



nvoicepay

AP Assist™

User Guide





Table of Contents

WELCOME	4
Training Overview	4
Payment Methods	5
Payment Flow Overview	6
Roles and Permissions	7
AP ASSIST NAVIGATION.....	8
Logging into AP Assist.....	8
CDK Option Bar.....	9
Dashboard Tab.....	10
Invoices Tab.....	12
Vendors Tab.....	13
Payments Tab.....	14
Reports Tab.....	15
Approval Tab.....	16
PROCESSING PAYMENTS.....	17
Making Payments using 'Pay Now'	17
Scheduling Payments.....	18
Placing Payments on Hold.....	19
Releasing Payments on Hold	20
Sending Payment E-mail Notifications	21
Approving Payments	22
Voiding Payments	24
AP ASSIST FEATURES	25
How to Use the Filter Features	25
How to Select Invoices for Payment	26
How to Group Payment Types.....	27
How to Save an Invoice Selection	28
How to Load an Invoice Selection.....	28
How to View Unpaid Invoices	29
How to View Remittance Advices and DSDA Archiving	30
How to View Payment History	31



SUPPLIER MAINTENANCE	32
Adding Suppliers to AP Assist	32
Viewing Supplier Acceptances	32
Opening the 'Edit Vendor' Window	33
Set Your Company's Bank Account and Payment Method	34
View Customer Accounts Assigned to a Supplier	35
Add Customer Accounts to a Supplier Record.....	36
Set a Default Customer Account in a Supplier Record.....	36
Delete a Customer Account from a Supplier Record.....	37
Apply Customer Accounts to Specific Invoices	38
Turn off a Supplier for Payments Through AP Assist.....	39
FREQUENTLY ASKED QUESTIONS	40
General Questions.....	40
Vendor/Supplier Questions.....	41
AP Assist/CDK Global Questions	41
Payment Questions	42
REFERENCES	43
Tech Support Contact Information	43
Payment Support Contact Information.....	43
Nvoicepay Hours of Operation.....	43



WELCOME

Nvoicepay transforms the way organizations pay their suppliers through intelligence-driven payment automation software, AP Assist. AP Assist is an integrated solution in CDK Drive enabling dealerships to pay their invoices electronically. This joint payment automation software is designed to handle the complexity of your business while meeting industry-leading security standards.

With the full support of the Nvoicepay Operations team, you'll begin the boarding process and start making supplier payments electronically. Support doesn't end when boarding is complete, though. Our operations team is available to answer your questions each step of the way.

This document outlines AP Assist features and functions, and walks you through the necessary steps to initiate and approve payments. It also provides tips and tricks, as well as a quick navigation of the essential tools available to you.

Training Overview

Nvoicepay's Tech Support team will cover the following during boarding:

- AP Assist functions and features
- An overview of available reports
- Uploading your first payment batch
- Approving your first payment batch

Tech Support will schedule the following post-installation appointments with you:

- First payment run
- 30-day follow-up

Once your company has gone live, Nvoicepay will provide you with the following:

- Ongoing support after "go-live" date



Payment Methods

Nvoicepay offers a variety of payment methods with which you can pay your suppliers. During your company's boarding process, Nvoicepay will reach out to your suppliers and confirm their payment acceptances. Nvoicepay determines the default payment type for each supplier by matching their payment acceptances to your highest payment preference.

While the payment preferences for your company may vary, the most common order is as listed below:

1. MasterCard VCN (Virtual Card Number)

- Cash rebates are available to our customers for all MasterCard VCN transactions.
- The supplier receives a secure remittance via e-mail containing a single-use virtual card number one bank day after the payment is approved.

2. NVP Card

- The NVP Card is Nvoicepay's private-label Accounts Payable card.
- Cash rebates are available to our customers for all NVP Card transactions.
- Suppliers are charged a reduced processing fee.
- Suppliers receive payment remittances 1 bank day after the payment is approved.
 - The payment will deposit into the supplier's bank account in 2-3 bank days.
- This payment option is ideal for suppliers who:
 - Want to pay lower card processing fees.
 - Do not have a master merchant account with MasterCard or Visa.

3. ACH (Direct Deposit)

- The supplier receives a remittance 1 bank day after the payment is approved.
 - Funds will deposit in the supplier's bank account in 2-3 bank days.

4. Print check

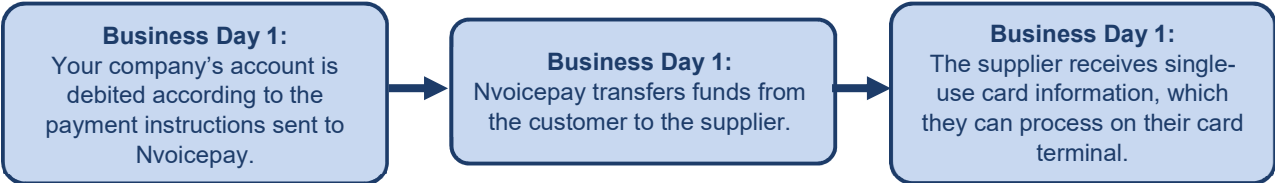
- All checks are mailed USPS First Class with positive payee service.
- Payments must be approved before 5:00 p.m. PST to be mailed the next business day.



Payment Flow Overview

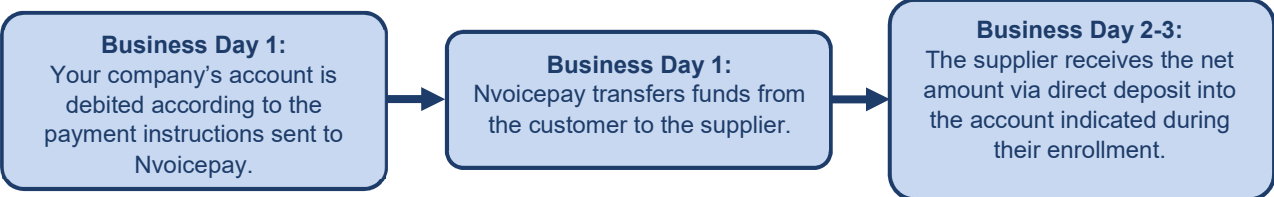
MasterCard VCN

- Daily reports match the payment instructions received by your company.
- Nvoicepay handles card reconciliation.



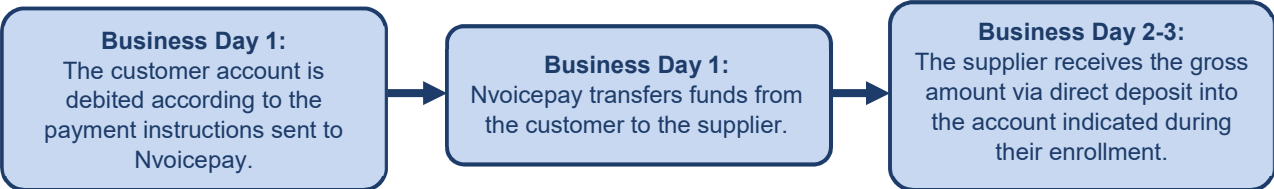
NVP Card

- Daily reports match the payment instructions received from your company.
- You can view payment remittances sent to your suppliers.



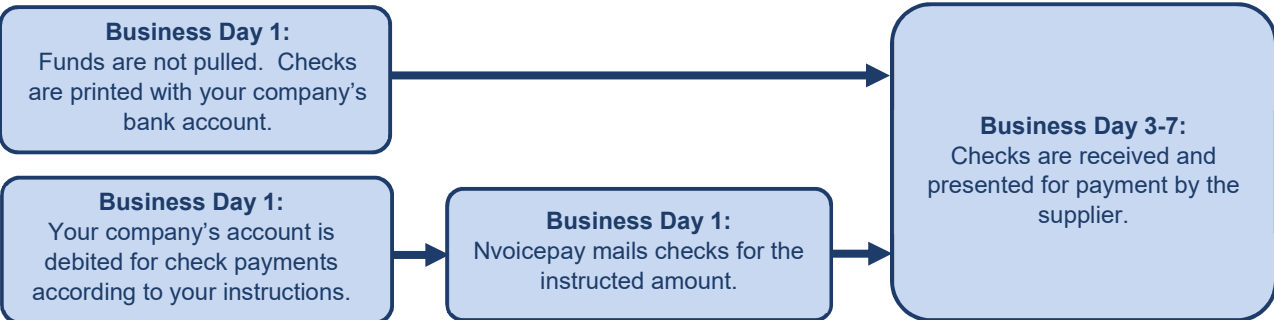
ACH

- Daily reports match the payment instructions.
- You can view payment remittances sent to your suppliers.



Print check

- You can view total payments made by print check.
- You can view images of each printed and cashed check.





Roles and Permissions

Each user in AP Assist can be assigned one or more permissions, determining the level of control they have over content within the program. The roles of each permission type are described in the below chart.

Permissions Type	Permissions Actions
Pay Now	Submit payments for release (marked paid in CDK Drive). <ul style="list-style-type: none">• Payments will release after final approval.
Schedule	Schedule payments for release on a specified date (marked paid in CDK Drive). <ul style="list-style-type: none">• Scheduled payments will release after final approval, regardless of scheduled date.
Void	Cancel held payments and transactions in an error state (transaction is voided in CDK Drive).
Hold	Place payments on hold (marked paid in CDK Drive). Transaction needs to then be released.
Release	Release held or scheduled payments immediately.
Approve	Approve payments. <ul style="list-style-type: none">• Your company determines the number of approvals required before a payment is released.• Single and double approvals are common.
Manage Vendors	Modify supplier settings and account numbers.
Manage Users	Authority to communicate with Technical Support to make changes to users (your company's employees) and assign permission levels (Admin Rights).
Manage Payment Accounts	Add and delete bank accounts (Admin Rights)
Gateway Access	Allows access to the cloud-based solution for payment approvals.

