



**American
Red Cross**

Invoice Central

External User Guide

Last Updated: 12.01.2025

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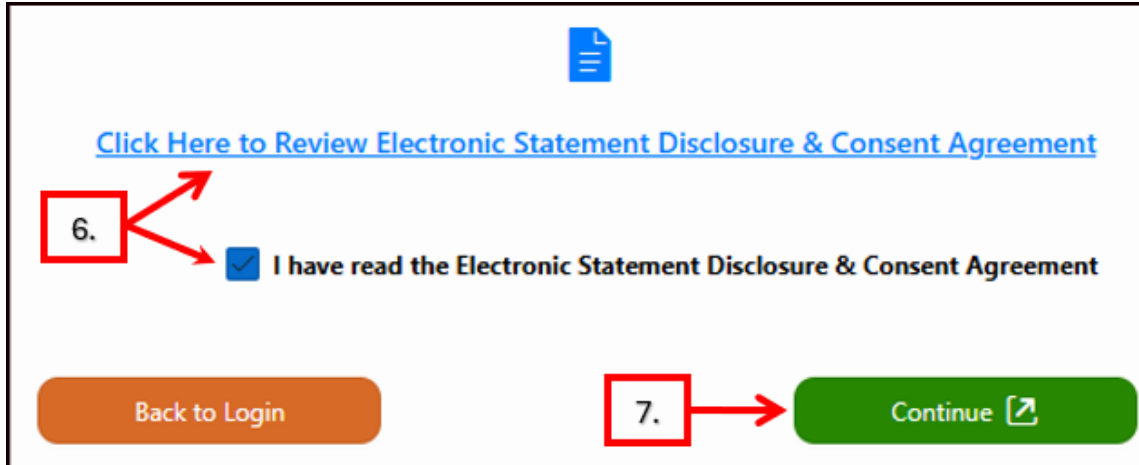
First Time Log In

1. The new user will receive an email from **noreplyIC@fss.redcross.org** with the Subject line: *First Time Login for the New Invoice Central*.
2. The email will contain a six-digit Verification Code, as well as a **New User Login** link that will direct you to a **Reset Password** screen for the new Invoice Central. **Important Note:** The verification code expires 24 hours after the email is sent. Click the **New User Login** link to proceed. Instead of entering the verification code, you will be prompted to reset your password. Once your password has been successfully reset, continue with **Step 4**.
 - a. Enter the six-digit Verification Code into the **Verification Code** box.
 - b. Create a password following the requirements listed when you click on the circled question mark.
 - c. Type the password again in the **Re-enter Password** box
 - d. Click **Confirm**

The screenshot shows the 'Reset Password' interface for the American Red Cross. At the top is the American Red Cross logo. Below it, the 'User Name' field is populated with 'w0877@gmail.com'. The 'Verification Code' field is labeled 'a.'. The 'Password' field is labeled 'b.' and has a circled question mark icon to its right. The 'Re-enter Password' field is labeled 'c.'. The 'Confirm' button is labeled 'd.'. Below the 'Confirm' button is a 'Go to Login Page' button. To the right of the form, a text box lists password requirements: 'Your new password must comply with the current password security policies and meet all of the following requirements: - Must be at least 8 but not more than 20 characters in length. - Must contain at least one alpha character a-z, A-Z - Must contain at least one numeric character 0-9 - Must contain the following special characters ! @ # % & * () - _ + []'. Below this, it says 'In addition: - The Password can be blank space, have a space in them or have repeating characters. - Password & user Id cannot match in whole or part. - You cannot repeat the same password for 5 times.' At the bottom of this text box is a 'Note: Passwords will expire every 90 days at which time you will be prompted to change/create a new password.'

First Time Log In (continued)

3. The screen will refresh, and you will be prompted to log in again by typing in your User Name (email address), the password just created, and verifying the CAPTCHA.
4. Click **Sign In**
5. The *Electronic Statement Disclosure & Consent Agreement* will appear. You must click on the link and read the entire agreement before the system will allow you to check the box stating that it has been read. **Important Note:** Hardware and Software Requirements are included in the agreement.
6. Click **Continue** to be directed to the Invoice Central home page.



The screenshot shows a web interface for the 'Electronic Statement Disclosure & Consent Agreement'. At the top center is a blue document icon. Below it is a blue hyperlink: 'Click Here to Review Electronic Statement Disclosure & Consent Agreement'. In the middle left, a red box containing the number '6.' has two red arrows pointing to the hyperlink and a checked checkbox. The checkbox is followed by the text 'I have read the Electronic Statement Disclosure & Consent Agreement'. At the bottom left is an orange button labeled 'Back to Login'. At the bottom right, a red box containing the number '7.' has a red arrow pointing to a green button labeled 'Continue' with an external link icon.

Homepage Overview

Users will see the Homepage immediately after logging in.

- At the top is the Header section: Home, Help, Notification Settings, User Name (email address)
- Below the Headers are several tiles that provide various functions and display different data.
- Below the tiles, there is the [Homepage – Statement of Account](#) section where users can easily view all open invoices, payment status, and other invoicing details.

Important Note: The screenshot below shows the five tiles Primary Admins and Secondary Admins will have access to. Other users will have fewer tiles, depending on their role.

Invoice Status	Payment Status	Customer Name	Customer Number	Invoice Number	Invoice Date	Discount Date	Amount Due After Discounts	Original Invoice Amount	Remaining Invoice Balance
Approved	Approved	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	\$2,444.90	\$2,444.90	\$2,444.90
Approved	Released	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	\$825.00	\$825.00	\$825.00
Approved	Pending	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	(\$160.00)	(\$160.00)	(\$160.00)
Approved	Pending	FORT ZUMWALT EAST HOSP	N020ABC-100001	428843	11-Mar-2025	11-Mar-2025	\$84,700.97	\$84,700.97	\$84,700.97

Homepage - Header

Search Box: Allows users to search by company name or number. **Important Note:** It is preferable to use the **Account Activity** tile instead.

Home: Clicking **Home** returns users to the home screen, regardless of the current location within the system.

Help: Clicking **Help**, opens the **Help Center** page. Users can access the *User Guide*, *Video Tutorials*, the *Quick Pay Portal*, *Resource Materials*, and email address links for various topics. Clicking an email link will automatically open a new Outlook message, allowing users to quickly contact the appropriate department. If Outlook is not available, the email address can be copied and pasted into any preferred email platform.

Help Center

User Guide – [User Guide & Password Reset Instructions](#)

Video Tutorials – [Access the Video Tutorials](#)

One-Time Payment – [Access the Quick Pay Portal](#)

Resource Materials – [Access FAQ's, At-a-Glance Guides, etc.](#)

Invoice Central Portal

Questions related to the topics listed below, please contact InvoiceCentral@redcross.org

- Grouping Accounts
- User Access
- Request for Demo Session
- Payments
- Notifications
- General Questions

Biomedical Customers

For Biomedical customers with inquiries related to the topics listed below, please contact – BSRBilling@redcross.org

- Customer Account Updates (Name, Address, PO, Email, etc.)
- Billing questions
- Pricing questions
- Incorrect or missing orders
- Packing slip information

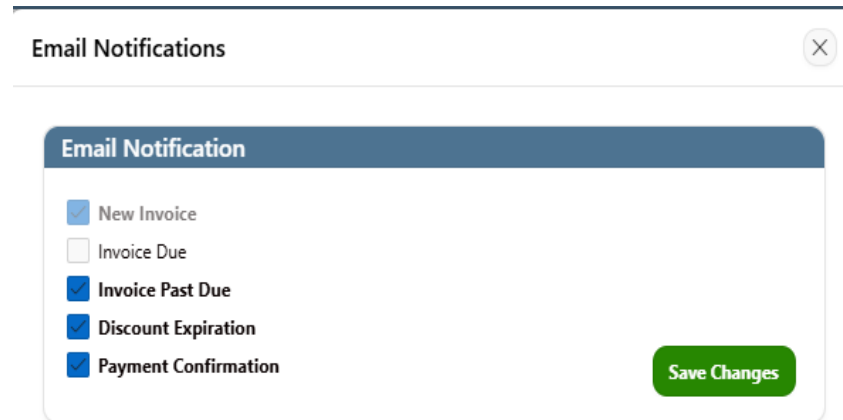
Training Services Customers

For Training Services customers with inquiries related to the topics listed below, please contact – billing@redcross.org

- Billing questions
- Certificates and Course Rosters
- Purchase Orders

Homepage - Header (continued)

Notification Settings: Shows the list of email notifications you are currently receiving.

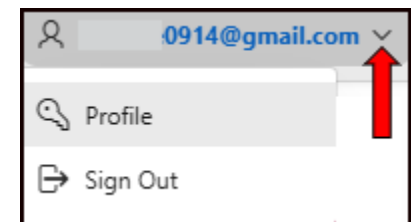


The screenshot shows a modal window titled "Email Notifications" with a close button (X) in the top right corner. Inside the modal, there is a section titled "Email Notification" with a list of checkboxes. The checkboxes are: "New Invoice" (checked), "Invoice Due" (unchecked), "Invoice Past Due" (checked), "Discount Expiration" (checked), and "Payment Confirmation" (checked). A green "Save Changes" button is located at the bottom right of the modal.

Important Note: The system automatically defaults to sending all notifications to users. Any email notifications can be changed by all users, except for **New Invoice** notifications. All active users will receive New Invoice emails. To add or remove any other notification(s), click the box to the left of the email notification type to deselect/select. Click **Save Changes** when finished. In the example to the left, the user will receive all notifications except **Invoice Due**.

Email Address: Click on the drop-down next to your email address for the following options:

- **Profile** - Users can view their User Name, Full Name, Role(s) Assigned and Amount Limit(s). Users can also change their password. Instructions are in the [Password Reset](#) section.
- **Sign Out** - Select this option to exit Invoice Central. Instructions are in the [Sign Out](#) section.



