

# **Citi® Present & Pay**

## **Customer User Guide**

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# User Registration & Login



# Register for Citi® Present and Pay using the link e-mailed to you from Sodexo:



Begin your registration process to experience the Present & Payment Portal.

### Register

test	cust
------	------

eyesodexo@gmail.com

..... ⓘ

.....

Phone Number

MY EYE DR #719\_400098682\_USA1

Company Code

I'm not a robot

**Register**

Supported browser versions | [Privacy Policy](#)  
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Citi Present and Pay is a free and secure way to pay your invoices online anytime, anywhere.

- After clicking on the invitation link, you will be redirected to the Registration Page with all the required fields pre-populated.
- Step 1: Create a password, confirm it and enter the other requested information.
- Step 2: Click Register. After successful registration, you will be redirected to the login page you will use whenever you want to access the Present & Pay platform.

# Home Page



# Home Page

**SAIA CRS CLIENT-100041588**

**Amount Due By Aging Buckets** USD

Bucket	Payable Amount
Current	0.00
0-30 days	2.00
31-60 days	-5.00
61-90 days	0.00
91-120 days	0.00
120+ days	0.00

**Filter Payables By Aging Buckets**

Filter by Due Dates Bucket: Total Past Due

Filter	Value
Bill Amount Due	USD -3.00
Number of Bills Due	2

Pay above with: [Icons]

**Search an Open Invoice**   **Download Statement**   **Manage Payment Methods**   **Setup Auto Payment**   **Pay on Account**   **Contact Supplier**

**SAIA CRS CLIENT**  
BUFFALO, USA  
Last Payment Details  
Total Amount Paid : USD 3.00  
Payment Date : 11/16/2021  
Total No. of Bills Paid : 1  
Mode of Payment : CREDITCARD

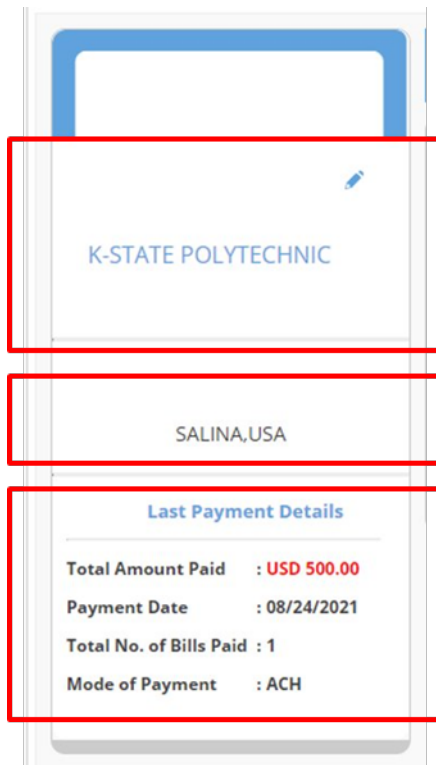
The home page provides you with an overall summary of your invoices within the Present & Pay platform.

# Home Page Features

From the home page you can.....

- See your customer details
- See the amount due by aging buckets
- Filter payables by aging buckets
- Use shortcuts to:
  - › Search for open invoices
  - › Manage payment methods
  - › Set up autopayments
  - › Pay on account
  - › Contact supplier (Sodexo)

# Home Page: Customer Details

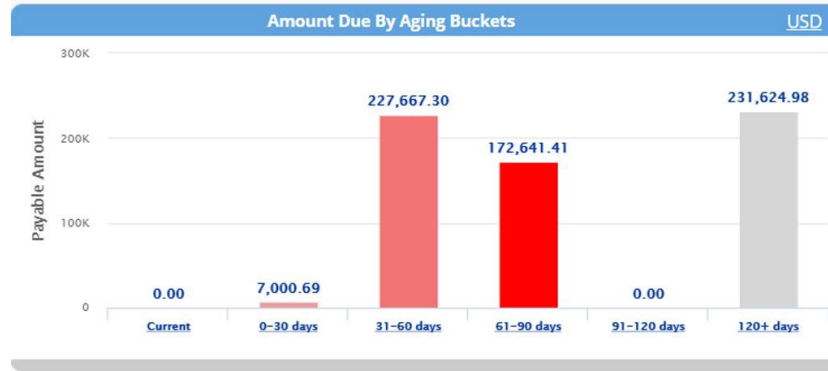


On the left-hand side of the home page is a summary of customer information

- Your company name
- A place for your company's logo if you'd like to add it
- Your customer address
- Details related to your last payment made via the Present & Pay platform to Sodexo



# Home Page: Amount due by aging buckets



In the center left of the home page you can view the amount due by aging buckets

- Click on the graph bar to see the open bills that are included within each aging bucket

# Filters payable by aging buckets

- This section provides the amount due and number of bills within the selected filter.
- By clicking on **payment method**, it will redirect you to a pop up to pay open bills.

**Filter Payables By Aging Buckets**

Filter by Due Dates Bucket: Total Past Due

 Bill Amount Due USD <b>1,546,763.34</b>	 Number of Bills Due <b>71</b>
------------------------------------------------	--------------------------------------

Pay above with

Shortcut for paying the amount due in the filter by Automated Clearing House (ACH)

# Shortcuts

Search open invoice(s) directly by entering the invoice number(s) separated by “,”. It will redirect to the open bills tab

Redirects to the Manage Bank accounts section under the Administration tab

A pop up appears to contact Sodexo



Search an Open Invoice



Manage Payment Methods



Setup Auto Payment



Pay on Account



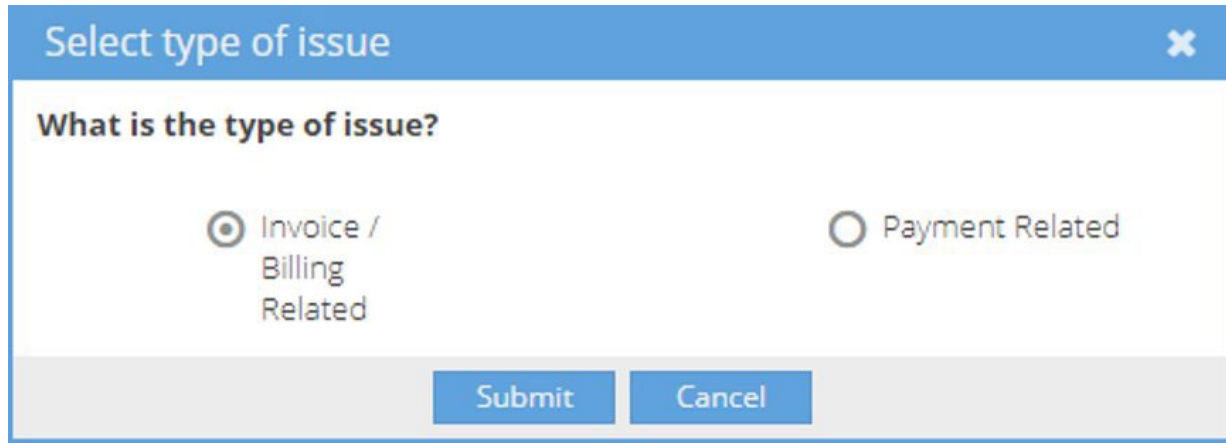
Contact Supplier

Setup Autopay

Redirects to the Payment on Account screen

# Contact Supplier Shortcut

Use the “Contact Supplier” function to report an invoice related issue to Sodexo. When you click on the “Contact Supplier” button, a pop up appears asking you to choose the type of issue before proceeding further. In this case, the “supplier” = Sodexo



Select type of issue

What is the type of issue?

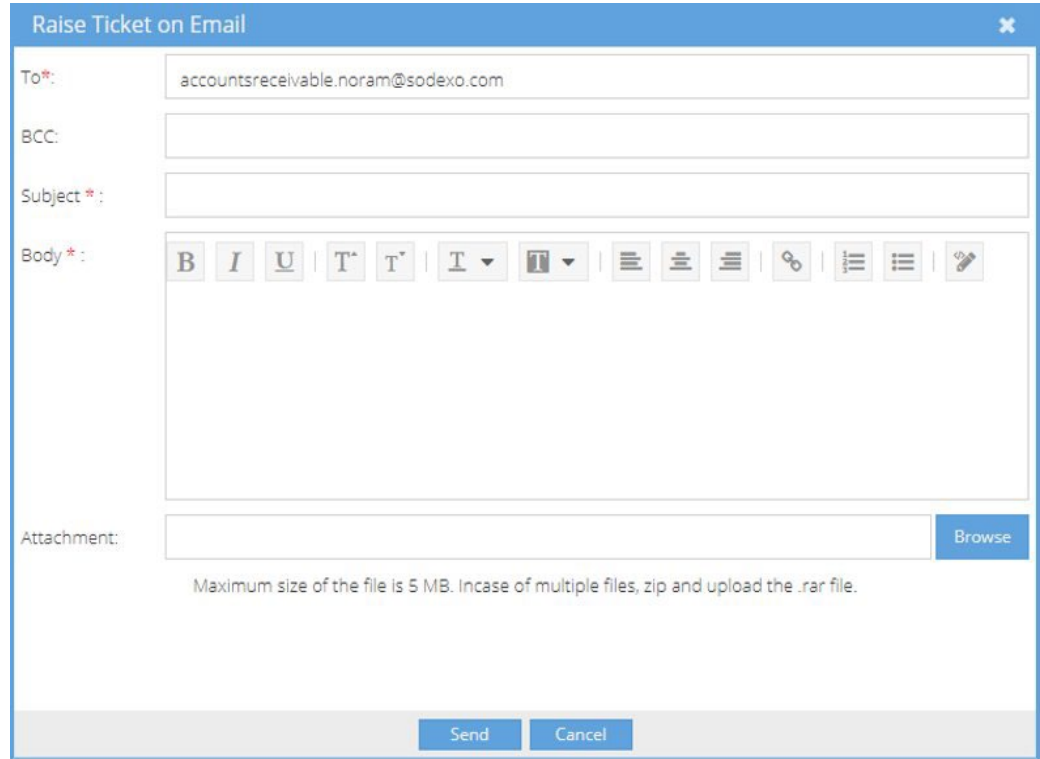
Invoice /  
Billing  
Related

Payment Related

Submit Cancel

# Home Page Functionalities- Shortcut- Contact Supplier

- Once you've selected the type of issue, a window will open that allows you to e-mail Sodexo about it.



