



# Corpay Complete Payments Module User Guide

Version 2.1

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Version	Date	Description of Changes
1.1	05/02/2025	Initial Release
1.2	07/16/2025	Update to copyright page.
1.3	08/07/2025	Added Reset Payments button to EFT/EDI Payments Transfer Details page and new error message to Import Bulk Payments Using Bulk Operations 2.0.
1.4	10/01/2025	Added General Navigation section. Additional details added to the Documents section.
1.5	01/02/26	Added Cleared (Partial Refund) and Cleared (Pending Partial Refund) statuses to the Payment Statuses table.
1.6	02/24/2026	Added Partial Payment Refund section. Updated Payments grid, EFT/EDI Payments Transfer, Edit a Payment sections. Removed descriptions about basic general navigation features, which now reside in the Corpay Complete Navigation and Core Features User Guide.
1.7	03/27/2026	Moved tasks to a new Payment Tasks section. Added Process Credit-Settled Invoices (\$0.00 Invoices), Rebates tab, and Download Rebate Data sections.
1.8	04/24/2026	Added alerts for payment run and file upload failures. Updated Payment Statuses, Payment Run Statuses, and Bulk Operations 2.0 sections to reflect alert behavior.
1.9	04/27/2026	Updated content for clarity and consistency across payment workflows.
2.0	05/7/2026	Updated Partial Refunds Grid UI

2.1	06/03/2026	Added the Payment References and Grouping section. Updated payment reference number fields. Updated Payment Details page. Expanded the Payment Run Details page, including new Standard Payment Return File section.
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## 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 **Payments** module in Corpay Complete serves as a comprehensive tool for managing all payment-related activities within the platform. It simplifies submitting payments for invoices and employee reimbursements, enabling users to manage financial transactions more efficiently.

This guide focuses on **Payments-specific functionality**. Platform-wide navigation, grid behavior, document management, messaging, and audit history are covered in the [Corpay Complete Navigation and Core Features User Guide](#).

## Payment and Payment Run Definitions

**Payment:** A **payment** is an individual financial transaction issued to a **Vendor**. It represents the actual disbursement of funds and is associated with one or more invoices. Payments have their own status and lifecycle and can be created and managed individually or generated as part of a payment run, depending on Company configuration.

**Payment Run:** A **payment run** is a **batch process that groups multiple invoices for payment**. When a payment run is submitted, the system processes the selected invoices together and generates the corresponding payments as part of that batch.

## Module Overview

The **Payments Module User Guide** provides instructions on navigating the **Payments** module, creating and processing payments, viewing and editing payment details, generating payment reports, and managing payment user roles.

## 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.

Company configuration also depends on whether users make payments through their financial institution (**Direct Banking**) or Corpay makes payments on behalf of users (**Payment Automation**).

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.

## Payment References and Grouping

Corpay Complete uses multiple reference fields to **support payment grouping, reconciliation, and payment processing workflows** across invoices, credit memos, payments, and payment runs.

Although these fields may appear similar, each field serves a different purpose during payment processing and reconciliation.

### External Payment Number

The **External Payment Number** is a **Customer-provided payment identifier stored on invoice and credit memo records**. Companies commonly use this value to **group related invoices and credit memos into the same payment** for reconciliation and payment organization purposes.

When the **Group Invoices by External Payment Number** setting is **enabled**, the **system groups invoices and credit memos that share the same External Payment Number into a single payment**. If the setting is **disabled**, **invoices and credit memos are not grouped by External Payment Number**.



---

To enable payment grouping by External Payment Number, navigate to the **Administration module > Settings tab > Company Default tile > Payment tab**, and enable the **Group Invoices by External Payment Number** setting.

---

The External Payment Number is separate from the:

- Invoice Reference Number
- Payment Ref. Number/Reference Number stored on payment records

### Payment Reference Number

Payments contain a separate payment-level reference number.

In the Payments module, the payment-level reference number may appear as **Ref. Number** or **Reference Number** depending on the page or grid.

The payment reference number **identifies the payment transaction itself** and is separate from the following values:

- Invoice Reference Number
- External Payment Number

## Purchaser Account Number

The **Purchaser Account Number** identifies the **purchaser account associated with an invoice or credit memo** during payment processing.

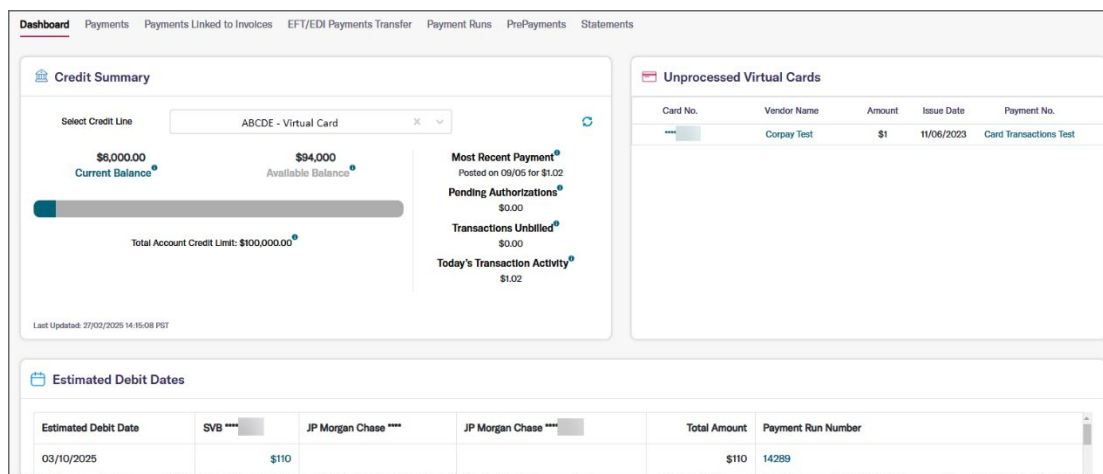
Companies commonly use the Purchaser Account Number to identify a specific Customer account associated with a Vendor during payment processing and reconciliation workflows.

Depending on Company configuration, the Purchaser Account Number may appear throughout invoices, credit memos, payments, and reconciliation workflows.

If a **Purchaser Account Number is not provided on the invoice or credit memo**, the system uses the **Purchaser Account Number stored on the Vendor record instead**. If both values are present, the **Purchaser Account Number provided on the invoice or credit memo takes precedence**.

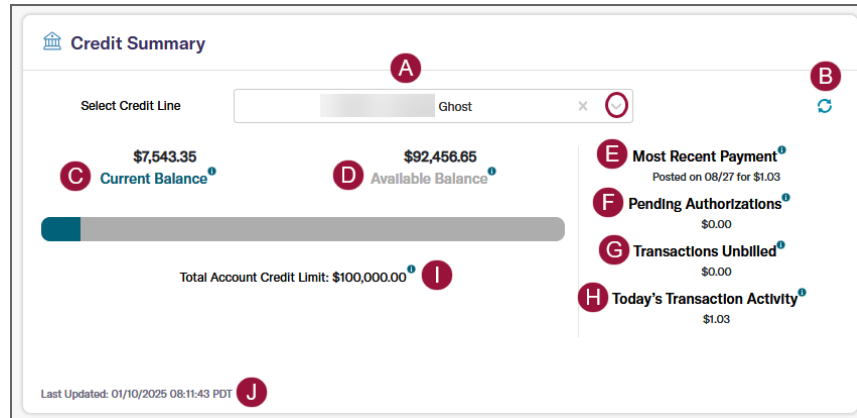
## Payments Module Dashboard


The **Payments Dashboard** provides a high-level overview of unprocessed Cards and a chart displaying the number of Vendors (Suppliers) paid through different methods. This tab is not available to all Companies.



## Credit Summary

The **Credit Summary** pane contains information about a Company's line of credit with Corpay such as their **credit limit**, **balance**, and **payments**. The **Credit Summary** pane is only visible if a Company has a Corpay line of credit for Vendor payments.



- A. **Select Credit Line** – If a Company has multiple accounts with a line of credit, the **Select Credit Line** drop-down contains the **account name** and **account number** for each account. Selecting an **account** in the **Select Credit Line** drop-down updates the fields on the **Credit Summary** pane with real-time data on the account.
- B. **Refresh** – The **Refresh**  icon updates the data in the **Credit Summary** pane.
- C. **Current Balance** – This field displays the **net balance due of any invoices**, minus any payments or credits received, as of yesterday. A **positive value** indicates a **balance due** on the account, while a **negative value** indicates **overpayment** on the account.
- D. **Available Balance** – This field displays the amount **available to spend**. It includes transactions that are unbilled or pending authorization. If an account is overdrawn, the amount over the credit limit will display in red.
- E. **Most Recent Payment** – This field displays the **amount of the last payment** that was posted to the user's account.
- F. **Pending Authorizations** – This field displays the **transactions** that are in a **pending** or **authorized status** but not posted or settled by the merchant. This amount is reflected in the **Available Balance**.
- G. **Transactions Unbilled** – This field contains the **transactions posted but not yet billed**. This amount is reflected in the **Available Balance**.
- H. **Today's Transaction Activity** – This field shows the **transactions** that have been **posted** to the user's account **today**.

- I. **Total Account Credit Limit** – This field displays the **approved credit limit** for the user’s account.
- J. **Last Updated** – This field displays the **date and time**, including time zone, when the data in the **Credit Summary** pane was last **updated**.

## Unprocessed Virtual Cards

The **Unprocessed Virtual Cards** pane displays a **summary of unprocessed Virtual Cards**, which enables users to view spend activity on those Cards.

Unprocessed Virtual Cards				
A	B	C	D	E
Card No.	Vendor Name	Amount	Issue Date	Payment No.
****	Corpay Test	\$1	11/06/2023	Card Transactions Test

- A. **Card No.** – This column displays the **last four digits** of the **Virtual Card number**.
  - Click the **Card No.** link to open the **Card Details** page for more information.
  - Users with **Card Admin** roles can view the full Card number on the **Card Details** page.
- B. **Vendor Name** – This column displays the **Vendor’s name**. Click the **Vendor Name** link to open the **Vendor Details** page.
- C. **Amount** – This column displays the **payment amount** for the Virtual Card.
- D. **Issue Date** – This column displays the **date** when the Virtual Card was **issued**.
- E. **Payment No.** – This column displays the **payment number**. Click the **Payment No.** link to open the **Payment Details** page.

## Estimated Debit Dates

The **Estimated Debit Dates** pane contains **estimated dates** when **funds** will be pulled from a Company's bank accounts for **all payment runs** (batches).

Estimated Debit Date	SVB ****	JP Morgan Chase ****	JP Morgan Chase ****	Total Amount	Payment Run Number
09/15/2025	\$200			\$200	39005
09/08/2025	\$575			\$575	38968,38966,38963,38947
09/07/2025	\$160			\$160	38943,38945
09/04/2025	\$600			\$600	38911,38912,38926,38909,38924,38913,38910
09/03/2025	\$445			\$445	38906,38909,38910,38894
09/01/2025	\$205			\$205	38894
08/27/2025	\$320			\$320	13681
08/20/2025	\$1,682	\$66		\$1,748	8148
08/04/2025		\$100		\$100	36624

- A. **Estimated Debit Date** – This column contains the **estimated date** when **funds will be pulled** from the designated bank account based on the **payment date** and **payment method type**.
- B. **Bank Account** – This column displays the **payment method type** of the **amount** that will be subtracted from the designated bank account. Each bank account associated with the payment run is displayed in a separate column.

Hover over an **amount** in a **Bank Account** column to see the **Amounts By Payment Method** pop-up, which displays a breakdown of the payment method type(s) that will be used to pay the amount.

	ACH	Check	CorpayCard	International
\$10				
\$350	\$0	\$350	\$0	\$0
\$110				

- C. **Total Amount** – This column displays the **total amount** that will be **debited** from all accounts on the **Estimated Debit Date**.