Homepage - Statement of Account

The **Statement of Account** will be on the Homepage under the tiles, along with all open invoices.

- Search Box or Column Headers:** Useful for users with multiple assigned accounts, allowing them to narrow their results. For instructions, please refer to [Filters](#).
- Actions:** Click the drop-down if you wish to download any data related to the **Statement of Account**. For instructions, please refer to [Download Reports or Data in the Tiles](#).

Statement of Account									
Q	a.	Go	Actions	b.					
Invoice Status	Payment Status	Customer Name	Customer Number	Invoice Number	Invoice Date	Discount Date	Amount Due After Discounts	Original Invoice Amount	Remain
Approved	Approved	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	\$2,444.90	\$2,444.90	
Approved	Released	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	\$825.00	\$825.00	
Approved	Pending	FORT ZUMWALT EAST HOSP	N020ABC-100001	428840	11-Mar-2025	11-Mar-2025	(\$160.00)	(\$160.00)	
Approved	Pending	FORT ZUMWALT EAST HOSP	N020ABC-100001	428843	11-Mar-2025	11-Mar-2025	\$84,700.97	\$84,700.97	

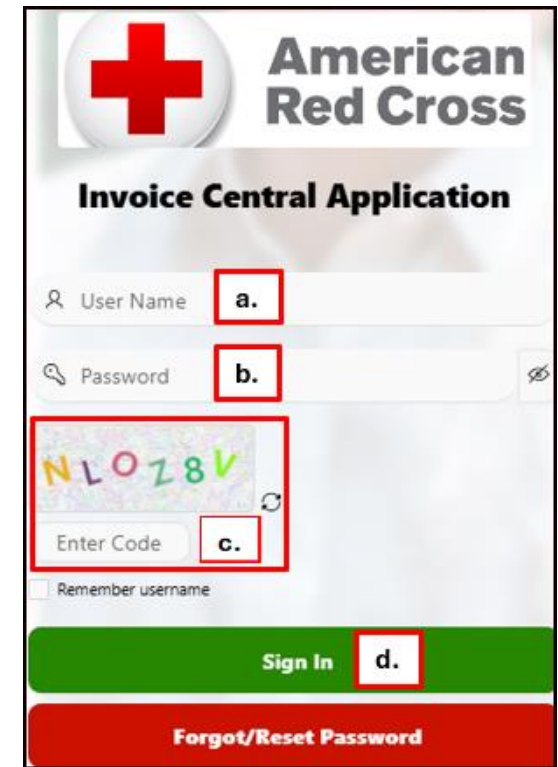
Common Functions

Sign In and Sign Out

Sign In

1. On the login screen, type in the following:
 - a. **Username:** This is the email address the account was set up under.
 - b. **Password:** Enter the password you selected when setting up your account.
 - c. **Enter Code:** Enter the numbers and/or letters that are displayed in the CAPTCHA.
Important Note: If you are unable to read the CAPTCHA, or you enter it incorrectly, click the refresh icon to the right of the CAPTCHA box to get a new one.
 - d. Click **Sign In**. (The Invoice Central homepage will display)

Important Note: If you have forgotten your password, please refer to [Password Reset](#).



Sign Out

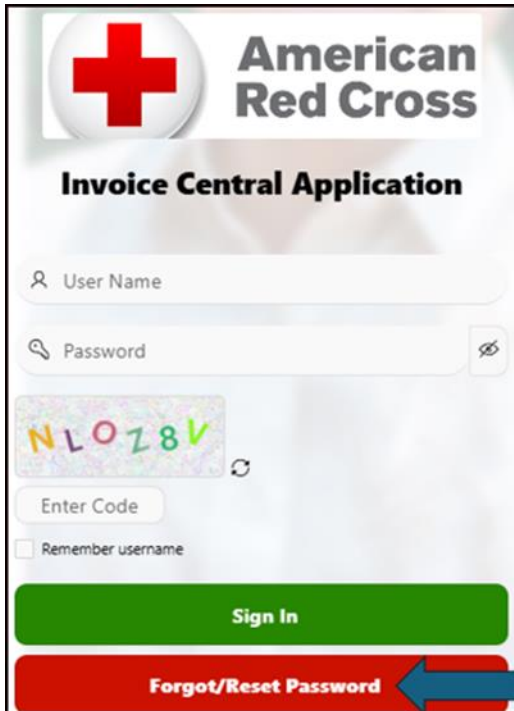
1. To log out of the system:
 - a. Click on the drop-down arrow (v) next to your email address at the top-right of the screen.
 - b. Click **Sign Out**.



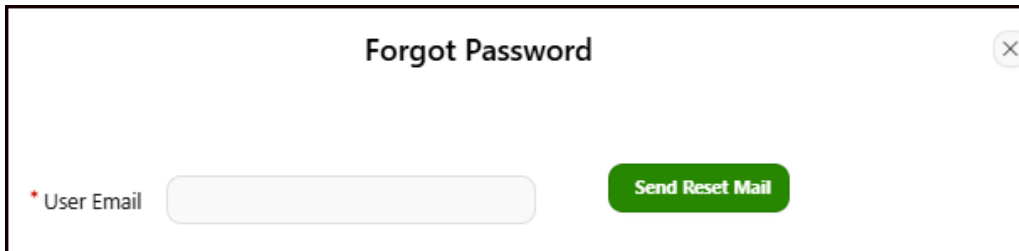
Password Reset

Password Reset from Main Login Screen

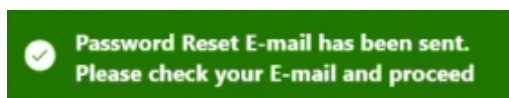
1. On the Login Screen click **Forgot/Reset Password**.



2. On the **Forgot Password** window, tab, then enter your email address to the right of **User Email**. Click the **Send Reset Mail** button.



3. An acknowledgment will be displayed on the screen.



Password Reset from Main Login Screen (continued)

4. User will receive an email from **noreplyIC@fss.redcross.org** with the Subject line: *Password Reset Request for Invoice Central*.
5. The email will contain a six-digit Verification code, as well as a **Reset Now** link that will take you to a **Reset Password** screen for the new Invoice Central.
6. In the email, click **Reset Now**.
 - a. Enter the six-digit Verification Code provided in the email in the **Verification Code** box.
 - b. Create a password following the requirements listed when you click on the circled question mark.
 - c. Type the password again in the **Re-enter Password** box.
 - d. Click **Confirm** (an acknowledgement of "Password Reset Completed" will display on the screen.)

Reset Password

User Name
w0877@gmail.com

Verification Code **a.**

Password **b.**

Re-enter Password **c.**

Confirm **d.**

[Go to Login Page](#)

Your new password must comply with the current password security policies and meet all of the following requirements:

- Must be at least 8 but not more than 20 characters in length.
- Must contain at least one alpha character a-z, A-Z
- Must contain at least one numeric character 0-9
- Must contain the following special characters ! @ # % & * ^ + - _ ~ `

In addition:

- The Password can be blank space, have a space in them or have repeating characters.
- Password & user Id cannot match in whole or part.
- You cannot repeat the same password for 5 times.

Note: Passwords will expire every 90 days at which time you will be prompted to change/create a new password.

7. The screen will refresh, and you will be prompted to log in by typing your User Name (email address), the password you just created, and verifying the CAPTCHA.
8. Click **Sign In**
9. User will receive an email from **noreplyIC@fss.redcross.org** with the Subject line: *Password Reset Complete for Invoice Central*.

Password Reset In Profile

1. On the Homepage, click on the drop-down next to your email address (top right corner of screen) and select **Profile**.



2. Enter the new password in the **New Password** box.
3. Enter that same password in the **Re-enter New Password** box.
4. Click the **Change Password** button.

User Name 0914@GMAILCOM		New Password ← 2.						
Full Name CANDICE LO		Re-enter New Password ← 3.						
<table border="1"><thead><tr><th>Role Name</th><th>Amount Limit</th></tr></thead><tbody><tr><td>External Secondary Admin</td><td>N/A</td></tr><tr><td>External Super-User</td><td>Unlimited</td></tr></tbody></table>		Role Name	Amount Limit	External Secondary Admin	N/A	External Super-User	Unlimited	<p>Your new password must comply with the current password security policies and meet all of the following requirements:</p> <ul style="list-style-type: none">- Must be at least 8 but not more than 20 characters in length.- Must contain at least one alpha character a-z, A-Z- Must contain at least one numeric character 0-9- Must contain the following special characters ! @ # % & * () - _ + {} [] <p>In addition:</p> <ul style="list-style-type: none">- Passwords may contain blank spaces.- Password and User ID cannot match in whole or part.- You cannot repeat the same password used for 5 previous passwords. <p>Note: Passwords will expire every 90 days at which time you will be prompted to change/create a new password.</p>
Role Name	Amount Limit							
External Secondary Admin	N/A							
External Super-User	Unlimited							
		Change Password ← 4.						

