Solenis Customer User Guide

Revised 11/09/2021

Objectives

- Upon completion of this training, you will be able to understand how to:
  - User Registration and Log in
  - Invite a Contact and Self Registration
  - View / Email Invoices/statements
  - Manage Accounts, Manage Users and Contacts
  - Contact Supplier
  - View open/Closed bills
  - Make Payments/Schedule Payments, view payment history
  - Create and Manage Disputes
  - Export data

Agenda

1. User registration and Login
2. Home Page
3. Manage Accounts
4. Manage Users & Contacts
5. Open Bills and Payments (creating layouts)
6. Manage Disputes
7. Payment on Account
8. Payment History
9. Closed Bills
10. Exports

User registration & Login

User Registration : Self Registration

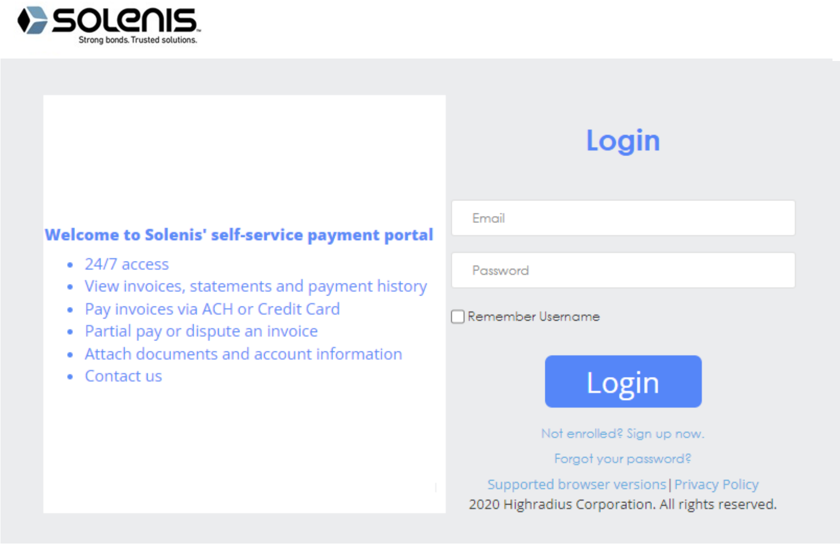
A customer can receive a Self Registration through a

1. **Invite contact** from Manage Contacts
2. **Login page** link provided by Solenis

Self Registration : From Login page

1. Click on “Not enrolled Sign up now.” in login page for registration

2. User will be redirected to self registration page



Self Registration : Registration page

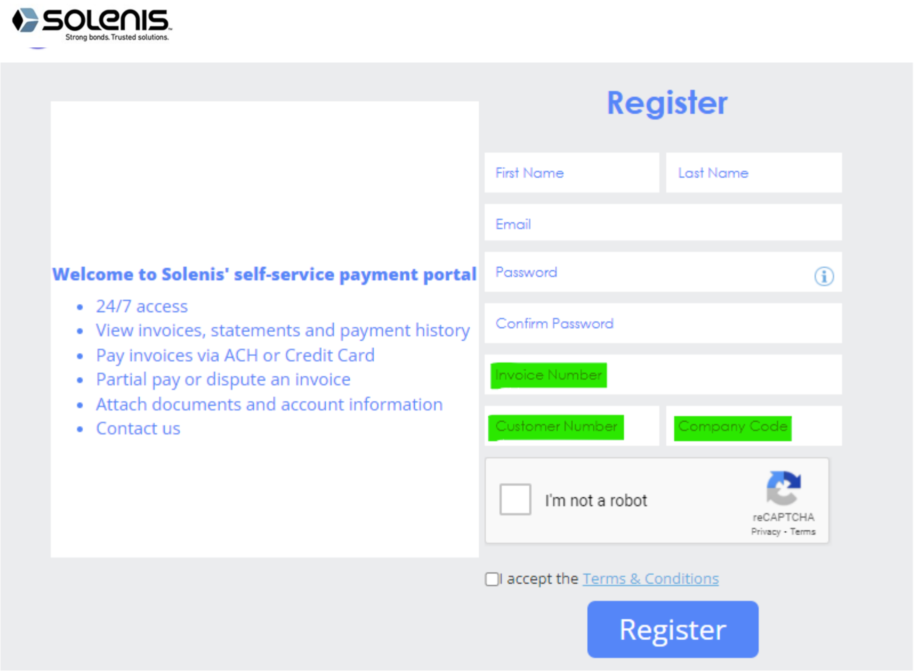
Step 1: Enter First and Last name, Email address

Step 2: Create Password and confirm password

Step 3: Enter **customer number** an open **invoice number** and **company code** (US33 for US and CA02 for Canada) (mandatory fields) available in the system for successful registration.

Step 4: Accept terms and conditions and click Register

After successful registration user will be redirected to Login page for accessing EIPP portal by entering email and password.



User Roles Involved

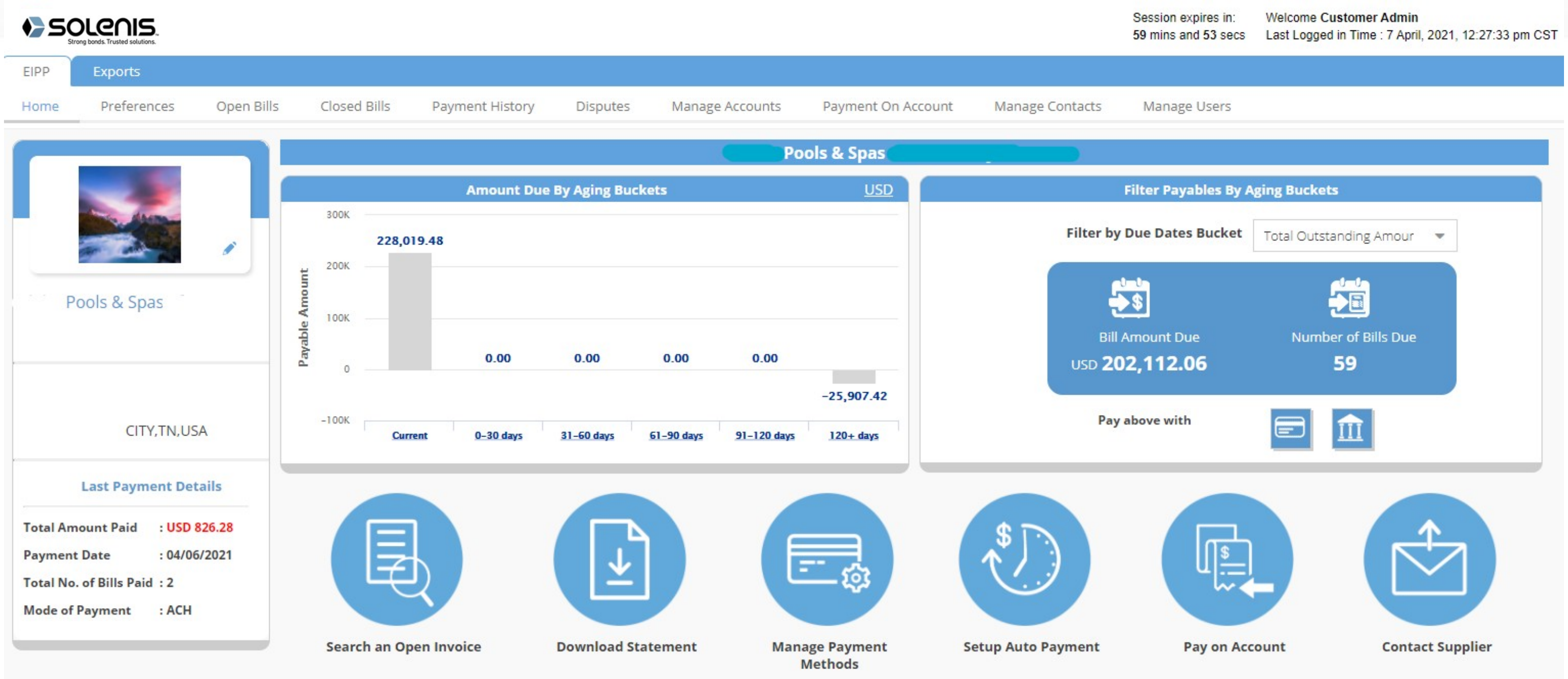
- This course is mapped to the following user roles:
  - Customers Users
- User will be created on following Security Roles depending on the business requirements :

Customer Users

  - Customer Admin – Highest level of authority
  - Customer View and Pay
  - Customer View

Home page

Home page

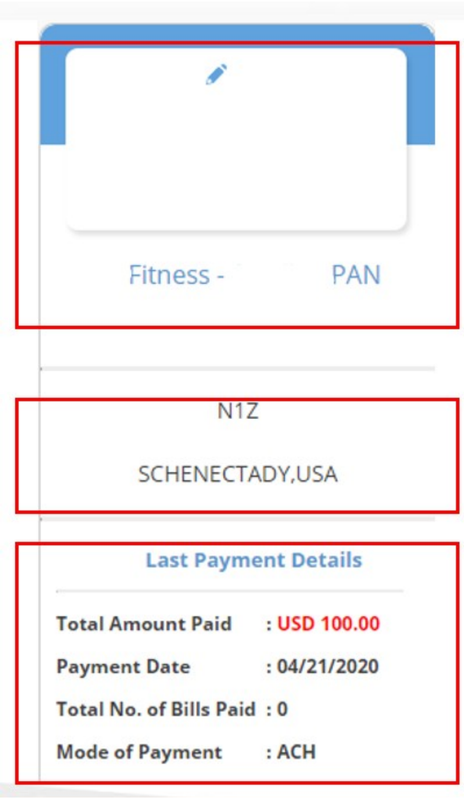


EIPP- Home page provides an overall summary of the customer AR

Home page functionalities

- Customer Details
- Amount due by aging buckets
- Filters payable by aging buckets
- Shortcuts
    - Look for Invoices
    - Download Statement
    - Payments
    - Payment on Account
    - Contact Supplier

Customer Details

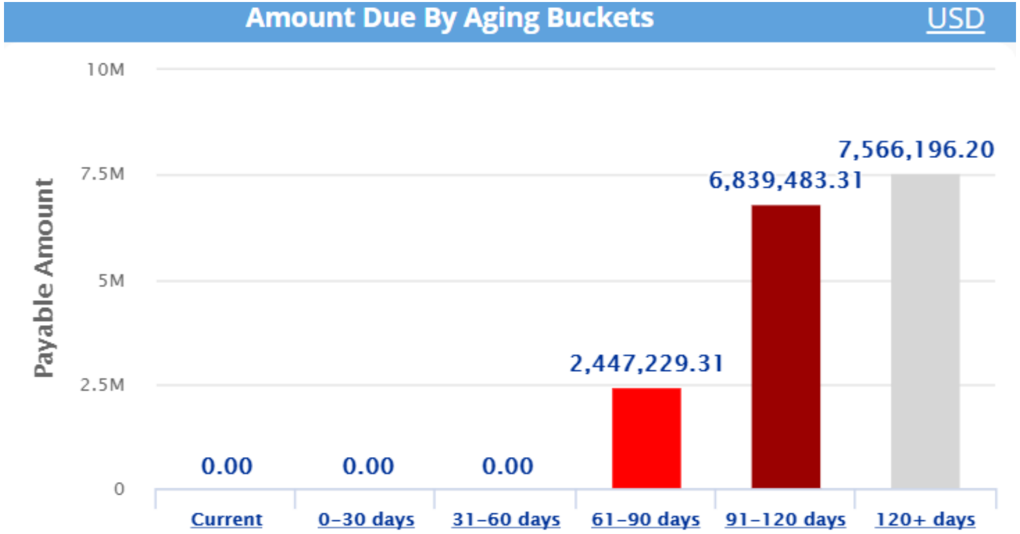


1.Customer's name and Logo
2. Logo can be edited by clicking on pencil icon

Customer's Address

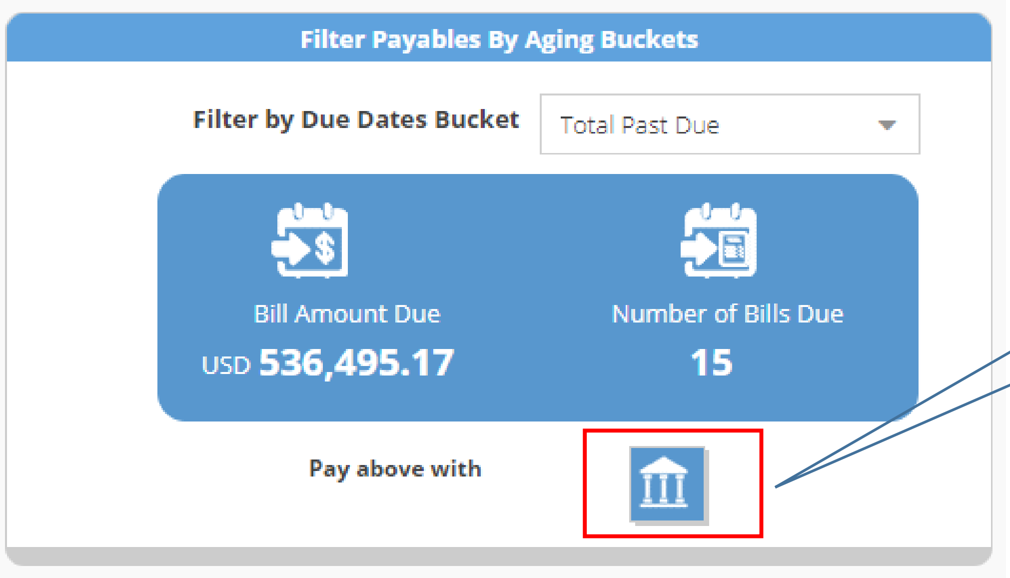
Last payment details in the portal

Amount due by aging buckets



1. This graph provides a graphical representation of the amount due by the customer as per the aging buckets
2. By clicking on the aging bucket bar, it will redirect to open bills showing the invoices due in that aging bucket

Filters payable by aging buckets



Shortcut for paying the amount due in the filter by ACH

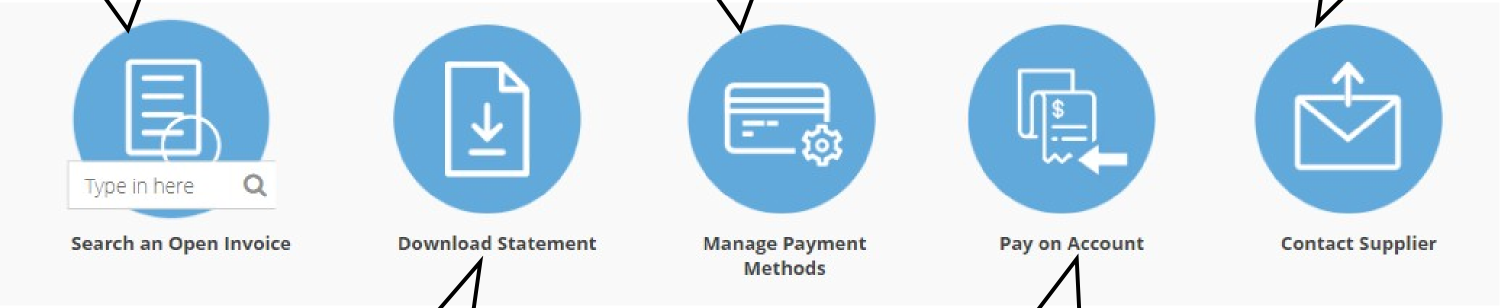
1. This section provides the amount due and number of bills due by the customer for the selected filter/aging bucket
2. By clicking on payment method it will redirect to the pay bills popup screen

Shortcuts

Search open invoice(s) directly by entering the invoice number(s) separated by “,”. It will redirect to the open bills

Redirects to Manage Bank accounts section under Administration tab

A pop up appears to email Customer Service or Accounts Receivable.

