Citi® Present & Pay

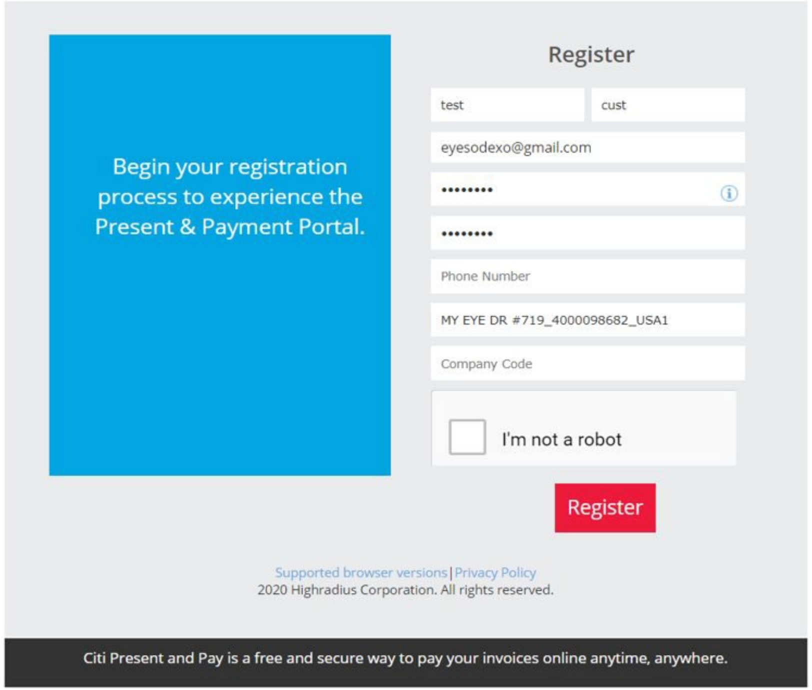
Customer User Guide

Contents

User Registration & Login

1

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



- 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

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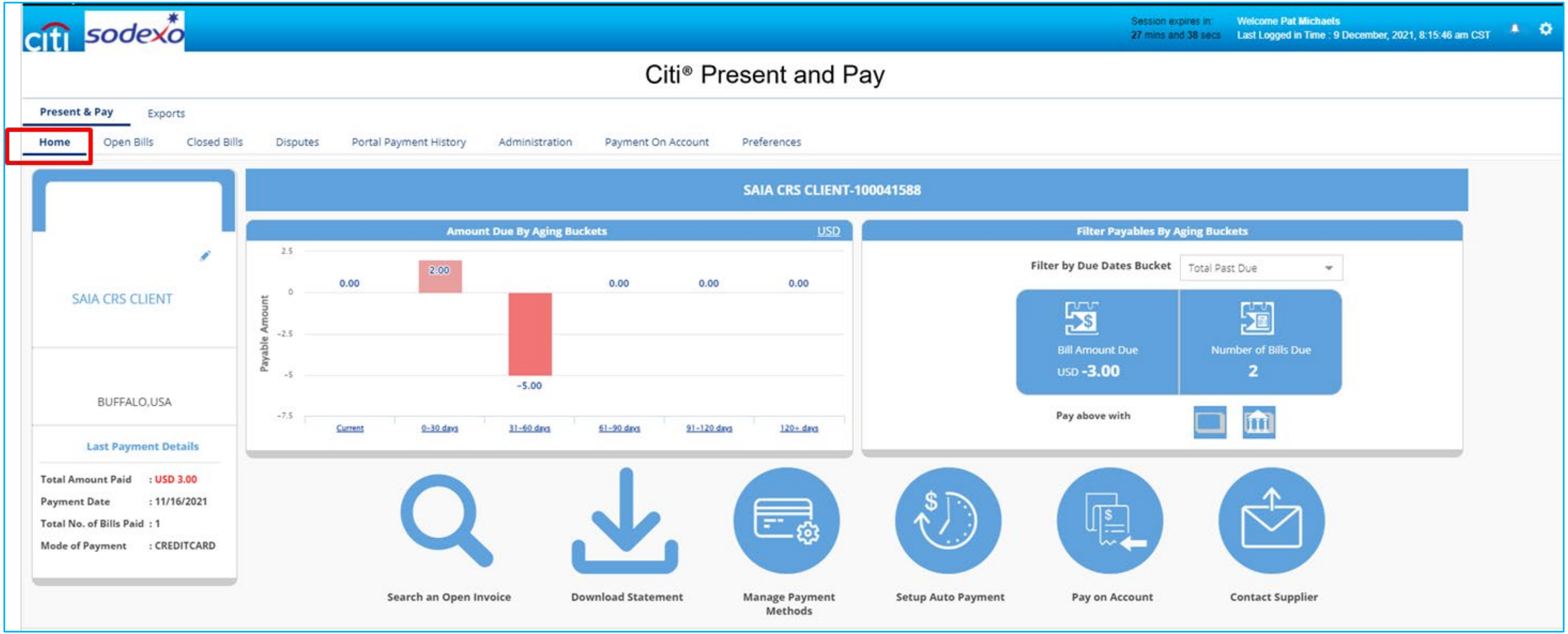
Home Page



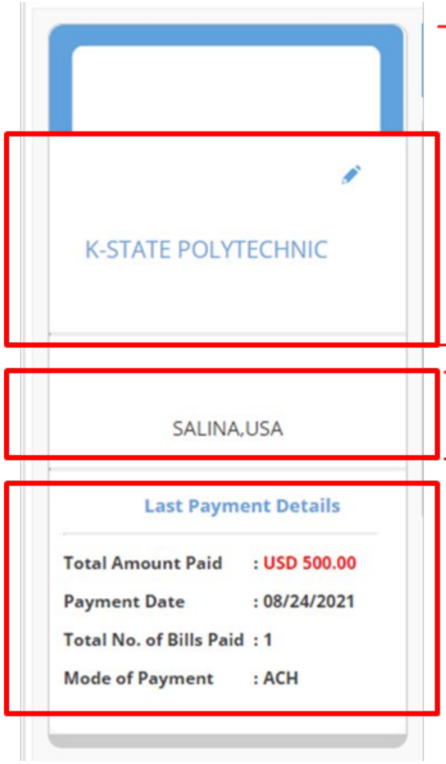
The home page provides you with an overall summary of your invoices within the Present & Pay platform.

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)

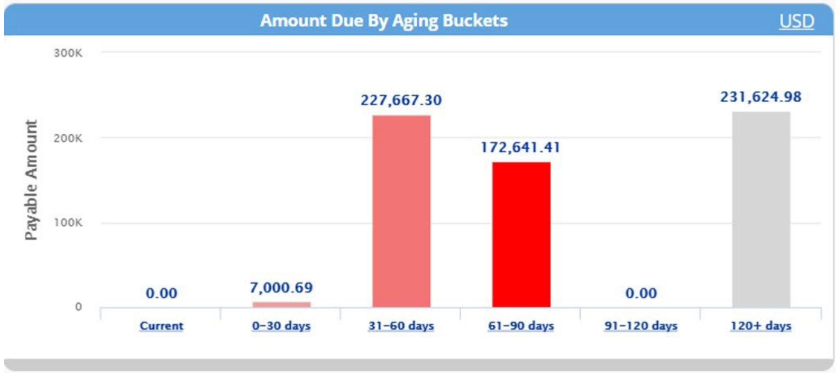
Home Page: Customer Details



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

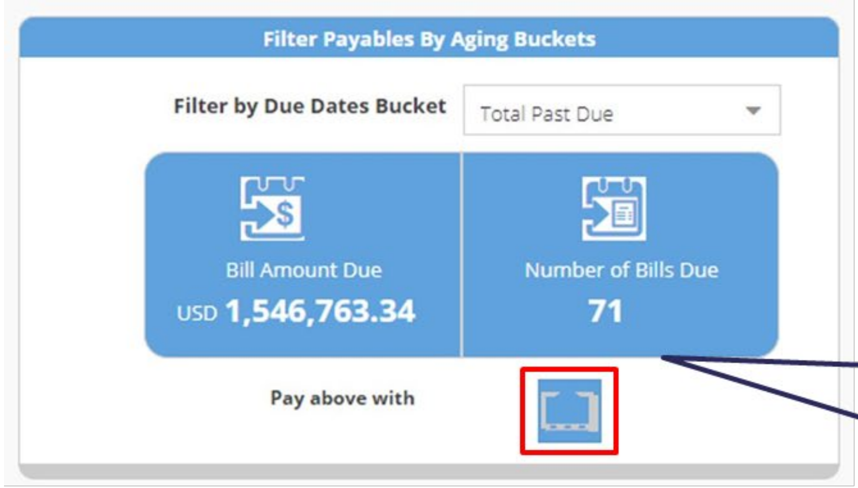
Home Page: Amount due by aging buckets



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.

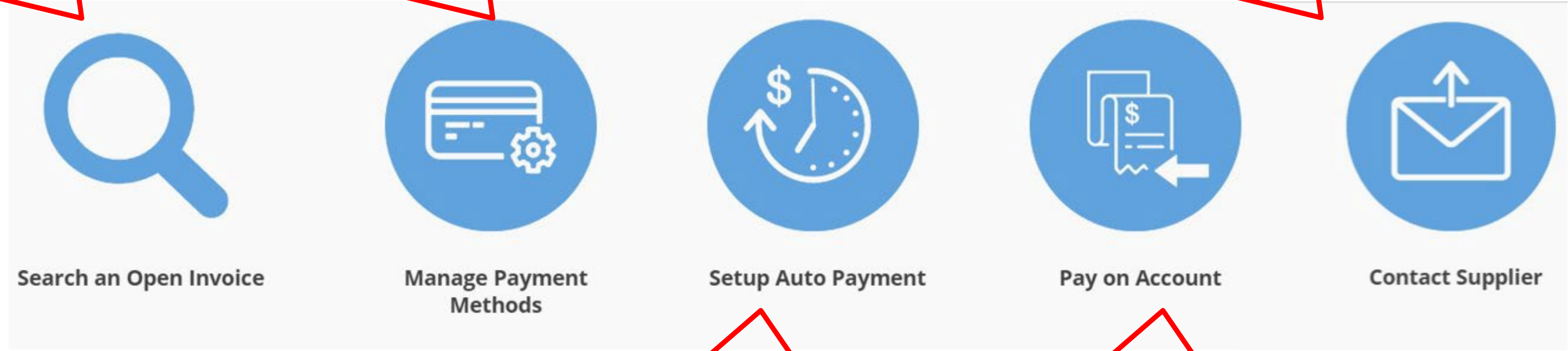
Shortcut for paying the amount due in the filter by Automated Clearing House (ACH)

