American Red Cross

Invoice Central

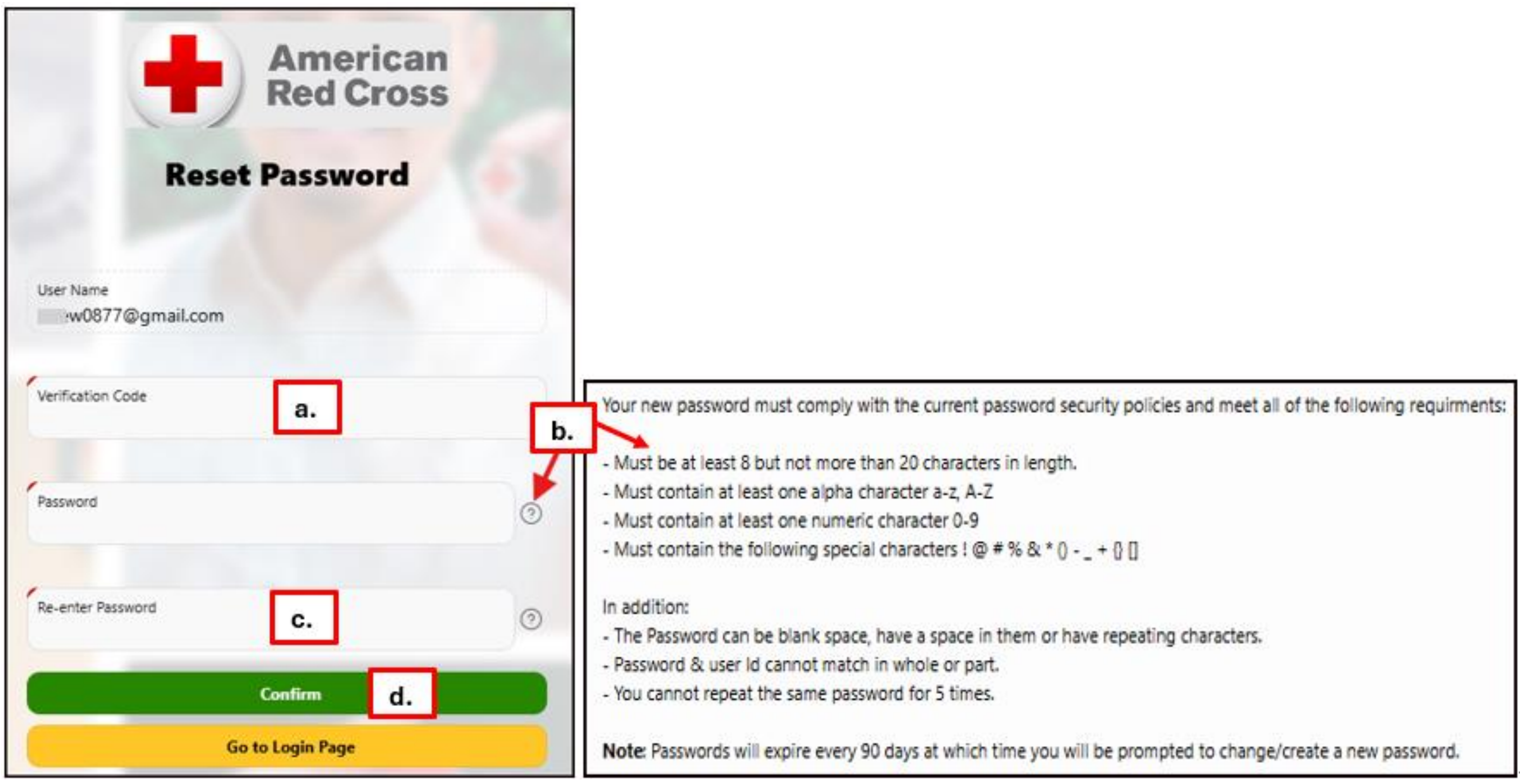
External User Guide

Last Updated: 12.01.2025

INVOICE CENTRAL TABLE OF CONTENTS

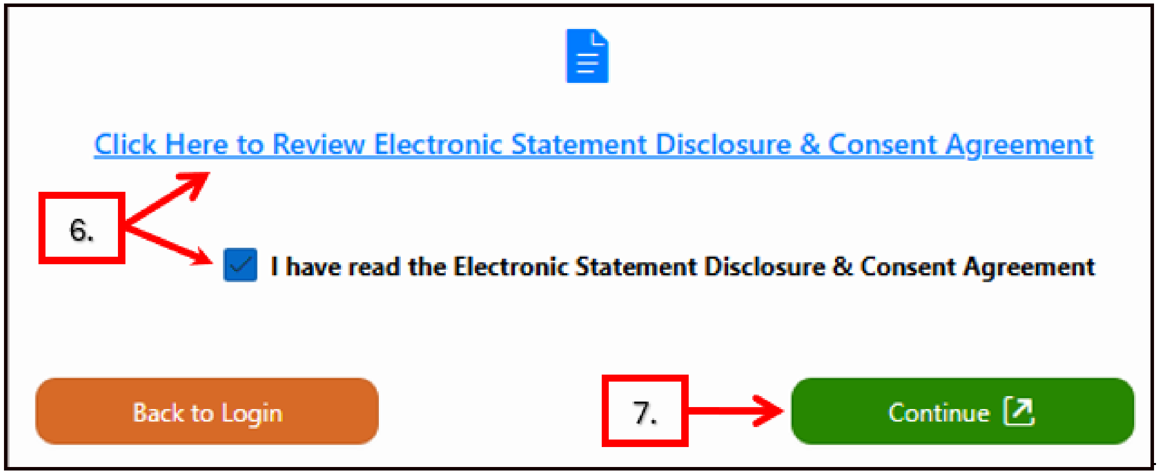
First Time Log In

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**



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.

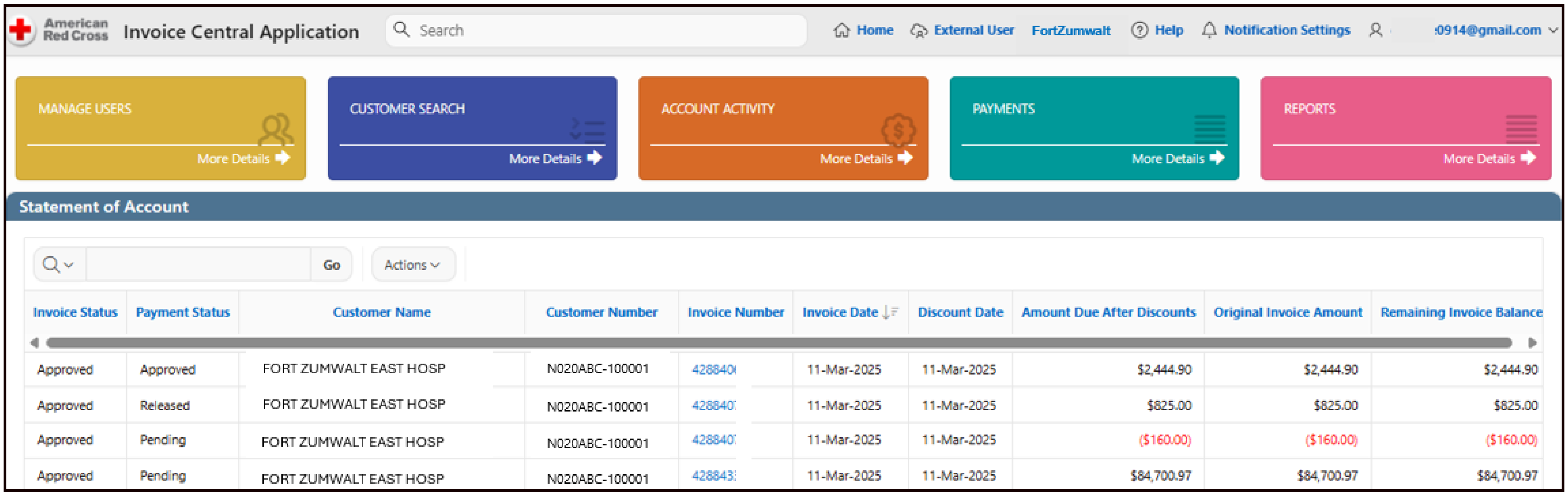


Homepage Overview

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.

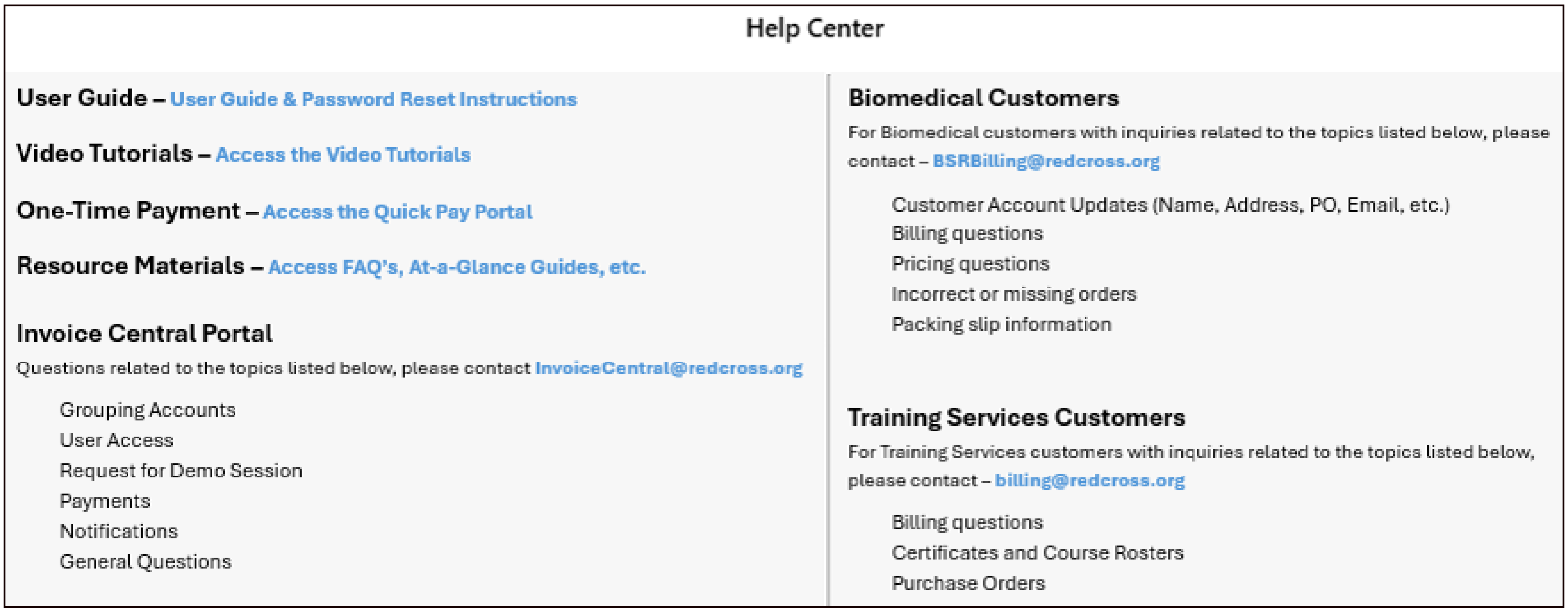


Homepage - Header

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

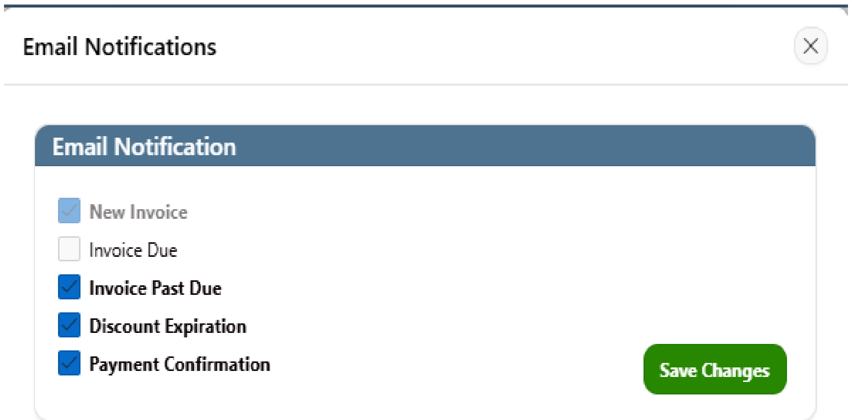
Home: Clicking **Home** returns users to the home screen, regardless of the current location within the system.

