

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

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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

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Payment History

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Closed Bills

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Exports



User registration & Login

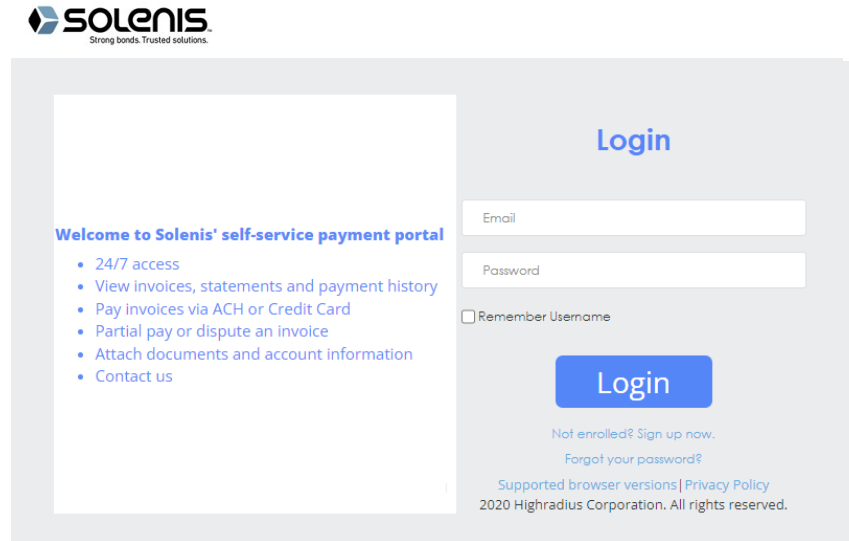
User Registration : Self Registration

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



The screenshot shows the Solenis self-service payment portal login page. At the top left is the Solenis logo with the tagline "Strong bonds. Trusted solutions." Below the logo is a white box containing a welcome message and a list of services: "Welcome to Solenis' self-service payment portal" followed by a bulleted list: "24/7 access", "View invoices, statements and payment history", "Pay invoices via ACH or Credit Card", "Partial pay or dispute an invoice", "Attach documents and account information", and "Contact us". To the right of this box is the login form, which includes a "Login" heading, an "Email" input field, a "Password" input field, a "Remember Username" checkbox, and a blue "Login" button. Below the button are links for "Not enrolled? Sign up now." and "Forgot your password?". At the bottom of the login form are links for "Supported browser versions" and "Privacy Policy", and a copyright notice: "© 2020 HighRadius Corporation. All rights reserved."

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.



The screenshot shows the registration page for the Solenis self-service payment portal. The page is titled "Register" and features a "Welcome to Solenis' self-service payment portal" message with a list of benefits: 24/7 access, viewing invoices and payment history, paying via ACH or credit card, disputing invoices, attaching documents, and contacting support. The registration form includes fields for First Name, Last Name, Email, Password, and Confirm Password. It also has fields for Invoice Number, Customer Number, and Company Code. A reCAPTCHA "I'm not a robot" checkbox is present, along with a checkbox to accept the Terms & Conditions. A blue "Register" button is at the bottom right.

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

SOLENIS
Energy Services. Trained Solutions.

Session expires in: 59 mins and 53 secs | Welcome **Customer Admin**
Last Logged in Time : 7 April, 2021, 12:27:33 pm CST

EIPP Exports

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

Pools & Spas



Amount Due By Aging Buckets USD

| Payable Amount | Current | 0-30 days | 31-60 days | 61-90 days | 91-120 days | 120+ days |
|----------------|------------|-----------|------------|------------|-------------|------------|
| | 228,019.48 | 0.00 | 0.00 | 0.00 | 0.00 | -25,907.42 |

Filter Payables By Aging Buckets

Filter by Due Dates Bucket: Total Outstanding Amount


| Bill Amount Due | Number of Bills Due |
|-----------------|---------------------|
| USD 202,112.06 | 59 |


Pay above with  


Last Payment Details


CITY,TN,USA


Total Amount Paid : USD 826.28
Payment Date : 04/06/2021
Total No. of Bills Paid : 2
Mode of Payment : ACH


 Search an Open Invoice

 Download Statement

 Manage Payment Methods

 Setup Auto Payment

 Pay on Account

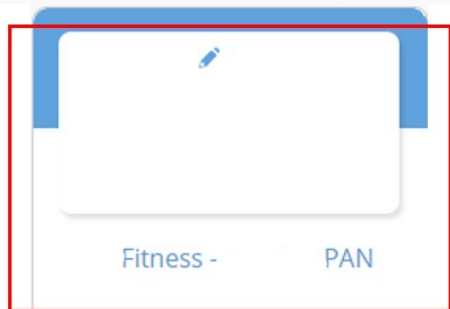
 Contact Supplier

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

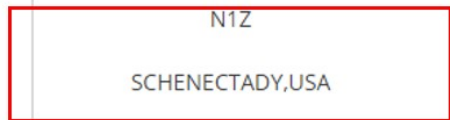
Home page functionalities

- 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

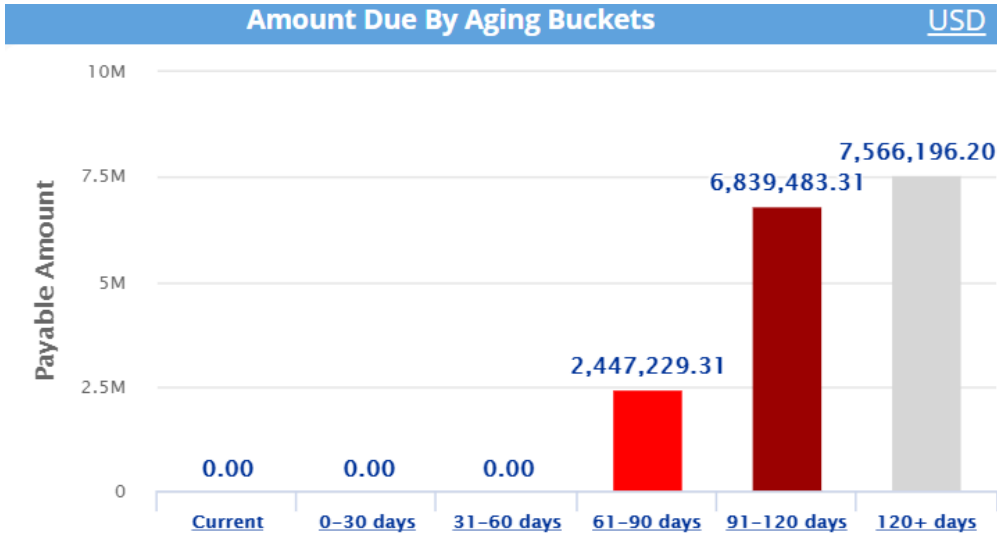


Customer's Address



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

Filter Payables By Aging Buckets

Filter by Due Dates Bucket: Total Past Due

Bill Amount Due: USD **536,495.17**

Number of Bills Due: **15**

Pay above with 

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.

Type in here

Search an Open Invoice

Download Statement

Manage Payment Methods

Pay on Account

Contact Supplier

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 .

