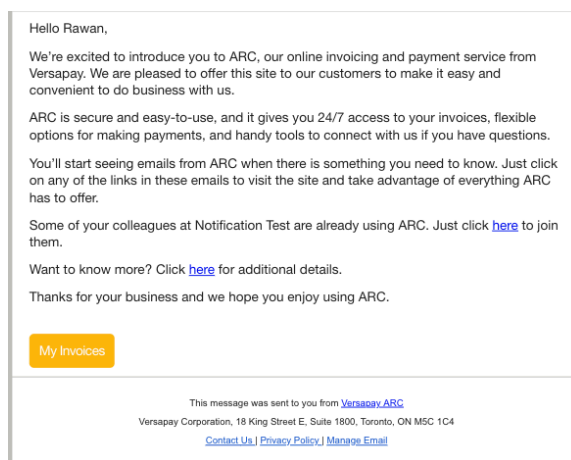


Customer Portal User Guide

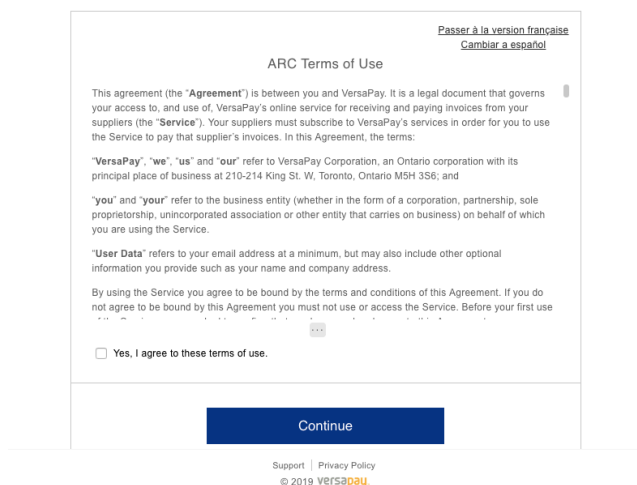
HOW TO FIND YOUR INVOICE

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.

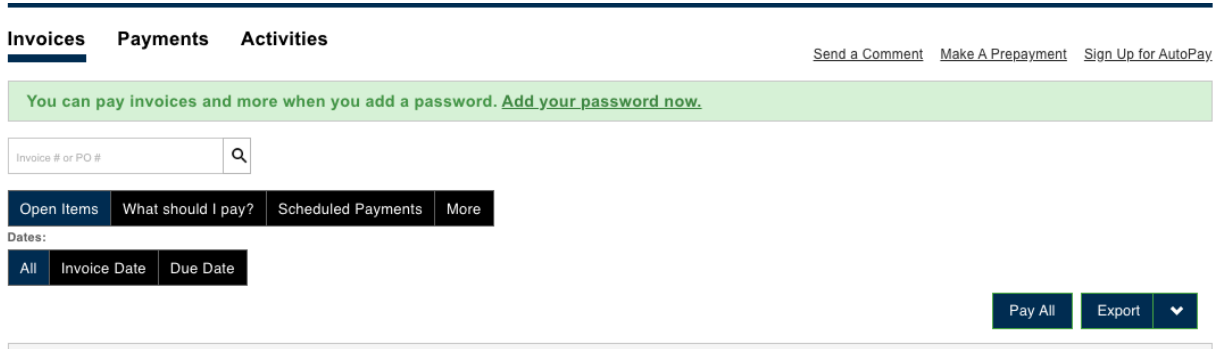


Clicking the 'My Invoices' button will direct you to a Terms and Conditions page, where you will need to agree to and continue to view and pay your invoices online.

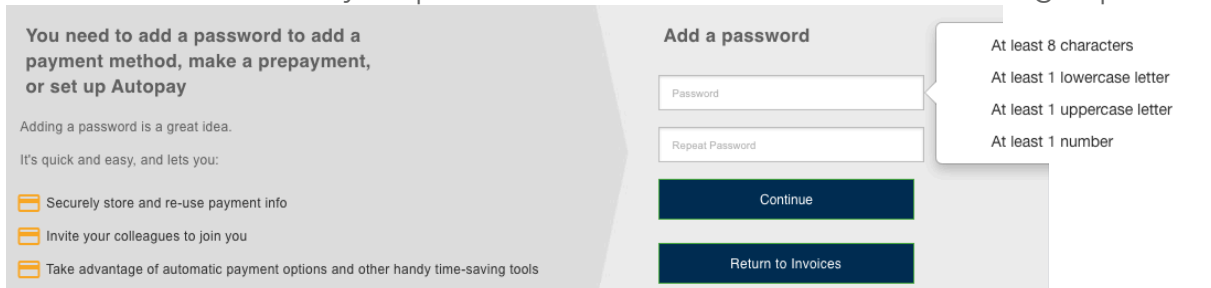


Note: You can access your HCL invoices anytime by going to <https://secure.versapay.com/payables/hcl/login> and logging in. Also, you will receive various email notifications where you will be again directed to login to view print and pay your invoices.

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.



