Corpay Complete Vendors Module

User Guide

Version 1.1

Version	Date	Description of Changes
1.0	09/23/2025	Initial Release
1.1	12/04/2025	Added 90-day lookback period for Vendor Payment Methods for Payment Automation Customers.

Table of Contents

Overview

Corpay Complete is a comprehensive spend management platform that integrates multiple financial processes into a single, easy-to-use system. It offers customization options and seamless integrations with Enterprise Resource Planning (ERP) systems.

The **Vendors** module in Corpay Complete is designed to streamline Vendor relationship management, offering both operational efficiency and enhanced data accuracy. It serves as a centralized hub for managing all Vendor-related activities, including granting Vendor access to the Corpay Complete **Vendor Portal**.

Customers can also use the **Vendors** module to access all Vendor details, including contact and payment information. They can send messages to Vendors that will display in the **Vendor Portal**, creating a centralized place with an audit trail for Vendor communication. Additionally, Customers can send required documentation requests to Vendors, which will appear in the **Vendor Portal**.

Module Overview

The **Corpay Complete Vendors Module User Guide** offers detailed instructions for effectively using the **Vendors** module. It outlines procedures for adding and editing Vendors and contacts, managing Vendor documentation for the Vendor Portal, tracking Vendor data, and configuring approval workflows. Additionally, the guide details the process for importing Vendors in bulk and creating Vendor reports. Finally, this guide includes an overview of roles and permissions associated with Vendor data management.

Configuration and Roles Overview

The visibility of fields, tabs, and information in Corpay Complete is determined by a Company’s configuration and the roles assigned to users.

As a result, certain pages, information, and features may not be accessible, or the information may be available in a view-only format. These permissions, access levels, and configuration settings should be considered when reviewing this user guide. Refer to the **Roles and Permissions** section for more information about Vendor roles and permissions.

Vendors Module and Vendor Portal Relationship

The **Vendors** module in Corpay Complete is the internal tool Customers use to manage Vendor relationships. It connects directly to the **Vendor Portal**, which is the external interface Vendors use to interact with Customers.

How They Work Together

- **Customers control access** – Customers decide which Vendors can use the **Vendor Portal**. Once invited, a **Vendor Admin User** is created for the Vendor.

- **Vendor Admins manage their team –** Vendor Admins can add or remove staff users, assign roles, and update contact or payment details.

- **Shared visibility** – When a Vendor logs in, they can see all Customers linked to their Company's **Master Vendor ID**.

- **Invoice and payment tracking** – Vendors can submit invoices and track payment statuses through the **Vendor Portal**. Customers can view and respond to Vendor requests using the **Vendors** module.

- **User management** – Customers can help Vendors troubleshoot access issues, resend invites, or escalate cases if needed.

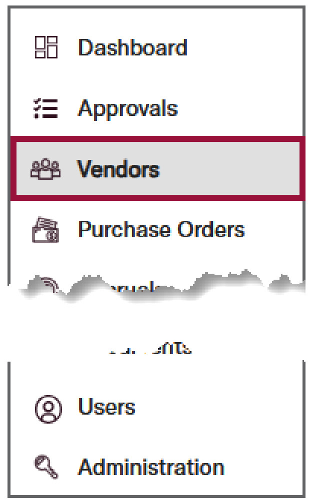
Example

If you add a Vendor contact (e.g., Arthur from Sample Company, LLC), you will link them to Sample Company, LLC's **Master Vendor ID**. Arthur can then see your Company and any others tied to Sample Company, LLC in the **Vendor Portal**. You can manage Arthur's access and permissions through the **Vendors** module.

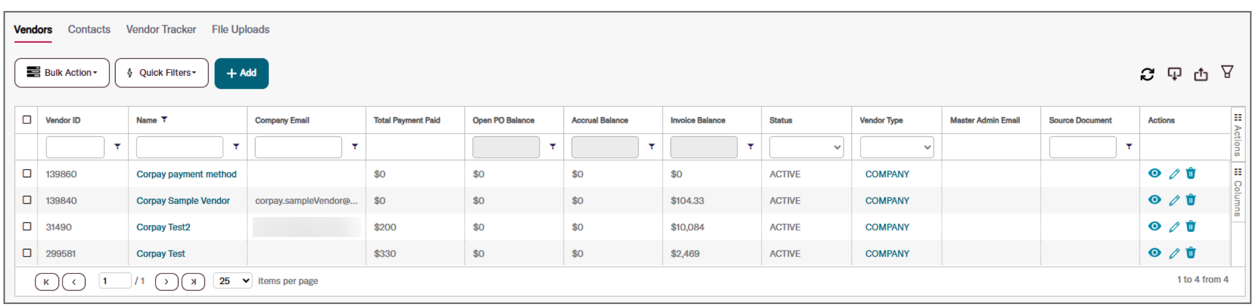
Access the Vendors Module

This section describes how to access the **Vendors** module.

1. Click the **Vendors** module in the left-side navigation pane.



2. The **Vendors** module will display.

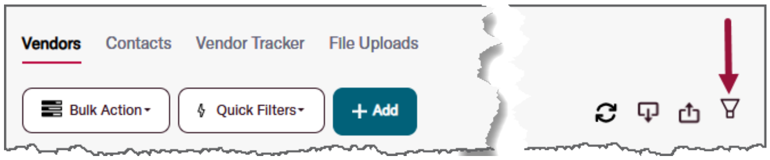


General Navigation Features

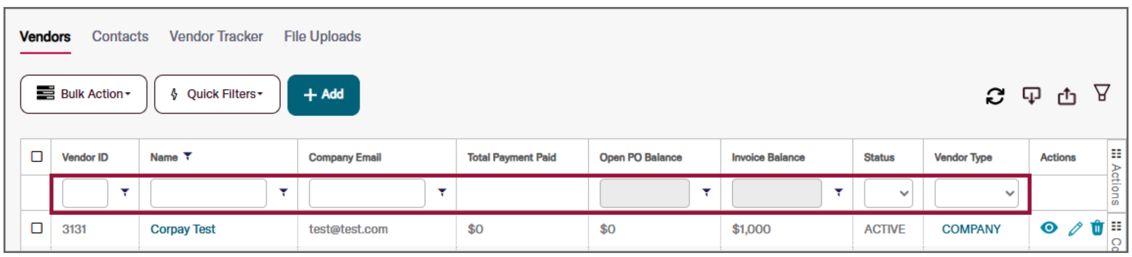
The **Vendors** module includes several navigation features that can be used across multiple pages. The following example shows these navigation features on the **Vendors** tab, but the functionality is across multiple tabs and grids.

Toggle Filter

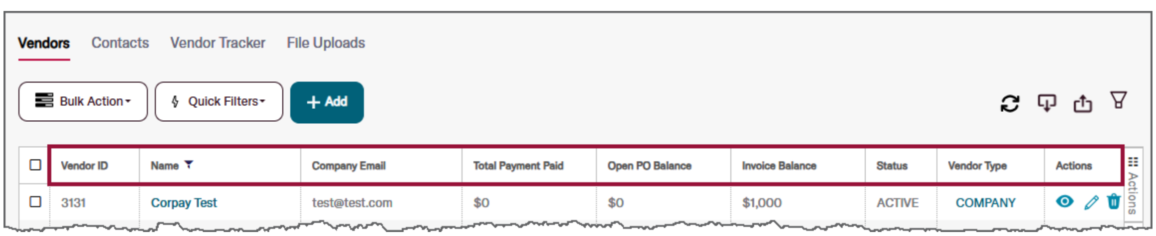
The **Toggle Filter** icon, found on most tabs in the **Vendors** module, **shows or hides filter fields** in a grid. These fields help users search for Vendors and contacts, and all text fields accept partial values.



Filter Fields Displayed

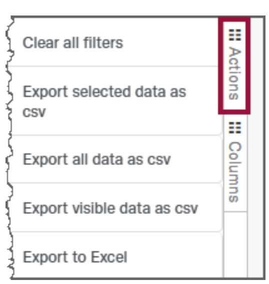


Filter Fields Hidden



Actions Button

The **Actions** button is found on the right-hand side of the **Vendors**, **Vendor Tracker**, **File Uploads**, **Existing Reports**, and **Recurring Reports** grids. Click the **Actions** button to display the **Actions** flyout, then select an option from the list:



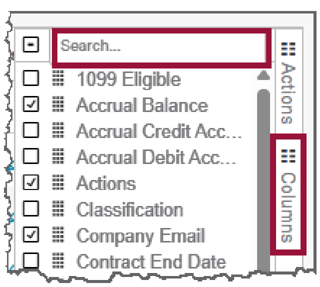
- **Clear all filters** – Click the **Clear all filters** option to **remove all filters** from the grid.
- **Export selected data as csv** – This option **exports selected data** in the grid to a downloadable CSV file.
- **Export all data as csv** – This option **exports all data** in the grid to a downloadable CSV file. The CSV file will include both visible and hidden columns.
- **Export visible data as csv** – This option **exports visible data** in the grid to a downloadable CSV file. Hidden columns will not be included in the CSV file.

  Note: Ensure the grid's **pagination** is set to display all items. For example, if there are 60 items in the grid but only 50 shown per page, adjust the pagination accordingly.
- **Export to Excel** – This option **exports all data** in the grid to a downloadable Excel file.

Columns Button

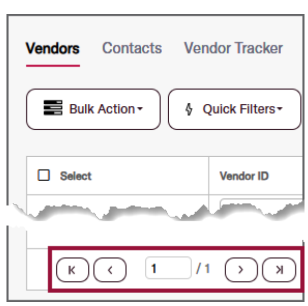
The **Columns** button is found on the right-hand side of the **Vendors**, **Vendor Tracker**, **File Uploads**, **Existing Reports**, and **Recurring Reports** grids.

Click the **Columns** button to open the **Columns** flyout, where users can **add or remove columns** from the grid. Available options in the **Columns** button will vary depending on the grid where it is located. **Checked** columns are included, while **unchecked** ones are not. Use the **Search** field to search for a specific column to add or remove.



Pagination

The **pagination controls** in each grid help users manage and view large sets of data. The following example shows **pagination controls** in the **Vendors** grid.



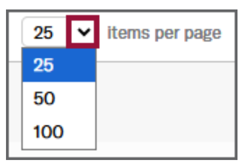
Note: Pagination control icons may vary depending on the grid where they are viewed.

- **Page to first** – Click the **Page to first** button to move to the **first page** in the grid.
- **Page back** – Click the **Page back** button to **move back a page**.
- **Page number** – This field displays the **current page number**. If the grid has multiple pages, enter a page number to move through the grid.

- **Page forward** – Click the **Page forward** button to move to the **next page** in the grid.
- **Page to last** – Click the **Page to last** button to move to the **last page** in the grid.

Items per page

Use the **items per page** drop-down to control how many items display in each grid.



Vendors Tab

The **Vendors** tab displays all Vendors associated with a Company and allows users to carry out the following actions:

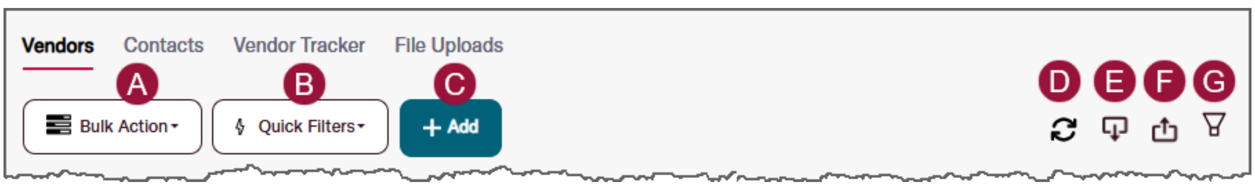
- View all Vendors
- Add new Vendors
- Remind Vendors to complete their Vendor profile in the **Vendor Portal**
- Edit Vendor information
- Download Vendor data in a CSV or Excel format

Note: Users must have one of the following **roles** to add or edit Vendors:

- admin_vendor
- vendor_no_delete
- universal_admin
- application_admin

Action Area

The top of the **Vendors** tab contains the following action icons:



A. **Bulk Action** – Click the **Bulk Action** drop-down to **send a Complete Profile Reminder** email to a Vendor.

B. **Quick Filters** – Click the **Quick Filters** drop-down to **clear all filters** from the **Vendors** grid or **reset the Vendors** grid to its default state.

C. **+Add** – Click the **+ Add** button to **open the Add Vendor** dialog, where users can **search for or create** a new Vendor.

D. **Refresh List Cache** – Click the **Refresh List Cache** icon to **refresh all data** in the **Vendors** grid.

E. **Export Vendors** – Click the **Export Vendors** icon to **create a Vendor Listing** report, which can be accessed from the **Reports** module.

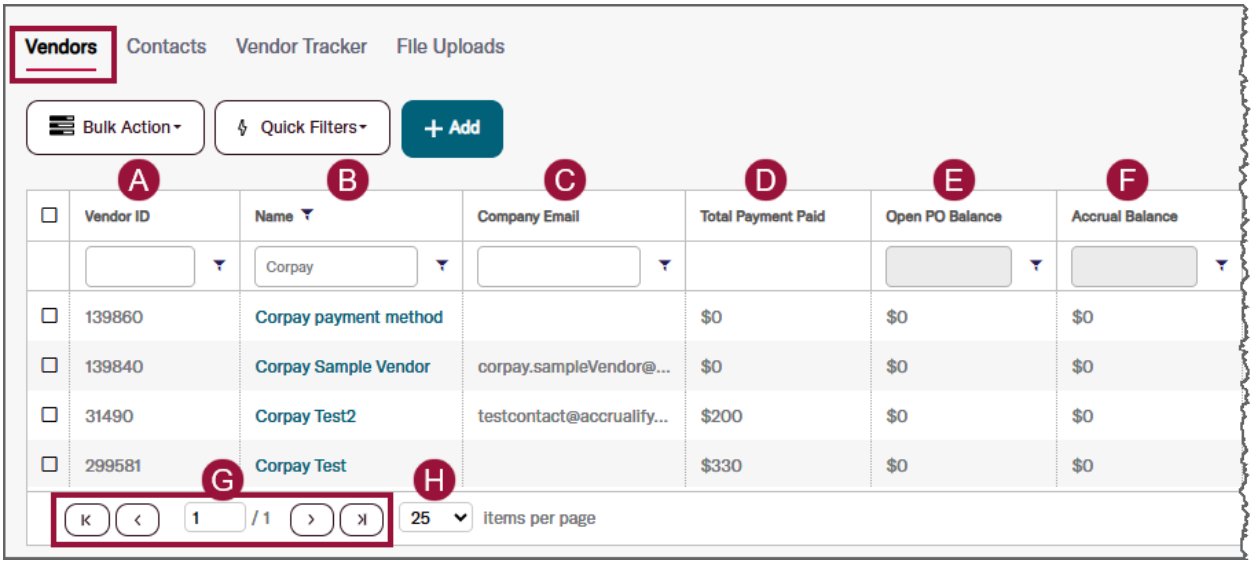
F. **Import Vendors** – Click the **Import Vendors** icon to **open the Bulk Operations** tab in the **Administration** module, where users can import Vendors in bulk.

G. **Toggle Filter** – Click the **Toggle Filter** icon to **show or hide** the **filter fields** in the **Vendors** grid.

Vendors Grid – Part 1

This section describes the columns and actions in the first part of the **Vendors** grid.

Note: Visible columns depend on selections made using the [Columns](#) button.



A. **Vendor ID** – This column contains the **identification number** for the Vendor.

B. **Name** – This column contains the **Vendor's name**. Click the **Name** link to open the **Vendor Details** page.

C. **Company Email** – This column contains the **Company email address** for the Vendor.

D. **Total Payment Paid** – This column contains the **total amount** that has been **paid to the Vendor**.

E. **Open PO Balance** – This column contains the **balance** of all **open purchase orders**.

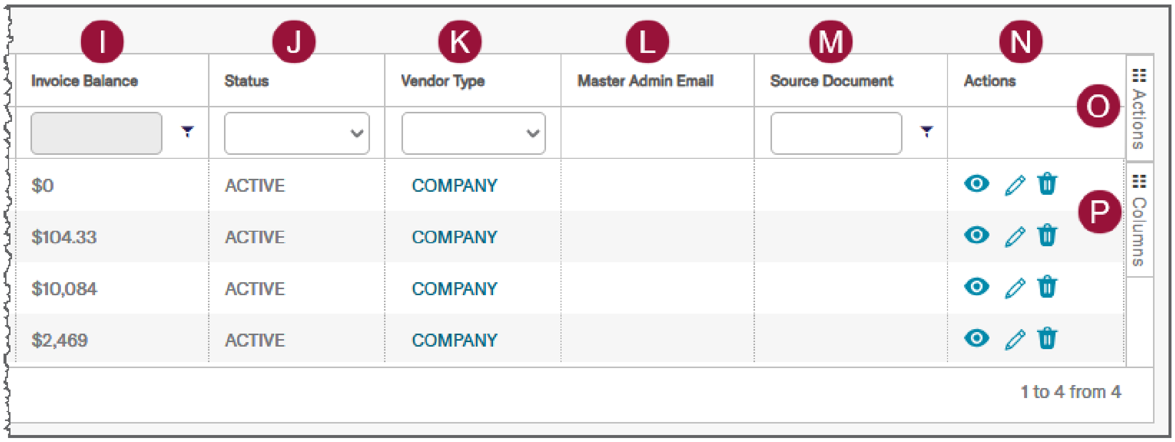
F. **Accrual Balance** – This column contains the **balance of all accruals**.

G. **Pagination** – Use the [pagination controls](#) to manage data in the **Vendors** grid.

H. **Items per page** – Use the [items per page](#) drop-down to control **how many Vendors display** in the **Vendors** grid.

Vendors Grid – Part 2

This section describes the columns and actions in the second part of the **Vendors** grid.



I. **Invoice Balance** – This column contains the **balance of all invoices** for the Vendor.

J. **Status** – This column contains the Vendor's **status**:

- **Active** – The Vendor has been **set up in Corpay Complete** and **is enabled to take payments**.
- **Inactive** – The Vendor has been **deactivated** and **can no longer accept payments** via Corpay Complete.
- **New** – The Vendor has been **newly added** but not yet **approved or activated**.
- **Pending** – The Vendor is **pending approval**.
- **Rejected** – The Vendor was **rejected** by approvers.

K. **Vendor Type** – This column displays the **type** of Vendor:

- **Company** – This is a Vendor record originating from a Customer's ERP or onboarding file. These Vendors are added to Corpay Complete for payment processing and **Vendor Portal** access if applicable. Once invited, a **Vendor Admin User** is created to manage the Vendor's profile and documentation.
- **Employee** – These are internal users who submit expense reports or receive reimbursements through Corpay's **Payments** module. While not a Vendor in the traditional sense, employees are treated as payees within the **Expenses** module.

- **Internal** – This is a Vendor record used for internal operations, testing, or training purposes. These are not formal Vendor types in the system but may be used by Company or Corpay staff to validate workflows or simulate Vendor interactions.

L. **Master Admin Email** – This column contains the **email address** for the **Vendor Admin User**.

M. **Source Document** – This column shows the **file ID** used to upload Vendors using **Bulk Operations 2.0**.

Note: Refer to the **Import Multiple Vendors Using the File Uploads Tab** section for information on how to import Vendors in bulk.

N. **Actions (column)** – This column contains the following action icons:

- **View** – Click the **View** icon to **open the Vendor Details** page.
- **Edit** – Click the **Edit** icon to **open the Edit Vendor** dialog.
- **Delete** – The **Delete** icon is used to **delete the Vendor**, but this button should not be used.

IMPORTANT
Deleting Vendors can lead to issues with related information, including payments or invoices.

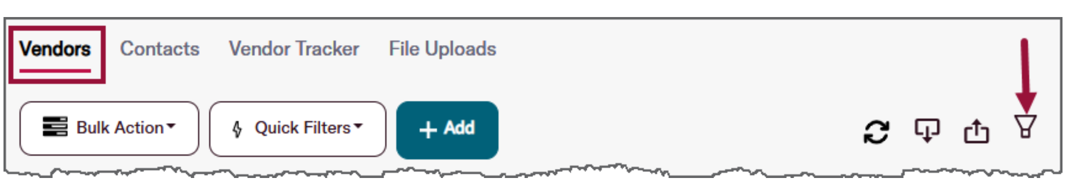
O. **Actions (button)** – Click the **Actions** button to display the **Actions** flyout.

P. **Columns (button)** – Click the **Columns** button to open the **Columns** flyout

Search for a Vendor

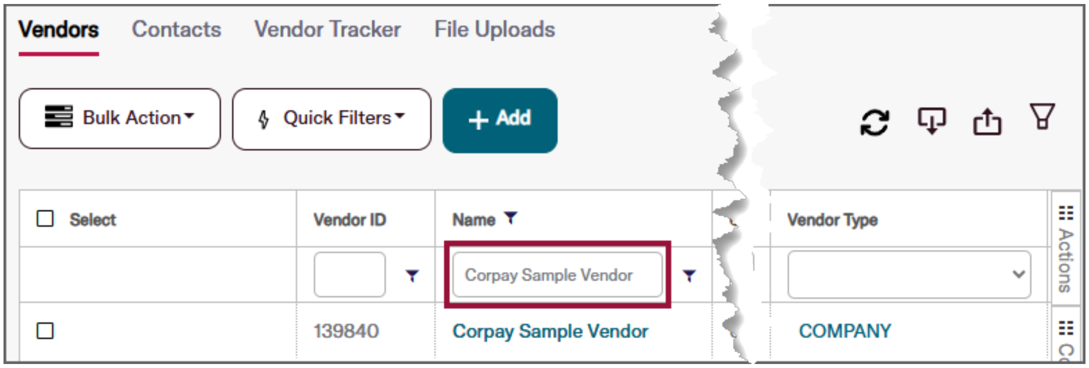
This section describes how to search for a Vendor.

1. On the **Vendors** tab in the **Vendors** module, ensure the **Toggle Filter** icon is selected to display the **filter fields**.

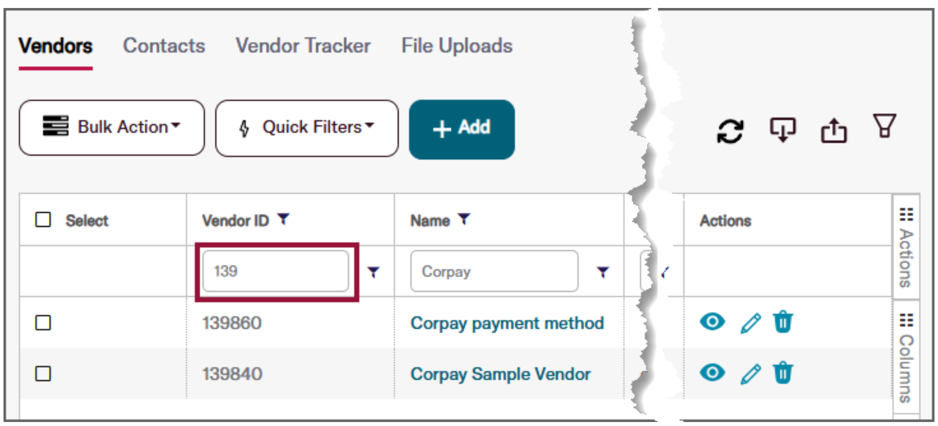


2. To search for a Vendor by **name**, key in the **Vendor's name** in the **Name filter field**.

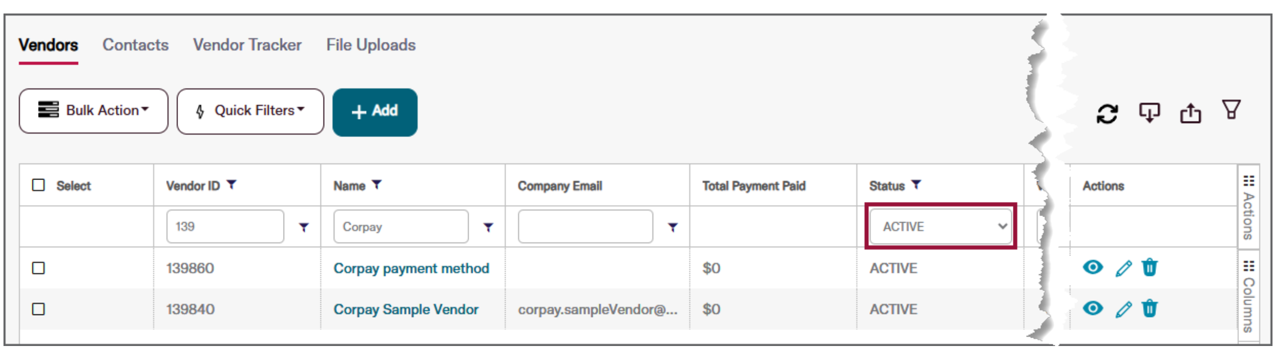
   Note: Partial values are accepted in all text fields.



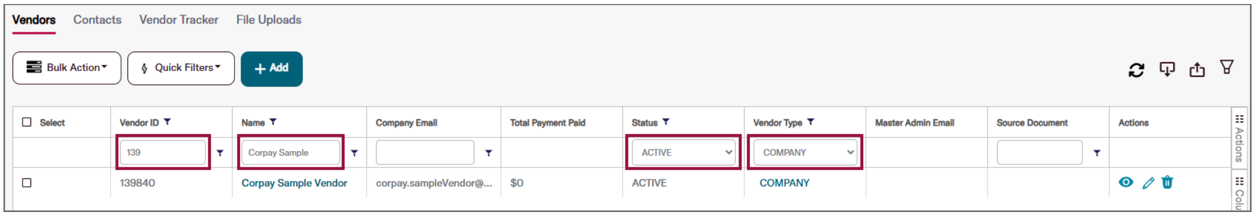
3. To search for a Vendor by **Vendor ID**, key in the **Vendor ID** in the **filter field**.



4. To search for a Vendor by **Status**, click the **Status** drop-down and select a **Status**.



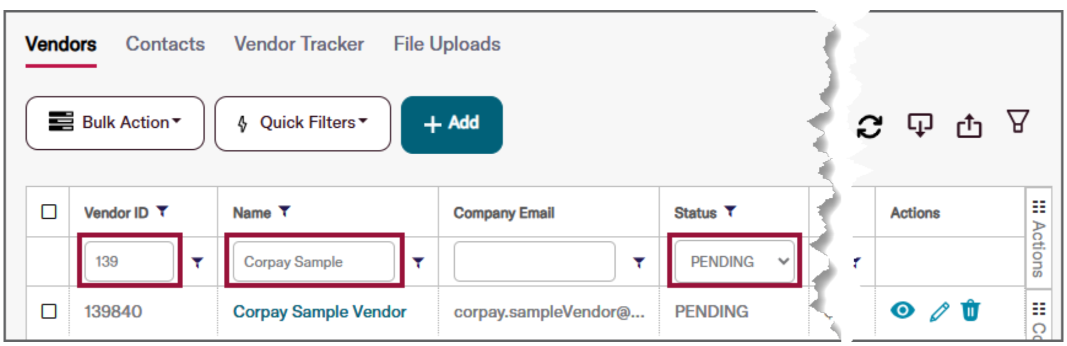
5. Repeat this process using the desired **filter fields** as needed. Users can utilize multiple **filter fields** to locate the desired Vendor.



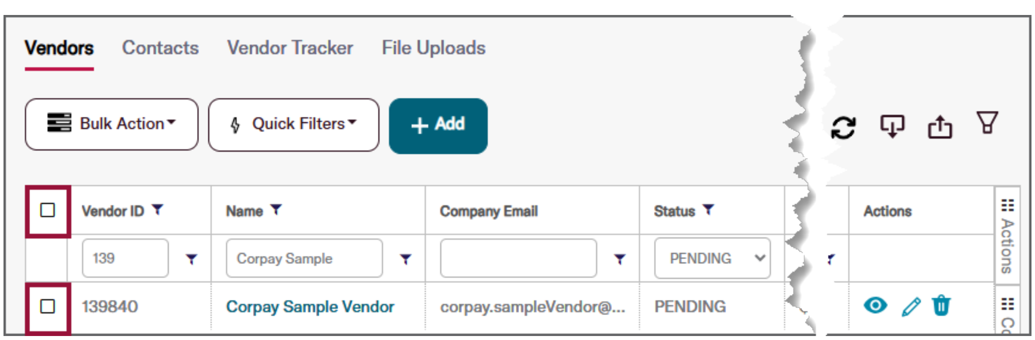
Send a Complete Profile Reminder

This section explains how to email a Vendor a reminder to finish their profile in the **Vendor Portal**.

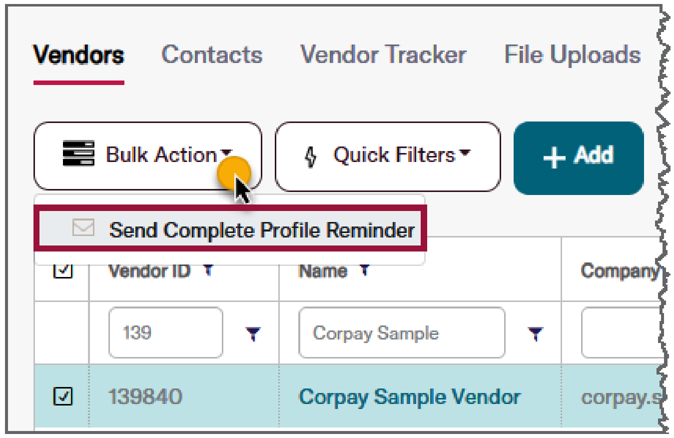
1. On the **Vendors** tab in the **Vendors** module, search for the desired Vendor using the [**filter fields**](). Users can search by fields like **Vendor ID**, **Name**, **Company Email**, and **Status**. Partial values are accepted in all text fields.



2. Click the **checkbox** next to the Vendor's name or the **Select All** checkbox to select all matching Vendors.



3. Click the **Bulk Action** drop-down and select **Send Complete Profile Reminder**.



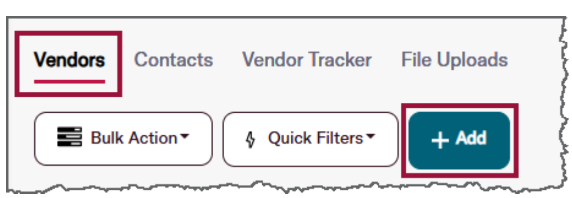
4. The **Success** dialog will display, and an email will be sent to the Vendor reminding them to complete their profile on the **Vendor Portal**.

Add or Create a Vendor

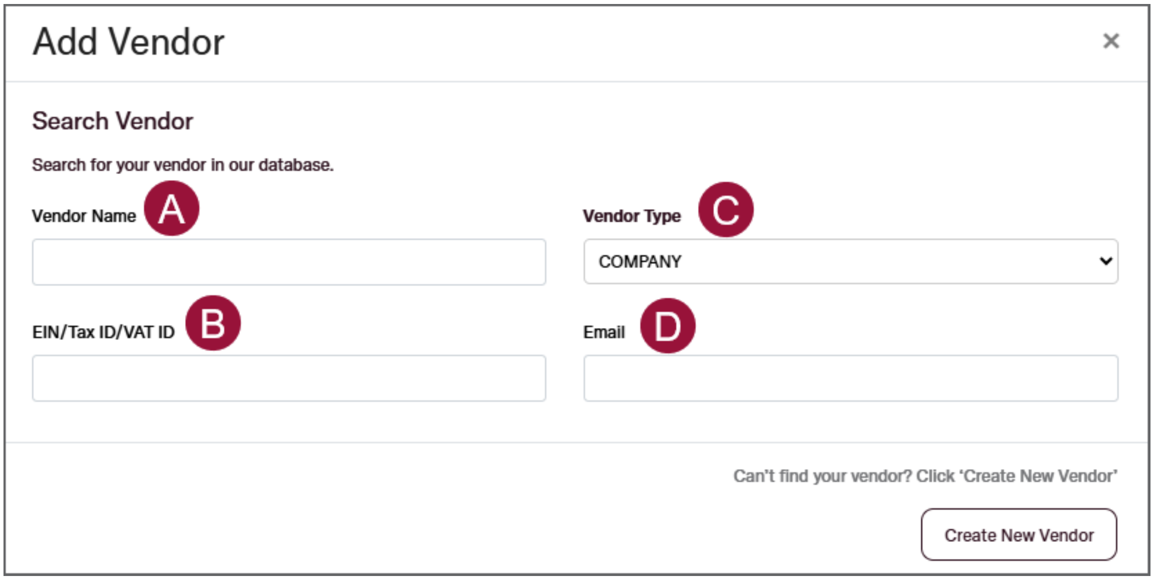
This section explains the process for adding a Vendor from the Corpay Complete Vendor database. If a Vendor is not available in the database, users can create a new Vendor by entering all required information manually.

Note: Users must have an **admin_vendor**, **universal_admin**, **application_admin**, or **vendor_no_delete** user role to add a new Vendor.

1. On the **Vendors** tab in the **Vendors** module, click the **+ Add** button.



2. Complete the following steps in the **Add Vendor** dialog:



A. **Vendor Name –** Key in the Vendor's **name** in the **Vendor Name** field to search by **Vendor Name**. Partial values are accepted in this field.

B. **Vendor Type –** Click this drop-down to **locate** a Vendor by **Vendor Type**: **Company**, **Employee**, or **Internal**.

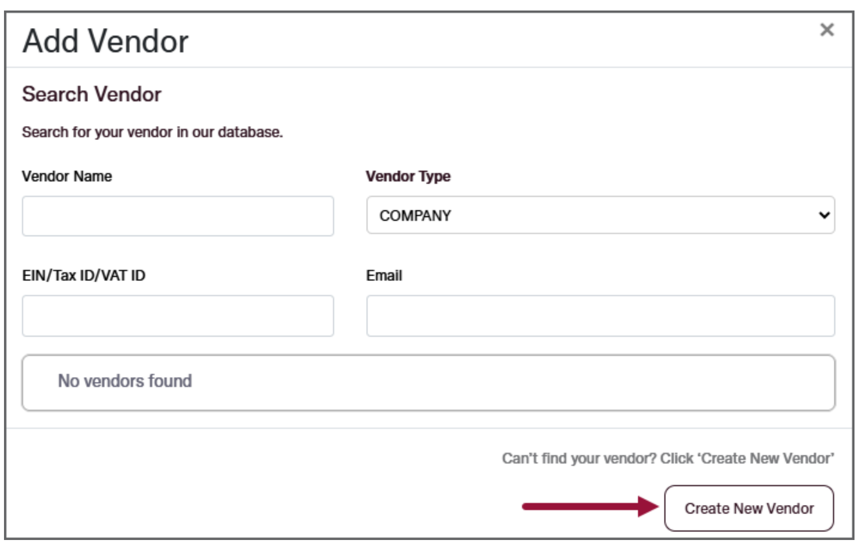
C. **EIN/Tax ID/VAT ID –** Key in an **Employee Identification Number (EIN)**, **Tax Identification Number (Tax ID)**, or **Value-Added Tax Identification Number (VAT ID)** to find a Vendor by this value.

D. **Email –** Key in the Vendor's **Email** to find a Vendor using their **email address**.

3. Choose one of the following options:

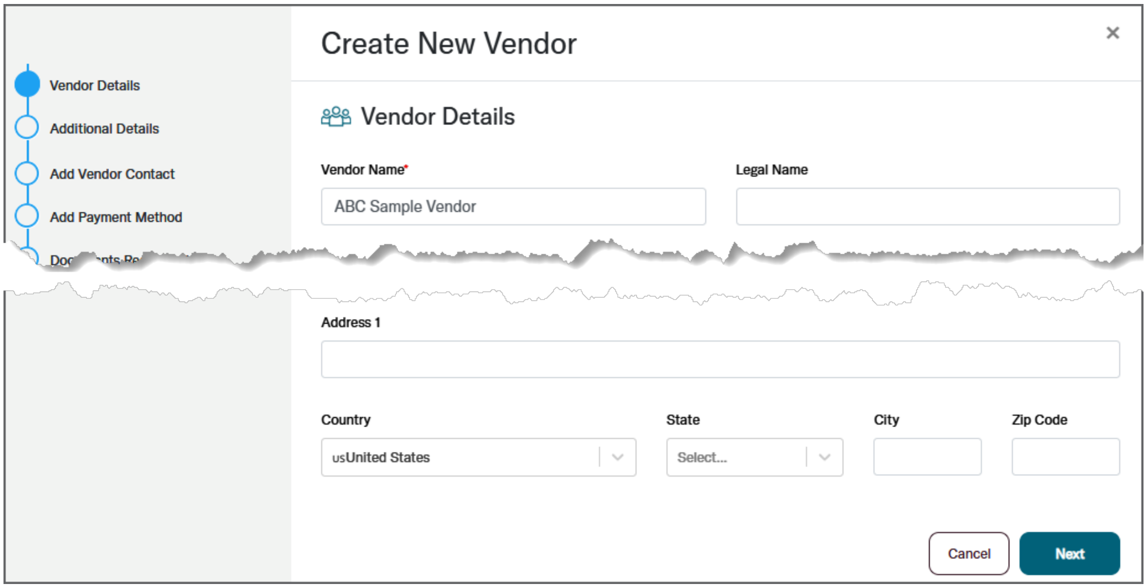
- If the Vendor exists in the Corpay Complete database, it will display in the search results. Click the **Select** button next to the desired Vendor in the search results.

- If a match is not found in the Corpay Complete database, click the **Create New Vendor** button.

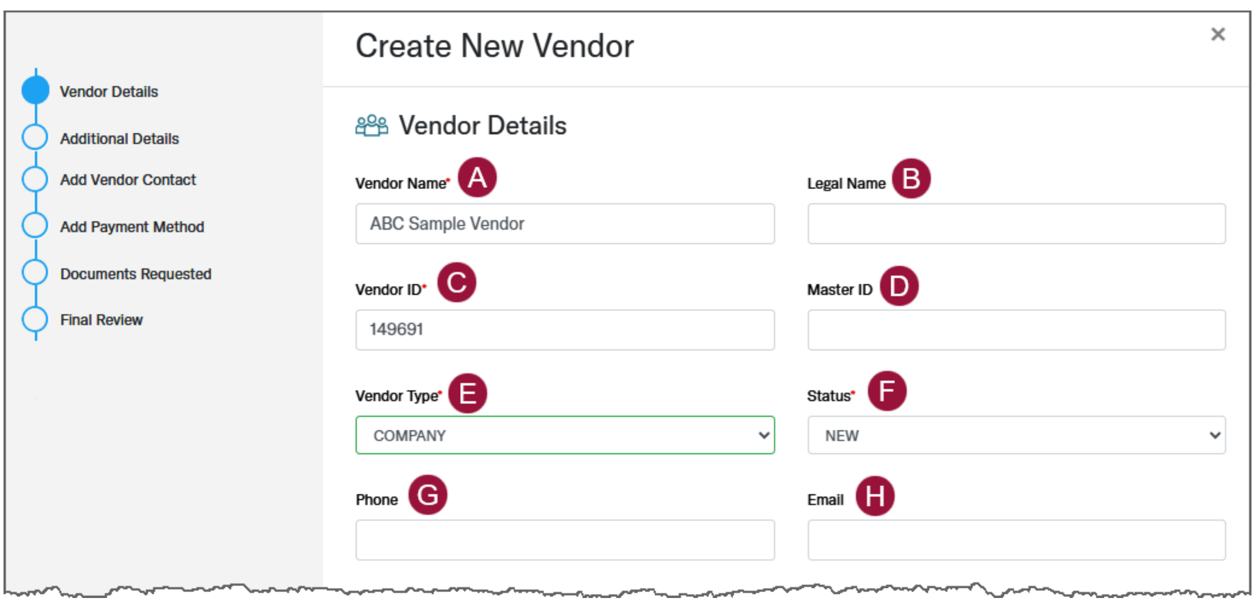


4. The **Create New Vendor** dialog will display.

IMPORTANT
Depending on Company configuration, different or additional fields may display in the **Create New Vendor** dialog.



5. Complete the following steps on the **Vendor Details** page of the **Create New Vendor** dialog:



A. **Vendor Name –** Confirm or key in the Vendor's **name**. This field is **required**.

B. **Legal Name –** Confirm or key in the Vendor's **legal name**.

C. **Vendor ID –** Confirm or key in a **Vendor ID**. This value is automatically generated but users can key in a new one. This field is **required**.

D. **Master ID –** Confirm or key in the Vendor's **Master ID**.

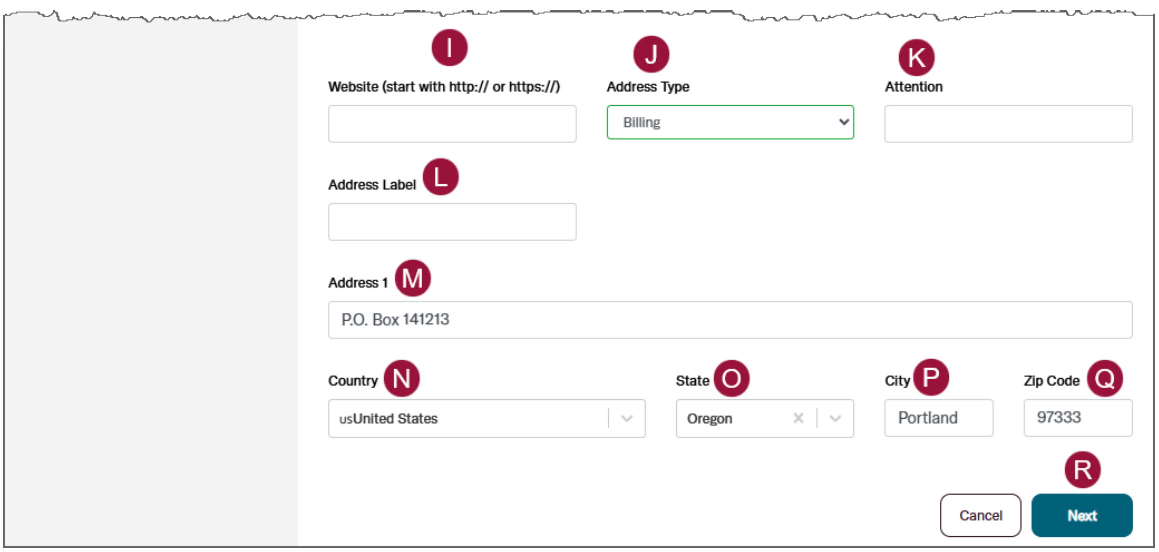
- The system generates a **Master ID** if it links a new Vendor to an existing one by matching three data points.

