers, as well as default companies. The visibility of all information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, some information on the My Profile page may not be visible to you or may only be available in a view only format.

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



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

Changing Passwords

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

To change your password:

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

A screenshot of the 'My Profile' page showing three tiles: 'Change My Password', 'Change My Question and Answer', and 'Change My Default Company'. The 'Change My Password' tile is highlighted with a red rectangular box. It contains the following text and form elements: 'Use the form below to change your password.', 'New passwords are required to be between 8 and 100 characters in length. Passwords must also include one alpha and one numeric character. Optional special characters ., !, @, #, \$, %, ^, &, *, ~ are also allowed.', 'Current password' field, 'New password' field, 'Confirm new password' field, and a 'Change Password' button. The other two tiles also have similar instructions and form fields.

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.

Change My Password

Use the form below to change your password.

New passwords are required to be between 8 and 100 characters in length. Passwords must also include one alpha and one numeric character. Optional special characters] _ [! @ # \$ ^ () - + \ / : , . ~ are also allowed.

Current password

New password

Confirm new password

Change Password

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.

The screenshot shows three tiles on a 'DEMO' page. The middle tile, 'Change My Question and Answer', is highlighted with a red border. It contains the following fields and buttons:

- Title: Change My Question and Answer
- Instruction: Use the form below to change your Question and Answer.
- Current password: [Text input field]
- New Question: [Text input field]
- New Answer: [Text input field]
- Button: Change Question and Answer

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.

This is a detailed view of the 'Change My Question and Answer' form. It includes the following elements:

- Title: Change My Question and Answer
- Instruction: Use the form below to change your Question and Answer.
- Current password: [Text input field containing 8 dots]
- New Question: [Text input field containing 'What is your pet's name?']
- New Answer: [Text input field containing 'Teddy']
- Button: Change Question and Answer

Updating Default Companies

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

To change your default company:

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

The screenshot shows three tiles on a 'DEMO' page. The third tile, 'Change My Default Company', is highlighted with a red border. It contains a title, a subtitle, a 'Default Company' dropdown menu with 'DEMO' selected, and a 'Change Default Company' button.

DEMO

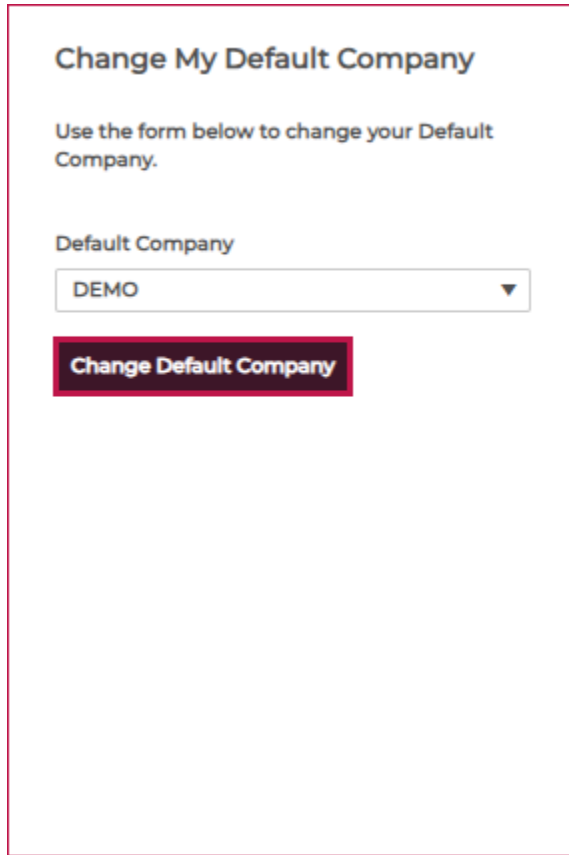
Change My Password
Use the form below to change your password.
New passwords are required to be between 8 and 100 characters in length. Passwords must also include one alpha and one numeric character. Optional special characters: !, @, #, \$, %, ^, &, *, ~, -, =, +, ~, ~, ~ are also allowed.
Current password
New password
Confirm new password
Change Password

Change My Question and Answer
Use the form below to change your Question and Answer.
Current password
New Question
New Answer
Change Question and Answer

Change My Default Company
Use the form below to change your Default Company.
Default Company
DEMO
Change Default Company

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.



The screenshot shows a web form titled "Change My Default Company". Below the title is a subtitle: "Use the form below to change your Default Company." There is a label "Default Company" above a dropdown menu. The dropdown menu currently displays "DEMO" and has a downward arrow on the right. Below the dropdown is a red button with the text "Change Default Company".

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

Modify Locations Page

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

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

Location Permission Editor

User: All

Locations: All

Save changes Cancel changes

User Email	Location ID	Can View	Can Modify
abcdef@testtesttest.com	302	false	false

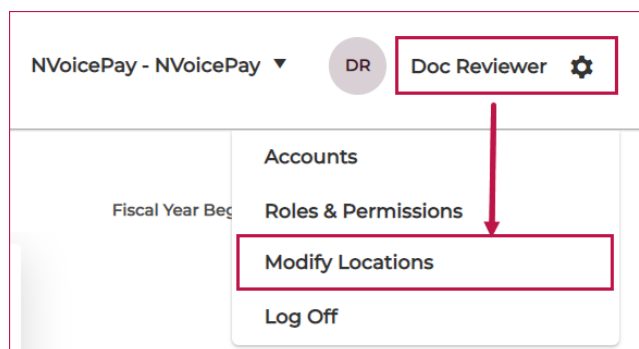
Rule Type: No approval rules for user and location

Min Amount: Max Amount:

Page 1 of 40 Rows per page: 10

1 - 20 of 795 Items

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



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

Assigning Locations to a User

To assign a location to a user:

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

The screenshot shows the 'Location Permission Editor' interface. At the top, there are two dropdown menus: 'User' (selected: abcdef@testtesttest.com) and 'Locations' (selected: 330). Below these are 'Save changes' and 'Cancel changes' buttons. A table displays the permissions for the selected user and location. The table has columns: 'User Email', 'Location ID', 'Can View', and 'Can Modify'. The 'Can View' and 'Can Modify' columns currently show 'false'. Below the table, there is a section for 'Rule Type', 'Min Amount', and 'Max Amount', with a message 'No approval rules for user and location'. At the bottom, there is a pagination control showing 'Page 0 of 0' and 'Rows per page 10'.

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

This screenshot shows the same 'Location Permission Editor' interface, but with changes made to the permissions. In the 'Can View' column, the value has changed from 'false' to 'true', and a checkbox is now checked. Similarly, in the 'Can Modify' column, the value has changed from 'false' to 'true', and a checkbox is now checked. The 'Save changes' and 'Cancel changes' buttons remain at the top. The table structure and the 'Rule Type' section below are the same as in the previous screenshot.

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

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

Editing Permissions For a Location

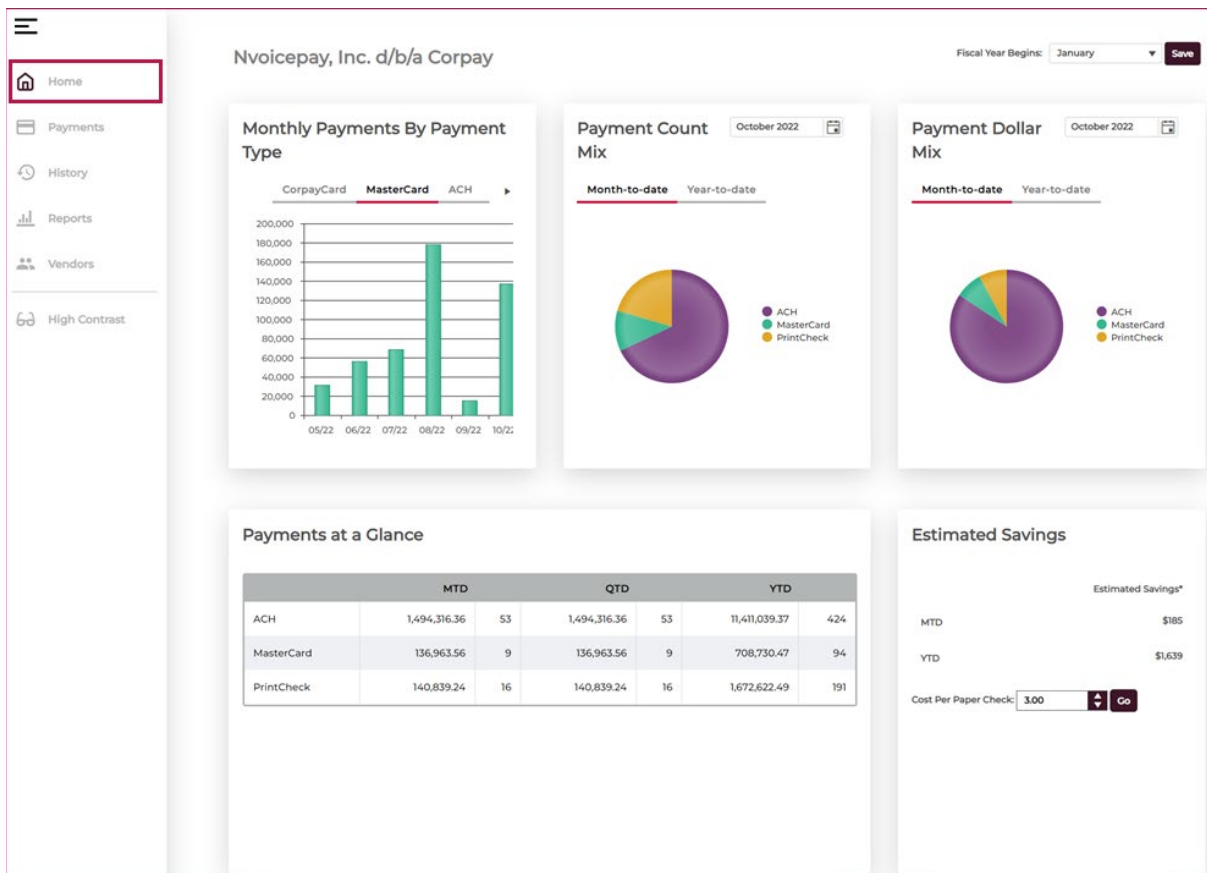
To edit a user's permissions for a location:

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

The screenshot shows the 'Location Permission Editor' interface. At the top, there are two dropdown menus: 'User' (labeled with a red circle 1) and 'Locations' (labeled with a red circle 3). The 'User' dropdown is set to 'abcdef@testtesttest.com' and the 'Locations' dropdown is set to '330'. Below these are two buttons: 'Save changes' (with a checkmark icon) and 'Cancel changes' (with a cancel icon). The main area contains a table with columns: 'User Email', 'Location ID', 'Can View', and 'Can Modify'. The first row shows 'abcdef@testtesttest.com', '330', 'true' (labeled with a red circle 2), and a checked checkbox. Below the table is a section for 'Rule Type', 'Min Amount', and 'Max Amount', which currently displays 'No approval rules for user and location'. At the bottom, there is a pagination bar showing 'Page 1 of 1' and '1 - 1 of 1 items'.

Home Page

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



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

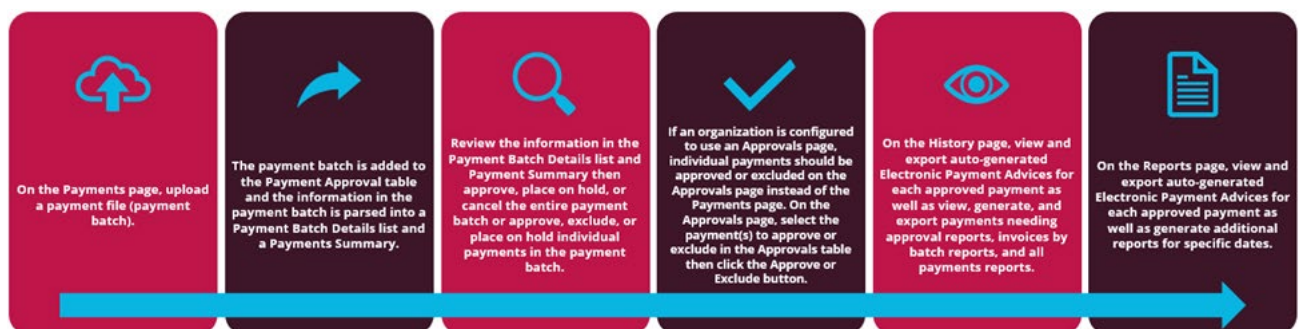
The following table describes the tiles on the Home page:

TILE	DESCRIPTION
Monthly Payments By Payment Type	In the <i>Monthly Payments by Payment Type</i> tile, click the CorpayCard , MasterCard , ACH , PrintCheck or VendorExchange tab to analyze the distribution of each payment type. The available payment types are based on a company's configuration.

