Solution User Guide

Corpay

AP Assist™ 2.0 User Guide

Corpay

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Revision Table

DATE	VERSION	AUTHOR	NOTES
06/2022	01.17.20	Kay Scott	Updated guide for AP Assist 2.0
07/2022	01.17.21	Kay Scott	Applied feedback received from Tech Support
08/2022	01.17.22	Kay Scott	Applied feedback from customer demo on 7/28
10/2022	01.17.23	Kay Scott	Screenshot updates due to changes in the UI
08/2023	01.17.24	Kay Scott	Updates due to changes in the UI

12/2023	01.17.25	Kay Scott	• Added the right-click feature to the CDK Invoices Page section resulting in updates to the following sections:
			    ○ Invoices Pane
			    ○ Selecting and Unselecting Invoices
			    ○ Creating Temporary Payment Modifications
			    ○ Temporary Modify Defaults Dialog
			    ○ Viewing Chart of Accounts
			    ○ Chart of Accounts Dialog
			    ○ Modifying Vendors
			    ○ Vendor Edit Dialog
			• Updated the following sections based on new features:
			    ○ Roles & Permissions Page
			    ○ Vendors Page
			    ○ Payments Page
			    ○ Accessing AP Assist
			• Updated contact email addresses for support teams

8/2024	01.17.26	Kay Scott	• Updated the Roles & Permissions Page > Users section based on the new self-serve multicompany roles and permissions feature. • Updated the Permissions report description in the Roles & Permissions Page > Reports section. • Updated the Payment Methods and Payment Method Flows sections. • Updated the Frequently Asked Questions section.
11/2025	01.17.27	Hanna Alemu	• Updated the Archiving Invoices section

Welcome

Corpay transforms the way organizations pay their vendors through the intelligence-driven payment automation software, AP Assist. AP Assist is an integrated solution in CDK Drive that enables dealerships to pay their vendor invoices electronically. It is designed to manage the complexity of business while meeting industry-leading security standards. In this guide, you will learn how to navigate and use the features and functions in AP Assist.

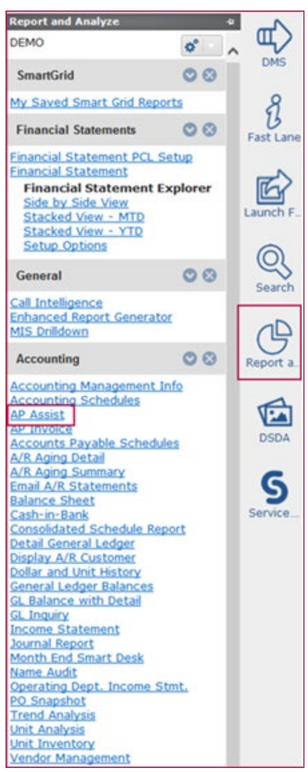
AP Assist Navigation

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

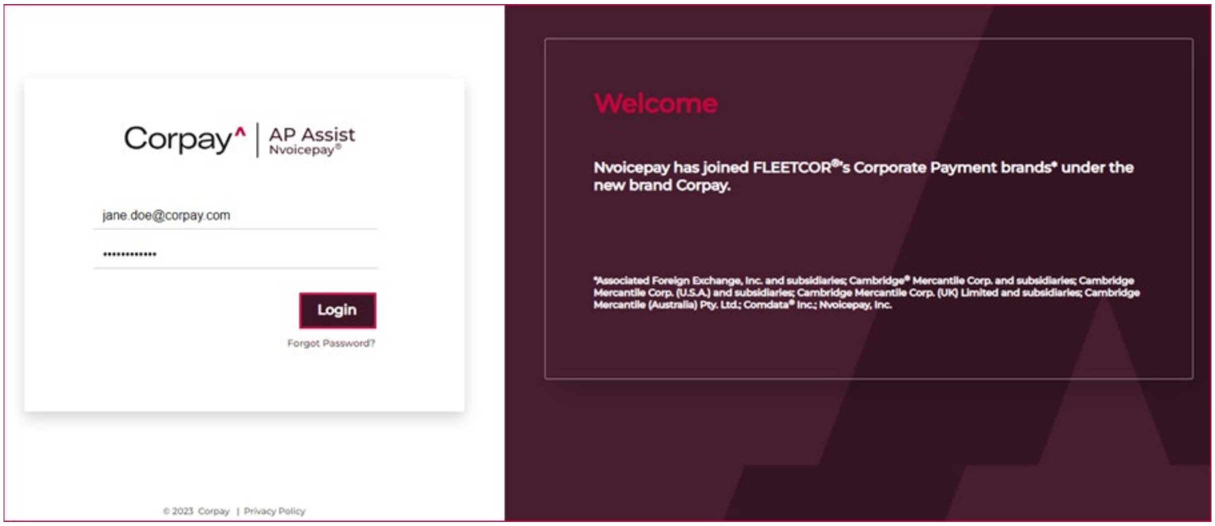
Accessing AP Assist

Launch CDK Drive and log in.

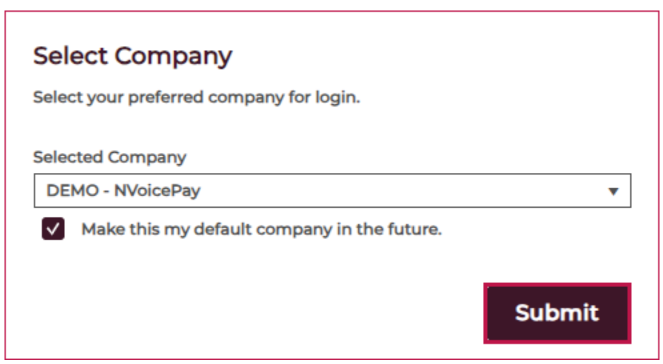
1. On the *homepage*, click the **Report and Analyze** icon in the *right-side navigation pane*.
2. In the *Accounting* section of the *Report and Analyze* menu, click the **AP Assist** menu item.



3. On the *AP Assist login* screen, enter **your email** and **password**.
4. Click the **Login** button.

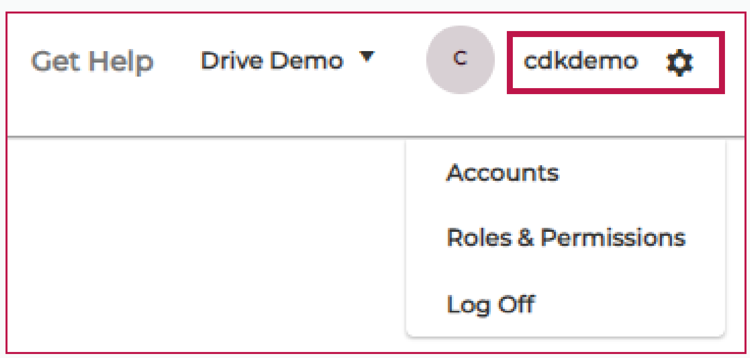


5. In the *Select Company* dialog, select your **preferred company** in the *Selected Company* drop-down.
6. *Optional*: Select the **Make this my default company in the future** checkbox. If the *Make this my default company in the future* checkbox is selected, the selected company's information will automatically load in AP Assist each time you log in and the name of the company will be listed in the Company Selector drop-down.
7. Click the **Submit** button.



AP Assist Banner

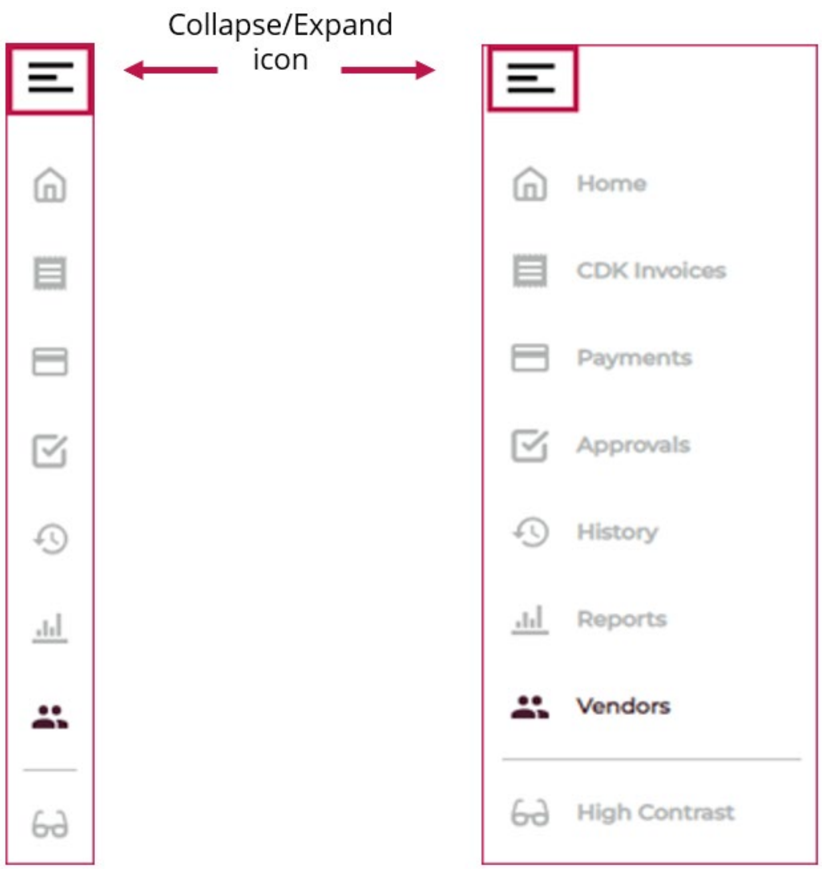
The following table describes the menu items in the AP Assist Banner:

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 Assist. 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 Drive Demo. 
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	The username is the email address used to log in to AP Assist or the user's display name, if a display name was added to their user account. Click the **username** or **gear** icon to access the Accounts and Roles & Permissions pages, as well as to log off AP Assist. In the example screenshot below, the username is cdkdemo. 

AP Assist Features

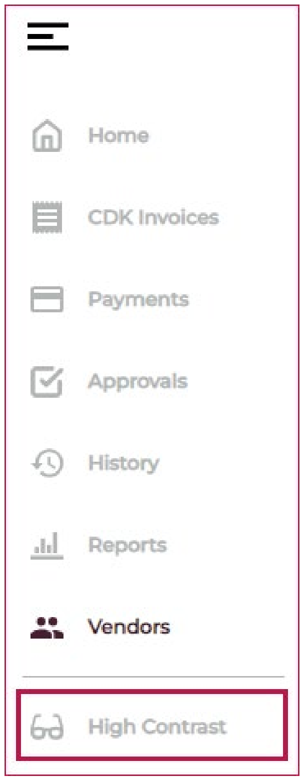
Collapse/Expand

Select the **collapse/expand** icon in the left-side navigation pane to only display the icons for each page or to display the full menu.



High Contrast

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



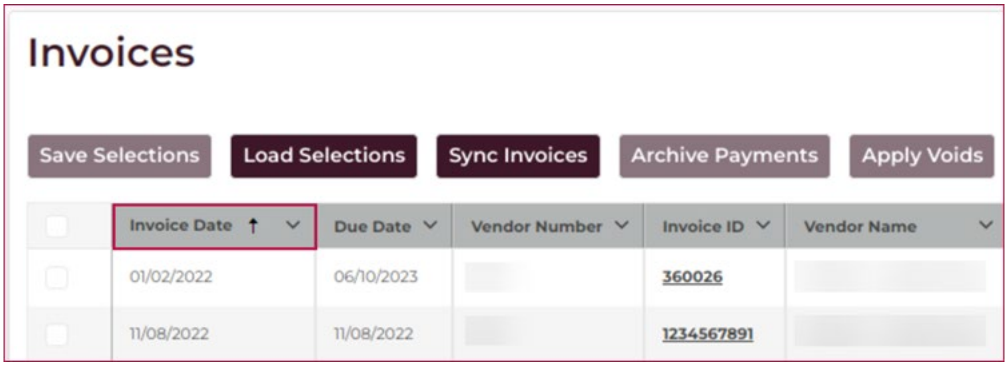
Select the **High Contrast** link to enable high contrast mode. Enabling high contrast mode changes the default color palette to the high contrast color palette which is blue and yellow. Select the **High Contrast** link again to disable high contrast mode. Disabling high contrast mode changes the high contrast color palette back to the default color palette. High Contrast changes are saved between logins.

Sorting, Filtering, and Grouping

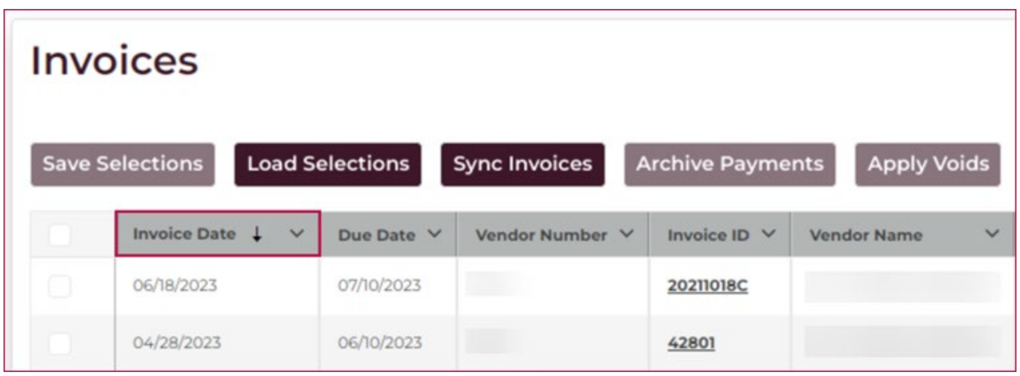
Many tables in AP Assist can be sorted and filtered to quickly organize data and only display information that is needed. Multiple columns can be filtered at once and individual columns can be sorted while filters are enabled. Filter icons are raspberry when enabled and black when disabled. Users can also group similar information together in the History table using the grouping feature making the information in the table easier to consume. 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 *CDK Invoices* page is sorted in ascending order based on the *Invoice Date* column. The Invoice Date column header contains an ↑ icon.



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

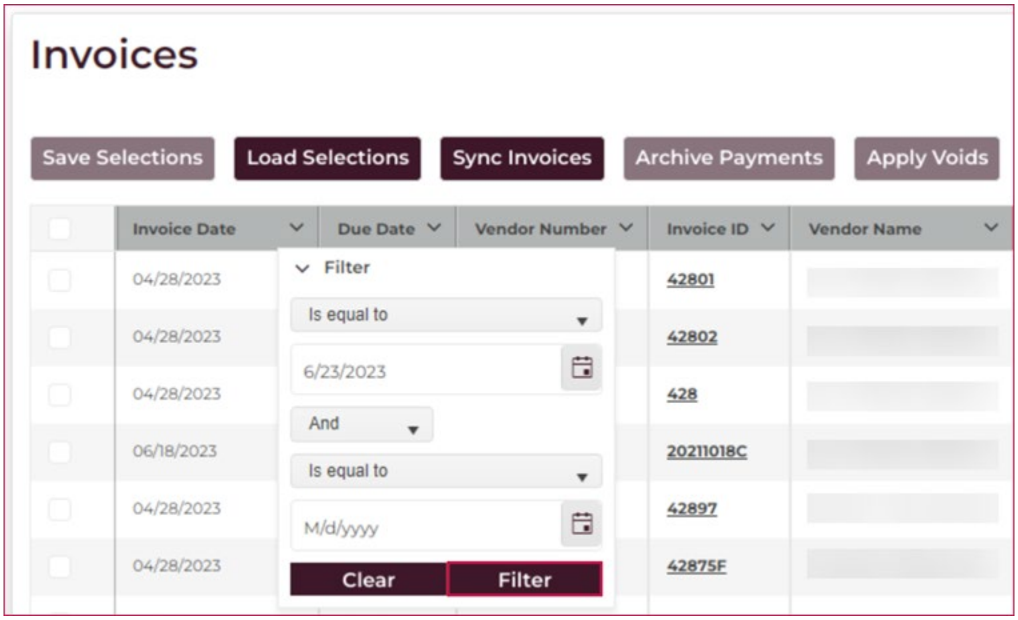


3. Click the **column header** until the ↑ or ↓ no longer displays to remove sorting from the table.

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

1. In a *column header*, click the **Filter** ⌄ icon.
2. In the *Filter* dialog, select a filter option in the drop-down(s), enter the required information (e.g., date) in the field(s), select the checkbox(es), or enter a **keyword** or **phrase** in the *Search* box.

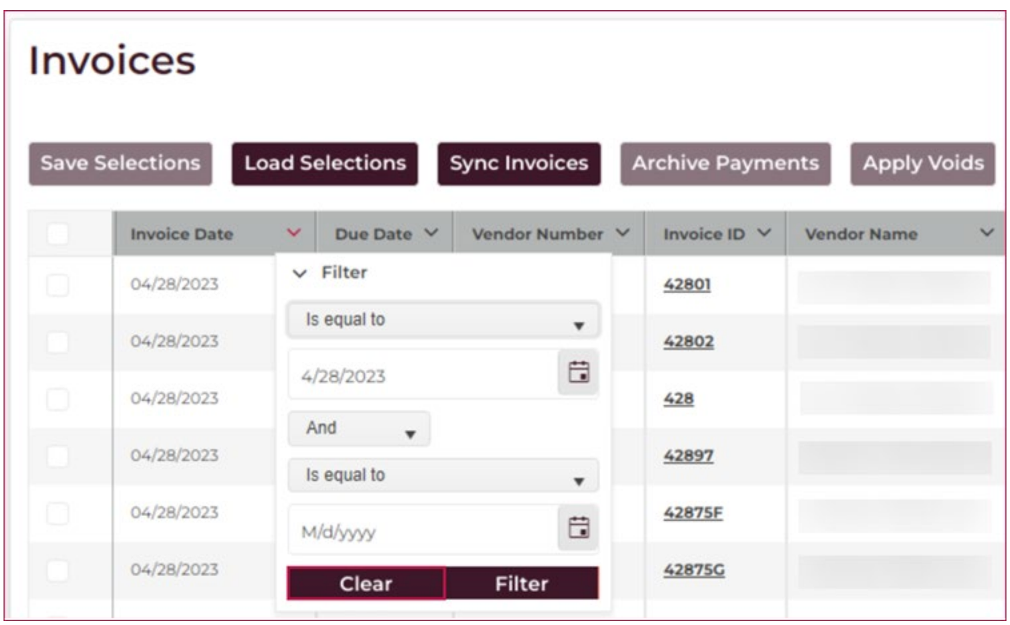
3. Click the **Filter** button.



NOTE: Filters may vary depending on the type of information in a column.

To remove the filter from the table:

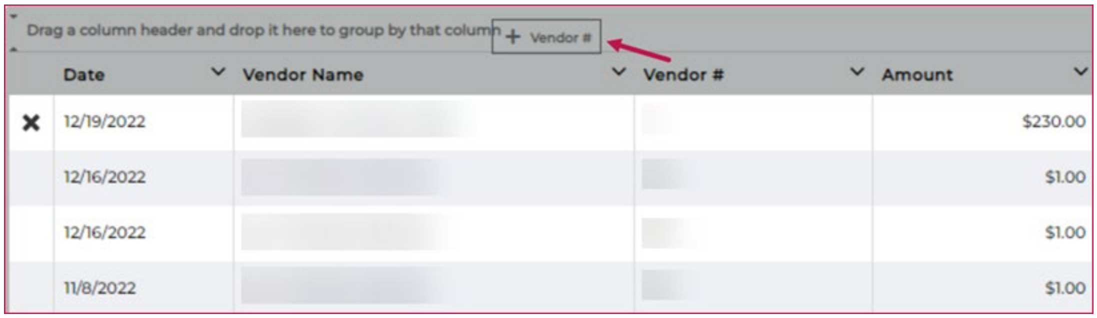
1. In the *column header* that contains the filter, click the **Filter** icon.
2. Click the **Clear** button.



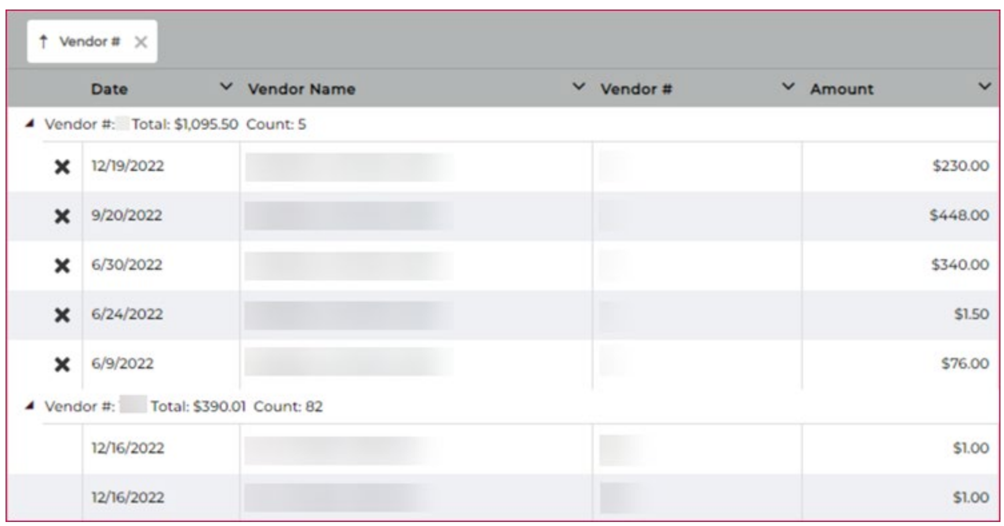
To group the History table by a column header:

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.



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

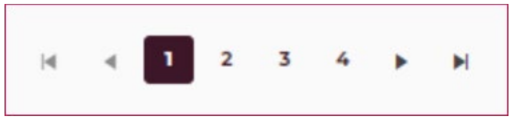


4. Click the ✕ in the *column header* to remove it from the *Drag a column header and drop it here to group by that column* field and return the table to its original settings.

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

Pagination

The CDK Invoices, Payments, Approvals (if applicable), History, Reports, Vendors, and Roles & Permissions pages use pagination to divide information into separate pages and 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.



NOTE: The Pagination feature may be formatted differently throughout AP Assist.

AP Assist Accounts

In this section, you will learn about the payment methods offered by Corpay, along with the Accounts and Roles in AP Assist.

NOTE: The visibility of all information in AP Assist is based on roles 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 CorpayCard, Mastercard, ACH, and Print Check. During the onboarding process, Corpay confirms the customer's vendors' payment acceptances, then determines the default payment method for each vendor by matching their payment acceptances to the customer's most preferred payment method. The most common order of preferred payment methods is listed in the table below.

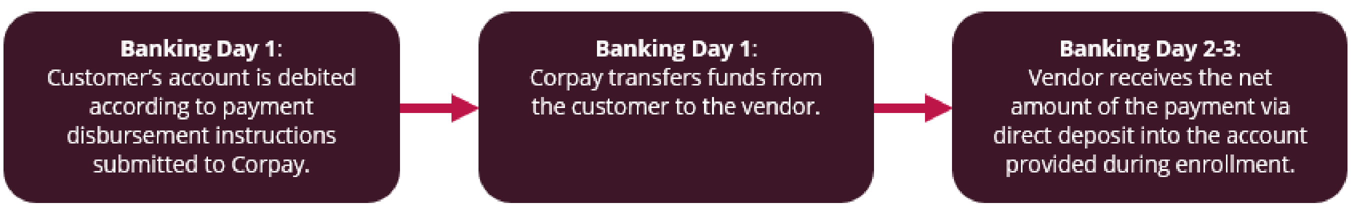
ORDER OF PREFERENCE	PAYMENT METHOD	DESCRIPTION
1	CorpayCard	• Corpay's private-label Accounts Payable card that is ideal for vendors who: ○ want to pay lower card processing fees. ○ do not have a master merchant account with Mastercard. • Vendors receive secure payment remittances via email, one banking day after

		payments are approved in AP Assist. • 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 Assist.
2	Mastercard	• Vendors receive secure payment remittances via email, one banking day after payments are approved in AP Assist. The payment remittances contain single-use (single-swipe) or multi-use (multi-swipe) virtual card numbers. • 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 Assist. • Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Assist, 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

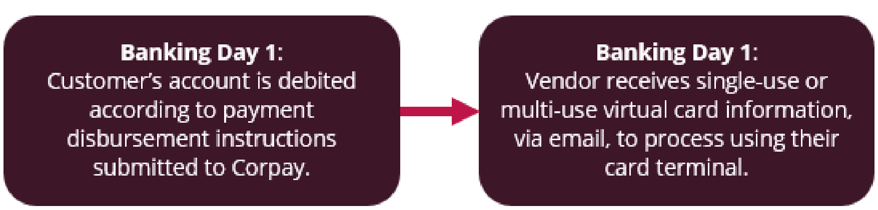
		remittances sent to vendors in AP Assist.
4	Print Check	• Print check payments must be approved in AP Assist before 5:00 pm PT to be mailed the next business day. • All print checks are mailed to vendors with positive payee service using USPS First Class mail. • Vendors receive print checks in the mail according to the USPS First Class mail delivery schedule in their area. • Customers can view images of printed and cashed checks in AP Assist.

Payment Method Flows

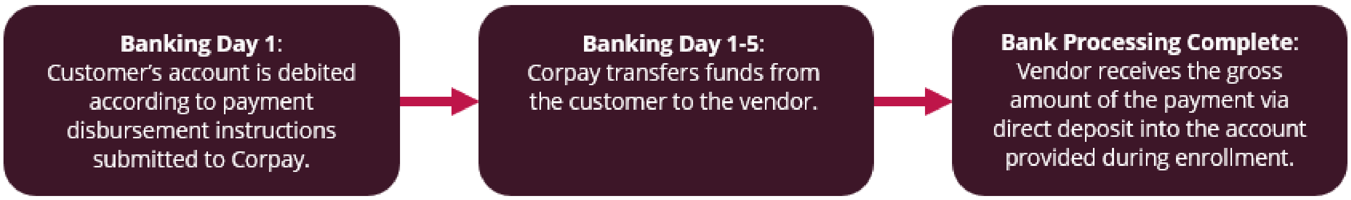
CorpayCard



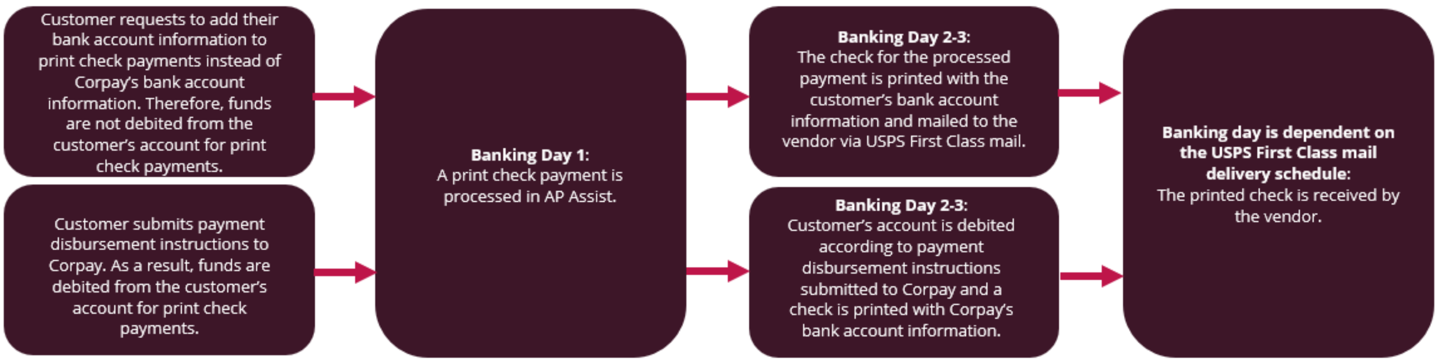
Mastercard



ACH



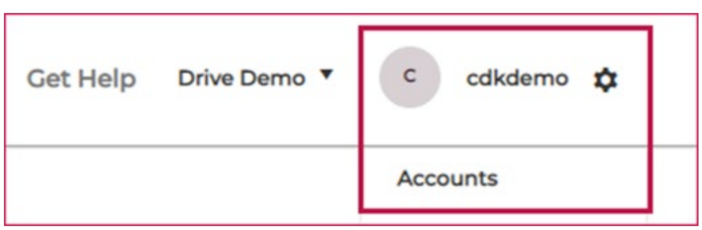
Print Check



Accounts Page

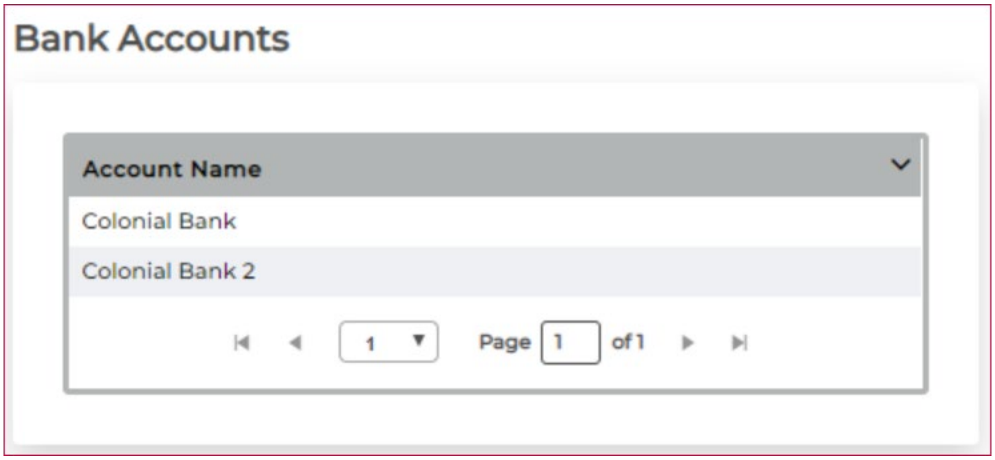
The Accounts page contains information about the customer's bank and credit card accounts along with the priority order of their payment methods.

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



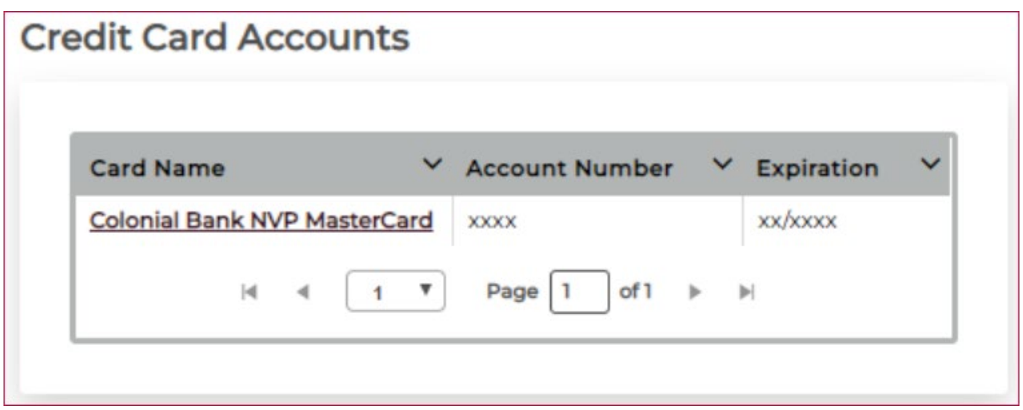
Bank Accounts

The Bank Accounts tile contains the current bank account attached to a customer's account in AP Assist. If a customer uses Corpay Card, 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.

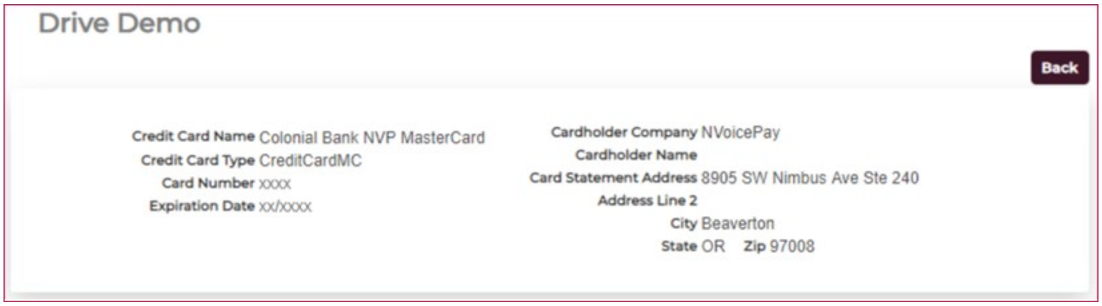


Credit Card Accounts

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



Click the **Card Name** in the *Credit Card Accounts* list to see additional information about the Mastercard VCN transaction.



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.

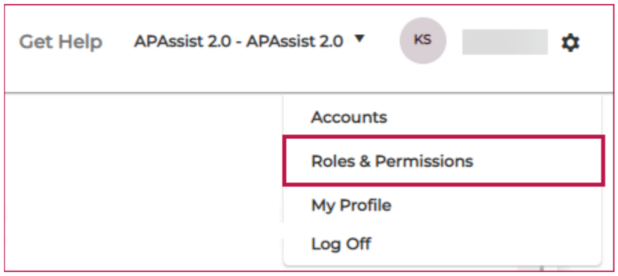
Payment Priority

Priority Order	Method	Account
1	NVPCard	Colonial Bank
2	MasterCard	NVP MC
3	ACH	Colonial Bank
4	PrintCheck	Colonial Bank

Roles & Permissions Page

The Roles & Permissions page is used to manage user accounts, roles, permissions, notifications, and reports for an organization. The visibility of all information in AP Assist 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.

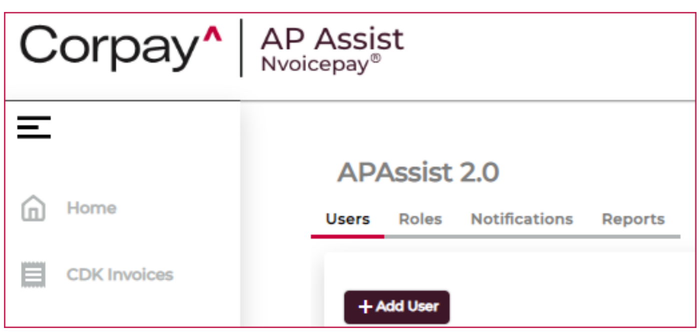
To access the Roles & Permissions page, click the **username** or **gear** ⚙ icon in the banner then select the **Roles & Permissions** menu item.



NOTE: The visibility of pages and information in AP Assist 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 Assist.
- **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 Assist

Permissions dictate what a user can and cannot do in AP Assist and are assigned to users through roles. There are two types of permissions available in AP Assist: organization and company level. Organization level permissions are assigned to all companies or locations in an organization. Whereas company level permissions are assigned to each company or location in an organization. The following table describes the permissions that can be assigned to a user account using roles:

PERMISSION	ORGANIZATION OR COMPANY LEVEL	DESCRIPTION
Manage Users	Company	Allows users to request to add/remove users and assign permission levels.
Manage Organization Users	Organization	Allows users to add and manage user accounts, roles, and permissions for all companies in an organization, if an organization has multiple companies or locations.
Manage Payment Accounts	Company	Allows users to request changes to customer bank accounts.
Manage Vendors	Company	Allows users to display or hide vendors on the Vendors page.
Manage File Uploads	Company	Allows users to exclude payments with error file statuses from payment batch files.
Batch Approver	Company	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	Company	Allows users to view and approve individual payments. A minimum of two users are recommended for customers with individual payment approval enabled in AP Assist.
View Organization Reports	Organization	Allows users to view reports for all companies within an organization, if an organization has multiple companies or locations.
View Standard Remittance Artifacts	Company	Allows users to view remittances without sensitive bank information if the customer is configured for artifacts.

View Sensitive Remittances Artifacts	Company	Allows users to view all remittances, including those with bank information if the customer is configured for artifacts.
No Approvals	Company	Does not allow approver permissions to be assigned to a user. No Approvals should be assigned to users who do not need permission to approve payments.
View Only	Company	Allows users to view payment history and reports only. This permission disables buttons and actions in AP Assist and does not allow other permissions to be assigned to a user.
Disable Payments	Company	Removes the Payments page from the left-side navigation pane.
Disable Approvals	Company	Removes the Approvals page from the left-side navigation pane.
Disable History	Company	Removes the History page from the left-side navigation pane.
Disable Reports	Company	Removes the Reports page from the left-side navigation pane.
Disable Vendors	Company	Removes the Vendors page from the left-side navigation pane.
Disable Invoices	Company	Removes the CDK Invoices page from the left-side navigation pane.
Void Checks	Company	Allows users to request a void and reissue or refund for a print check payment after it has been processed in AP Assist and sent to a vendor. However, if the print check payment has been processed by the vendor, it cannot be voided and reissued or refunded.
ApAssist User	Company	Allows users to access AP Assist.
APAssist Vendor Editor	Company	Allows users to edit vendor information.
APAssist Vendor Viewer	Company	Allows users to view vendor information.
ApAssist Schedule Payment	Company	Allows users to schedule payments for processing at a later date.

ApAssist Submit Payments	Company	Allows users to submit payments for approval.

