

Payment Command Center

Basic Navigation

Overview/Purpose

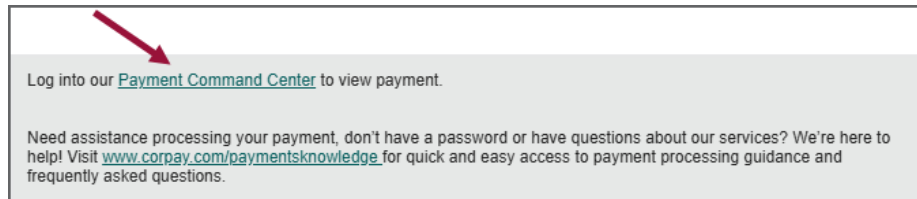
The purpose of this document is to help users understand how to efficiently navigate the Payment Command Center (PCC). Whether accessing a payment through an email notification or logging in directly to review historical activity, the PCC provides tools to track and manage payments across credit card, ACH, and check methods.

Users can view payment status, identify unprocessed or partially processed transactions, and download remittance documentation to support reconciliation, reporting, and record-keeping.

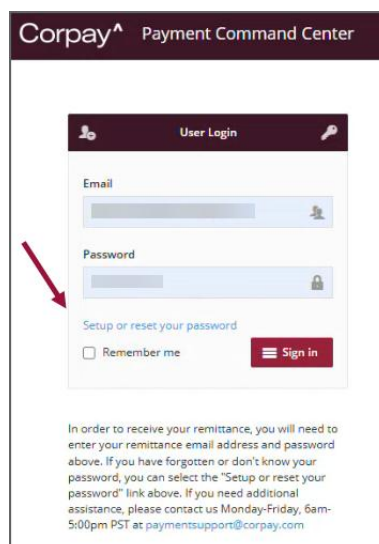
Create a Password

For security purposes, users are required to log in with an email and password. The process to set up a new password and update an existing password are the same. Only email addresses listed as a contact or remittance email in Corpay records can access the PCC.

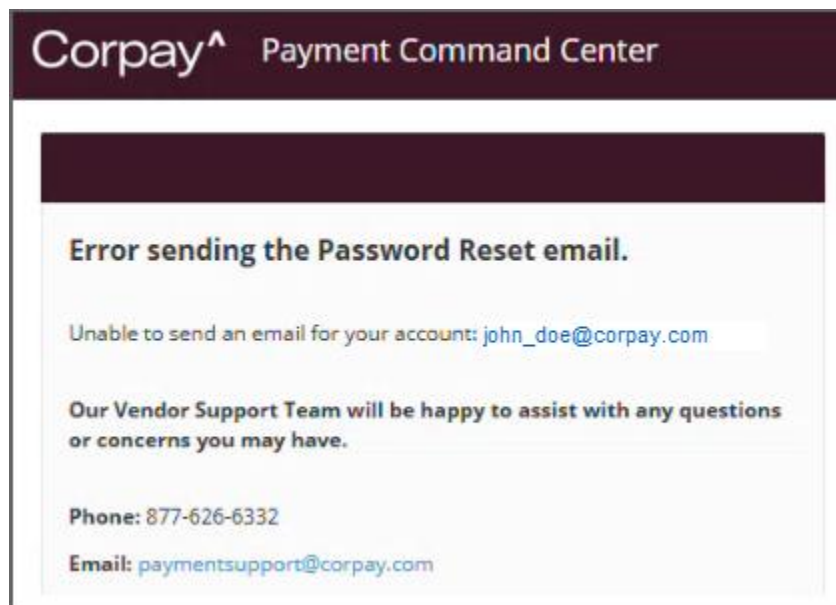
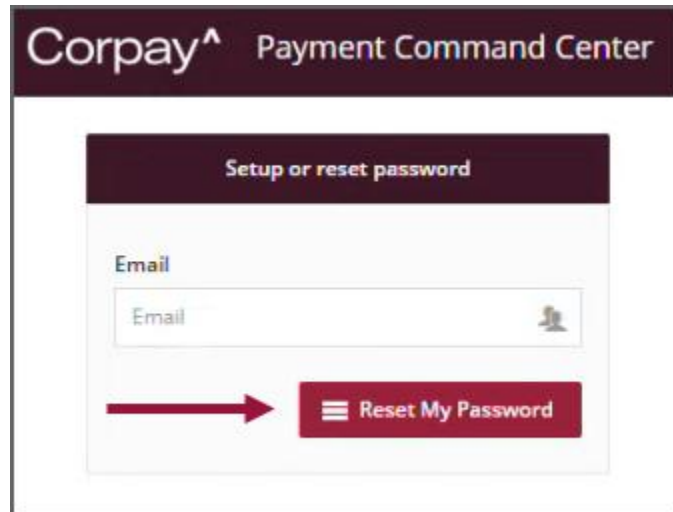
1. Click the hyperlink on the **payment email** you receive or go to remittance.invoicepay.com.