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

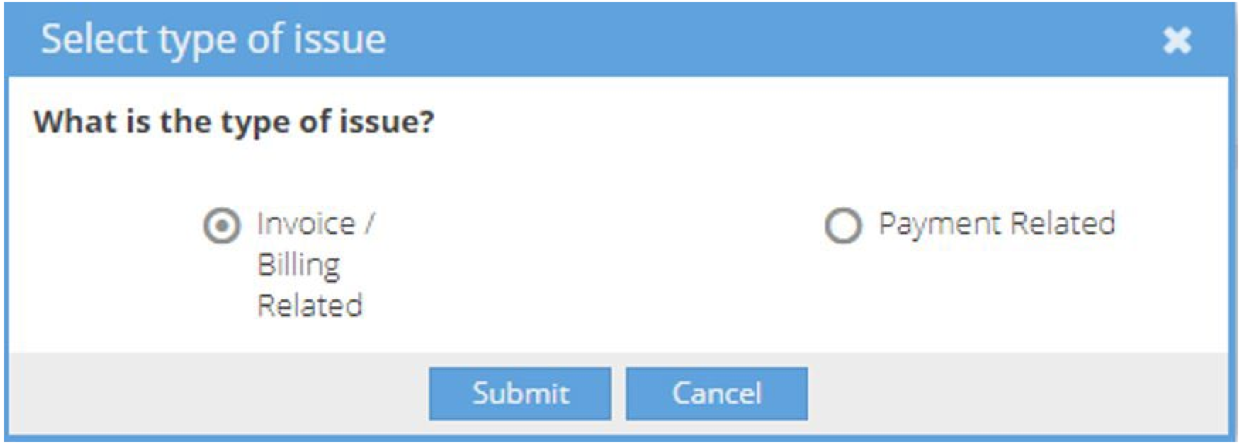


Setup Autopay

Redirects to the Payment on Account screen

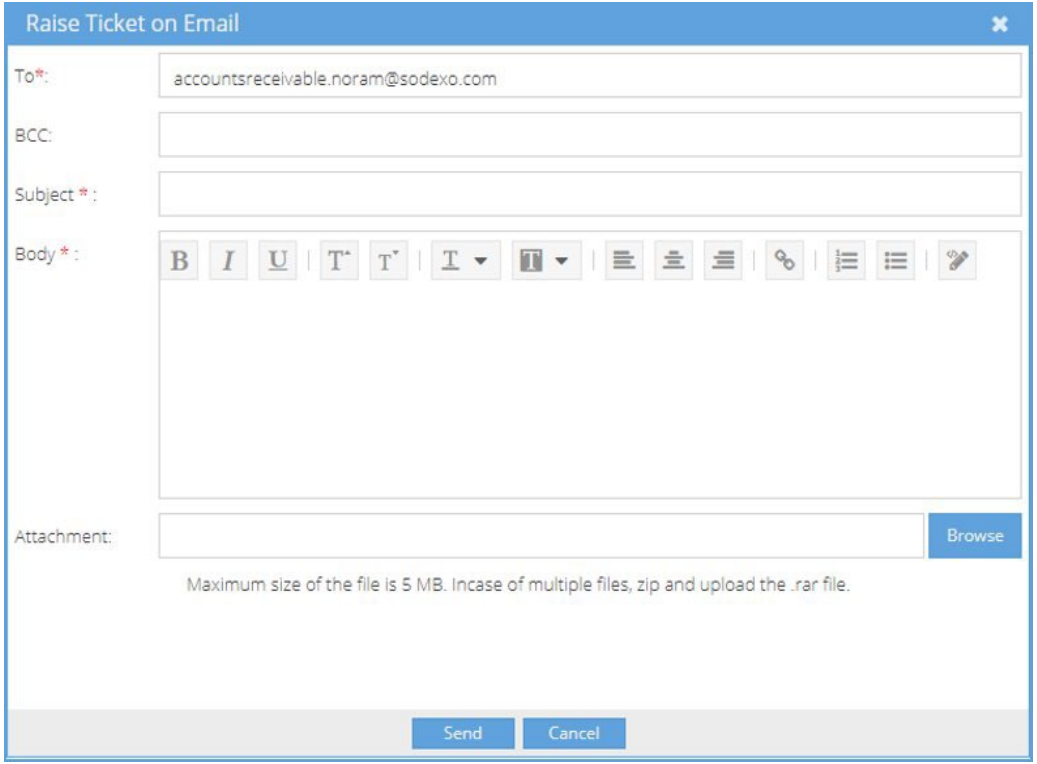
Contact Supplier Shortcut

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



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.



Advanced Search and Filters

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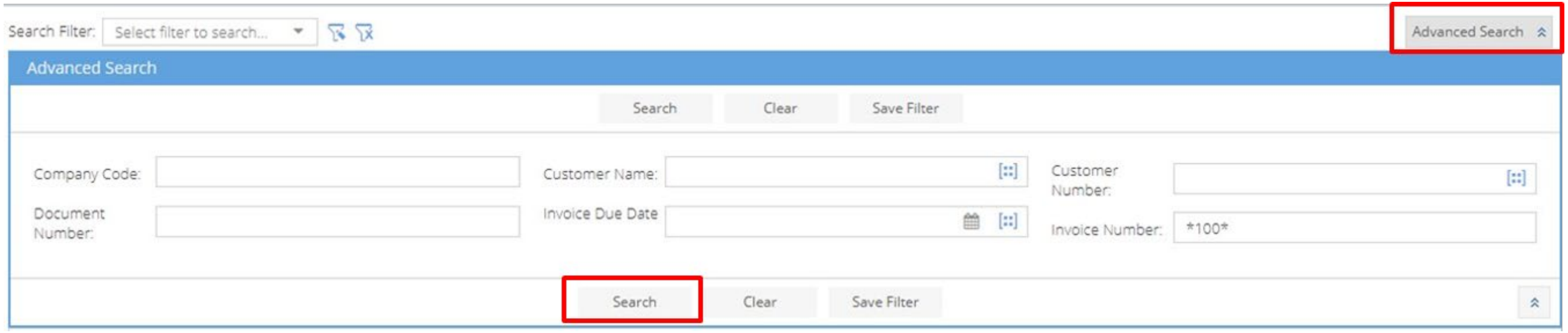
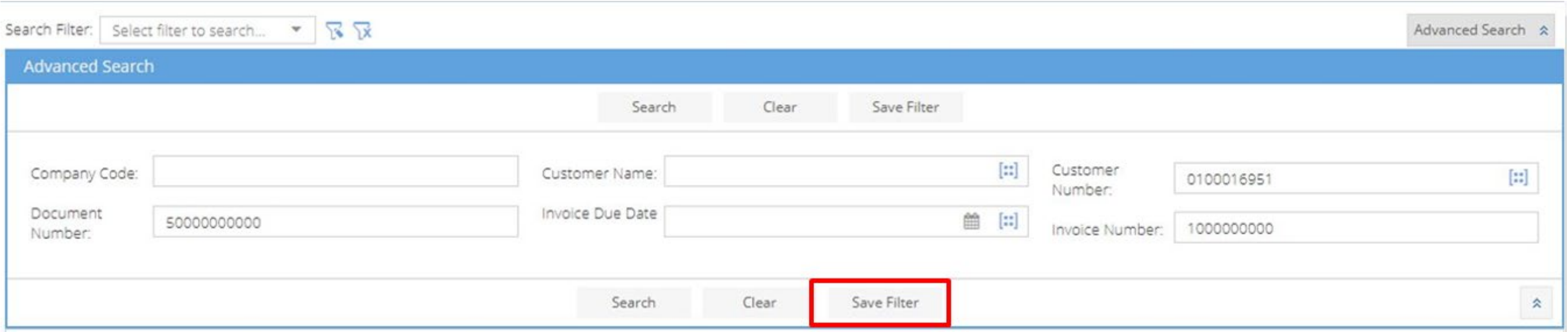
Advanced Search



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.

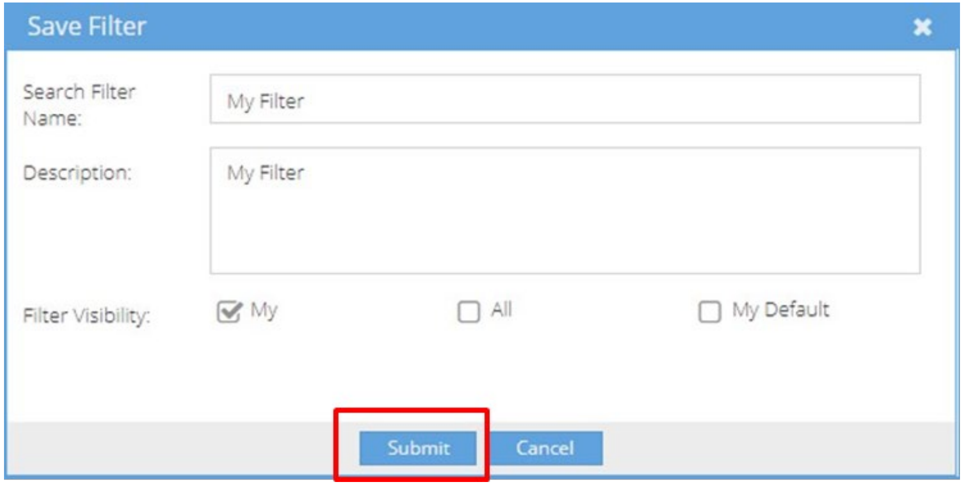
Creating and Saving Filters

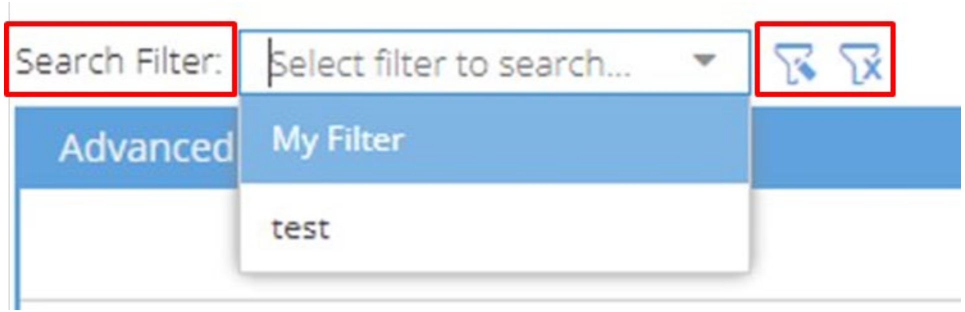


- You can also save commonly used filters to easily access again in the future.
- Using the **Advanced Search** panel, fill out the fields you want to use in your filter
- Click on the **Save Filter** button to save the combination.

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





Manage Users

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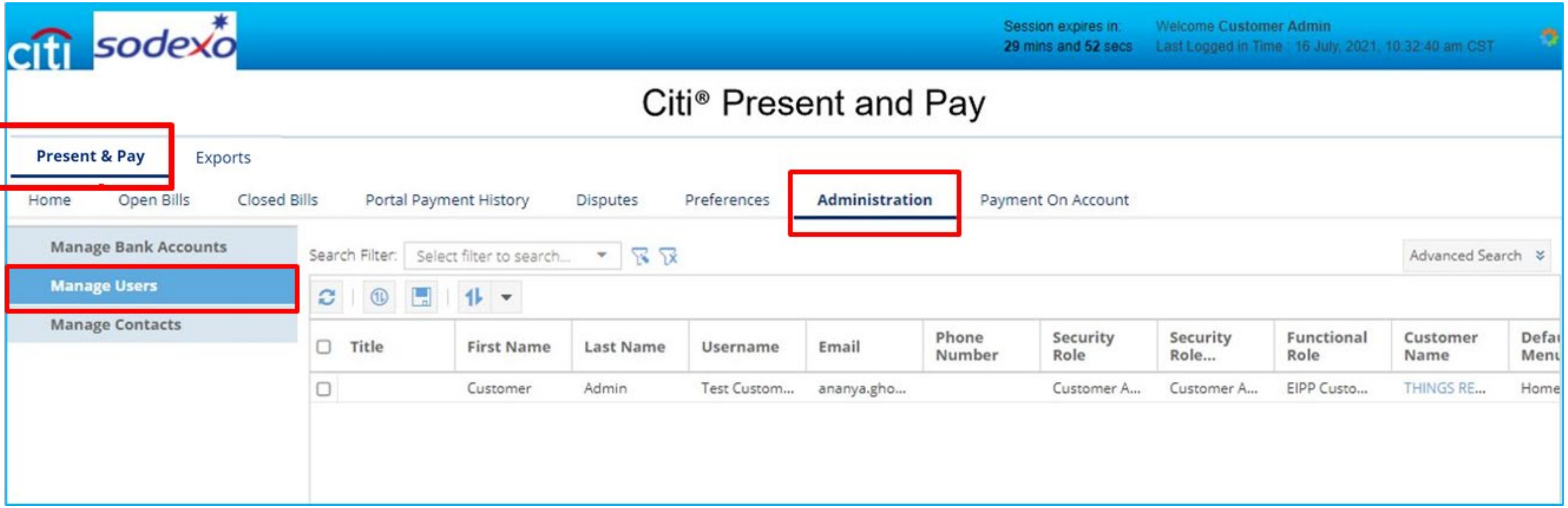
Manage Users



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

Manage Contacts

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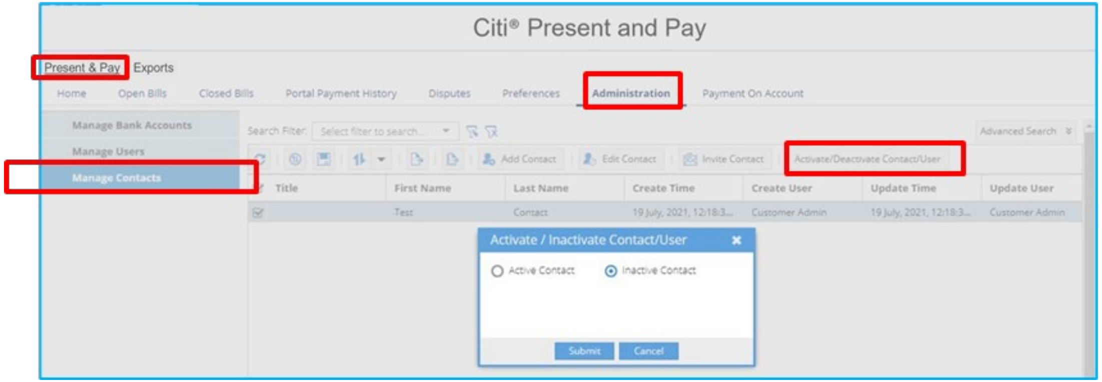
Manage Contacts- Activate/Deactivate Contact

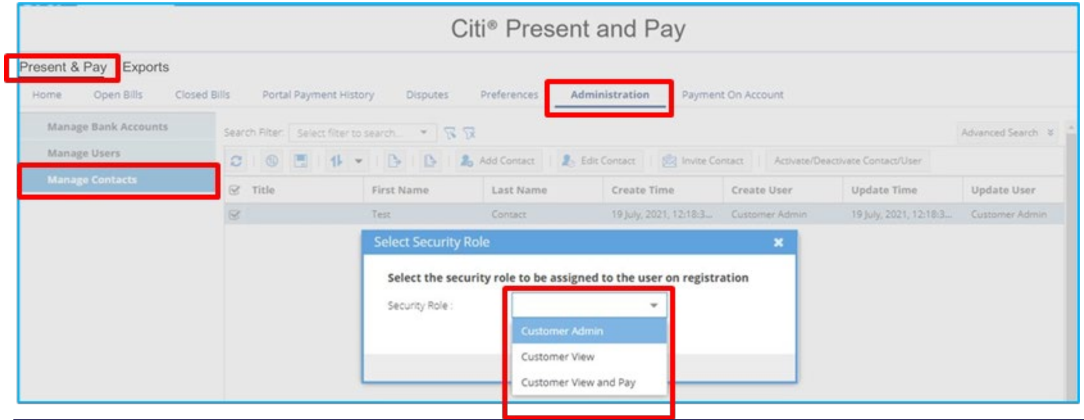


The **manage contacts** feature allows you to activate/deactivate your contacts to ensure correspondence notifications are being properly received.