Using Roles in AP Assist

Permissions can be assigned to a user account using roles. There are seven default roles available in AP Assist: A/P, Approver, Admin, Super Admin, ApAssist All, APA Admin, and View Only. Each default role contains a specific set of permissions, and it cannot be modified or deleted. If the default roles in AP Assist do not fit an organization, users with the Admin, Super Admin, or APA Admin role can create custom roles or update the Custom Permissions role with the appropriate permissions. Custom Roles can be modified or deleted and only one default or custom role can be assigned to a user account. See the Adding Custom Roles or Editing Custom Roles sections for instructions on how to create or edit a custom role.

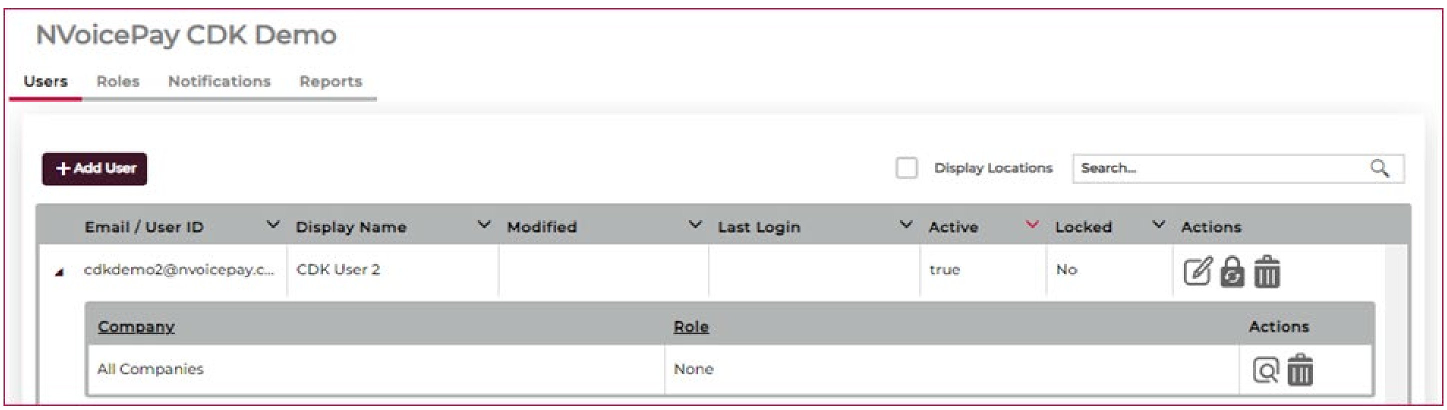
The following table describes the default roles that can be assigned to a user account:

DEFAULT ROLE	PERMISSIONS
A/P	Manage Vendors Manage File Uploads Void Checks View Organization Reports View Standard Remittance Artifacts
Approver	Batch Approver Payment Approver View Organization Reports View Standard Remittance Artifacts View Sensitive Remittance Artifacts Void Checks
Admin	Manage Users Manage Organization Users Manage Payment Accounts Manage Vendors Manage File Uploads View Organization Reports View Standard Remittance Artifacts View Sensitive Remittance Artifacts
Super Admin	All Admin permissions, plus the Batch Approver, Payment Approver, and Void Checks permissions

ApAssist All	ApAssist User ApAssist Vendor Editor ApAssist Schedule Payment ApAssist Submit Payments
APA Admin	Manage Users Manage Organization Users Manage Payment Accounts Manage Vendors Manage File Uploads ApAssist User ApAssist Vendor Editor ApAssist Vendor Viewer ApAssist Schedule Payment
View Only	View Only

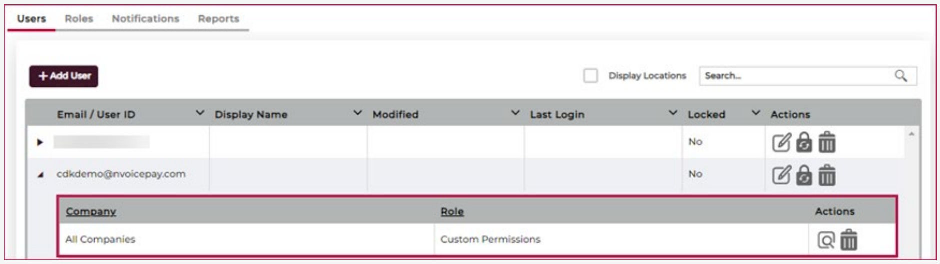
Users

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. See the Sorting, Filtering, and Grouping section to learn more about sorting and filtering columns.



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 Assist. In the *Email/User ID* column, click the **drop-down** arrow for a user's account to open the Users Table menu that contains additional information and actions.  See the Users Table Menu section for more information.
Display Name	The Display Name column contains a user's username which displays in the AP Assist banner if the user has a display name listed in their user account.
Modified	The Modified column contains the date and time a user account was last modified, as well as which user modified the account.
Last Login	The Last Login column contains the date and time of a user's last login.
Active	The Active column contains 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 *Active* column header, click the **Filter** icon then click the **Clear** button to display active and inactive users in the *Users* table.
Locked	The Locked column contains yes or no to indicate if a user account is locked due to multiple failed login attempts.
Actions > Edit	The Edit action is used to modify the selected user account. See the Editing User Accounts section for instructions.
Actions > Reset Password	The Reset Password action is used to send a reset password request to the selected user's email. See the Sending Reset Password Requests section for instructions.
Actions > 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. See the Disabling and Enabling User Accounts section for instructions.
Display Locations	When selected, the Display Locations checkbox displays a Locations column, in the Users table, for organizations with multiple locations that have location-specific information.
Search	The Search box is used to quickly find specific user accounts.

Users Table Menu

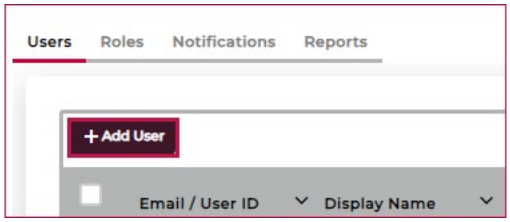
The following table contains descriptions of the column headers and actions in the Users Table menu:

NAME	DESCRIPTION
Company	The Company field contains the organization (All Companies), company, or location of the logged in user. Organizations can contain multiple companies or locations.
Role	The Role column contains the role assigned to the organization (All Companies), company, or location in the Company field. Roles assigned to an organization, company, or location are automatically assigned to its users. Users with the Admin, Super Admin, or APA Admin role can modify the Custom Permissions role or create new custom roles for user accounts. However, if the Custom Permissions role is modified and added to a user's account, it cannot contain the same permissions as the existing roles on the account. See the Using Roles in AP Assist section for more information about roles.
Actions > View	The View action is used to see the user details and roles for the selected user account. See the Viewing User Account Details section for instructions.
Actions > Delete	The Delete action is used to remove a role from a user account. See the Deleting Roles section for instructions.

Adding User Accounts

To add a new user account to an organization:

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



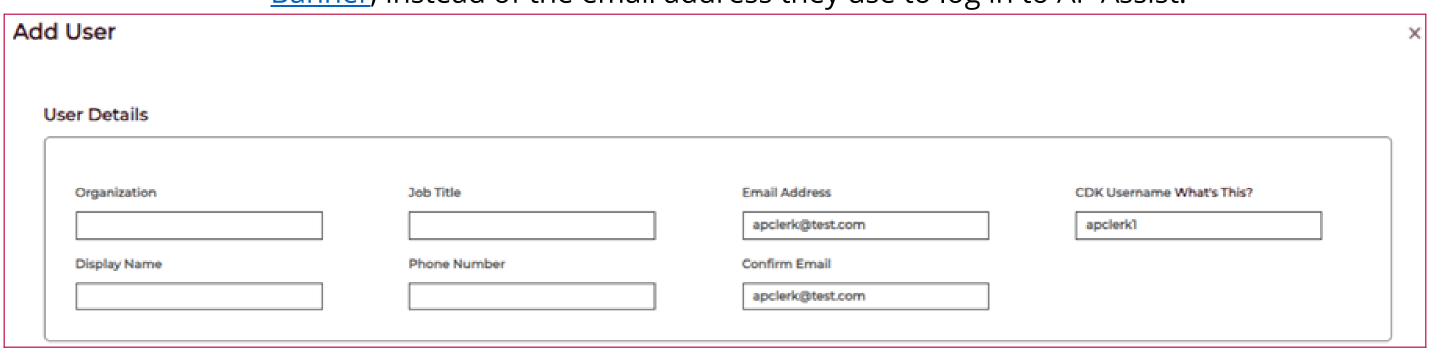
2. Complete the required fields in the User Details section of the Create User dialog.

   a. **Email Address (Required)**: Enter the **user's email address**.

   b. **Confirm Email (Required)**: Re-enter the **user's email address**. The Confirm Email field must match the Email Address field.

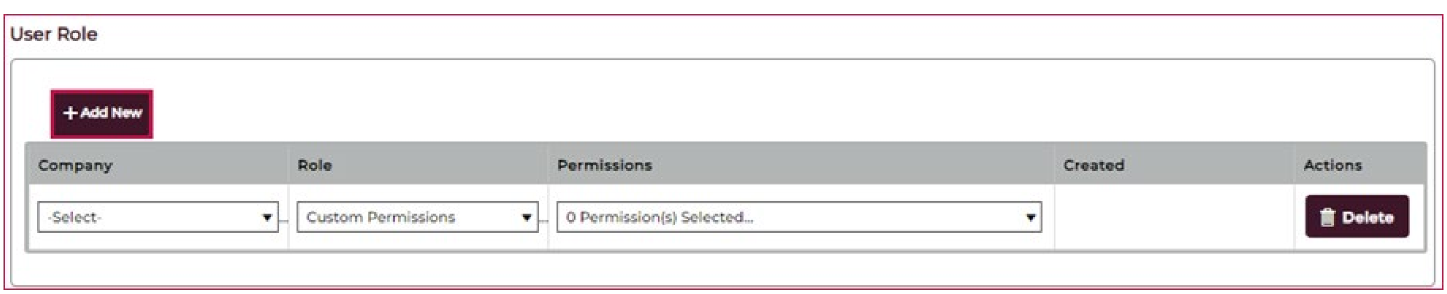
   c. **CDK Username What's This? (Required)**: Enter the user's **CDK username**. If you do not know the user's CDK username, click the **What's This?** link for step-by-step instructions on how to locate a user's CDK username in CDK Drive.

   NOTE: The Display Name field is optional. However, it should be completed if a user wants their display name to appear as their username in the [AP Assist Banner](), instead of the email address they use to log in to AP Assist.



3. Add a new role in the User Role section of the Create User dialog.

   a. Click the **+ Add New** button.



b. Click the **Company** drop-down then select **All Companies** (organization), a single **company**, or a single **location**, if applicable. If All Companies is selected, the new role will be applied to all companies or locations in the organization. If a single company or location is selected, the new role will be applied to that company or location only.

NOTE: See the Create User Dialog section for descriptions of the fields and drop-downs in the Add User dialog.

4. Click the **Save** button.

5. 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 Assist inviting them to complete their account setup.

Create User Dialog

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

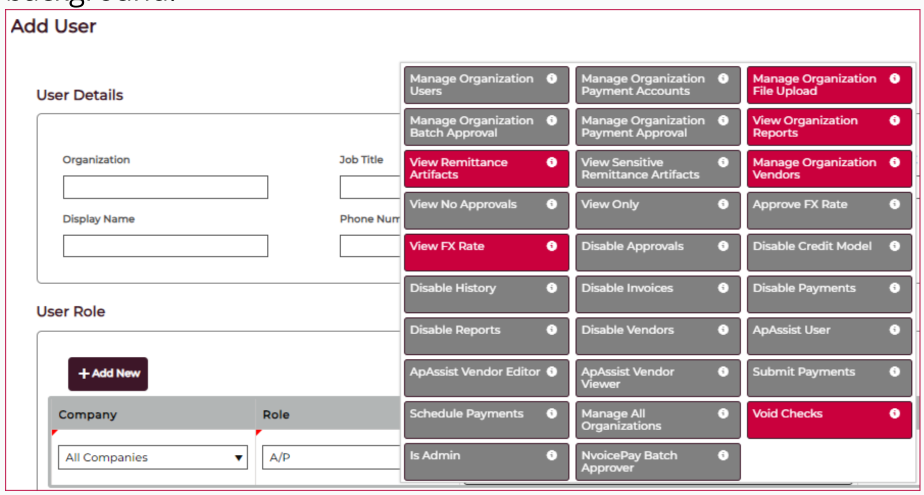
NAME	DESCRIPTION
Organization	The Organization field contains the organization of the logged in user. Users with the Admin, Super Admin, or APA Admin role can

	change the Organization field. If a user’s organization is changed, their roles and permissions will be updated automatically to align with the new organization. See Using Roles in AP Assist for more information about roles.
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 and cannot be changed after the user account is created. Email addresses must meet the following guidelines: • Email addresses must be unique. As a result, if an email address is entered in the Email Address field that already exists on another user’s account, the error message: *Email address already exists* will display. • Email addresses must be valid because they are used by AP Assist, after a user account is created, to send the new user an email with instructions on how to complete their account setup.
CDK Username What’s This?	The CDK Username What’s This? field contains the new user’s username in CDK Drive. If you do not know the user’s CDK username, click the **What’s This?** link for step-by-step instructions on how to locate a user’s CDK username in CDK Drive.
Display Name	If a Display Name is entered in the Display Name field, it will appear next to the gear icon in the AP Assist banner instead of the email address the user uses to log in. A display name is not required.
Phone Number	A phone number can be entered in the Phone Number field for reference, but it will not be used in AP Assist.
Confirm Email	The Email Address must be re-entered in the Confirm Email field.
Company	The Company drop-down contains the organization (All Companies) along with the companies or locations that the new user has access to in AP Assist. Organizations can contain multiple companies or locations.
Role	The Role drop-down contains the available roles for an organization (All Companies) and its companies or locations in AP Assist. See the Using Roles in AP Assist section for more information about roles.

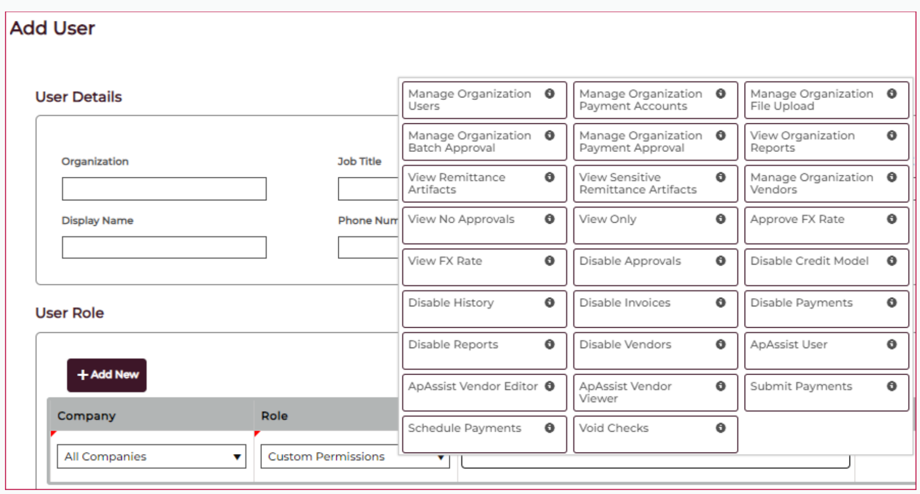
Permissions

The Permissions drop-down contains the available permissions for an organization (All Companies) and its companies or locations in AP Assist.

In the example screenshot below, the permissions that are not included in the selected default role (A/P) or that are already assigned to the new user at the [organization level](#) are disabled (grey background) in the Permissions drop-down. The permissions that are included in the selected default role (A/P) have a pink background.



In the example screenshot below, the permissions that can be added to the Custom Permissions role are enabled (white background).



See the [Using Permissions in AP Assist](#) section for more information about permissions in AP Assist.

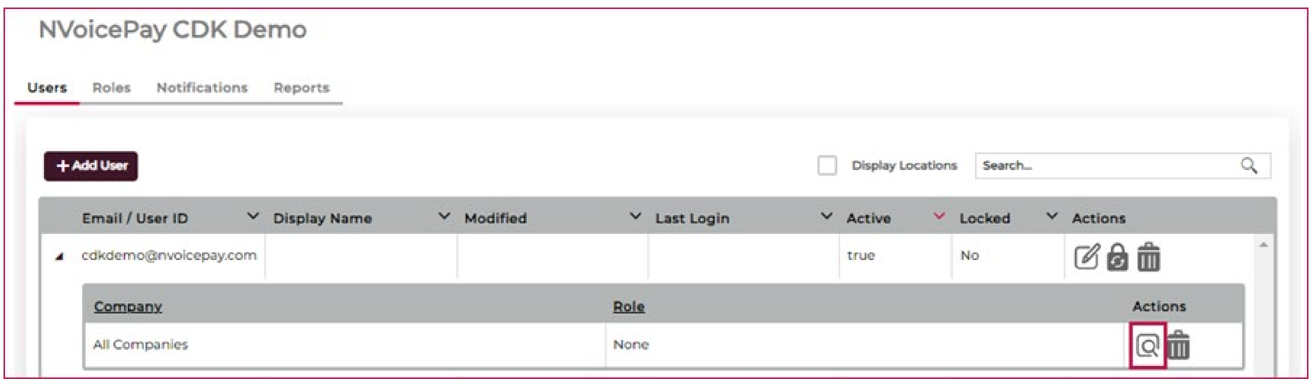
Viewing User Account Details

All users can view user account details for an organization.

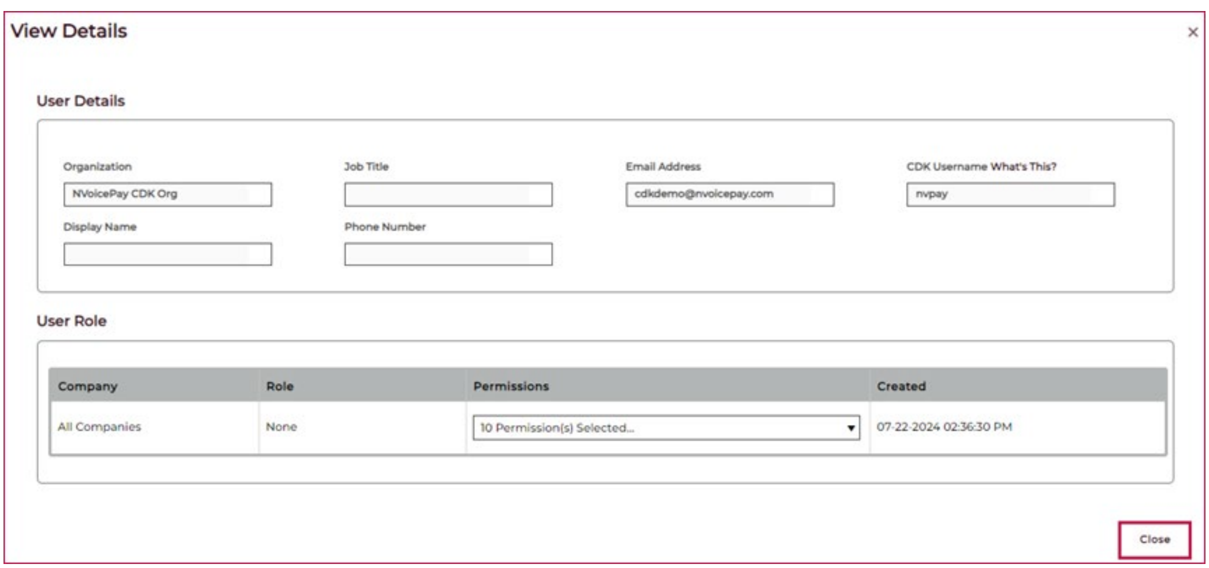
To view a user account:

1. In the *Users* table, click the **drop-down** ▸ arrow for a user account to open the [Users Table menu](#).

2. In the *Users Table* menu, click the **View** action for the user account to view.



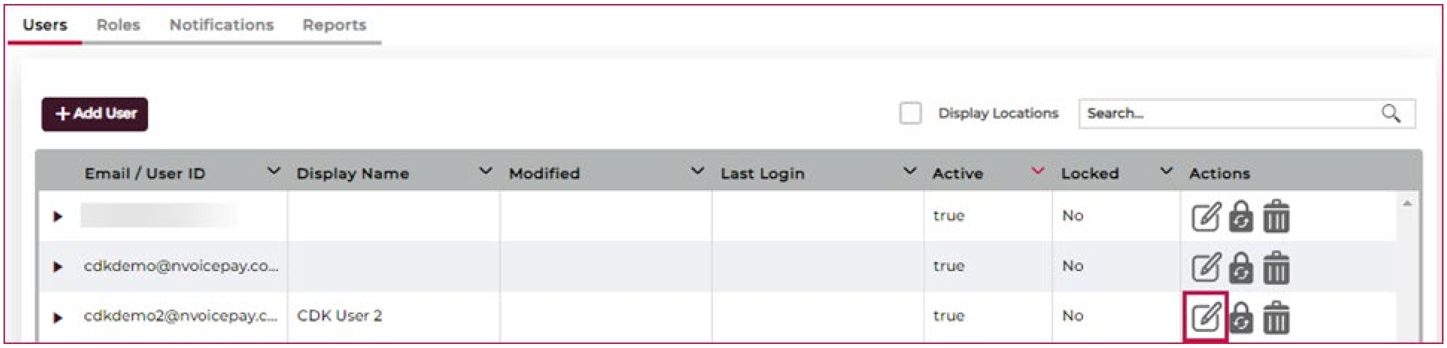
3. Review the **information** in the *View Details* dialog then click the **Close** button.



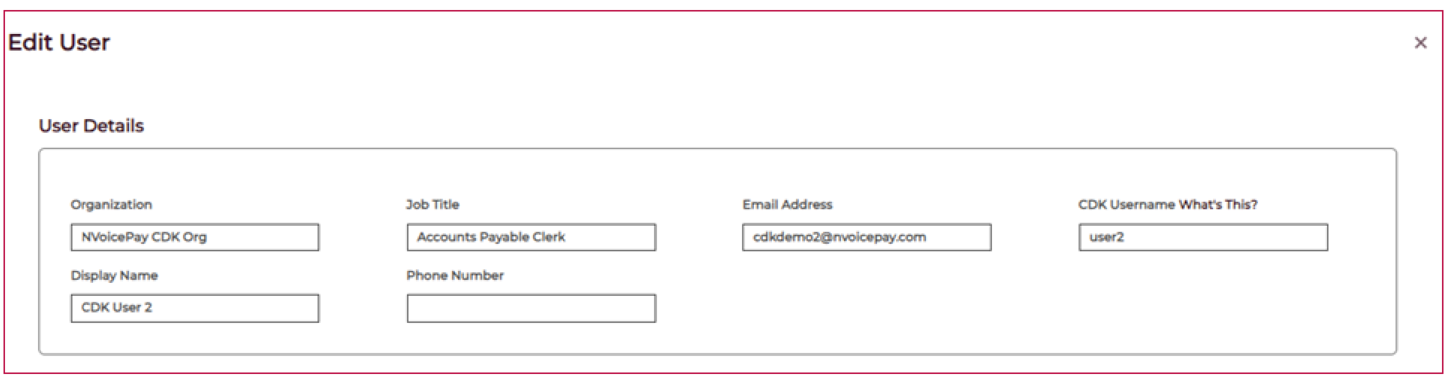
Editing User Accounts

To edit a user account:

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



2. Update the User Details section of the Edit User dialog, as needed.
   a. **Job Title (Optional)**: Enter the user's **job title**.
   b. **CDK Username What's This? (Required)**: Enter the user's **CDK username**. If you do not know the user's CDK username, click the **What's This?** link for step-by-step instructions on how to locate a user's CDK username in CDK Drive.
   c. **Display Name (Optional)**: Enter a **display name** for the user.
   d. **Phone Number (Optional)**: Enter the user's **phone number**. Phone numbers are used for reference only.

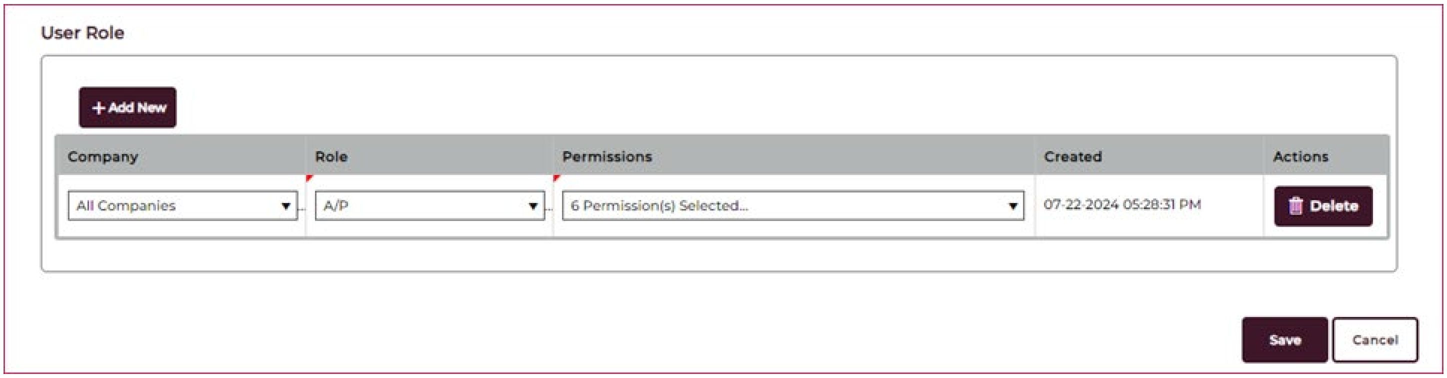


3. Optional: Update the User Role section of the Edit User dialog.
   a. **Company**: Click the **drop-down** then select **All Companies** (organization), a single **company**, or a single **location**, if applicable. If All Companies is selected, the role will be applied to all companies or locations in the organization. If a single company or location is selected, the role will be applied to that company or location only.

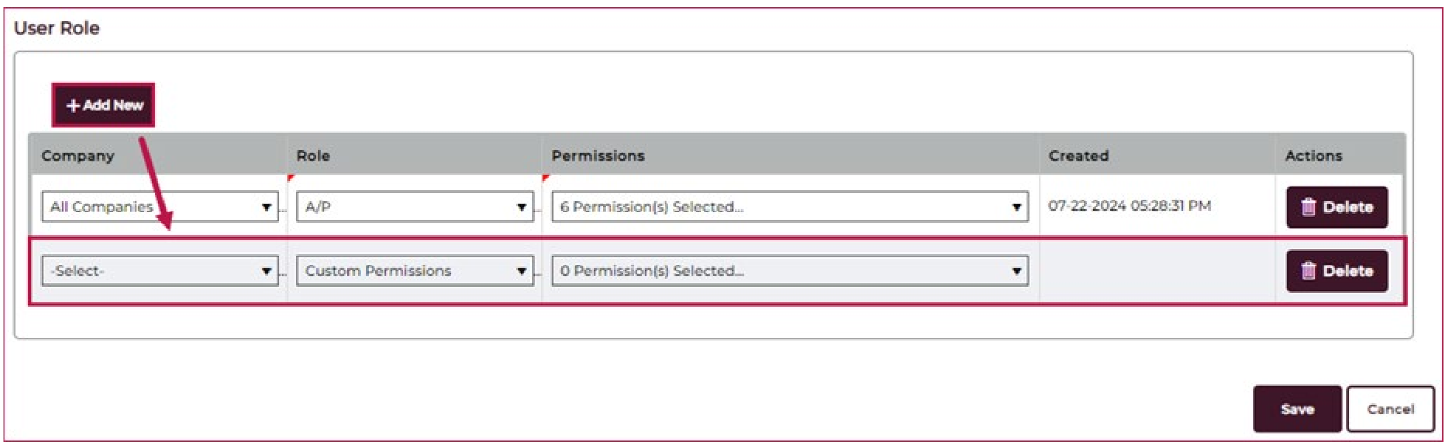
b. **Role**: Click the **drop-down** then select a **role** in the *drop-down* list.

c. **Permissions**: If the Custom Permissions role is selected in the Role drop-down, click the **Permissions** drop-down then select **one or multiple permission(s)** in the *drop-down* list. Users can edit permissions in the Custom Permissions role only.

d. **Delete**: Click the **Delete** button to remove a role from a user's account, if needed.

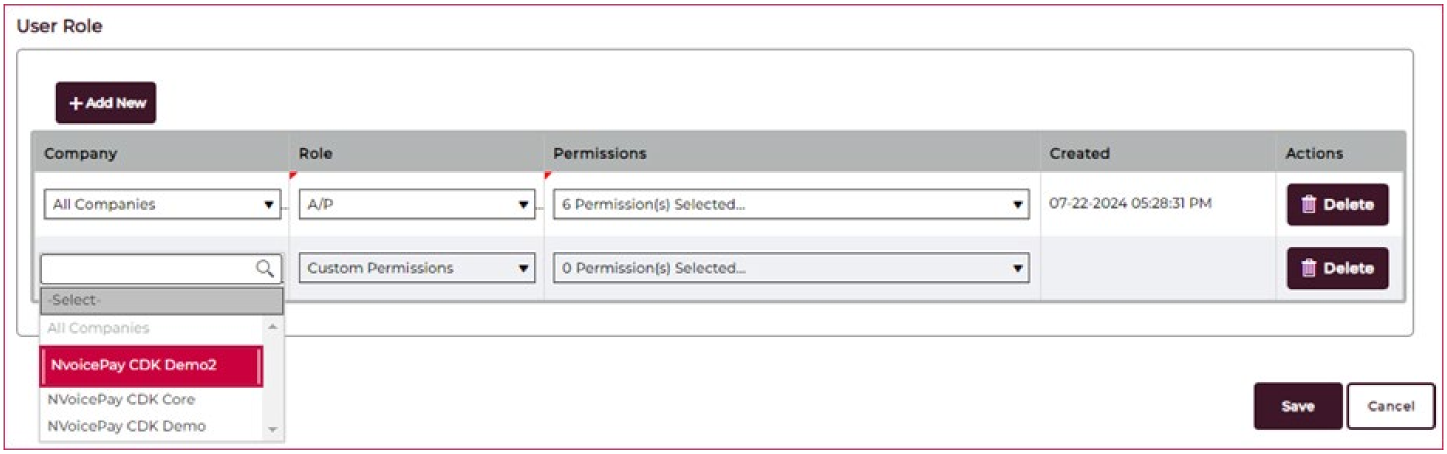


4. Optional: In the **Edit User** dialog, click the **+ Add New** button to add a role to the user's account.

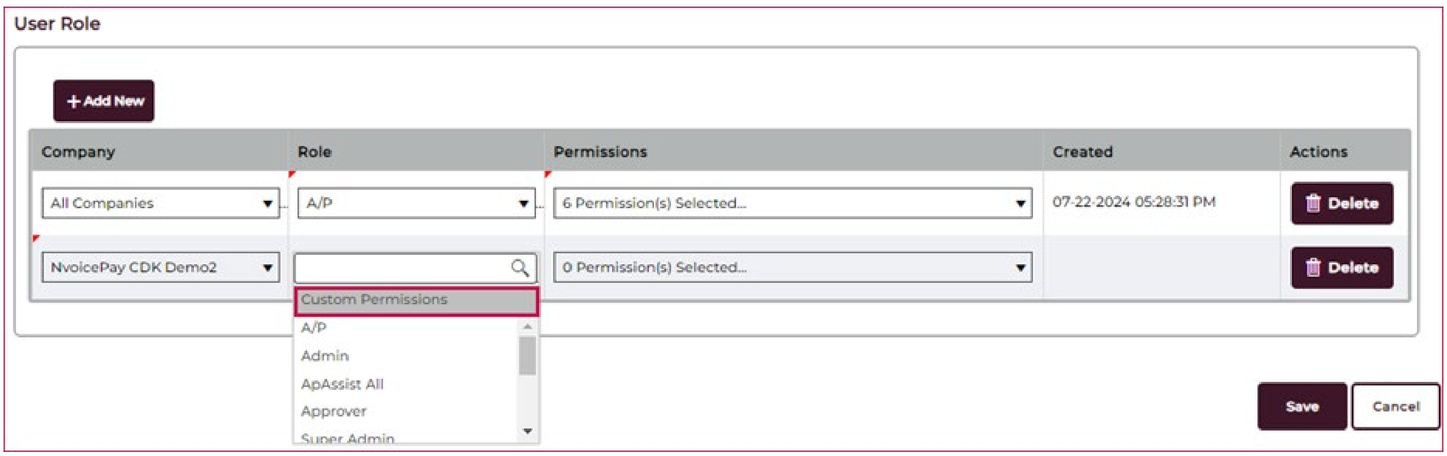


5. Complete the drop-downs for the new role.

    a. **Company**: Click the **Company** drop-down then select **All Companies** (organization), a single **company**, or a single **location**, if applicable. If All Companies is selected, the new role will be applied to all companies or locations in the organization. If a single company or location is selected, the new role will be applied to that company or location only.

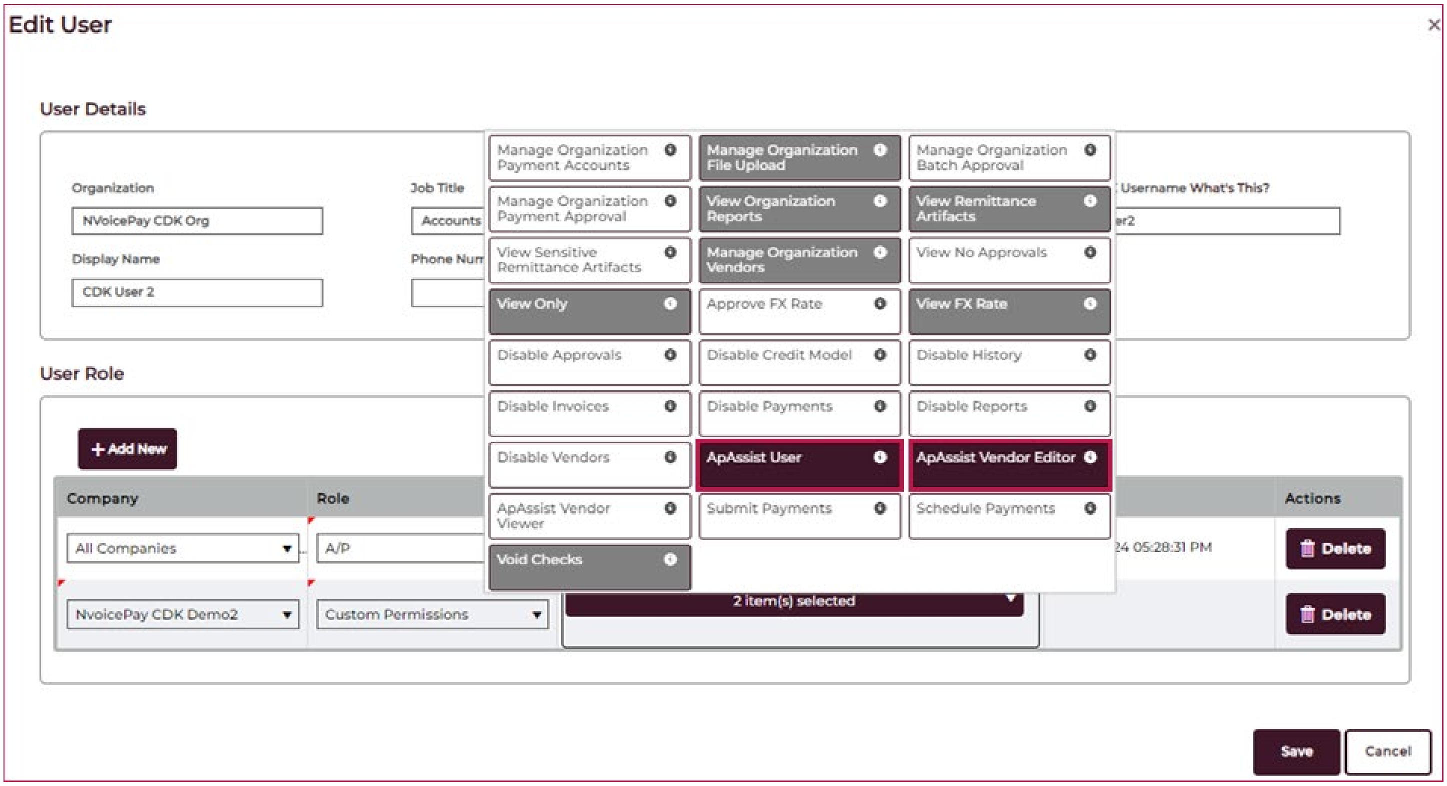


    b. **Role**: Click the **Role** drop-down then select a **role** in the *drop-down* list.



    a. **Permissions**: If the Custom Permissions role is selected in the Role drop-down, click the **Permissions** drop-down and select **one or multiple permission(s)** in the *drop-down* list. Users can edit permissions in the Custom Permissions role only.

    NOTE: See the [Edit User Dialog] section for descriptions of the above fields and drop-downs.



6. Click the **Save** button. A message displays confirming the user account was updated successfully.
7. If the Edit User dialog is closed without clicking the Save button, a *You have unsaved changes. Are you sure you wish to cancel?* dialog will display. In the dialog, click the **Cancel** button to return to the *Edit User* dialog and save your changes or click the **OK** button to return to the *Users* tab without saving your changes.

Edit User Dialog

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

NAME	DESCRIPTION
Organization	The Organization field contains the organization (All Companies) of the logged in user. Organizations can contain multiple companies or locations. Users with the Admin, Super Admin, or APA Admin role can edit the Organization field. If a user's organization is changed, their roles and permissions will be updated automatically to align with the new organization.
Job Title	The Job Title field is optional and used for reference only. It does not impact the user's roles or permissions.