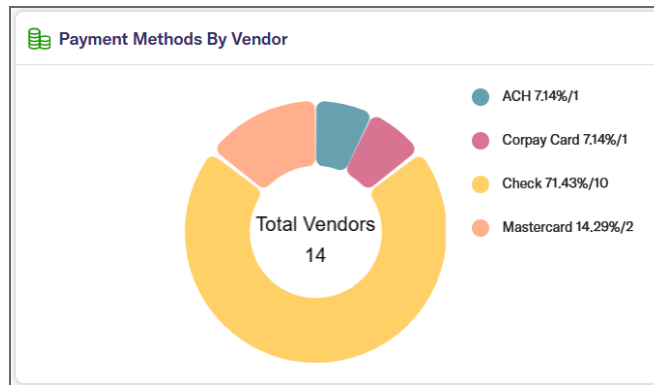
D. **Payment Run Number** – This column shows the **payment run number(s)** that are scheduled to be debited on the **Estimated Debit Date**.

Click a **Payment Run Number** to open the associated **Payment Run Details** page.

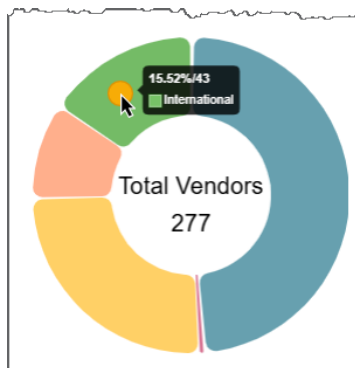
Total Amount	Payment Run Number
\$110	14289

## Payment Methods By Vendor

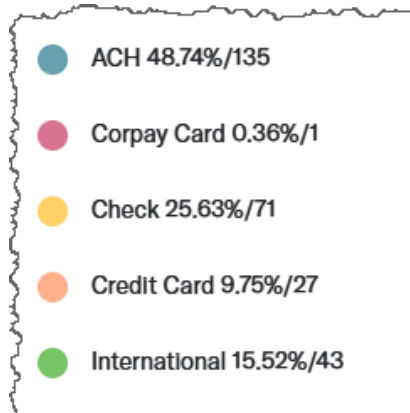
The **Payment Methods By Vendor** pane displays a **breakdown of payment methods by Vendor** so that Companies can easily identify top payment methods. A payment method will only be displayed if there is at least one Vendor who accepts that payment method.



The **interactive graph** displays the total number of Vendors. Hover over a section to see the **percentage** and **number of Vendors** for each payment method.



The right side of the **Payment Methods By Vendor** pane displays a list of **payment methods**, and a **percentage** and **number** of how many Vendors pay using that method.



## Payments Tab

The **Payments** tab in Corpay Complete is where users can view, add, and edit payment transactions. Users can also perform tasks such as creating or resetting approval workflows and generating a **Payment Listing** report.

### Action Area

The top of the **Payments** tab contains multiple action buttons, which are described below.

Dashboard **Payments** Payments Linked to Invoices NACHA Payments EFT/EDI Payments Transfer

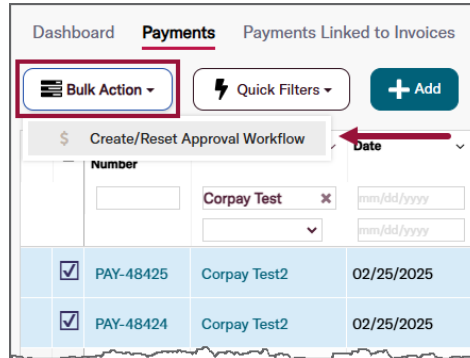
**A** Bulk Action **B** Quick Filters **C** Add

Payment Number	Vendor	Date	Amount	Balance	Status	Is Scheduled	Ref. No.	Trans. Date	Action
----------------	--------	------	--------	---------	--------	--------------	----------	-------------	--------

**D** **E** **F**

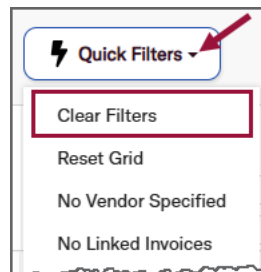
*Payment descriptions begin on the next page.*

- A. **Bulk Action** – Select the **Bulk Action** drop-down and click **Create/Reset Approval Workflow** to create or reset an approval workflow for multiple payments. Users may also select the **checkbox** to the left of each payment to be reset and then choose **Create/Reset Approval Workflow** from the **Bulk Action** drop-down.




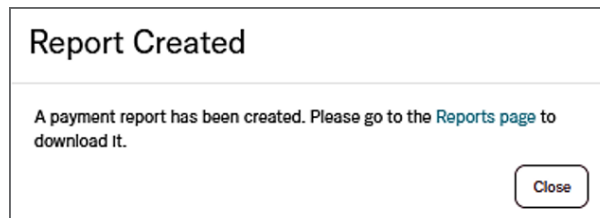
- If an approval workflow **exists**, it will be restarted.
- If an approval workflow **does not exist**, users will be prompted to create one.

- B. **Quick Filters** – Select the **Quick Filters** drop-down to select from a list of pre-selected filters.



- C. **+ Add** – Click the **+ Add** button to [add a new payment](#) on the **Add Payment** dialog.


- D. **Export Payments** – Click the **Export Payments**  icon to generate a downloadable **Excel Payment Listing** report. Open the [Reports](#) module to access and view the report.



**Note:** The availability of this function depends on user roles and permissions.

- E. **Import Payments** – Click the **Import Payments**  icon to create multiple payments at once using the **Payments Upload Template Excel** file.

You can upload an Excel file to create multiple payments at once.

Sample Excel file: [payments\\_upload\\_template.xls](#) 

Select Excel File:

No file chosen

- F. **Toggle Filter** – Click the **Toggle Filter**  icon to show or hide **filter fields** under each column.

## Payments Grid

The Payments grid is the **primary workspace for reviewing and managing payments** in Corpay Complete. Although the grid is configurable and may look different depending on Customer preferences, users rely on the same core information to **confirm payment status**, **verify who was paid**, and **identify payments that require follow-up**. This section explains how to interpret that information during daily payment review.



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The columns in the Payments grid may vary depending on Customer configuration.

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## Payment Status

Payment status provides a clear indication of **where a payment is in its lifecycle and whether any action is required**. The **Status** column surfaces this information directly in the **Payments** grid.

Payment status helps users confirm whether a payment is **pending, processing, cleared, or requires follow-up**. Reviewing payment status alongside Vendor and amount helps confirm payment progress and determine whether follow-up is required. Status is also the primary way users identify payments that need attention, such as failed payments or payments affected by partial refunds.

Dashboard **Payments** Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs PrePayments Statements

Bulk Action Quick Filters Add

Payment Number	Vendor	Date	Amount	Balance	Status	Is Scheduled	Ref. Number
PAY-133080	Corpay Test2	01/06/2026	\$31.00	\$0.00	PENDING		00348
PAY-133079	Corpay Test	01/06/2026	\$35.00	\$0.00	REJECTED		9415
PAY-133078	Corpay Test2	01/06/2026	\$31.00	\$0.00	APPROVED		9416
PAY-133077	Corpay Test2	01/06/2026	\$21.00	\$0.00	PROCESSING		00346
PAY-133076	Corpay Test	01/06/2026	\$21.00	\$0.00	CLEARED		9416
PAY-133075	Corpay Test	01/06/2026	\$33.00	\$0.00	FAILED		9415
PAY-131645	Corpay Test	11/26/2025	\$0.00	\$0.00	VOID (REFUNDED)		t23523-qa1
PAY-119811	Corpay Test	10/31/2025	\$20.00	\$0.00	PROCESSING (REISSUED)		t23523-10
PAY-119809	Corpay Test	10/31/2025	\$20.00	\$0.00	CLEARED (REISSUED)		t23523-20
PAY-119805	Corpay Test	10/31/2025	\$20.00	\$0.00	CLEARED (PARTIAL REFUND)		test23523-18

## Vendor and Payment Guidance

Vendor and payment information help confirm that the correct payment record is being reviewed. Vendor **confirms who was paid**. Payment Number **distinguishes individual payments**, especially when multiple payments exist for the same Vendor. Review both fields before editing or investigating a payment.

Click either link to open additional details if further review is required. This information supports reconciliation and internal review by confirming the correct payee and payment record.

Dashboard **Payments** Payments Linked to Invoices EFT/EDI Payments Transfer Pa

Bulk Action Quick Filters Add

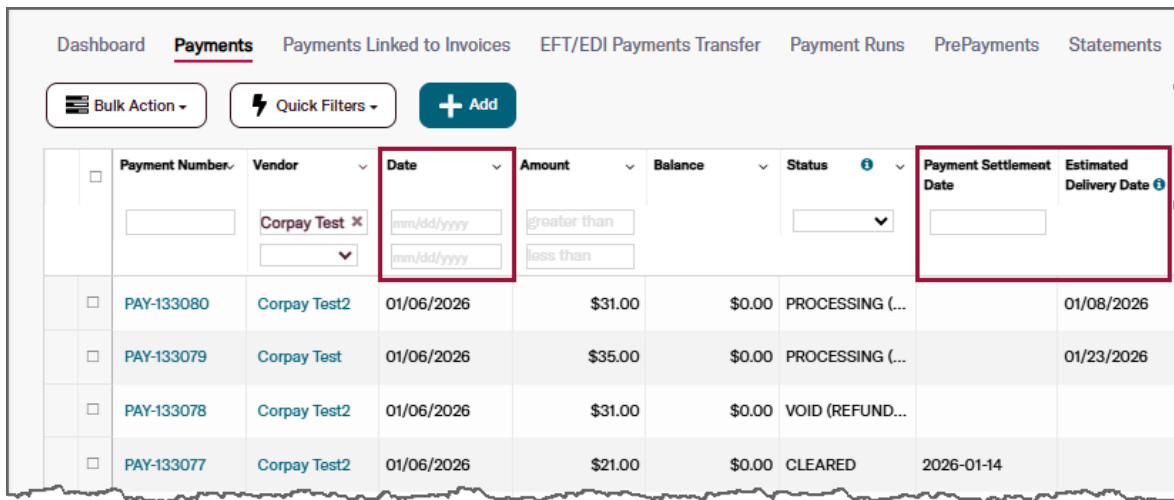
Payment Number	Vendor	Date	Amount	Balance	St	Or	Originating Account	Payment Trans. Date	Action
PAY-133079	Corpay Test	01/06/2026	\$35.00	\$0.00	PR	SVB			<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>
PAY-133078	Corpay Test2	01/06/2026	\$31.00	\$0.00	VO	JP Morgan Chase ...			<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>
PAY-133077	Corpay Test2	01/06/2026	\$21.00	\$0.00	C	JP Morgan Chase ...			<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>
PAY-133076	Corpay Test	01/06/2026	\$21.00	\$0.00	PR	SVB			<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>
PAY-133075	Corpay Test	01/06/2026	\$33.00	\$0.00	P	SVB			<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>
DIS-13307	Corpay Test	10/20/2024	\$3.00	\$0.00	AR				<a href="#">View</a> <a href="#">Edit</a> <a href="#">Mail</a>

## Amounts and Dates

Amount and date information help **confirm payment accuracy and timing**. The payment amount confirms how much was issued, while date fields provide clarity around when the payment is scheduled, processed, and expected to reach the Vendor.

Several dates may appear in the Payments grid. Each date reflects a different stage of payment processing. For example, the **Payment Date** indicates when the **payment is scheduled or issued**, the **Payment Transaction Date** reflects when the **payment was processed**, and the **Estimated Delivery Date** helps users understand when the **Vendor is expected to receive the payment**.

Reviewing amount and date information together helps confirm the correct amount was issued and the timing of the payment. When reviewed with payment status, this information indicates whether the payment is complete or requires follow-up.