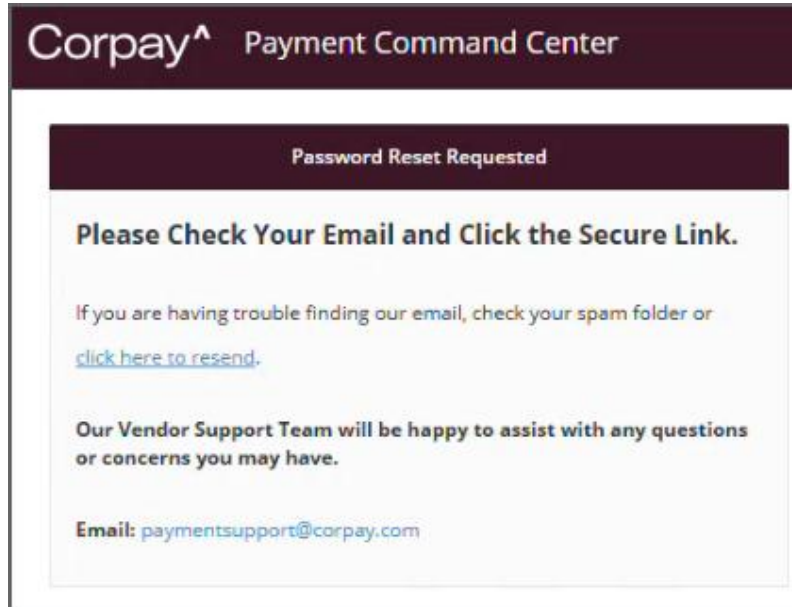
2. You will be redirected to the **Payment Command Center** web page. Click **Setup or reset your password**, located under the **User Login** fields.



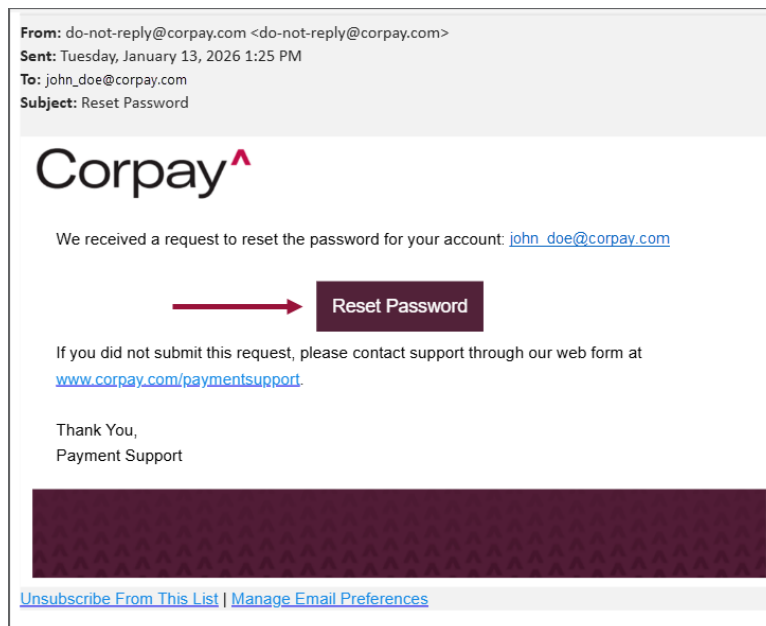
3. You will then be redirected to a page that requests your email address. Type the full email address associated with the account and click **Reset My Password**. Misspelled email addresses will cause an error.
- If Corpay does not have your email address on record, **you will not be able to move forward**.
 - Please email to paymentsupport@corpay.com to discuss this issue. Corpay can add up to four emails to the remittance recipients list.



