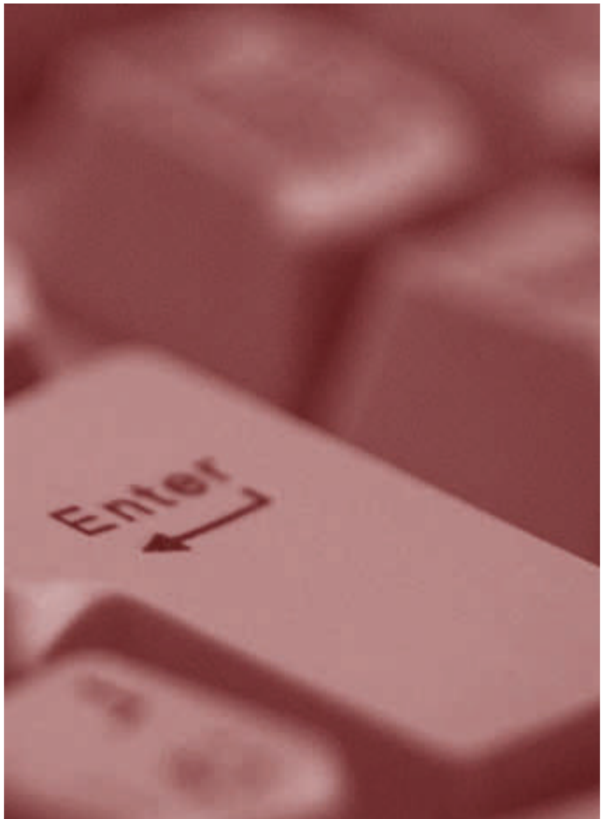

Invoice Central

Quick Reference Guide

American Red Cross

Invoice Central Inquiries:
INVOICE CENTRAL@REDCROSS.ORG

Customer Service:
1-888-316-4695

User Administration

The User Administration menu allows you to:

- Add, modify or disable users
- Add or modify user roles
- Add or modify user data (names, phone numbers and e-mail addresses)
- Add or modify invoice and payment workflow limits
- Add or modify user account assignments

For security purposes, disable any unnecessary users.

Adding Users:

- Select **User Administration** in the **Administration** menu.
- Click the **Add New User Account** link.
- Enter the user's information, select roles, set workflow limits, and select accounts to associate with this user.
- Click the **Submit** button.

Modifying Users:

Select **User Administration** from the **Administration** menu, then click the **Modify** link for the information you wish to modify. Make the necessary changes, then click **Submit**.

User Account Manager

Select the account you want to manage, move users as needed, then select **Submit**.

User Role Manager

Select the role you want to manage, move users as needed, then select **Submit**.

Disbursement Sources

You must set up at last one disbursement source before initiating ACH payments.

To add a disbursement source:

- Select **Disbursement Sources** from the **Administration** menu.
- Click the **Enter New Bank Acct** button.
- Enter the disbursement source details.
- Click the **Save Payment Profile** button.

To modify a disbursement source:

You may modify the bank name of a disbursement source. To change other details, you must delete the old disbursement source and create a new one.

- Select **Disbursement Sources** from the **Administration** menu.
- Click the **Edit** link.
- Change the bank name.
- Click the **Save Payment Profile** button.

To delete a disbursement source:

- Select **Disbursement Sources** from the **Administration** menu.
- Click the **Delete** link.
- Click **OK** in the confirmation box.

Email Administration

- Select **Email Administration** from the Administration menu.
- Click the **View/Modify** link for the notification you wish to modify.
- Select an email address from the User Email Addresses Available field and click the right arrow button.
- To send a notification to someone who is not an Invoice Central user, enter the email address in the **Add/Modify** field and click the right arrow button to add it to the **Assigned to Notification** list.
- Click the **Submit/Update** button.

Invoice Approval Setup

Select the **Enabled** or **Disabled** radio button, then click the **Submit** button. Enabled invoices will display the status "Awaiting," while disabled invoices will display the status "Approved."

Password Administration

When a new user logs in for the first time, he or she will be asked to reset the password and create a challenge question. If the user forgets his or her password, the system will prompt the user to reset the password, using the challenge question to verify the user's identity.

A user may change his or her password or challenge question by selecting the Preferences menu form the red header bar.

Invoices

This section will allow you to:

- View and search the **Statement of Account**
- View and print invoices
- View and print monthly statements

Statement of Account:

Click the **Invoices** button in the red header bar to view the **Statement of Account** page.

The Statement of Account will allow you to view all accounts related to your facility based on user account assignments:

- Invoice approval status
- Invoice options
- Payment status
- Invoice/statement date
- Invoice due date
- Invoice number (for statements this will be the customer number and statement date)
- Discount date (if applicable)*
- Amount due after discounts (if applicable)
- Invoice/statement amount (for statements, will contain only late fee amounts)

Note: Zero dollar invoices will appear on the Statement of Account page for one day, then will automatically move to the Invoice History page.
Monthly statements will appear on the Statement of Account page for 30 days, then will automatically move to the Invoice History page.