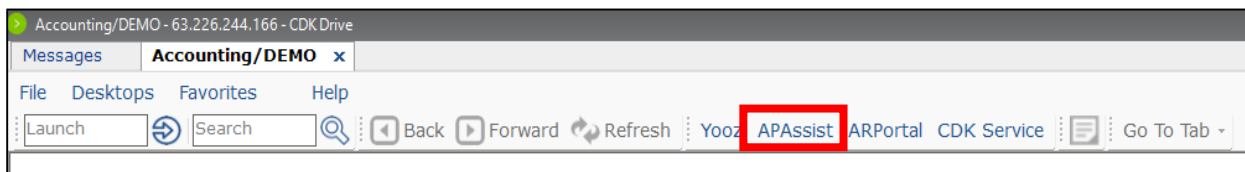
AP ASSIST NAVIGATION

AP Assist is a web-based program accessed through your company's D.M.S., CDK Global, LLC. We enable your company to make and track payments in one convenient location. The following chapter briefly describes each tab in AP Assist and their basic uses and functions.

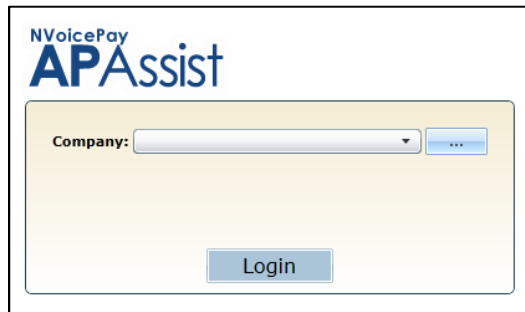
Logging into AP Assist

Launch CDK Global Accounting Software and log in.

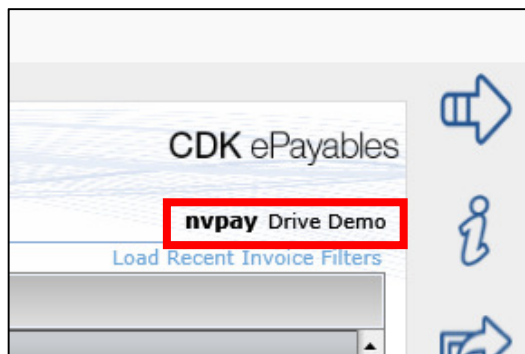
1. On the main page, click on the AP Assist option.



2. If your company has multiple accounting offices, you will be asked to select the company or branch under which you want to work. Select your desired branch under the 'Company' drop-down and click 'Login.'



3. If you ever forget which company or branch you are working under, the information is available in the top right corner of your screen, under the 'CDK ePayables' logo.





CDK Option Bar

At the top of the AP Assist screen is the Option Bar. While you may not use every icon regularly, some of them are integral to payment and supplier maintenance processes.



CDK Option Bar Breakdown:

Manage Users



Only those assigned Admin level permissions can access the Manage Users screen. In this view, an Admin can change permissions for other users, adding or removing available actions that can be made by each individual.

Save Selected Invoices



After you select at least one invoice in the Invoices tab in AP Assist, this icon will become available to click. Doing so will save the selected invoices. This allows you to save your work and return at a later time.

Load Previous Invoice Selections



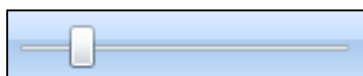
Click this icon to load a previously-saved group of invoices.

Refresh



Because AP Assist is pulling data from a web-based source, all information is up-to-date from the last refresh. Click the 'Refresh' icon to populate changes to invoices or suppliers.

Adjust Font Size



Use the scroller to alter the size of the font on your screen. The size increases as the scroller moves from left to right.

Invoices Complete



Refresh changes only made to your invoices.

Vendors Complete



Refresh only the supplier list to include new suppliers. Please note, changes to the supplier list will not reflect for 24 hours.

Refresh Complete



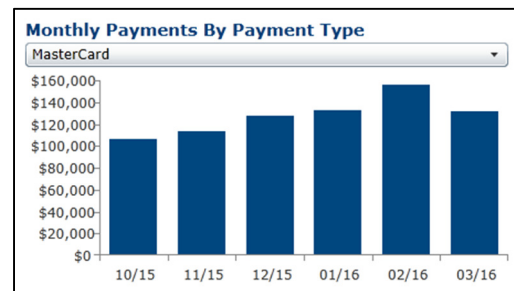
Refresh changes only made to existing supplier addresses. Please note, changes to the supplier list will not reflect for 24 hours.

Dashboard Tab

The Dashboard illustrates your company's payment statistics over time. The first time you use AP Assist, this page will be blank because no payments have been tracked yet.

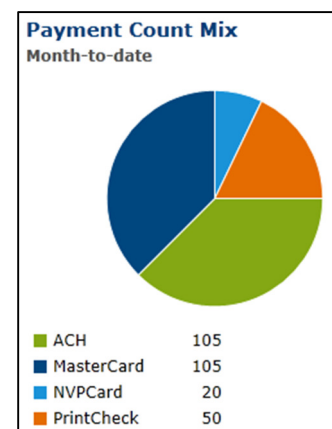
Monthly Payments by Payment Type

- Analyze distribution for NVP Card, MasterCard VCN, ACH, and print check payment types.
- Switch between payment types by opening the drop-down at the top of the graph and selecting your preferred payment type.



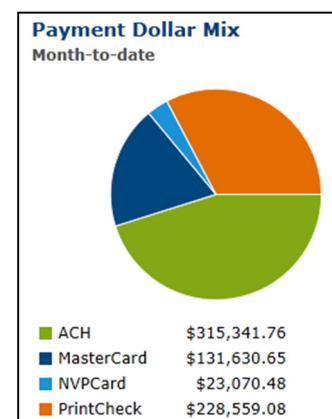
Payment Count Mix

- Track the number of payments made through AP Assist in the current month by payment type.



Payment Dollar Mix

- Track the amount of payments made through AP Assist in the current month by payment type.



[continued on next page]



Payments at a Glance

- Analyze total payment amounts made on a monthly, quarterly, and yearly basis.

	MTD	QTD	YTD
ACH	\$315,341.76	\$910,329.97	\$910,329.97
MasterCard	\$131,630.65	\$419,745.86	\$419,745.86
NVPCard	\$23,070.48	\$58,040.27	\$58,040.27
PrintCheck	\$228,559.08	\$985,521.89	\$985,521.89
	\$698,601.97	\$2,373,637.99	\$2,373,637.99

Increase Your Rebate

- Review suppliers who are eligible for the NVP Card.
- Review suppliers who are eligible for MasterCard VCN payments.

Increase Your Rebate
 Last month vendors not paid by NVPCard or NVP MasterCard who could be:
 Number of vendors: 0
 Dollar Amount: \$0
 Potential Rebate: \$0
[View these vendors](#)

Estimate Rebates Earned

- Track the estimated amount earned through rebates on a monthly and yearly basis.

	Invoices Paid	Estimated* Rebate Earned
MTD	\$154,701	\$1,868
YTD	\$477,786	\$5,762

Invoices Tab

The Invoice tab is your default home page when you log into AP Assist. Here, you can select invoices for payment.

This screen consists of two panes. The top pane lists the unpaid invoices entered into EIV.

The bottom pane allows you to toggle between your company's account information ('Accounts'), and the list of selected payments ('Vendors').

Pay	Invoice Date	Due Date	Vendor Number	Invoice Number	Vendor Name	Amount	Discount
<input type="checkbox"/>	12/27/2017	1/10/2018	600	IN0001	ENTERPRISE RENTAL	\$357.00	\$3.5
<input type="checkbox"/>	2/16/2018	2/16/2018	220	1000	MAGIC DENT REPAIR	\$257.67	\$0.0
<input type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5560	NAPA AUTO PARTS	\$3.99	\$0.0
<input type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5563	NAPA AUTO PARTS	\$3,111.99	\$62.0
<input type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5564	NAPA AUTO PARTS	\$4,466.99	\$89.0
<input type="checkbox"/>	2/28/2018	4/10/2018	400	NAP5556	NAPA AUTO PARTS	\$120.00	\$2.4
<input type="checkbox"/>	2/28/2018	4/10/2018	900	96634	OFFICE DEPOT	\$321.26	\$6.4

Account Name	Account Type	Current Balance	Current Payments	Remaining Balance
Colonial Bank	Bank	\$154,545.00	\$0.00	\$154,545.00
Colonial Bank 2	Bank	\$154,545.00	\$0.00	\$154,545.00
NVP MC	CreditCardMC	\$100,000.00	\$0.00	\$100,000.00

When you select to pay an invoice in the top pane, that payment will appear in the bottom pane under the Vendors tab (not the Vendors tab at the top of the screen).

Vendor Name	Vendor Number	Remaining Balance	Number of Invoices Selected	Total Credit
NAPA AUTO PARTS	400	\$3,171.26	1	\$0
CHECKERED FORMS	11	\$520.00	1	\$0
ANDERSON,KEVIN	10	\$702.33	1	\$0

Accounts Tab

This tab is not used in day-to-day payment processing. Your company's bank accounts (those that are configured for use in AP Assist) are recorded here. *Depending on your permissions level, this tab may or may not be visible to you.*

To add or remove bank accounts, a member of your company with the proper permissions may contact our Technical Support team at 877-974-1752. You will not be able to add or remove bank accounts from this screen manually.