- 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

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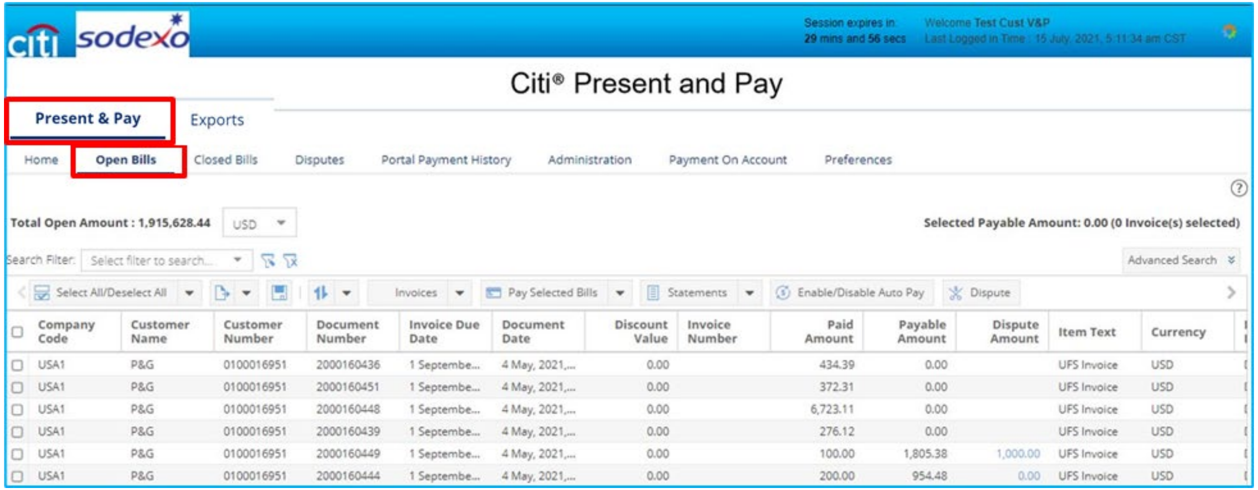
Open Bills and Payments



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.

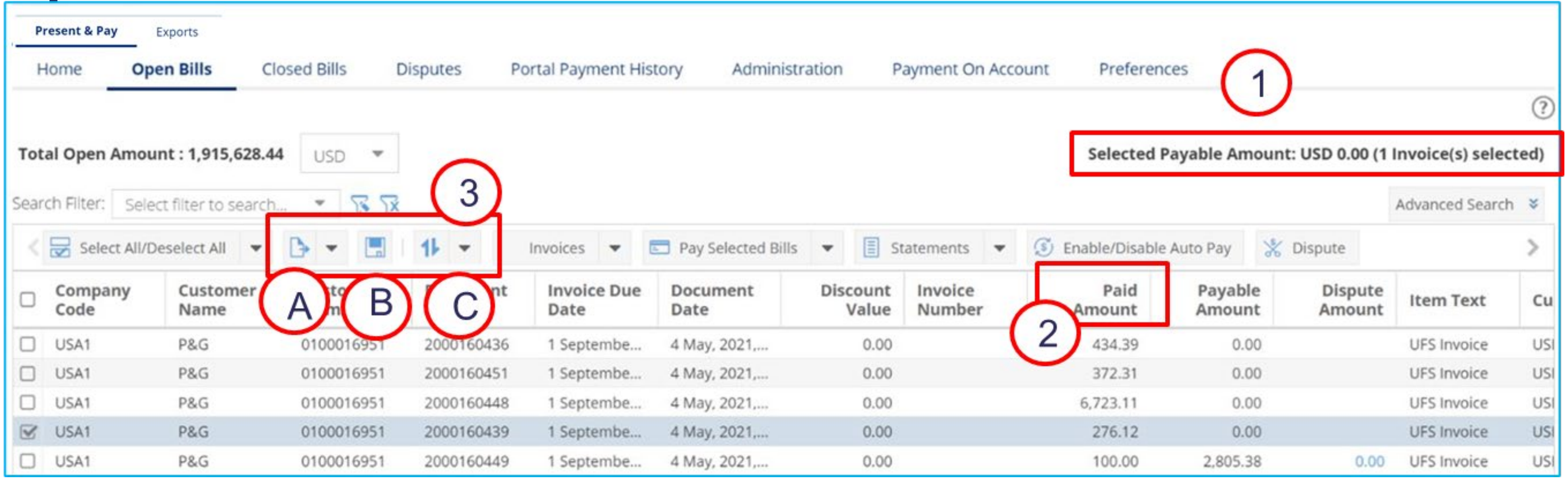
*Amounts will be displayed in local currency (USD/CAD)

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

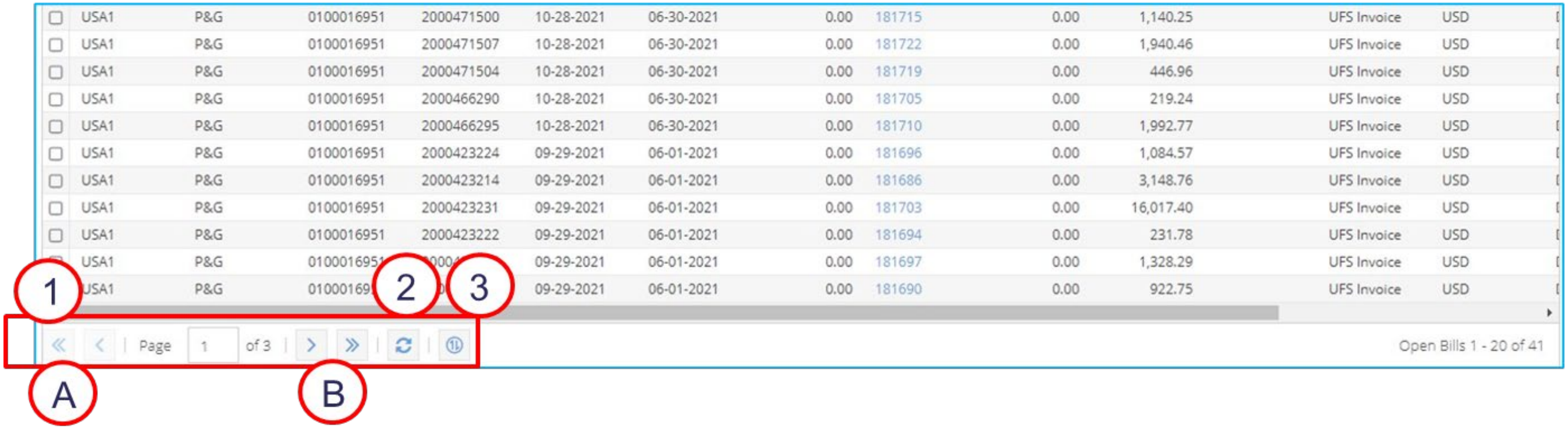


1. Total payable amount and number of invoices selected are shown in upper right corner

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)



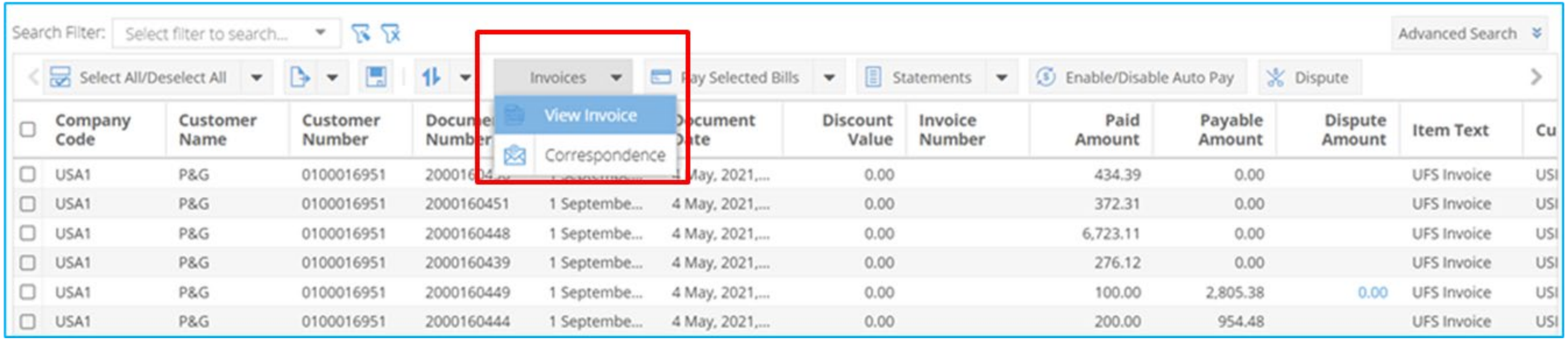
☐	USA1	P&G	0100016951	2000471500	10-28-2021	06-30-2021	0.00	181715	0.00	1,140.25	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000471507	10-28-2021	06-30-2021	0.00	181722	0.00	1,940.46	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000471504	10-28-2021	06-30-2021	0.00	181719	0.00	446.96	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000466290	10-28-2021	06-30-2021	0.00	181705	0.00	219.24	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000466295	10-28-2021	06-30-2021	0.00	181710	0.00	1,992.77	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000423224	09-29-2021	06-01-2021	0.00	181696	0.00	1,084.57	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000423214	09-29-2021	06-01-2021	0.00	181686	0.00	3,148.76	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000423231	09-29-2021	06-01-2021	0.00	181703	0.00	16,017.40	UFS Invoice	USD
☐	USA1	P&G	0100016951	2000423222	09-29-2021	06-01-2021	0.00	181694	0.00	231.78	UFS Invoice	USD
	USA1	P&G	010001695[illegible]	[illegible]	09-29-2021	06-01-2021	0.00	181697	0.00	1,328.29	UFS Invoice	USD
	USA1	P&G	01000169[illegible]	[illegible]	09-29-2021	06-01-2021	0.00	181690	0.00	922.75	UFS Invoice	USD

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.

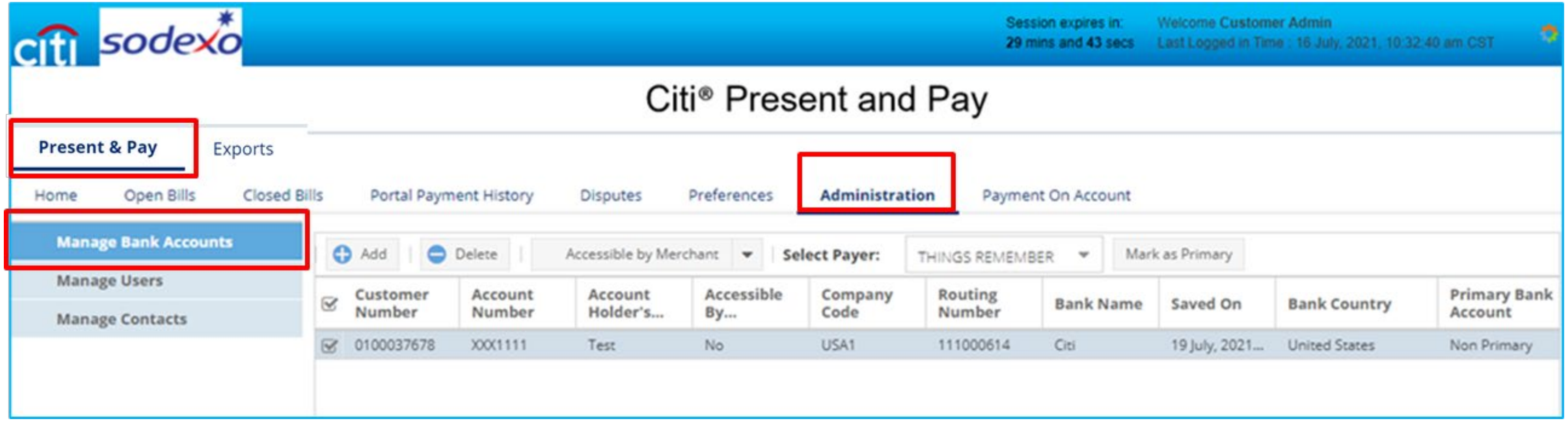
View/Download Invoice



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



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

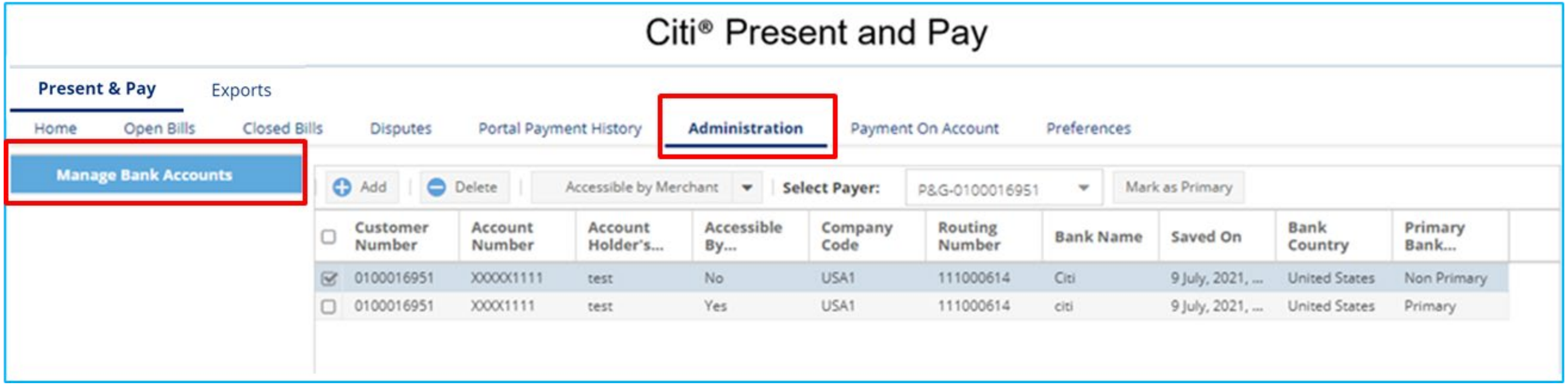
- Step 1: Navigate to **Present & Pay** > **Administration**
- Step 2: Click **Manage Bank Accounts**