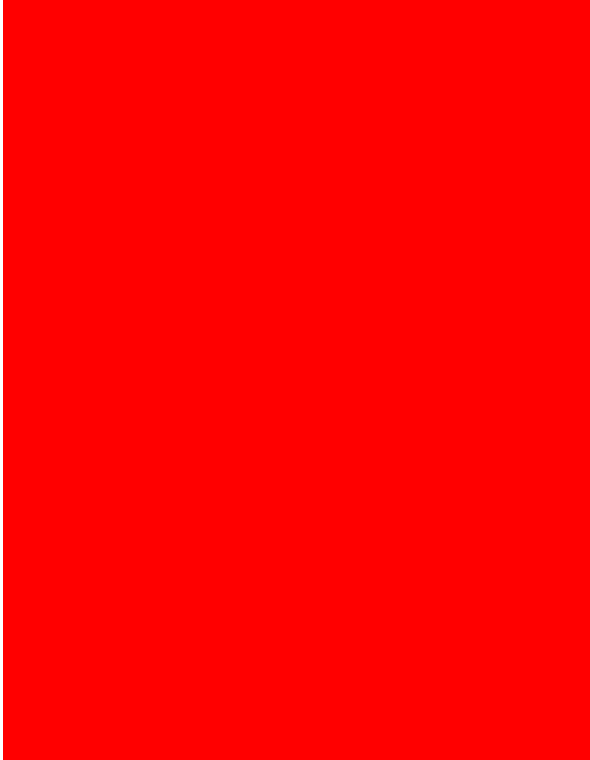
The screenshot shows a window titled "Raise Ticket on Email" with a close button (X) in the top right corner. The window contains the following fields and elements:

- To\*:** A text input field containing the email address "accountsreceivable.noram@sodexo.com".
- BCC:** An empty text input field.
- Subject\*:** An empty text input field.
- Body\*:** A rich text editor area with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Text Color (T with a color bar), Background Color (T with a color bar), Text Alignment (left, center, right), Bulleted List, Numbered List, Link, Unlink, and a link icon.
- Attachment:** A text input field with a "Browse" button to its right.

Below the attachment field, there is a note: "Maximum size of the file is 5 MB. In case of multiple files, zip and upload the .rar file."

At the bottom of the window, there are two buttons: "Send" and "Cancel".

# Advanced Search and Filters



# Advanced Search

Search Filter:

**Advanced Search**




Company Code:  Customer Name:  Customer Number:

Document Number:  Invoice Due Date:  Invoice Number:





The **Advanced Search** panel is a common feature across the tabs which you can use to filter the information you want to review


- Click on the **Advanced Search** button to bring up the filter panel.
- Fill the relevant fields to pull the data you want to view
- You can also use an asterisk(\*) to search for a pattern. For example, if you search for Invoice Number \*100\*, the filtered invoiced would be of Invoice Numbers- 000**100**000, 222**100**222
- Once you've filled out the necessary fields, click on **Search** to view the results.

# Creating and Saving Filters

Search Filter:    Advanced Search 

Advanced Search

Company Code: <input type="text"/>	Customer Name: <input type="text"/> 	Customer Number: <input type="text" value="0100016951"/> 
Document Number: <input type="text" value="50000000000"/>	Invoice Due Date: <input type="text"/>  	Invoice Number: <input type="text" value="1000000000"/>

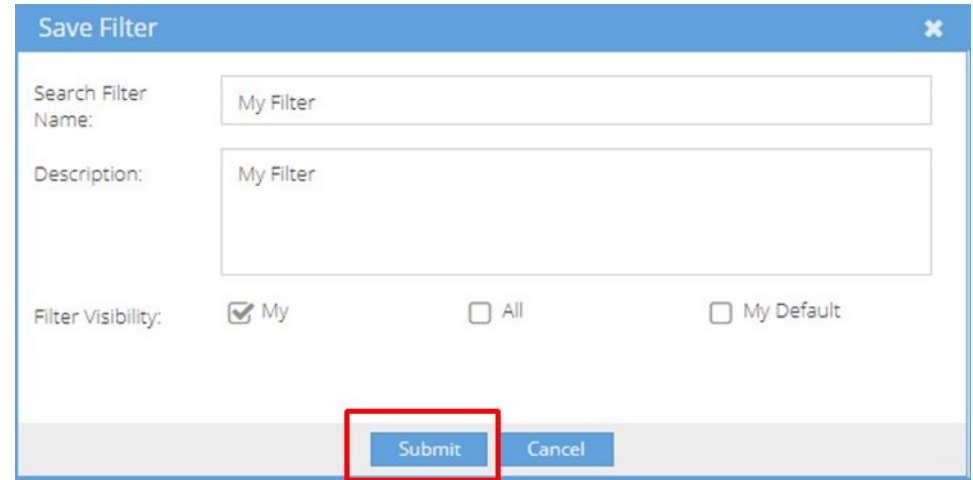


- You can also save commonly used filters to easily access again in the future.
- Using the **Advanced Search** panel, fill out the fields you want to use in your filter
- Click on the **Save Filter** button to save the combination.

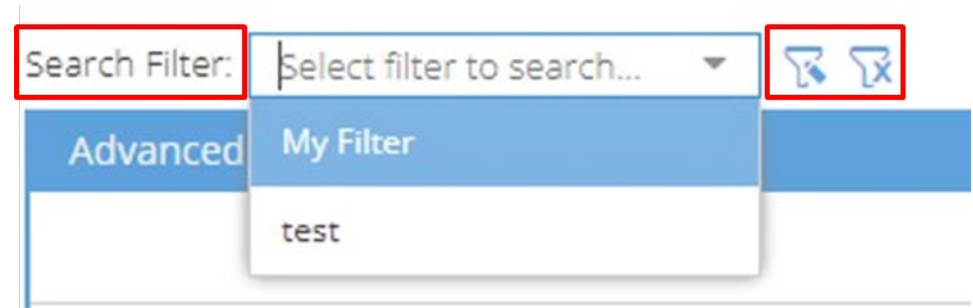


# Creating and Saving Filters (continued)

- After you click on **Save Filter**, enter a name for the filter and hit **submit** so that you can easily use it again
- Once you've saved a filter, it will be available for use in the Search Filter dropdown.
- You can also select a filter to edit or delete, using the filter icons to the right of the search filter drop down



The 'Save Filter' dialog box is shown with a blue header and a close button (X) in the top right corner. It contains two text input fields: 'Search Filter Name:' with the value 'My Filter' and 'Description:' with the value 'My Filter'. Below these fields are three radio button options for 'Filter Visibility': 'My' (checked), 'All', and 'My Default'. At the bottom of the dialog, there are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red rectangular box.



The 'Search Filter' dropdown menu is shown with a blue header and a close button (X) in the top right corner. The dropdown is open, showing a list of filters: 'Advanced', 'My Filter', and 'test'. The 'Search Filter:' label and the dropdown arrow are highlighted with a red rectangular box. The 'My Filter' and 'test' items are also highlighted with red rectangular boxes. To the right of the dropdown, there are two filter icons: a funnel icon and a trash can icon, both highlighted with red rectangular boxes.

# Manage Users



# Manage Users

The screenshot displays the Citi Present and Pay Administration interface. The top navigation bar includes the Citi and Sodexo logos, session expiration information (29 mins and 52 secs), and a welcome message for the Customer Admin. The main navigation menu features options like Home, Open Bills, Closed Bills, Portal Payment History, Disputes, Preferences, Administration (highlighted with a red box), and Payment On Account. The left sidebar contains Manage Bank Accounts, Manage Users (highlighted with a red box), and Manage Contacts. The main content area shows a search filter and a table of users.