E. **Vendor Type –** Click the **Vendor Type** drop-down and choose the **type of Vendor**.

F. **Status –** Click the **Status** drop-down and choose a Vendor **status**. This field is **required**.

G. **Phone –** Confirm or key in the Vendor's **telephone number**.

H. **Email –** Confirm or key in the Vendor's **email address**.



I. **Website –** Confirm or key in the Vendor's **website**. Ensure the website begins with **http** or **https**.

J. **Address Type –** Click the **Address Type** drop-down and select an **address type**:

- **Billing**
- **Shipping**
- **Mailing**

K. **Attention –** Confirm or key in the **attention line** for the address.

L. **Address Label –** Confirm or key in the **address label** for the address.

M. **Address 1 –** Confirm or key in the **street address** or **post office box number**.

N. **Country –** Click the **Country** drop-down and select a **country** for the address.

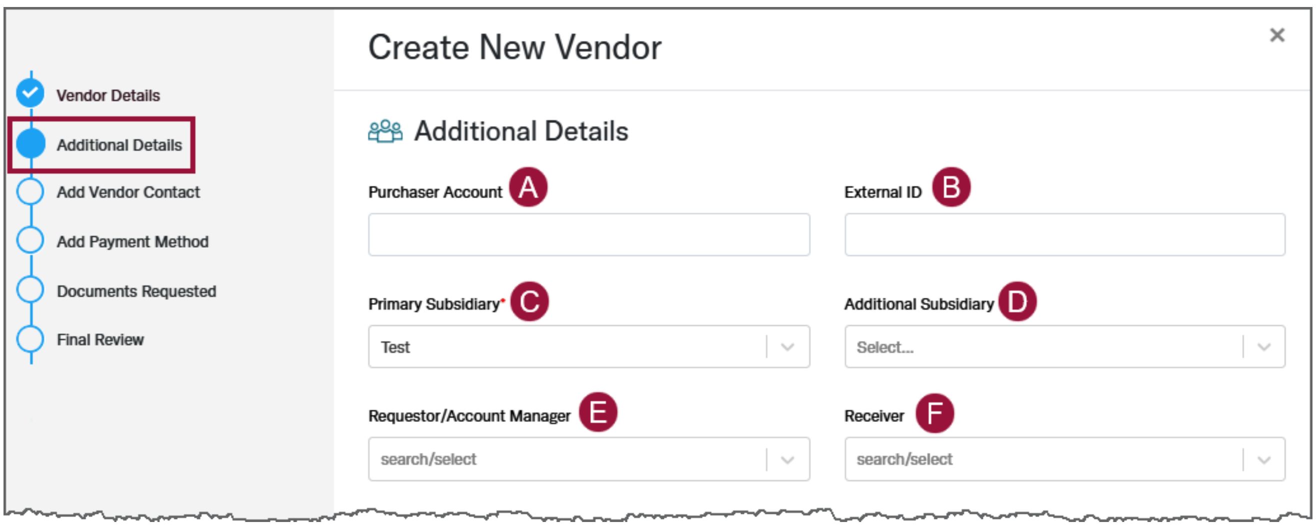
O. **State –** Click the **State** drop-down and select a **state** or **province** for the address.

P. **City –** Confirm or key in the **city** for the address.

Q. **Zip Code –** Confirm or key in the **zip code** or **postal code**.

R. Click the **Next** button.

6. Complete the following steps on the **Additional Details** page:



A. **Purchaser Account –** Confirm or key in the **purchaser account** for the Vendor.

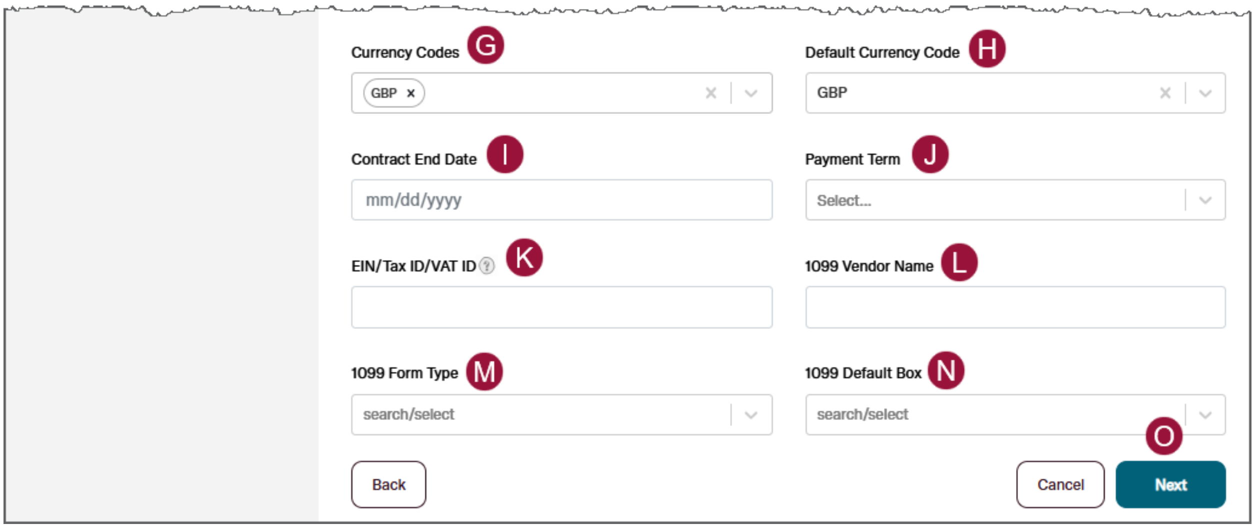
B. **External ID –** Key in the **external ID** for the Vendor.

C. **Primary Subsidiary –** Click the **Primary Subsidiary** drop-down and select a **primary subsidiary**. This field is **required**.

D. **Additional Subsidiary –** Click the **Additional Subsidiary** drop-down and select an **additional subsidiary**.

E. **Requestor/Account Manager –** Click the **Requestor/Account Manager** drop-down and select a **requestor** or **account manager** for the Vendor. Users can start typing to filter the search results.

F. **Receiver –** Click the **Receiver** drop-down and select a Vendor **receiver**. Users can start typing to filter the search results.



G. **Currency Codes –** Click the **Currency Codes** drop-down and then select a **currency code**. Repeat this process for each currency code to be used with the Vendor.

H. **Default Currency Code –** Click the **Default Currency Code** drop-down and select the Vendor's **default currency code**.

I. **Contract End Date –** Click the **Contract End Date** field, then use the **date picker** to select a **contract end date** if applicable.

J. **Payment Term –** Click the **Payment Term** drop-down and then select the Vendor's **default payment term**.

K. **EIN/Tax ID/VAT ID –** Confirm or key in the **EIN**, **Tax ID**, or **VAT ID**.

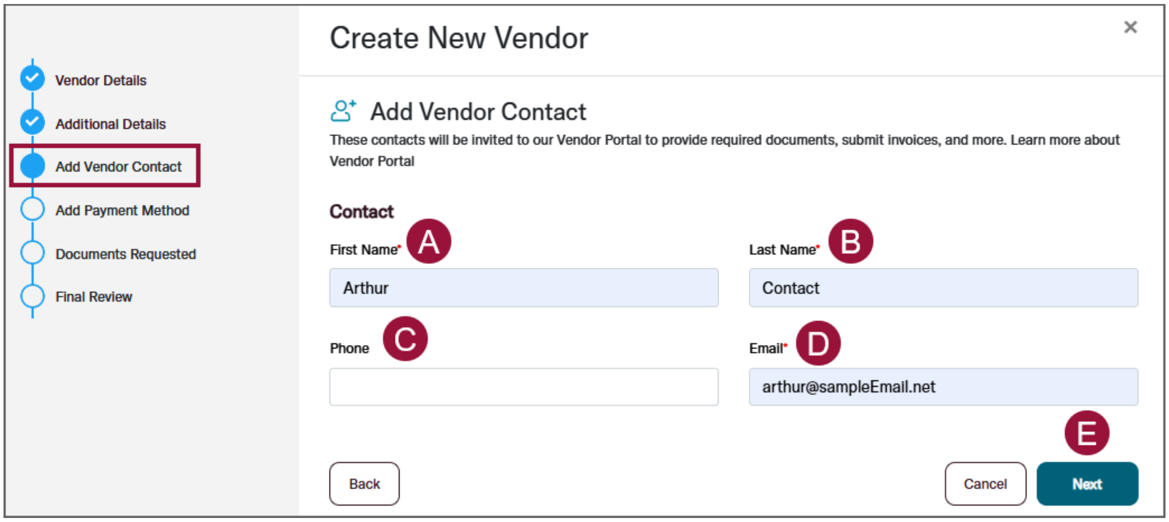
L. **1099 Vendor Name –** Confirm or key in the **1099 Vendor name**.

M. **1099 Form Type –** Click the **1099 Form Type** drop-down and select the type of **1099 form** for the Vendor.

N. **1099 Default Box** – Click the **1099 Default Box** drop-down and select the specific type of **income or payment category**.

O. Click the **Next** button.

7. Complete the following steps on the **Add Vendor Contact** page:



A. **First Name –** Key in the **first name** of the Vendor contact. This field is **required**.

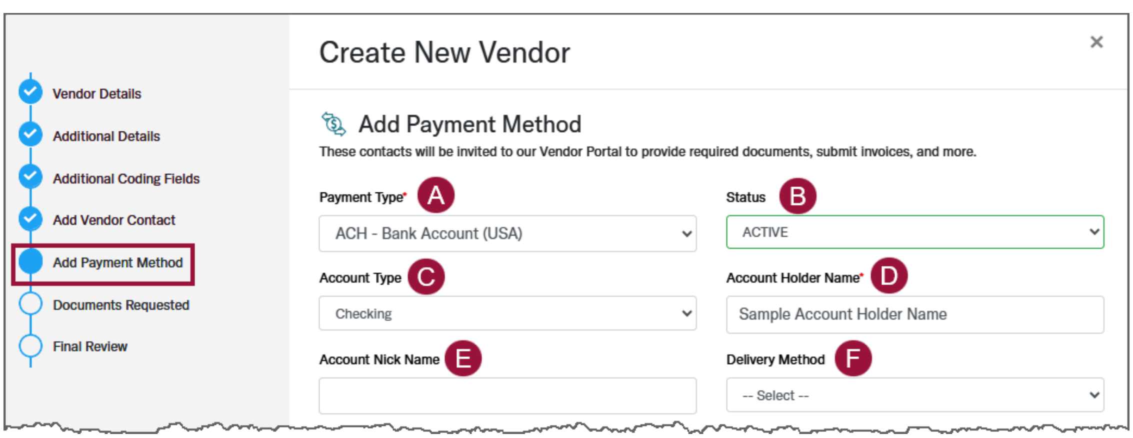
B. **Last Name –** Key in the **last name** of the Vendor contact. This field is **required**.

C. **Phone –** Key in the Vendor contact's **telephone number**.

D. **Email –** Key in the Vendor contact's **email address**. This field is **required**.

E. Click the **Next** button.

8. Complete the following steps on the **Add Payment Method** dialog:



A. **Payment Type –** Click the **Payment Type** drop-down and select a **payment type**.

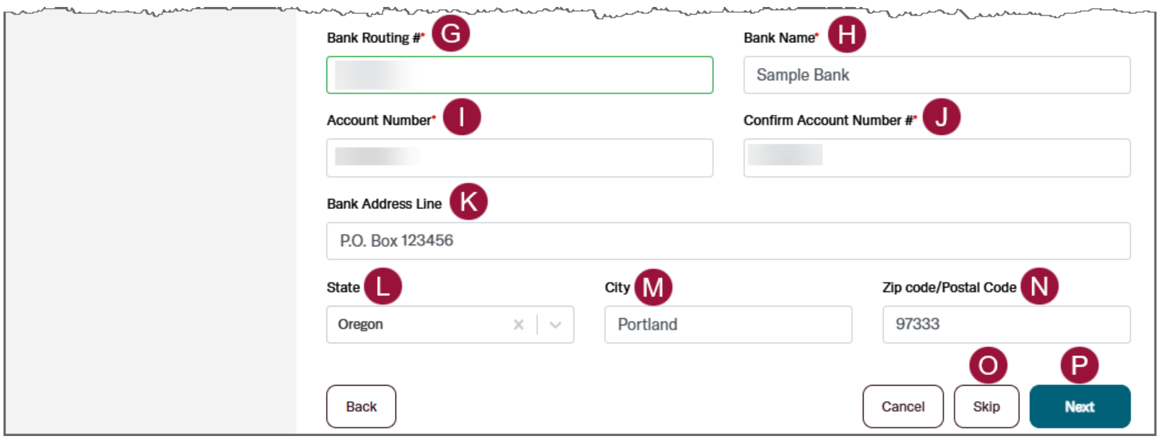
B. **Status** – Click the **Status** drop-down and select a **status**: **Active** or **Inactive**.

C. **Account Type –** Click the **Account Type** drop-down and select an **account type**.

D. **Account Holder Name –** Key in the **name of the account holder** for the account.

E. **Account Nick Name –** Key in an optional **internal name** for the account.

F. **Delivery Method –** Click the **Delivery Method** drop-down and select a **delivery method** for the account.



G. **Bank Routing # –** Key in the **bank routing number** for the Vendor.

H. **Bank Name –** Key in the **name** of the **Vendor's bank**.

I. **Account Number –** Key in the Vendor's **account number**.

J. **Confirm Account Number –** Key in the **Vendor's account number** to confirm.

K. **Bank Address Line –** Key in the **address** for the **Vendor's bank**.

L. **State –** Click the **State** drop-down and select the **state** associated with the **Vendor's bank**.

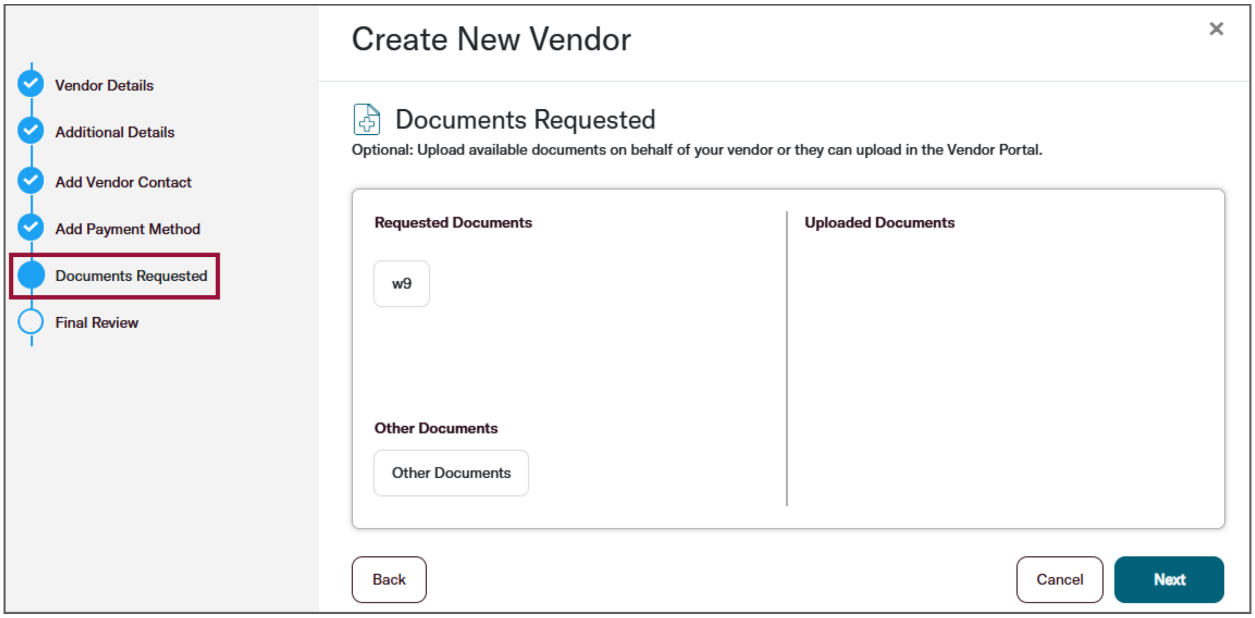
M. **City –** Key in the **city** for the **Vendor's bank**.

N. **Zip code/Postal Code –** Key in the **zip code** or **postal code** for the **Vendor's bank**.

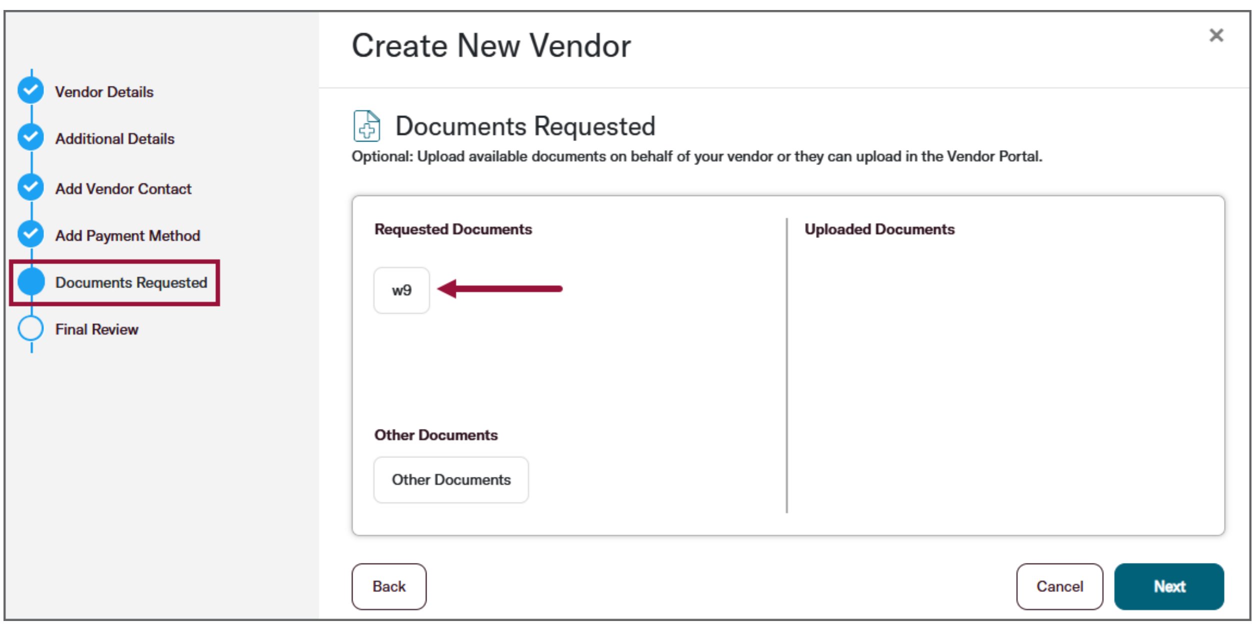
O. **Skip –** Click the **Skip** button to **move to the next page without entering** the Vendor's **banking information**.

P. **Next –** Click the **Next** button to **move to the next page after entering** the Vendor's **banking information**.

9. On the **Documents Requested** page, users can choose to upload required documents on behalf of their Vendor. Vendors can also upload documents in the **Vendor Portal**. The following steps will explain how to upload documents on behalf of a Vendor.

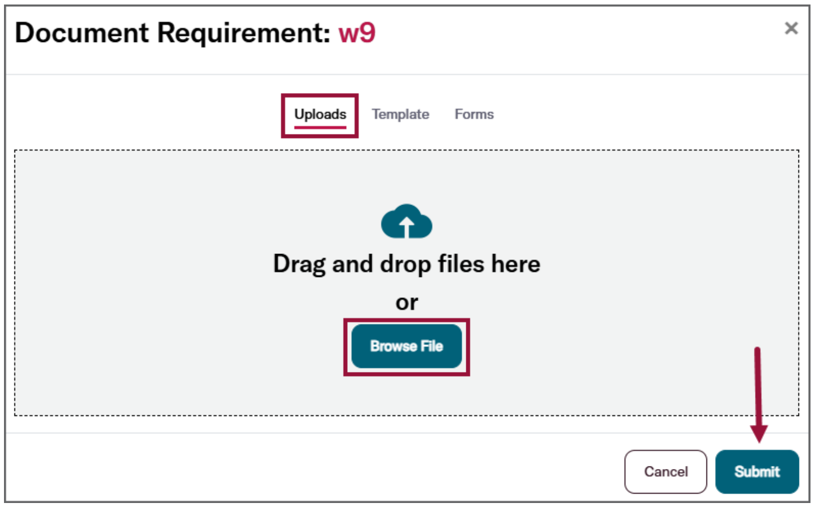


10. Click the **Document** icon for the document to be uploaded. In this example, a W9 form will be uploaded.

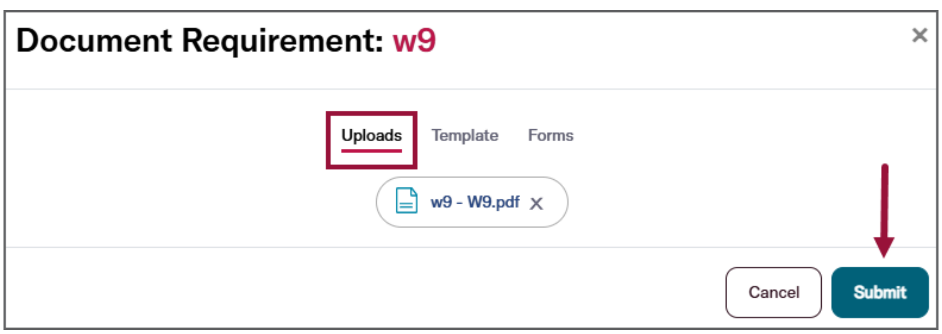


11. In the **Document Requirement: [File Name]** dialog, users have several options:

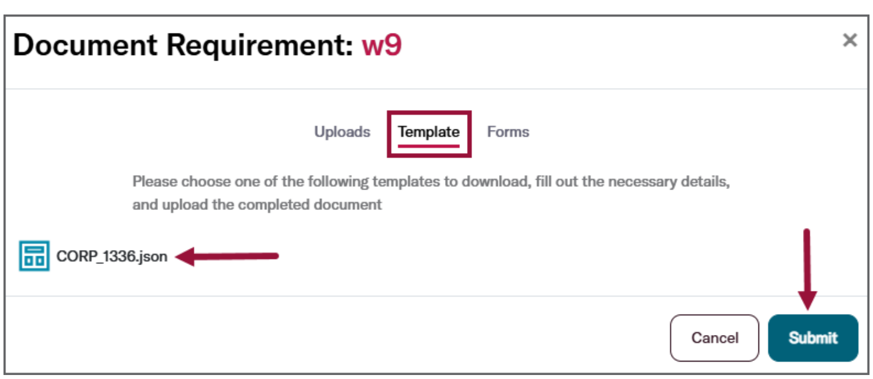
- **Uploads –** On the **Uploads** tab, click the **Browse Files** button to browse for the file to upload before clicking the **Submit** button.



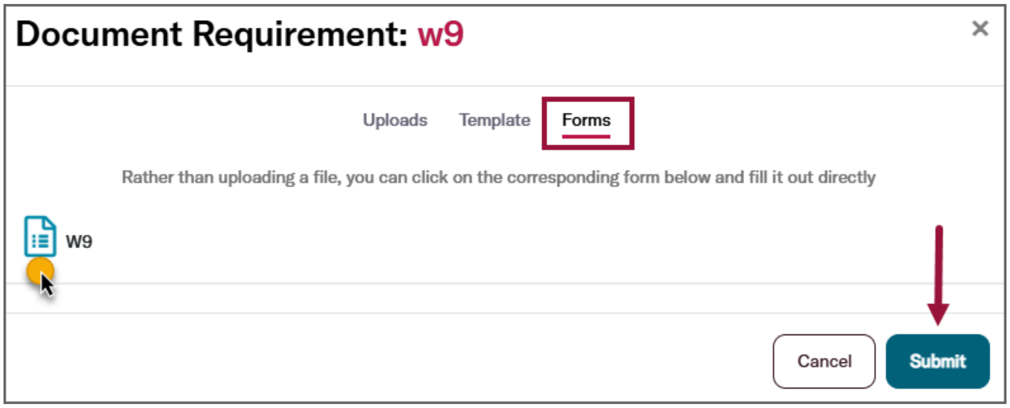
The file will display on the **Uploads** tab. Click the **Submit** button.



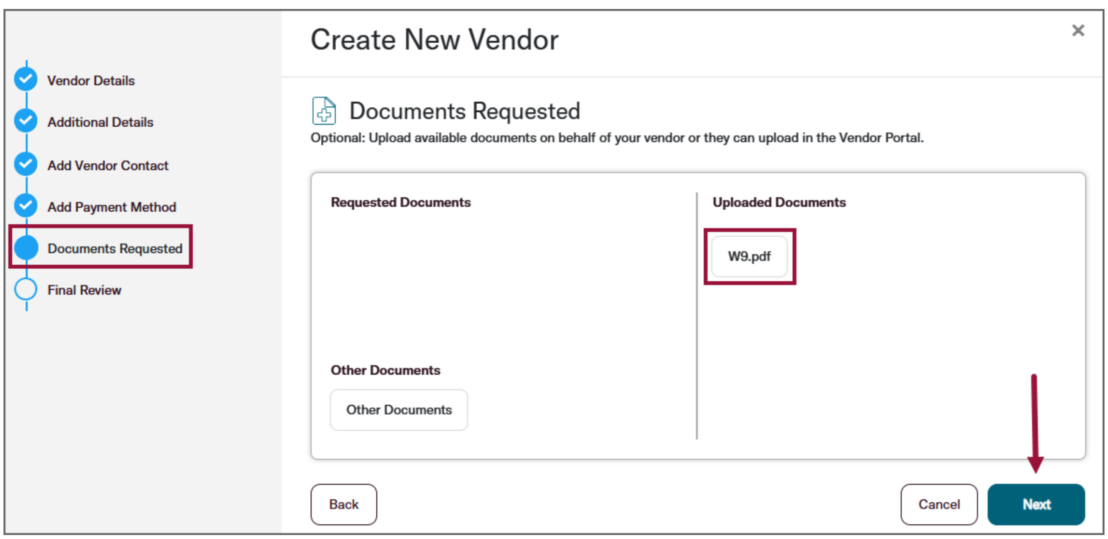
- **Template –** On the **Template** tab, download the template file, fill out the necessary details, and upload the template on the **Uploads** tab. Then, click the **Submit** button.



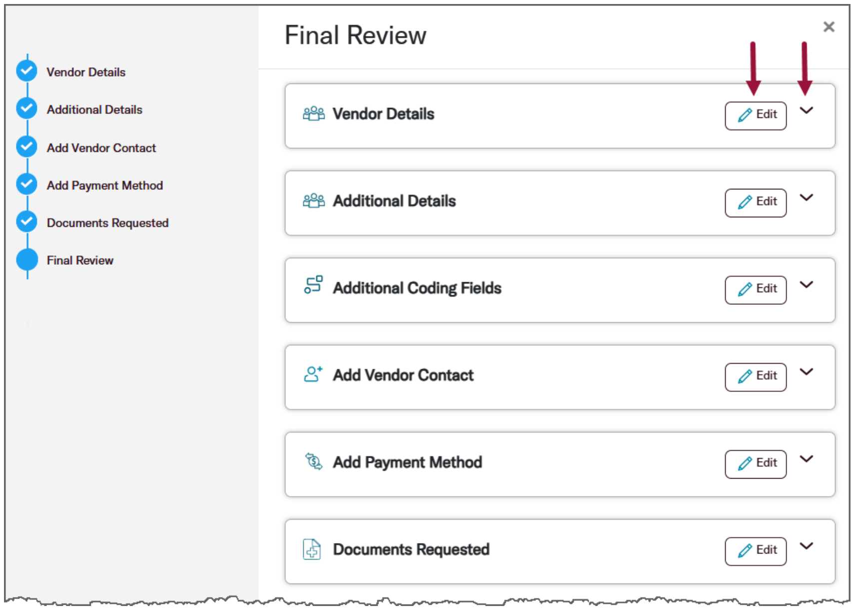
- **Forms –** On the **Forms** tab, click the corresponding **file icon** and fill out the form. Then, click the **Submit** button.



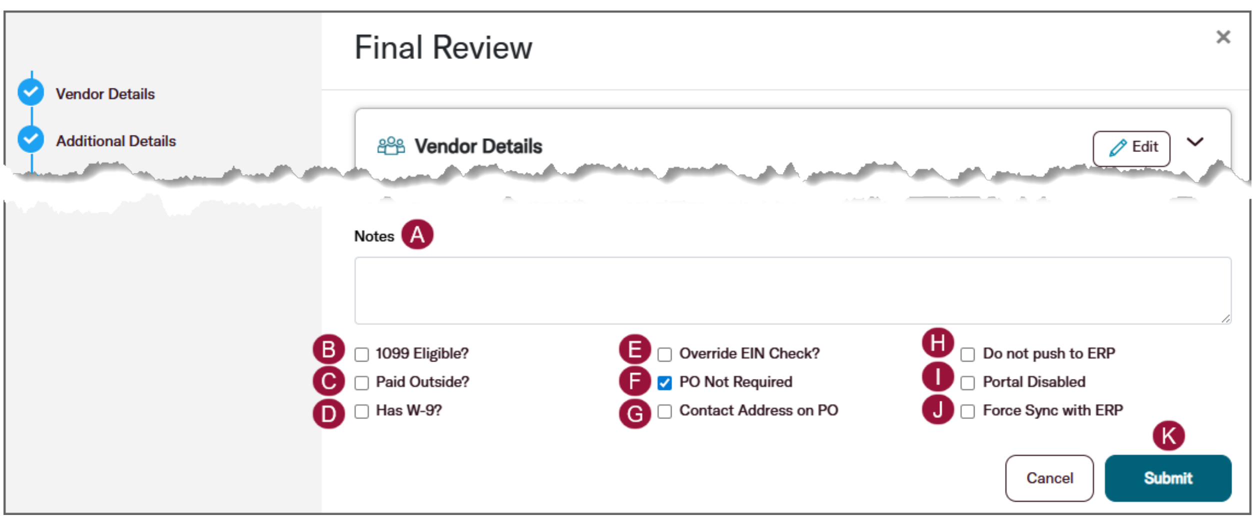
10. If documents were uploaded using the **Document Requirement: [File Name]** dialog, they will display in the **Uploaded Documents** panel. Click the **Next** button to proceed.



11. On the **Final Review** page, verify the information displayed in each panel. Click the **Expand** icon to view more details in a panel. Use the **Edit** button to return to a page for further editing.



12. Scroll down to the bottom of the **Final Review** page and complete the following steps:



A. **Notes –** Key in **notes or additional information** about the Vendor.

B. **1099 Eligible? –** Check this box if the Vendor is **eligible** for a **1099 tax form**.

C. **Paid Outside? –** Check this box if the Vendor will be **paid outside** of Corpay Complete.

D. **Has W-9? –** Check this box if the Vendor has a **W-9 tax form**.

E. **Override EIN Check? –** Check this box to **override the EIN verification**.

Note: If the **Override EIN Check?** checkbox is selected and a Vendor is found with the same EIN or Tax ID, the new Vendor will be saved with the duplicate EIN or Tax ID.

F. **PO Not Required –** Check this box if a **purchase order is not required** for the Vendor.

G. **Contact Address on PO –** Check this box if **purchase orders** must have a **contact address**.

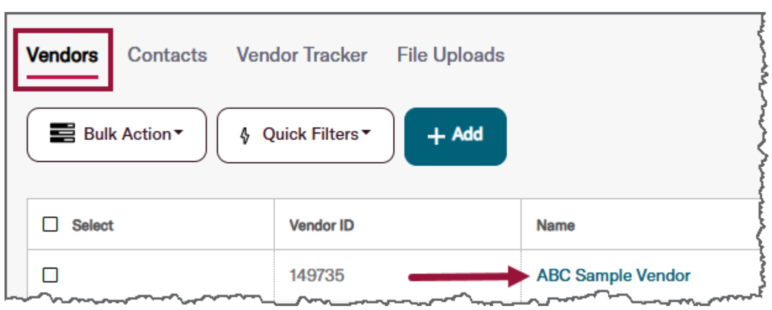
H. **Do not push to ERP –** Check this box if the Vendor **should not be pushed** to your ERP.

I. **Portal Disabled –** Check this box to **disable the Vendor Portal** for the Vendor.

J. **Force Sync with ERP –** Check this box to **force a synchronization** with your ERP.

K. Click the **Submit** button to **create or add** the Vendor.

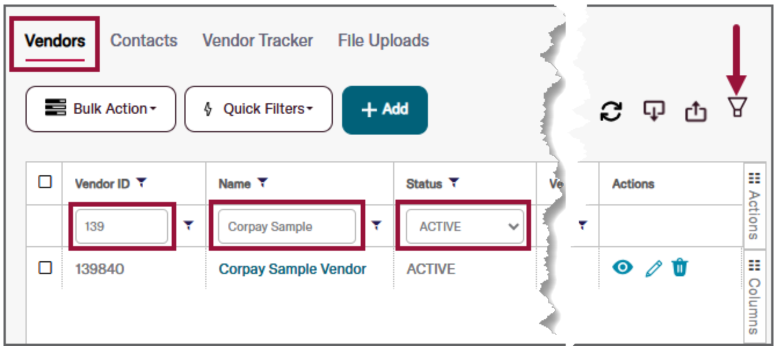
13. The **Success** dialog will display, and the Vendor will display in the **Vendors** grid on the **Vendors** tab.



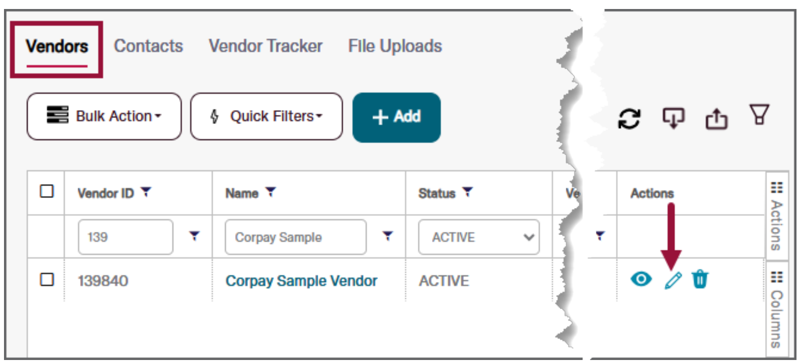
Edit a Vendor

This section describes how to edit an existing Vendor.

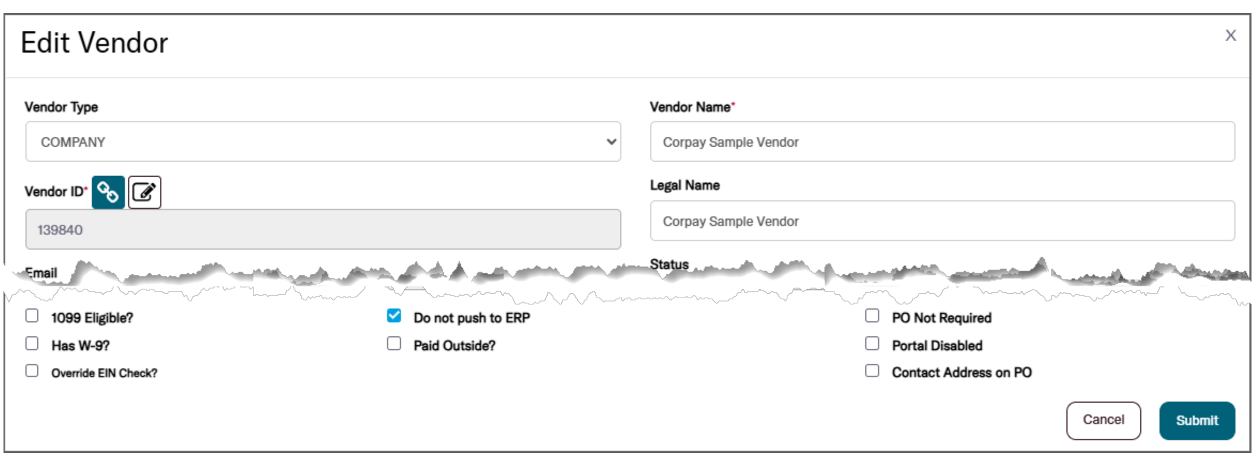
1. In the **Vendors** grid on the **Vendors** tab, search for the desired Vendor using the **filter fields**.



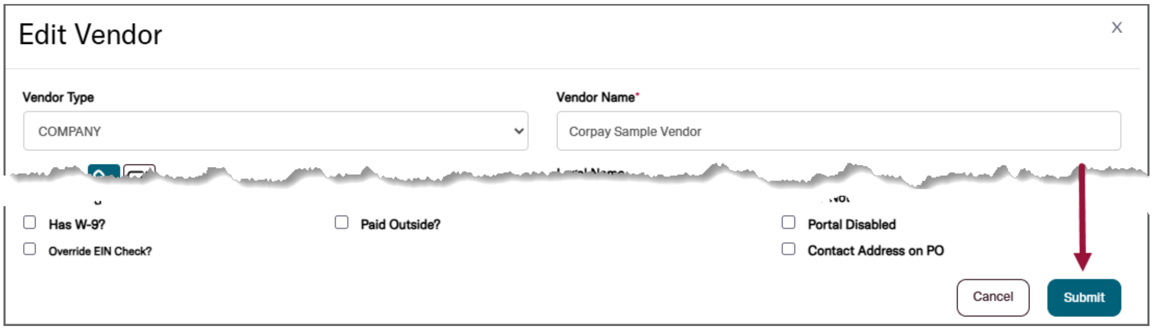
2. Click the **Edit** icon in the **Actions** column.



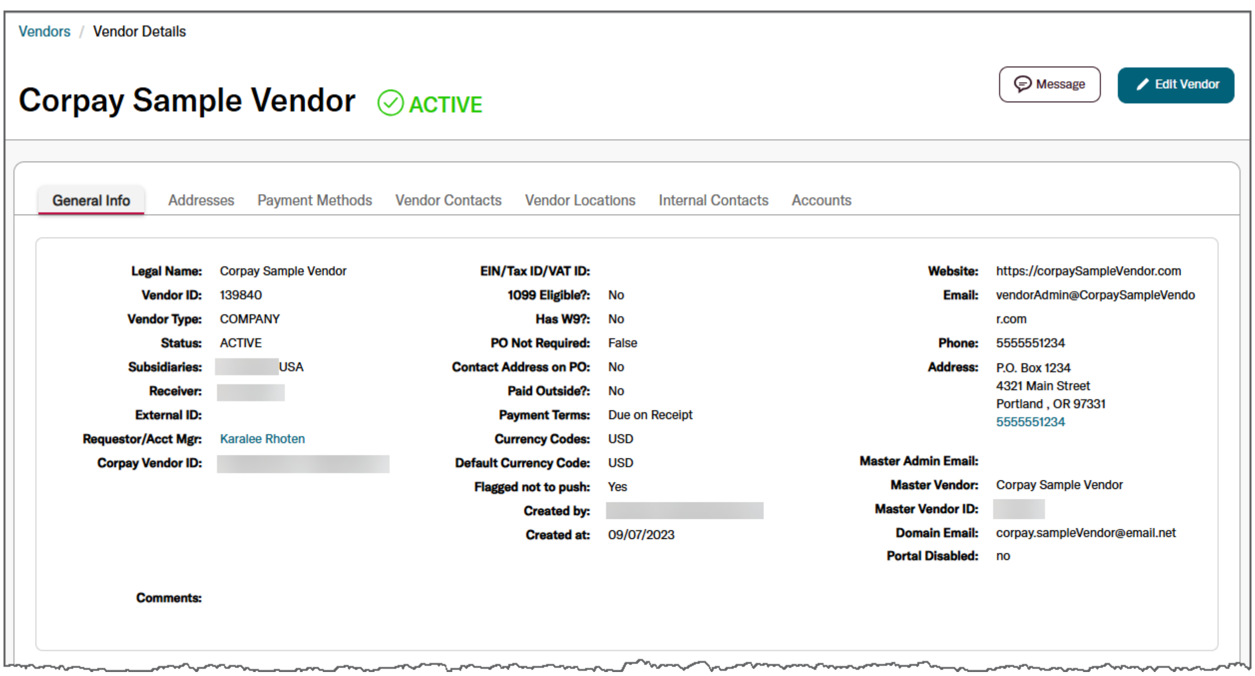
3. On the **Edit Vendor** dialog, edit the necessary Vendor information.



4. Click the **Submit** button at the bottom of the **Edit Vendor** dialog.

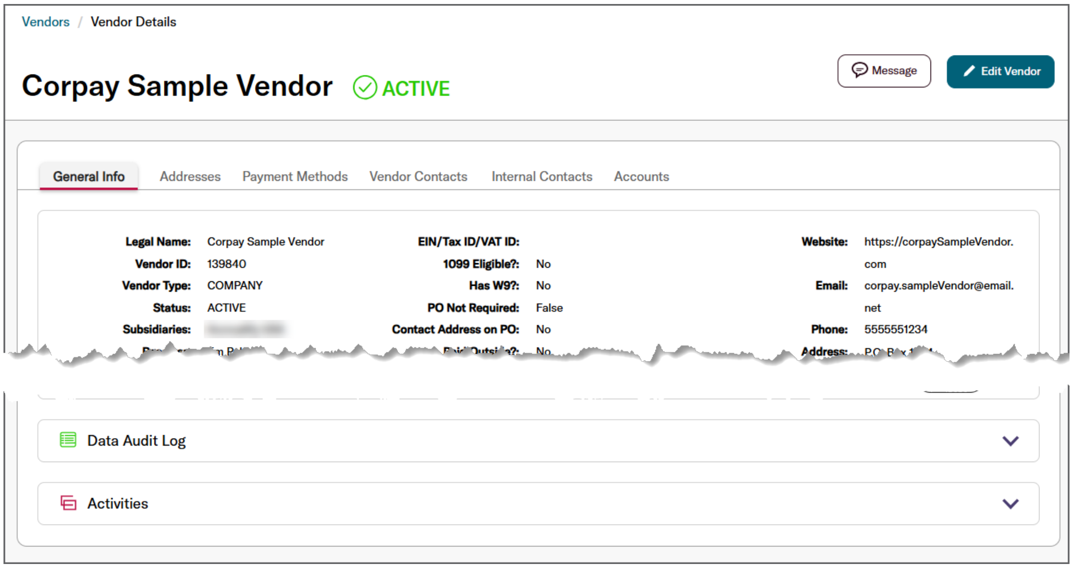


5. The **Updated** dialog will display, and the user will be returned to the **Vendor Details** page.



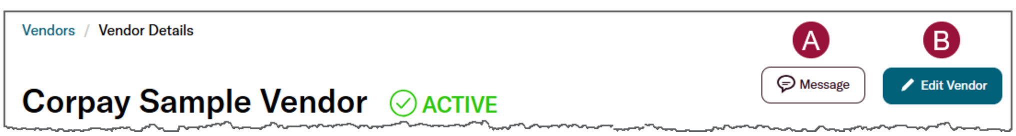
Vendor Details Page

The **Vendor Details** page is where users can view and edit all information about a Vendor, including addresses, payment methods, Vendor contacts, accounts, Vendor Portal profile completeness, and approval status. Users can also review invoice, payment, credit memo, purchase order, corporate card, and accrual information for the Vendor.