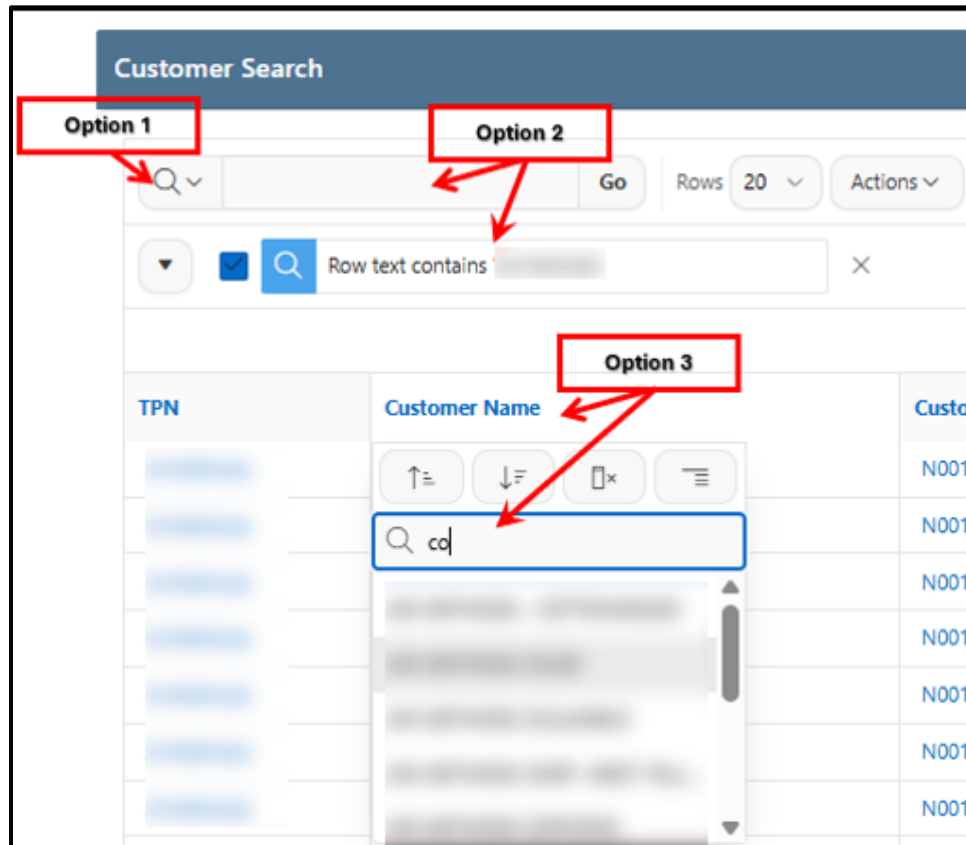
Filters: Search Field and Column Headers

Option 1: Users can click on the drop-down arrow next to the magnifying glass to view a list of search options, then search based on the selected category.

Option 2: Users can simply type their query in the **Search** box and click the **Go** button to view the results.

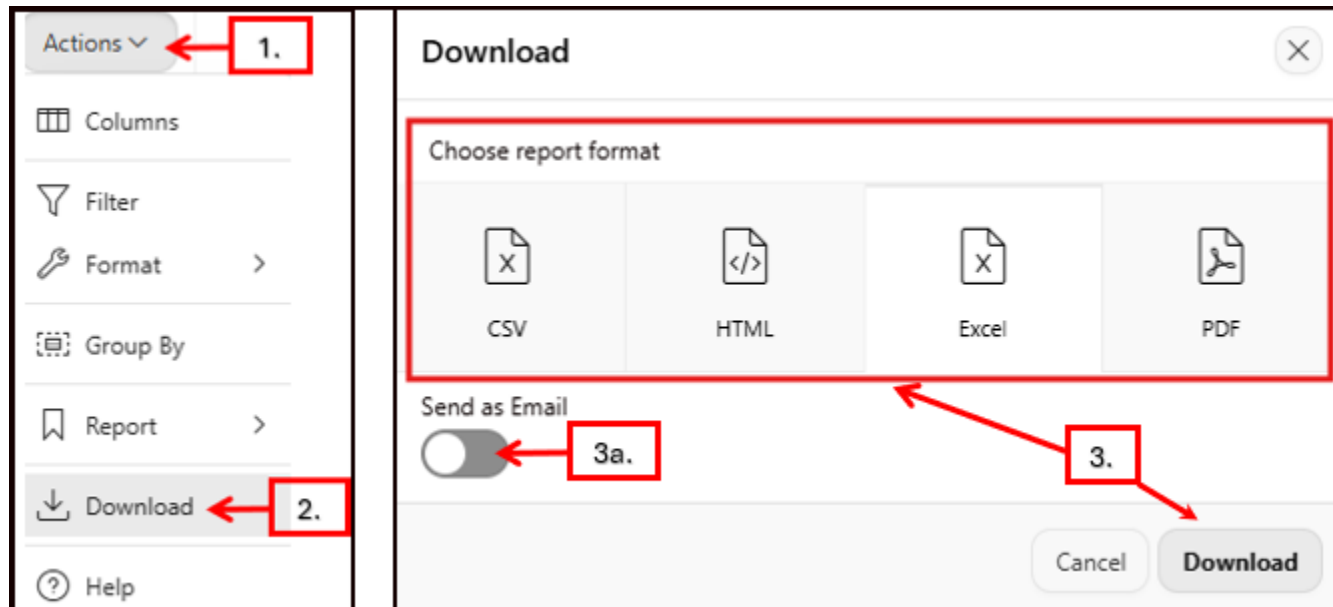
Important Note: The **Search** box will clear the previous entry, and the filter will appear below the **Search** box. Users can also use multiple filters.

Option 3: Click on any of the blue column headers to produce a drop-down menu that allows users to sort by ascending or descending order. Additionally, there is a filter box within the header that permits users to type specific search criteria related to the contents of that column.



Download Reports or Data in the Tiles

1. Click on the drop-down button next to **Actions**.
2. Select **Download**.
3. In the **Download** screen, choose the desired report format and click on the **Download** button.
 - a. You can also send the download as an email by toggling the button next to **Send as Email**.



Download Invoices

1. Click on any of the blue hyperlinked invoice numbers you wish to view and download.
2. The **View Invoice** screen will appear with options to download the **Summary Invoice** and/or **Detailed Invoice** by clicking on each one. **Important Note:** Training Services customers will only see a Detailed Invoice.
3. There are various functions within this screen that can be used.
 - a. Click on the minus icon (-) to zoom out or the plus icon (+) to zoom in on the invoice.
 - b. Click the **Download Detailed Invoice** button. The downloaded file name corresponds with the invoice number. (Ex: *RedCross_Inv_123456_Detail*).
 - c. For Biomedical customers only: To download the summary, simply click on the **Summary Invoice** tab and click the **Download Summary Invoice** button. The file name will be the same but will have "Summary" at the end instead of "Detail." (Ex: *RedCross_Inv_123456_Summary*).
 - d. Click the printer icon to print out the Detailed or Summary invoice.
4. Click the "X" in the top right corner when finished with this screen.

The screenshot shows the 'View Invoice' interface. At the top, there are two tabs: 'Summary Invoice' and 'Detailed Invoice'. The 'Detailed Invoice' tab is selected. Below the tabs, there is a yellow button labeled 'Download Detailed Invoice'. On the left side, there is a zoom control bar with a minus icon, a '90%' zoom level, and a plus icon. On the right side, there is a printer icon. The main content area displays the American Red Cross logo, the 'REMIT TO' information (AMERICAN RED CROSS, PO BOX 73013, CHICAGO, IL 60673-7013), and the 'EXAMPLE CUSTOMER ADDRESS' (ATTN JANE DOE, 321 STREET, EXAMPLE CITY, STATE 12354). To the right of the address is an 'INVOICE SUMMARY ACTIVITY BLOOD SERVICES' table. At the bottom, there is a 'SUMMARY OF ACTIVITY BY PRODUCT FOR CURRENT BILLING PERIOD' table.

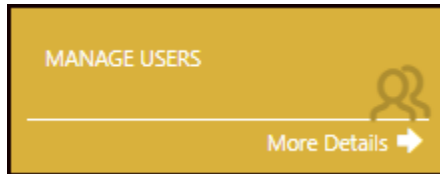
INVOICE SUMMARY ACTIVITY BLOOD SERVICES						
INVOICE NUMBER:	123456					
CUSTOMER NUMBER:	N000005SAMPLE					
PAYMENT TERMS :	NET 45					
ARC FEDERAL TAX ID:	00-123456789					
A/R PHONE NUMBER:	888-316-4695					
PURCHASE ORDER NUMBER:						
INVOICE DATE:	08-JUL-2025					

SUMMARY OF ACTIVITY BY PRODUCT FOR CURRENT BILLING PERIOD							
SEQ NO	PRODUCT	DESCRIPTION	QUANTITY		DEBIT	CREDIT	TOTAL
			SHIPPED	RETURNED			

Annotations on the screenshot:

- 3a. Points to the zoom control bar (minus, 90%, plus).
- 3b. Points to the 'Download Detailed Invoice' button.
- 3c. Points to the 'Summary Invoice' tab.
- 3d. Points to the printer icon.
- 4. Points to the close button (X) in the top right corner.

Manage Users – PRIMARY ADMIN ONLY



Click **More Details** on this tile to view, add, or edit users in Invoice Central.

After clicking 'More Details', Admins will see the list of all active and inactive users within their organization. Below are key features available within this section.

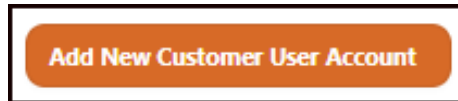
- a. **Search Box or Column Headers:** For instructions on how to apply filters to narrow results, please refer to [Filters](#).
- b. **Actions:** Click the drop-down if you wish to download any data related to the **Manage Users** tile. For instructions, please refer to [Download Reports or Data in the Tiles](#).
- c. **Add New Customer User Account:** Click this button to add a new user.
- d. **Edit:** Click the pencil icon to access the Customer Account data of the user to the right of the pencil icon.
- e. **Reset Password:** Users are encouraged to reset their own passwords; however, Admins can also reset passwords for users.

The screenshot shows the 'Manage Users' interface. At the top is a blue header bar with the title 'Manage Users' and a 'Back' button. Below the header is a toolbar containing a search box (labeled 'a.'), a 'Go' button, a 'Rows' dropdown set to '15', an 'Actions' dropdown (labeled 'b.'), and an 'Add New Customer User Account' button (labeled 'c.'). Below the toolbar are two filter boxes: 'Row text contains 'charlie'' and 'Status = 'Active''. The main area is a table with columns: Edit, Name, Login ID/Email, TPN, User Type, User Role, Status, and Reset Password. The first row shows a user named 'CHARLIE BROWN' with login 'charlieb1@test.com'. The 'Edit' column for this row has a pencil icon (labeled 'd.'). The 'Reset Password' column has a 'Reset Password' link (labeled 'e.'). The bottom right corner shows '1 - 1 of 1'.