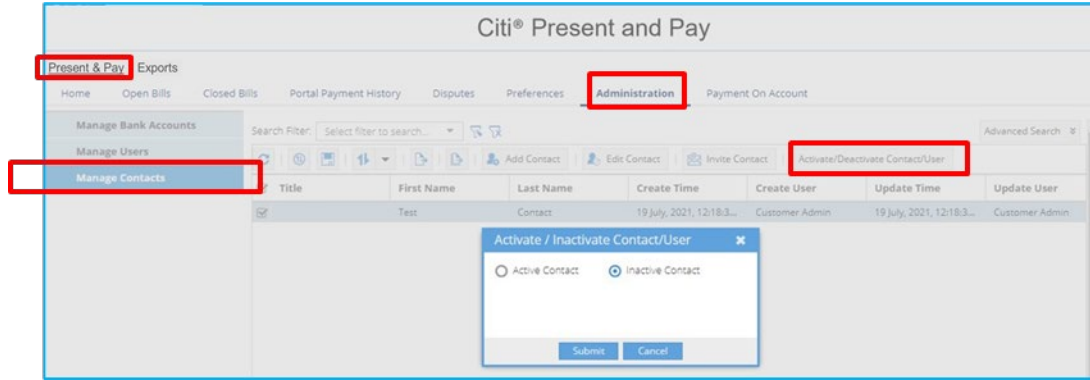
<input type="checkbox"/>	Title	First Name	Last Name	Username	Email	Phone Number	Security Role	Security Role...	Functional Role	Customer Name	Default Menu
<input type="checkbox"/>		Customer	Admin	Test Custom...	ananya.gho...		Customer A...	Customer A...	EIPP Custo...	THINGS RE...	Home

- Use the **Administration** page to view and manage the Present & Pay users from your organization
- Navigate to **Present & Pay > Administration > Manage Users**.

# Manage Contacts



# Manage Contacts- Activate/Deactivate Contact

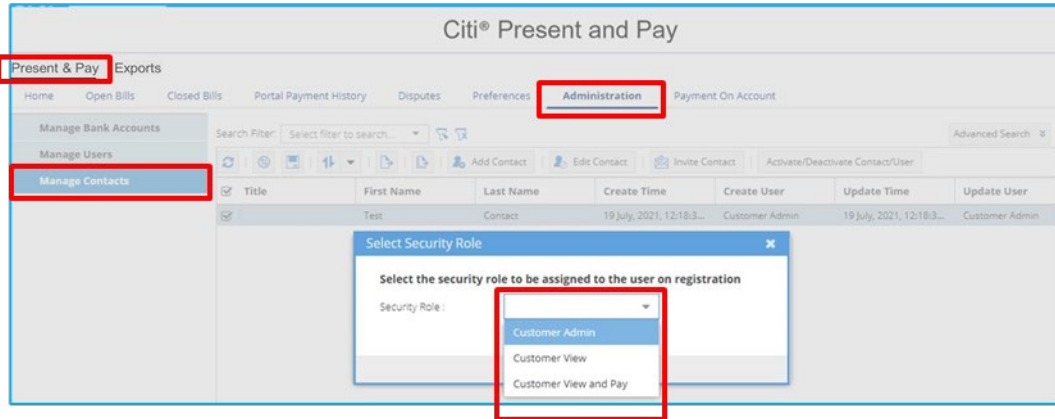


The **manage contacts** feature allows you to activate/deactivate your contacts to ensure correspondence notifications are being properly received.

- Step 1: Navigate to **Present and Pay**> **Manage Contacts**
- Step 2: Select a contact which needs to be activated/deactivated
- Step 3: Click **Activate/Deactivate Contact/User** button– a pop up will appear
- Step 4: Select **Activate** or **Deactivate** Contact and click **Submit**

**The flag will change to Yes under Active column when a contact is activated or deactivated.**

# Manage Contacts- Invite Contact



This feature allows you to invite contacts from your organization to onboard to the Present & Pay platform. Security roles can be assigned as either Admin, View & Pay, or View.

- Step 1: Navigate to **Present & Pay>Administration > Manage Contacts**
- Step 2: Select a contact which needs to be invited
- Step 3: Click **Invite Contact** button– a popup will appear
- Step 4: Select a **Security Role** from the dropdown and click **Submit**

**The Contact will receive an email with a link to the Registration page.**

# Open Bills & Payments



# Open Bills and Payments

The screenshot displays the Citi Present and Pay web application. At the top, the Citi and Sodexo logos are visible on the left, and session information (Session expires in 29 mins and 56 secs, Welcome Test Cust V&P, Last Logged in Time: 15 July, 2021, 5:11:34 am CST) is on the right. The main heading is "Citi® Present and Pay". Below this, there is a navigation bar with "Present & Pay" highlighted in a red box, and other options like "Exports", "Home", "Open Bills" (also highlighted in a red box), "Closed Bills", "Disputes", "Portal Payment History", "Administration", "Payment On Account", and "Preferences".

Below the navigation bar, the "Total Open Amount" is shown as 1,915,628.44 USD, and the "Selected Payable Amount" is 0.00 (0 Invoice(s) selected). A search filter is present with the text "Select filter to search...".

The main content area features a table of invoices with the following columns: Company Code, Customer Name, Customer Number, Document Number, Invoice Due Date, Document Date, Discount Value, Invoice Number, Paid Amount, Payable Amount, Dispute Amount, Item Text, and Currency. The table contains six rows of data, all for USA1 and P&G customer, with various document numbers and invoice due dates.

Company Code	Customer Name	Customer Number	Document Number	Invoice Due Date	Document Date	Discount Value	Invoice Number	Paid Amount	Payable Amount	Dispute Amount	Item Text	Currency
USA1	P&G	0100016951	2000160436	1 Septembe...	4 May, 2021,...	0.00		434.39	0.00		UFS Invoice	USD
USA1	P&G	0100016951	2000160451	1 Septembe...	4 May, 2021,...	0.00		372.31	0.00		UFS Invoice	USD
USA1	P&G	0100016951	2000160448	1 Septembe...	4 May, 2021,...	0.00		6,723.11	0.00		UFS Invoice	USD
USA1	P&G	0100016951	2000160439	1 Septembe...	4 May, 2021,...	0.00		276.12	0.00		UFS Invoice	USD
USA1	P&G	0100016951	2000160449	1 Septembe...	4 May, 2021,...	0.00		100.00	1,805.38	1,000.00	UFS Invoice	USD
USA1	P&G	0100016951	2000160444	1 Septembe...	4 May, 2021,...	0.00		200.00	954.48	0.00	UFS Invoice	USD

**Open Bills** provides an overview of all your invoices and lets you make payments, raise disputes, access statements and view the payment status of your invoices. Navigate to **Present & Pay>Open Bills**

Through the Present and Pay platform, you can view your invoice supporting documentation and pay your invoices in one convenient location.

\*Amounts will be displayed in local currency (USD/CAD)



# Open Bills and Payments Features

You can perform the following functions using the Open Bills tab:

- View/download invoices
- Pay by ACH
- Schedule Payments
- Enable/Disable Auto Payments
- Create Disputes
- Download Statements
- Configure AutoPay for Payment on Account (POA)

# Open Bills

Present & Pay Exports

Home **Open Bills** Closed Bills Disputes Portal Payment History Administration Payment On Account Preferences

Total Open Amount : 1,915,628.44 USD

Selected Payable Amount: USD 0.00 (1 Invoice(s) selected)

Search Filter: Select filter to search... Advanced Search

Select All/Deselect All Invoices Pay Selected Bills Statements Enable/Disable Auto Pay Dispute

<input type="checkbox"/>	Company Code	Customer Name	Invoice Due Date	Document Date	Discount Value	Invoice Number	Paid Amount	Payable Amount	Dispute Amount	Item Text	Cu	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160436	1 Septembe...	4 May, 2021,...	0.00	434.39	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160451	1 Septembe...	4 May, 2021,...	0.00	372.31	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160448	1 Septembe...	4 May, 2021,...	0.00	6,723.11	0.00	UFS Invoice	USI	
<input checked="" type="checkbox"/>	USA1	P&G	0100016951	2000160439	1 Septembe...	4 May, 2021,...	0.00	276.12	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160449	1 Septembe...	4 May, 2021,...	0.00	100.00	2,805.38	0.00	UFS Invoice	USI

1. Total payable amount and number of invoices selected are shown in upper right corner
2. Click on a column name to sort the column
3. A. Export Pages: Click on the dropdown to export current/all pages  
B. **Save Layout**: Layout can be customized by moving field (columns) right or left. Click on save layout button to save changes.  
C. **Save or Delete** sort the sort you are using

# Open Bills (continued)

<input type="checkbox"/>	USA1	P&G	0100016951	2000471500	10-28-2021	06-30-2021	0.00	181715	0.00	1,140.25	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000471507	10-28-2021	06-30-2021	0.00	181722	0.00	1,940.46	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000471504	10-28-2021	06-30-2021	0.00	181719	0.00	446.96	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000466290	10-28-2021	06-30-2021	0.00	181705	0.00	219.24	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000466295	10-28-2021	06-30-2021	0.00	181710	0.00	1,992.77	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423224	09-29-2021	06-01-2021	0.00	181696	0.00	1,084.57	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423214	09-29-2021	06-01-2021	0.00	181686	0.00	3,148.76	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423231	09-29-2021	06-01-2021	0.00	181703	0.00	16,017.40	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423222	09-29-2021	06-01-2021	0.00	181694	0.00	231.78	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423222	09-29-2021	06-01-2021	0.00	181697	0.00	1,328.29	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000423222	09-29-2021	06-01-2021	0.00	181690	0.00	922.75	UFS Invoice	USD