Action Area

The top of the **Vendor Details** page contains the following action icons:



A. **Message –** Click the **Message** button to **open the Message** dialog where the following options are available:

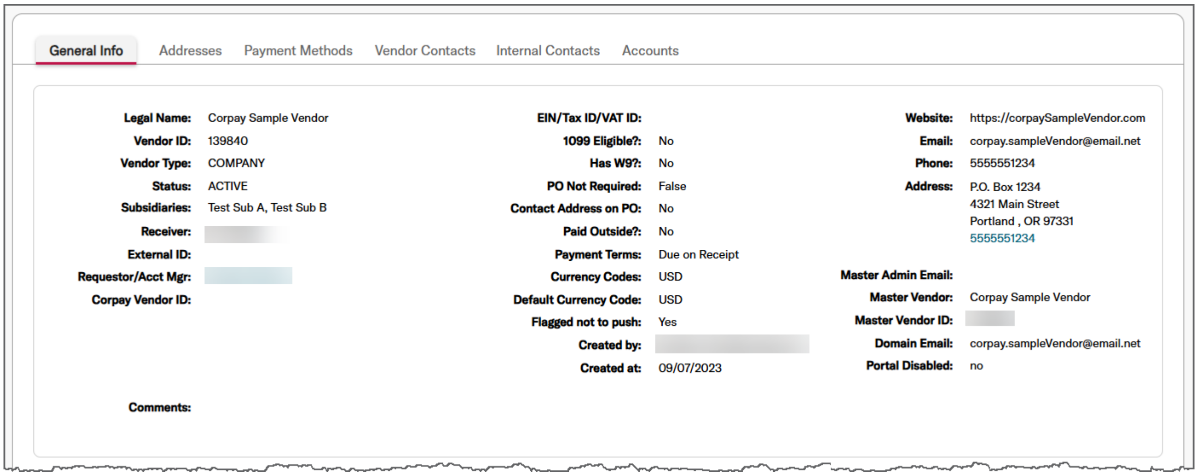
- **Internal Chat –** Use this tab to send an **internal message to another user** in the Company.
- **Vendor Chat –** Use this tab to **send a message to a Vendor** or respond to a message.

  To inform users about the internal or Vendor-facing message, **key in their names** in the **Notify User(s)** field. If no user is added to the **Notify User(s)** field, only users with administrator roles will receive a notification of a new message.

B. **Edit Vendor** – Click the **Edit Vendor** button to **open the Edit Vendor** page, where users can **make updates** to Vendor information.

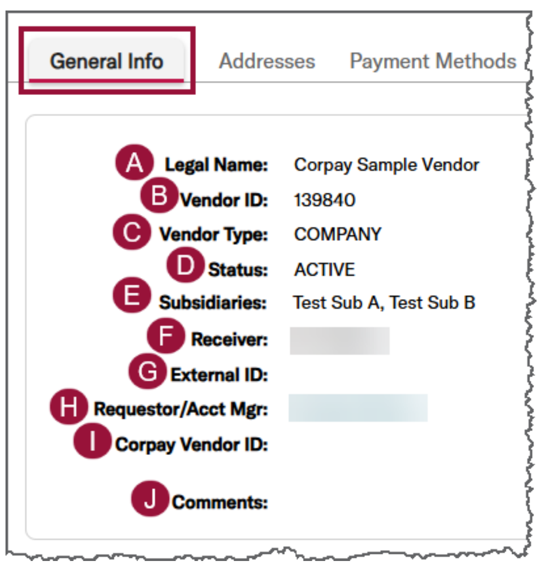
General Info Tab

The **General Info** tab is where users can review general information about the Vendor, such as Vendor ID, Payment Terms, email, phone, or address.



General Info Tab – Part 1

This section describes the first part of the fields on the **General Info** tab.



A. **Legal Name –** This field contains the **legal name** of the Vendor.

B. **Vendor ID –** This field contains the **unique identifier assigned by the Customer** within their own ERP or accounting system. It is used to **filter, locate, and manage Vendors** within the Customer's Dashboard in Corpay Complete.

C. **Vendor Type –** This field contains the **type** of Vendor: **Company**, **Employee**, or **Internal**.

D. **Status –** This field contains the **status** of the Vendor.

E. **Subsidiaries –** This field contains the **subsidiaries** associated with the Vendor.

F. **Receiver –** This field contains the **designated recipient of payments or remittance communications** used to process invoice payments and ensure accurate delivery.

G. **External ID –** This field contains the unique identifier used to link records between Corpay Complete and external systems, most commonly a Customer's ERP.

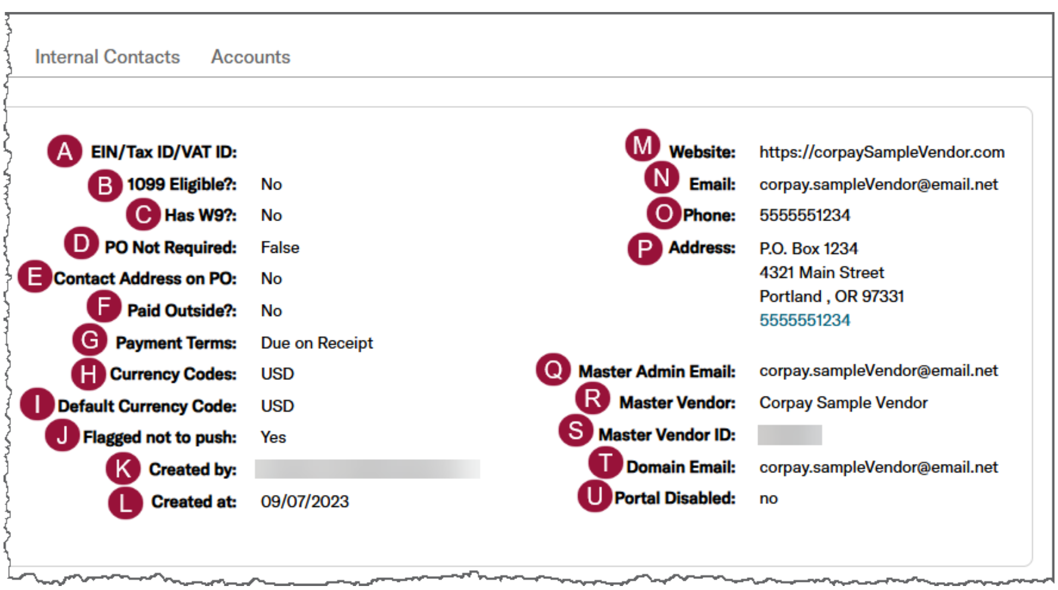
H. **Requestor/Account Mgr –** This field contains the **name of the internal user or contact** responsible for initiating Vendor-related actions, such as sending **Vendor Portal** invitations and managing Vendor communication.

I. **Corpay Vendor ID –** This field contains the **internal identifier assigned by Corpay** for each Vendor. It is used to track Vendor activity, manage **Vendor Portal** access, and support integrations.

J. **Comments –** This field contains **additional information** about the Vendor, such as notes or memos.

General Info Tab – Part 2

This section describes the second part of the fields on the **General Info** tab.



A. **EIN/Tax ID/VAT ID –** This field contains the **EIN**, **Tax ID**, or **VAT ID** for the Vendor.

B. **1099 Eligible? –** This field indicates whether the Vendor is **eligible** for a **1099 tax form**.

C. **Has W9? –** This field indicates whether the Vendor has a **W9 tax form** on file.

D. **PO Not Required –** This field indicates whether a **purchase order is required** for invoices.

E. **Contact Address on PO** – This field indicates whether a **contact address is required** on purchase orders.

F. **Paid Outside? –** This field indicates whether the **Vendor is paid externally** from Corpay Complete.

G. **Payment Terms –** This field contains the **default payment terms** for the Vendor.

H. **Currency Codes –** This field contains the **currency codes** associated with the Vendor.

I. **Default Currency Code –** This field contains the Vendor's **default currency code**.

J. **Flagged not to push –** This field indicates whether the Vendor has been **flagged to synchronize** to the Customer's ERP.

K. **Created by –** This field contains the **email address** of the user who created the Vendor.

L. **Created at –** This field contains the **date** when the **Vendor was created**.

M. **Website –** This field contains the **Vendor's website**.

N. **Email –** This field contains the **main email address** used by the Customer to set up the Vendor in the **Vendor Portal**.

O. **Phone –** This field contains the **Vendor's phone number**.

P. **Address –** This field contains the **Vendor's address**.

Q. **Master Admin Email –** This field contains the **first Vendor contact** added to the **Vendor Portal**.

R. **Master Vendor –** This field contains the **Vendor's name in Corpay Complete**.

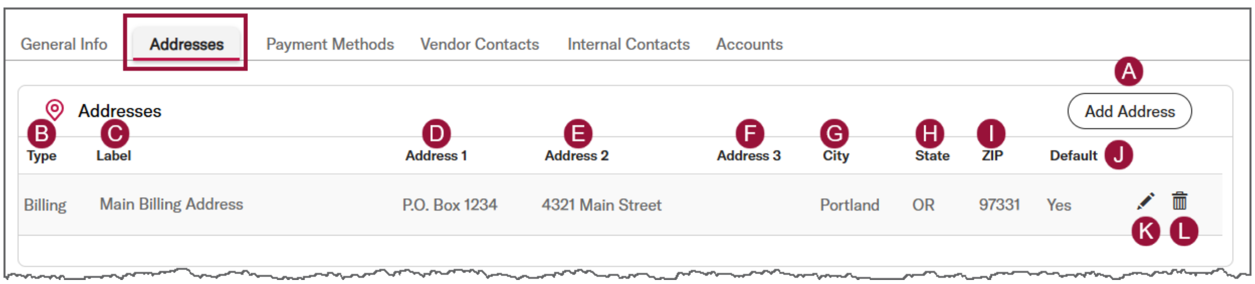
S. **Master Vendor ID –** This field contains the **unique identifier for the Vendor** in Corpay's **Payment Automation** or **Card** databases. It serves as a **central record** that links one or more Customer-specific Vendor entries.

T. **Domain Email –** This field contains the **email address** or **email domain** used by the Vendor staff to access the **Vendor Portal**. If an **email domain** is entered, each **Vendor Portal** user will use a **unique email address** that uses the **same email domain**. For example, if the Vendor's email domain is **vendorSample.com**, a **Vendor Portal** user might log in using **jane.doe@vendorSample.com**.

U. **Portal Disabled –** This field indicates whether the **Vendor Portal has been disabled** for the Vendor.

Addresses

The **Addresses** panel displays all addresses associated with the Vendor.



A. **Add Address –** Click the **Add Address** button to **open the Add Address** dialog, where users can add additional addresses for the Vendor.

B. **Type –** This column displays the **type** of Vendor address.

C. **Label –** This column displays a **label** for the address.

D. **Address 1 –** This column displays the **first line** of the address.

E. **Address 2 –** This column displays the **second line** of the address.

F. **Address 3 –** This column displays the **third line** of the address.

G. **City –** This column displays the **city** for the address.

H. **State –** This column displays the **state or province** for the address.

I. **Zip –** This column displays the **zip code or postal code** for the address.

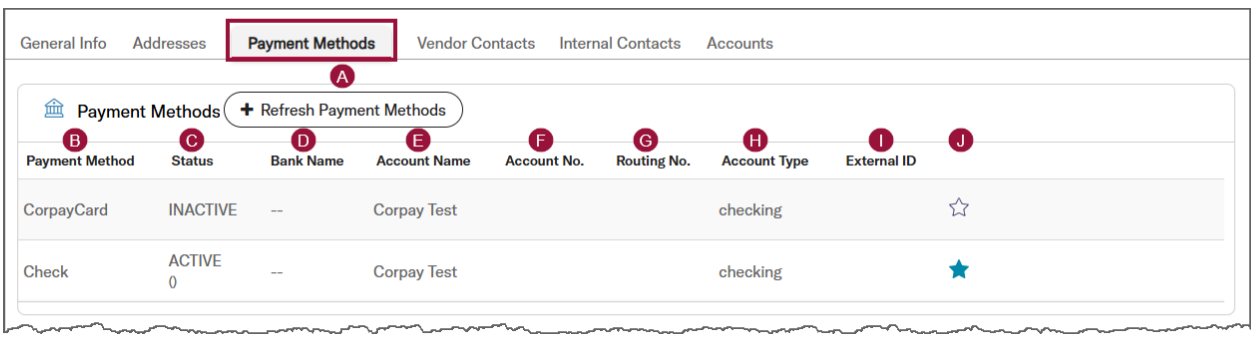
J. **Default** – This column indicates whether the address is **set as the default** for the Vendor.

K. **Edit –** Click the **Edit** icon to **open the Edit Address** dialog, where users can make changes to an address.

L. **Delete –** Click the **Delete** icon to **delete** the address.

Payment Methods

The **Payment Methods** panel displays all payment methods for the Vendor.



A. **Refresh Payment Methods –** Click this button to **refresh all data** in the **Payment Methods** grid.

Note: This button will only display for Payment Automation Customers. Payment Automation Customers have a 90-day lookback period for payment methods.

B. **Payment Method –** This column displays the **type** of payment method.

C. **Status –** This column displays the **status** of the payment method.

D. **Bank Name –** This column displays the **name of the bank or financial institution** associated with the payment method.

E. **Account Name –** This column displays the **name associated with the Customer** on the bank account .

F. **Account No. –** This column displays the **account number** for the payment method.

G. **Routing No. –** This column displays the **routing number** for the payment method.

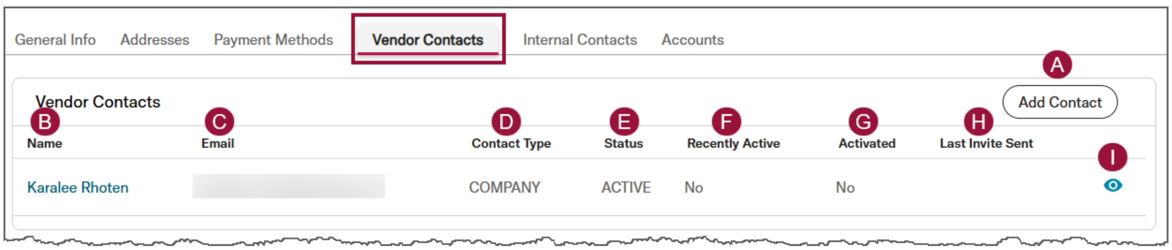
H. **Account Type –** This column displays the **type of account**, such as checking.

I. **External ID –** This column displays the **Customer's unique identifier** for the payment method.

J. **Default Indicator –** Selection of a star in this column designates the payment method as the **default option** for the Vendor.

Vendor Contacts

The **Vendor Contacts** panel displays all contacts associated with the Vendor.



A. **Add Contact –** Click the **Add Contact** button to **open the Add Contact** dialog, where users can **create a new Vendor contact**.

B. **Name –** This column displays the **Vendor contact's name**. Click the **Name** link to open the **User Details** page for the contact.

C. **Email –** This column displays the **contact's email address**.

D. **Contact Type –** This column displays the **type of Vendor contact**: **Vendor** or **Company**. A **Vendor contact type** refers to an individual associated with the Vendor's Company whereas a **Company contact** type refers to an individual associated with the user's own Company.

E. **Status –** This column indicates the **status of the contact** in Corpay Complete.

F. **Recently Active –** This column indicates whether the **contact has been recently active** in the **Vendor Portal**.

G. **Activated –** This column indicates whether the **contact has been activated** in the **Vendor Portal**.

H. **Last Invite Sent –** This column displays the **date of the most recent invitation** to the **Vendor Portal** if applicable.

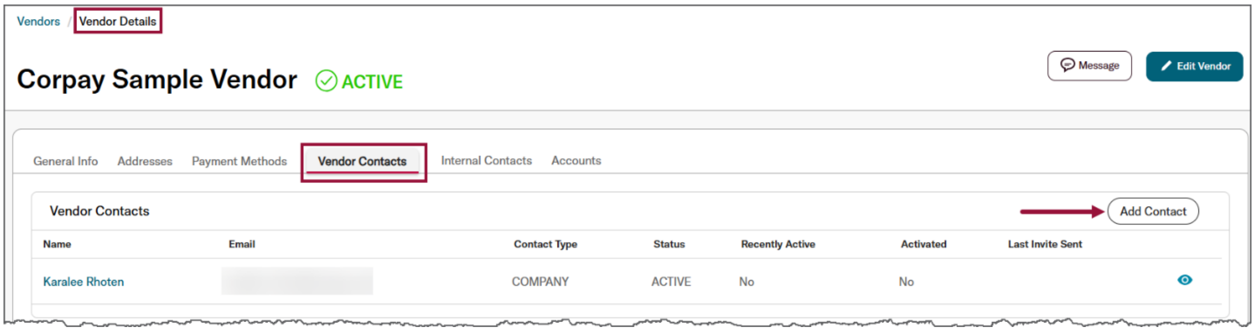
I. **View –** Click the **View** icon to open the **User Details** page for the contact.

Note: Refer to the **Corpay Complete – User Profile and Users Module User Guide** for more information about users.

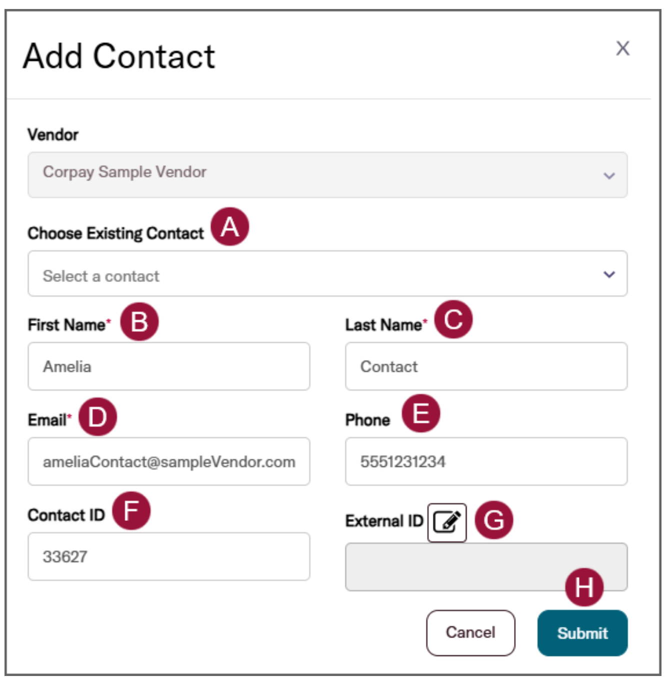
Add a Vendor Contact

This section describes how to add a new Vendor contact from the **Vendor Contacts** tab on the **Vendor Details** page.

1. On the **Vendor Contacts** tab of the **Vendor Details** page, click the **Add Contact** button.



2. Complete the following steps in the **Add Contact** dialog:



A. **Choose Existing Contact –** Click the **Choose Existing Contact** drop-down and select a **name** to add an existing Vendor contact. The **First Name**, **Last Name**, and **Email** fields will automatically populate.

B. **First Name –** To enter a new contact, key in the **contact's first name**. This field is **required**.

C. **Last Name –** Key in the **contact's last name**. This field is **required**.

D. **Email –** Key in the **contact's email address**. This field is **required**.

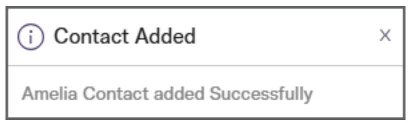
E. **Phone –** Key in an **optional phone number** for the contact.

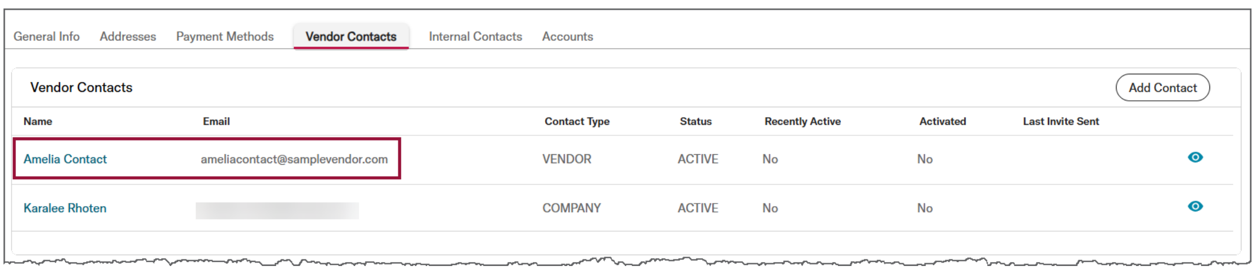
F. **Contact ID –** This field automatically populates a **unique identifier** for the contact. Key in a different one if necessary.

G. **External ID –** This field populates if the contact is synchronized to the Company's ERP.

H. Click the **Submit** button to add the Vendor contact.

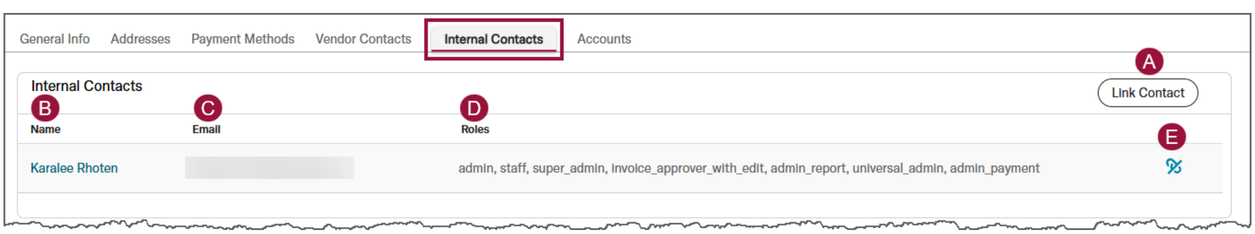
3. The **Contact Added** dialog will display and the new contact will display in the **Vendor Contacts** grid.





Internal Contacts

The **Internal Contacts** panel displays contacts from the user's Company that are linked to the Vendor. An **internal contact** is defined as an employee with Corpay Complete access, responsible for oversight or support activities.



A. **Link Contact –** Click the **Link Contact** button to **open the Link Contact** dialog, where users can link a contact with a Vendor.

B. **Name –** This column displays the internal **contact's name**. Click the **Name** link to open the **User Details** page.

C. **Email –** This column displays the contact's **email address**.

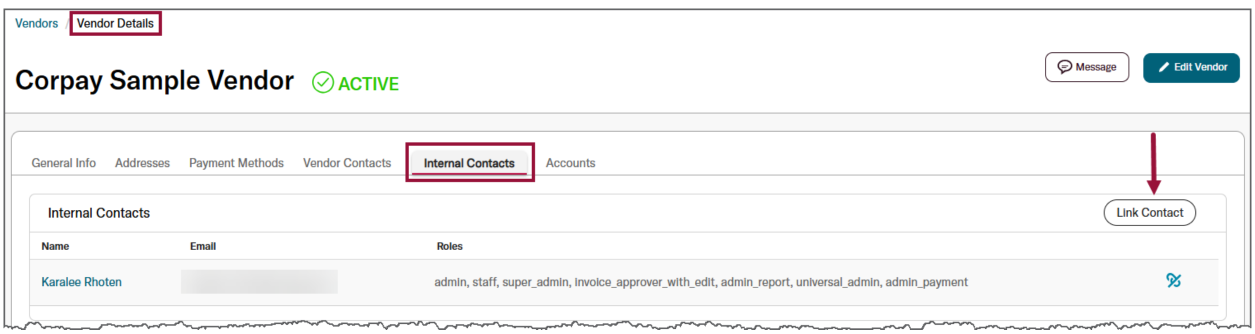
D. **Roles –** This column displays the Corpay Complete **roles** assigned to the contact.

E. **Unlink –** Click the **Unlink**  icon to **remove a contact** from a Vendor.

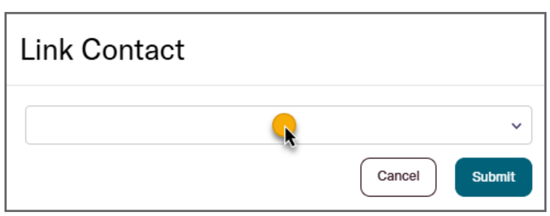
Link an Internal Contact to a Vendor

This section describes how to link an internal contact to a Vendor.

1. On the **Internal Contacts** tab of the **Vendor Details** page, click the **Link Contact** button.

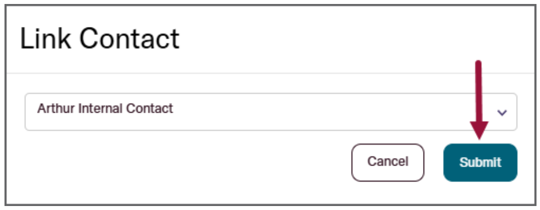


2. Click inside the **Internal Contact** drop-down.

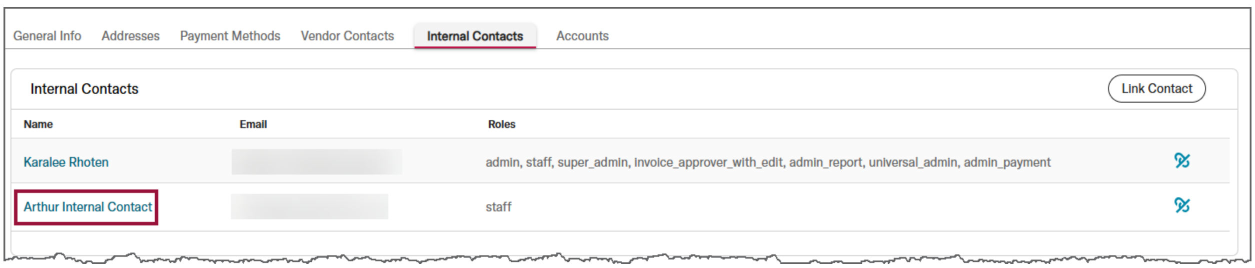


3. Type the contact's **first or last name** in the **Internal Contact** drop-down, then **select the contact** from the search results. Partial values are accepted.

4. Click the **Submit** button.

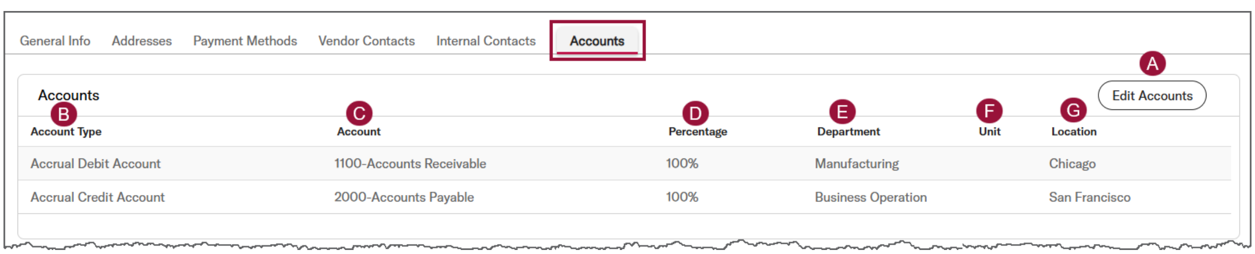


5. The **Contact Linked** dialog will display, and the internal contact will be visible in the **Internal Contacts** grid.



Accounts

The **Accounts** panel displays all accounts associated with the Vendor.



A. **Edit Accounts –** Click the **Edit Accounts** button to open the **Edit Vendor Accounts** dialog, where users can add and edit Vendor accounts.
B. **Account Type –** This column displays the **type** of account.

C. **Account –** This field contains the **GL code** and the **description of the code**.

D. **Percentage –** This column displays the **percentage that will be applied** to this account.

E. **Department –** This column displays the **department** associated with the account.

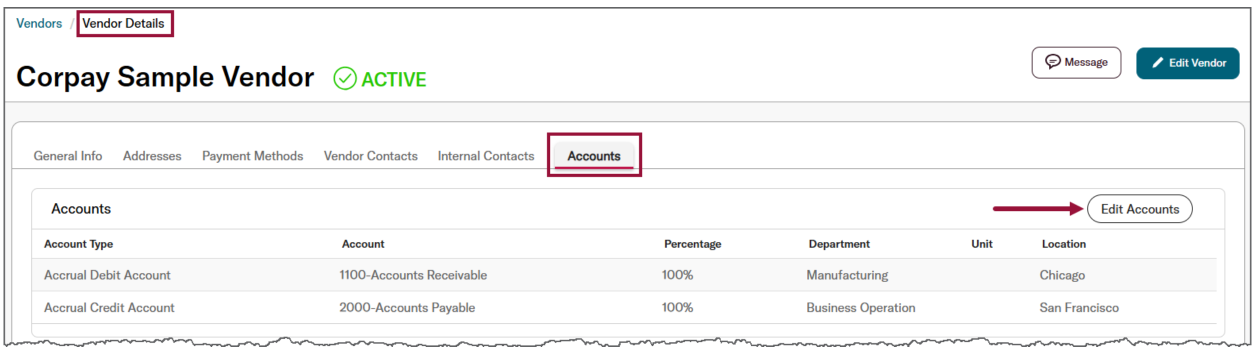
F. **Unit –** This column displays the **unit** associated with the account.

G. **Location –** This column displays the **location** associated with the account.

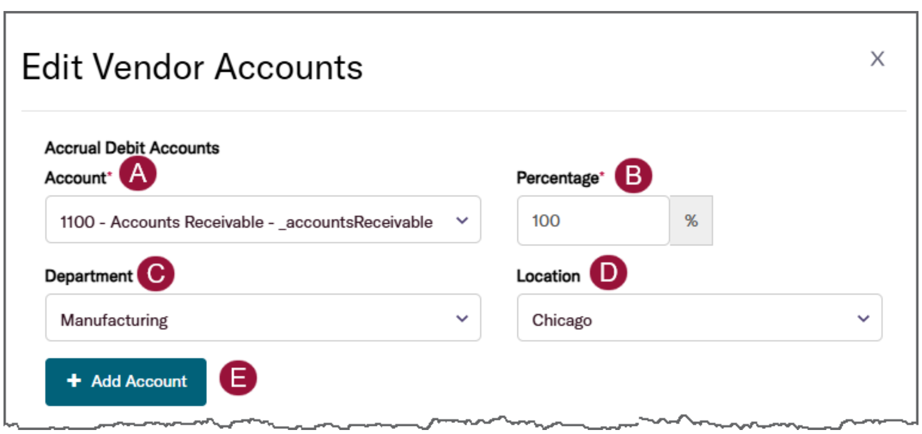
Add or Edit Vendor Accounts

This section describes how to add or edit Vendor accounts.

1. On the **Accounts** tab of the **Vendor Details** page, click the **Edit Accounts** button.



2. Complete the following steps in the **Edit Vendor Accounts** dialog:



A. **Account –** In the **Accrual Debit Accounts** section, click the **Account** drop-down and select or edit an **accrual debit account**.

B. **Percentage –** Key in the **percentage** that will be **assigned** to the accrual debit account.

C. **Department –** Click the **Department** drop-down or begin typing to search, then select or edit the **department** for the accrual debit account.

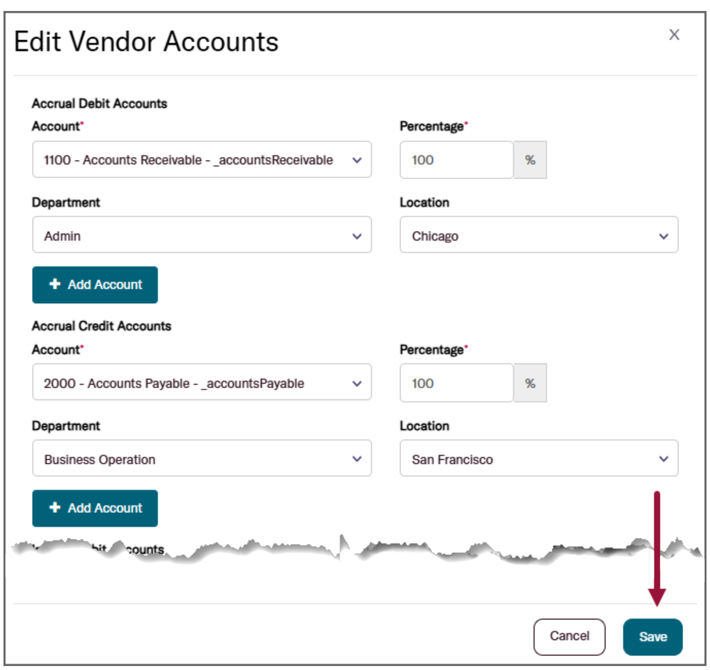
D. **Location –** Click the **Location** drop-down or begin typing to search, then select or edit the **location** for the accrual debit account.

E. Click the **+ Add Account** button to **add** another accrual debit account, then repeat **steps A through D**.

3. **Repeat step 2** as needed for the following sections in the **Edit Vendor Accounts** dialog:

- **Accrual Credit Accounts**
- **Invoice Debit Accounts**
- **Invoice Credit Accounts**
- **Payment Debit Accounts**
- **Payment Credit Accounts**
- **Purchase Order Debit Accounts**
- **Purchase Order Credit Accounts**
- **Product Item Debit Accounts**
- **Credit Memo Credit Accounts**
- **Credit Memo Debit Accounts**

4. Click the **Save** button to add or update the Vendor accounts.



Profile Completeness

The **Profile Completeness** panel provides an overview of how complete a Vendor's profile is within the **Vendor Portal**. Items marked with a green check indicate completion, and items shown with a red clock are pending.

A. **Contact Information –** This column indicates whether the Vendor has completed all **contact information** in the **Vendor Portal**.

B. **Bank details for payments –** This column indicates whether the Vendor has entered all **bank information** for payments.

C. **Company details –** This column indicates whether all **Company information** has been entered for the Vendor.

D. **Required documents –** This column indicates whether the Vendor has completed all **required documents**.

Documents Requested

The **Documents Requested** panel lists all documents that have been requested from the Vendor in the **Vendor Portal**.

Note: Refer to the **Add Requested Documents for the Vendor Portal** section to learn how to add and configure Vendor documents.

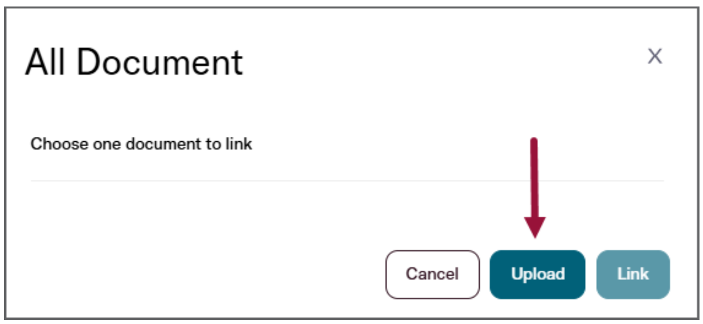
View or Upload a Document

This section describes how to view or upload a document.

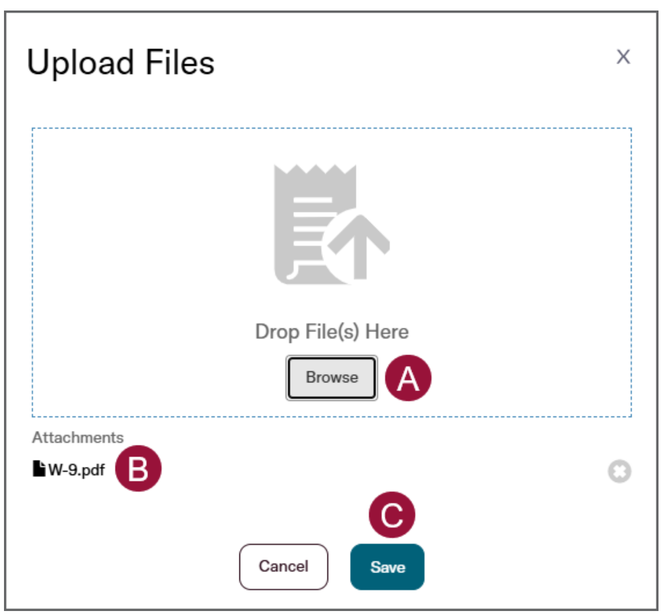
1. On the **Vendor Details** page, scroll down to the **Documents Requested** panel.

2. Click a **document link** in the **Documents Requested** panel.

3. In the **All Document** dialog, click the **Upload** button.



4. Complete the following steps in the **Upload Files** dialog:

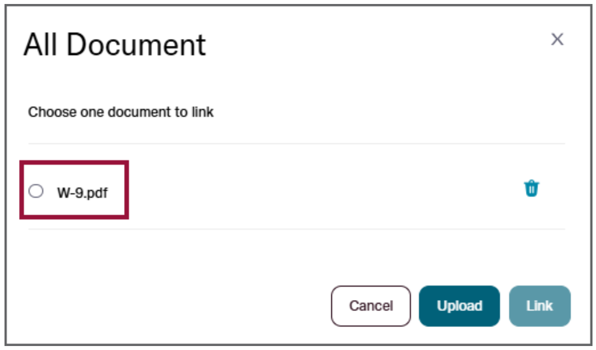


A. Click the **Browse** button, then use your computer's file browser to **locate the file** to upload.

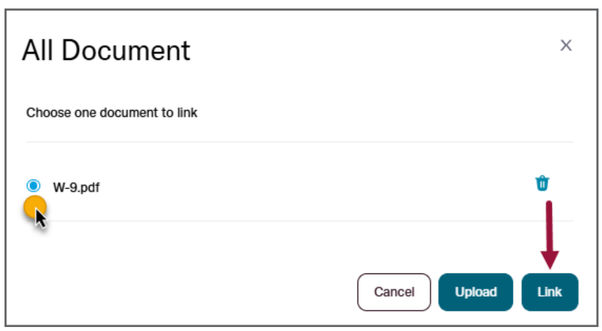
B. The **file will display** in the **Attachments** section of the **Upload Files** dialog.

C. Click the **Save** button.

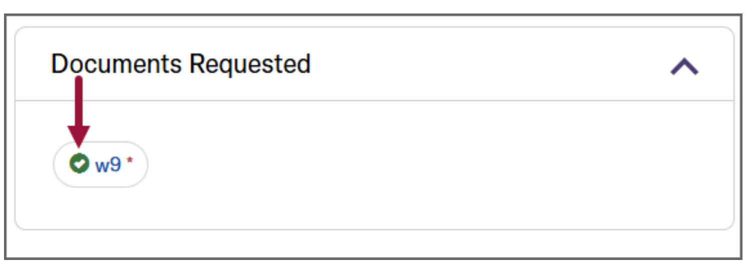
5. The file will display in the **All Document** dialog.



6. Click the **document** radio button and then click the **Link** button to link the document.

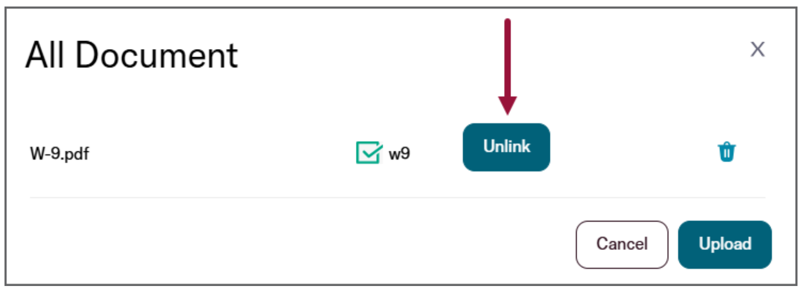


7. The **Updated** dialog will appear, and the document will display a **green checkmark** indicating that a file has been attached.

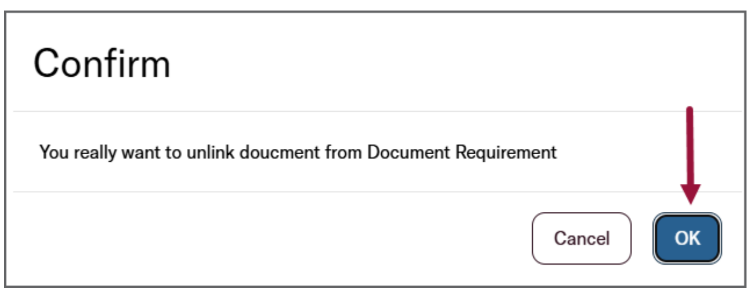


8. To **unlink** a linked document, click the **document link**.

9. In the **All Document** dialog, click the **Unlink** button.

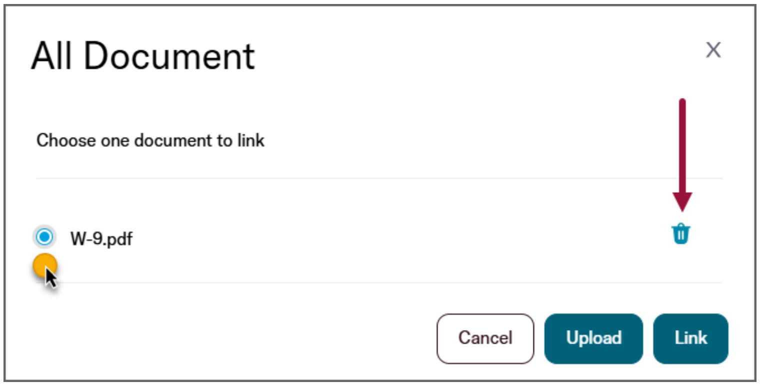


10. Click **OK** in the **Confirm** dialog.



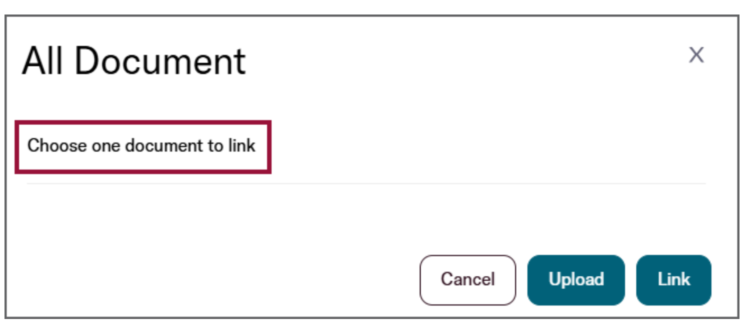
11. To **delete** the attached document, click the **document link**.