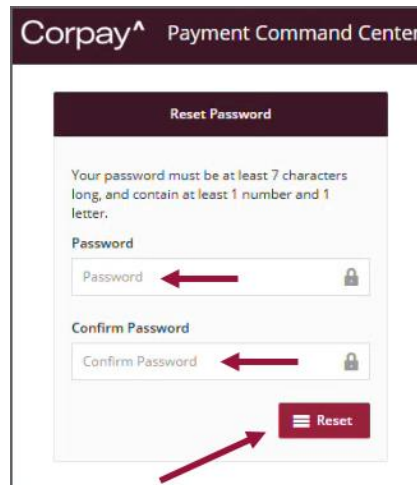
4. If the email address submitted is on the Corpay database, you will receive the below message showing a **Password Reset Requested** success. An email will be sent to the submitted email address.



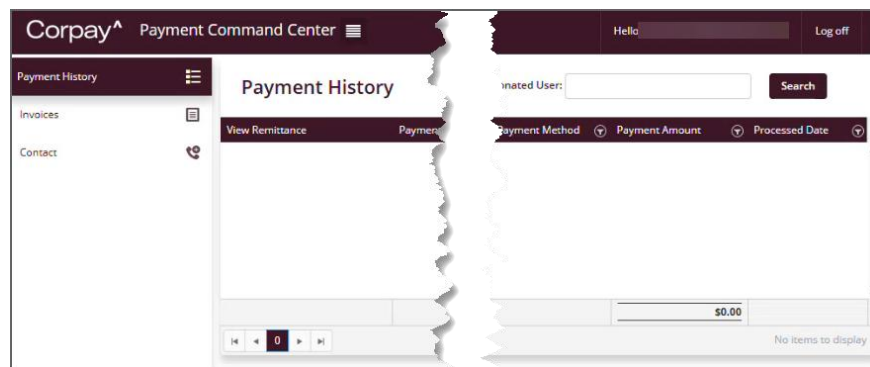
5. Once you've received the email from **do-not-reply@corpay.com**, click the **Reset Password** button.



6. Enter a **new password** and **confirm the password**. Click the **Reset** button. The password must be at least 7 characters long and contain at least 1 number and 1 letter.

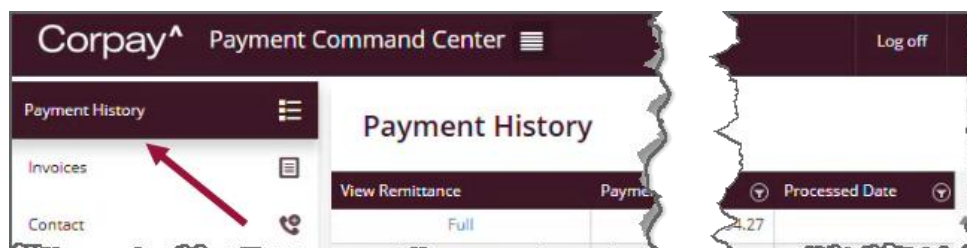


7. You will now be logged into the Corpay **Payment Command Center**. If you accessed the Payment Command Center via a remittance email, you will be directed to that remittance.



Viewing Your Payment History and Remittance

If you log in using a direct log in (i.e. not through a remittance email), through a remittance email), the **Payment History** page will open by default. This page will list all payments made via the PCC. If you are already viewing a remittance, you can return to the **Payment History** page by clicking the **Payment History** tab on the left-hand side of your screen.