The screenshot displays the HighRadius home page interface. At the top, there are two main sections: 'Amount Due By Aging Buckets' and 'Filter Payables By Aging Buckets'. The 'Amount Due By Aging Buckets' section shows a bar chart with values: 2,447,229.31, 6,839,483.31, and 7,566,196.20. The 'Filter Payables By Aging Buckets' section shows 'Filter by Due Dates Bucket' set to 'Total Past Due', with 'Bill Amount Due' of USD 16,852,908.82 and 'Number of Bills Due' of 49,016. Below these sections are five main action buttons: 'Download Statement', 'Manage Payment Methods', 'Setup Auto Payment', 'Pay on Account', and 'Contact Supplier'. A 'Last Payment Details' section on the left shows: Total Amount Paid : USD 628.88, Payment Date : 01/13/2021, Total No. of Bills Paid : 1, and Mode of Payment : ACH. A pop-up dialog titled 'Select type of issue' is overlaid on the 'Contact Supplier' button. The dialog asks 'What is the type of issue?' and has two radio button options: 'Order Related' (selected) and 'Payment Related'. There are 'Submit' and 'Cancel' buttons at the bottom of the dialog. A speech bubble points to the 'Order Related' option with the text: 'Order Related (Customer Service) or Payment Related (Accounts Receivable)'. The footer of the page includes the HighRadius logo, 'Powered by HighRadius', and the copyright notice '© 2017 HighRadius Corporation'.

Home page functionalities – Shortcut – Contact Us

Closed Bills Payment History Disputes Manage Accounts Payment On Account Manage Contacts Manage Users

Raise Ticket on Email

To*: customerservice@sigurawater.com,

BCC:

Subject *: Pools & Spas - 0006192801

Body *: **B** *I* U T T | T | | | | | | |

Attachment: [Browse](#)

Maximum size of the file is 5 MB. In case of multiple files, zip and upload the .rar file.

[Send](#) [Cancel](#)

Payable Amount

300K

200K

100K

0

-100K

Number of Bills Due

59

Contact Supplier



Manage Accounts

Manage Accounts – (Bank and Credit Cards)



Session expires in: 57 mins and 45 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

Bank Accounts

Accessible by Merchant: Select Payer:

| <input checked="" type="checkbox"/> | Account Number | Account Holder's Name | Routing Number | Bank Name | Bank Country | Accessible By... | Saved On |
|-------------------------------------|----------------|-----------------------|----------------|-----------|--------------|------------------|---------------------|
| <input checked="" type="checkbox"/> | XX3456 | Miranda Aycock | 111000614 | BOA | United St... | No | 01/07/2021 14:42:25 |

Page 1 of 1

Credit Cards

Accessible by Merchant: Select Payer:

| <input type="checkbox"/> | Customer Number | Company Code | Saved On | Accessible By... | Card Token | Card Expiry Month | Card Expiry Year | CVV Result | Card Holder Name | Card Description | Bill To First Name | Bill To Last Name | Bill Err |
|--------------------------|-----------------|--------------|----------------|------------------|------------|-------------------|------------------|------------|------------------|------------------|--------------------|-------------------|----------|
| <input type="checkbox"/> | 0006041403 | US33 | 01/10/2021 ... | No | | 03 | 2021 | | Jimmy John | MC-XXXX-44... | Jimmy | John | |

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

The screenshot shows the 'Manage Accounts' page in the HighRadius system. The 'Add' button is highlighted with a red box. Below it is a table of bank accounts.

| <input checked="" type="checkbox"/> | Account Number | Account Holder's Name | Routing Number | Bank Name | Bank Country | Accessible By... | Saved On |
|-------------------------------------|----------------|-----------------------|----------------|-----------|--------------|------------------|---------------------|
| <input checked="" type="checkbox"/> | XX3456 | Miranda Aycock | 111000614 | BOA | United St... | No | 01/07/2021 14:42:25 |

The screenshot shows the 'Add Bank Account' popup dialog. The 'Proceed' button is highlighted with a red box.

Bank Country*: United States
Currency*: USD

Proceed Cancel

- 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

Add Bank Account

Bank Country * : United States

Currency* : USD

Bank Name:

Account Type * :

Account Number * : ?

Re-enter Account Number * :

Routing Number * : ?

Account Holder's Name * :

Fields marked with * are mandatory

Submit Cancel

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

The screenshot displays a table of bank accounts with columns: Company Code, Customer Number, Account Number, Account Holder's Name, Routing Number, Bank Name, Bank Country, and Save. The first row is selected. A toolbar above the table includes 'Add', 'Edit', and 'Delete' buttons. The 'Edit' button is highlighted with a red box. A 'Select Payer' dropdown is set to 'Planet Fitness - Arra'. A 'Mark as Primary' button is also visible. A modal window titled 'Edit Bank Account Details' is open, showing the 'Account Holder's Name *' field with 'test' entered, highlighted with a red box. The 'Submit' button at the bottom of the modal is also highlighted with a red box.

| <input type="checkbox"/> | Company Code | Customer Number | Account Number | Account Holder's Name | Routing Number | Bank Name | Bank Country | Save |
|-------------------------------------|--------------|-----------------|----------------|-----------------------|----------------|-----------|--------------|-------|
| <input checked="" type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020- |
| <input type="checkbox"/> | BUS4 | 003402 | | | | | 2 | 2020- |
| <input type="checkbox"/> | BUS4 | 003402 | | | | | 2 | 2020- |
| <input type="checkbox"/> | BUS4 | 003402 | | | | | 2 | 2020- |
| <input type="checkbox"/> | BUS4 | 003402 | | | | | 2 | 2020- |

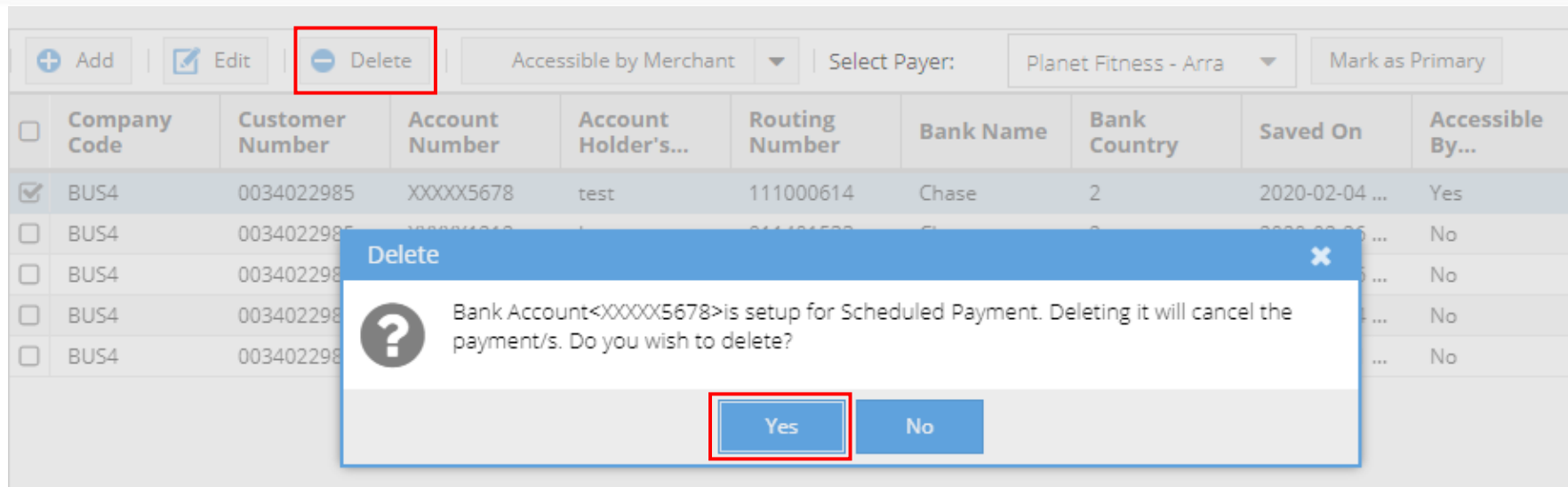
Step 1: Select Bank Account record to be edited

