Quick Start Guide

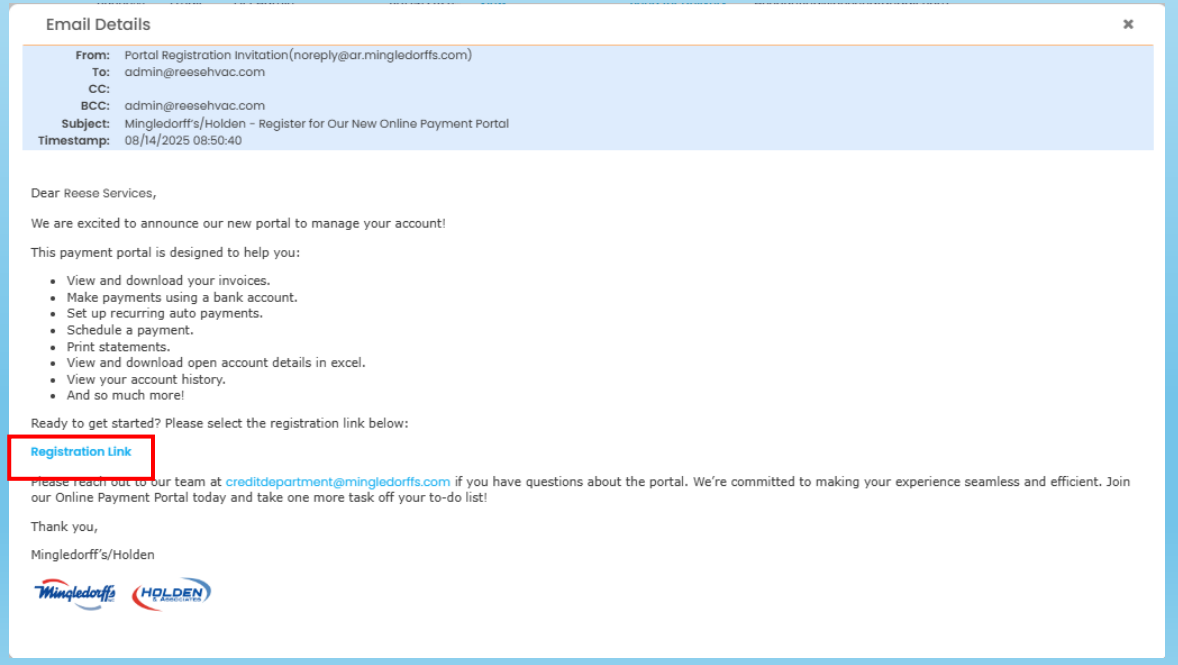
EIPP – Customer Portal

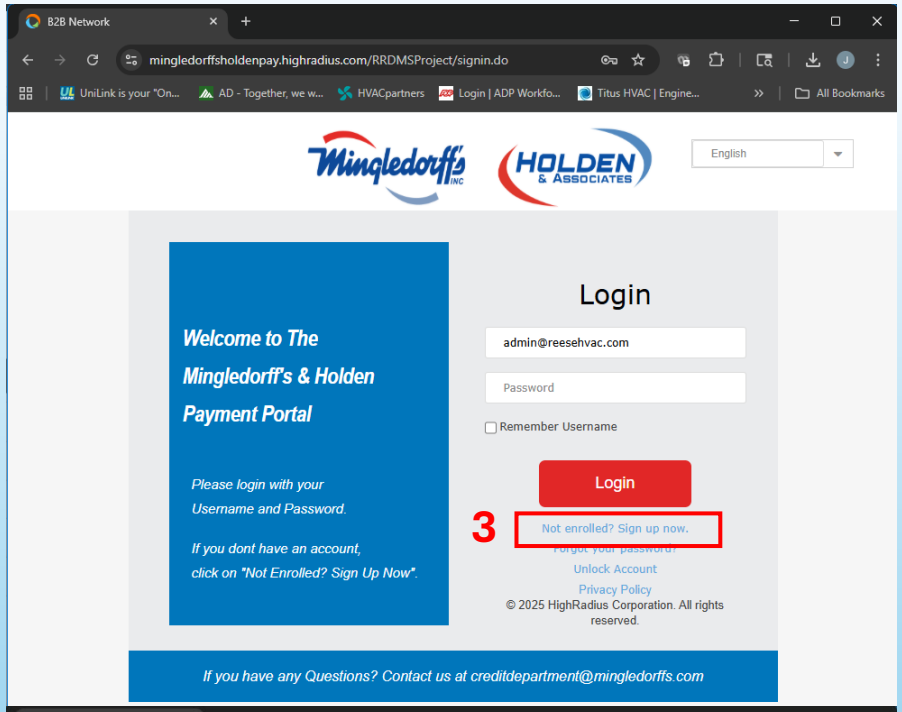
09.08.25

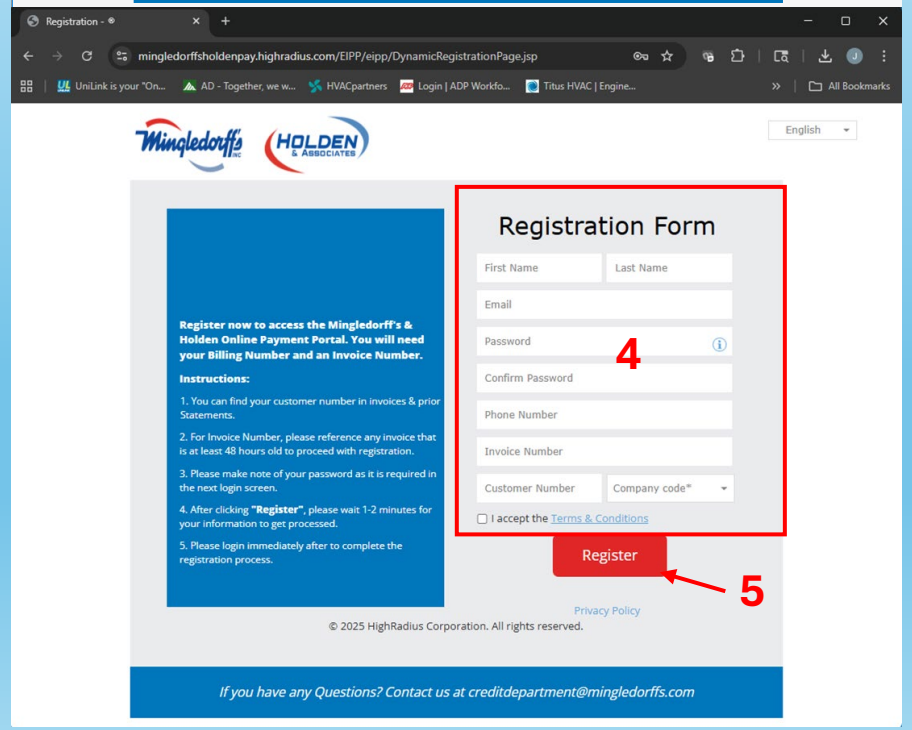
Customer URL: http://mingledorffsholdenpay.highradius.com/

Onboarding a Customer

1. Email invite sent to the customer
2. Select the Registration Link
3. Select Sign up Now
4. Fill in the form
5. Select Register
   - ❖ Use the same username and password for all accounts
   - ➢ 1000 - Mingledorff's Company Code
   - ➢ 2000- Holden & Associates Company Code