Email Address	The Email Address field is required and cannot be changed after the user account is created. See the Create User Dialog section for more information about the Email Address field.
Display Name	If a Display Name is entered in the Display Name field, it will appear next to the gear icon in the AP Assist banner instead of the email address the user uses to log in. The Display Name field is optional.
Phone Number	The Phone Number field is optional and used for reference only.
Company	The Company field contains the organization (All Companies), company, or location of the logged in user. Organizations can contain multiple companies or locations. When adding a new role to a user's account, a drop-down containing the user's organization and its companies or locations, if applicable, is enabled for the Company field.
Role	The Role column contains the role assigned to the organization (All Companies), company, or location in the Company field. Roles assigned to an organization, company, or location are automatically assigned to its users. When adding a new role to a user's account, a drop-down containing the following default roles along with a Custom Permissions role is enabled for the Role field: • A/P • Admin • ApAssist All • Approver • Super Admin • APA Admin • View Only The Custom Permissions role can be used to assign specific permissions to a user's account. Users with the Admin, Super Admin, or APA Admin role can also create custom roles with specific permissions for users. See the Adding Custom Roles or Editing Custom Roles sections for instructions on how to create or edit a custom role. **NOTE**: If a permission is already assigned to a user's organization, company, or location, it cannot be assigned to the user's account using the Custom Permissions role. See the Using Roles in AP Assist section to learn more about roles.
Permissions	For default roles, the Permissions field contains a list of the permissions assigned to the role. For the Custom Permissions role, the permissions field contains a list of all available permissions in

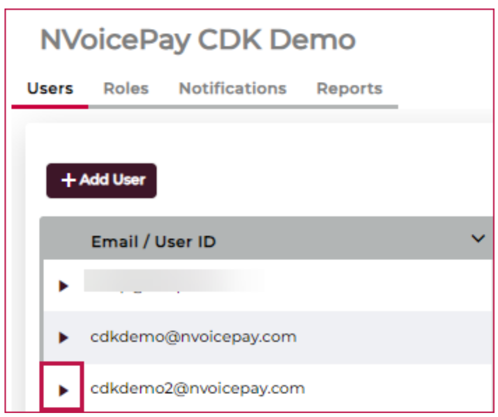
	AP Assist. Hover over the **Information** icon on each permission listed in the *Permissions* field to view a description of the permission. See the Using Permissions in AP Assist section for more information.
Created	The Created field contains the date and time when a role was added to a user's account.
Actions > Delete	Click the **Delete** button to remove a role from a user's account. See the Deleting Roles section for instructions.

Deleting Roles

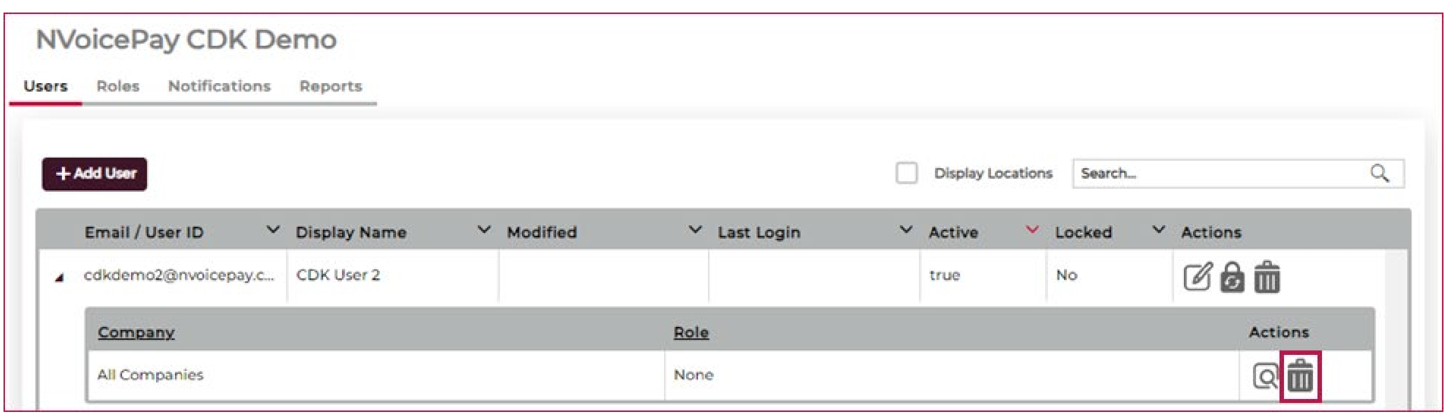
Users can delete roles from user accounts in the Edit User dialog and the Users Table Menu.

To delete a role from a user's account in the Users Table Menu:

1. In the *Users* table, locate the **user account** to delete the role in.
2. In the *Email/User ID* column, click the **drop-down** arrow for the *user account*.



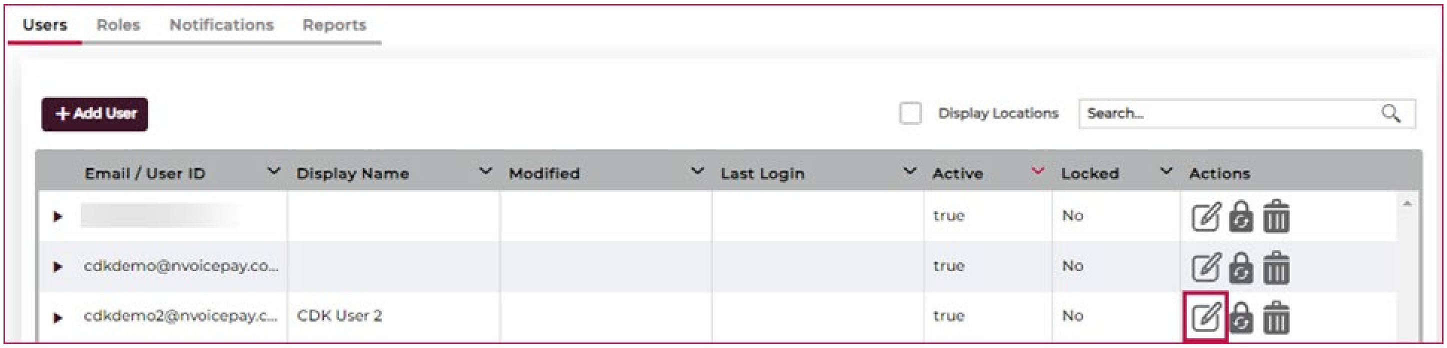
3. In the *Users Table* Menu, locate the **role** to delete then click the **Delete**  action.



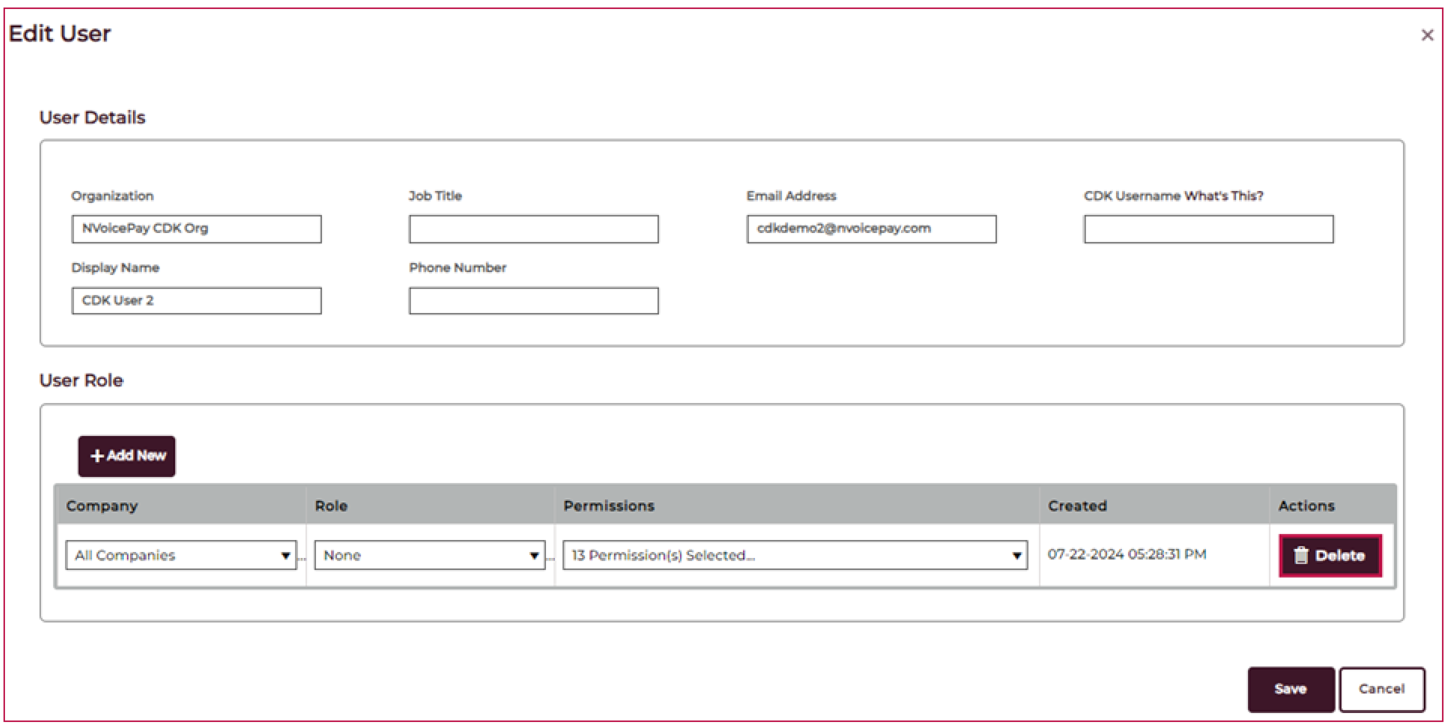
4. In the *Are you sure you want to delete this record?* dialog, click the **OK** button.
5. A message displays confirming the user account was deleted successfully.

To delete a role from a user's account in the Edit User dialog:

1. In the *Users* table, click the **Edit** action for the user account to delete the role in.



2. In the *Edit User* dialog, locate the **role** to delete in the *User Role* section.
3. Click the **Delete** button in the *Actions* column.

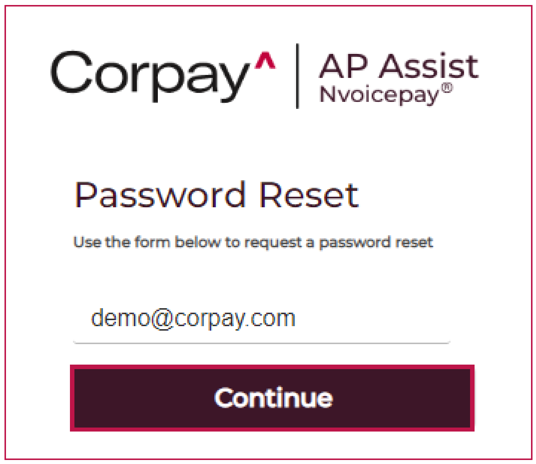


4. In the *Are you sure you want to delete this record?* dialog, click the **OK** button.
5. In the *Edit User* dialog, click the **Save** button.
6. A message displays confirming the user account was updated successfully.

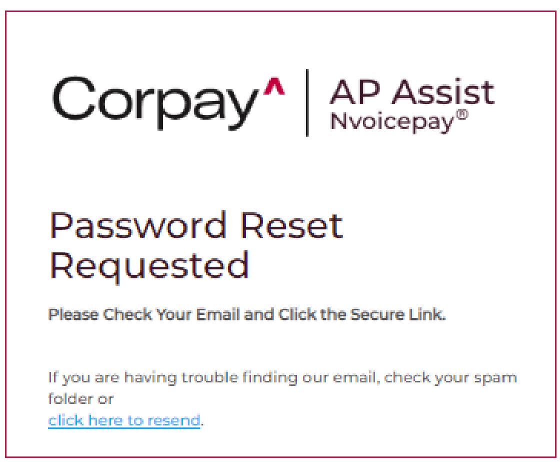
Sending Reset Password Requests

Users can send reset password requests to other users that will allow them to change the password they use to log in to AP Assist.

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



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

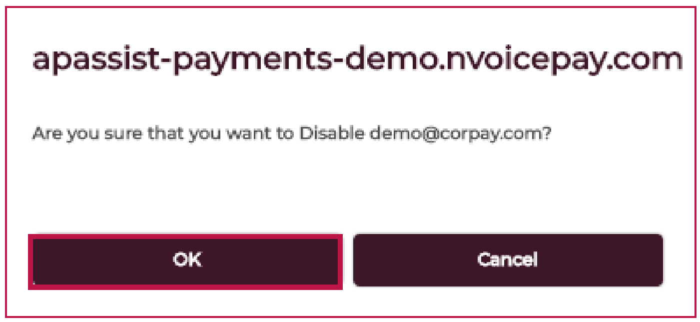


Disabling and Enabling User Accounts

Users can disable and enable user accounts.

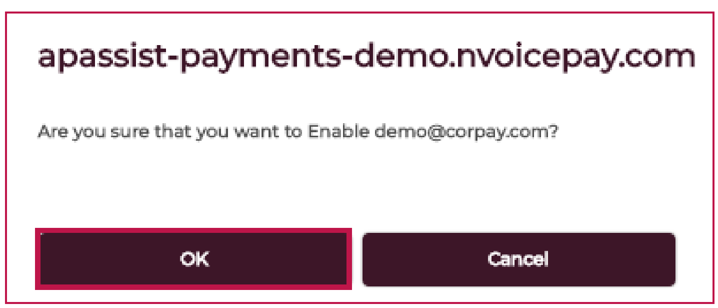
To disable an active user account:

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



To enable an inactive user account:

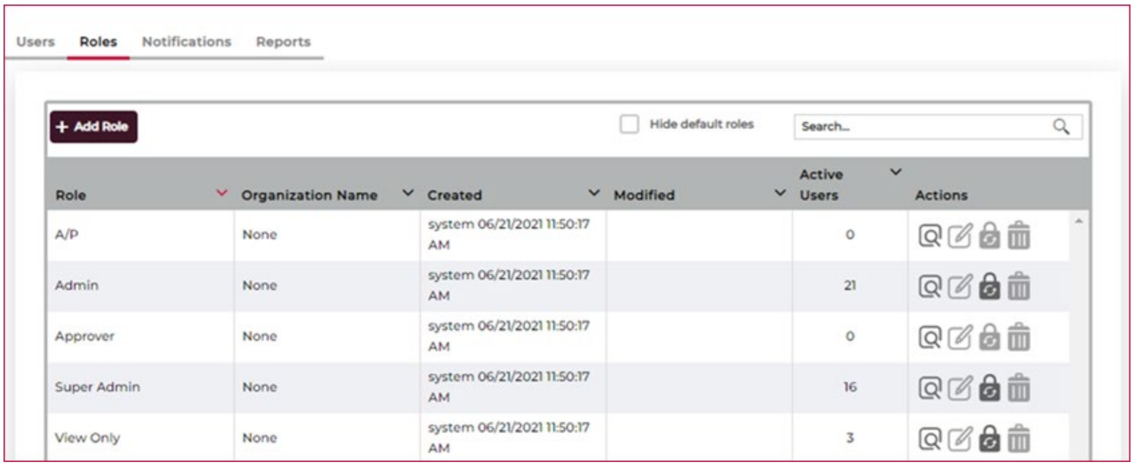
1. In the *Users* table, click the **Disable/Enable** action for the inactive user account to enable.
2. In the *Are you sure that you want to Enable [Email Address/User ID]* dialog, click the **OK** button.



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

Roles

On the Roles tab, users can assign default roles to user accounts. See Using Roles in AP Assist to learn more about the default roles in AP Assist. 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.



NOTE: All default roles are not shown in the above image.

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 default role.
Organization Name	All default roles within an organization are listed in the Roles table and *None* is listed as the Organization Name for each default role.
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.

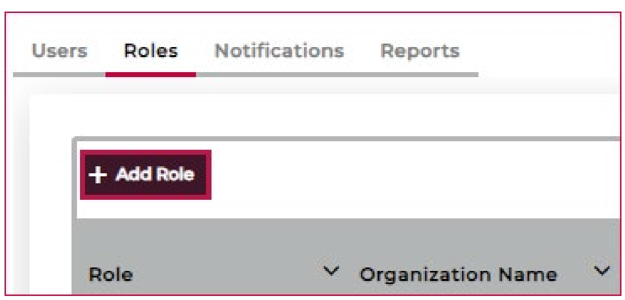
Edit	The Edit action is used to modify a custom role. Default roles cannot be modified. See the Editing Custom Roles section for instructions.
Move	The Move action is used to move users from one role to another role. Only users within the organization of the logged in user can be moved to a different 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 *Roles* table. See Using Roles in AP Assist to learn more about default roles.
Search	The Search box is used to quickly find specific roles in the *Roles* table.

Adding Custom Roles

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

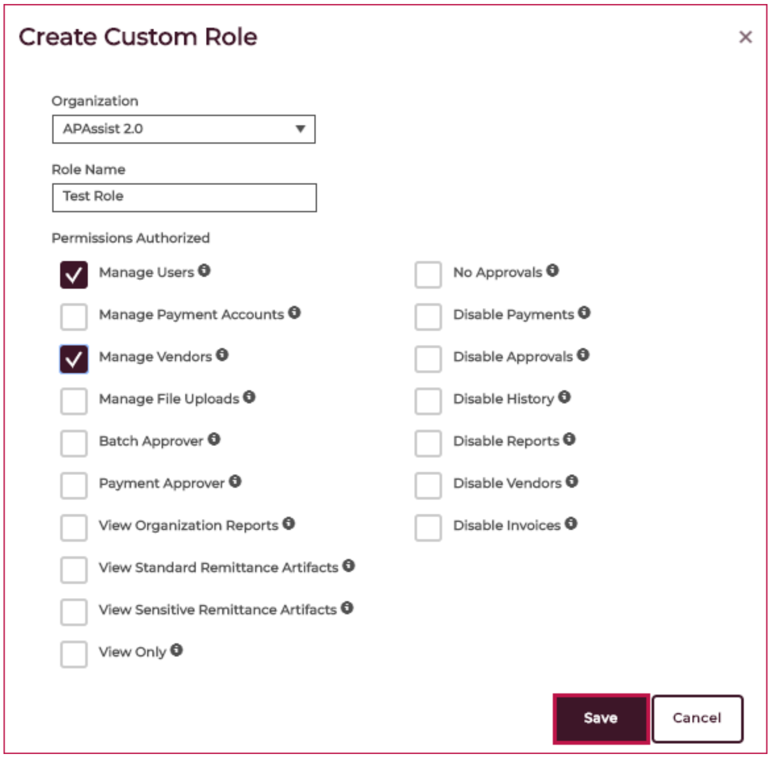
To add a custom role:

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



2. Complete each **field** in the *Create Custom Role* dialog.

3. Click the **Save** button.



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

Create Custom Role Dialog

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

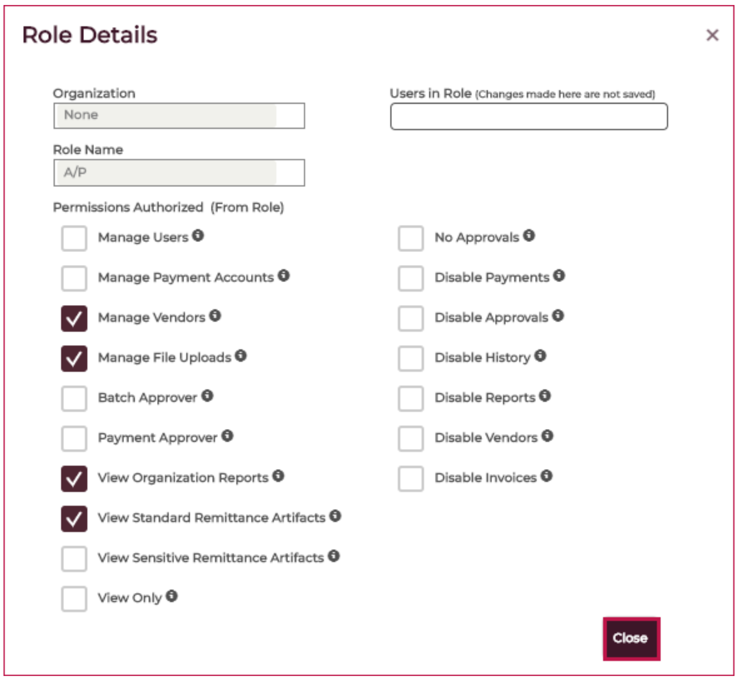
NAME	DESCRIPTION
Organization	The Organization field is pre-populated with the organization of the logged in user.
Role Name	The Role Name field contains the name of the new custom role. The Role Name must be unique to the organization and cannot be the same as a default role or any other custom role. 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 Assist. See the Using Permissions in AP Assist section to learn more about permissions.

Viewing Role Details

All users can view role details in an organization.

To view role details:

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



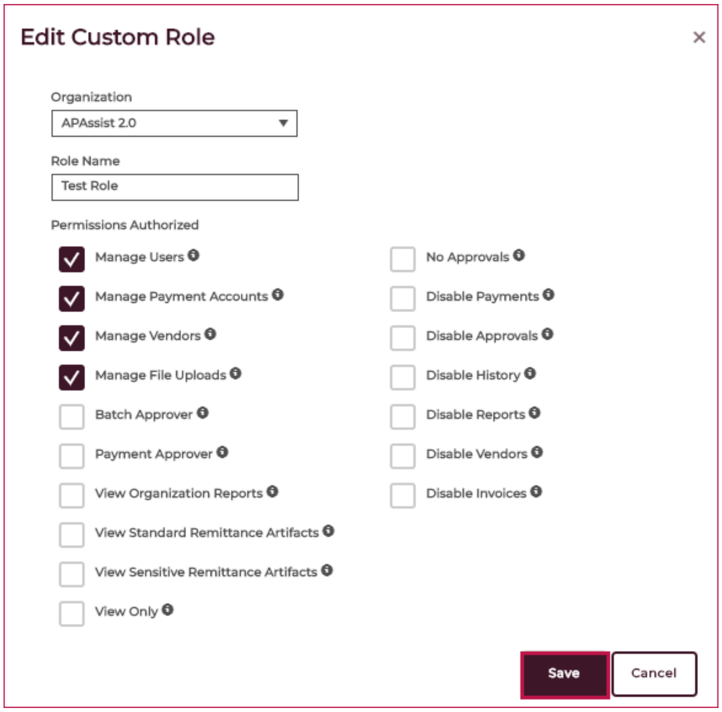
Editing Custom Roles

Users 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.

To edit a custom role:

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

3. Click the **Save** button.



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

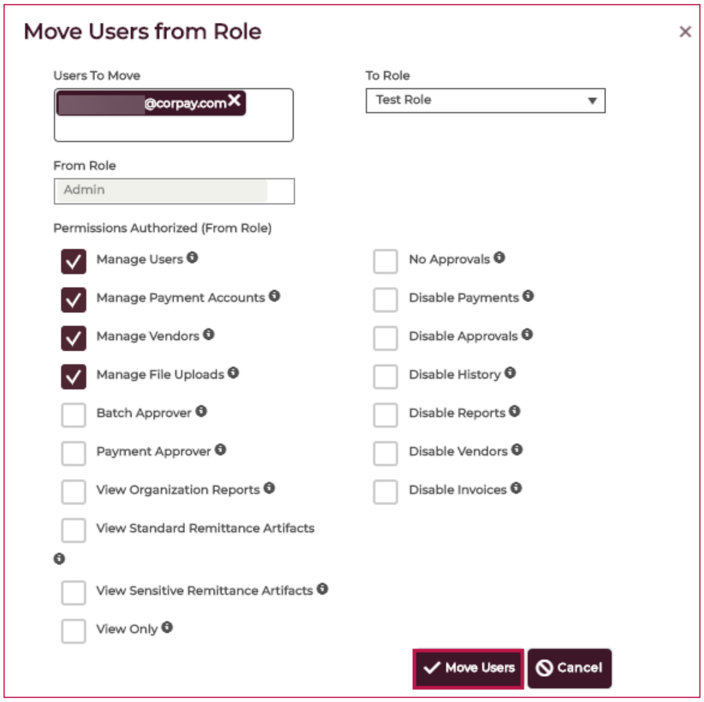
Moving Users to Another Role

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

To move 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.

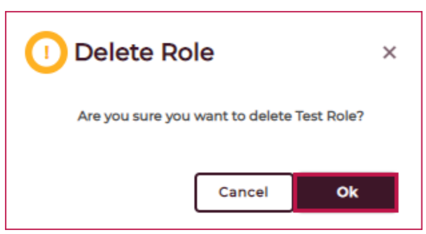


4. A message displays confirming that all users were moved to the new role successfully.

Deleting Roles

Users can delete custom roles on the Roles tab. However, default roles cannot be deleted.

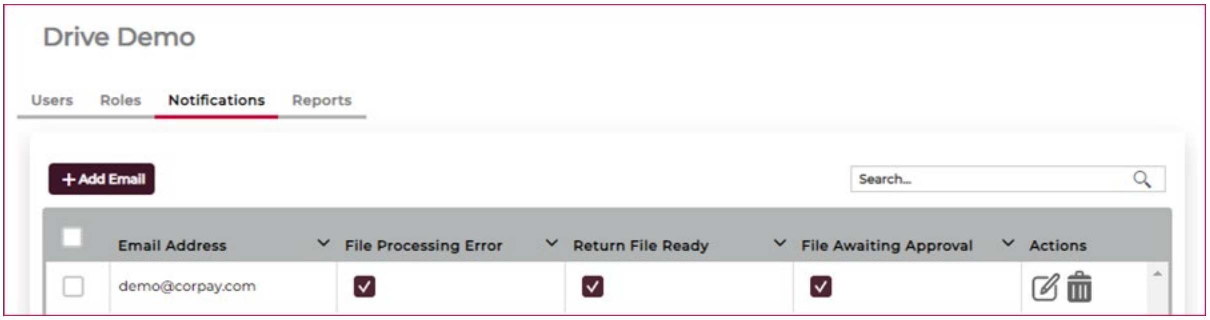
1. In the *Roles* table, click the **Delete**  action for the role to delete.
2. In the *Delete Role* dialog, click the **Ok** button.



3. A message displays confirming that the role was deleted successfully.

Notifications

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



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

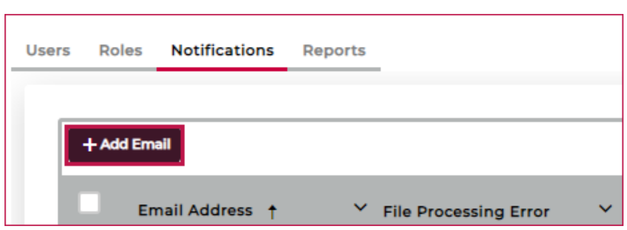
NAME	DESCRIPTION
Email Address	The Email Address column contains the email addresses that receive notification emails from AP Assist.
File Processing Error	The File Processing Error column contains checkboxes that determine if the email address in the Email Address field receives File Processing Error 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. 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. If the checkbox is selected, the email address receives File Awaiting Approval email notifications. If the checkbox is not selected, the email address does not receive File Awaiting Approval email notifications. This notification email type is only available for organizations that perform approvals in AP Assist.
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.

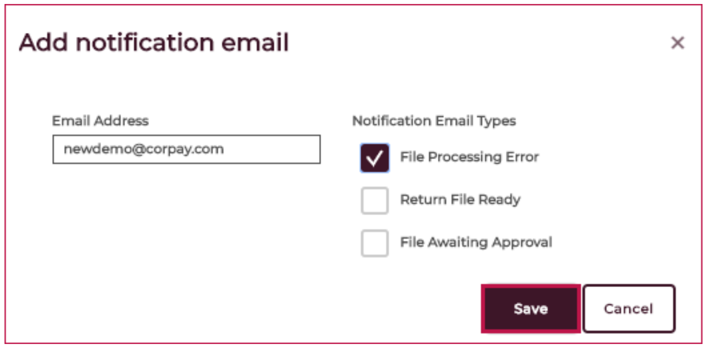
Adding Notification Emails

Users can add new user email addresses to the Notifications table that will receive notification emails from AP Assist.

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



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



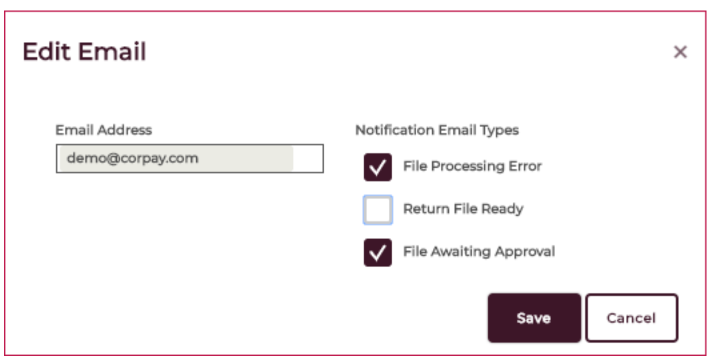
3. A message displays confirming the email address was created successfully.

Editing Notification Emails

Users can edit individual or multiple email addresses at once.

To edit a single email address:

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

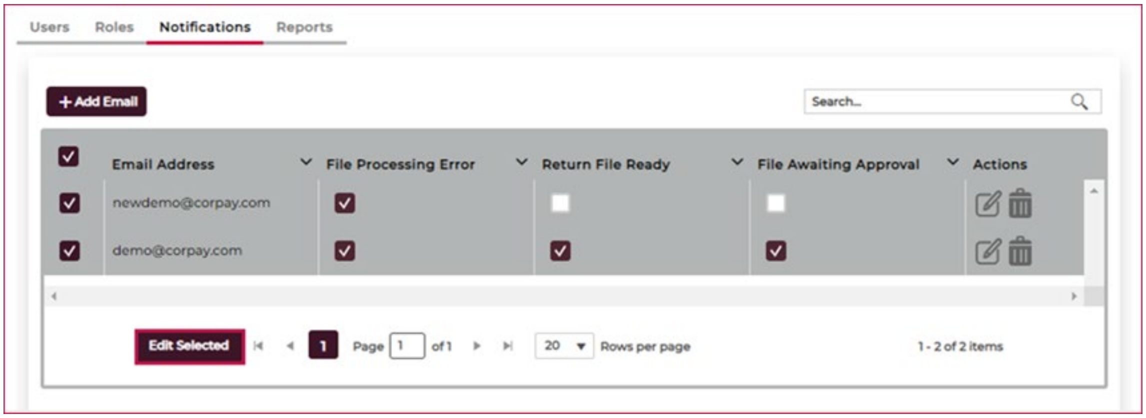


4. A message displays confirming the email address was updated successfully.

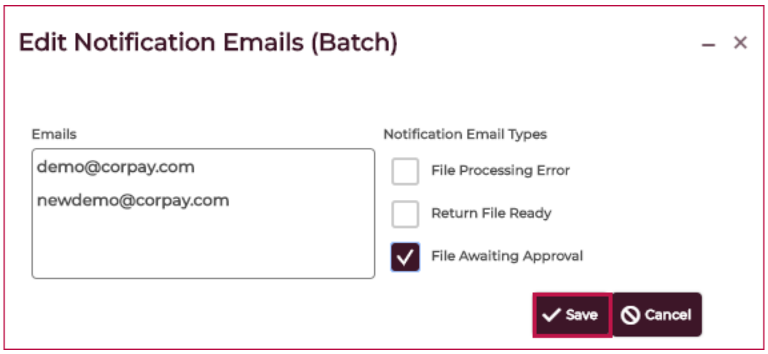
To edit multiple email addresses at once:

1. In the *Notifications* table, select the **checkboxes** for the email addresses to edit.

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



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

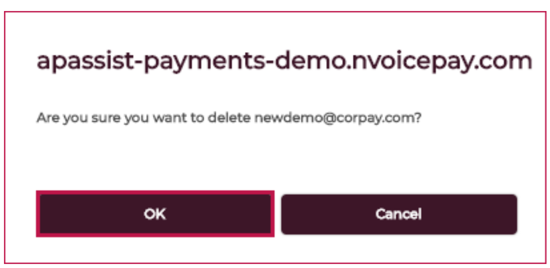


5. A message displays confirming that all email addresses were updated successfully.

Deleting Notification Emails

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

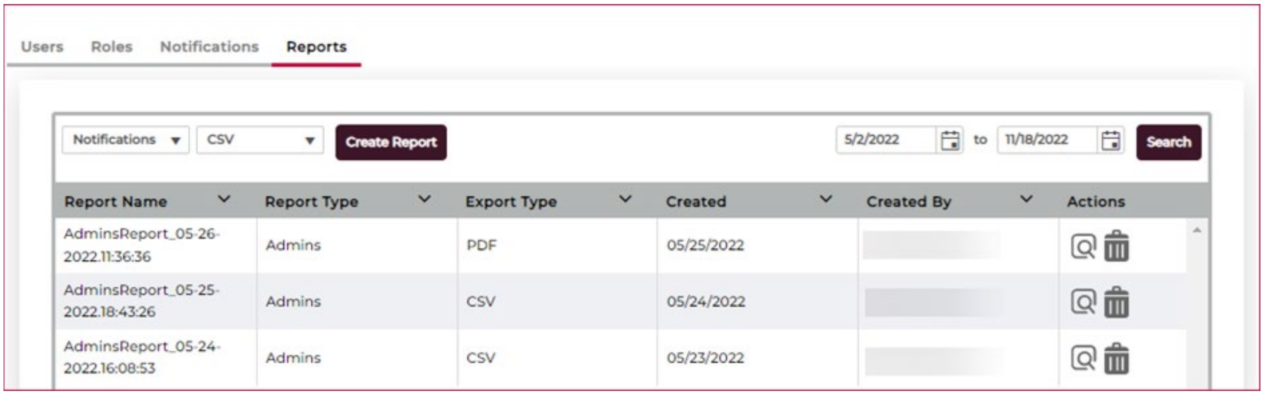
1. In the *Notifications* table, click the **Delete**  action for the email address to delete.
2. In the *Are you sure you want to delete [email address]* dialog, click the **OK** button.



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

Reports

The Reports tab contains a table of information and actions to manage user access reports for an organization. In the Reports table, users 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.



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

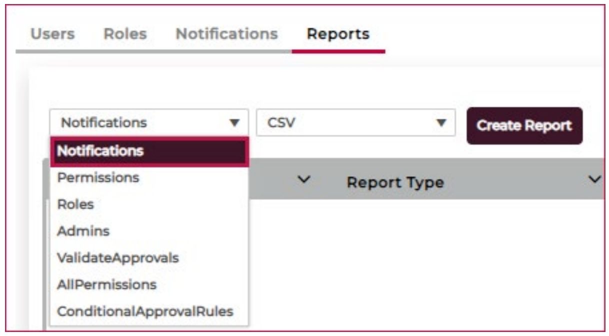
NAME	DESCRIPTION
Report Name	The Report Name column contains the name of a report.
Report Type	The Report Type column contains the type of report. Based on an organization's configuration, there are 1-5 types of reports that can be created. • **Notifications**: Reports containing all user email addresses that receive notification emails and the notification email types they receive. • **Permissions**: Reports containing organization details (i.e. OrgID and Org Name), as well as all role information, user account details, and permission information for each user within the organization. • **Roles**: Reports containing all roles, number of active users, and permissions for an organization. • **Locations**: Reports containing user email addresses and the locations they manage. Locations only displays in the Report Type drop-down for

	organizations that have multiple locations with location specific information. • **Admins**: Reports containing information about all admins within an organization. • **ValidateApprovals**: Reports containing details about the Conditional Approval rules used within an organization. • **AllPermissions**: 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 and time a report was created.
Created By	The Created By column contains the user who created a report.
View	The View action is used to download a report. See the Viewing Reports section for instructions.
Delete	The Delete action is used to delete a report. See the Deleting Reports section for instructions.

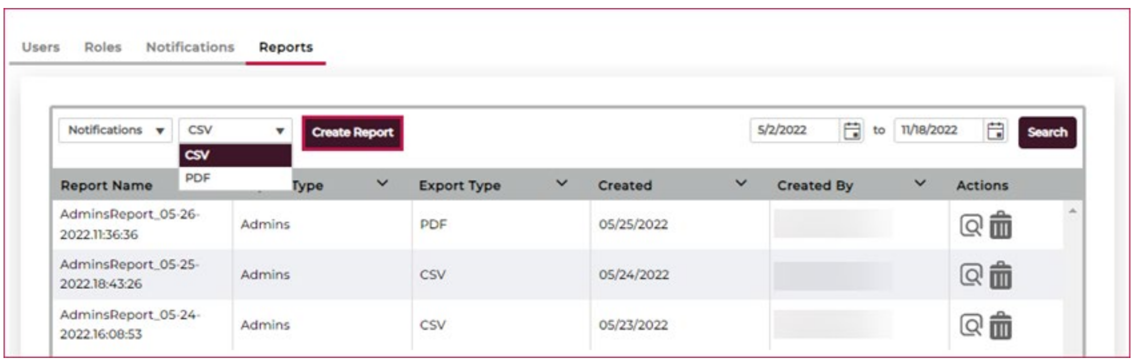
Creating Reports

Users 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.