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



The screenshot shows a table of bank accounts with columns: Company Code, Customer Number, Account Number, Account Holder's..., Routing Number, Bank Name, Bank Country, Saved On, and Accessible By... The first row is selected. A 'Delete' button is highlighted in red in the top toolbar. A dialog box titled 'Delete' is open, displaying a question mark icon and the text: 'Bank Account<XXXXX5678>is setup for Scheduled Payment. Deleting it will cancel the payment/s. Do you wish to delete?'. The 'Yes' button in the dialog is highlighted in red.

| <input type="checkbox"/> | Company Code | Customer Number | Account Number | Account Holder's... | Routing Number | Bank Name | Bank Country | Saved On | Accessible By... |
|-------------------------------------|--------------|-----------------|----------------|---------------------|----------------|-----------|--------------|----------------|------------------|
| <input checked="" type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020-02-04 ... | Yes |
| <input type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020-02-04 ... | No |
| <input type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020-02-04 ... | No |
| <input type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020-02-04 ... | No |
| <input type="checkbox"/> | BUS4 | 0034022985 | XXXXX5678 | test | 111000614 | Chase | 2 | 2020-02-04 ... | No |

- 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

ment On Account Payment History Disputes Home Administration

+ Add Edit Delete Accessible by Merchant Select Payer: Planet Fitness - Arra Mark as Primary

| <input type="checkbox"/> | Company Code | Customer Number | Account Number | Holder's Name | Routing Number | Bank Name | Bank Country | Saved On | Accessible By... |
|-------------------------------------|--------------|-----------------|----------------|---------------|----------------|-----------|--------------|----------------|------------------|
| <input type="checkbox"/> | BUS4 | 0034022985 | XXXX | | 111000614 | Chase | 2 | 2020-02-04 ... | Yes |
| <input checked="" type="checkbox"/> | BUS4 | 0034022985 | XXXX1212 | James | 011401533 | Chase | 2 | 2020-02-26 ... | Yes |

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

The screenshot displays the EIPP 'Manage Users' interface. At the top, there is a navigation bar with tabs for Home, Preferences, Open Bills, Closed Bills, Payment History, Disputes, Manage Accounts, Payment On Account, Manage Contacts, and **Manage Users**. Below the navigation bar is a search filter and a toolbar with buttons for 'Add User/Contact', 'Edit User/Contact', and 'Activate/Deactivate User/Contact'. The main area contains a table with columns: Title, Customer Name, Customer Number, Customer Name, First Name, Last Name, Username, Security Role..., Functional Role, Email, and Phone Number. A dialog box titled 'Activate / Deactivate User' is open, showing radio buttons for 'Active User' (selected) and 'Inactive User', with 'Submit' and 'Cancel' buttons.

| Title | Customer Name | Customer Number | Customer Name | First Name | Last Name | Username | Security Role... | Functional Role | Email | Phone Number | Se Ro |
|-------------------------------------|---------------|-----------------|---------------|------------|-----------|------------|------------------|-----------------|---------------|--------------|-------|
| <input type="checkbox"/> | | | | | | sigura_... | Customer A... | 1665 | anusmita.p... | | Cus |
| <input checked="" type="checkbox"/> | | | | | | sigura_... | Customer Vi... | 1665 | anusmita.p... | | Cus |
| <input type="checkbox"/> | | | | | | sigura_... | Customer Vi... | 1665 | anusmita.p... | | Cus |

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 vice versa

Manage Contacts

The screenshot shows the EIPP 'Manage Contacts' interface. At the top, there are navigation tabs: Home, Preferences, Open Bills, Closed Bills, Payment History, Disputes, Manage Accounts, Payment On Account, Manage Contacts (selected), and Manage Users. Below the tabs is a search filter and an 'Advanced Search' button. A toolbar contains icons for refresh, back, forward, and buttons for 'Add Contact', 'Edit Contact', 'Invite Contact', and 'Activate/Deactivate Contact/User'. The main area is a table with columns: Title, First Name, Last Name, Create Time, Create User, Update Time, Update User, and Recipient Role. Two contacts are listed: 'Jimmy John' and 'Sub Way'. A modal dialog box titled 'Activate / Inactivate Contact/User' is open over the first contact, containing two radio buttons: 'Active Contact' (selected) and 'Inactive Contact'. At the bottom of the dialog are 'Submit' and 'Cancel' buttons.

| Title | First Name | Last Name | Create Time | Create User | Update Time | Update User | Recipient Role |
|-------------------------------------|------------|-----------|-------------|-------------|-----------------|------------------------|----------------|
| <input checked="" type="checkbox"/> | Jimmy | John | | | 1/2021 06:46:11 | Customer View and P... | Secondary |
| <input type="checkbox"/> | Sub | Way | | | 1/2021 06:47:27 | Customer View and P... | Secondary |

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 vice versa

Invite Contacts

The screenshot displays the EIPP portal interface. The top navigation bar includes 'EIPP' and 'Exports'. Below it, a secondary navigation bar contains 'Open Bills', 'Closed Bills', 'Payment On Account', 'Payment History', 'Disputes', 'Home', and 'Administration'. A left sidebar menu has 'Manage Bank Accounts', 'Manage Users', and 'Manage Contacts' (highlighted). The main content area features a 'Search Filter' dropdown and a toolbar with icons for refresh, search, and other actions. A red box highlights the 'Invite Contact' button in the toolbar. Below the toolbar is a table with columns: Title, First Name, Last Name, Create Time, Create User, and Active. A row is visible with the following data: test planet fitness, customer1, 2020-03-09 08:37:29, Admin, Yes. A modal popup titled 'Select Security Role' is open, containing a dropdown menu for 'Security Role' with options 'Customer View' and 'Customer View&Pay'. The 'Submit' button is also highlighted with a red box.

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



Session expires in: 59 mins and 45 secs
 Welcome Customer Admin
 Last Logged in Time : 7 April, 2021, 12:27:33 pm CST

EIPP Exports

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

Total Open Amount : 228,038.86 USD Selected Payable Amount: 0.00 (0 Invoice(s) selected)

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

| <input type="checkbox"/> | Cust Nam | Custor: 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 |
|--------------------------|----------|---------------|---------------------------|----------------|---------------|--------------------|---------------|-----------------|--------------------------|---------------------------|----------------|----------------|-------------|-------------|------|
| <input type="checkbox"/> | Alo... | 00061... | POUNC0007836 | | 01/15/2021 | 07/01/2021 | -85 | 95063350 | 95063350 | 0095063350 | 976.55 | 976.55 | 976.55 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POCGI0007861 | | 11/10/2020 | 07/01/2021 | -85 | 95022646 | 95022646 | 0072089823 | 1,510.48 | 1,510.48 | 1,510.48 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POUNC0007836 | | 11/12/2020 | 07/01/2021 | -85 | 95024749 | 95024749 | 0072089605 | 12,160.47 | 12,160.47 | 12,160.47 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POJBO0007837 | | 01/28/2021 | 07/01/2021 | -85 | 95069686 | 95069686 | 0095069686 | 1,696.56 | 1,696.56 | 1,696.56 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POUNC0007836 | | 12/21/2020 | 07/01/2021 | -85 | 95049989 | 95049989 | 0095049989 | 6,543.51 | 6,543.51 | 6,543.51 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POJBO0007837 | | 01/20/2021 | 07/01/2021 | -85 | 95064626 | 95064626 | 0095064626 | 5,745.42 | 5,745.42 | 5,745.42 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POCGI0007861 | | 01/21/2021 | 07/01/2021 | -85 | 95065366 | 95065366 | 0095065366 | 4,770.97 | 4,770.97 | 4,770.97 | 0.00 | |
| <input type="checkbox"/> | Alo... | 00061... | POJBO0007837 | | 11/11/2020 | 07/01/2021 | -85 | 95023522 | 95023522 | 0072089604 | 10,910.02 | 10,910.02 | 10,910.02 | 0.00 | |
| <input type="checkbox"/> | 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 select the invoices/Credits you want to pay and apply.