The screenshot shows a web application interface for managing payments. At the top, there are navigation tabs: Dashboard, **Payments**, Payments Linked to Invoices, EFT/EDI Payments Transfer, Payment Runs, PrePayments, and Statements. Below the tabs are three buttons: Bulk Action (with a list icon), Quick Filters (with a lightning bolt icon), and Add (with a plus icon). The main area is a table with the following columns: Payment Number, Vendor, Date, Amount, Balance, Status, Payment Settlement Date, and Estimated Delivery Date. The Date, Amount, and Payment Settlement Date columns are highlighted with red boxes. The table contains four rows of payment data.

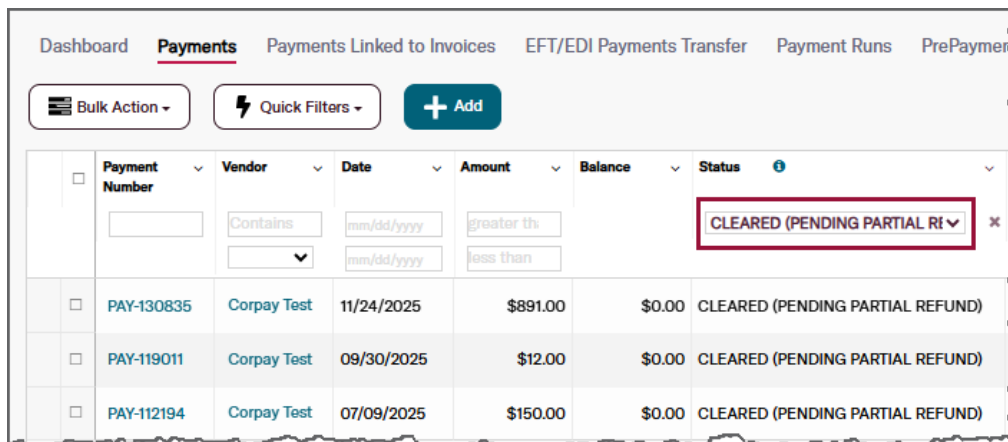
	Payment Number	Vendor	Date	Amount	Balance	Status	Payment Settlement Date	Estimated Delivery Date
<input type="checkbox"/>		Corpay Test	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="greater than"/>		<input type="text" value=""/>	<input type="text" value=""/>	
<input type="checkbox"/>	PAY-133080	Corpay Test2	01/06/2026	\$31.00	\$0.00	PROCESSING (...)		01/08/2026
<input type="checkbox"/>	PAY-133079	Corpay Test	01/06/2026	\$35.00	\$0.00	PROCESSING (...)		01/23/2026
<input type="checkbox"/>	PAY-133078	Corpay Test2	01/06/2026	\$31.00	\$0.00	VOID (REFUND...)		
<input type="checkbox"/>	PAY-133077	Corpay Test2	01/06/2026	\$21.00	\$0.00	CLEARED	2026-01-14	

## Payments Requiring Review

Most payments move through the Payments grid without requiring additional attention. When a payment does not follow the expected path, the **payment status** is the **primary indicator that further review may be needed**.

In the Payments grid, payments requiring review are identified by statuses such as **Failed** or **Cleared (Pending Partial Refund)**, which **indicate that additional reconciliation is required**. These statuses help users quickly locate payments that may need follow-up during daily monitoring.

After identifying a payment that requires review, users can reference related information in the grid, such as Vendor, amount, and dates, to understand the context. If additional detail is needed, reviewing the **Payment Details page** or **Edit Payment dialog** can provide further insight into what occurred and what, if anything, needs to be addressed.



The screenshot shows a web interface for the 'Payments' section. At the top, there are navigation tabs: Dashboard, Payments (selected), Payments Linked to Invoices, EFT/EDI Payments Transfer, Payment Runs, and PrePayment. Below the tabs are three buttons: 'Bulk Action' with a list icon, 'Quick Filters' with a lightning bolt icon, and a '+ Add' button. The main area is a table with the following columns: Payment Number, Vendor, Date, Amount, Balance, and Status. The Status column has a dropdown menu open, showing 'CLEARED (PENDING PARTIAL REFUND)' selected. Below the table, three rows of payment data are visible:

Payment Number	Vendor	Date	Amount	Balance	Status
PAY-130835	Corpay Test	11/24/2025	\$891.00	\$0.00	CLEARED (PENDING PARTIAL REFUND)
PAY-119011	Corpay Test	09/30/2025	\$12.00	\$0.00	CLEARED (PENDING PARTIAL REFUND)
PAY-112194	Corpay Test	07/09/2025	\$150.00	\$0.00	CLEARED (PENDING PARTIAL REFUND)

## From the Payments Grid to Payment Details

The Payments grid is designed to provide a **clear, high-level view of payment activity**. In many cases, the information available in the grid is sufficient to confirm status, context, amounts, and expected delivery.


Some situations require additional detail to fully understand a payment, such as reviewing invoice allocations, refund information, activity history, or notes. This deeper information is intentionally available on the **Payment Details page**, which **provides a complete view of an individual payment**.

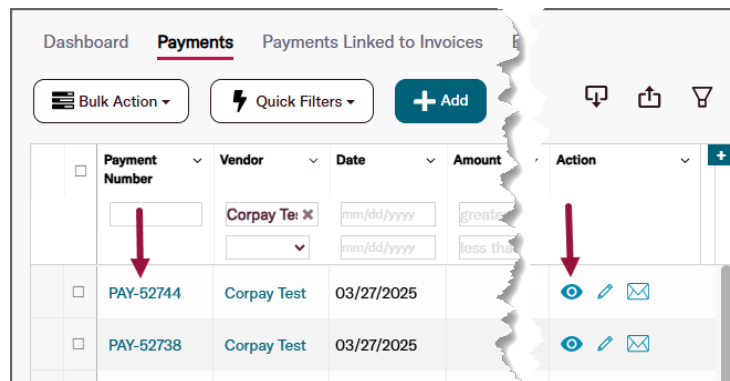
The following section describes the Payment Details page and explains how it supports deeper review when additional context is needed.







## Payment Details

The **Payment Details** page is where users can:

- Send a message to other users in the Company or to a Vendor.
- Clear, submit, or edit a payment.
- View a summary of an upcoming payment and the estimated debit date when funds will be taken from the user's account.
- Restart, request, preview, and delete approval workflows.
- Review invoice(s) associated with a payment.
- Upload or review documents that are associated with a payment.

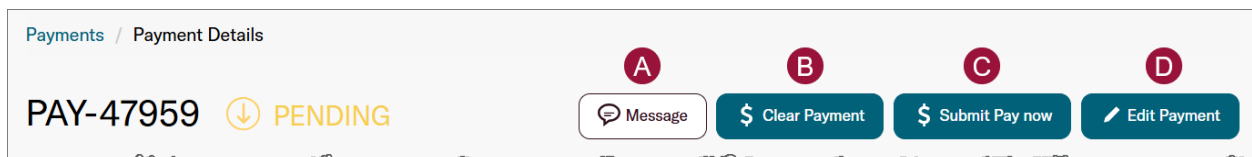
To access the **Payment Details** page, click the **Payment Number** link or **View**  icon in the **Action** column.




	Payment Number	Vendor	Date	Amount	Action
	<input type="text"/>	Corpay Te: ✕	mm/dd/yyyy	greater	
	<input type="text"/>		mm/dd/yyyy	less than	
<input type="checkbox"/>	<a href="#">PAY-52744</a>	Corpay Test	03/27/2025		  
<input type="checkbox"/>	<a href="#">PAY-52738</a>	Corpay Test	03/27/2025		  

The top of the page has multiple action buttons, which vary depending on the status of the payment.

## Pending Payment Action Buttons

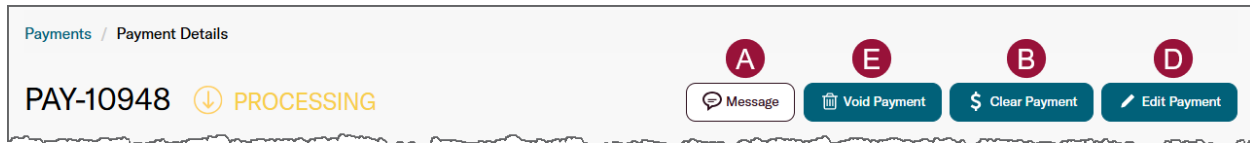


Payments / Payment Details

PAY-47959  PENDING

**A** Message **B** \$ Clear Payment **C** \$ Submit Pay now **D** Edit Payment

## Processing Payment Action Buttons



## Cleared Payment Action Buttons



- A. **Message** – The **Message** button allows users to **view and add messages** associated with a payment.
- B. **Clear Payment** – This button manually clears the payment. Clearing a payment will put the **payment** into a **Cleared** status and will put the **invoice** into a **Paid** status.



This button is intended for users whose Companies **do not process** payments in Corpay Complete but use it for record keeping and need to ensure that the records match.

- C. **Submit Pay now** – Click the **Submit Pay now** button to **manually submit the payment ahead of schedule**. Ensure the payment is error-free and ready to be sent.
- D. **Edit Payment** – This button lets authorized users edit the payment or GL accounts in the **Edit Payment** dialog.
- E. **Void Payment** – Click the **Void Payment** button to void the payment. All invoices will be released, and the payment can no longer be edited.



**Direct Banking** Customers must put a payment in a **Pending** status before clicking **Void Payment**. **Payment Automation** Customers should contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com) before clicking **Void Payment**. Contact **Corpay Complete Support** if you are uncertain how to void a payment.

## Payment Info Tab

Payment information is listed under the **Payment Info** tab.

Payment Info Accounts Payment Method Payment History

A Number: PAY-47960  
B Vendor: Corpay Test  
C Vendor ID: 313121  
D Payment Date: 01/14/2025 ⓘ  
E Funding Date:  
F Scheduled Payment: Yes  
G Ref. Number: P142739  
H External ID:

I Amount: \$18.00  
J Balance: \$0.00  
K Currency Code: USD  
L Target Amount Paid:  
M Subsidiary: Test Sub A

N Remit From Acct No: \*\*\*\*  
O Originating Account: SVB  
P Payment Method Type: Check  
Q Settled Payment Method Type: PrintCheck  
R Check Number:  
S Batch Id:  
T Payment Trans Id: 3c0eae5d-d824-4bff-9b57-4b2f6950d7e4  
U Transaction Details [See More](#)

- A. **Number** – This field contains the **payment number** in Corpay Complete.
- B. **Vendor** – This field contains the **Vendor's name**. Click the **Vendor** link to open the **Vendor Details** page.
- C. **Vendor ID** – This field contains the **Customer-provided Vendor identifier** if present. If no **Vendor ID** exists, this field will not display.
- D. **Payment Date** – This field contains the **date** the payment **was paid** or **is scheduled for payment**.
- E. **Funding Date** – This field contains the **date** when the **funds were pulled from the bank account**.
- F. **Scheduled Payment** – This field indicates whether a payment has a **scheduled payment date**. Options are **Yes** or **No**.
- G. **Ref. Number** – This field contains the **reference number for the payment**. The **Ref. Number** is separate from the **External Payment Number** used for payment grouping.
- H. **External ID** – This field contains the **payment number** from the user's ERP system, if applicable. Utilize this number to find a payment in the user's ERP.
- I. **Amount** – This field contains the **payment amount**.
- J. **Balance** – This field contains the **balance of any associated credit memos**.
- K. **Currency Code** – This field contains the three-letter **currency code** for the payment.
- L. **Target Amount Paid** – This field contains the **invoice amount** based on the **payment terms** including early payment discounts if available.
- M. **Subsidiary** – This field contains the **subsidiary name**.
- N. **Remit from Acc No** – This field contains the **account** from which the payment amount **was or will be withdrawn**.