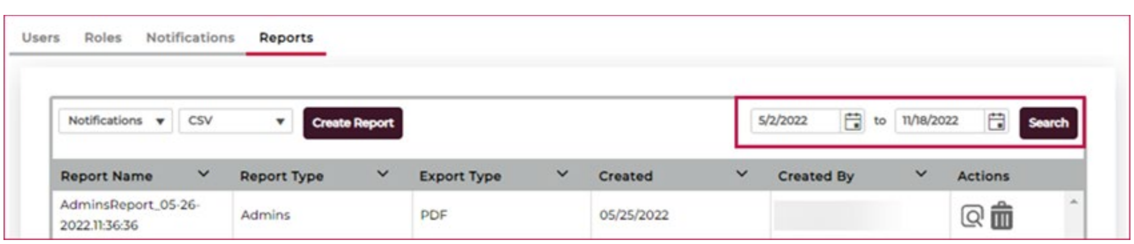


4. A message displays confirming the report was created.

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

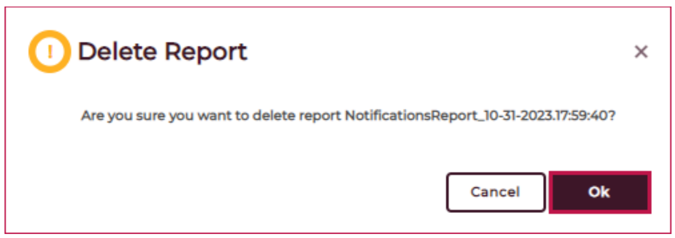
All users can download existing user access reports for an organization to view.

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 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.

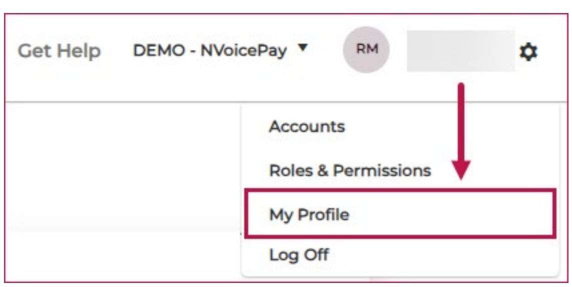


3. A message displays confirming the report was deleted successfully.

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 Assist 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 banner then select the **My Profile** menu item.



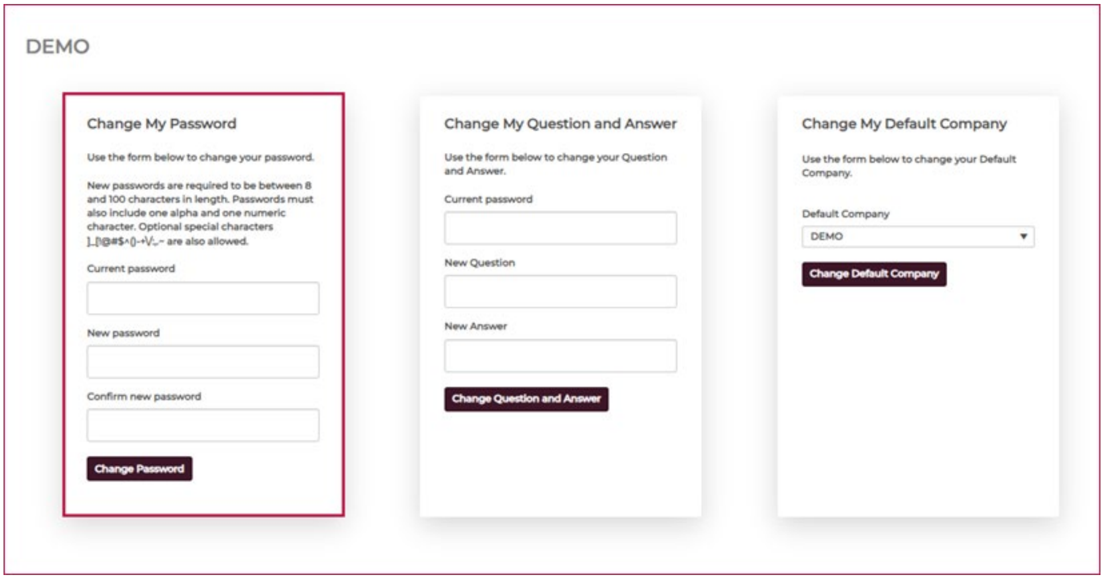
NOTE: The visibility of pages and information in AP Assist is based on roles and permissions assigned to users by a company as well as company configuration. As a result, the pages in your menu may be different from the pages in the image above.

Changing Passwords

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

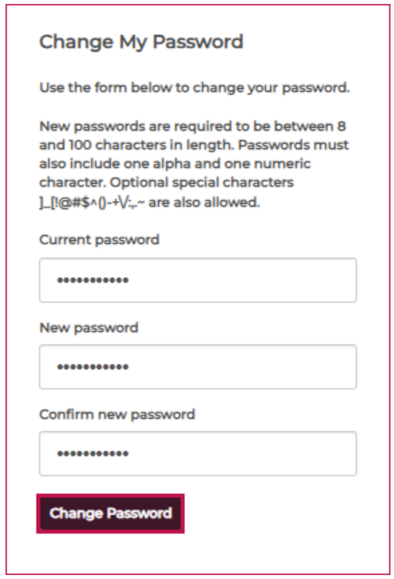
To change your password:

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



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

5. Click the **Change Password** button.

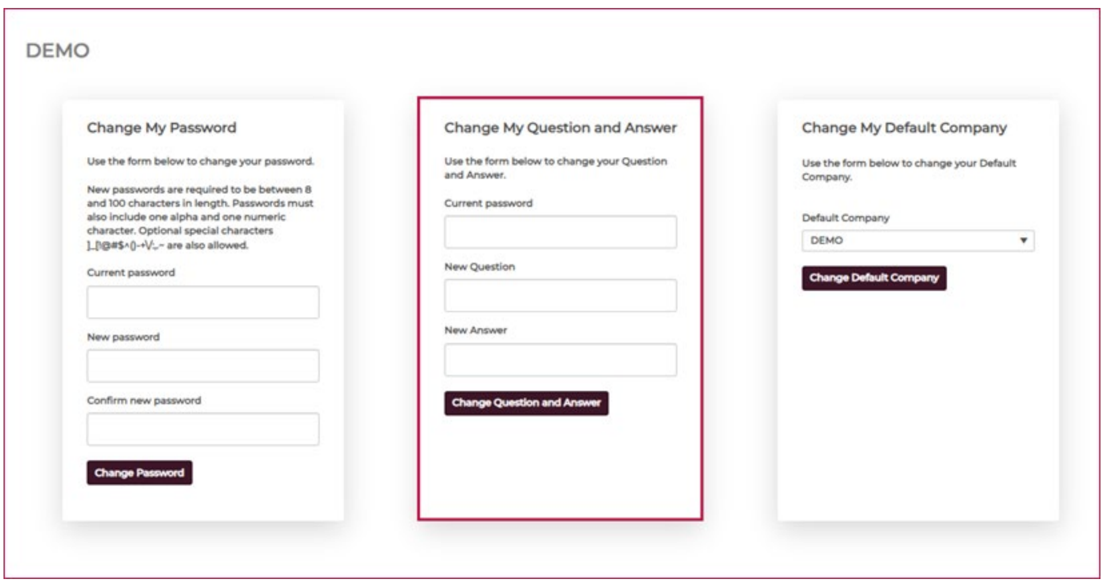


Updating Security Questions and Answers

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

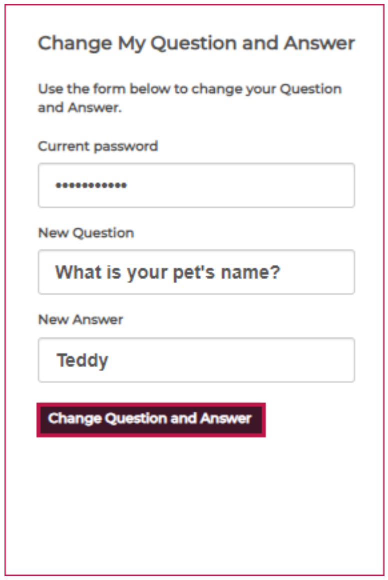
To change your security question and answer:

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



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

5. Click the **Change Question and Answer** button.

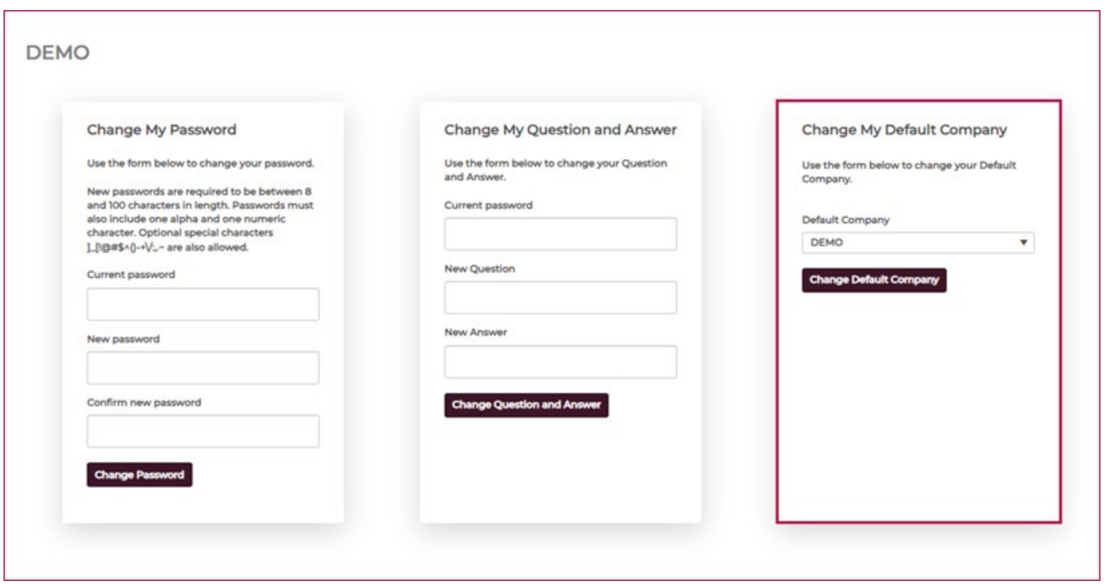


Updating Default Companies

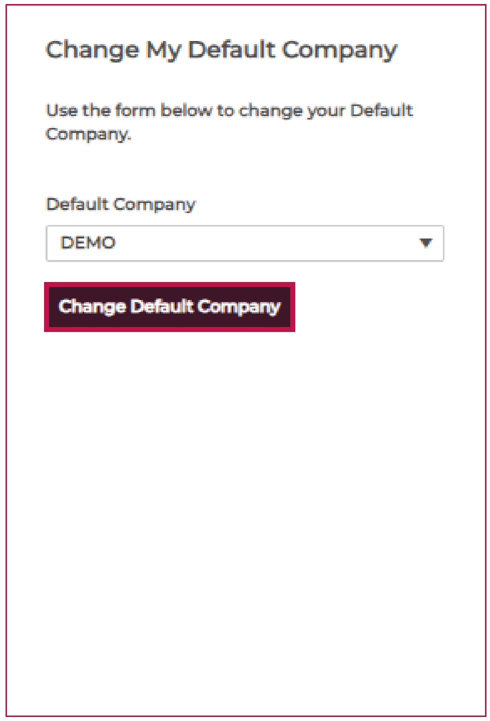
In organizations with multiple locations, users can change their default company on the My Profile page. When a default company is selected, its information automatically loads in AP Assist when the user logs in and the name of the company is listed in the Company Selector drop-down. See the AP Assist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

To change your default company:

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



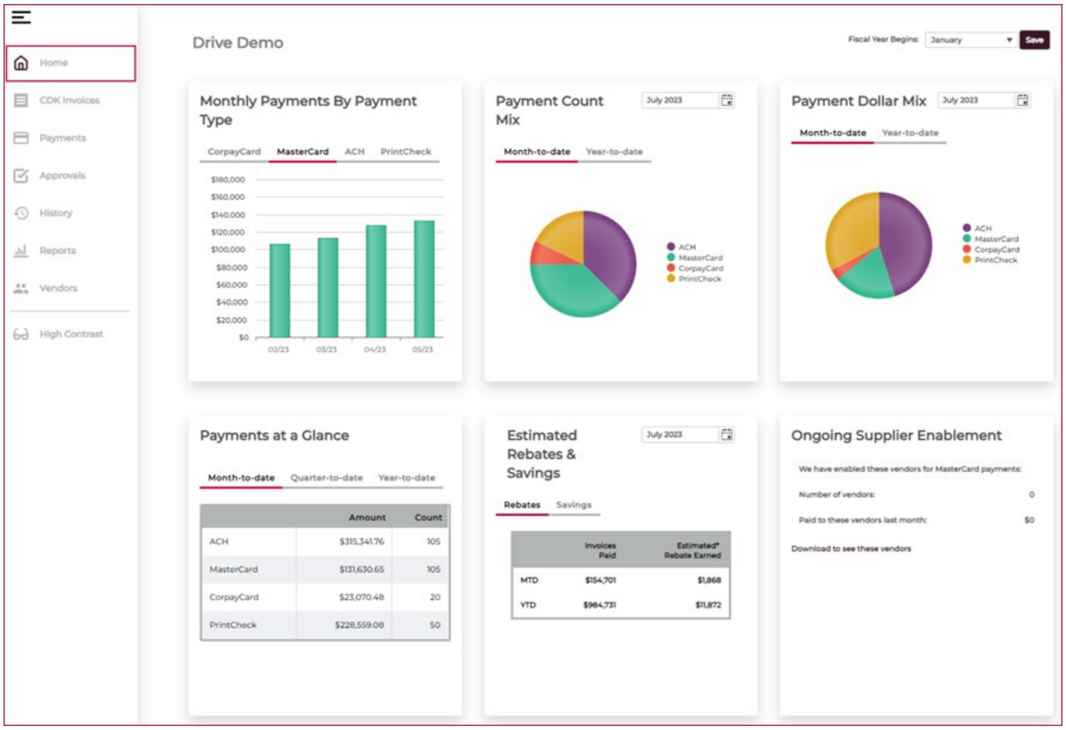
2. In the *Default Company* drop-down, select a **company** to make the default company on the user account.
3. Click the **Change Default Company** button.



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

Home Page

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



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

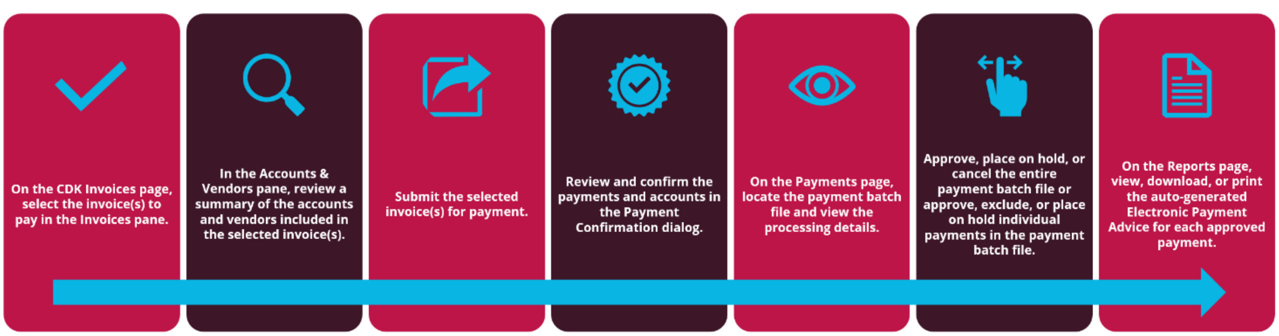
The following table describes the tiles on the Home page:

TILE	DESCRIPTION
Monthly Payments By Payment Type	In the *Monthly Payments by Payment Type* tile, click the **CorpayCard**, **MasterCard**, **ACH**, or **PrintCheck** tab to analyze the distribution of each payment type. The available payment types are based on a company's configuration.
Payment Count Mix	In the *Payment Count Mix* tile, select the **Month-to-date** or **Year-to-date** tab to track the number of payments made through AP Assist during the current month or year by payment type. Use the **date picker** to filter the pie chart by month and year.

Payment Dollar Mix	In the *Payment Dollar Mix* tile, click the **Month-to-date** or **Year-to-date** tab to track the payment amounts made through AP Assist during the current month or year by payment type. Use the **date picker** to filter the pie chart by month and year.
Payments at a Glance	In the *Payments at a Glance* tile, select the **Month-to-date**, **Quarter-to-date**, or **Year-to-date** tab to analyze the total amount of payments made through AP Assist on a monthly, quarterly, or yearly basis.
Estimated Rebates & Savings	In the *Estimated Rebates & Savings* 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 *Cost Per Paper Check* 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.
Ongoing Supplier Enablement	In the *Ongoing Supplier Enablement* tile, view the number of vendors enabled to receive Mastercard payments and the amount paid to them during the previous month. Click the **Download to see these vendors** link to download an Excel file containing the *Number*, *Name*, *Amount* paid, *Payment Method*, and *Rebate Type* information for these vendors.

Processing Payments

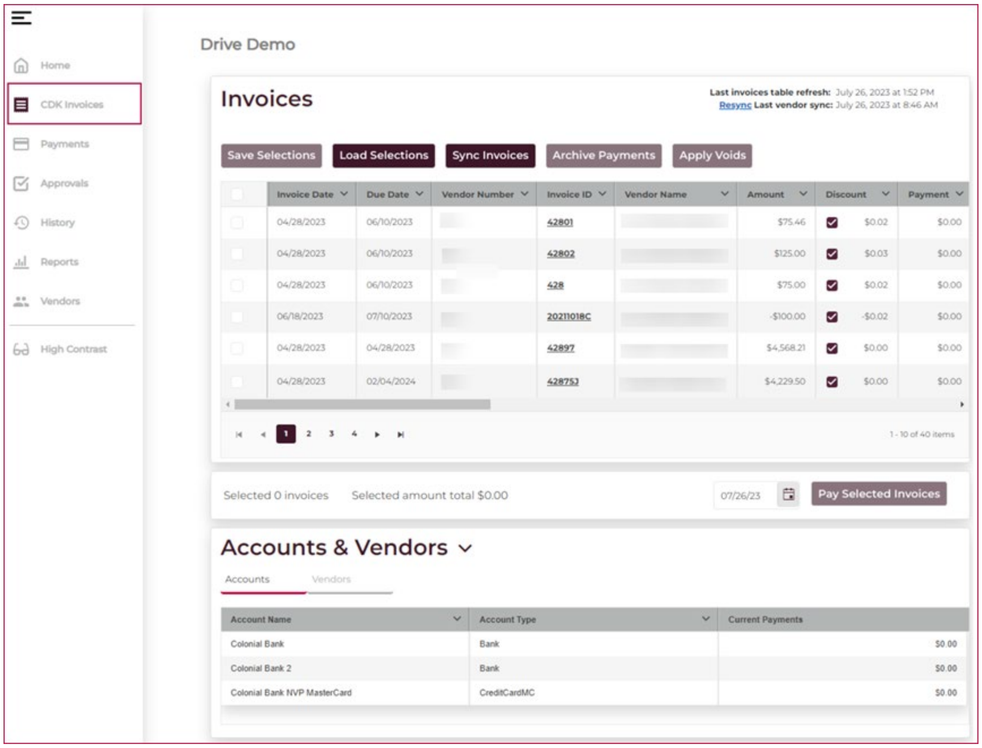
In this section, you will learn how vendor payments are processed in AP Assist.



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

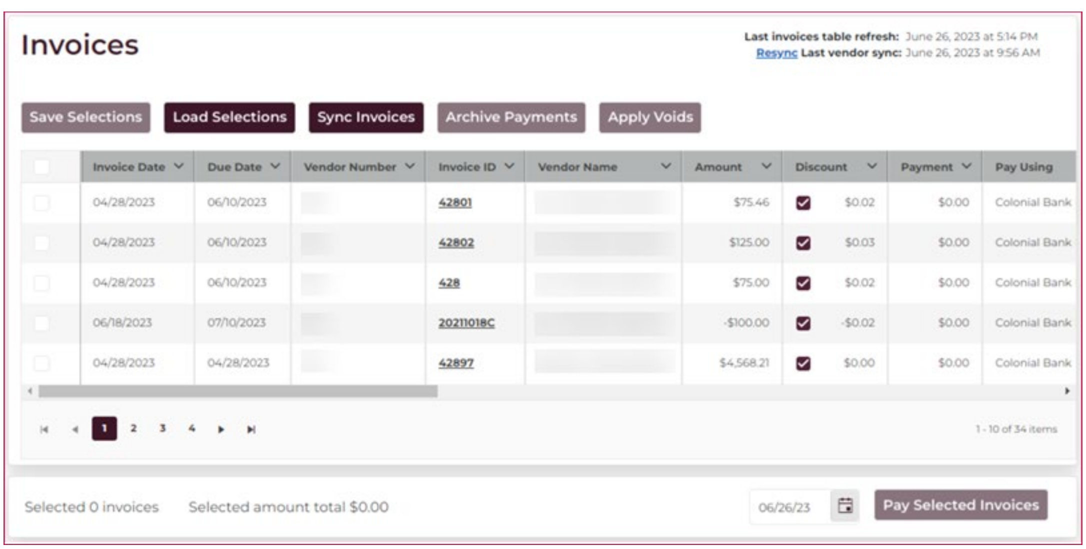
CDK Invoices Page

The CDK Invoices page opens when you log in to AP Assist. It is separated into two panes: Invoices and Accounts & Vendors.



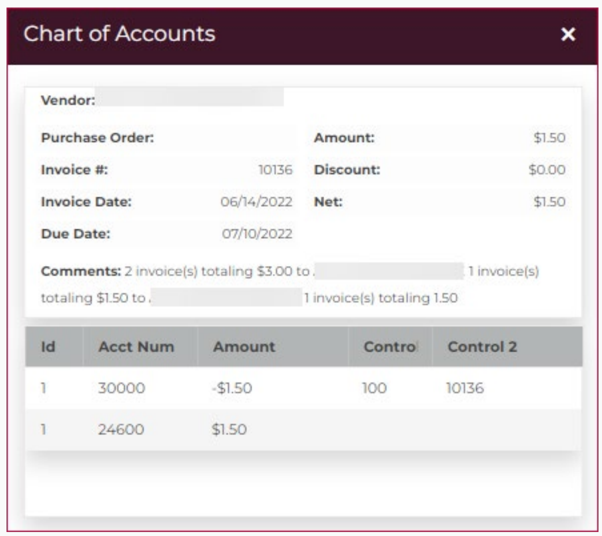
Invoices Pane

The Invoices pane contains information and actions to manage all unpaid invoices.



NOTE: All column headers are not shown in the above image.

The following table contains descriptions of the column headers and filters in the Invoices pane:

NAME	DESCRIPTION
Invoice Date	The Invoice Date column contains the date the invoice was sent to a customer from a vendor.
Due Date	The Due Date column contains the date an invoice payment is due.
Vendor Number	The Vendor Number column contains the account number for a vendor who an invoice is from.
Invoice ID	The Invoice ID column contains unique identifying numbers for invoices. Click an **Invoice ID** link to open a *Chart of Accounts* and view the invoice details. 
Vendor Name	The Vendor Name column contains the name of a vendor who an invoice is from.
Amount	The Amount column contains the dollar amount owed to a vendor.
Discount	The Discount column contains the discount amount to deduct from an invoice. Click the **Discount** checkbox to subtract the discount amount from the total amount of the unpaid invoice.
Payment	The Payment column contains the amount of an invoice.
Pay Using	The Pay Using column contains the payment method or bank account used to pay an invoice.
Payment Method	The Payment Method column contains the type of payment used by a customer to pay an invoice. See Payment Methods for more information.

Customer Account	The Customer Account column contains the account number for the associated customer.
Terms	The Terms column contains the guidelines on how a vendor expects payment.
PO Number	The PO Number column contains the purchase order number for an invoice.
Company	The Company column contains the name of the customer.
Comments	The Comments column contains the notes added to a vendor's remittance to help associate an invoice with a received payment. Comments include information such as an account number or a description of the purchased goods or services.
Yooz Approver	The Yooz Approver column contains the name of the user who approved the invoices in Yooz.
Posting Companies	When an invoice posts, each line in the invoice is associated with a company ID. The Posting Companies column contains a list of CDK IDs for the invoices posted.

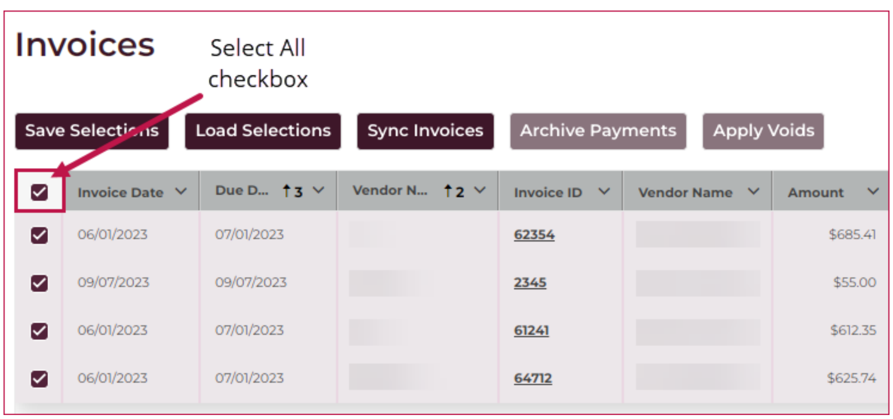
NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the table on the Invoices pane.

Selecting and Unselecting Invoices

Users can select and unselect multiple invoices using the Select All checkbox or the Unselect All Invoices menu item in the Invoices pane.

To select and unselect invoices using the Select All checkbox:

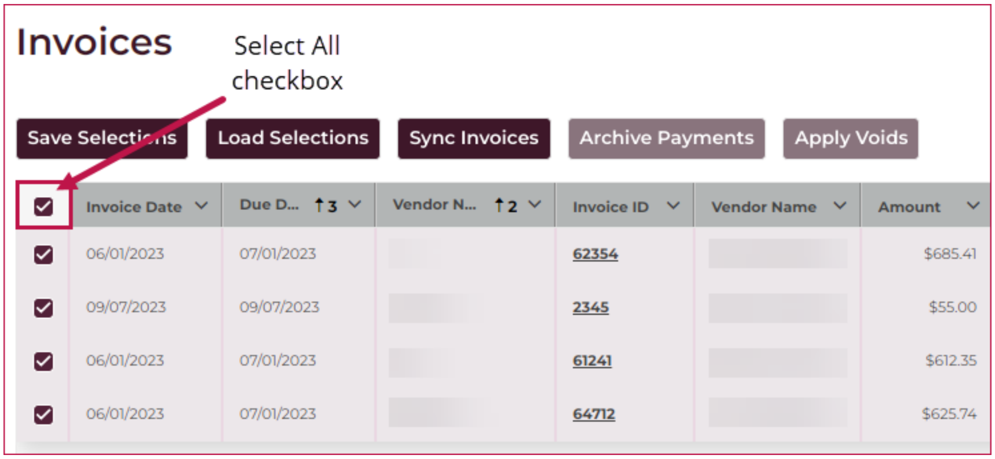
1. In the *Invoices* pane, click the **Select All** checkbox to select all the invoices listed.



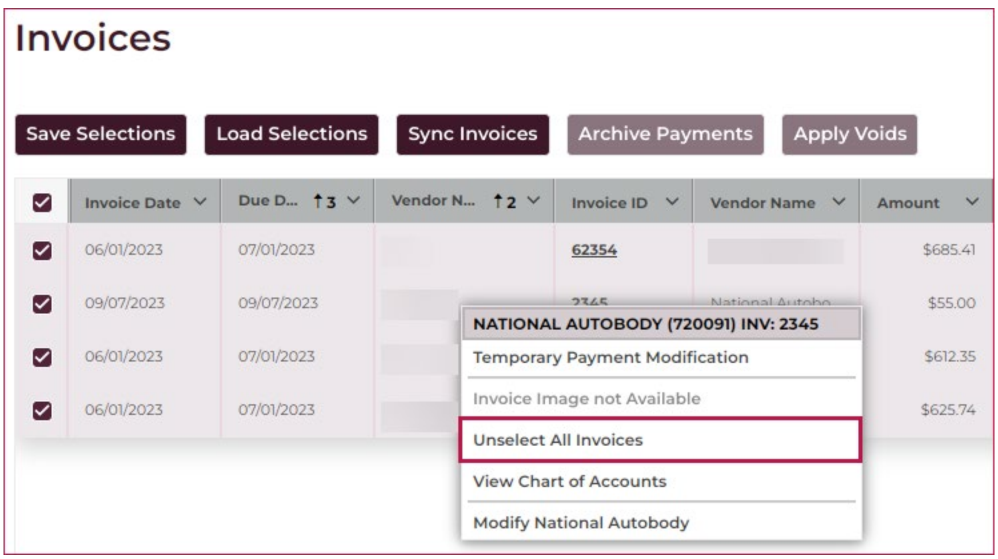
2. Click the **Select All** checkbox again to unselect all the invoices listed.

To unselect all selected invoices using the Unselect All Invoices menu item:

1. In the *Invoices* pane, select the **checkboxes for multiple invoices** or click the **Select All** checkbox.



2. Right-click **anywhere** in a *selected invoice's row*.
3. In the *right-click* menu, select the **Unselect All Invoices** menu item.



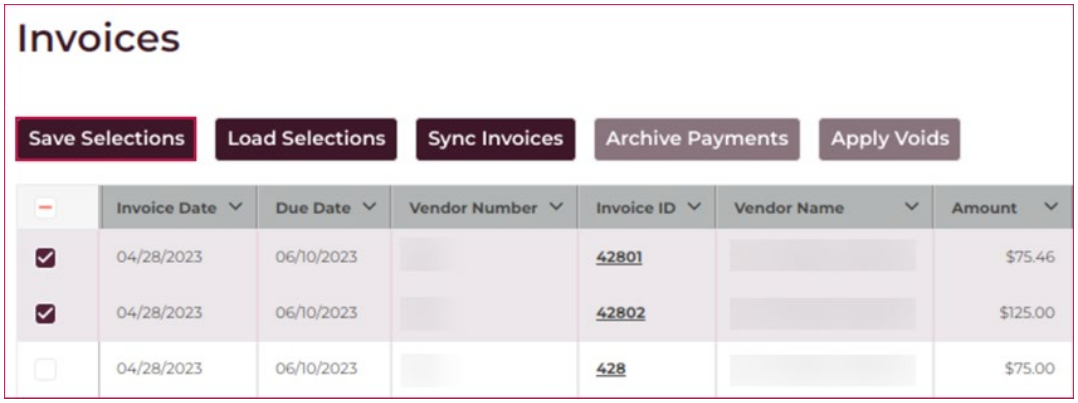
Saving Invoices

Users can save invoices if they need to stop working in AP Assist and return later. The Save Selections button is only available if one or more invoices are selected in the Invoices table.

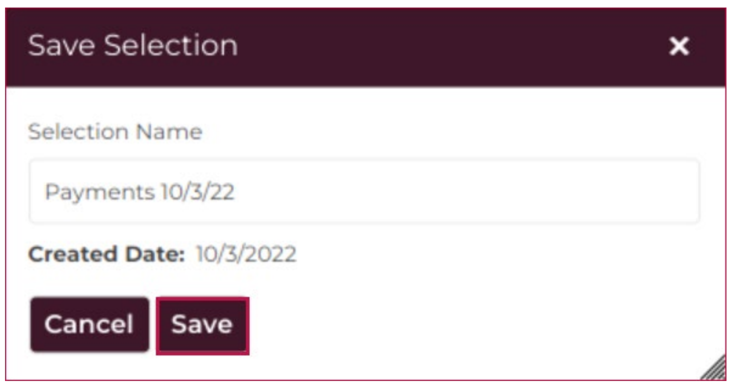
To save invoices:

1. In the *Invoices* table, select the **invoice(s)** to save.

2. Click the **Save Selections** button.



3. Enter a **Selection Name** in the *Save Selection* dialog.
4. Click the **Save** button.

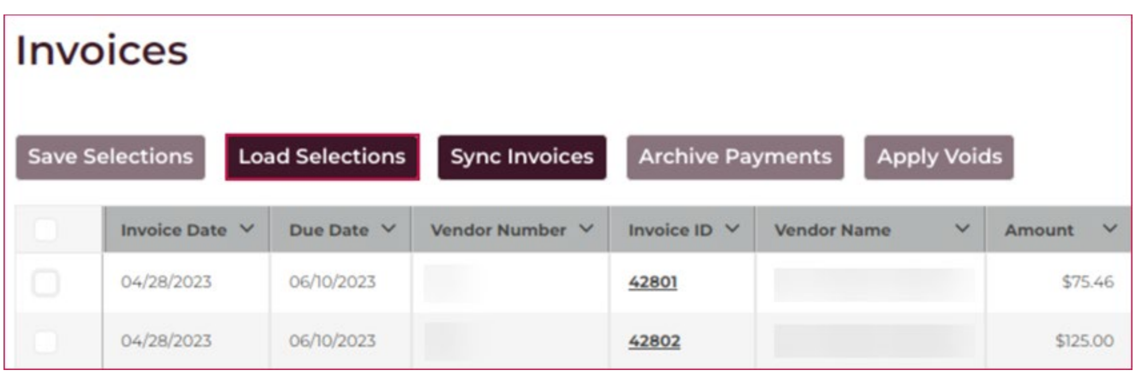


5. A message displays confirming the selection of invoices was saved successfully.

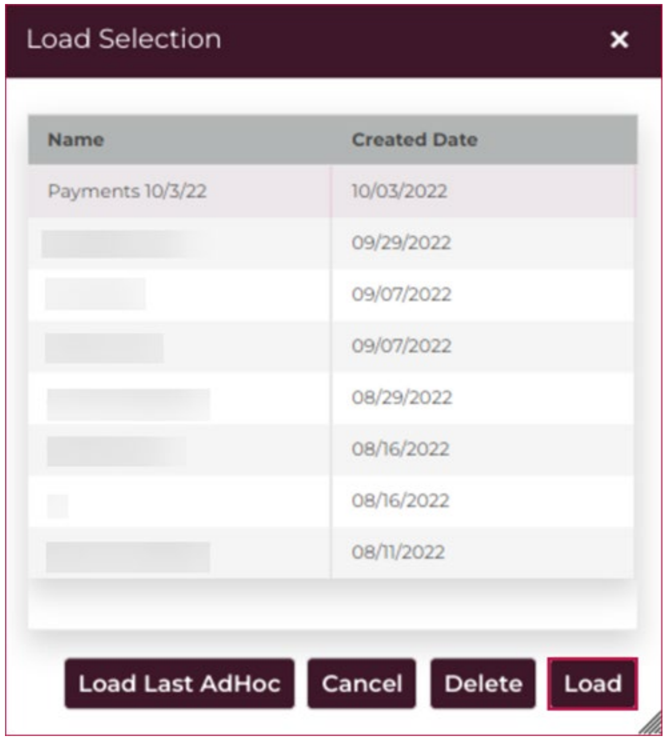
Loading Saved Invoices

To load saved invoices:

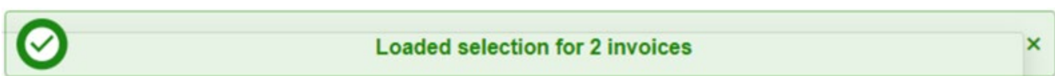
1. On the *CDK Invoices* page, click the **Load Selections** button.



2. In the *Load Selection* dialog, select the **saved invoices**.
3. Click the **Load** button.



4. A message displays confirming the saved invoices were loaded to the Invoices table successfully.



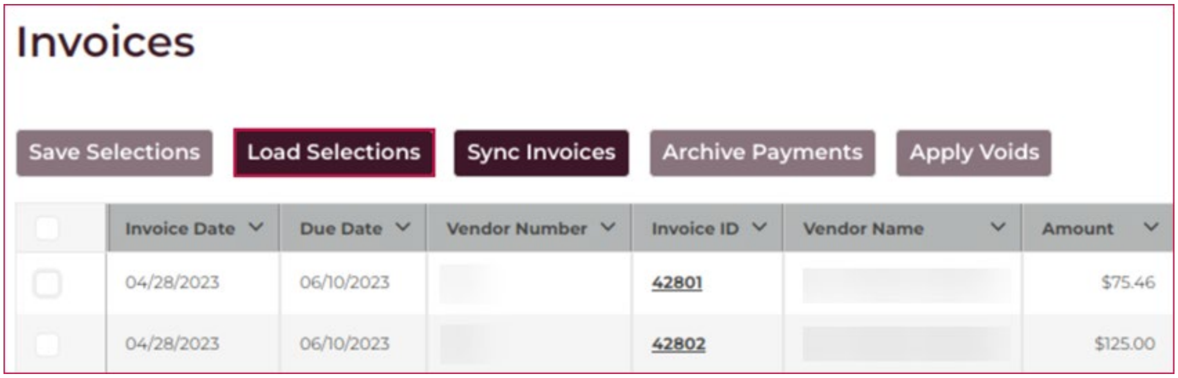
NOTE: The Load button is only available if a saved selection of invoices is selected.