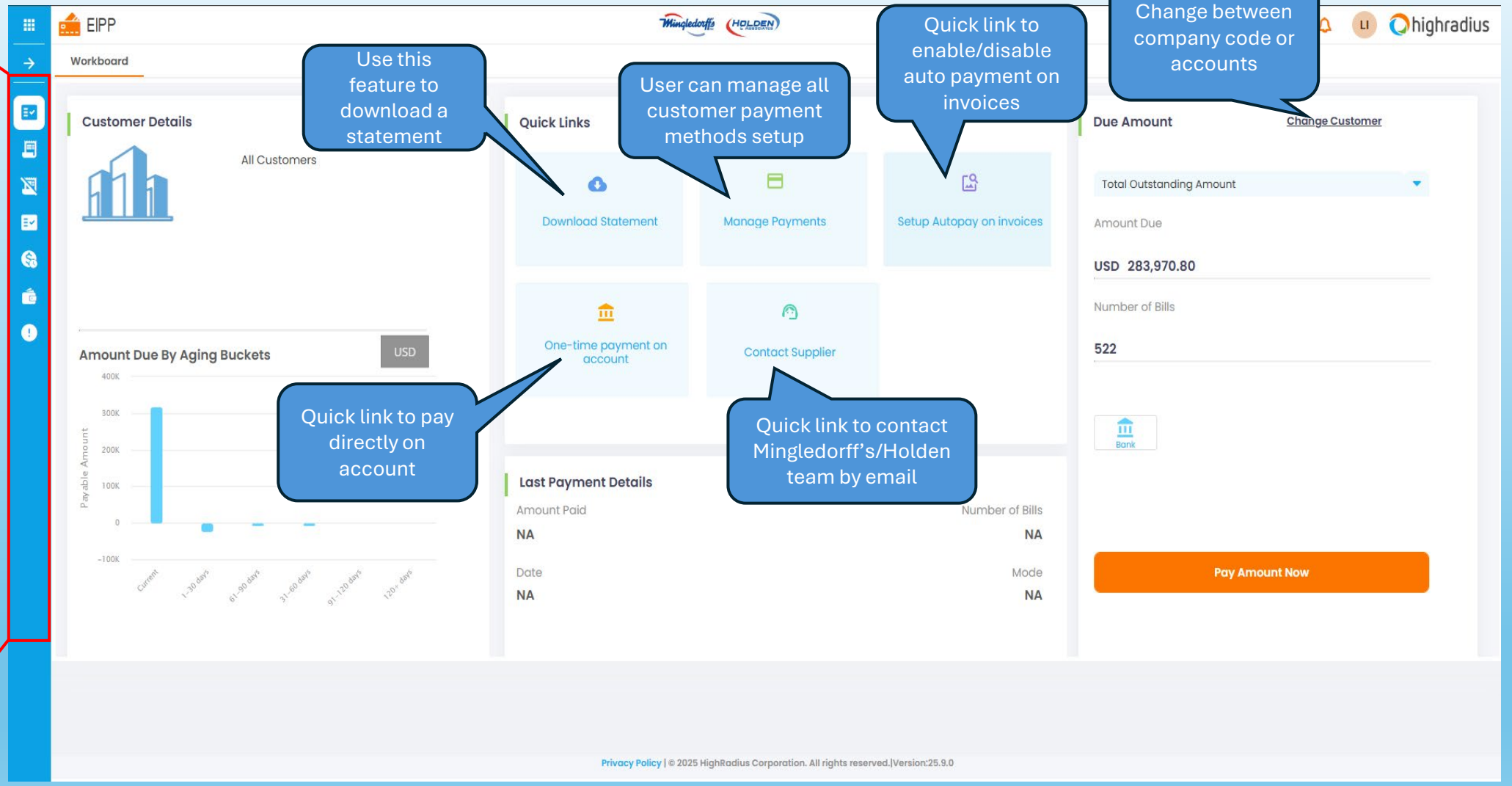




Workboard – Landing Page

Navigation Buttons

- Workboard
- Open Bills
- Closed Bills
- Administration
- Payment History
- Payment On Account
- Disputes