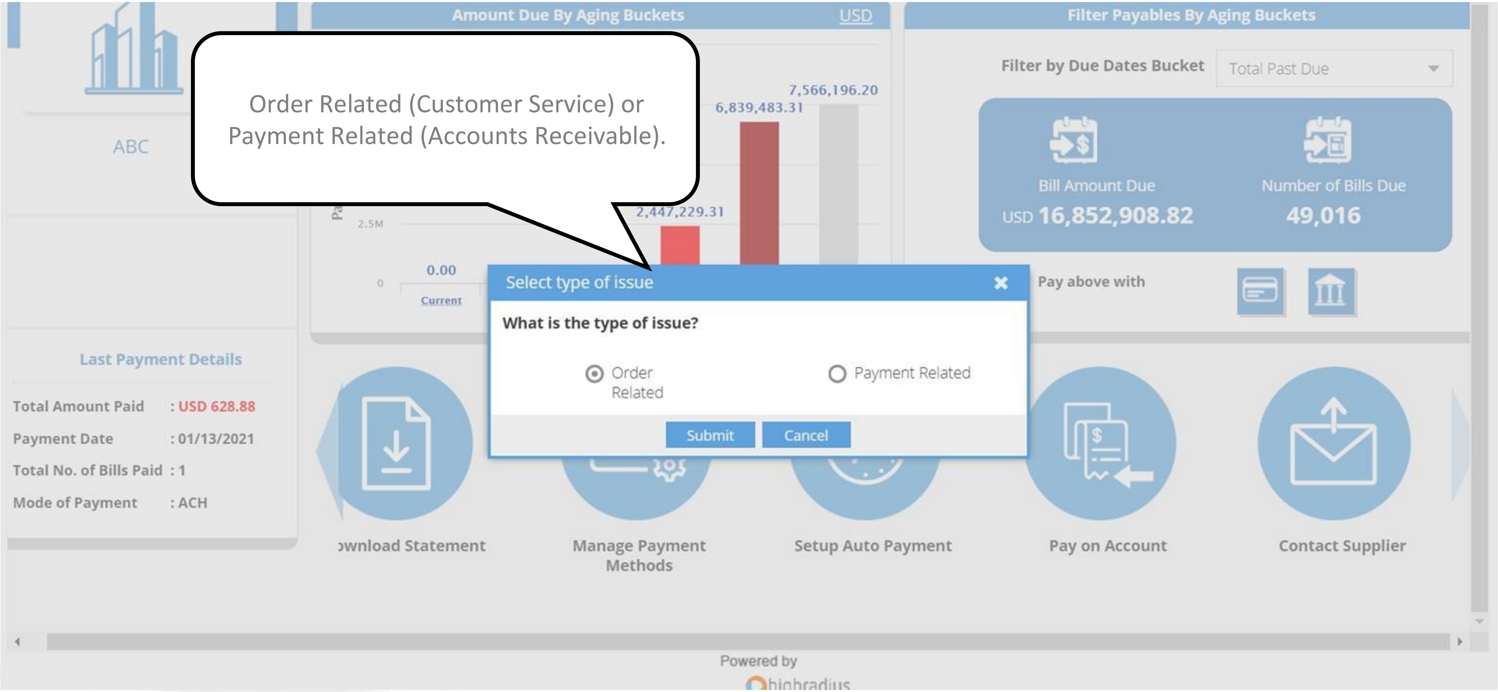


Download Statement

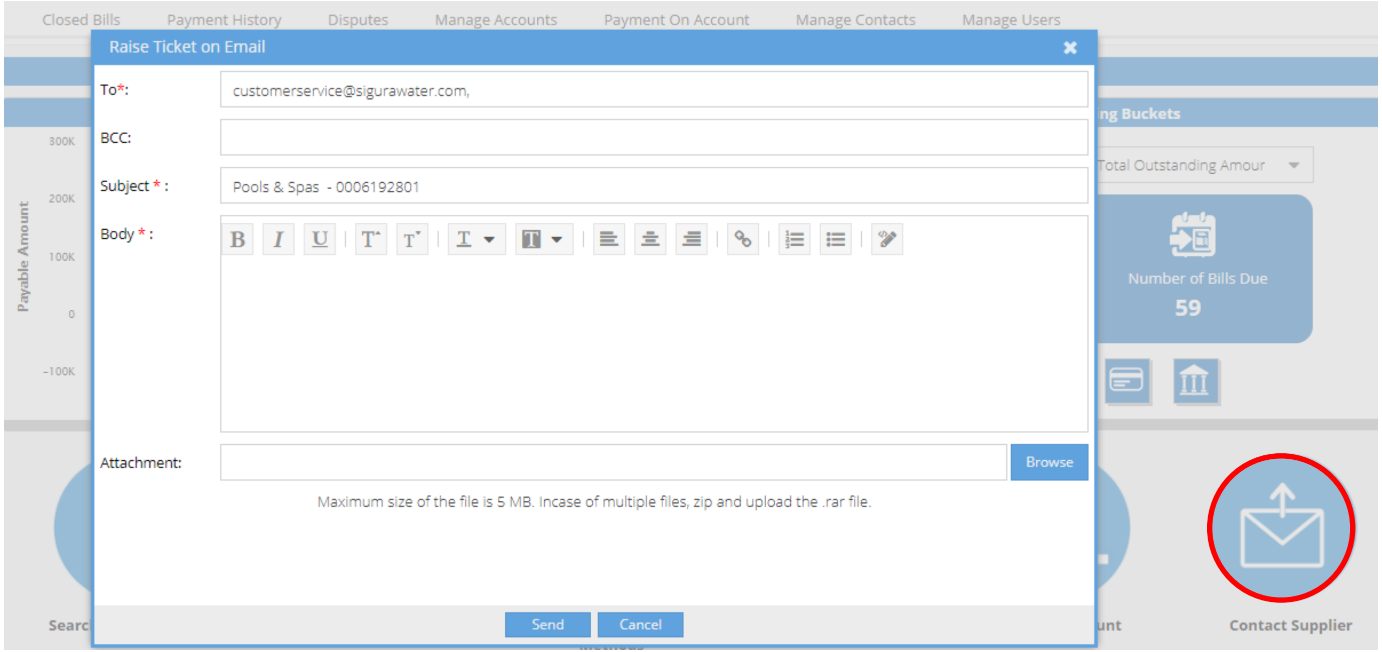
Redirects to Payment on Account screen.
This is not for paying invoices.

Home page functionalities – Shortcut – Contact Us

On clicking the contact supplier button, a pop up appears to click the type of issue .

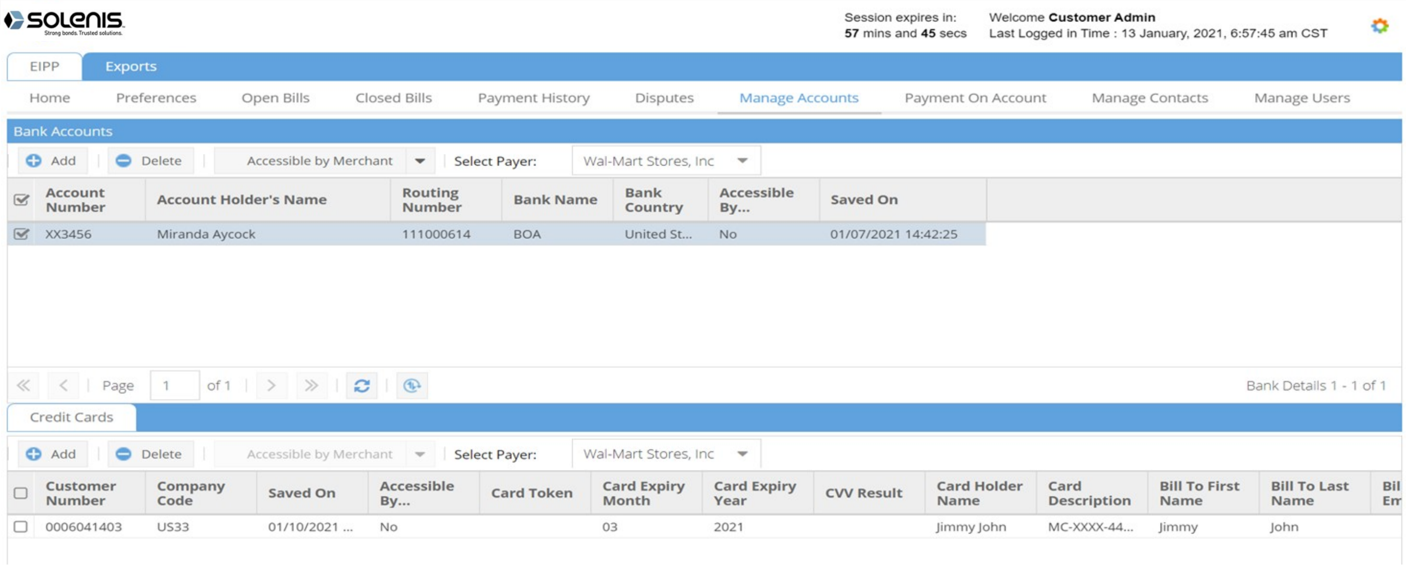


Home page functionalities – Shortcut – Contact Us



Manage Accounts

Manage Accounts – (Bank and Credit Cards)



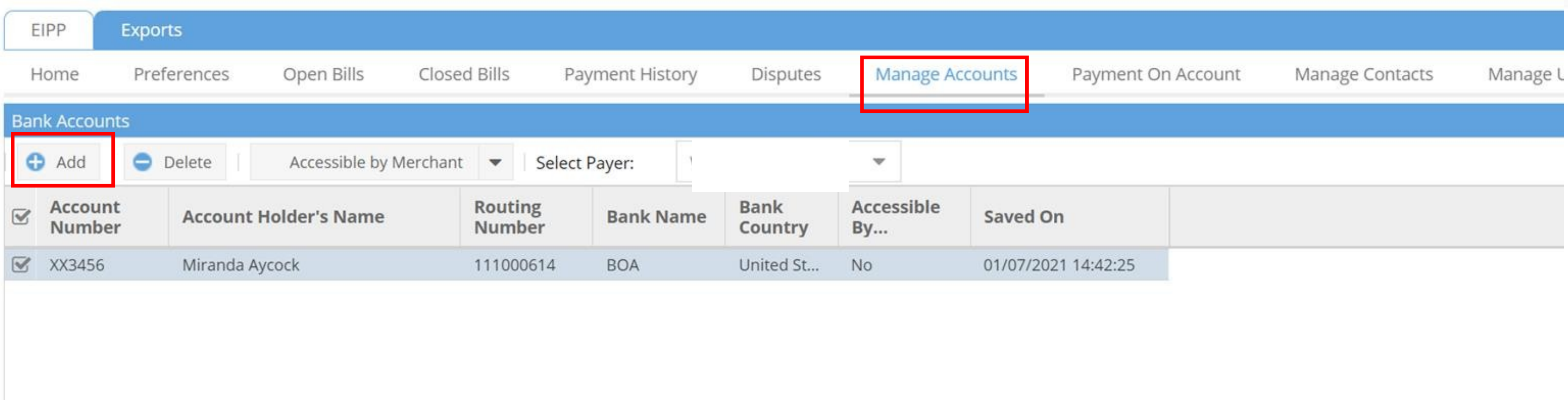
Manage Account Menu allows you to manage the company's electronic payment instruments, such as bank accounts

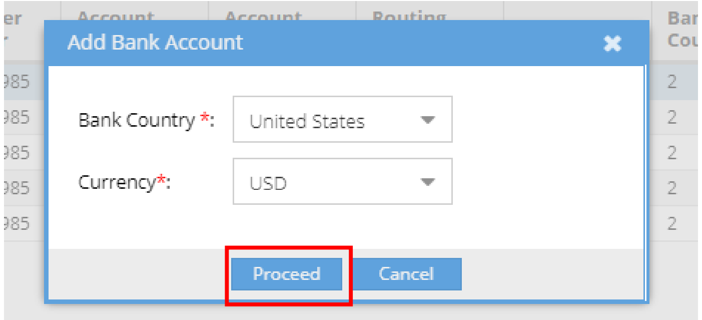
Step 1: Navigate EIPP > Administration
Step 2: Click **Manage Bank Account**
This tab helps Customer to **Add, Edit and Delete** bank account from EIPP Portal.

Manage Accounts Functionalities

- Add a Bank Account
- Edit a Bank Account
- Delete a Bank Account
- Make a Bank Account Primary
- Enable/Disable for Merchant

Add a Bank Account

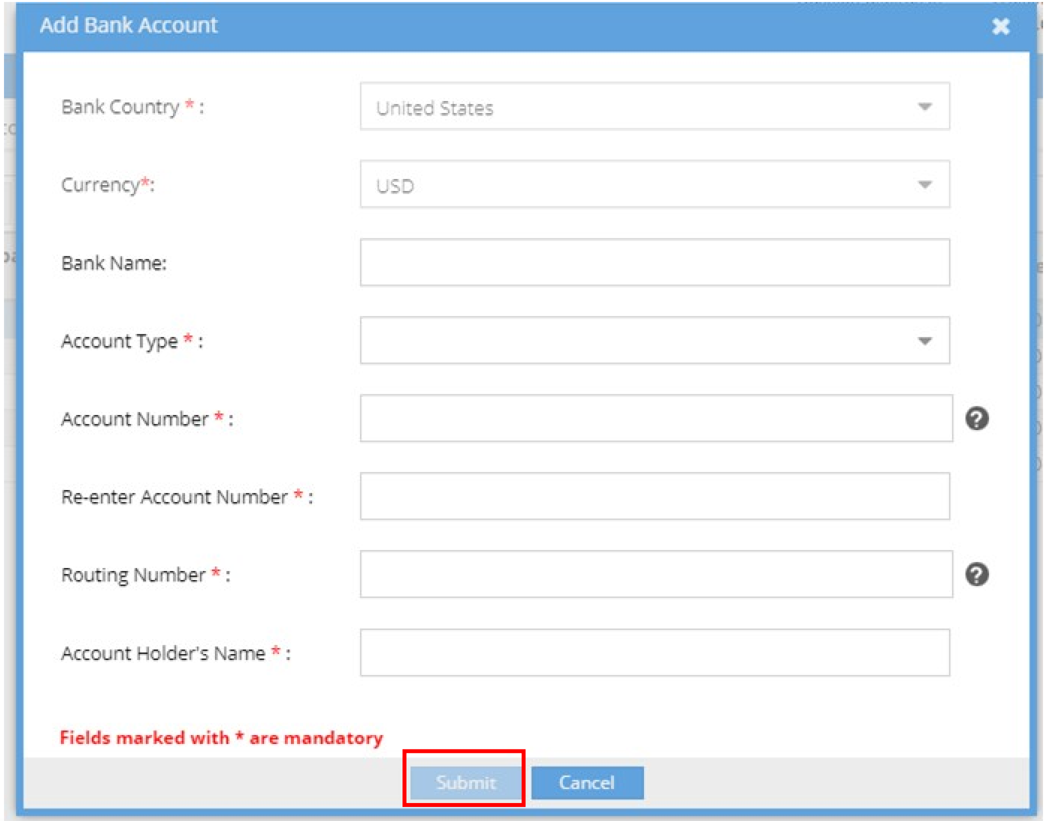




Step 1: Click on **Add,** to add a Bank account. A popup appears with Bank Country and Currency auto populated

