Customer Welcome Kit

Electronic Invoice Presentment & Payment (EIPP) Module

Autonomous Software

powered by AI

URBAN ELEVATOR SERVICE AZ

URBAN ELEVATOR SERVICE TX

URBAN ELEVATOR SERVICE CA

URBAN ELEVATOR SERVICE CO

highradius

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SECTION 1

EIPP Customer Login

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There are two ways to register for the payment portal:

1. Self Registration HighRadius EIPP

You may have received a communication with instructions for completing the self-registration process on the payment portal. To complete the registration, customers will need the following information:

a. **Customer Number**
b. **Open Invoice Number**



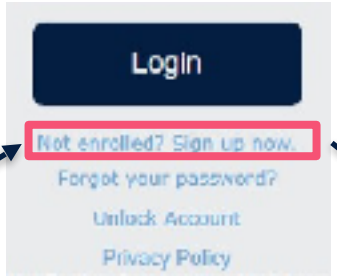
EIPP Portal



2. An Urban Elevators contact sends an individual invitation

After the invite is sent, you will receive an email (shown on the screen) containing the link to register on the EIPP portal.





Access the New E-Pay Portal

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Log in & Register in the HighRadius EIPP Portal

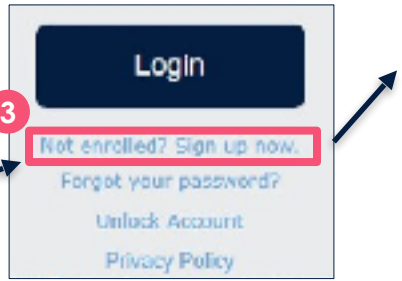
1 Access the New E-Pay Portal

Register now to access the new customer E-Pay Portal

1. You will need your Customer Number and current Invoice Number.
2. Both numbers are available on your invoice.
3. Please make note of your password as it is required in the next login screen.
4. After clicking "Register," please wait 1-2 minutes for your information to get processed.
5. Please login immediately after to complete the registration process.

2 EIPP Portal





4 EIPP Registration Screen



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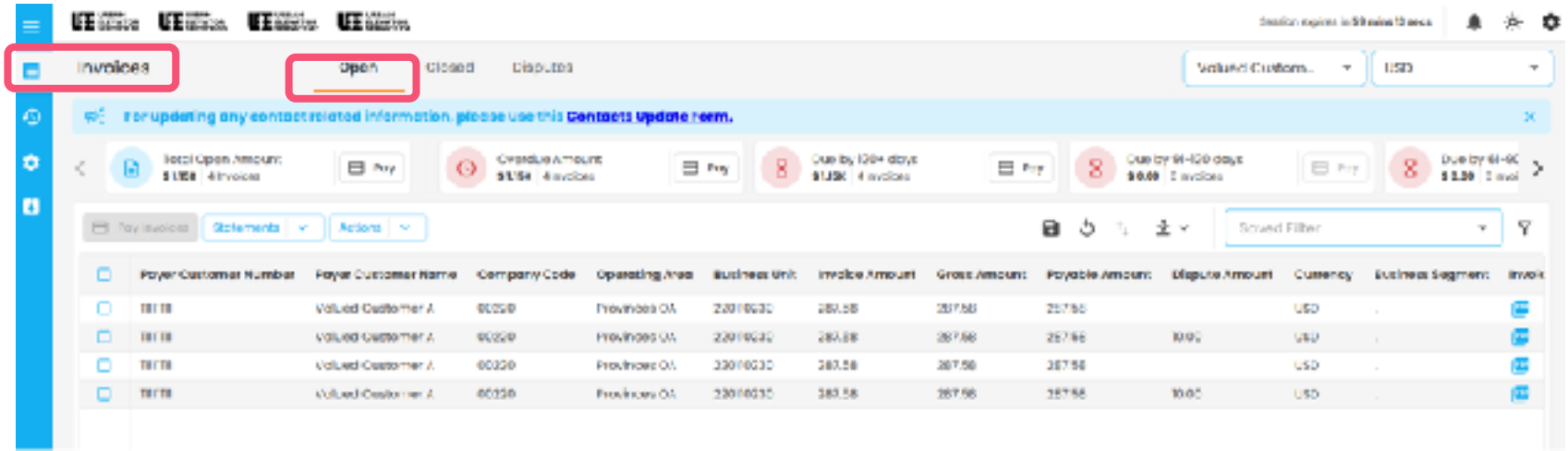
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EIPP Overview

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EIPP Overview – Open Invoices



Open Invoices Tab (View and manage all open invoices)

Payment Options:

- Enable Autopay for automatic payments
- Schedule future payments for convenience
- Make partial payments on invoices
- Complete full payment of invoices

Payment Methods:

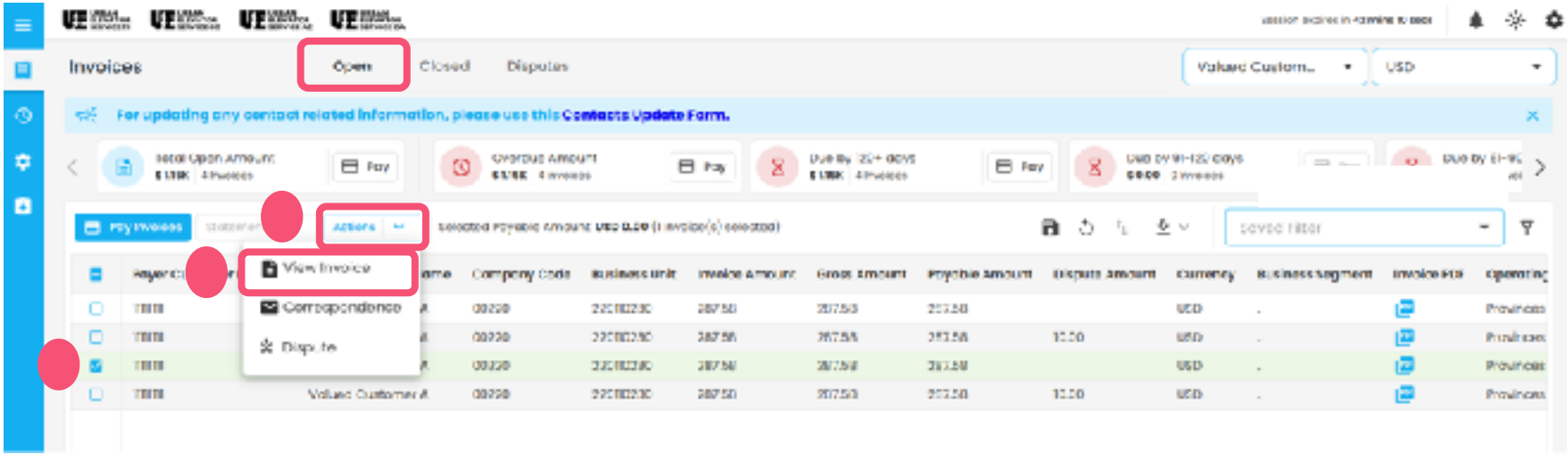
Bank Account, Credit Card (CC), or Debit Card (DC) details

Filtering & Search: Apply filters using Advanced Search fields to narrow down invoices

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EIPP Overview – Open Invoices



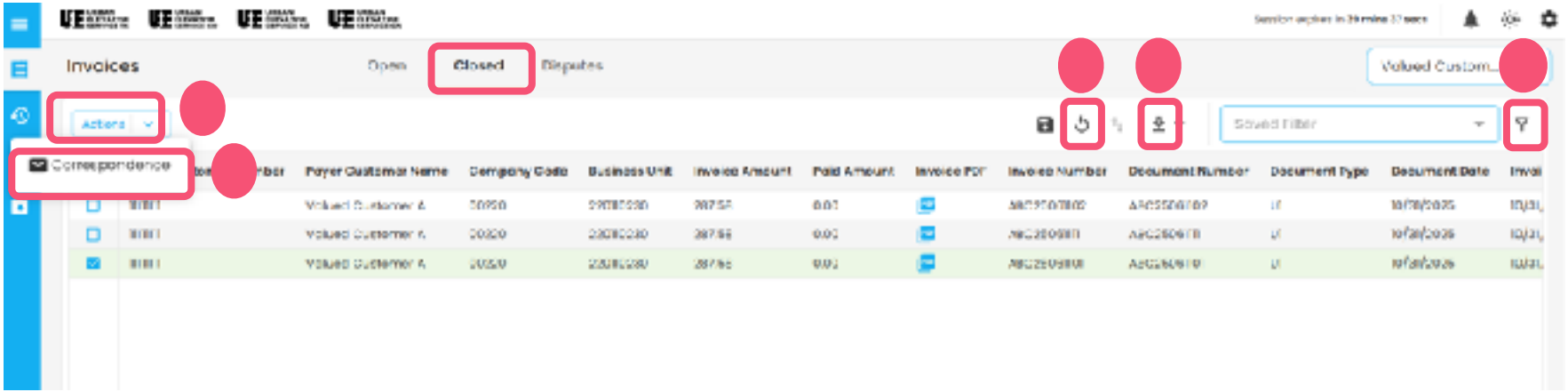
How to view the sales invoice copy

1. Select the check mark next to the invoice you would like to view
2. Select actions
3. View invoice

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EIPP Overview – Closed Invoices