Payment Command Center Tabs

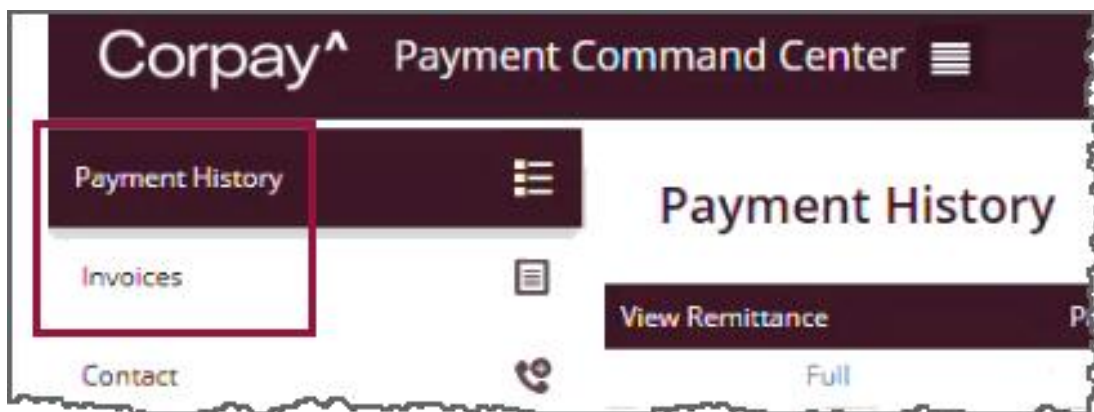
There are two main tabs in the **Payment Command Center**: the **Payment History** tab and the **Invoices** tab.

In the **Payment History** tab, you can:

- Access remittance and card details for credit card payments.
- Review remittances for **all electronic payments**.
- Identify **unprocessed** and **partially processed** credit card payments.
- Export payment information in Excel.
- Access the **last two weeks** of payments by default.
- Conduct payment research for past payments by changing the date range.

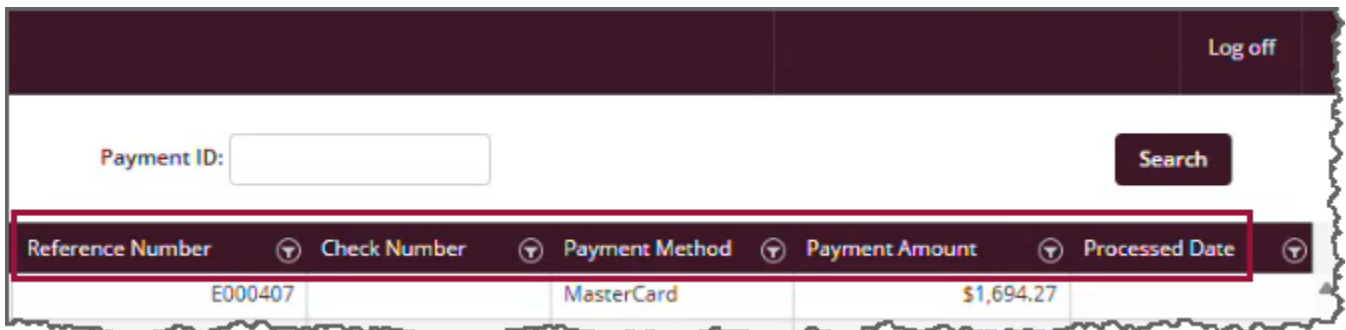
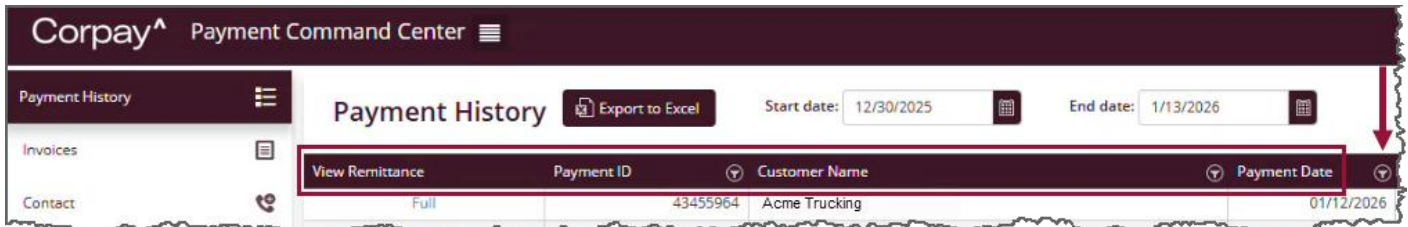
In the **Invoices** tab, you can:

- Track payments by invoice number.
- Identify unprocessed credit card payments.
- Export invoice information to Excel.
- Conduct payment research on paid invoices.