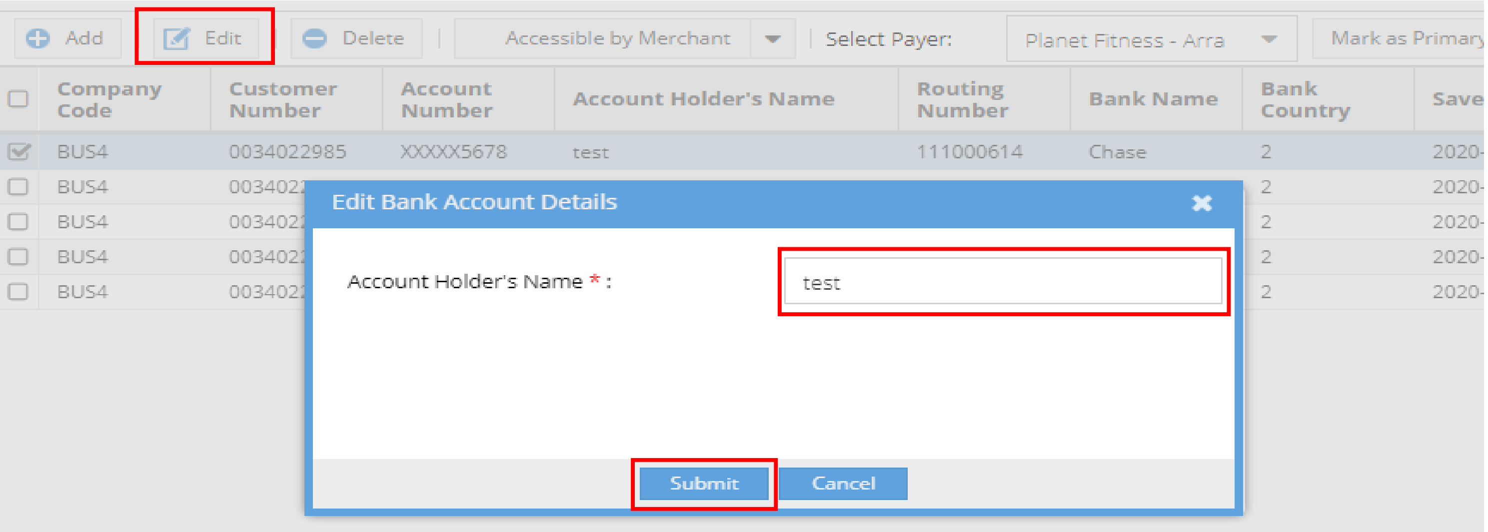
Step 2: Click on Proceed to continue

Add a Bank Account – Enter details



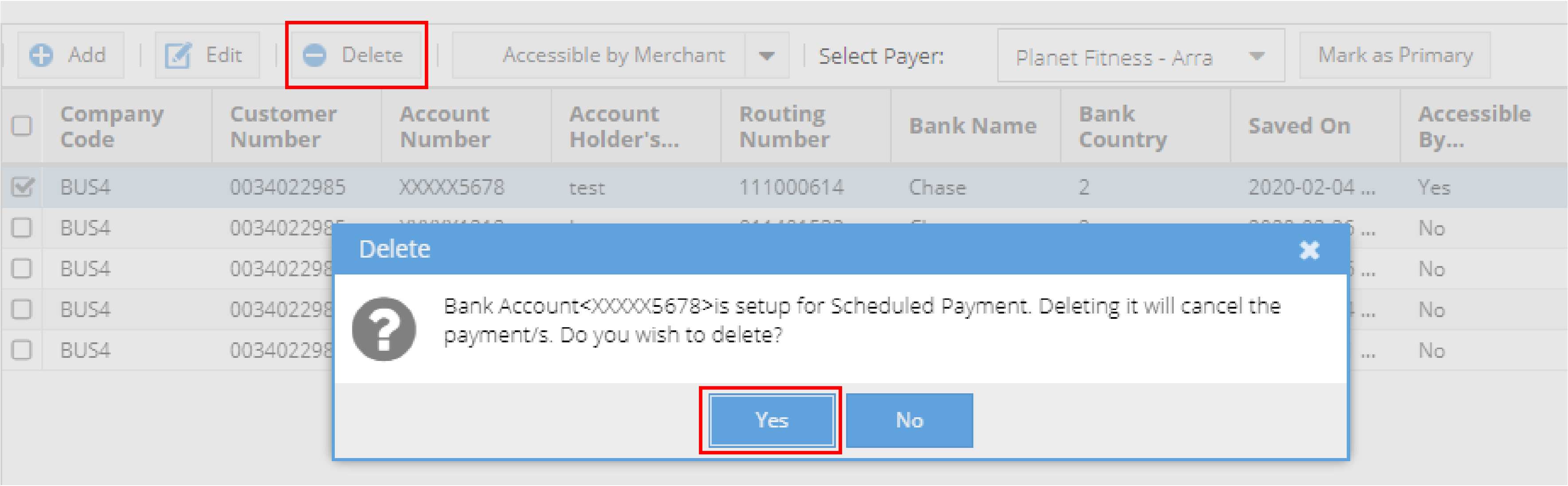
Step 1: Enter all mandatory details
Step 2: Click **Submit**
The newly updated Bank Account appears in the **Bank Details** grid.

Edit Bank Account Holder's Name



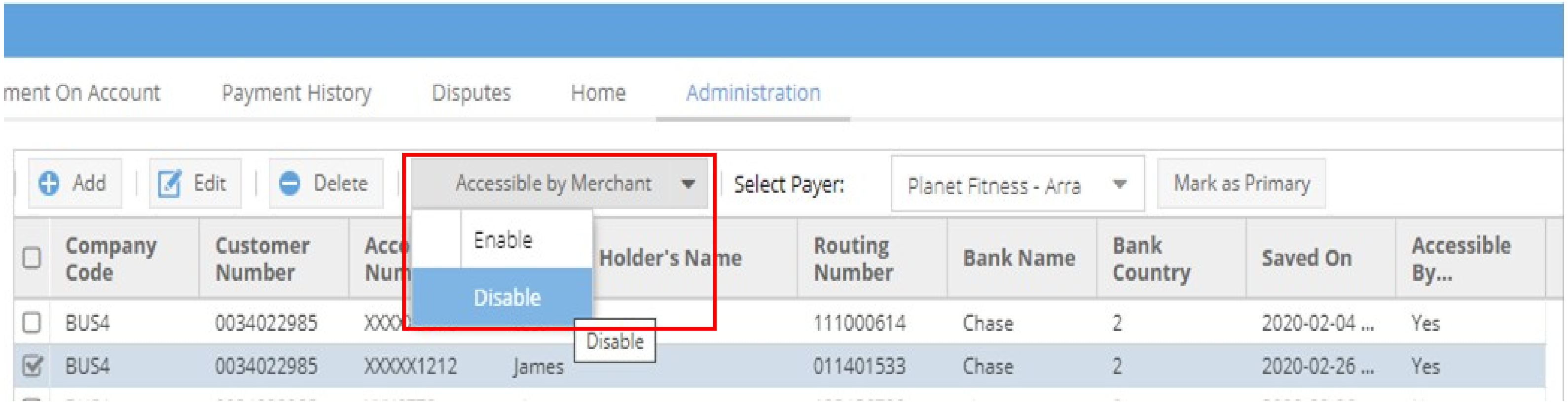
Step 1: Select Bank Account record to be edited
Step 2: Click **Edit** button. A popup appears
Step 3: Enter required account holder's name in the field
Step 4: Click on Submit to save the updated name in the EIPP portal

Delete Bank Account



Step 1: Select Bank Account record to be deleted
Step 2: Click **Delete** button. A popup appears
Step 3: Click **Yes** to delete the bank account from EIPP portal
The Bank Account gets deleted.

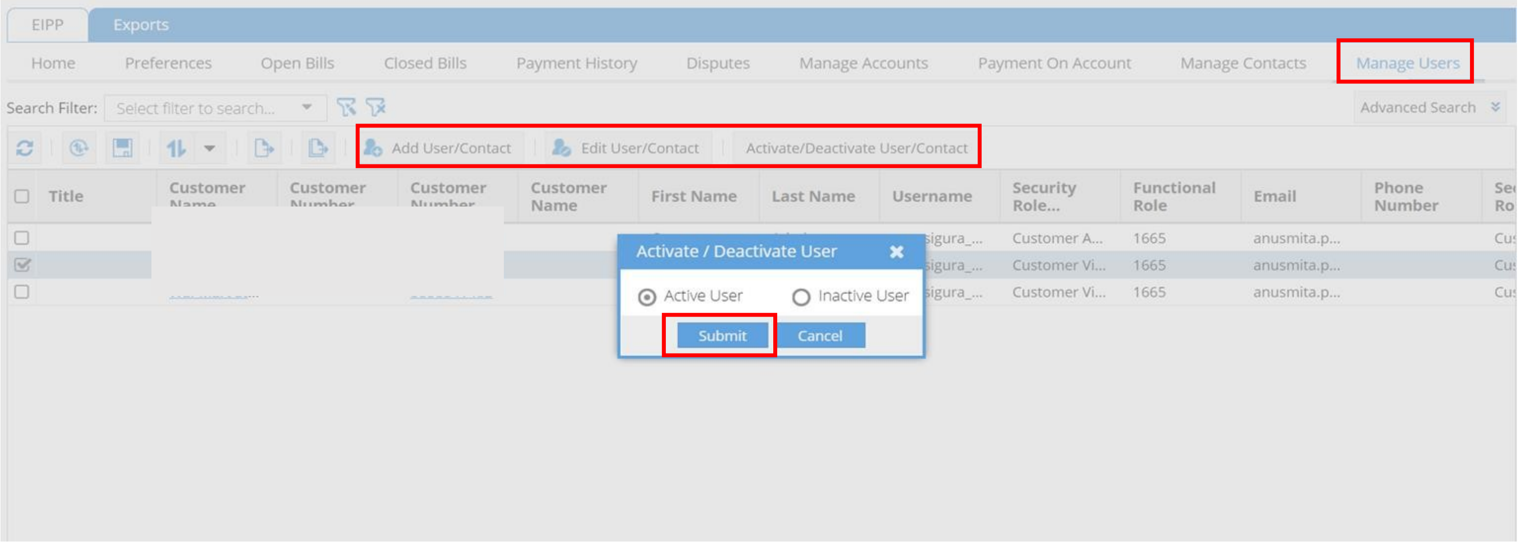
Enable/Disable Bank Account for Merchant



Step 1: Select Bank Account record to be disabled for Merchant
Step 2: Click **Accessible by Merchant** button.
Step 3: Click on **Disable** from the dropdown
*Similar steps to be followed to enable a bank account for Merchant

Manage Users & Contacts

Manage Users



This feature allows the customer to Activate/Inactivate users.

Step 1: Navigate to **EIPP > Manage Users**

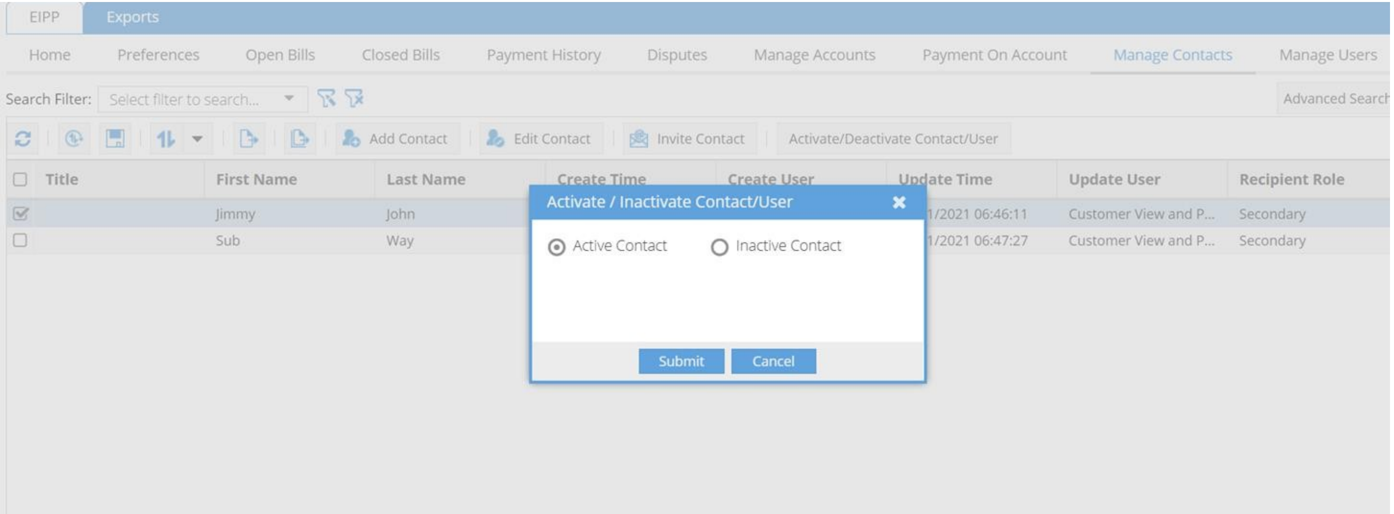
Step 2: Select a User which needs to be activated/deactivated

Step 3: Click Activate/Deactivate User/Contact button. A popup appears

Step 4: Activate/Deactivate User and click **Submit**

The flag will change to Yes under Active column when a user is activated and vise versa

Manage Contacts



This feature allows the customer to Activate/Inactivate Contacts

Step 1: Navigate to **EIPP > Manage Contacts to Add, edit or invite a contact**

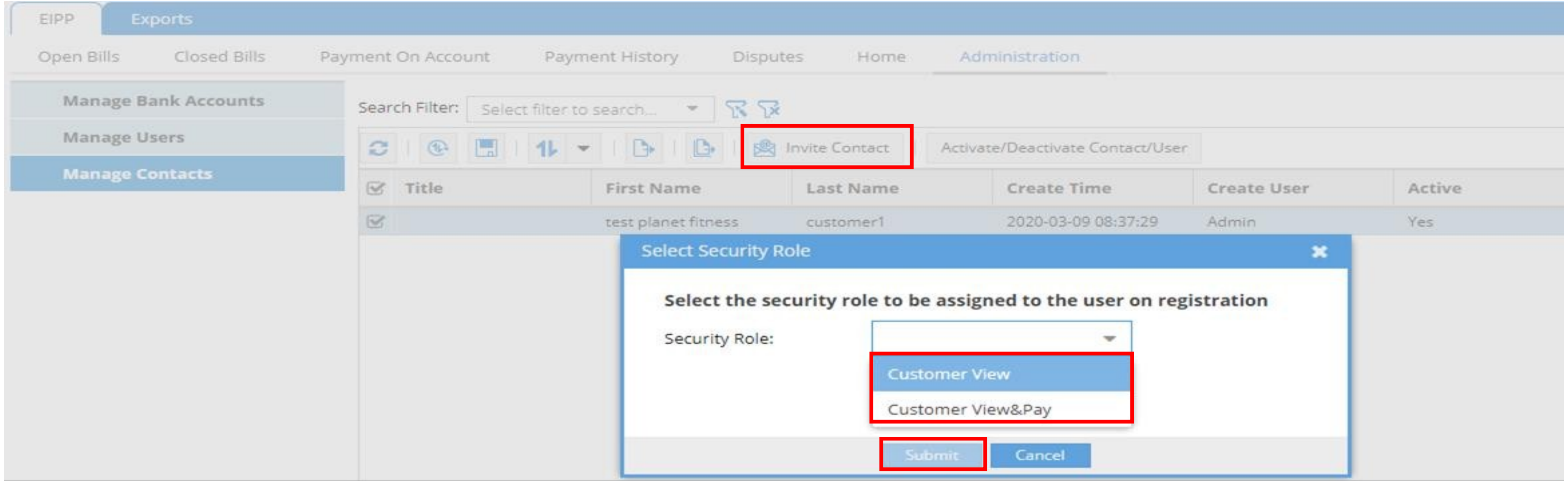
Step 2: Select a contact which needs to be activated/deactivated