Invoice / Statement Viewing and Printing:

- To view an invoice click the linked invoice number in the invoice number column on the **Statement of Account** page.
- To view your statement, click the linked Statement number under the Invoice number column on the **Statement of Account** page.
- **To print** your invoice / statement, click the **Download a printer friendly version of this invoice** link located at the top of the displayed invoice or statement. A new page will appear, select **Print** and the printer you want to use, then click **OK**.
- **To save** a copy of your invoice, click the **Download a printer friendly version of this invoice** link located at the top of the displayed invoice or statement. A new page will appear, select **Save As** and the location where you want to save the invoice, then click **OK**.

Note: The invoice will save as a PDF document that can be emailed, saved or printed.

Approvals

Invoice Central provides two different approval processes:

1. Invoice/Statement Approvals (This must be turned on by the system administrator using the Invoice Approval setup menu.)
2. Payment Approvals

You must have the appropriate roles assigned to view the approval page.

Invoice Approvals:

- Select **Invoice Approvals** from the **Approvals** menu.
- Select an account or select all accounts to view all invoices.
- Navigate to the invoice you wish to approve or unapprove, and click the appropriate option.
- The approval status will change under the Approval Options column.

You can also approve an invoice for payment from the Statement of Account page.

Payment Approvals:

- Select **Payment Approvals** from the **Approval** menu.
- Click the column heading to sort the data in the column. (If another user is both the initiator and the approver, then any initiated payment is automatically approved.)
- Depending on your user role, you can select from the following four options: 1. Approve the payment 2. Release the payment 3. Place the payment on hold pending resolution of a questioned item 4. Delete the payment
- Click **Submit**.

Once a payment is initiated and approved, then the payment releaser can release the payment, place the payment on hold, or delete the payment.

Payments

Payment of Invoice or Statement by ACH:

At least one disbursement source must be set up prior to scheduling a payment.

- Select **Pay** then **Pay Invoice(s)** from the menu.
- Select invoices or statements by clicking the box to the left of each invoice number.
- Click the **Submit** button to schedule the selected invoices or statement for payment. Short payment is not allowed other than for discounts.
- Select **Disbursement Source** from the drop-down menu.
- Click the calendar icon to select a payment date.
  Due to bank settlement time, the earliest available payment date will be 2 business days form the current date. Holidays will not be available dates.
- Verify that all fields have been populated correctly.
- Click **Submit** to confirm payment. A payment tracking number will appear. **You should print this number for your records.**

**The discount date will reflect two additional days in order to allow online payments to be processed by the bank. To take advantage of a prompt payment discount, you must pay the Amount Due After Discounts by 6:00 p.m. (EST) on the date at the bottom of your invoice. Payments attempted after 6:00 p.m. (EST) will not be accepted and will then require the full payment of the invoice.*

Modifying Payments:

You can remove any invoice from a payment prior to submitting it by selecting the checkbox in the **Remove Invoice** column on the **Enter Payment Amounts** page. When you click **Submit**, the invoice is not included in the payment.

Payment without Invoices:

Use the Pay Without Invoices option only if you are on the pre-payment program or an American Red Cross chapter remitting funds to National. All other customers must receive prior authorization from the Invoice Central team to use this feature.

- Select **Pay**, then **Pay Without Invoices** from the menu.
- Using the account drop-down menu, select the account where you want to apply the payment.
- The currency type is populated with U.S. dollars. This cannot be changed, as the American Red Cross only accepts U.S. dollars as currency.
- Select the disbursement source using the **Disbursement Source** drop-down menu.
- Enter the amount you want to pay in the **Payment Amount** field.
- Enter the reference information:
  For chapters: Depending on the where the funds should be applied, enter the chapter assessment invoice number or details reported in FRN-OCRA.
  For pre-payment customers: Enter DM#88048030
- Enter an initial payment date.
  Note: You can use the Recurring Payment option to schedule up to three payments in addition to the initial payment. A notice will be sent when only one scheduled payment is left to process.
- Click **Submit**.

Exporting

This application provides a way to save invoice data by allowing you to export data into tab-delimited and comma-delimited formats. These formats allow you to import data into databases, spreadsheets, and many Accounts Payable systems.

Exporting:

- Select **Export** from the main menu.
- Select what you want to export:
  - Invoice Detail (one invoice at a time)
  - Invoice Summary (multiple invoices)
  - Payment Summary (multiple payments)
- Select the export format (tab-delimited or comma-delimited).
- Select the transaction(s) from the list that you want to export.
- Click **Export**.
- Select **Save this File to Disk** (choose a destination folder).

History

This section will allow you to view invoice/statement and payment histories, which are available for 13 months.

Invoice History:

- Select History and then Invoice History from the main menu.
- Click the invoice statement you wish to review. By default, invoices and statements for all accounts associated with your trading partner number will be displayed. You can use the **All Accounts** drop-down list to filter the list by a single account.
- To print the invoice/statement, click the **Download a printer friendly version of this invoice** link located at the top of the displayed invoice or statement. A new page will appear, select **Print** and the printer you want to use, then click **OK**.

Payment History:

- Select **History** and then **Payment** form the main menu.
- This will ONLY display payments made online.
- To view more details about a payment, click the **±** button next to the payment number. The additional details will appear below the initial payment information.
- To view the associated invoice, click the invoice number in the payment details.
- To print the invoice click the **Download a printer friendly version of this invoice** link located at the top of the displayed invoice. A new page will appear, select **Print** and the printer you want to use, then click **OK**.