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.



Homepage - Header (continued)

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



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:

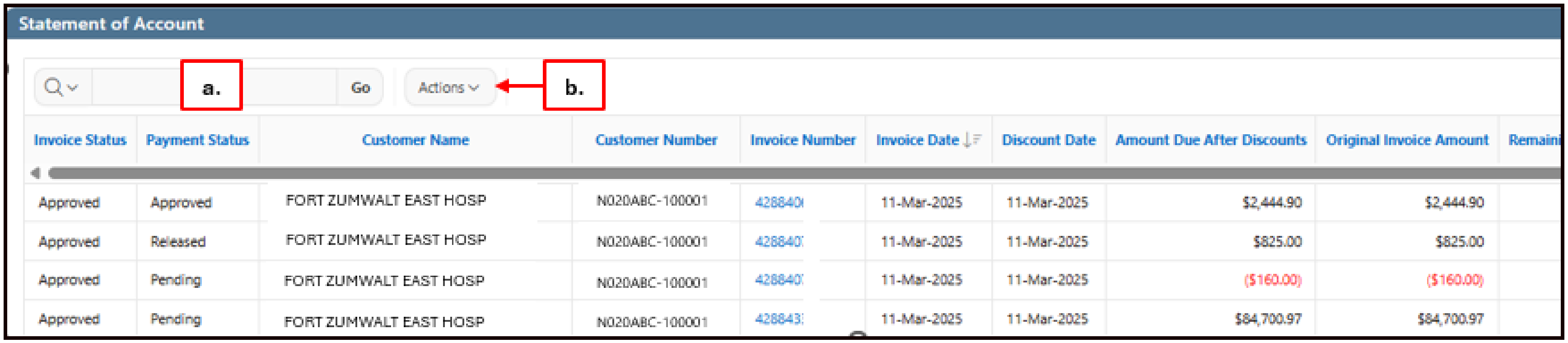
- **Profile** - Users can view their User Name, Full Name, Role(s) Assigned and Amount Limit(s). Users can also change their password. Instructions are in the *Password Reset* section.

- **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.

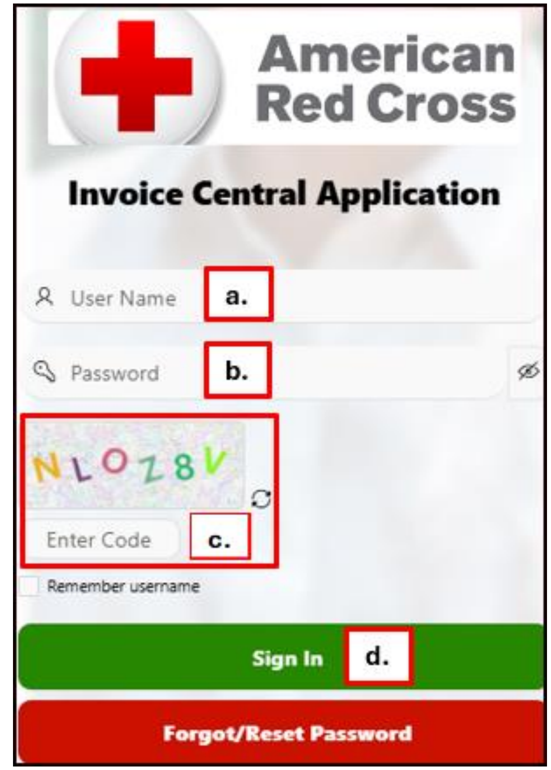
a. **Search Box or Column Headers:** Useful for users with multiple assigned accounts, allowing them to narrow their results. For instructions, please refer to *Filters*.
b. **Actions:** Click the drop-down if you wish to download any data related to the **Statement of Account**. For instructions, please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



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*.

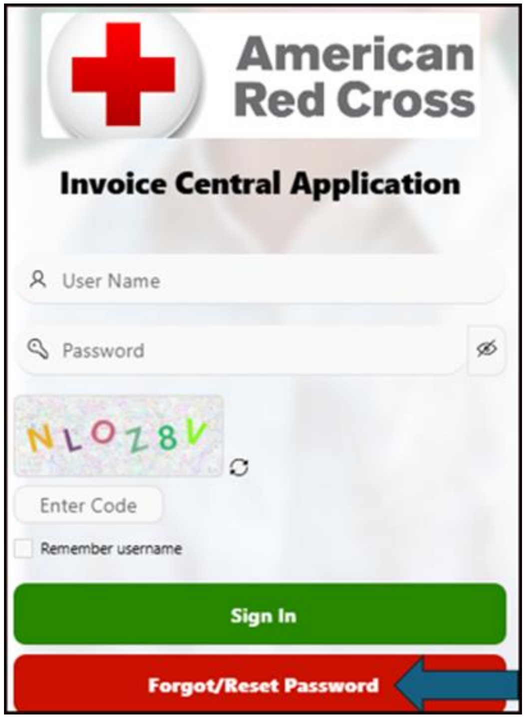
Sign Out

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.**

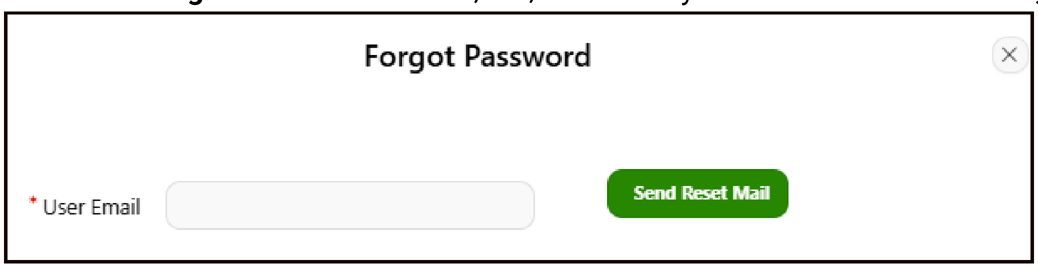
Password Reset

Password Reset from Main Login Screen

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



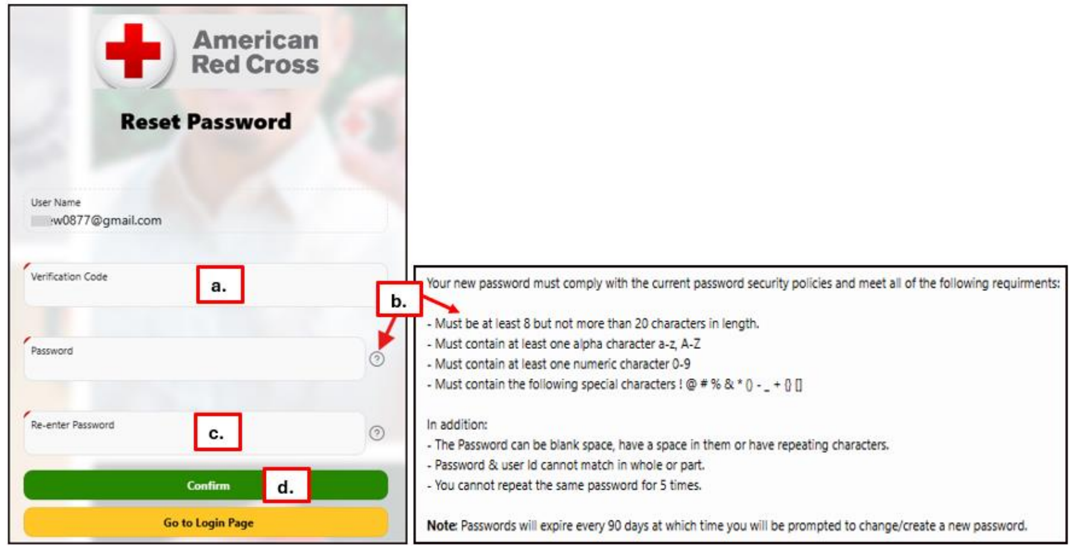
2. On the **Forgot Password** window, tab, then enter your email address to the right of **User Email**. Click the **Send Reset Mail** button.



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.)

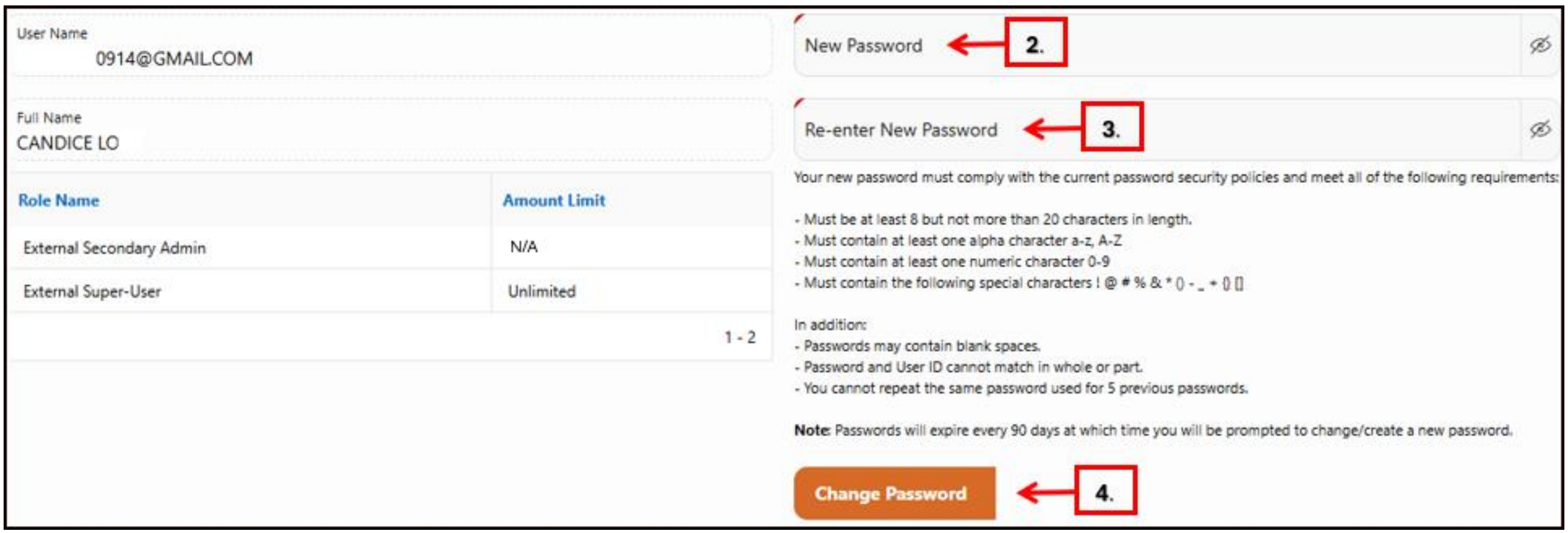


7. The screen will refresh, and you will be prompted to log in by typing your User Name (email address), the password you just created, and verifying the CAPTCHA.
8. Click **Sign In**
9. User will receive an email from **noreplyIC@fss.redcross.org** with the Subject line: *Password Reset Complete for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