Edit	Name	Login ID/Email	TPN	User Type	User Role	Status	Reset Password
	CHARLIE BROWN	charlieb1@test.com	FortZumwalt	External	Payment Approver, Payment Releaser	Active	Reset Password

Add New User:

1. Click the **Add New Customer User Account** button located at the top-right corner of the **Manage Users** screen.



2. On the **Customer Account** screen, enter all applicable information in the blank fields marked with a red asterisk. **Important Note:** *User Type, Status, Language, Default Currency, and TPN Name* will already be populated.
3. In the **User Role** section, Check [✓] the box to the left of the role(s) being assigned. Reference [User Roles](#) for definitions.
4. In the **Email Notification(s)** section, all notifications are sent to the new user by default. If there are any notifications the user should not receive, uncheck [✓] the box next to the applicable notification type(s).
5. For the **Invoice Approval Amount Restriction** and **Payment Approval Amount Restriction** section, the default setting is **Unlimited**. If you want to set an amount restriction for the related user role (see chart below), select the radio button to the left of **Amount**. A drop-down box will appear where you can enter the maximum dollar amount (numbers only)
Example: If the amount is \$50,000, then type in 50000, as seen in screenshot on the next page.
6. Next, assign accounts by moving applicable account(s) from the **Account List** box to the **Assigned Account(s)** box. You can do this by either double-clicking the account name/number or using the arrows between the two boxes.
7. Click the **Create Account** button at the top-right corner of the **Customer Account** screen.
 - a. Once the new user is created, they will receive the *First Time Login for the New Invoice Central* from **noreplyIC@fss.redcross.org** with instructions on how to log in to Invoice Central.

***See next page for a screenshot on Steps 2 – 7.**

Related User Role for Amount Restrictions

Amount Restriction	Related User Role
Approve Invoice	Invoice Approver
Initiate Payment/SuperUser	Payment Initiator & External Super-User
Approve Payment	Payment Approver
Release Payment	Payment Releaser

Customer Account screen

Customer Account

Create AccountBack

* User Type: External

* Department: AP

* Status: Active

* TPN Name: FortZumwalt

* First Name: CHARLIE

* Phone Number: 7042255555

Language: English

* Last Name: BROWN

* Email Address/Login ID: charlieb1@test.com

Default Currency: USD

User Role

☐ External Primary Admin

☐ External Secondary Admin

☐ View Only/Guest

☐ External Super-User

☐ Invoice Approver

☒ Payment Initiator

☐ Payment Approver

☐ Payment Releaser

Email Notification

☐ New Invoice

☒ Invoice Due

☒ Invoice Past Due

☒ Discount Expiration

☒ Payment Confirmation

Invoice Approval Amount Restriction

Payment Approval Amount Restriction

Approve Invoice

☒ Unlimited

☐ Amount

Initiate Payment/SuperUser

☐ Unlimited

☒ Amount

50000

Approve Payment

☒ Unlimited

☐ Amount

Release Payment

☒ Unlimited

☐ Amount

User Account Assignments

Account List *

Assigned Account(s) *

Edit (Modify) Existing User Information

1. On the **Customer User Account** screen, click the pencil icon in the **Edit** column.

Edit	Name
	CHARLIE BROWN

2. Update any necessary field(s) within any section of the **Customer Account** page, as shown in the example screenshot below.
3. Click the **Update Account** button at the top right of the page after making any changes.

Customer Account

Update AccountBack

* User Type : External

* First Name : CHARLIE

* Last Name : BROWN

* Department : AP

* Phone Number : 7042255555

* Email Address/Login ID : charlieb1@test.com

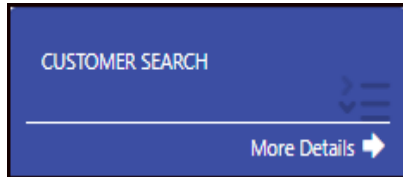
* Status : Inactive

Language : English

Default Currency : USD

Tiles and Reports – ALL USER ROLES

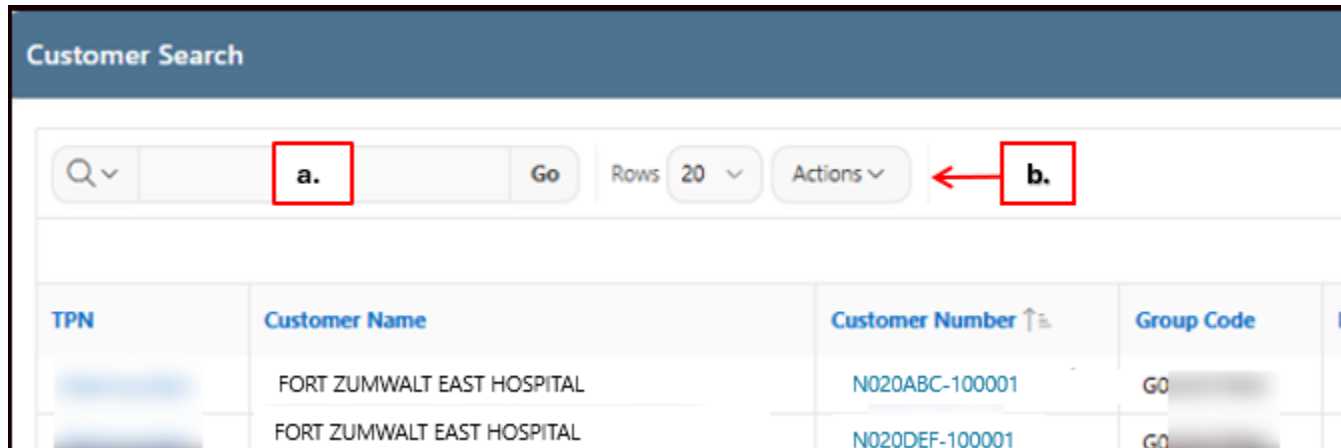
Customer Search



Click on **More Details** to view general information on any account(s) to which you are assigned.

Listed below are basic functions that can be performed within this tile.

- a. **Search Box or Column Headers:** Useful for users with multiple assigned accounts, allowing them to narrow their results. For instructions, please refer to [Filters](#).
- b. **Actions:** Click the drop-down if you wish to download any data related to the **Customer Search** tile. For instructions, please refer to [Download Reports or Data in the Tiles](#).

A screenshot of the 'Customer Search' interface. At the top is a dark blue header with the title 'Customer Search'. Below it is a search bar with a magnifying glass icon and a dropdown arrow, followed by a 'Go' button. To the right of the search bar is a red box labeled 'a.' containing a search input field. Further right is a 'Rows' dropdown set to '20' and an 'Actions' dropdown menu. A red box labeled 'b.' is placed over the 'Actions' dropdown, with a red arrow pointing to it from the right. Below the search bar is a table with columns: 'TPN', 'Customer Name', 'Customer Number' (with an upward arrow icon), 'Group Code', and 'Bi'. The table contains two rows of data, both for 'FORT ZUMWALT EAST HOSPITAL'. The first row has 'Customer Number' N020ABC-100001 and 'Group Code' G0. The second row has 'Customer Number' N020DEF-100001 and 'Group Code' G0.

TPN	Customer Name	Customer Number ↑	Group Code	Bi
	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	G0	
	FORT ZUMWALT EAST HOSPITAL	N020DEF-100001	G0	

Customer Search (continued)

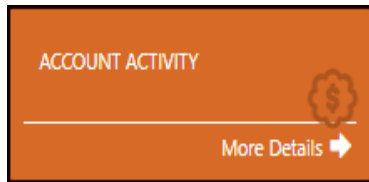
1. To view invoices for a specific customer account, click the applicable blue hyperlink in the **Customer Number** column.

Customer Search						
<div>Q <input type="text"/> Go Rows 20 Actions</div>						
						1 - 20 of 24 >
TPN	Customer Name	Customer Number ↑	Group Code	Bill To Org	Account Status	Line Of Business
	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	G0		Active	BioMed
	FORT ZUMWALT WEST HOSPITAL	N020DEF-100001	G0		Active	BioMed

2. The invoices for that customer number will populate. In the example below, the legend was used to filter on **Open** invoices only. You have the option to select or deselect any options in the legend.
3. Click on any blue hyperlinked invoice number to view detailed and/or summary invoice information. For instructions on downloading, please refer to [Download Invoices](#).
 - a. There is also an option to download all data listed in the **Invoice Search** screen by clicking **Download**.
4. When finished, click the **Back** button.

Invoice Search							
<div>Search... Back</div>							
Total Invoice Count: 4							
TPN Number FortZumwalt X Invoice Status Open X Customer Number N020ABC-100001 X Clear All							
TPN Number	Customer Name	Customer Number	Invoice Number	Invoice Date ↓	Account Status	Original Invoice Amount	Remaini
FortZumwalt	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	429212	15-Jul-2025	Active	\$2,394.56	
FortZumwalt	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	429194	08-Jul-2025	Active	\$2,220.14	
FortZumwalt	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	429167	30-Jun-2025	Active	\$1,378.49	
FortZumwalt	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	429155	24-Jun-2025	Active	\$1,767.12	
Download							

Account Activity



Click on **More Details** to access invoices and invoice lines.

Listed below is an explanation of the filter boxes at the top of the **Account Activity** screen:

TPN: This will be auto-populated with the TPN you are assigned to.