Loading Last Adhoc Invoices

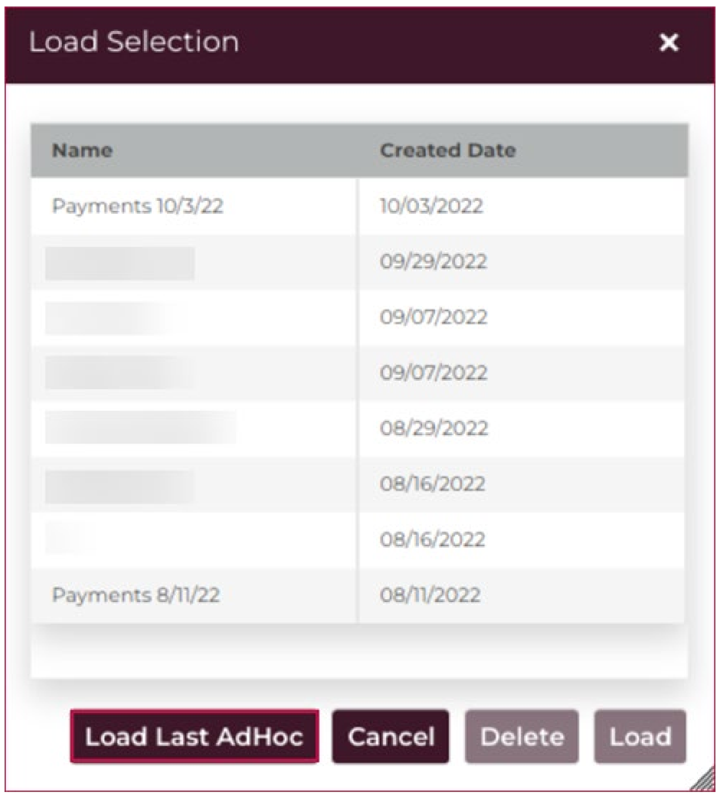
If payments are not completed before a user closes AP Assist or navigates to another page in AP Assist, the invoices are saved automatically to an adhoc list. The user can later load the adhoc list to complete the payments successfully.

To load the last adhoc invoices:

1. On the *CDK Invoices* page, click the **Load Selections** button.



2. In the *Load Selection* dialog, click the **Load Last AdHoc** button.



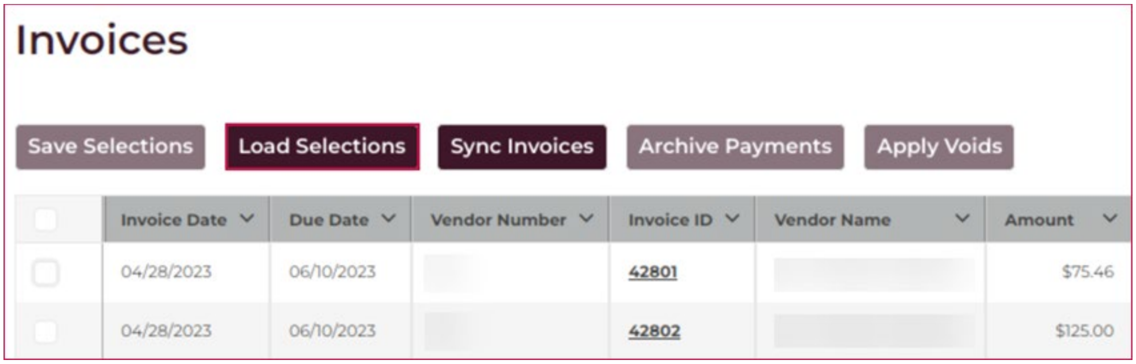
3. A message displays confirming the invoice was loaded to the Invoices table successfully.

Deleting Saved Invoices

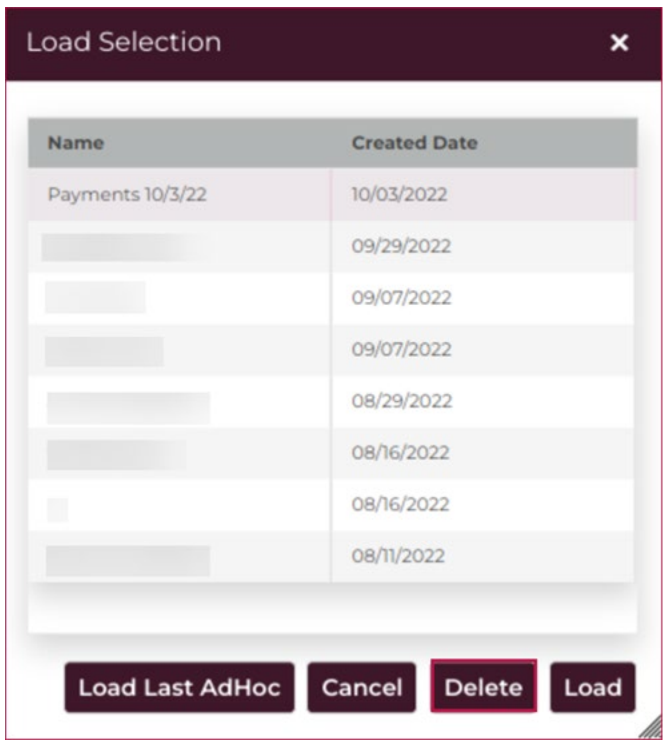
Users can delete saved invoices using the Load Selections button on the CDK Invoices page.

To delete saved invoices:

1. On the *CDK Invoices* page, click the **Load Selections** button.



2. In the *Load Selection* dialog, select the **saved invoice** to delete.
3. Click the **Delete** button.



4. A message displays confirming the selection was deleted from the Invoices table successfully.

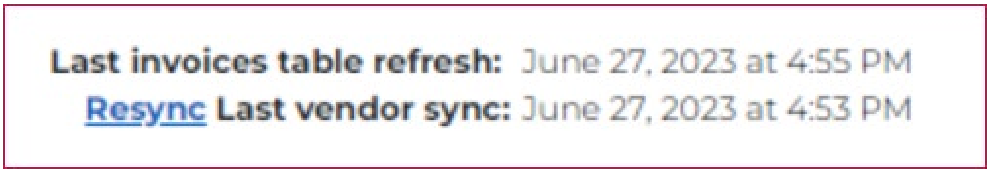
NOTE: The Delete button is only available if a saved invoice is selected.

Syncing Invoices

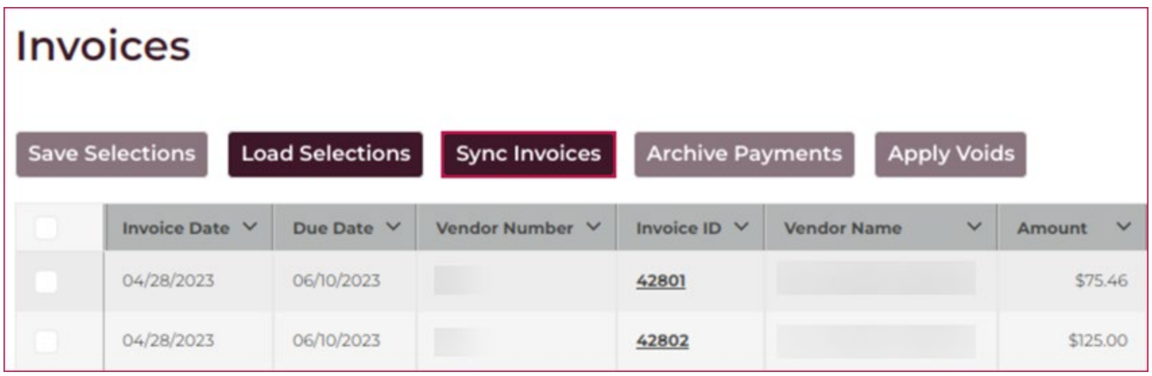
Users can automatically retrieve the most recent unpaid invoices from CDK and load them into the Invoices table using the Sync Invoices button. The Invoices table can be synchronized every 12 hours.

To synchronize invoices in the Invoices table with CDK:

1. On the *CDK Invoices* page, locate the **status** of the *Last invoices table refresh* and *Last vendor sync* in the top right corner.



2. If 12 hours have passed since the *Last invoices table refresh* and *Last vendor sync,* click the **Sync Invoices** button.

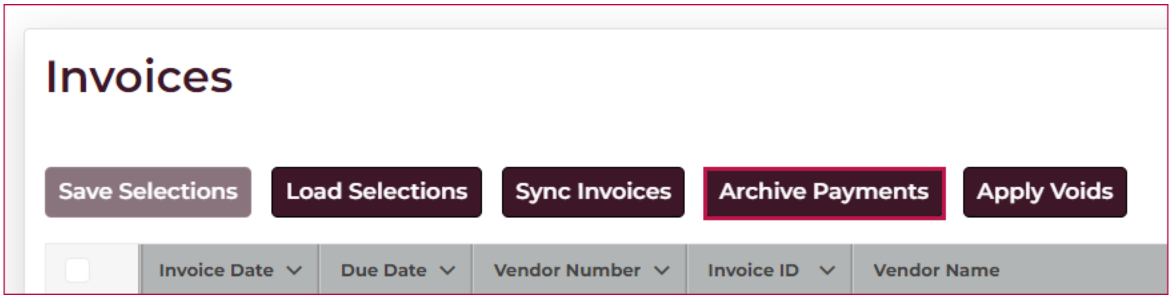


Archiving Invoices

If there are invoices in the Invoices table that can be archived or saved according to CDK's Document Scanning and Document Archiving (DSDA) process, the Archive Payments button is maroon and available. If there are no invoices available to archive, the Archive Payments button is grayed out and unavailable.

To archive available invoices:

1. Click the **Archive Payments** button.



2. A message displays stating to remain logged in until archiving is complete. Once the archive process is complete, a second message displays to confirm completion.

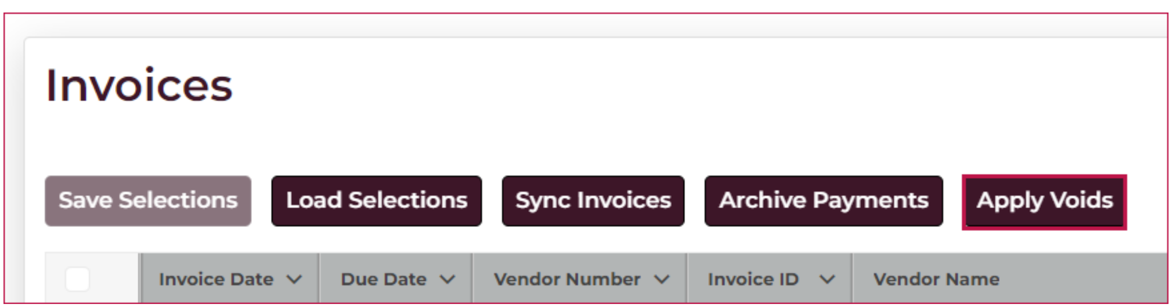
Voiding Invoices

If there are invoices in the Invoices table that can be voided, the Apply Voids button is maroon and available. If there are no invoices available to void, the Apply Voids button is grayed out and unavailable. Invoices that are awaiting approval, on hold, or scheduled for release can be voided. However, invoices that are released cannot be voided. If a user attempts to void an invoice from a closed accounting period, the payment will turn red, and a void initiated message will display.

A message may prompt the user to contact Technical Support at techsupport@corpay.com or 877-974-1752 for assistance. Voiding an invoice payment within an accounting period voids the payment out of CDK and returns the invoice to an unpaid state. The invoice is then included in the Invoices table.

To void invoices:

1. In the *Invoices* table, select the **invoice(s)** to void.
2. Click the **Apply Voids** button.



Submitting Invoices for Payment

Users with the Submit Payments role can submit invoices for payment on the CDK Invoices page. The Pay Selected Invoices button is only available if one or more invoices are selected in the Invoices table. Once invoices are submitted on the CDK Invoices page, they are stored on the Payments page for processing.

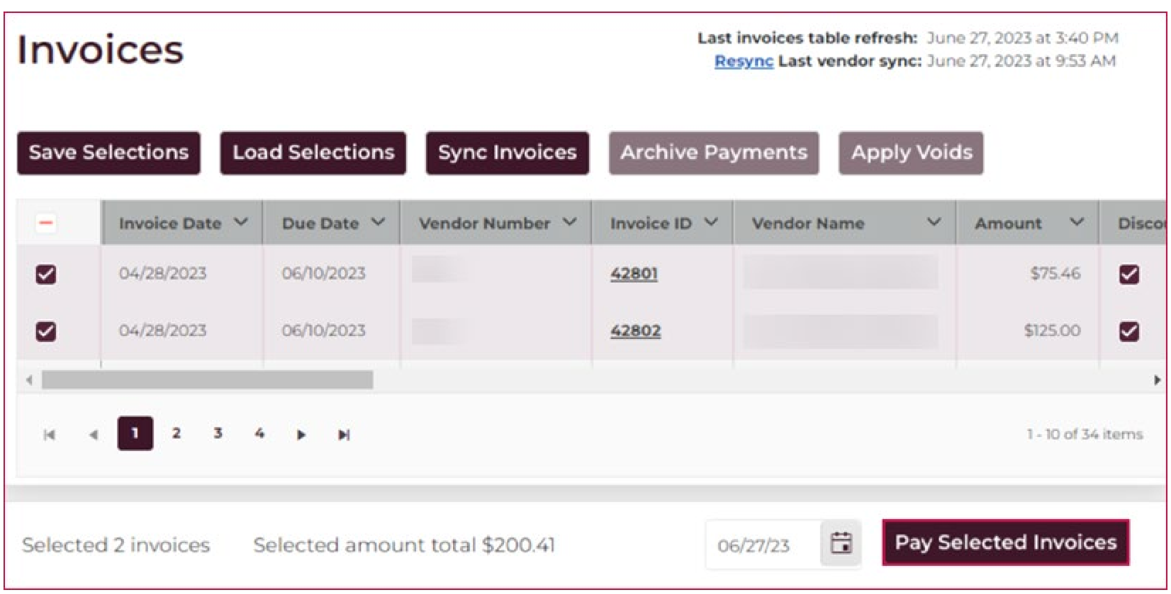
If one invoice is submitted for payment, a payment batch file is created for the single invoice and stored on the Payments page. If multiple invoices for different vendors are submitted for payment, a single payment batch file is created for each invoice and stored on the Payments page. If multiple invoices for the same vendor are submitted for payment, a single payment batch file is created for all of the invoices and stored on the Payments page.

From the Payments page, users can approve, place on hold, or cancel an entire payment batch file or approve, exclude, or place on hold individual invoices in a payment batch file. If there is an approval process, payments must receive final approval before they are released. See the Payments Page section for more information.

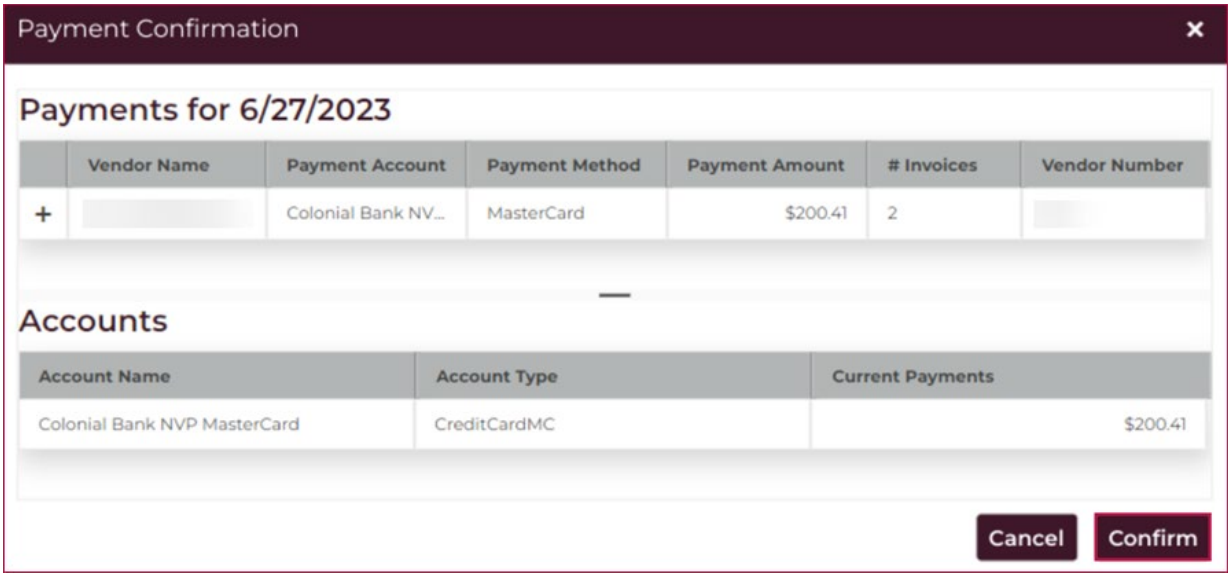
NOTE: Payment batches are a new optional feature that can be requested during onboarding.

To submit invoices for payment:

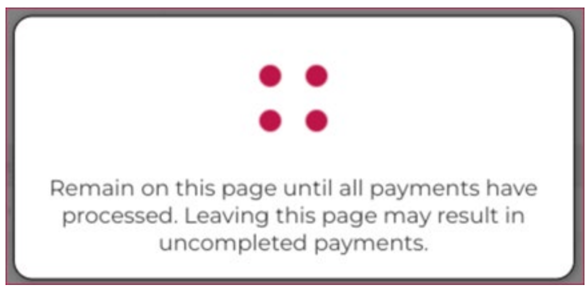
1. In the *Invoices* table, select the **invoice(s)** to pay.
2. Click the **Pay Selected Invoices** button.



3. Review the **payment details** in the *Payment Confirmation* dialog.
4. Click the **Confirm** button.



5. A message displays stating to remain on the page until all payments are processed.



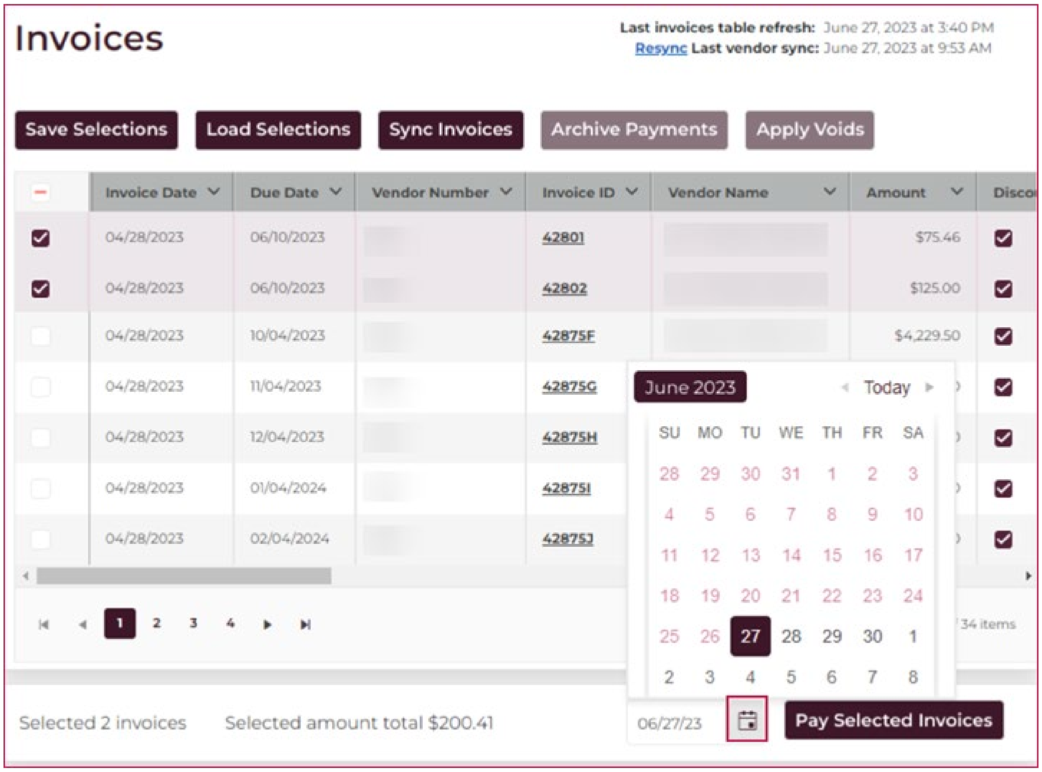
Scheduling Invoice Payments

Users with the Submit Invoices for Scheduled Payment Approval role can schedule invoice payments for a later date. If there is an approval process, scheduled payments must receive final approval before they are released despite the scheduled date.

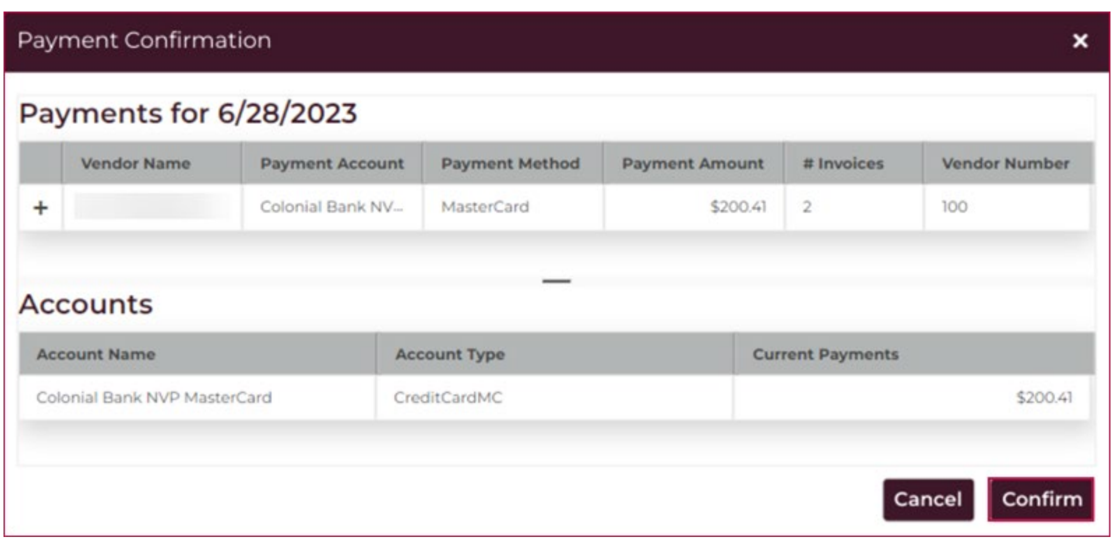
To schedule invoice payments:

1. In the *Invoices* table, select the **invoice(s)** to pay.

2. Click the **date picker** icon then select a **date**.



3. Click the **Pay Selected Invoices** button.
4. Review the **payment details** in the *Payment Confirmation* dialog.
5. Click the **Confirm** button.

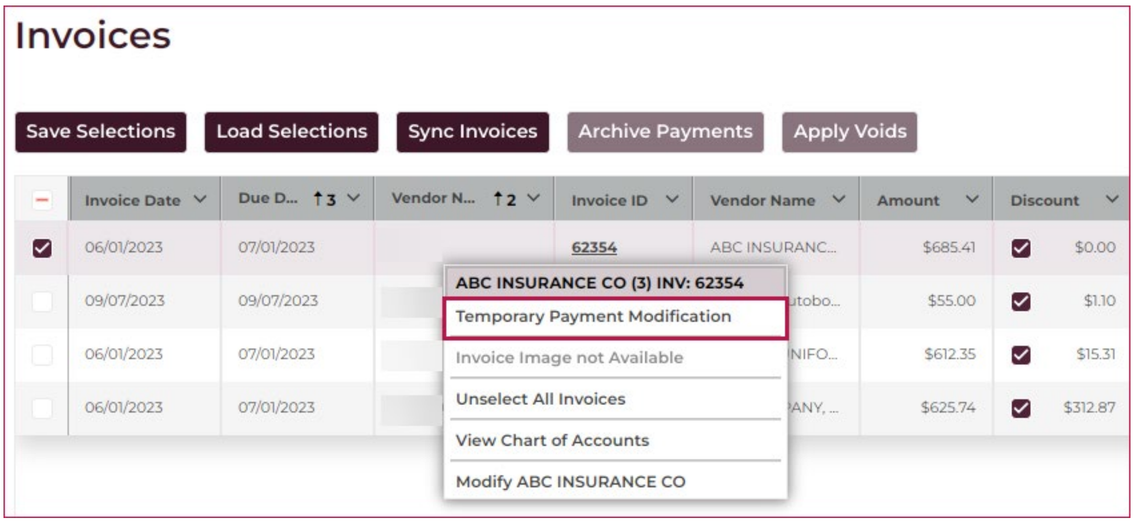


Creating Temporary Payment Modifications

Users can temporarily apply payment modifications to one or more invoices or all open invoices for a specific vendor using the Temporary Payment Modification menu item in the Invoices pane. Temporary payment modifications only apply to the selected invoice(s). They are not saved for future invoice payments.

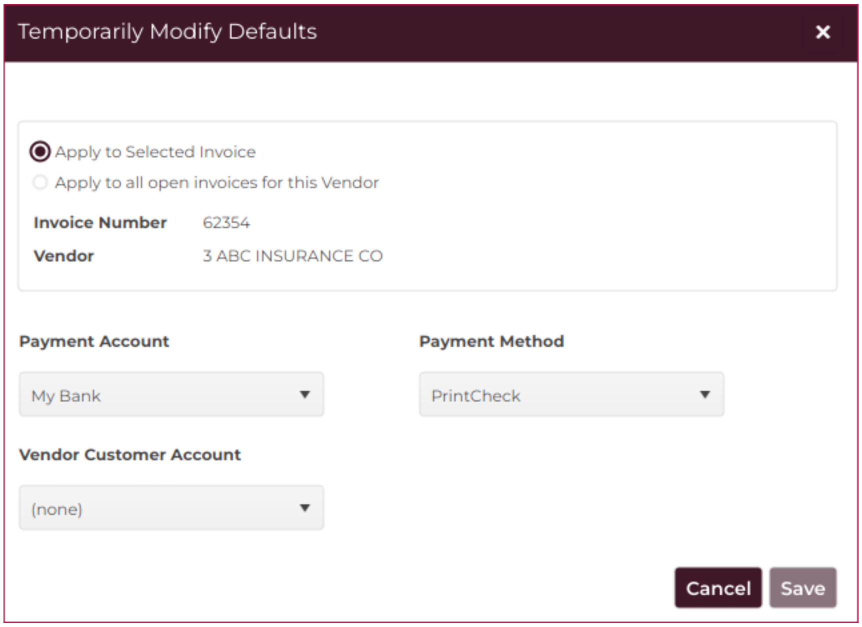
To create a temporary payment modification for one or more invoices:

1. In the *Invoices* pane, select **one or more invoices** to modify.
2. Right-click **anywhere** in a *selected invoice's row*.
3. In the *right-click* menu, select the **Temporary Payment Modification** menu item.



4. In the *Temporarily Modify Defaults* dialog, select the **Apply to Selected Invoice** option.
5. Make the following **updates as needed**:
    a. In the *Payment Account* drop-down, select a **vendor account** to use for the invoice payment(s).
    b. In the *Payment Method* drop-down, select a **payment method** for the invoice payment(s).

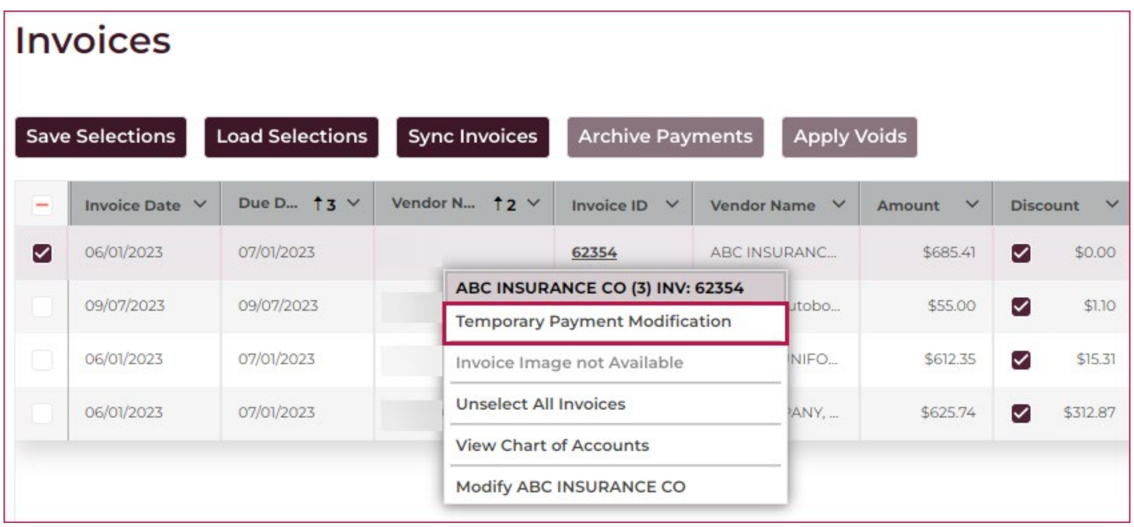
c. In the *Vendor Customer Account* drop-down, select a **customer account** to use for the invoice payment(s).



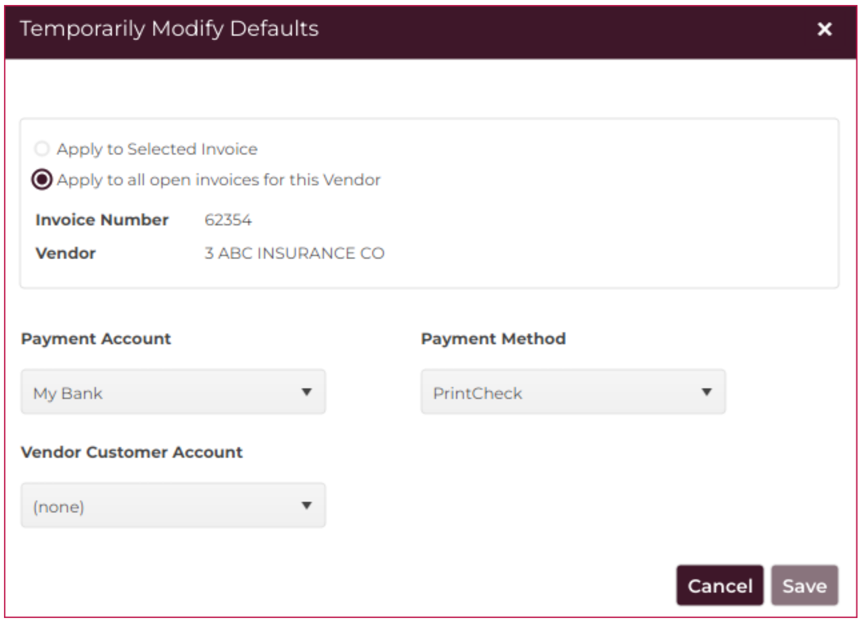
6. Click the **Save** button.

To create a temporary payment modification for a vendor's open invoices:

1. In the *Invoices* pane, select an **invoice** to modify.
2. Right-click **anywhere** in the *selected invoice's row*.
3. In the *right-click* menu, select the **Temporary Payment Modification** menu item.



4. In the *Temporarily Modify Defaults* dialog, select the **Apply to all open invoices for this vendor** option.
5. Make the following **updates as needed**:
    a. In the *Payment Account* drop-down, select a **vendor account** to use for the invoice payment(s).
    b. In the *Payment Method* drop-down, select a **payment method** for the invoice payment(s).
    c. In the *Vendor Customer Account* drop-down, select a **customer account** to use for the invoice payment(s).



6. Click the **Save** button.

Temporary Modify Defaults Dialog

The following table contains descriptions of the fields in the Temporary Modify Defaults dialog:

NAME	DESCRIPTION
Apply to Selected Invoice	Select the **Apply to Selected Invoice** option to apply a temporary payment modification to the invoice(s) selected in the *Invoices* pane for the vendor.
Apply to All Open Invoices for This Vendor	Select the **Apply to All Open Invoices for This Vendor** option to apply a temporary payment modification to all unpaid invoices for a vendor.

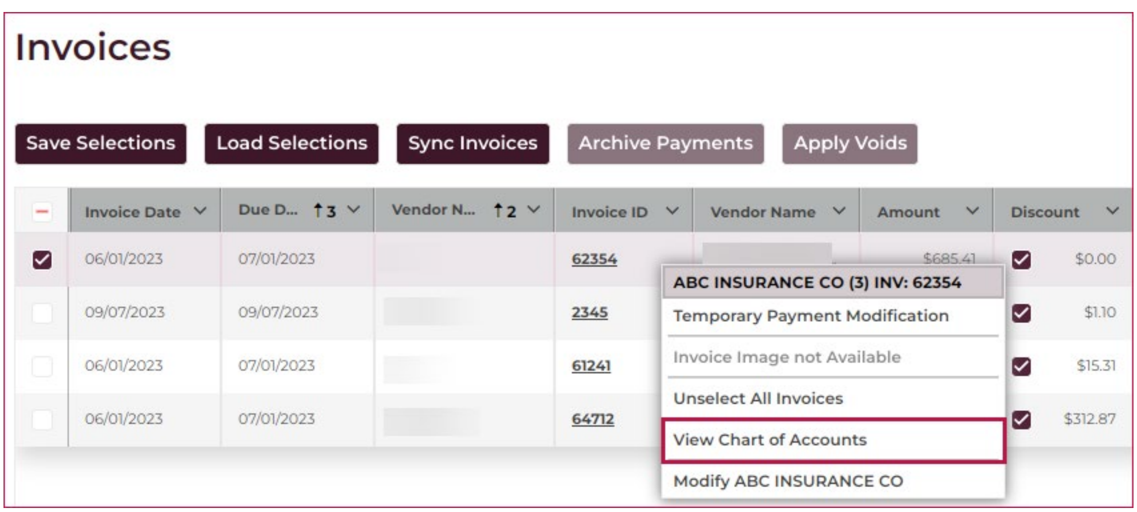
Invoice Number	The Invoice Number field contains the identifying number for an invoice.
Vendor	The Vendor field contains the name of a vendor.
Payment Account	The Payment Account drop-down contains the customer's account that will be used to pay the invoice(s). See the Accounts Page to learn more about the customer's bank and credit card accounts along with the priority order of their payment methods.
Vendor Customer Account	The Vendor Customer Account drop-down contains the vendor's account where the invoice payment(s) will be sent to.
Payment Method	The Payment Method drop-down contains the payment method that will be used to pay the vendor. See Payment Methods to learn what payment methods are available.

Viewing Chart of Accounts

Users can view the Chart of Accounts for an invoice using the View Chart of Accounts menu item in the Invoices pane.

To view the Chart of Accounts:

1. In the *Invoices* pane, select an **invoice**.
2. Right-click **anywhere** in the *selected invoice's row*.
3. In the *right-click* menu, select the **View Chart of Accounts** menu item.



4. View the **information** in the *Chart of Accounts* dialog.

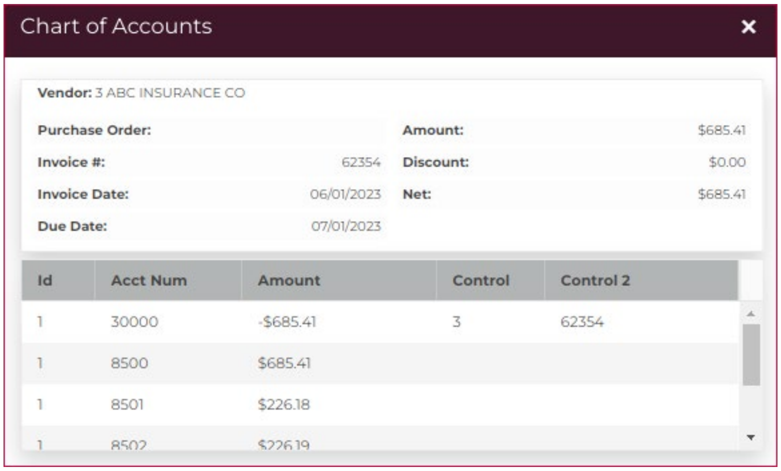


Chart of Accounts Dialog

The following table contains descriptions of the fields and columns in the Chart of Accounts dialog:

NAME	DESCRIPTION
Vendor	The Vendor field contains the name of the Vendor associated with the invoice.
Purchase Order	The Purchase Order field contains the identifying number for the purchase order associated with the invoice.
Amount	The Amount field contains the amount of the invoice.
Invoice #	The Invoice # field contains the identifying number for the invoice.
Discount	The Discount field contains the discount amount applied to the invoice in CDK.
Invoice Date	The Invoice Date field contains the date an invoice was sent to a customer from a vendor.
Net	The Net field contains the final amount owed to the vendor from the customer after the Discount field has been subtracted from the Amount field.
Due Date	The Due Date field contains the date when the Net field amount must be paid by the customer to the vendor.
ID	The ID column contains the vendor's ID number in CDK.
Acct Num	The Acct Num column contains the Journal Account Number in CDK for each entry that will be posted for the payment.

Amount	The Amount column contains the amount of the invoice before discounts are applied.
Control	The Control column contains the vendor’s account number.
Control 2	The Control 2 column contains the Invoice #.