Open Bills (Layout)

The screenshot displays the Solenis EIPP 'Open Bills' interface. At the top, the Solenis logo and 'EIPP Exports' are visible. The navigation bar includes 'Home', 'Preferences', 'Open Bills', 'Closed Bills', 'Payment History', and 'Dispute'. A summary bar shows 'Total Open Amount : 228,038.86' in USD. Below this is a search filter and a table of bills. A context menu is open over the 'Document Date' header, listing various fields to be displayed or hidden, such as 'Customer Name', 'Invoice Amount', and 'Paid Amount'. A green highlight is on the 'save' button in the menu. To the right, a summary bar shows 'Selected Payable Amount: 0.00 (0 Invoice(s) selected)' and a table with columns for 'Reference Document Number', 'Invoice Amount', 'Payable Amount', 'Open Amount', 'Paid Amount', and 'Sche Amo'.

| Document Number | Invoice Amount | Payable Amount | Open Amount | Paid Amount | Sche Amo |
|-----------------|----------------|----------------|-------------|-------------|----------|
| 50 | 976.55 | 976.55 | 976.55 | 0.00 | |
| 46 | 1,510.48 | 1,510.48 | 1,510.48 | 0.00 | |
| 49 | 12,160.47 | 12,160.47 | 12,160.47 | 0.00 | |
| 86 | 1,696.56 | 1,696.56 | 1,696.56 | 0.00 | |
| 89 | 6,543.51 | 6,543.51 | 6,543.51 | 0.00 | |
| 26 | 5,745.42 | 5,745.42 | 5,745.42 | 0.00 | |
| 66 | 4,770.97 | 4,770.97 | 4,770.97 | 0.00 | |
| 22 | 10,910.02 | 10,910.02 | 10,910.02 | 0.00 | |
| 31 | 3,108.84 | 3,108.84 | 3,108.84 | 0.00 | |

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

Solenis Strong words. Trusted solutions.

Session expires in: 34 mins and 49 secs | Welcome Customer Admin | Last Logged in Time : 5 April, 2021, 8:59:49 am CST

EIPP Exports

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

Total Open Amount : 250,283.94 USD | Selected Payable Amount: USD 225.71 (5 Invoice(s) selected)

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

Select All/Deselect All | View Details | Invoices | **Pay Selected Bills** | Statements | Enable/Disable Auto Pay | Dispute

| <input type="checkbox"/> | Customer Reference Number | Dispute Amount | Document Date ↑ | Invoice Due Date | Past Due Days | Doc Num | Reference Document Number | Invoice Amount | Payable Amount | Open Amount | Paid Amount | Scheduled Amount | Docume Type |
|-------------------------------------|---------------------------|----------------|-----------------|------------------|---------------|----------|---------------------------|----------------|----------------|-------------|-------------|------------------|-------------|
| <input checked="" type="checkbox"/> | POJBO0006285 | | 11/14/2019 | 01/01/2020 | 461 | 9453 | 0071559852 | -2,364.53 | -2,364.53 | -2,364.53 | 0.00 | | RV |
| <input checked="" type="checkbox"/> | CR-14570 | | 08/15/2020 | 08/15/2020 | 234 | 94974865 | 0012008943 | -130.68 | -130.68 | -130.68 | 0.00 | | RV |
| <input type="checkbox"/> | 33369004 | | 09/03/2020 | 09/03/2020 | 215 | 94976540 | 0012009876 | -1,258.26 | -1,258.26 | -1,258.26 | 0.00 | | RV |
| <input type="checkbox"/> | 06/05/2020 | | 09/11/2020 | 06/08/2020 | 302 | 94981158 | 0071907447 | -136.68 | 0.00 | -136.68 | -136.68 | | RV |
| <input checked="" type="checkbox"/> | POUNC0007836 | | 11/09/2020 | 05/02/2021 | -26 | 95021691 | 0072089787 | 956.96 | 956.96 | 956.96 | 0.00 | | RV |
| <input checked="" type="checkbox"/> | POUNC0007836 | | 11/09/2020 | 07/01/2021 | -86 | 95021691 | 0072089787 | 957.00 | 957.00 | 957.00 | 0.00 | | RV |
| <input checked="" type="checkbox"/> | POUNC0007836 | 150.00 | 11/09/2020 | 06/01/2021 | -56 | 95021691 | 0072089787 | 956.96 | 806.96 | 956.96 | 0.00 | | RV |
| <input type="checkbox"/> | POJBO0007837 | | 11/10/2020 | 05/02/2021 | -26 | 95022647 | 0072089831 | 650.37 | 150.37 | 650.37 | 500.00 | | RV |

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

The screenshot shows the HighRadius EIPP interface. At the top, there's a navigation bar with 'EIPP' and 'Exports' tabs. Below it, a menu includes 'Home', 'Preferences', 'Open Bills', 'Closed Bills', 'Payment History', 'Disputes', 'Manage Accounts', 'Payment On Account', 'Manage Contacts', and 'Manage Users'. The main area displays 'Total Open Amount : 16,854,025.70 USD' and 'Selected Payable Amount: USD -984.80 (1 Invoice(s) selected)'. A search filter is set to 'Select filter to search...'. A table of invoices is shown with columns: Company Code, Customer Name, Customer Number, Document Type, Invoice Date, Invoice Number, Document Number, Assignment Id, Reference, Reference Document..., Ref Number, and Pu Or. The first row is selected. A dropdown menu is open over the 'Invoices' column, showing 'View Invoice' and 'Correspondence' options. A red box highlights the 'View Invoice' option.