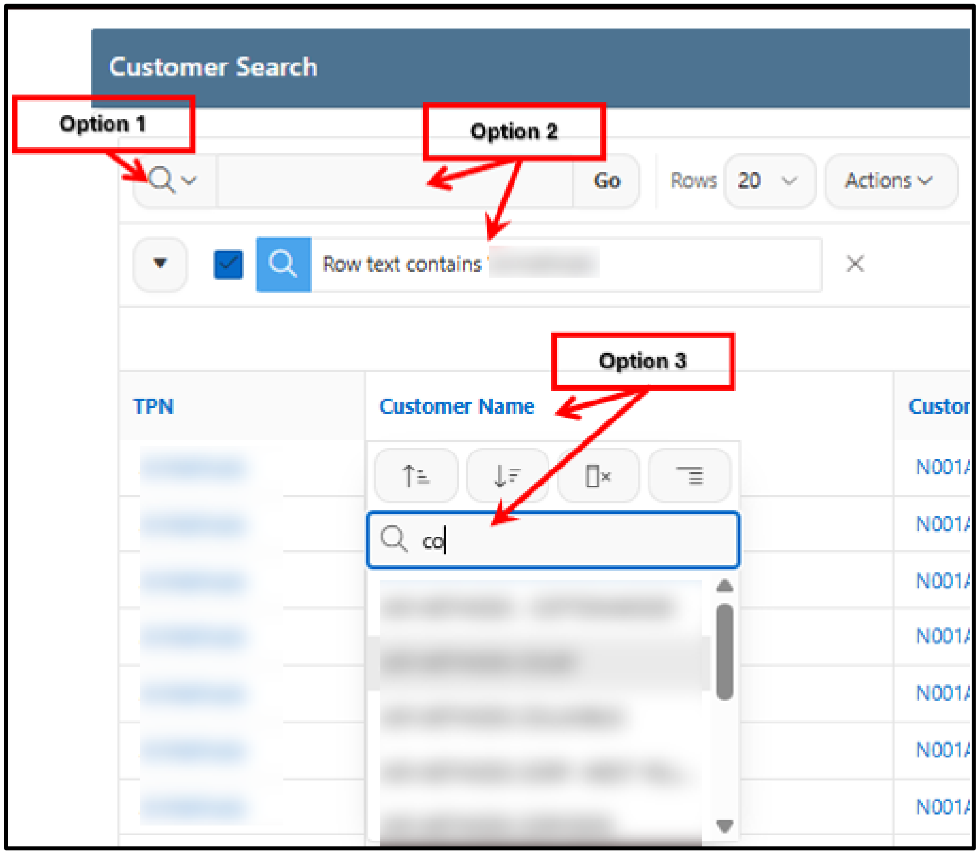
2. Enter the new password in the **New Password** box.
3. Enter that same password in the **Re-enter New Password** box.
4. Click the **Change Password** button.



Filters: Search Field and Column Headers

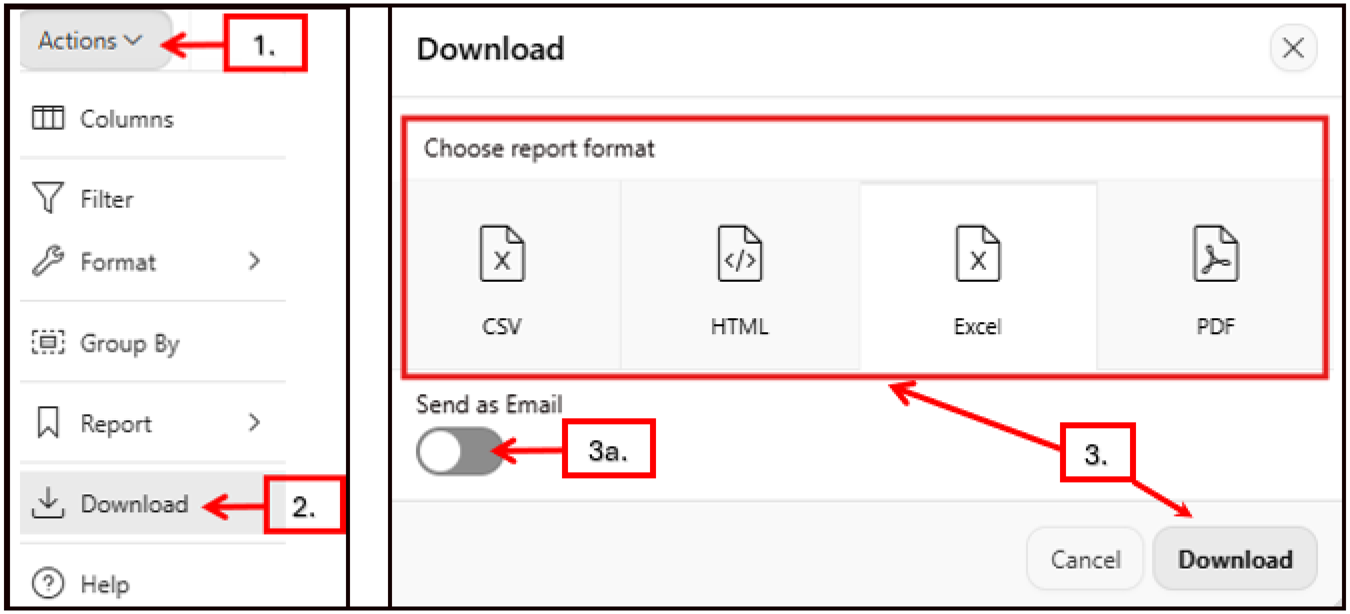
Option 1: Users can click on the drop-down arrow next to the magnifying glass to view a list of search options, then search based on the selected category.
Option 2: Users can simply type their query in the **Search** box and click the **Go** button to view the results.
Important Note: The **Search** 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.



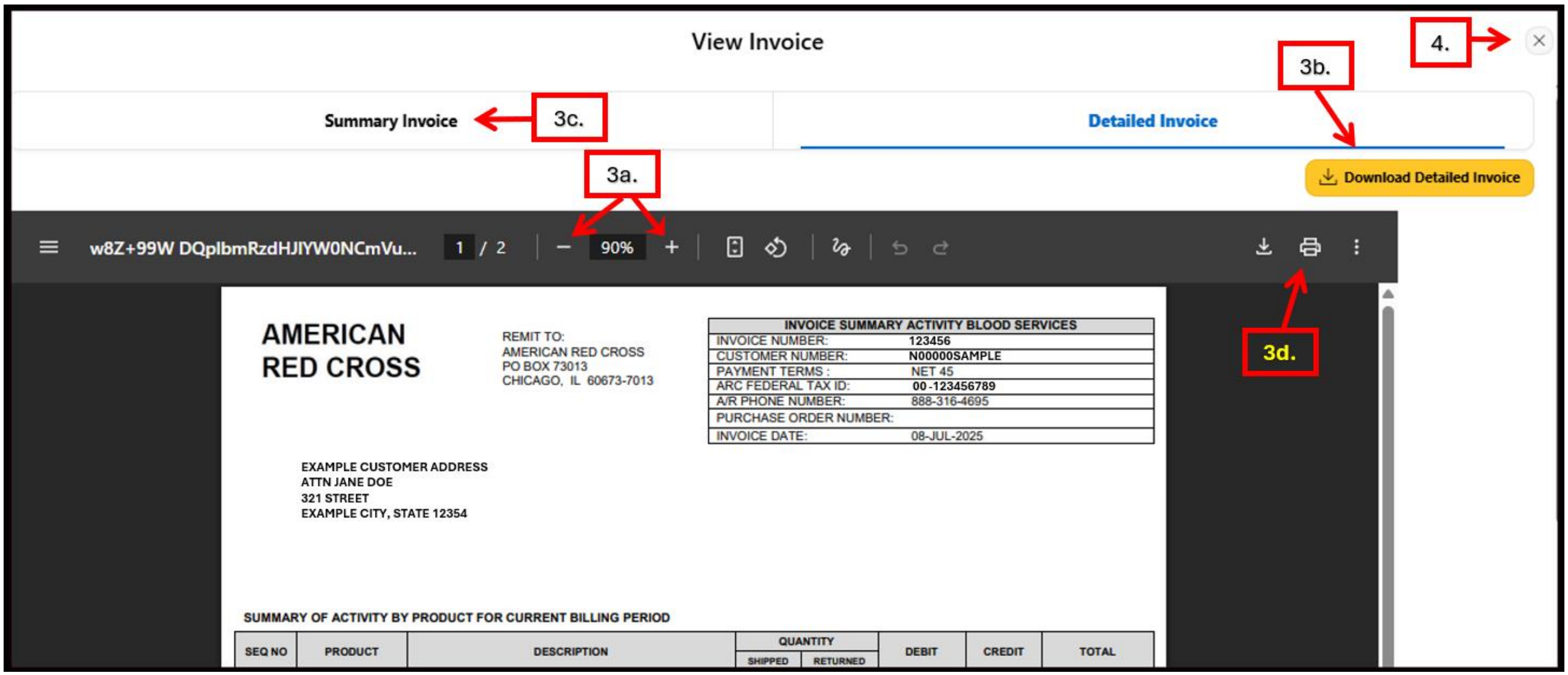
Download Reports or Data in the Tiles

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**.

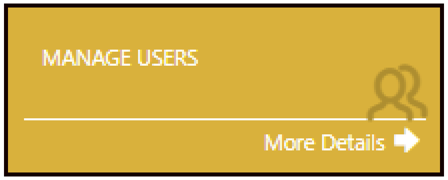


Download Invoices

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.



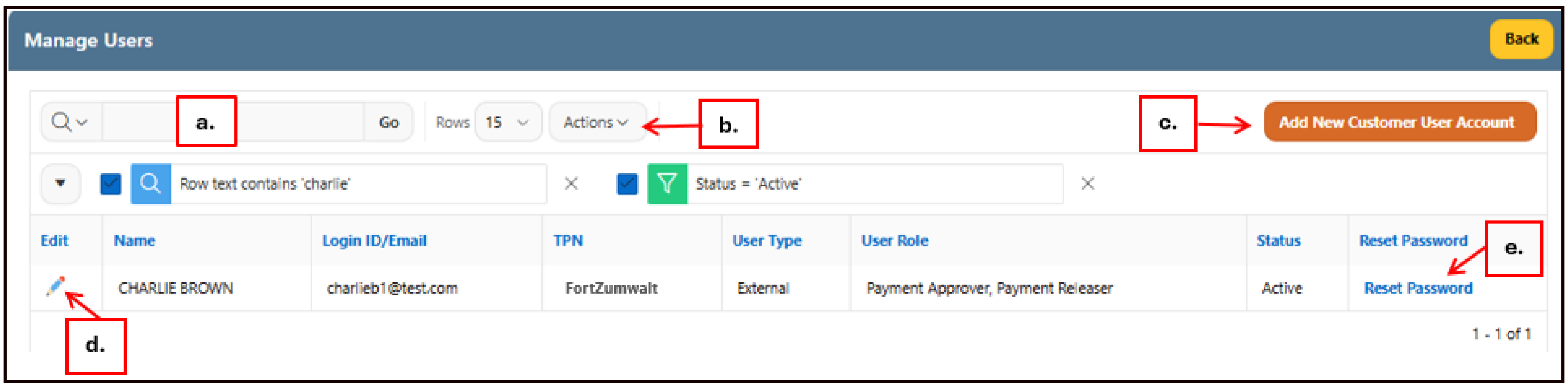
Manage Users – PRIMARY ADMIN ONLY



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.