- O. **Originating Account** – This field contains the **account** from which the payment originated.
- P. **Payment Method Type** – This field contains the **payment method used to make the payment**.
- Q. **Settled Payment Method Type** – This field contains the **payment method used to settle the payment**.
- R. **Check Number** – This field contains the **check number** used to make the payment, if applicable.
- S. **Batch Id** – This field contains the payment run (batch) **unique identifier** that is associated with the payment.
- T. **Payment Trans Id** – This field contains the **alphanumeric number** received from the payment provider once the payment has succeeded. This field is the same as the **Authorization Code** field.
- U. **Transaction Details** – Click the **See More** link to open the **Transaction Details** dialog.

### Analyze the Transaction Details

The **Transaction Details** dialog is where users can view additional information about a payment.

**PAY-47960 Transaction Details** [X]

- A Remit From Acct No: \*\*\*\*
- B Originating Account: SVB
- C Payment Method Type: Check
- D Settled Payment Method Type: PrintCheck
- Bank Status: Transaction not started
- E On Hold:
- F Transaction Status: Awaiting Approver One
- G Integration Id:
- H Batch Id: 65260F6E-74AE-4131-B5C2-BDAA8FF3BCED [↗](#)
- I Payment Trans Id: [REDACTED]
- J Payment Trans Date:
- K Payment Status:
- L Payment Run Batch Number: 13839
- M Authorization Code: [REDACTED]
- N FX Rate: 1
- O Response Desc: Payment has been accepted by Corpay for processing.

This section describes the most frequently used fields in the **Transaction Details** dialog.

- A. **Remit From Acct No** – This field contains the **account** from which the payment amount **was or will be withdrawn**.

- B. **Originating Account** – This field contains the **account** from which the payment originated.
- C. **Payment Method Type** – This field contains the **payment method used to make the payment**.
- D. **Settled Payment Method Type** – This field contains the **payment method used to settle the payment**.
- E. **On Hold** – This field indicates whether the payment has been put **on hold**. Typically, users put payments on hold through their ERPs.
- F. **Transaction Status** – This field contains the **status of the transaction**. In the example above, the payment is pending approval from the first approver in the approval workflow.
- G. **Integration Id** – This field contains the Corpay Complete **internal identifier for bank integrations**.
- H. **Batch Id** – This field contains the **unique identifier** for the payment run (batch).
- I. **Payment Trans Id** – This field contains the **alphanumeric number** received from the payment provider once the payment has succeeded. This field is the same as the **Authorization Code** field.
- J. **Payment Trans Date** – This field contains the **date** of the **payment transaction**.
- K. **Payment Status** – This field contains the **payment** status.
- L. **Payment Run Batch Number** – This field contains the **Batch Number** for the associated **payment run**, if present.
- M. **Authorization Code** – This field contains a **unique identifier** used to confirm that the payment is valid.
- N. **FX Rate** – This field contains the **foreign exchange rate**, if applicable. A payment in dollars will not have a foreign exchange rate. The default is **1**.
- O. **Response Desc** – This field provides an **update on the transaction**.

Depending on the **Payment Method Type**, an **EFT/EDI** field may display:

- **EFT/EDI** – This field is specific to **Direct Banking Customers**. Click the **EFT/EDI** link to open the **EDI Payment Info** page.
  - The information in the **File Name** and **File Output At** fields can be given to the user's bank to determine if a payment has been processed.

**PAY-24096 Transaction Details**

Remit From Acct No: \*\*\*\*4483  
 Originating Account: Bank Of America  
 Payment Method Type: Check  
 Settled Payment Method Type:  
 Bank Status:  
 On Hold:  
 Transaction Status:  
 Integration Id: 26897  
 Batch Id: 11151  
 EFT/EDI: [26897](#)

**EDI Payment Info**

Batch Number:	11151	Service Name:	BOA_PAYMENT
Total Amount(s):	USD [REDACTED]	File Name:	/incoming/[REDACTED]_ACCRU_XML_[REDACTED].xml
Payment Count:	3	Created At:	03/07/2024 12:46 PM
Submitted Count:	3	File Output At:	03/07/2024 3:03 PM
Message Id:	84bd12fe2ee8	Transferred At:	03/07/2024 3:03 PM
		Transferred To:	[REDACTED]bankofamerica.com

## Accounts Tab

The **Accounts** tab is where users can find information about their Company's general ledger (GL) accounts. The fields on the **Accounts** tab may vary depending on Company configuration.

Payment Info **Accounts** Payment Method Payment History

[Edit Accounts](#)

A	B	C	D	E	F	G	H	I
Account Type	Account	Amount	Department	Business Unit	Location	Project	Inter Company	Memo
Debit Account	2000 - Trade payables	\$70.00						
Credit Account	2310 - Accruals : 401(k) payable	\$70.00						

- To **update a GL Account**, click [here](#).
- To **add a GL Account**, click [here](#).

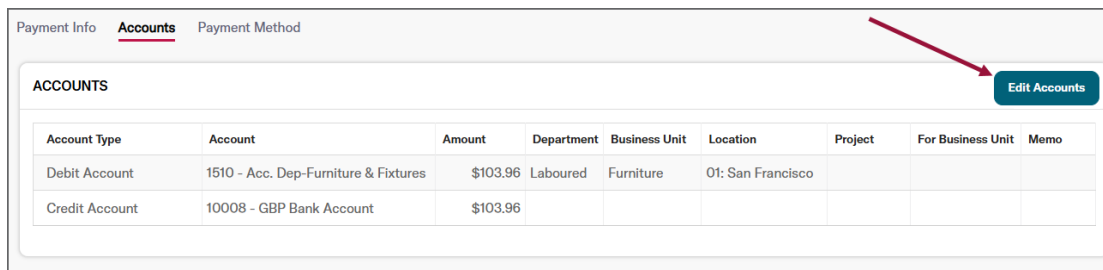
A. **Account Type** – This field contains the **type of GL account**.

- **GL Debit Account** – This is a general ledger that records money coming **into** an account (refunds).
- **GL Credit Account** – This is a general ledger that records money coming **out** of an account.

- B. **Account** – This field contains the **GL code** and the **description of the code**.
- C. **Amount** – This field contains the **payment amount**.
- D. **Department** – This field contains the name of the **department** to which the GL is connected.
- E. **Business Unit** – This field contains the **Business Unit** to which the payment is connected.
  - A **Business Unit** is defined as a distinct division or section within a Company that operates with a degree of autonomy, allowing for separate tracking of its financial performance, including revenue, expenses, and profit/loss.
- F. **Location** – This field contains the name of the **location** to which the GL is connected.
- G. **Project** – This field contains the name of the **project** to which the GL is connected.
- H. **Inter Company** – This field contains the name of the **internal Company** to which the GL is connected.
- I. **Memo** – This field contains any **notes** that need to be tied to the account/payment.
- J. **Edit Accounts** – Click the **Edit Accounts** button to open the **Edit Payment Accounts** dialog.

*Update a GL Account*

1. From the **Accounts** tab, click the **Edit Accounts** button.



2. On the **Edit Payment Accounts** dialog, use the drop-down in the **Debit Accounts** field to select the correct GL Account. Click **Save**.
  - Note that the GL Account in the **Credit Accounts** field can be updated the same way.

**Edit Payment Accounts**

Payment Amount: \$ 103.96

**Debit Accounts\***: 1510 - Acc. Dep-Furniture & Fixtures (dropdown)

Percent: 100 | Amount\*: \$ 103.96

Department: Laboured | Location: 01: San Francisco | Business Unit: Furniture

Memo: [Empty text area]

+ Add Account

Cancel | **Save**

**Debit Accounts\*** (List):

Debit Accounts*	Percent
-- Search For Accounts --	100
1010000 - CASH	
102000 - 1000 Cash in Bank:PLAT BUS CHECKING (6598)	
1050 - First Community Bank VISA	
1510 - Acc. Dep-Furniture & Fixtures	
2000 - Accounts Payable	
2001 - Accounts Payable 2	

## Payment Method Tab

The payment method for a transaction can be found on the **Payment Method** tab.

### Payment Method Grid

PAYMENT METHOD					<b>F</b> Edit Method
Bank <b>A</b>	Type <b>B</b>	Account Type <b>C</b>	Currency <b>D</b>	Bank Address <b>E</b>	
[Redacted]	ACH	checking	USD		

The **Payment Method** grid on the **Payment Method** tab contains additional information about the payment method used for the payment.

- A. **Bank** – This field contains the **bank name** for the payment method.
- B. **Type** – This field contains the **payment method type**, such as ACH.
- C. **Account Type** – This field contains the **type of account** for the payment method.
- D. **Currency** – This field contains the **currency** associated with the payment method type.
- E. **Bank Address** – This field contains the **address of the bank** for the payment method.

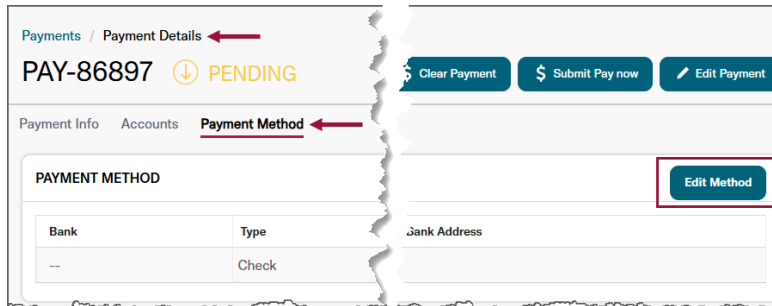
F. **Edit Method – Direct Banking** Customers can click the **Edit Method** button to open the **Payment Method** dialog, where users can edit details about the payment method, such as the **Account Holder** and **Account Number**.

- Specific permissions set for **Payment Admins** enable editing the payment method by clicking the **Edit Method** button. Admins also use the **Edit Method** button to view details about the payment and check for errors if a payment fails.

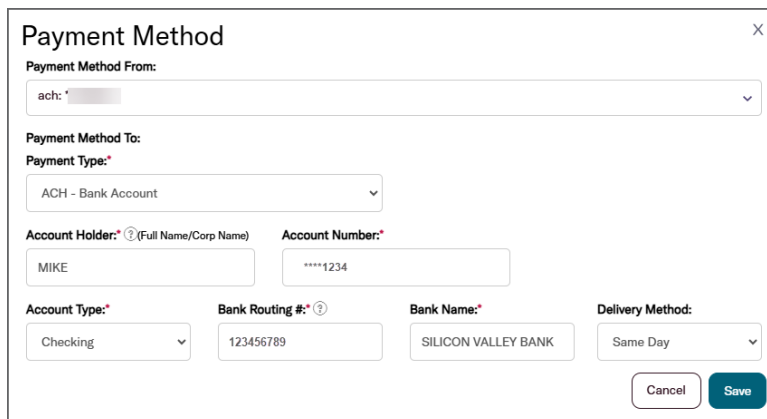
### Research a Failed Payment

**Note:** The following procedure is applicable to **Direct Banking Customers only**.

1. From the **Payment Details** page > **Payment Method** tab, click the **Edit Method** button.




2. On the **Payment Method** dialog, observe the **Bank Routing #** field and the **Account Number** field.
3. Corpay Account Managers can update this information for **Direct Banking** users upon request. However, it is recommended that:
  - If the **Direct Banking Company inputs** the Vendor's payment information, they are responsible for updating this information.
  - If the **Direct Banking Vendor inputs** their payment information, the Vendor is responsible for updating this information.