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

The screenshot shows the Solenis EIPP system interface. At the top, it displays the Solenis logo, session expiration (59 mins and 08 secs), and user information (Welcome Customer Admin, Last Logged in Time: 12 January, 2021, 7:14:25 am CST). The main navigation bar includes 'Home', 'Preferences', 'Open Bills', 'Closed Bills', 'Payment History', 'Disputes', 'Manage Accounts', 'Payment On Account', 'Manage Contacts', and 'Manage Users'. Below the navigation bar, there are summary statistics: 'Total Open Amount : 16,854,025.70 USD' and 'Selected Payable Amount: USD -984.80 (1 Invoice(s) selected)'. A search filter is set to 'Select filter to search...'. The main table lists AR records with columns: Company Code, Customer Name, Customer Number, Document Type, Invoice Date, Document Type, Amount, Assignment Id, Reference, Reference Document..., Ref Number, and Pu Or. A dropdown menu is open over the 'Pay Selected Bills' button, showing options for 'Pay by ACH' and 'Pay by Credit Cards'. The first row in the table is selected, showing a company code of US33 and a document type of Misc. DB/CR.

| Company Code | Customer Name | Customer Number | Document Type | Invoice Date | Document Type | Amount | Assignment Id | Reference | Reference Document... | Ref Number | Pu Or |
|-------------------------------------|---------------|-----------------|---------------|--------------|---------------|----------|---------------|-----------|-----------------------|------------|-------|
| <input checked="" type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000034 | | | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000035 | | | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000036 | | 337984 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000037 | | 337984 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000038 | | 12334454 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000039 | | 12307031 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000040 | | 12307176 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000041 | | 12311129 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000042 | | 12343217 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000043 | | 12307036 | | | |
| <input type="checkbox"/> | US33 | | AG | | Misc. DB/CR | 12000046 | | 12334464 | | | |

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

Pay Selected Bills

Preview/Edit Invoices Select Account to Pay View Payment Status

Preview/Edit Invoices and Payment Amounts

| Customer Name | Customer Number | Invoice Date | Invoice Due Date | Invoice Number | Invoice Amount | Dispute Amount | Payable Amount | Payment Comments |
|---------------|-----------------|--------------|------------------|----------------|----------------|----------------|----------------|------------------|
| | | 2019-05-23 | 2022-11-01 | 9002391116 | 1,087.28 | | 1,087.28 | |

Page 1 of 1 Total Net Payable Amount: 1,087.28 USD Open Bills 1 - 1 of 1

Re-Calculate Proceed to Pay Cancel

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

The screenshot displays the 'Pay Bills' interface. At the top, there are buttons for 'Preview/Edit Invoices', 'Select Account to Pay', and 'View Payment Status'. Below these, there are radio buttons for 'Pay Now' (selected) and 'Pay Later'. A dropdown menu shows 'Fitness International, LLC' as the selected payer. Under the heading 'CHOOSE A BANK ACCOUNT', there are options for 'Saved Bank Account' and 'New Bank Account' (selected). A checkbox for 'Save Bank Account For Reuse' is checked. To the right, the 'PAYMENT SUMMARY' section shows: Payment Amount: 76.75 USD, Discounts: 0.00 USD, and Amount Payable: 76.75 USD. At the bottom, there are 'Proceed' and 'Cancel' buttons.

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

Authorization Page - Please read and accept the below terms. ✕

3) You are authorized to make payments/withdrawals from the checking/saving account.

4) You will have sufficient funds in your checking/saving account at the time your payment transaction reaches your bank.

5) If a payment is returned due to non-sufficient funds ("NSF") in your checking/saving account, you agree to pay an administration fee established up to \$ 30.00.

6) You must make your payment one or more business days in advance of the date you want the transaction(s) to be posted to your account, in order to provide us with sufficient time to process your request.

Once submitted, your personal information is stored in a secure environment and used only to conduct secure online transactions. It is your responsibility to exercise caution in transacting business on the Internet and to keep all account information and passwords confidential.

Please see Solenis LLC. Privacy Policy at
<https://www.solenis.com/privacy>

I Accept Terms of Agreement

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

The screenshot shows a software interface for adding bank details. The main window is titled 'Pay Bills' and contains a modal dialog box titled 'Add Bank Account'. The dialog box has a close button (X) in the top right corner. The fields are as follows:

- Bank Country*:** A dropdown menu currently showing 'United States'.
- Currency*:** A dropdown menu currently showing 'USD'.
- Bank Name:** An empty text input field.
- Account Type*:** A dropdown menu.
- Account Number*:** An empty text input field with a question mark icon to its right.
- Re-enter Account Number*:** An empty text input field.
- Routing Number*:** An empty text input field with a question mark icon to its right.
- Account Holder's Name*:** An empty text input field.

At the bottom of the dialog box, there are two buttons: 'Submit' (highlighted with a red rectangle) and 'Cancel'.

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

Pay By ACH – Use Existing Bank Account Details

Pay Bills

Session expires in: Welcome Merchant Admin

Preview/Edit Invoices

Select Account to Pay

View Payment Status

Choose payment option and view summary

Pay Now Pay Later

PAYER: Fitness International, LLC

CHOOSE A BANK ACCOUNT

Saved Bank Account New Bank Account

Save Bank Account For

Select a Bank Account...

XXXXX0614

XXXXX2894

XXXXX5678

PAYMENT SUMMARY

Payment Amount : 380.97 USD

Discounts : 0.00 USD

Amount Payable : 380.97 USD

Proceed Cancel

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

Total Open Amount : 16,854.00

Payment Response

Search Filter: Select filter to see

Select All/Deselect All

Preview/Edit Invoices

Select Account to Pay

View Payment Status

| Invoice Number | Paid Amount | Transaction Id | Payment Status | Payment Response... | Debit Credit Indicator |
|----------------|-------------|----------------|----------------|---------------------|------------------------|
| | 628.88 | QAIN59YSQY | Success | Successfully ... | Debit |

Payment Summary

Net Paid Amount : 628.88 USD

Email Receipt Print Receipt Close

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

The screenshot shows the 'Pay Bills' interface. At the top, there are buttons for 'Preview/Edit Invoices', 'Select Account to Pay', and 'View Payment Status'. Below these, there are radio buttons for 'Pay Now' and 'Pay Later', with 'Pay Later' selected. A calendar for May 2020 is displayed, with the 7th selected. To the left of the calendar, there are options for 'PAYER:' (Fitness Int...) and 'CHOOSE A BANK ACCOUNT' (Saved Bank Account, New Bank Account, Save Bank Account For Reuse). To the right of the calendar, there are amounts: 76.75 USD, 0.00 USD, and 76.75 USD. At the bottom, there are 'Proceed' and 'Cancel' buttons, with 'Proceed' highlighted.

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

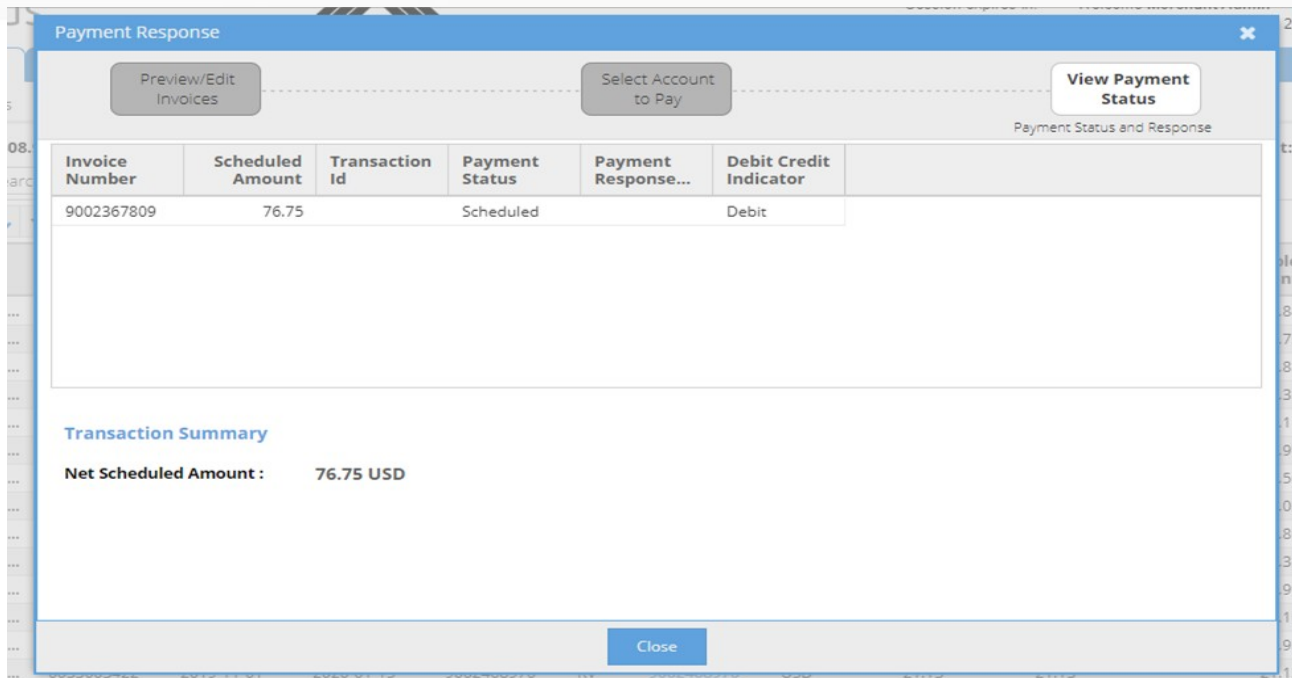
Step 2: Select a date from the calendar as per required