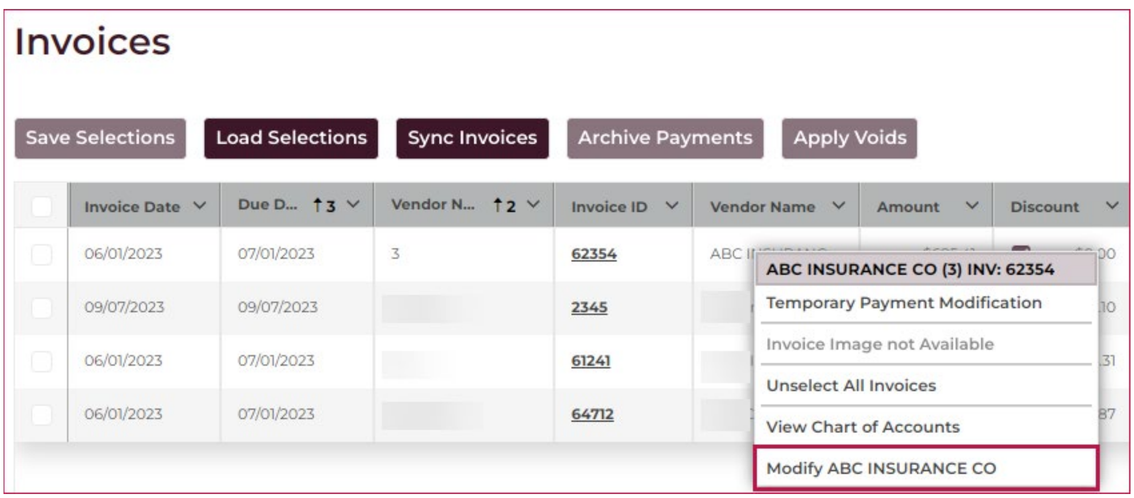
NOTE: Users can also view the Chart of Accounts for an invoice using the Invoice ID link in the Invoices pane. See the Invoice ID table entry for more information.

Modifying Vendors

Users can modify a vendor’s account using the Modify [Vendor Name] menu item in the Invoices pane.

To modify a vendor account:

1. In the *Invoices* pane, locate the **name of the vendor** whose account needs to be modified.
2. Right-click the **Vendor Name**.
3. In the *right-click* menu, select the **Modify [Vendor Name]** menu item.



4. In the *Vendor Edit* dialog, make the following **updates as needed**:
   a. Enter a **note** in the *Internal Remittance Note* field.
   b. Select or deselect the **Apply Discount by Default** checkbox to remove the discount from the vendor’s account.

c. Select or deselect the **Show Vendor** checkbox to remove the vendor account from the Vendors page.

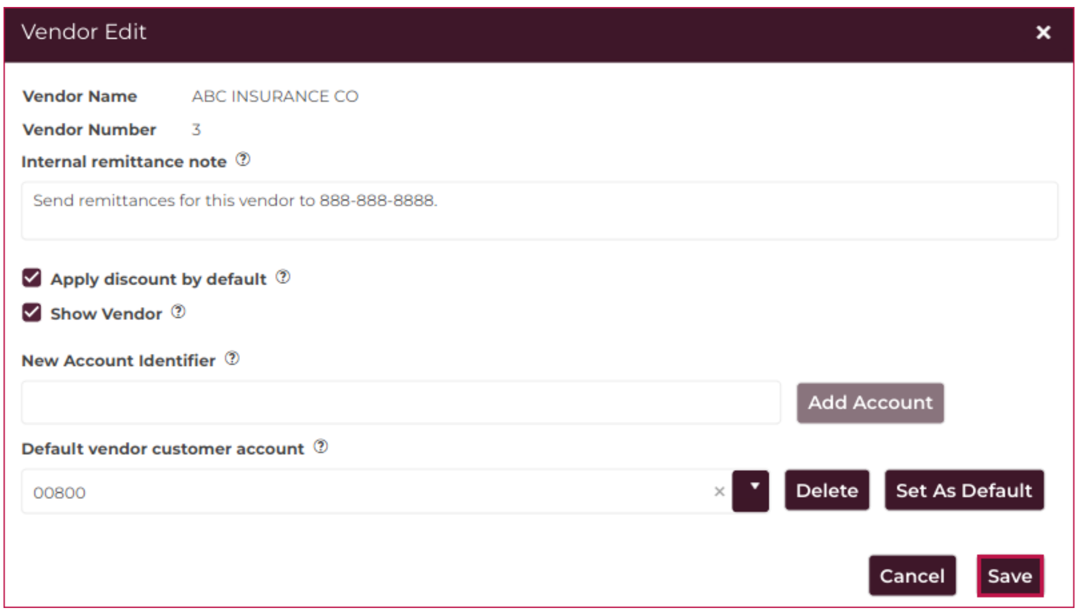
d. Enter an **Account Identifier** for the vendor in the *New Account Identifier* field then click the **Add Account** button.

e. Select an **Account Identifier** in the *Default Vendor Customer Account* drop-down then complete one of the following actions:

   i. Click the **Delete** button to remove the Account Identifier from the vendor's account.

   ii. Click the **Set as Default** button to save the Account Identifier as the default account for the vendor.

5. Click the **Save** button.



Vendor Edit Dialog

The following table contains descriptions of the fields in the Vendor Edit dialog:

NAME	DESCRIPTION
Vendor Name	The Vendor Name field contains the name of a vendor.
Vendor Number	The Vender Number field contains a vendor's account number.
Internal Remittance Note	If a vendor account has an internal note in CDK, the note automatically displays in the *Internal Remittance Note* field in the *Vendor Edit* dialog as well as on internal remittances for payments to the vendor. The Internal Remittance Note can contain reminders

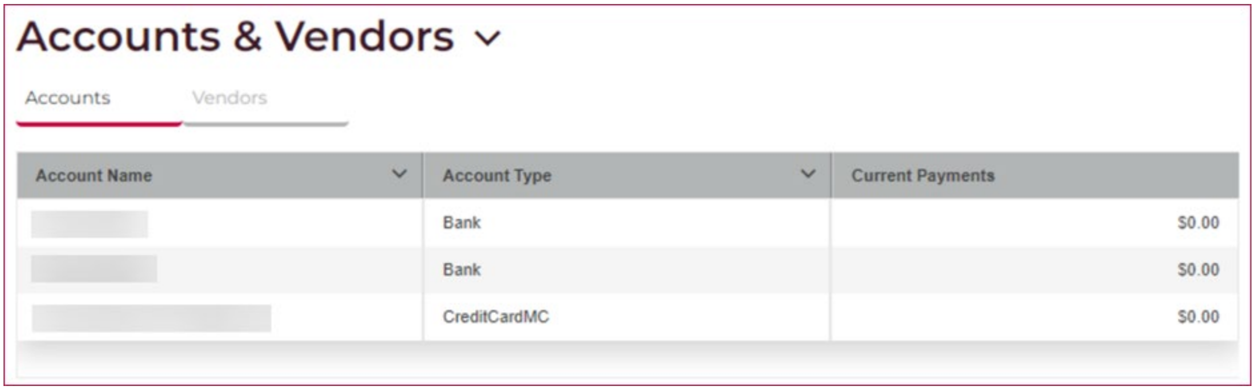
	or instructions for record keeping such as a fax number for sending remittances to a vendor. A remittance is a proof of payment sent to a vendor when their invoice has been paid.
Apply Discount by Default	If there is a discount available for a vendor in CDK, the Apply Discount by Default checkbox is automatically selected, and the discount is applied to all invoices from the vendor. Users can choose not to apply a discount to a vendor's account by deselecting the Apply Discount by Default checkbox. Discounts can also be disabled for individual invoices as needed.
Show Vendor	Select the **Show Vendor** checkbox to display a vendor's account on the *Vendors page* or deselect the **Show Vendor** checkbox to hide a vendor's account on the *Vendors page*. Inactive vendors can be hidden on the Vendors page using this setting.
New Account Identifier	If a customer has a unique Account Identifier for a vendor, users can add the Account Identifier to the vendor's account using the New Account Identifier field. When a New Account Identifier is added to a vendor's account, it is automatically added to the Default Vendor Customer Account drop-down.
Default Vendor Customer Account	The Default Vendor Customer Account drop-down contains unique identifiers assigned to vendor accounts by a customer. Users can select an Account Identifier in the Default Vendor Customer Account drop-down to set it as the default account for the vendor.

Accounts & Vendors Pane

Users can view a customer's account and vendor information in the Accounts & Vendors pane. If the Accounts & Vendors pane is closed, select the **caret** ˆ to open the pane and display the Accounts & Vendors tabs.

Accounts Tab

Select the **Accounts** tab to view a customer's account information.



The following table contains descriptions of the column headers on the Accounts tab:

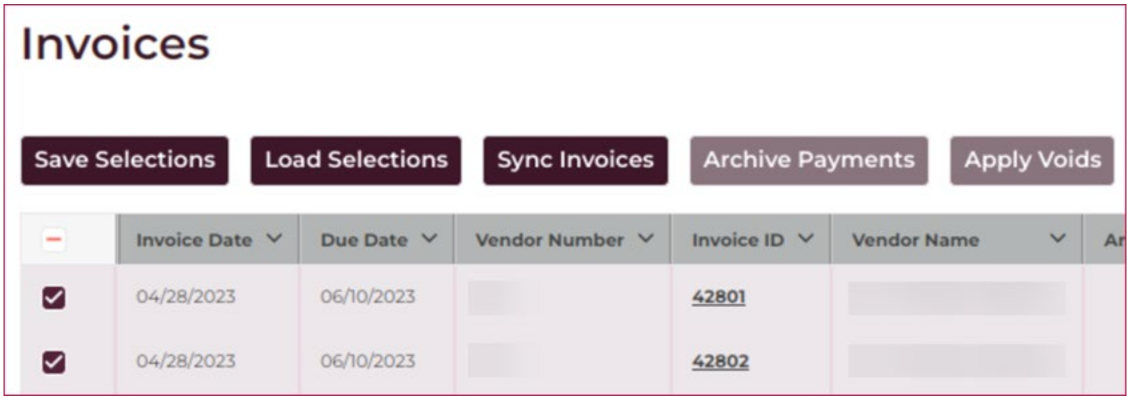
NAME	DESCRIPTION
Account Name	The name of the account used to pay vendors through AP Assist.
Account Type	The type of account (e.g., bank, credit card) used to pay vendors through AP Assist.
Current Payments	The payments that are currently being processed in AP Assist.

Contact the Technical Support team at techsupport@corpay.comor 877-974-1752 to add or remove accounts from the Accounts tab.

NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Accounts table.

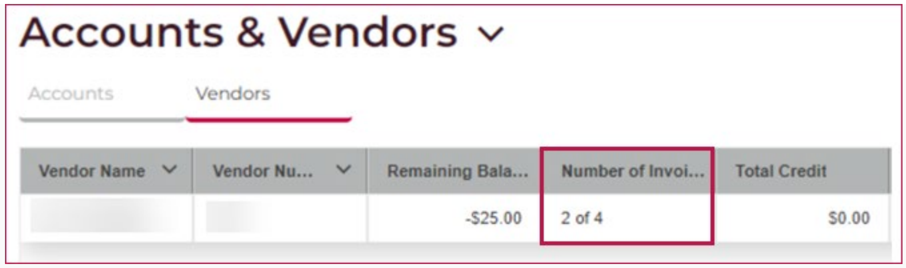
Vendors Tab

In the *Invoices* table, select one or multiple **invoices** to pay then select the **Vendors** tab to view the payment details.



The following table contains descriptions of the column headers on the Vendors tab:

NAME	DESCRIPTION
Vendor Name	The name of the vendor associated with an invoice.
Vendor Number	The account number for the vendor associated with an invoice.
Remaining Balance	The amount of the selected invoice(s).
Number of Invoices Selected	The first number is the number of unpaid invoices selected in the Invoices table. The second number is the total number of unpaid invoices available for a vendor. In the example image below, 2 unpaid invoices were selected in the Invoices table to be paid for the vendor. However, the vendor has a total of 4 unpaid invoices listed in the Invoices table.

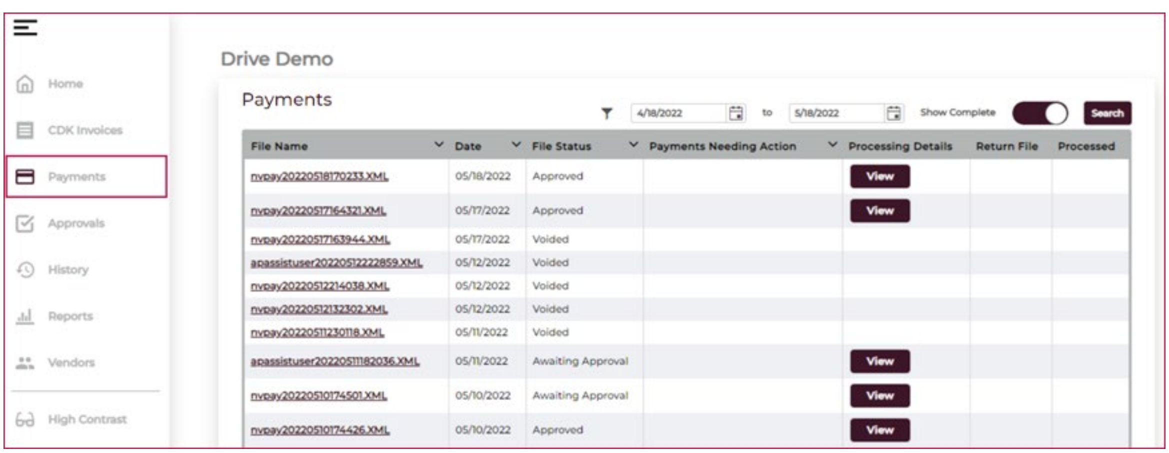
	
Total Credit	The credit amount available for the selected invoice(s).
Total Discount Amount	The discount amount available for the selected invoice(s).
Balance	The amount of the selected invoice(s) minus the total credit and total discount amounts.

NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Vendors table.

Payments Page

Invoice(s) submitted for payment on the CDK Invoices page are stored as payment batch files on the Payments page. Users can search for specific payment batch files, download stored and returned payment batch files, view the status of submitted payment batch files, view the number of payments requiring action, and view additional payment information on the Payments page.

NOTE: Payment batches are a new optional feature that can be requested during onboarding.



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

NAME	DESCRIPTION
File Name	The File Name column contains the name assigned to a payment batch file. Each file name contains a username, date code, and time stamp. Click a **file name** to download a copy of the stored payment batch file.
Date	The Date column contains the date a payment batch file is uploaded to AP Assist.
File Status	The File Status column contains the status of a submitted payment batch file. Options are Awaiting Approval, Approved, On Hold, and Voided.
Payments Needing Action	The Payments Needing Action column contains the number of payments in a payment batch file that require additional action.
Processing Details	The Processing Details column contains View buttons to open the Payment Batch Details page for a payment batch file. The Payment Batch Details page contains information about the payments in a payment batch file.
Return File	The Return File column contains Download buttons to save a copy of the return file for submitted payments.
Processed	The Processed column contains Mark as Processed buttons to update the status of return files that were manually downloaded and processed.

NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Payments table.

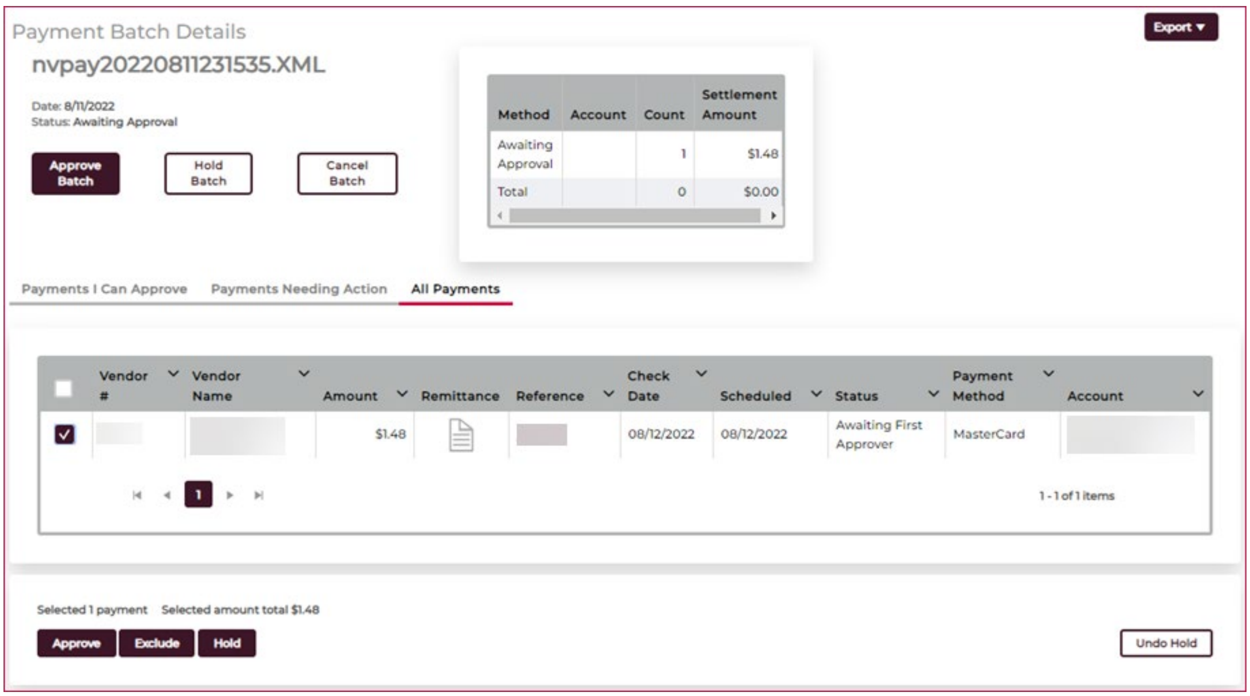
Searching for Specific Payment Batch Files

1. On the *Payments* page, select a **date range** in the *date pickers*.
2. Enable the **Show Complete** toggle to only include approved payment batch files in the table or disable the **toggle** to remove approved payment batch files from the table.

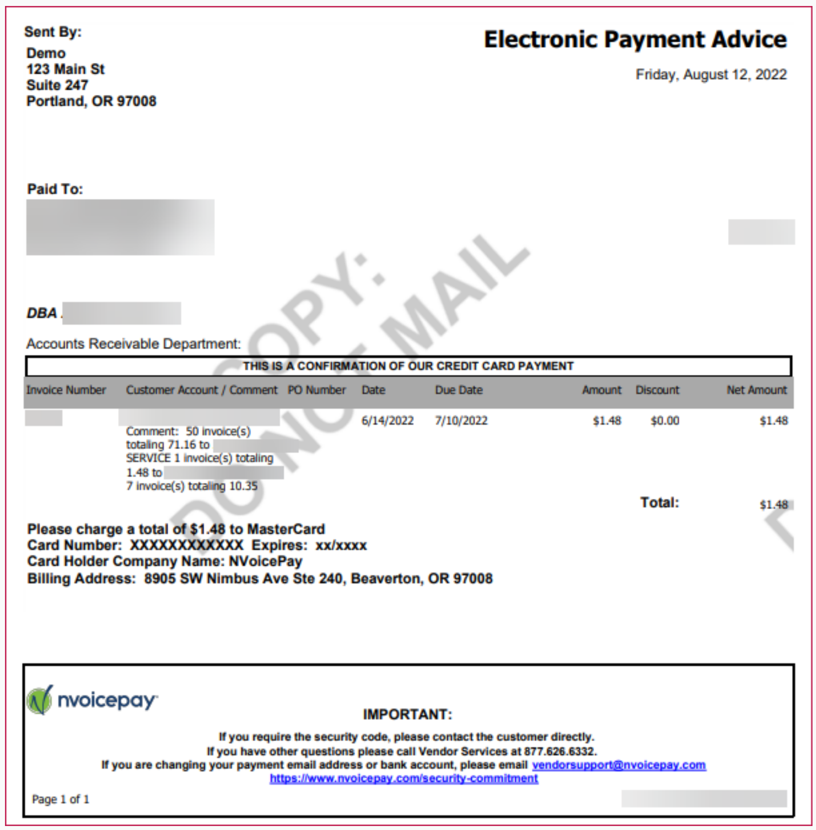
3. Click the **Search** button to find payment batch files submitted during the specified date range.

Payment Batch Details Page

Click the **View** button in the *Processing Details* column for a payment batch file to open the Payment Batch Details page. The Payment Batch Details page contains information about the payments included in the payment batch file. Users can approve, place on hold, or cancel an entire batch or approve, exclude, or place on hold individual payments in a batch. Holds can only be removed from individual payments. If the Payment Batch Details page is opened for a payment batch file that contains payments needing action, it contains three tabs: Payments I Can Approve, Payments Needing Action, and All Payments. The All Payments tab is selected when the Payment Batch Details page opens.



The following table contains descriptions of the column headers and filters in the tables on all three tabs:

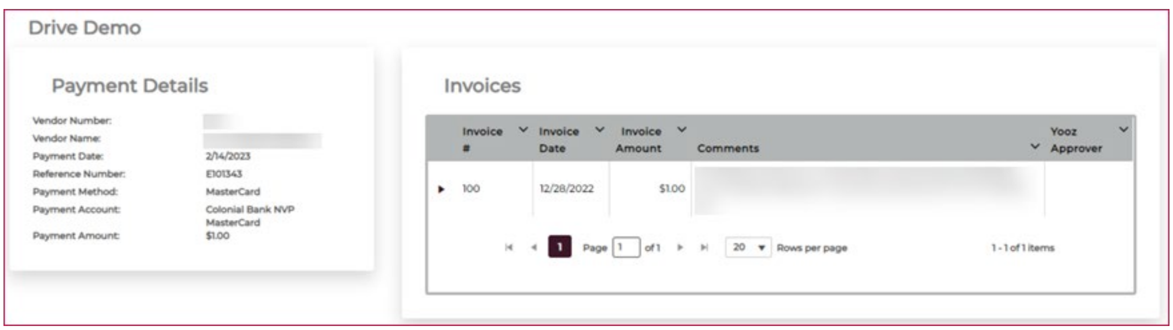
<table>
<tr><th>NAME</th><th>DESCRIPTION</th></tr>
<tr><td>Vendor #</td><td>The Vendor # column contains the vendor number from CDK.</td></tr>
<tr><td>Vendor Name</td><td>The Vendor Name column contains the name of the vendor receiving a payment.</td></tr>
<tr><td>Amount</td><td>The Amount column contains the amount of a payment.</td></tr>
<tr><td>Remittance</td><td>The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the Remittance icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab. For print check payments, the remittance is a voided copy of the issued check.

Sent By:
Demo
123 Main St
Suite 247
Portland, OR 97008
Electronic Payment Advice
Friday, August 12, 2022
Paid To:
DBA
Accounts Receivable Department:
THIS IS A CONFIRMATION OF OUR CREDIT CARD PAYMENT
Invoice Number / Customer Account / Comment / PO Number / Date / Due Date / Amount / Discount / Net Amount
Comment: 50 invoice(s) totaling 71.16 to SERVICE 1 invoice(s) totaling 1.48 to 7 invoice(s) totaling 10.35 / 6/14/2022 / 7/10/2022 / $1.48 / $0.00 / $1.48
Total: $1.48
Please charge a total of $1.48 to MasterCard
Card Number: XXXXXXXXXXXX Expires: xx/xxxx
Card Holder Company Name: NVoicePay
Billing Address: 8905 SW Nimbus Ave Ste 240, Beaverton, OR 97008
COPY: DO NOT MAIL
nvoicepay
IMPORTANT:
If you require the security code, please contact the customer directly.
If you have other questions please call Vendor Services at 877.626.6332.
If you are changing your payment email address or bank account, please email vendorsupport@nvoicepay.com
https://www.nvoicepay.com/security-commitment
Page 1 of 1</td></tr>
<tr><td>Reference</td><td>The Reference column contains a unique identifier for a payment batch file. Click the Reference link to open the Payment Details and Invoices page.</td></tr>
<tr><td>Check Date</td><td>The Check Date column contains the date a check was printed.</td></tr>
</table>

Scheduled	The Scheduled column contains the slated date of a payment to a vendor.
Status	The Status column contains the status of a payment. Status options depend on the configuration of a customer's account. Examples are Approved, Excluded, On Hold, Awaiting First Approver, and 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.

NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Payments I Can Approve, Payments Needing Action, and All Payments tables.

Payment Details and Invoices Page

On the *Payment Batch Details* page, click a **Reference** link for a payment on any tab. The Payment Details and Invoices page opens in a separate tab.



The Payment Details pane contains information about the payment batch and the Invoices pane contains a detailed breakdown of the invoices within the payment batch.

The following table contains descriptions for the fields, column headers, and filters on the Payment Details and Invoices panes:

PANE	NAME	DESCRIPTION
Payment Details	Vendor Number	The Vendor Number field contains the account number for a vendor.
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	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 to a vendor.
Invoices	Invoice #	The Invoice # column contains the unique identifier for an invoice.
Invoices	Invoice Date	The Invoice Date column contains the date an invoice is sent to a customer from a vendor.
Invoices	Invoice Amount	The Invoice Amount column contains the amount of an invoice.
Invoices	Comments	The Comments column contains the notes that are added to a vendor's remittance to help them associate an invoice with a received payment. Comments include information such as an account number and/or a description of the purchased goods or services.
Invoices	Yooz Approver	The Yooz Approver column contains the name of the user who approved the invoices in Yooz.

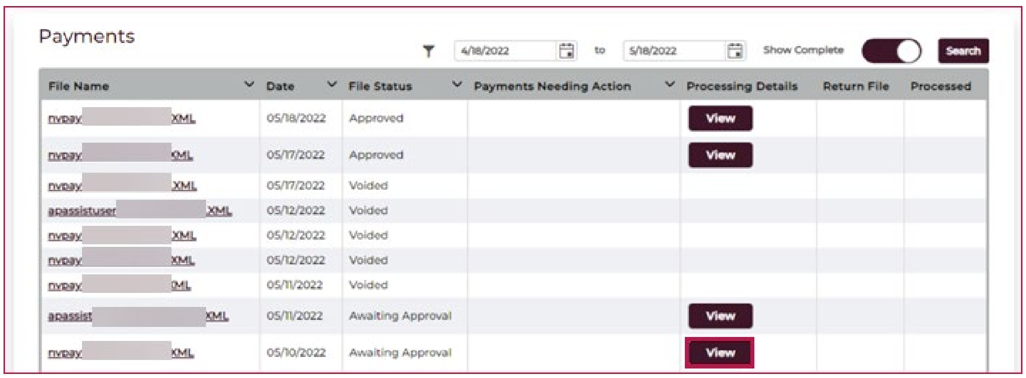
NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Invoices table.

Approving Payments

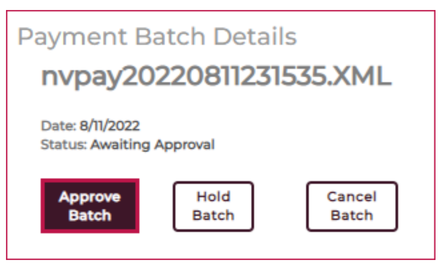
Users can approve individual payments and payment batches on the Payment Batch Details page. After payments are approved, an Electronic Remittance Advice (remittance) for each payment is auto generated and stored on the Reports page. See the Reports page for more information.

To approve a payment batch:

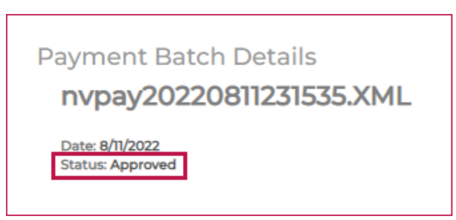
1. In the *Payments* table, click the **View** button for a payment batch file that is awaiting approval.



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

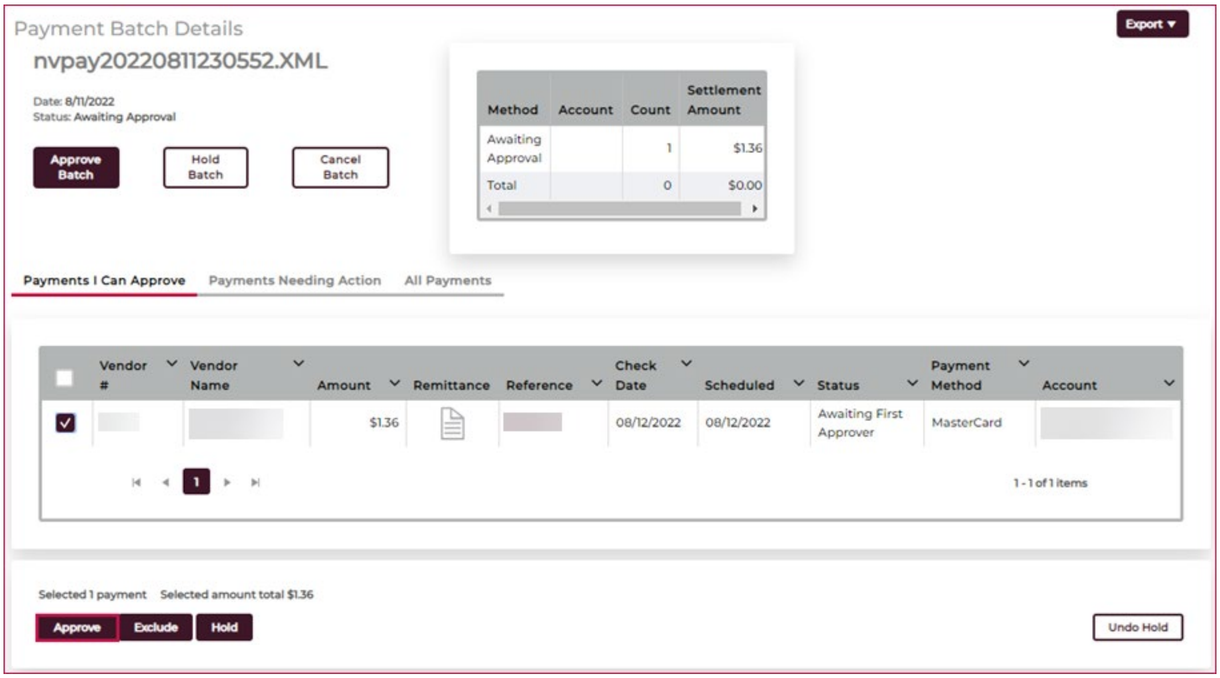


3. The status of the payment batch changes to Approved and the Approve Batch, Hold Batch, and Cancel Batch buttons are removed.

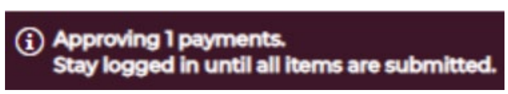


To approve an individual payment:

1. In the *Payments* table, click the **View** button for a payment batch file that is awaiting approval.
2. Click the **Payments I Can Approve** tab.
3. Select the **payment** in the *table*.
4. Click the **Approve** button.



5. A message displays stating the payment is being approved. Remain on the **Payment Batch Details** page until the payment is submitted.



6. Once the payment is submitted, the status of the payment changes to Approved.

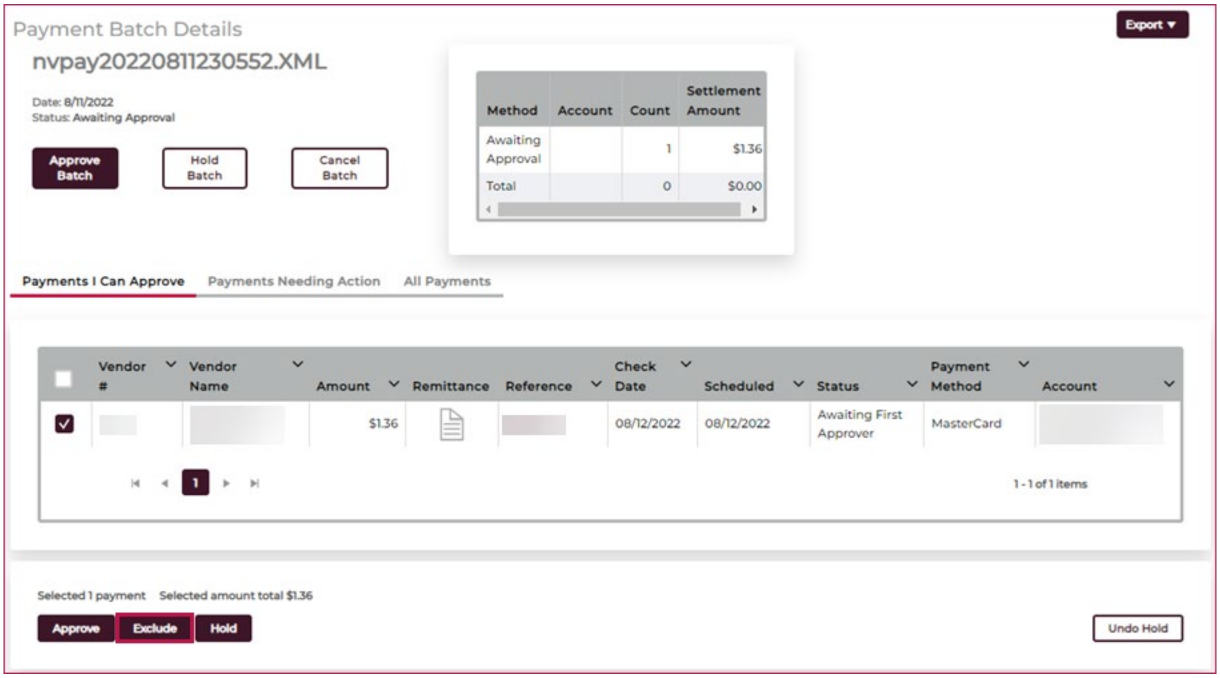
NOTE: Invoices must be submitted for payment on the *CDK Invoices* page before they can be processed on the *Payments* page. See Submitting Invoices for Payment for instructions.

Excluding Individual Payments

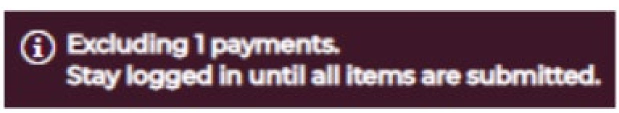
Users can exclude payments from a batch to prevent the payments from being approved.

To exclude a payment from a batch:

1. In the *Payments* table, click the **View** button for a payment batch file that is awaiting approval.
2. On any *tab*, select the **payment** in the table.
3. Click the **Exclude** button.



4. A message displays stating the payment is being excluded from the batch. Remain on the **Payment Batch Details** page until the payment exclusion is submitted.



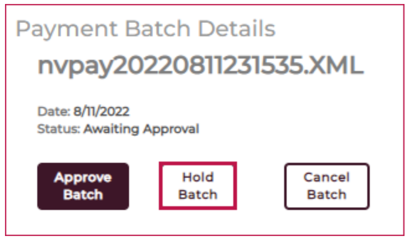
5. A message displays confirming the payment was excluded from the batch successfully.

Adding and Removing Payment Holds

Users can place payments on hold to prevent the payments from being approved with the rest of the payments in a batch.

To place a batch of payments on hold:

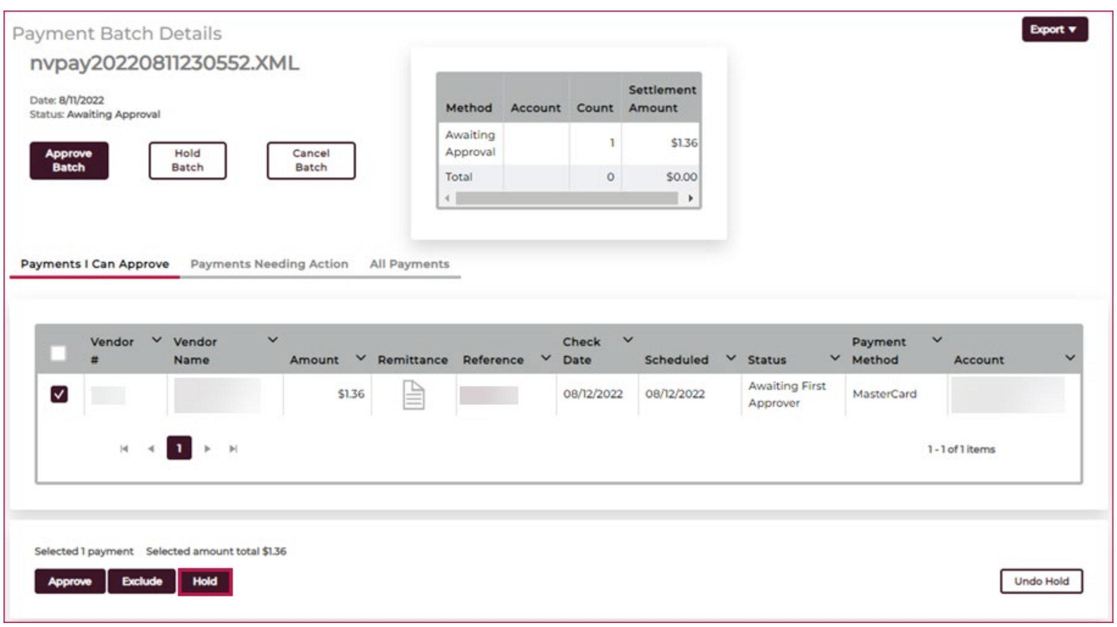
1. In the *Payments* table, click the **View** button for a payment batch file that is awaiting approval.
2. Click the **Hold Batch** button.