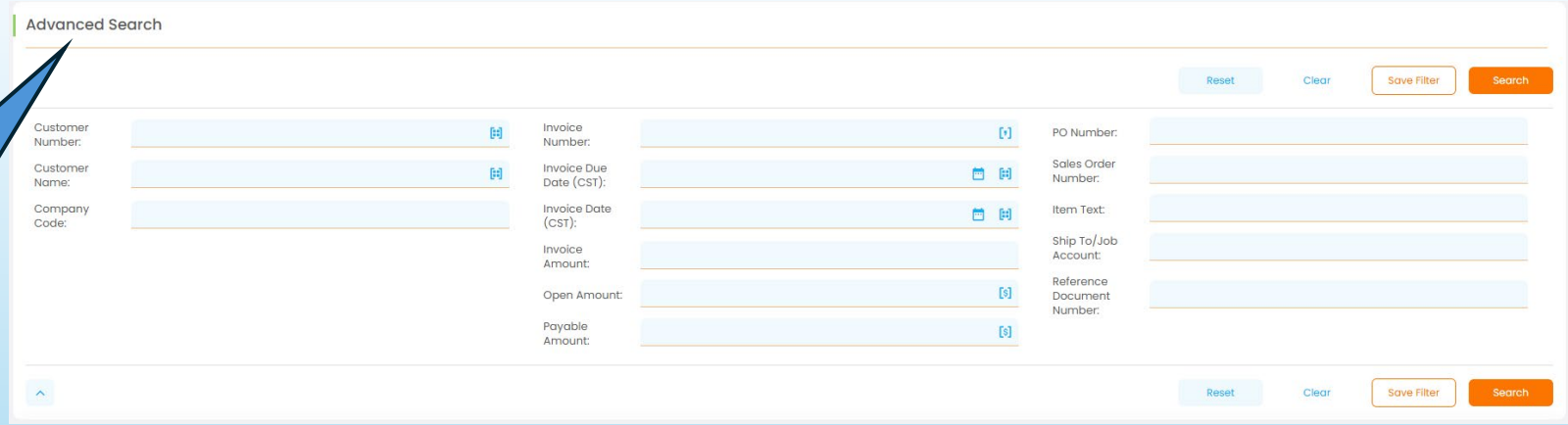
Open Bills – view all open invoices

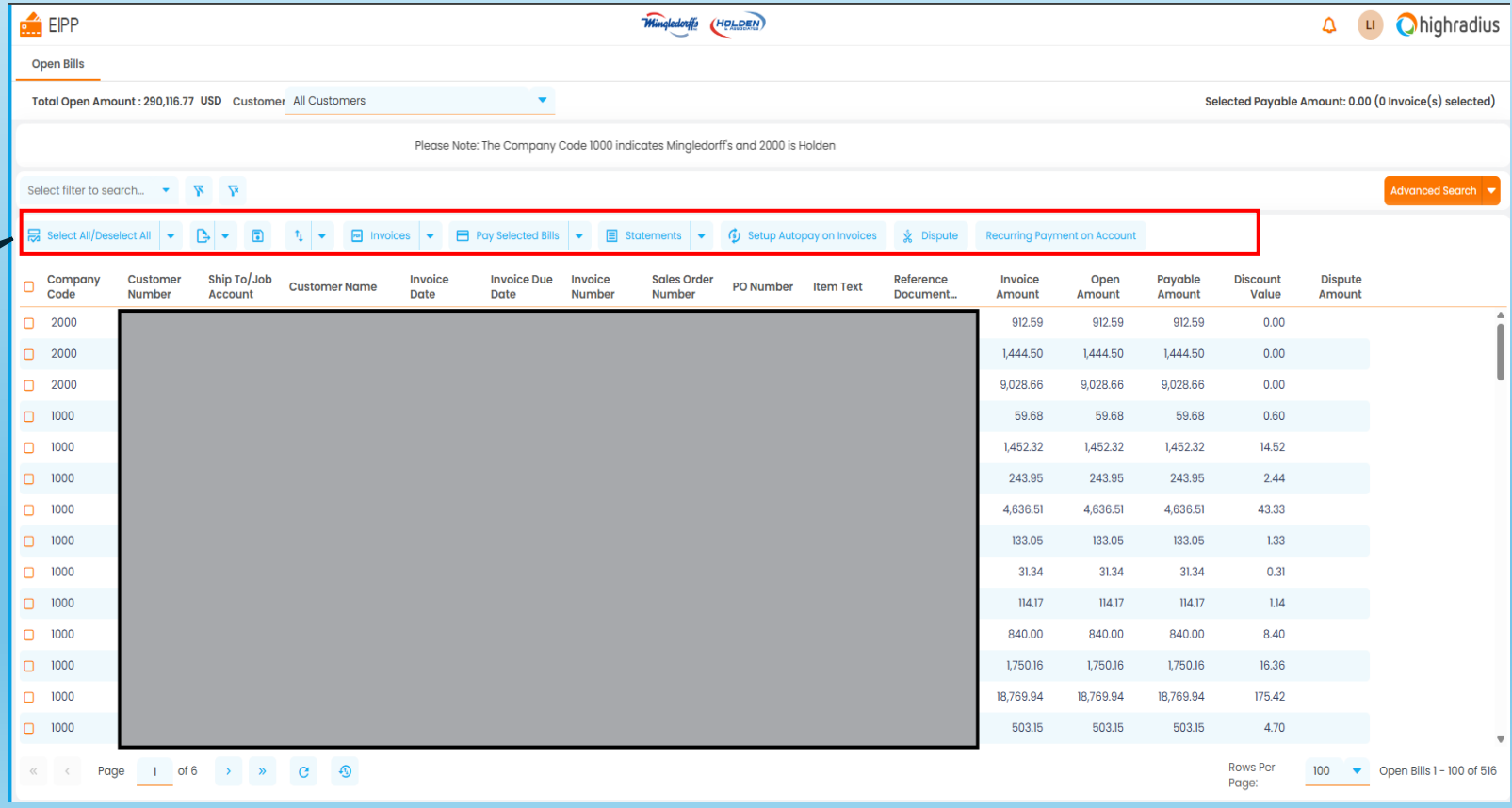
Advanced Search – Used to filter data

1. Customer Number
2. Customer Name
3. Company Code
4. Invoice Number
5. Invoice Due Date
6. Invoice Date
7. Invoice Amount
8. Open Amount
9. Payable Amount
10. PO Number
11. Sales Order number
12. Item Text
13. Ship To/Job Account
14. Reference Document Number

Tool Bar

1. Select/Deselect all invoices to pay
2. Export
3. Save layout view
4. Download/email invoices
5. Pay selected invoices
6. Download/email statements
7. Setup autopay on invoices
8. Dispute an invoice
9. Setup recurring payments – payment plan