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



The screenshot shows a 'Payment Response' popup window. At the top, there are three buttons: 'Preview/Edit Invoices', 'Select Account to Pay', and 'View Payment Status'. Below these is a table with the following data:

| Invoice Number | Scheduled Amount | Transaction Id | Payment Status | Payment Response... | Debit Credit Indicator |
|----------------|------------------|----------------|----------------|---------------------|------------------------|
| 9002367809 | 76.75 | | Scheduled | | Debit |

Below the table is a 'Transaction Summary' section with the text: 'Net Scheduled Amount : 76.75 USD'. At the bottom of the popup is a 'Close' button.

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

Generate statement

The screenshot shows the EIPP Exports interface. At the top, there are navigation tabs: Home, Preferences, Open Bills (selected), Closed Bills, Payment History, Disputes, Manage Accounts, Payment On Account, Manage Contacts, and Manage Users. Below the tabs, the 'Total Open Amount' is 16,854,025.70 USD, and the 'Selected Payable Amount' is USD 30.48 (1 Invoice(s) selected). A search filter is set to 'Select filter to search...'. The main area contains a table of invoices with columns: Customer Reference, Company Code, Currency, Customer Name, Customer Number, Debit Credit Indicator, Dispute Amount, Document Number, Document Type, Document Date, Invoice Amount, and Invoice Date. A 'Download Statement' button is highlighted over the first row of the table.

| <input type="checkbox"/> | Customer Reference... | Company Code | Currency | Customer Name | Customer Number | Debit Credit Indicator ↓ | Dispute Amount | Document Number | Document Type | Document Date | Invoice Amount | Invoice Date | |
|-------------------------------------|-----------------------|--------------|----------|---------------|-----------------|--------------------------|----------------|-----------------|---------------|---------------|----------------|--------------|-----|
| <input checked="" type="checkbox"/> | | US33 | USD | | | Debit | | 94955437 | RV | Std. Invoice | 08/17/2020 | 30.48 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94955552 | RV | Std. Invoice | 08/17/2020 | 700.84 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94955728 | RV | Std. Invoice | 08/17/2020 | 1,004.16 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94957630 | RV | Std. Invoice | 08/18/2020 | 110.19 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94957624 | RV | Std. Invoice | 08/18/2020 | 474.78 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959162 | RV | Std. Invoice | 08/18/2020 | 185.03 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959295 | RV | Std. Invoice | 08/19/2020 | 70.64 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959669 | RV | Std. Invoice | 08/19/2020 | 383.13 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959574 | RV | Std. Invoice | 08/19/2020 | 355.94 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959998 | RV | Std. Invoice | 08/19/2020 | 438.23 | 10/ |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94961802 | RV | Std. Invoice | 08/20/2020 | 127.23 | 10/ |

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)

SOLENIS Energy Services & Solutions

Session expires in: **59 mins and 42 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

Total Open Amount : 16,854,025.70 USD Selected Payable Amount: USD 30.48 (1 Invoice(s) select

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

Select All/Deselect All View Details Invoices Pay Selected Bills Statements Enable/Disable Auto Pay **Dispute**

| <input type="checkbox"/> | Customer Reference... | Company Code | Currency | Customer Name | Customer Number | Debit Credit Indicator ↓ | Dispute Amount | Document Number | Document Type | Document Type | Document Date | Invoice Amount |
|-------------------------------------|-----------------------|--------------|----------|---------------|-----------------|--------------------------|----------------|-----------------|---------------|---------------|---------------|----------------|
| <input checked="" type="checkbox"/> | | US33 | USD | | | Debit | | 94955437 | RV | Std. Invoice | 08/17/2020 | 30.48 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94955552 | RV | Std. Invoice | 08/17/2020 | 700.84 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94955728 | RV | Std. Invoice | 08/17/2020 | 1,004.16 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94957630 | RV | Std. Invoice | 08/18/2020 | 110.19 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94957624 | RV | Std. Invoice | 08/18/2020 | 474.78 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959162 | RV | Std. Invoice | 08/18/2020 | 185.03 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959295 | RV | Std. Invoice | 08/19/2020 | 70.64 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959669 | RV | Std. Invoice | 08/19/2020 | 383.13 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959574 | RV | Std. Invoice | 08/19/2020 | 355.94 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94959998 | RV | Std. Invoice | 08/19/2020 | 438.23 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94961802 | RV | Std. Invoice | 08/20/2020 | 127.23 |
| <input type="checkbox"/> | | US33 | USD | | | Debit | | 94962341 | RV | Std. Invoice | 08/20/2020 | 104.18 |

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

search... [Icons]

Create Dispute

| Invoice Number | Open Amount | Currency | Debit Credit Indicator | Payment Amount | Dispute Reason | Amount to be Disputed | Comments |
|----------------|-------------|----------|------------------------|----------------|----------------------|-----------------------|----------------------|
| 9002391116 | 1,087.28 | USD | Debit | 1,087.28 | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Page 1 of 1 [Navigation Icons] DISPUTE 1 - 1 of 1

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)