Payment Count Mix	In the <i>Payment Count Mix</i> tile, select the Month-to-date or Year-to-date tab to track the number of payments made through AP Gateway during the current month or year by payment type. Use the date picker to filter the pie chart by month and year.
Payment Dollar Mix	In the <i>Payment Dollar Mix</i> tile, click the Month-to-date or Year-to-date tab to track the payment amounts made through AP Gateway during the current month or year by payment type. Use the date picker to filter the pie chart by month and year.
Payments at a Glance	In the <i>Payments at a Glance</i> tile, select the Month-to-date , Quarter-to-date , or Year-to-date tab to analyze the total amount of payments made through AP Gateway on a monthly, quarterly, or yearly basis.
Estimated Rebates & Savings	In the <i>Estimated Rebates & Savings</i> tile, click the Rebates tab to view the invoices paid and the estimated rebates earned MTD and YTD. Click the Savings tab then enter the price of one paper check in the <i>Cost Per Paper Check</i> field and click the Go button to view your estimated savings per month and year based on the entered amount. NOTE: The Rebates tab is only available for companies that are configured to receive rebates.

Processing Payments

In this section, you will learn how vendor payments are processed in AP Gateway.



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

Payments Page

The Payments page is one of the most essential pages in AP Gateway because it is where the vendor payment process begins. On the Payments page, users can:

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

File Name	Date	File Status	Payments Needing Action	Processing Details	Return File	Processed
PrintCheck.xml	10/12/2023	Approved	1	View	Download	Mark as Processed
PrintCheck.xml	10/12/2023	Awaiting Approval	1	View		
PrintCheck.xml	10/12/2023	Awaiting Approval	1	View		
PrintCheck.xml	10/12/2023	Awaiting Approval	1	View		
PrintCheck.xml	10/10/2023	Approved		View	Download	Mark as Processed
NvPCard_Test.xml	09/28/2023	Approved		View	Download	Mark as Processed
NvPCard_Test.xml	09/28/2023	Approved	2	View	Download	Mark as Processed
NvPCard_Test.xml	09/28/2023	Approved	2	View	Download	Mark as Processed

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

Payment Batch Files

On the Payments page, users with the Manage File Uploads permission can upload payment batch files for approval that 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 table below.

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

If a payment batch file is uploaded with vendor addresses that do not meet the above requirements, the upload 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.

Nvoicepay International				
NVP_Intl_IWire_Address_Validation_City_State.xlsx		What do I do?		
Invalid Payable				
☐ Excluded	Error Status	Street 1	City	State
☐	Invalid Columns: City	2180 Yonge Street	**Toronto	ON
☐	Invalid Columns: City	2180 Yonge Street	*Toronto*	ON
☐	Invalid Columns: State	2180 Yonge Street	Toronto	**ON
☐	Invalid Columns: State	2180 Yonge Street	Toronto	*ON*
☐	Invalid Columns: State	2180 Yonge Street	Toronto	*\ON
☐	Invalid Columns: State	2180 Yonge Street	Toronto	*ON\

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

Payments Table

After a payment batch file is uploaded, it is added to the Payments table where its status, processing details, and return file information (if applicable) can be viewed.

Payments							
Upload		9/18/2023 to 10/18/2023		Show Complete	Search		
File Name	Date	File Status	Payments Needing Action	Processing Details	Return File	Processed	
_PrintCheck.xml	10/12/2023	Approved	1	View	Download	Mark as Processed	
_PrintCheck.xml	10/12/2023	Awaiting Approval	1	View			
_PrintCheck.xml	10/12/2023	Awaiting Approval	1	View			
_PrintCheck.xml	10/12/2023	Awaiting Approval	1	View			
_PrintCheck.xml	10/04/2023	Approved		View	Download	Mark as Processed	
NVPCard_Test.xml	09/28/2023	Approved		View	Download	Mark as Processed	
NVPCard_Test.xml	09/28/2023	Approved	2	View	Download	Mark as Processed	
NVPCard_Test.xml	09/28/2023	Approved	2	View	Download	Mark as Processed	

Page 1 of 1 20 Rows per page

1 - 8 of 8 items

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 batch files. Click a payment batch file link to download a copy of the payment batch file.
Date	The Date column contains the date when a payment batch file was uploaded in AP Gateway.
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 a file status during the upload process. Once the upload is complete, the File Status progress indicator disappears leaving the final status of the payment batch file only. File Statuses: • Pending: A payment batch file is being processed. This status occurs before the Awaiting Approval status and is typically seen when processing large payment batch files. A File Status progress indicator also displays in the File Status column while a payment batch file is pending. • In Process: A payment batch file is being processed. During this state, payment batch files may encounter errors that require users to review, fix, or exclude payment(s) in the file before it can be processed. A File Status progress indicator also displays in the File Status column while a payment batch file is in process. • Approved: For companies that do not require approvals or if all approvals are completed, this status indicates that a payment batch file has been approved. • Awaiting Approval: For companies that require approvals, this status indicates that a payment batch file needs approval. After a payment that is awaiting approval is reviewed, it can transition to voided, approved, or on hold, or remain in an awaiting approval state if no one approves the payment batch file or a second approval is required (if applicable) before the payment batch file can be processed. • Error: An error occurred while processing a payment batch file due to duplicate invoice IDs for the same vendor ID in the file, missing vendor address information, a vendor not accepting virtual card (only applicable to customers who use VCAP as a payment method), etc. Users must review the payment batch file and exclude payment(s), resubmit, or void the payment batch file. NOTE: In the <i>Processing Details</i> column, 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.

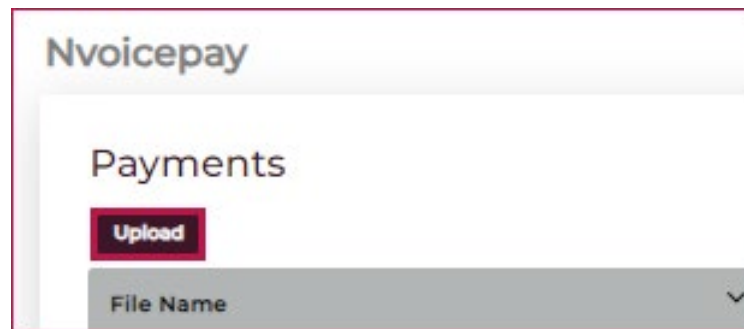
NAME	DESCRIPTION
	• Processing Error: An error occurred while processing a payment batch file due to the payment batch file being corrupt, data in the payment batch file affecting the payment file parser, or the format of the payment batch file is not allowed. Users must fix the payment batch file and resubmit it for processing. • Voided: A payment batch file has been canceled. • On Hold: A payment batch file has been placed on hold.
Payments Needing Action	The Payments Needing Action column contains the number of payments in a payment batch file that require approval. This column only displays for organizations that require payment approvals.
Processing Details	The Processing Details column contains View buttons to access the Payment Batch Details page for a payment batch file. Click the View button to open the Payment Batch Details page. On the Payment Batch Details page, users with the Batch Approver permission can approve payment batch files and users with the Payment Approver permission can approve individual payments. NOTE: If the File Status is <i>Error</i>, 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	If an organization is configured to use return files, the Return File column contains Download buttons to access the return file for a payment batch file. Click the Download button to automatically download a return file to your device.
Processed	If an organization is configured to use return files, the Processed column contains Mark as Processed and Mark as Unprocessed buttons. These buttons are used to send information from AP Gateway to an organization's integrated ERP. The buttons change automatically once a payment batch file is approved if no other approvals are required. In some cases, these buttons may need to be manually changed to queue return files for resubmission to an ERP. NOTE: These buttons should only be used if you are aware of the ERP specific process to reprocess return files or if Corpay's Technical Support team directs you to do so.
Date Pickers and Show Complete	To search for payment batch files submitted during a specific time, select the date range in the <i>Date Pickers</i> then click the Search button. If the Show Complete toggle is enabled, approved payment batch files will be included in the search results that display in the Payments table. If the Show Complete toggle is disabled, approved payments will not be included in the search results. The Date Pickers allow searches for up to one year and the Show Complete toggle only works when a search is done. If a time that is more than a year is selected in the Date Pickers, an error message will display. Also, payment batch files processed before 8/1/15 are not searchable.

Uploading Payment Batch Files

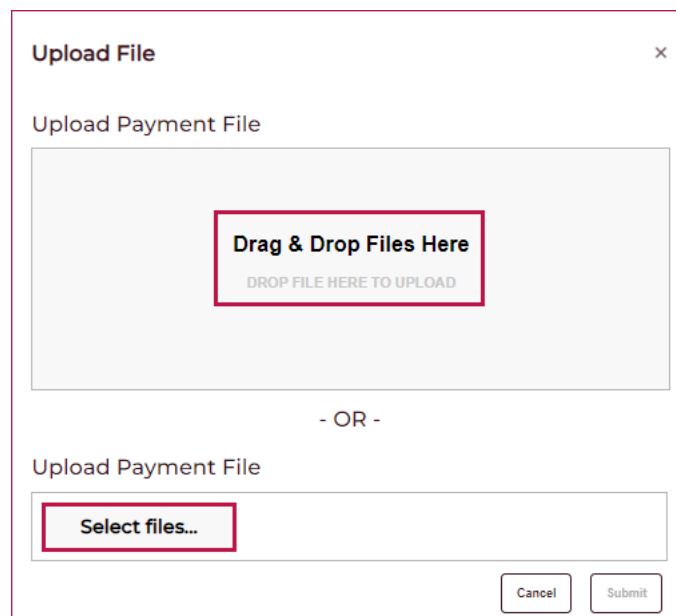
On the Payments page, users with the Manage File Uploads permission can upload payment batch files for approval.

To upload a payment batch file:

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



2. 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.



3. Click the **Submit** button.

Upload File

Upload Payment File

Drag & Drop Files Here

DROP FILE HERE TO UPLOAD

- OR -

Upload Payment File

Select files...

✓ Done

Address Change.xls

File(s) uploaded successfully.

Cancel

Submit

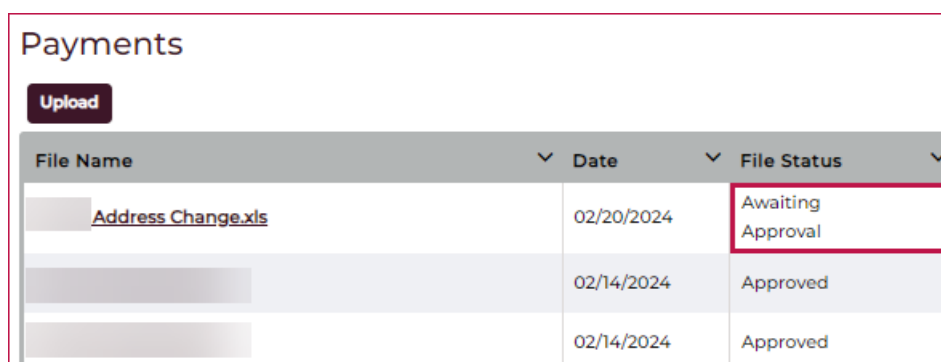
4. The payment batch file is added to the *Payments* table with a *Pending* file status.
5. Notice the **File Status** progress indicator beside the *Pending* file status. [File Status progress indicators](#) display the progress of payment batch files during upload.

Payments

Upload

File Name	Date	File Status
Address Change.xls	02/20/2024	Pending
	02/14/2024	Approved
	02/14/2024	Approved

- 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*.

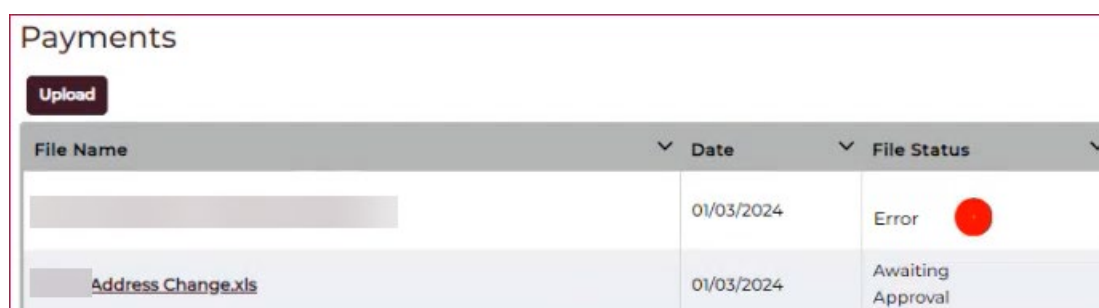


Payments

Upload

File Name	Date	File Status
<u>Address Change.xls</u>	02/20/2024	Awaiting Approval
	02/14/2024	Approved
	02/14/2024	Approved

- 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*.



Payments

Upload

File Name	Date	File Status
	01/03/2024	Error 
<u>Address Change.xls</u>	01/03/2024	Awaiting Approval

NOTE: Multiple payment batch files can be uploaded while File Status progress indicators are loading.

Processing Errors in Payment Batch Files

Payment batch files that fail to process when uploaded due to missing information, incorrect formatting, vendors not accepting virtual card (only applicable to customers who use [VCAP](#) as a payment method), etc. display an *Error* file status on the Payments page. Users can resolve *Error* statuses by excluding the invalid invoices and resubmitting the file or voiding the file then reuploading it.

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.

Upload		9/23/2023	
File Name	Date	File Status	Processing Details
NVP_ACH_Abdu_k8s_test_10_20.xlsx	10/20/2023	Approved	View
NVP_ACH_Carson_k8s.xlsx	10/19/2023	Approved	View
NVP_ACH_Abdu_k8s.xlsx	10/18/2023	Approved	View
NVP International (VCard_MC Vendors).xlsx	10/18/2023	Error	View
NVP_ACH_Abdu.xlsx	10/18/2023	Approved	View

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 on the *Payable* tab for payment.