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.

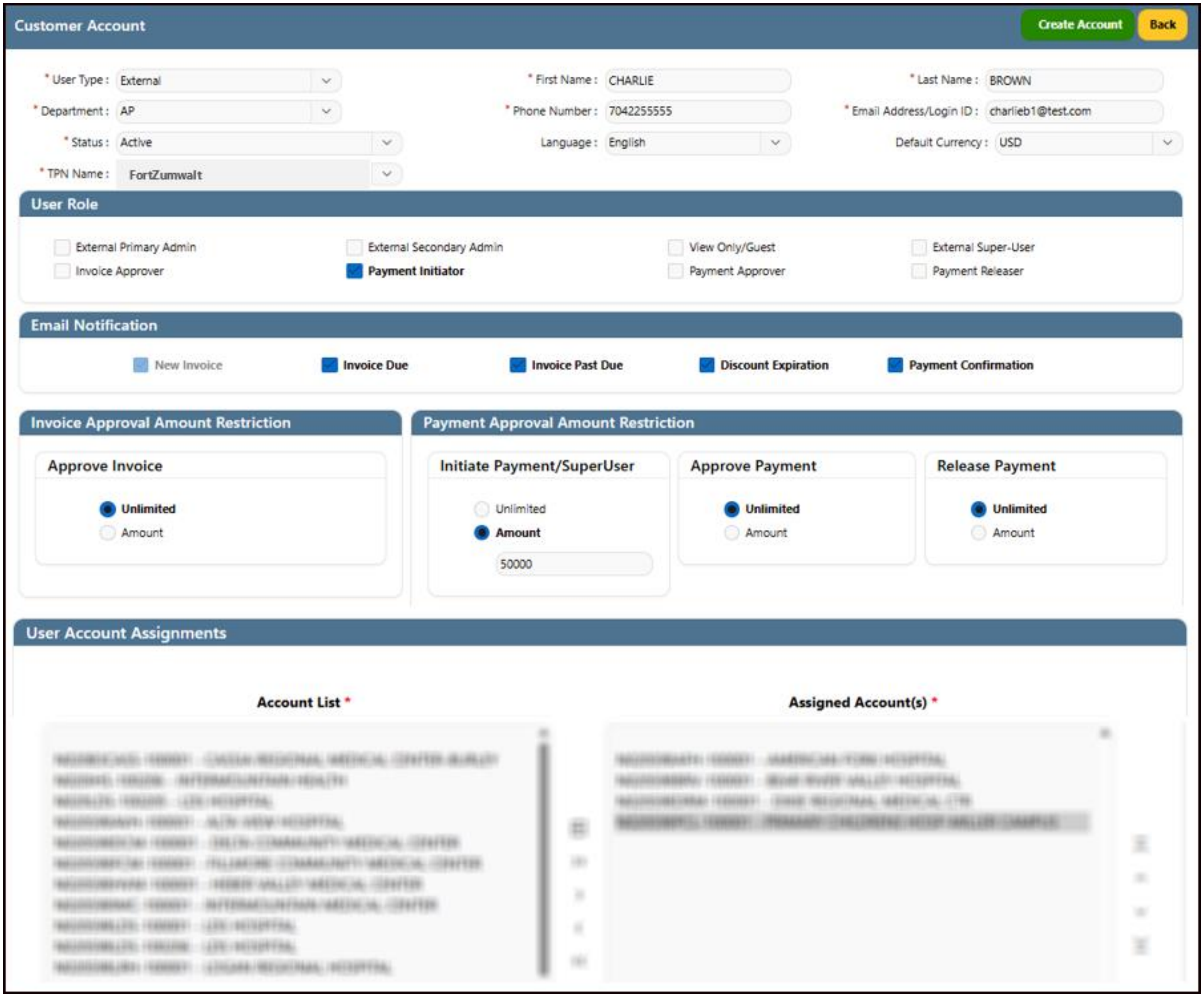
***See next page for a screenshot on Steps 2 – 7.**

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

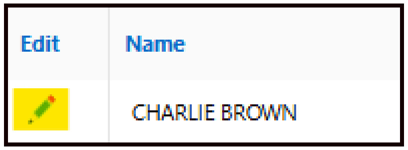
Add New User (continued)

Customer Account screen

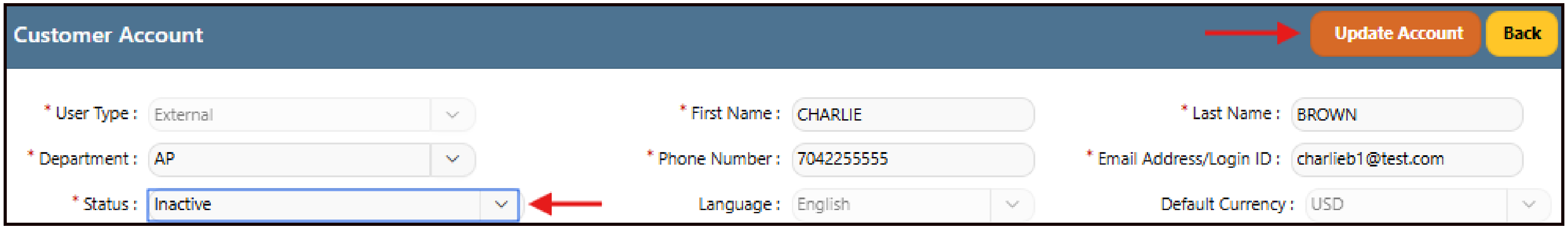


Edit (Modify) Existing User Information

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

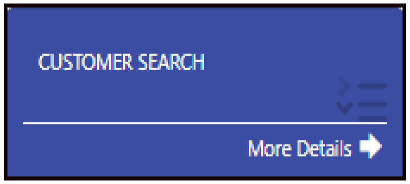


2. Update any necessary field(s) within any section of the **Customer Account** page, as shown in the example screenshot below.
3. Click the **Update Account** button at the top right of the page after making any changes.



Tiles and Reports – ALL USER ROLES

Customer Search

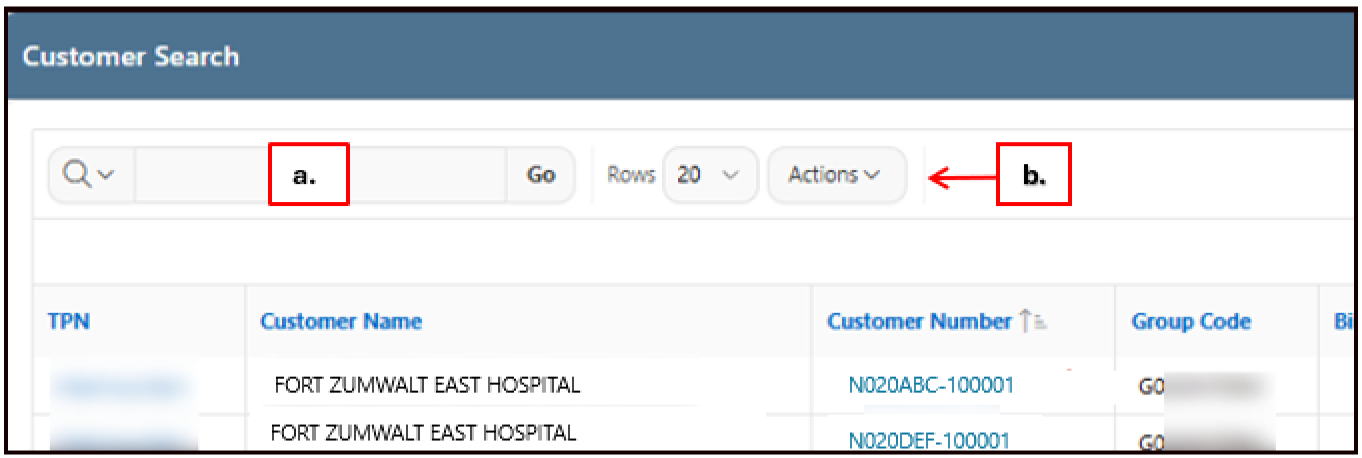


Click on **More Details** to view general information on any account(s) to which you are assigned.

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

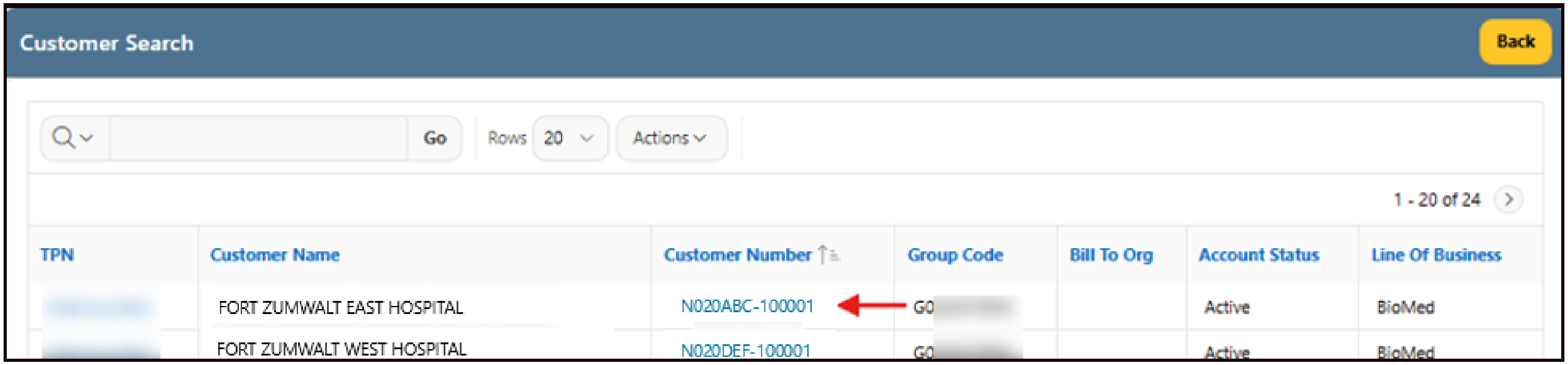
a. **Search Box or Column Headers:** Useful for users with multiple assigned accounts, allowing them to narrow their results. For instructions, please refer to *Filters*.

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*.