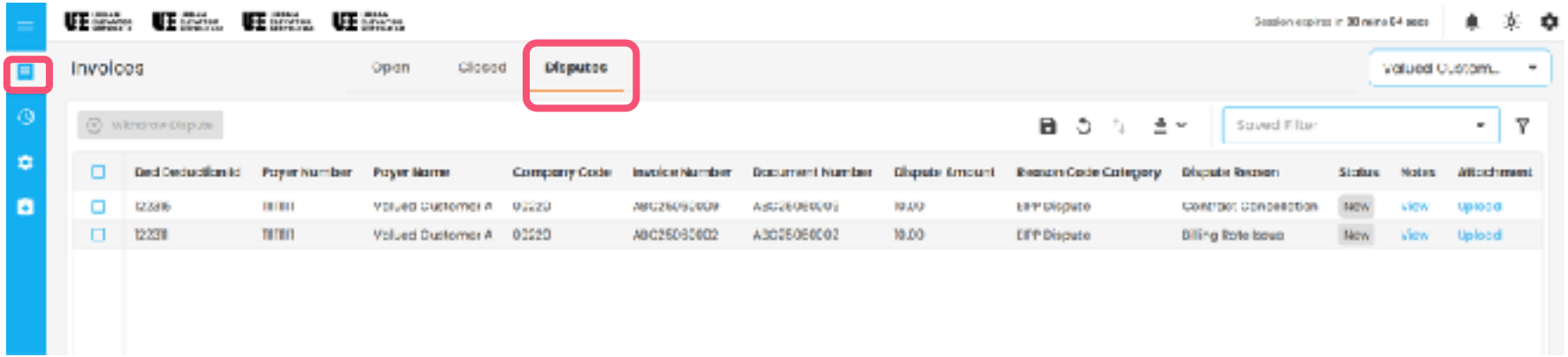
Closed Invoices Tab (View all closed invoices)

1. View closed invoices – this includes a pdf copy
2. Action drop down > Correspondence to email an invoice copy
3. Reload screen
4. Download data from current view
5. Filter closed invoice data

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EIPP Overview – Disputes



Disputes Tab

View of all dispute history – **Open** & **Closed** disputes are included in this tab

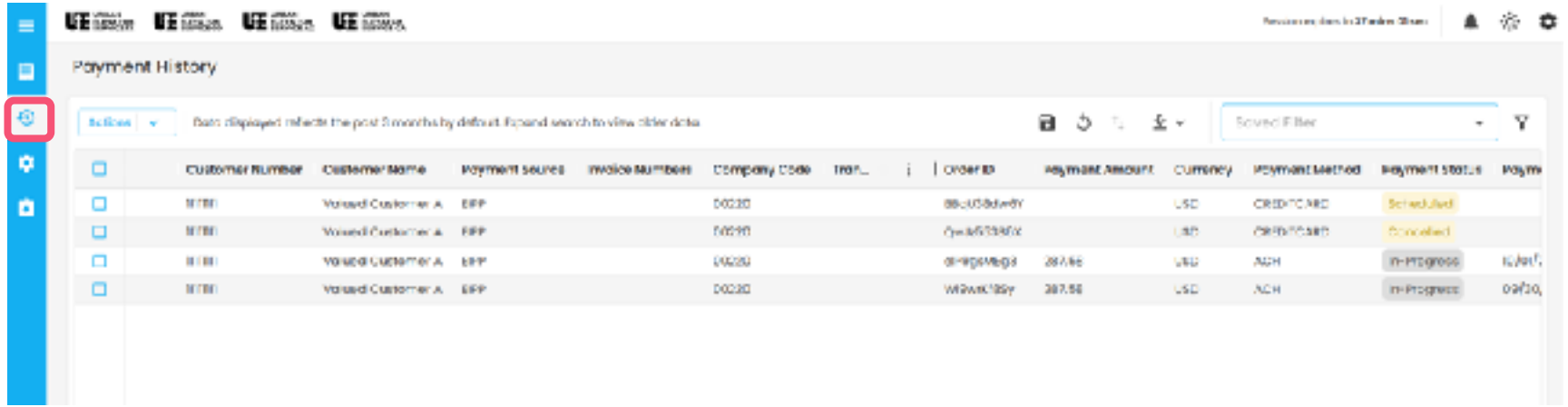
Dispute Status definitions:

- **Open** = The dispute has been successfully submitted
- **Closed** = The dispute has been fully resolved
- **Rejected** = The dispute was reviewed and formally denied
- **Withdrawn** = The dispute was initiated but later cancelled by the submitter

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EIPP Overview – Payment History



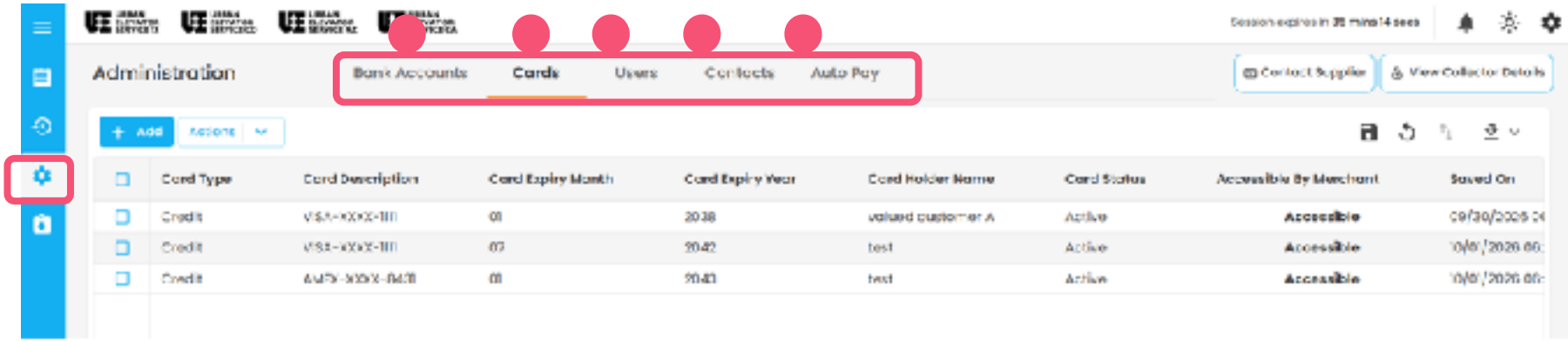
Payment History Tab

1. View all the details for all your payments
2. Download and email the payment receipts

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EIPP Overview – Administration



Administration Tab

Add, edit, and delete the details

1. Bank accounts
2. Credit Cards / Debit Cards
3. Manage all your approved Users
4. Manage all your Contacts
5. Autopayments (Preferences)

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SECTION 2

Payment Workflow (Credit/Debit Card, ACH)

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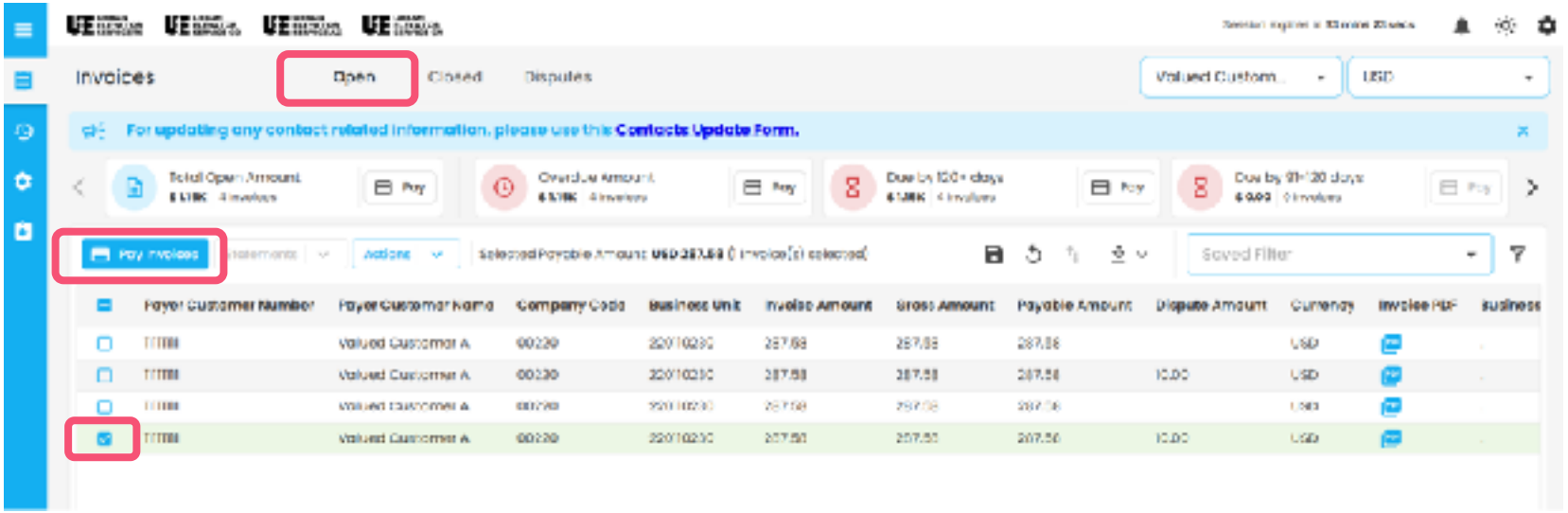
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Full Payment