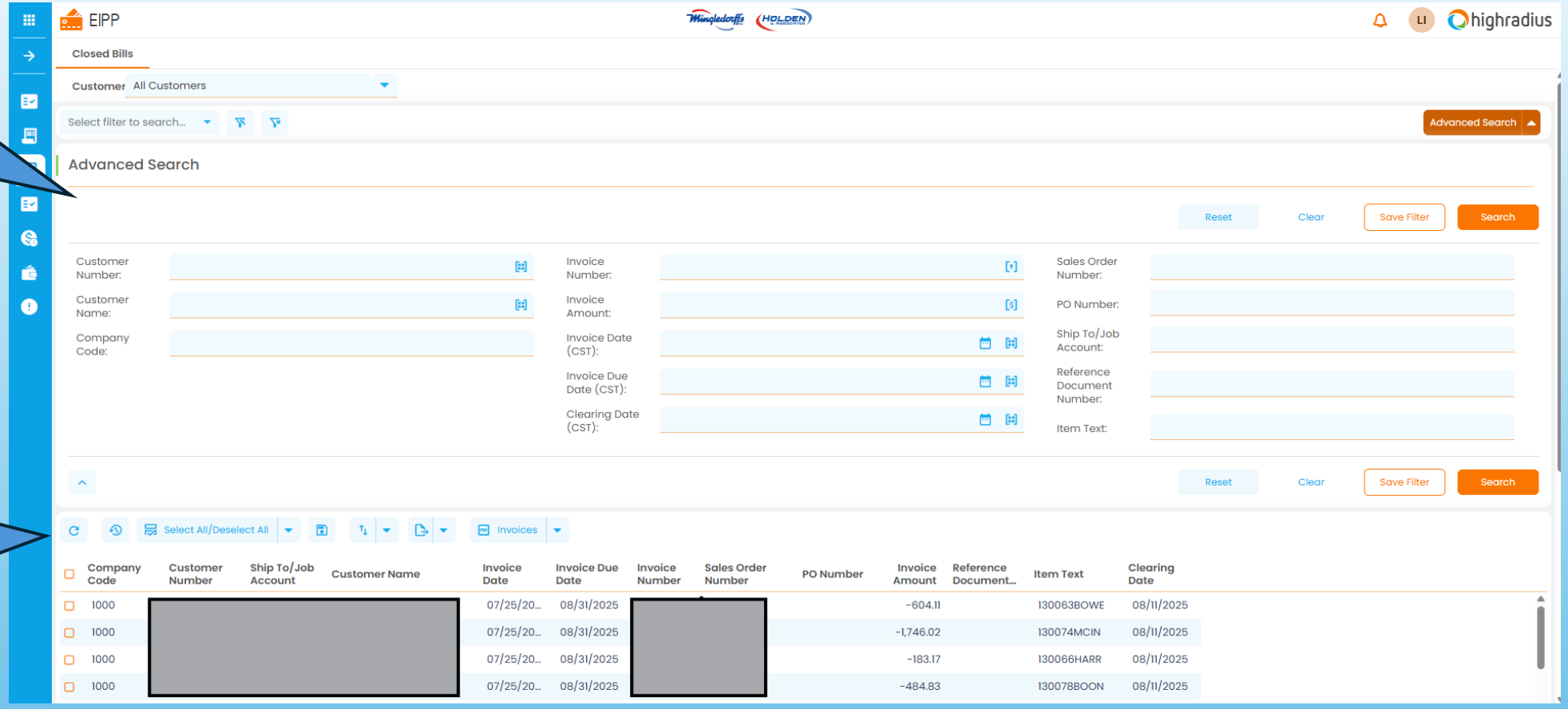




Closed Bills – view all invoices closed in SAP

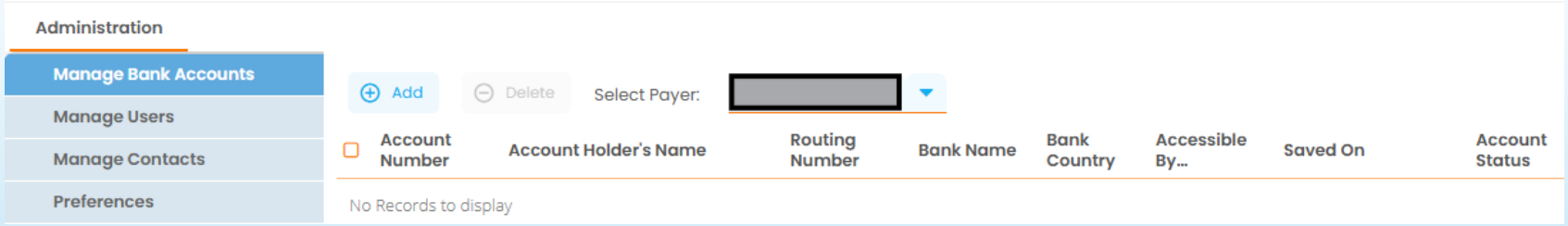
User can filter the same data similar to the open bills tab