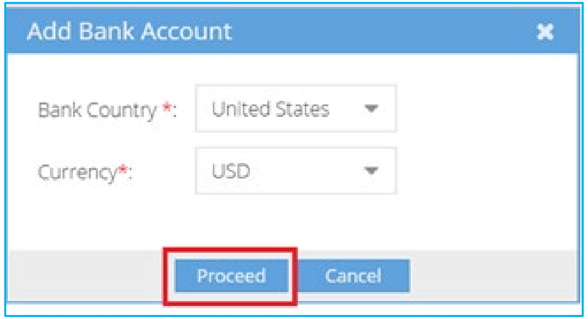
This tab helps you to **Add and Delete** Bank accounts from the Present & Pay platform.

Manage Bank Account Functionalities

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

Add a Bank Account



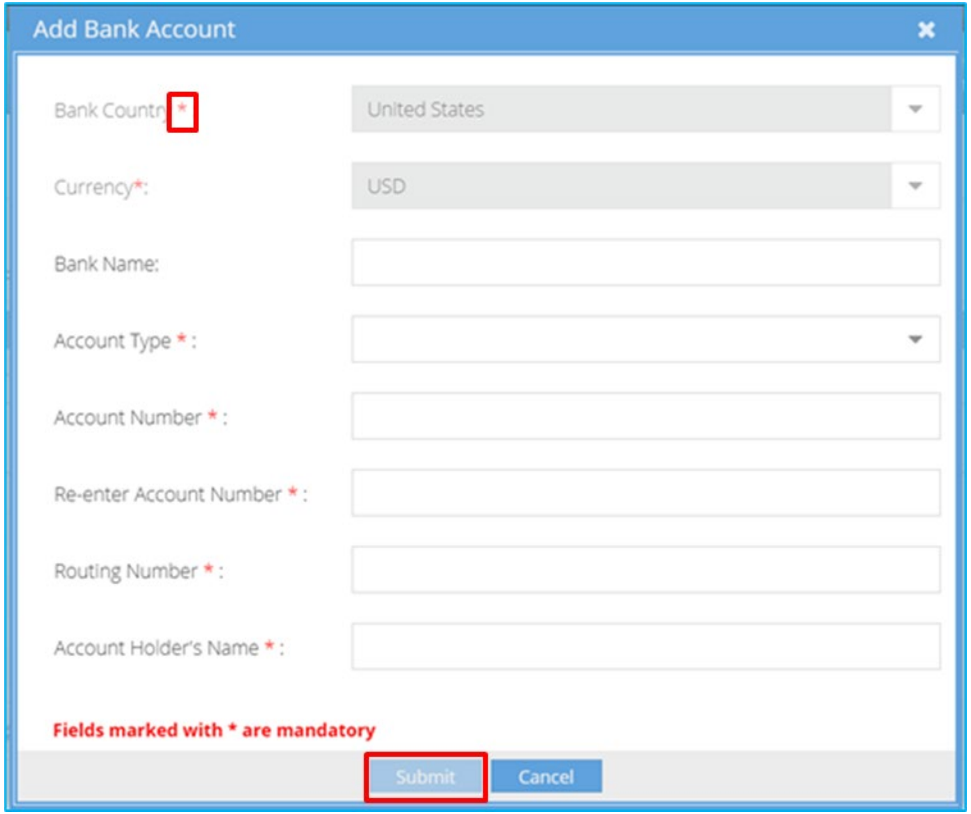


- Step 1: To add bank details, click on **Add.** A pop up will appear with Bank Country and Currency auto populated

- Step 2: Click on **Proceed** to continue

*Any bank account added can be marked as primary.

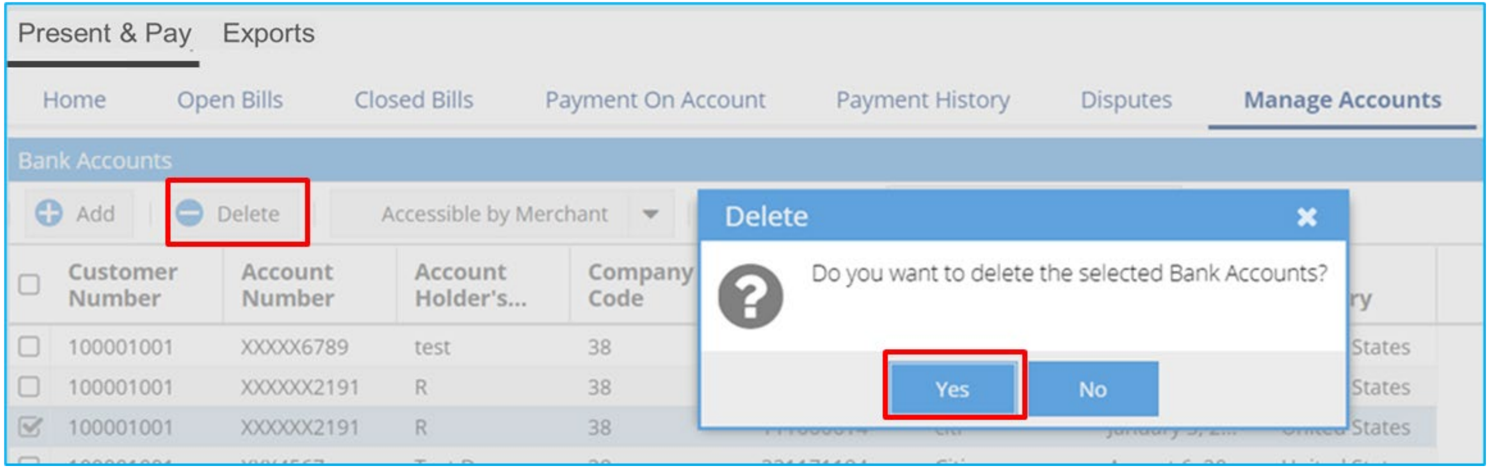
Add a Bank Account- Enter Details



- 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

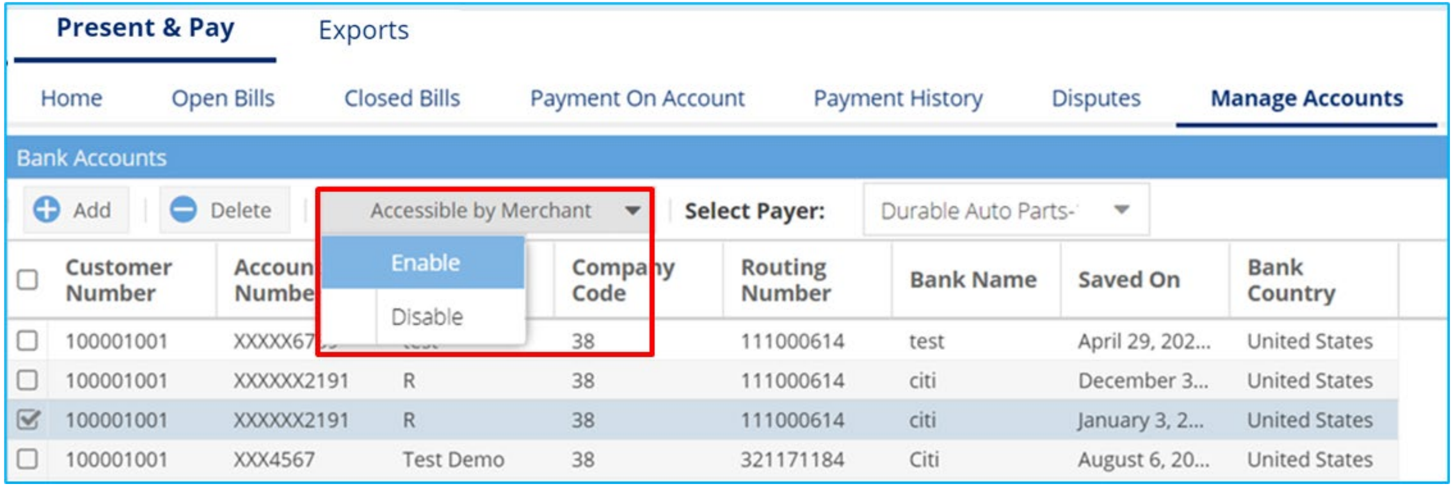


To delete a bank account:

- 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

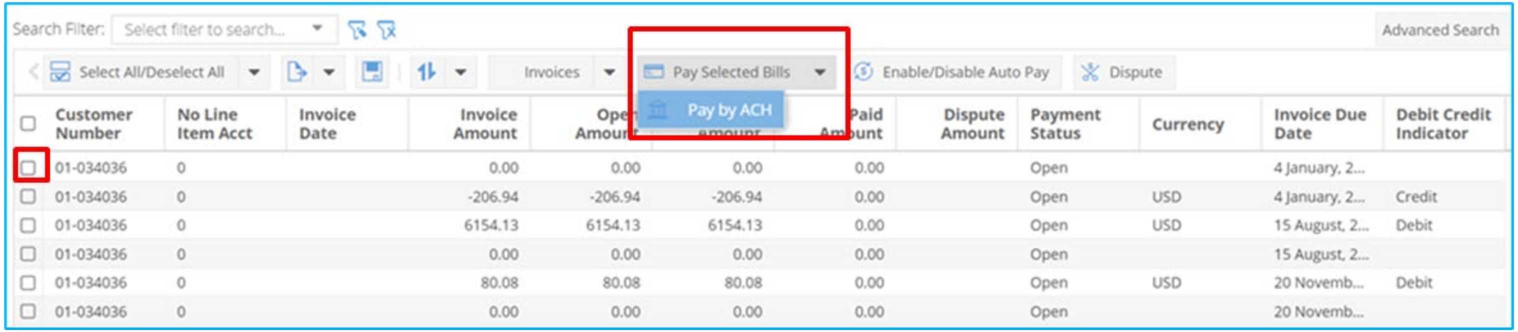


To make a bank account accessible to Sodexo, proceed as follows:

- 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



	Customer Number	No Line Item Acct	Invoice Date	Invoice Amount	Open Amount	[illegible]	Paid Amount	Dispute Amount	Payment Status	Currency	Invoice Due Date	Debit Credit Indicator
☐	01-034036	0		0.00	0.00	0.00	0.00		Open		4 January, 2...	
☐	01-034036	0		-206.94	-206.94	-206.94	0.00		Open	USD	4 January, 2...	Credit
☐	01-034036	0		6154.13	6154.13	6154.13	0.00		Open	USD	15 August, 2...	Debit
☐	01-034036	0		0.00	0.00	0.00	0.00		Open		15 August, 2...	
☐	01-034036	0		80.08	80.08	80.08	0.00		Open	USD	20 Novemb...	Debit
☐	01-034036	0		0.00	0.00	0.00	0.00		Open		20 Novemb...	