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Full Payments



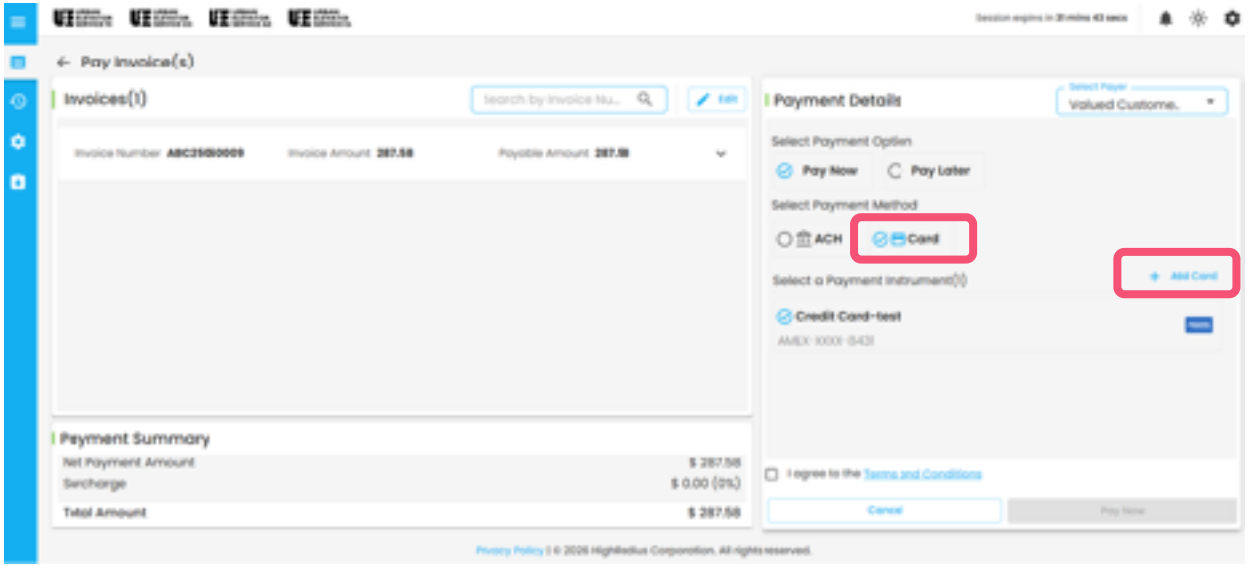
How to Make a Payment

1. Open Invoices tab
2. Select the invoices you plan to pay
3. Select the Pay Selected Bills button
4. Choose any one of the payment methods options

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Full Payments (Credit Cards)



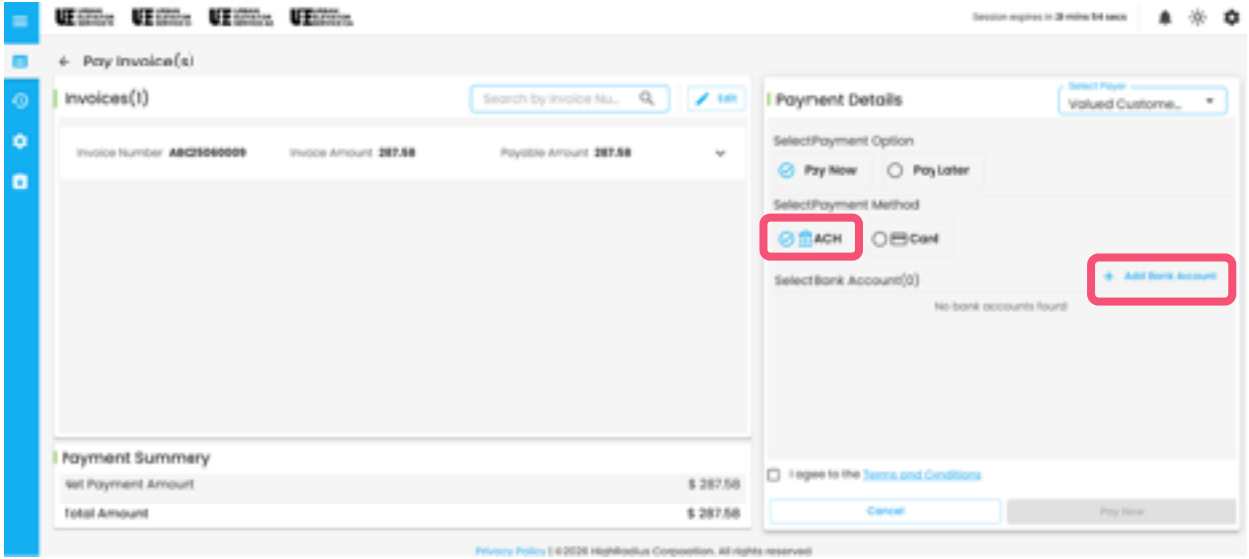


In the Pay Invoices screen, after proceeding through the Pay Selected Bills screen, add the card details and click on Proceed to complete the payment. After this, a confirmation pop-up will appear to indicate whether your payment has been successful. You can also find payment status on the Payment History tab.

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Full Payments (ACH)





In the Pay Invoices screen, after proceeding through the pay selected bills screen, add the card details and click on Proceed to complete the payment. A confirmation pop-up will appear to indicate whether your payment has been successful. If your payment is not successful, please double-check in the Payment History and contact Support if you need help.

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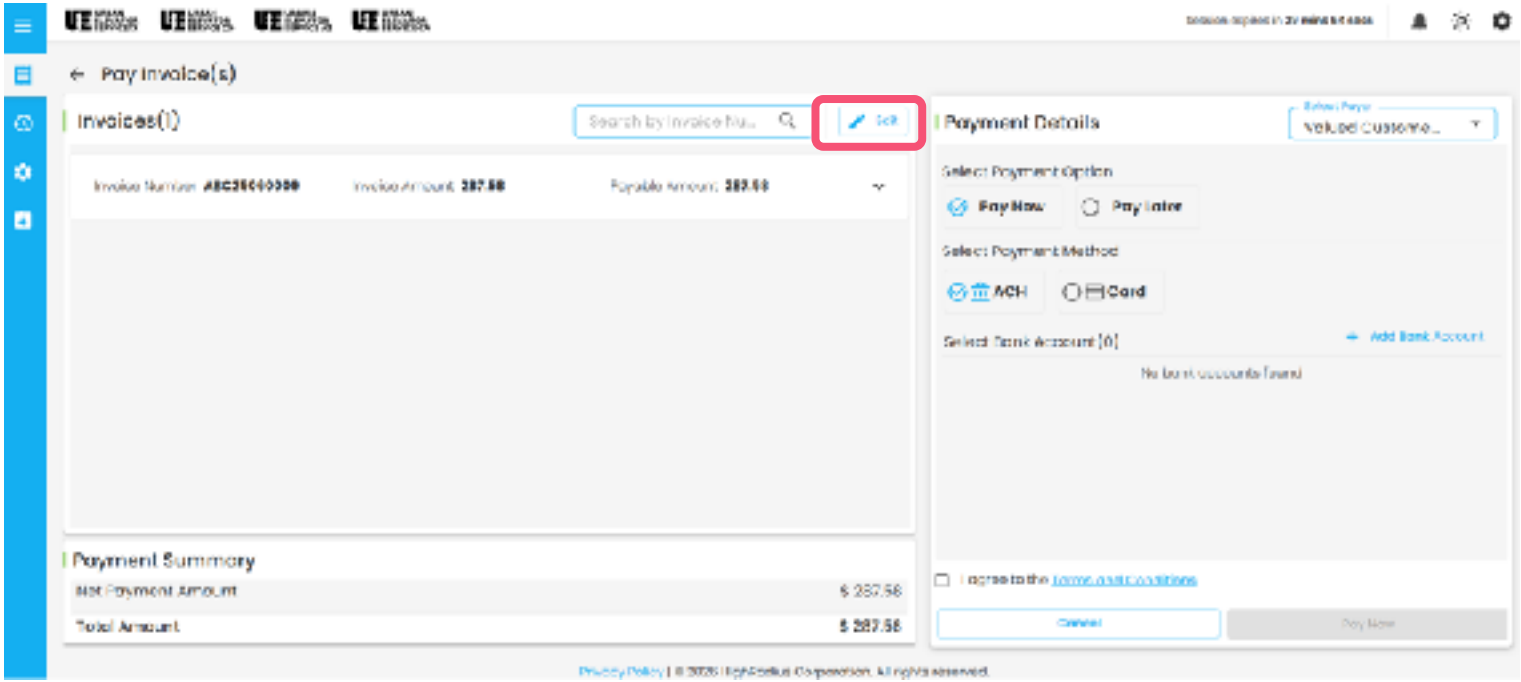
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Partial Payment