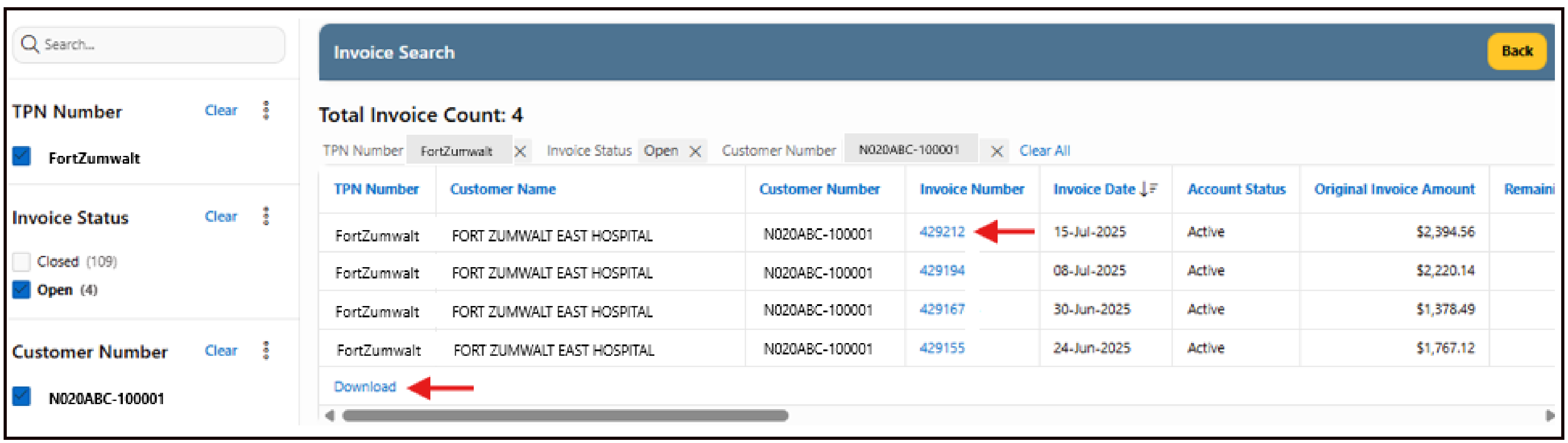


Customer Search (continued)

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



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.



Account Activity

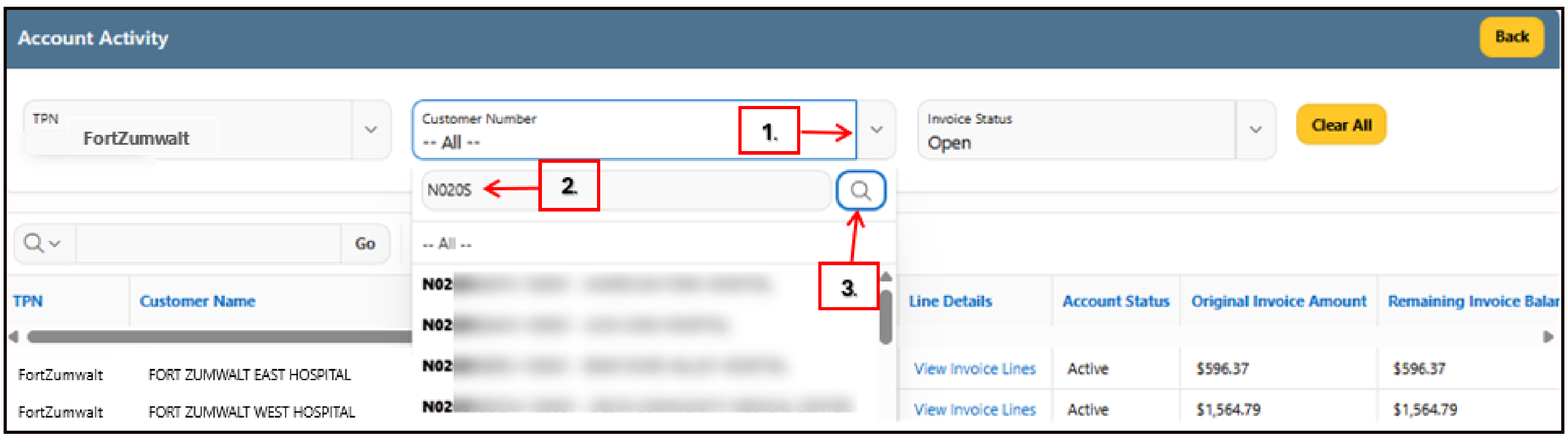
Click on **More Details** to access invoices and invoice lines.

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.

<u>Steps to Perform a Search using the Customer Number filter</u>

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 <u>must</u> select a specific customer from the **Customer Number** drop-down list.

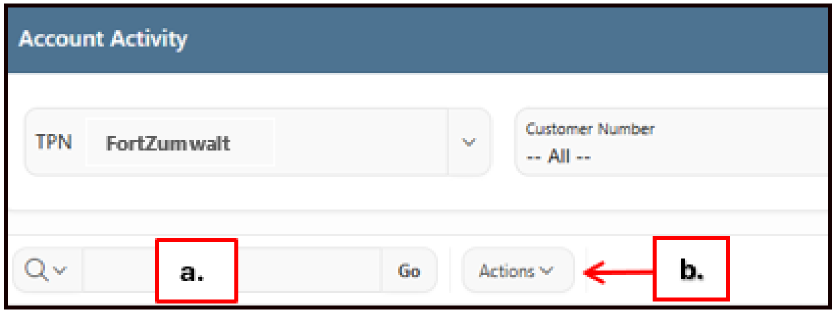


Account Activity (continued)

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

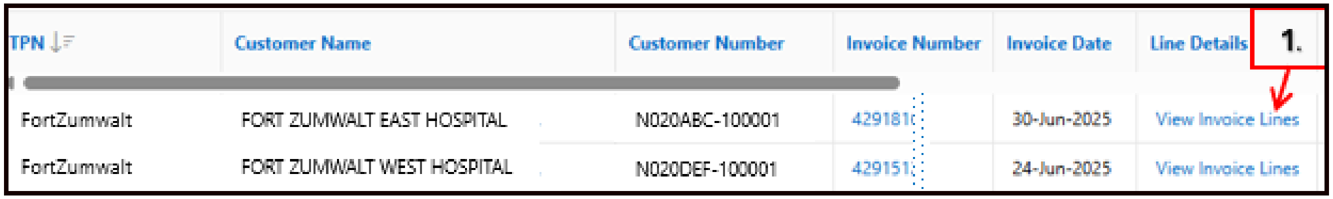
a. **Search Box or Column Headers:** This is useful for users that have various assigned accounts. It allows users to narrow the results. For instructions, please refer to *Filters*.

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*.

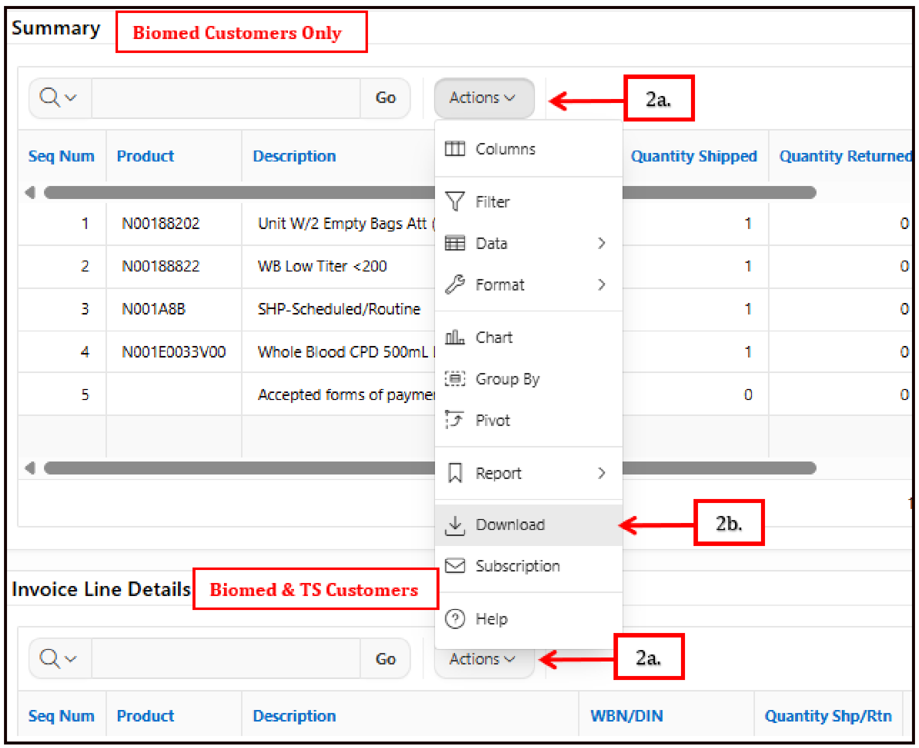


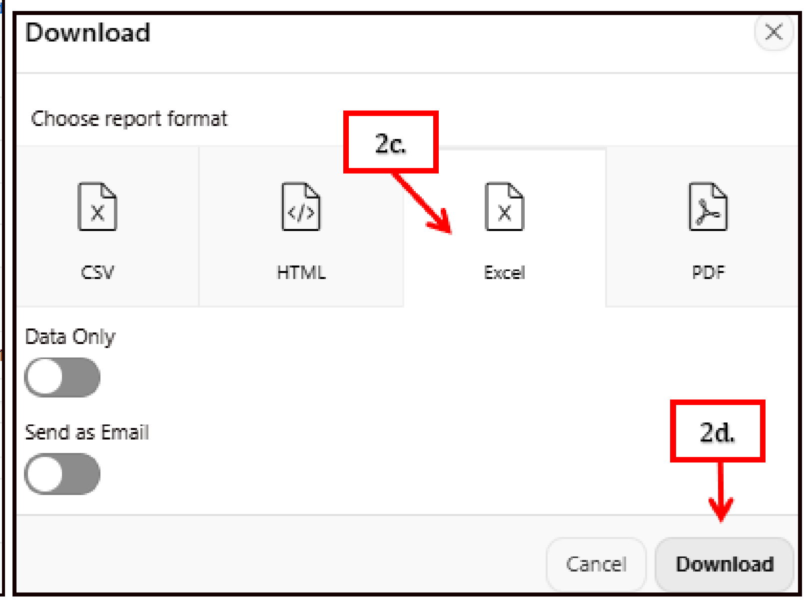
Export Invoice Lines

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.



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.

