Customer Portal User Guide

HOW TO FIND YOUR INVOICE

Welcome to Versapay! HCL's choice for cloud-based invoice presentment and payment solutions.

You will receive an invitation from Versapay to create a user account to our new online invoice and payment solution.

Hello Rawan,				
We're excited to introduce you to ARC, our online invoicing and payment service from Versapay. We are pleased to offer this site to our customers to make it easy and convenient to do business with us.				
ARC is secure and easy-to-use, and it gives you 24/7 access to your invoices, flexible options for making payments, and handy tools to connect with us if you have questions.				
You'll start seeing emails from ARC when there is something you need to know. Just click on any of the links in these emails to visit the site and take advantage of everything ARC has to offer.				
Some of your colleagues at Notification Test are already using ARC. Just click \underline{here} to join them.				
Want to know more? Click here for additional details.				
Thanks for your business and we hope you enjoy using ARC.				
My Invoices				
This message was sent to you from Versaoay ARC				
Versapay Corporation, 18 King Street E, Suite 1800, Toronto, ON M5C 1C4				
Contact Us Privacy Policy Manage Email				

Clicking the 'My Invoices' button will direct you to a Terms and Conditions page, where you will need to agree to and continue to view and pay your invoices online.

This agreement (the 'Agreement') is between you and VersaPay, It is a legal document that governs your access to, and use of. VersaPay's online service for receiving and paying involves from your suppliers (the 'Service', Your' suppliers' involces. In this Agreement, the terms: "VersaPay', vec', 'us' and 'our' refer to VersaPay Corporation, an Ontario corporation with its invicipal place of business at 210-214 King St. W, Toronto, Ontario MSH 336; and "Vor and 'your' refer to the business entity (whether in the form of a corporation, partnership, sel forpinetischip, unincorporated association or other entity that carries on business) on behalf of which you are using the Service. "Use Tata' refers to your ameal address at a minimum, but may also include other optional information you provide such as your name and Company address."		ARC Terms of Use
VersaPay', 'we', 'us' and 'our' refer to VersaPay Corporation, an Ontario corporation with its principal place of business at 210-214 King St. W. Toronto, Ontario MSH 386, and 'you' and 'your' refer to the business entity (whether in the form of a corporation, pentreship, sole proprietorship, unincorporated association or other entity that carries on business) on behalf of which you are using the Service. 'User Data' refers to your email address at a minimum, but may also include other optional information you provide such as your name and company address. By using the Service, you agree to be bound by the terms and conditions of this Agreement. If you do not agree to be bound by this Agreement you must not use or access the Service. Before your first use	This agreement (the "Agreement") is your access to, and use of, VersaPa suppliers (the "Service"). Your suppl the Service to pay that supplier's inv	s between you and VersaPay. It is a legal document that governs y's online service for receiving and paying involces from your lers must subscribe to VersaPay's services in order for you to use oices. In this Agreement, the terms:
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Yes, I agree to these terms of use.	Yes, I agree to these terms of u	se.

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Note: You can access your HCL invoices anytime by going to https://secure.versapay.com/payables/hcl/login and logging in. Also, you will receive various email notifications where you will be again directed to login to view print and pay your invoices.

You can view your invoices as an express user which has a similar concept to "guest checkout" where you do not have to create an account and see the green bar every time you visit the platform until you create an account.

Invoices	Payments	Activities				Send a Comment	Make A Prepayment	Sign Up for AutoPay
You can pa	ay invoices and n	nore when you add a pa	ssword. <u>Ad</u>	<u>dd your password no</u>	<u>w.</u>			
Invoice # or PO #	۵	L						
Open Items	What should I pay	/? Scheduled Payments	More					
All Invoice	Date Due Date	I						
							Pay All	Export 🗸

You can click the "Add your password now" to create an account and sign up.

You need to add a password to add a payment method, make a prepayment,	Add a password	At least 8 characters
or set up Autopay	Password	At least 1 uppercase letter
Adding a password is a great idea.	Durati Durand	At least 1 number
It's quick and easy, and lets you:	Repeat Password	
Securely store and re-use payment info	Continue	
🧮 Invite your colleagues to join you		
Take advantage of automatic payment options and other handy time-saving tools	Return to Invoices	



VIEWING YOUR INVOICES

				1 ←	Balance D	ue: <u>\$10.06</u>
Invoices Payments Activities \longrightarrow 2				Send a	Comment Sig	<u>n Up for AutoPay</u>
Open Items What should I pay? Scheduled Payments	More] → 4		5 -	Pay All E	Export 👻
Pay Mark for Payment PDF 6				16 invoices	s, \$10.06 Owing	/ \$10.06 Total.
□	Amount	Status	Invoice Date	¢ Due	÷	Balance
□ 180847 → 8	\$0.01	OVERDUE	11-01-2018	11-29-2018		\$0.01
180848	\$0.01	OVERDUE	11-14-2018	12-14-2018		\$0.01

- 1. Status Bar: Indicates your total balance due, your last login date and your last payment amount
- 2. Navigation Tabs: Allow you to navigate to various views of your account data such as Invoices, Payments, and Activities.
- 3. Search Field: You can search for records by Invoice Number, or PO Number
- 4. Status Filters: These buttons allow you to filter which invoices are displayed based on status. Only one filter per set can be selected at a time, e.g. Open and All. There's also a filter called "What Should I Pay?" which will display invoices within five days of the upcoming due date or any that are past due.
- 5. Pay All and Export All: You can choose to pay all invoices or to export all the invoices in your list to .csv file by clicking these buttons.
- 6. Invoice Options: When you have selected an invoice using the Invoice Selection Checkbox these options will become available. You can choose to pay the invoice(s) selected, mark them for future payment, or open PDF copies of the invoices on your desktop.
- 7. Invoice Selection Checkbox: You can flag this checkbox to select any given invoice for payment.
- 8. Presented Invoice Link: Click on the invoice link and it will open the invoice for you to view. The invoice will open and you will be able to see the invoice details, payments, attachments and any comments related to the invoice.