Step 3: Click Activate/Deactivate User/Contact button. A popup appears

Step 4: Activate/Deactivate Contact and click **Submit**

The flag will change to Yes under Active column when a contact is activated and vise versa

Invite Contacts



This feature allows the customer to Invite Contacts to EIPP portal. Security role can either be View & Pay or View Only

Navigate to **EIPP > Manage Contacts**

Step 2: Select a contact which needs to be invited

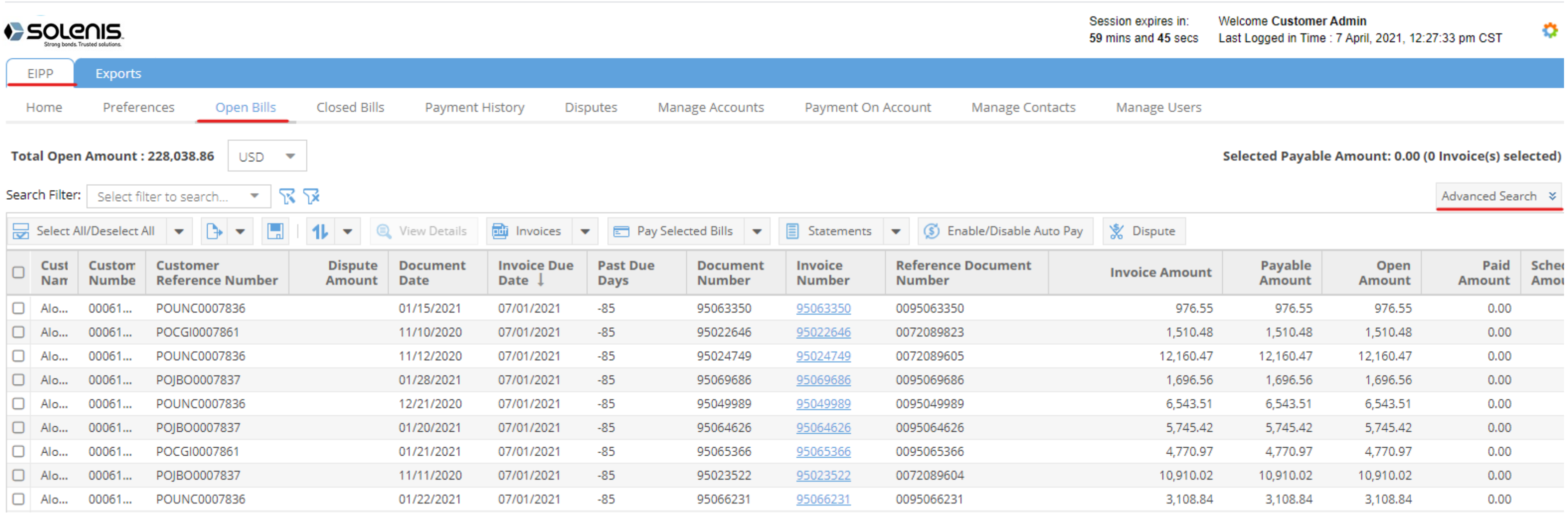
Step 3: Click Invite Contact button. A popup appears

Step 4: Select Security Role from the dropdown and click **Submit**

The Contact will receive an email with link for Login Page.

Open Bills and Payments

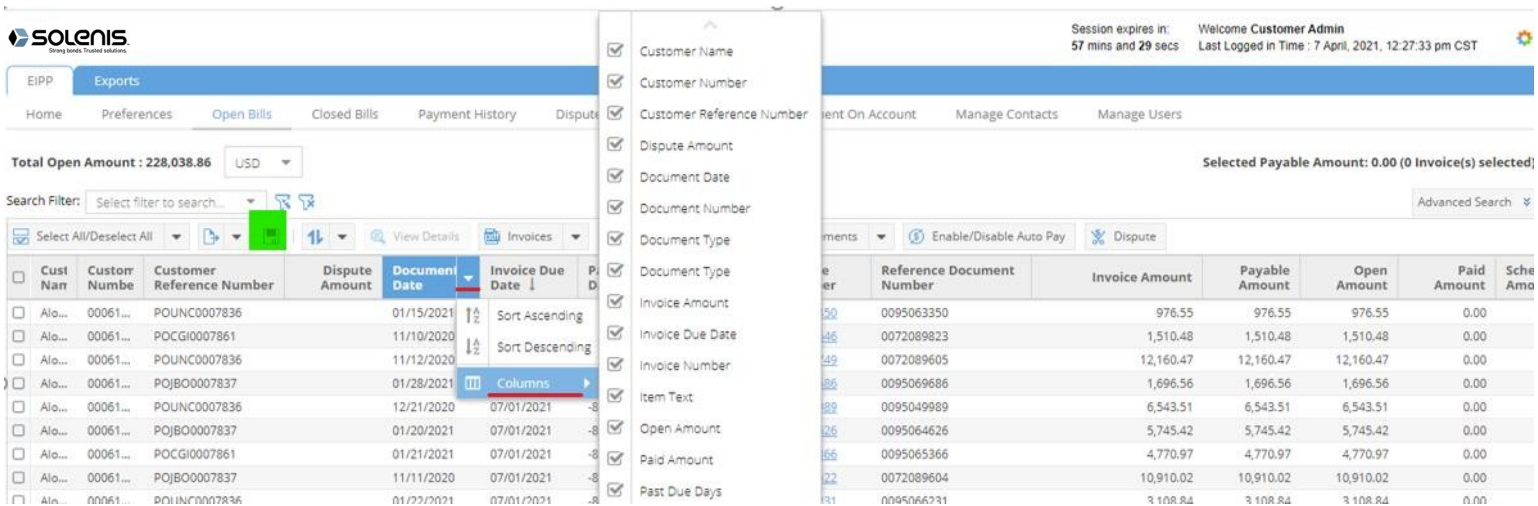
Open Bills and Payments



Cust Nam	Custom Numbe	Customer Reference Number	Dispute Amount	Document Date	Invoice Due Date	Past Due Days	Document Number	Invoice Number	Reference Document Number	Invoice Amount	Payable Amount	Open Amount	Paid Amount	Sche Amou
Alo...	00061...	POUNC0007836		01/15/2021	07/01/2021	-85	95063350	95063350	0095063350	976.55	976.55	976.55	0.00	
Alo...	00061...	POCGI0007861		11/10/2020	07/01/2021	-85	95022646	95022646	0072089823	1,510.48	1,510.48	1,510.48	0.00	
Alo...	00061...	POUNC0007836		11/12/2020	07/01/2021	-85	95024749	95024749	0072089605	12,160.47	12,160.47	12,160.47	0.00	
Alo...	00061...	POJBO0007837		01/28/2021	07/01/2021	-85	95069686	95069686	0095069686	1,696.56	1,696.56	1,696.56	0.00	
Alo...	00061...	POUNC0007836		12/21/2020	07/01/2021	-85	95049989	95049989	0095049989	6,543.51	6,543.51	6,543.51	0.00	
Alo...	00061...	POJBO0007837		01/20/2021	07/01/2021	-85	95064626	95064626	0095064626	5,745.42	5,745.42	5,745.42	0.00	
Alo...	00061...	POCGI0007861		01/21/2021	07/01/2021	-85	95065366	95065366	0095065366	4,770.97	4,770.97	4,770.97	0.00	
Alo...	00061...	POJBO0007837		11/11/2020	07/01/2021	-85	95023522	95023522	0072089604	10,910.02	10,910.02	10,910.02	0.00	
Alo...	00061...	POUNC0007836		01/22/2021	07/01/2021	-85	95066231	95066231	0095066231	3,108.84	3,108.84	3,108.84	0.00	

Open Bills provides an overview of all their invoices allowing them to make payments and shows payment status of invoices.
Click and header field to sort.
Select all invoices to pay all or simply sect the invoices/Credits you want to pay and apply.

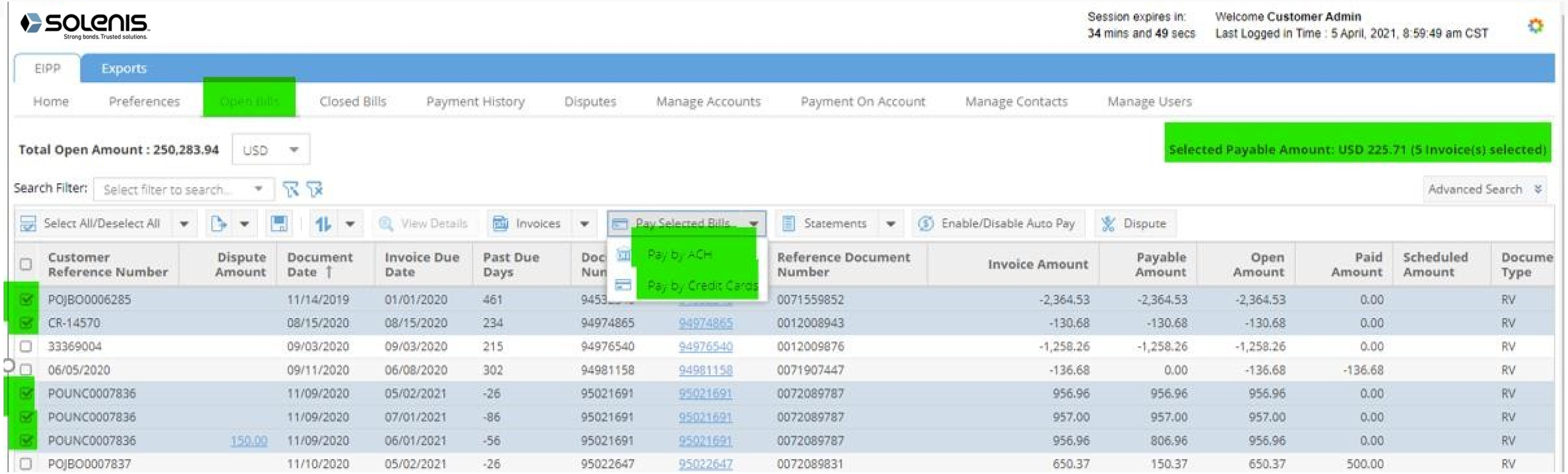
Open Bills (Layout)



Layout - You can update your layout for any tab by clicking a field header down arrow > columns, then add or remove the check mark for fields you want to display.

Then click and drag the header columns where you want the field displayed then click "save" button.

Open Bills and Payments



Open Bills > **Make a Payment**

Select the invoice(s) /credit(s) to be paid by placing a check mark on the left side.

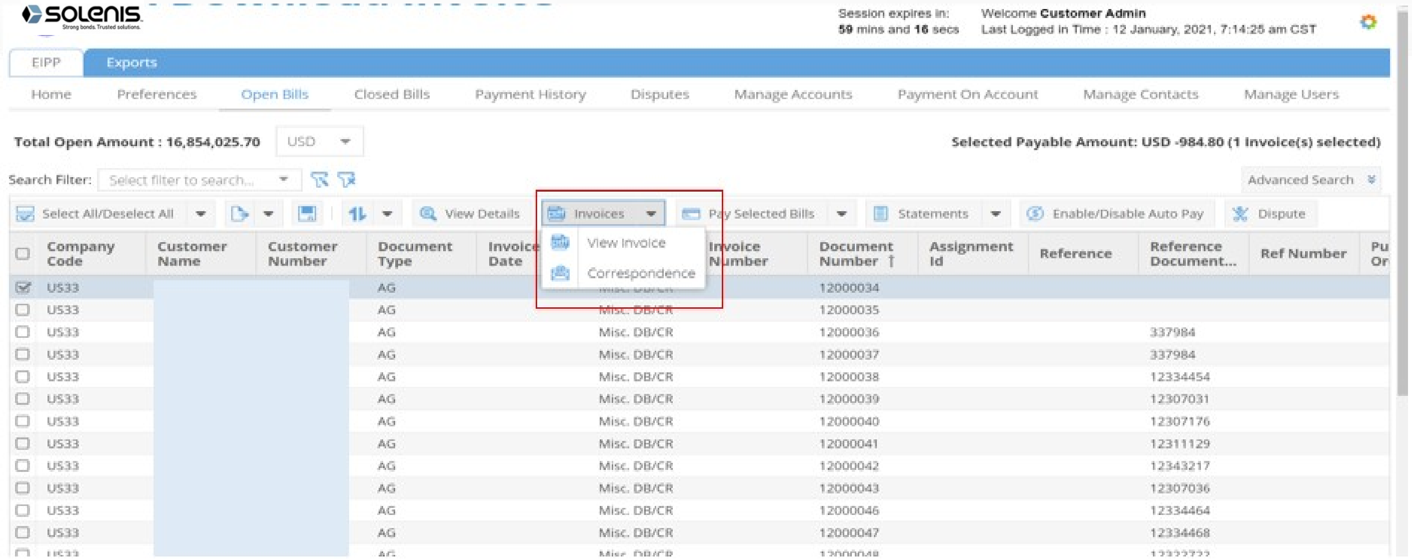
Select "Pay Selected Bills", choose ACH or Credit Card. Then follow the prompts to use an existing account or add a new account.

The system will indicate the transaction is a success. You can then email or print a receipt or simply view the transaction in your payment history. Payment data will transmit nightly if paid by 7:00pm EST. and will reflect in closed bills in 2-3 days.