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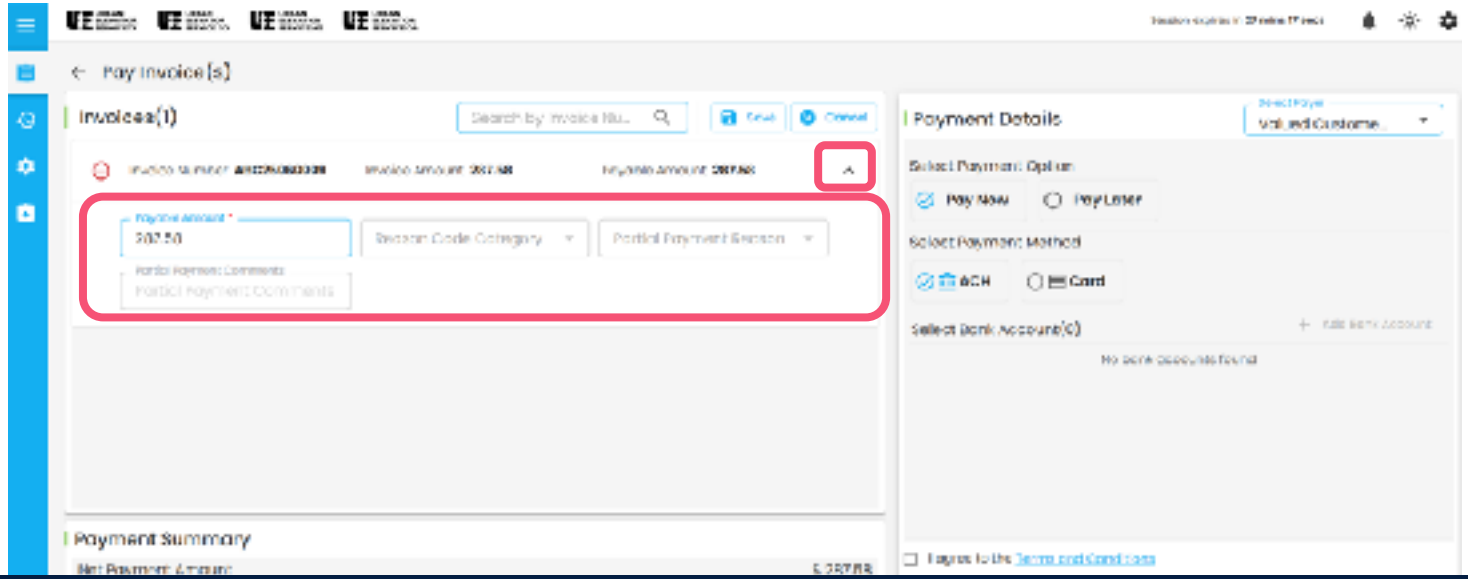


If you would like to partially pay an invoice in the Pay Invoice(s) screen, select the Edit option

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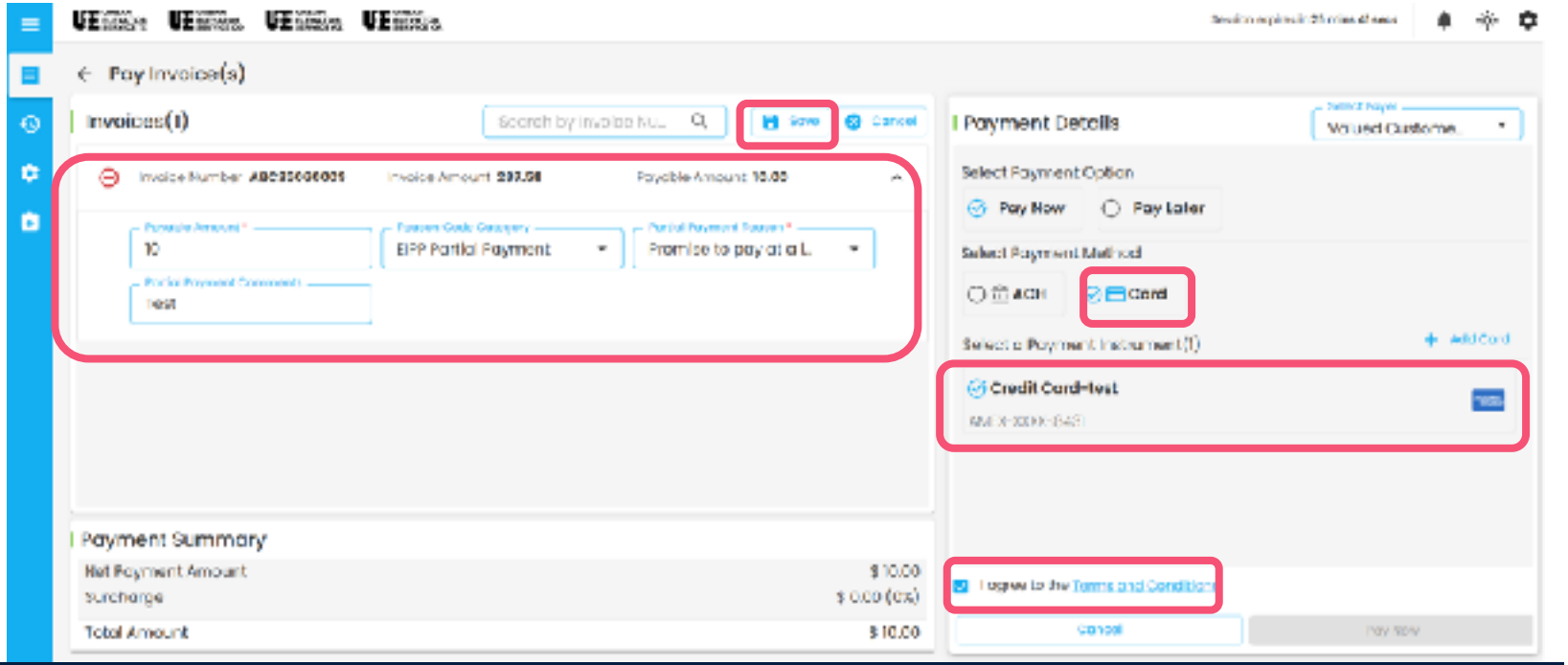
Within the same screen you will be prompted to:

- Adjust the payment amount
- Select the partial payment Reason Code Category
- Enter the Partial Payment Reason
- Add any Partial Payment Comments
- Press Save
- Continue with completing the payment

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Partial Payments



In the Pay Invoices screen, after proceeding through the pay selected bills screen, add the card details or use one saved already and click on Proceed to complete the payment. A confirmation pop-up will appear to indicate whether your payment has been successful. If your payment is not successful, please double-check in the Payment History and contact Support if you need help.

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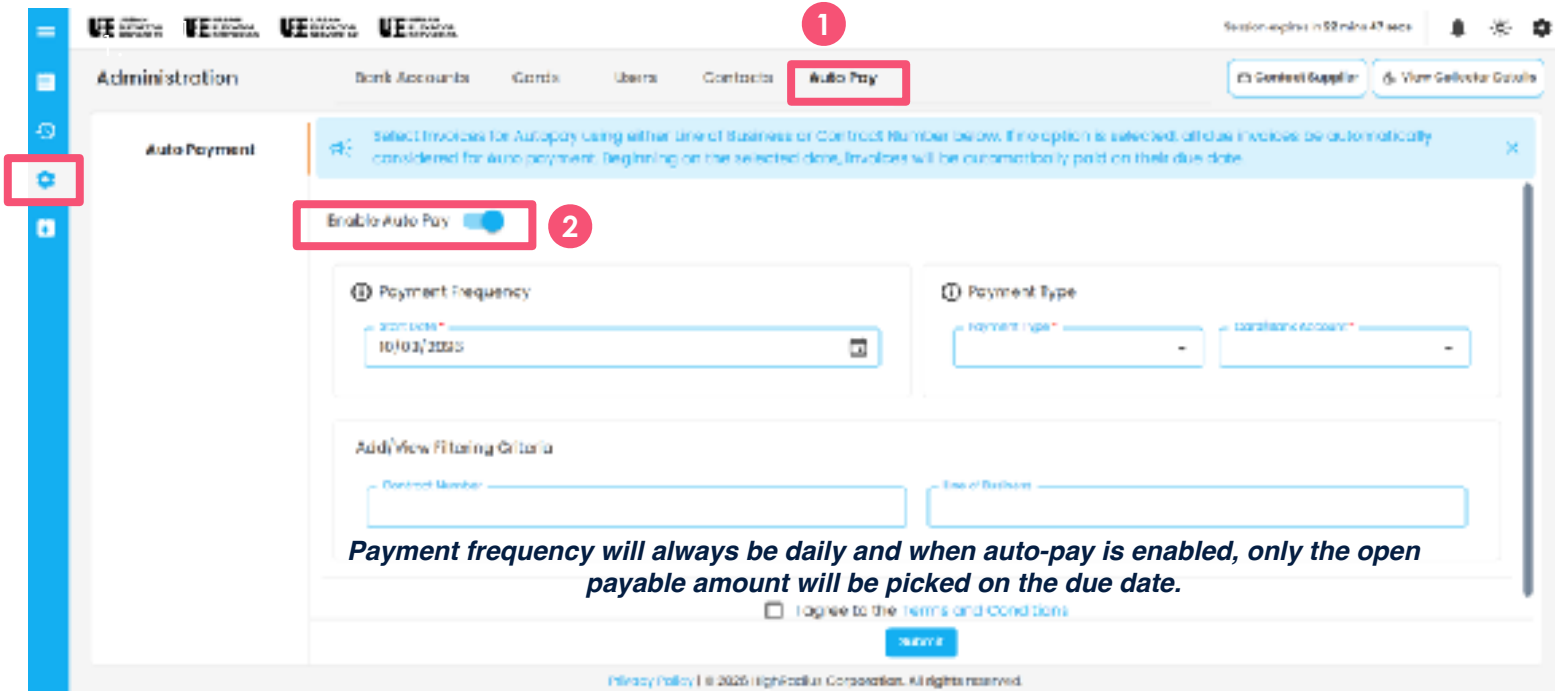
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Auto Payment