1

2

3

A

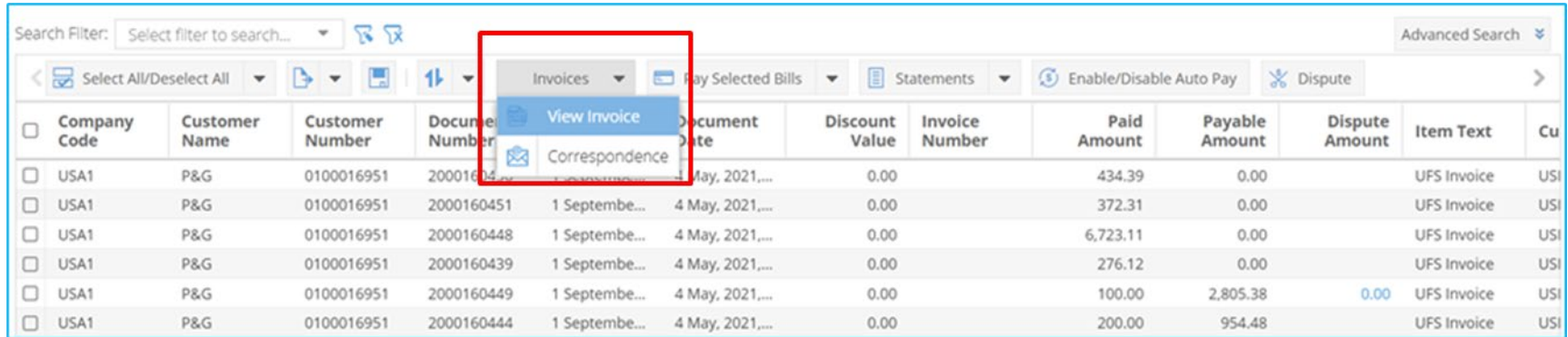
B

Page 1 of 3

Open Bills 1 - 20 of 41

1. At the bottom of the Open Bills tab, you will find these functions:
  - A. **Back Arrow Buttons:** Use these to move to the previous pages.
  - B. **Forward Arrow Buttons:** Use these buttons to move to the next page.
2. **Refresh:** Use this option to refresh the page.
3. **Refresh Sort:** Use this option to reset any sorting that's been applied to the columns on the page.

# View/Download Invoice



Search Filter: Select filter to search... 🔍 🔍 Advanced Search

Select All/Deselect All 📄 📄 🔄 Invoices 📄 Pay Selected Bills 📄 Statements 🔄 Enable/Disable Auto Pay ✂️ Dispute

<input type="checkbox"/>	Company Code	Customer Name	Customer Number	Document Number	Document Date	Discount Value	Invoice Number	Paid Amount	Payable Amount	Dispute Amount	Item Text	Cu
<input type="checkbox"/>	USA1	P&G	0100016951	2000160451	1 Septembe...	0.00		434.39	0.00		UFS Invoice	USI
<input type="checkbox"/>	USA1	P&G	0100016951	2000160451	1 Septembe...	0.00		372.31	0.00		UFS Invoice	USI
<input type="checkbox"/>	USA1	P&G	0100016951	2000160448	1 Septembe...	0.00		6,723.11	0.00		UFS Invoice	USI
<input type="checkbox"/>	USA1	P&G	0100016951	2000160439	1 Septembe...	0.00		276.12	0.00		UFS Invoice	USI
<input type="checkbox"/>	USA1	P&G	0100016951	2000160449	1 Septembe...	0.00		100.00	2,805.38	0.00	UFS Invoice	USI
<input type="checkbox"/>	USA1	P&G	0100016951	2000160444	1 Septembe...	0.00		200.00	954.48		UFS Invoice	USI

Navigate to **Present & Pay > Open Bills** to view, download and/or e-mail your Invoice PDFs

- Step 1: Select an invoice
- Step 2: Click on **View Invoice**
  - › \*Invoice PDF will be opened in a new tab. You can download a copy of Invoice PDF. To view the Invoice details, click on **View Details** button. A pop up will appear with invoice details.
- Step 3: Click on **Correspondence** for emailing the PDF to the e-mail ID(s) of your choice.

# Manage Bank Accounts

The screenshot shows the Citi Present and Pay Administration interface. The top navigation bar includes 'Present & Pay' and 'Administration', both highlighted with red boxes. The 'Manage Bank Accounts' menu item is also highlighted with a red box. Below the navigation, there are buttons for '+ Add' and '- Delete', and a table of bank accounts.

Customer Number	Account Number	Account Holder's...	Accessible By...	Company Code	Routing Number	Bank Name	Saved On	Bank Country	Primary Bank Account	
<input checked="" type="checkbox"/>	0100037678	XXX1111	Test	No	USA1	111000614	Citi	19 July, 2021...	United States	Non Primary

**Manage Bank Accounts** Menu allows you to manage the electronic payment methods, such as bank accounts.

- Step 1: Navigate to **Present & Pay > Administration**
- Step 2: Click **Manage Bank Accounts**

This tab helps you to **Add and Delete** Bank accounts from the Present & Pay platform.

# Manage Bank Account Functionalities

- Add a Bank Account
- Delete a Bank Account
- Enable/Disable for Merchants

# Add a Bank Account

The screenshot shows the 'Citi® Present and Pay' interface. The 'Administration' tab is selected and highlighted with a red box. Below it, the 'Manage Bank Accounts' button is also highlighted with a red box. The main content area displays a table of bank accounts with the following columns: Customer Number, Account Number, Account Holder's..., Accessible By..., Company Code, Routing Number, Bank Name, Saved On, Bank Country, and Primary Bank... The table contains two rows of data.

<input type="checkbox"/>	Customer Number	Account Number	Account Holder's...	Accessible By...	Company Code	Routing Number	Bank Name	Saved On	Bank Country	Primary Bank...
<input checked="" type="checkbox"/>	0100016951	XXXX1111	test	No	USA1	111000614	Citi	9 July, 2021, ...	United States	Non Primary
<input type="checkbox"/>	0100016951	XXXX1111	test	Yes	USA1	111000614	citi	9 July, 2021, ...	United States	Primary

The 'Add Bank Account' pop-up form is shown. It has a blue header with the title 'Add Bank Account' and a close button. Below the header, there are two dropdown menus: 'Bank Country \*:' with 'United States' selected, and 'Currency\*:' with 'USD' selected. At the bottom of the form, there are two buttons: 'Proceed' (highlighted with a red box) and 'Cancel'.

- Step 1: To add bank details, click on **Add**. A pop up will appear with Bank Country and Currency auto populated
  - Step 2: Click on **Proceed** to continue
- \*Any bank account added can be marked as primary.

# Add a Bank Account- Enter Details

The screenshot shows a web form titled "Add Bank Account" with a close button (X) in the top right corner. The form contains the following fields:

- Bank Country\*: A dropdown menu with "United States" selected. A red box highlights the asterisk.
- Currency\*: A dropdown menu with "USD" selected.
- Bank Name: A text input field.
- Account Type\*: A dropdown menu.
- Account Number\*: A text input field.
- Re-enter Account Number\*: A text input field.
- Routing Number\*: A text input field.
- Account Holder's Name\*: A text input field.

At the bottom left, a red text label reads "Fields marked with \* are mandatory". At the bottom right, there are two buttons: "Submit" (highlighted with a red box) and "Cancel".

- Step 1: Enter all mandatory details
  - Mandatory fields are denoted with an asterisk (\*)
- Step 2: Click **Submit**

The new Bank Account will under **Manage Bank Accounts**



# Delete Bank Account

Present & Pay Exports

Home Open Bills Closed Bills Payment On Account Payment History Disputes **Manage Accounts**

Bank Accounts

+ Add - Delete Accessible by Merchant

<input type="checkbox"/>	Customer Number	Account Number	Account Holder's...	Company Code	
<input type="checkbox"/>	100001001	XXXXX6789	test	38	
<input type="checkbox"/>	100001001	XXXXXX2191	R	38	States
<input checked="" type="checkbox"/>	100001001	XXXXXX2191	R	38	States

Do you want to delete the selected Bank Accounts?

Yes No

To delete a bank account:

- Step 1: Select Bank Account record to be deleted by using the check box
- Step 2: Click **Delete** button—a pop up will appear
- Step 3: Click **Yes** to delete the bank account from the Present & Pay platform

The Bank Account will be deleted.

# Enable/Disable Bank Account for Merchant

Present & Pay Exports

Home Open Bills Closed Bills Payment On Account Payment History Disputes **Manage Accounts**

Bank Accounts

+ Add - Delete Accessible by Merchant Select Payer: Durable Auto Parts-

<input type="checkbox"/>	Customer Number	Account Number		Company Code	Routing Number	Bank Name	Saved On	Bank Country
<input type="checkbox"/>	100001001	XXXXX67		38	111000614	test	April 29, 202...	United States
<input type="checkbox"/>	100001001	XXXXXX2191	R	38	111000614	citi	December 3...	United States
<input checked="" type="checkbox"/>	100001001	XXXXXX2191	R	38	111000614	citi	January 3, 2...	United States
<input type="checkbox"/>	100001001	XXX4567	Test Demo	38	321171184	Citi	August 6, 20...	United States

To make a bank account accessible to Sodexo, proceed as follows:

- Step 1: Select Bank Account by clicking the check box
- Step 2: Click **Accessible by Merchant** button
- Step 3: Click on **Enable** from the dropdown

These steps may also be followed to **Disable** a bank account for Merchant

# Pay By ACH Using a NEW Bank Account

<input type="checkbox"/>	Customer Number	No Line Item Acct	Invoice Date	Invoice Amount	Open Amount	Paid Amount	Dispute Amount	Payment Status	Currency	Invoice Due Date	Debit Credit Indicator
<input checked="" type="checkbox"/>	01-034036	0		0.00	0.00	0.00	0.00	Open		4 January, 2...	
<input type="checkbox"/>	01-034036	0		-206.94	-206.94	-206.94	0.00	Open	USD	4 January, 2...	Credit
<input type="checkbox"/>	01-034036	0		6154.13	6154.13	6154.13	0.00	Open	USD	15 August, 2...	Debit
<input type="checkbox"/>	01-034036	0		0.00	0.00	0.00	0.00	Open		15 August, 2...	
<input type="checkbox"/>	01-034036	0		80.08	80.08	80.08	0.00	Open	USD	20 Novemb...	Debit
<input type="checkbox"/>	01-034036	0		0.00	0.00	0.00	0.00	Open		20 Novemb...	