Open Bills and Payments Functionalities

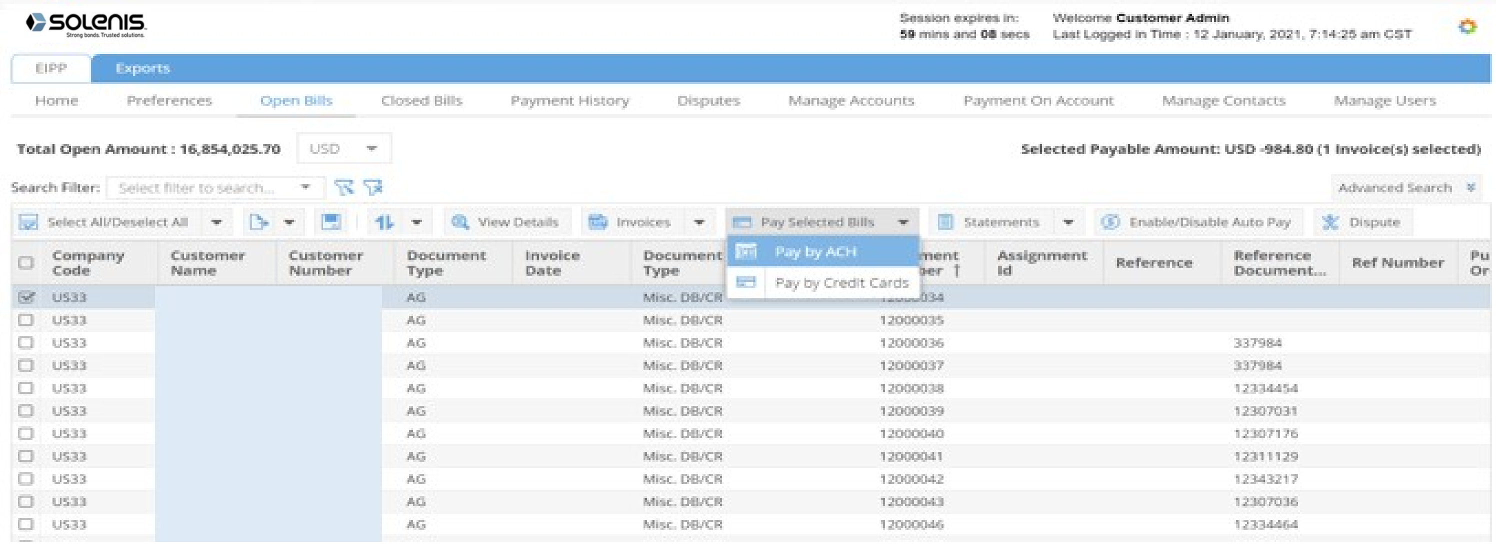
- Generate Invoices
- Pay By ACH
- Pay By CC
- Schedule Payments
- Create Dispute
- Generate Statement
- Enable / Disable Autopay

View/Download Invoice



Navigate to EIPP > Open Bills
Step 1: Select an invoice
Step 2: Click on **View Invoice**
*Invoice PDF will be opened in a new tab. User can download a copy of Invoice PDF
To view Invoice details, click on View Details button. A popup appears with invoice details

Pay By ACH



Under **Open Bills** Menu,

Step 1: Select an(or multiple) AR record(s)

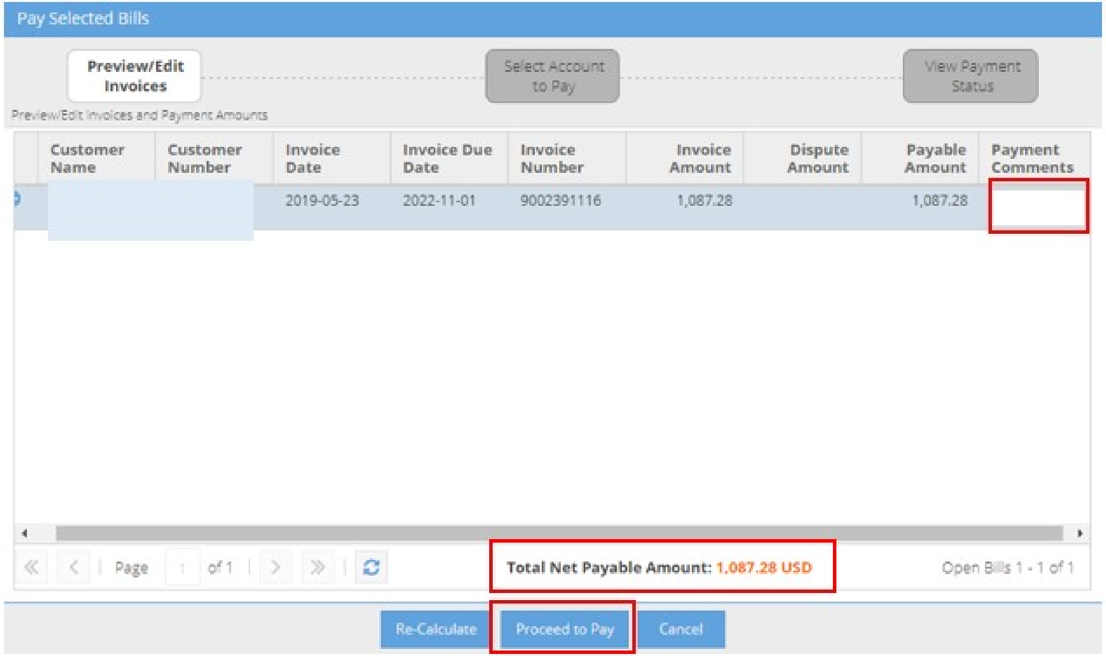
Step 2: Click **Pay Selected Bills**

Step 3: Click **Pay by ACH**

A popup appears.

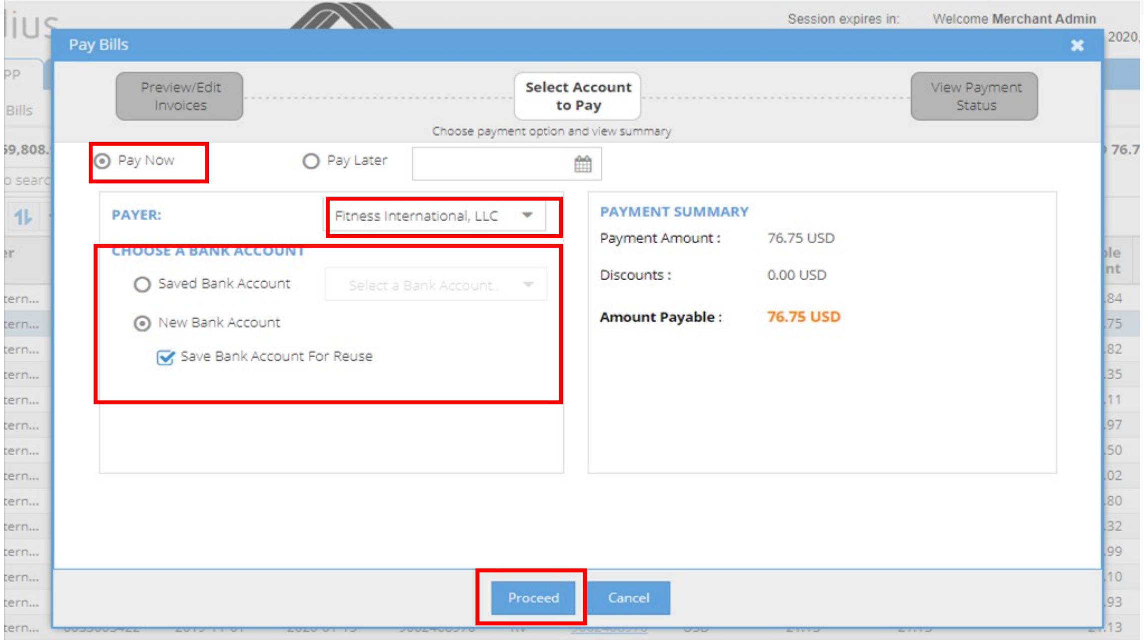
*Similar process for Credit cards.

Pay By ACH - Preview



Step 1: Check the Payable Amount and enter **Comment**, if any
Step 2: Click **Proceed To Pay**
(A popup appears.)

Pay By ACH – Payment Summary



Step 1: Click on “Pay Now” radio button

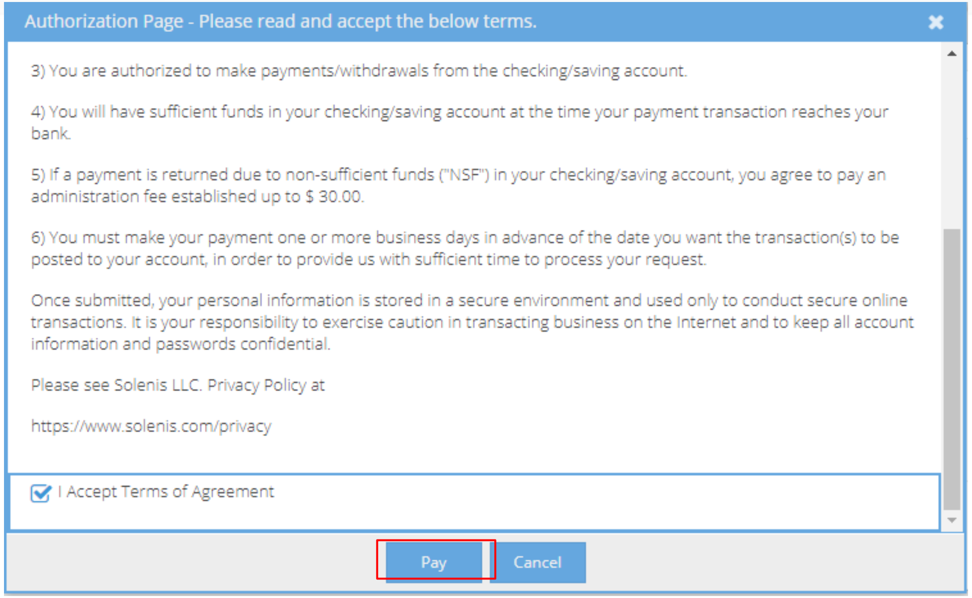
Step 2: Select a Payer from dropdown

Step 3: Click **New Bank Account**. Click on **Save Bank Account For Reuse** to save the details

Step 4: Click **Proceed**

A popup appears.

Pay By ACH – Authorization Page

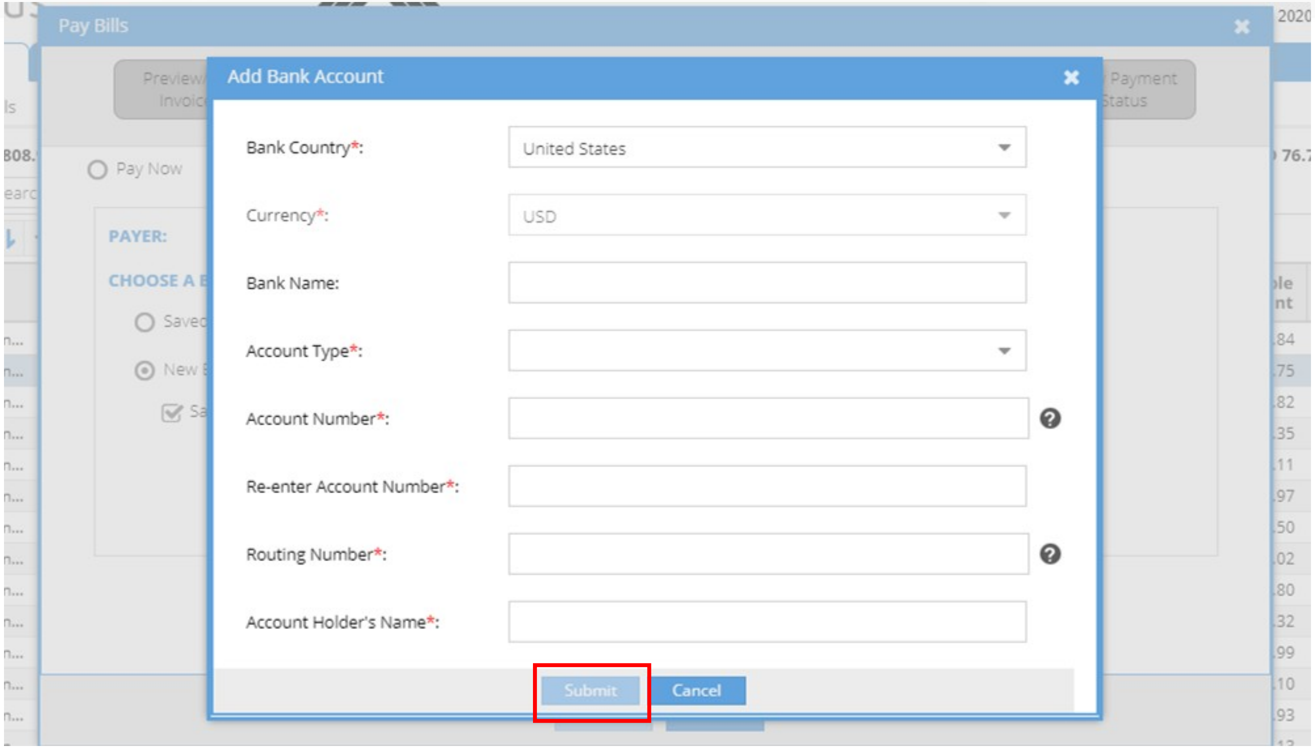


Step 1: Read Authorization Page

Step 2: Click the check box to accept Terms of Agreement

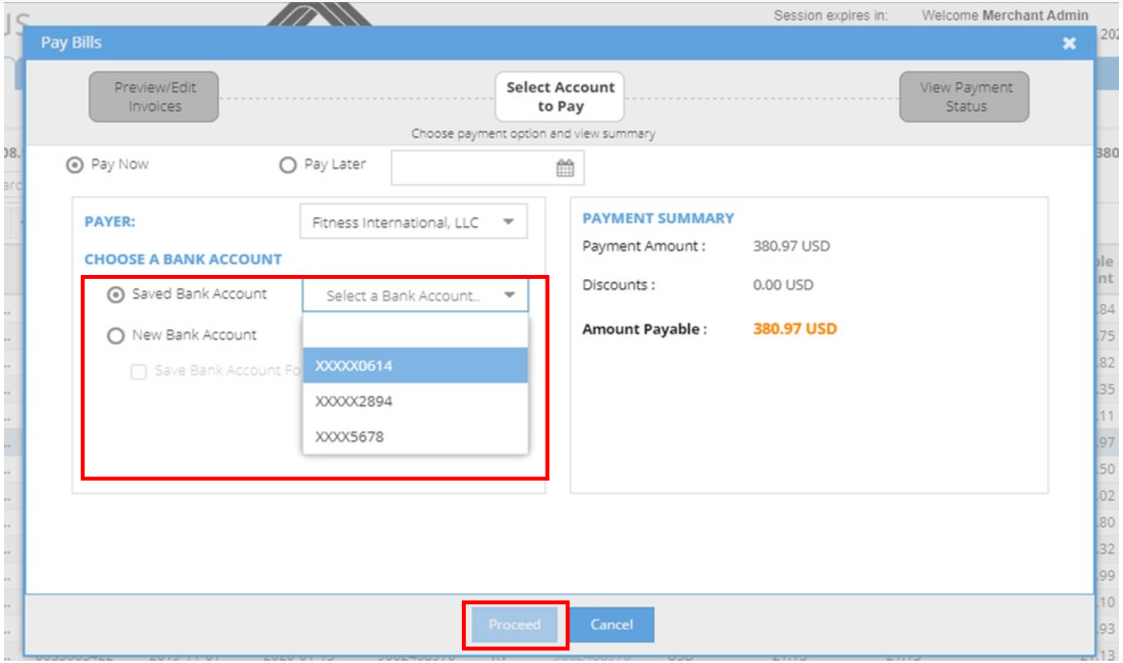
Step 3: Click “Pay” to proceed

Pay By ACH – Add Bank Details



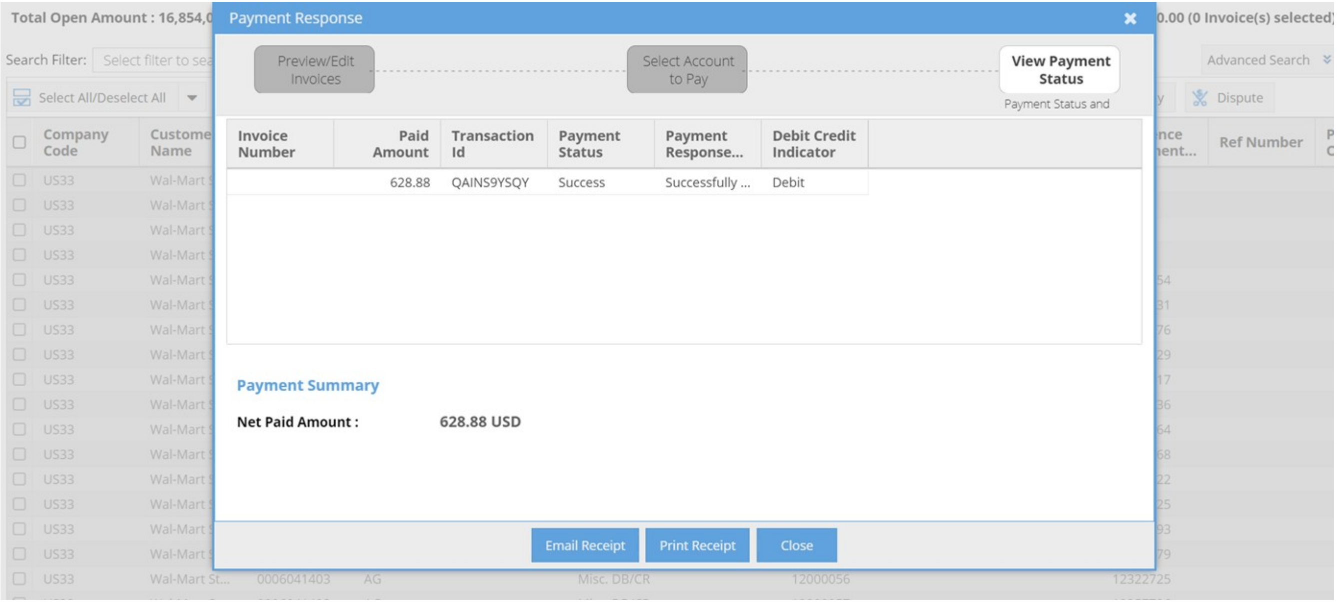
Step 1: Add all the mandatory details
Step 2: Click **Submit** to save bank details