	Account Name	Account Type	Current Balance	Allowed Payment Methods
>	Colonial Bank	Bank	\$0.00	
	Colonial Bank 2	Bank	\$0.00	
	NVP MC	CreditCardMC	\$0.00	

Vendors Tab

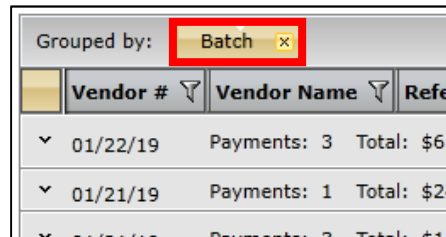
The Vendors tab displays the list of your suppliers available to be paid through AP Assist. The information displayed includes:

- Vendor Number
 - Providing Nvoicepay with the Vendor Number when contacting our support team regarding supplier questions will accelerate the search for information.
- Vendor Name
- Calculated Payment Account
 - The account in which funds will be pulled to pay that supplier.
- Calculated Payment Method
 - The highest payment type accepted by the supplier based on your preference.
- Vendor Accepts
 - All payment types accepted by each supplier.
 - Payment types that are not accepted by that supplier appear faded.

Vendor #	VendorName	Calculated Payment Account	Calculated Payment Method	Vendor Accepts
3	ABC INSURANCE CO	Colonial Bank		
ADP	ADP DEALER	Colonial Bank		
12345	ADP FORMS AND SUPPLIES	Colonial Bank		
100	AL'S TOW SERVICE	Colonial Bank		
6	AMEX	Colonial Bank		

Payments Tab

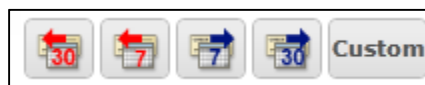
The Payments tab will default to grouping your payments by batch. To return to a general view, remove 'Batch' from the grouping options.



In the general view, the top pane lists all payments posted within the specified pay period. Click one of the payment rows and the details for that payment will appear in the bottom pane.

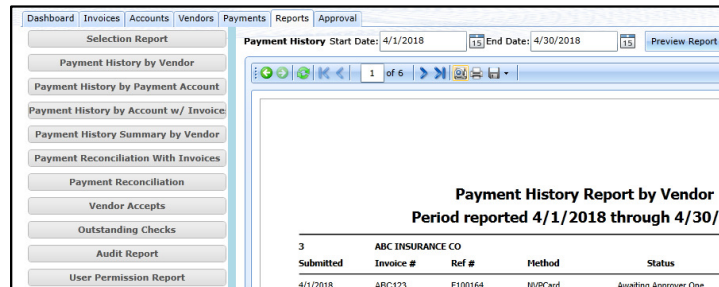
The screenshot shows the Nvoicepay Payments tab interface. At the top, there are navigation tabs: Dashboard, Invoices, Accounts, Vendors, Payments, Reports, and Approval. Below these are icons for 30, 7, and 30 days, a 'Custom' button, and a 'Refresh' button. The main area is titled 'Payments posted from 1/1/2019'. A red box highlights the top pane, which contains a table of payments with columns: Vendor #, Vendor Name, Reference No., Payment Amount, Check Date, Scheduled Payment Date, Paid Date, Submitted By, Status, and Payment Method. The table lists several payments, including one from ANDERSON, KEVIN for \$985.00. Below the table, a summary row shows 'Payments: 89' and 'Total: \$1,292,142.90'. A second red box highlights the bottom pane, which shows a detailed view of the selected payment with columns: Invoice Date, Due Date, Vendor Number, Vendor Name, Invoice Number, Payment Method, Payment Account, Reference Number, Amount, Discount, Payment Amount, and Yooz Appr.

Toggle through pay periods by 7 or 30 days, or select a custom timeframe for payments you wish to view. To create a custom time, click the 'Custom' button and choose your start and end dates from the 'Custom Date Range' pop-up window and click 'Continue'.



Reports Tab

The Reports tab generates live payment reports. You can also pull reports from past pay periods by changing the Payment History Start and End Dates and clicking 'Preview Report'.



Selection Report

View all payments within a selection. Note, the selection must be saved in the Invoice tab.

Payment History by Vendor

View all payments per supplier, as well as the total amount paid to them.

Payment History by Payment Account

View all payments by the account from which they were paid.

Payment History by Account with Invoice

View all payments by the account from which they were paid from. This report includes invoice numbers.

Payment History Summary by Vendor

View total amount paid to each supplier over the selected time. This report does not display individual payments.

Payment Reconciliation with Invoices

Reconcile all payments within one or more of your company's accounts. This report includes invoice numbers.

Payment Reconciliation

Reconcile all payments within one or more of your company's accounts.

Vendor Accepts

View all suppliers that accept a specific payment type. Sort by supplier name or number and filter payment types.

Outstanding Checks

View a list of print checks that have not been processed by suppliers.

Audit Report

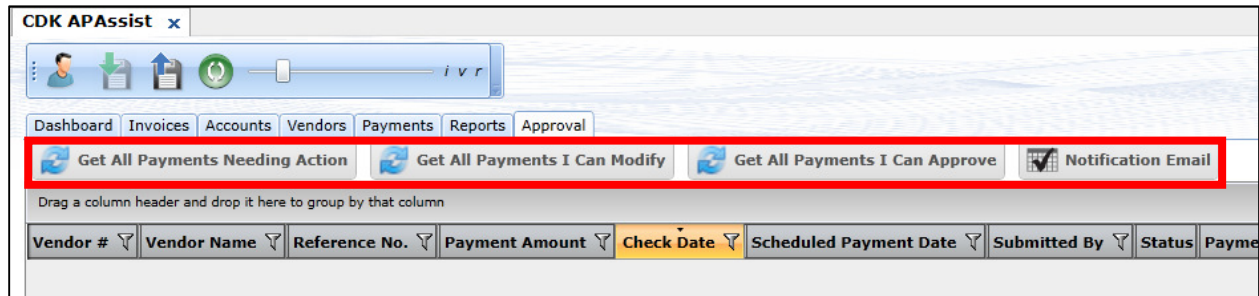
View all actions taken on individual payments, as well as current payment statuses.

User Permission Report

View all colleagues with access to AP Assist and their permissions.

Approval Tab

Payments submitted in AP Assist may require further action depending on your company's configuration. The Approval tab houses all payment action options.



Available actions include:

- **Get All Payments Needing Action**
 - Generate all payments from the 'Modify' and 'Approve' screens.
 1. Depending on your company's configuration and your permissions, this screen may be in a view-only format.
- **Get All Payments I Can Modify**
 - View all held and scheduled payments
- **Get All Payments I Can Approve**
 - View all payments needing approval before they are released to the supplier.
 1. Most companies require at least one approver to review payments before they are initiated.
 2. The approver cannot be the same person who submitted the payment file.
- **Notification E-mail**
 - Alert your company's approvers of payments that require action.
 1. The list of e-mail addresses in this screen is visible company-wide.
 2. To alert your approvers, check that all desired e-mails are selected and click 'Send.'
 3. The e-mail sent to the approvers will appear as a 'Do Not Reply' message from an @nvoicepay.com domain name.



PROCESSING PAYMENTS

Making Payments using 'Pay Now'

The 'Pay Now' feature initiates payments immediately. Follow the steps below to initiate and approve payments in AP Assist.

Please note:

- If your company requires one or more approval steps, *payments will not release until they receive final approval, regardless of how they were submitted.*
- You cannot be in EIV or PCK while making payments in AP Assist.

Required Permissions:

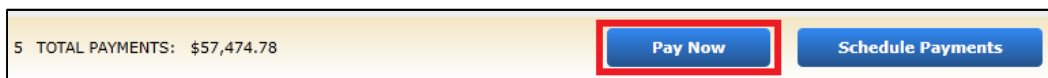
- Pay Now (initiating payments)
- Approve Payments (approving payments)

How to Make Payments with 'Pay Now':

1. Enter invoices into EIV per your usual Accounts Payable process.
2. Open AP Assist. The most up-to-date supplier and invoice information will automatically import in the Invoices tab.
3. Select invoices to be paid by checking the checkbox under the 'Pay' column.

<input type="checkbox"/> Pay	Invoice Date	Due Date	Vendor Number	In
<input checked="" type="checkbox"/>	12/27/2017	12/27/2017	10	GE
<input checked="" type="checkbox"/>	2/23/2018	2/23/2018	10	51
<input type="checkbox"/>	2/26/2018	2/26/2018	10	11
<input checked="" type="checkbox"/>	5/21/2018	5/21/2018	410	SE
<input checked="" type="checkbox"/>	5/21/2018	5/21/2018	580	78
<input checked="" type="checkbox"/>	5/21/2018	5/21/2018	580	PT

4. Click 'Pay Now' at the bottom right corner of your screen. The invoices will be marked as paid in CDK Drive.



5. Initiate an e-mail notifying approvers of the pending payments from the Approvals tab (optional).
6. The approver must then approve payments in the AP Assist Approvals tab (if your company requires one or more approval steps).
 - a. *You will not be able to approve any payments that you initiated.*
 - b. *Payments will not release until they receive final approval, regardless of how they were submitted.*
7. The payments are automatically released and archived into DSDA.



Scheduling Payments

The following steps describe the process for scheduling payments to be released at a later date.

Please note:

- If your company requires one or more approval steps, *payments will not release until they receive final approval, regardless of the scheduled date.*
 - We recommend that you initiate payments using the 'Pay Now' feature whenever possible to avoid late payments.
- You cannot be in EIV or PCK while making payments in AP Assist.

Required Permissions:

- Schedule (scheduling payments)
- Approve Payments (approving payments)

How to Schedule Payments:

1. Enter invoices in EIV per your usual Accounts Payable processes.
2. Open AP Assist. The most up-to-date supplier and invoice information will automatically import in the Invoices tab.
 - a. All selected payments and total amounts are listed under the Vendors tab located near the bottom of the screen.
3. Select invoices to be paid and click 'Schedule Payments'.
4. In the new pop-up window titled 'Schedule or Hold Payments', select the option 'Schedule payment' and choose your desired paid date from the calendar.