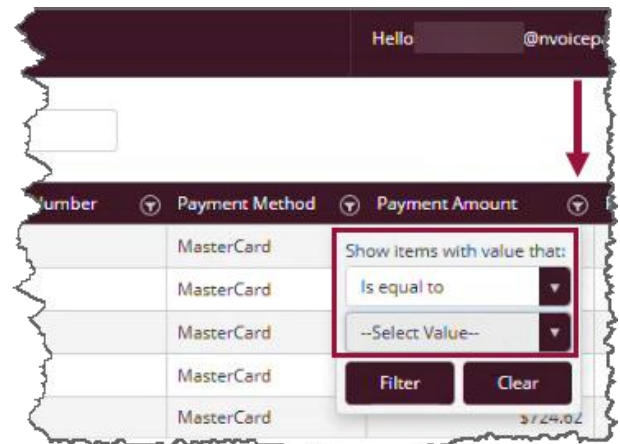
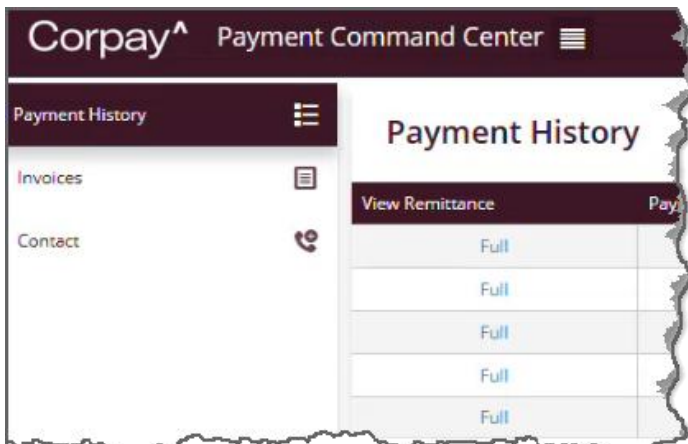


Columns & Filters

1. You can filter most columns (i.e. **Payment ID, Customer Name, Payment Date, Reference Number, etc.**) by using the filter button.