Invalid

Payable

Excluded

Error Status	Invoice ID	Vendor ID	Vendor Name
✓ Invalid Columns: Vendor ID, Vendor Name, Invoice Amount To Pay	20230824014D	*	*

1

Page 1 of 1

100

Rows per page

1 - 1 of 1 items

Save Changes & Resubmit File

Void Entire File

5. Create a **new payment batch file** with the corrected information for the invoice(s) that were previously excluded.
6. Upload the new payment batch file. See the [Uploading Payment Batch Files](#) section for instructions on how to upload the corrected payment batch file.

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

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

Upload		9/23/2023	
File Name	Date	File Status	Processing Details
NVP_ACH_Abdu_k8s_test_10_20.xlsx	10/20/2023	Approved	View
NVP_ACH_Carson_k8s.xlsx	10/19/2023	Approved	View
NVP_ACH_Abdu_k8s.xlsx	10/18/2023	Approved	View
NVP International (VCard_MC Vendors).xlsx	10/18/2023	Error	View
NVP_ACH_Abdu.xlsx	10/18/2023	Approved	View

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

Invalid		Payable	
☐ Excluded	Error Status	Invoice ID	Vendor ID
☒	Invalid Columns: Vendor ID, Vendor Name, Invoice Amount To Pay	20230824014D	*
1 Page 1 of 1 100 Rows per page 1 - 1 of 1 items			
Save Changes & Resubmit File		Void Entire File	

3. Correct the **information in the payment batch file** based on the Error Status then reupload the **payment batch file**. See [Uploading Payment Batch Files](#) for instructions.

Payment Batch Details Page

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

01-ACH.txt

Date: 9/24/2022
Status: Awaiting Approval

Approve Batch **Hold Batch** **Cancel Batch** **Export**

Payment Summary table

Method	Account	Count	Settlement Amount
ACH	7635_USD_US	1	\$455.71
Total		1	\$455.71

Payment Batch Details table

Vendor	Vendor #	Paid by Customer	Invoiced by Supplier	Paid to Supplier	Remittance	Reference ID	Scheduled	Status	Payment Method	Payment Account
☐	78832	455.71 USD	455.71 USD	455.71 USD		58875	9/24/2022	Approved	ACH	7635_US

Page 1 of 1 Rows per page: 20 1 - 1 of 1 items

Selected 0 payments

Exclude **Hold** **Undo Exclude** **Undo Hold**

Payment Approver View

Payment Batch Details

customeraplupload_7/7/2020 10:26 PM

Date: 7/7/2020
Status: Awaiting Approval

Payments I Can Approve **Payments Needing Action** **All Payments** **Export**

Payment Summary table

Method	Account	Count	Settlement Amount
Awaiting Approval		2	\$600.00
Total		0	\$0.00

Payment Batch Details table

Vendor #	Vendor Name	Amount	Remittance	Reference	Check Date	Scheduled	Status	Payment Method	Account	Location
☒		\$600.00		800000005	07/17/2020	07/17/2020	Awaiting First Approver	PrintCheck		
☐		\$0.00		800000005	07/17/2020	07/17/2020	Awaiting First Approver	PrintCheck		

Page 1 of 1 Rows per page: 20 1 - 2 of 2 items

Selected 1 payment Selected amount total \$600.00

Approve **Exclude** **Hold** **Undo Exclude** **Undo Hold**

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 batch files and the Exclude , Hold , Undo Exclude , and Undo Hold buttons to process individual payments in a payment batch file.	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 file. • Payments Needing Action: On the Payments Needing Action tab, users with the Payment Approver permission can view information about the payments that need action in a payment batch file. • All Payments: On the All Payments tab, users with the Payment Approver permission can view information about all payments in a payment batch file.

Payment Summary Table

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

COLUMN HEADER	DESCRIPTION
Method	The Method column contains the payment method used by a customer to pay vendor payments through Corpay.
Account	The Account column contains a customer's account that is debited by Corpay to pay vendor payments.
Count	The Count column contains the number of payments in an uploaded batch per method and account.
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 Name	The Vendor Name column contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.
Paid by Customer/Amount	The Paid by Customer/Amount column contains the amount paid to Corpay by a customer for a vendor's invoice(s).
Paid by Customer/Currency	The Paid by Customer/Currency column contains the type of currency used by a customer to pay Corpay for a vendor's invoice(s).
Invoiced by Supplier/Amount	The Invoiced by Supplier/Amount column contains the invoice amount billed to a customer by a vendor.
Invoiced by Supplier/Currency	The Invoiced by Supplier/Currency column contains the type of currency accepted by a vendor for payment.
Paid to Supplier/Amount	The Paid to Supplier/Amount column contains the amount paid to a vendor by Corpay on behalf of a customer.
Paid to Supplier/Currency	The Paid to Supplier/Currency column contains the type of currency used to pay a vendor on behalf of a customer.
Remittance	The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the Remittance icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab.
Reference ID	The Reference ID column contains a unique identifier for a payment batch file. Click the Reference ID link to open the Payment Details and Invoices page .
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, Approved, Excluded, and On Hold. Hover over the person icon to view who approved the payment (if applicable).

COLUMN HEADER DESCRIPTION

		Status Payment Method Payment Account In Process PrintCheck Citizens State Bank In Process PrintCheck Citizens State Bank David_Test_02@ .com 12/1/2022 1 - 2 of 2 items
Payment Method	The Payment Method column contains the method of payment used by Corpay to pay a vendor. See Payment Methods for more information.	
Payment Account	The Payment Account column contains the customer's account that is used to pay a vendor. See the Accounts page for more information.	

Payment Details and Invoices Page

On the Payment Batch Details page, click a **Reference ID** 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](#).

Nvoicepay

Payment Details

Vendor Number:

newvendorweveneverseenbeforeever

Vendor Name:

Bob

Payment Date:

3/1/2025

Reference Number:

PN1294488

Payment Method:

PrintCheck

Payment Account:

West Coast Bank

Payment Amount:

\$703.46

Exclude Payment

Invoices

Invoice #	Invoice Date	Invoice Amount	Comments	View Attachment
a89fc880-629b-4ee3-aa7a-1267adellfdc	01/25/2025	\$703.46		View Attachment

1

Page 1 of 1

20

Rows per page

1 - 1 of 1 items

Invoice Images

Invoice #	Line #	FileName
a89fc880-629b-4ee3-aa7a-1267adellfdc	1	inv.pdf

1

Page 1 of 1

20

Rows per page

1 - 1 of 1 items

Payment Details Pane

The Payment Details pane contains information about the payment batch file.

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

Invoices Pane

The Invoices pane contains a detailed breakdown of the invoices within a payment batch file.

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.

FIELD	DESCRIPTION
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.

Invoices Images Pane

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

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

Processing Payment Batch Files

Approving Payment Batch Files

To approve a payment batch file:

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

Payments						
Upload		4/1/2022	to	11/1/2022	Show Complete	Search
File Name	Date	File Status	Processing Details	Return File	Processed	
01_ (No Address).txt	10/07/2022	Error	View			
VCard_test2.txt	09/22/2022	Awaiting Approval	View			
VCard_test1.txt	09/22/2022	Awaiting Approval	View			
VCard_test3.xls	09/22/2022	Processing Error				
04_ le.txt	09/21/2022	Awaiting Approval	View			
03_ le.txt	09/21/2022	Awaiting Approval	View			
02_ le.txt	09/21/2022	Error	View			
01_ e.txt	09/21/2022	Awaiting Approval	View			

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

Payment Batch Details

VCARD_test1.txt

Date: 9/22/2022
Status: Awaiting Approval

Approve Batch **Hold Batch** **Cancel Batch**

Export

Method	Account
PrintCheck	5529_US
Total	

	Vendor Name	Vendor #	Paid by Customer		Invoiced by Supplier		Paid to Supplier		Remittance	Reference ID
			Amount	Currency	Amount	Currency	Amount	Currency		
☐			501.50	USD	501.50	USD	501.50	USD		58874

Page 1 of 1
20 Rows per page
1 - 1 of 1 items

Selected 0 payments

Exclude **Hold** **Undo Exclude** **Undo Hold**

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

Payment Batch Details

VCARD_test1.txt

Date: 9/22/2022
Status: Approved

Export

Method	Account
PrintCheck	5529_US
Total	

	Vendor Name	Vendor #	Paid by Customer		Invoiced by Supplier		Paid to Supplier		Remittance	Reference ID	Sched
			Amount	Currency	Amount	Currency	Amount	Currency			
			501.50	USD	501.50	USD	501.50	USD		58874	9/22/24

Page 1 of 1
20 Rows per page
1 - 1 of 1 items

Selected 0 payments

Placing Payment Batch Files on Hold

To place a payment batch file on hold:

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

The screenshot shows the 'Payment Batch Details' page for a batch named '04_... Check Test File.txt'. The status is 'Awaiting Approval'. There are three buttons: 'Approve Batch', 'Hold Batch' (highlighted with a red box), and 'Cancel Batch'. A table shows payment details with columns for Vendor, Amount, Currency, and Reference ID. The 'Hold Batch' button is highlighted with a red box.

Vendor	Amount	Currency	Reference ID
...	501.50	USD	58674

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

The screenshot shows the 'Payment Batch Details' page for the same batch, but the status is now 'On Hold'. The 'Hold Batch' button is no longer present, and the 'Approve Batch' button is highlighted with a red box. The table and other UI elements remain the same.

Vendor	Amount	Currency	Reference ID
...	501.50	USD	58674

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

Canceling (Voiding) Payment Batch Files

To cancel a payment batch file:

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

Payment Batch Details

03_ [redacted] Print
Check Test File.txt

Date: 9/21/2022
Status: Awaiting Approval

Approve Batch **Hold Batch** **Cancel Batch**

Method	Account
PrintCheck	[redacted]_5529_US
Total	[redacted]

	Vendor Name	Vendor #	Paid by Customer Amount	Currency	Invoiced by Supplier Amount	Currency	Paid to Supplier Amount	Currency	Remittance	Reference ID
☐	[redacted]	[redacted]	501.50	USD	501.50	USD	501.50	USD	[redacted]	58674

Page 1 of 1 | 20 Rows per page | 1 - 1 of 1 items

Selected 0 payments

Exclude **Hold** **Undo Exclude** **Undo Hold**

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

Payment Batch Details

03_ [redacted] Print
Check Test File.txt

Date: 9/21/2022
Status: Void Complete

Method	Account	Count	Settle Amou
Excluded		1	
Total		0	

	Vendor Name	Vendor #	Paid by Customer Amount	Currency	Invoiced by Supplier Amount	Currency	Paid to Supplier Amount	Currency	Remittance	Reference ID
☐	[redacted]	[redacted]	501.50	USD	501.50	USD	501.50	USD	[redacted]	58674

Page 1 of 1 | 20 Rows per page | 1 - 1 of 1 items

Selected 0 payments

Exclude **Hold** **Undo Exclude** **Undo Hold**

Exporting Payment Batch Files

To export a payment batch file:

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

Payment Batch Details

01_InvoiceID.txt

Date: 10/6/2022
Status: Approved

Method

Account

PrintCheck

Total

Export

Vendor Name	Vendor #	Paid by Customer		Invoiced by Supplier		Paid to Supplier		Remittance	Reference ID	Sched
		Amount	Currency	Amount	Currency	Amount	Currency			
		1.50	USD	1.50	USD	1.50	USD		22100601	10/6/20
		2.50	USD	2.50	USD	2.50	USD		22100602	10/6/20
		3.50	USD	3.50	USD	3.50	USD		22100603	10/6/20
		4.50	USD	4.50	USD	4.50	USD		22100604	10/6/20

1

Page 1 of 1

20

Rows per page

1 - 4 of 4 items

Selected 0 payments

Processing Individual Payments in a Payment Batch File

Approving Individual Payments

To approve an individual payment:

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

File Name	Date	File Status	Payments Needing Action	Processing Details	Return File	Processed
	07/22/2020	Awaiting Approval	5	View		
	07/22/2020	Awaiting Approval	5	View		
	07/22/2020	Awaiting Approval	5	View		
customerapiuploaded_7/22/2020 12:16 AM	07/21/2020	Awaiting Approval	5	View		
customerapiuploaded_7/17/2020 10:26 PM	07/17/2020	Awaiting Approval	3	View		
	07/17/2020	Error		View		

Page 1 of 1 | 20 Rows per page | 1 - 14 of 14 items

2. On the *Payment Batch Details* page, select the **Payments I Can Approve** tab.
3. On the *Payments I Can Approve* tab, select the **payment(s)** to approve.
4. Click the **Approve** button.