5. Click 'Continue'.
6. Confirm the payments on the new window titled 'Scheduled for Future Payment'.
7. Initiate an e-mail notifying approvers of the pending payments (optional).
8. The approver must then approve payments in the AP Assist Approvals tab.
 - a. *You will not be able to approve any payments that you initiated.*
 - b. Payments will not release until they receive final approval, regardless of how they were submitted.
9. The payments are automatically archived into DSDA after the final approval.



Placing Payments on Hold

The following steps describe the process for placing an unpaid payment on hold.

Please note:

- Placing a payment on hold will still send the payment through regular initiation and approval processes, but will not release to the supplier.
- The payment must be released from its hold to send to the supplier.

Required Permissions:

- Hold (holding payments)
- Approve Payments (approving payments)

How to Place Payments on Hold:

1. Enter invoices in EIV per your usual Accounts Payable processes.
2. Open AP Assist. The most up-to-date supplier and invoice information will automatically import in the Invoices tab.
 - a. All selected payments and total amounts are listed under the Vendors tab located near the bottom of the screen.
3. Select invoices to be paid and click 'Schedule Payments'.
4. In the new pop-up window titled 'Schedule or Hold Payments', the option to 'Place payment on hold' should automatically be selected.

The screenshot shows a dialog box with two radio button options. The first option, 'Place payment on hold', is selected. The second option is 'Schedule payment'. Below these options is a date input field with the text '6/20/2018' and a small calendar icon to its right.

5. Click 'Continue'.
6. Confirm the payments on the new window titled 'Place Payments on Hold'.
7. The payment is now placed on hold.

When a payment is placed on hold, the payment details are moved to the Approvals tab in AP Assist.

Releasing Payments on Hold

The following steps describe the process for releasing a payment on hold.

Please note:

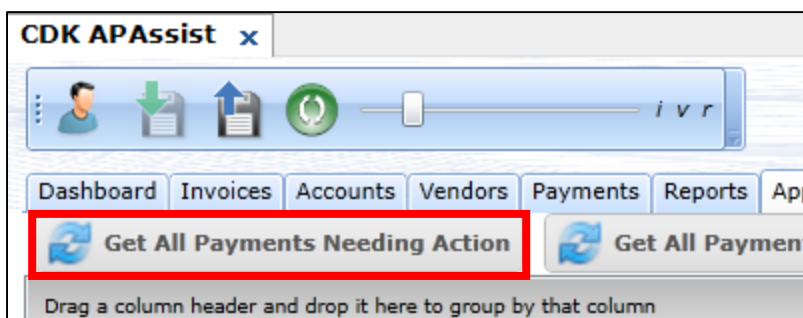
- Payments on hold will not send to the supplier until they receive final approval, regardless of whether they were released or not.
- Payments on hold may have already gone through normal approval processes, and releasing them may cause them to automatically send to the supplier.

Required Permissions:

- Release (releasing payments)

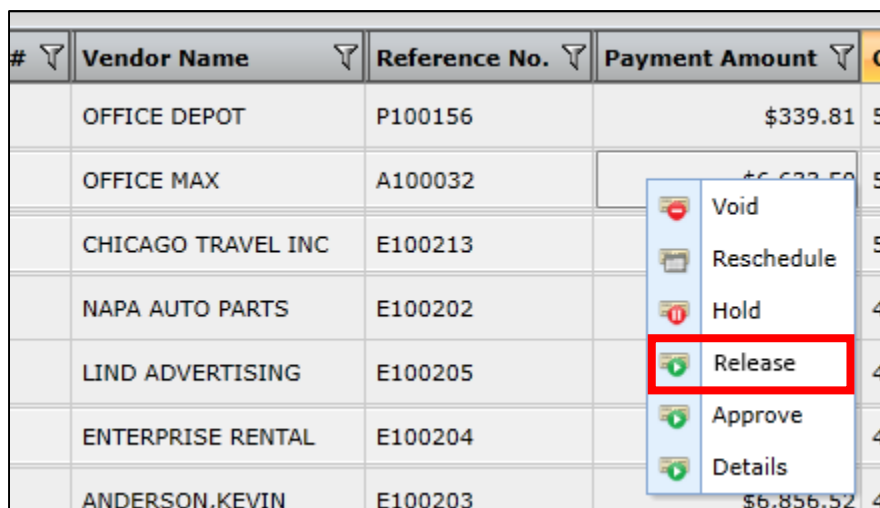
How to Release Payments on Hold:

1. In AP Assist, click the Approval tab to go to the approval screen.
2. Click the button 'Get All Payments Needing Action' to generate all waiting payments.



3. Locate the payment you wish to release and right-click anywhere on that payment row.
4. In the drop-down menu that appears, choose 'Release'.

#	Vendor Name	Reference No.	Payment Amount	C
	OFFICE DEPOT	P100156	\$339.81	5/
	OFFICE MAX	A100032	\$6,622.50	5/
	CHICAGO TRAVEL INC	E100213		5/
	NAPA AUTO PARTS	E100202		4/
	LIND ADVERTISING	E100205		4/
	ENTERPRISE RENTAL	E100204		4/
	ANDERSON,KEVIN	E100203	\$6,856.52	4/

A screenshot of a payment table in the CDK APAssist application. The table has columns for '#', 'Vendor Name', 'Reference No.', 'Payment Amount', and 'C'. The 'LIND ADVERTISING' row is selected, and a context menu is open over it. The menu options are 'Void', 'Reschedule', 'Hold', 'Release', 'Approve', and 'Details'. The 'Release' option is highlighted with a red rectangular box.

5. The payment will release from its hold, and will send to the supplier (once all approval steps are completed).

Sending Payment E-mail Notifications

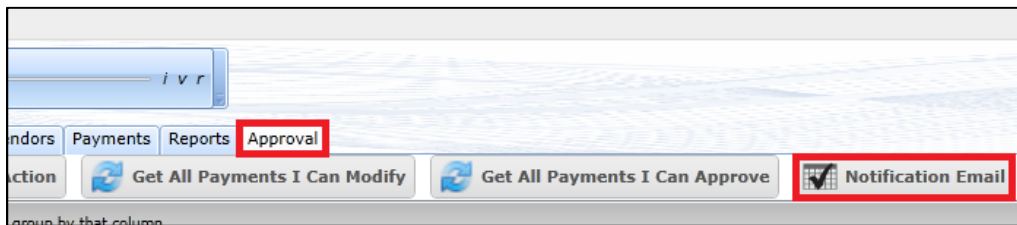
Depending on your company's processes, once payments are initiated, they may need to go through an approval stage before releasing to your suppliers. Once your payments are initiated, you can send your approvers an e-mail to notify them of payments pending approval.

Please note:

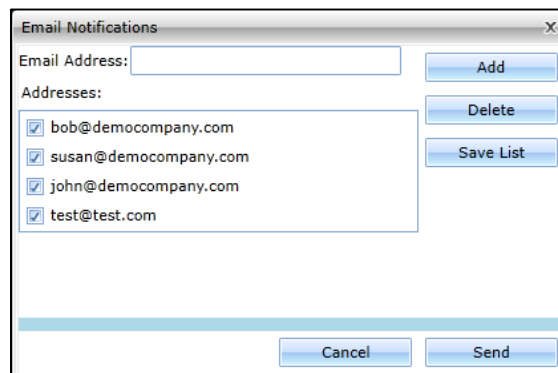
- If your company requires one or more approval steps, *payments will not release until they receive final approval, regardless of how they were submitted.*

How to send a payment e-mail notification:

1. In AP Assist, click the Approval tab to go to the approval screen.
 - a. Any payments requiring approval will be listed on this screen.
2. To send an alert to your approvers, click the 'Notification Email' button located above the payment pane.



3. A box titled 'Email Notifications' will pop up with a list of approver e-mail addresses. They will all automatically be checked.
 - a. From here, you can add additional e-mail addresses, remove existing e-mail addresses, and save the list of e-mail addresses.
4. Once all desired e-mail addresses are checked, click 'Send' in the bottom right corner of the window.



5. The e-mail sent to these the approvers will appear as a 'Do Not Reply' message from an @nvoicepay.com domain name.



Approving Payments

Most companies require that each payment be reviewed by another individual prior to releasing to suppliers.

Please note:

- If your company requires one or more approval steps, *payments will not release until they receive final approval, regardless of how they were submitted.*
- You will not be able to approve any payments that you initiated.

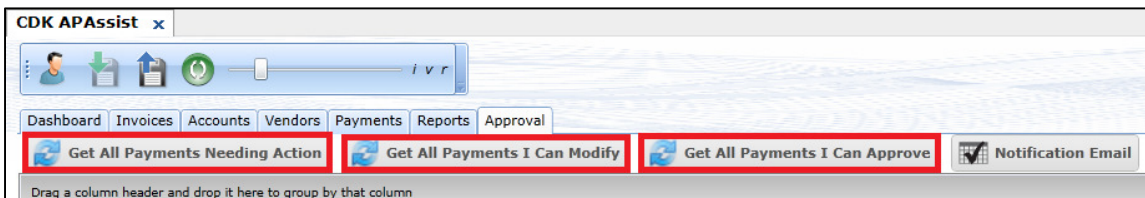
Required Permissions:

- Approve Payments

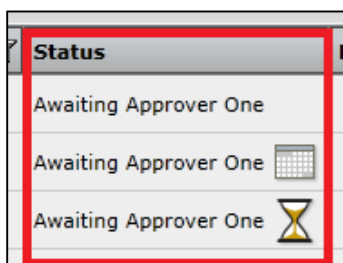
Pertinent Information:

There are three ways to view pending payments:

- **‘Get All Payments Needing Action’**
 - This displays all payments that require an actionable step before releasing.
- **‘Get All Payments I Can Modify’**
 - This displays all payments that can be modified based on your permissions.
- **‘Get All Payments I Can Approve’**
 - This displays all payments that can be approved based on your permissions.