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Auto Pay Setup

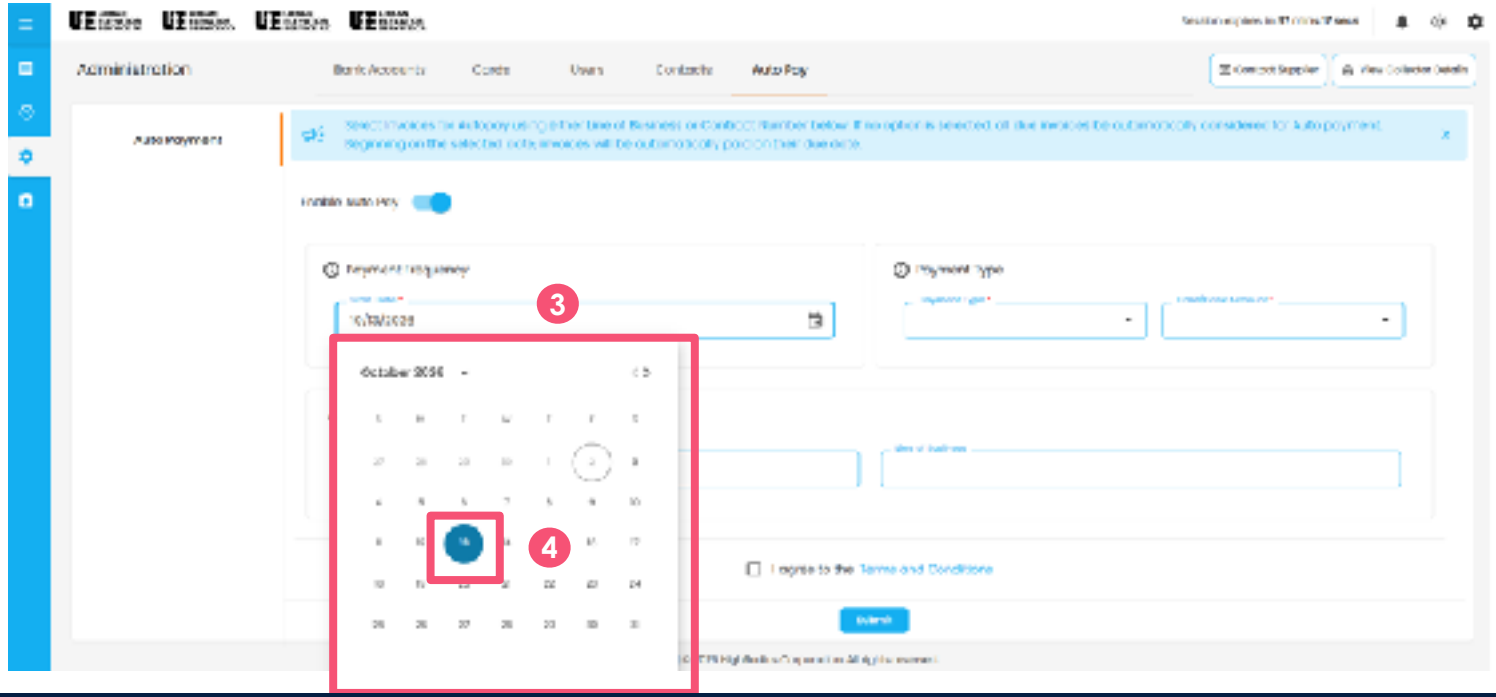


1. Navigate to the Administration -> Auto Pay sub-tab under the EIPP tab
2. Click the Enable/Disable Auto Pay button to set up auto payment

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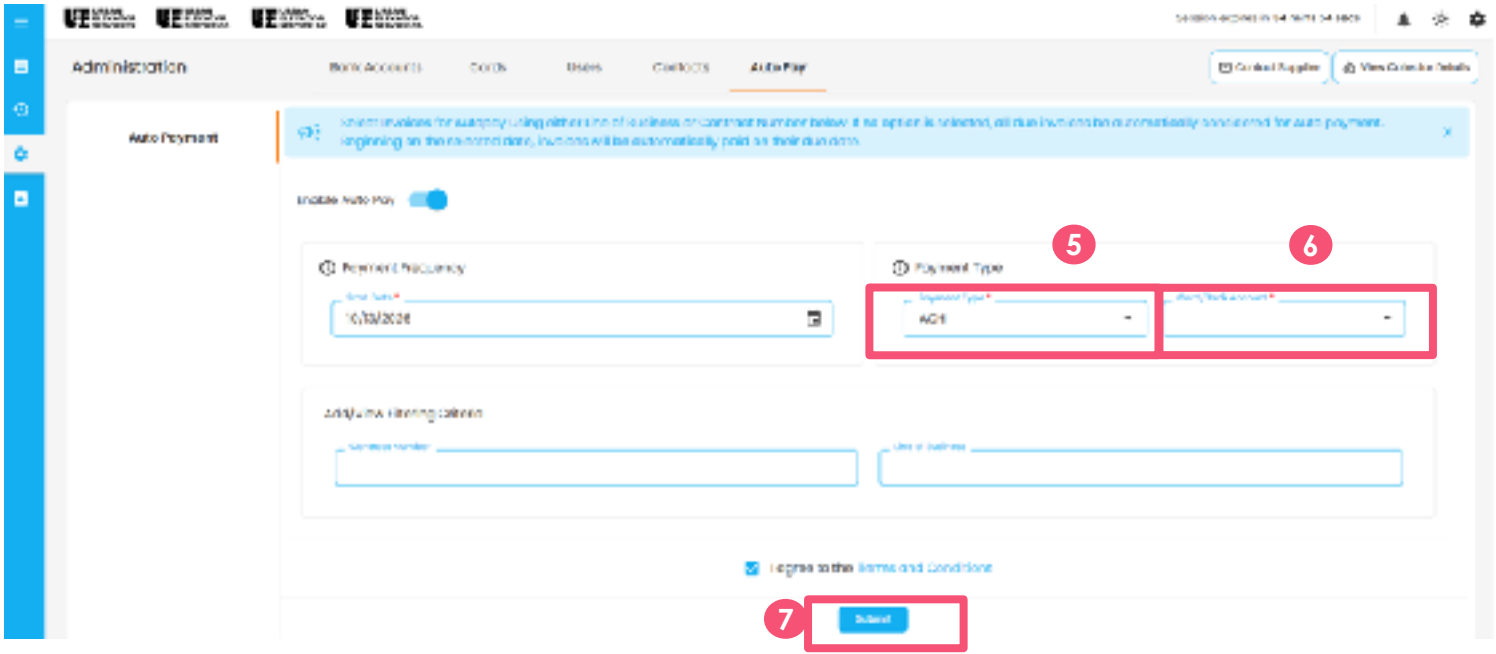


3. Click the calendar to open up the calendar to choose the date
4. Going forward, autoPay will process only the open payable amount on the scheduled due date, even if the due date falls on a weekend.

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Auto Pay Setup



5. Select the payment method as ACH from the Payment Type dropdown field
6. Choose the card or bank account from the Card/Bank Account dropdown field
7. Click the Submit button to implement the auto payment configurations