Pay By ACH – Use Existing Bank Account Details



Step 1: Select Payer from dropdown
Step 2: Select existing Bank Account details from dropdown
Step 3: Click **Proceed** to continue

Pay By ACH – Email/Print Receipt



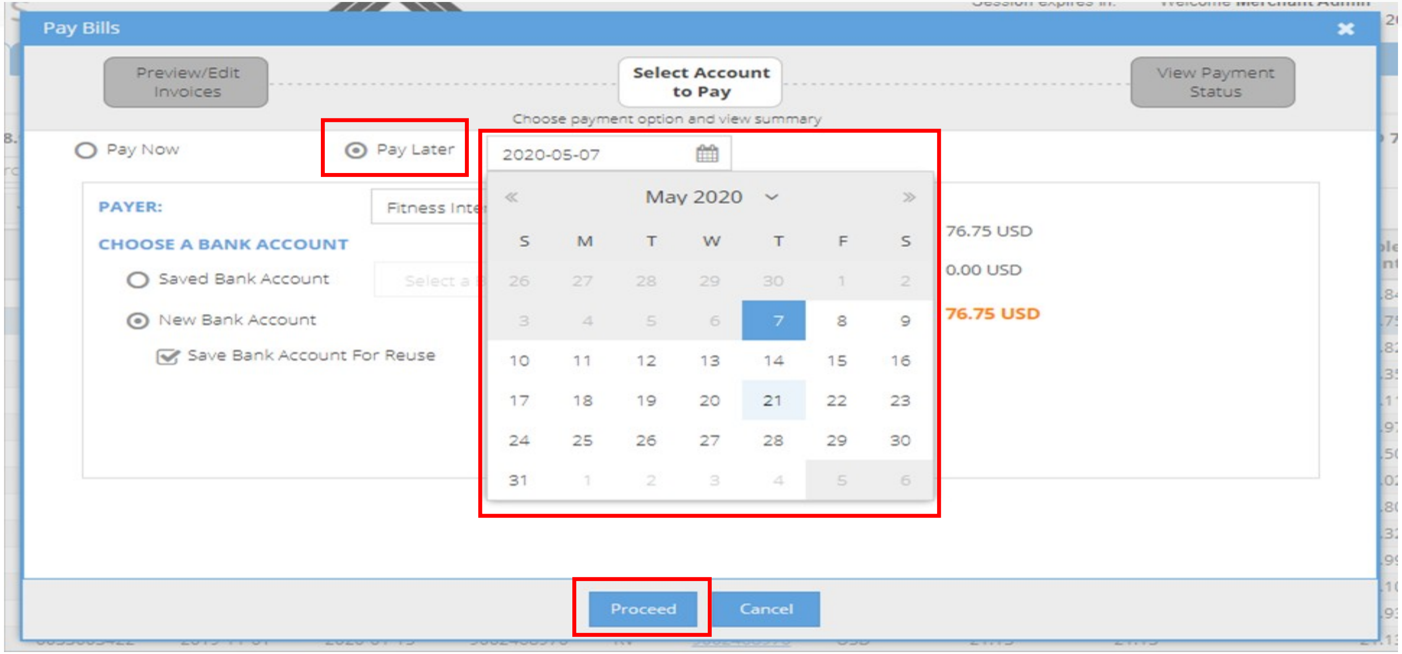
Payment Status shows **Success**. Payment was successful.

Step 1: Click **Email Receipt** to send receipt by entering required email address

Step 2: Click **Print Receipt** to generate Receipt

Step 3: Click **Close** to close the popup

Pay By ACH – Schedule Payment



Select invoice which needs to be scheduled from Open Bills. Click **Pay Selected Bills > Pay by ACH > Proceed to Pay**

Step 1: Click on “Pay Later” radio button

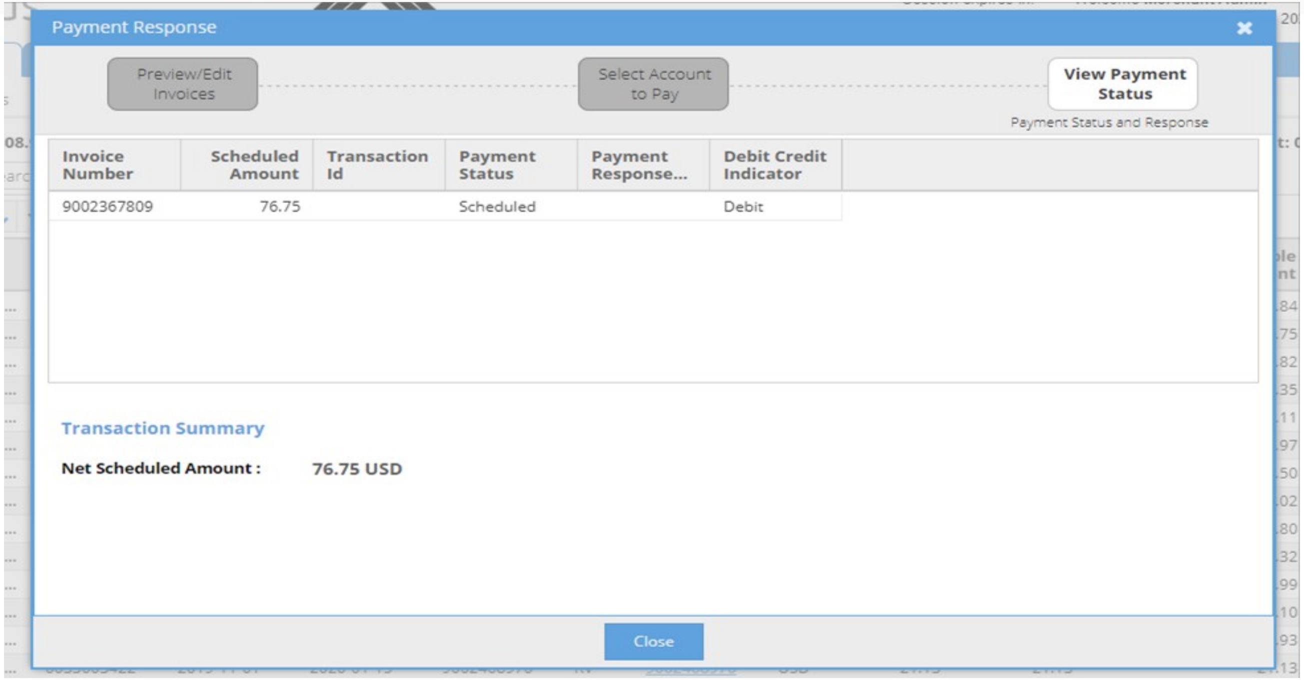
Step 2: Select a date from the calendar as per required

Step 3: Select a Payer from dropdown

Step 4: Select saved bank account or add a new bank to pay for the schedule payment

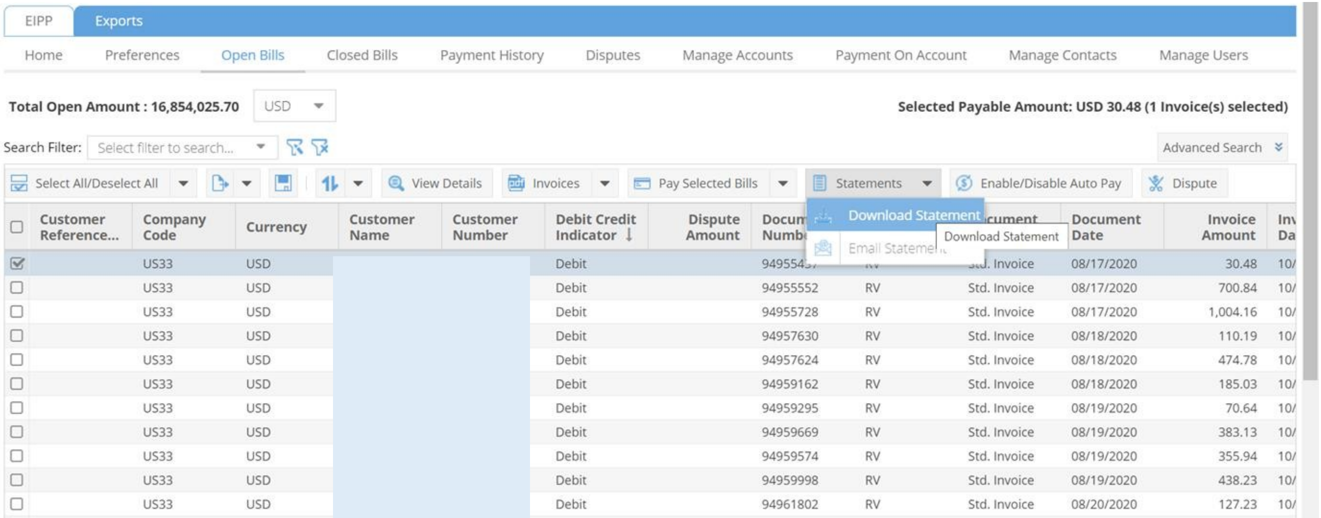
Step 5: Click **Proceed**. Follow same steps as detailed for “Pay Now” scenario

Pay By ACH – Print Receipt



Payment Status shows **Scheduled**.
Click **Close** to close the popup

Generate statement



Navigate to EIPP > Open Bills

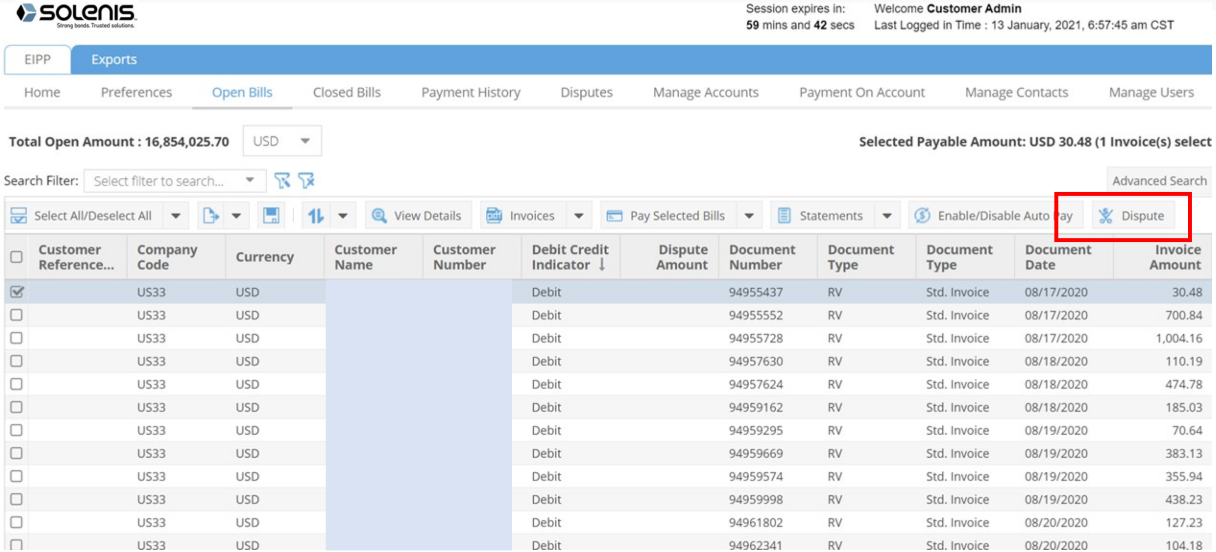
Step 1: Click on **Statements**

Step 2: Click **Download Statement**

Generated statement will open in a new window.

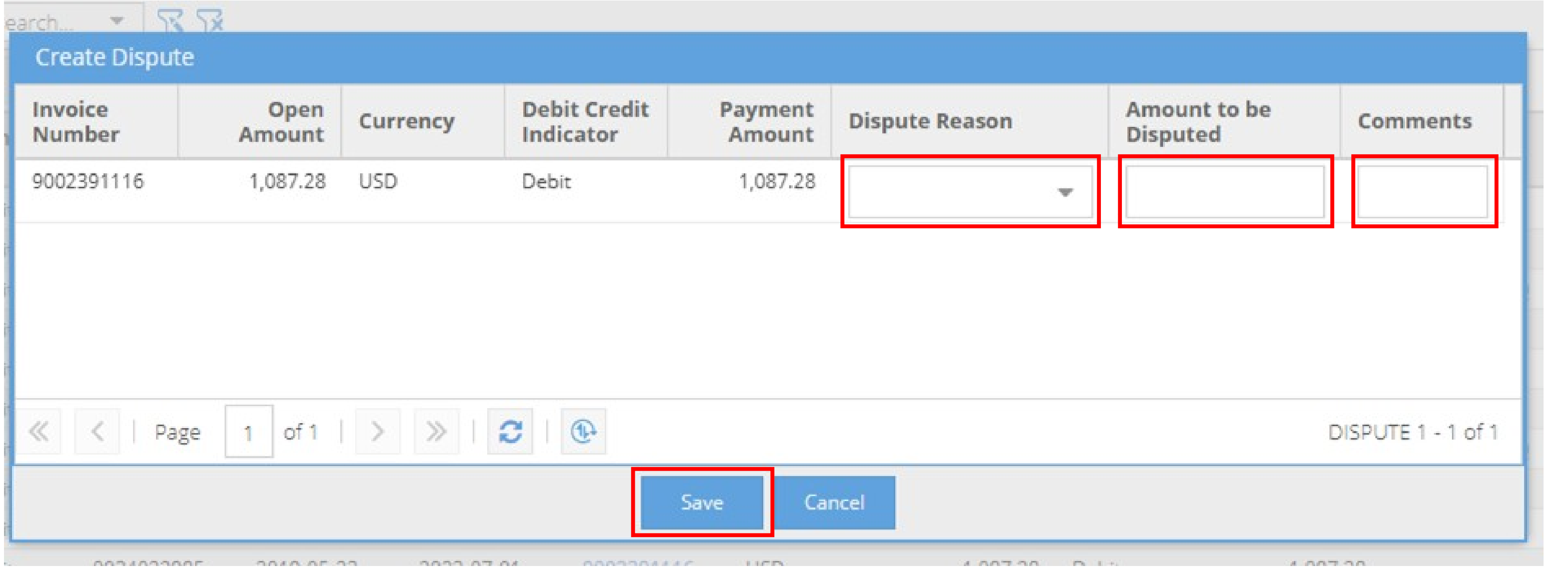
Manage Disputes

Disputes – (Create)