Payment Batch Details
customerapiuploaded_7/17/2020 10:26 PM
Date: 7/17/2020
Status: Awaiting Approval

Method	Account	Count	Settlement Amount
PrintCheck		1	\$600.00
Awaiting Approval		1	\$61.00
Total		1	\$600.00

Payments I Can Approve | Payments Needing Action | All Payments

Vendor #	Vendor Name	Amount	Remittance	Reference	Check Date	Scheduled	Status	Payment Method	Account	Location
☒		\$61.00		810000005	07/17/2020	07/17/2020	Awaiting First Approver	PrintCheck		

Page 1 of 1 | 20 Rows per page | 1 - 1 of 1 items

Selected 1 payment | Selected amount total \$61.00

[Approve](#) [Exclude](#) [Hold](#) [Undo Exclude](#) [Undo Hold](#)

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

Payment Batch Details

customerapiuploaded_7/17/2020 10:26 PM

Date: 7/17/2020

Status: Awaiting Approval

Method	Account	Count	Settlement Amount
PrintCheck		2	\$661.00
Total		2	\$661.00

Export

Payments I Can Approve

Payments Needing Action

All Payments

	Vendor #	Vendor Name	Amount	Remittance	Reference	Check Date	Scheduled	Status	Payment Method	Account	Location
☐			\$600.00		8100000004	07/17/2020	07/17/2020	Approved 	PrintCheck		
☐			\$61.00		8100000005	07/17/2020	07/17/2020	Approved 	PrintCheck		

1

Page 1 of 1

20

Rows per page

1 - 2 of 2 items

Exclude

Hold

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 file that is awaiting approval.
2. On the *Payment Batch Details* page, select the **payment** in the table.

3. Click the **Hold** button.

Payment Batch Details

01_ Print Check Test File.txt

Date: 9/21/2022
Status: Awaiting Approval

Approve Batch Hold Batch Cancel Batch

Method	Account
PrintCheck	5529_US
Total	

Vendor	Vendor	Paid by Customer	Invoiced by Supplier	Paid to Supplier	Remittance	Reference
Name	#	Amount	Currency	Amount	Currency	ID
☒		501.50	USD	501.50	USD	58674

Page 1 of 1 20 Rows per page 1 - 1 of 1 items

Selected 1 payment

Exclude Hold Undo Exclude Undo Hold

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

Payment Batch Details

01_ Print Check Test File.txt

Date: 9/21/2022
Status: Awaiting Approval

Approve Batch Hold Batch Cancel Batch

Method	Account	Count	Settlement Amount
On Hold		1	\$501.50
Total		0	\$0.00

Vendor	Vendor	Paid by Customer	Invoiced by Supplier	Paid to Supplier	Remittance	Reference	Scheduled	Status	Payment Method	Payment Account
Name	#	Amount	Currency	Amount	Currency	ID				
☐		501.50	USD	501.50	USD	58674	9/21/2022	On Hold - Approved	PrintCheck	00410.03687784.5529_USD_US

Page 1 of 1 20 Rows per page 1 - 1 of 1 items

Selected 0 payments

Exclude Hold Undo Exclude Undo Hold

Undoing Holds

To undo a hold:

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

The screenshot shows the 'Payment Batch Details' page. At the top, there's a header with '01_ Check Test File.txt' and a 'Print' button. Below this, the date is '9/21/2022' and the status is 'Awaiting Approval'. There are three buttons: 'Approve Batch', 'Hold Batch', and 'Cancel Batch'. A small table shows the status of the batch:

Method	Account	Count	Settler Amount
On Hold		1	\$5
Total		0	

Below this is a large table with columns: Vendor Name, Vendor #, Paid by Customer (Amount, Currency), Invoiced by Supplier (Amount, Currency), Paid to Supplier (Amount, Currency), Remittance, and Reference ID. The first row is selected, showing a payment of 501.50 USD. At the bottom, there are buttons for 'Exclude', 'Hold', 'Undo Exclude', and 'Undo Hold'.

4. A message displays stating that a 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 file:

1. In the *Payments* table, click the **View** button for a payment batch file that is awaiting approval.
2. On the *Payment Batch Details* page, select the **payment** to exclude in the table.

3. Click the **Exclude** button.

Payment Batch Details Export

VCard_test4.txt

Date: 9/23/2022
Status: Awaiting Approval

Approve Batch Hold Batch Cancel Batch

Method	Account
PrintCheck	5529_U
Total	

	Vendor Name	Vendor #	Paid by Customer		Invoiced by Supplier		Paid to Supplier		Remittance	Reference ID
			Amount	Currency	Amount	Currency	Amount	Currency		
☒			501.50	USD	501.50	USD	501.50	USD		58877

Page 1 of 1 | 20 Rows per page | 1 - 1 of 1 items

Selected 1 payment

Exclude Hold Undo Exclude Undo Hold

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 payment was excluded successfully.

Undoing Exclusions

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

1. On the *Payment Batch Details* page, select the **payment** to remove the exclusion from in the table.

2. Click the **Undo Exclude** button.

Payment Batch Details

VCard_test4.txt

Date: 9/23/2022
Status: Awaiting Approval

Approve Batch Hold Batch Cancel Batch

Method	Account	Count	Settle Amou
Excluded		1	
Total		0	

	Vendor Name	Vendor #	Paid by Customer Amount	Currency	Invoiced by Supplier Amount	Currency	Paid to Supplier Amount	Currency	Remittance	Reference ID
☒			501.50	USD	501.50	USD	501.50	USD		58877

Page 1 of 1 20 Rows per page 1 - 1 of 1 items

Selected 1 payment

Exclude Hold Undo Exclude Undo Hold

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.

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 payments on the Approvals page. However, payment batch files should only be approved on the Payments page. See [Approving Payment Batch Files](#) 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.

Vendor #	Vendor Name	Amount	Remittance	Reference	Check Date	Scheduled	Submitted By	Status	Payment Method	Account
		\$1,065.44		E005301	08/20/2015	08/20/2015		Awaiting First Approver	MasterCard	
		\$4,067.00		E005319	08/20/2015	08/20/2015		Awaiting First Approver	MasterCard	
		\$1,300.21		E005320	08/20/2015	08/20/2015		Awaiting First Approver	MasterCard	
		\$1,700.00		E005325	08/20/2015	08/20/2015		Awaiting First Approver	MasterCard	

Selected 0 payments Selected amount total \$0.00

Approve

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

Approvals Table

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

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.
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 file. Click the Reference link to open the

NAME	DESCRIPTION
	Payment Details and Invoices pages in a separate tab. See the Payment Details and Invoices Page section for more information.
Check Date	The Check Date column contains the date a check was printed.
Scheduled	The Scheduled column contains the slated date of a payment to a vendor.
Submitted By	The Submitted By column contains the name of the person who submitted the payment for approval.
Status	The Status column contains the status of a payment. Options are Awaiting First Approver, Awaiting Second Approver, On Hold - Awaiting First Approver, or On Hold - Awaiting Second Approver.
Payment Method	The Payment Method column contains the method of payment used to pay a vendor. See Payment Methods for more information.
Account	The Account column contains the bank account used to pay a vendor.
Batch	The Batch column contains a unique identifier for the payment batch file that includes the payment.
Batch Date	The Batch Date column contains the date when the payment batch file was uploaded in AP Gateway.

Approval Report Types

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

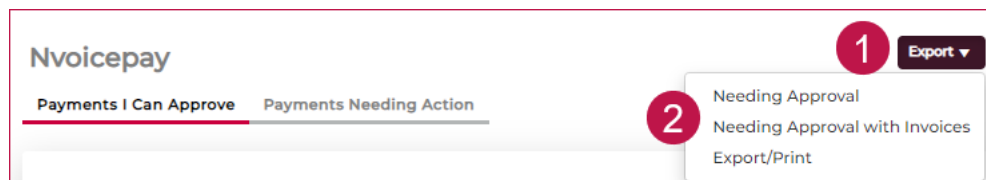
REPORT TYPE	DESCRIPTION
Needing Approval	The Needing Approval report contains the Vendor #, Vendor Name, Amount, Reference number, Check Date Scheduled date, Submitted By, and Payment Method/Account information for all payments that need approval.
Needing Approval with Invoices	The Needing Approval with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

Exporting Payment Reports

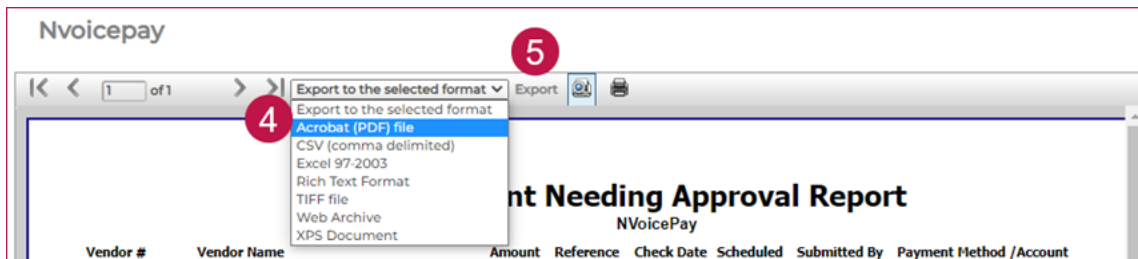
Use the Export button to export a Payments Needing Approval report, Payments Needing Approval with Invoices report, or a Conditional Payments Needing Approval report to download and print.

To export a report:

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



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

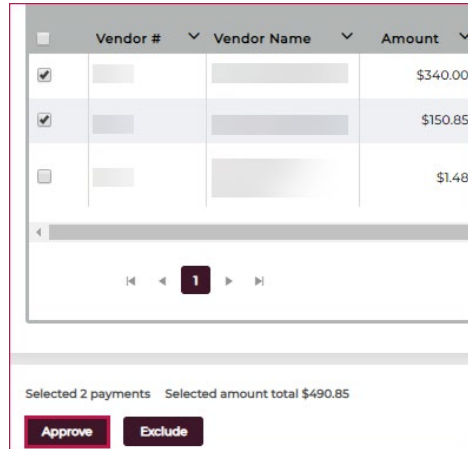


6. The report automatically downloads to your computer.

Approving Payments

To approve a payment:

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



The screenshot shows a table with three columns: Vendor #, Vendor Name, and Amount. The first two columns are blurred. The third column shows amounts: \$340.00, \$150.85, and \$1.48. The first two rows have their checkboxes selected. Below the table is a pagination bar with a red box around the number 1. At the bottom, a summary bar states 'Selected 2 payments Selected amount total \$490.85' and contains 'Approve' and 'Exclude' buttons.

	Vendor #	Vendor Name	Amount
☒			\$340.00
☒			\$150.85
☐			\$1.48

Selected 2 payments Selected amount total \$490.85

Approve Exclude

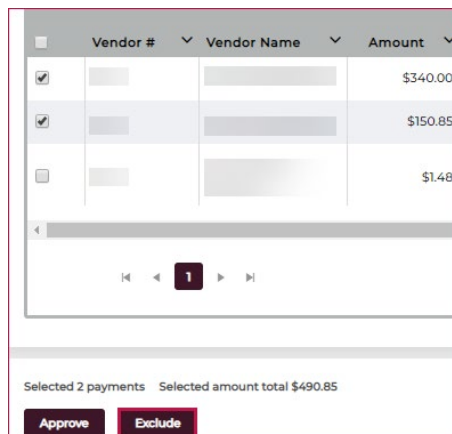
3. A message displays stating that two payments are being approved. Remain on the **Payments I can Approve** tab until the payment approvals are submitted
4. A message displays confirming the payments were approved successfully.

Excluding Payments

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

To exclude a payment from a batch:

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



This screenshot is identical to the one above, showing the same table with two selected payments and the 'Approve' and 'Exclude' buttons at the bottom.

	Vendor #	Vendor Name	Amount
☒			\$340.00
☒			\$150.85
☐			\$1.48

Selected 2 payments Selected amount total \$490.85

Approve Exclude

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

Payment Details and Invoices

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

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

PANE	FIELD	DESCRIPTION
Payment Details	Vendor Number	The Vendor Number field contains a vendor's account number.
Payment Details	Vendor Name	The Vendor Name field contains the name of the vendor receiving the payment.
Payment Details	Payment Date	The Payment Date field contains the date a payment was made to a vendor.
Payment Details	Scheduled Payment Date	The Scheduled Payment Date field contains the date a payment is slated for release. Scheduled payments are released after final approval, despite the scheduled date.

PANE	FIELD	DESCRIPTION
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 AP Gateway.

History Page

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

Date	Vendor Name	Vendor #	Amount	Remittance	Reference ID	Processed	Check #	Payment Method	Payment Account	Batch	Actions
5/2/2024			\$991.00		E000408			MasterCard	Mastercard VCN Credit	Viewpoint_MultiLine.xls	...
12/28/2023			\$1,691.00		E000405			MasterCard	Mastercard VCN Credit	Test_Uploadfile-Origin at.xml	...
12/28/2023			\$991.00		E000404			MasterCard	Mastercard VCN Credit	Test_Upload.xml	...
12/20/2023			\$1,500.00		E000402			MasterCard	Mastercard VCN Credit	Test_Batch_3Lines_Uploadfile.xml	...
12/20/2023			\$600.00		E000403			MasterCard	Mastercard VCN Credit	Test_Batch_3Lines_Uploadfile.xml	...
12/20/2023			\$500.00		E000401			MasterCard	Mastercard VCN Credit	Test_Batch_3Lines_Uploadfile.xml	...
10/23/2023			\$500.00		P009947			PrintCheck		PaymentInvoiceFiles_QAAutomation_Invoices.xml	...
10/20/2023			\$500.00		P009946			PrintCheck		PaymentInvoiceFiles_QAAutomation_Invoices.xml	...