To add and save a new bank account and pay your invoices by ACH, follow these steps under **Open Bills**

Menu:

- Step 1: Select the AR record- you may also select multiple records by clicking on the boxes to the left
- Step 2: Click on Pay Selected Bills
- Step 3: Click on Pay by ACH

Select **Pay by ACH** from the pop up that appears

# Pay By ACH- Preview

The screenshot shows a software interface for paying bills. At the top, there's a title bar 'Pay Selected Bills' and buttons for 'Select Account to Pay' and 'View Payment Status'. Below is a section for 'Preview/Edit Invoices' with a sub-header 'Preview/Edit invoices and Payment Amounts'. A note states: 'If the "Payable Amount" is updated, please click on the "Re-Calculate" button to view the updated amounts.' A table lists bill details:

Company Code	Customer Name	Customer Number	Discount Value	Dispute Amount	Payable Amount	Partial Payment...	Payment Comments	Paym. Attch.
38	Durable Aut...	100001001	0.00	0.00	1328			Uplo...

At the bottom, there's a summary bar showing 'Total Net Payable Amount: 1328.00 USD' and buttons for 'Re-Calculate', 'Proceed to Pay', and 'Cancel'.

- Step 1: Check the **Payable Amount** and enter any applicable Comments (for instance, if you are making a partial payment you would note this in the comments section)
- Step 2: Click on **Proceed To Pay** - A pop up will appear

# Pay By ACH- Payment Summary

The screenshot shows the 'Pay Bills' interface. At the top, there are buttons for 'Preview/Edit Invoices', 'Select Account to Pay', and 'View Payment Status'. Below these, there are radio buttons for 'Pay Now' (selected) and 'Pay Later'. A dropdown menu is visible next to 'Pay Later'. The main content area is divided into two sections: 'CHOOSE A BANK ACCOUNT' and 'PAYMENT SUMMARY'. The 'CHOOSE A BANK ACCOUNT' section has three options: 'Saved Bank Account' (with a 'Select a Bank Account...' button), 'New Bank Account' (selected), and 'Save Bank Account For Reuse' (checked). The 'PAYMENT SUMMARY' section displays the following information:

PAYMENT SUMMARY	
Payment Amount :	1287.88 USD
Stand-alone Deduction:	0.00 USD
Amount Payable :	<b>1287.88 USD</b>

At the bottom of the interface, there are 'Proceed' and 'Cancel' buttons.

- Step 1: Click on the **"Pay Now"** button
- Step 2: Select a bank account from the dropdown
- Step 3: Click **New Bank Account**. Click on **Save Bank Account For Reuse** to save the details for future use.

- Step 4: Click **Proceed**

A pop up will appear

# Pay By ACH Using a NEW Bank Account- Add Bank Details

The screenshot shows a web form titled "Add Bank Account". The form contains several input fields, each with an asterisk (\*) indicating it is mandatory. The fields are: "Bank Country\*" (with a dropdown menu showing "United States"), "Currency\*" (with a dropdown menu showing "USD"), "Bank Name:", "Account Type\*" (with a dropdown menu), "Account Number\*", "Re-enter Account Number\*", "Routing Number\*", and "Account Holder's Name\*". At the bottom of the form, there are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red box, and the asterisk on the "Bank Country" label is also highlighted with a red box.

- Step 1: Add all the mandatory details
  - Mandatory fields are denoted with an asterisk (\*)
- Step 2: Click on **Submit** to save the bank details
- Step 3: Proceed with the payment using this bank account

# Pay By ACH- Using an EXISTING Bank Account

The screenshot shows the 'Pay Bills' interface. At the top, there are buttons for 'Preview/Edit Invoices', 'Select Account to Pay', and 'View Payment Status'. Below these, there are radio buttons for 'Pay Now' (selected) and 'Pay Later'. The main area is divided into two sections: 'CHOOSE A BANK ACCOUNT' and 'PAYMENT SUMMARY'. In the 'CHOOSE A BANK ACCOUNT' section, 'Saved Bank Account' is selected, and a dropdown menu is open, showing a list of bank accounts with 'XX3456' selected. The 'PAYMENT SUMMARY' section shows a 'Payment Amount' of 1287.88 USD and an 'Amount Payable' of 1287.88 USD. At the bottom, there are 'Proceed' and 'Cancel' buttons.

To pay your invoices by ACH using an existing bank account, follow these steps:

- Step 1: Select a bank account from the dropdown
- Step 2: Select the bank account details from dropdown
- Step 3: Click on **Proceed** to continue

# Pay By ACH- Email/Print Receipt

Payment Response

Preview/Edit Invoices Select Account to Pay View Payment Status

Invoice Number	Paid Amount	Transaction Id	Payment Status	Payment Response Message	Debit Credit Indicator
20001035	1287.88	GZZHV19WYF	Success	Successfully added details to file	Debit

Payment Status and

Payment Summary

Net Paid Amount :: 1287.88 USD

Email Receipt Print Receipt Close

Payment Status will show Success. This means that the payment was successful.

- Step 1: Click **Email Receipt** to send receipt by entering the required email address
- Step 2: Click **Print Receipt** to generate the receipt
- Step 3: Click **Close** to close the pop up



# Pay By ACH: Schedule Payment for a Future Date

The screenshot shows the 'Pay Bills' interface. At the top, there are buttons for 'Preview/Edit Invoices' and 'View Payment Status'. Below these, there's a 'Select Account to Pay' section. The 'Pay Later' option is selected with a radio button. A calendar for October 2021 is displayed, with the 6th highlighted. Below the calendar, there's a 'CHOOSE A BANK ACCOUNT' section with options for 'Saved Bank Account' and 'New Bank Account'. At the bottom, there are 'Proceed' and 'Cancel' buttons.

To schedule payment for a future date, select the invoice to be scheduled from Open Bills. Click **Pay Selected Bills > Pay by ACH> Proceed to Pay**

- Step 1: Click on the **"Pay Later"** button
- Step 2: **Select the date** for the payment to be scheduled
- Step 3: Select a **bank account** from the dropdown
- Step 4: you may select a saved bank account or add a new bank to pay for the scheduled payment
- Step 5: Click **Proceed** and follow the same steps previously described to pay an invoice

# Pay By ACH- Pay Later

Payment Response

Preview/Edit Invoices      Select Account to Pay      View Payment Status

Payment Status and

Invoice Number	Scheduled Amount	Transaction Id	Payment Status	Payment Response...	Debit Credit Indicator	Payment Instrument
CONSL-1461...	9.04		Scheduled			X00X1111

Transaction Summary

Net Scheduled Amount :: 9.04 USD

Close

- Payment Status will show **Scheduled**. The payment will be processed on the date is was scheduled for.
- Click **Close** to close the pop up

# Disputes

The screenshot shows the Citi Present and Pay web application. At the top, there is a header with the Citi and Sodexo logos, session information, and a welcome message. Below the header, the main navigation bar includes 'Present & Pay' (highlighted in a red box), 'Exports', 'Home', 'Open Bills' (highlighted in a red box), 'Closed Bills', 'Disputes', 'Portal Payment History', 'Administration', 'Payment On Account', and 'Preferences'. The main content area displays 'Total Open Amount: 1,915,628.44 USD' and 'Selected Payable Amount: USD 1,805.38 (1 Invoice(s) selected)'. A search filter is set to 'Select filter to search...'. Below the search bar, there are several action buttons: 'Select All/Deselect All', 'Invoices', 'Pay Selected Bills', 'Statements', 'Enable/Disable Auto Pay', and 'Dispute' (highlighted in a red box). A table of invoices is displayed below, with columns for Company Code, Customer Name, Customer Number, Document Number, Invoice Due Date, Document Date, Discount Value, Invoice Number, Paid Amount, Payable Amount, Dispute Amount, Item Text, and Currency. The fourth row is selected, and its 'Dispute Amount' is 1,000.00.