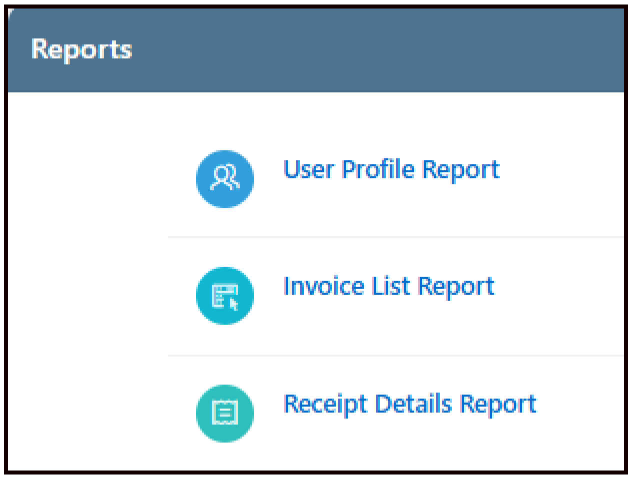




Reports

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](#).*

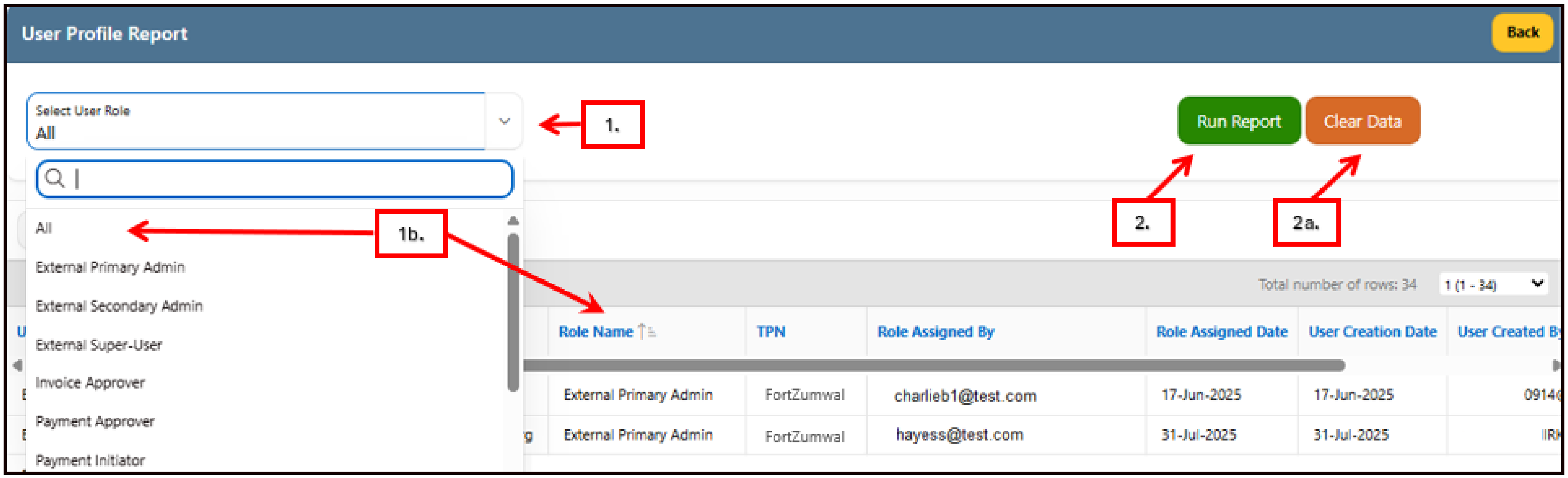


User Profile Report - This report provides data on all users assigned to the same customer account(s) as you. Information on users includes First Name/Last Name, Email/Login ID, assigned Role Name(s) and various other information.

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)



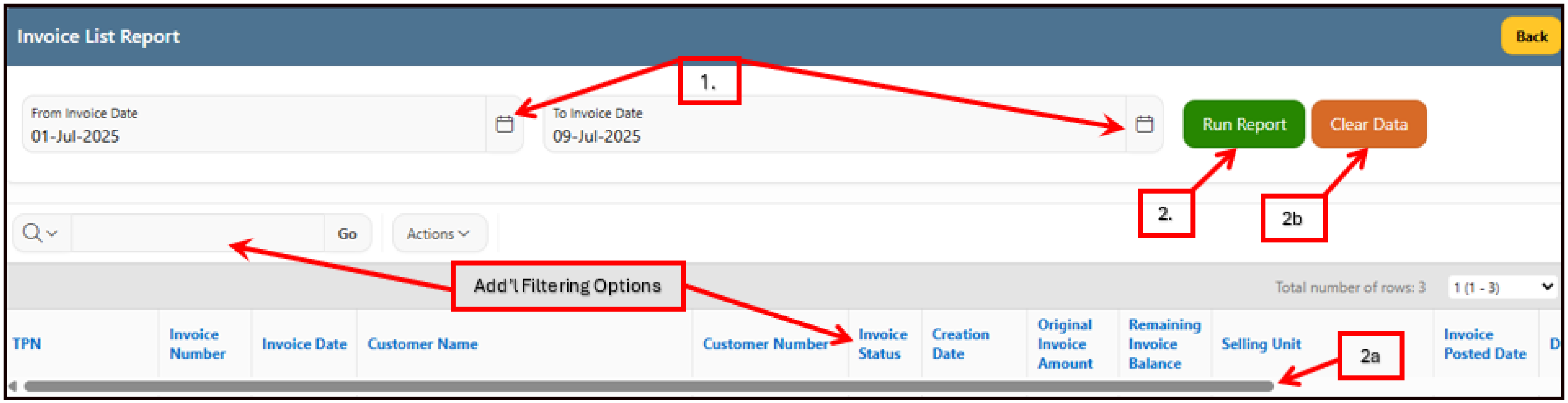
[Invoice List Report](#) – This report provides a complete listing of all invoices within the date parameters you select. Information on this report includes Invoice Status, Original Invoice Amount, Remaining Invoice Balance, and various other information.

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)



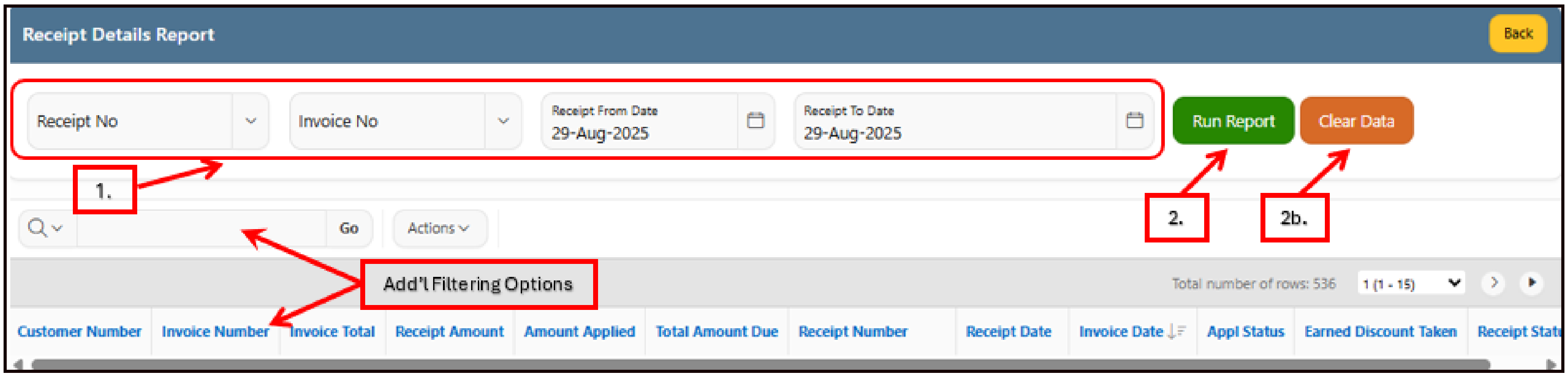
Receipt Details Report - This report provides details on applied payments.

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*.

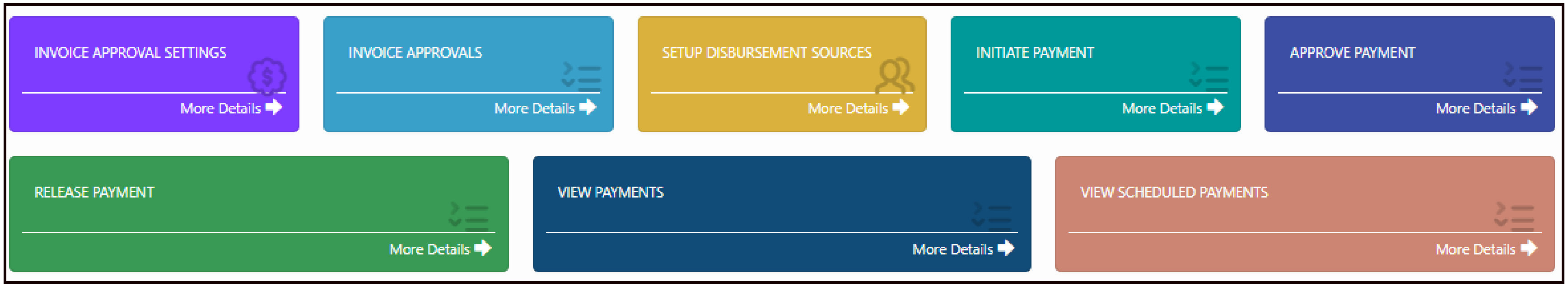
To exit the current report and run a different report, click on **Back.** If done running the current report and any others, click the **Home** icon at the top of the screen. (not shown in screenshot)



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

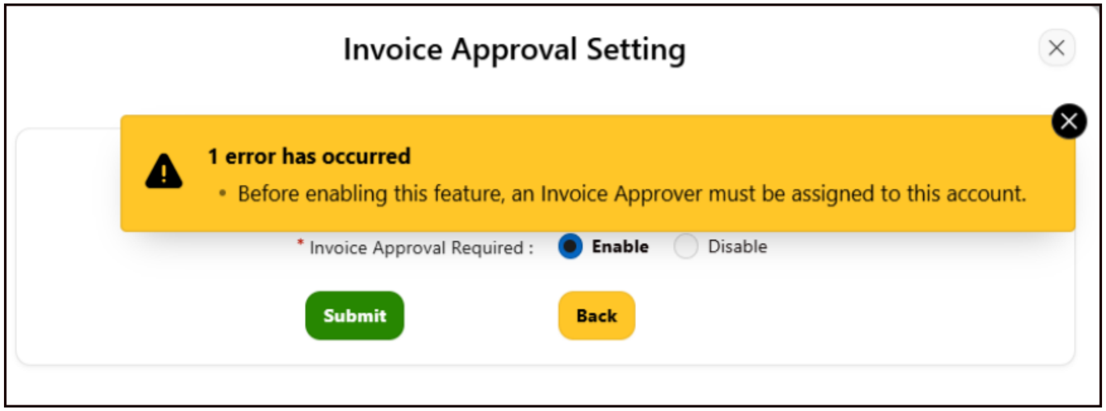
Payment Approver: Approve Payment Tile

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.



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:

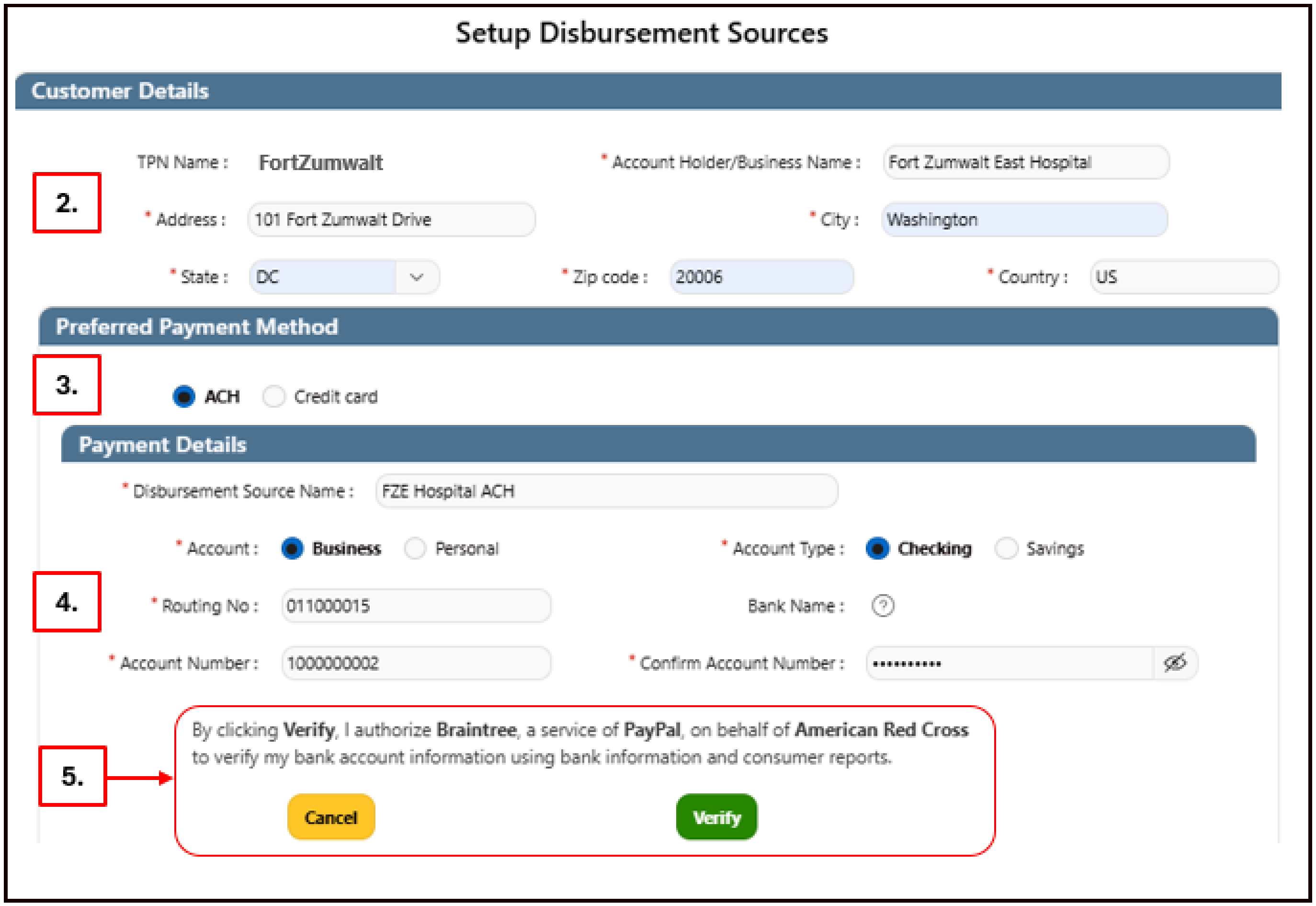
1. Follow the same steps as for approving, but in Step 2, select the **Unapprove** button instead.