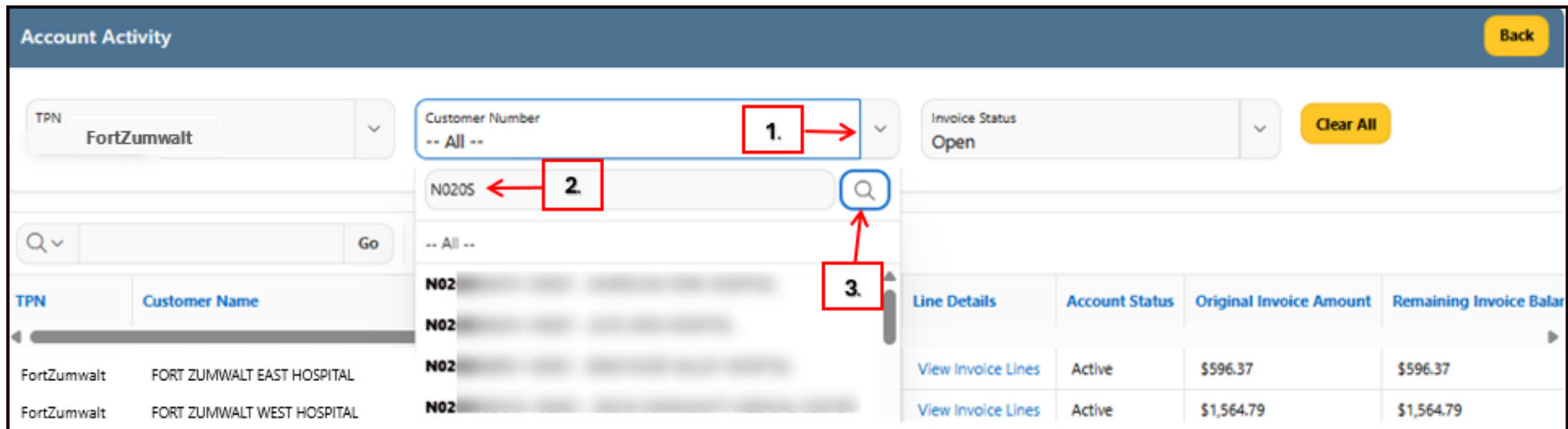
Customer Number: See *Steps to Perform a Search using the Customer Number filter*.

Invoice Status: This defaults to *Open* but can be changed to *All* or *Closed* by clicking on the drop-down.

Steps to Perform a Search using the Customer Number filter

1. Click the **Customer Number** drop-down.
2. Type in all or part of the customer number.
3. Click on the magnifying glass icon to display results.

Note: Typing part of the customer number will display all matching results that contain those characters. To view invoices, you must select a specific customer from the **Customer Number** drop-down list.

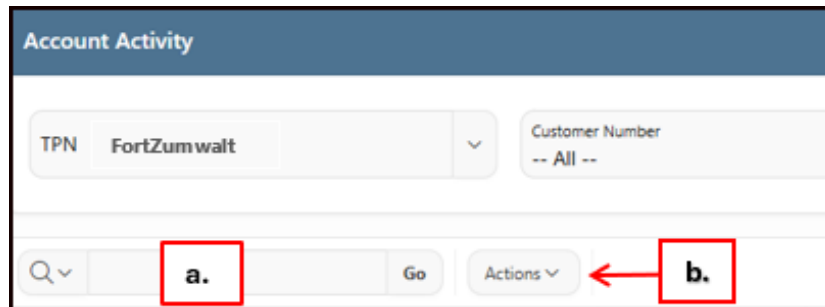


The screenshot shows the 'Account Activity' interface. At the top, there's a header bar with 'Account Activity' and a 'Back' button. Below the header, there are filter boxes for 'TPN' (set to 'FortZumwalt'), 'Customer Number' (set to '-- All --'), and 'Invoice Status' (set to 'Open'). A 'Clear All' button is next to the Invoice Status filter. Below the filters, there's a search bar with a magnifying glass icon and a 'Go' button. The main content area displays a table of results. The table has columns for 'TPN', 'Customer Name', 'Line Details', 'Account Status', 'Original Invoice Amount', and 'Remaining Invoice Balance'. The first two rows show 'FortZumwalt' and 'FORT ZUMWALT EAST HOSPITAL' and 'FORT ZUMWALT WEST HOSPITAL' respectively. The 'Line Details' column shows 'View Invoice Lines' links. The 'Account Status' column shows 'Active'. The 'Original Invoice Amount' and 'Remaining Invoice Balance' columns show values like '\$596.37' and '\$1,564.79'.

Account Activity (continued)

Listed below are basic functions that can be performed within this tile.

- a. **Search Box or Column Headers:** This is useful for users that have various assigned accounts. It allows users to narrow the results. For instructions, please refer to [Filters](#).
- b. **Actions:** Click on the drop-down if you would like to download all open and/or closed invoices listed in the **Account Activity** tile. For instructions, please refer to [Download Reports or Data in the Tiles](#).



The screenshot shows the 'Account Activity' tile interface. At the top, there is a header bar with the title 'Account Activity'. Below the header, there are two filter sections: 'TPN' with a dropdown menu showing 'FortZumwalt' and a 'Customer Number' dropdown menu showing '-- All --'. Below these filters, there is a search bar with a magnifying glass icon and a 'Go' button. To the right of the search bar, there is an 'Actions' dropdown menu. Two red boxes with labels 'a.' and 'b.' are overlaid on the interface. Box 'a.' is positioned over the search bar, and box 'b.' is positioned over the 'Actions' dropdown menu. A red arrow points from box 'b.' to the 'Actions' dropdown menu.

Export Invoice Lines

1. In the **Account Activity** tile, you have the option to use any of the filters to narrow your results. Locate the invoice you want to export and then click the **View Invoice Lines** hyperlink located in the same row as the applicable invoice.

TPN	Customer Name	Customer Number	Invoice Number	Invoice Date	Line Details
FortZumwalt	FORT ZUMWALT EAST HOSPITAL	N020ABC-100001	429181	30-Jun-2025	View Invoice Lines
FortZumwalt	FORT ZUMWALT WEST HOSPITAL	N020DEF-100001	429151	24-Jun-2025	View Invoice Lines

2. An **Invoice Detail** screen will appear. **Note:** Biomed customers will see both a **Summary** section and the **Invoice Lines Detail** section. Training Services (TS) customers will only see **Invoice Line Detail**.
 - a. Go to the section you want to download and click on the **Actions** drop-down.
 - b. Click **Download**
 - c. Select your preferred report format. The screenshot below shows an example of downloading in Excel format.
 - d. Click on the **Download** button.

Summary **Biomed Customers Only**

Q

Go

Actions

2a.

Columns

Filter

Data

Format

Chart

Group By

Pivot

Report

Download

2b.

Subscription

Help

Actions

2a.

Seq Num	Product	Description	Quantity Shipped	Quantity Returned
1	N00188202	Unit W/2 Empty Bags Att	1	0
2	N00188822	WB Low Titer <200	1	0
3	N001A88	SHP-Scheduled/Routine	1	0
4	N001E0033V00	Whole Blood CPD 500mL	1	0
5		Accepted forms of payment	0	0

Invoice Line Details **Biomed & TS Customers**

Q

Go

Actions

2a.

Seq Num

Product

Description

WBN/DIN

Quantity Shp/Rtn

Download

Choose report format

2c.

CSV

HTML

Excel

PDF

Data Only

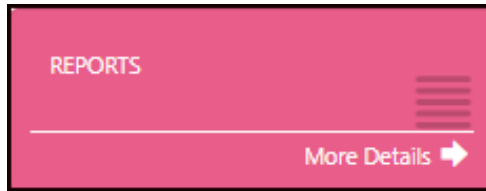
Send as Email

2d.

Cancel

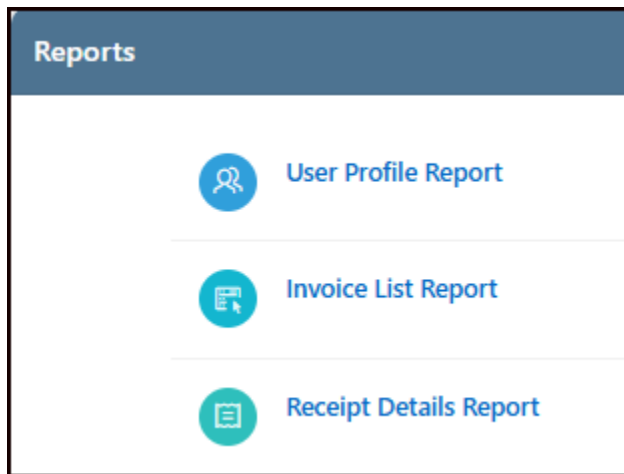
Download

Reports



Click on **More Details** on this tile to access all available reports.

Details on each report are on subsequent pages. **Important Note:** For instructions on how to download any of the reports listed below, please refer to [Download Reports or Data in the Tiles](#).



User Profile Report - This report provides data on all users assigned to the same customer account(s) as you. Information on users includes First Name/Last Name, Email/Login ID, assigned Role Name(s) and various other information.

Important Note: The report will open with no data. You must complete steps 1 & 2 below for data to populate.

1. Click on the drop-down arrow in the **Select User Role** box. Users can either select **All** or select one of the eight user roles.
 - a. If you select a specific user role, you can only select one role at a time. **Important Note:** Some users could have more than one role assigned and appear in different report queries. **Example:** Jane is a *Payment Approver* and *Payment Releaser*. She will be listed when you query by *Payment Approver* or *Payment Releaser*.
 - b. If you want to view multiple user roles, you can select **All** and sort the **Role Name** column in ascending or descending order.
2. Click on **Run Report** to view the results.
 - a. To view results for a different role, you can click **Clear Data** before selecting a new role.