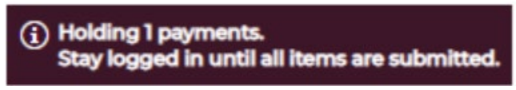
3. The status of the payment batch changes to On Hold and the Hold Batch button is removed.

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 any *tab*, select the **payment** in the *table*.
3. Click the **Hold** button.



4. A message displays stating the payment is being placed on hold. Remain on the **Payment Batch Details** page until the hold is submitted.

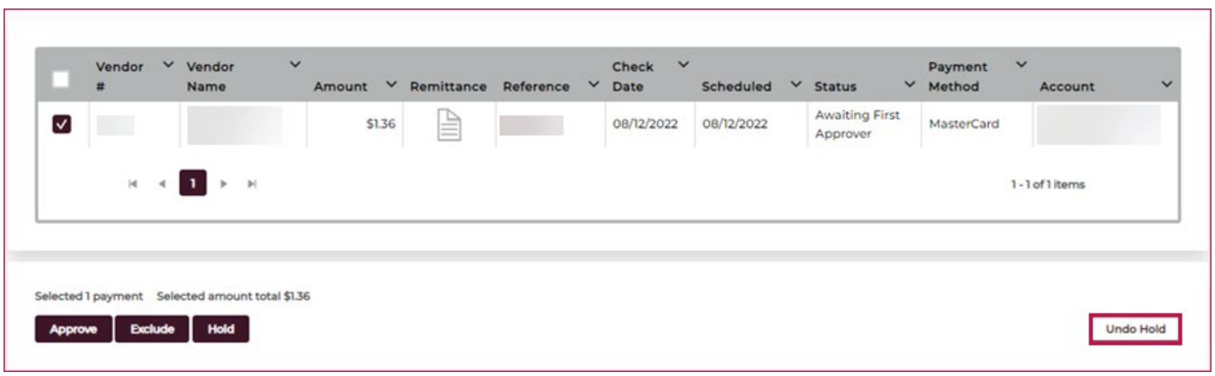


5. A message displays confirming the payment was placed on hold successfully.

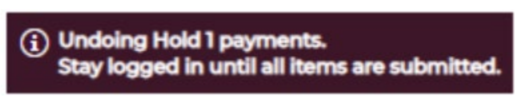
6. The status of the payment changes from Awaiting Approval to On Hold - Approved.

To remove holds:

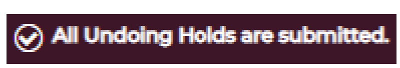
1. In the *Payments* table, click the **View** button for a payment batch file that is On Hold.
2. On any *tab*, select the **payment** in the *table*.
3. Click the **Undo Hold** button to remove the hold from the payment.



4. A message displays stating that a hold is being removed from the payment. Remain on the **Payment Batch Details** page until the hold removal is submitted.



5. A message displays confirming the hold was removed from the payment successfully.



6. The status of the payment changes from On Hold to Awaiting Approval.

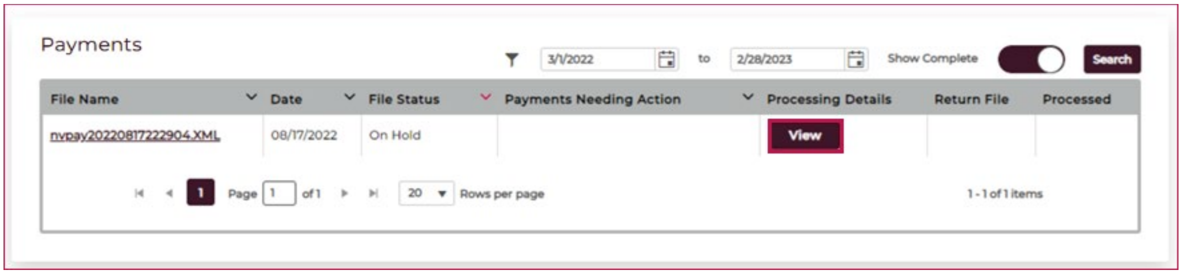
NOTE: The Undo Hold button is not available for payment batches that are placed on hold.

Canceling (Voiding) Payment Batches

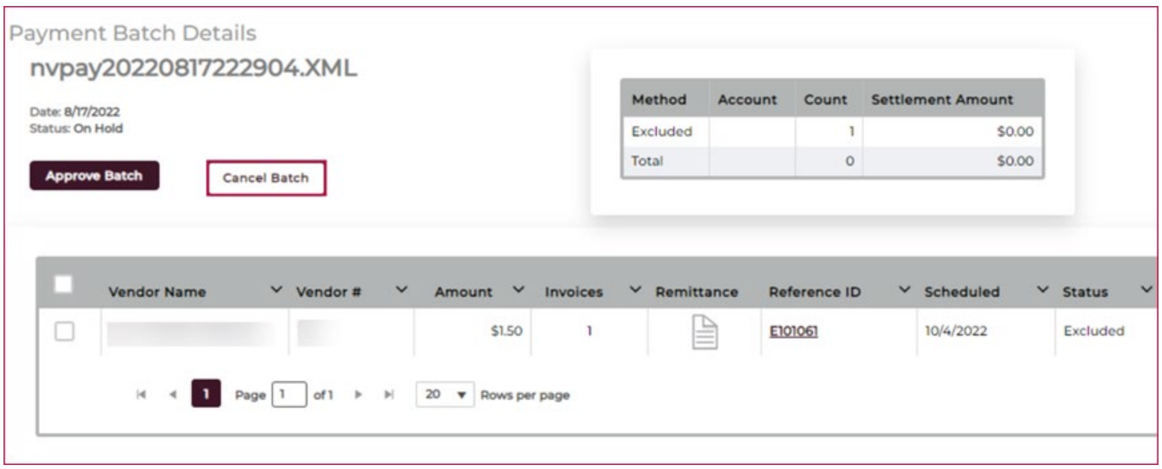
Users can cancel (void) payment batches that are On Hold or Awaiting Approval.

To cancel (void) a payment batch:

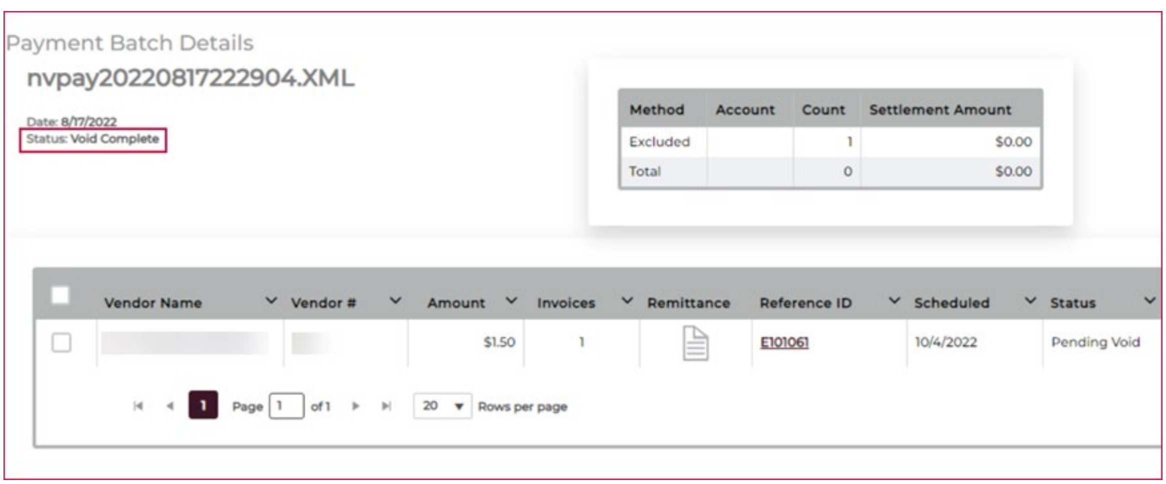
1. In the *Payments* table, click the **View** button for a payment batch file that is On Hold or Awaiting Approval.



2. Click the **Cancel Batch** button.



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



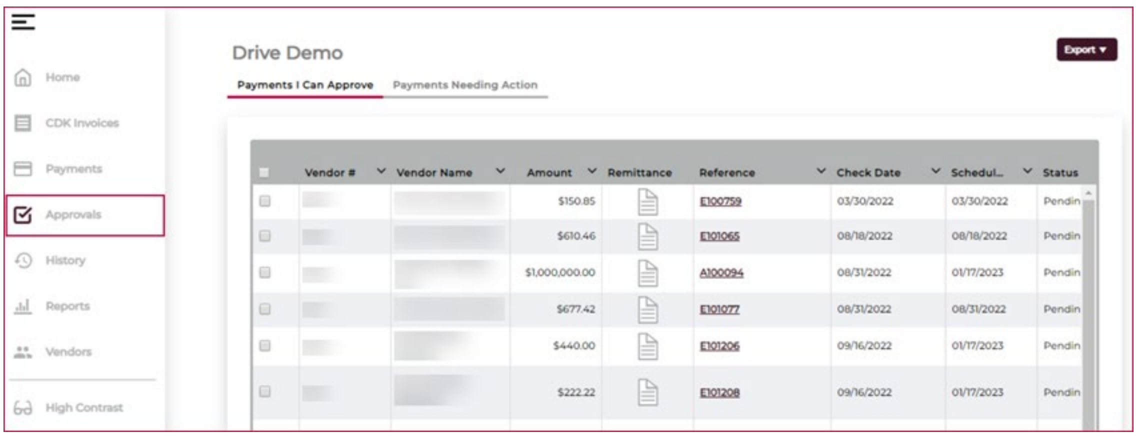
NOTE: See Voiding Invoices for more information.

Approvals Page

Users can view and approve or exclude payments on the Approvals page. Batch payments cannot be approved on the Approvals page. Use the Payments page to approve batch payments. The Approvals page is not available for customers who opt out of using the approval process view. These customers should use the Payments page to approve payments.

The Approvals page contains two tabs:

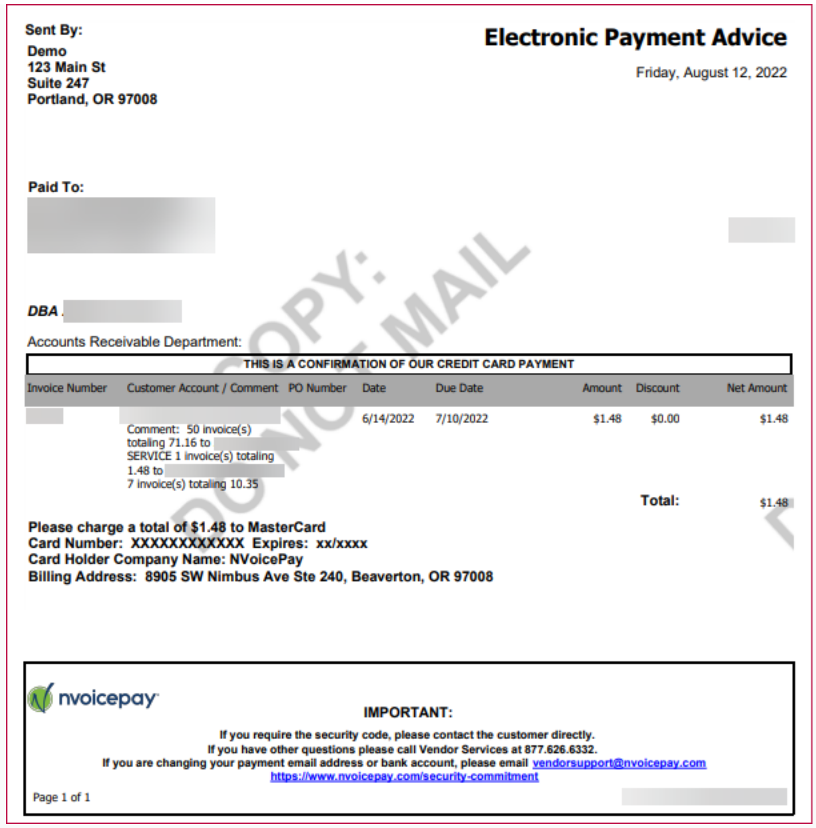
- Payments I Can Approve: Contains all payments that require approval
- Payments Needing Action: Contains payments that are on hold or require further approval



NOTE: All column headers are not shown in the above image.

The following table contains descriptions of the column headers and filters in the tables on both tabs:

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the vendor number provided by the customer's Enterprise Resource Planning (ERP) system.
Vendor Name	The Vendor Name column contains the name of the vendor receiving a payment.
Amount	The Amount column contains the amount of a payment.
Remittance	The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the **Remittance** icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab. For print check payments, the remittance is a voided copy of the issued check.



Sent By:
Demo
123 Main St
Suite 247
Portland, OR 97008

Electronic Payment Advice

Friday, August 12, 2022

Paid To:

DBA

Accounts Receivable Department:

COPY: DO NOT MAIL

THIS IS A CONFIRMATION OF OUR CREDIT CARD PAYMENT

Invoice Number	Customer Account / Comment	PO Number	Date	Due Date	Amount	Discount	Net Amount
	Comment: 50 invoice(s) totaling 71.16 to SERVICE 1 invoice(s) totaling 1.48 to 7 invoice(s) totaling 10.35		6/14/2022	7/10/2022	$1.48	$0.00	$1.48
						Total:	$1.48

Please charge a total of $1.48 to MasterCard
Card Number: XXXXXXXXXXXX Expires: xx/xxxx
Card Holder Company Name: NVoicePay
Billing Address: 8905 SW Nimbus Ave Ste 240, Beaverton, OR 97008

nvoicepay

IMPORTANT:

If you require the security code, please contact the customer directly.
If you have other questions please call Vendor Services at 877.626.6332.
If you are changing your payment email address or bank account, please email vendorsupport@nvoicepay.com
https://www.nvoicepay.com/security-commitment

Page 1 of 1

Reference	The Reference column contains a unique identifier for a payment batch file. Click the **Reference** link to open the Payment Details and Invoices page.
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.
Status	The Status column contains the status of a payment. Status options depend on the configuration of a customer's account. Examples are Approved, On Hold – Awaiting First Approver, On Hold – Awaiting Second Approver, Awaiting First Approver, and 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.

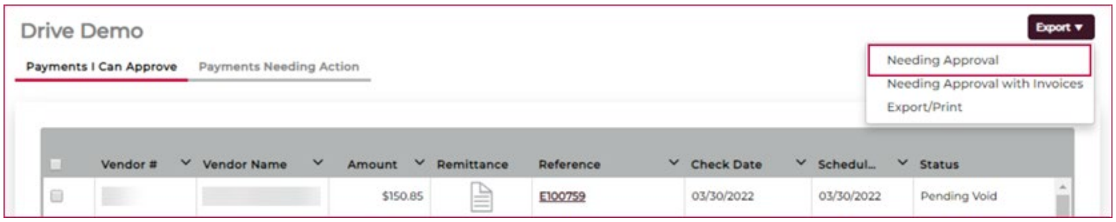
NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Payments I Can Approve and Payments Needing Action tables.

Exporting Payment Reports

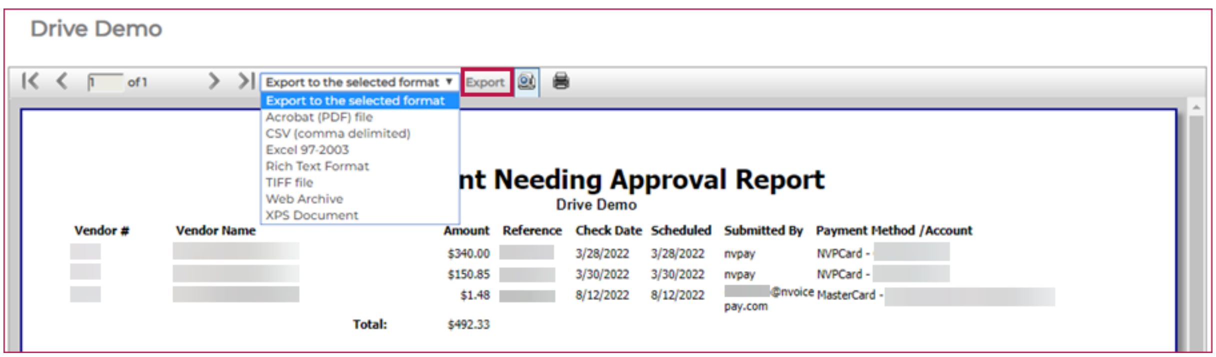
Users can export Payments Needing Approval, Payments Needing Approval with Invoices, and Conditional Payments Needing Approval reports to download and print on the Approvals page.

To export a report:

1. On the *Approvals* page, click the **Export** button then select the **type of report** to export.



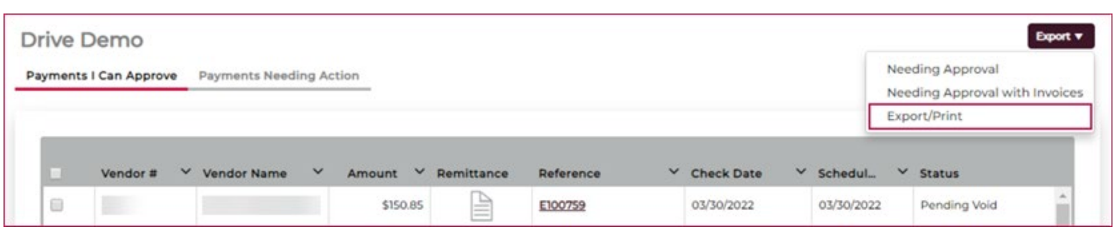
2. The report opens in a separate tab.
3. Select the **format** to export the report in.
4. Click the **Export** link.



5. Save the **report** to the desired location.

To download and print a report in Excel format containing all conditional payments needing approval:

1. On the *Approvals* page, click the **Export** button then select **Export/Print**.



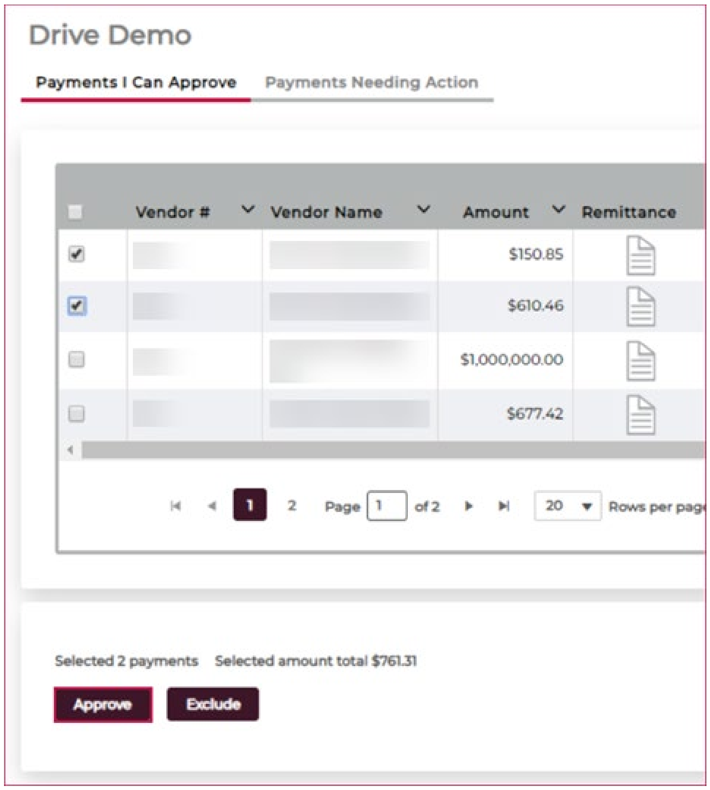
2. Save the **file** to the desired location then **print**.

Approving Payments

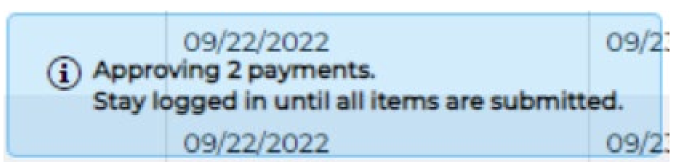
Users can approve payments on the Approvals page.

To approve a payment:

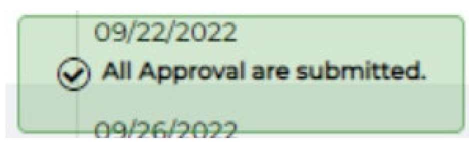
1. On the *Payments I Can Approve* tab, select the **payment(s)** in the table.
2. Click the **Approve** button.



3. A message displays stating the 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.

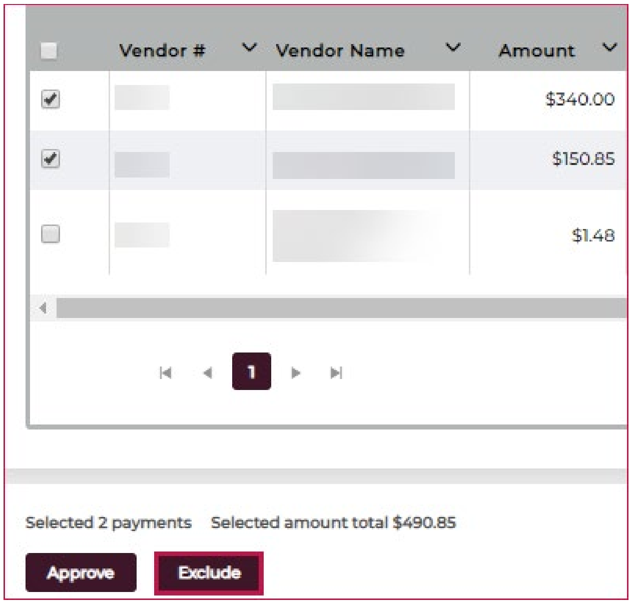


Excluding Payments

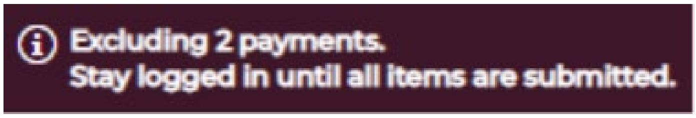
Users can exclude payments from a batch on the Approvals page.

To exclude a payment from a batch:

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



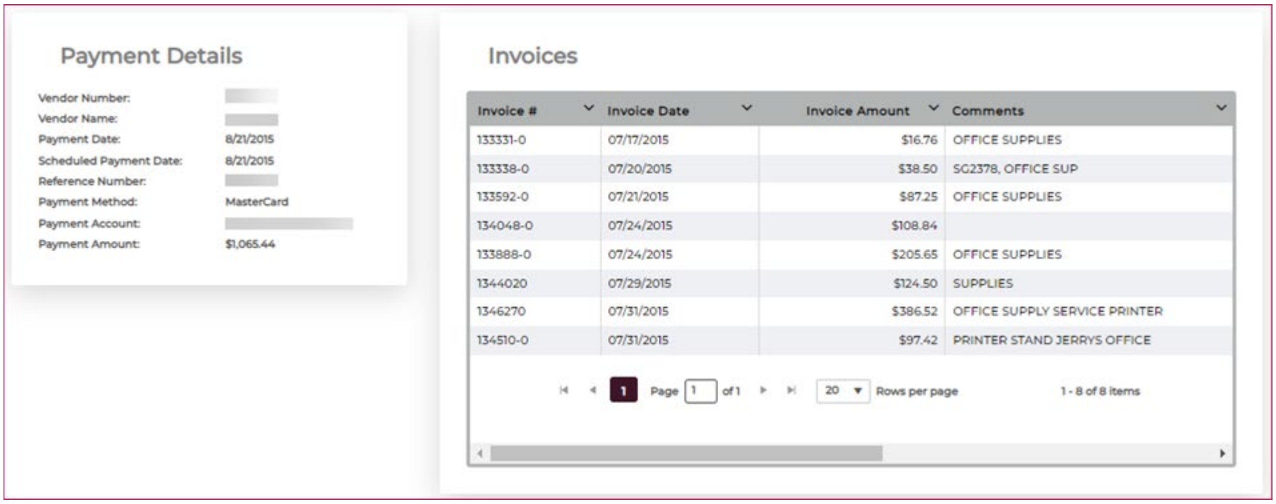
3. A message displays stating the payment(s) are being excluded from the batch. Remain on the **Payment I Can Approve** tab until the payment exclusions are submitted.



4. A message displays confirming the payment(s) were excluded from the batch successfully.

Payments Details and Invoices

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



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

PANE	FIELD	DESCRIPTION
Payment Details	Vendor Number	The Vendor Number field contains a vendor's account number.
Payment Details	Vendor Name	The Vendor Name field contains the name of the vendor receiving the payment.
Payment Details	Payment Date	The Payment Date field contains the date a payment was made to a vendor.
Payment Details	Scheduled Payment Date	The Scheduled Payment Date field contains the date a payment is slated for release. Scheduled payments are released after final approval, despite the scheduled date.
Payment Details	Reference Number	The Reference Number field contains a unique identifier for a payment batch.
Payment Details	Payment Method	The Payment Method field contains the method of payment used to pay a vendor. See Payment Methods for more information.

Payment Details	Payment Account	The Payment Account field contains the bank account used to pay a vendor.
Payment Details	Payment Amount	The Payment Amount field contains the amount of a payment.
Invoices	Invoice #	The Invoice # column contains the unique identifier 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 an invoice was sent to a customer from a vendor.
Invoices	Invoice Amount	The Invoice Amount column contains the amount of an invoice.
Invoices	PO Number	The PO Number column contains a unique identifier for an invoice.
Invoices	Comments	The Comments column contains information that is entered in line 6 of the Enterprise Income Verification (EIV) system in CDK then populated 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.
Invoices	Yooz Approver	The Yooz Approver column contains the name of the user who approved the invoices in Yooz.

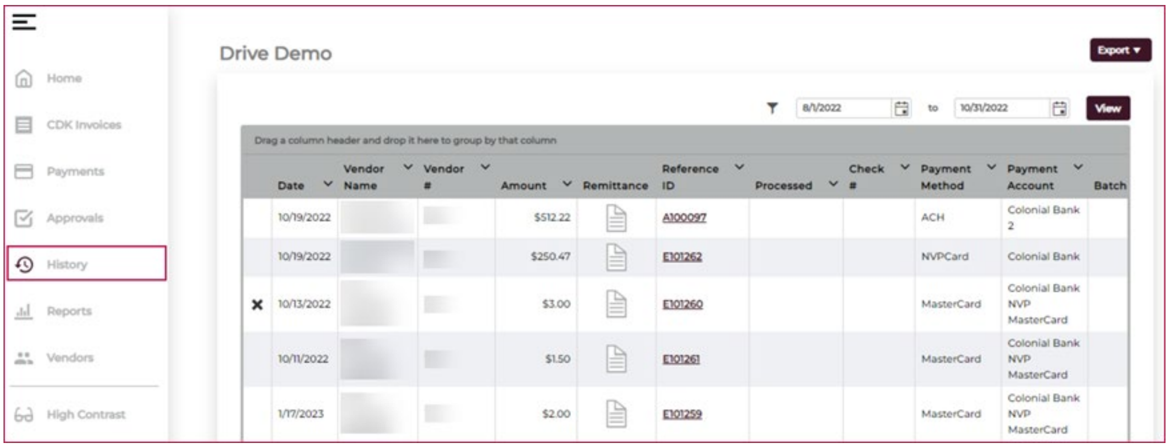
NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the Invoices table.

Reporting

In this section, you will learn how to view, generate, and export reports in AP Assist.

History Page

All payments made in the last 30 days are listed on the History page by default. Users can view their payment history for up to seven years using the date picker as well as generate and export payments and invoices by batch reports on the History page.



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

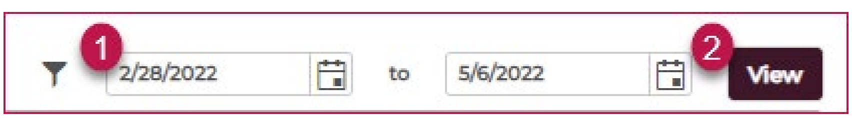
NAME	DESCRIPTION
Date	The Date column contains the date an invoice was received by a customer from a vendor.
Vendor Name	The Vendor Name column contains the name of a vendor who is receiving a payment.
Vendor #	The Vendor # column contains the vendor number provided by a customer's ERP system.
Amount	The Amount column contains the amount of a payment.
Remittance	The Remittance column contains a proof of payment sent to a vendor when an invoice is paid. Click the **Remittance** icon (paper icon) to view a copy of the remittance (Electronic Payment Advice) in a separate tab. For print

	check payments, the remittance is a voided copy of the issued check.
Reference ID	The Reference ID column contains a unique identifier for a payment batch 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	Once a payment is approved, it is marked as processed in the Processed column.
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.
Date Pickers	To view a vendor's payment history, select the **date range** in the *Date Pickers* then click the **View** button. The Date Pickers allow searches for up to seven years.

NOTE: See the Sorting, Filtering, and Grouping section for instructions on how to organize the information in the History table.

To view the payment history for a specific date range:

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



Payment Report Types

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

REPORT TYPE	DESCRIPTION

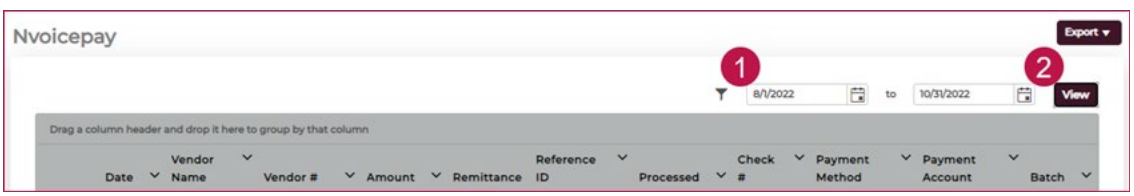
Payments Report	The Payments Report contains the Status, Vendor #, Vendor Name, Amount, Reference number, Processed status, Check #, and Payment Method/Account for all payments during a specified date range.
Invoices By Batch Report	The Invoices By Batch/Payment Detail Report contains the Status, Vendor #, 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 report that contains the Status, Date, Vendor Name, Vendor #, Amount, Reference ID, Processed status, Check #, Payment Method, Payment Account, Paid Date, Invoices, Uploaded By, Uploaded Date, Approved By, Approved Date, and Batch for all payments that need to be approved for a specified date range.

Exporting Payment Reports

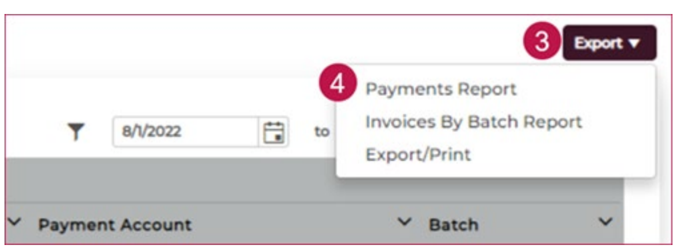
On the History page, use the Export drop-down to export a Payments Report, Invoices by Batch report, or a report containing all payments needing approval to download and print.

To export a report for a specific time:

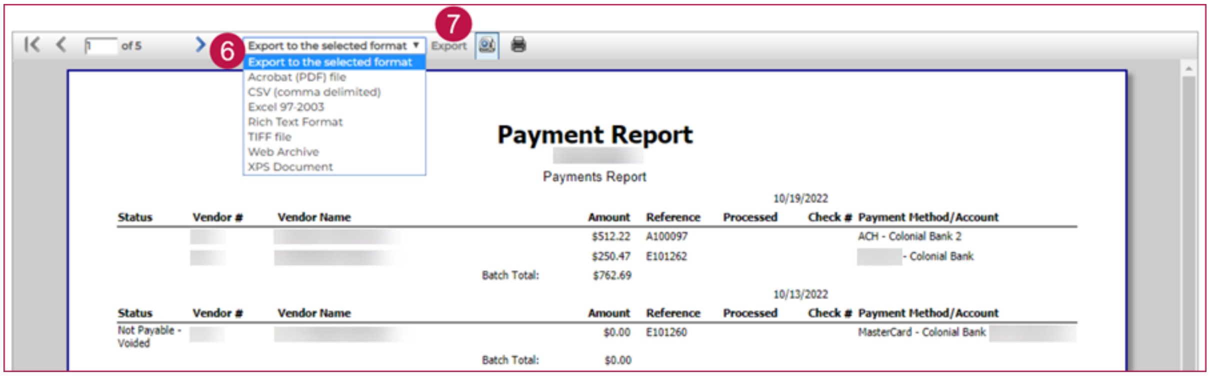
1. On the *History* page, select a **date range** in the *date pickers*.
2. Click the **View** button.



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



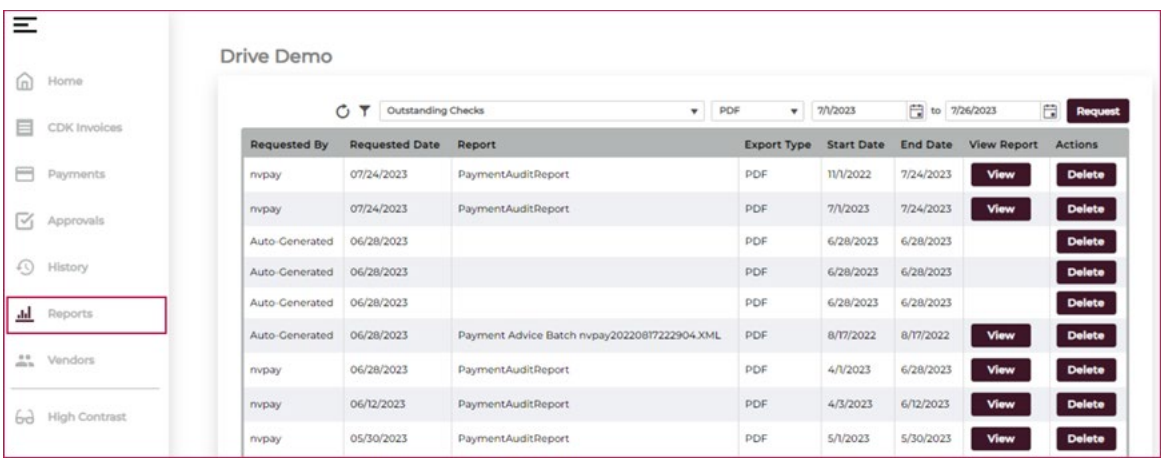
5. The Payments Report and Invoices by Batch Report opens in a separate tab. If the Export/Print option is selected, skip to step 8.
6. In the *Export to the selected format* drop-down, select the **format** (e.g., Acrobat (PDF) file, CSV (comma delimited), Excel 97-2003, Rich Text Format, TIFF file, Web Archive, XPS Document) to export the report in.
7. Click the **Export** link.



8. Save the report to your desired location.

Reports Page

After payments are approved on the Payments page, an Electronic Payment Advice (remittance) is auto generated for each payment and stored on the Reports page. Users can view the Electronic Payment Advice or generate additional reports for specific dates. See the Report Types table for a list of available reports.



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

Report Types

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

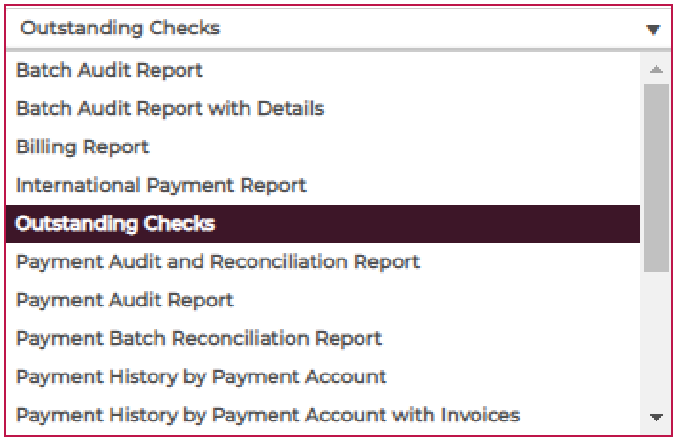
REPORT TYPE	DESCRIPTION
Batch Audit Report	The Batch Audit Report provides the username and date information for each payment batch file submission or cancellation. If a customer does not approve payments in batches, the report will contain the username and date for each approval.
Batch Audit Report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

Payment History by Payment Account	The Payment History by Payment Account report provides the payment history for vendors grouped by payment account.
Payment History by Payment Account with Invoices	The Payment History by Payment Account with Invoices report provides the same information as the Payment History by Payment Account report plus invoice-level details.
Payment History by Vendor	The Payment History by Vendor report provides vendor payment history grouped by vendor name and vendor number.
Payment History by Vendor (Summary)	The Payment History by Vendor (Summary) report provides a summary of all payments to each vendor within a given date range.
Payment Reconciliation	The Payment Reconciliation report provides the payment history for all vendors from the selected payment account(s). This report should match payment details from the customer’s bank account.
Payment Reconciliation with Invoices	The Payment Reconciliation with Invoices report provides the same information as the Payment Reconciliation report plus invoice-level details.
Payment Refund Report	The Payment Refund Report provides a summary of all payments that have been refunded.
Payment Reissue Report	The Payment Reissue Report provides a summary of all payments that have been reissued after the original submission of the payment.
Selection Report	The Selection Report can be used by users to create a summary of the invoices they have selected for payment before they are submitted.
Unprocessed Nvoicepay MasterCard Transactions	The Unprocessed Nvoicepay MasterCard Transactions report provides information about Mastercard payments that have not been processed by vendors.