12. In the **All Document** dialog, click the **document** radio button, and then click the **Delete** icon.



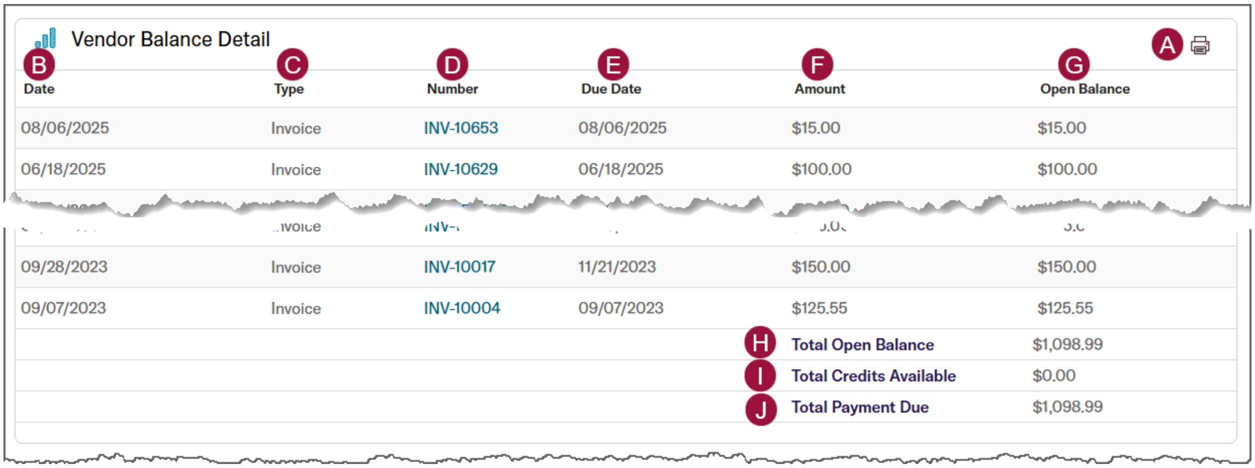
13. Click **OK** in the **Confirm** dialog.

14. The **Deleted** dialog will display, and the document will be removed from the **All Document** dialog.

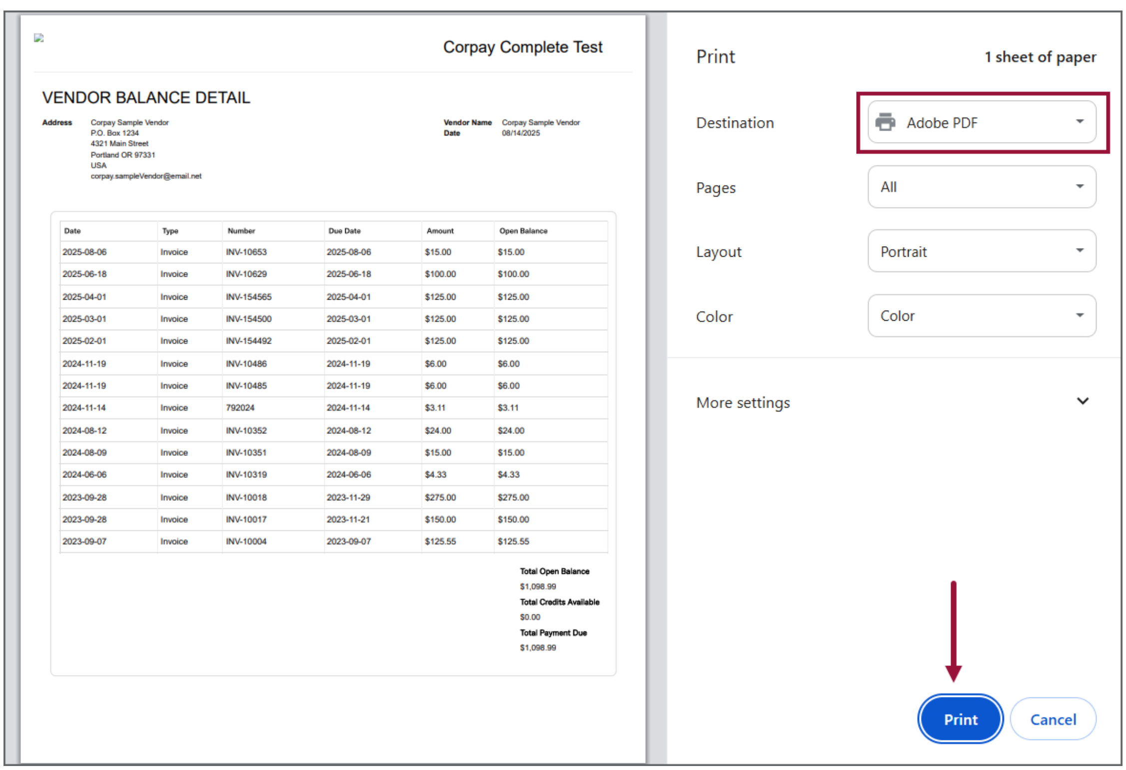


Vendor Balance Detail

The **Vendor Balance Detail** panel lists all invoices and credit memos associated with a Vendor, including the Vendor's **Total Open Balance**, **Total Credits Available**, and **Total Payments Due**.



A. **Print –** Click the **Print** icon to open the **Print Preview** dialog, where users can download a PDF copy of the **Vendor Balance Detail** grid or send it to a network-connected printer. To save a PDF copy, select **Adobe PDF** from the **Destination** drop-down, then click the **Print** button.



B. **Date –** This column displays the **date** of the invoice or credit memo.

C. **Type –** This column displays the **item type**, such as **Invoice** or **Credit Memo**.

D. **Number –** This column displays the invoice or credit memo number. Selecting the **Number** link will open the **Invoice Details** page or **Credit Memo Details** page, depending on the item type chosen.

E. **Due Date –** This column displays the **due date** for the item.

F. **Amount –** This column displays the **amount** of the item.

G. **Open Balance –** This column displays the **open balance** of the item.

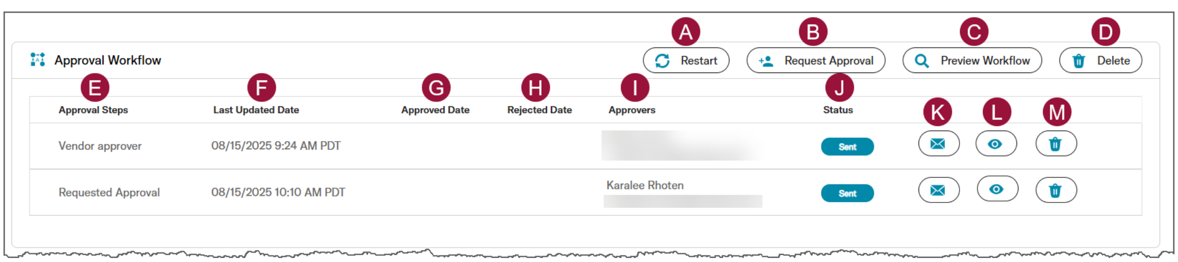
H. **Total Open Balance –** This column displays the total open balance, or **remaining amount that is still owed** after pending payments or adjustments are considered. The **Open Balance** is calculated by **subtracting** the **Pending Balance** from the **Outstanding Balance**.

I. **Total Credits Available –** This column displays the **total credits available** from the Vendor.

J. **Total Payment Due –** This column displays the **total payment due** to the Vendor.

Approval Workflow

The **Approval Workflow** panel outlines the approval workflow for the Vendor.



A. **Restart –** Click the **Restart** button to **restart** the entire approval workflow.

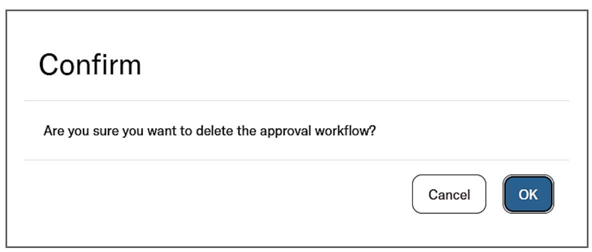
- After clicking **OK** in the **Confirm** dialog, a **Reset success** dialog appears. All approvers are then sent an email requesting Vendor approval, which restarts the process.

B. **Request Approval –** Click this button to open the **Request Approval** dialog, which enables users to select an additional approver or add one if none exists.

C. **Preview Workflow –** Click this button to open the **Workflow Preview** dialog, which displays all approval steps in the approval workflow.

D. **Delete –** Click the **Delete** button to **delete** the entire workflow. The **Confirm** dialog will display, asking if the user wants to delete the entire approval workflow. If the user clicks **OK**, the approval workflow is deleted.

- **Note:** Staff users do not have access to the **Delete** icon. Deleting an approval workflow from a payment will not change the user's Company settings for automatically configured approval workflows.



E. **Approval Steps –** This field contains the Company's **internal name** for the approval workflow.

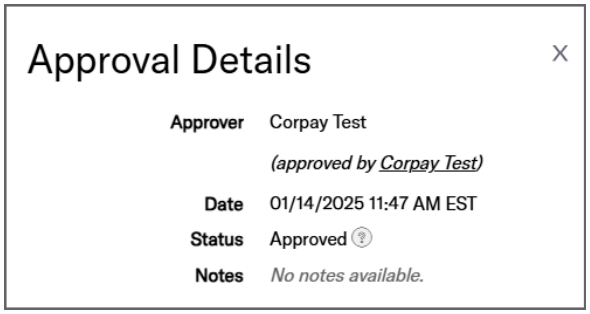
F. **Last Updated Date –** This field contains the **last time** the account was **updated**. Typically, this refers to the date when the Vendor was sent for approval, as this process is considered an update.

G. **Approved Date –** This field contains the date the Vendor was **approved** by the listed approver.

H. **Rejected Date –** This field contains the date the Vendor was **rejected** by the listed approver.

I. **Approvers –** This column displays the **name(s) and email addresses of the approver(s)** in the **Approval Step**.

J. **Status –** Clicking the **Status** link opens the **Approval Details** dialog. It displays the approver's name and email, the date the approval email was sent or the date the Vendor was approved/rejected, the status, and any notes.

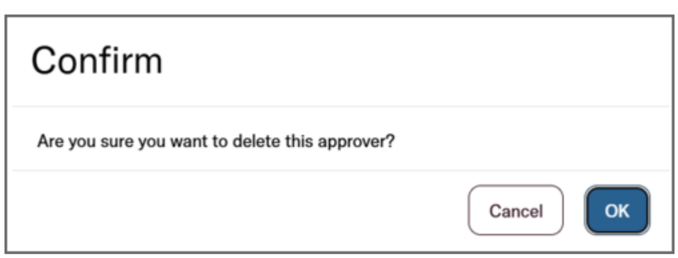


- **Status Options:**
  - **Sent –** This status means that an **approval email was sent** for the Vendor. The approver will automatically get a reminder email every seven days to approve the Vendor.
  - **Approved –** This status means that the Vendor was **approved**. This is the same information that is displayed when clicking a status in the **Status** column.
  - **Rejected –** This status means that the Vendor was **rejected**.

K. **Message –** Click the **Message** icon to **resend a request** to an approver. This button will not display if the **Status** is **Approved**.

L. **View –** Click the **View** icon to open the **Approval Details** dialog for the approval step.

M. **Delete –** Click the **Delete** icon to **delete** the listed approver. Users are first asked to confirm deletion of the approver on the **Confirm** dialog. After clicking **OK**, the approver is deleted.

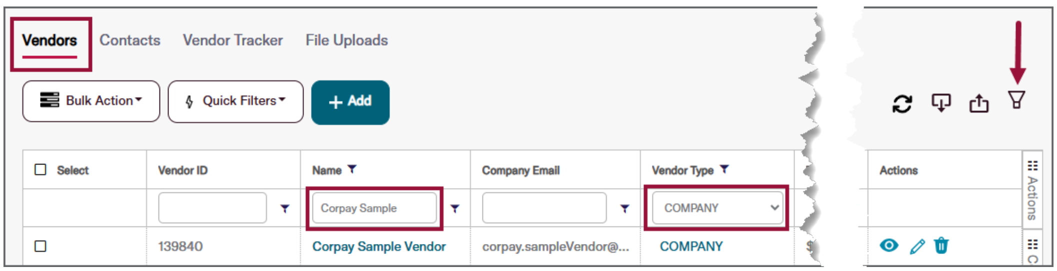


Restart an Approval Workflow

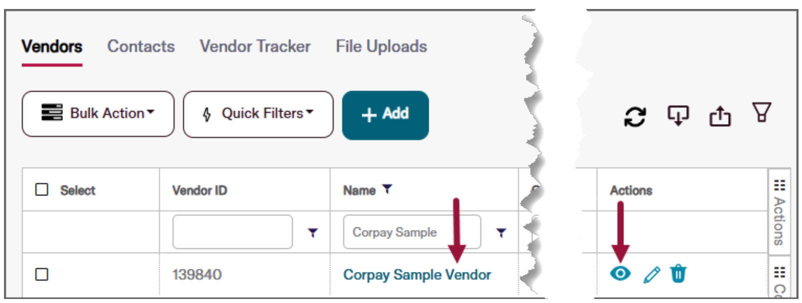
This section describes how to restart an approval workflow for a Vendor.

IMPORTANT
Vendors must have a status of **Draft**, **New**, **Pending**, or **Submitted** to have an approval workflow reset.

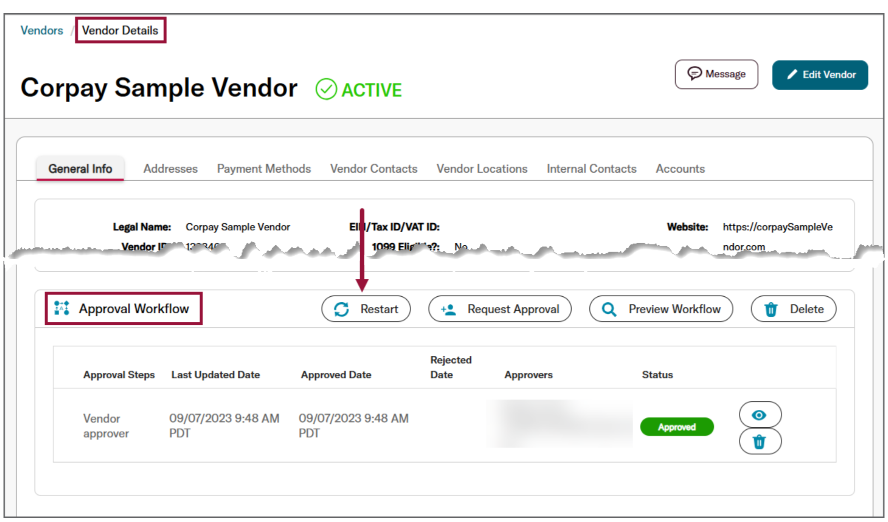
1. In the **Vendors** grid on the **Vendors** tab, use the **filter fields** to locate the desired Vendor.



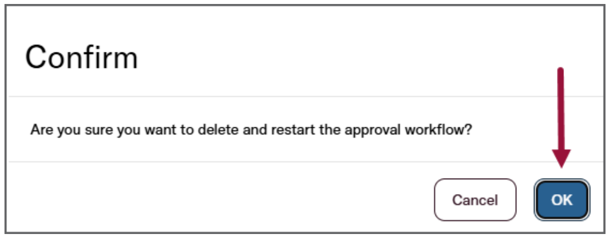
2. Click the **Name** link or **View** icon to open the **Vendor Details** page.



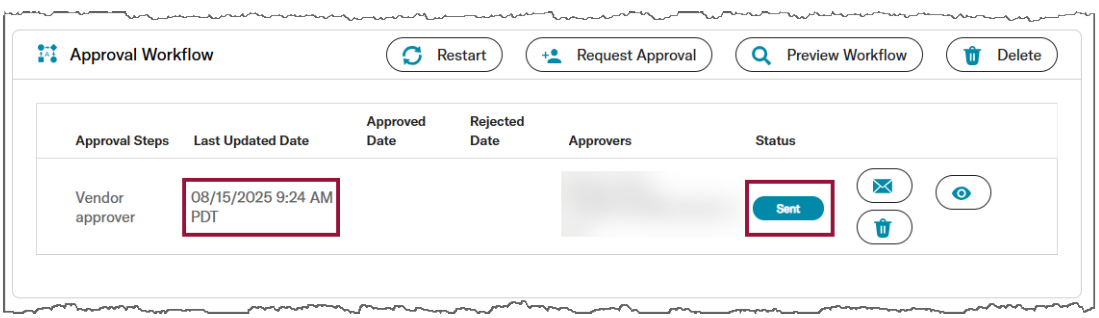
3. On the **Vendor Details** page, scroll down to the **Approval Workflow** panel and click the **Restart** button.



4. Click **OK** in the **Confirm** dialog.



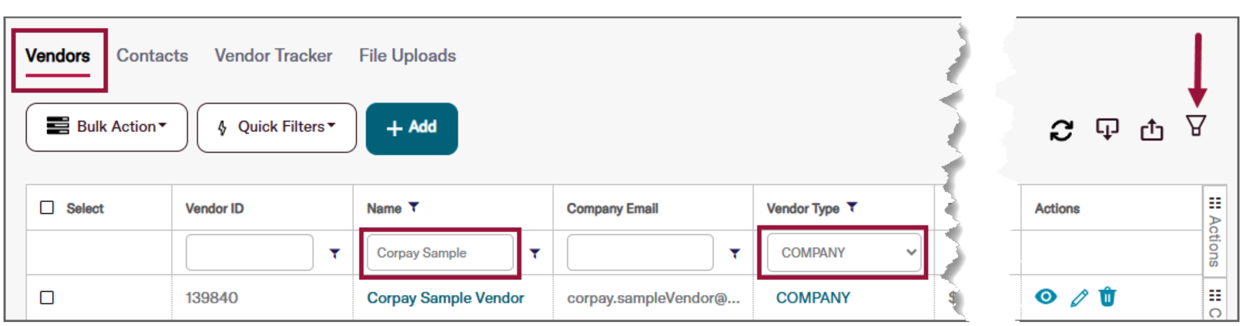
5. The **Reset** dialog will display. In the **Approval Workflow** panel, the **Last Updated Date** will indicate when the reset was submitted, and the **Status** will change to **Sent**.



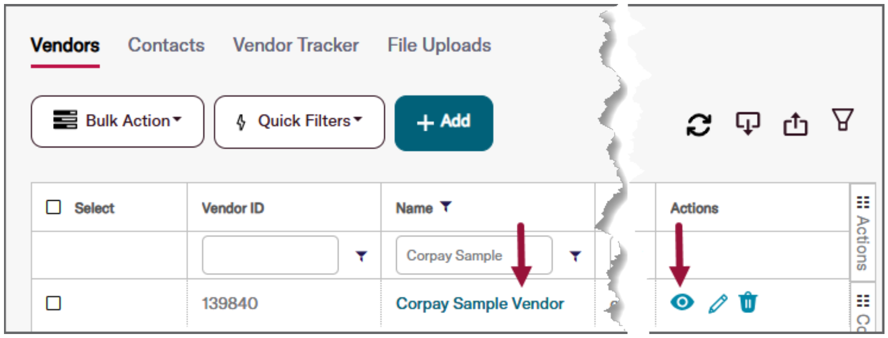
Add an Approver to an Approval Workflow

This section describes how to add an approver to an approval workflow on a Vendor. This procedure is beneficial for situations where users need to **include additional reviewers** for a Vendor or when the Company does **not have a configured Vendor approval workflow**.

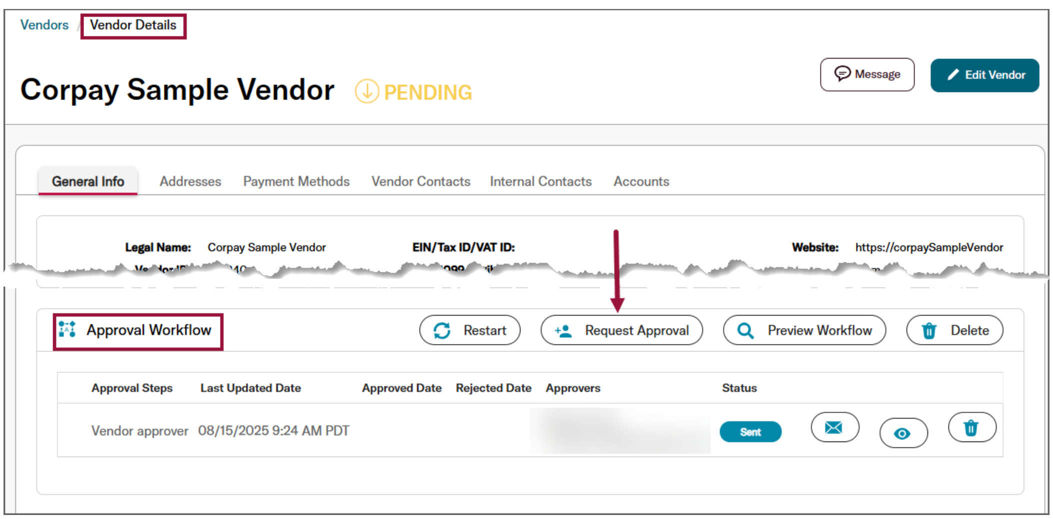
1. In the **Vendors** grid on the **Vendors** tab, use the **filter fields** to locate the desired Vendor.



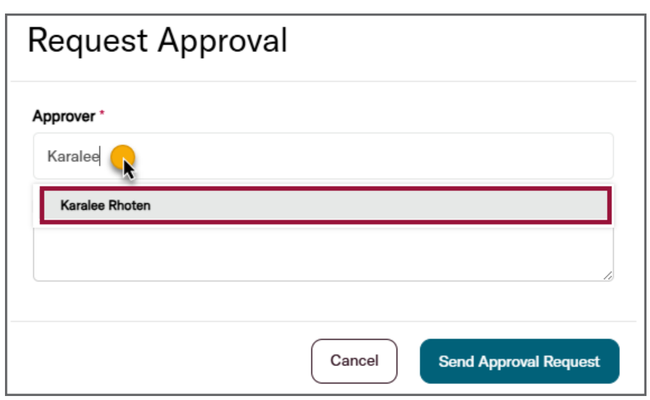
2. Click the **Name** link or **View** icon to open the **Vendor Details** page.



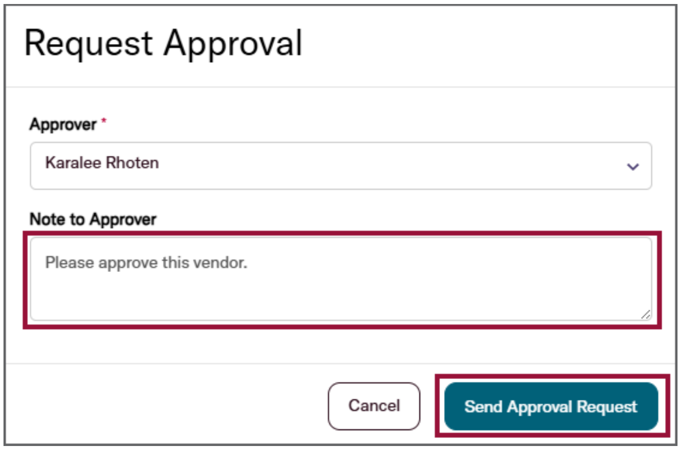
3. On the **Vendor Details** page, scroll down to the **Approval Workflow** panel and click the **Request Approval** button.



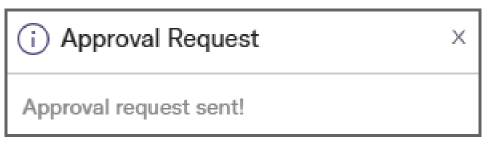
4. In the **Request Approval** dialog, click inside the **Approver** drop-down, begin typing the approver's name, and then select the approver from the search results.

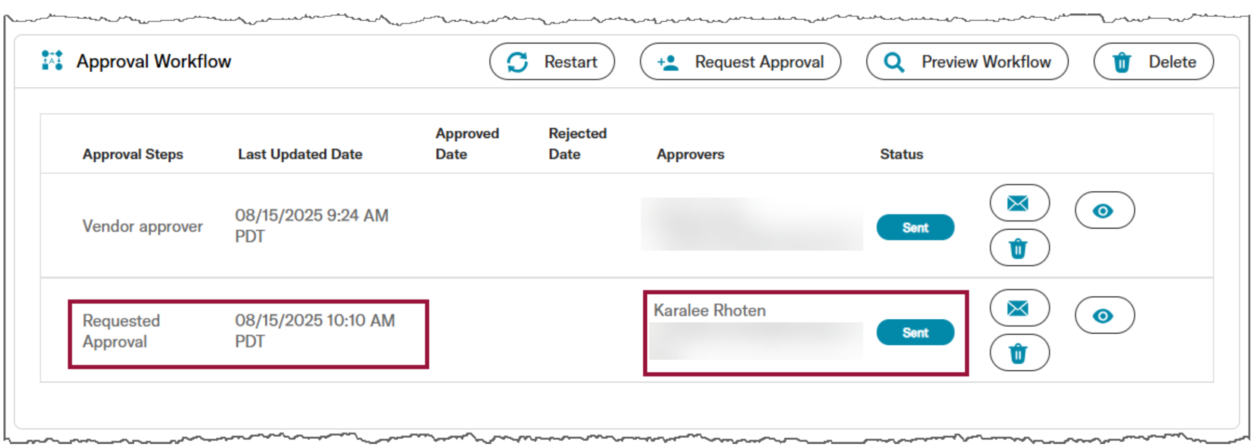


5. Key in an optional note to the approver in the **Note to Approver** field, then click the **Send Approval Request** button.



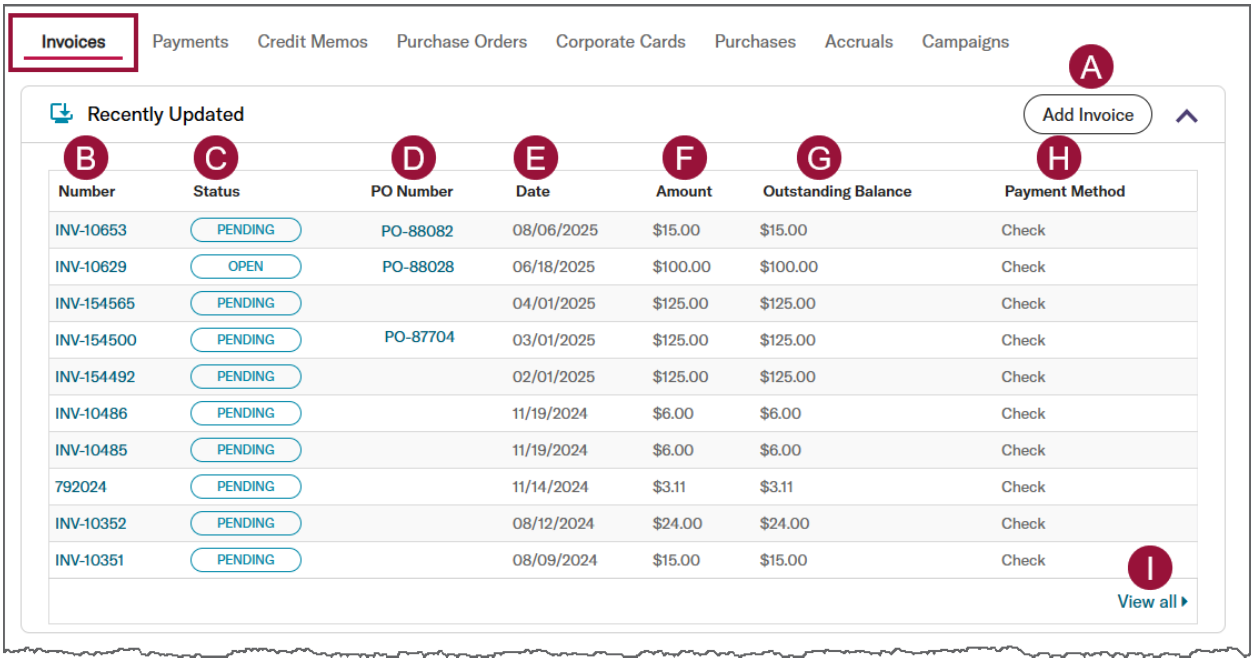
6. The **Approval Request** dialog will display, and the approver will be added to the **Approval Workflow** panel. The new approver will be sent an email with a link to the approval.





Invoices Tab

The **Invoices** tab on the **Vendor Details** page provides a list of invoices connected to a Vendor. This tab provides users with an efficient method for locating vendor-specific invoices, monitoring their status, and adding new invoices.



A. **Add Invoice –** Click the **Add Invoice** button to open the **Add Invoice** dialog. The **Add Invoice** dialog will be populated with the **Vendor's name** and related information like **Subsidiary**, if configured for the Vendor.

B. **Number –** This column displays the **invoice number**. Click the **Number** link to open the **Invoice Details** page for the invoice.

C. **Status –** This column displays the **status** of the invoice.

D. **PO Number –** This column displays the **purchase order number** if applicable. Click the **PO Number** link to open the **Purchase Order Details** page.

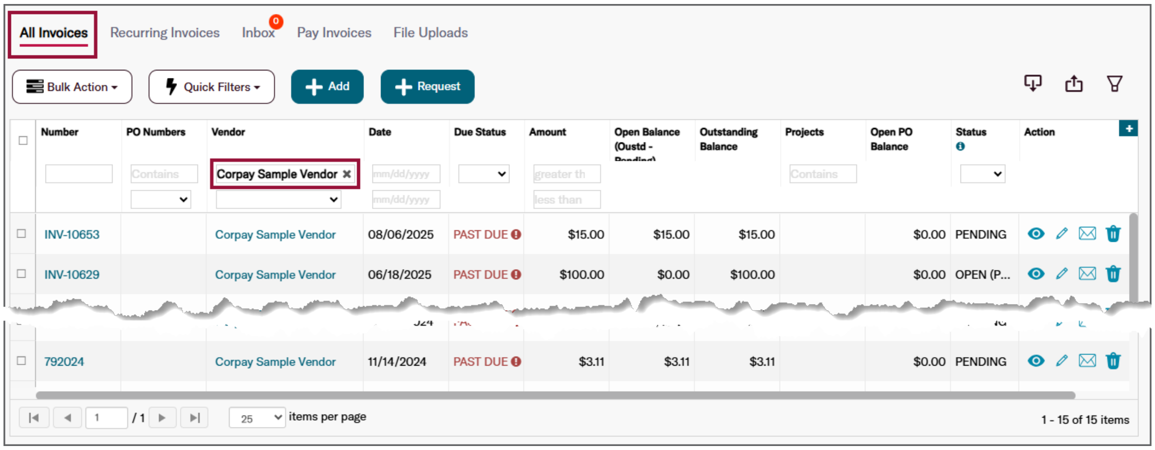
E. **Date –** This column displays the **invoice date**.

F. **Amount –** This column displays the **invoice amount**.

G. **Outstanding Balance –** This column displays the **outstanding balance** after credit memos or Vendor adjustments.

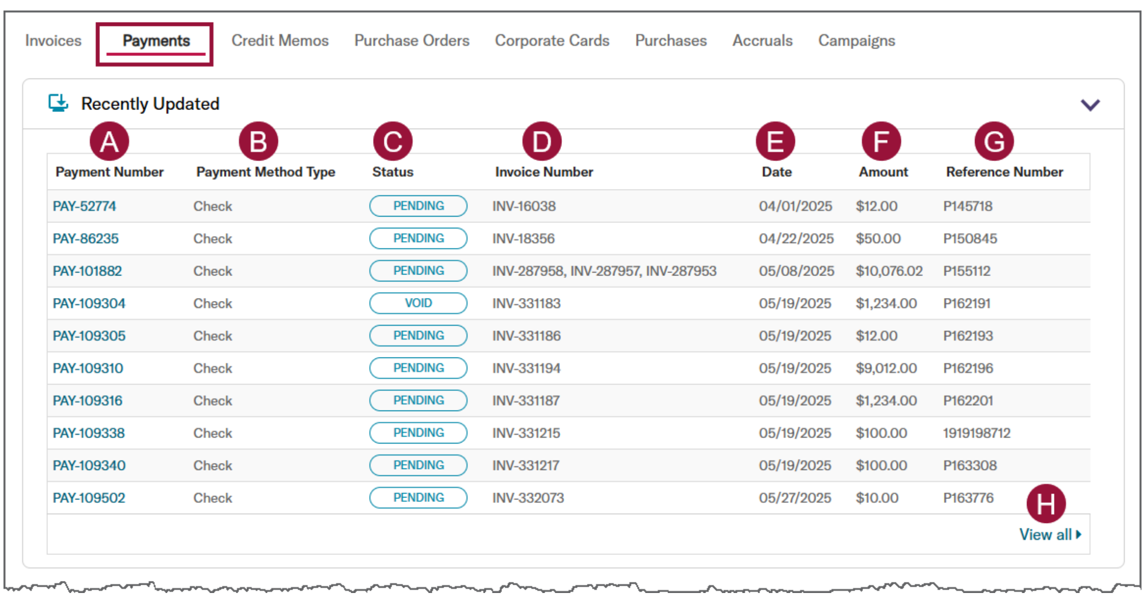
H. **Payment Method –** This column displays the **payment method** for the invoice.

I. **View all –** When a Vendor has multiple invoices, users can click the **View all** button to display all invoices linked to the Vendor in the **All Invoices** grid. The **All Invoices** grid will be filtered using the Vendor's name



Payments Tab

The **Payments** tab contains a list of all payments associated with a Vendor. This tab is helpful for locating Vendor-specific payments and tracking the status of payments.



A. **Payment Number –** This column displays the **payment number**. Click the **Payment Number** link to open the **Payment Details** page.

B. **Payment Method Type –** This column displays the **type of payment method**.

C. **Status –** This column displays the **status** of the payment.

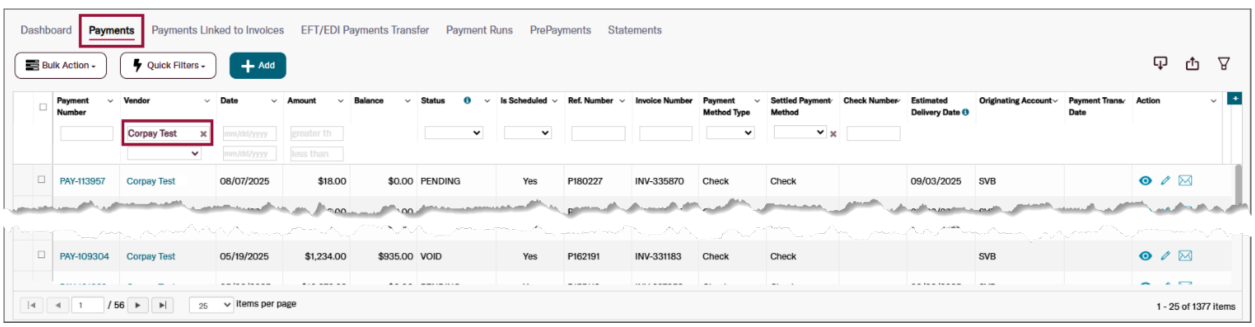
D. **Invoice Number –** This column displays the **invoice number(s)** associated with the payment.

E. **Date –** This column displays the **payment date**.

F. **Amount –** This column displays the **payment amount**.

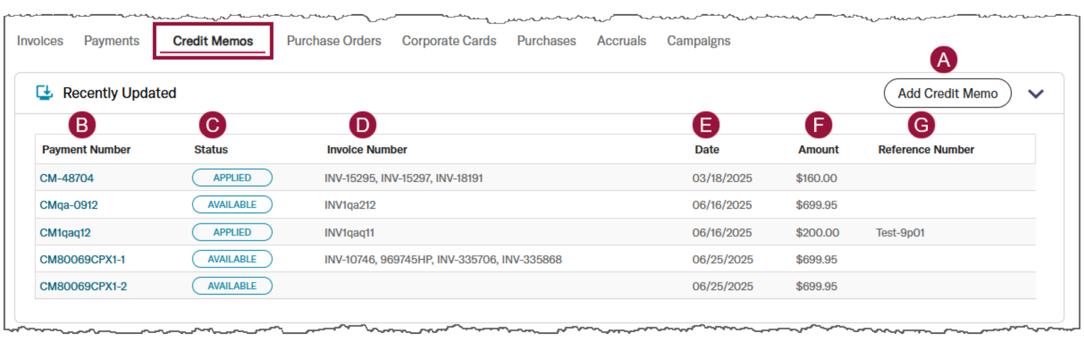
G. **Reference Number –** This column displays the payment's **reference number**, which is a **key identifier** used to **track and manage transactions**.

H. **View all –** When a Vendor has multiple payments, users can click the **View all** button to display all payments linked to the Vendor in the **Payments** grid. The **Payments** grid will be filtered using the Vendor's name



Credit Memos Tab

The **Credit Memos** tab displays all credit memos associated with the Vendor. Users can utilize the **Credit Memos** tab to locate Vendor-specific credit memos, add new credit memos, and see which credit memos have been applied.



A. **Add Credit Memo –** Click the **Add Credit Memo** button to open the **Add Vendor Credit** dialog, where users can add a new credit memo to the Vendor.

B. **Payment Number –** This column displays the **credit memo number**. Click the **Payment Number** link to open the **Credit Memo Details** page.

C. **Status –** This column displays the **status** of the credit memo.

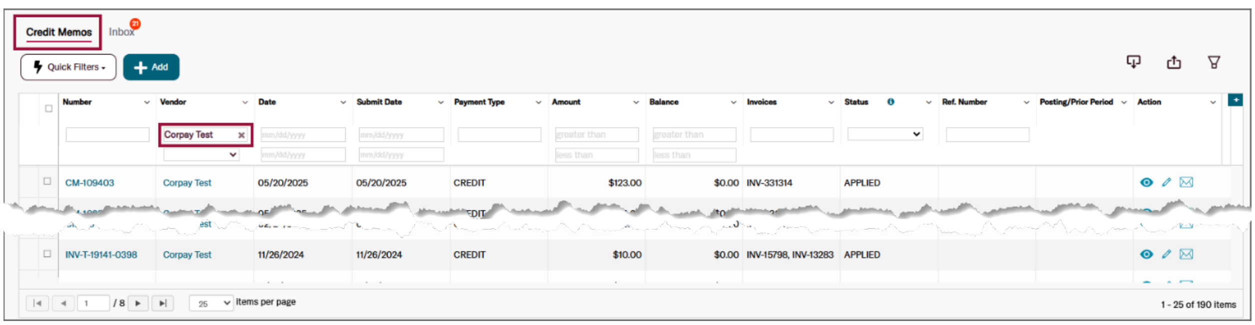
D. **Invoice Number –** This column displays the **invoice number(s)** associated with the credit memo.

E. **Date –** This column displays the **Credit Memo Date**.

F. **Amount –** This column displays the **credit memo amount**.

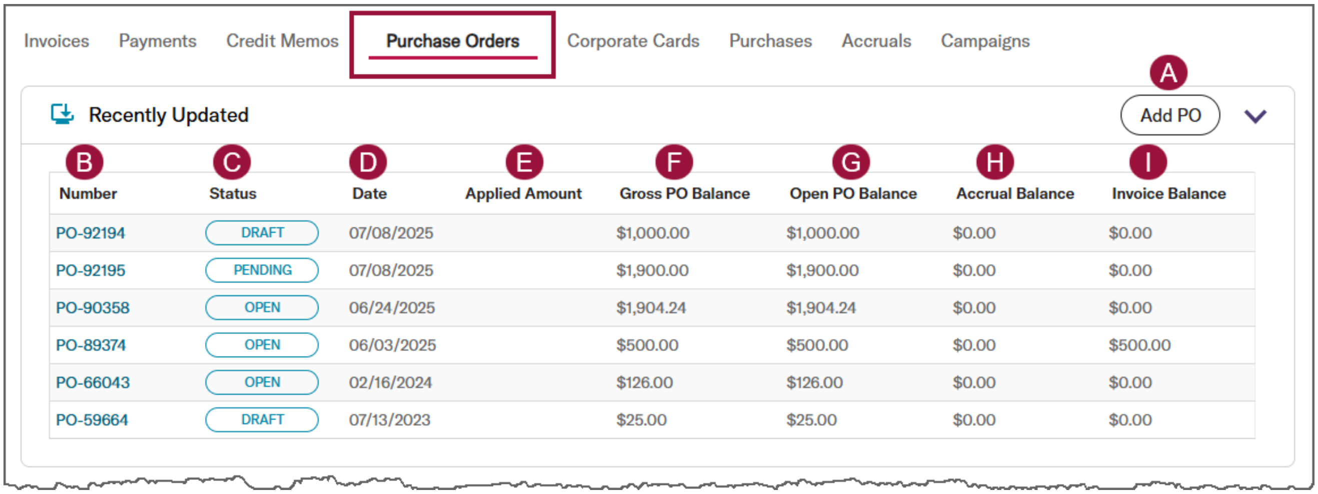
G. **Reference Number –** This column displays the **credit memo reference number**.

H. **View all –** When a Vendor has multiple credit memos, users can click the **View all** link to view all credit memos linked to the Vendor in the **Credit Memos** grid. The **Credit Memos** grid will be filtered by the associated Vendor.



Purchase Orders

The **Purchase Orders** tab contains a list of all purchase orders associated with a Vendor, which is helpful when locating a Vendor-specific purchase order. Users can also add a new purchase order from the **Purchase Orders** tab.



Number	Status	Date	Applied Amount	Gross PO Balance	Open PO Balance	Accrual Balance	Invoice Balance
PO-92194	DRAFT	07/08/2025		$1,000.00	$1,000.00	$0.00	$0.00
PO-92195	PENDING	07/08/2025		$1,900.00	$1,900.00	$0.00	$0.00
PO-90358	OPEN	06/24/2025		$1,904.24	$1,904.24	$0.00	$0.00
PO-89374	OPEN	06/03/2025		$500.00	$500.00	$0.00	$500.00
PO-66043	OPEN	02/16/2024		$126.00	$126.00	$0.00	$0.00
PO-59664	DRAFT	07/13/2023		$25.00	$25.00	$0.00	$0.00

A. **Add PO –** Click the **Add PO** button to open the **Add Purchase Order** dialog, where users can add a purchase order to the Vendor.

B. **Number –** This column displays the **purchase order number**. Click the **Number** link to open the **Purchase Order Details** page.

C. **Status –** This column displays the **status** of the purchase order.

D. **Date –** This column displays the **purchase order date**.

E. **Applied Amount –** This column displays the **amount of the purchase order** that was **applied to the invoice**.

F. **Gross PO Balance –** This column displays the **original amount** of the purchase order.

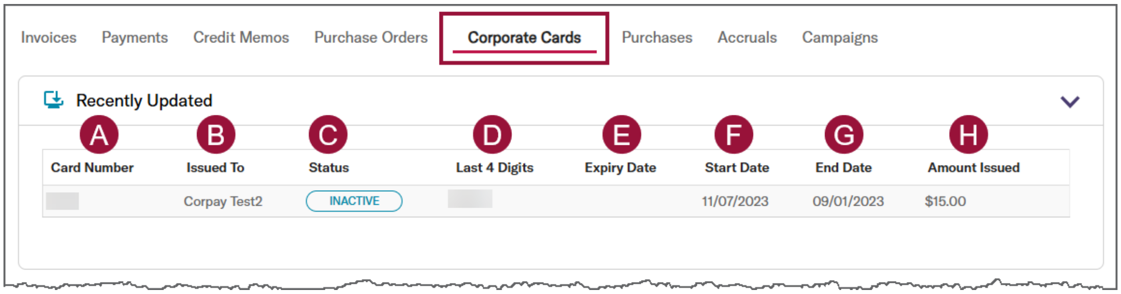
G. **Open PO Balance –** This column displays the **remaining amount** still available on the purchase order.