To exit the current report and run a different report, click on **Back**. If done running the current report and any others, click the **Home** icon at the top of the screen. (not shown in screenshot)

The screenshot shows the 'User Profile Report' interface. At the top right is a yellow 'Back' button. Below it is a 'Select User Role' dropdown menu currently set to 'All', with a red box labeled '1.' pointing to its arrow. Below the dropdown is a search bar. To the left of the search bar is a list of user roles: 'All', 'External Primary Admin', 'External Secondary Admin', 'External Super-User', 'Invoice Approver', 'Payment Approver', and 'Payment Initiator'. A red box labeled '1b.' points to the 'All' role. To the right of the search bar are two buttons: a green 'Run Report' button (labeled '2.' with a red box) and an orange 'Clear Data' button (labeled '2a.' with a red box). Below these is a table with columns: 'Role Name', 'TPN', 'Role Assigned By', 'Role Assigned Date', 'User Creation Date', and 'User Created By'. The table shows two rows of data. Above the table, it says 'Total number of rows: 34' and '1 (1 - 34)'.

Role Name	TPN	Role Assigned By	Role Assigned Date	User Creation Date	User Created By
External Primary Admin	FortZumwal	charlieb1@test.com	17-Jun-2025	17-Jun-2025	09146
External Primary Admin	FortZumwal	hayess@test.com	31-Jul-2025	31-Jul-2025	11R

Invoice List Report – This report provides a complete listing of all invoices within the date parameters you select. Information on this report includes Invoice Status, Original Invoice Amount, Remaining Invoice Balance, and various other information.

Important Note: The report will open with no data. You must complete steps 1 & 2 below for data to populate.

1. Add dates in the **From Invoice Date** and **To Invoice Date** boxes using the calendar icons.
2. Click on **Run Report** to view the results.
 - a. Depending on the size of your monitor, a scroll bar might appear under the headers to allow you to view all report columns.
 - b. If you want to view a new report with different invoice dates, you can click on **Clear Data** to refresh the screen.

Additional Filtering Options: Use the Search box or the blue Column Headers. For instructions, please refer to [Filters](#).

To exit the current report and run a different report, click on **Back**. If done running the current report and any others, click the **Home** icon at the top of the screen. (not shown in screenshot)

The screenshot shows the 'Invoice List Report' interface. At the top right is a yellow 'Back' button. Below the header, there are two date input fields: 'From Invoice Date' (01-Jul-2025) and 'To Invoice Date' (09-Jul-2025), each with a calendar icon. A red box labeled '1.' points to both date fields. To the right of these fields are two buttons: a green 'Run Report' button (pointed to by a red box labeled '2.') and an orange 'Clear Data' button (pointed to by a red box labeled '2b'). Below the date fields is a search bar with a magnifying glass icon, a 'Go' button, and an 'Actions' dropdown. A red box labeled 'Add'l Filtering Options' points to the search bar. Below the search bar is a table with columns: TPN, Invoice Number, Invoice Date, Customer Name, Customer Number, Invoice Status, Creation Date, Original Invoice Amount, Remaining Invoice Balance, Selling Unit, and Invoice Posted Date. A red box labeled '2a' points to the 'Selling Unit' column. At the bottom right of the table, it says 'Total number of rows: 3' and '1 (1 - 3)' with a dropdown arrow.

[Receipt Details Report](#) - This report provides details on applied payments.

Important Note: The report will open with no data. You must complete steps 1 & 2 below for data to populate.

1. Use one or more of the filters at the top to query the information you want to see.
2. Click on **Run Report** to view the results.
 - a. Depending on the size of your monitor, a scroll bar might appear under the headers to allow you to view all report columns.
 - b. If you want to view a new report with different search criteria, you can click on **Clear Data** to refresh the screen.

Additional Filtering Options: Use the Search box or the blue Column Headers. For instructions, please refer to [Filters](#).

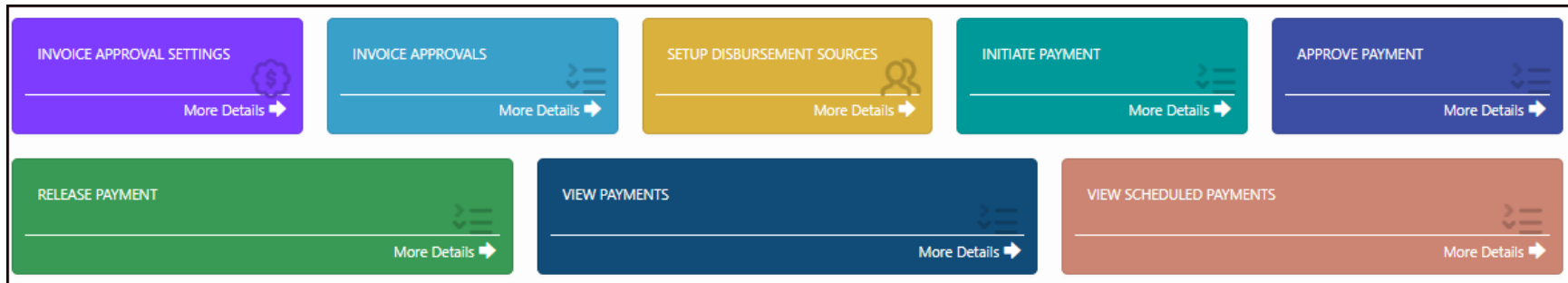
To exit the current report and run a different report, click on **Back**. If done running the current report and any others, click the **Home** icon at the top of the screen. (not shown in screenshot)

The screenshot shows the 'Receipt Details Report' interface. At the top, there is a header bar with the title 'Receipt Details Report' and a 'Back' button. Below the header, there is a filter section with a red box around it. This section includes input fields for 'Receipt No', 'Invoice No', 'Receipt From Date' (set to 29-Aug-2025), and 'Receipt To Date' (set to 29-Aug-2025). To the right of these fields are two buttons: 'Run Report' (green) and 'Clear Data' (orange). A red box labeled '1.' points to the filter section. A red box labeled '2.' points to the 'Run Report' button. A red box labeled '2b.' points to the 'Clear Data' button. Below the filter section, there is a search bar with a magnifying glass icon and a 'Go' button. To the right of the search bar is a button labeled 'Add'l Filtering Options'. Below the search bar, there is a table with columns: 'Customer Number', 'Invoice Number', 'Invoice Total', 'Receipt Amount', 'Amount Applied', 'Total Amount Due', 'Receipt Number', 'Receipt Date', 'Invoice Date', 'Appl Status', 'Earned Discount Taken', and 'Receipt State'. The table has a scroll bar at the bottom. To the right of the table, there is a status bar showing 'Total number of rows: 536' and a dropdown menu for '1 (1 - 15)'.

Payments

Payment Tiles Overview

Below are all the payment tiles that have been set up in Invoice Central. Each tile is specific to the role assigned and will not be viewable by all users.



Payment Tiles Assigned by User Role

External Primary Admin and External Secondary Admin:

- Setup Disbursement Sources Tile
- Invoice Approvals Settings Tile

External Super-User:

- Setup Disbursement Sources Tile
- Initiate Payment Tile

Invoice Approver: Invoice Approvals Tile

Payment Initiator: Initiate Payment Tile

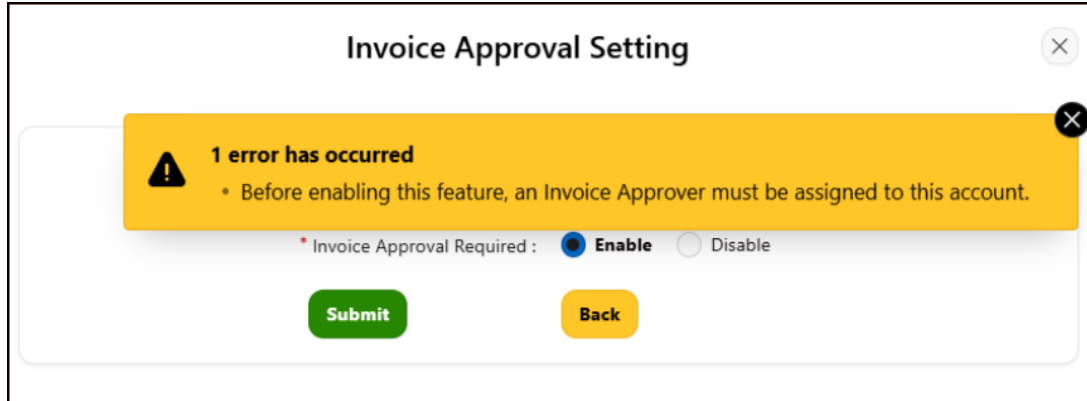
Payment Approver: Approve Payment Tile

Payment Releaser: Release Payment Tile

Invoice Approval Settings

Important Note: *Each customer account automatically defaults to Disable.* If invoices need to be manually approved, AND an Invoice Approver role has been assigned, please use the steps below to Enable.

1. Open the **Invoice Approvals** tile and select **Enable** and then click **Submit**.
 - a. A confirmation message will appear stating you must have an Invoice Approver assigned before enabling.
 - b. The Invoice Approvals tile will now be visible to users with the Invoice Approver role.



The screenshot shows a dialog box titled "Invoice Approval Setting" with a close button (X) in the top right corner. Inside the dialog, there is a yellow error banner with a warning icon and the text "1 error has occurred". Below the banner, a message states: "Before enabling this feature, an Invoice Approver must be assigned to this account." At the bottom of the dialog, there is a label "Invoice Approval Required :" followed by two radio buttons: "Enable" (which is selected) and "Disable". Below these options are two buttons: a green "Submit" button and a yellow "Back" button.

Invoice Approvals

Important Note: The **Invoice Approval** tile is only visible to Invoice Approvers.