The ‘Status’ column allows you to determine what action is required on a payment before it can be released.



- No icon displayed:** The payment will be released immediately upon payment approval.
- Calendar icon:** The payment is scheduled for a future date.
- Hourglass icon:** The payment is on hold and will require a release after approval.

[continued on next page]

To view the invoices submitted within a payment, click to highlight the payment in the top pane. In the bottom pane, the invoice details for a selected payment will display.

Vendor #	Vendor Name	Reference No.	Payment Amount	Check Date	Scheduled Payment Date	Submitted By	Status	Payment Method	Account	Batch
900	OFFICE DEPOT	P100156	\$339.81	5/22/2018	5/22/2018	nvpay	Awaiting Approver One		Colonial Bank	0A7CC...
912	OFFICE MAX	A100032	\$6,633.50	5/22/2018	5/22/2018	nvpay	Awaiting Approver One		Colonial Bank	0A7CC...
300	CHICAGO TRAVEL INC	E100213	\$1,535.51	5/22/2018	5/22/2018	nvpay	Awaiting Approver One		NVP MC	0A7CC...
10	ANDERSON,KEVIN	E100200	\$287.50	4/12/2018	4/12/2018	nvpay	Awaiting Approver One		Colonial Bank	FA6DA...
Payments: 94			Total: \$387,468.01							

Invoice Date	Due Date	Vendor Number	Vendor Name	Invoice Number	Payment Method	Payment Account	Reference Number	Amount	Discount	Payment Amount	Yooz Approver
5/21/2018	5/21/2018	300	CHICAGO TRAVEL INC	CHI001		NVP MC	E100213	\$635.51	\$0.00	\$635.51	
5/21/2018	5/21/2018	300	CHICAGO TRAVEL INC	CHI002		NVP MC	E100213	\$900.00	\$0.00	\$900.00	

To approve a payment:

1. In the Approval tab, right-click your desired payment.
2. In the drop-down that appears, select 'Approve'.

Check Date	Scheduled Payment Date	Submit
2018	5/22/2018	nvpay
2018	5/22/2018	nvpay
2018	5/22/2018	nvpay
2018	4/13/2018	nvpay
2018	4/13/2018	nvpay
2018	4/13/2018	nvpay
2018	4/13/2018	nvpay
2018	4/13/2018	nvpay
2018	4/13/2018	nvpay

- Void
- Reschedule
- Hold
- Release
- Approve
- Details

To approve multiple payments at once:

1. In the Approval tab, highlight the desired payment rows in the top pane.
 - a. To do this, hold down the 'Ctrl' key on your keyboard and select each payment you wish to approve.
2. Right-click any of the highlighted payments.
3. In the drop-down that appears, select 'Approve'. This will approve all highlighted payments.

Payment Amount	Check Date	Scheduled Payment Date
\$339.81	5/22/2018	5/22/2018
\$6,633.50	5/22/2018	5/22/2018
\$1,535.51	5/22/2018	5/22/2018
\$141.10	4/13/2018	4/13/2018
\$500.00	4/13/2018	4/13/2018
\$549.45	4/13/2018	4/13/2018
\$6,856.52	4/13/2018	4/13/2018

- Void
- Reschedule
- Hold
- Release
- Approve
- Details

Voiding Payments

Any payment that is awaiting approval, on hold, or scheduled for release can be voided. Payments that have been released cannot be voided.

Please note:

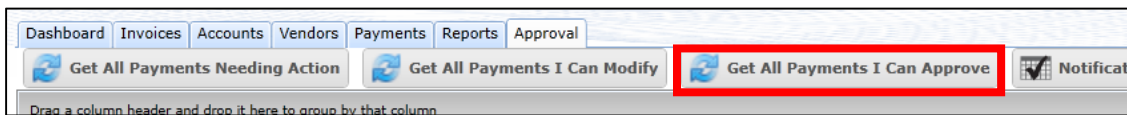
- If you attempt to void a payment from a closed accounting period, the payment will go into red with the notice 'void initiated'. It may prompt you to reach out to our Tech Support team for assistance at 877-974-1752 or techsupport@nvoicepay.com.
- Voiding payments inside of the accounting period will void the payment out of CDK. The invoices will return to a payable state in the Invoices tab.

Required Permissions:

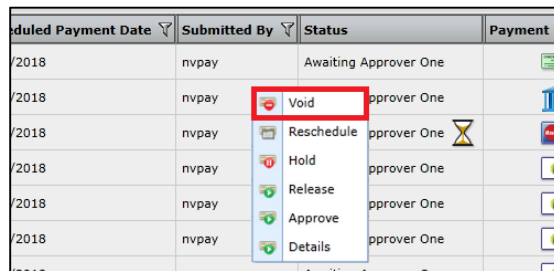
- Void

To void a payment:

1. In the AP Assist Approval tab, click the 'Get All Payments I Can Approve' button.



2. Right-click your desired payment.
3. In the drop-down that appears, select 'Void'.

A screenshot of a table with columns: 'Scheduled Payment Date', 'Submitted By', 'Status', and 'Payment M'. The table contains several rows of data. A context menu is open over one of the rows, showing options: 'Void', 'Reschedule', 'Hold', 'Release', 'Approve', and 'Details'. The 'Void' option is highlighted with a red rectangular box.

Scheduled Payment Date	Submitted By	Status	Payment M
/2018	nvpay	Awaiting Approver One	
/2018	nvpay	Void	pprover One
/2018	nvpay	Reschedule	pprover One
/2018	nvpay	Hold	pprover One
/2018	nvpay	Release	pprover One
/2018	nvpay	Approve	pprover One
/2018	nvpay	Details	pprover One

To void multiple payments:

1. In the Approval tab, click the 'Get All Payments I Can Approve' button.
2. Highlight the desired payment rows in the top pane.
 - a. To do this, hold down the 'Ctrl' key on your keyboard and select each payment you wish to approve.
3. Right-click any of the highlighted payments.
4. In the drop-down that appears, select 'Void'. This will void all highlighted payments.



AP ASSIST FEATURES

How to Use the Filter Features

The filter features are available to use on the Invoices, Vendors, Payments, and Approval tabs. Most commonly, they are used in the Invoices tab to filter to specific invoice dates, or supplier numbers or names.

To filter a column:

1. Click the funnel icon at the top of the column in which you would like to filter information. A small menu will appear.
2. From here, you can do one of two things:
 - a. Check all selections that apply in the top window of the menu.
 - b. Type your exact search in the first field under the 'Is equal to' drop-down.
 - i. For a broader search, change 'Is equal to' to 'Contains' before filtering.
3. Click 'Filter'.

Invoice Number	Vendor Name	Amount
EE1111		\$5
3433		\$
E556130		\$5
GE53		\$6
51223		\$
1111		\$
SE3321		\$
78966		\$,3
PT6635		\$4
CF8888		\$
CF8889		\$5
5555		\$5
OVER9000		,0
WE351844		\$6

Filter Menu:

- Select All
- 1000
- 1111
- 14543
- 22147
- 3433
- A4322

Show rows with value that

Is equal to

And

Is equal to

Filter Clear Filter

How to Select Invoices for Payment

After your invoices are entered into EIV and generated in AP Assist, you must select them for payment out of the Invoices tab. This is done by utilizing the 'Pay' column to the far left of the Invoices tab (Figure 1). There are several ways in which you can accomplish this task.

Figure 1

<input type="checkbox"/> Pay	Invoice Date	Due Date	Vendor
<input type="checkbox"/>	12/27/2017	12/27/2017	10
<input type="checkbox"/>	2/23/2018	2/23/2018	10
<input type="checkbox"/>	2/26/2018	2/26/2018	10

Select all invoices in the list (Figure 2)

- Check the checkbox directly next to the word 'Pay' in the column header.
- To clear all selections, click the checkbox again.

Select individual invoices (Figure 3)

- Click the checkbox next to each invoice you wish to select.
- To clear the selections, uncheck the box for each invoice you want to unselect.

Select all invoices for a single supplier (Figure 4)

- Right-click the desired supplier's name.
- When the pop-up list appears, click "Select all Invoices for [Supplier Name]"
- To clear all selections, right-click the desired supplier's name and click "Un-select all Invoices for [Supplier Name]"

Figure 2

<input checked="" type="checkbox"/> Pay	Invoice Date
<input checked="" type="checkbox"/>	12/27/2017
<input checked="" type="checkbox"/>	2/23/2018

Figure 3

<input type="checkbox"/> Pay	Invoice Date
<input type="checkbox"/>	5/1/2017
<input checked="" type="checkbox"/>	5/1/2017
<input checked="" type="checkbox"/>	5/1/2017

Figure 4

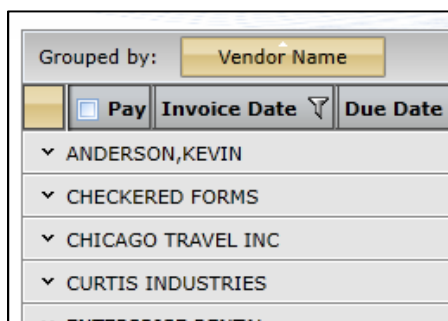
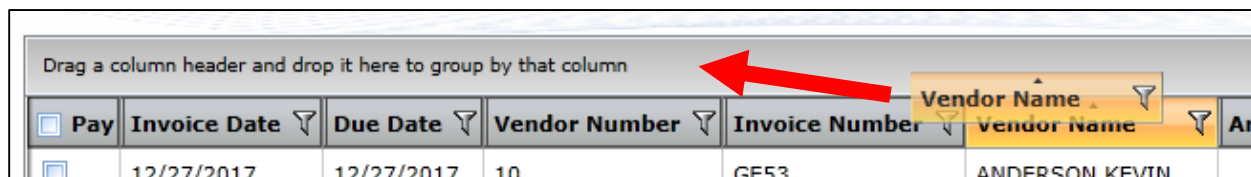
<input type="checkbox"/>	Invoice Date	Due Date	Amount	Supplier	Amount Paid	Balance
<input type="checkbox"/>	2/16/2018	2/16/2018	220	1000	MAGIC DENT REPAIR	\$237.67
<input checked="" type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5560	NAPA AUTO PARTS	\$3.00
<input type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5563	NAPA	\$0.00
<input type="checkbox"/>	11/1/2017	12/10/2017	400	NOE5564	NAPA	\$0.00
<input type="checkbox"/>	2/28/2018	4/10/2018	400	NAP5556	NAPA	\$0.00