Company Code	Customer Name	Customer Number	Document Number	Invoice Due Date	Document Date	Discount Value	Invoice Number	Paid Amount	Payable Amount	Dispute Amount	Item Text	Currency
<input type="checkbox"/>	USA1	P&G	0100016951	2000160436	1 Septembe...	4 May, 2021,...	0.00	434.39	0.00		UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000160451	1 Septembe...	4 May, 2021,...	0.00	372.31	0.00		UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000160448	1 Septembe...	4 May, 2021,...	0.00	6,723.11	0.00		UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000160439	1 Septembe...	4 May, 2021,...	0.00	276.12	0.00		UFS Invoice	USD
<input checked="" type="checkbox"/>	USA1	P&G	0100016951	2000160449	1 Septembe...	4 May, 2021,...	0.00	100.00	1,805.38	1,000.00	UFS Invoice	USD
<input type="checkbox"/>	USA1	P&G	0100016951	2000160444	1 Septembe...	4 May, 2021,...	0.00	200.00	954.48	0.00	UFS Invoice	USD

To create a dispute on any invoice due to a possible discrepancy, please follow these steps:

- Step 1: Navigate to **Present & Pay>Open Bills**
- Step 2: Select an **Invoice**
- Step 3: Click the **Dispute** button - A pop up will appear

\*You may select multiple invoices under by clicking on the boxes to the left

# Create Disputes- Add a Dispute Reason and Amount

Invoice Number	Open Amount	Currency	Debit Credit Indicator	Payment Amount	Dispute Reason	Amount to be Disputed	Comments
CONSL-1461...	81.36	USD	Debit	81.36			

Page 1 of 1 | Refresh | DISPUTE 1 - 1 of 1

Save Cancel

- Step 1: Select **Dispute Reason** from dropdown
- Step 2: Enter **Amount** to be disputed and **Comments**, when applicable
- Step 3: Click **Save** to create dispute(s)

# View Disputes

<input type="checkbox"/>	Invoice Number	Dispute Amount	Status	Created By	Created On	Item Disputes	Attachment	Dispute Reason
<input type="checkbox"/>		100.00	Withdrawn	Test Cust V&P	6 July, 2021, ...			05-Part Shortages/Partial Payment
<input type="checkbox"/>	1001853849	100.00	New	Test Cust V&P	6 July, 2021, ...		<a href="#">Upload</a>	03-Tax Error
<input type="checkbox"/>		100.00	Withdrawn	Test Cust V&P	6 July, 2021, ...			01-Invoice Layout Issue

- You may view your dispute by navigating to **Present & Pay> Disputes**
- Related attachments can be uploaded by clicking on **"Upload"**
- On the Open Bills page : **Present & Pay> Open Bills** view, the Dispute Amount will appear under “Dispute Amount” and Payable Amount will be reduced accordingly

# Download Statements

The screenshot shows the 'Present & Pay' interface. The 'Open Bills' tab is selected. The 'Statements' dropdown menu is open, and the 'Download Statement' option is highlighted. Below the menu is a table of bills with columns for Company Code, Customer Name, Customer Number, Document Number, Invoice Due Date, Document Date, Dispute Amount, Paid Amount, Payable Amount, Dispute Amount, Item Text, and Currency.

Company Code	Customer Name	Customer Number	Document Number	Invoice Due Date	Document Date	Dispute Amount	Paid Amount	Payable Amount	Dispute Amount	Item Text	Cu	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160436	1 Septembe...	4 May, 2021,...	0.00	434.39	0.00	UFS Invoice	USI	
<input checked="" type="checkbox"/>	USA1	P&G	0100016951	2000160451	1 Septembe...	4 May, 2021,...	0.00	372.31	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160448	1 Septembe...	4 May, 2021,...	0.00	6,723.11	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160439	1 Septembe...	4 May, 2021,...	0.00	276.12	0.00	UFS Invoice	USI	
<input type="checkbox"/>	USA1	P&G	0100016951	2000160449	1 Septembe...	4 May, 2021,...	0.00	100.00	2,805.38	0.00	UFS Invoice	USI

To download your statement, navigate to **Present & Pay > Open Bills**

- Step 1: Click on **Statements**
- Step 2: Click on **Download Statement**
  - The statement will open in a new window

\*Amounts will be displayed using local currency (USD/CAD)

# Exports



# Exports

Present & Pay

**Exports**

Exports Summary

Page 1 of 1

Exports 1 - 15 of 15

<input type="checkbox"/>	Export Id	Export Name	Export Time	File Type	File Size	Record Count	Status	File Path	Error File Path
<input checked="" type="checkbox"/>	269617	Demo Globa...	2021-03-04 ...	xls	7 KB	10	Success	<a href="#">Download</a>	
<input type="checkbox"/>	269612	Globant De...	2021-03-04 ...	xls	7 KB	10	Success	<a href="#">Download</a>	
<input type="checkbox"/>	269285	test176	2021-02-22 ...	xls	10 KB	20	Success	<a href="#">Download</a>	
<input type="checkbox"/>	268995	download1	2021-02-10 ...	xls	10 KB	20	Success	<a href="#">Download</a>	
<input type="checkbox"/>	267630	CEMEX Dem...	2020-12-15 ...	xls	8 KB	10	Success	<a href="#">Download</a>	
<input type="checkbox"/>	266887	Test Export	2020-11-11 ...	xls	7 KB	10	Success	<a href="#">Download</a>	
<input type="checkbox"/>	266833	AA test	2020-11-09 ...	xls	9 KB	20	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265881	Demo Fabi a...	2020-09-03 ...	xls	7 KB	12	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265818	test123	2020-08-27 ...	xls	10 KB	20	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265813	CBC	2020-08-26 ...	xls	14 KB	30	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265639	test	2020-08-06 ...	xls	7 KB	10	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265552	Demo Bimbo	2020-07-26 ...	xls	15 KB	30	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265330	sample	2020-05-27 ...	xls	12 KB	20	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265327	sample pay...	2020-05-26 ...	xls	11 KB	18	Success	<a href="#">Download</a>	
<input type="checkbox"/>	265323	Sample	2020-05-20 ...	xls	11 KB	18	Success	<a href="#">Download</a>	

Demo Globant XXX...xls

Show all

- Records exported using **Export** and **Export All** features from any of the tabs within the application will be available in **Exports** tab as downloadable links.
- Exported files are labeled with an “**Export Name**” that you assigned while exporting the file.
- Click on **Download** to save the data to your desired location



# Payment on Account



# Payment on Account (POA)

The screenshot shows a web application interface for making a payment. At the top, there are navigation tabs: 'Present & Pay' (highlighted with a red box), 'Exports', 'Home', 'Open Bills', 'Closed Bills', 'Disputes', 'Portal Payment History', 'Administration', 'Payment On Account' (highlighted with a red box), and 'Preferences'. Below the tabs is a form with the following fields:

- Payment Type\*: A dropdown menu.
- Customer\*: A text input field with a search icon ([:]).
- Amount\*: A text input field.
- Currency\*: A dropdown menu.
- Purchase Order No : A text input field.
- Sales Order No : A text input field.
- Reason Code: A dropdown menu.

**Payment on Account** allows you to make a payment without referencing any invoice. You simply enter all required details, including; Payment Type, Customer, Amount and Currency to make the ACH payment.

Navigate to **Present & Pay > Payment On Account**

- Step 1: Enter the necessary fields
- Step 2: Click **Submit**

# Payment On Account- ACH

The screenshot shows a 'Transaction Details' dialog box with a blue header and a close button. At the top, there are two radio buttons: 'Pay Now' (selected) and 'Pay Later'. Below this is a 'SUMMARY' section with 'Currency: USD' and 'Net Amount: 100.00'. The 'CHOOSE A BANK ACCOUNT' section has two radio buttons: 'Saved Bank Account' (selected) and 'New Bank Account'. The 'Saved Bank Account' option is linked to a dropdown menu showing 'XX3456'. Below the 'New Bank Account' option is a checkbox for 'Save Bank Account For Reuse'. At the bottom are 'Proceed' and 'Cancel' buttons. Red boxes highlight the 'Saved Bank Account' dropdown, the 'New Bank Account' radio button, the 'Save Bank Account For Reuse' checkbox, and the 'Proceed' button.

## Step 1:

Select bank account from Select the Payment Method drop-down list

## Step 2:

To add a new bank account, select New Bank Account. Enable Save Bank Account For Reuse checkbox to save bank details for future payments

Follow same steps shown in Open Bills > Pay Bills by ACH case

# Payment History



# Payment History

Session expires in: 29 mins and 51 secs | Welcome Test Cust V&P | Last Logged in Time: 15 July, 2021, 9:11:34 am CST

## Citi® Present and Pay

**Present & Pay** Exports | Home | Open Bills | Closed Bills | Disputes | **Portal Payment History** | Administration | Payment On Account | Preferences

Search Filter: Select filter to search... | Advanced Search

Page 1 of 1 | Cancel scheduled payment | Payment 1 - 11 of 11

<input type="checkbox"/>	Payer Number	Payer Name	Payment Method	Transaction ID	Paid Amount	Currency	Invoices Paid	Receipt	Payment Status	Payment Initiated On	Scheduled	Scheduled Amount	Schedule Date
<input type="checkbox"/>	0100016951	P&G	ACH	GYDNZYGEOI	1,000.00	USD	<a href="#">View</a>		Success	12 July, 2021...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	RMOVIGGN...	100.00	USD	Not Available		Success	9 July, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH			USD	Not Available		Cancelled	8 July, 2021, ...	Yes	2,805.38	10 July, 20...
<input type="checkbox"/>	0100016951	P&G	ACH			USD	Not Available		Cancelled	6 July, 2021, ...	Yes	954.48	26 July, 20...
<input type="checkbox"/>	0100016951	P&G	CREDITCARD	98B01XFVAS	991.20	USD	<a href="#">View</a>		Success	6 July, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	0JZJ0CP5G1	6,523.11	USD	<a href="#">View</a>		Success	6 July, 2021, ...	No		

The **Payment History** tab displays the list of your payments to Sodexo via the Citi® Present & Pay platform. The screen displays all relevant information about the payments made including Payment Date, Paid Amount, Payment Method, Scheduled Date, and other informational data.