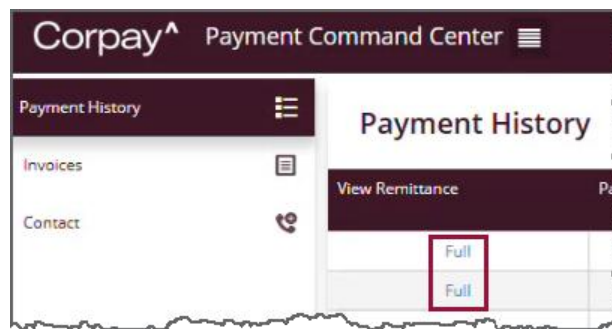


2. Click the **filter icon**. Then use the two fields to select items values to filter.

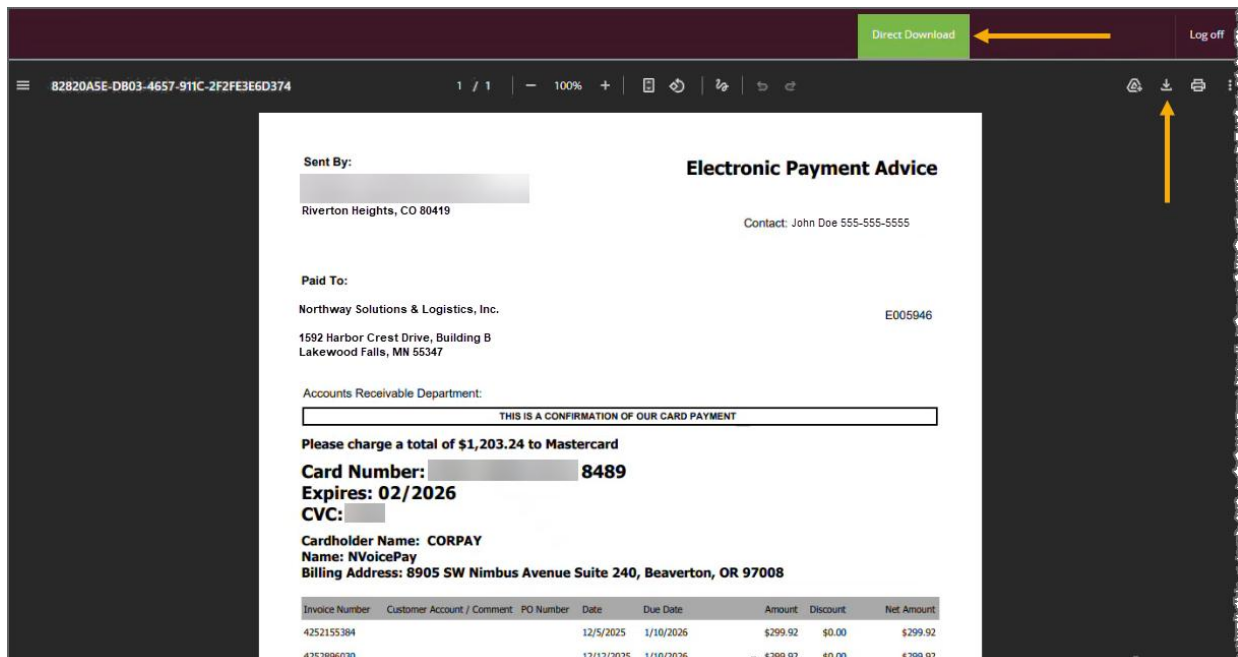


View Remittance PDFs

1. Click the **Full** link to open the remittance PDF.
 - **MasterCard**: Full remittance with card details is available.
 - **ACH**: Remittance details are available.
 - **Print Check**: Remittance details are available.

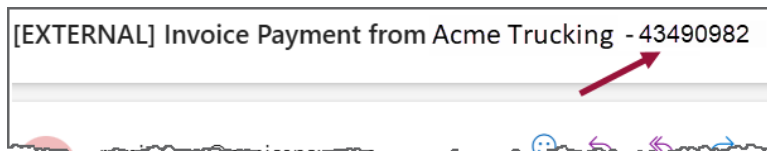
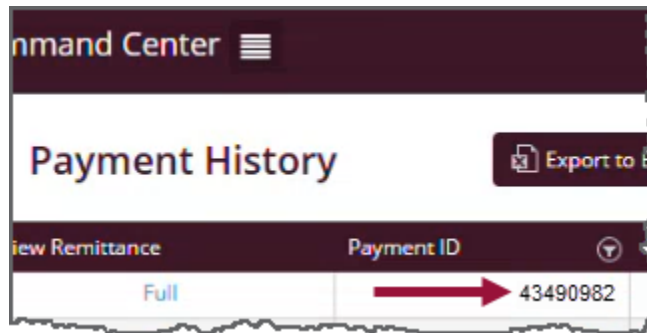


2. After clicking the **Full** link, the MasterCard or ACH remittance detail will populate. You can now download this document in PDF form by clicking the download icon in the top right-hand corner of your screen. You can also use the **Direct Download** button.

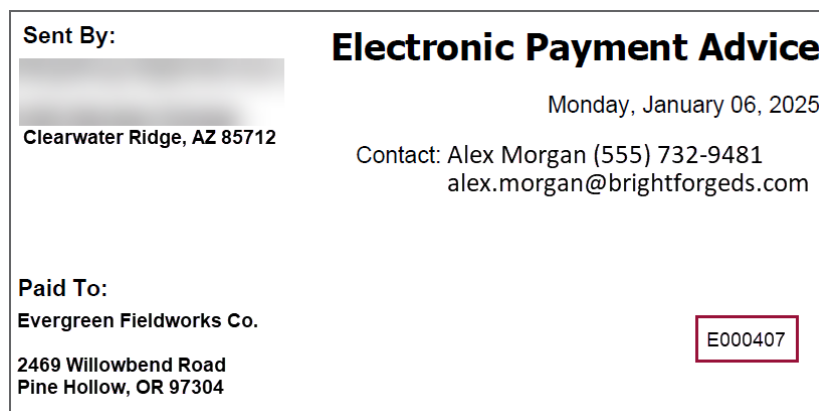
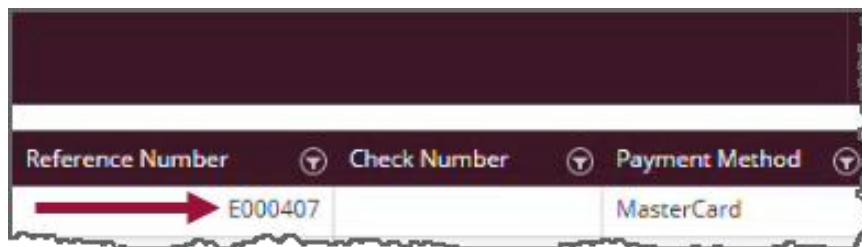


Payment ID vs Reference Number

The **Payment ID** represents a single, unique payment in Corpay's system and is included in the subject headline of a remittance email. You can also find this number at the bottom of each remittance. Please use this number to refer to the payment you need assistance with when contacting Corpay.