Setup Disbursement Sources

Adding New Disbursement Details (ACH):

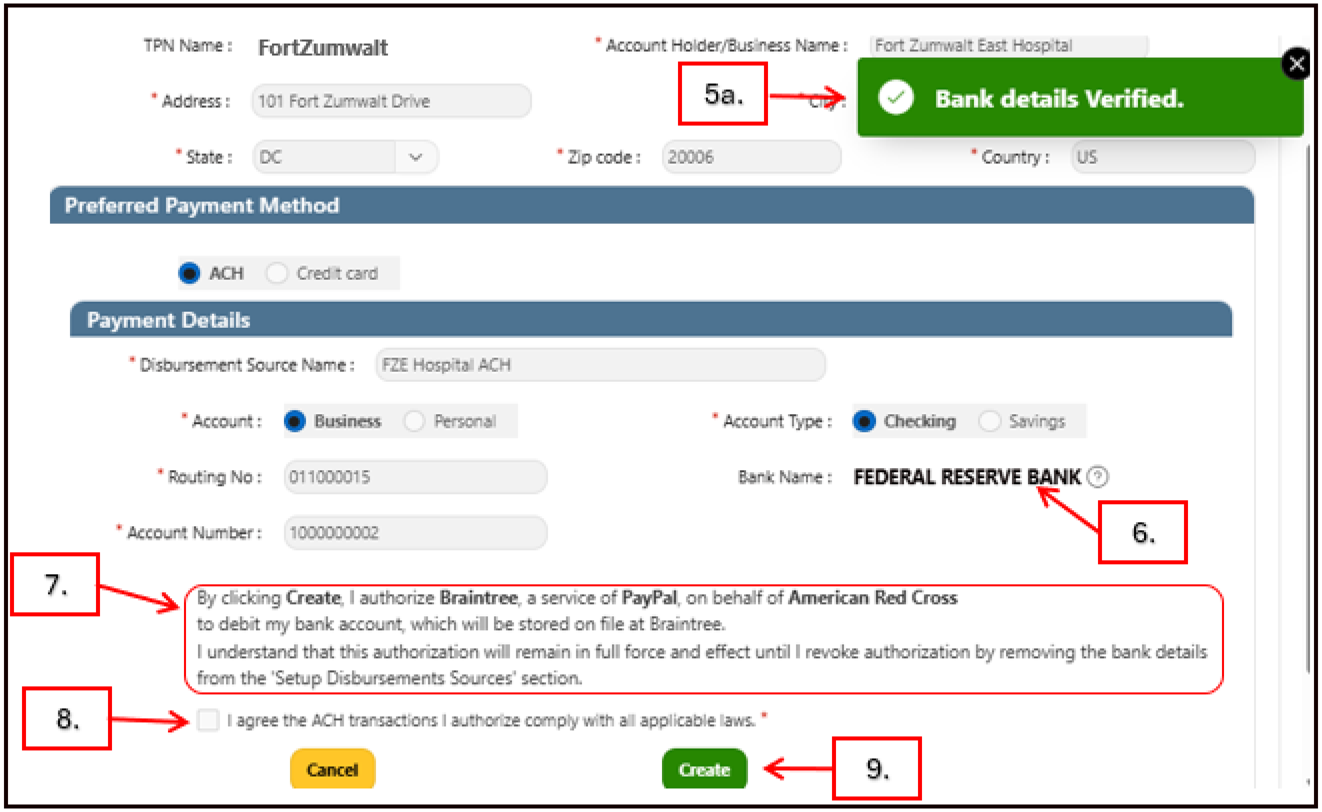
Important Note: The **Set Up Disbursement Sources** tile is only visible to Admins and Super Users.

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.



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**



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

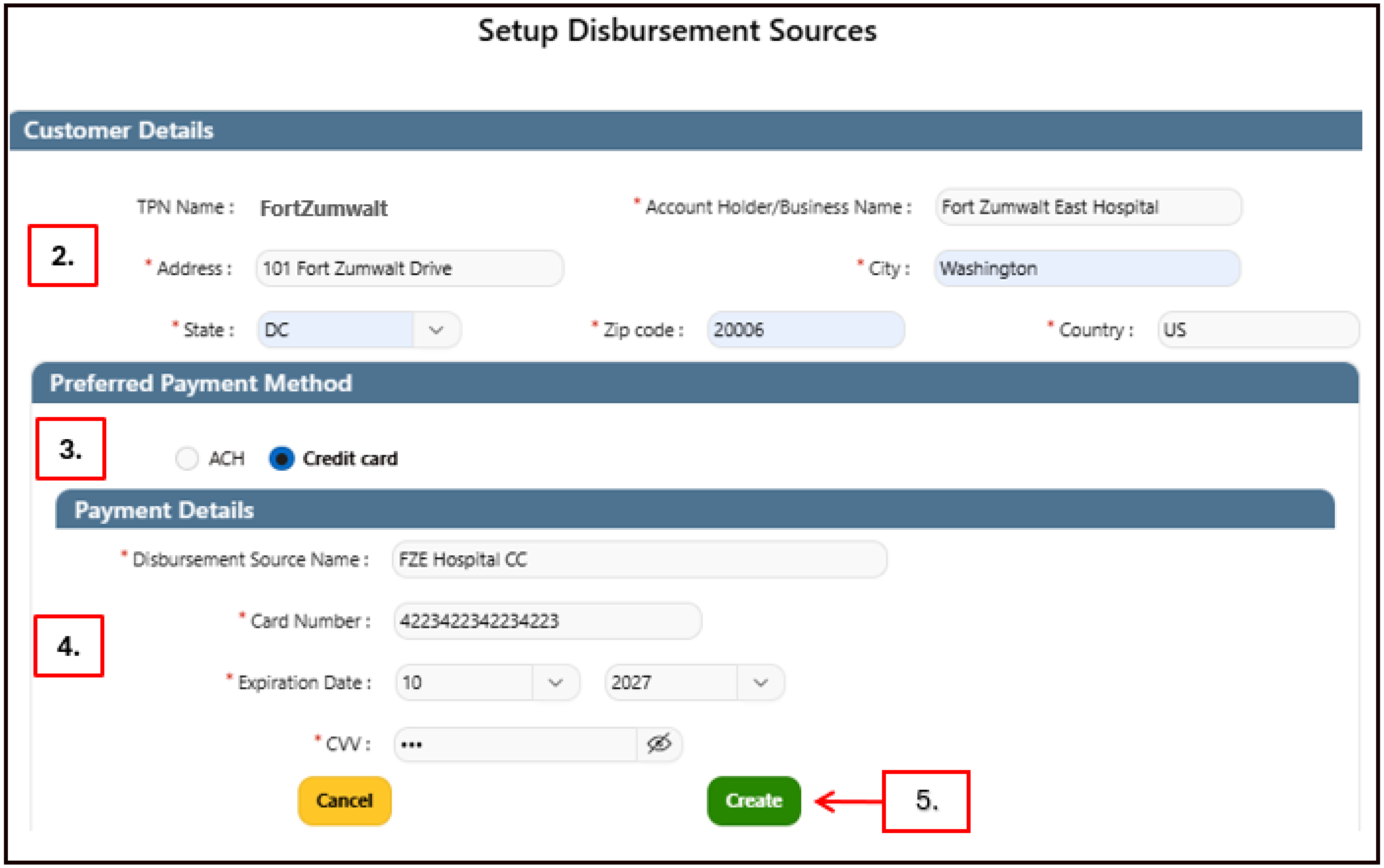
To ensure your payments are processed without interruption, please request that your bank whitelist the following **Company IDs**:

- **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**

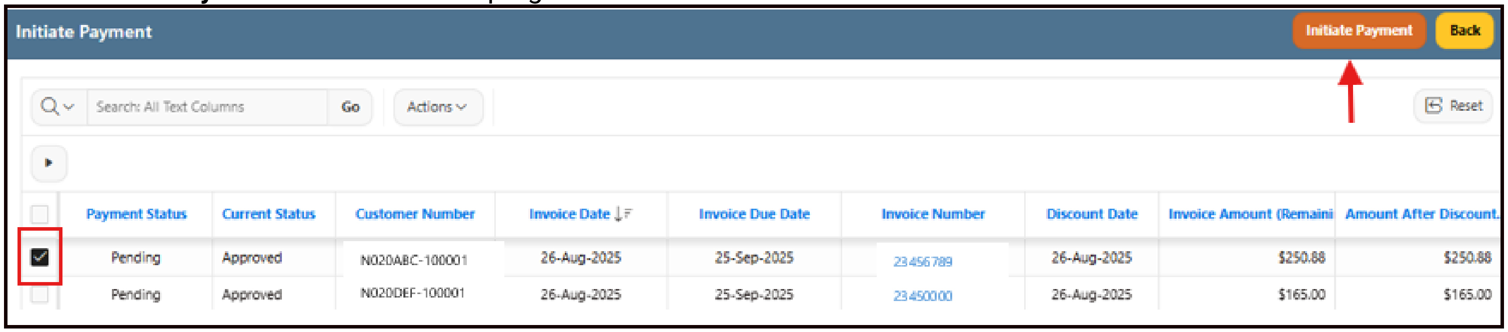


Deleting Disbursement Details

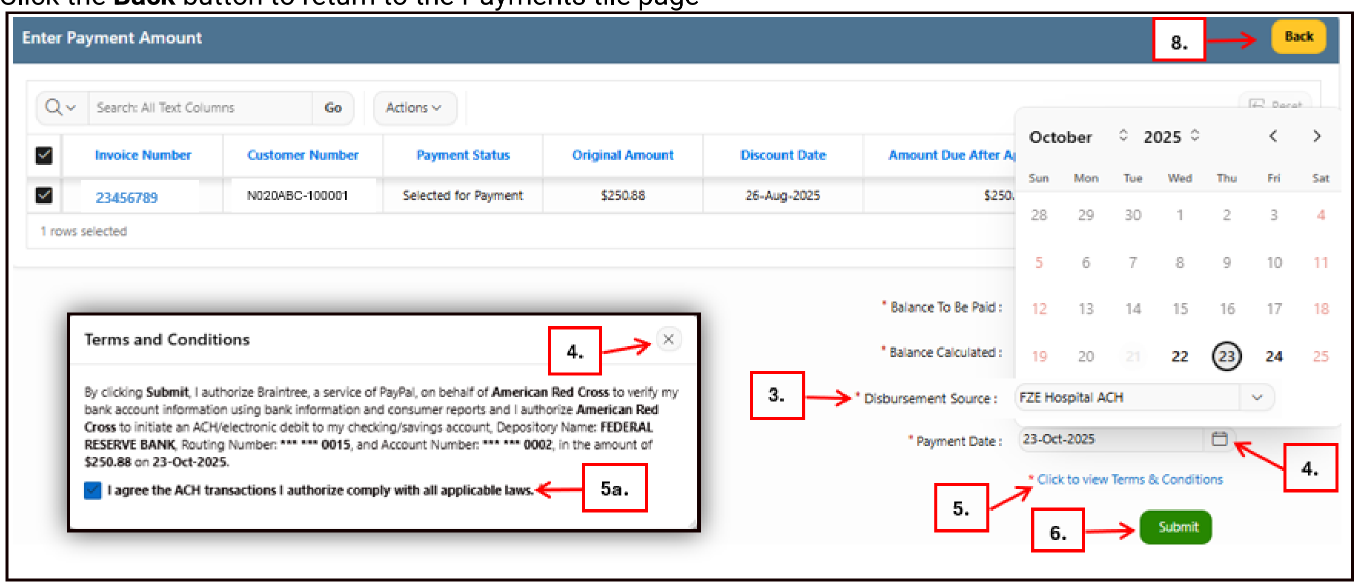
1. In **Setup Disbursement Sources**, click on the **Edit** icon next to the account you want to Delete.
2. Click Delete
3. A message will appear asking if you are sure you want to Delete this Payment Method.
4. Click **Delete.**

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.



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

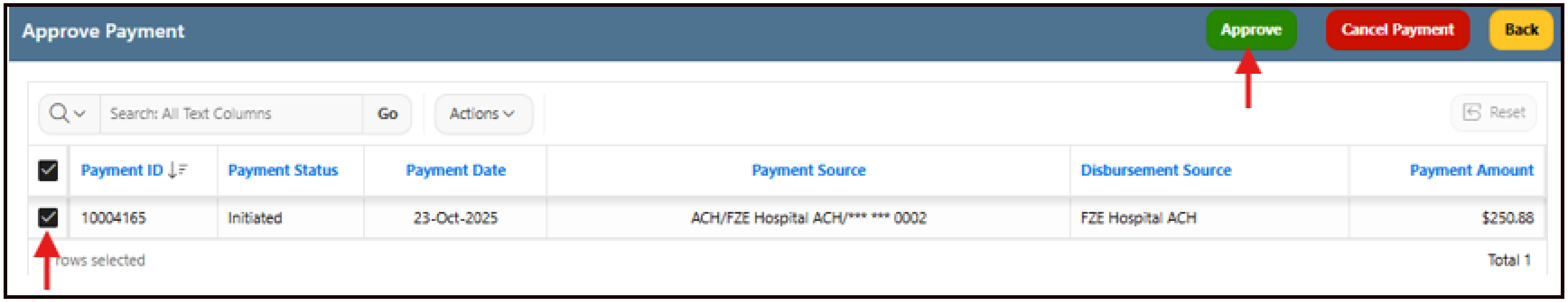


Approve Payment

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



Canceling Payment

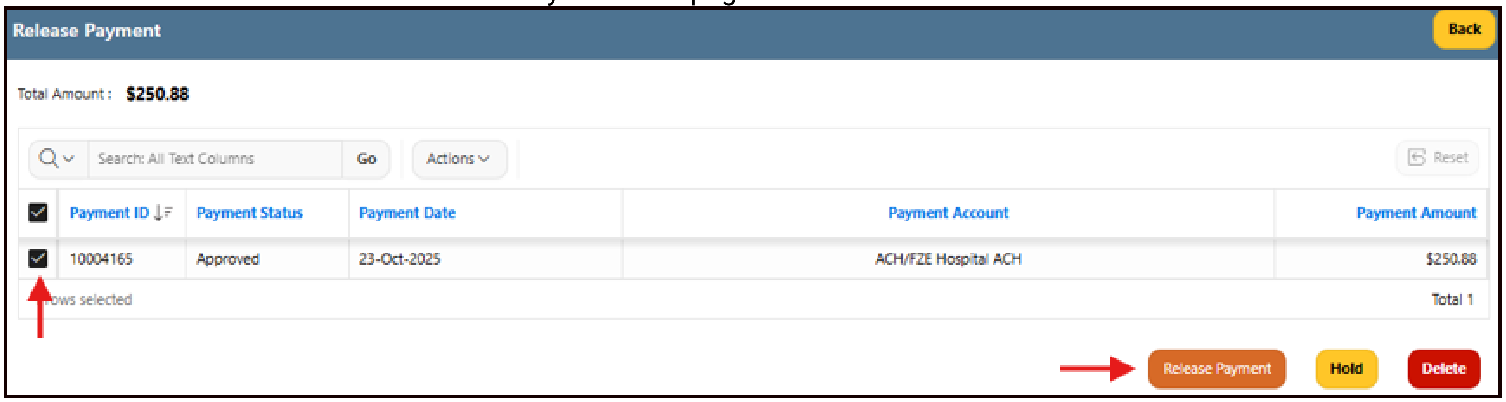
1. Follow the same steps as for approving, but in Step 2, select the **Cancel Payment** button instead.

Release Payment

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

Releasing Payment

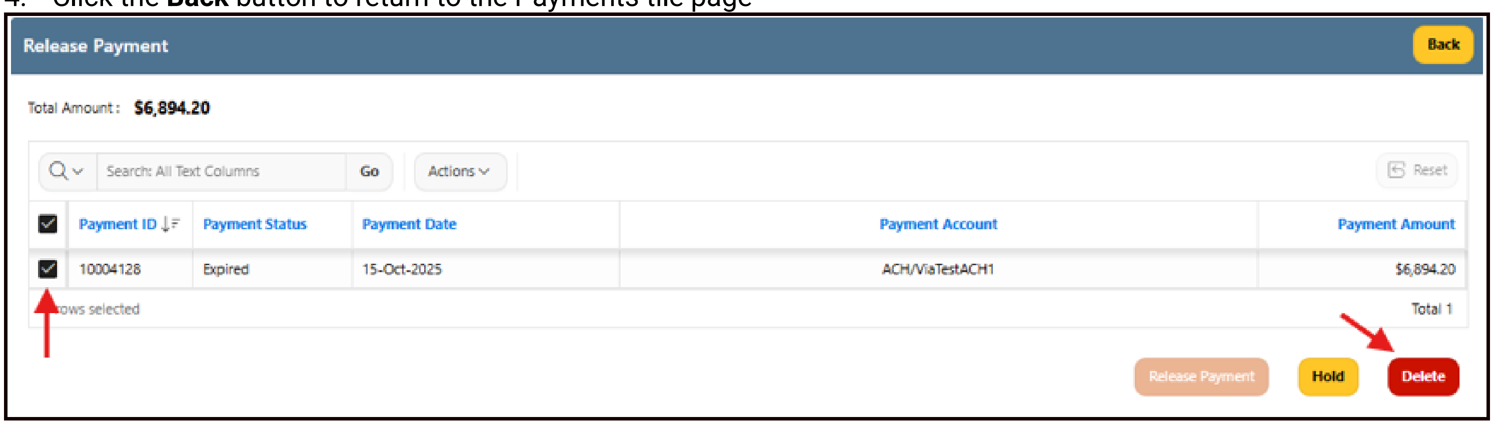
1. Select the payments(s) to release by checking the box in the first column next to each applicable **Payment ID**.
2. Click the **Release Payment** button.
3. A confirmation message will appear stating Payment ID ###### has been Released.
4. Click the **Back** button to return to the Payments tile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



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 payments(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



View Payments and View Scheduled Payments

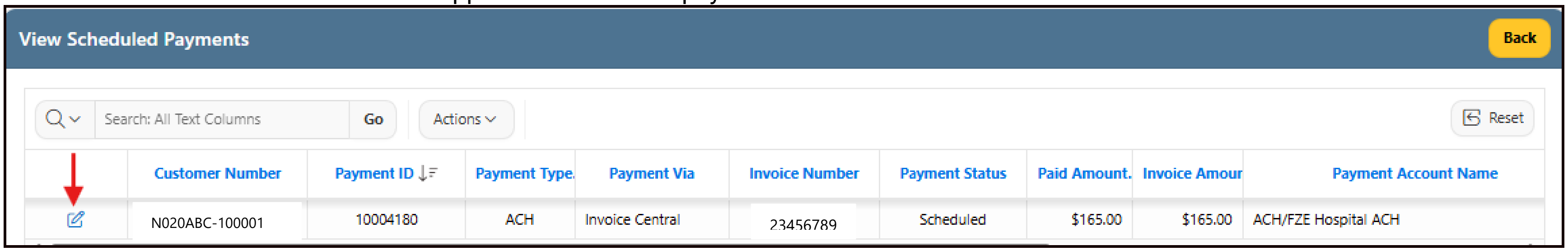
Both the **View Payments** and **View Scheduled Payments** tiles have similar information. The screenshot below shows partial view of the types of information is provided. **Discount Date, Discount Percent, Payment Date,** and **Transaction Result** is also included.

Customer Number	Payment ID	Payment Type	Payment Via	Invoice Number	Payment Status	Paid Amount	Invoice Amount	Payment Account Name

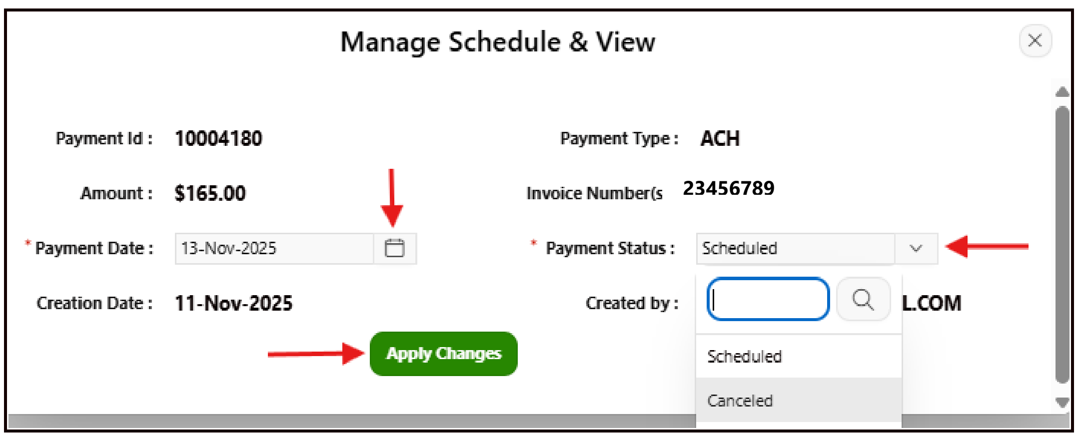
Change or Cancel Scheduled Payment

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.



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



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. ***Requires 'Invoice Approval Settings' to be enabled to access the 'Invoice Approval' tile.***
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.