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

History Table

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

NAME	DESCRIPTION
Date	The Date column contains the date a payment is fully approved or submitted by a customer in AP Gateway.
Vendor Name	The Vendor Name column contains the name of a vendor who is receiving payment(s) from Corpay on behalf of a customer.
Vendor #	The Vendor # column contains the account number for a vendor in AP Gateway.
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

NAME	DESCRIPTION
	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 file. Click the Reference ID link to open the Payment Details and Invoices page. See the Payment Details and Invoices Page section for more information.
Processed	The Processed column contains the date when a payment is received by a vendor. For print check payments, users can select a date in the Processed column to access images of the cashed checks.
Check #	The Check # column contains a unique number that identifies a check.
Payment Method	The Payment Method column contains the method of payment used to pay a vendor. See Payment Methods for more information.
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.
Actions	In the <i>Actions</i> 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 <i>Date Pickers</i> then click the View button. The Date Pickers allow searches for up to seven years.
Void Checks	Click the Void checks button to reissue or refund print check payments after they are processed in AP Gateway and sent to vendors. If a print check payment has been processed by a vendor, it cannot be voided and reissued or refunded. See the Reissuing Print Check Payments or Refunding Print Check Payments sections for more information.

To view the payment history for a specific date range:

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



The screenshot shows the 'History' page in the AP Gateway. At the top, there are date pickers with a red circle '1' over the date range '8/1/2022 to 11/7/2022' and a red circle '2' over the 'View' button. Below the date pickers is a table with columns: Date, Vendor Name, Vendor #, Paid by Customer (Amount, Currency), Invoiced by Supplier (Amount, Currency), Paid to Supplier (Amount, Currency), and Remittance. The table contains two rows of data for the date 10/6/2022.

Date	Vendor Name	Vendor #	Paid by Customer Amount	Paid by Customer Currency	Invoiced by Supplier Amount	Invoiced by Supplier Currency	Paid to Supplier Amount	Paid to Supplier Currency	Remittance
10/6/2022			4.50	USD	4.50	USD	4.50	USD	
10/6/2022			3.50	USD	3.50	USD	3.50	USD	

Payment Report Types

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

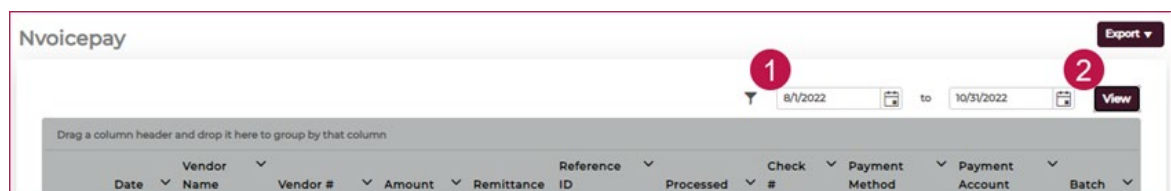
REPORT TYPE	DESCRIPTION
Payments Report	The Payments Report contains the Status, Vendor #, Vendor Name, Amount, Reference number, Processed status, Check #, and Payment Method/Account for all payments during a specified date range.
Invoices By Batch Report	The Invoices By Batch Report contains the Status,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

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.

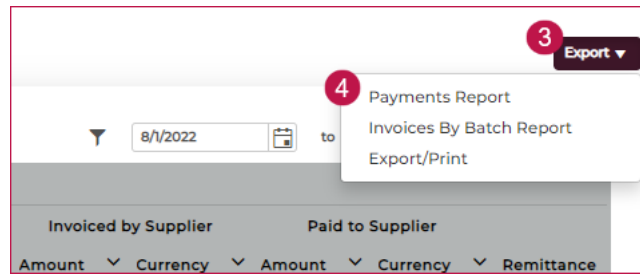
To export a report for a specific time:

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

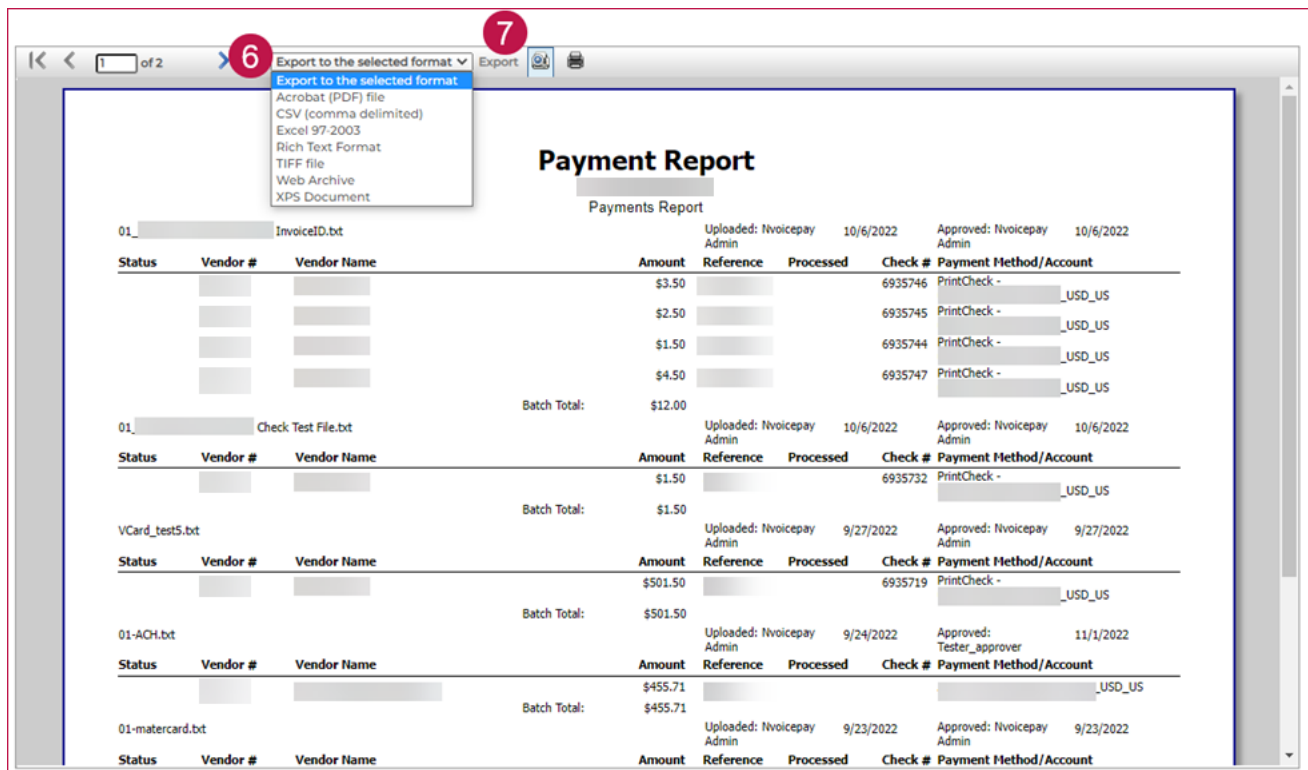


3. Click the **Export** drop-down.

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 void then 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.

Void Checks			
Drag a column header and drop it here to group by that column			
	Date	Vendor Name	Vendor #
✓	12/20/2023		
✓	12/20/2023		
	10/23/2023		

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

 **Important**

×

Corpay will void any unprocessed checks you select within two business days.

If you want to void checks due to fraud, please contact us immediately at 877-974-1752

Cancel

OK

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

5. In the *table*, select **one or multiple checkboxes** or select the **Select All** checkbox in the *column header* for the print check payments to reissue. One or more print check payments must be selected to enable the Next button.

Void Checks [Next] [Cancel] Vendor Number [X] Invoice Number [X] Invoice Am [X]

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
☒	10/23/2023			\$500.00		P009947		6976594	PrintCheck
☒	10/20/2023			\$500.00		P009946		6976595	PrintCheck
☒	10/16/2023			\$500.00		P009943		6976564	PrintCheck
☒	10/13/2023			\$500.00		P009941		6976563	PrintCheck
☒	10/4/2023			\$500.00		P009934		6976537	PrintCheck

1 Page 1 of 1 20 Rows per page

6. Click the **Next** button.

Void Checks [Next] [Cancel]

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

☒	Date	Vendor Name	Vendor #
☒	10/23/2023		
☒	10/20/2023		
☒	10/16/2023		
☒	10/13/2023		
☒	10/4/2023		

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

- c. If you would like to reissue the print check payment to an address that is different from the address included in the original payment submission, select the **reissue to a new address** checkbox, then enter the **new address** in the *New address* fields.
- i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip

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

- d. Click the **Submit** button.

Void Check Actions

Select the action you wish to perform

☒ Reissue

☐ Refund

Notes

Add any helpful context for a support agent.

☒ reissue to a new address

New address *

1234 Test Lane

Address line 2

Orange CA 92868

Please note that all reissued checks will go to the same address.

Cancel Submit

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

Reissue request submitted. You will receive an update by email within two business days.

Void Checks

Vendor Number

Invoice Number

Invoice Amount

2/26/2024

To

3/27/2024

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	Locat
------	-------------	----------	--------	------------	--------------	-----------	---------	----------------	-----------------	-------

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 void then 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.

Void Checks

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

	Date	Vendor Name	Vendor #
✓	12/20/2023		
✓	12/20/2023		
	10/23/2023		

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.

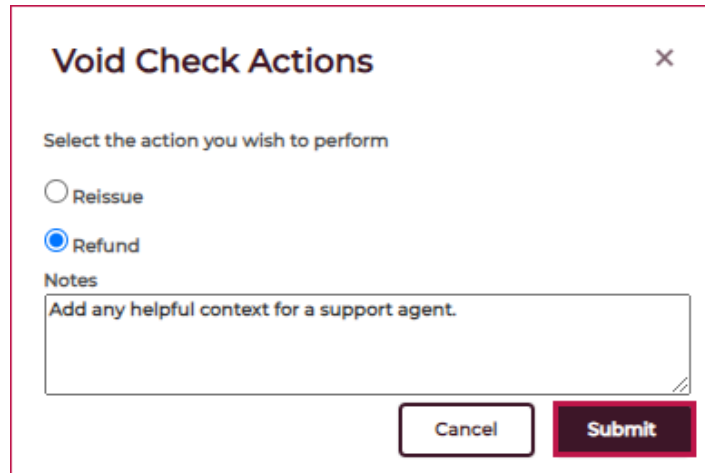
Void Checks		Next		Cancel		Vendor Number		X		Invoice Number		X		Invoice An	
Drag a column header and drop it here to group by that column															
☒	Date	Vendor Name	Vendor #	Amount	Remittance	Reference ID	Processed	Check #	Payment Method						
☒	10/23/2023			\$500.00		P009947		6976594	PrintCheck						
☒	10/20/2023			\$500.00		P009946		6976595	PrintCheck						
☒	10/16/2023			\$500.00		P009943		6976564	PrintCheck						
☒	10/13/2023			\$500.00		P009941		6976563	PrintCheck						
☒	10/4/2023			\$500.00		P009934		6976537	PrintCheck						
1 Page 1 of 1 20 Rows per page															

5. Click the **Next** button.

Void Checks		Next		Cancel	
Drag a column header and drop it here to group by that column					
☒	Date	Vendor Name	Vendor #		
☒	10/23/2023				
☒	10/20/2023				
☒	10/16/2023				
☒	10/13/2023				
☒	10/4/2023				

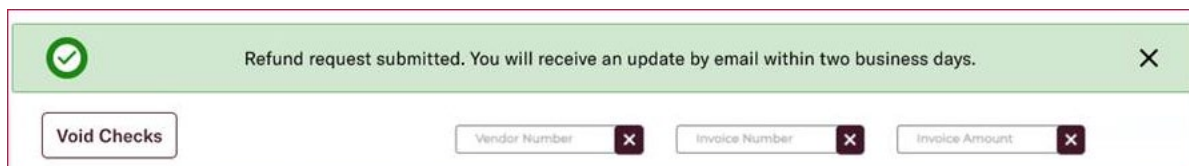
6. Complete the Void Check Actions dialog.
 - a. Select the **Refund** option.

- 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.



The dialog box is titled "Void Check Actions" with a close button (X) in the top right corner. Below the title, it says "Select the action you wish to perform". There are two radio buttons: "Reissue" (unselected) and "Refund" (selected). Below the radio buttons is a text area labeled "Notes" with the placeholder text "Add any helpful context for a support agent." At the bottom right, there are two buttons: "Cancel" and "Submit".