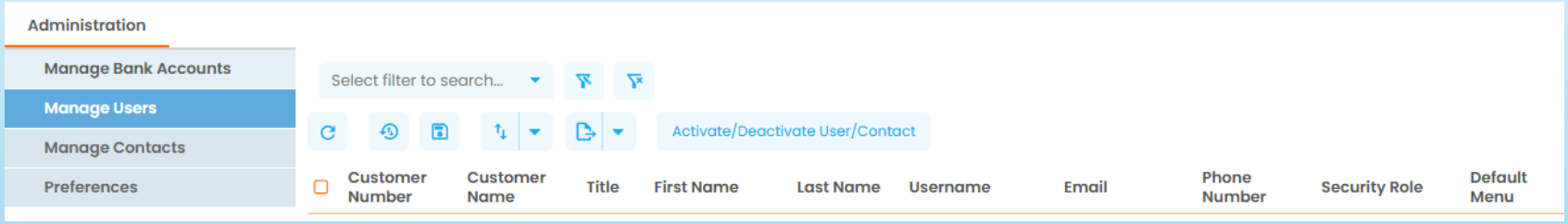
Tool bar changed
User can still download/email invoices

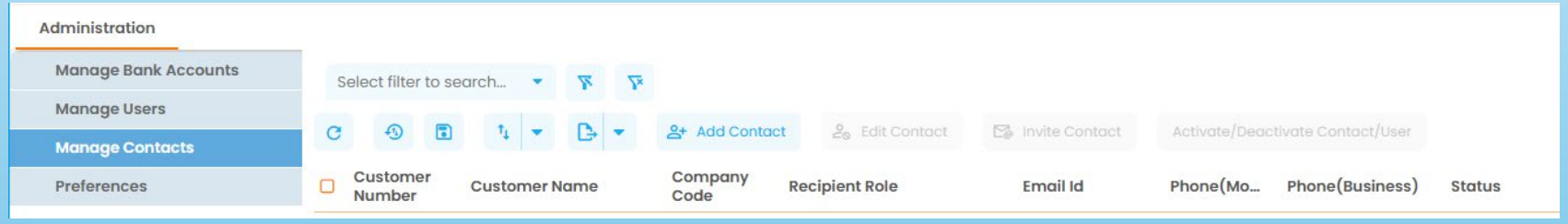


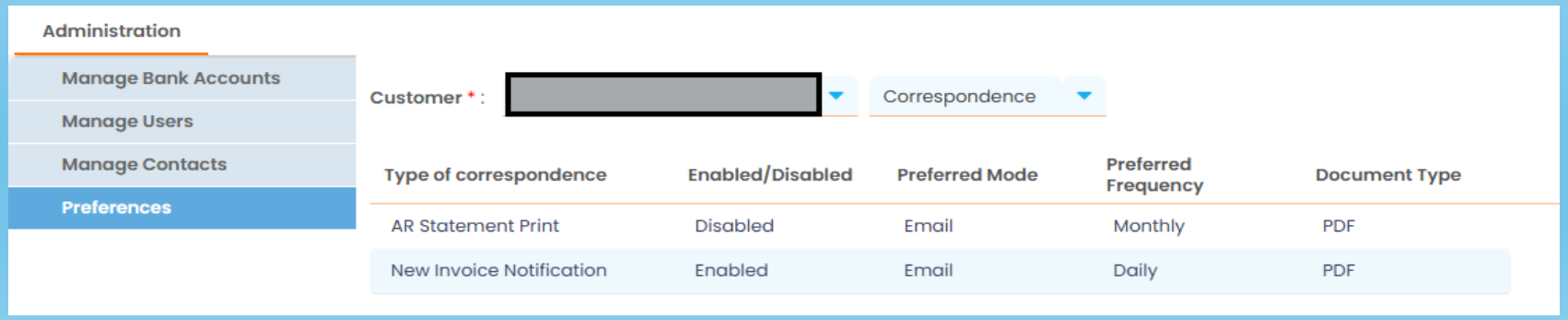
Administration

1. Manage Bank Account
   - ❖ Add/Delete banking information
2. Manage Users
   - ❖ Activate/Deactivate user access
   - ❖ Verify last user login
   - ❖ Verify user security roles
3. Manage Contacts
   - ❖ Add/Edit/Invite customer contact
   - ❖ Activate/Deactivate contacts
   - ❖ Verify contact status
   - ❖ Verify recipient role
4. Preferences
   - ❖ Enable/Disable invoice delivery
   - ❖ Enable/Disable Statement delivery
   - ❖ Select delivery mode
   - ❖ Select delivery frequency