## Payment History Tab

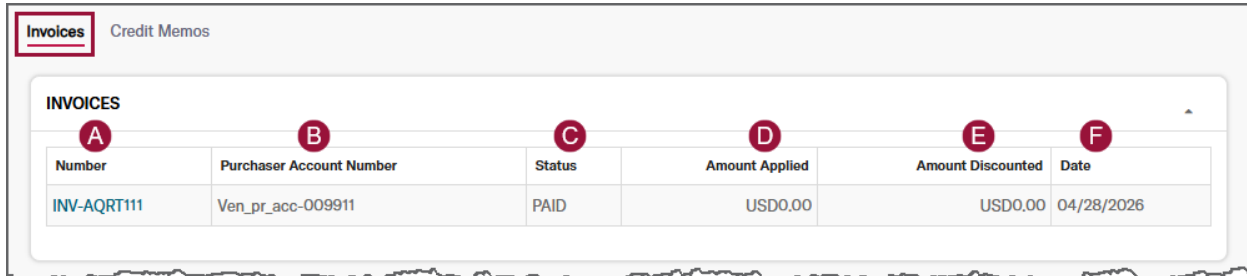
Once the payment has been cleared, the **Payment History** tab provides details about the payment, such as the **Payment Settlement Date** and **Remittance** document. This tab also includes information if a payment was reissued or voided.

Reference No.	Type	Settled Payment Method Type	Card/Check Number	Funding Date	Payment Date	Payment Settlement Date	Amount	Remittance	Memo
[blurred]	ORIGINAL	PrintCheck	[blurred]	2024-11-05	2024-11-04	2024-11-05	\$0.00	[document icon]	[blurred]

- A. **Reference No.** – This field contains the **reference number for the payment**. The **Ref. Number is separate from the External Payment Number** used for payment grouping.
- B. **Type** – This field contains the **type of payment**. The previous example is an **original** payment because it was **not voided or reissued**.
- C. **Settled Payment Method Type** – This field contains the **payment method used to settle the payment**.
- D. **Card/Check Number** – This field contains the **Card or check number** for the payment.
- E. **Funding Date** – This field contains the **date when funds were pulled** from the Customer’s bank account.  
  
**Note: Payment Automation** Customers use this field.
- F. **Payment Date** – This field contains the **date the payment was paid or is scheduled for payment**.
- G. **Payment Settlement Date** – This field contains the **date when the payment was settled**.
- H. **Amount** – This field contains the **amount of the payment**.
- I. **Remittance** – Click the **Remittance**  icon to **view and download** a copy of the **remittance advice**.
- J. **Memo** – This field contains any **notes** that need to be tied to the account/payment.

## Invoices Tab

All **linked invoices** are displayed in the **Invoices** tab. This section appears on all **Payment Details** pages.



A Number	B Purchaser Account Number	C Status	D Amount Applied	E Amount Discounted	F Date
INV-AQRT111	Ven_pr_acc-009911	PAID	USD0.00	USD0.00	04/28/2026

- A. **Number** – This field contains the **invoice number**. Click the **Number** link to open the **Invoice Details** page in the **Invoices** module.

**Note:** For more information about the Invoices module, refer to the [Corpay Complete Invoices Module User Guide](#).

- B. **Purchaser Account Number** – This field identifies the **purchaser account used during payment processing**. If a value is not provided with the invoice, the system uses the value stored on the Vendor record instead. If both values are present, the invoice value takes precedence. This field is not entered on the Invoice Form.
- C. **Status** – This field contains the **invoice** status.
- D. **Amount Applied** – This field contains the **invoice amount applied to the Card balance**.
- E. **Amount Discounted** – This field contains the **amount of any discounts** applied to the invoice, if applicable. The discount payment will be coded as a discount to the ERP, so the full amount of the invoice is not paid.
- F. **Date** – This field contains the **invoice date**.

## Credit Memos Tab

The **Credit Memos** tab displays credit memos applied to payments.

A	B	C	D	E	F
Number	Status	Amount	Amount Applied	Invoice	Purchaser Account Number
CM-214984	APPLIED	\$50.00	\$50.00	return_file_test_invoice_4	

- A. **Number** – This field contains the **credit memo number**.
- B. **Status** – This field contains the **credit memo** status. If it displays in the **Vendor Credits** grid, the status will be **Applied**, meaning the credit memo was applied to the payment.
- C. **Amount** – This field contains the **full amount** of the credit memo.
- D. **Amount Applied** – This field contains the amount of **credit applied** to the payment.
- E. **Invoice** – This field contains the **invoice number**.
- F. **Purchaser Account Number** – This field identifies the **purchaser account used during payment processing**. If a value is not provided with the credit memo or invoice, the system uses the value stored on the Vendor record instead. If both values are present, the credit memo value takes precedence.

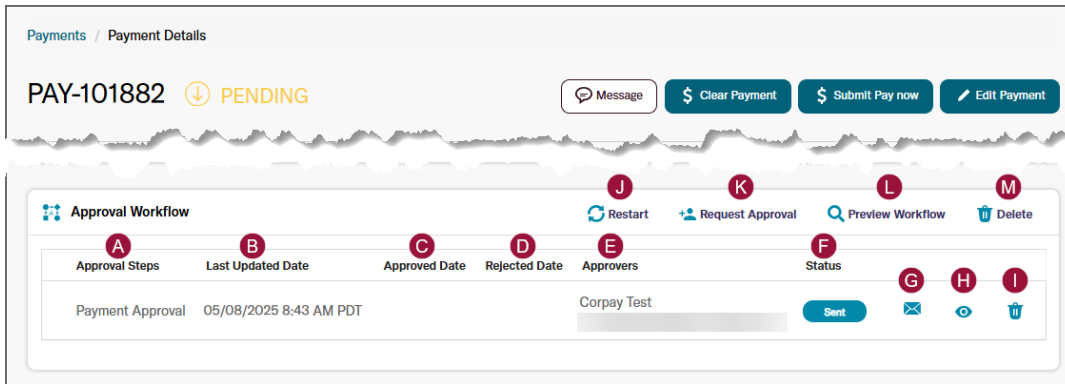
## Approval Workflow

In Corpay Complete, users can have unique approval workflows for payments. These approval workflows dictate the user(s) who must review and approve the payment prior to issuing a payment.

**Approval** workflows are configured in the **Administration** module, but individual approval workflows can be modified in the **Payment Details** section of the **Payments** module.

**Note:** This section defines the fields in the **Approval Workflow** section. For help **creating, restarting, or updating** an approval workflow, refer to the following sections:




- [Start or Restart an Approval Workflow.](#)
- [Update an Approval Workflow.](#)

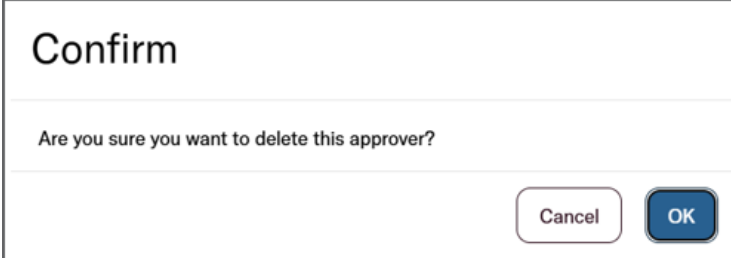


- A. **Approval Steps** – This field contains the Company’s **internal name** for the approval workflow.
- B. **Last Updated Date** – This field contains the **last time** the account was **updated**. Typically, this date refers to the date when the payment was sent for approval, as this process is considered an update.
- C. **Approved Date** – This field contains the date the payment was **approved** by the listed approver.
- D. **Rejected Date** – This field contains the date the payment was **rejected** by the listed approver.
- E. **Approvers** – This field contains the **approvers** included in the workflow. If multiple approvers are listed, all must approve the payment before it can be approved in the system.
- F. **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 payment was **approved/rejected**, the **status**, and any **notes**.



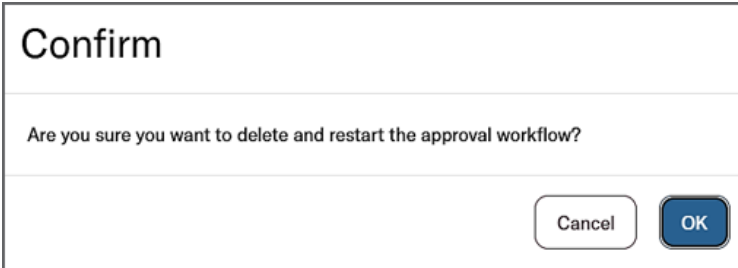
- **Status Options:**
  - **Sent** – This status means that **an approval email was sent** for the payment. The approver will automatically get a reminder email every seven days to approve the payment.

- **Approved** – This status means that the payment was **approved**.
  - **Rejected** – This status means that the payment was **rejected**.
- G. **Resend Request** – Click the **Resend Request**  icon to send another approval email notification to the approver.
- H. **View** – Click the **View**  icon to open the **Approval Details** dialog. This is the same information displayed when clicking a status in the **Status** column.
- I. **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.



The image shows a 'Confirm' dialog box with the title 'Confirm'. Below the title is a question: 'Are you sure you want to delete this approver?'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

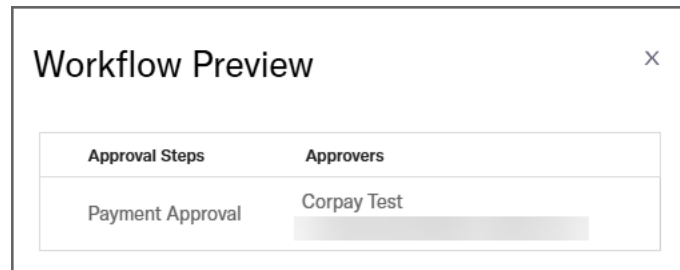
- J. **Restart** – Click this button to restart the entire approval workflow.
- After clicking **OK** on the **Confirm** dialog, a **Reset success** message will display.
  - All approvers in the workflow will receive an email notification requesting payment approval, initiating the approval process again.




The image shows a 'Confirm' dialog box with the title 'Confirm'. Below the title is a question: 'Are you sure you want to delete and restart the approval workflow?'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

- K. **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.
- For more information on the **Request Approval** button, click [here](#) to navigate to the **Update an Approval Workflow** section.

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



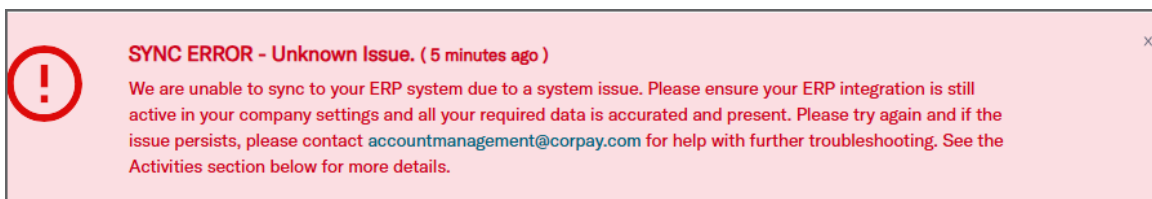
- M. **Delete** – Click the **Delete**  icon to delete the entire workflow. The **Confirm** dialog will display, asking if the user wants to delete the entire approval workflow. If the user clicks **OK**, the approval workflow is deleted.

- **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.

## Sync Errors

Communication with a Customer's ERP is two-way, and data is regularly pulled from and pushed to a Customer's ERP. A **Sync Error** refers to an issue synchronizing data between an ERP and the Corpay Complete platform. If a **Sync Error** message displays at the top of the **Payments** module, contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com) for assistance.

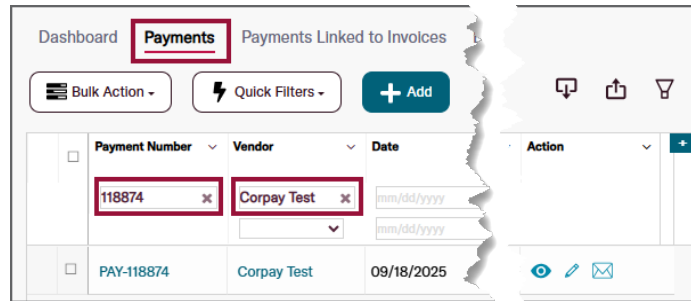
To assist Corpay with the request, provide the **Number** of the **Purchase Order**, **Invoice**, or **Payment** with the email.