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

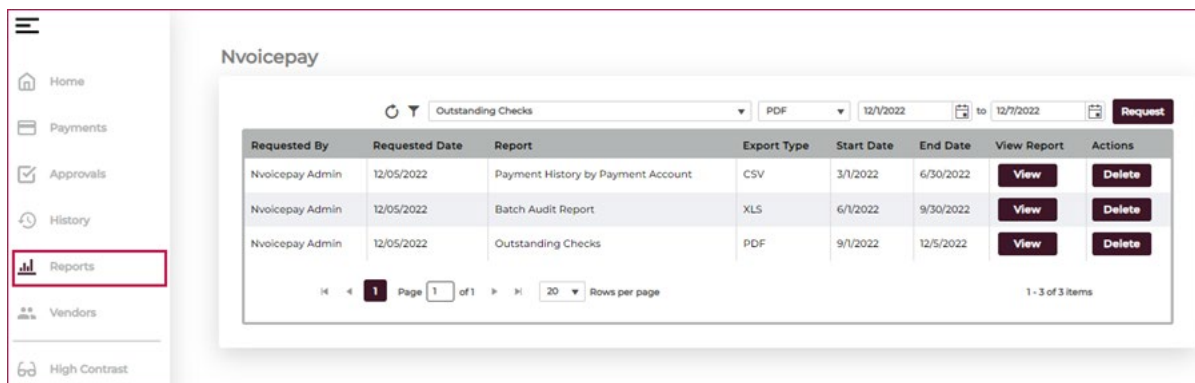


The message is displayed in a green banner with a checkmark icon on the left and a close button (X) on the right. The text inside the banner reads: "Refund request submitted. You will receive an update by email within two business days." Below the banner, there is a "Void Checks" button and three input fields: "Vendor Number", "Invoice Number", and "Invoice Amount", each with a close button (X) to its right.

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 automatically generated for each payment and stored on the Reports page. Users with the View Organization Reports permission can then view an Electronic Payment Advice or previously generated report as well as generate additional reports for specific dates on the Reports page. See the [Report Types](#) table to learn about the types of reports that can be generated.



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

Reports Table

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

NAME	DESCRIPTION
Requested By	The Requested By column contains the user who requested the report.
Requested Date	The Requested Date column contains the date the report was requested.
Report	The Report column contains the type of report.
Export Type	The Export Type column contains the format the report was exported in.
Start Date	The Start Date column contains the first day of the specified date range for the report.
End Date	The End Date column contains the last day of the specified date range for the report.
View Report	In the <i>View Report</i> column, click the View button to save a copy of the report.

NAME	DESCRIPTION
Actions	In the <i>Actions</i> 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 multiple 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 <i>Date Pickers</i> then click the Request button.

Report Types

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

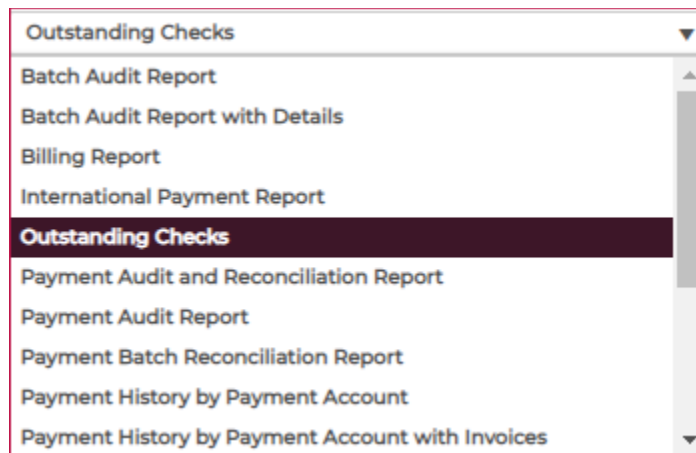
REPORT TYPE	DESCRIPTION
Batch Audit Report	The Batch Audit Report provides the username and date information for each payment batch file submission or cancellation. If a customer does not approve payments in batches, the report will contain the username and date for each approval.
Batch Audit Report with Details	The Batch Audit Report with Details provides information about payments that are excluded from a payment batch along with username and date information for each payment batch file submission, approval, and cancellation.
Billing Report	The Billing Report provides a breakdown of payments processed by payment method. This report should correspond with the payments included in a customer's monthly bill. This report can be generated for the previous month 7-10 days after the start of the next month. If the report does not contain any information, check again later. The information is included in the report when it is available.
Outstanding Checks	The Outstanding Checks report provides information about checks that have not been cashed.
Payment Audit Report	The Payment Audit Report provides the username, vendor, and date information for each payment submission or exclusion. For customers who do payment approvals (i.e., approving payments individually), this report contains the username and date associated with each approval.

REPORT TYPE	DESCRIPTION
Payment Audit and Reconciliation Report	The Payment Audit and Reconciliation Report provides the same information as the Payment Audit report for fully approved payments plus the funding date for each payment (i.e., the date the payment was debited from the customer's bank account).
Payment Batch Reconciliation Report	The Payment Batch Reconciliation Report provides the payment history for all vendors paid in each payment batch.
Payment History by Payment Account	The Payment History by Payment Account report provides the payment history for vendors grouped by payment account.
Payment History by Payment Account with Invoices	The Payment History by Payment Account with Invoices report provides the same information as the Payment History by Payment Account report plus invoice-level details.
Payment History by Vendor	The Payment History by Vendor report provides vendor payment history grouped by vendor name and vendor number.
Payment History by Vendor (Summary)	The Payment History by Vendor (Summary) report provides a summary of all payments to each vendor within a given date range.
Payment Reconciliation	The Payment Reconciliation report provides the payment history for all vendors from the selected payment account(s). This report should match payment details from the customer's bank account.
Payment Reconciliation with Invoices	The Payment Reconciliation with Invoices report provides the same information as the Payment Reconciliation report plus invoice-level details.
Payment Refund Report	The Payment Refund Report provides a summary of all payments that have been refunded.
Payment Reissue Report	The Payment Reissue Report provides a summary of all payments that have been reissued after the original submission of the payment.
Unprocessed Nvoicepay MasterCard Transactions	The Unprocessed Nvoicepay MasterCard Transactions report provides information about Mastercard payments that have not been processed by vendors.
Virtual Card AP Reconciliation Report	The Virtual Card AP Reconciliation report provides the account details, Customer ID, Customer Name, Vendor Name, Vendor Number, and VCAP information for all vendors who accept VCAP payments through Corpay. This report is only available for organizations with vendors who receive VCAP payments. NOTE: When generating the Virtual Card AP Reconciliation report, users must use the date pickers on the Reports page to select a date range that is less than 45 days and a start date that is less than 14 months prior to the current date.

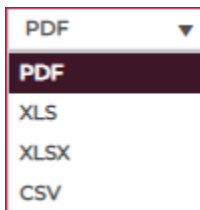
Generating Reports

To generate a report:

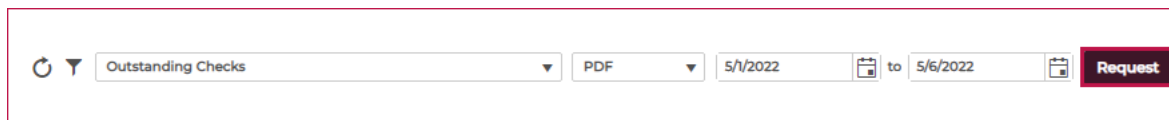
1. Select the **type of report** to generate in the *Report Types* drop-down.



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.

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

Nvoicepay

Outstanding Checks PDF 5/1/2022 to 5/6/2022 Request

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

Page 1 of 1 20 Rows per page 1 - 4 of 4 items

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

Deleting Reports

To delete a report:

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

Nvoicepay

Outstanding Checks PDF 5/1/2022 to 5/6/2022 Request

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

Page 1 of 1 20 Rows per page 1 - 4 of 4 items

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

says

Are you sure you want to delete this record?

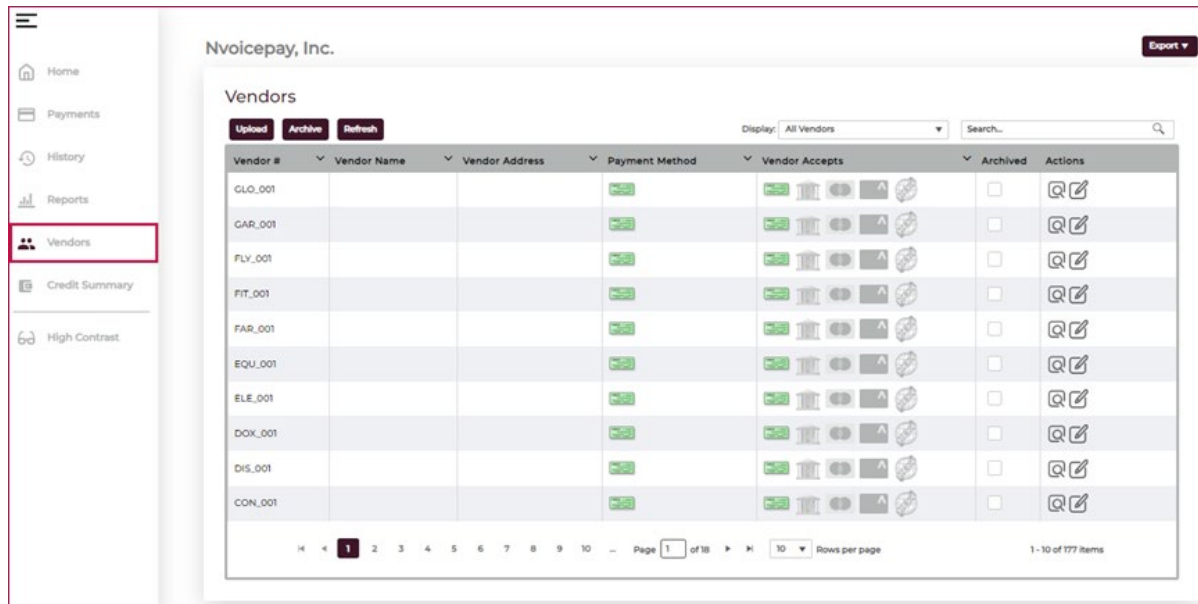
OK Cancel

Vendor Management

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

Vendors Page

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

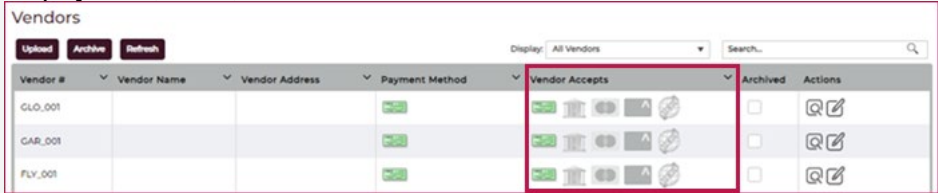
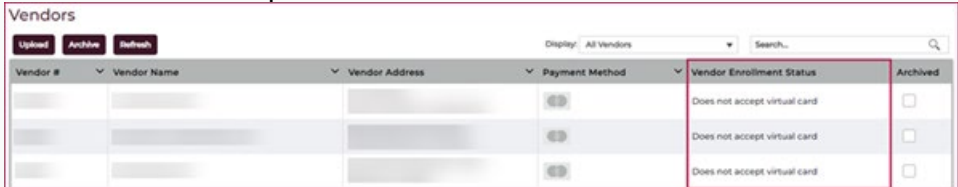


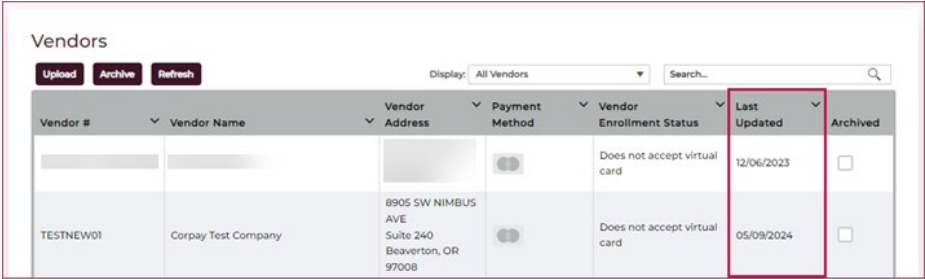
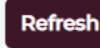
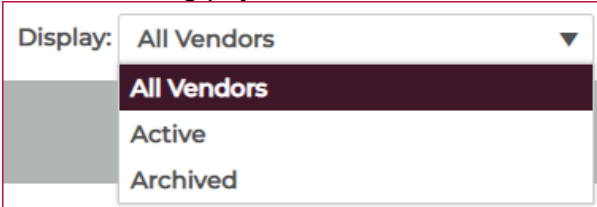
NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation as well as the information on your Vendors page (available based on configuration) may be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

Vendors Table

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

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the vendor number provided by the customer's Enterprise Resource Planning (ERP) system.

NAME	DESCRIPTION
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 an icon for 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 icons for the payment methods accepted by the vendor. Options are Print Check, Mastercard, CorpayCard, ACH, and International. 
Vendor Enrollment Status	The Vendor Enrollment Status column contains the following VCAP enrollment statuses for a customer's vendors: • Does not accept virtual card: Vendors with this enrollment status do not accept VCAP payments from Corpay because they declined to accept VCAP payments, or they have not been included in a VCAP enrollment campaign yet. • Accepts virtual card, not paid yet: Vendors with this enrollment status accept VCAP payments from Corpay but they have not received their first payment. • Enrolled, accepts virtual card: Vendors with this enrollment status accept VCAP payments from Corpay. The information in the Vendor Enrollment Status column is for customer vendors only, not master vendors, and it displays in the Vendors table instead of a Vendor Accepts column for customers with vendors who receive VCAP payments through Corpay. See the Payment Methods and Payment Method Flows sections to learn more about VCAP payments as well as the Notifications Table section to learn more about Vendor Enrollment Status reports. 
Last Updated	The Last Updated column contains the date when a vendor's information was last updated on the Vendors page. It is included in the Vendor Enrollment Status reports that Corpay emails to VCAP customers weekly and it is only visible in AP Gateway for organizations with vendors who receive VCAP payments through Corpay.