Approving Invoices:

Approving & Unapproving Invoice(s)

1. Select the invoice(s) to approve by checking the box in the first column next to each applicable invoice.
2. Select **Approve**
 - a. There is also an **Unapprove** button available if needed.
3. A confirmation message will appear stating that the invoice has been approved.
4. Click the **Back** button to return to the Payments tile page

Unapproving Invoices:

1. Follow the same steps as for approving, but in Step 2, select the **Unapprove** button instead.

Setup Disbursement Sources

Adding New Disbursement Details (ACH):

Important Note: The **Set Up Disbursement Sources** tile is only visible to Admins and Super Users.

1. Click on **Add New Disbursement Details** at the top right of screen (not shown in screenshot)
2. In the **Customer Details** section, complete all fields with a red asterisk
3. In the **Preferred Payment Method** section, select **ACH**
4. In the **Payment Details** section, complete everything with a red asterisk
5. Read the terms listed and click **Verify**.
 - a. If the banking information is correct, you will see a message saying *Bank details Verified*
 - b. If the banking information is incorrect, you will receive an error message.

The screenshot displays the 'Setup Disbursement Sources' form, which is divided into three main sections: Customer Details, Preferred Payment Method, and Payment Details. Red boxes and numbers 1 through 5 are used to highlight specific fields and actions.

- Customer Details:** This section contains fields for TPN Name (FortZumwalt), Account Holder/Business Name (Fort Zumwalt East Hospital), Address (101 Fort Zumwalt Drive), City (Washington), State (DC), Zip code (20006), and Country (US). A red box labeled '2.' is placed next to the Address field.
- Preferred Payment Method:** This section has two radio buttons: ACH (selected) and Credit card. A red box labeled '3.' is placed next to the ACH radio button.
- Payment Details:** This section contains fields for Disbursement Source Name (FZE Hospital ACH), Account (Business), Account Type (Checking), Routing No (011000015), Bank Name (with a question mark icon), Account Number (1000000002), and Confirm Account Number (with a masked field and a copy icon). A red box labeled '4.' is placed next to the Routing No field.
- Terms and Verification:** At the bottom, there is a text box with the following text: "By clicking **Verify**, I authorize Braintree, a service of PayPal, on behalf of American Red Cross to verify my bank account information using bank information and consumer reports." Below this text are two buttons: Cancel and Verify. A red box labeled '5.' is placed next to the text, with an arrow pointing to the Verify button.

Adding New Disbursement Details (ACH) (continued)

6. The Bank name will populate next to **Bank Name**.
7. Read the terms listed.
8. Check mark the box stating you agree to the terms.
9. Click **Create**

The screenshot shows a web form for adding new disbursement details. At the top, there are fields for TPN Name (FortZumwalt), Address (101 Fort Zumwalt Drive), State (DC), Zip code (20006), and Country (US). A green banner at the top right says "Bank details Verified." with a checkmark icon. Below this is a section titled "Preferred Payment Method" with radio buttons for ACH (selected) and Credit card. Underneath is a "Payment Details" section with fields for Disbursement Source Name (FZE Hospital ACH), Account (Business selected), Account Type (Checking selected), Routing No (011000015), and Account Number (1000000002). The Bank Name field is populated with "FEDERAL RESERVE BANK". A red box labeled "5a." points to the "Create" button next to the "Bank details Verified." banner. Another red box labeled "6." points to the "FEDERAL RESERVE BANK" text. A red box labeled "7." points to a text box containing the terms of service: "By clicking Create, I authorize Braintree, a service of PayPal, on behalf of American Red Cross to debit my bank account, which will be stored on file at Braintree. I understand that this authorization will remain in full force and effect until I revoke authorization by removing the bank details from the 'Setup Disbursements Sources' section." A red box labeled "8." points to a checkbox labeled "I agree the ACH transactions I authorize comply with all applicable laws." A red box labeled "9." points to the "Create" button at the bottom right. A "Cancel" button is also visible at the bottom left.

IMPORTANT NOTE FOR ACH PAYMENTS: ACH Direct Debit transactions are submitted to the ACH Network under the PayPal Company Name and Company ID.

To ensure your payments are processed without interruption, please request that your bank whitelist the following **Company IDs**:

- **PAYPAL**
- **PAYPALMTCU**
- **PAYPALMTBU**

These descriptors will appear on your bank statements when payments are processed.

Adding New Disbursement Details (Credit Card):

1. Click on **Add New Disbursement Details** at the top right of screen (not shown in screenshot)
2. In the **Customer Details** section, complete all fields with a red asterisk
3. In the **Preferred Payment Method** section, select **Credit Card**
4. In the **Payment Details** section, complete everything with a red asterisk
5. Click **Create**

The screenshot shows the 'Setup Disbursement Sources' form. It is divided into three main sections: 'Customer Details', 'Preferred Payment Method', and 'Payment Details'. Red boxes with numbers 2, 3, 4, and 5 highlight specific areas. Box 2 points to the 'Customer Details' section, which includes fields for TPN Name, Account Holder/Business Name, Address, City, State, Zip code, and Country. Box 3 points to the 'Preferred Payment Method' section, where 'Credit card' is selected. Box 4 points to the 'Payment Details' section, which includes fields for Disbursement Source Name, Card Number, Expiration Date, and CVV. Box 5 points to the 'Create' button at the bottom right of the form.

Setup Disbursement Sources

Customer Details

TPN Name : FortZumwalt * Account Holder/Business Name : Fort Zumwalt East Hospital

2. * Address : 101 Fort Zumwalt Drive * City : Washington

* State : DC * Zip code : 20006 * Country : US

Preferred Payment Method

3. ☐ ACH ☒ Credit card

Payment Details

* Disbursement Source Name : FZE Hospital CC

4. * Card Number : 4223422342234223

* Expiration Date : 10 2027

* CVV : ***

Cancel Create 5.

Deleting Disbursement Details

1. In **Setup Disbursement Sources**, click on the **Edit** icon next to the account you want to Delete.
2. Click Delete
3. A message will appear asking if you are sure you want to Delete this Payment Method.
4. Click **Delete**.

Initiate Payment

1. Select the invoice(s) to initiate by checking the box in the first column next to each applicable invoice.
2. Click **Initiate Payment** located at the top-right corner of the screen.

Initiate Payment

Search: All Text Columns Go Actions

	Payment Status	Current Status	Customer Number	Invoice Date	Invoice Due Date	Invoice Number	Discount Date	Invoice Amount (Remain)	Amount After Discount
<input checked="" type="checkbox"/>	Pending	Approved	N020ABC-100001	26-Aug-2025	25-Sep-2025	23456789	26-Aug-2025	\$250.88	\$250.88
<input type="checkbox"/>	Pending	Approved	N020DEF-100001	26-Aug-2025	25-Sep-2025	23450000	26-Aug-2025	\$165.00	\$165.00

Initiate Payment Back

3. In the **Disbursement Source** box, select the applicable disbursement source.
4. Go to **Payment Date** & use the calendar icon to select the payment date. For scheduled payments, select a date that is within 30 days.
5. Click the blue hyperlinked ***Click to view Terms & Conditions**
 - a. Read the Terms and Conditions
 - b. Check the box if you agree to the terms.
 - c. Click on the "X" to close the **Terms and Conditions** box
6. Click **Submit**
7. A confirmation message will appear stating **Payment has been initiated**.
8. Click the **Back** button to return to the Payments tile page

Enter Payment Amount

Search: All Text Columns Go Actions

Invoice Number	Customer Number	Payment Status	Original Amount	Discount Date	Amount Due After A
<input checked="" type="checkbox"/> 23456789	N020ABC-100001	Selected for Payment	\$250.88	26-Aug-2025	\$250.88

1 rows selected

* Balance To Be Paid : \$250.88

* Balance Calculated : \$250.88

* Disbursement Source : FZE Hospital ACH

* Payment Date : 23-Oct-2025

* Click to view Terms & Conditions

Submit

Terms and Conditions

By clicking **Submit**, I authorize Braintree, a service of PayPal, on behalf of **American Red Cross** to verify my bank account information using bank information and consumer reports and I authorize **American Red Cross** to initiate an ACH/electronic debit to my checking/savings account, Depository Name: **FEDERAL RESERVE BANK**, Routing Number: ***** ** 0015**, and Account Number: ***** ** 0002**, in the amount of **\$250.88** on 23-Oct-2025.

☒ I agree the ACH transactions I authorize comply with all applicable laws.

Approve Payment

Important Note: The **Approve Payment** tile is only visible to Payment Approvers.

Approving Payment

1. Select the payments(s) to approve by checking the box in the first column next to each applicable **Payment ID**.
2. Click the **Approve** button.
3. A confirmation message will appear stating Payment ID ##### has been Approved.
4. Click the **Back** button to return to the Payments tile page

<input checked="" type="checkbox"/>	Payment ID ↓	Payment Status	Payment Date	Payment Source	Disbursement Source	Payment Amount
<input checked="" type="checkbox"/>	10004165	Initiated	23-Oct-2025	ACH/FZE Hospital ACH/**** * 0002	FZE Hospital ACH	\$250.68

1 rows selected

Total 1

Canceling Payment

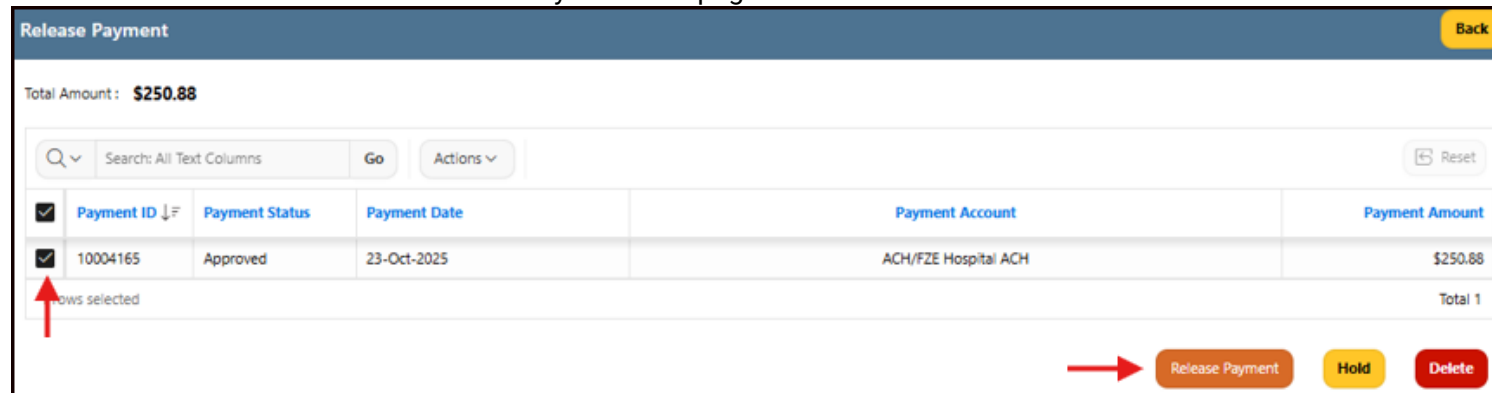
1. Follow the same steps as for approving, but in Step 2, select the **Cancel Payment** button instead.