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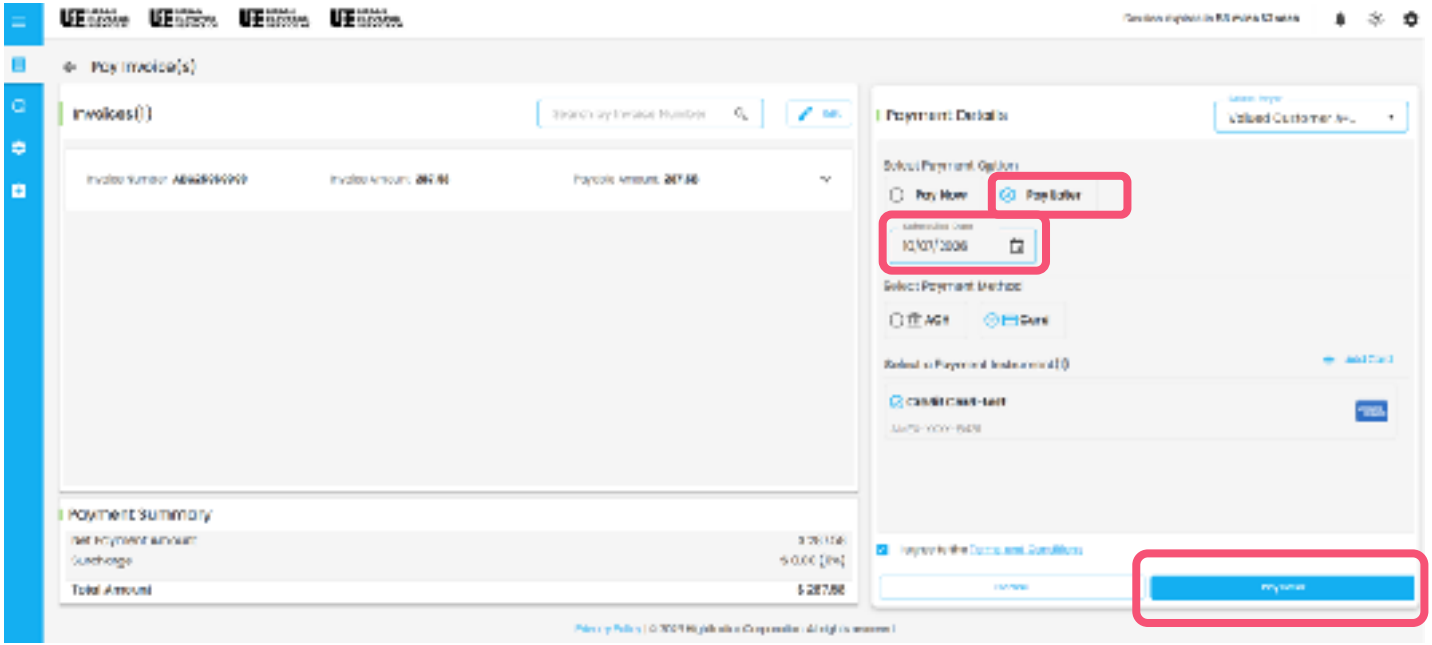
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Schedule Payment

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Schedule Payments

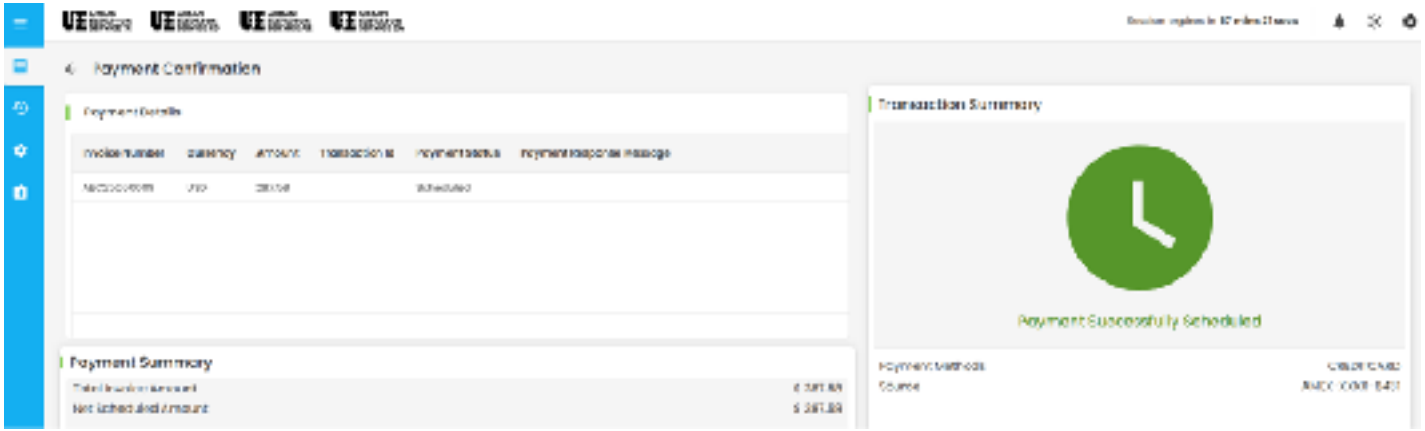


- Within the pay invoice screen, you can also schedule a payment for a future date
- Select the Pay Later option
- Select a date by clicking the calendar icon
- Add the payment details
- Select Pay Later

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Schedule Payments





- Within the Payment Confirmation screen, you can view the scheduled payment
- Within the Payment History tab, you will also see the scheduled payment with a payment status of Scheduled

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SECTION 3

Presentment Workflow

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Automated Payment Receipt

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Automated Payment Receipt

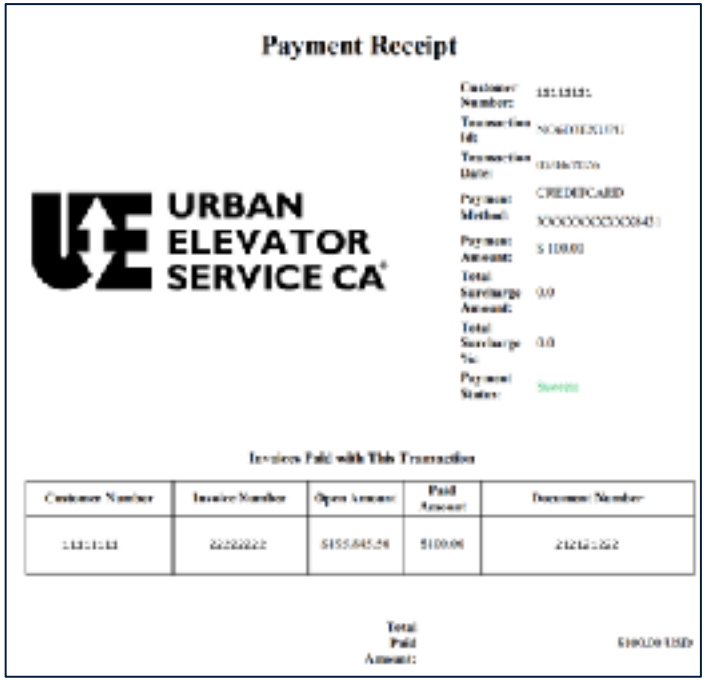


When you have completed a payment for an invoice, you will receive an email with payment status information and the payment receipt to view the invoice and payment details for which the payment has been made

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Automated Payment Receipt



Payment Receipt

URBAN ELEVATOR SERVICE CA

Customer Number:

Transaction Id:

Transaction Date:

Payment Method: CREDITCARD

Payment Amount:

Total Surcharge Amount: 0.0

Total Surcharge %:

Payment Status:

Invoices Paid with This Transaction

Customer Number	Invoice Number	Open Amount	Paid Amount	Document Number

Total Paid Amount:

In the email, you will be able to see the payment details in the attached Payment Receipt. You can also download and email the receipt from the Payment History.

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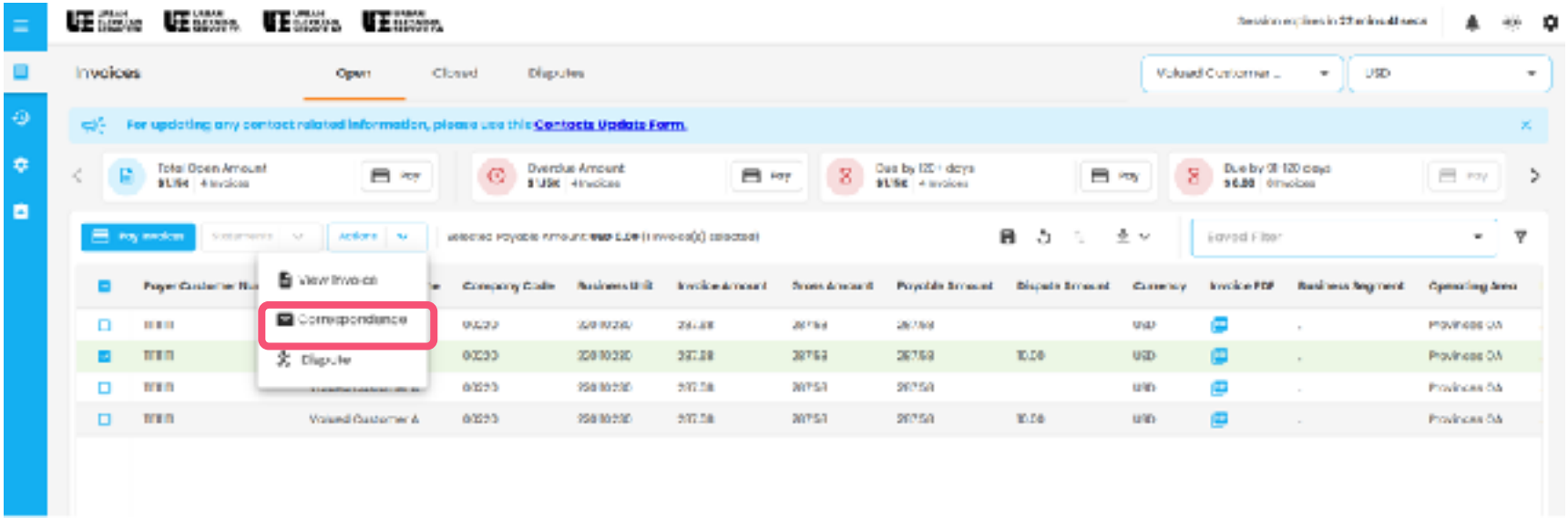
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Invoice Copies