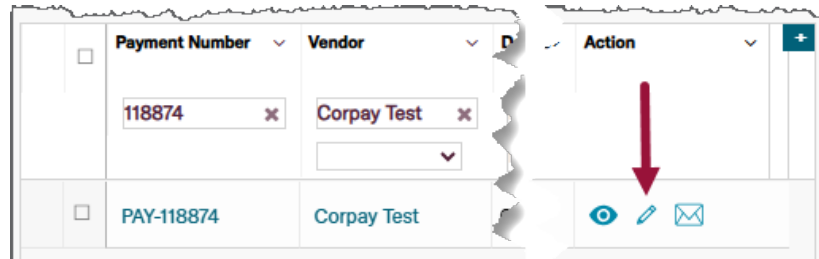
## Force Syncing a Payment

Force synchronizing a payment to an ERP varies depending on Company configuration because not all statuses sync with ERPs. For assistance with force synchronizing a payment, contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com).

1. On the **Payments** tab, use the **filter fields** to locate the payment in the **Payments** grid.



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



3. Click the **Force Sync with ERP** checkbox, then click **Submit**.

**Edit Payment** ×

Main Accounts

Amount\*

Reference Number

Do not push to ERP

Force Sync with ERP

## Payments Linked to Invoices Tab


The **Payments Linked to Invoices** tab displays a customizable grid with payments that have invoices or expense reports linked to them.

### Payments Linked to Invoices Grid

#### Action Area

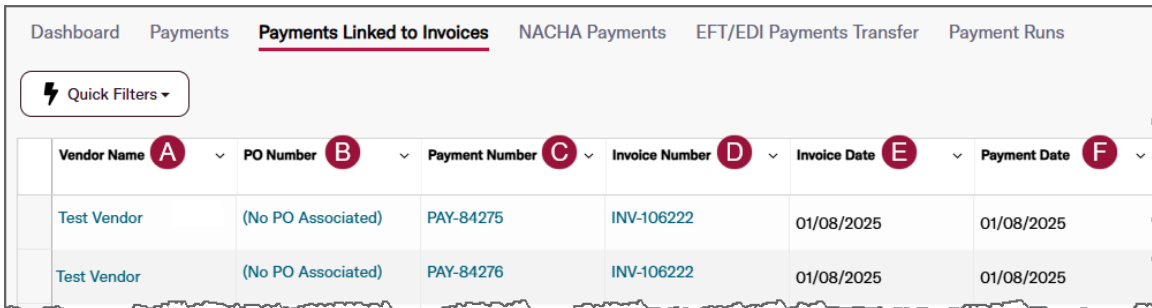
The top of the **Payments Linked to Invoices** tab contains two actions that enable users to filter what displays in the **Payments Linked to Invoices** grid.



- A. Select the **Quick Filters** drop-down to choose from the following options:
- **Clear Filters** – Click the **Clear Filters** option to clear any existing filters.
  - **No Vendor Associated** – Click this option to filter the **Payments Linked to Invoices** grid by **payments that are not associated with a Vendor**.
  - **No PO Associated** – Click this option to filter the **Payments Linked to Invoices** grid by invoices that are **not associated with a purchase order**.
- B. Click the **Toggle Filter**  icon to show or hide **filter fields** under each column.

## Payments Linked to Invoices Grid – Part 1

This section describes the first half of the columns in the **Payments Linked to Invoices** grid.



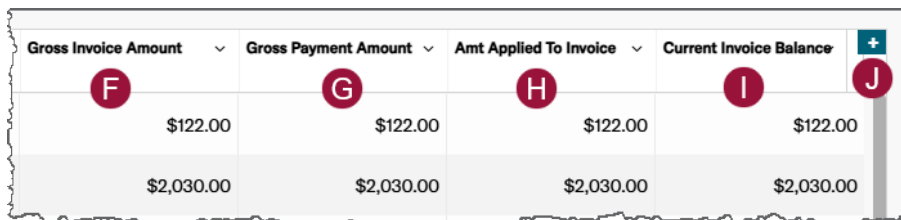
The screenshot shows a web interface with a navigation bar containing 'Dashboard', 'Payments', 'Payments Linked to Invoices' (highlighted), 'NACHA Payments', 'EFT/EDI Payments Transfer', and 'Payment Runs'. Below the navigation is a 'Quick Filters' button. The main table has six columns: 'Vendor Name', 'PO Number', 'Payment Number', 'Invoice Number', 'Invoice Date', and 'Payment Date'. Each column header has a red circle with a letter (A-F) next to it. The table contains two rows of data for 'Test Vendor'.

Vendor Name <b>A</b>	PO Number <b>B</b>	Payment Number <b>C</b>	Invoice Number <b>D</b>	Invoice Date <b>E</b>	Payment Date <b>F</b>
<a href="#">Test Vendor</a>	(No PO Associated)	PAY-84275	<a href="#">INV-106222</a>	01/08/2025	01/08/2025
<a href="#">Test Vendor</a>	(No PO Associated)	PAY-84276	<a href="#">INV-106222</a>	01/08/2025	01/08/2025

- A. **Vendor Name** – This column displays the **Vendor's name**. Click the **Vendor Name** link to open the **Vendor Details** page.
- B. **PO Number** – This column shows the **purchase order linked to the invoice**, if any. Click the **PO Number** link to open the **Purchase Order Details** page.
- C. **Invoice Number** – This column shows the **invoice linked to the payment**. Click the **Invoice Number** link to open the **Invoice Details** page.
- D. **Invoice Date** – This column displays the **date the invoice was issued by the Vendor**.
- E. **Payment Date** – This field contains the **date the payment was paid or is scheduled for payment**.

## Payments Linked to Invoices Grid – Part 2


This section describes the second half of the columns in the **Payments Linked to Invoices** grid.



The screenshot shows a table with five columns: 'Gross Invoice Amount', 'Gross Payment Amount', 'Amt Applied To Invoice', 'Current Invoice Balance', and a plus sign icon. Each column header has a red circle with a letter (F-J) next to it. The table contains two rows of data.

Gross Invoice Amount <b>F</b>	Gross Payment Amount <b>G</b>	Amt Applied To Invoice <b>H</b>	Current Invoice Balance <b>I</b>	<b>J</b>
\$122.00	\$122.00	\$122.00	\$122.00	
\$2,030.00	\$2,030.00	\$2,030.00	\$2,030.00	

- F. **Gross Invoice Amount** – This column contains the **gross invoice amount**.
- G. **Gross Payment Amount** – This column contains the **gross payment amount**.

- H. **Amt. Applied To Invoice** – This column contains the **amount** that has been **applied to the invoice**.
- I. **Current Invoice Balance** – This column contains the **current invoice balance**.
- J. **Column Editor** – The **Column Editor**  allows users to control which **columns are displayed in the grid and export data**.

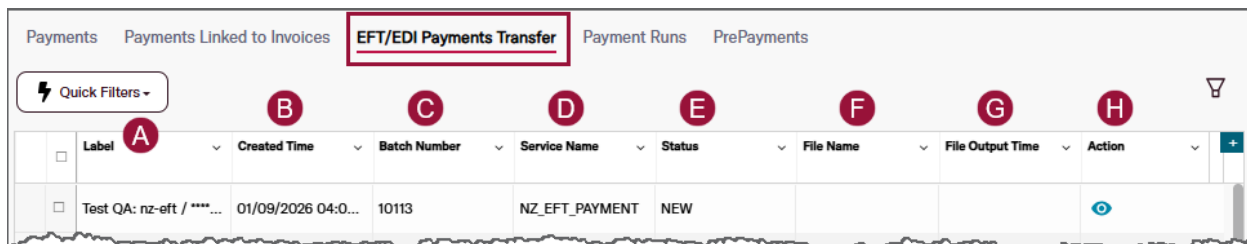
## EFT/EDI Payments Transfer Tab


The **EFT/EDI Payments Transfer** tab allows Admin users to generate a batch file and upload it to the banking institution for processing. To access this tab, users need **Payment Admin** access or higher.

## EFT/EDI Payments Transfer Grid


The **EFT/EDI Payments Transfer** grid displays information related to **payment files generated for bank processing**. It provides visibility into file creation, transfer status, and key timing details associated with EFT/EDI payment activity.

Each column in this grid represents a specific aspect of the EFT/EDI transfer process. Reviewing this information together helps users understand the current state of payment files and determine whether processing has occurred as expected or requires further review.



	<b>A</b> Label	<b>B</b> Created Time	<b>C</b> Batch Number	<b>D</b> Service Name	<b>E</b> Status	<b>F</b> File Name	<b>G</b> File Output Time	<b>H</b> Action
<input type="checkbox"/>	Test QA: nz-eft / ****...	01/09/2026 04:0...	10113	NZ_EFT_PAYMENT	NEW			

- A. **Label** – This column contains the EFT/EDI payment transfer **label**, which is defined using the **Payment Method**.
- B. **Created Time** – This column contains the **date and time** when the EFT/EDI payment transfer was **created**.
- C. **Batch Number** – This column contains the EFT/EDI **batch number**.
- D. **Service Name** – This column contains the **name of service**, which is typically the type of integration used for the EFT/EDI payment.

- E. **Status** – This column contains the **status** of the EFT/EDI payment transfer.
- F. **File Name** – This column contains the **file name** of the EFT/EDI payment transfer.
- G. **File Output Time** – This column contains the **date and time** when the EFT/EDI payment transfer was **sent to the bank**.
- H. **Action** – Click the **View**  icon in the **Action** column to open the **EFT/EDI Payments Transfer Details** page.

## EFT/EDI Payments Transfer Details

The **EFT/EDI Payments Transfer Details** page contains details about the EFT/EDI payment transfer along with options to generate or edit an EFT/EDI payment transfer.

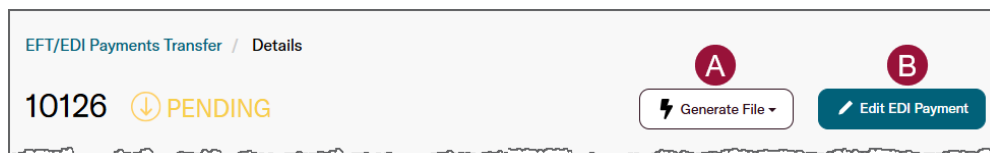
### Action Area

The top of the **EFT/EDI Payments Transfer Details** page contains action buttons, which vary depending on the status of the payment transfer.

### New EFT/EDI Payment Transfer Action Buttons



### Pending EFT/EDI Payment Transfer Action Buttons



### Completed EFT/EDI Payment Transfer Action Buttons



- A. **Generate File** – Select the **Generate File** drop-down and click **Generate & Manual Transfer File** to generate and manually transfer an EFT/EDI payment file to the designated financial institution.

- B. **Edit EDI Payment** – Click this button to open the **Edit EDI Payment** dialog.



Changing the status of an EFT/EDI payment file from **Complete** to **New** may cause a duplicate file transfer to your banking provider if the file is created again.

- C. **Download** – Click this button to **download** a copy of the EFT/EDI payment file.

## EDI Payment Info

This section contains information about the **EDI Payment Info** tab. The **EDI Payment Info** tab contains basic information about the EFT/EDI payment transfer.

### EDI Payment Info – Part 1

This section describes the first half of the fields on the **EDI Payment Info** tab.