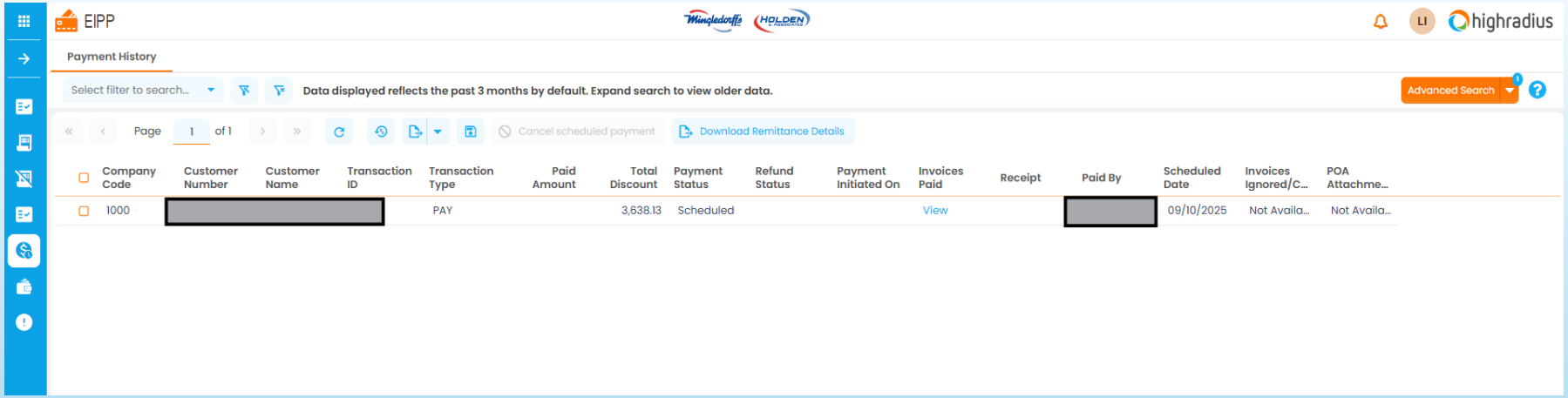




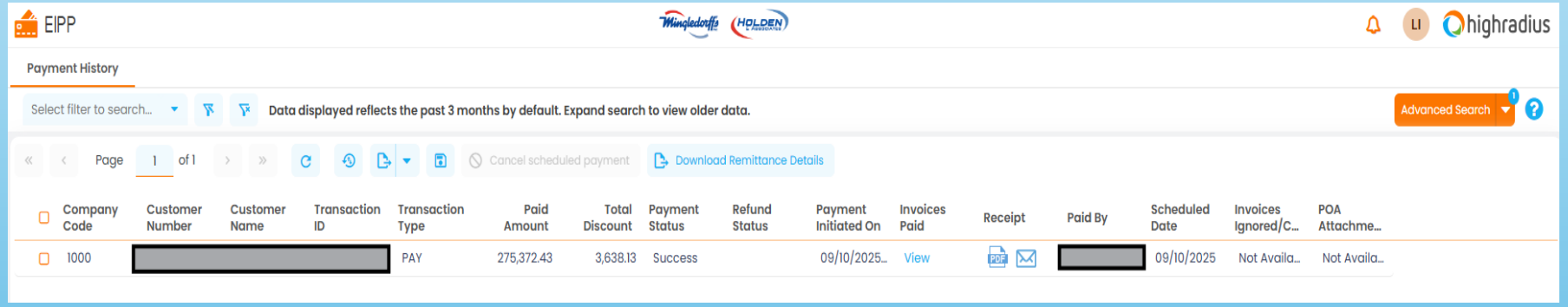


Payment History

1. Schedule Payment
   - View schedule payment
   - Cancel scheduled payment
   - View scheduled payment invoice list



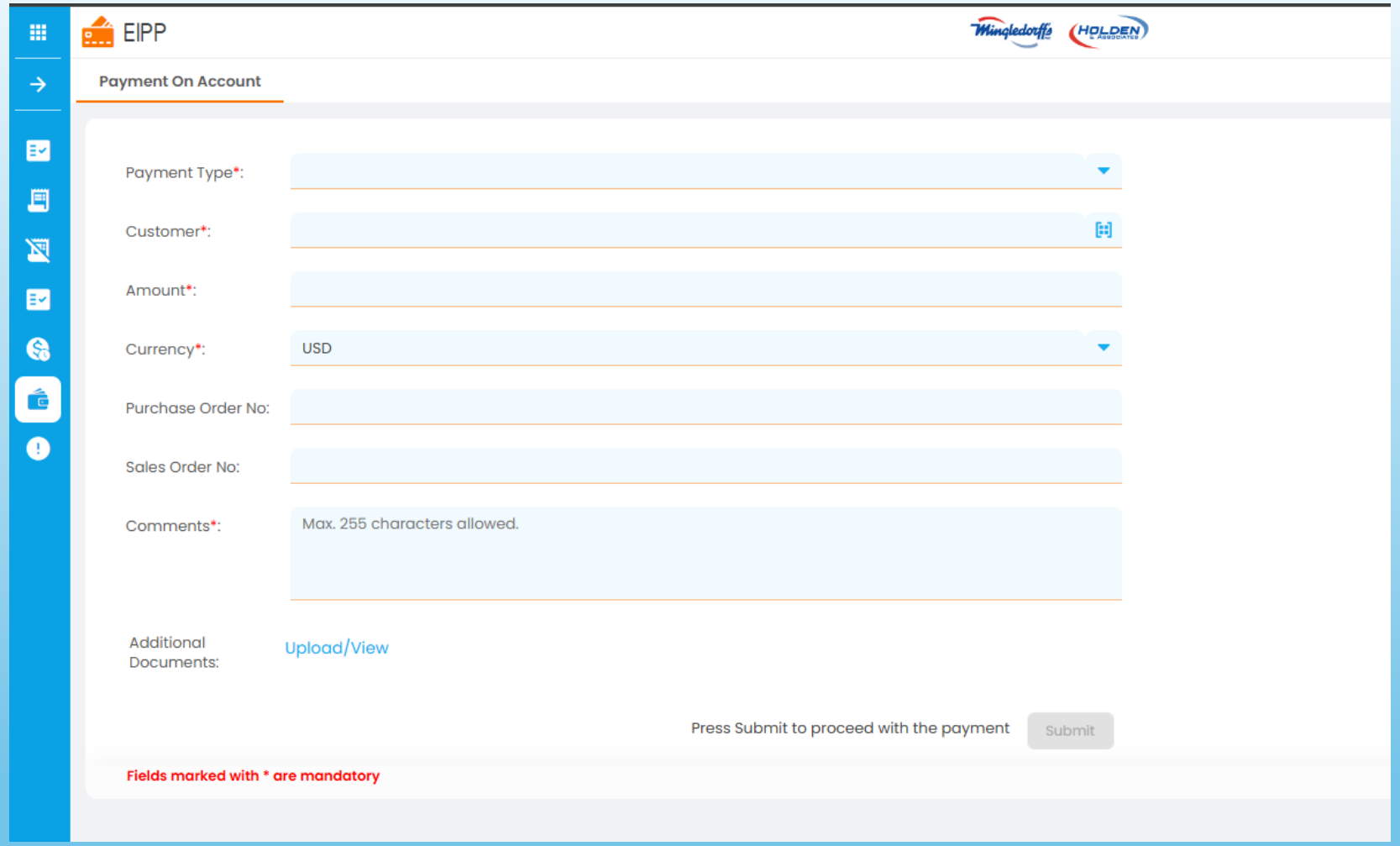
2. Successful Payment
   - Verify payment status
   - Download remittance details
   - View invoices paid
   - Print/Email remittance detail