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Invoice Copies

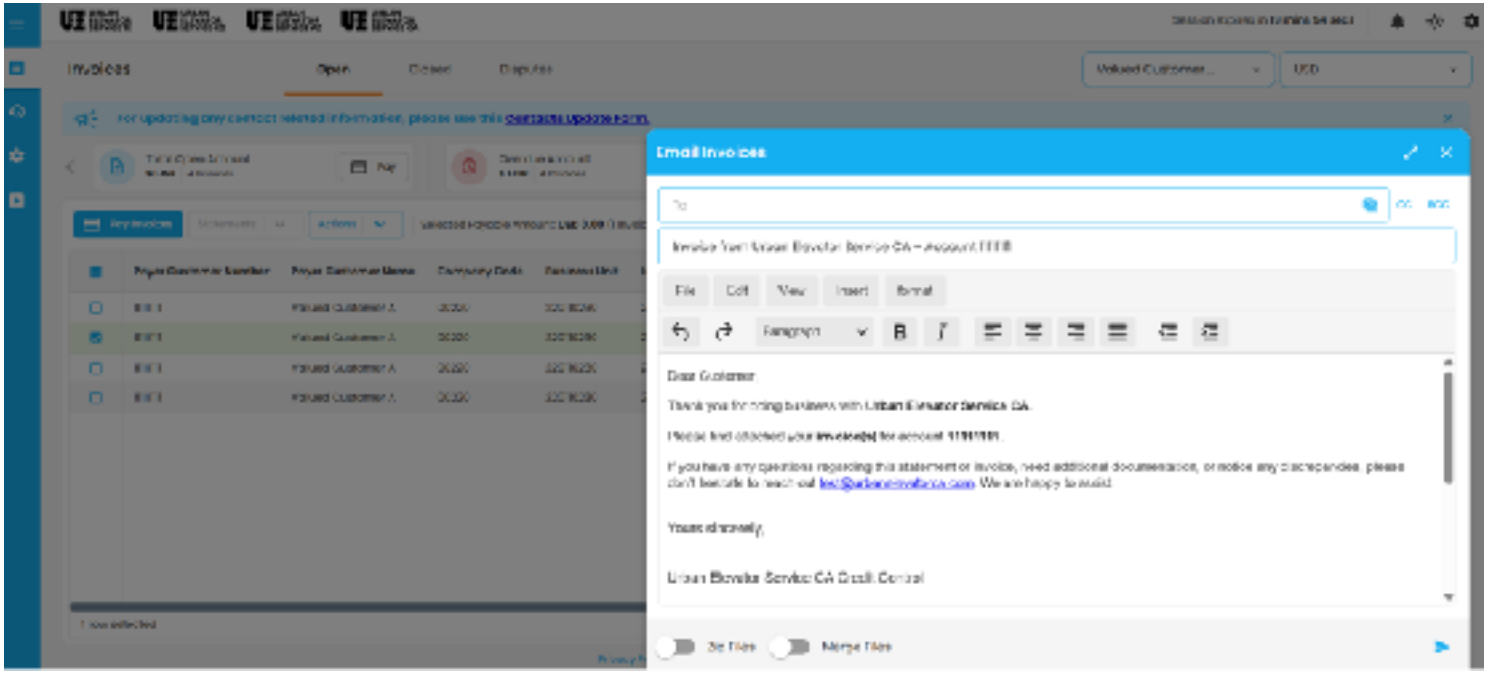


For each invoice, there will be a sales invoice document available. You can download and email it to yourself by clicking on the Invoices button and selecting the required action.

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Invoice Copies



After selecting the email option from the invoice dropdown, you will see this screen pre-filled with your user email ID. Enter any additional email IDs and click the Send button.

Check that the Sales Invoice documents are received in your email inbox.

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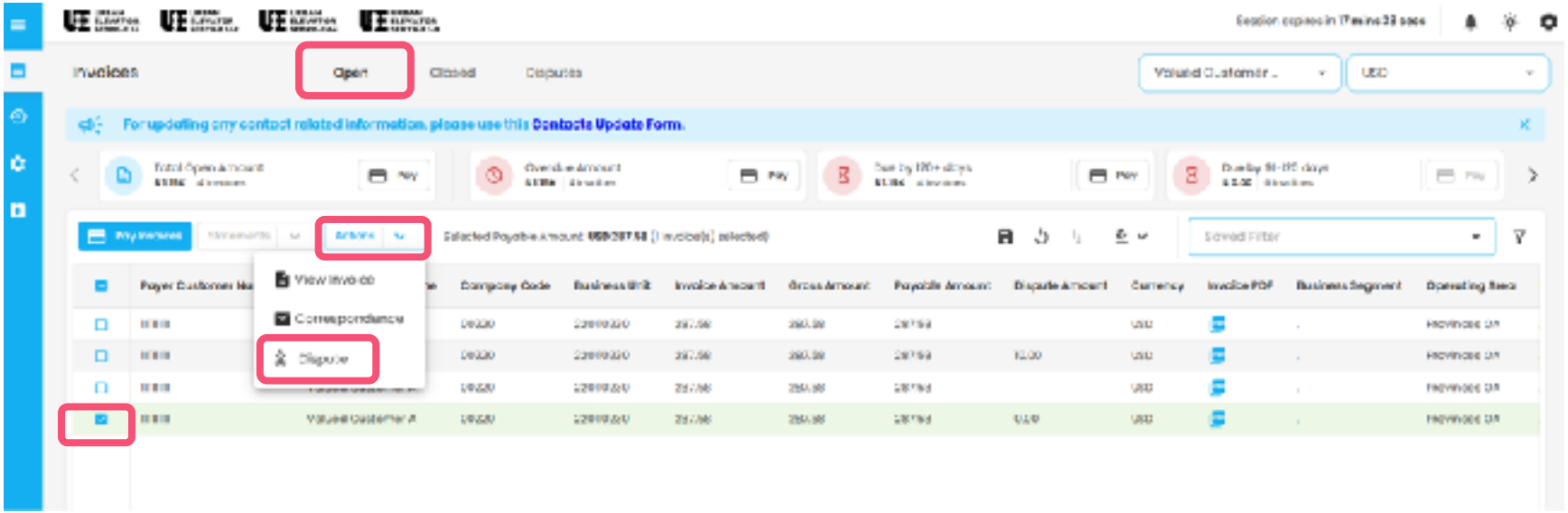
SECTION 4

Create Disputes

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Create Disputes

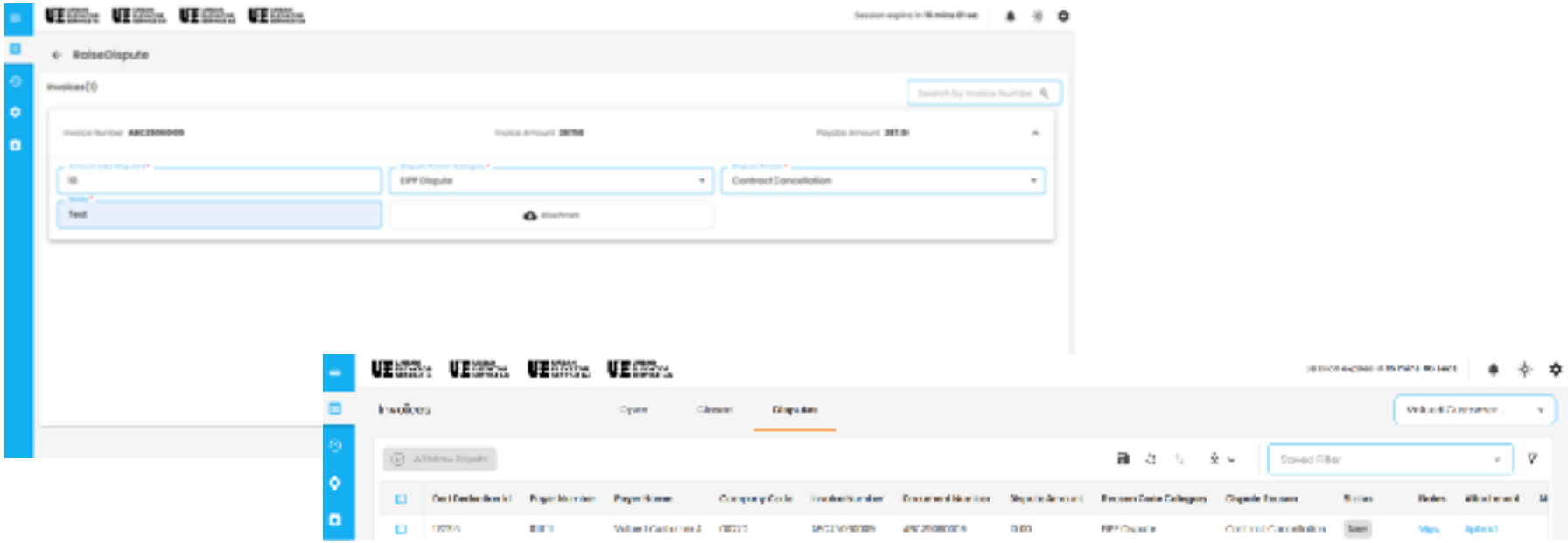


- Navigate to the Open Bills sub-tab under the Invoices tab to raise dispute on the invoice(s)
- Select the required invoice(s) by clicking the checkbox
- Click on Actions dropdown.
- Click the Dispute button to raise a dispute