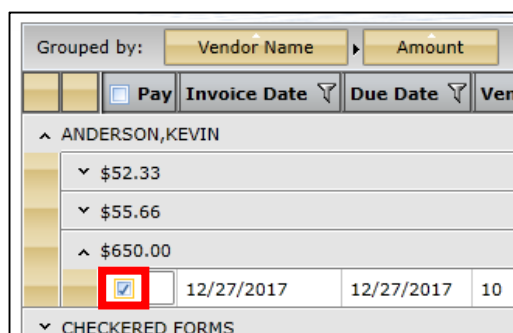
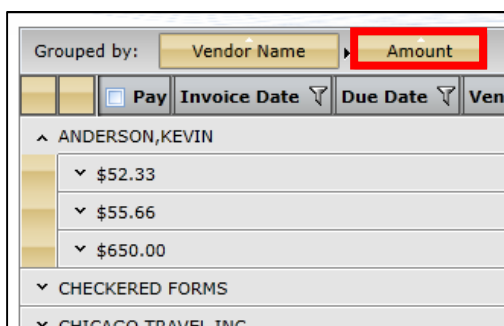
How to Group Payment Types

In some cases, you may find that your list of invoices is too extensive to maneuver easily. If this happens, you can break the content into smaller sections. This makes it easier to find what you are looking for.

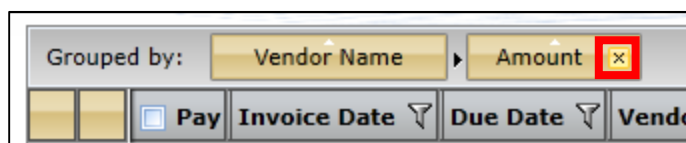
1. With your mouse, grab the column header of the information you wish to sort and drop it into the gray box just above the column headers. (This box says 'Drag a column header and drop it here to group by that column')



2. Add additional column headers to sort with even more specifics, if desired.



3. To delete a sort option, hover over the header in the 'Grouped by:' space. A small 'X' will appear.
4. Click the 'X' to delete that sort option.



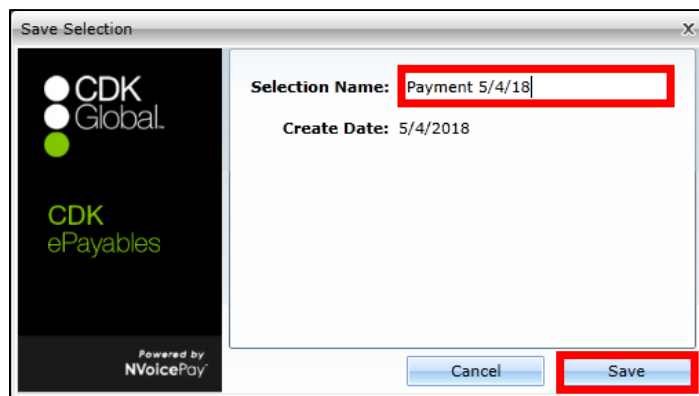
How to Save an Invoice Selection

If you need to stop working and come back later, you can save your work.

1. In the CDK Option Bar at the top of the screen, click on the icon of the floppy disk with the green downward-facing arrow. This will save your work and allow you to return later.



2. A pop-up box titled 'Save Selection' will appear. In the 'Selection Name:' field, give your record a name.
3. Click 'Save'.



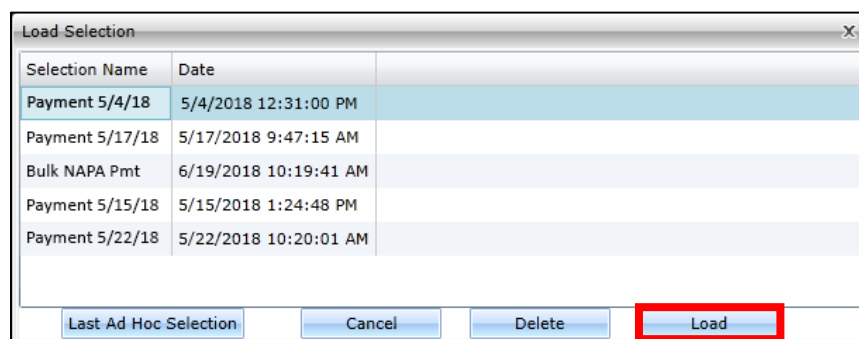
How to Load an Invoice Selection

Once you have returned to your task and wish to load a saved record, log into AP Assist.

1. In the CDK Option Bar at the top of the screen, click on the icon of the floppy disk with the blue upward-facing arrow.



2. A pop-up box titled 'Load Selection' will appear. Click the selection you wish to open.
3. Click 'Load'. The saved information will restore itself.





How to View Unpaid Invoices

When you first open the Invoice tab, all unpaid invoices will populate in the top pane of the screen. This pane displays information exactly as it appeared in your payment file, with the exception of three added columns:

- **Payment Method**
 - The method in which the invoice will be paid is based on the highest match between your company's payment preferences and the supplier's payment acceptance.
- **Customer Account**
 - The account from which funds will be drawn.
- **Comments**
 - Any comments in this field will be added to the supplier's remittance. This often helps the supplier identify the correct invoice to which the payment should be applied.
 - Helpful information to add includes:
 - Customer account numbers
 - Description of the purchased goods or services

Payment Method	Customer Account	Terms	PO Number	Company	Comments
NVPCard	123456			1	Acct Num #445.
NVPCard	12345	A30		1	
NVPCard	12345	A30		1	Office supplies
NVPCard	1321	P10		1	This payment was for rental c
NVPCard				1	Repairs for company van #12
NVPCard		P10,25		1	Account #65
NVPCard		P10,25		1	Account #65



How to View Remittance Advices and DSDA Archiving

After a payment posts in CDK, a remittance advice generates for each supplier. This document will archive into DSDA, either after a payment submission or payment approval, depending on your company's configuration. You can also print this report.

For security purposes, the remittance copy available to you will not contain MasterCard VCN details. The supplier must open the e-mail sent directly from Nvoicepay to obtain this information.

Below are examples of MasterCard VCN and ACH remittances.

MasterCard
VCN

Sent By: Customer Name Customer Address		Electronic Payment Advice					
		Weekday, Month, Day, Year					
		Contact: A/P Contact Details					
Paid To: VENDOR NAME		Reference Number					
VENDOR ADDRESS							
Accounts Receivable Department:		<input type="text"/>					
Invoice Number	Customer Account / Comment	PO Number	Date	Due Date	Amount	Discount	Net Amount
Invoice Number		Other Invoice Details			\$100.00	\$0.00	\$100.00
						Total:	\$100.00
Please charge a total of \$100.00 to MasterCard Card Number: [REDACTED] Expires: [REDACTED] CCV: [REDACTED] Cardholder Name: NVOICEPAY INC, Card Holder Company Name: NVOICEPAY INC Billing Address: 8905 SW Nimbus Avenue Suite 240, Beaverton. OR 97008							

ACH

Sent By: Customer Name Customer Address		Electronic Payment Advice					
		Weekday, Month, Day, Year					
		Contact: A/P Contact Details					
Paid To: VENDOR NAME		Reference Number					
VENDOR ADDRESS							
Accounts Receivable Department:		<input type="text"/>					
Invoice Number	Customer Account / Comment	PO Number	Date	Due Date	Amount	Discount	Net Amount
Invoice Number		Other Invoice Details			\$100.00	\$0.00	\$100.00
						Total:	\$100.00
A total of \$100.00 has been electronically deposited to your bank account. Please allow 2-3 days for the deposit to be posted to your account.							

How to View Payment History

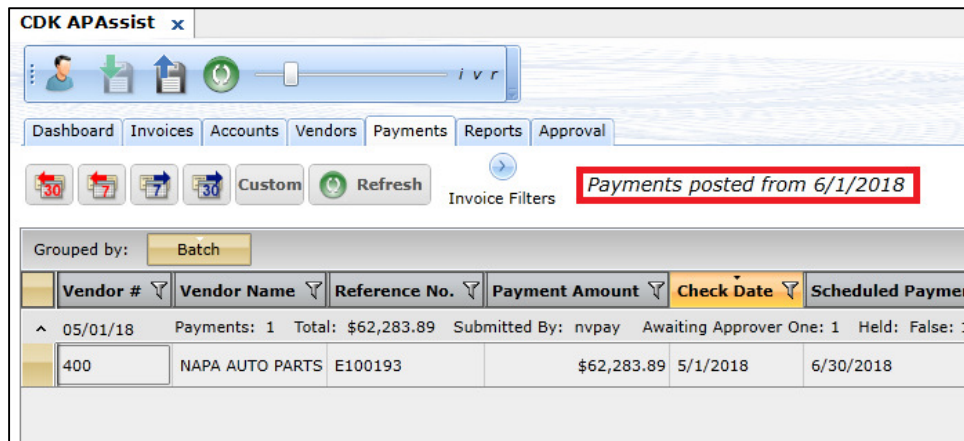
Nvoicepay stores payment history for up to seven years and can be viewed at any time in AP Assist.