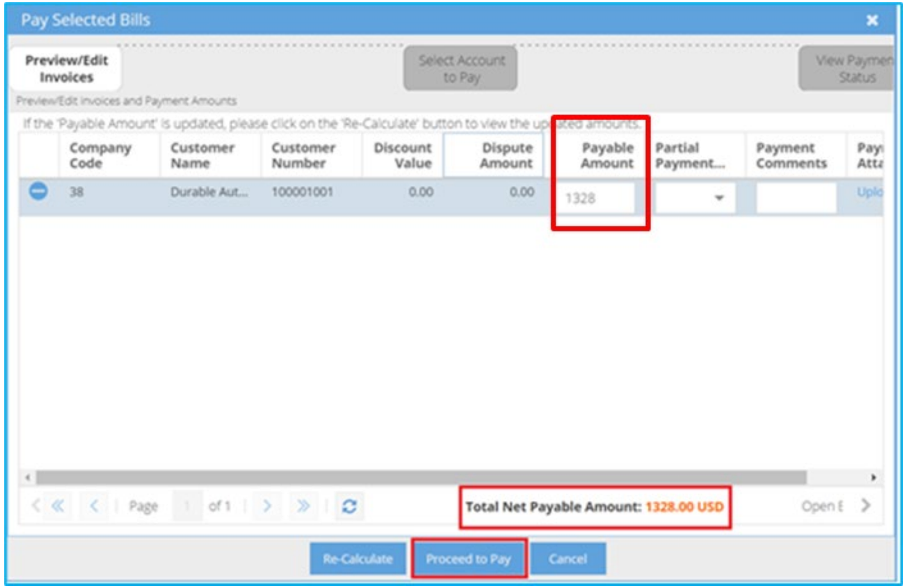
To add and save a new bank account and pay your invoices by ACH, follow these steps under **Open Bills**

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

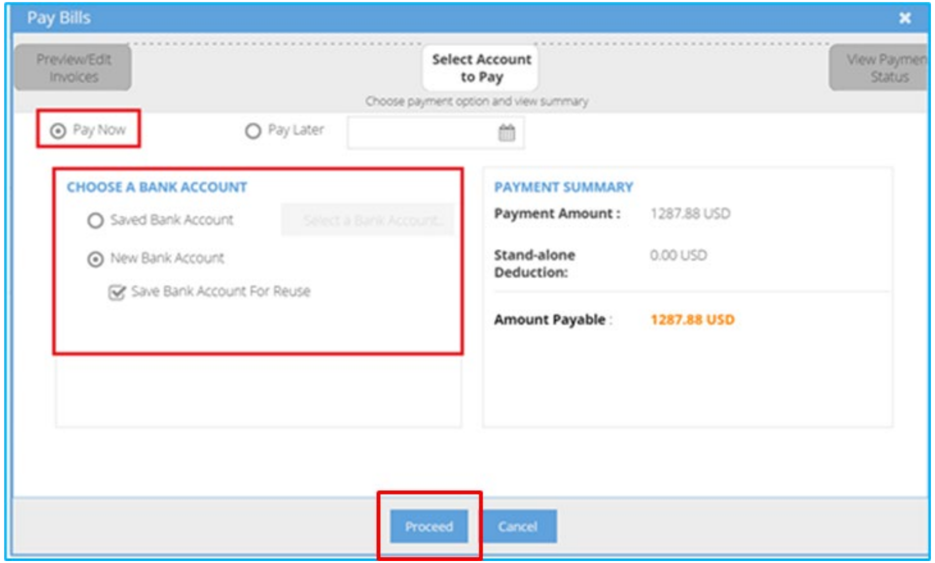
Select **Pay by ACH** from the pop up that appears

Pay By ACH- Preview



- 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

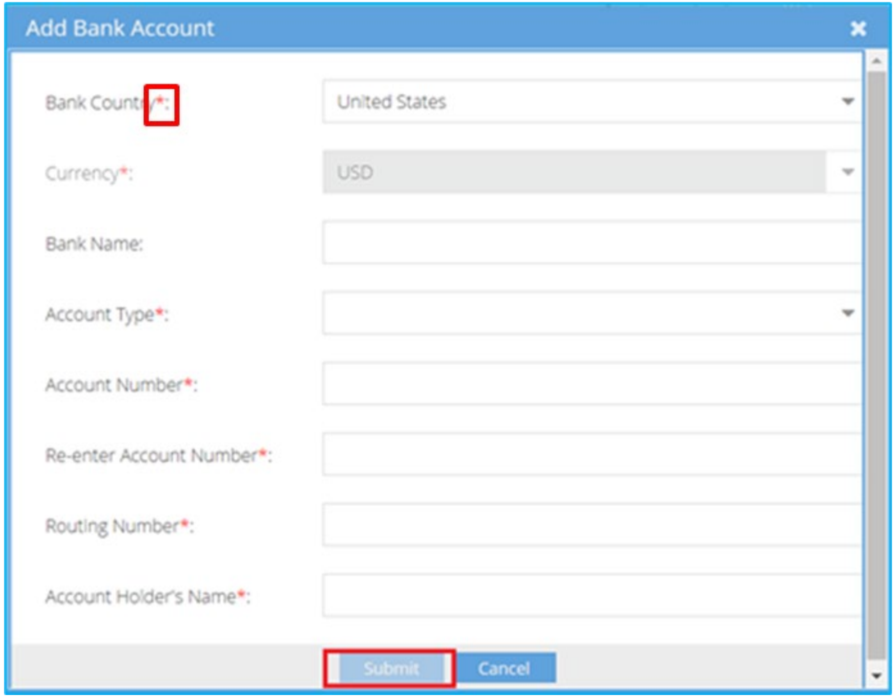
Pay By ACH- Payment Summary



- 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**

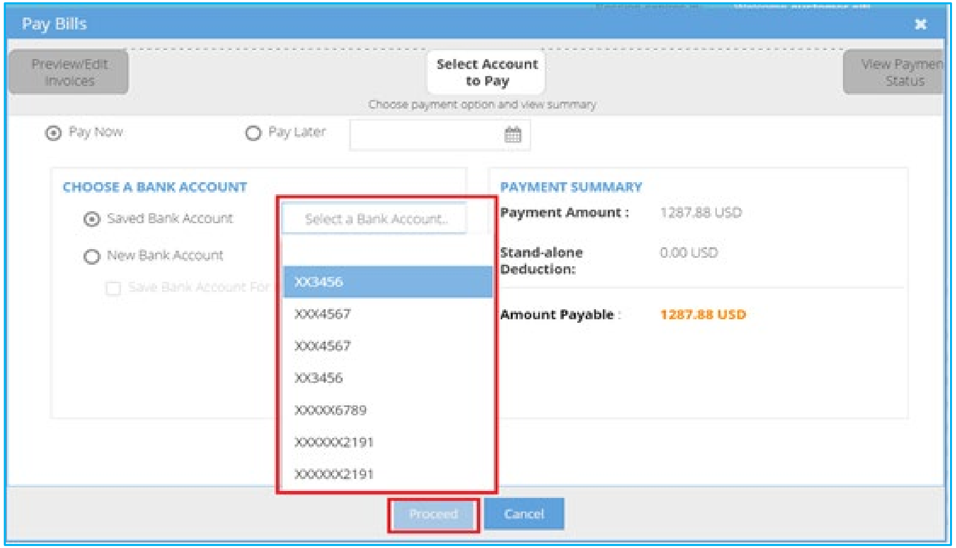
A pop up will appear

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



- 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

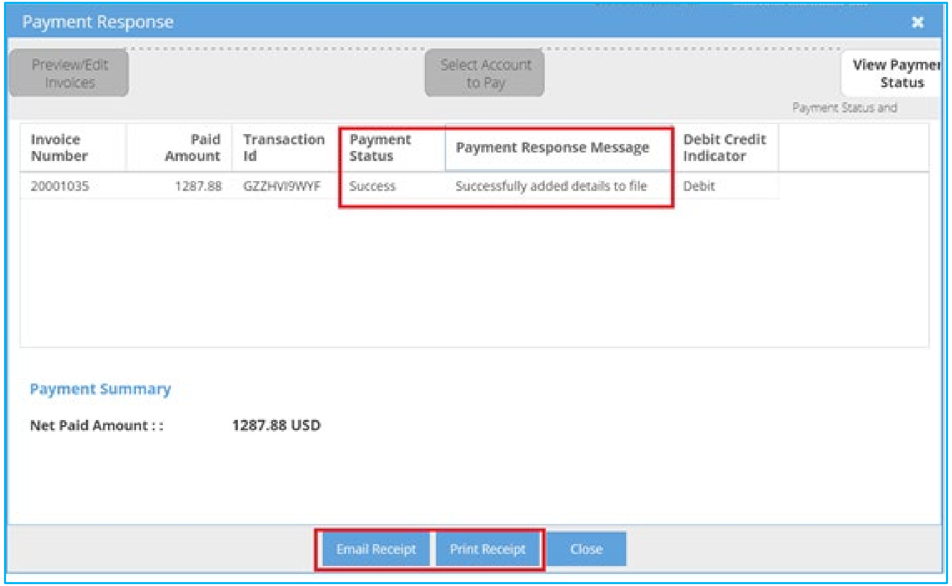
Pay By ACH- Using an EXISTING Bank Account



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

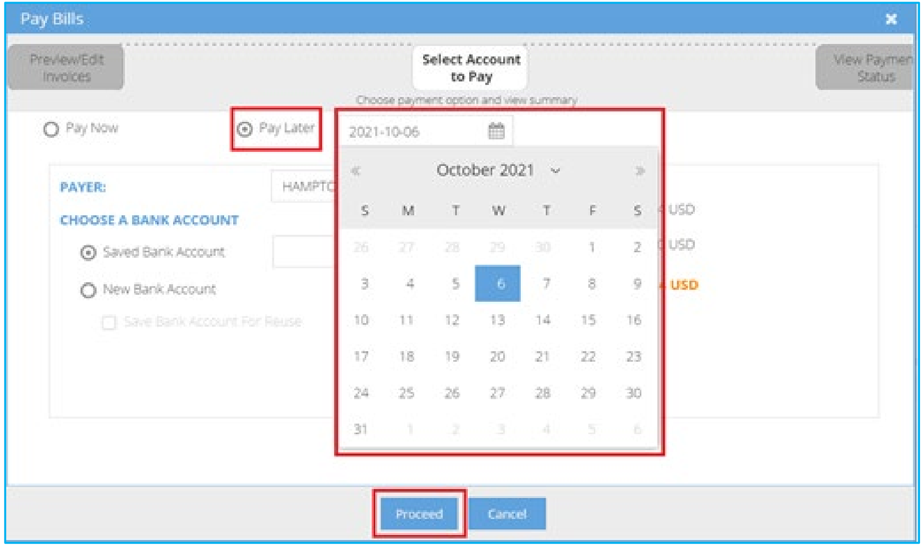
Pay By ACH- Email/Print Receipt



Payment 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

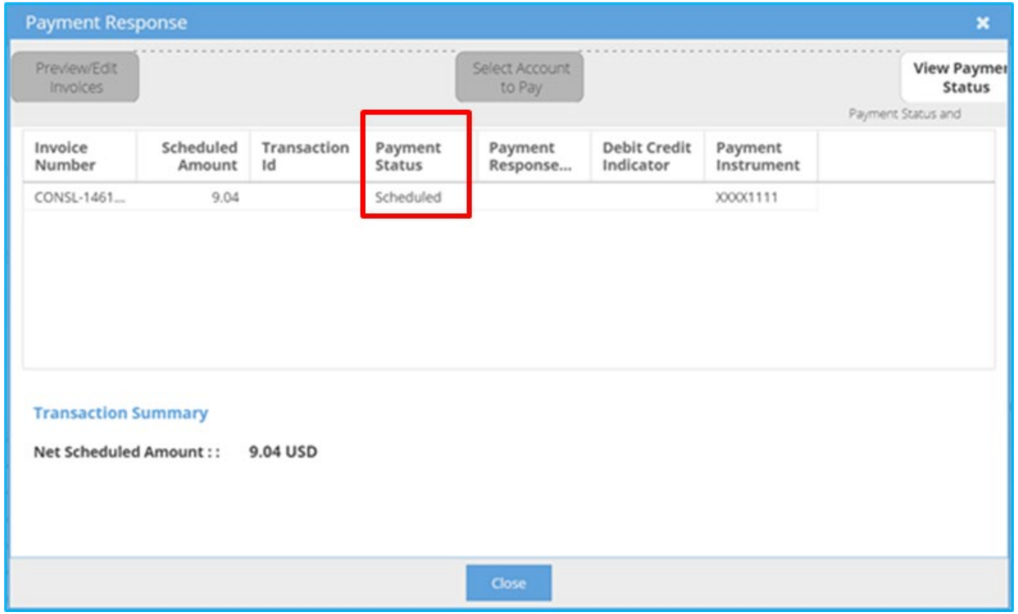
Pay By ACH: Schedule Payment for a Future Date