# Payment History Features

- View Payment Details made through Present and Pay
- View/E-mail Payment Receipts
- Cancel Scheduled Payments
- Export Payment Details

# View or E-mail Payment Receipt

The screenshot shows the Citi Present and Pay interface. At the top, there are logos for Citi and Sodexo, along with session information: "Session expires in: 29 mins and 51 secs" and "Welcome Test Cust V&P Last Logged in Time: 15 July 2021, 5:11:34 am CST". The main heading is "Citi® Present and Pay". Below this, there are navigation tabs: "Present & Pay" (highlighted with a red box), "Exports", "Home", "Open Bills", "Closed Bills", "Disputes", "Portal Payment History" (highlighted with a red box), "Administration", "Payment On Account", and "Preferences". A search filter is present with the text "Select filter to search...". Below the search filter, there are navigation icons and a "Cancel scheduled payment" link. The main content is a table with the following columns: Payer Number, Payer Name, Payment Method, Transaction ID, Paid Amount, Currency, Invoices Paid, Receipt, Payment Status, Payment Initiated On, Scheduled, Scheduled Amount, and Schedule Date. The table contains three rows of data. The first row has a "View" button (highlighted with a red box) and PDF/Email receipt icons (highlighted with a red box). The second row has PDF/Email receipt icons. The third row has PDF/Email receipt icons.

Payer Number	Payer Name	Payment Method	Transaction ID	Paid Amount	Currency	Invoices Paid	Receipt	Payment Status	Payment Initiated On	Scheduled	Scheduled Amount	Schedule Date
0100016951	P&G	ACH	GYDNZYGEOI	1,000.00	USD	View		Success	12 July, 2021...	No		
0100016951	P&G	ACH	RMOVIGGN...	100.00	USD	Not Available		Success	9 July, 2021, ...	No		
0100016951	P&G	ACH			USD	Not Available		Cancelled	8 July, 2021, ...	Yes	2,805.38	10 July, 20...

To view or e-mail the payment receipt for a payment, navigate to **Present & Pay > Portal Payment History** and **select a transaction** where you can then:

- **View Details:** Click View for payment details. A new pop up will open showing payment details
- **View Payment Receipt:** Click PDF icon to open payment receipt. A new tab will open with payment receipt which can be downloaded in PDF format
- **Email Payment Receipt:** Click on envelope icon to send payment receipt by entering required email address

# Cancel a Scheduled Payment

The screenshot shows the 'Present & Pay' interface with the 'Portal Payment History' tab selected. A red box highlights the 'Cancel scheduled payment' button in the toolbar. A confirmation dialog box is open, asking 'You are about to cancel the selected scheduled transaction. Do you want to proceed?'. The 'Yes' button in the dialog is also highlighted with a red box.

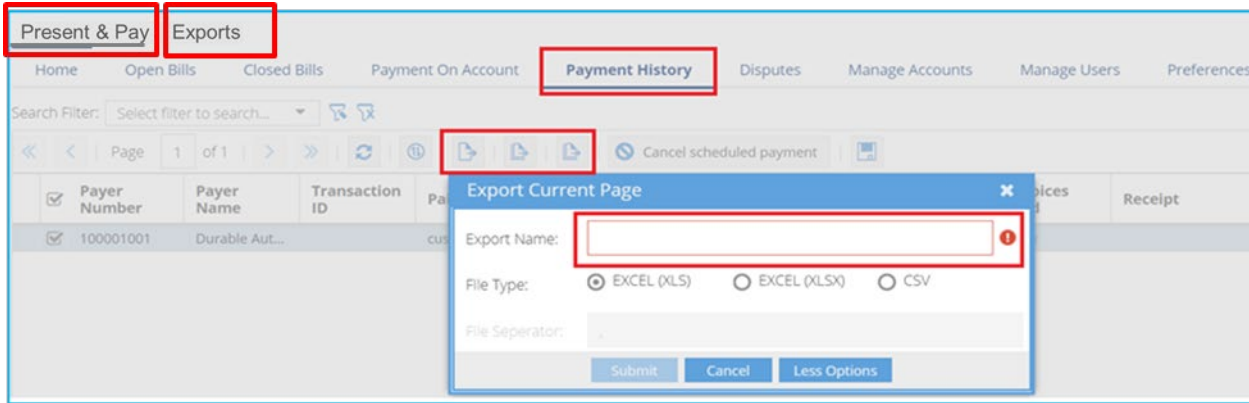
Payer Number	Payer Name	Payment Method	Transaction ID	Paid Amount	Currency	Invoices Paid	Receipt	Payment Status	Payment Initiated On	Scheduled	Scheduled Amount	Schedule Date
<input checked="" type="checkbox"/>	0100016951	P&G	ACH		USD			Scheduled	8 July, 2021, ...	Yes	2,805.38	10 July, 2021
<input type="checkbox"/>	0100016951	P&G	ACH		USD			Cancelled	6 July, 2021, ...	Yes	954.48	26 July, 2021
<input type="checkbox"/>	0100016951	P&G	CREDITCARD	98801Y					6 July, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	0JZJ0CP					6 July, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	W10UG					1 July, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	GYX2R					28 June, 2021, ...	No		
<input type="checkbox"/>	0100016951	P&G	ACH	ESZ01					25 June, 2021, ...	No		

To cancel a payment scheduled for the future, navigate to **Present & Pay > Portal Payment History**

- Step 1: Select a transaction which is already scheduled. To view all scheduled transactions, go to **Advanced Search > Select "Scheduled"** from the dropdown for **Payment Status** field and search
- Select the payment you want to cancel
- Step 2: Click **Cancel Scheduled Payment** button to cancel the scheduled payment and the **Payment Status** will change to **Cancelled**



# Export Data



To export the data to a file, navigate to **Present & Pay > Payment History**

- Step 1: Click **Export Current Pay/ Export All Pages** button—a pop up will appear
- Step 2: Enter the **Export Name**
- Step 3: Click More Options to select **File Type**
- Step 4: Click **Submit**
- Step 5: Select the **Exports tab** at the top of the screen, locate the export name and download the file to the location of your choice

# Manage Disputes



10

# Manage Disputes

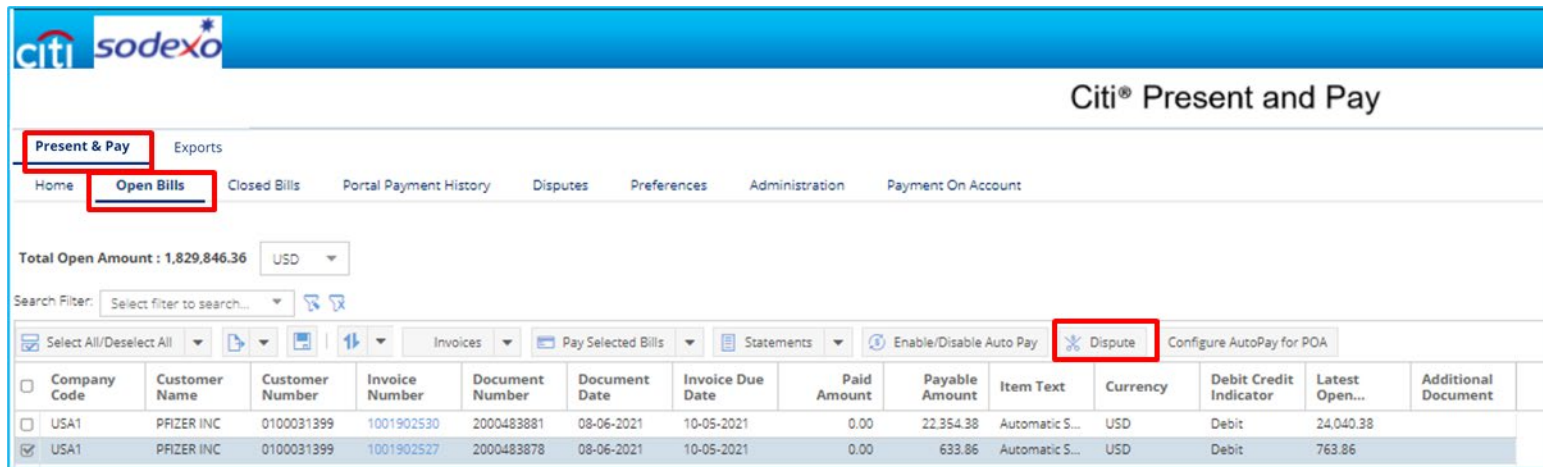
The screenshot displays the Citi Present and Pay web application interface. At the top, the Citi and Sodexo logos are visible on the left, and session information (Session expires in 29 mins and 45 secs, Welcome Test Cust V&P, Last Logged in Time: 15 July, 2021, 5:11:34 am CST) is on the right. The main heading is 'Citi® Present and Pay'. Below this, there is a navigation bar with 'Present & Pay' (highlighted with a red box) and 'Exports'. The 'Disputes' tab is also highlighted with a red box. Other navigation options include Home, Open Bills, Closed Bills, Portal Payment History, Administration, Payment On Account, and Preferences. A search filter is present with the text 'Select filter to search...'. Below the search filter, there are navigation icons and a 'Withdraw Dispute' button (highlighted with a red box). The main content area shows a table of dispute records with columns: Invoice Number, Dispute Amount, Status (highlighted with a red box), Created By, Created On, Item Disputes, Attachment, and Dispute Reason. The table contains five rows of data.