Required Permissions:

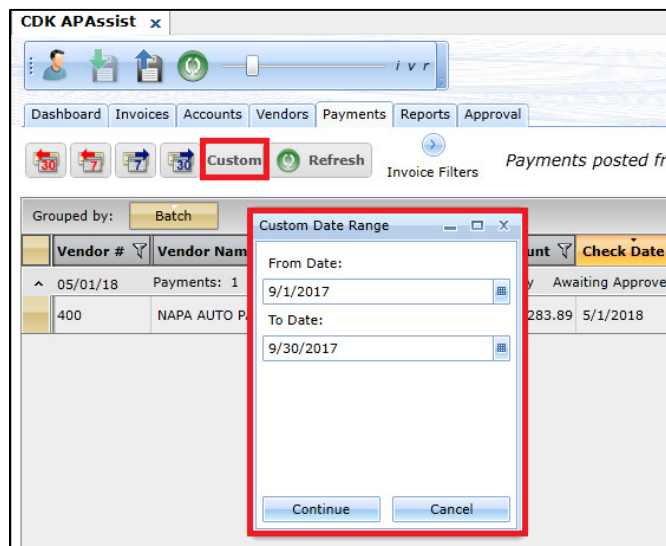
- All (viewing only)

To view your payment history:

1. Click the Payments tab in AP Assist. The payments from the first day of the previous month to the current day will automatically load.



2. If you want to view payments from a specific date or period of time, click the 'Custom' button and select your desired date range.





SUPPLIER MAINTENANCE

Adding Suppliers to AP Assist

A record of your supplier list is saved in AP Assist. You can use this list to track specific payment information for your suppliers.

Please note:

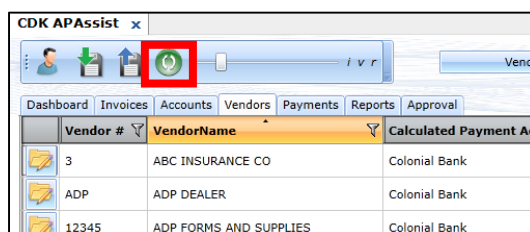
- Adding suppliers to your supplier list is a feature supported by CDK Global. If you experience issues adding suppliers, please reach out to CDK Global for assistance.

Required Permissions:

- Manage Vendors

To add supplier records to AP Assist:

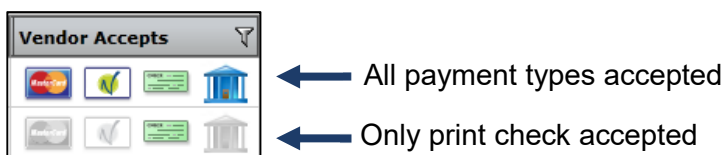
1. Add supplier records in CDK Drive per the usual process as outlined by CDK Global.
2. Refresh AP Assist (click the green 'Refresh' button in the CDK Drive Option Bar) to sync the updated information to AP Assist.



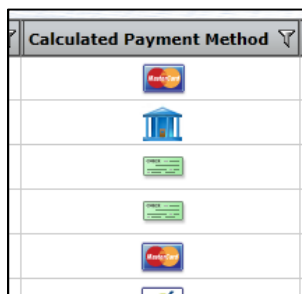
Viewing Supplier Acceptances

You can view all payment types accepted by each supplier in the Vendors tab in AP Assist. This feature is available to all permissions types.

Supplier acceptance information is available to view under the 'Vendor Accepts' column. Payment types not accepted by the supplier appear faded..



The 'Calculated Payment Method' displays the highest match between your company's payment preferences and the supplier's payment acceptances.



Opening the 'Edit Vendor' Window

The 'Edit Vendor' window allows you to perform specific actions for individual suppliers. Some of these actions are as follows:

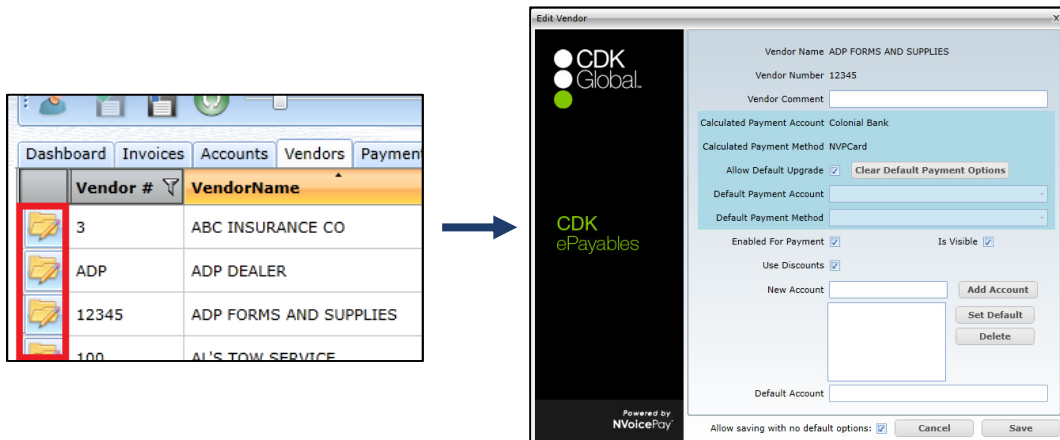
- Set default payment accounts
- Set default payment methods
- Deactivate a supplier (will not be payable through AP Assist)

Required Permissions:

- Manage Vendors

To open the 'Edit Vendor' window:

1. In the Vendors tab in AP Assist, click on the folder icon to the far left of the selected supplier.
2. The 'Edit Vendor' window will pop up.





Set Your Company's Bank Account and Payment Method

If a supplier must be paid from a different bank account than what is defaulted, a new account or payment method can be assigned.

Please note:

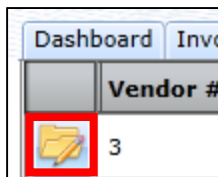
- This process is not suggested for mass changes, because only one supplier may be changed at a time.
- You will not be able to add new bank accounts for your company manually. Please contact Nvoicepay's Tech Support team at 877-974-1752 or techsupport@nvoicepay.com for assistance.
- Only those assigned Manage Vendors permissions may request account additions.

Required Permissions:

- Manage Vendors

To change an account or payment method:

1. In the AP Assist Vendors tab, click the file icon to the far left of your desired supplier. This will open a new window titled 'Edit Vendor'.



2. Uncheck the box titled 'Allow Default Upgrade'.
3. Change the default payment account and payment methods as desired. You can change one or both.
 - a. You will only be able to select accounts that are already set up in AP Assist.
 - b. You will only be able to select methods that are accepted by the supplier.

Calculated Payment Account

Calculated Payment Method Unspecified

Allow Default Upgrade Clear Default Payment Options

Default Payment Account

Default Payment Method

4. Save the record.
5. Refresh AP Assist to view the changes. They will be visible in the 'Default Payment Account' and 'Default Payment Method' columns.

Default Payment Account	Default Payment Method	Ve
Colonial Bank		

View Customer Accounts Assigned to a Supplier

You can view the customer account numbers assigned to a supplier record.

Required Permissions:

- All (viewing only)

To view a supplier's account information:

- Right-click a supplier's payment in the AP Assist Invoices tab and select 'Modify [SUPPLIER NAME]'.

CHECKERED FORMS	\$520.00	<input checked="" type="checkbox"/> \$0.00	\$0.00	Colo
CHICAGO TR				P
CHICAGO TR				P
CURTIS INDI				O
CURTIS INDI				O
CURTIS INDI				O
ENTERPRISE				O
ENTERPRISE				O
ENTERPRISE				O
FASTPRINT				O
LIND ADVER				O

Select all Invoices for CHICAGO TRAVEL INC
Temporarily modify defaults for CHICAGO TRAVEL INC
Un-select all Invoices for CHICAGO TRAVEL INC
Un-Select All Invoices
Select Highlighted Invoices
Un-Select Highlighted Invoices
Modify CHICAGO TRAVEL INC
View Selection Report

- A pop-up box titled 'Edit Vendor' will appear. The list of accounts is located near the bottom of the window.

Vendor Name ANDERSON,KEVIN
Vendor Number 10
Vendor Comment
Calculated Payment Account Colonial Bank
Calculated Payment Method NVPCard
Allow Default Upgrade Clear Default Payment Options
Default Payment Account
Default Payment Method
Enabled For Payment Is Visible
Use Discounts
New Account
123456
1234
Default Account 123456
Add Account
Set Default
Delete
Allow saving with no default options: Cancel Save



Add Customer Accounts to a Supplier Record

If your company was assigned multiple customer accounts by a supplier, you can store them in the supplier record to view or alter later.

Required Permissions:

- Manage Vendors

To add a customer account to a supplier record:

1. Open the 'Edit Vendor' window for your supplier in the Invoices tab by right-clicking the vendor and selecting 'Modify [SUPPLIER NAME]'.
2. Type the account number into the 'New Account' field.
3. Click 'Add Account'.
 - a. Please note, if you click 'Save' instead of 'Add Account', the pop-up box will close without saving the account.

New Account: 123456

123456
654987
1234

Default Account:

Allow saving with no default options: Cancel Save

Buttons: Add Account, Set Default, Delete

Set a Default Customer Account in a Supplier Record

1. From the account list, click to highlight the account number you wish to set as the default account number.
 - a. If you have not added the number to the list yet, please do so first.
2. Click 'Set Default'.
3. The number will display under the account list, in the 'Default Account' field. It will appear faded.

New Account:

12345
44557
987654

Default Account: 987654

Allow saving with no default options: Cancel Save

Buttons: Add Account, Set Default, Delete



Delete a Customer Account from a Supplier Record

If your company or supplier consolidates account numbers at any time, you can remove the account number to avoid accidentally paying it in the future.