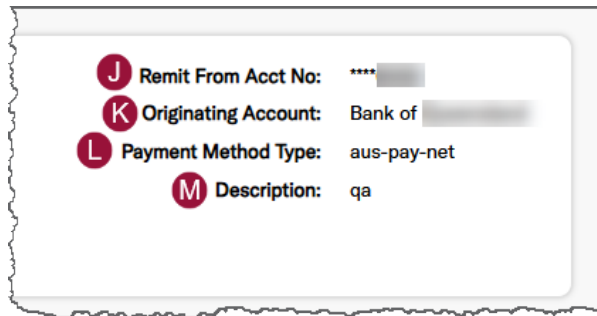
EDI Payment Info	
A Batch Number:	10058
B Total Amount(s):	AUD \$591.00
C Payment Count:	4
D Submitted Count:	4
E Service Name:	AUS_EFT_PAYMENT
F File Name:	[REDACTED].txt
G Created At:	03/28/2024 10:01 AM
H File Output At:	06/27/2024 2:36 AM
I Downloaded At:	12/16/2024 11:00 PM

- A. **Batch Number** – This field displays the **batch number** for the EFT/EDI payment transfer.
- B. **Total Amount(s)** – This field displays the **total amount of all payments** in the EFT/EDI payment transfer.
- C. **Payment Count** – This field displays the **number of payments** in the EFT/EDI payment transfer.
- D. **Submitted Count** – This field displays the **number of payments** submitted in the EFT/EDI payment transfer.
- E. **Service Name** – This field displays the **name of service**, which is typically the type of integration used for the EFT/EDI payment.
- F. **File Name** – This field displays the EFT/EDI payment transfer **file name**.
- G. **Created At** – This field displays the **date and time** when the EFT/EDI payment transfer was **created**.

- H. **File Output At** – This field displays the **date and time** when the EFT/EDI payment was transferred to the bank.
- I. **Downloaded At** – This field displays the **date** when the EFT/EDI payment transfer file was downloaded.

### EDI Payment Info – Part 2

This section describes the second half of the fields on the **EDI Payment Info** tab.



- J. **Remit from Acct No** – This field contains the **account number** used to pay the Vendor.
- K. **Originating Account** – This field contains the **originating account** for the EFT/EDI payment transfer.
- L. **Payment Method Type** – This field contains the **payment method type** for the EFT/EDI payment transfer.
- M. **Description** – This field contains a **description** of the EFT/EDI payment transfer, if applicable.

### Linked Payments

This section contains information about the **Linked Payments** tab.

Linked Payments								A
B	C	D	E	F	G	H	I	Reset Payments
Payment Number	Status	Vendor	Invoice	Date	Amount	Integration ID	Pymt Tx ID	
PAY-102787	PROCESSING	Test Pay Method	INV-141860	06/10/2025	\$9.00	550		

The **Linked Payments** section contains information about payments and invoices linked to the EFT/EDI payments transfer.

- A. **Reset Payments** – This button will **clear transaction and banking details** so that the payment can be resubmitted manually.

- B. **Payment Number** – This column contains the **linked payment number**. Click the **Payment Number** link to open the **Payment Details** page.
- C. **Status** – This column contains the **status** of the EFT/EDI payment.
- D. **Vendor** – This column contains the **Vendor’s name** for the EFT/EDI payment.
- E. **Invoice** – This column contains the **invoice** associated with the EFT/EDI payment. Click the **Invoice** link to open the **Invoice Details** page.
- F. **Date** – This column contains the **payment date**.
- G. **Amount** – This column contains the **payment amount**.
- H. **Integration ID** – This column contains the **payment integration ID**.
- I. **Pynt Tax ID** – This column contains the **payment tax identification number**.

## Transfer Info

The **Transfer Info** section contains information about payment transfers for the EFT/EDI payment(s).

A	B	C	D	E	F
Service Name	Interval	Last Runtime	Remote Server	Destination File*	Email Notification
There are no schedule created.					

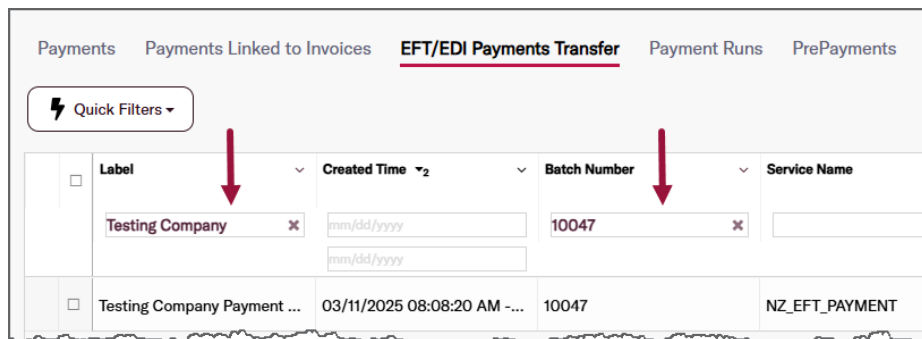
- A. **Service Name** – This column contains the **name of service**, which is typically the type of integration used for the EFT/EDI payment.
- B. **Interval** – This column contains the **interval**, or **schedule**, at which the EFT/EDI payment will occur if applicable.
- C. **Last Runtime** – This column contains the **most recent execution time** of the EFT/EDI payment transfer batch job.
- D. **Remote Server** – This column contains the **name of the server** to which the file will be sent.

- E. **Destination File** – This column contains the **name of the file** that will be sent to the Customer’s bank.
- F. **Email Notification** – This column is typically left blank in Corpay Complete.

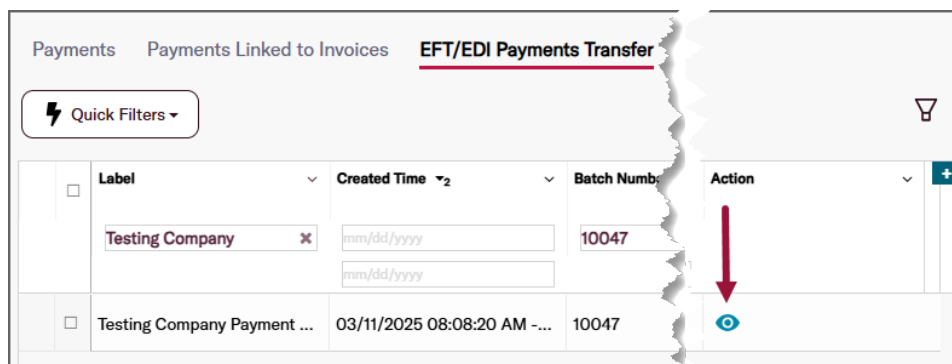
## Edit an EDI Payment

Complete the following steps to edit an EDI payment:

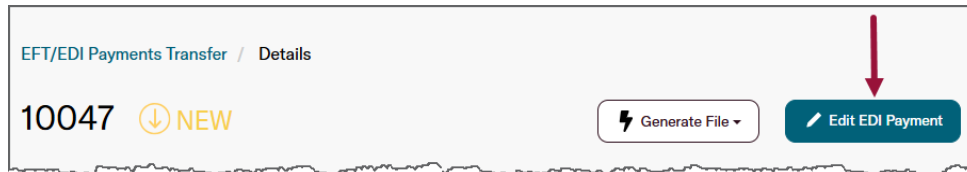
1. Use the **filter fields** to search for the **EFT/EDI payment** in the **EFT/EDI Payments** grid.



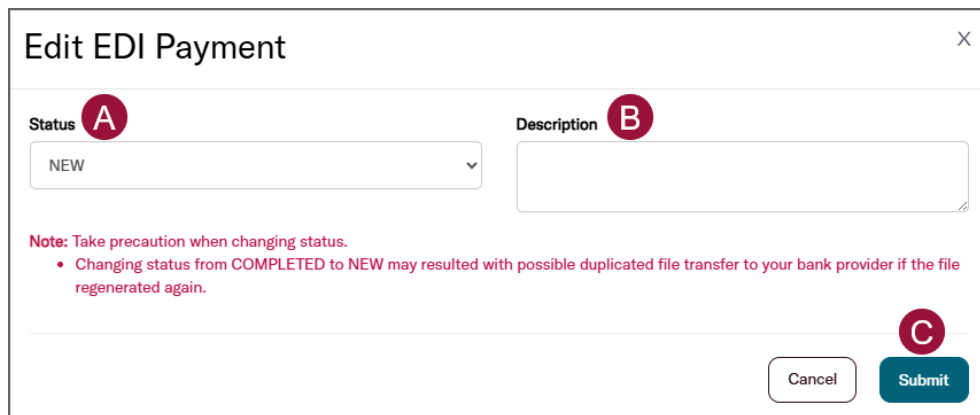
2. Click the **View**  icon in the **Action** column.



3. On the **EFT/EDI Payments Transfer Details** page, click the **Edit EDI Payment** button.



4. Complete the following steps on the **Edit EDI Payment** dialog:

A screenshot of a dialog box titled 'Edit EDI Payment'. It has a close button (X) in the top right corner. On the left, there is a 'Status' label with a red circle 'A' next to it, and a dropdown menu showing 'NEW'. On the right, there is a 'Description' label with a red circle 'B' next to it, and a text input field. Below the input fields, there is a red note: 'Note: Take precaution when changing status. • Changing status from COMPLETED to NEW may result with possible duplicated file transfer to your bank provider if the file regenerated again.' At the bottom right, there are two buttons: a white 'Cancel' button and a dark blue 'Submit' button with a red circle 'C' next to it.

- A. Select a **status** from the **Status** drop-down.



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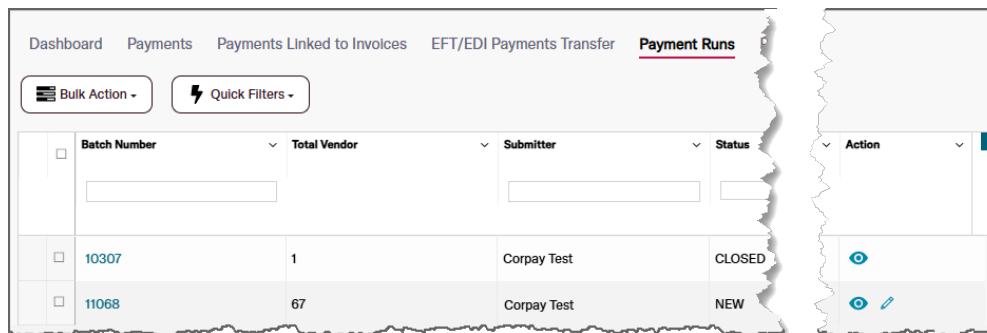
Changing the status of an EFT/EDI payment file from **Complete** to **New** may cause a duplicate file transfer to your banking provider if the file is created again.

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- B. Enter a **description** in the **Description** field.
- C. Click the **Submit** button.

5. A confirmation dialog will display, and the EFT/EDI payment will be updated.

## Payment Runs Tab

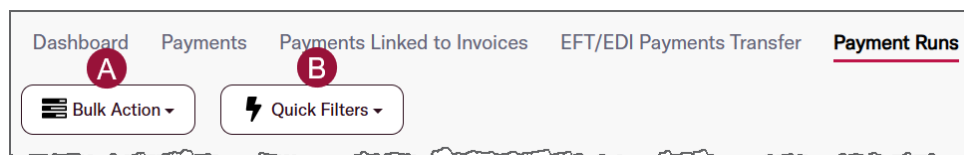


	Batch Number	Total Vendor	Submitter	Status	Action
<input type="checkbox"/>					
<input type="checkbox"/>	10307	1	Corpay Test	CLOSED	
<input type="checkbox"/>	11068	67	Corpay Test	NEW	

The **Payment Runs** tab in the **Payments** module is where users can view, edit, and manage existing payment runs. Payment runs can be created in several ways, including by submitting invoices from the **Pay Invoices** tab in the **Invoices** module, by uploading payment files through **Bulk Operations 2.0** in the **Administration** module, or through automated processes depending on system configuration. After a payment run is created, it appears on the **Payment Runs** tab for review and management.