H. **Accrual Balance –** This column displays the **balance of the accrual** connected to the purchase order.

I. **Invoice Balance –** This column displays the **remaining unpaid amount** on the invoice.

Corporate Cards

The **Corporate Cards** tab contains a list of all corporate cards associated with the Vendor.



A. **Card Number –** This column displays the **internal card ID number**.

B. **Issued To –** This column displays the **name** of the Vendor to which the card was issued.

C. **Status –** This column displays the **status** of the card.

D. **Last 4 Digits –** This column displays the **last four digits** of the card.

E. **Expiry Date –** This column displays the **expiration date** for the card if applicable.

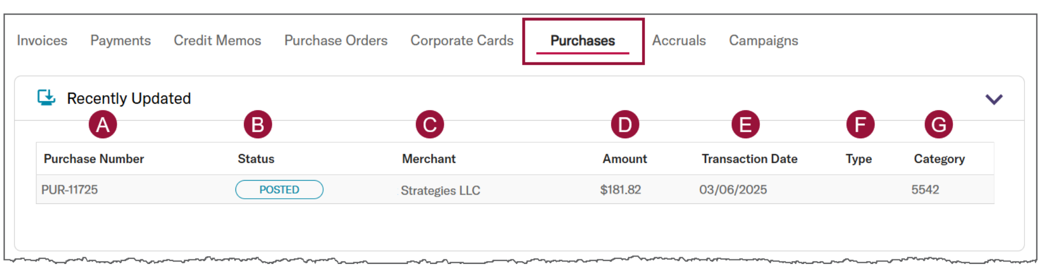
F. **Start Date –** This column displays the **date** when the **card was issued**.

G. **End Date –** This column displays the **date** when the **card was or will be deactivated**.

H. **Amount Issued –** This column displays the **amount** that was **issued on the card**.

Purchases

The **Purchases** tab contains a list of all purchases associated with the Vendor.



A. **Purchase Number –** This column displays the **purchase number**.

B. **Status –** This column displays the **status** of the purchase.

C. **Merchant –** This column displays the **name of the merchant** associated with the purchase.

D. **Amount –** This column displays the **purchase amount**.

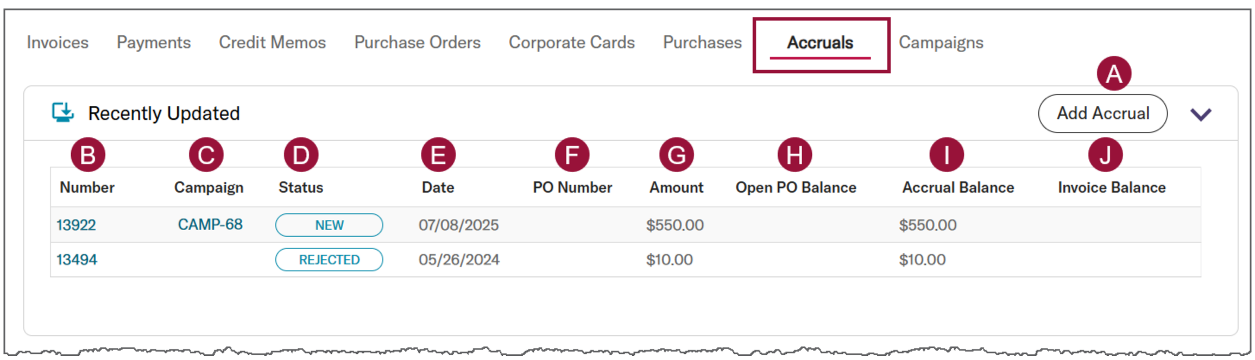
E. **Transaction Date –** This column displays the **transaction date** for the purchase.

F. **Type –** This column displays the **type** of purchase.

G. **Category –** This column displays the **category code** for the purchase.

Accruals

The **Accruals** tab contains a list of all accruals associated with the Vendor, with links to associated accruals in the **Accruals** grid. Users can also add an accrual to a Vendor from the **Accruals** tab.



A. **Add Accrual –** Click the **Add Accrual** button to open the **Add Accrual** dialog, where users can add a new accrual to the Vendor.

B. **Number –** This column displays the **accrual number**. Click the **Number** link to open the **Accrual Details** page.

C. **Campaign –** This column displays the **campaign number** associated with the accrual if applicable. Click the **Campaign** link to open the **Campaign Details** page.

D. **Status –** This column displays the **status of the accrual**.

E. **Date –** This column displays the **accrual date**.

F. **PO Number –** This column displays the **purchase order number** associated with the accrual.

G. **Amount –** This column displays the **accrual amount**.

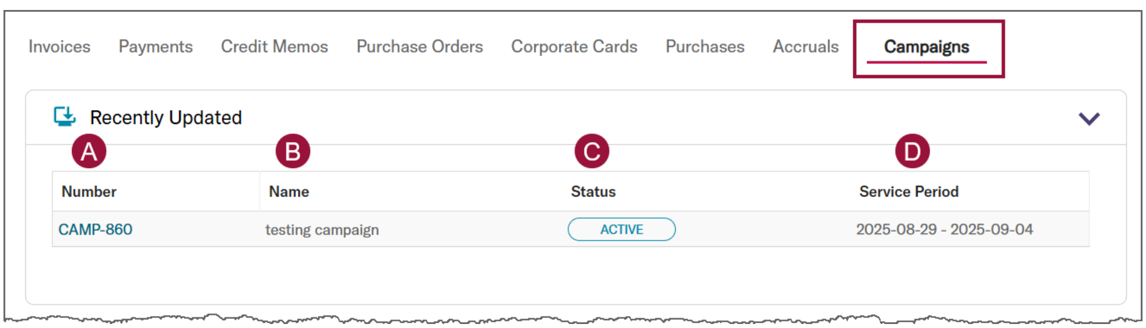
H. **Open PO Balance –** This column displays the **remaining amount** still **available on the purchase order**.

I. **Accrual Balance –** This column displays the **accrual balance**.

J. **Invoice Balance –** This column displays the **invoice balance** associated with the accrual.

Campaigns

The **Campaigns** tab contains a list of all campaigns associated with the Vendor.



A. **Number –** This column displays the **campaign number**. Click the **Number** link to open the **Campaign Details** page.

B. **Name** – This column displays the **name** of the campaign.

C. **Status –** This column displays the **status** of the campaign.

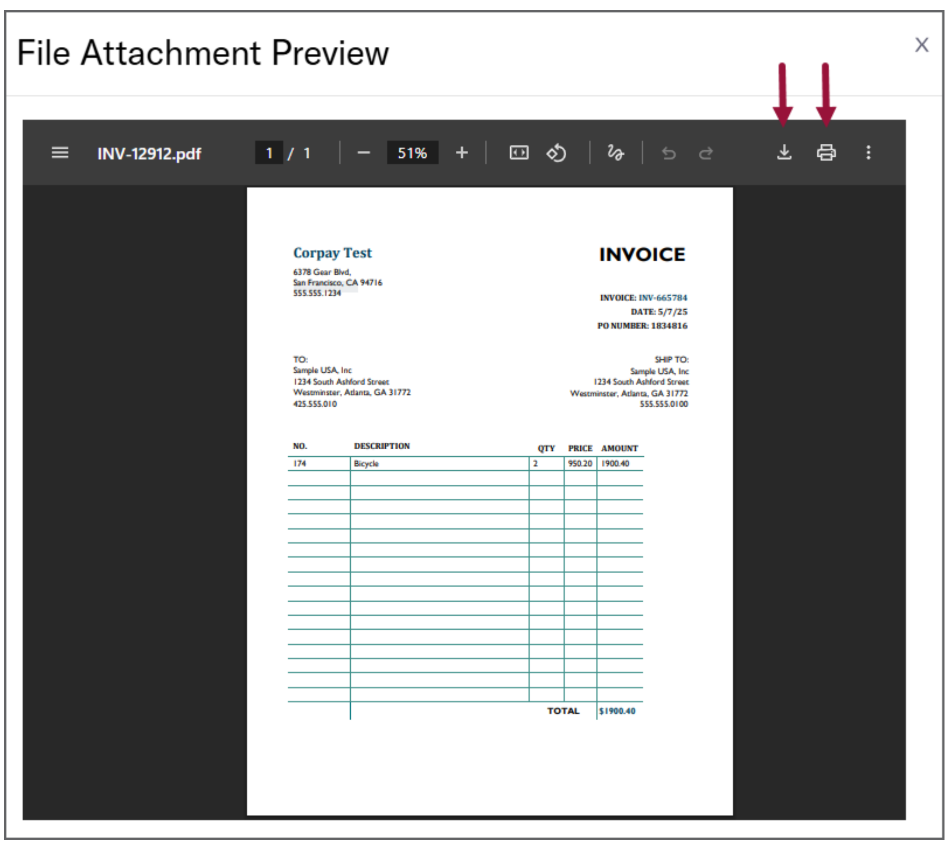
D. **Service Period –** This column displays the **service period** for the campaign.

Documents

The **Documents** panel displays all documents associated with the Vendor and gives users the option to upload additional documents.

A. **Upload –** Click the **Upload** button to open the **Upload Files** dialog, where users can upload supporting documents to the Vendor.

B. **Document Thumbnail –** Click the **Document Thumbnail** to open the **File Attachment Preview** dialog, where users can **view**, **print**, or **download** the document.



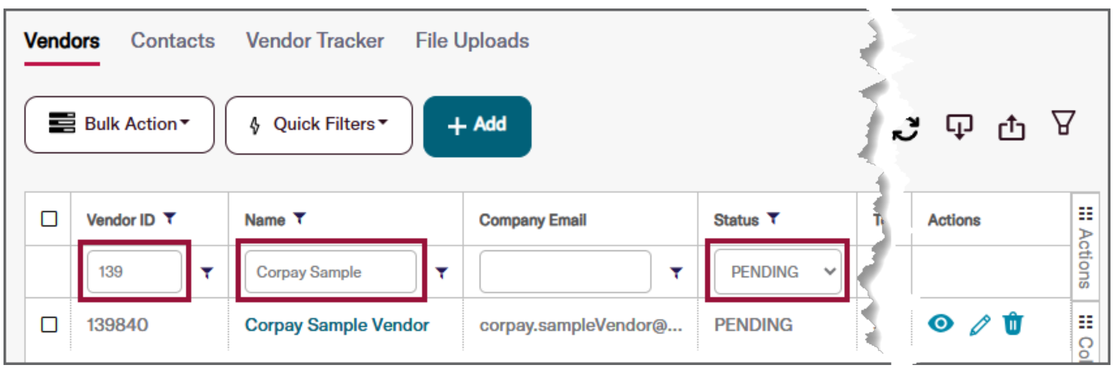
C. **Download –** Click the **Download** icon to **download** a copy of the document.

D. **Delete –** Click the **Delete** icon to **delete** the document.

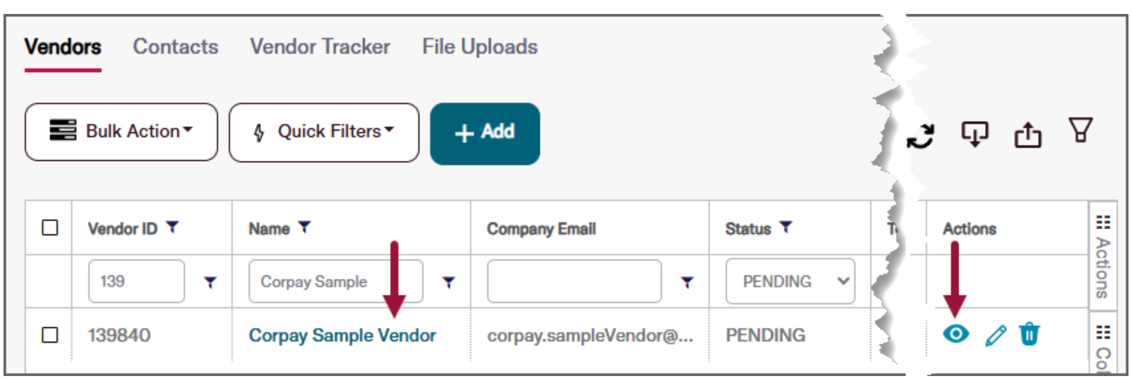
Upload Documents to a Vendor

This section describes how to upload documents to a Vendor, such as supporting information or other relevant documents.

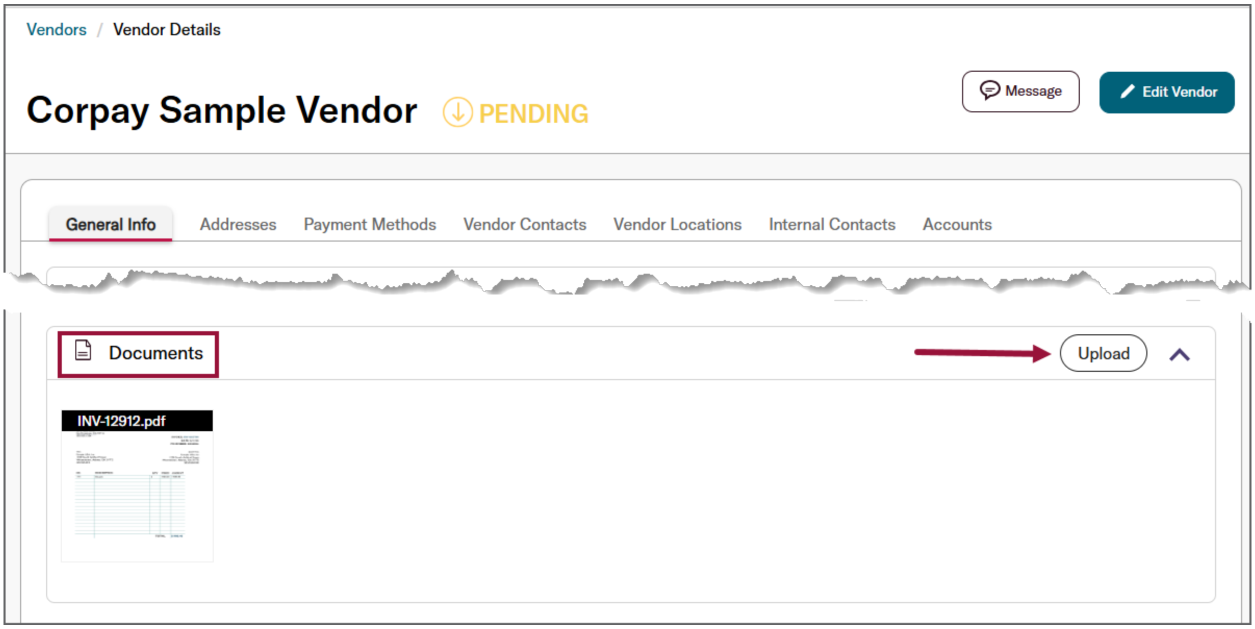
1. On the **Vendors** tab in the **Vendors** module, use the **filter fields** to locate the desired Vendor. Users can search by fields such as **Vendor ID**, **Name**, **Company Email**, **Status**, or **Source Document**. Partial values are accepted in text fields.



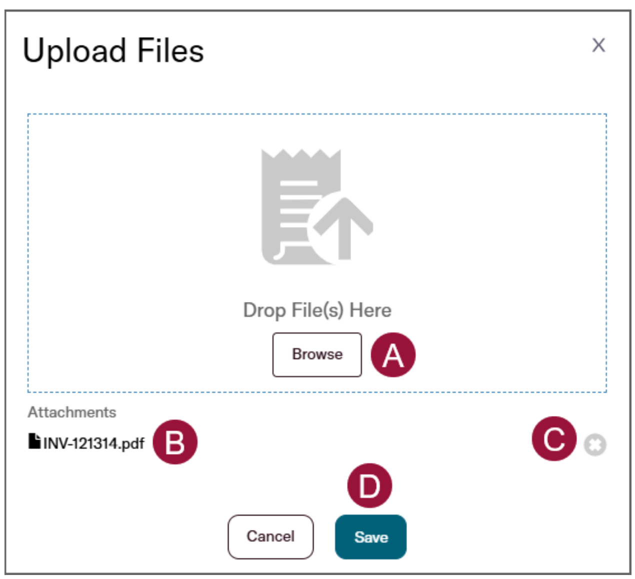
2. Click the **Name** link or **View** icon to open the **Vendor Details** page.



3. On the **Vendor Details** page, scroll down to the **Documents** panel and click the **Upload** button.



4. Complete the following steps on the **Upload Files** dialog:



A. **Browse –** Click the **Browse** button and then use your computer's file browser to **locate the file** to be attached.

B. **Attachments –** The file will display in the **Attachments** section.

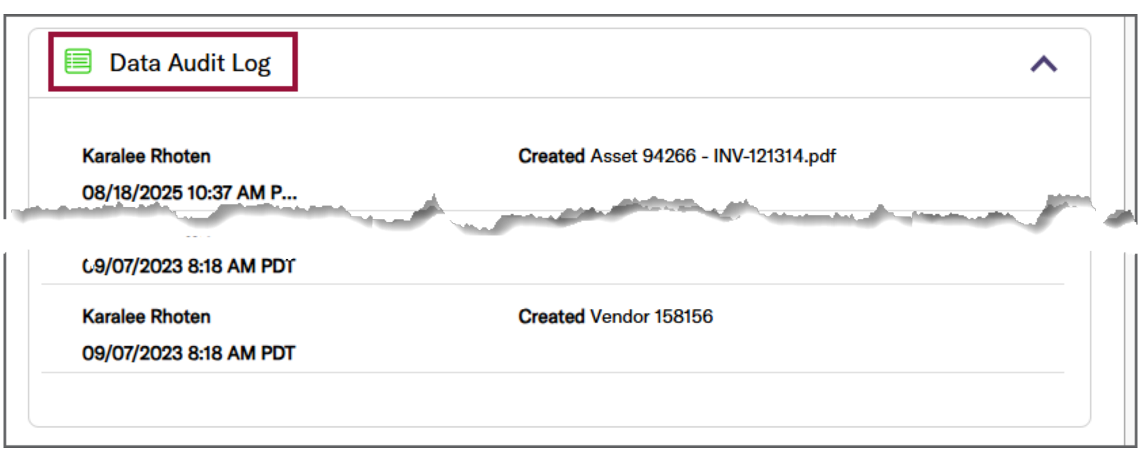
C. **Remove –** Click the **Remove** icon to **remove** the attached document.

D. **Save –** Click the **Save** button to **upload the document** and **save** it to the **Vendor Details** page.

5. The **Updated** dialog will display, and the document will show in the **Documents** panel on the **Vendor Details** page.

Data Audit Log

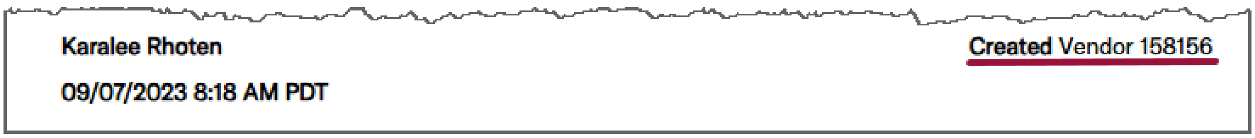
The **Data Audit Log** records all actions on a Vendor, including creation, status, and property changes. Users can use this information for data audits.



While each Vendor may follow a unique path, this section highlights some of the **most common system updates** throughout the process. The examples on the subsequent pages will follow a Vendor from its creation.

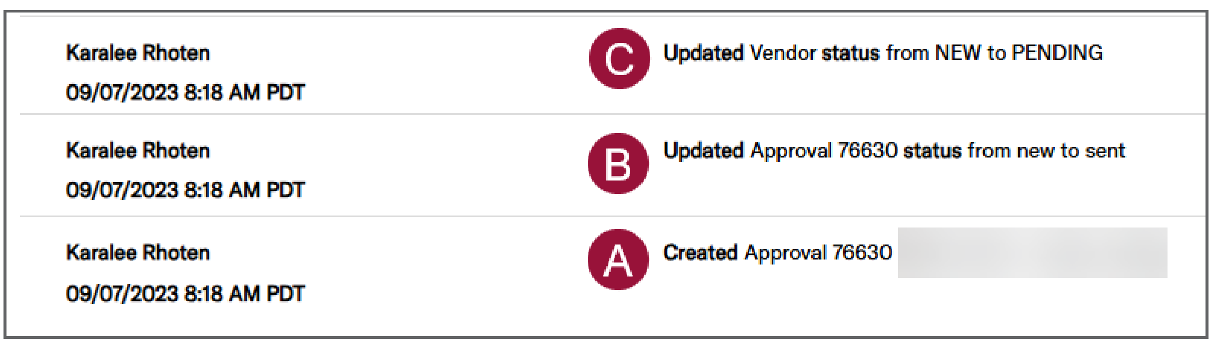
The most recent Vendor updates appear at the top of the log, while the creation message is located at the bottom, as it marks the first step in the process.

Vendor Creation Example



A. The Vendor was **created** on 09/07/2023 at 8:18 AM Pacific Daylight Time (PDT).

Vendor Approval Example

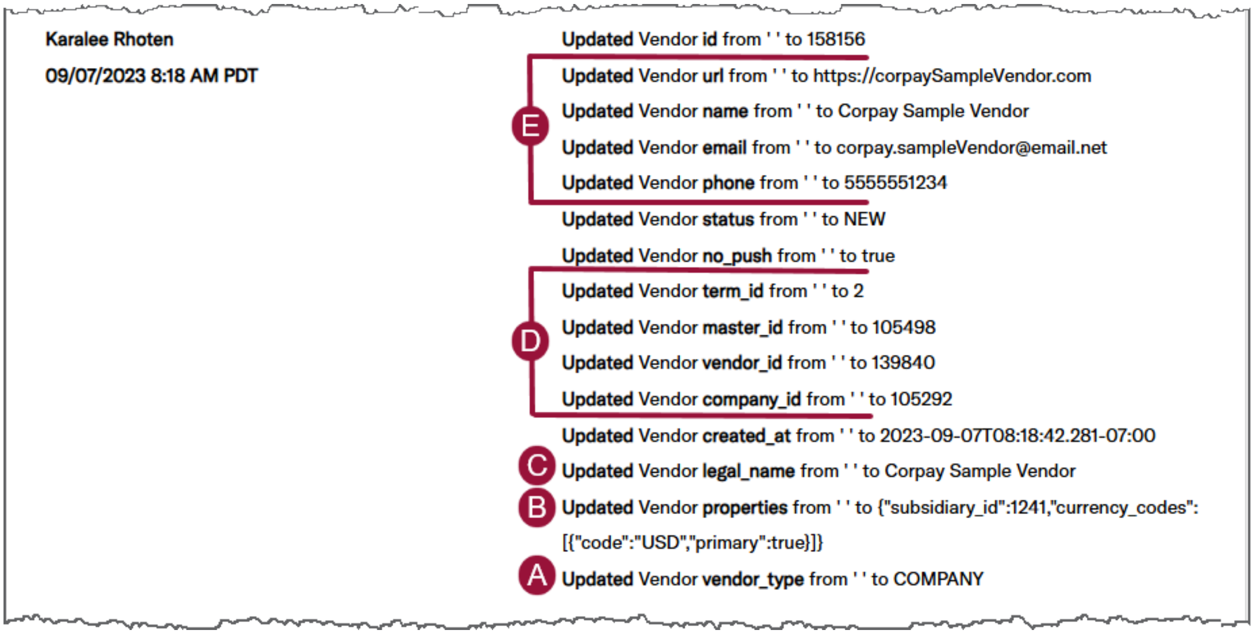


A. An **approval was created** for the Vendor and **sent** to the designated approver on 09/07/2023 at 8:18 AM PDT.

B. The status of the approval was updated from **New** to **Sent** on 09/07/2023 at 8:18 AM PDT.

C. The **status** of the Vendor changed from **New** to **Pending** on 09/07/2023 at 8:18 AM PDT.

Vendor Properties Example



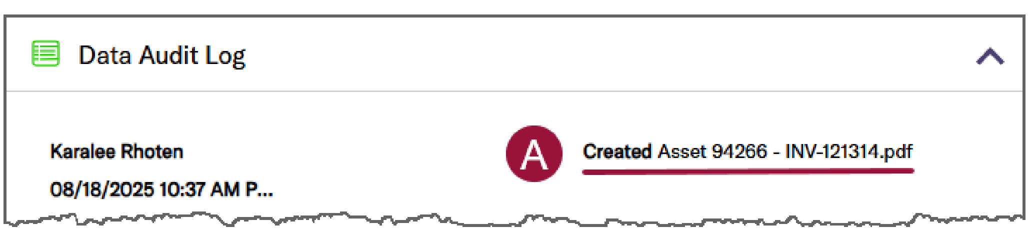
A. The **Vendor Type** was **updated** from **blank** to **Company** on 09/07/2023 at 8:18 AM PDT.

B. The **Subsidiary ID** and **Currency Codes** were added on 09/07/2023 at 8:18 AM PDT.

C. The Vendor's **Legal Name** was changed to **Corpay Sample Vendor** on 09/07/2023 at 8:18 AM PDT.

D. The **Company ID**, **Vendor ID**, **Master ID**, and **Term ID** were created on 09/07/2023 at 8:18 AM PDT.

Attached Document Example

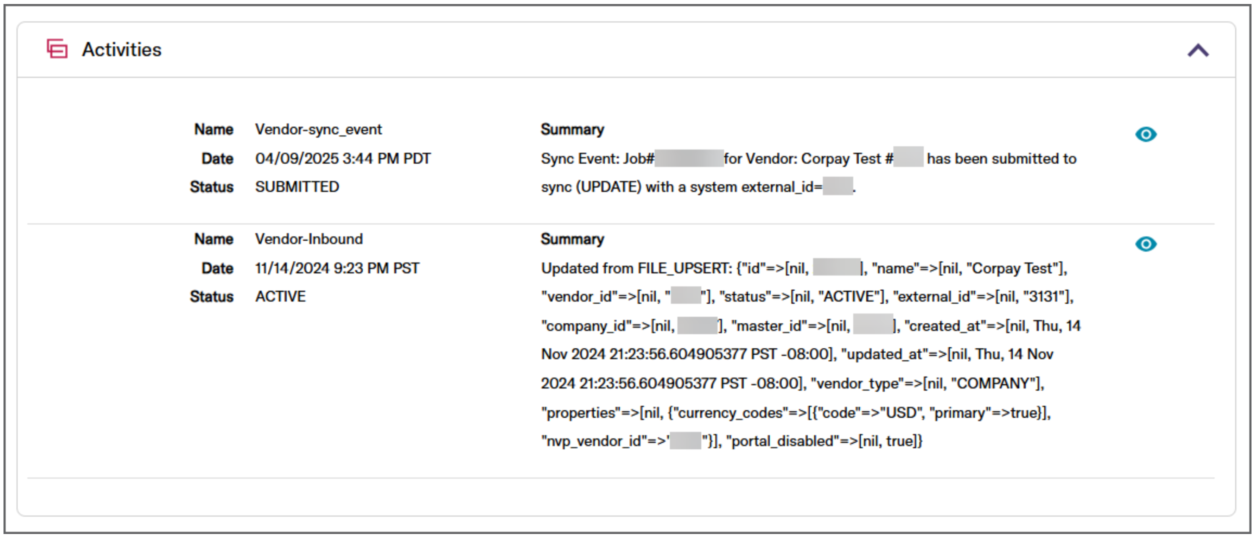


A. A **document (asset) was attached** to the Vendor on 08/18/2025 at 10:37 AM PDT.

Activities

The **Activities** section shows updates from synchronizations, such as sync events and integration runs. This section can also be used to research sync errors.

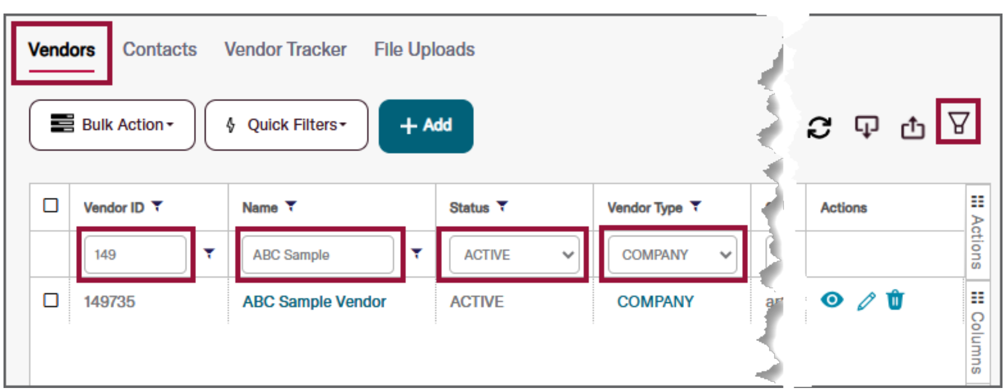
The most recent Vendor updates appear at the top of the **Activities** section.



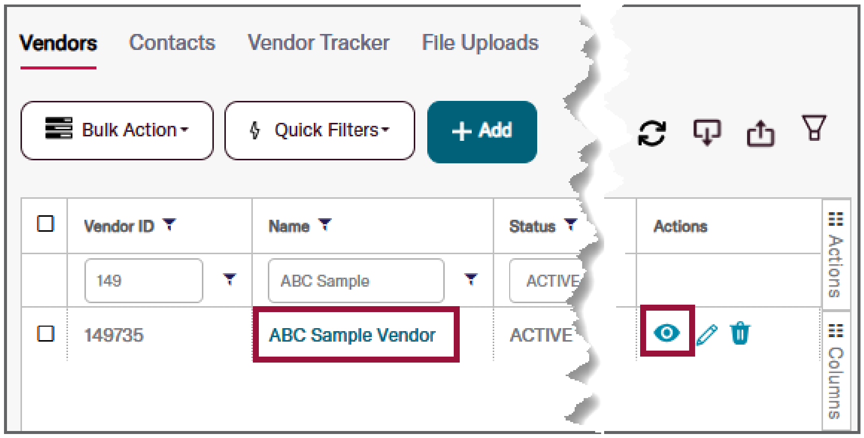
Mark a Vendor as Paid Externally

This section describes how to mark a Vendor as paid externally from Corpay Complete.

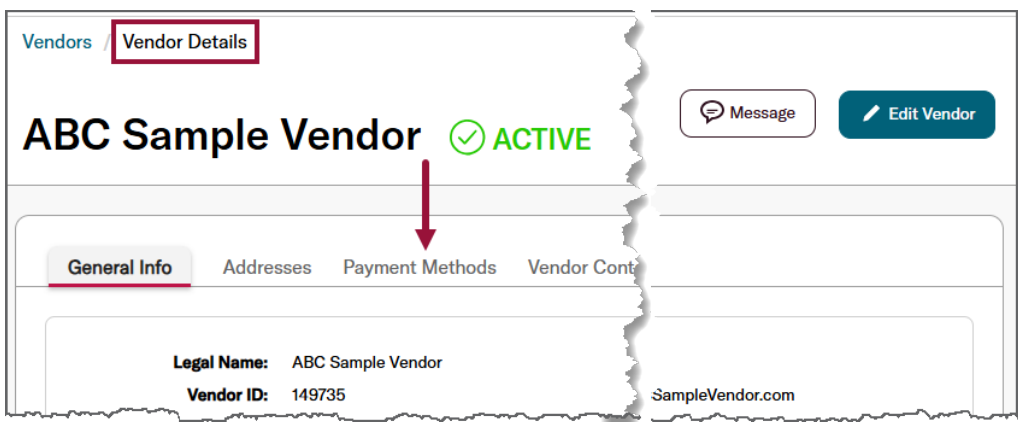
1. On the **Vendors** tab in the **Vendors** module, search for the desired Vendor using the <u>**filter fields**</u>.



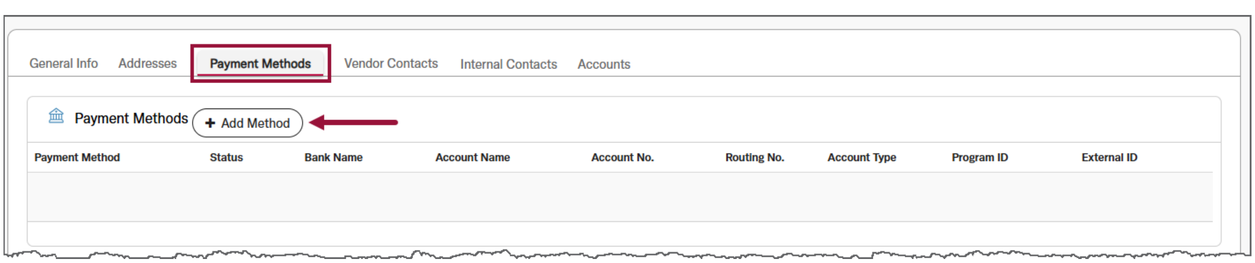
2. Click the Vendor **Name** link or **View** icon to open the **Vendor Details** page.



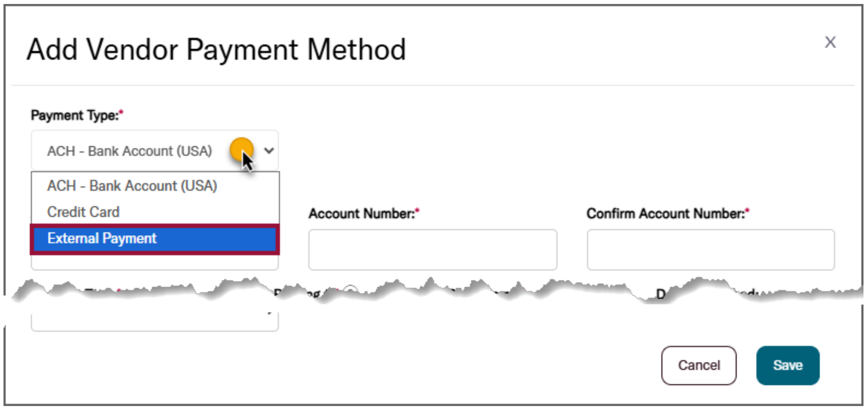
3. On the **Vendor Details** page, click the **Payment Methods** tab.



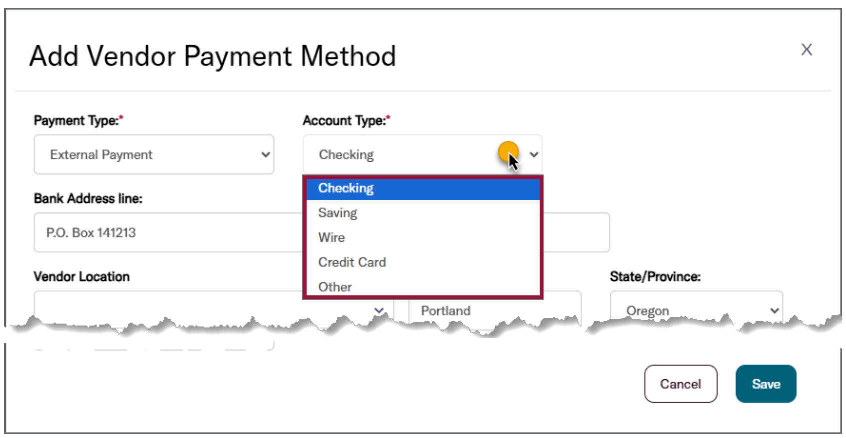
4. On the **Payment Methods** tab, click the **+ Add Method** button.



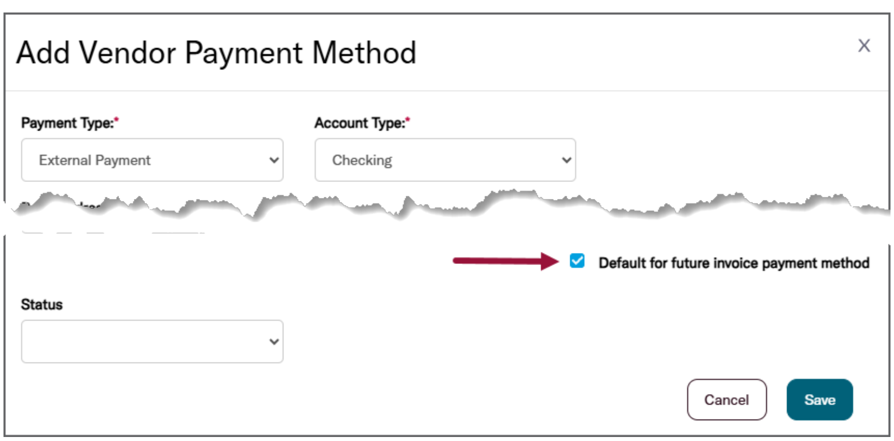
5. In the **Add Vendor Payment Method** dialog, click the **Payment Type** drop-down and select **External Payment**.



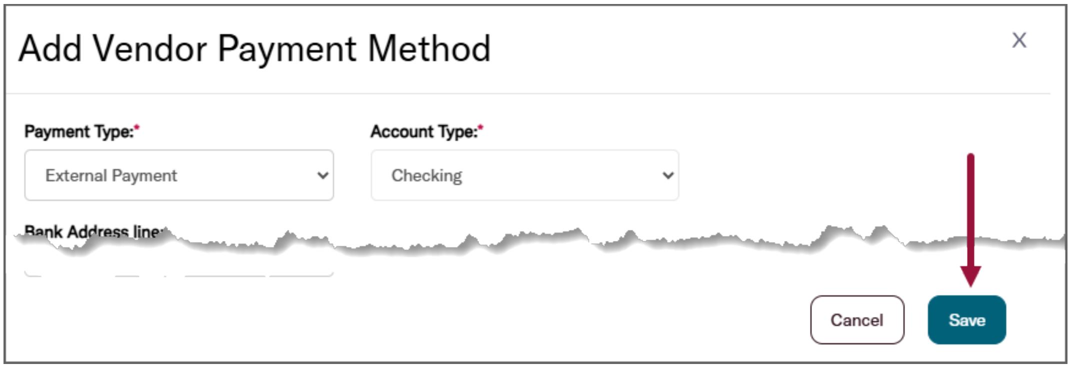
6. Click the **Account Type** drop-down and select the **type of external account** that will be used to pay the Vendor.



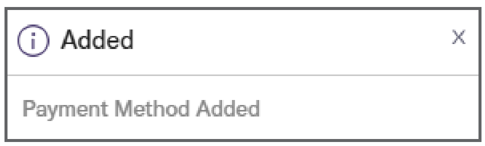
7. To set external payments as the **default payment method** for the Vendor, select the **Default for future invoice payment method** checkbox.

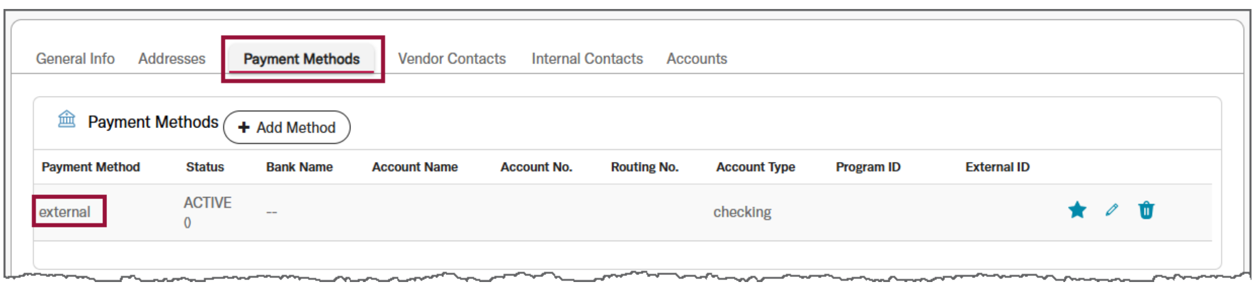


8. Click the **Save** button at the bottom of the **Add Vendor Payment Method** dialog.



9. The **Added** dialog will display, and the external payment method will display on the **Payment Methods** tab.





Contacts Tab

This section explains how to use the Vendor **Contacts** tab, where all Vendor contacts are displayed, and users can:

- View all Vendor contacts.
- Add new Vendor contacts.
- Send a Vendor Portal Welcome email.
- Edit Vendor contact information.

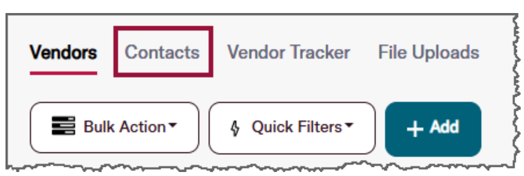
  Note: Users must have one of the following roles to add and edit Vendor contacts: **admin_vendor_contacts**, **admin_vendor**, **vendor_no_delete**, **universal_admin**, **system_admin**, or **application_admin**.

- Download Vendor contact data in a CSV or Excel format.

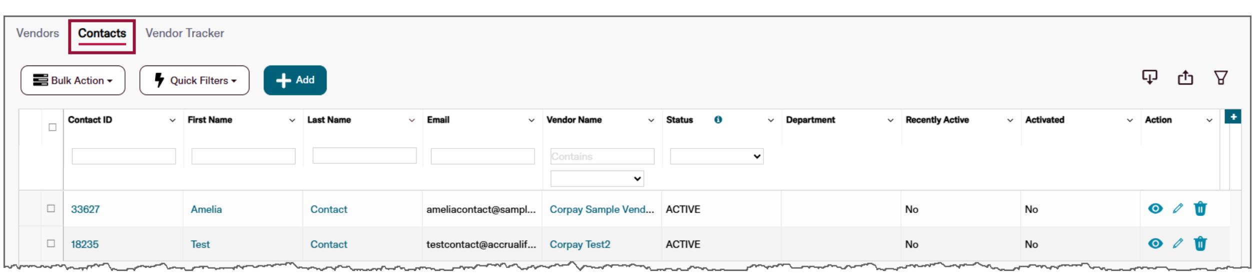
Access the Contacts Tab

This section describes how to access the Vendor **Contacts** tab.

1. In the **Vendors** module, click the **Contacts** tab.

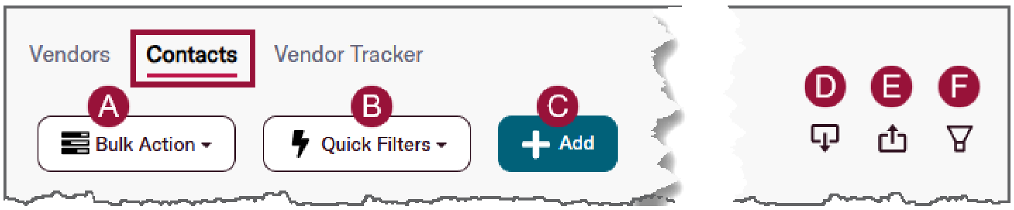


2. The **Contacts** tab will display.



Action Area

The top of the **Contacts** tab contains the following action icons that are used to manage Vendor contacts.



A. **Bulk Action –** Click the **Bulk Action** drop-down to **send a Vendor Portal Welcome Email** to a Vendor contact.

B. **Quick Filters –** Click the **Quick Filters** drop-down to:

- **Clear Filters –** Click this option to **clear all filters** from the **Contacts** grid.
- **Reset Grid –** Click this option to **reset the Contacts** grid to its **default state**.
- **No Vendor Specified –** Click this option to **filter the Contacts** grid by contacts that are **not linked to a Vendor**.
- **No Associated POs –** Click this option to **filter the Contacts** grid by contacts that are **not linked to a purchase order**.