Reference Numbers are assigned to each payment by your customer and are available on each remittance. Please refer to this number when contacting your customer.

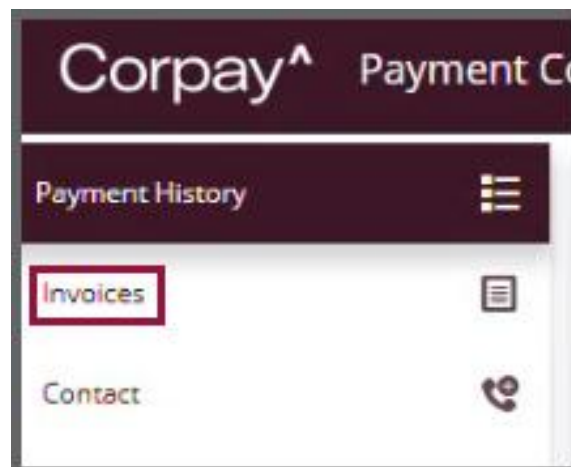


Searching for Payments by Invoice

To track payments by invoice, click on the **Invoices** tab. In this tab you can:

- View invoices associated with specific **Reference Numbers**.
- Track **Processed Dates** for specific invoices.
- **Export** your invoice list to Excel.

Note: You cannot access full remittance details from the **Invoices** tab. Information from the Invoices tab (such as Reference #, Customer Name, Payment Amount) can be used to find the corresponding payment remittance in the Payment History tab.

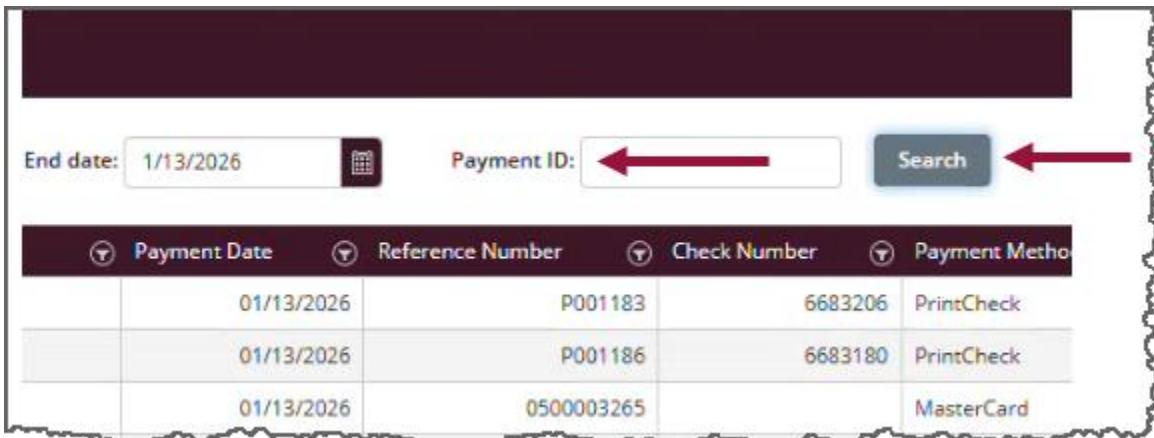


Searching for Payments by Payment ID

To find a specific payment, you can use the Payment ID provided in the subject headline of your remittance email.