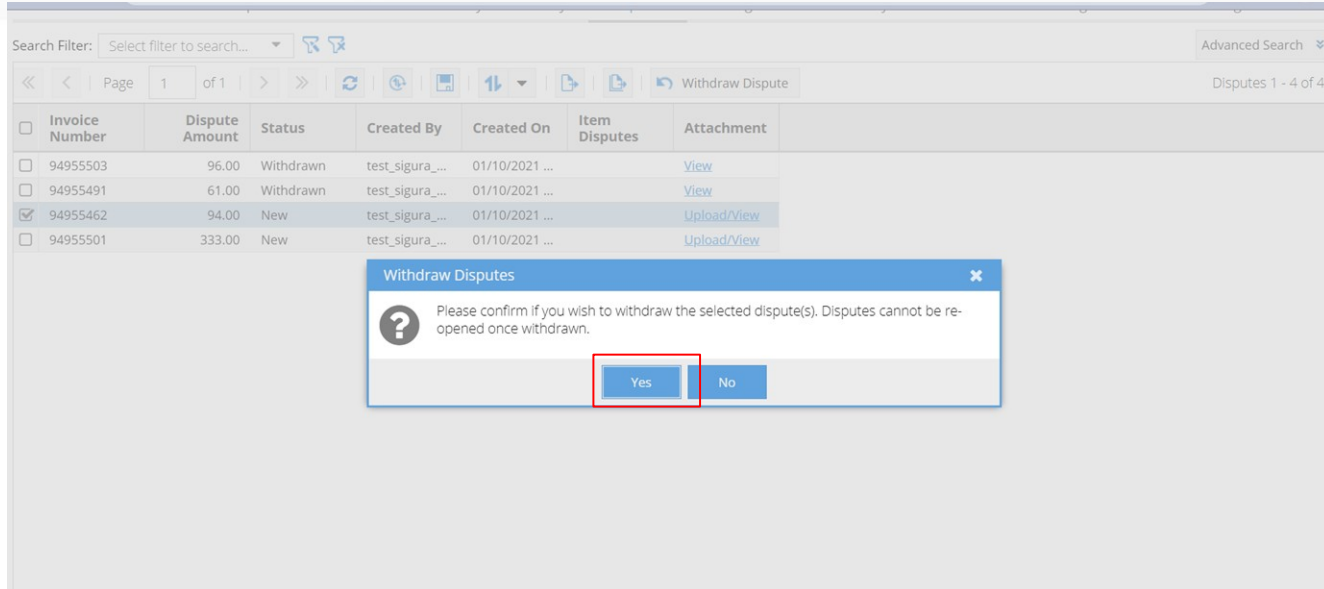
Disputes – (Withdraw)

The screenshot shows the Solenis EIPP interface. At the top, the Solenis logo is on the left, and session information is on the right: "Session expires in: 53 mins and 15 secs" and "Welcome Customer Admin Last Logged in Time : 13 January, 2021, 6:57:45 am CST". Below this is a navigation bar with "Exports" selected. A secondary navigation bar contains links for Home, Preferences, Open Bills, Closed Bills, Payment History, Disputes (highlighted), Manage Accounts, Payment On Account, Manage Contacts, and Manage Users. A search filter is set to "Select filter to search...". Below the search bar is a toolbar with various icons, including a "Withdraw Dispute" button which is highlighted with a red box. To the right of the toolbar, it says "Disputes 1 - 4 of 4". The main content is a table with the following data:

| <input type="checkbox"/> | Invoice Number | Dispute Amount | Status | Created By | Created On | Item Disputes | Attachment |
|--------------------------|----------------|----------------|-----------|-----------------|----------------|---------------|-----------------------------|
| <input type="checkbox"/> | 94955503 | 96.00 | Withdrawn | test_sigura_... | 01/10/2021 ... | | View |
| <input type="checkbox"/> | 94955491 | 61.00 | New | test_sigura_... | 01/10/2021 ... | | Upload/View |
| <input type="checkbox"/> | 94955462 | 94.00 | New | test_sigura_... | 01/10/2021 ... | | Upload/View |
| <input type="checkbox"/> | 94955501 | 333.00 | New | test_sigura_... | 01/10/2021 ... | | Upload/View |

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)



The screenshot shows a web application interface for managing disputes. At the top, there is a search filter and navigation controls. Below this is a table with the following columns: Invoice Number, Dispute Amount, Status, Created By, Created On, Item Disputes, and Attachment. The table contains four rows of data. The third row is selected, and a 'Withdraw Disputes' dialog box is open over it. The dialog box has a blue header and a white body with a question mark icon and the text: 'Please confirm if you wish to withdraw the selected dispute(s). Disputes cannot be re-opened once withdrawn.' At the bottom of the dialog box, there are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red rectangle.

| Invoice Number | Dispute Amount | Status | Created By | Created On | Item Disputes | Attachment |
|----------------|----------------|-----------|-----------------|----------------|---------------|-----------------------------|
| 94955503 | 96.00 | Withdrawn | test_sigura_... | 01/10/2021 ... | | View |
| 94955491 | 61.00 | Withdrawn | test_sigura_... | 01/10/2021 ... | | View |
| 94955462 | 94.00 | New | test_sigura_... | 01/10/2021 ... | | Upload/View |
| 94955501 | 333.00 | New | test_sigura_... | 01/10/2021 ... | | Upload/View |

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)

| 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 address |

- 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

The screenshot shows the 'Payment On Account' form in the EIPP system. The form is titled 'Payment On Account' and is located under the 'Exports' tab. The form includes the following fields:

- Payment Type*: ACH
- Customer*: [Redacted]
- Amount*: [Redacted]
- Currency*: USD
- Purchase Order No: [Redacted]
- Reference Number*: [Redacted]
- Comments: Max. 255 characters allowed.

A red box highlights the 'Submit' button at the bottom of the form, which is labeled 'Submit' and has the text 'Press Submit to proceed with the payment' next to it.

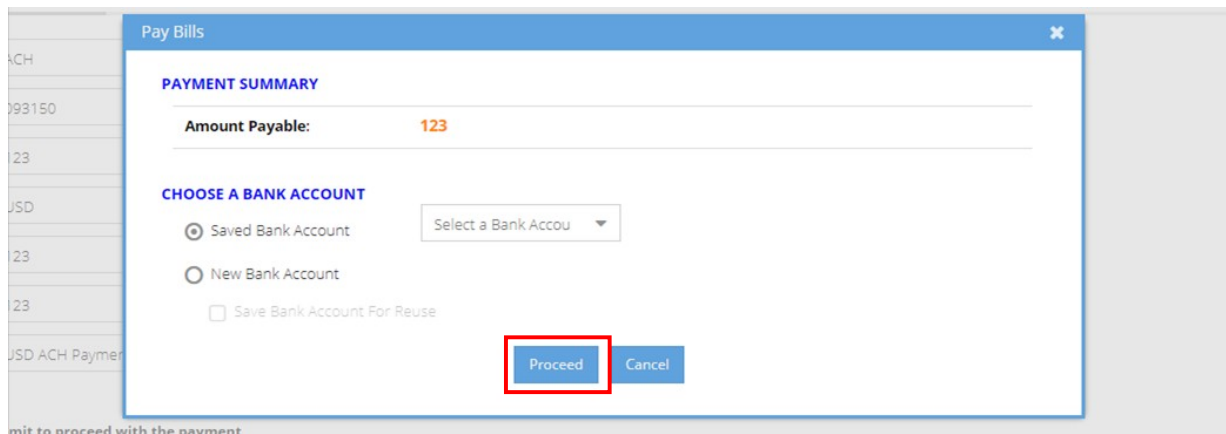
Payment On Account enables to make a payment without referencing any invoice. You can simply select the Customer, Amount and Reference Number to make the payment via ACH. This functionality **will not apply the payment to the invoice** and is discouraged. [Refer to the Open Bills tab and select invoices/credits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



The screenshot shows a 'Pay Bills' dialog box with the following content:

- PAYMENT SUMMARY**
 - Amount Payable: 123
- CHOOSE A BANK ACCOUNT**
 - Saved Bank Account: Select a Bank Account (dropdown menu)
 - New Bank Account
 - Save Bank Account For Reuse
- Buttons: Proceed (highlighted with a red box), Cancel