C. **+ Add –** Users with appropriate permissions can **see and use the + Add button** to open the **Add Contact** dialog, where new contacts may be added.

Note: Users must have an **admin_vendor**, **admin_vendor_contacts**, **admin_users**, **universal_admin**, **system_admin**, or **application_admin** user role to add a new contact.

D. **Export Contacts –** Click the **Export Contacts** icon to **export and download** a copy of the Vendor contacts to a CSV file.

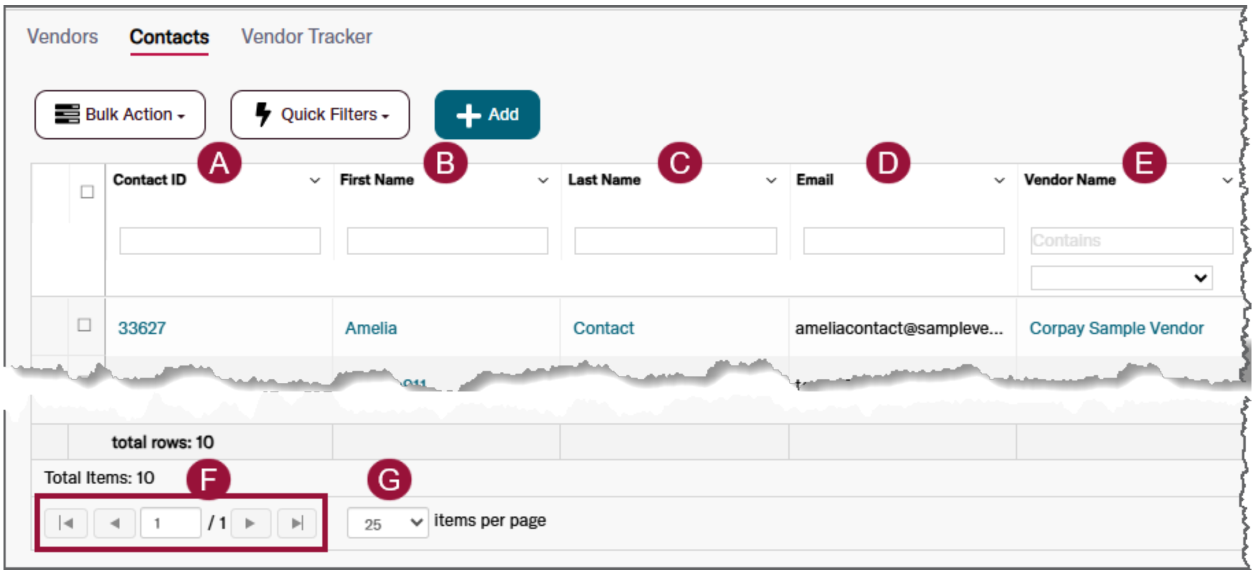
E. **Import Contacts –** Click the **Import Contacts** icon to open the **Bulk import new contacts** dialog, where users can import contacts in bulk.

F. **Toggle Filter –** Click the **Toggle Filter** to show or hide the **filter fields**.

Contacts Grid – Part 1

This section describes the columns in the first part of the **Contacts** grid.

Note: Visible columns depend on selections made in the Column Editor.



A. **Contact ID –** This column displays the **unique identifier** for the contact. Click the **Contact ID** link to open the **Contact Details** page.

B. **First Name –** This column displays the contact's **first name**. Click the **First Name** link to open the **Contact Details** page.

C. **Last Name –** This column displays the contact's **last name**. Click the **Last Name** link to open the **Contact Details** page.

D. **Email –** This column displays the contact's **email address**.

E. **Vendor Name –** This column displays the **Vendor** associated with the contact. Click the **Vendor Name** link to open the **Vendor Details** page.

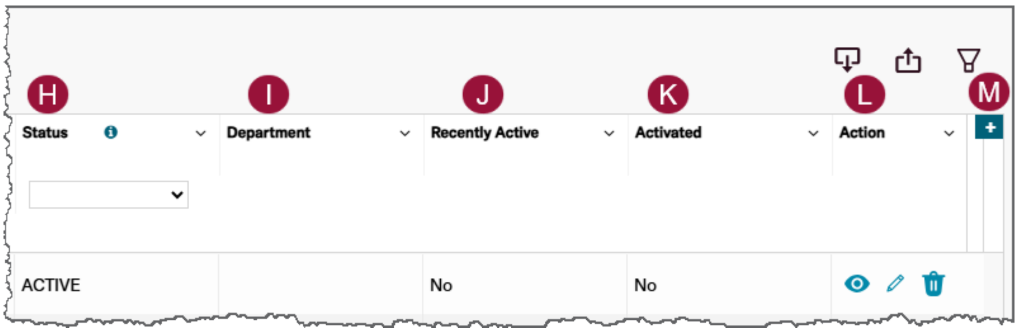
F. **Pagination** – Use the pagination controls to manage data in the **Contacts** grid.

G. **Items per page** – Use the items per page drop-down to control **how many contacts display** in the **Contacts** grid.

Contacts Grid – Part 2

This section describes the second half of the columns in the **Contacts** grid.

Note: Visible columns depend on selections made in the Column Editor.



H. **Status –** This column displays the **status** of the contact:

- **Active –** The contact is currently **active**.
- **Inactive –** The contact has been **deactivated**.
- **Pending –** The contact is **pending approval**.

I. **Department –** This column displays the **department** associated with the contact.

J. **Recently Active –** This column indicates whether the contact has **accessed the Vendor Portal** within the **past three months**.

K. **Activated –** This column indicates whether the contact has been **activated in the Vendor Portal**.

L. **Action –** This column displays the following action icons:

- **View –** Click the **View** icon to **open the Contact Details** page.
- **Edit –** Click the **Edit** icon to **open the Edit Details** page.
- **Delete –** The **Delete** icon is used to delete contact but should not be used.

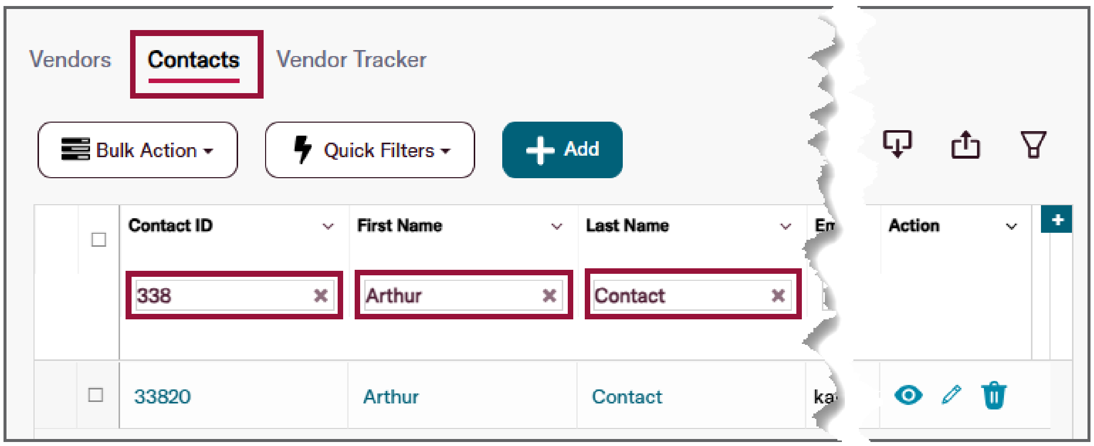
IMPORTANT
Contacts **should not be deleted**, as doing so may result in complications with information that is associated with the contact. Instead, users should deactivate the contact.

M. **Column Editor** – Click the **Column Editor** + to **clear filters**, **export data**, or **add and remove columns** from the **Contacts** grid.

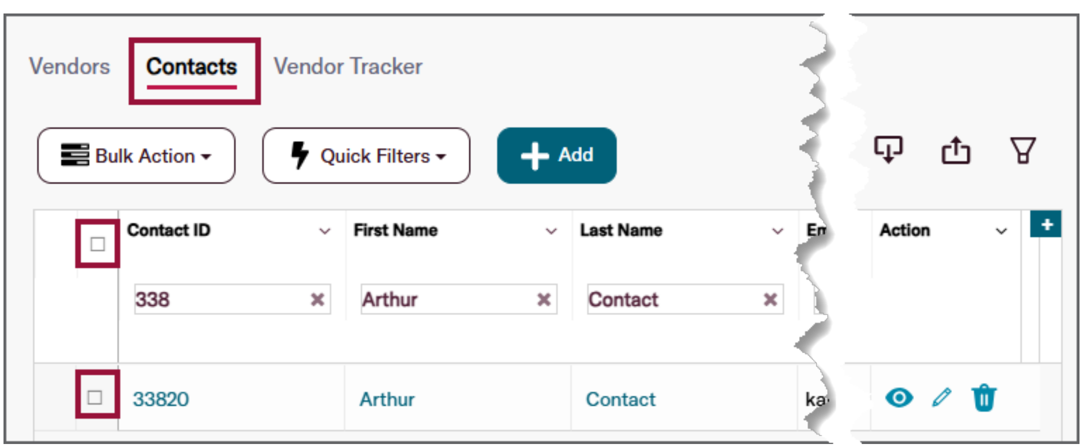
Send a Vendor Portal Welcome Email

This section explains how to send a welcome email inviting a contact to the **Vendor Portal**.

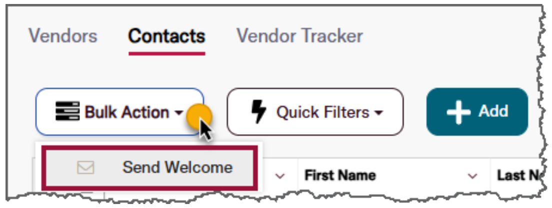
1. In the **Contacts** grid on the **Contacts** tab, search for the desired contact using the **filter fields**. Users can search by fields like **Contact ID**, **First Name**, **Last Name**, and **Vendor Name**. Partial values are accepted in all text fields.



2. Click the **checkbox** next to the contact's name or the **Select All** checkbox to select all contacts in the grid.



3. Click the **Bulk Action** drop-down and select **Send Welcome**.

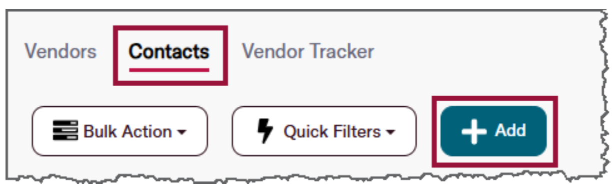


4. A confirmation dialog will display, and the contact will receive an email with further instructions on how to sign up for the **Vendor Portal**.

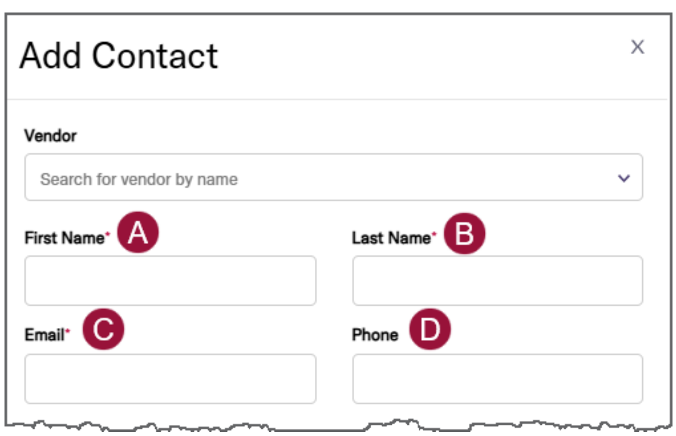
Add a New Contact

This section describes how to add a new contact without associating the person to a Vendor.

1. On the **Contacts** tab in the **Vendors** module, click the **+ Add** button.



2. Complete the following steps in the **Add Contact** dialog:

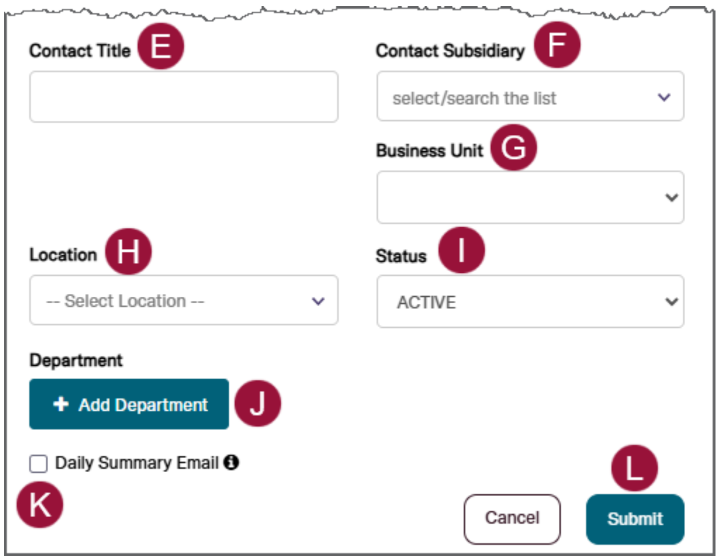


A. **First Name –** Key in the contact's **first name**. This field is **required**.

B. **Last Name –** Key in the contact's **last name**. This field is **required**.

C. **Email –** Key in the contact's **email address**. This field is **required**.

D. **Phone –** Key in the contact's **telephone number**.



E. **Contact Title –** Key in the contact's **title**.

F. **Contact Subsidiary –** Click the **Contact Subsidiary** drop-down and select a **subsidiary** for the contact.

G. **Business Unit –** Click the **Business Unit** drop-down and select the contact's **business unit**.

H. **Location –** Click the **Location** drop-down and select the contact's **location**.

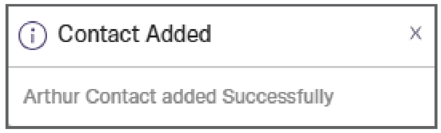
I. **Status –** Click the **Status** drop-down and select a **status** for the contact.

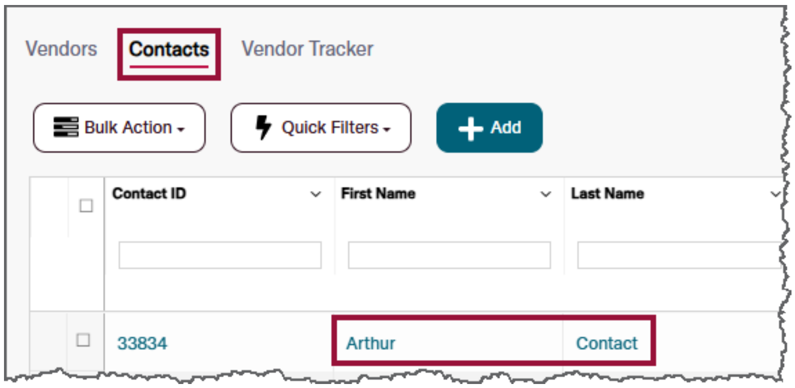
J. **+ Add Department –** Click the **+ Add Department** button to display the **Department** drop-down. Then, click the **Department** drop-down and select a **department** for the contact.

K. **Daily Summary Email –** Check this box to **reduce** real-time notifications to **one daily summary email**.

L. Click the **Submit** button to **create** the new contact.

3. The **Contact Added** dialog will display, and the contact will appear in the **Contacts** grid.

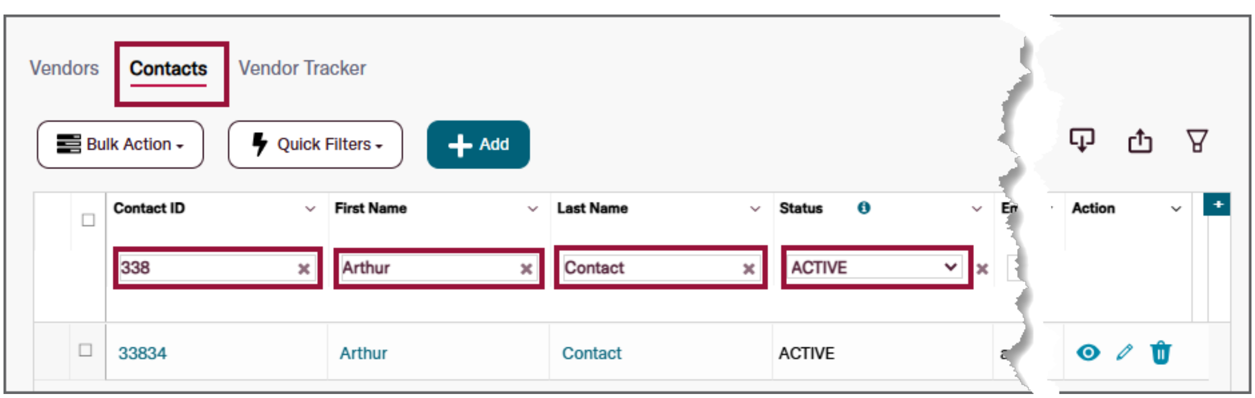




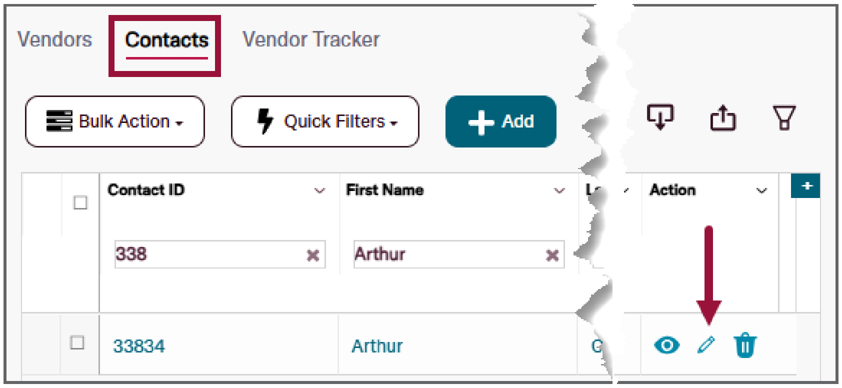
Add an Existing Contact to a Vendor

This section explains the process for adding an existing contact to a Vendor. An existing contact may be linked to a Vendor using either the **Add Contact** dialog or the **Edit Contact** page.

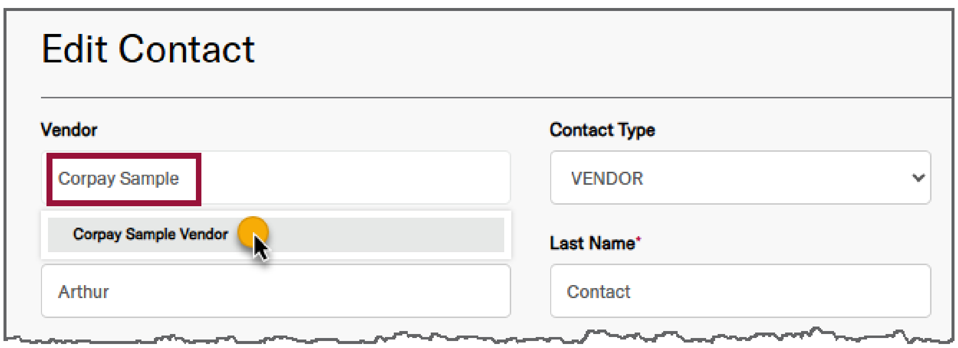
1. On the **Contacts** tab in the **Vendors** module, search for the **desired contact** in the **Contacts** grid using the **filter fields**.



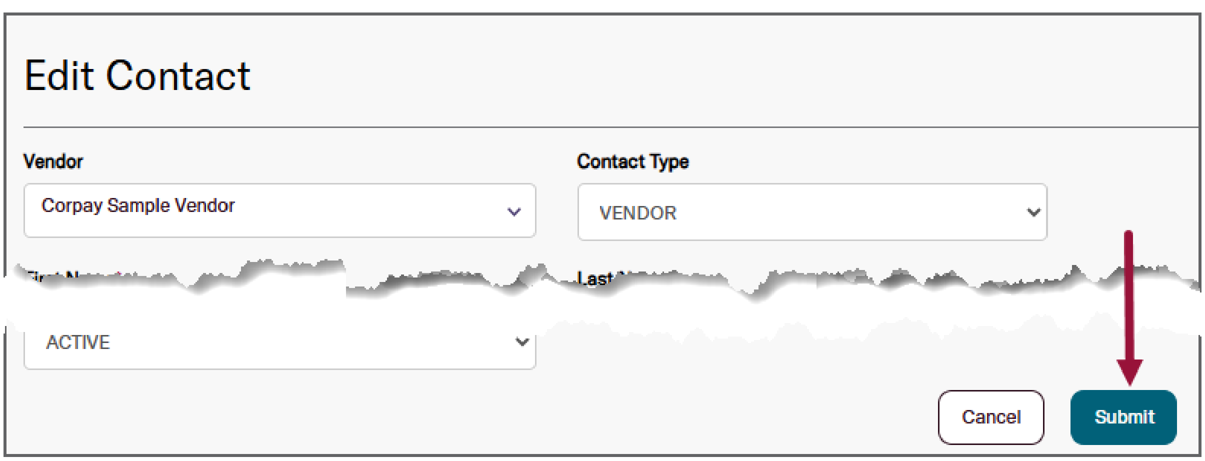
2. Click the **Edit** icon in the **Action** column.



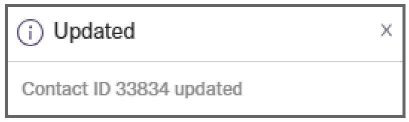
3. In the **Vendor** field on the **Edit Contact** page, key in the **name** of the Vendor to be linked to the contact. Then, select the **Vendor** from the search results.

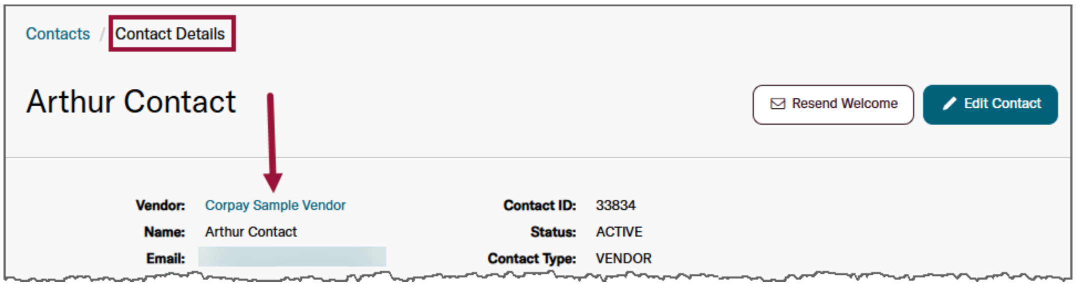


4. Click the **Submit** button.



5. The **Updated** dialog will display, and the linked Vendor will display on the **Contact Details** page for the contact.



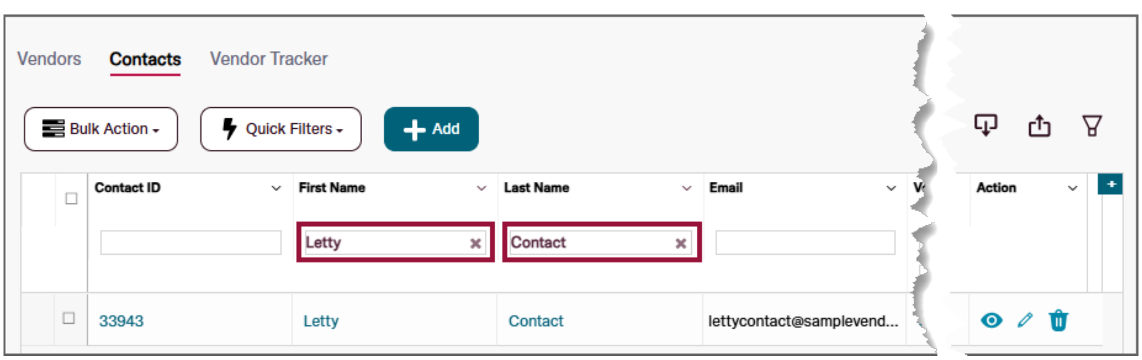


Deactivate a Vendor Contact

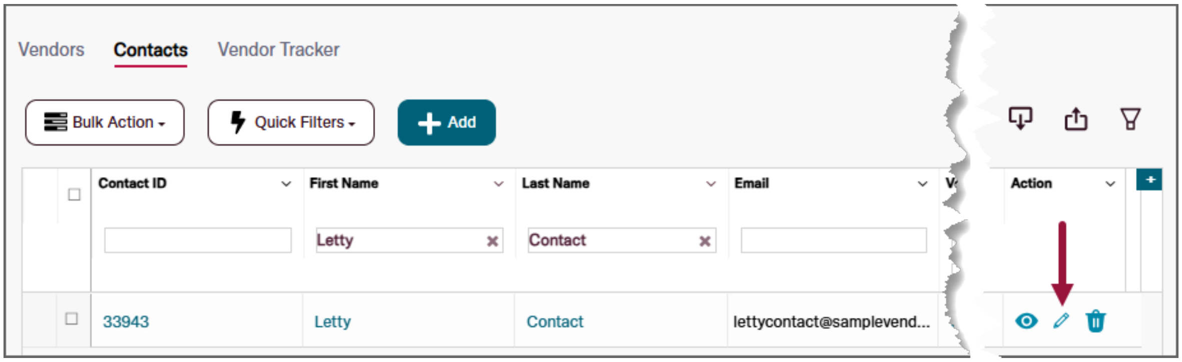
Deactivating a Vendor contact is a **controlled way to remove access** without compromising system integrity or historical data. For example, if a contact is no longer with a Vendor organization, they can be deactivated in Corpay Complete. In contrast to deletion, deactivation ensures system continuity and audit compliance.

Complete the following steps to deactivate a Vendor contact.

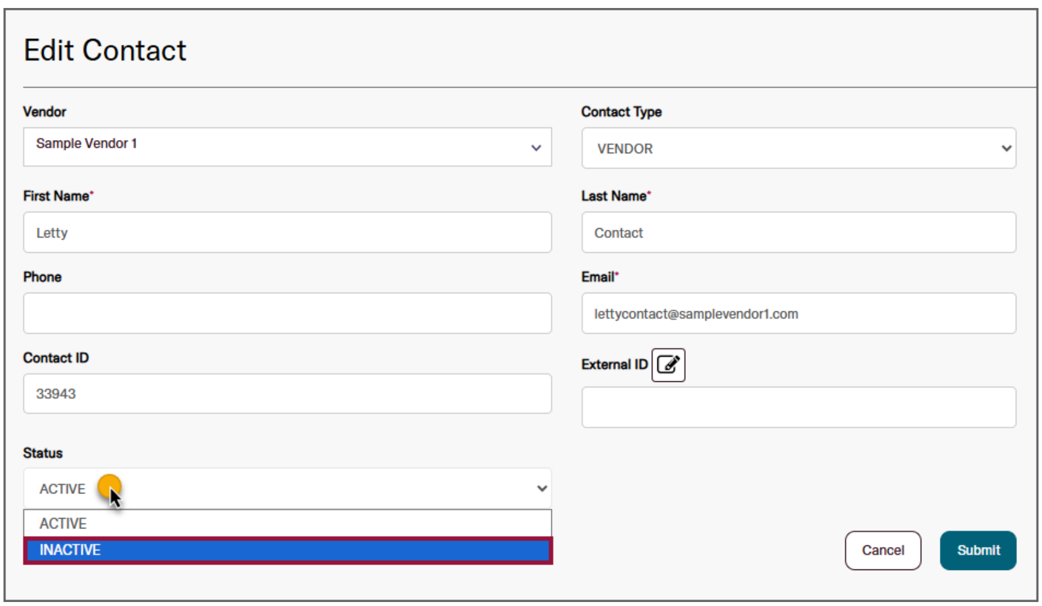
1. On the **Contacts** tab in the **Vendors** module, search for the desired contact using the **filter fields**.



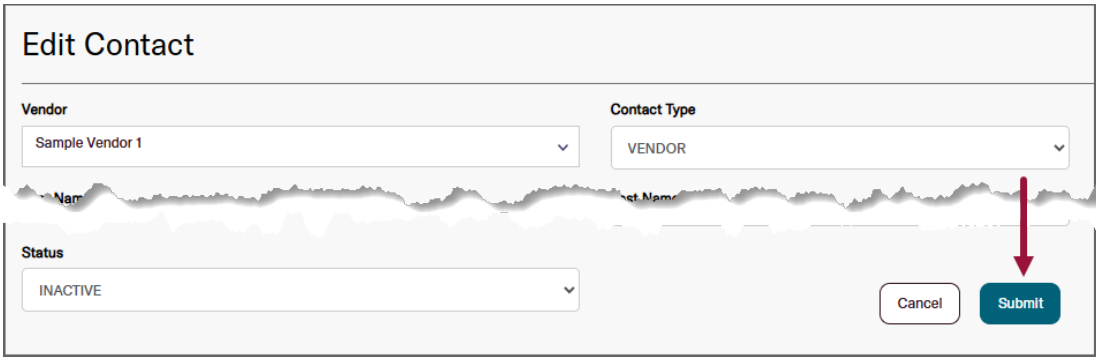
2. Click the **Edit** icon to open the **Edit Contact** page.



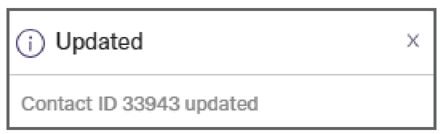
3. On the **Edit Contact** page, click the **Status** drop-down and select **Inactive**.

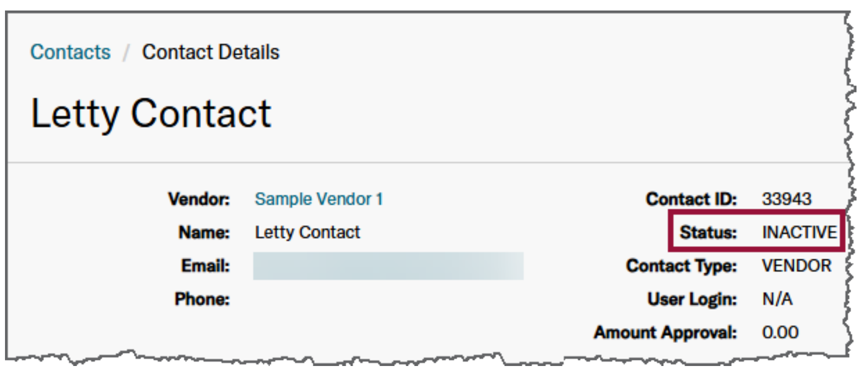


4. Click the **Submit** button.



5. The **Updated** dialog will display, and the **Contact Details** page will appear with the contact's status changed to **Inactive**.

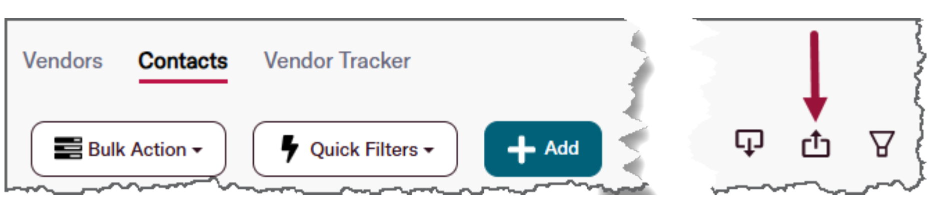




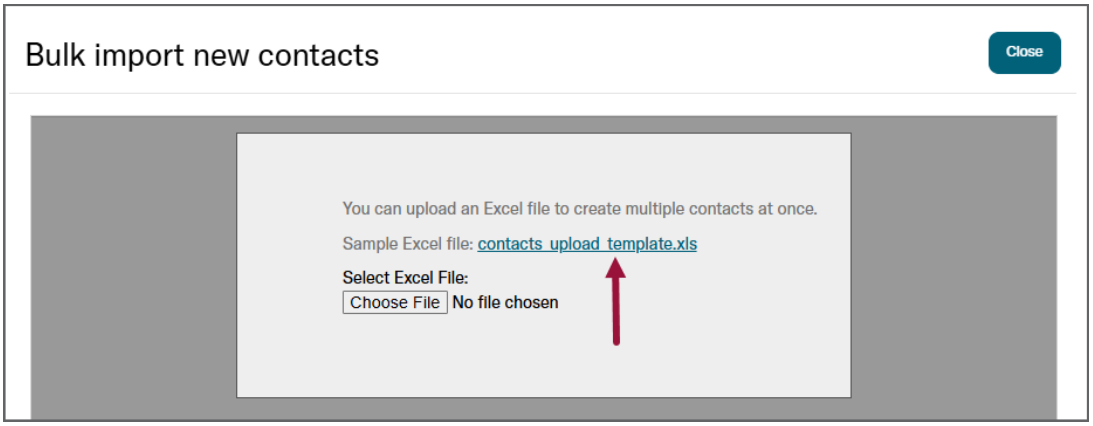
Import Contacts in Bulk

This section describes how to import contacts in bulk from the **Contacts** grid.

1. On the **Contacts** tab in the **Vendors** module, click the **Import Contacts** icon.

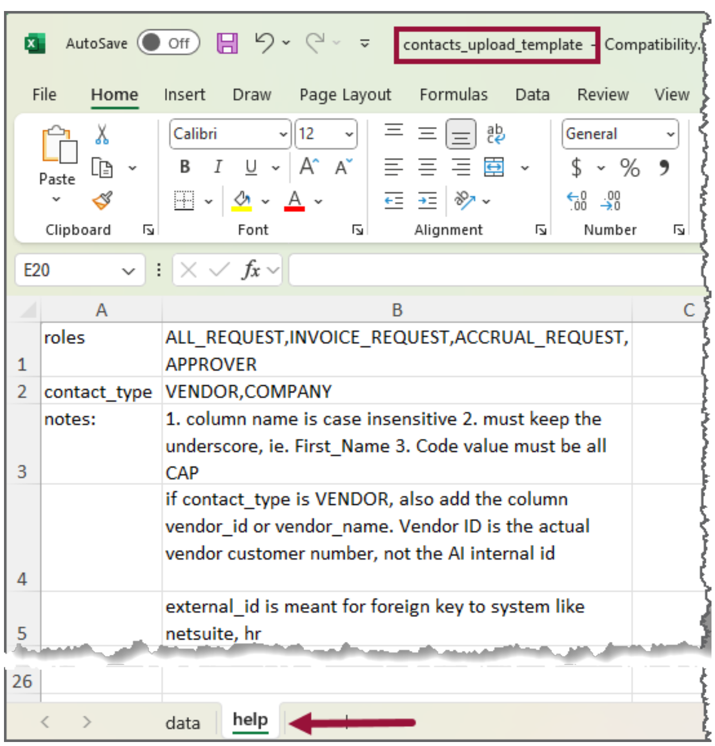


2. In the **Bulk import new contacts** dialog, click the **contacts_upload_template.xls** link to download it to your computer.



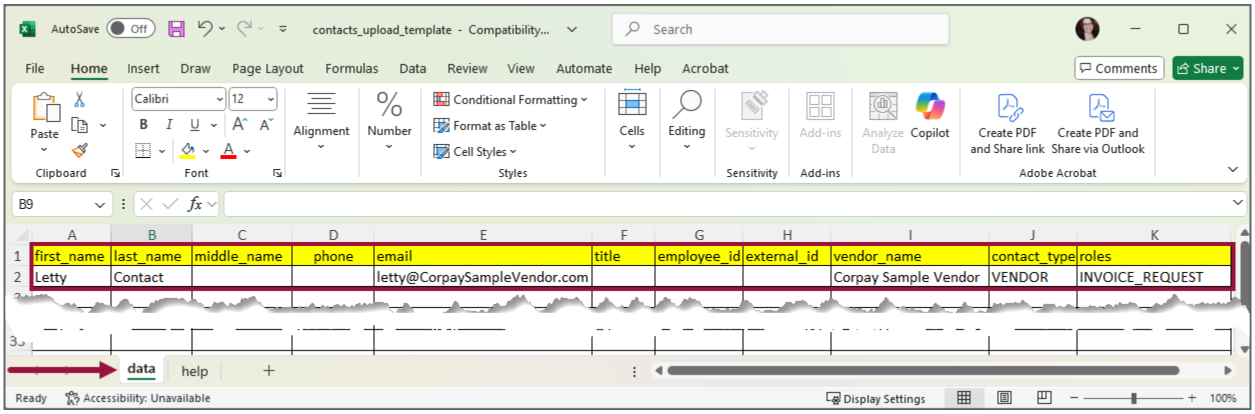
3. Locate and open the downloaded **contacts_upload_template** file in your downloads folder.

4. Click the **help** tab in the **contacts_upload_template** for guidance on completing the Excel file accurately.

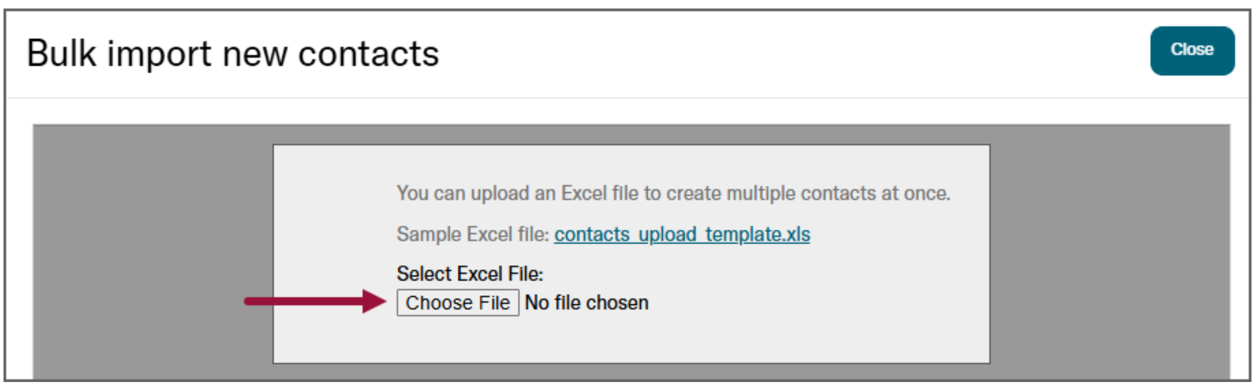


5. Click the **data** tab and complete each field.

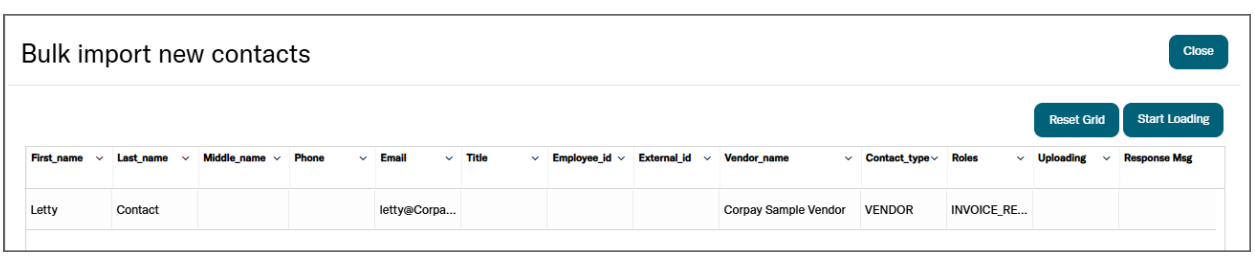
IMPORTANT
The **first_name**, **last_name**, and **email** columns are **required** to import a contact.



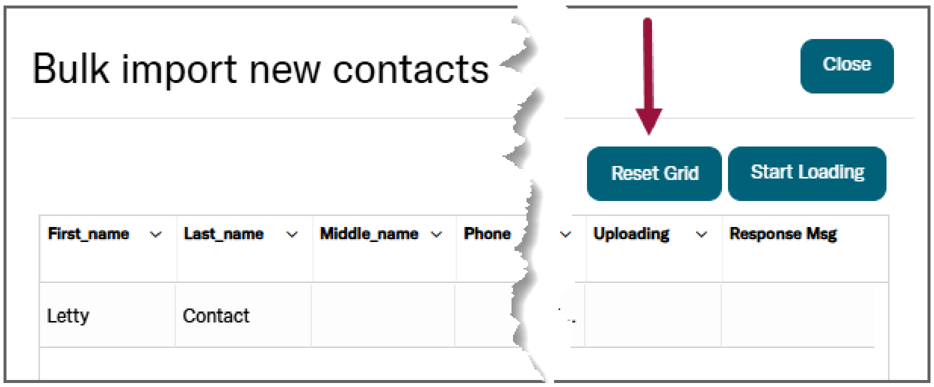
8. In the **Bulk import new contacts** dialog, click the **Choose File** button and select the saved **contacts_upload_template** file.



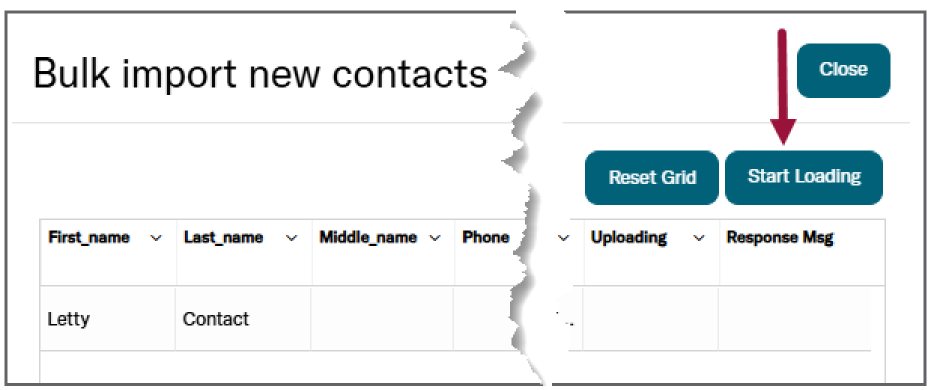
9. The contact(s) from the **contacts_upload_template** file will display in the **Bulk import new contacts** dialog.



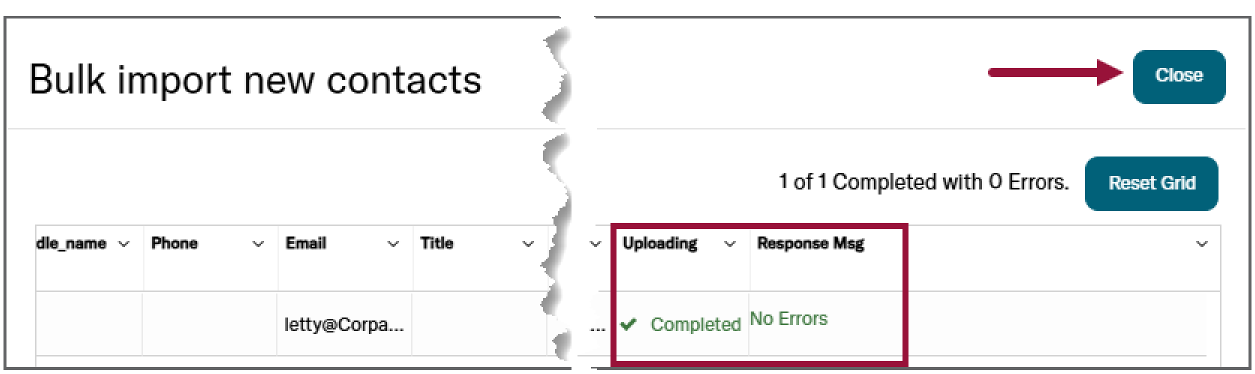
10. If any of the information was entered incorrectly, **update the contacts_upload_template** file, and then **click the Reset Grid** button to upload the file again.