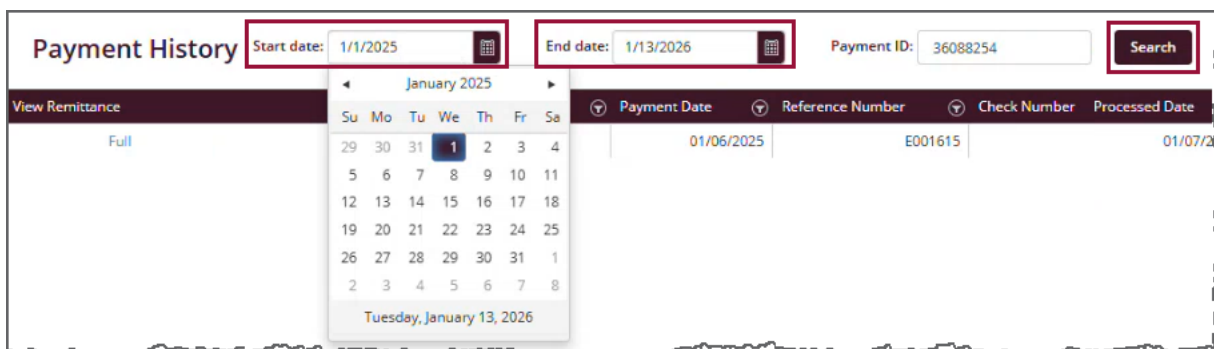


1. Copy and paste that number into the **Payment ID** field in the **Payment History** tab, then click **Search**.



Searching for Payments by Start and End Dates

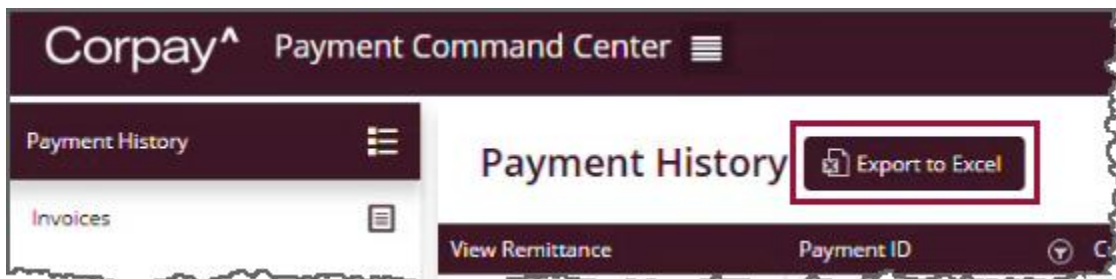
To find payments made within a specific date range, click the calendar icon to select a start date and end date, then click **Search**.



Export Information to Excel

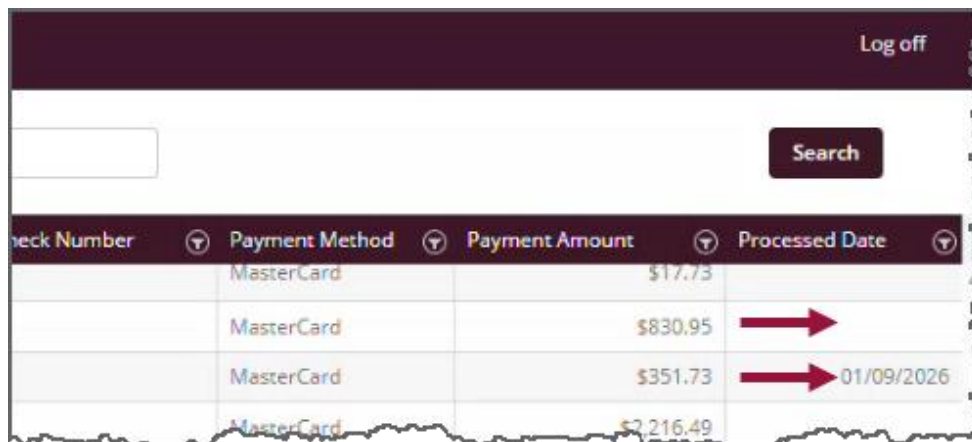
You can export the information on both the **Payment History** and **Invoices** dashboard.

1. On either tab, filter the columns to view the data you want to export. To download all the information available, leave it unfiltered.
2. Click **Export to Excel** and follow your computer's prompts to save and open the file.



Processing Status (Processed Date)

1. The **Processed Date** column indicates when a payment has finished processing.
 - **Blank Processed Date:** If the Processed field is blank, **the payment has not been fully processed**. This may mean unprocessed or partially processed. MasterCard can be partially processed. The processed date only appears after the **full amount** is processed.
 - If there is a payment that should be processed, but isn't, please reach out to paymentsupport@corpay.com.



Check Number	Payment Method	Payment Amount	Processed Date
	MasterCard	\$17.73	
	MasterCard	\$830.95	
	MasterCard	\$351.73	01/09/2026
	MasterCard	\$2,216.49	