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



Session expires in:
58 mins and 47 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

| <input type="checkbox"/> | Payer Number | Payer Name | Transaction ID | Paid Amount | Currency | Payment Status | Payment Method | Payment Initiated On | Completed Date | Scheduled Amount | Scheduled Date | Convenie... Fee |
|--------------------------|--------------|------------|----------------|-------------|----------|----------------|----------------|----------------------|----------------|------------------|----------------|-----------------|
| <input type="checkbox"/> | 0006041403 | ABC | QAINS9YSQY | 628.88 | USD | Success | ACH | 01/13/2021 ... | 01/13/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | EYMSC8XLM4 | 261.28 | USD | Success | CREDITCARD | 01/11/2021 ... | 01/11/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | S8HIIA7MLM | 4,341.44 | USD | Success | ACH | 01/11/2021 ... | 01/11/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | TMUPSRDFXV | 1,347.27 | USD | Success | CREDITCARD | 01/10/2021 ... | 01/10/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | NGRTZCZJJ6 | 1,438.69 | USD | Failed | CREDITCARD | 01/10/2021 ... | 01/10/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 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



Session expires in: 58 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: **Schedule Pay Cancellation is not allowed. Please contact supplier.** Advanced Search

Page 1 of 1 Download Remittance Details Payment 1 - 9

| Payment Initiated On | Completed Date | Scheduled Amount | Scheduled Date | Convenie... Fee | Sales Order Number | Purchase Order... | Comments | Invoices Paid | Receipt | Scheduled | Invoice Currency |
|----------------------|----------------|------------------|----------------|-----------------|--------------------|-------------------|----------|----------------------|---------|-----------|------------------|
| 01/13/2021 ... | 01/13/2021 ... | | | 0.00 | | | | View | | No | |
| 01/11/2021 ... | 01/11/2021 ... | | | 0.00 | | | | View | | No | |
| 01/11/2021 ... | 01/11/2021 ... | | | 0.00 | | | | View | | No | |
| 01/10/2021 ... | 01/10/2021 ... | | | 0.00 | | | | View | | No | |
| 01/10/2021 ... | 01/10/2021 ... | | | 0.00 | | | | View | | No | |
| 01/10/2021 ... | 01/10/2021 ... | 150.11 | 01/12/2021 | 0.00 | | | | View | | Yes | |
| 01/10/2021 ... | 01/10/2021 ... | | | 0.00 | | | | View | | No | |
| 01/07/2021 ... | 01/07/2021 ... | | | 0.00 | | | | View | | No | |
| 01/07/2021 ... | 01/07/2021 ... | | | 0.00 | | | | View | | No | |

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



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

| <input type="checkbox"/> | Payer Number | Payer Name | Transaction ID | Paid Amount | Currency | Payment Status | Payment Method | Payment Initiated On | Completed Date | Scheduled Amount | Scheduled Date | Convenie... Fee |
|--------------------------|--------------|------------|----------------|-------------|----------|----------------|----------------|----------------------|----------------|------------------|----------------|-----------------|
| <input type="checkbox"/> | 0006041403 | ABC | QAINS9YSQY | 628.88 | USD | Success | ACH | 01/13/2021 ... | 01/13/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | EYMSC8XLM4 | 261.28 | USD | Success | CREDITCARD | 01/11/2021 ... | 01/11/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | S8HIA7MLM | 4,341.44 | USD | Success | ACH | 01/11/2021 ... | 01/11/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | TMUPSRDFXV | 1,347.27 | USD | Success | CREDITCARD | 01/10/2021 ... | 01/10/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | NGRTZCZJ6 | 1,438.69 | USD | Failed | CREDITCARD | 01/10/2021 ... | 01/10/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | | | USD | Scheduled | ACH | 01/10/2021 ... | | 150.11 | 01/12/2021 | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | MOD38BXZIN | 48.50 | USD | Success | CREDITCARD | 01/10/2021 ... | 01/10/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | EO4LTDCRGN | 2,727.41 | USD | Success | CREDITCARD | 01/07/2021 ... | 01/07/2021 ... | | | 0.00 |
| <input type="checkbox"/> | 0006041403 | ABC | QAC7WAVN | 1,734.46 | USD | Success | ACH | 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

The screenshot shows the EIPP interface with the 'Payment History' tab selected. A red box highlights the 'Payment History' tab and the 'Export' button in the toolbar. A blue dialog box titled 'Export Current Page' is open, with a red box around the 'Export Name' input field. The dialog also shows 'File Type' options (EXCEL and CSV) and a 'File Separator' field.

| | Payer Number | Payer Name | Paid By | Transactic ID | Paid Amount | Currenc | Payment Status | Payment Method | Invoices Paid | Recd |
|--------------------------|--------------|------------|---------|---------------|-------------|---------|----------------|----------------|---------------|------|
| <input type="checkbox"/> | 0034022985 | | | 2YAC9MZ... | 100.00 | USD | Success | ACH | Not Available | |
| <input type="checkbox"/> | 0034022985 | | | PSNBGL8... | | | | | | |
| <input type="checkbox"/> | 0034022985 | | | 4NTKBAC... | | | | | | |
| <input type="checkbox"/> | 0034022985 | | | ADBBRUS... | | | | | | |
| <input type="checkbox"/> | 0034022985 | | | HDMMK8... | | | | | | |
| <input type="checkbox"/> | 0034022985 | | | TYJ2V8PB... | | | | | | |
| <input type="checkbox"/> | 0034022985 | | | 5LPYDRB... | | | | | | |

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

EIPP Exports

Open Bills **Closed Bills** Payment On Account Payment History Disputes Home Administration

Search Filter: Select filter to search...  

        Preview

| <input type="checkbox"/> | Customer Name | Customer Number | Invoice Date | Invoice Due Date | Invoice Number | Document Number | Invoice Amount | Dispute Amount | Paid Amount | Clearing Date |
|--------------------------|---------------|-----------------|--------------|------------------|----------------|-----------------|----------------|----------------|-------------|---------------|
| <input type="checkbox"/> | | | 2019-05-28 | 2024-03-01 | 9002389686 | 9002389686 | 9,495.09 | | 18,990.18 | 2020-04-09 |
| <input type="checkbox"/> | | | 2019-05-28 | 2024-03-01 | 9002389686 | 9002389686 | 9,380.96 | | 9,280.96 | 2020-04-09 |
| <input type="checkbox"/> | | | 2019-05-28 | 2024-02-01 | 9002389686 | 9002389686 | 9,495.09 | | 9,495.09 | 2020-04-09 |
| <input type="checkbox"/> | | | 2019-05-28 | 2024-01-01 | 9002389686 | 9002389686 | 9,495.09 | | 9,495.09 | 2020-04-09 |
| <input type="checkbox"/> | | | 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



EIPP Exports

Exports Summary

| <input type="checkbox"/> | Export Id | Export Name | Export Time | File Type | File Size | Record Count | Status | File Path | Error File Path |
|--------------------------|-----------|-----------------|----------------|-----------|-----------|--------------|---------|--------------------------|-----------------|
| <input type="checkbox"/> | 2414 | Sigura_State... | 01/13/2021 ... | PDF | 0 KB | 15000 | Success | Download | |
| <input type="checkbox"/> | 2413 | Sigura_State... | 01/13/2021 ... | PDF | 0 KB | 15000 | Success | Download | |
| <input type="checkbox"/> | 2409 | Sigura_State... | 01/12/2021 ... | PDF | 0 KB | 15000 | Success | Download | |
| <input type="checkbox"/> | 2408 | Sigura_State... | 01/12/2021 ... | PDF | 0 KB | 15000 | Success | Download | |

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