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



VIEWING YOUR INVOICES

The screenshot shows the 'Viewing Your Invoices' interface. At the top right, a 'Status Bar' displays 'Balance Due: \$10.06' (callout 1). Below this are navigation tabs for 'Invoices', 'Payments', and 'Activities' (callout 2). A search field for 'Invoice # or PO #' is present (callout 3). Below the search field are status filters: 'Open Items', 'What should I pay?', 'Scheduled Payments', and 'More' (callout 4). On the right side, there are 'Pay All' and 'Export' buttons (callout 5). Below the filters are 'Pay', 'Mark for Payment', and 'PDF' buttons (callout 6). The main table lists invoices with columns for Invoice #, PO #, Amount, Status, Invoice Date, Due, and Balance. The first row shows invoice 180847 with a balance of \$0.01 (callout 8). A checkbox next to the invoice number is highlighted (callout 7).

<input type="checkbox"/>	Invoice #	PO #	Amount	Status	Invoice Date	Due	Balance
<input type="checkbox"/>	180847		\$0.01	OVERDUE	11-01-2018	11-29-2018	\$0.01
<input type="checkbox"/>	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.

The screenshot shows a web interface for managing invoices. At the top, there are tabs for "Invoices", "Payments", and "Activities". Below the tabs, the invoice number "#180847" is displayed, along with a balance of "\$0.01". A "Pay Now" button is highlighted with a red box. To the right of the "Pay Now" button is a "View PDF" button. Below the invoice number, there is a table with columns for "Amount", "Invoice Date", "Due Date", and "Status". The "Status" column shows "Overdue" in red. Below the table, there is a section titled "INVOICE" with fields for "Date", "Due Date", "Bill To:", "Invoice #", and "Terms".

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.

The screenshot shows a payment method selection screen. At the top, a yellow banner reads "You are about to pay 1 invoice". Below the banner, there is a summary box showing "Total Charge" of "\$2,163.00" and a "More Details" link. To the right, there is a section titled "Choose your payment method:" with radio buttons for "Credit Card" (selected) and "Bank Account". Below this, there is a section titled "Payment Method Information" with input fields for "Card Number", "CVV", "Postal/Zip", "Expires" (with dropdown menus for "01" and "18"), and "Name on Card". There are also images of a Visa Signature credit card and a MasterCard. A note reads: "Flip your card over and look at the signature box. You should see either the entire 16-digit credit card number or just the last four digits, followed by a special 3-digit code. This 3-digit code is your Card Verification Value." At the bottom, there is a "Confirm Payment" button and a note: "Clicking Confirm Payment will authorize VersaPay to make a one-time payment from your account."

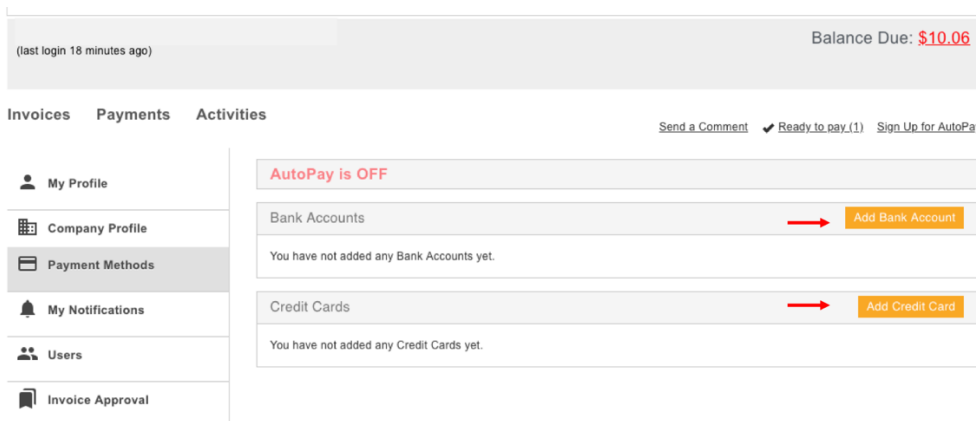
PAYMENT METHODS

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.



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)!



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.

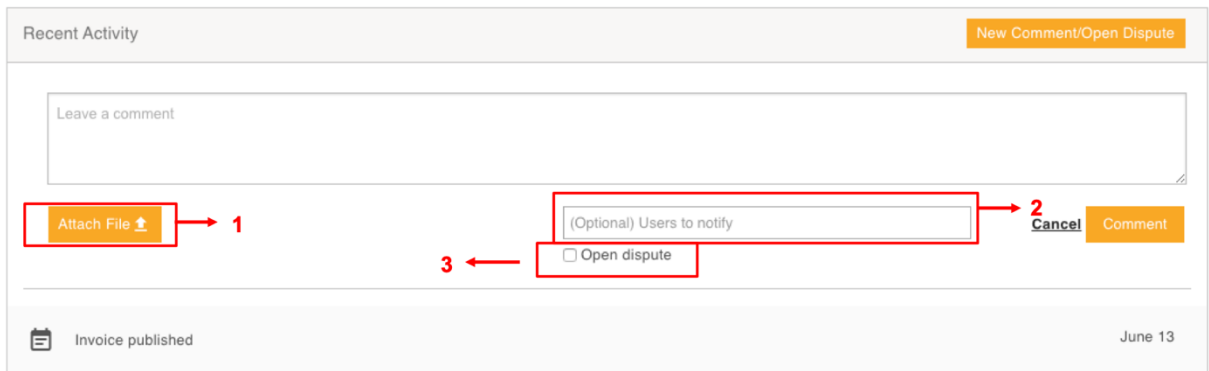
You can add or change a funding source at any time by going into the "Payment Methods" section.

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.



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



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-in-class 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 top-tier data centers that provide carrier-level support, as well as multiple levels of security and redundancy.