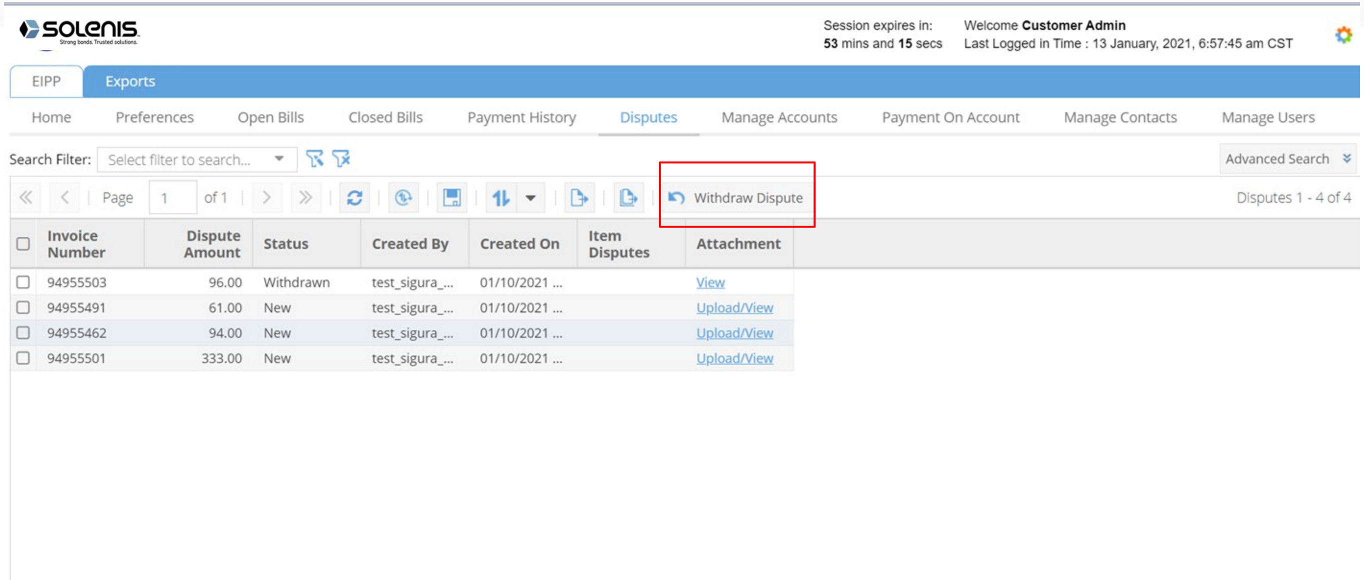
Step 1: Select an Invoice
Step 2: Click **Dispute** button
A popup appears.
*Multiple Invoices can also be selected at a time considering all belong to same Customer

Disputes – (Create) Add Dispute Reason and Amount



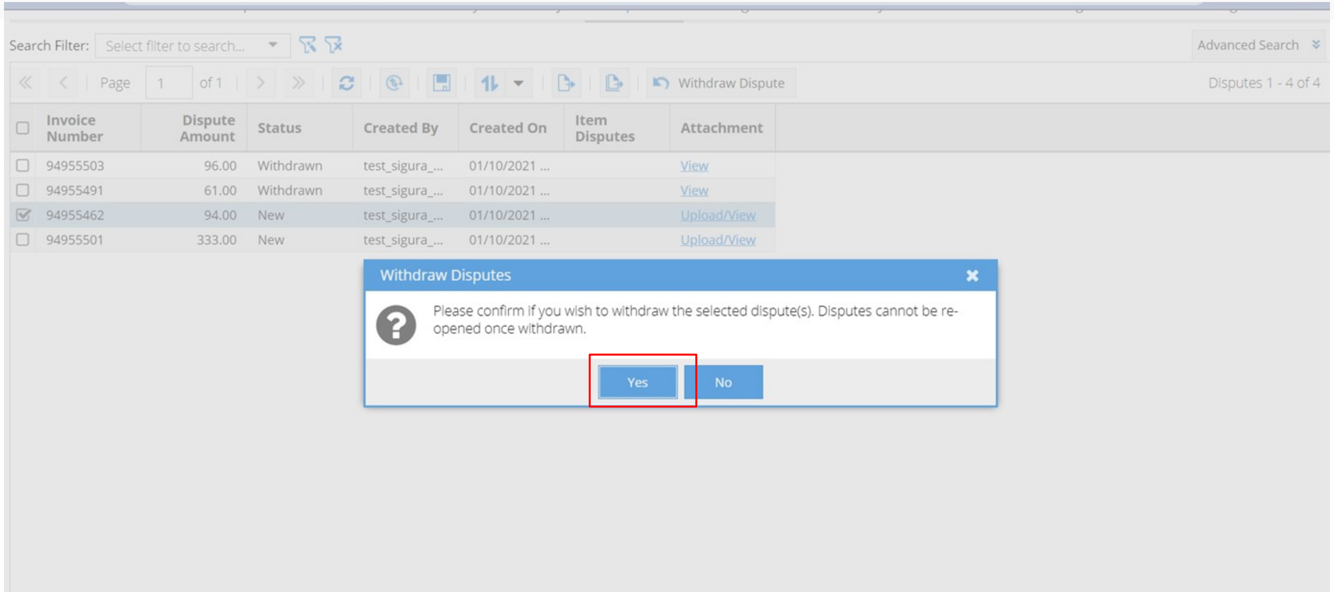
Step 1: Select **Dispute Reason** from dropdown. This must be entered.
Step 2: Enter **Amount** to be disputed and **Comments.** More information will expedite the results.
Step 3: Click **Save** to create dispute(s)

Disputes – (Withdraw)



Disputes tab contains list of all invoices with disputes and allows customer to *withdraw* any dispute if required
Customers can track the status of disputes under Dispute tab

Disputes – (Withdraw)



EIPP > Disputes

Step 1: Select an invoice whose dispute needs to be withdrawn

Step 2: Click on **Withdraw Dispute.** A popup appears

Step 3: Click **Yes** to withdraw the dispute

The dispute status changes to **Withdraw**

Disputes – (Status)

Exports | EIPP | Analytics | Administration

Open Bills | Closed Bills | Manage Customers | Payment History | Disputes

Search Filter: Select filter to search... | Advanced Search

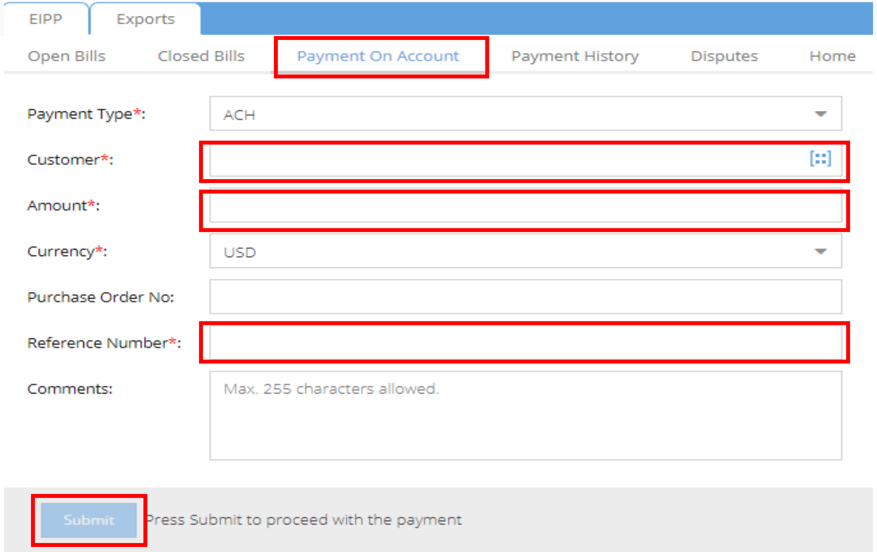
Page 1 of 2 | Change Status | Export Summary | Disputes 1 - 20 of 39

Document Number	Dispute Amount	Dispute Reason	Status	Deduction Notes	Created On	Creation Comment	Modified On	Attachment	Modified By	Notes
94895384	5,434.32	Pricing	New		04/02/2021 11:54:26	not for our account	04/02/2021 ...	Upload	70681_multCust_nicole.reitz@poo...	
94771049	755.00	Pricing	New		04/02/2021 11:54:26	duplicate	04/02/2021 ...	Upload	70681_multCust_nicole.reitz@poo...	
95098263	491.15	Pricing	New		03/26/2021 13:01:24	2021 Early buy discount is not in the...	03/26/2021 ...	Upload	70681_multCust_rick@hydropool....	
95098263	491.15	Pricing	New		03/26/2021 13:01:24	2021 Early buy discount is not in the...	03/26/2021 ...	Upload	70681_multCust_rick@hydropool....	
95098263	491.15	Pricing	New		03/26/2021 13:01:24	2021 Early buy discount is not in the...	03/26/2021 ...	Upload	70681_multCust_rick@hydropool....	
95098263	491.15	Pricing	New		03/25/2021 08:11:03	Early buy discount not present	03/25/2021 ...	Upload	70681_multCust_rick@hydropool....	
95098263	491.15	Pricing	New		03/25/2021 08:11:03	Early buy discount not present	03/25/2021 ...	Upload	70681_multCust_rick@hydropool....	
95098263	491.15	Pricing	New		03/25/2021 08:11:03	Early buy discount not present	03/25/2021 ...	Upload	70681_multCust_rick@hydropool....	
12269671	486.91	Unidentified Deducti	Open	View	03/22/2021 11:32:27	no invoice associated	03/30/2021 ...	Upload	scott.lohr@sigurawater.com	Test comment. This has not been addressec

- EIPP > **Disputes** > Dispute is created. Supporting documentation must be uploaded by clicking on "Upload"
- EIPP > **Open Bills** > The Dispute Amount reduces the Payable Amount listed.
- Customer notes in Blue, Solenis notes in Green. You can update your layout by clicking any field header/down arrow/columns add a check mark. Then drag the header column where you want the field displayed then click "save" button.
- The "**Status**" will change as it is reviewed by Customer Service.
- **New** – is the initial status when you create the dispute
- **Open** – indicates in process. Notes will be added
- **Accepted** – indicates your request has been reviewed and accepted. If a credit is expected, we will provide notes.
- **Rejected** - indicates your request has been reviewed and rejected. Notes will be added.

Payments On Account

Payments On Account



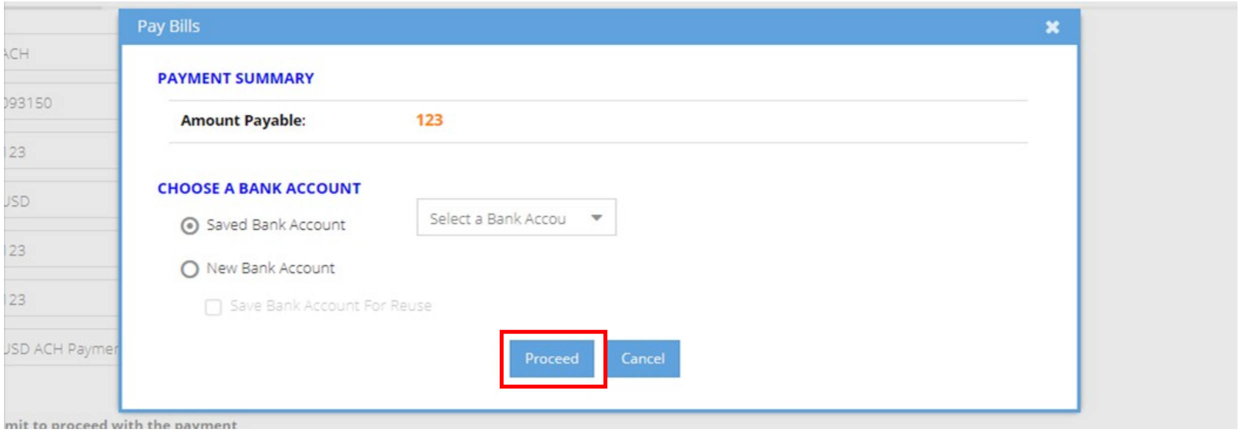
Payment On Account enables to make a payment without referencing any invoice. You can simply select the Customer, Amount and Reference Number to make the payment via ACH. This functionality **will not apply the** payment to the invoice and is discouraged. Refer to the Open Bills tab and select invoices/credits to be paid.

Navigate to **EIPP -> Payment On Account**

Step 1: Enter Customer, Amount and Reference Number

Step 2: Click **Submit**

Payments On Account - ACH



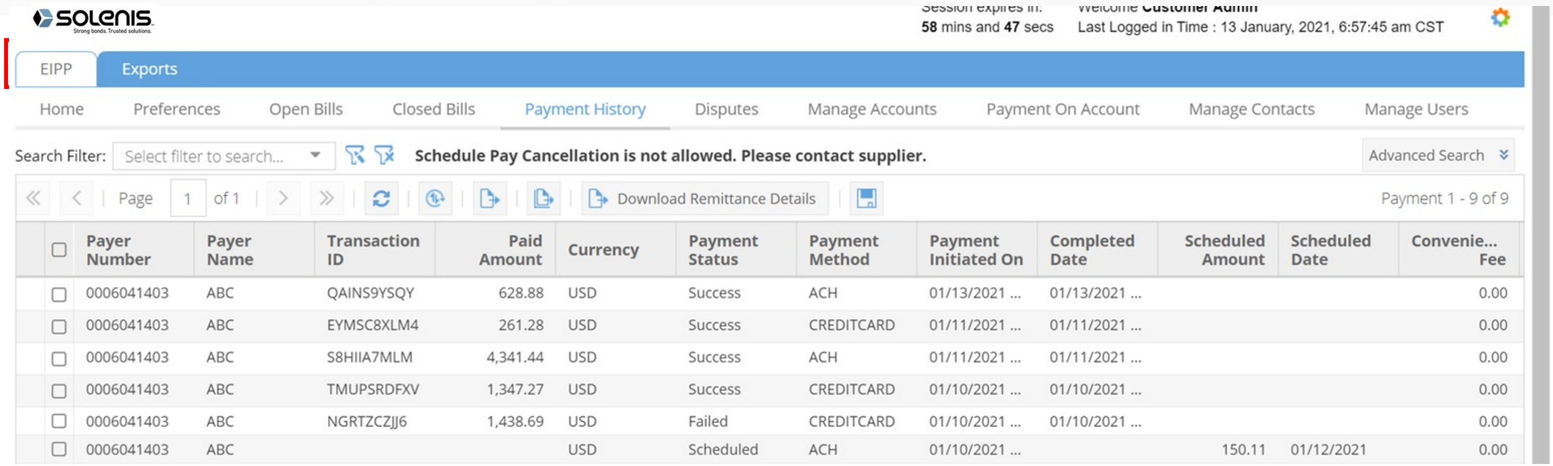
Step 1: Select bank account from Select the Payment Method drop-down list

Step 2: To add a new bank account, select **New Bank Account**. Enable **Save Bank Account For Reuse** checkbox to save bank details for future payments