NAME	DESCRIPTION
	
Archived	The Archived column contains checkboxes that are selected if a vendor is inactive or no longer receiving payments and unselected if a vendor is actively receiving payments. The Archived column cannot be edited.
Upload	Click the Upload  button to open the <i>Upload File</i> dialog, download the <i>Vendor List Template</i> , upload new <i>vendor lists</i> , and view the <i>Upload History</i> .
Archive	Click the Archive  button to select vendor accounts in the <i>Vendors</i> table to archive. Click the checkbox in the column header to select all vendor accounts in the table or click the checkbox in each row to select one or more vendor accounts in the table. Vendor records should be archived for vendors who are not receiving payments.
Refresh	Click the Refresh  button to populate changes to the <i>Vendors</i> table.
Display	The Display drop-down contains the following options: • All Vendors: Select All Vendors to display all vendor accounts in the <i>Vendors</i> table. All Vendors is selected by default. • Active: Select Active to only display accounts for vendors who are receiving payments in the <i>Vendors</i> table. • Archived: Select Archived to only display accounts for vendors who are not receiving payments in the <i>Vendors</i> table. 
Search	Use the Search box to quickly find specific user accounts. 
Export	Click the Export drop-down then select one of the following report types to automatically download in a CSV format: • Current Company: Contains the vendor number, name, address, accepted payment methods, preferred payment method, and payment account information for all vendors of the company you are currently working under in AP Gateway.

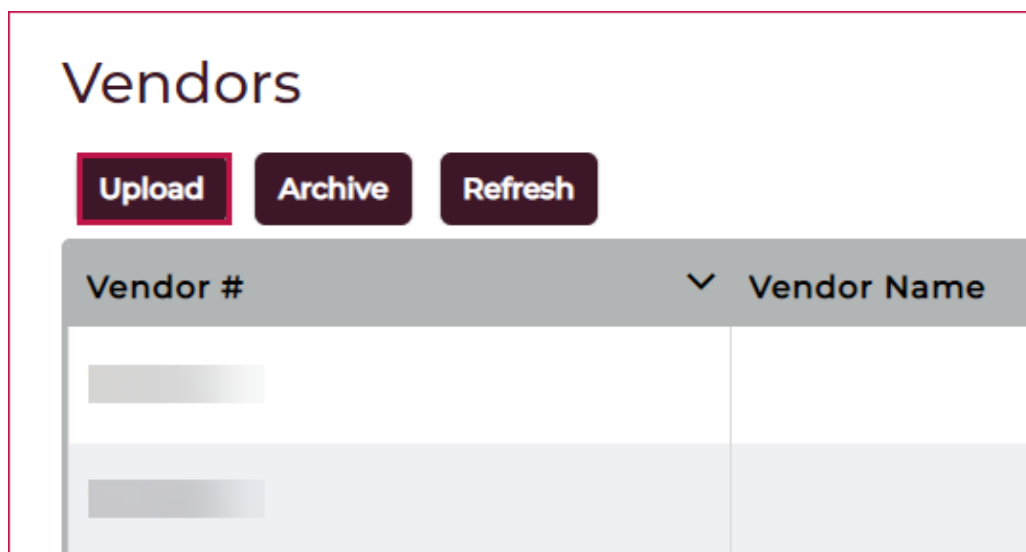
NAME	DESCRIPTION
	• All Companies: Contains the vendor number, name, address, accepted payment methods, preferred payment method, and payment account information for all vendors of the companies within your organization if your organization has multiple companies. Export ▼ Current Company All Companies

Uploading Vendor Lists

New vendors can be added to AP Gateway by uploading a vendor list. On the Vendors page, use the **Upload** button to open the Upload File dialog and 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 File** dialog to upload the vendor list.

To download the Vendor List Template:

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



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

Upload File

Upload Vendor List

Drag & Drop Files Here

DROP FILE HERE TO UPLOAD

- OR -

Upload Vendor List

Select files...

Download Vendor List Template

View Upload History

Cancel

Submit

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

Vendors

Upload Archive Refresh

Vendor #	Vendor Name
----------	-------------

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.

Upload File

Upload Vendor List

Drag & Drop Files Here
DROP FILE HERE TO UPLOAD

- OR -

Upload Vendor List

Select files...

Download Vendor List Template

View Upload History

Cancel Submit

3. Click the **Submit** button.

Upload File

Upload Vendor List

Drag & Drop Files Here
DROP FILE HERE TO UPLOAD

- OR -

Upload Vendor List

Select files... Done

VendorList.xlsx
File(s) uploaded successfully.

Download Vendor List Template

View Upload History

Cancel Submit

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

Vendor Upload History Table

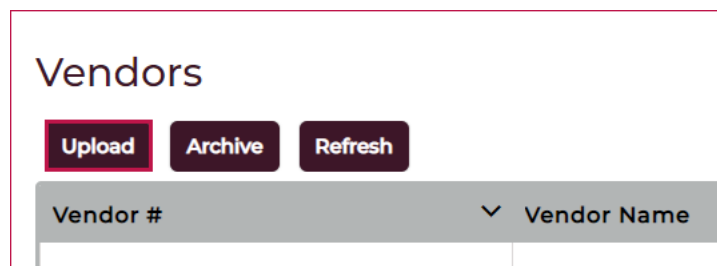
On the Vendor Upload History page, users can view and download previously uploaded vendor lists as well as upload lists of vendors that need to be hidden from the [Vendors table](#). The following table contains descriptions of the column headers in the Vendor Upload History table:

NAME	DESCRIPTION
Date	The Date column contains the date when the vendor list file was uploaded in AP Gateway.
User	The User column contains the email address for the user who uploaded the vendor list file in AP Gateway.
File Name	The File Name column contains a link to download a copy of the vendor list file.
Status	The Status column contains the following statuses for the vendor list file: • Pending: The vendor list upload is 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.

Viewing Upload History

To view the previously uploaded vendor lists:

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



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

Upload File

Upload Vendor List

Drag & Drop Files Here

DROP FILE HERE TO UPLOAD

- OR -

Upload Vendor List

Select files...

Download Vendor List Template

View Upload History

Cancel

Submit

3. On the *Vendor Upload History* page, click a **File Name** to automatically download a previously uploaded vendors list.

Nvoicepay, Inc.

Vendor Upload History

Vendors

Upload Hidden

Date	User	File Name	Status
08/28/2023	@invoicepay.com	RolesReport_08-24-2023.07_21.csv	Pending
08/28/2023	@invoicepay.com	RolesReport_08-24-2023.07_21.csv	Pending

1

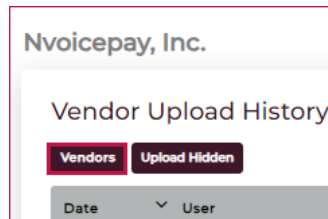
Page 1 of 1

20

Rows per page

1 - 2 of 2 Items

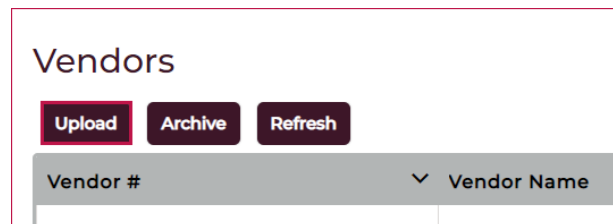
4. Click the **Vendors** button to return to the *Vendors* page.



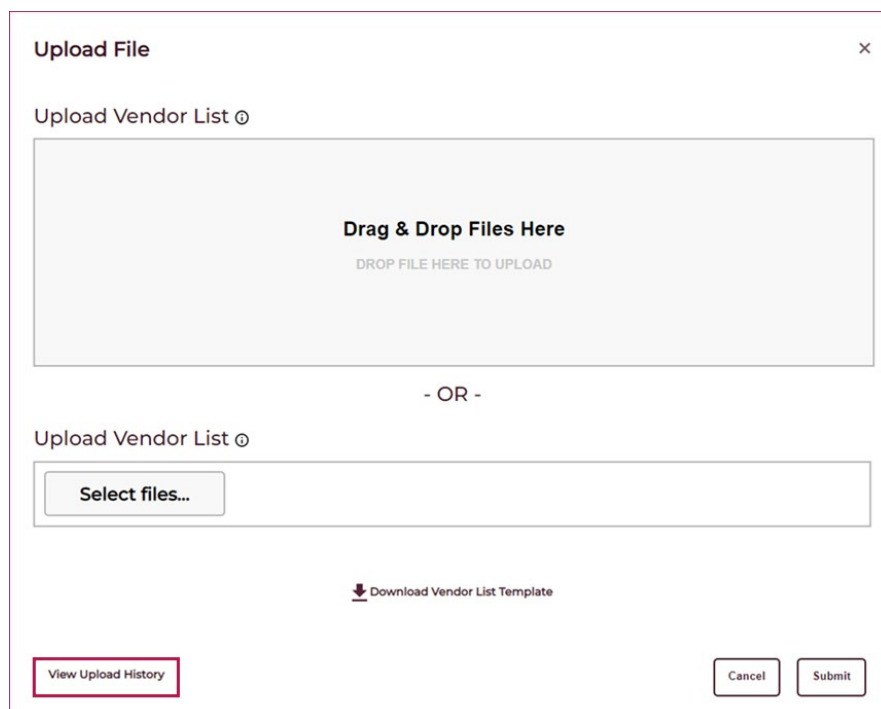
Uploading Hidden Vendor Lists

To upload a hidden vendor list:

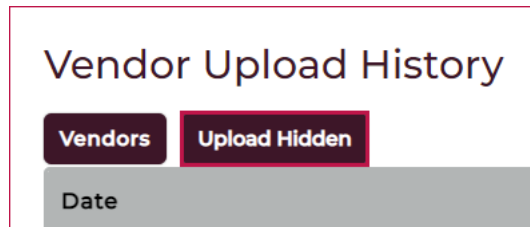
1. On the *Vendors* page, click the **Upload** button.



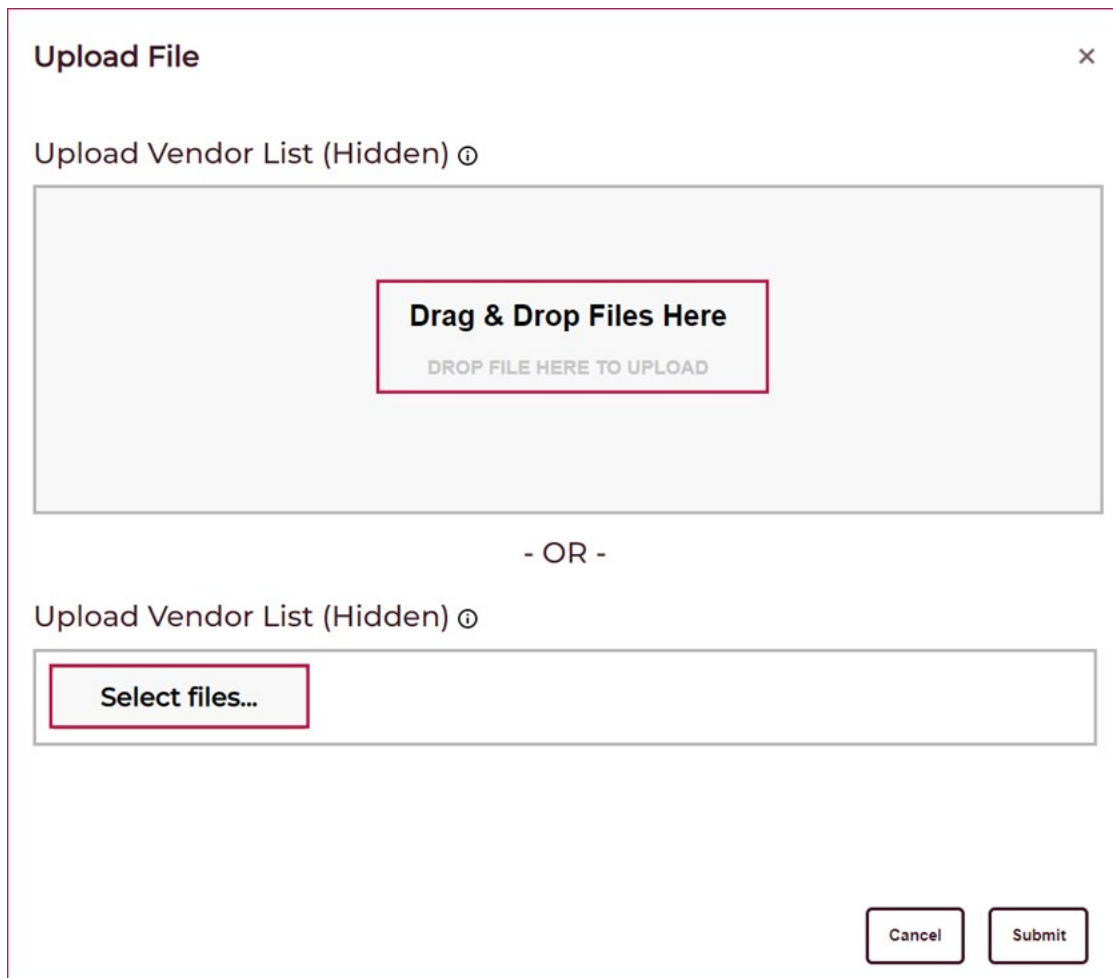
2. In the *Upload File* dialog, click the **View Upload History** button.