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**

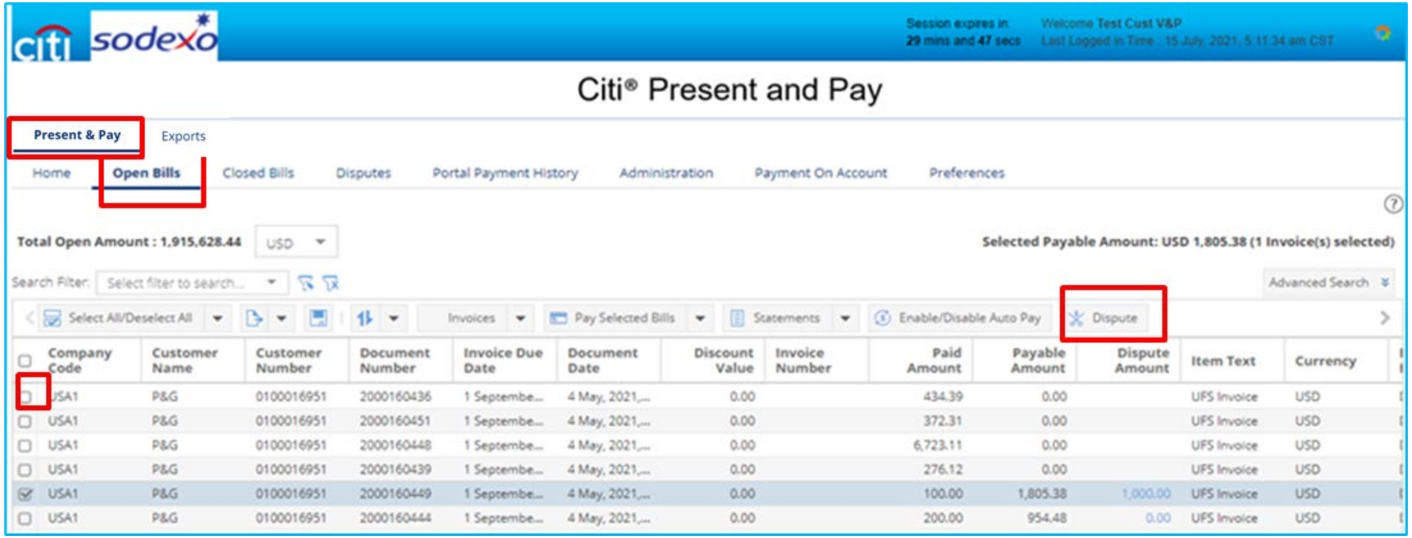
- Step 1: Click on the "**Pay Later**" button
- Step 2: **Select the date** for the payment to be scheduled
- Step 3: Select a **bank account** from the dropdown
- Step 4: you may select a saved bank account or add a new bank to pay for the scheduled payment
- Step 5: Click **Proceed** and follow the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

Pay By ACH- Pay Later



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

Disputes

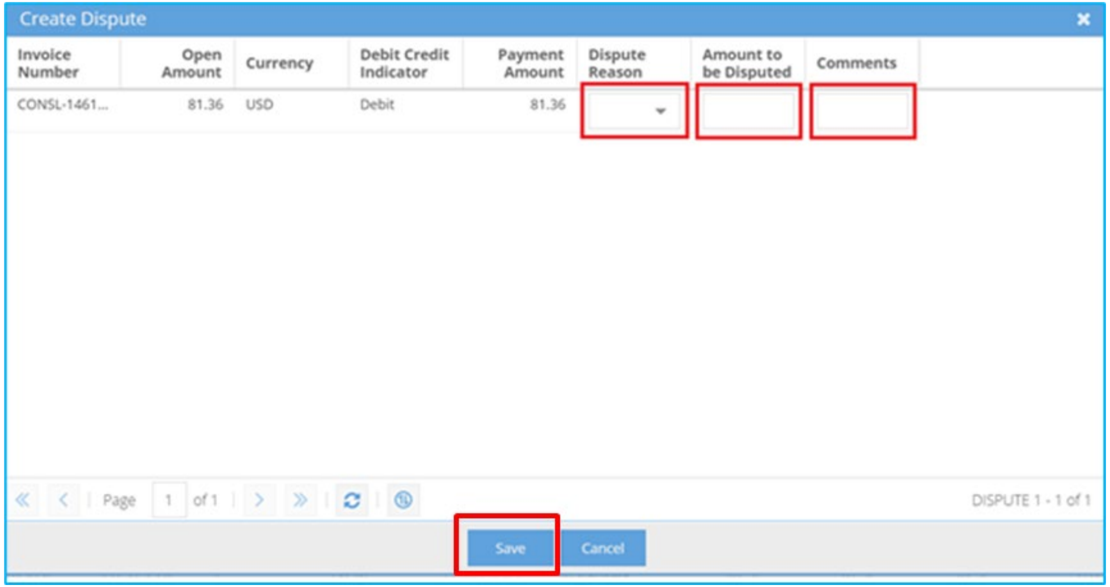


To create a dispute on any invoice due to a possible discrepancy, please follow these steps:

- 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



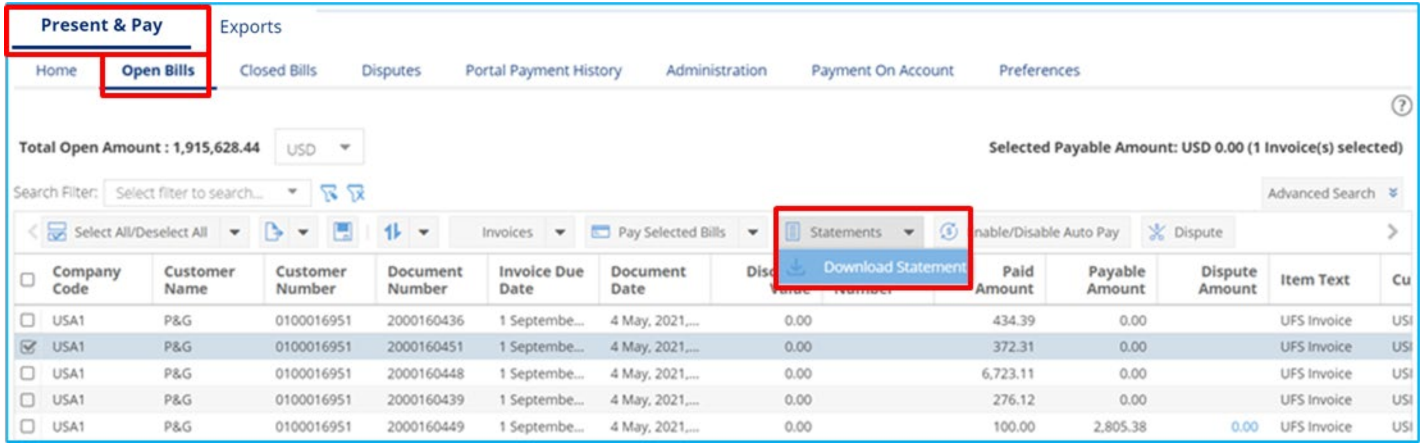
- Step 1: Select **Dispute Reason** from dropdown
- Step 2: Enter **Amount** to be disputed and **Comments,** when applicable
- Step 3: Click **Save** to create dispute(s)

View Disputes

☐	Invoice Number	Dispute Amount	Status	Created By	Created On	Item Disputes	Attachment	Dispute Reason
☐		100.00	Withdrawn	Test Cust V&P	6 July, 2021, ...			05-Part Shortages/Partial Payment
☐	1001853849	100.00	New	Test Cust V&P	6 July, 2021, ...		Upload	03-Tax Error
☐		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



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

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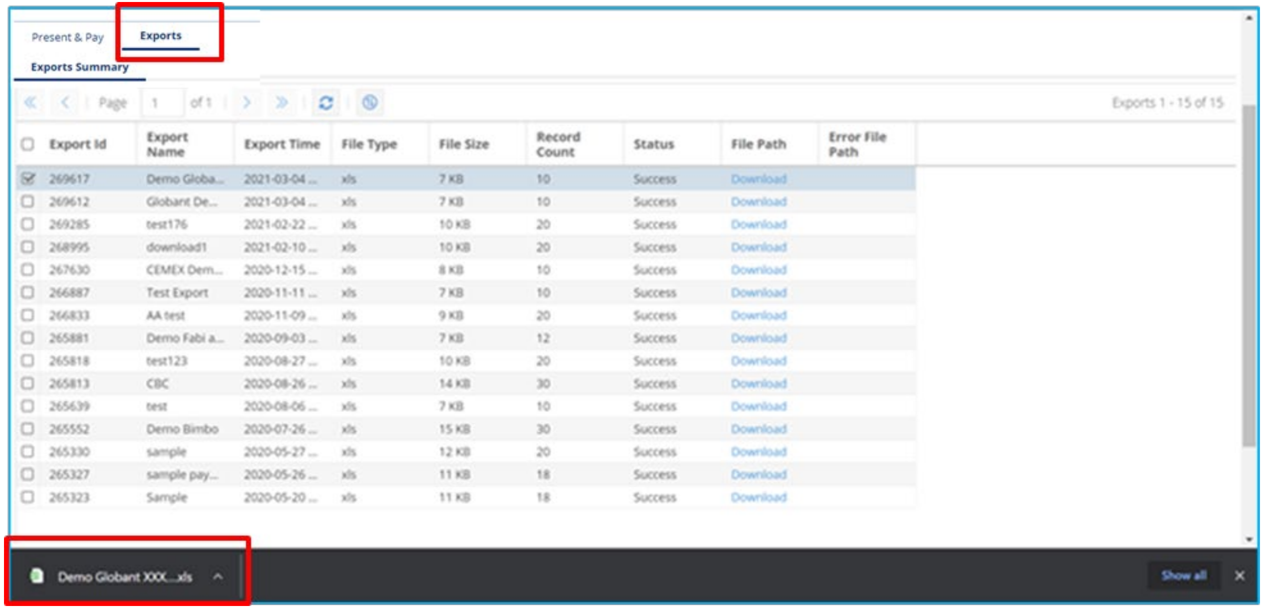
Exports

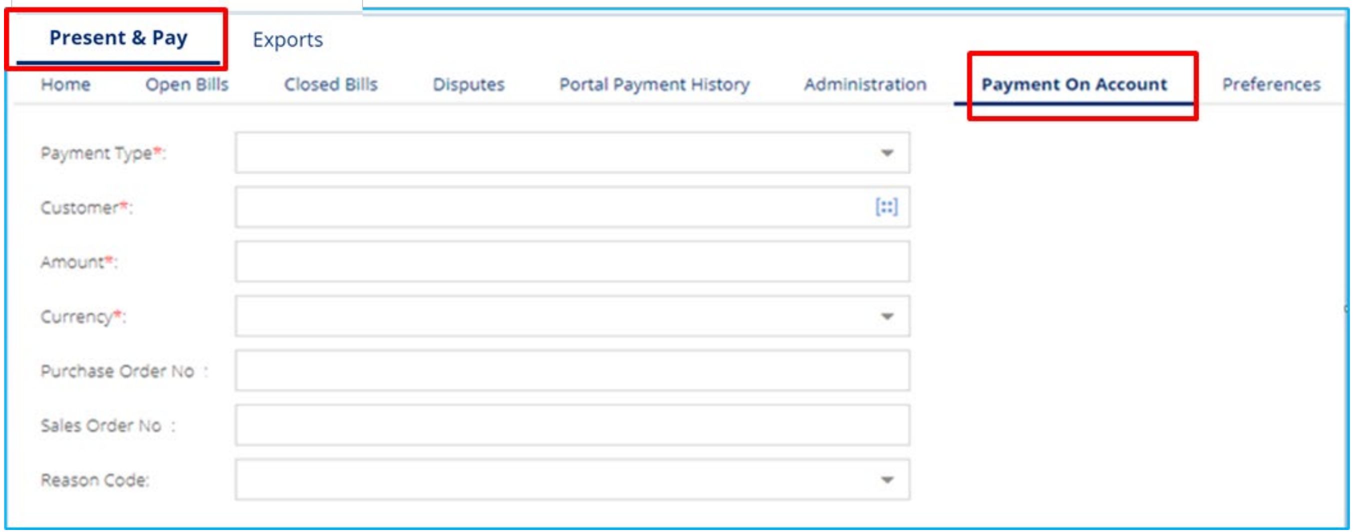


- Records exported using **Export** and **Export All** features from any of the tabs within the application will be available in **Exports** tab as downloadable links.
- Exported files are labeled with an **"Export Name"** that you assigned while exporting the file.
- Click on **Download** to save the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

Payment on Account

8

Payment on Account (POA)

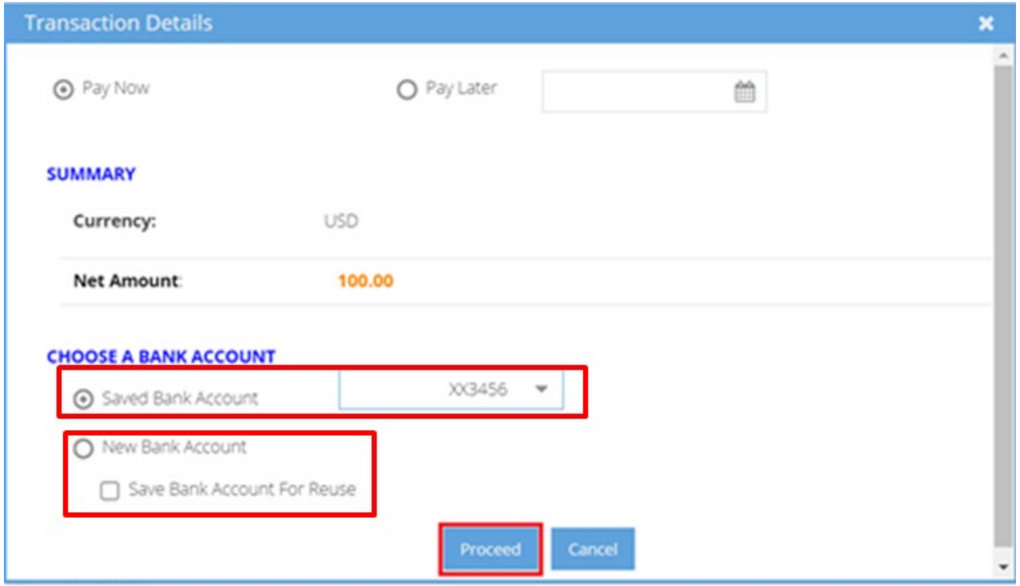


Payment on Account allows you to make a payment without referencing any invoice. You simply enter all required details, including; Payment Type, Customer, Amount and Currency to make the ACH payment.