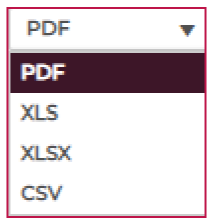
Generating Reports

To generate a report:

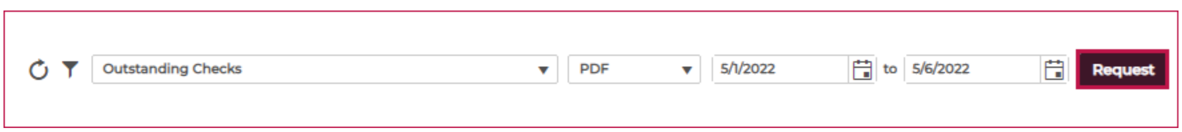
1. Select the **type of report** to generate in the *Report Types* drop-down.



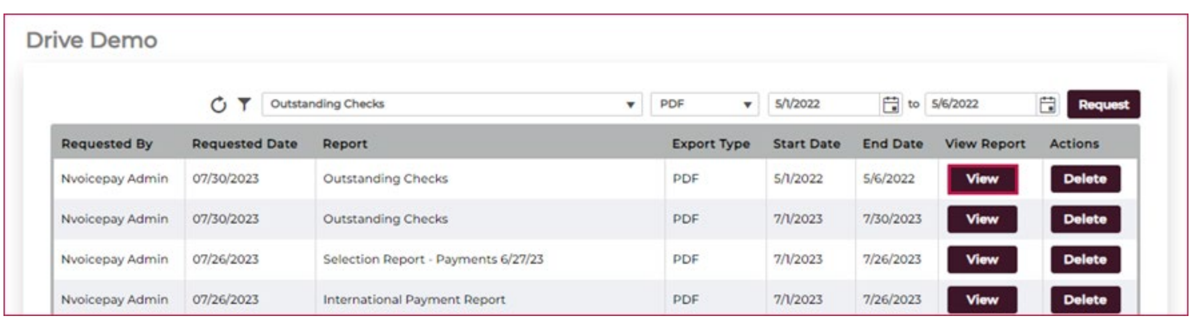
2. Select the **format** for the report in the *Report Formats* drop-down.



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



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

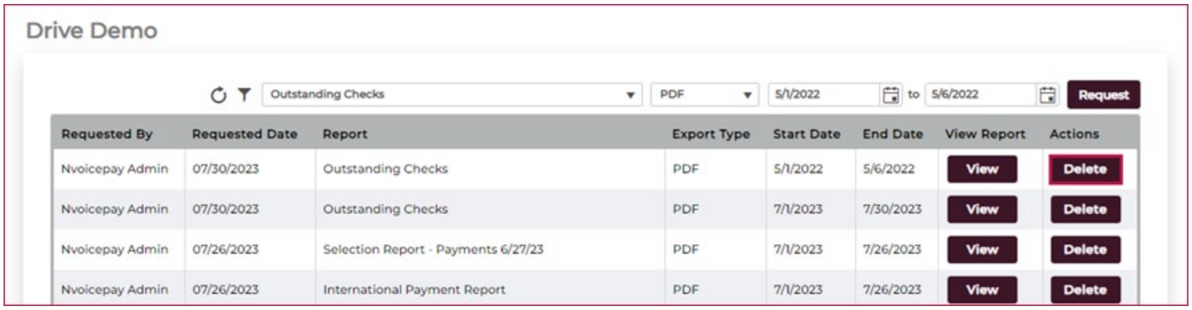


7. Print or save the **report** to the desired location.

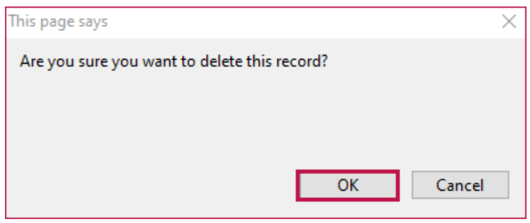
Deleting Reports

To delete a report:

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



2. In the *Are you sure you want to delete this record?* dialog, click the **OK** button.

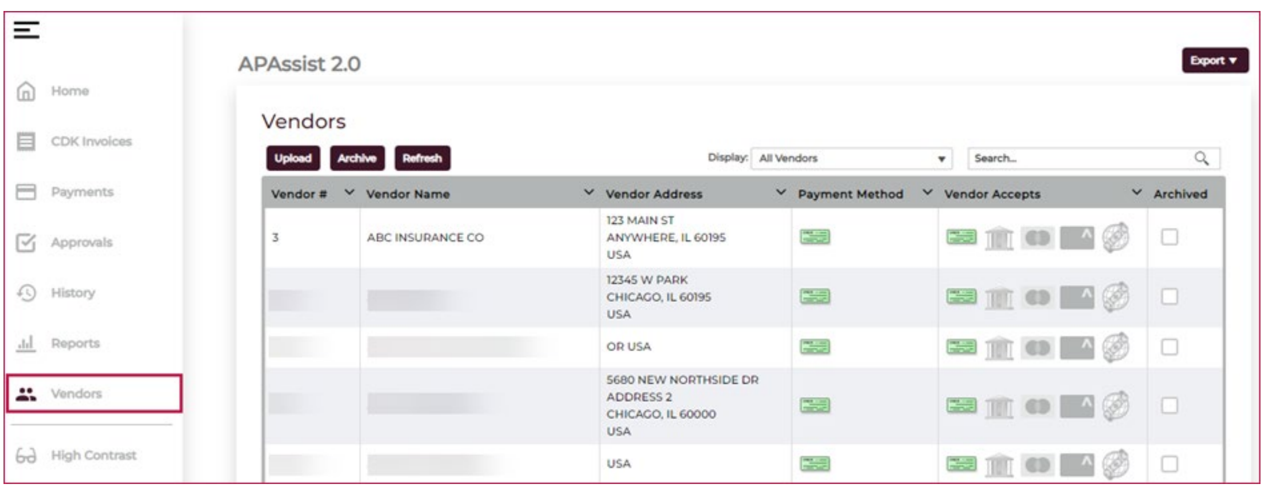


Vendor Management

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

Vendors Page

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



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

NAME	DESCRIPTION
Vendor #	The Vendor # column contains the vendor number provided by the customer's Enterprise Resource Planning (ERP) system.
Vendor Name	The Vendor Name column contains the name of the vendor receiving the payment.
Vendor Address	The Vendor Address column contains the address of the vendor.
Payment Method	The Payment Method column contains the type of payment used by a customer to pay a vendor. See Payment Methods for more information.
Vendor Accepts	The Vendor Accepts column contains the payment methods accepted by the vendor. Options are Print Check, Mastercard, CorpayCard, ACH, and International (if applicable).
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.
View	The View action is used to see the details about a vendor such as the Internal Remittance Notes, and if their account is archived. See Viewing Vendor Details for instructions on how to use the View action.
Edit	The Edit action is used to add an Internal Remittance Note to a vendor's account as well as to display a vendor's account in the Vendors table if it is archived. See Editing Vendor Details for instructions on how to use the Edit action.
Upload	Click the **Upload** button to open the *Upload File* dialog, download the *Vendor List Template*, upload new *vendor lists*, and view the *Upload History*.
Archive	Click the **Archive** button to select vendor accounts in the *Vendors* 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

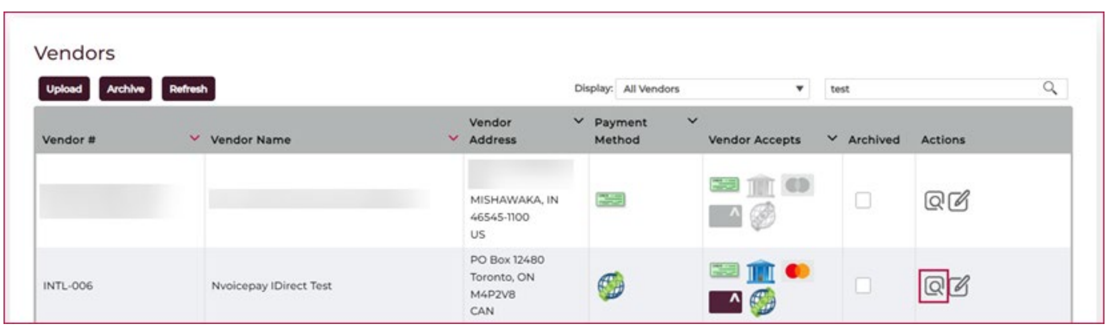
	accounts in the table. Vendor records should be archived for vendors who are not receiving payments.
Refresh	Click the **Refresh** button to populate changes to the Vendors table.
Display	The Display drop-down contains the following options: • **All Vendors**: Select **All Vendors** to display all vendor accounts in the *Vendors* table. All Vendors is selected by default. • **Active**: Select **Active** to only display accounts for vendors who are receiving payments in the *Vendors* table. • **Archived**: Select **Archived** to only display accounts for vendors who are not receiving payments in the *Vendors* table.
Search	Use the **Search** box to quickly find specific user accounts.
Export	Click the **Export** drop-down to generate reports for the Current Company and All Companies within the organization.

Viewing Vendor Details

Users can view the internal remittance notes and archived status of a vendor account using the View action in the Vendors table.

To view vendor details:

1. In the *Vendors* table, click the **View** action for a vendor account.

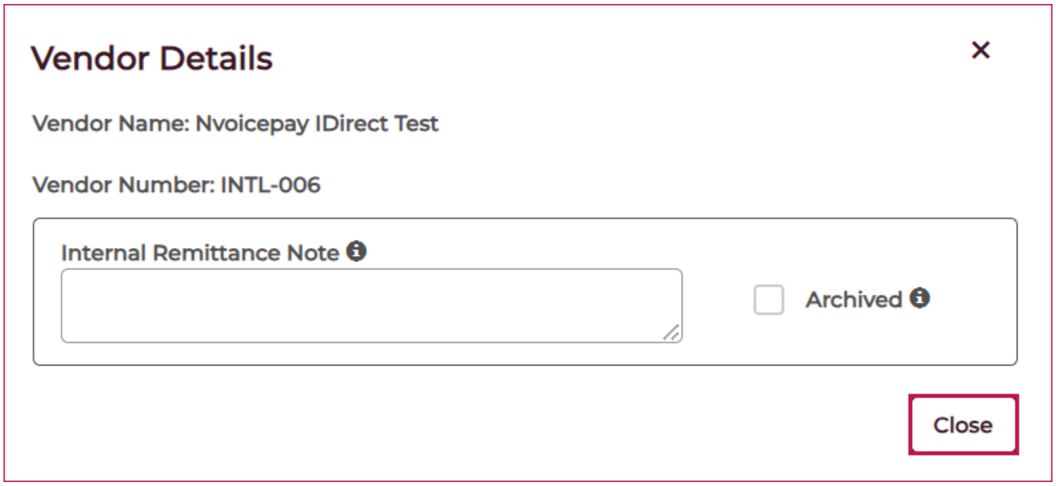


2. Review the **information** in the *Vendor Details* dialog.
   a. **Internal Remittance Note**: A note that only appears on internal remittances for payments to a vendor. Internal remittance notes can contain reminders or record keeping instructions such as a fax number where Accounts Payable

personnel should send a remittance. Some vendor accounts may not contain information in the Internal Remittance Note field.

b. **Archived**: If the box is checked, the vendor's account is archived, and it displays in the Vendors table. If the box is not checked, the vendor's account is archived, and it does not display in the Vendors table.

3. Click the **Close** button.

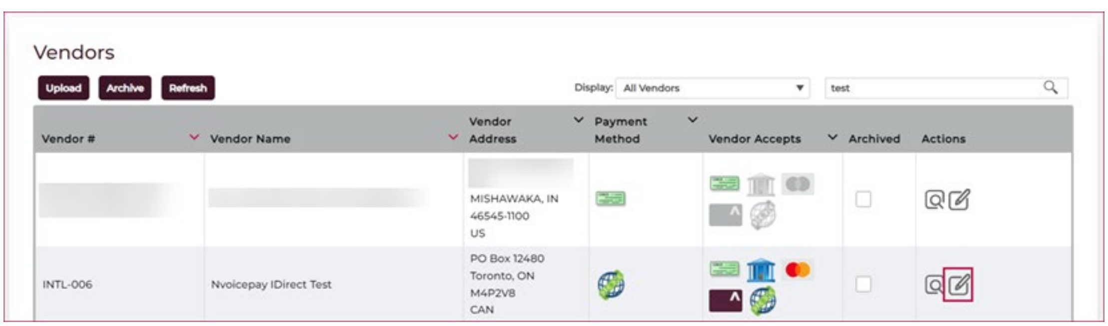


Editing Vendor Details

Users can add internal remittance notes to vendor accounts and display or hide archived vendor accounts in the vendors table using the Edit action.

To edit vendor details:

1. In the *Vendors* table, click the **Edit** action for a vendor account.



2. Edit the **information** in the *Vendor Details* dialog.

a. Enter a **note** in the *Internal Remittance Note* field that only appears on internal remittances for payments to a vendor. Internal remittance notes can contain reminders or record keeping instructions such as a fax number where

Accounts Payable personnel should send a remittance. Some vendor accounts may not contain information in the Internal Remittance Note field.

b. Select the **Archived** checkbox to archive the vendor's account and display it in the *Vendors* table. Deselect the **Archived** checkbox to remove the vendor's account from archive and hide it in the *Vendors* table.

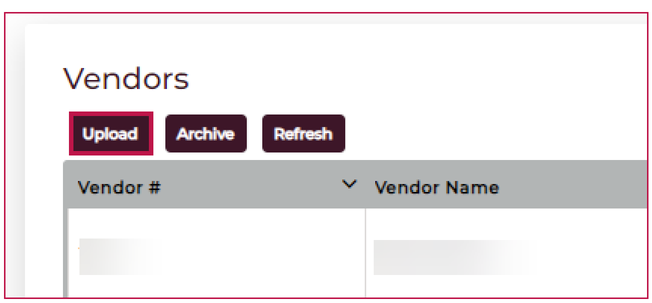
3. Click the **Save** button.

Uploading Vendor Lists

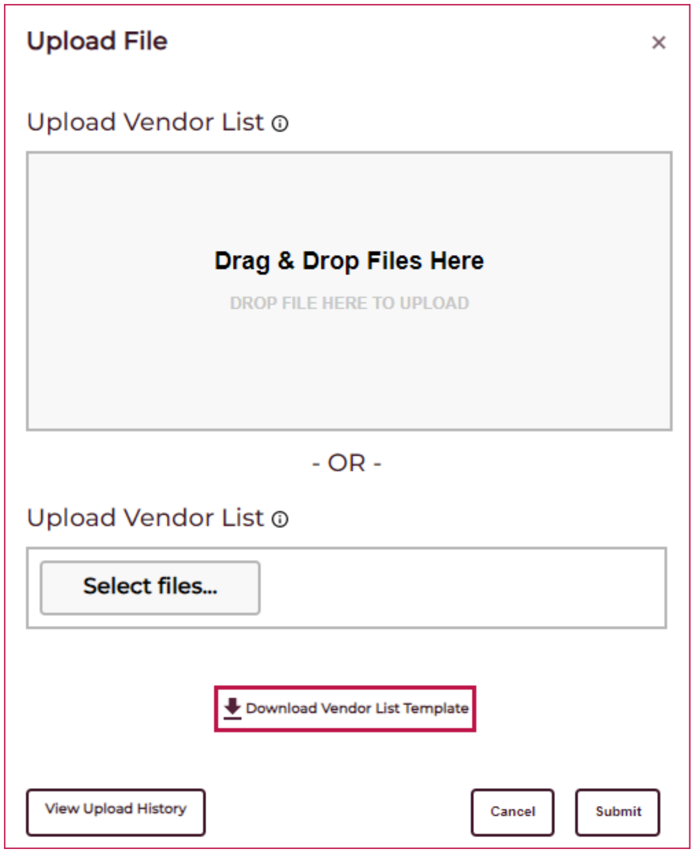
New vendors can be added to AP Assist by uploading a vendor list. On the Vendors page, use the **Upload** button to download a Vendor List template containing the required column headers that can be used to easily create a vendor list. Vendor lists must be in an XLSX or CSV file format to upload. Once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

To download the Vendor List Template:

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



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

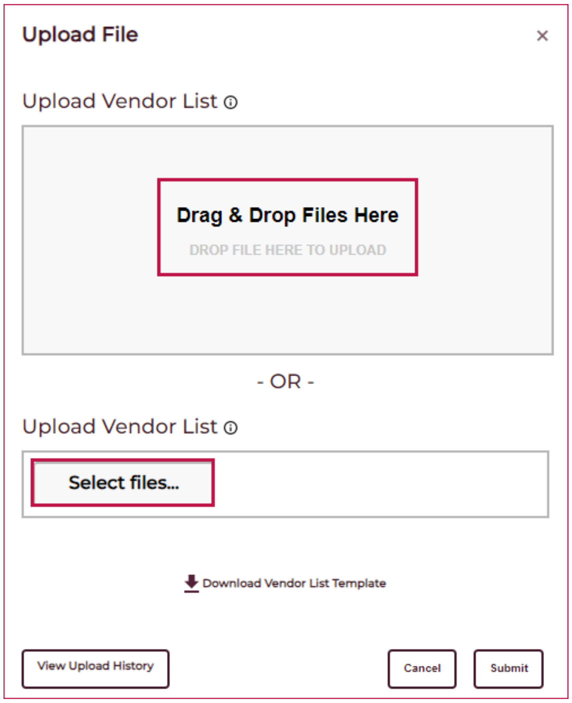


3. Open the **template** and enter your **vendor information**.
4. Save your new **vendor list** then upload the **vendor list** to the Upload File dialog.

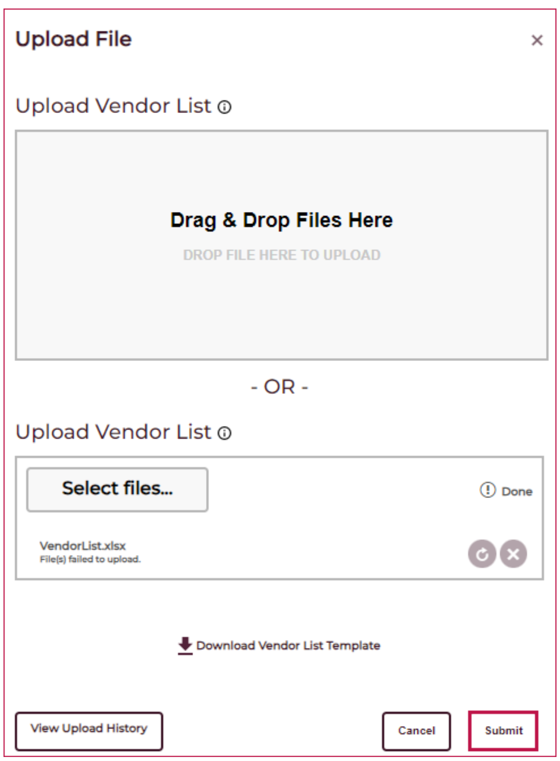
To upload a vendor list:

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

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



3. Click the **Submit** button.



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

Vendor Upload History Page

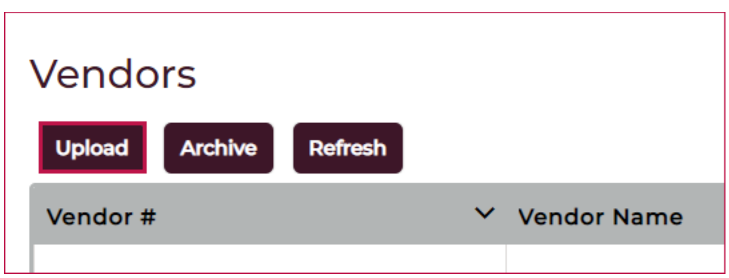
On the Vendor Upload History page, users can view and download previously uploaded vendor lists as well as upload lists of vendors that need to be hidden from the Vendors table. The following table contains descriptions of the column headers in the Vendor Upload History table:

NAME	DESCRIPTION
Date	The Date column contains the date when the vendor list file was uploaded.
User	The User column contains the email address for the user who uploaded the vendor list file.
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.

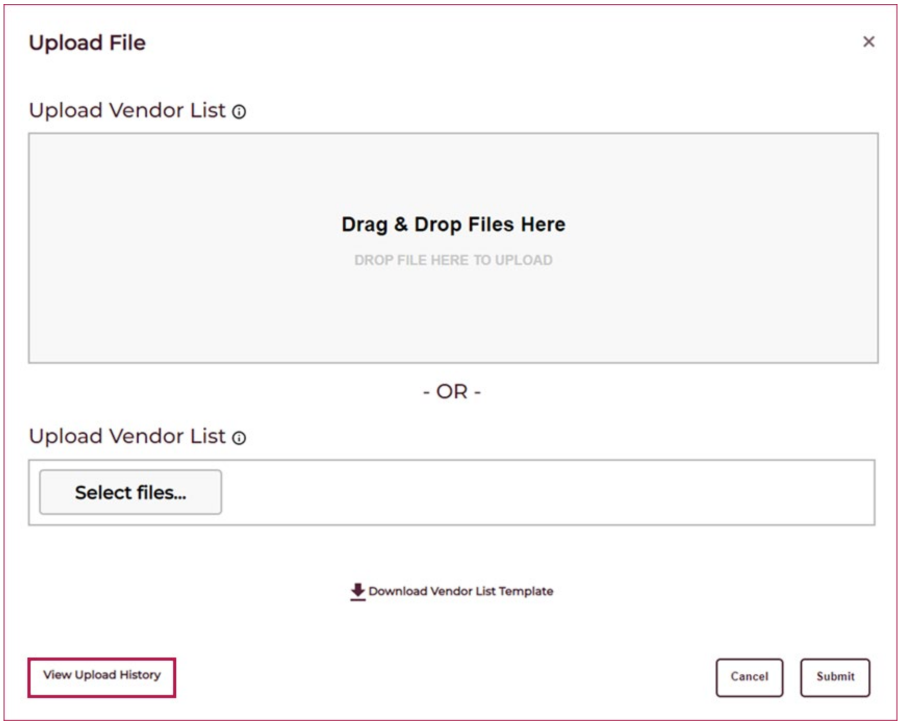
Viewing Upload History

To view the previously uploaded vendor lists:

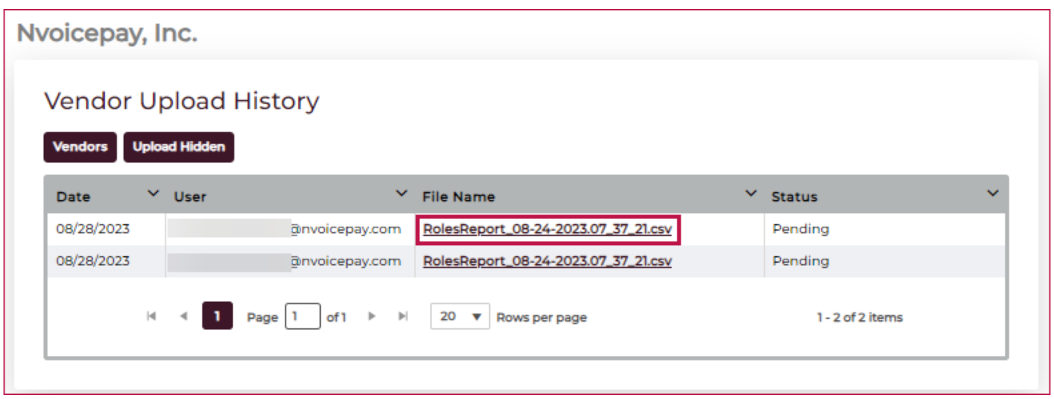
1. On the *Vendors* page, click the **Upload** button.



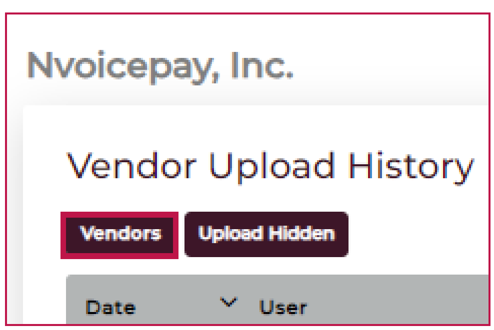
2. In the *Upload File* dialog, click the **View Upload History** button.



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



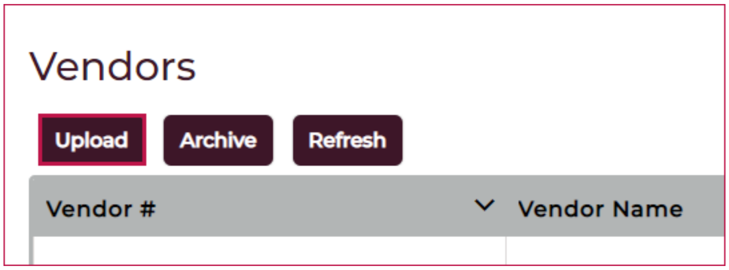
4. Click the **Vendors** button to return to the *Vendors* page.



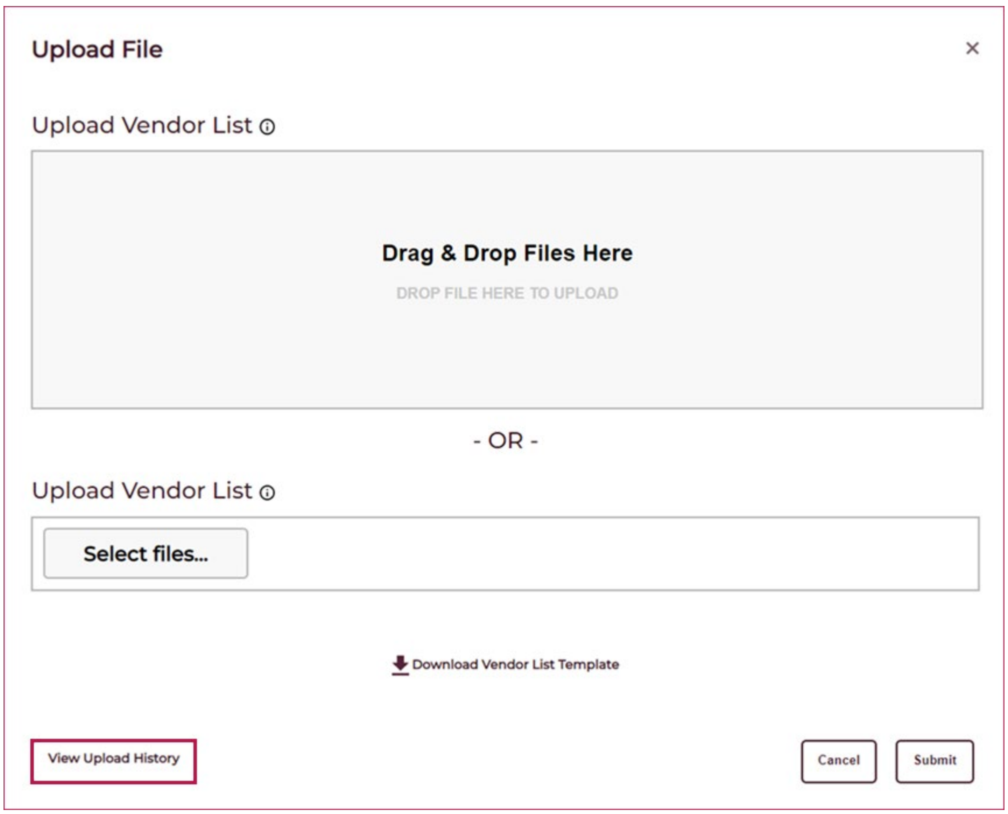
Uploading Hidden Vendor Lists

To upload a hidden vendor list:

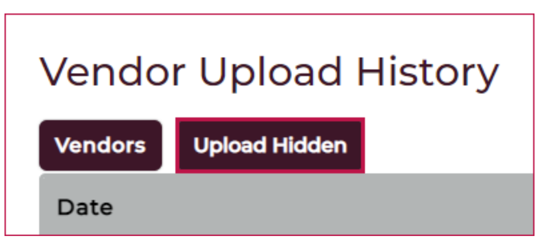
1. On the *Vendors* page, click the **Upload** button.



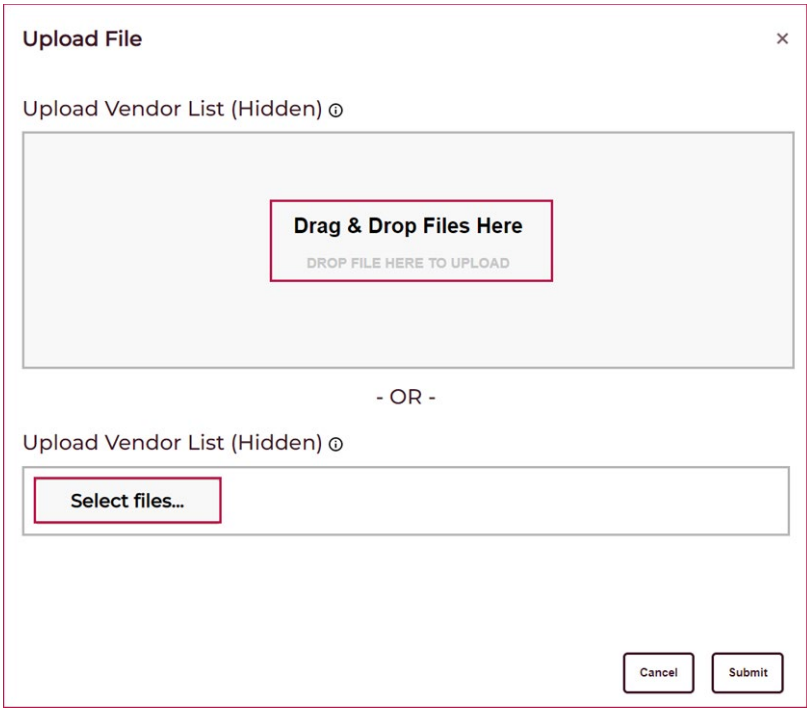
2. In the *Upload File* dialog, click the **View Upload History** button.



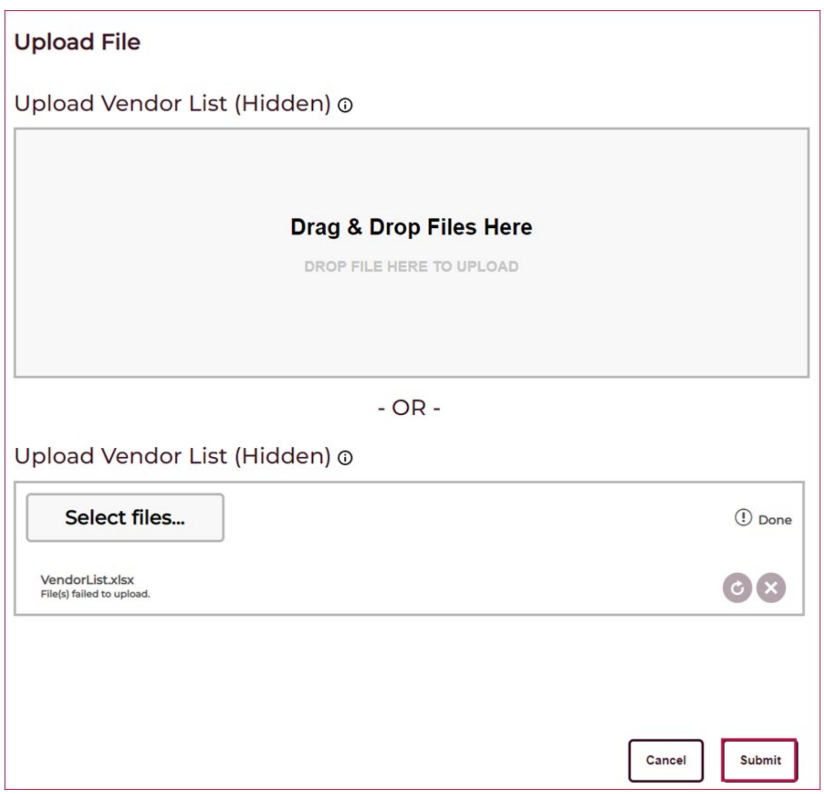
3. Click the **Upload Hidden** button on the *Vendor Upload History* page.



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.



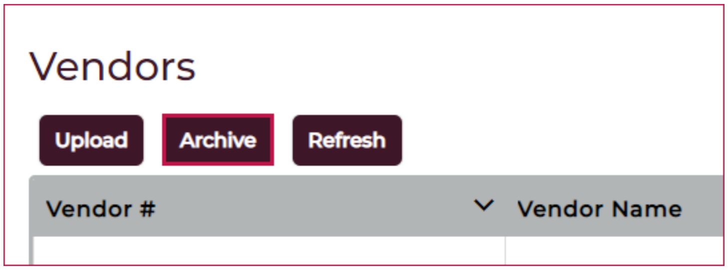
5. Click the **Submit** button.



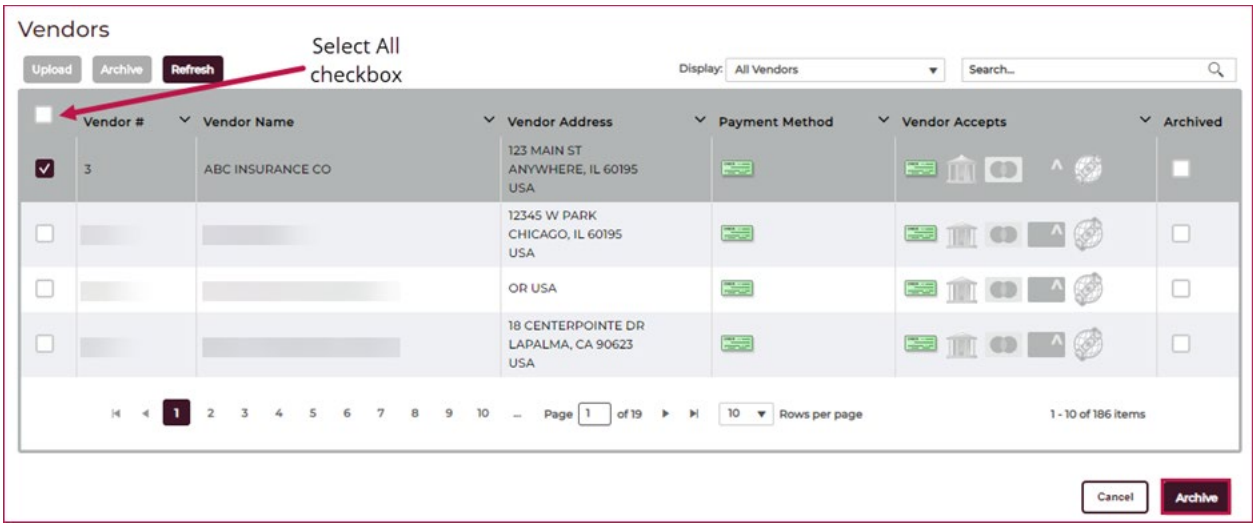
Archiving Vendors

To archive vendors:

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



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.

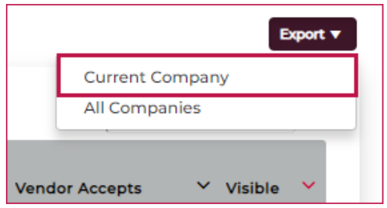


Exporting Vendor Reports

Users can generate and export Current Company and All Companies reports for an organization on the Vendors page. Current Company reports contain a single customer's information, and All Companies reports contain information about all customers in an organization.

To export a Current Company report:

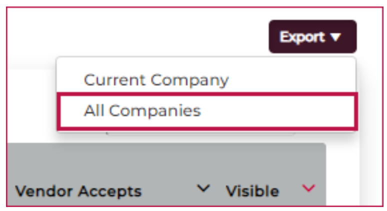
1. On the *Vendors* page, click the **Export** button then select **Current Company**.



2. Save the **file** to the desired location.

To export an All Companies report:

1. On the *Vendors* page, click the **Export** button then select **All Companies**.



2. Save the **file** to the desired location.

Frequently Asked Questions

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

General Questions

Q: How do the Mastercard payments work?

Mastercard payments are processed like traditional card transactions. Payments are available within 24 hours after the final approval. Virtual card information is sent to the vendor in a secure email. Payments that are not processed by the vendor within 60 days, are automatically refunded.

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?

- **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 Assist. The vendor can then process the payment using their card terminal.

- **CorpayCard**: The vendor will receive the payment, via direct deposit, 2-3 banking days after the payment is approved in AP Assist.

- **ACH**: Payments are issued to vendors from Corpay within 1-5 banking days after they are approved in AP Assist, 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 Assist and they are delivered to vendors according to the USPS First Class mail delivery schedule in the vendor's area.

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

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

Vendor Questions

Q: What information is needed from vendors to setup 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 happens when a check becomes stale after it is sent to a vendor?

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

AP Assist/CDK Global Questions

Q: Who do I contact for assistance with technical issues in CDK Drive?

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

Q: Who do I contact for assistance with payment issues in AP Assist?

Contact the Corpay Technical Support team at 877-974-1752 or techsupport@corpay.com for assistance with payment issues.

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

CDK Drive is your company's Dealer Management System (DMS), and AP Assist is an integrated solution powered by Corpay. AP Assist pulls payment information from the DMS, presents it to you to select and make payments, then pushes the payment information back to the DMS. The payment information 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, if it is within a current month of CDK. See Canceling (Voiding) Payment Batches for instructions on voiding a payment. If the payment is in a closed month or has been fully approved, 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. E-mail 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.

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. Pacific Time.

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

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

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