MAKING A PAYMENT

You can also click on the invoice number to review the invoice you would like to pay and click the "Pay Now" button on the invoice view to make a payment.

voices	Payments Ad	ctivities		Send a Comment Sion Up for Av
#1808	347	Balance: \$0.01		Pay Now Cleve PDP
Amount: \$0.01	Invoice Date: 11/01/2018	Due Date: 11/29/2018	Status: Overdue	
				INVOICE
	Date			Invoice #
	11/01/2018			180847
	Due Date			Terms
	11/29/2018			

Without adding a password you would be prompted to enter your payment method (either credit card or bank account information) and can make a one-time payment without needing to save your bank payment information.

You are abou	it to pay 1 invoice
= = = Total Charge = = =	Choose your payment method: © © WISA Bank Account
\$2,163.00 More Details	Certain Method Information Figure Certain Method Information Certain Method Information Figure Certain Method Information

PAYMENT METHODS

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When you add a password, you can add the funding source you wish to use when paying invoices by opening your account settings and going into the "Payment Methods" section.

			•
		My Profile	
(last login 18 minutes ago)		Company Profile)ue: <u>\$10.06</u>
		Payment Methods	
Invoices Payments Activities		My Notifications	
Send a Comment		Users	gn Up for AutoPay
		Invoice Approval	

Accepted payment methods will vary based on the supplier, so you will only be able to add the type of payment method the given supplier accepts.

Let's list the payment methods for (Company Name)!

(last login 18 minutes ago)		Balance Due: <u>\$10.06</u>
Invoices Payments Act	ivities	Send a Comment 🖌 Ready to pay (1) Sign Up for AutoPa
A My Profile	AutoPay is OFF	
Company Profile	Bank Accounts	Add Bank Account
Payment Methods	You have not added any Bank Accounts yet.	
My Notifications	Credit Cards	Add Credit Card
Lusers	You have not added any Credit Cards yet.	
Invoice Approval		

If you wish to add a bank account and that is an option offered, click to "Add Bank Account" button. Similarly, if credit card is an accepted payment method, click the "Add Credit Card" button. You'll be taken to a page to enter the funding source, simply complete this page and save the funding source.

You can add or change a funding source at any time by going into the "Payment Methods" section.

COMMUNICATION TOOL



Further, if you want to communicate with a member on the AR team, you can select the invoice you are inquiring about and choose to open a comment or a dispute as seen below.

Recent Activity	New Comment/Open Dispute
Invoice published	June 13

Once you click on "New Comment/Open Dispute", you will be able to see the below options.

Recent Activity		New Comment/Open Dispute
Leave a comment Attach File 1	(Optional) Users to notify	→ 2 <u>Cancel</u> Comment
E Invoice published	3 Copen dispute	June 13

- 1. You can attach a file or a picture that is relevant to your comment/question
- 2. You are able to tag specific people you want to be notified with your question
- 3. You are able to distinguish between a comment and a dispute by checking this box. Disputes are generally created when you are requesting that you do not pay the invoice in question for whatever reason you provide. Comments are chosen when you have questions/requests or would like to inform an AR member with any additional information.



About VersaPay

WHAT IS ARC

VersaPay's ARC is an accounts receivable cloud application used by your service provider or supplier. As their customer, they have invited you to use the platform to view and pay your invoices.

WHY SHOULD I SIGN UP?

By signing into your customer portal, you'll have access to all of your invoices. You will be able to check your account statement, print your invoices and make payments safely and securely.

IS IT SECURE?

VersaPay has passed the most rigorous of security testing from external auditors to verify our security level meets the highest industry standards. Our systems are monitored and updated as needed to protect against any known security risks. In addition to the third-party testing, our internal security personnel use several risk assessment and security tools to monitor and maintain the security of our online systems. VersaPay is a certified PCI Level 1 Service Provider and is audited annually by its banking partners to ensure 'bank grade' security compliance.

WHAT DOES THIS MEAN?

It means we have passed the most rigorous of security testing from external auditors to verify our security level meets the highest industry standards.

All interaction with our service is done using the latest levels of SSL encryption (TLS), our systems are housed in a SSAE16 certified facility, meeting the highest standards in security and availability.

SECURE LOGIN

Our compliance, internal practices, data centers, and security monitoring is best-inclass to ensure your customer and financial information is protected in a secure environment. We're certified as compliant under PCI DSS version 3.2 at Service Provider Level 1, and complete an annual PCI DSS assessment using an approved Qualified Security Assessor.

TIME OUT

VersaPay maintains a time out feature that will automatically log you off of the current session after a period of inactivity. This helps reduce unauthorized access to your accounts.

PHYSICAL SECURITY

Our services are hosted in toptier data centers that provide carrier-level support, as well as multiple levels of security and redundancy.

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