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

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

Payment On Account- ACH



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

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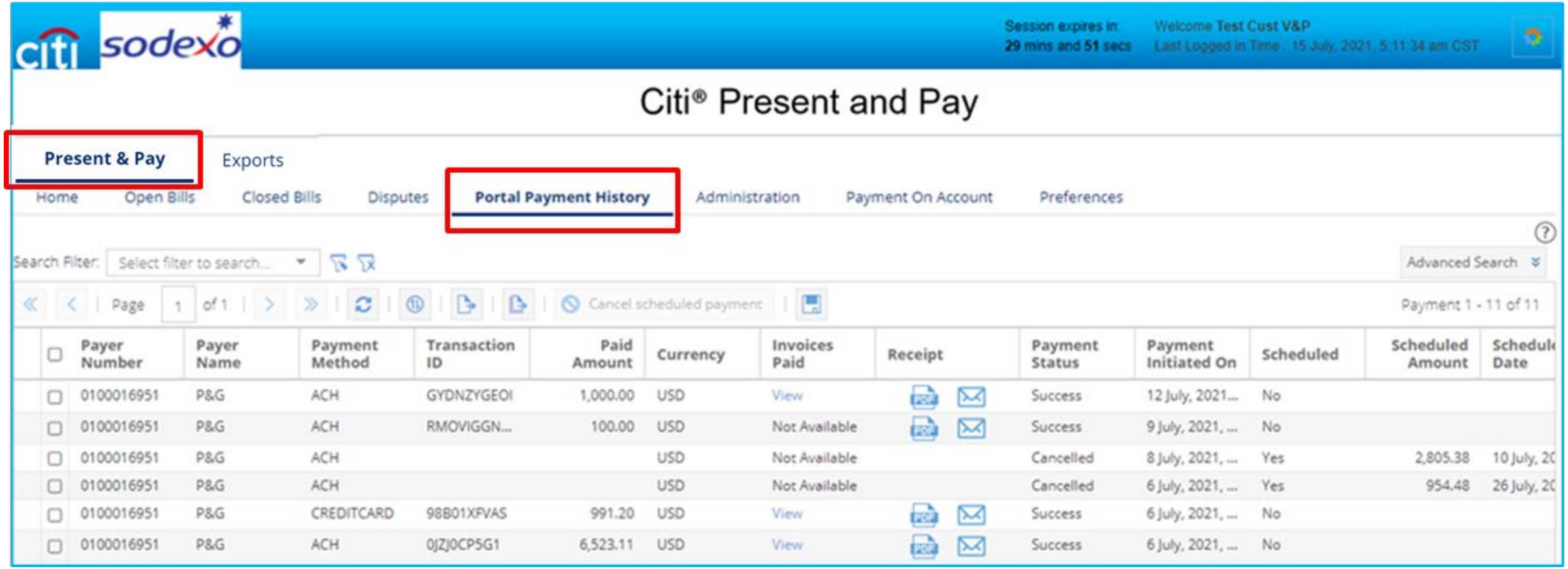
Payment History

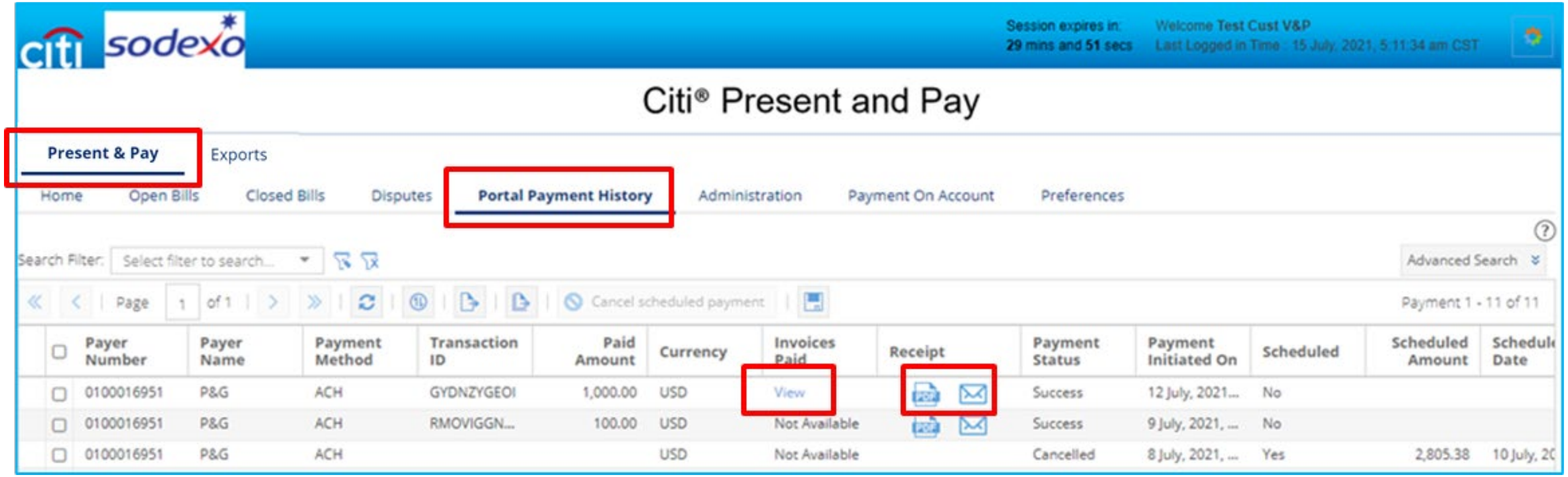


The **Payment History** tab displays the list of your payments to Sodexo via the Citi® Present & Pay platform. The screen displays all relevant information about the payments made including Payment Date, Paid Amount, Payment Method, Scheduled Date, and other informational data.

Payment History Features

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

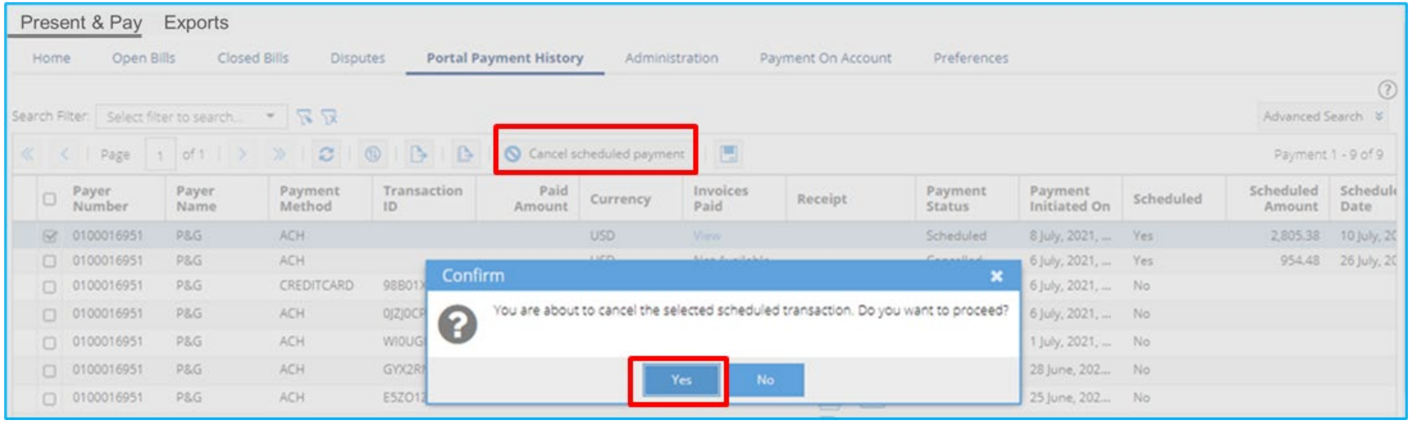
View or E-mail Payment Receipt



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

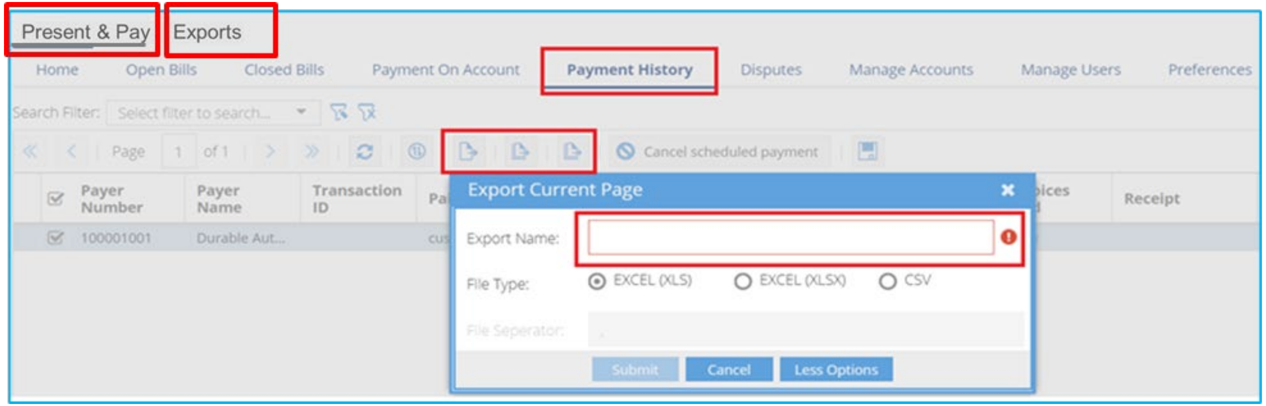
Cancel a Scheduled Payment



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

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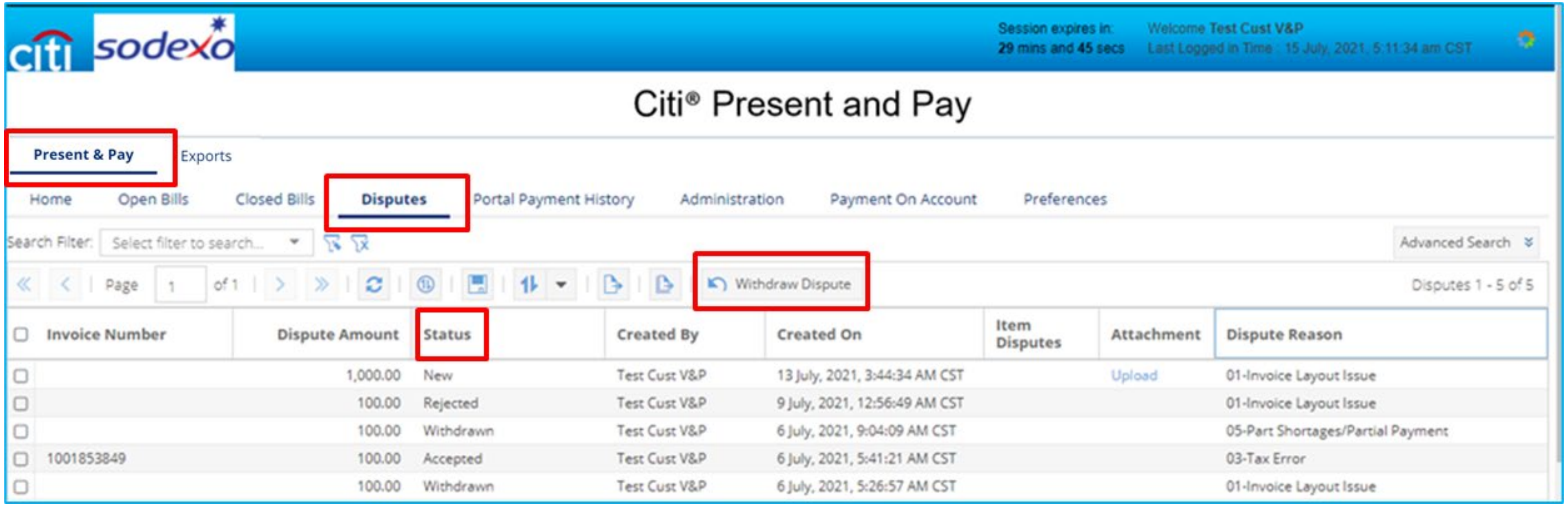
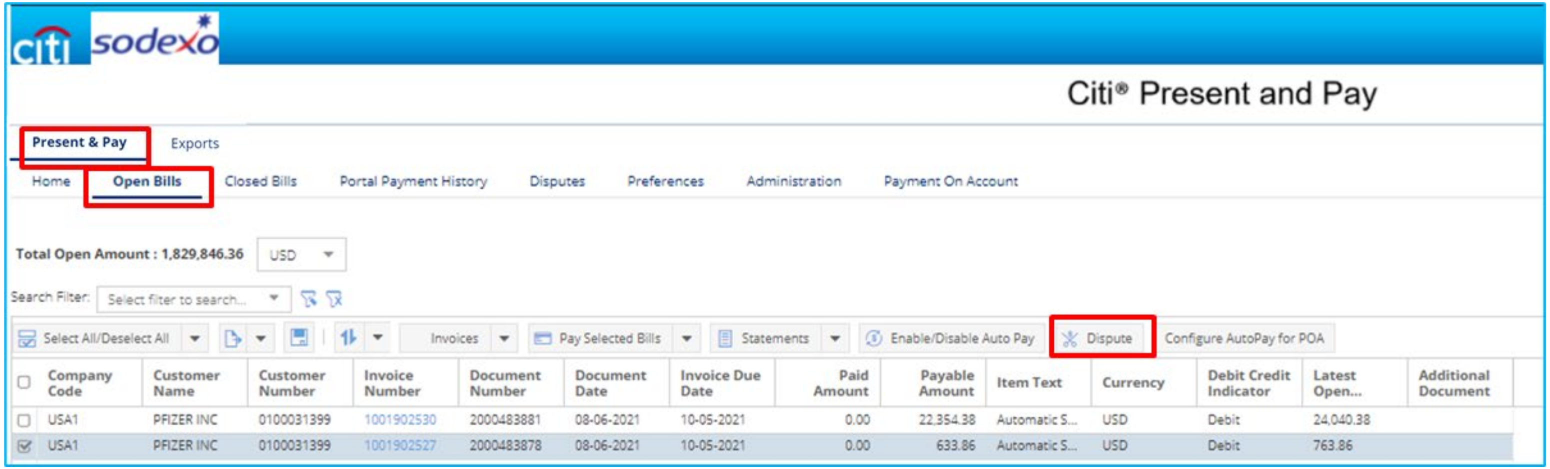
Manage Disputes