Required Permissions:

- Manage Vendors

To delete an account:

1. Click to highlight the account number you wish to delete.
2. Click 'Delete'.
3. The number will be removed from the account list.

The screenshot shows a form with a 'New Account' dropdown menu containing three options: 12345, 44557, and 987654. The '987654' option is highlighted in yellow. To the right of the dropdown are three buttons: 'Add Account', 'Set Default', and 'Delete'. The 'Delete' button is highlighted with a red border. Below the dropdown is a 'Default Account' field containing the value '987654'. At the bottom of the form, there is a checkbox labeled 'Allow saving with no default options:' which is checked, and two buttons: 'Cancel' and 'Save'.

Please note, if the deleted number was listed as the Default Account, it will not automatically delete from that field. A new default account number must be assigned to replace it. You can either select an existing account number or add a new one.

The screenshot shows the same form as above, but the '12345' option in the 'New Account' dropdown is now highlighted in yellow. The 'Set Default' button to the right of the dropdown is highlighted with a red border. The 'Default Account' field still contains the value '987654'. The 'Delete' button is now greyed out. The 'Allow saving with no default options:' checkbox is still checked, and the 'Cancel' and 'Save' buttons are visible at the bottom.



Apply Customer Accounts to Specific Invoices

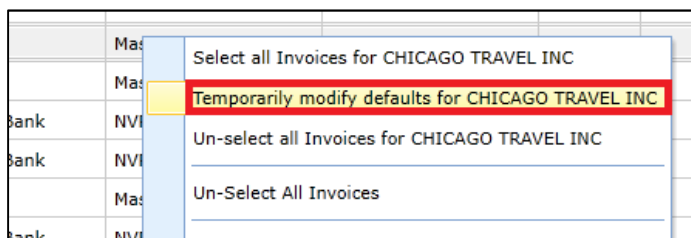
If you more frequently pay one customer account and wish to leave it as the default, but need to pay a different customer account for one payment batch, you can temporarily change the defaulted customer account.

Required Permissions:

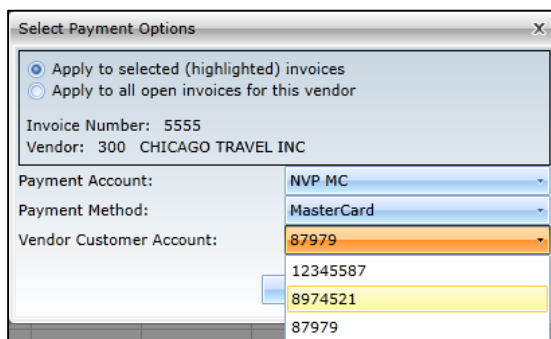
- Manage Vendors

To apply accounts to specific invoices:

1. Right-click an invoice for the supplier whose account you wish to briefly change.
2. Click 'Temporarily modify defaults for [SUPPLIER NAME]' from the list of options.



3. A pop-up window titled 'Select Payment Options' will appear.
4. Click to open the 'Vendor Customer Account' drop-down and select the account you wish to pay to.
 - a. If you only want this change to affect the highlighted invoice(s), select 'Apply to selected (highlighted) invoices' at the top of the pop-up window.
 - b. If you want the change to affect all open invoices, select 'Apply to all open invoices for this vendor' at the top of the pop-up window.



5. The account number will appear in the 'Customer Account' column.

Payment Method	Customer Account	Term
d		
d		
Card	8974521	
Card		
d		



Turn off a Supplier for Payments Through AP Assist

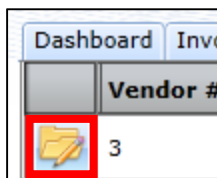
When a supplier is turned off in AP Assist, they will still appear in your supplier list for auditing purposes. However, any invoices populated in EIV for that supplier will not generate in the AP Assist Invoices tab.

Required Permissions:

- Manage Vendors

To turn off the option to pay a supplier through AP Assist:

1. Open the 'Edit Vendor' window in the Vendors tab in AP Assist by clicking on the folder icon to the far left of the desired supplier.



2. Uncheck the box titled 'Enabled For Payment'.
3. Save the record.

Default Payment Method

Enabled For Payment Is Visible

Use Discounts

New Account

Default Account

Allow saving with no default options:



FREQUENTLY ASKED QUESTIONS

General Questions

Q: How do Nvoicepay’s MasterCard VCN payments work?

MasterCard VCN payments are processed like traditional card transactions. Payments are available within 24 hours after the final approval. Card information is sent to the supplier via secure e-mail. If not processed after 60 days, these payments are automatically refunded.

Q: What is the cut-off time for me to approve payments, and when will they be released?

The cut-off times for payment approvals are displayed in Figure 1.

Figure 1

Day Approved	Time Approved (PST)	Released
Monday	Before 5 p.m.	Tuesday
	After 5 p.m.	Wednesday
Tuesday	Before 5 p.m.	Wednesday
	After 5 p.m.	Thursday
Wednesday	Before 5 p.m.	Thursday
	After 5 p.m.	Friday
Thursday	Before 5 p.m.	Friday
	After 5 p.m.	Monday
Friday	Before 5 p.m.	Monday
	After 5 p.m.	Tuesday
Saturday	Before 5 p.m.	Tuesday
	After 5 p.m.	Tuesday
Sunday	Before 5 p.m.	Tuesday
	After 5 p.m.	Tuesday

*National and bank holidays may cause a delay in payment.

Q: How long does it take for my supplier to receive a payment once it has been approved/released?

MasterCard VCN: The supplier will receive the remittance containing the card details one bank day after the payment is approved. They then process the payment on their card terminal.

ACH: Received into the supplier’s account 2-3 bank days after the payment is submitted, depending on the supplier’s bank.

Print check: Received in the mail 5-7 bank days after the payment is approved, depending on USPS delivery times to the supplier’s location. Checks sent across the U.S. border take longer to receive.

Q: What is a ‘stale’ check and what happens when a check goes ‘stale’?

Checks held for more than 60 days after the issue date become ‘stale.’ When this happens, Nvoicepay marks the payment as ‘void’ and automatically refunds the customer. If a supplier presents a stale check to the bank, the check will bounce.



Vendor/Supplier Questions

Q: What information do my suppliers need to provide to set up payment terms?

Suppliers should provide, at a minimum, their payment preference, banking information (for ACH), and their remittance e-mail address. Additional information such as phone number, accounts receivable contact information, and fax numbers will expedite any follow-up on unprocessed payments.

Please note, for security and compliance purposes, Nvoicepay cannot enroll suppliers with deposit slips, handwritten banking information, or banking information typed directly in the body of an e-mail. Nvoicepay accepts banking information in the following formats:

- A copy of a voided check
 - The address and name must match our records.
 - The address and name must be bank-imprinted (not handwritten)
- The supplier's banking information typed via bank letter.

Q: What information does my supplier receive on each remittance?

The remittance contains the payment amount, reference number, and payment ID (a unique identification number assigned to each payment in Nvoicepay's system). Invoice and account numbers are also available, as provided in the customer's payment file. For MasterCard VCN payments, Nvoicepay also supplies virtual card details.

AP Assist/CDK Global Questions

Q: Who do I contact when I encounter a technical issue in CDK Drive?

Please contact CDK Global directly for any technical or programming issues with CDK Drive.

Q: Who do I contact when I encounter a payment issue in AP Assist?

Please contact our Tech Support team for assistance at 877-974-1752 or techsupport@nvoicepay.com.

Q: What is the difference between CDK Drive and AP Assist?

CDK Drive is your company's DMS (Dealer Management System) and AP Assist is an integrated solution powered by Nvoicepay. AP Assist pulls information from the DMS, presents it to you to select and make payments, and pushes information back to the DMS. This automatically posts in the appropriate purchase and cash disbursement journals.



Payment Questions

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

Any payment with an 'Awaiting Approval', 'On Hold', or 'Scheduled for Release' status can be voided, as long as it is within a current month of CDK. To void the payment, right-click on the payment in the Approval or Payments tab and select 'Void Payment'. This will void the payment out of AP Assist and the invoices will open again on the schedule.

If the payment is in a closed month or has been fully approved, please contact our Tech Support team for assistance at 877-974-1752 or techsupport@nvoicepay.com.

Q: An uncashed check has been returned to us. How do we void the check?

Write 'VOID' across the check face and scan the image. E-mail the image to our Payment Modifications team at paymentmodification@nvoicepay.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 e-mail) to our Payment Modifications team at paymentmodification@nvoicepay.com. This step ensures that Nvoicepay is acting in accordance with your company's payment instructions.

Q: A new check has already gone stale. What happened?

Checks print with an expiration date of 60 days from the submission date. If you put a submitted payment on hold, the date will not change. If an on-hold payment is nearing the 60-day mark, we recommend voiding the payment and resubmitting it to change the expiration date.



REFERENCES

Tech Support Contact Information

For technical/programming issues, voiding payments, reissuing payments, etc.

Phone: 877-974-1752

Email: techsupport@nvoicepay.com

Payment Support Contact Information

For supplier inquiries, follow-up requests on open supplier payments; supplier enrollment/record maintenance, etc.

Phone: 877-626-6332

Email: vendorsupport@nvoicepay.com

Nvoicepay Hours of Operation

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

If you call past business hours, please leave a voicemail and we will follow up with you the next business day.

Nvoicepay Headquarters closes in observation of the following holidays:

- New Years' Day (Jan 1st)
- Memorial Day (Last Monday in May)
- U.S. Independence Day (July 4th)
- Labor Day (First Monday in Sept)
- U.S. Thanksgiving (Last Thursday in Nov)
- Day following U.S. Thanksgiving (Friday)
- Christmas Day (Dec 25th)