Follow same steps as discussed in Open Bills -> Pay Bills by ACH scenario

Payment History

Payment History



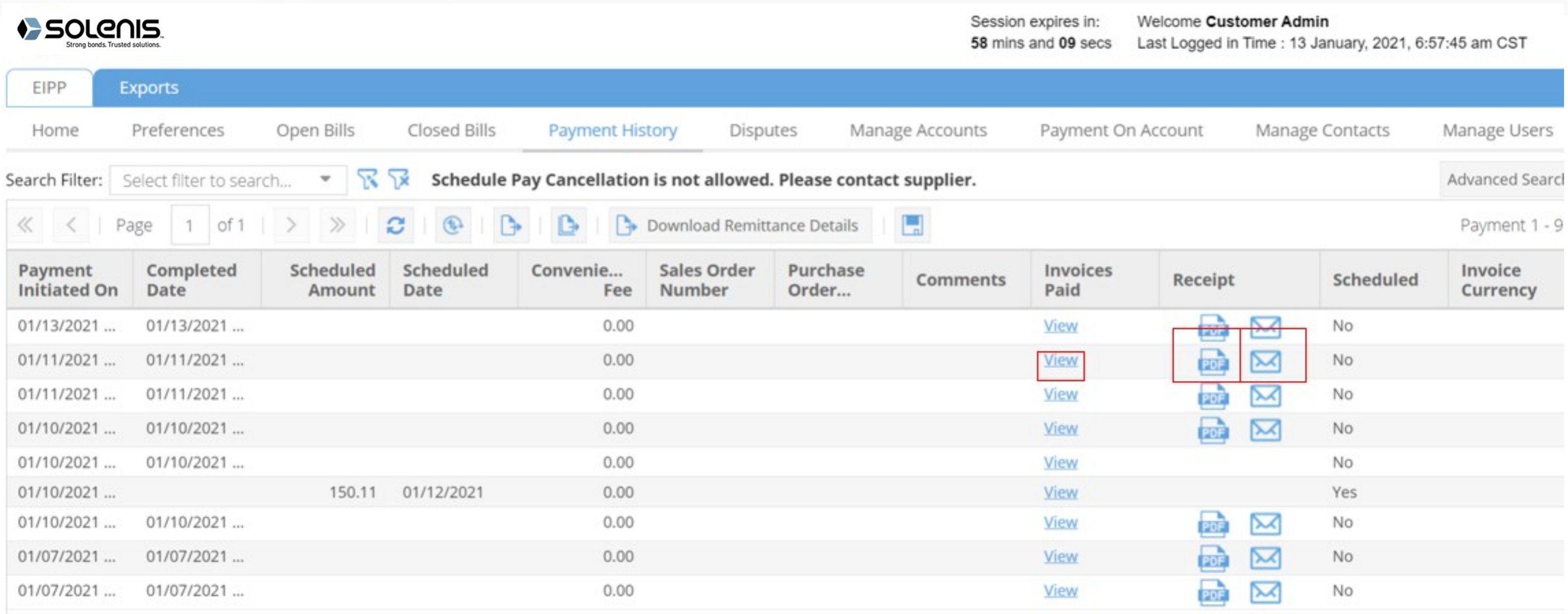
	Payer Number	Payer Name	Transaction ID	Paid Amount	Currency	Payment Status	Payment Method	Payment Initiated On	Completed Date	Scheduled Amount	Scheduled Date	Convenie... Fee
☐	0006041403	ABC	QAINS9YSQY	628.88	USD	Success	ACH	01/13/2021 ...	01/13/2021 ...			0.00
☐	0006041403	ABC	EYMSC8XLM4	261.28	USD	Success	CREDITCARD	01/11/2021 ...	01/11/2021 ...			0.00
☐	0006041403	ABC	S8HIIA7MLM	4,341.44	USD	Success	ACH	01/11/2021 ...	01/11/2021 ...			0.00
☐	0006041403	ABC	TMUPSRDFXV	1,347.27	USD	Success	CREDITCARD	01/10/2021 ...	01/10/2021 ...			0.00
☐	0006041403	ABC	NGRTZCZJJ6	1,438.69	USD	Failed	CREDITCARD	01/10/2021 ...	01/10/2021 ...			0.00
☐	0006041403	ABC			USD	Scheduled	ACH	01/10/2021 ...		150.11	01/12/2021	0.00

Payment History tab displays the entire list of payments associated with that customer. The screen displays all relevant information about the payment including Payment date, paid amount, payment method, scheduled date etc.

Payment History Functionalities

- View Payment Details
- View / Email Payment Receipt
- Export
- Download Remittance

View/Email Payment Receipt



Select an invoice

View Details: Click View to view payment details. A new popup will open showing payment details

View Payment Receipt: Click PDF icon to open payment receipt. A new tab will open with payment receipt which can be downloaded in PDF format

Email Payment Receipt: Click on envelop icon to send payment receipt by entering required email address

Cancel scheduled payment

SOLENIS Strong bonds. Trusted solutions.

Session expires in: **56** mins and **09** secs

Welcome **Customer Admin**
Last Logged in Time : 13 January, 2021, 6:57:45 am CST

EIPP | Exports

Home | Preferences | Open Bills | Closed Bills | Payment History | Disputes | Manage Accounts | Payment On Account | Manage Contacts | Manage Users

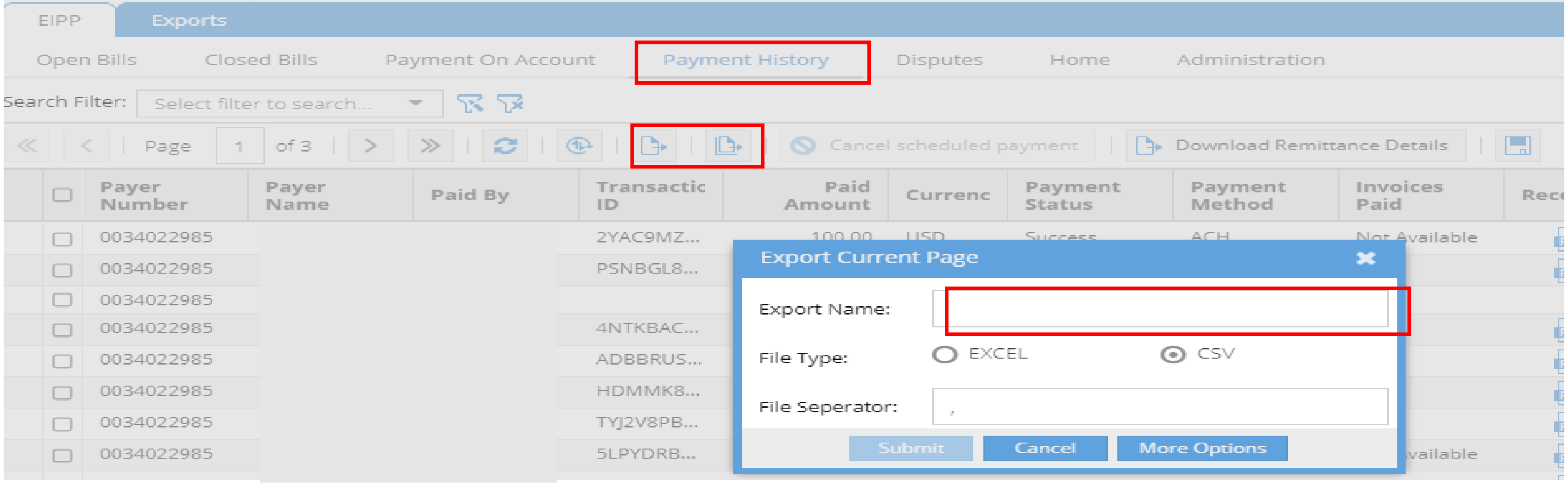
Search Filter: Select filter to search... **Schedule Pay Cancellation is not allowed. Please contact supplier.** Advanced Search

Page 1 of 1 Download Remittance Details Payment 1 - 9 of 9

Payer Number	Payer Name	Transaction ID	Paid Amount	Currency	Payment Status	Payment Method	Payment Initiated On	Completed Date	Scheduled Amount	Scheduled Date	Convenie... Fee
0006041403	ABC	QAINS9YSQY	628.88	USD	Success	ACH	01/13/2021 ...	01/13/2021 ...			0.00
0006041403	ABC	EYMSC8XLM4	261.28	USD	Success	CREDITCARD	01/11/2021 ...	01/11/2021 ...			0.00
0006041403	ABC	S8HIIA7MLM	4,341.44	USD	Success	ACH	01/11/2021 ...	01/11/2021 ...			0.00
0006041403	ABC	TMUPSRDFXV	1,347.27	USD	Success	CREDITCARD	01/10/2021 ...	01/10/2021 ...			0.00
0006041403	ABC	NGRTZCZJJ6	1,438.69	USD	Failed	CREDITCARD	01/10/2021 ...	01/10/2021 ...			0.00
0006041403	ABC			USD	Scheduled	ACH	01/10/2021 ...		150.11	01/12/2021	0.00
0006041403	ABC	MOD38BXZIN	48.50	USD	Success	CREDITCARD	01/10/2021 ...	01/10/2021 ...			0.00
0006041403	ABC	EO4LTDCRGN	2,727.41	USD	Success	CREDITCARD	01/07/2021 ...	01/07/2021 ...			0.00

Navigate to EIPP > Payment History
Scheduled payment can not be cancelled. You must contact your accounts receivable representative listed on your billing statement.

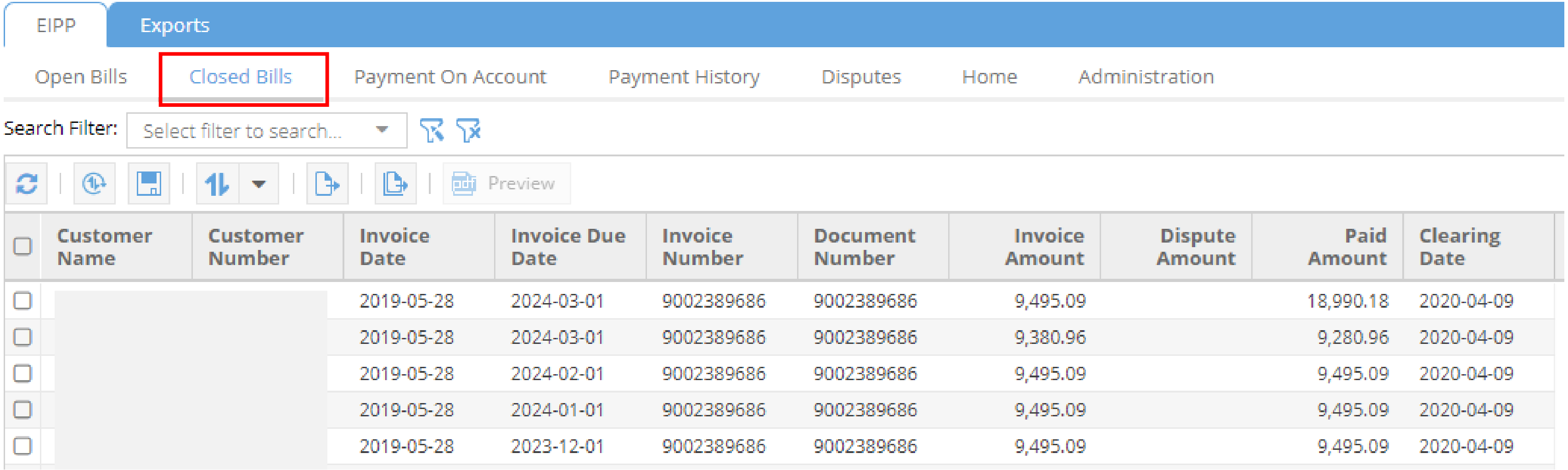
Export



Navigate EIPP > Payment History, Open Bills, closed Bills etc.
Step 2: Click **Export current page / export all pages button.** A pop window opens
Step 3: Enter an **Export name**
Step 4: Click More Options to select **File type**
Step 5: Click **Submit**
* File will be generated under Exports tab

Closed Bills

Closed Bills

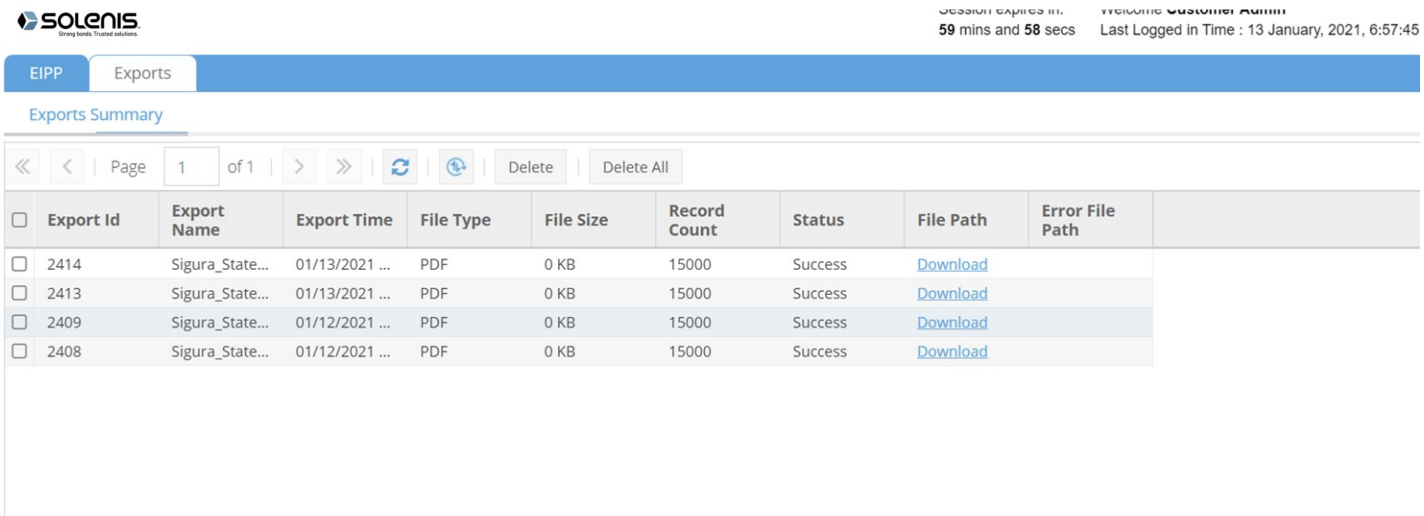


	Customer Name	Customer Number	Invoice Date	Invoice Due Date	Invoice Number	Document Number	Invoice Amount	Dispute Amount	Paid Amount	Clearing Date
			2019-05-28	2024-03-01	9002389686	9002389686	9,495.09		18,990.18	2020-04-09
			2019-05-28	2024-03-01	9002389686	9002389686	9,380.96		9,280.96	2020-04-09
			2019-05-28	2024-02-01	9002389686	9002389686	9,495.09		9,495.09	2020-04-09
			2019-05-28	2024-01-01	9002389686	9002389686	9,495.09		9,495.09	2020-04-09
			2019-05-28	2023-12-01	9002389686	9002389686	9,495.09		9,495.09	2020-04-09

Closed Bills displays all the Invoices for all customers that have been closed.

Exports

Exports



Records exported using **Export**, and **Export All** features from any of the tabs within the application, will be available in **Exports** tab as downloadable links.

Exported files are labeled with an "Export Name" that is assigned by the user when exporting the file. This allows you to identify the exported file in **Exports** tab accordingly. Click on **Download** to fetch the data on excel format.

THANK YOU
For your Business