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

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

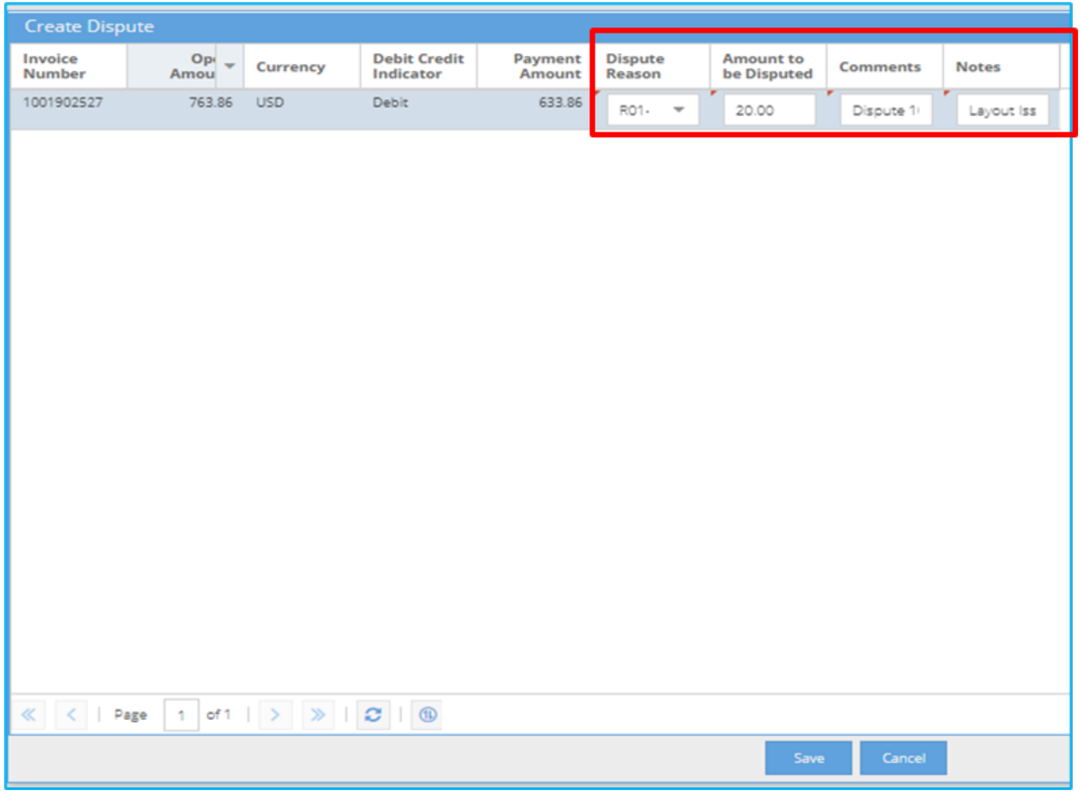
Creating a Dispute



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

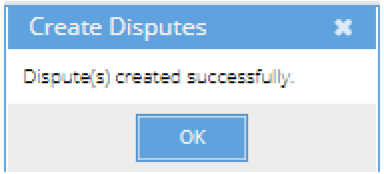
- Step 1: Click on the Invoice you wish to Dispute
- Step 2: Select the **Dispute** button
- A popup will appear to fill out all applicable fields to log a dispute.

Creating a Dispute (continued)

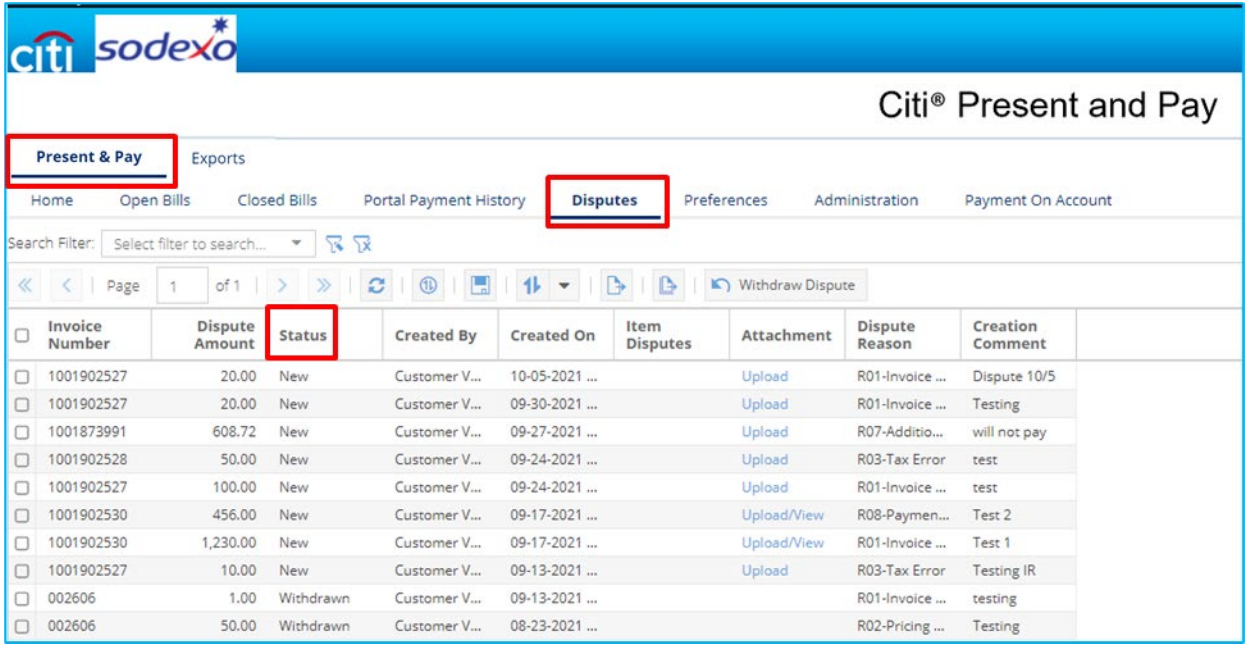


Once the **Create Dispute** popup appears, you will need to fill out all applicable data to log the dispute.

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



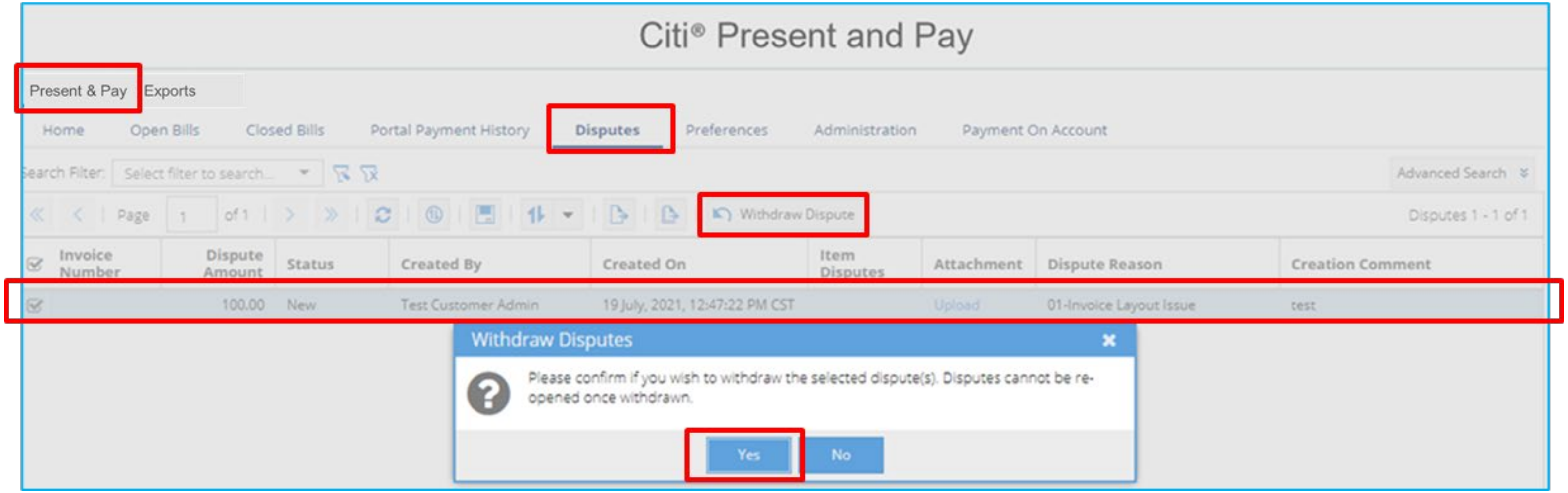
Checking Dispute Status



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



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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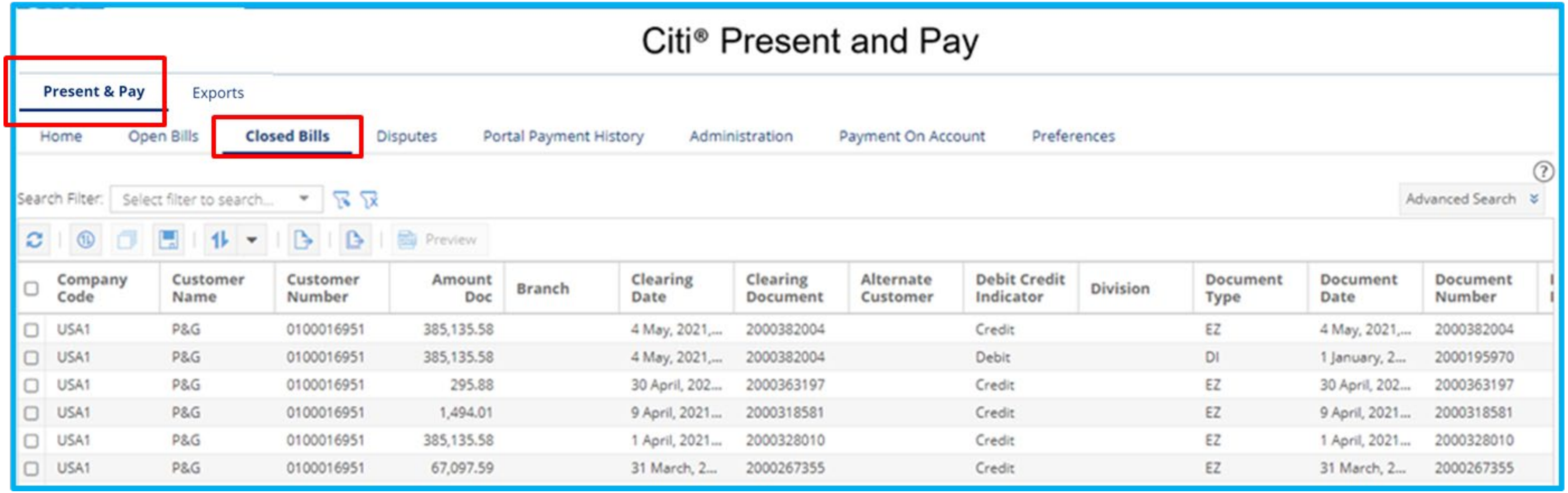
Closed Bills



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