Invoice Number	Dispute Amount	Status	Created By	Created On	Item Disputes	Attachment	Dispute Reason
	1,000.00	New	Test Cust V&P	13 July, 2021, 3:44:34 AM CST		Upload	01-Invoice Layout Issue
	100.00	Rejected	Test Cust V&P	9 July, 2021, 12:56:49 AM CST			01-Invoice Layout Issue
	100.00	Withdrawn	Test Cust V&P	6 July, 2021, 9:04:09 AM CST			05-Part Shortages/Partial Payment
1001853849	100.00	Accepted	Test Cust V&P	6 July, 2021, 5:41:21 AM CST			03-Tax Error
	100.00	Withdrawn	Test Cust V&P	6 July, 2021, 5:26:57 AM CST			01-Invoice Layout Issue

The **Disputes** tab contains list of all invoices with disputes and their status.

You may **withdraw your dispute** using the steps that follow

# Creating a Dispute



The screenshot shows the Citi Present and Pay interface. At the top, the Citi and Sodexo logos are visible. The main header reads "Citi® Present and Pay". Below this, there are navigation tabs: "Present & Pay" (highlighted with a red box), "Exports", "Home", "Open Bills" (highlighted with a red box), "Closed Bills", "Portal Payment History", "Disputes", "Preferences", "Administration", and "Payment On Account".

Below the navigation tabs, there is a "Total Open Amount" section showing "1,829,846.36" in "USD". A search filter is also present.

The main content area features a toolbar with various actions: "Select All/Deselect All", "Invoices", "Pay Selected Bills", "Statements", "Enable/Disable Auto Pay", "Dispute" (highlighted with a red box), and "Configure AutoPay for POA".

Below the toolbar is a table of invoices:

<input type="checkbox"/>	Company Code	Customer Name	Customer Number	Invoice Number	Document Number	Document Date	Invoice Due Date	Paid Amount	Payable Amount	Item Text	Currency	Debit Credit Indicator	Latest Open...	Additional Document
<input type="checkbox"/>	USA1	PRIZER INC	0100031399	1001902530	2000483881	08-06-2021	10-05-2021	0.00	22,354.38	Automatic S...	USD	Debit	24,040.38	
<input checked="" type="checkbox"/>	USA1	PRIZER INC	0100031399	1001902527	2000483878	08-06-2021	10-05-2021	0.00	633.86	Automatic S...	USD	Debit	763.86	

To create a dispute, navigate to the **Open Bills** tab

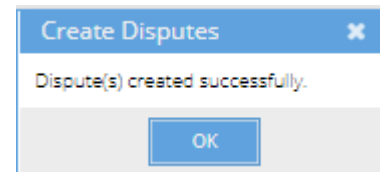
- Step 1: Click on the Invoice you wish to Dispute
- Step 2: Select the **Dispute** button
- A popup will appear to fill out all applicable fields to log a dispute.

# Creating a Dispute (continued)

Invoice Number	Op Amou	Currency	Debit Credit Indicator	Payment Amount	Dispute Reason	Amount to be Disputed	Comments	Notes
1001902527	763.86	USD	Debit	633.86	R01	20.00	Dispute 1	Layout Iss

Once the **Create Dispute** popup appears, you will need to fill out all applicable data to log the dispute.

- Step 1: Fill out all applicable fields
  - Dispute Reason
  - Amount to be Disputed
  - Comments
  - Notes
- Step 2: Click **Save**



# Checking Dispute Status

The screenshot shows the Citi Present and Pay web interface. At the top left is the Citi and Sodexo logo. The main header reads "Citi® Present and Pay". Below this is a navigation bar with several tabs: "Present & Pay" (highlighted with a red box), "Exports", "Home", "Open Bills", "Closed Bills", "Portal Payment History", "Disputes" (highlighted with a red box), "Preferences", "Administration", and "Payment On Account". Below the navigation bar is a search filter section with a dropdown menu and a search icon. Below that is a toolbar with various icons for navigation and actions, including a "Withdraw Dispute" button. The main content area is a table with the following columns: Invoice Number, Dispute Amount, Status (highlighted with a red box), Created By, Created On, Item Disputes, Attachment, Dispute Reason, and Creation Comment. The table contains 12 rows of dispute records.

<input type="checkbox"/>	Invoice Number	Dispute Amount	Status	Created By	Created On	Item Disputes	Attachment	Dispute Reason	Creation Comment
<input type="checkbox"/>	1001902527	20.00	New	Customer V...	10-05-2021 ...		<a href="#">Upload</a>	R01-Invoice ...	Dispute 10/5
<input type="checkbox"/>	1001902527	20.00	New	Customer V...	09-30-2021 ...		<a href="#">Upload</a>	R01-Invoice ...	Testing
<input type="checkbox"/>	1001873991	608.72	New	Customer V...	09-27-2021 ...		<a href="#">Upload</a>	R07-Additio...	will not pay
<input type="checkbox"/>	1001902528	50.00	New	Customer V...	09-24-2021 ...		<a href="#">Upload</a>	R03-Tax Error	test
<input type="checkbox"/>	1001902527	100.00	New	Customer V...	09-24-2021 ...		<a href="#">Upload</a>	R01-Invoice ...	test
<input type="checkbox"/>	1001902530	456.00	New	Customer V...	09-17-2021 ...		<a href="#">Upload/View</a>	R08-Paymen...	Test 2
<input type="checkbox"/>	1001902530	1,230.00	New	Customer V...	09-17-2021 ...		<a href="#">Upload/View</a>	R01-Invoice ...	Test 1
<input type="checkbox"/>	1001902527	10.00	New	Customer V...	09-13-2021 ...		<a href="#">Upload</a>	R03-Tax Error	Testing IR
<input type="checkbox"/>	002606	1.00	Withdrawn	Customer V...	09-13-2021 ...			R01-Invoice ...	testing
<input type="checkbox"/>	002606	50.00	Withdrawn	Customer V...	08-23-2021 ...			R02-Pricing ...	Testing

To check on the status of a dispute, click on the **Disputes** tab

- All disputes logged and their status can be found on this page

# Withdraw Disputes

The screenshot shows the Citi Present and Pay interface. The 'Disputes' tab is selected in the top navigation bar. A table lists a single dispute with the following details:

Invoice Number	Dispute Amount	Status	Created By	Created On	Item Disputes	Attachment	Dispute Reason	Creation Comment
<input checked="" type="checkbox"/>	100.00	New	Test Customer Admin	19 July, 2021, 12:47:22 PM CST		Upload	01-Invoice Layout Issue	test

A 'Withdraw Dispute' button is visible in the toolbar. A confirmation dialog box is open, asking for confirmation to withdraw the selected dispute(s). The 'Yes' button is highlighted.

**Withdraw Disputes**

Please confirm if you wish to withdraw the selected dispute(s). Disputes cannot be re-opened once withdrawn.

To withdraw a dispute, navigate to **Present & Pay > Disputes**

- Step 1: Select a disputed invoice to be withdrawn by using the check box
- Step 2: Click on **Withdraw Dispute**—a pop up will appear
- Step 3: Click **Yes** to withdraw the dispute

The dispute status will change to **Withdrawn**

# Closed Bills



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# Closed Bills

Citi® Present and Pay

Present & Pay Exports

Home Open Bills **Closed Bills** Disputes Portal Payment History Administration Payment On Account Preferences

Search Filter: Select filter to search... Advanced Search

<input type="checkbox"/>	Company Code	Customer Name	Customer Number	Amount Doc	Branch	Clearing Date	Clearing Document	Alternate Customer	Debit Credit Indicator	Division	Document Type	Document Date	Document Number
<input type="checkbox"/>	USA1	P&G	0100016951	385,135.58		4 May, 2021,...	2000382004		Credit		EZ	4 May, 2021,...	2000382004
<input type="checkbox"/>	USA1	P&G	0100016951	385,135.58		4 May, 2021,...	2000382004		Debit		DI	1 January, 2...	2000195970
<input type="checkbox"/>	USA1	P&G	0100016951	295.88		30 April, 202...	2000363197		Credit		EZ	30 April, 202...	2000363197
<input type="checkbox"/>	USA1	P&G	0100016951	1,494.01		9 April, 2021...	2000318581		Credit		EZ	9 April, 2021...	2000318581
<input type="checkbox"/>	USA1	P&G	0100016951	385,135.58		1 April, 2021...	2000328010		Credit		EZ	1 April, 2021...	2000328010
<input type="checkbox"/>	USA1	P&G	0100016951	67,097.59		31 March, 2...	2000267355		Credit		EZ	31 March, 2...	2000267355

The **Closed Bills** tab displays all invoices that have been closed

Navigate to Present & Pay > Closed Bills

# Thank You for Using Citi® Present and Pay

A better way to view, manage and pay your Sodexo invoices.



If you need further assistance, please reach out to a member of Sodexo's Comprehensive Receivables Solution team at:

[SodexoCRSTeam.Noram@sodexo.com](mailto:SodexoCRSTeam.Noram@sodexo.com)