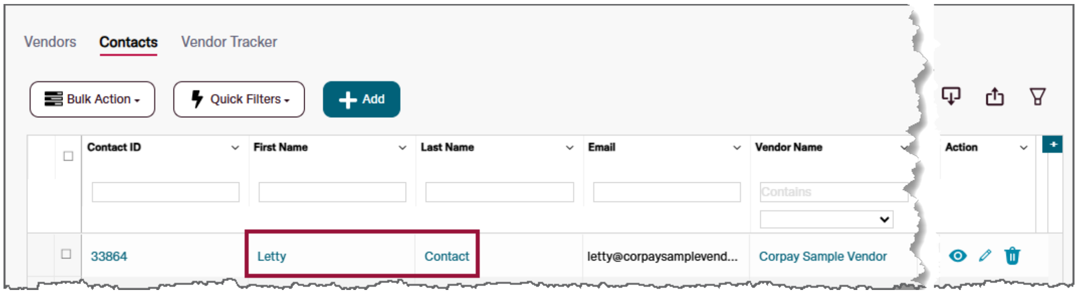
11. After confirming the contact information is correct, click the **Start Loading** button.



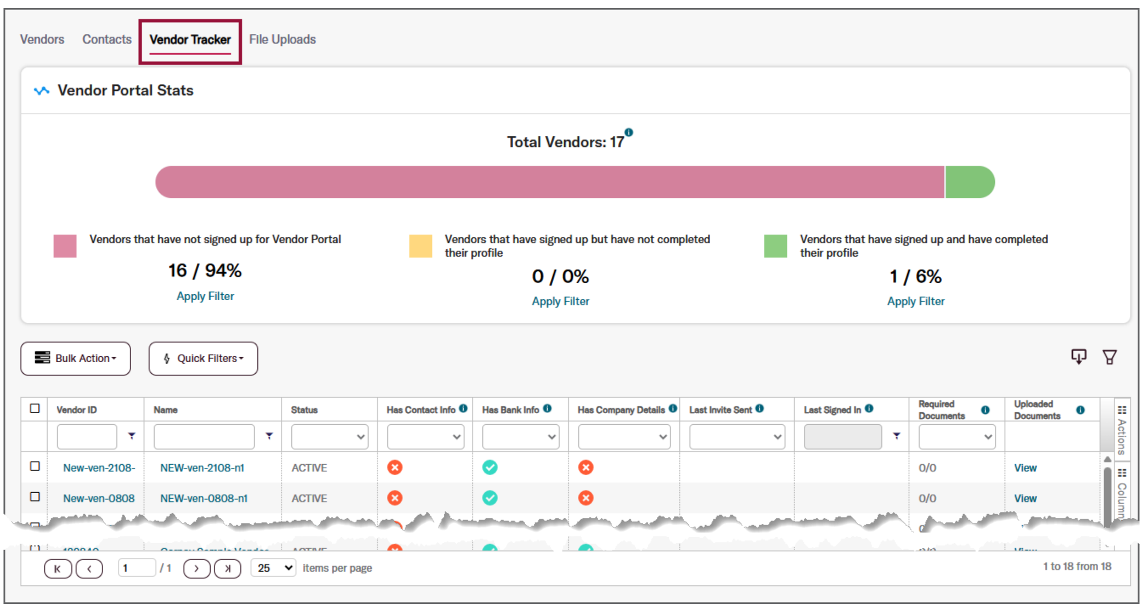
12. If the contact data is uploaded successfully, the **Uploading** column will show a **Completed** ✔ icon and the **Response Msg** column will indicate that the contact(s) were created without errors.



13. Click the **Close** button to return to the **Contacts** tab to view the newly added contact(s).



Vendor Tracker Tab



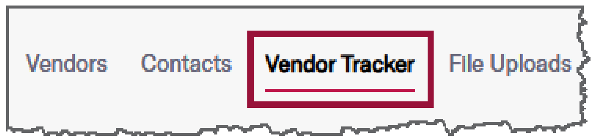
The **Vendor Tracker** tab is where users can:

- View a dashboard with various statistics on Vendors.
- Send **Complete Profile Reminder** and **Welcome** emails for the **Vendor Portal**.
- Export Vendors to a CSV or Excel file.
- Track which Vendors have completed different parts of their profile information.
- View **Vendor Portal** activity information.
- View uploaded documents.

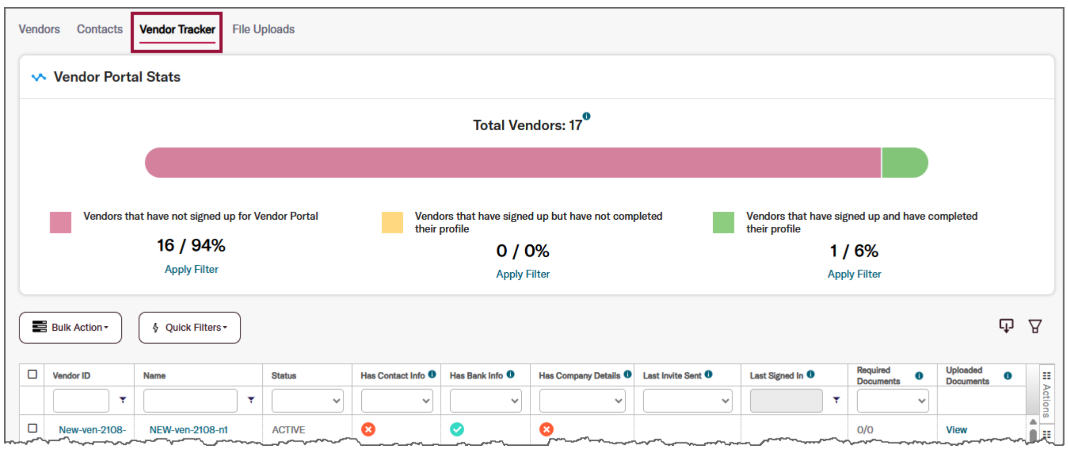
Access the Vendor Tracker Tab

This section describes how to access the **Vendor Tracker** tab.

1. In the **Vendors** module, click the **Vendor Tracker** tab.

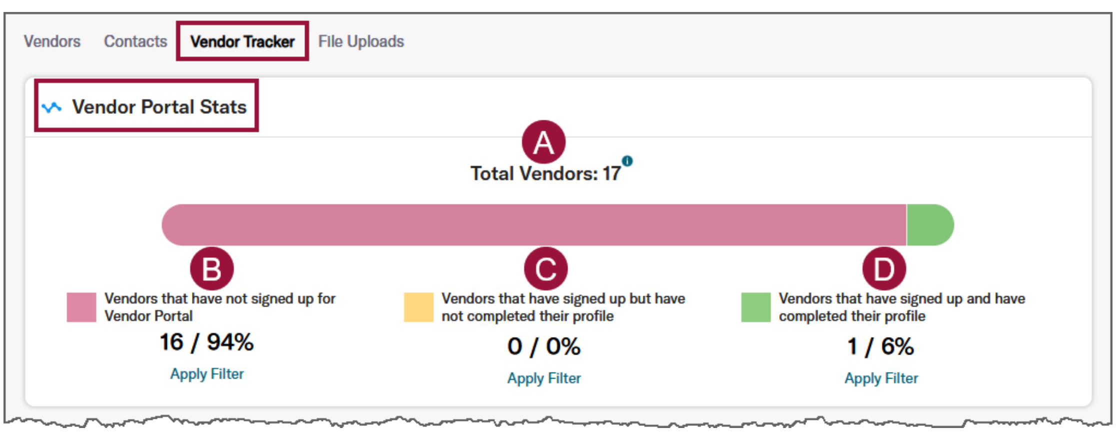


2. The **Vendor Tracker** tab will display.



Vendor Portal Stats

The **Vendor Portal Stats** panel displays statistics about Vendors associated with the user's Company.



A. **Total Vendors –** The **Total Vendors** heading displays the **total number of Vendors** associated with the user's Company, including active and inactive Vendors.

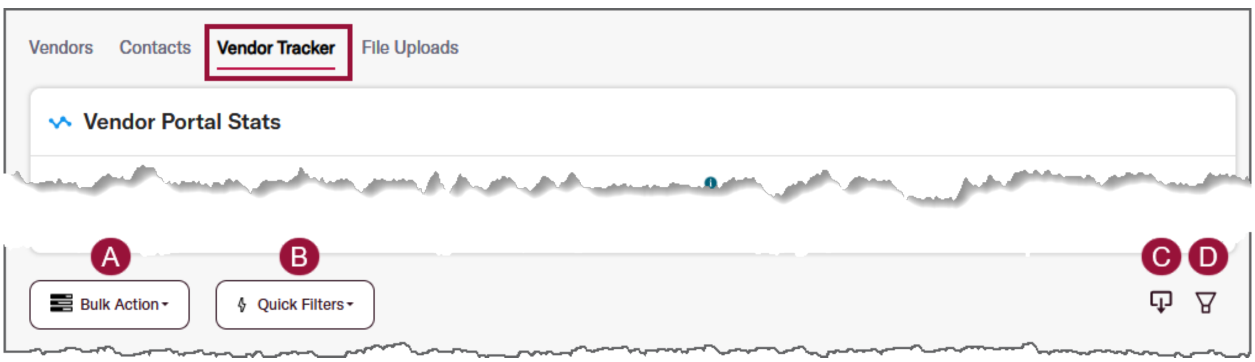
B. **Vendors that have not signed up for Vendor Portal –** This heading displays both the **number** and **percentage** of Vendors who have **not yet signed up** for the **Vendor Portal**. To **view these Vendors** in the **Vendor Tracker** grid, click the **Apply Filter** button.

C. **Vendors that have signed up but have not completed their profile –** This heading displays both the **number** and **percentage** of Vendors who have **signed up** for the **Vendor Portal** but **not yet completed their profile**. To **view these Vendors** in the **Vendor Tracker** grid, click the **Apply Filter** button.

D. **Vendors that have signed up and have completed their profile –** This heading displays both the **number** and **percentage** of Vendors who have **signed up** and **completed their profile** in the **Vendor Portal**. To **view these Vendors** in the **Vendor Tracker** grid, click the **Apply Filter** button.

Action Area

The top of the **Vendor Tracker** grid contains the following action icons that are used to view, manage, and filter Vendors.



A. **Bulk Action –** Click the **Bulk Action** drop-down to choose from the following options:

- **Send Complete Profile Reminder –** Click this option to send Vendors an **email reminding them** to **complete their profile** in the **Vendor Portal**.
- **Send Welcome –** Click this option to send Vendors an email **welcoming them** to the **Vendor Portal**. The email includes instructions on how to get set up in the **Vendor Portal**.

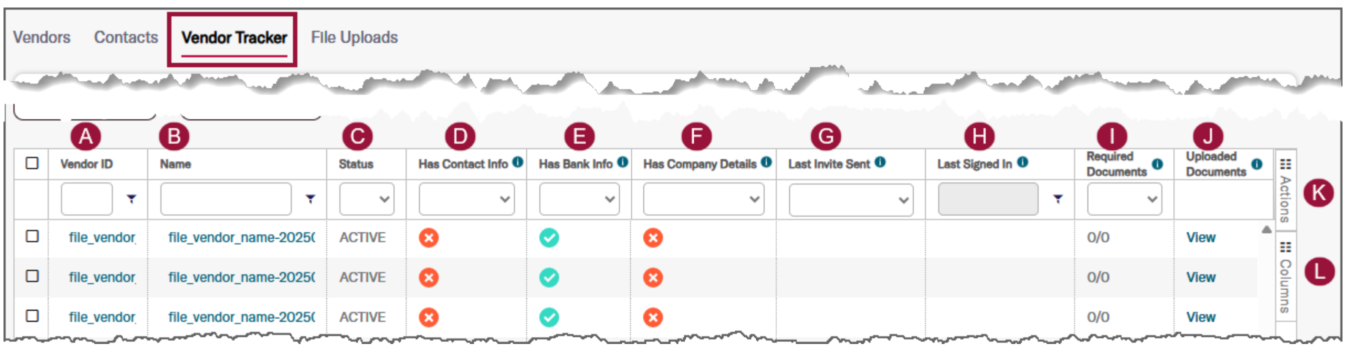
B. **Quick Filters –** Click the **Quick Filters** drop-down to **clear all filters** from the **Vendor Tracker** grid or **reset** the **Vendor Tracker** grid to its default state.

C. **Export Vendors –** Click the **Export Vendors** icon to **download a CSV file** containing a **list of all Vendors** in the **Vendor Tracker** grid.

D. **Toggle Filter –** Click the **Toggle Filter** icon to **show or hide the filter fields** in the **Vendor Tracker** grid.

Vendor Tracker Grid

This section describes the fields and actions in the **Vendor Tracker** grid.



A. **Vendor ID –** This column contains the **unique identifier** for the Vendor. Click the **Vendor ID** link to open the **Vendor Details** page.

B. **Name –** This column contains the Vendor's **name**. Click the **Name** link to open the **Vendor Details** page.

C. **Status –** This column contains the **status** of the Vendor.

D. **Has Contact Info –** This column indicates whether the Vendor has successfully **added contact information** to the **Vendor Portal**. A red x indicates that contact information is **missing**, while a green check signifies that contact information is **present**. Click the **Has Contact** drop-down to filter Vendors in the **Vendor Tracker** grid by whether they have contact information.

E. **Has Bank Info –** This column indicates whether the Vendor has **successfully added banking information** to the **Vendor Portal**. A red x indicates that banking information is **missing**, while a green check signifies that banking information **exists**. Click the **Has Bank Info** drop-down to filter Vendors in the **Vendor Tracker** grid by whether they have banking information.

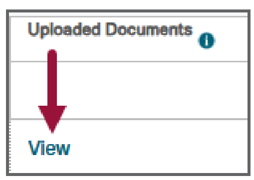
F. **Has Company Details –** This column indicates whether the Vendor has **successfully added Company information** to the **Vendor Portal**. A red x indicates that Company information is **missing**, while a green check signifies that Company information is **present**. Click the **Has Company Details** drop-down to filter Vendors in the **Vendor Tracker** grid by whether they have Company details.

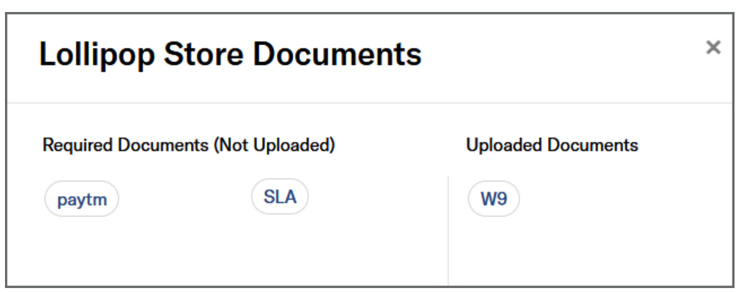
G. **Last Invite Sent –** This column shows the **date and time** when a **Vendor Portal Welcome email was sent**.

H. **Last Signed In –** This column shows the **date and time** when a Vendor **logged on to the Vendor Portal**.

I. **Required Documents –** This column indicates the **number of required documents** the Vendor has **uploaded** out of the **total number required**.

J. **Uploaded Documents –** Click the **View** button in the **Uploaded Documents** column to open the **[Vendor Name] Documents** dialog, where users can view both **required documents** that have **not been uploaded** and **previously uploaded documents**.





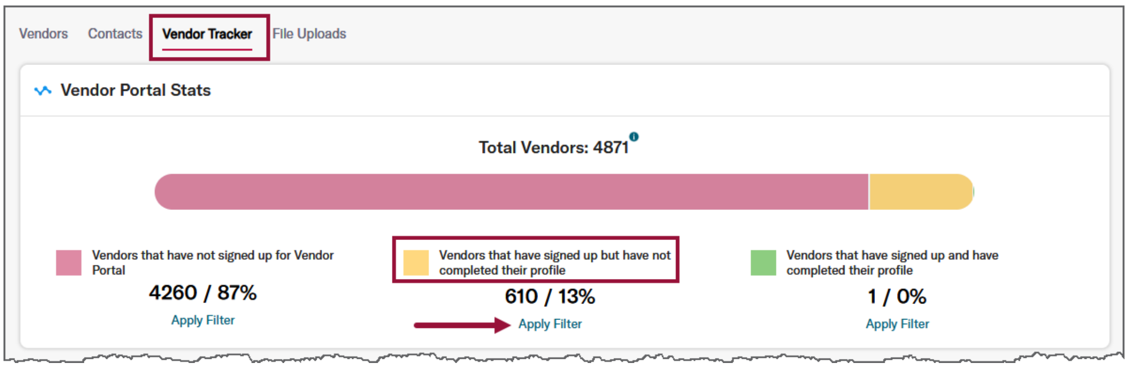
K. **Actions (button) –** Click the **Actions** button to display the **Actions** flyout.

L. **Columns (button) –** Click the **Columns** button to open the **Columns** flyout.

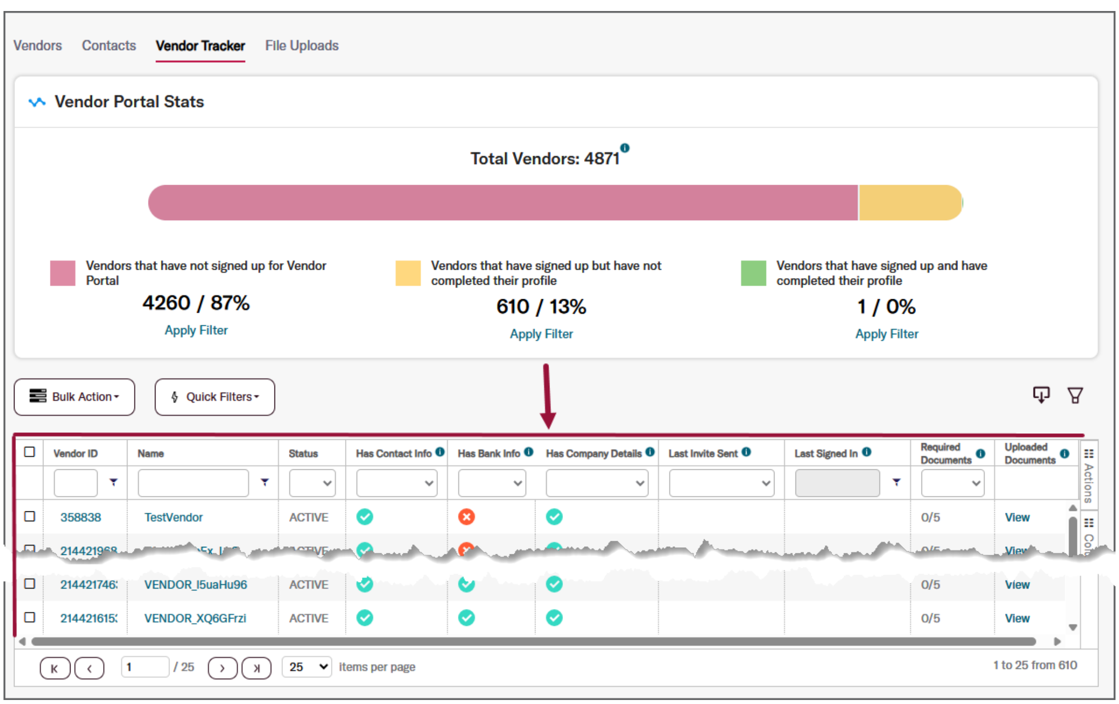
Send a Complete Profile Reminder Email

This section describes how to send a reminder to a Vendor who has not completed their profile in the **Vendor Portal**.

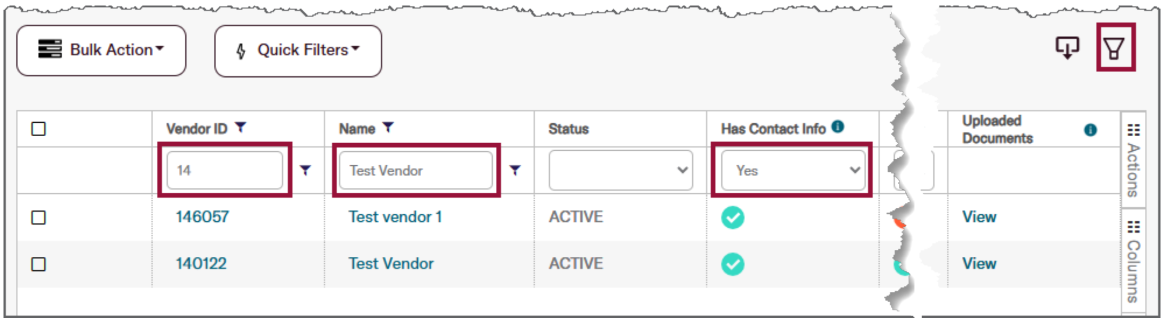
1. Click the **Apply Filter** button in the **Vendor Portal Stats** panel in the **Vendors who have signed up but have not completed their profile** section.



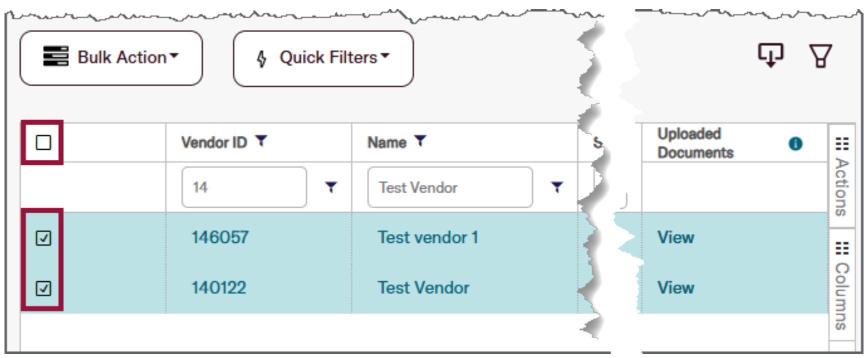
2. The **Vendor Tracker** grid will be filtered by Vendors who have not completed their profile.



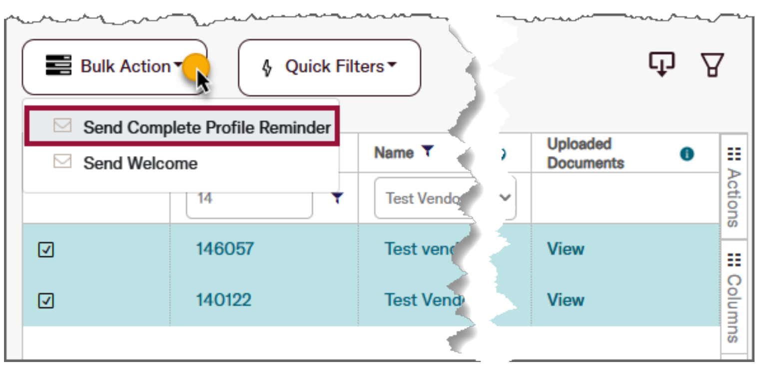
3. In the **Vendor Tracker** grid, use the **filter fields** to further refine the search results.



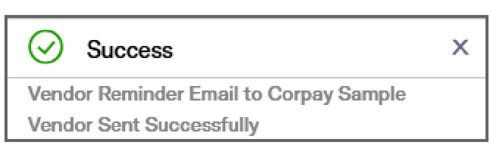
4. Select the **checkbox** next to each Vendor that needs a reminder email. The **Select All checkbox** at the top of the grid can be used to select all Vendors.



5. Click the **Bulk Action** drop-down and select **Send Complete Profile Reminder**.

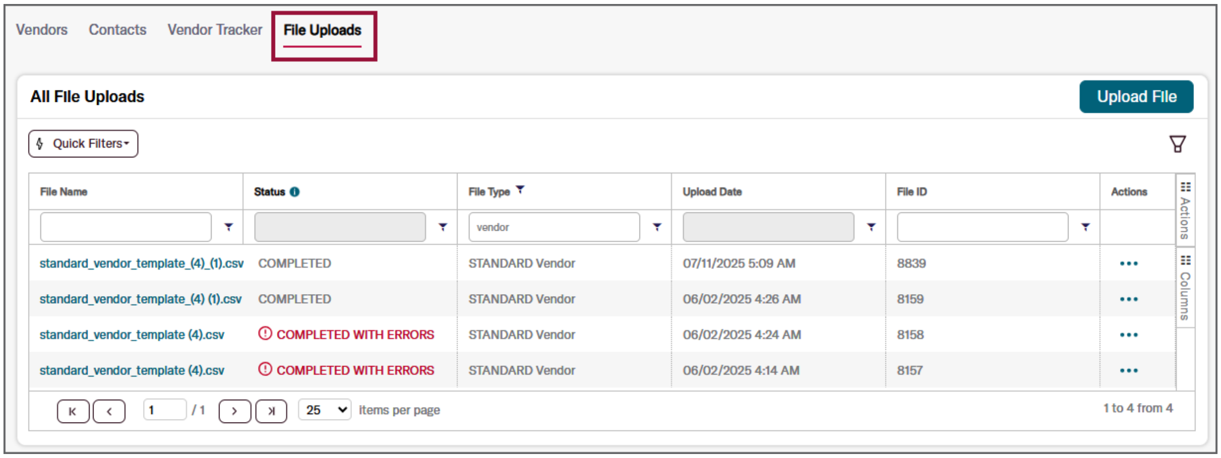


6. The **Success** dialog will display, and the Vendor will receive an email reminding them to complete their profile in the **Vendor Portal**.



File Uploads Tab

The **File Uploads** tab serves as a centralized interface for bulk data entry, allowing users to upload multiple Vendor records at once using structured templates.

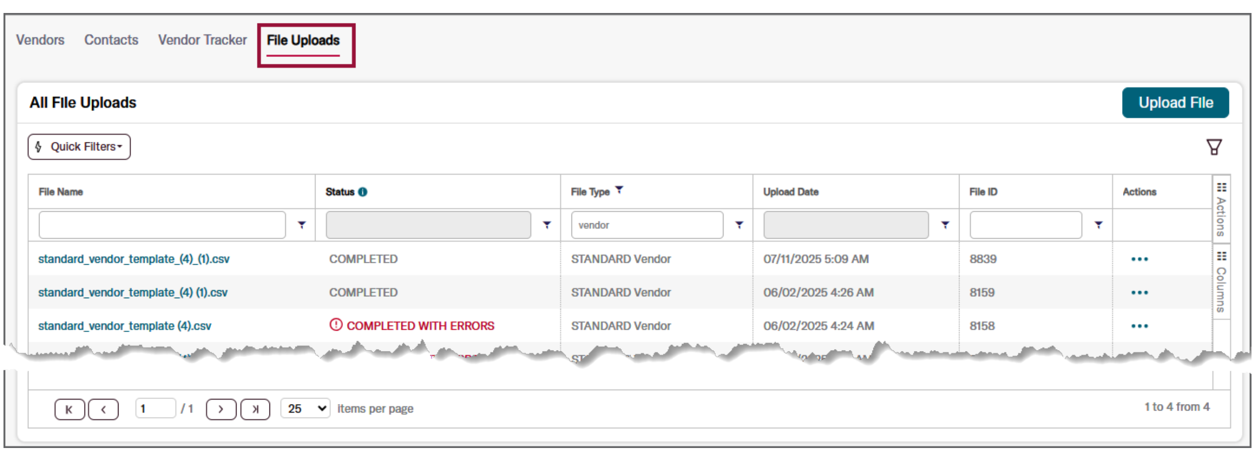


Access the File Uploads Tab

This section describes how to access the **File Uploads** tab.

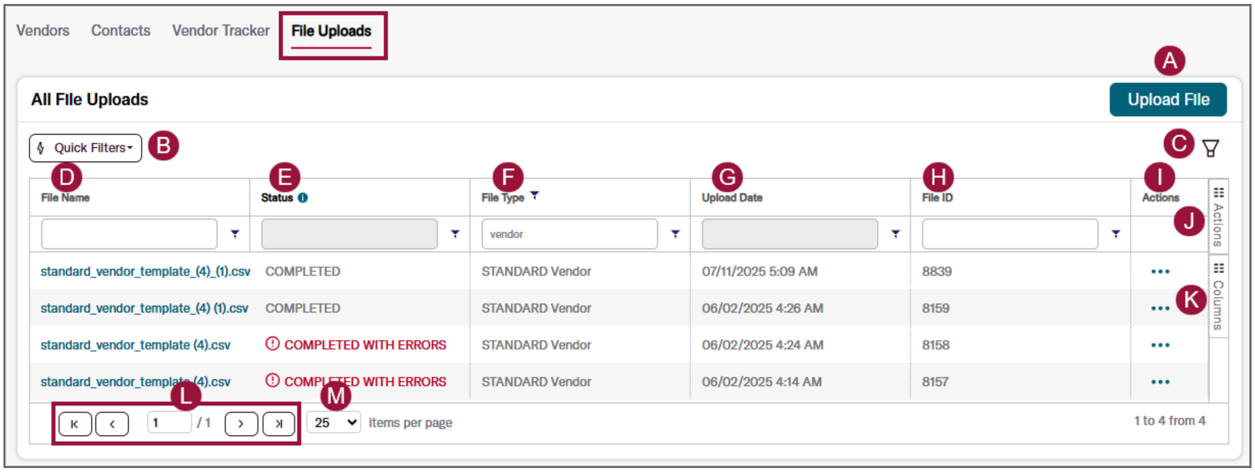
1. In the **Vendors** module, click the **File Uploads** tab.

2. The **File Uploads** tab will display.



File Uploads Grid

This section describes the columns and actions on the **File Uploads** grid.



A. **Upload File –** Click the **Upload File** button to open the **Upload File** dialog, where users can **upload a file** containing information about multiple Vendors.

B. **Quick Filters –** Click the **Quick Filters** drop-down to clear all filters from the **File Uploads** grid or **reset the grid** to its default state.

C. **Toggle Filter –** Click the **Toggle Filter** icon to **show or hide** the **filter fields**.

D. **File Name –** This column displays the **name of the file** used to upload the Vendors to Corpay Complete.

E. **Status –** This column displays the **status** of the file upload:

- **Pending Processing –** The file is in the process of being uploaded.
- **Completed –** The Vendors were successfully uploaded to Corpay Complete.
- **Completed with Errors –** Some Vendors were not created in Corpay Complete because of errors in the Vendor file.
- **Reading Failed** – The file upload failed because it contained special characters, which are not allowed. Remove all the special characters and upload the file again.

F. **File Type –** This column displays the **type of file** that was used to create new Vendors.

G. **Upload Date –** This column displays the **date** when the Vendor file was **uploaded**.

H. **File ID –** This column displays the **unique identifier** for the Vendor file.

I. **Actions (column) –** In the **Actions** column, click the **ellipses** icon to display the following options:

- **View –** Click this option to open the **File Uploads Details** page, where users can see **additional details** about the file upload.
- **Download –** Click this option to **download** a copy of the file that was used to create the new Vendors.

J. **Actions (button) –** Click the **Actions** button to display the **Actions** flyout.

K. **Columns (button) –** Click the **Columns** button to open the **Columns** flyout.

L. **Pagination –** Use the **pagination controls** to manage data in the **File Uploads** grid.

M. **items per page –** Use the **items per page** drop-down to control how many files display in the grid.

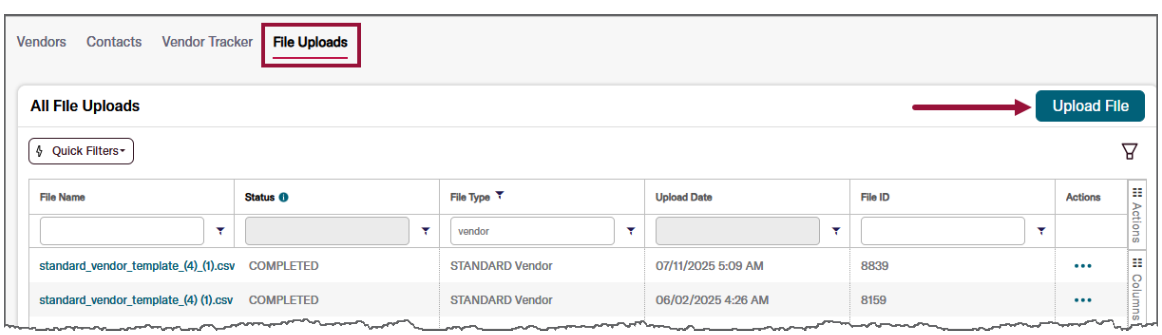
Import Multiple Vendors Using the File Uploads Tab

This section describes the process of importing a file with multiple Vendors using the **File Uploads** tab.

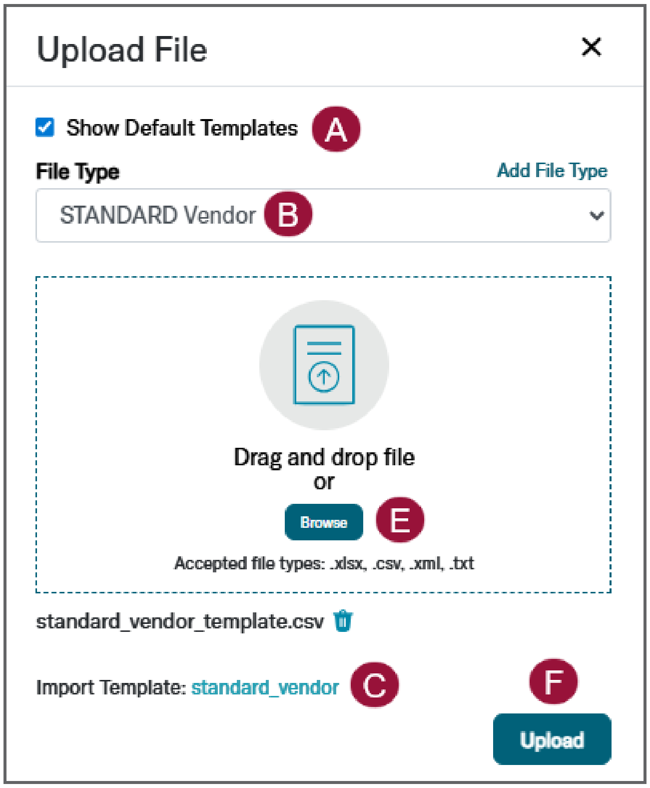
Users can select either standard or customized file templates. Customized file templates must be configured by the **Corpay Complete Support** team for your Company before they can be used in Corpay Complete. Contact the **Corpay Complete Support** team at **accountmanagement@corpay.com** for assistance with customized file templates.

Note: This section describes how to import bulk Vendors using a standard file template, but the process is similar when using a custom template.

1. On the **File Uploads** tab in the **Vendors** module, click the **Upload File** button.



2. Complete the following steps in the **Upload File** dialog:



A. Click the **Show Standard Templates** checkbox if you will be using a standard template.

B. Select the **File Type** drop-down and click the desired template. In the previous example, **Standard Vendor** is selected.

C. Click the **Import Template** link to download the Vendor template.

   Note: This option may not display depending on the selected template.

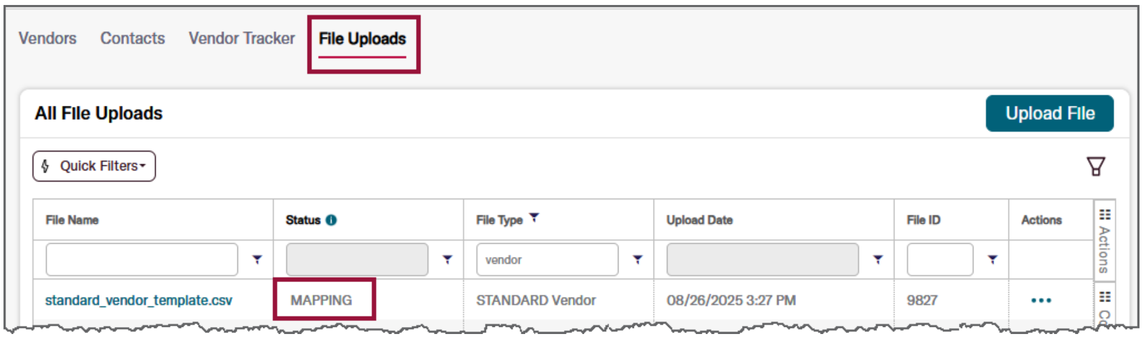
D. Complete the information in the Vendor template.

   Note: This step is not shown in the previous image because it occurs outside the **Upload File** dialog.

E. Click the **Browse** button or **drag and drop** the completed Vendor template into the **Upload File** dialog.

F. Once the Vendor file is attached, click the **Upload** button.

3. The **Saved** dialog will display, and the Vendor file **Status** will show as **Mapping**, indicating that the Vendor information is being processed.

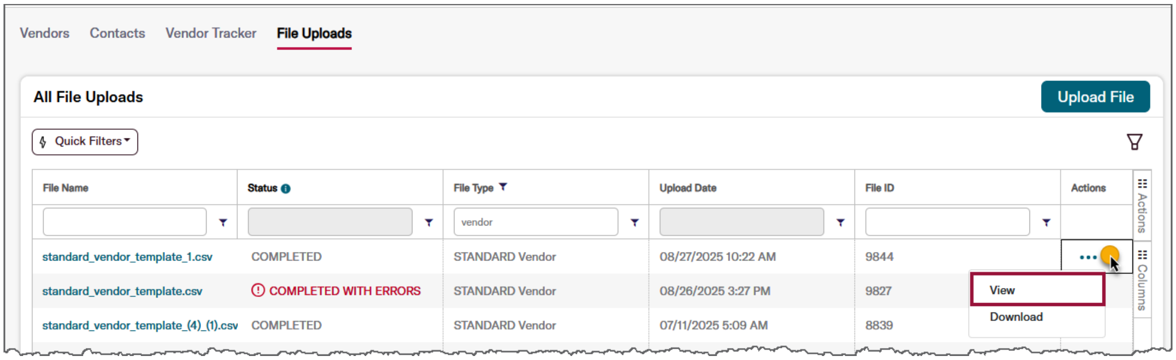


4. The Vendor file will display one of the following **Status** messages:

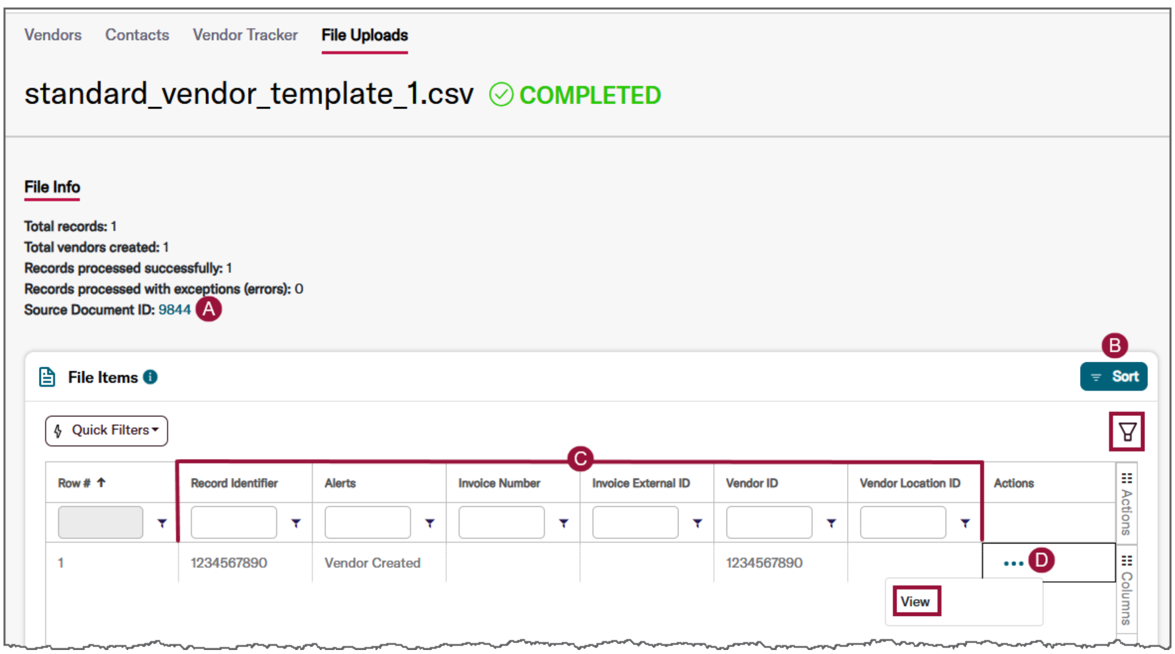
Note: Users may need to refresh their screen to see the updated **Status**.

- **Pending Processing –** The Vendors are in the process of being uploaded to Corpay Complete.
- **Completed –** The Vendors were successfully uploaded to Corpay Complete.
- **Completed with Errors –** Some Vendors were not fully uploaded to Corpay Complete because of errors in the Vendor file.
- **Reading Failed** – The file upload failed because it contained special characters, which are not allowed. Remove all the special characters and upload the file again.

5. To review the details of the Vendor file upload, click the **ellipses** ••• icon in the **Actions** column, and select **View**.



6. On the **File Upload Details** page, review the details of the Vendor file upload using these features:



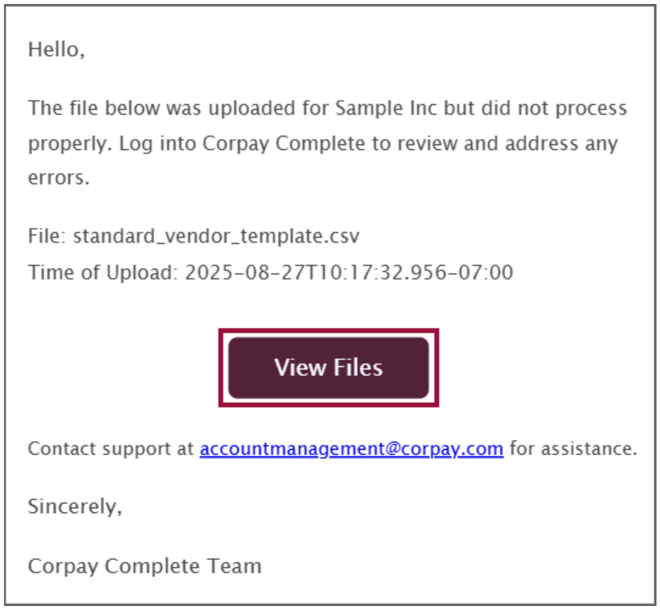
A. Click the **Source Document ID** link to download a copy of the Vendor file.