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.

Upload File

Upload Vendor List (Hidden) ⓘ

Drag & Drop Files Here

DROP FILE HERE TO UPLOAD

- OR -

Upload Vendor List (Hidden) ⓘ

Select files...

! Done

VendorList.xlsx

File(s) failed to upload.

↺ ×

Cancel

Submit

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

Archiving Vendors

To archive vendors:

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

Vendors

Upload

Archive

Refresh

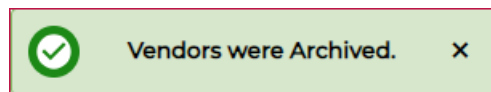
Vendor #

▼ Vendor Name

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 confirming the vendors were archived successfully.

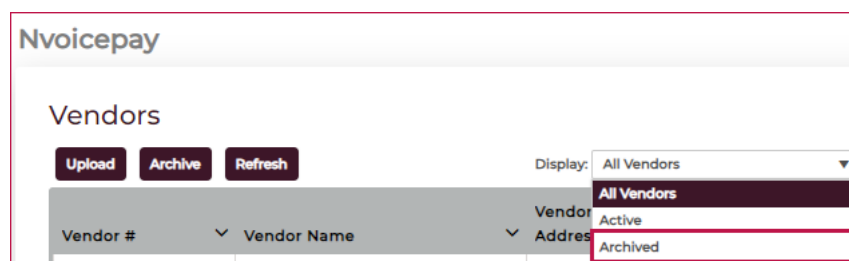


NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the information on your Vendors page (available based on configuration) may be different from the image above.

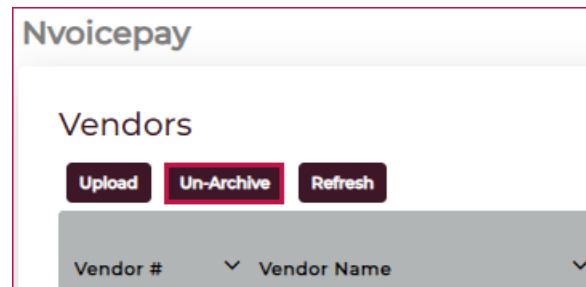
Unarchiving Vendors

To unarchive vendors:

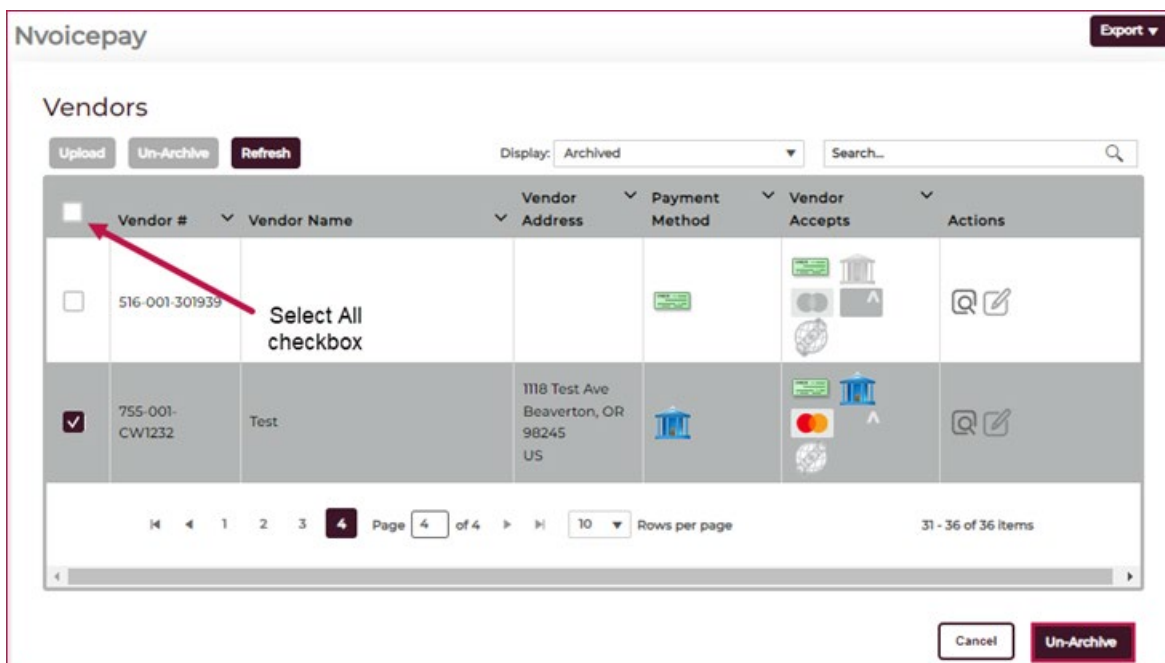
1. On the *Vendors* page, click the **Display** drop-down then select the **Archived** option.



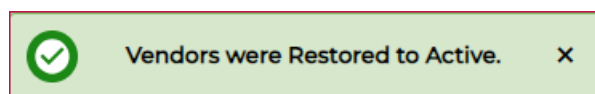
2. Selecting the Archived option changes the Archive button to Un-Archive. Click the **Un-Archive** button.



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



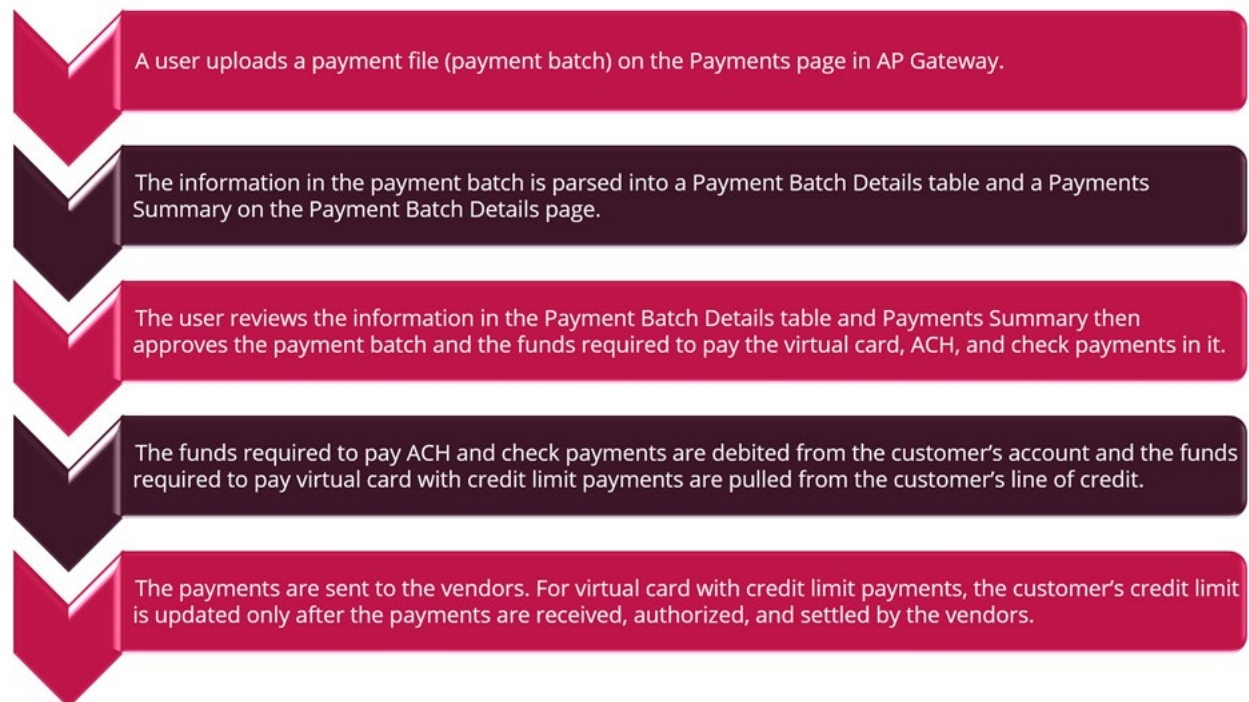
5. A message displays confirming the vendors were restored to active.



Credit Line Model Payments

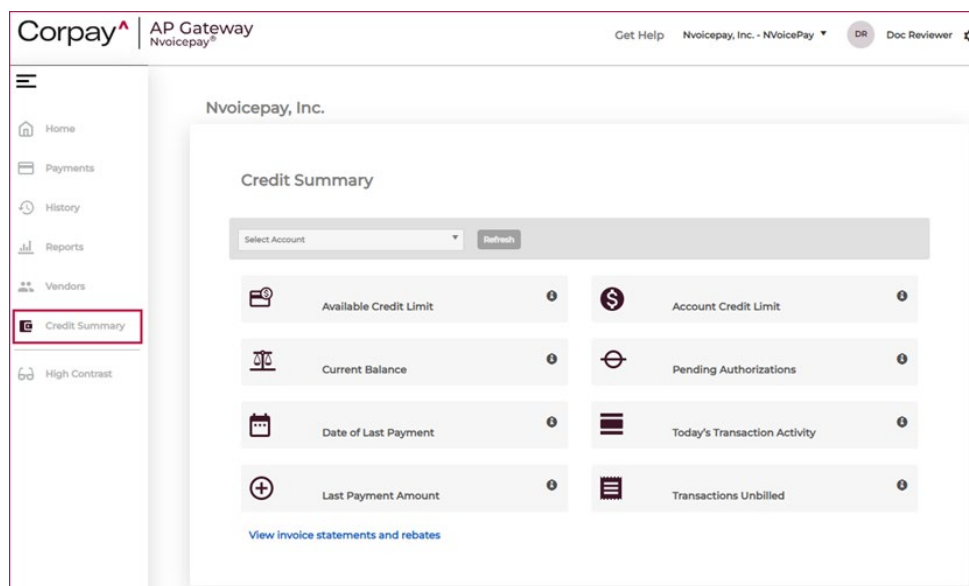
The Credit Line Model feature in AP Gateway allows qualifying companies to pay vendors using virtual cards funded by a Corpay line of credit. With Credit Line Model payments, Corpay processes vendor payments using a company's line of credit instead of debiting funds from the company's bank account. Corpay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

Process



Credit Summary Page

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

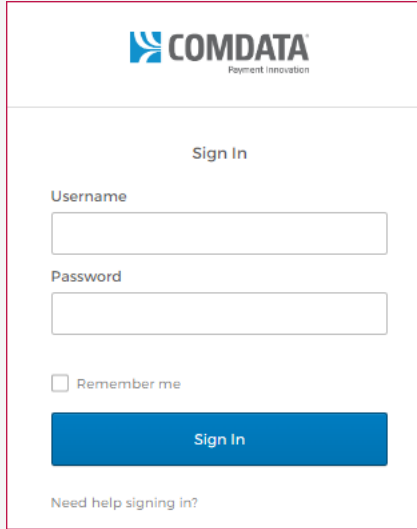


NOTE: The visibility of pages and information in AP Gateway is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your left-side navigation may be different from the image above.

Credit Summary Table

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

NAME	DESCRIPTION
Select Account	If an organization has multiple accounts with a line of credit, the Select Account drop-down contains the account number and account name for each account. Selecting an account in the Select Account drop-down updates the fields on the Credit Summary page with real time data on the account.
Refresh	The Refresh button refreshes the Credit Summary page to display the latest account information. When the page is refreshed, a message displays with the date and time the page was last updated. The date is in Pacific Daylight Time (PDT).

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

Frequently Asked Questions

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

General Questions

Q: What is covered during customer onboarding?

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

- Functions and features
- Available reports
- Uploading 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 AP Gateway. Virtual card information is then sent to the vendor in a secure email. If payments are not processed by the vendor within 30 days and if the entire amount of the card is available, Corpay is going to refund the card as a print check. And if partial payments were made and the card was partially used, Corpay is going to reissue the partial card amounts back to the customer at the date of expiration of the card.

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

See the following payment approval and release schedule:

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

Friday	Before 6pm	Monday
	After 6pm	Tuesday
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 AP Gateway.
- **Mastercard:** The vendor will receive a remittance containing single-use or multi-use virtual card information, via secure email, one banking day after the payment is approved in AP Gateway. The vendor can then process the payment using their merchant card processor.
- **ACH:** Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Gateway, and it typically takes an additional 1-2 banking days for bank processing.
- **Print Check:** Print Checks are mailed to vendors within 2-3 banking days after payments are approved in AP Gateway and they are delivered to vendors according to the USPS First Class mail delivery schedule in the vendor's area. Delivery times are longer for print checks sent internationally.

NOTE: See the [Payment Methods](#) and [Payment Method Flows](#) sections for more information.

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 180 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 AP Gateway?

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

- [Canceling \(Voiding\) Payment Batch Files](#): Instructions on voiding payment batch files.
- [Excluding Payments](#): Instructions on excluding individual payments from a payment batch file.
- [Reissuing Print Check Payments](#): Instructions on how to void and reissue print check payments that have been processed and sent to vendors.
- [Refunding Print Check Payments](#): Instructions on how to void and refund print check payments that have been processed 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 a virtual card is canceled?

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

Customer Support

In this section, you will learn when and how to contact Corpay's Technical and Vendor 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. PT.

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