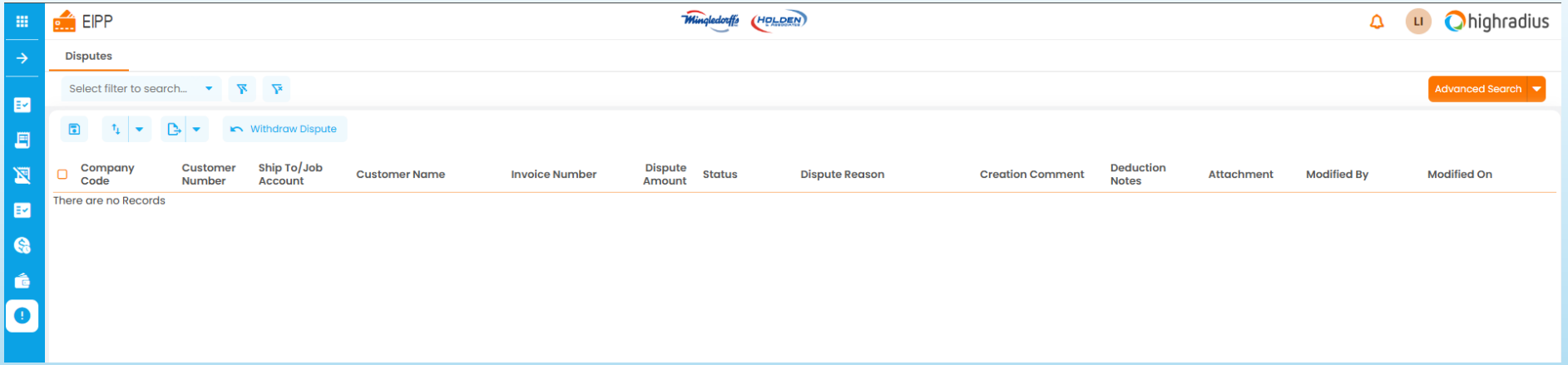


3. Advanced Search
   - Payment Period
     - 1, 3, 12 months
   - Payment Status
     - Schedule, Success, Cancelled, Failed

Payment on Account

- This transaction creates a one-time lump sum payment
- Required fields:
  - Payment Type
  - Customer
  - Amount
  - Currency – USD
  - Comments
- Upload documentation on how to apply payment



Disputes

- View status
- Withdraw disputes