B. Click the **Sort** drop-down to filter records by **exceptions** or to **display all records**.

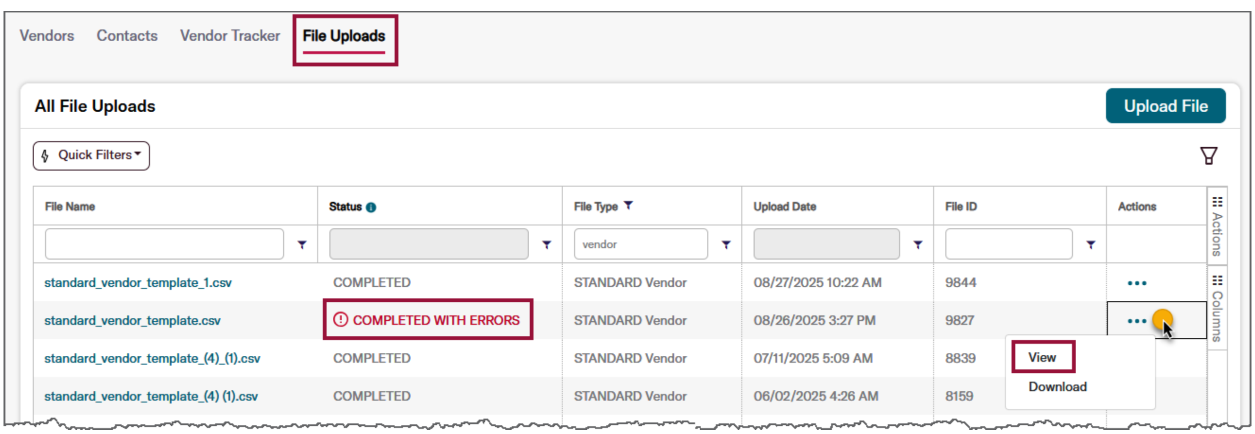
C. Use the **filter fields** to locate a specific vendor in the **File Items** grid.

D. Click the **ellipses** ••• icon in the **Actions** column and select **View** to open the **File Uploads Details** page.

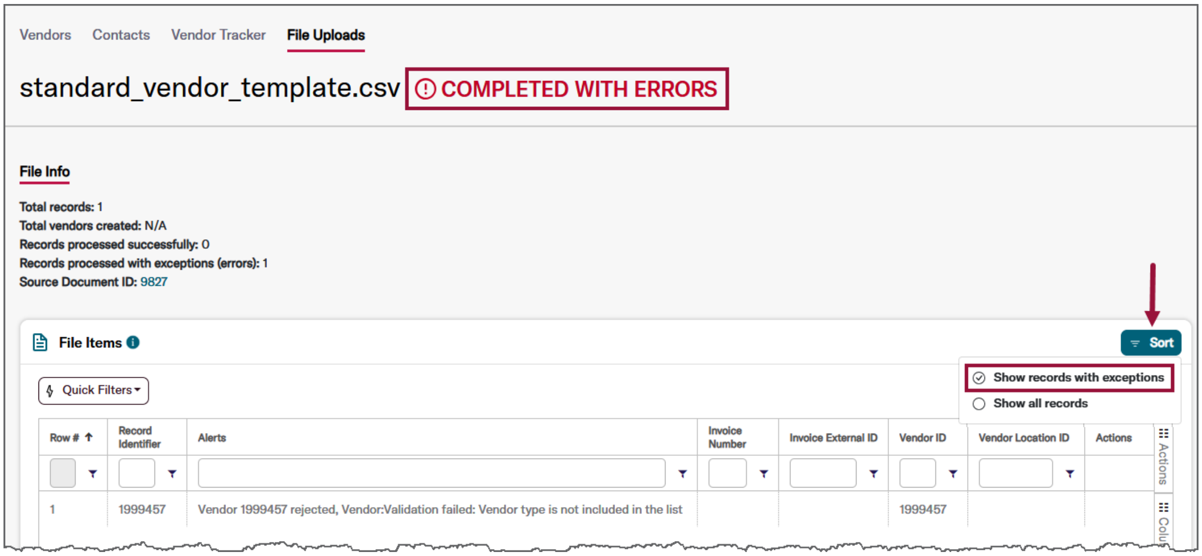
7. If there are errors in the uploaded Vendor file, the submitter will receive an email message. Click the **View Files** button in the email to open the **Bulk Operations 2.0** tab in the **Administration** module to correct the file errors.



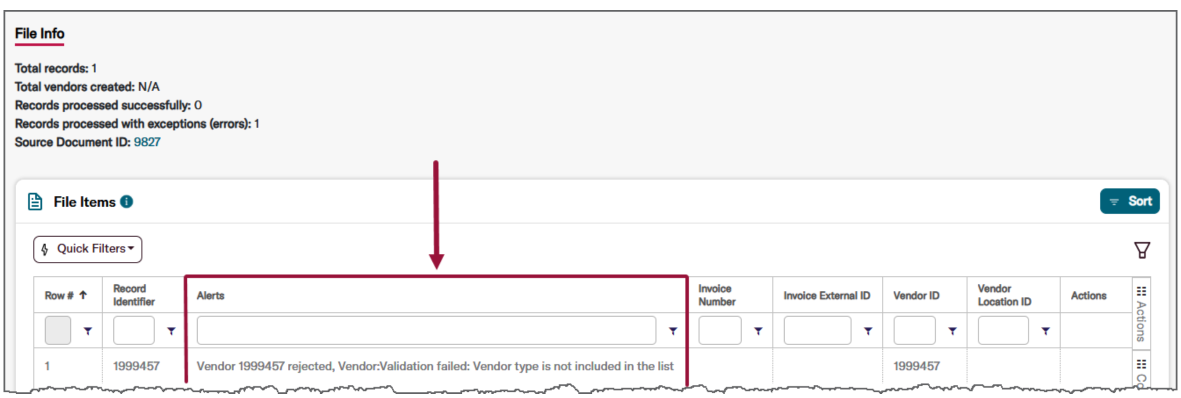
8. Alternatively, return to the **File Uploads** grid. Then, click the **ellipses** ••• icon in the **Actions** column of the file upload with errors and select **View**.



9. On the **File Upload Details** page, errors will display at the top of the **File Items** grid. Users can also click the **Sort** drop-down and click **Show records with exceptions** to filter the grid by item exceptions.



10. Review the information in the **Alerts** column, correct the necessary details in the CSV file, and upload the Vendor file again



Reports Module for Vendors

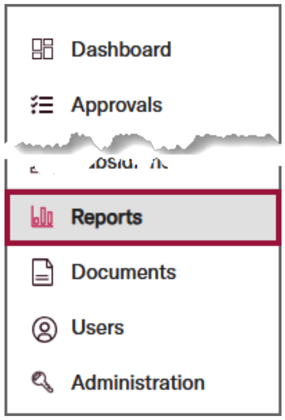
Corpay Complete offers multiple Vendor-related reports, each tailored to different aspects of Vendor management and financial tracking. Depending on the report, different formats are available, such as XLSX and CSV, and data can be filtered by date, Vendor name, subsidiary, and status.

Note: Reports are **per user** instance. A report pulled by one user will not carry over to other users.

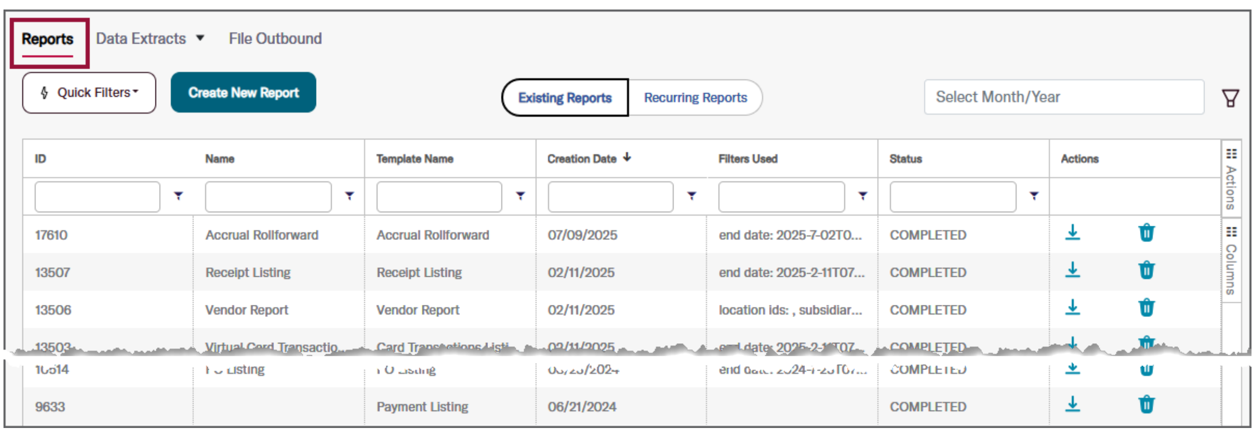
Access the Reports Module

This section describes how to access the **Reports** module.

1. Click the **Reports** module in the left-side navigation pane.



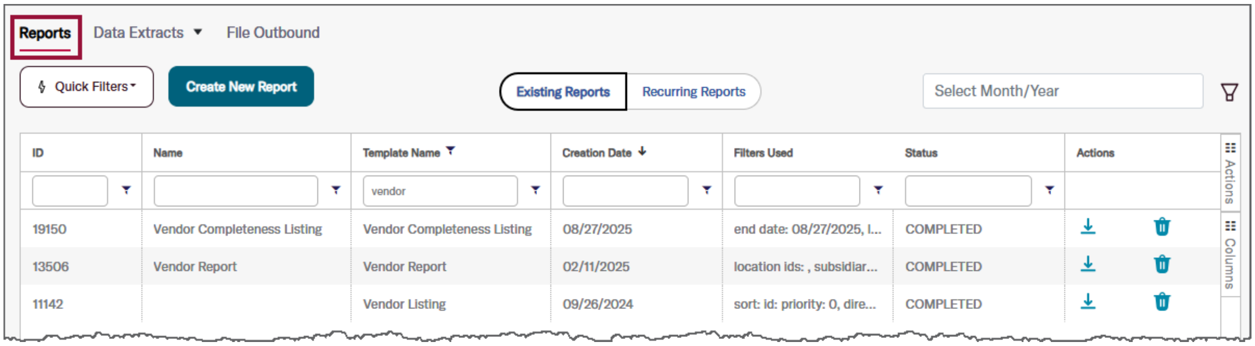
2. The **Reports** module will display.



Reports Tab

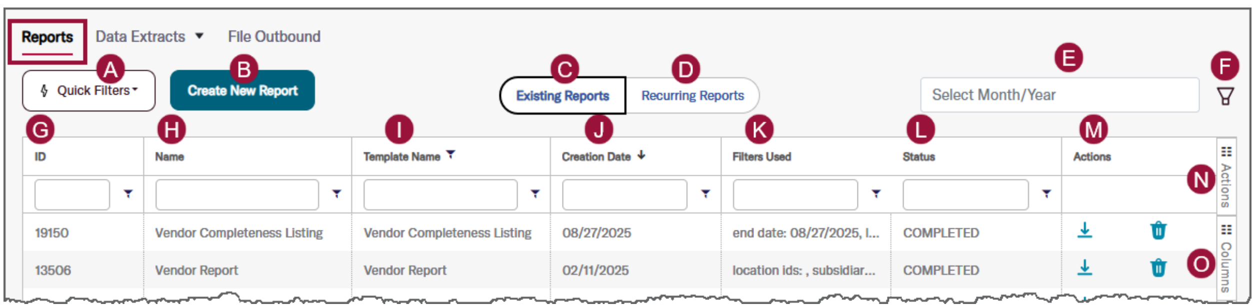
The **Reports** tab is where users can create, locate, and download existing and recurring reports.

Note: The tabs that display at the top of the **Reports** module may vary depending on Company configuration and roles assigned to users.



Existing Reports Tab

The **Existing Reports** tab is where users can create one-time reports.



A. **Quick Filters** – Click this drop-down to **clear all filters** from the **Existing Reports** grid or **reset the grid** to its default state.

B. **Create New Report** – Click this button to **create or run a new report**.

C. **Existing Reports** – If a user has opened the **Recurring Reports** tab, they can click this button to return to the **Existing Reports** tab.

D. **Recurring Reports** – Click this button to open the **Recurring Reports** tab, where users can **schedule a recurring report**.

E. **Date Filter** – Click the **Date Filter**, then use the **date picker** to select a month and year to **filter reports** in the **Existing Reports** grid by the specified date.

F. **Toggle Filter** – Click the **Toggle Filter** icon to show or hide the **filter fields** in the **Existing Reports** grid.

G. **ID –** This column displays the **unique identifier** for the report.

H. **Name –** This column displays the **name** of the report.

I. **Template Name –** This column displays the **name of the template** that was used to create the report.

J. **Creation Date –** This column displays the **date** when the report was created.

K. **Filters Used –** This column displays the **filters** used to create the report.

L. **Status –** This column displays the **status** of the report.

M. **Actions (column) –** This column displays the following **action** icons depending on the status of the report:

- **Download –** Click the **Download** icon to **download** a copy of the report.

  Note: This icon is unavailable during report processing or if the process fails.

- **Delete –** Click the **Delete** icon to delete the report from the **Existing Reports** grid.

N. **Actions (button) –** Click the **Actions** button to display the **Actions** flyout.

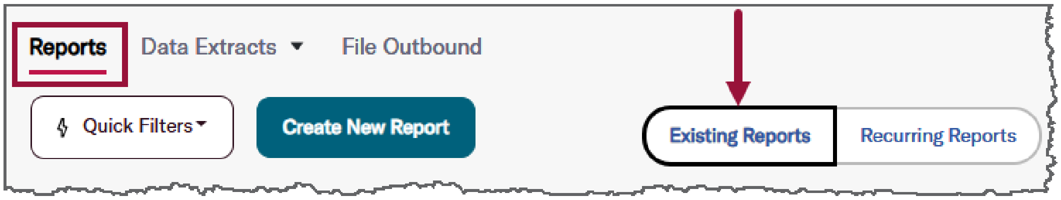
O. **Columns (button) –** Click the **Columns** button to open the **Columns** flyout.

Create a One-Time Report

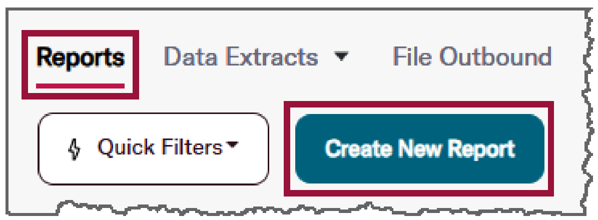
This section describes how to create a one-time report.

IMPORTANT
Reports cannot exceed **1,000,000 records**. If a report exceeds the record limit, refine the report parameters and try again.

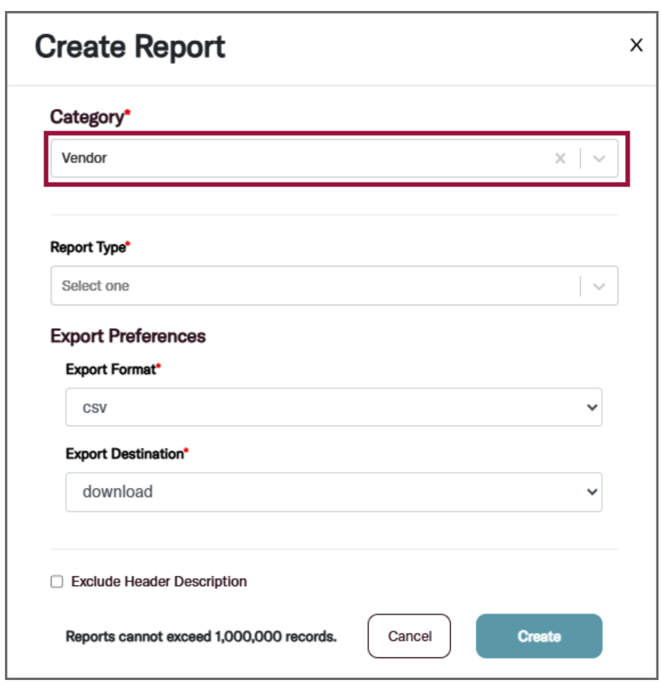
1. In the **Reports** module, ensure the **Existing Reports** button is selected.



2. Click the **Create New Report** button.

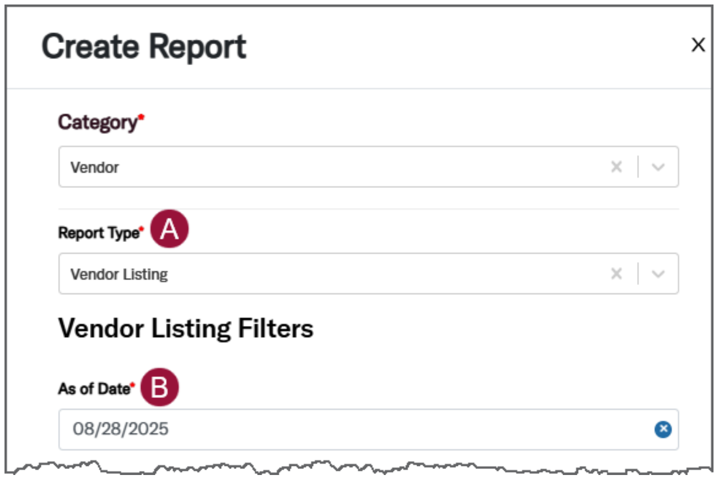


3. In the **Create Report** dialog, select **Vendor** from the **Category** drop-down. The **Create Report** dialog will automatically expand.



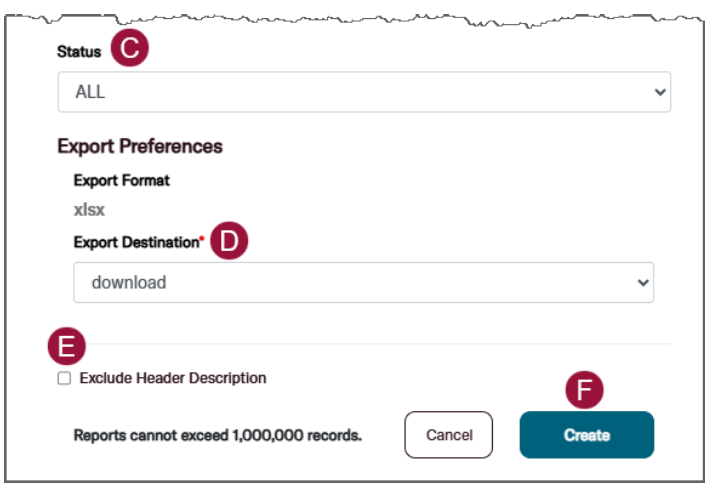
4. Complete the following steps in the **Create Report** dialog:

Note: In this example, a **Vendor Listing** report will be generated. Fields will vary depending on the selected **report type**.



A. **Report Type –** Click the **Report Type** drop-down and select the **type of report**.

B. **As of Date –** Click the **As of Date** field and use the **date picker** to choose the date when the report data will be pulled.



C. **Status –** Click the **Status** drop-down and select a **status**.

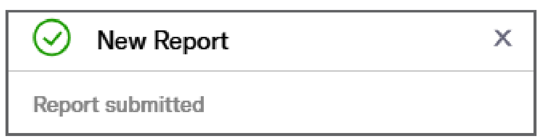
D. **Export Destination –** Click the **Export Destination** drop-down to choose a **destination** for the report:

- **Download** – The report will be **automatically downloaded** to the designated web downloads folder.
- **Email** – If **Email** is selected, a field to key in the **email address(es)** will display and the report will be **emailed to the specified email address(es)**.
- **SFTP** – This option is used for **secure file-transfer protocol (SFTP)**. Select this option if the Company has a valid integration setting for SFTP.

E. **Exclude Header Description –** This checkbox **excludes column headers** on the report. Corpay **does not recommend** checking this box.

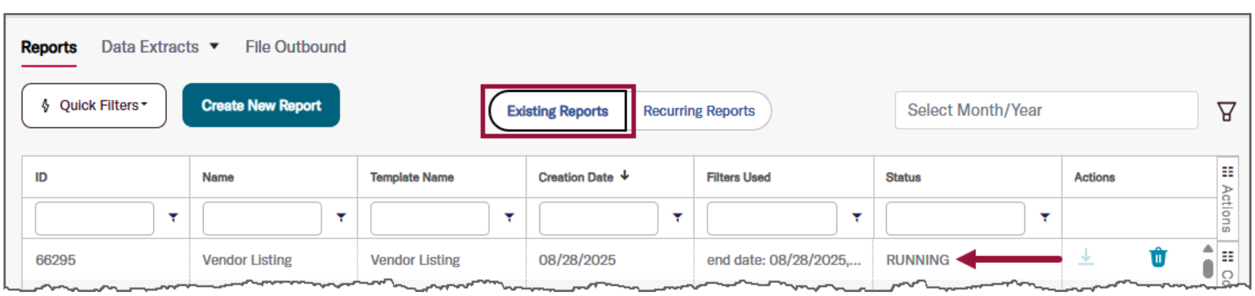
F. Click the **Create** button to **create the report**. A report may take anywhere from one to ten minutes depending on the Company account and the amount of data in the filters.

5. The **New Report** dialog will display, and the report will begin processing in the **Existing Reports** grid.



6. The report will begin processing in the **Existing Reports** grid.

   Note: Users may need to refresh their screens for the status to change to **Completed**.

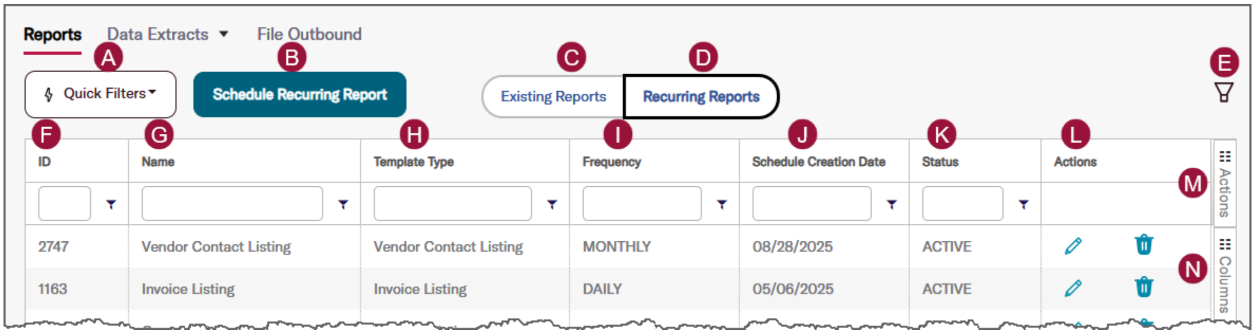


7. Once the status changes to **Completed**, the report will be delivered as specified in the **Export Destination**.

   Note: Reports can be downloaded at any time after completion using the **Download** icon in the **Actions** column.

Recurring Reports Tab

The **Recurring Reports** tab lets users view and schedule recurring reports to run at set intervals and delivery times.



A. **Quick Filters –** Click the **Quick Filters** drop-down to **clear all filters** from the **Recurring Reports** grid or **reset the grid** to its default state.

B. **Schedule Recurring Report –** Click this button to **open the Create Recurring Report** dialog, where users can **schedule a new recurring report**.

C. **Existing Reports –** Click this button to **open the Existing Reports tab**.

D. **Recurring Reports –** If users have navigated to the **Existing Reports** tab, they can click this button to **return to the Recurring Reports** tab.

E. **Toggle Filter –** Click the **Toggle Filter**  icon to show or hide the **filter fields**.

F. **ID –** This column displays the **unique identifier** for the recurring report.

G. **Name –** This column displays the **name** of the recurring report.

H. **Template Type –** This column displays the **type of template** used to create the recurring report.

I. **Frequency –** This column displays the frequency with which the report will be generated: **Daily**, **Weekly**, or **Monthly**.

J. **Schedule Creation Date –** This column displays the **date** on which the report is scheduled to be generated.

K. **Status –** This column displays the **status** of the report:

- **Active –** The report is **currently being generated** using the specified filters.
- **Inactive –** The report is **no longer being generated**.

L. **Actions (column) –** This column displays the following action icons:

- **Edit –** Click the **Edit** icon to **edit** the scheduled report.
- **Delete –** Click the **Delete** icon to **delete** the scheduled report.

M. **Actions (button)** – Click the **Actions** button to display the **Actions** flyout.

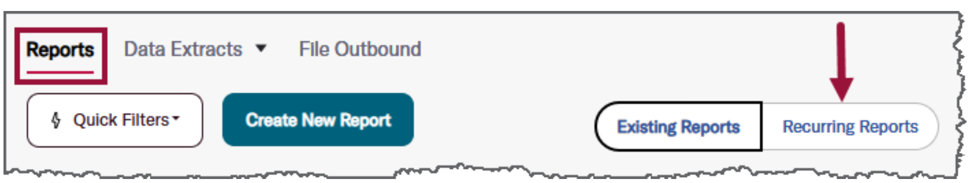
N. **Columns (button) –** Click the **Columns** button to open the **Columns** flyout.

Schedule a Recurring Report

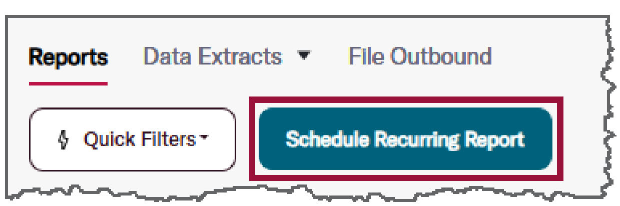
This section describes how to schedule a recurring report that runs at a specific frequency and is delivered at a certain time.

IMPORTANT
Reports cannot exceed **1,000,000 records**. If a report exceeds the record limit, refine the report parameters and try again.

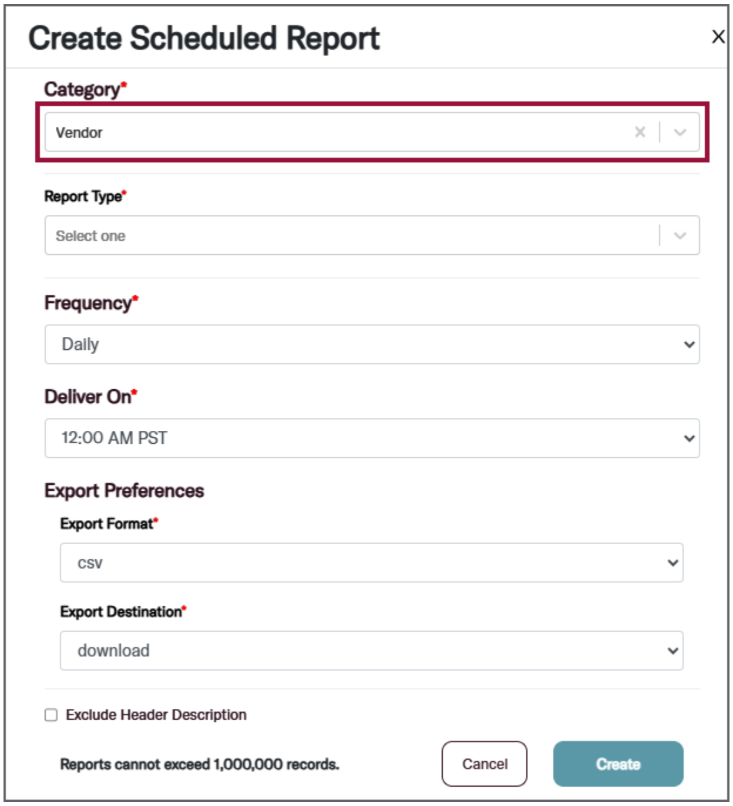
1. In the **Reports** module, click the **Recurring Reports** button.



2. On the **Recurring Reports** tab, click the **Schedule Recurring Reports** button.

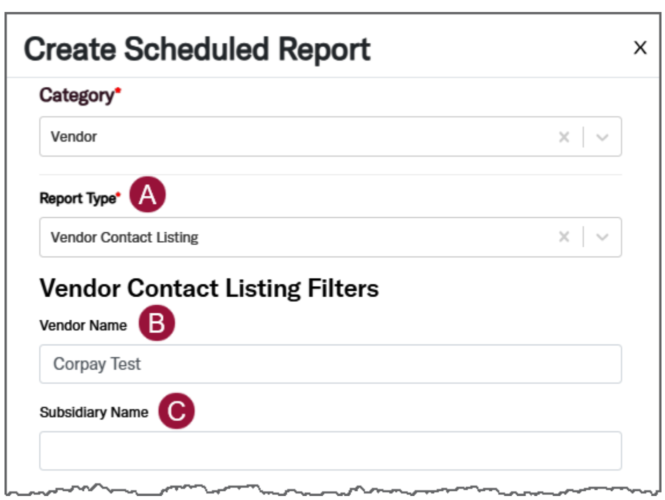


3. In the **Create Scheduled Report** dialog, select **Vendor** from the **Category** drop-down. The **Create Scheduled Report** dialog will automatically expand.



4. Complete the following steps in the **Create Scheduled Report** dialog:

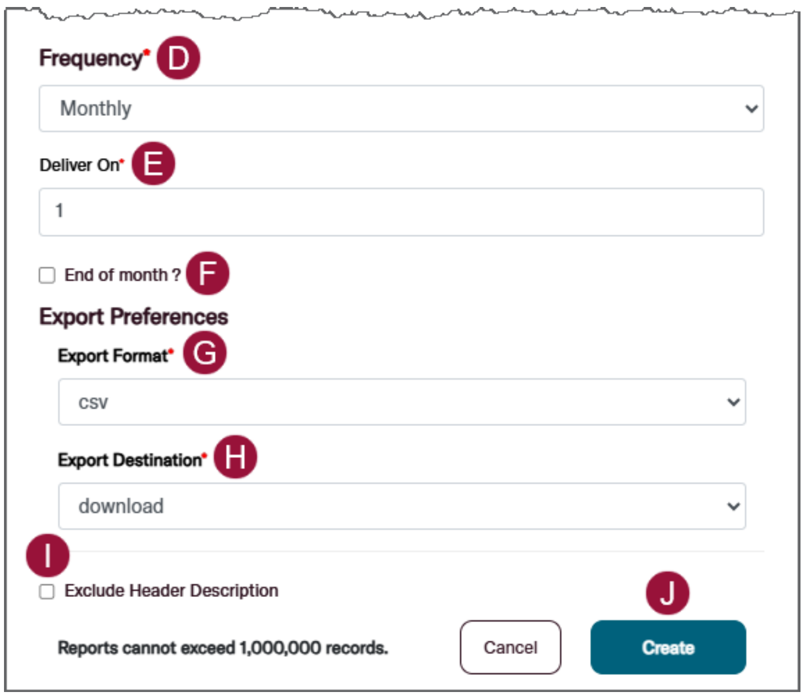
   Note: In this example, a **Vendor Contact Listing** report will be created. Fields may vary depending on the chosen report type.



A. **Report Type –** Click the **Report Type** drop-down and select a report type.

B. **Vendor Name –** Key in an optional **Vendor name** to filter the report by a specific Vendor.

C. **Subsidiary Name –** Key in an optional **subsidiary name** to filter the report by a specific subsidiary.



D. **Frequency –** Click the **Frequency** drop-down and choose a **frequency** for the report to be delivered: **Daily**, **Weekly**, or **Monthly**.

Note: Different or additional fields may display depending on the chosen frequency.

E. **Deliver On –** Click the **Deliver On** drop-down and choose a **date** when the recurring report will be delivered.

F. **End of month? –** If **Monthly** is chosen, select this checkbox to schedule delivery of the report at the end of the month.

G. **Export Format –** Click this drop-down and choose an **export format**: **CSV** or **XSLX**.

Note: The available export formats depend on the selected report type.

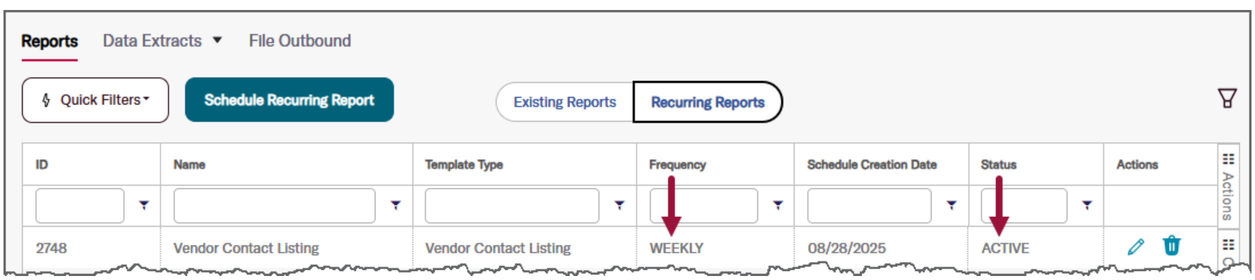
H. **Export Destination –** Click the **Export Destination** drop-down to choose a **destination** for the report:

- **Download** – The report will be **automatically downloaded** to the designated web downloads folder.
- **Email** – If **Email** is selected, a field to key in the **email address(es)** will display and the report will be **emailed to the specified email address(es)**.
- **SFTP** – This option is used for **secure file-transfer protocol (SFTP)**. Select this option if the Company has a valid integration setting for SFTP.

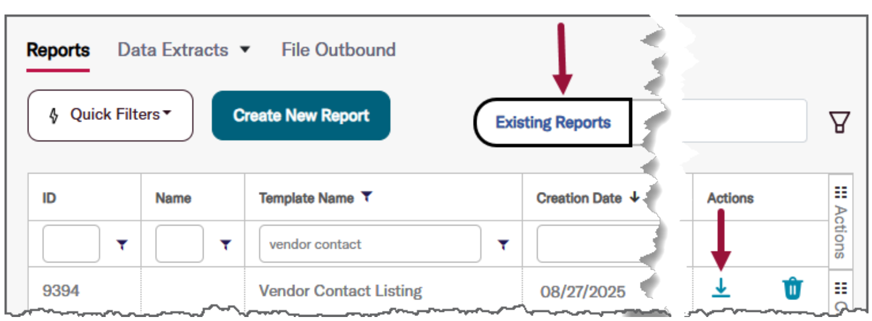
I. **Exclude Header Description –** This checkbox **excludes column headers** on the report. Corpay **does not recommend** checking this box.

J. Click the **Create** button to schedule the recurring report.

5. The **New Scheduled Report** dialog will display, and the new recurring report will display in the **Recurring Reports** grid.



6. After the report is successfully completed, it will be sent to users based on the selected **Export Destination**. Users may also click the **Download** icon on the **Existing Reports** tab to download completed reports.



Available Reports for the Vendors Module

The following table provides descriptions of the standard Vendor reports that are available to Companies in Corpay Complete.

Report Type	Description	Export Format
Nvoicepay Vendor Listing	The **Nvoicepay Vendor Listing** report provides a list of Vendors for Payment Customers with information about location(s), spend volume, and current payment methods.	CSV, XLSX
Spend by Vendor Listing	The **Spend by Vendor Listing** report generates an extensive breakdown of how much was paid to each Vendor filtered by date. **Note:** This report may take longer to download due to the amount of data that is captured. Selecting shorter data ranges can reduce the processing time for this report.	XLSX
Vendor Completeness Listing	The **Vendor Completeness Listing** report contains a snapshot of all the Vendors in your account and how complete their Vendor profile is. This report details information provided by the Vendor and what is missing from the Vendor profile.	XLSX
Vendor Contact Listing	The **Vendor Contact Listing** report lists Vendor contacts and can be filtered by **Vendor Name** and **Subsidiary Name**.	CSV, XLSX
Vendor Listing	The **Vendor Listing** report generates an extensive breakdown of information regarding each Vendor. The report can be filtered by Vendor status.	CSV, XLSX

Administration Module for Vendors

Roles and Permissions

This section provides information about roles and permissions in the **Vendors** module. Refer to the **Corpay Complete Roles and Permissions** article in the Corpay Complete Knowledge Base for a **complete list of roles and permissions**, as well as a downloadable Excel file.

Roles and Permissions Overview

Corpay Complete has various Vendor roles such as **staff**, **Vendor**, and **administrator** roles, each with specific permissions and responsibilities.

Staff Roles

- **staff_read_vendor –** This role enables users to view the Vendor listing.

- **staff_request_vendor –** This role enables users to request a Vendor.

Vendor Role

- **vendor_no_delete –** This is an admin-level Vendor role like **admin_vendor** but does not allow users to delete Vendors.

Administrator Roles

- **admin_vendor_readonly –** This role enables users to view all Vendor and Vendor contact information without providing editing permission.

- **admin_vendor –** This role enables users to view and edit all Vendors and Vendor contacts.

- **admin_vendor_contacts_readonly –** This role enables users to view all Vendor contacts without granting them editing permissions.

- **admin_vendor_contacts –** This role enables users to view and edit all Vendor contacts.

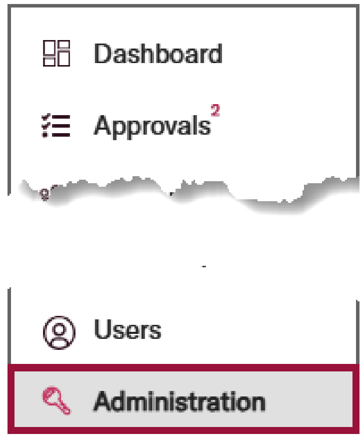
- **universal_admin –** This is the highest role in Corpay Complete. It enables users to view all modules and provides editing capabilities across the system. For Vendor management, users can view, add, delete, edit, edit attachments, and reset workflows

- **application_admin –** This role grants users the permission to view and edit all data within the modules except for items in the **Settings** tab. For Vendor management, users can view, add, delete, edit attachments, and reset workflows.

Add Requested Documents for the Vendor Portal

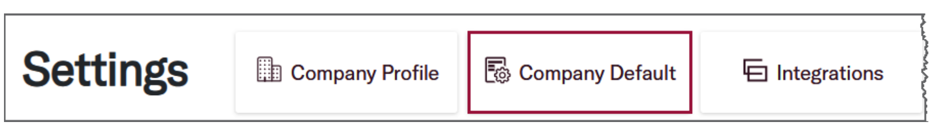
Corpay Complete facilitates the collection of important documents from Vendors using the **Vendor Portal**. This section details the process for specifying which documents are required from Vendors when completing their **Vendor Portal** profile.

1. Click the **Administration** module in the left-side navigation pane.

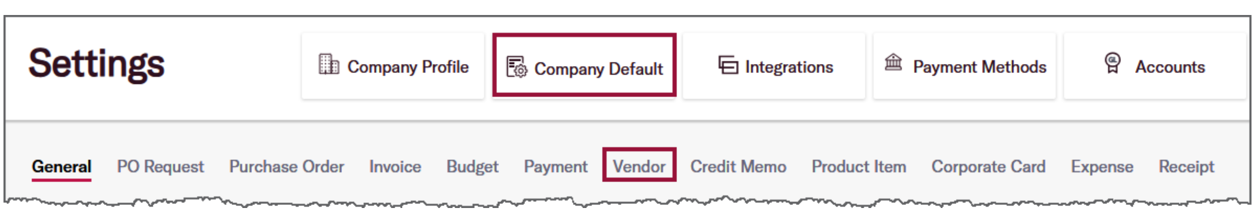


2. In the **Administration** module, click the **Settings** tab.

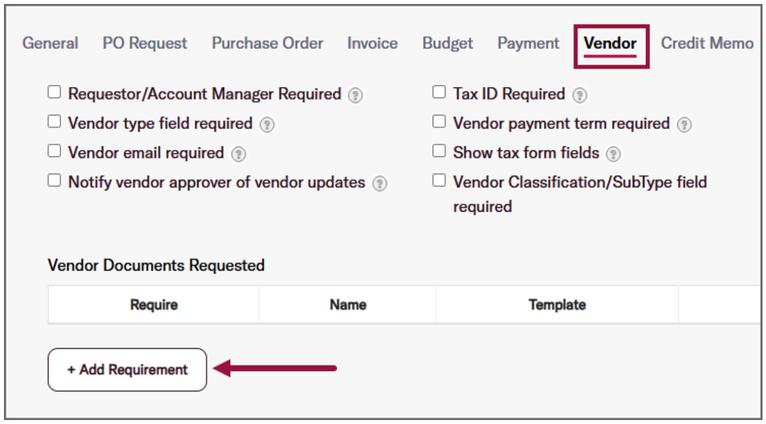
3. On the **Settings** page, click the **Company Default** tile.



4. Click the **Vendor** tab.



5. On the **Vendor** tab in the **Vendor Documents Requested** section, click the **+ Add Requirement** button.



6. In the **Vendor Documents Requested** table, complete the following steps:

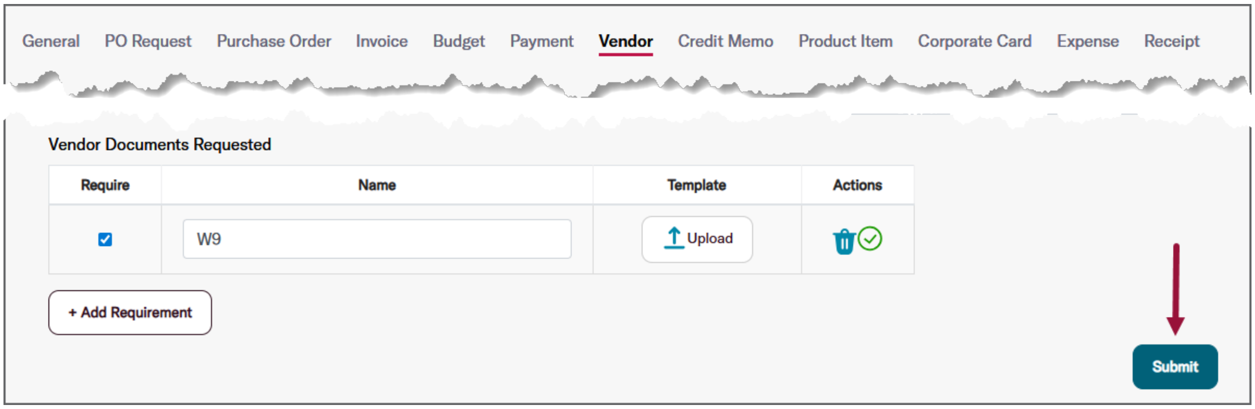
A. Check the **Require** checkbox if the document will be required in the **Vendor Portal**. Leave the **Require** checkbox unchecked if the document will be optional.

B. Enter the **document name** in the **Name** field.

C. Click the **Upload** button to upload an optional **document template**.

7. Click **+ Add Requirement** and repeat **step 6** for each document to be added to the **Vendor Portal**.

8. Click the **Submit** button in the lower right corner of the **Vendor** tab.



9. The document(s) will display for your Vendors in the **Vendor Portal**.