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Disputes Tab



The above page is displayed to raise dispute against the invoice(s)

- Fill the required fields such as Dispute Reason, Amount to be Disputed, etc.
- Click the Raise Dispute button to raise a dispute

Navigate to the Disputes sub-tab under the Invoices tab to check the status of the disputes raised

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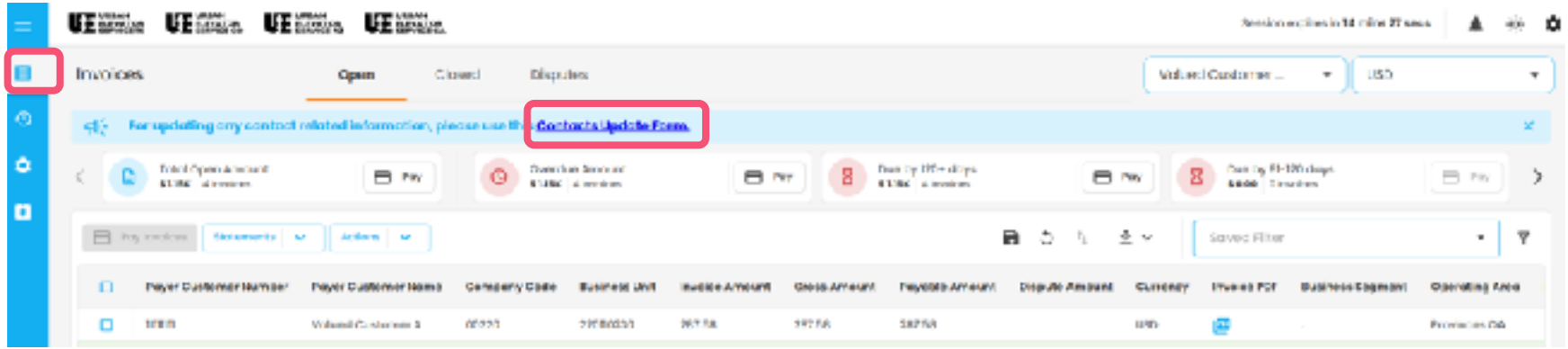
SECTION 5

Contact Management

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Contact Management



Contact Management

Review and Manage all the contact-related information associated to your account.

- Navigate to the Administration sub-tab under the EIPP tab
- Users can view Contacts.

Have your contact details changed? Use the **Contact Update Form** to Update your Contact Information from the Open Invoice tab

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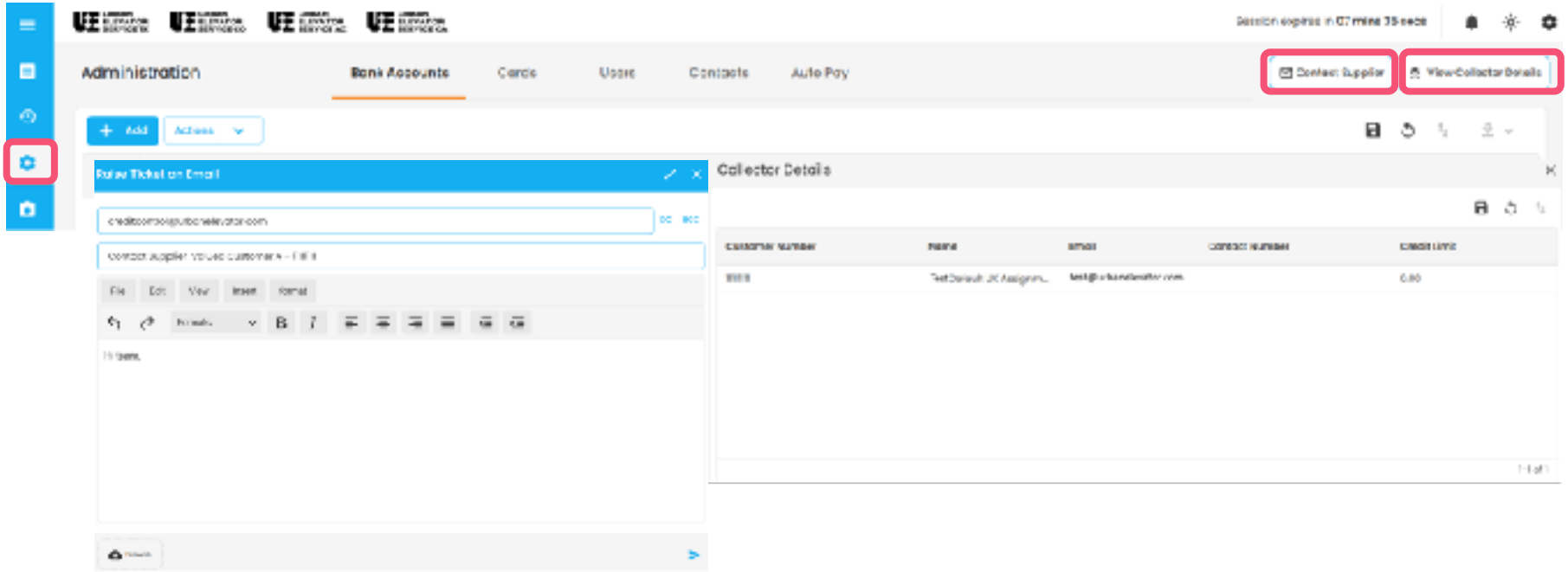
SECTION 6

Support

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Get Support for Invoice-related issues

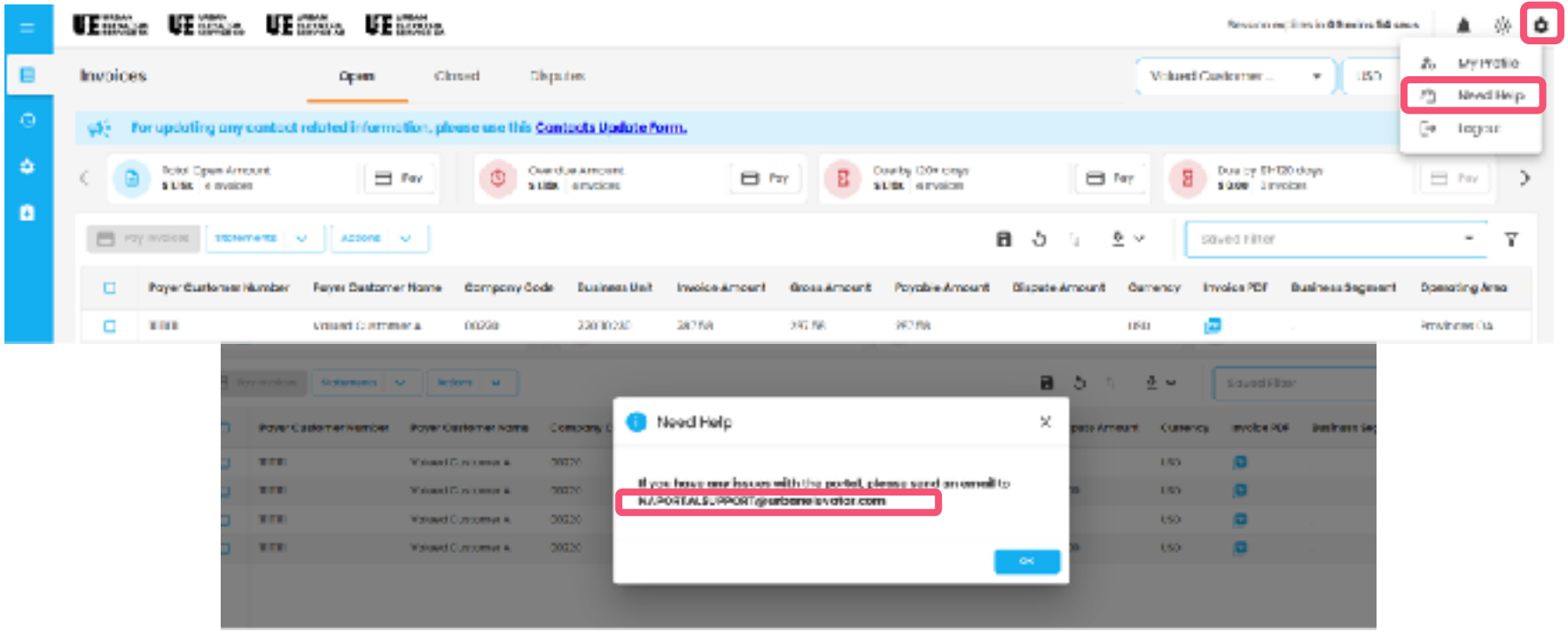


- You can contact your assigned collector directly in this Administration tab – click on Contact Supplier
- For questions regarding the Payment Portal, contact NAARTEAM@urbanelevatorserviceswest.com or **(844-636-6847 – select option 5)**
- Use View Collector Information to see more details about your collector

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Get Technical Support



- For HighRadius technical issues, send an email to NAPORTALSUPPORT@urbanelevator.com
- We appreciate your business and look forward to offering an improved experience with HighRadius

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