Release Payment

Important Note: The **Release Payment** tile is only visible to Payment Releasers.

Releasing Payment

1. Select the payment(s) to release by checking the box in the first column next to each applicable **Payment ID**.
2. Click the **Release Payment** button.
3. A confirmation message will appear stating Payment ID ##### has been Released.
4. Click the **Back** button to return to the Payments tile page



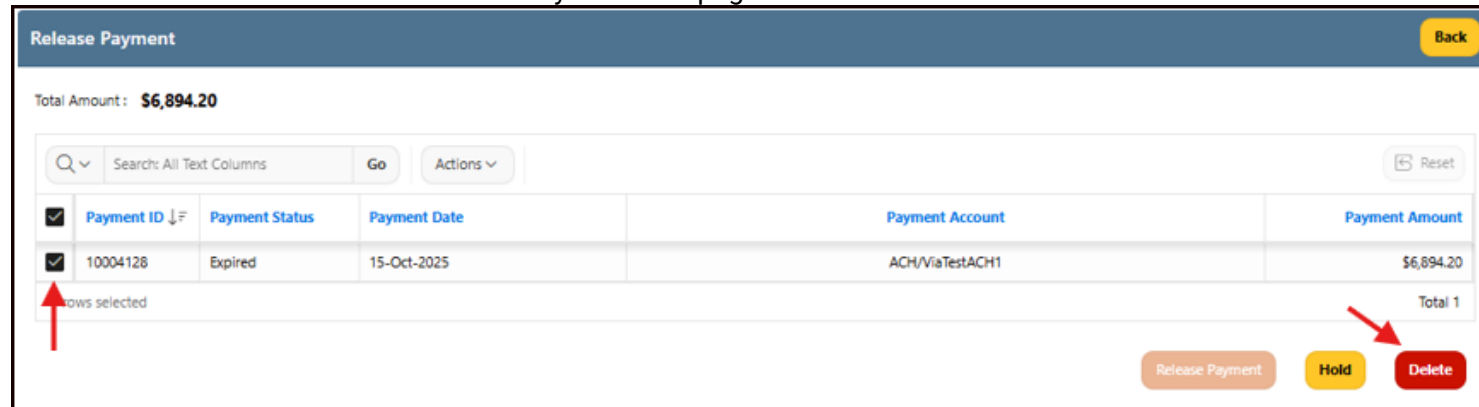
The screenshot shows the 'Release Payment' interface. At the top, the 'Total Amount' is \$250.88. Below this is a search bar with the text 'Search: All Text Columns' and a 'Go' button. To the right of the search bar is an 'Actions' dropdown menu and a 'Reset' button. The main table has five columns: 'Payment ID', 'Payment Status', 'Payment Date', 'Payment Account', and 'Payment Amount'. The first row of the table has a checked checkbox in the first column, followed by the values '10004165', 'Approved', '23-Oct-2025', 'ACH/FZE Hospital ACH', and '\$250.88'. Below the table, there is a summary row that says 'Total 1'. At the bottom right of the interface, there are three buttons: 'Release Payment' (highlighted with a red arrow), 'Hold', and 'Delete'. A red arrow also points to the 'Back' button in the top right corner.

<input checked="" type="checkbox"/>	Payment ID ↓	Payment Status	Payment Date	Payment Account	Payment Amount
<input checked="" type="checkbox"/>	10004165	Approved	23-Oct-2025	ACH/FZE Hospital ACH	\$250.88
					Total 1

Deleting Expired Payments

Important Note: The system doesn't auto-delete expired payments. This must be manually done by the user.

1. Select the expired payment(s) to delete by checking the box in the first column next to each applicable **Payment ID**.
2. Click the **Delete** button.
3. A confirmation message will appear stating Payment ID ##### has been deleted.
 - a. The deleted invoice(s) will return to the **Initiate Payment** queue.
4. Click the **Back** button to return to the Payments tile page



The screenshot shows the 'Release Payment' interface. At the top, the 'Total Amount' is \$6,894.20. Below this is a search bar with the text 'Search: All Text Columns' and a 'Go' button. To the right of the search bar is an 'Actions' dropdown menu and a 'Reset' button. The main table has five columns: 'Payment ID', 'Payment Status', 'Payment Date', 'Payment Account', and 'Payment Amount'. The first row of the table has a checked checkbox in the first column, followed by the values '10004128', 'Expired', '15-Oct-2025', 'ACH/ViaTestACH1', and '\$6,894.20'. Below the table, there is a summary row that says 'Total 1'. At the bottom right of the interface, there are three buttons: 'Release Payment', 'Hold', and 'Delete' (highlighted with a red arrow). A red arrow also points to the 'Back' button in the top right corner.

<input checked="" type="checkbox"/>	Payment ID ↓	Payment Status	Payment Date	Payment Account	Payment Amount
<input checked="" type="checkbox"/>	10004128	Expired	15-Oct-2025	ACH/ViaTestACH1	\$6,894.20
					Total 1

View Payments and View Scheduled Payments

Both the **View Payments** and **View Scheduled Payments** tiles have similar information. The screenshot below shows partial view of the types of information is provided. **Discount Date**, **Discount Percent**, **Payment Date**, and **Transaction Result** is also included.

Customer Number	Payment ID ↓	Payment Type	Payment Via	Invoice Number	Payment Status	Paid Amount	Invoice Amount	Payment Account Name
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Change or Cancel Scheduled Payment

Important Note: Only users with the Payment Releaser and Super-User role can change scheduled payments.

1. Click the **View Scheduled Payments** tile
2. Click the Edit icon to the left of the applicable scheduled payment.

View Scheduled Payments										Back
Q	Search: All Text Columns	Go	Actions							Reset
↓	Customer Number	Payment ID ↓	Payment Type	Payment Via	Invoice Number	Payment Status	Paid Amount	Invoice Amount	Payment Account Name	
✎	N020ABC-100001	10004180	ACH	Invoice Central	23456789	Scheduled	\$165.00	\$165.00	ACH/FZE Hospital ACH	

3. A **Manage Schedule and View** box will appear.
 - a. To **change** the scheduled payment, go to **Payment Date** and use the calendar icon to change the date. The new date must be within 30 days of the original scheduled payment.
 - b. To **cancel** the scheduled payment, click the drop-down next to **Payment Status**, and select **Canceled**.
4. Click **Apply Changes**
5. Click the **Back** button to return to the Payments tile page

Manage Schedule & View

Payment Id : 10004180

Amount : \$165.00

* Payment Date : 13-Nov-2025

Creation Date : 11-Nov-2025

Payment Type : ACH

Invoice Number(s) 23456789

* Payment Status : Scheduled

Created by : L.COM

Apply Changes

Scheduled

Canceled

User Roles

	Role Description
External Primary Admin	Manages user access and account settings. Can add/inactivate users, assign/edit roles, update email addresses, payment notifications, set approval limits, manage disbursement sources, define customer account access, and manage Invoice Approval settings.
External Secondary Admin	Serves as a backup or secondary contact to the Primary Admin. Has the same access and capabilities, except they cannot add or edit External Primary Admin roles.
View Only/Guest	Can receive payment related email notifications, current payment status, view account information, and run reports.

The following roles are only for customers who pay through Invoice Central. **NOTE:** Users may hold more than one payment-related role. If a single user performs all payment actions, they should be assigned the External Super-User role.

	Role Description
External Super-User	Assigned when internal controls or segregation of duties are not in place. Can initiate, approve, and release payments. Also manages disbursement sources.
Invoice Approver	Approves invoices before payment initiation. <i>Requires 'Invoice Approval Settings' to be enabled to access the 'Invoice Approval' tile.</i>
Payment Initiator	Initiates payments using the 'Initiate Payment' tile.
Payment Approver	Approves payments using the 'Approve Payment' tile.
Payment Releaser	Releases payments, places payments on hold, and deletes expired payments through the 'Release Payment' tile.

Glossary Of Terms

Term	Definition
CAPTCHA:	It is a challenge response test used to determine if the user is human and to deter bot attacks.
Customer Name:	The legal name of the customer.
Customer Number:	The unique number or identifier assigned to a Customer.
Group Code/Name:	A unique identifier assigned to customers within the same consortium.
Hyperlink:	When clicked on with a mouse, the link transports the user to another area or page.
Line of Business:	Used to identify different business areas within Red Cross. e.g. BioMed, Training Services, Other
Statement of Account:	A document that lists all invoices over a specific period.
Tile:	The rectangular-shaped colored panels on the 'Homepage' or in the 'Payments' tile
TPN:	Trading Partner Number – Can be all numeric, a name, or include both letters and numbers.