**Note:** Only payment runs with a status of **New** or **Pending** may be edited.

### Action Area



The top of the **Payment Runs** tab contains two action buttons, which are described below.

- Bulk Action** – Select the **Bulk Action** drop-down and click **Create/Reset Approval Workflow** to create or reset an approval workflow for multiple payment runs. Users can also select the checkbox next to each payment run and then choose **Create/Reset Approval Workflow** from the **Bulk Action** drop-down.
  - If an approval workflow exists, it will be restarted.
  - If an approval workflow does not exist, the user will be prompted to create one.
- Quick Filters** – Select the **Quick Filters** drop-down to choose from a list of pre-selected filters.
  - Click the **Clear Filters** option to clear any existing filters.

- Click the **Reset Grid** option to reset the **Payment Runs** grid to its default state. Filters are retained across different tabs, so it is best practice to clear them on every tab before beginning a task.

## Payment Runs Grid

### Payment Runs Grid – Part 1

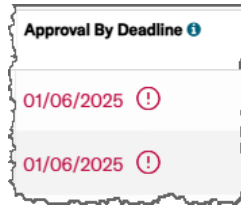
This section describes the first half of the columns in the **Payment Runs** grid.

	<b>A</b> Batch Number	<b>B</b> Total Vendor	<b>C</b> Submitter	<b>D</b> Status	<b>E</b> Approval By Deadline
<input type="checkbox"/>	13530	1	Corpay Test	NEW	
<input type="checkbox"/>	13618	2	Corpay Test	PENDING	

- Batch Number** – This column contains the batch number for the payment run. Click the **Batch Number** link to open the **Payment Run Details** page.
- Total Vendor** – This column contains the total number of Vendors being paid in the payment run.
- Submitter** – This column contains the name of the person who submitted the payment run.
- Status** – This column displays the payment run’s status:
  - **New** – This status means the payment run was recently created by a user.
  - **Submitted** – This status means the invoices in the payment run were submitted for payment.
  - **Pending** – This status means that the payment run has been entered in Corpay Complete and is currently in the approval workflow.
  - **Closed** – After the payment run is approved, the status automatically changes to **Closed**.

E. **Approval By Deadline** – This column contains the date by which a payment run must be approved to ensure timely Vendor payment.

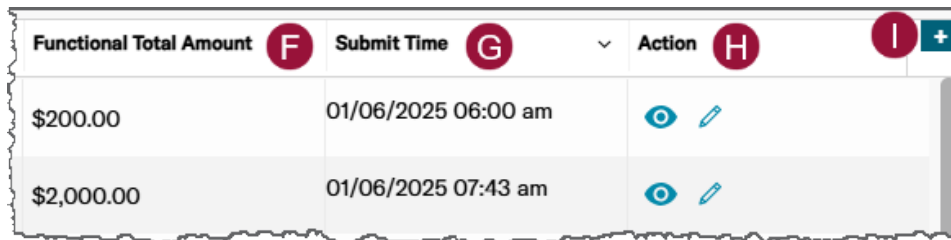
- If the **Approval By Deadline** is past, it shows in red with an alert icon. By default, the **Payment Runs** grid is sorted from oldest to newest using this date.







Approval By Deadline ⓘ
01/06/2025 ⓘ
01/06/2025 ⓘ

## Payment Runs Grid – Part 2

This section describes the second part of the **Payment Runs** grid.





Functional Total Amount <b>F</b>	Submit Time <b>G</b>	Action <b>H</b>	<b>I</b> +
\$200.00	01/06/2025 06:00 am	 	
\$2,000.00	01/06/2025 07:43 am	 	

F. **Functional Total Amount** – This column contains the total amount of the payment run in the functional currency that is set up for the Company's Corpay Complete instance.

G. **Submit Time** – This column contains the date and time of the payment run's submission.

H. **Action** – This column contains the following **Action** icons:

- **View** – Click the **View**  icon to open the [Payment Run Details](#) page.
- **Edit** – Click the **Edit**  icon to open the **Edit Payment Run** dialog.

I. **Column Editor** – The **Column Editor**  allows users to control which **columns are displayed in the grid and export data**.

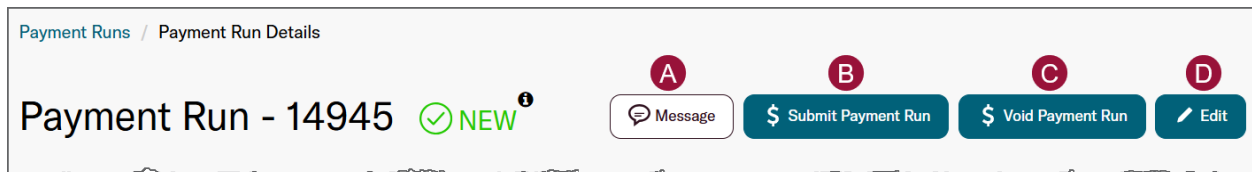
## Payment Run Details

The **Payment Run Details** page is where users can:

- Send a message to other users in the Company or to a Vendor.
- Submit a payment run.
- Void a payment run.
- Reset a rejected or voided payment run.
- Remove invalid invoices from a failed payment run and resubmit the payment run.
- View a summary of the upcoming payment run and estimated debit date(s) when funds will be taken from the Company account(s).
- Restart, request, preview, and delete approval workflows.
- Review invoices associated with the payment run.
- Upload or review documents that are associated with the payment run.

### Action Area

The top of the **Payment Run Details** page has action buttons for various tasks, depending on the payment run's status.



- A. **Message** – The **Message** button allows users to view and add messages associated with a payment.
- B. **Submit Payment Run** – Click this button to **submit the payment run for processing and payment**. If the user's Company has configured an approval workflow, the payment run will be submitted to approvers before processing and payment.

**Note:** This button is only available on payment runs that have a status of **New**.

- C. **Void Payment Run** – Click this button to **void the payment run**. All related payments will be voided, associated invoices will be released, and the payment run can no longer be edited.



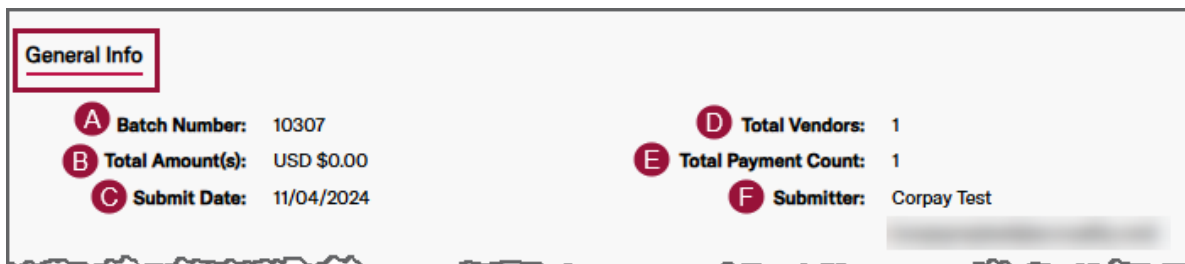
**Direct Banking** Customers must put a payment in a **Pending** status before clicking **Void Payment Run**. **Payment Automation** Customers should contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com) to void a payment. Contact **Corpay Complete Support** if you are uncertain how to void a payment.

- D. **Reset Payment Run** – Click this button to **reset the payment run**. The payment run status will return to **New** and invoices can be edited, added, or removed.

**Note:** This button is only available on payment runs that have a status of **Pending** or **Submitted**.

## General Info Tab

The General Info tab provides an overview of the payment run, including the Batch Number and submission date.

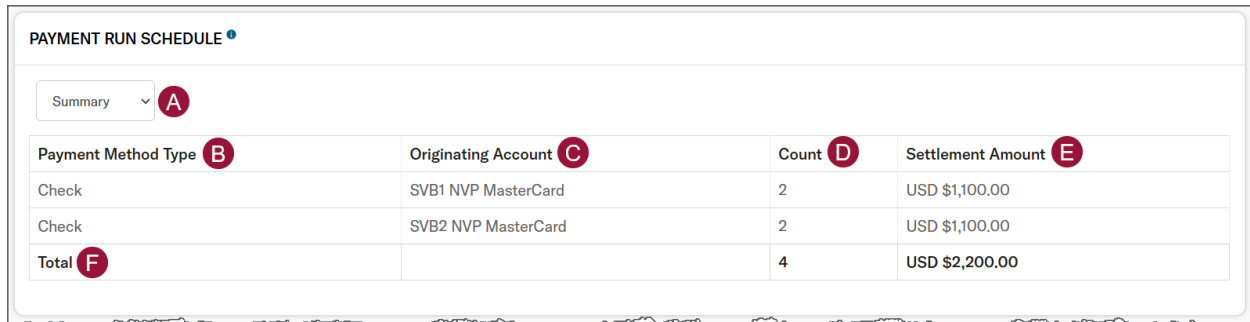


The **General Info** tab contains basic information about the payment run.

- A. **Batch Number** – This field contains the **unique identifier** for the payment run (batch).
- B. **Total Amounts** – This field contains the **currency and total amount** of all invoices and payments in the payment run.
- C. **Submit Date** – This field contains the **date** when the payment run was **created**.
- D. **Total Vendors** – This field contains the **number of Vendors** being paid in the payment run.
- E. **Total Payment Count** – This field contains the **number of payments** in the payment run.
- F. **Submitter** – This field contains the **name and email address** of the person who created the payment run.

## Payment Run Schedule Pane

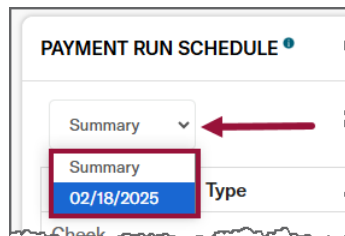
The **Payment Run Schedule** pane provides a summary of upcoming payment runs and estimated debit dates, including the payment method types and payment accounts.



Payment Method Type <b>B</b>	Originating Account <b>C</b>	Count <b>D</b>	Settlement Amount <b>E</b>
Check	SVB1 NVP MasterCard	2	USD \$1,100.00
Check	SVB2 NVP MasterCard	2	USD \$1,100.00
<b>Total <b>F</b></b>		<b>4</b>	<b>USD \$2,200.00</b>

**Note:** This section only displays when the payment run status is **New**, **Submitted**, or **Closed**.

- A. **Summary/Estimated Debit Date** – Select this drop-down and choose from the following options:
- Click **Summary** to view a **summary** of all payments.
  - Click **Estimated Debit Date** to view a **summary** of all payments that are scheduled for a **specific estimated debit date**. Estimated debit dates are calculated based on the payment method type.

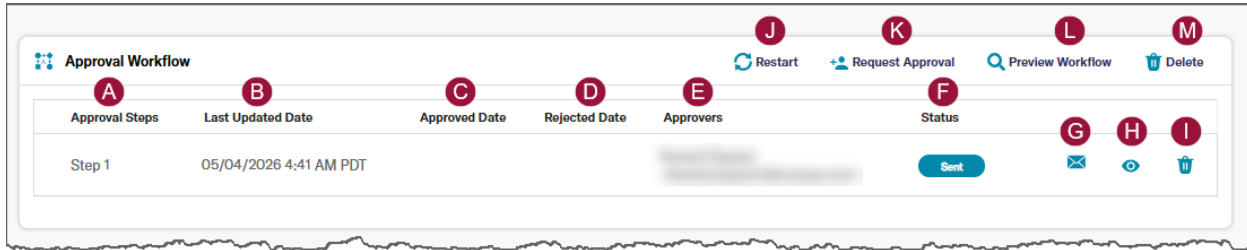


- B. **Payment Method Type** – This column contains the **type of payment method** that will be or was used for the payment.
- C. **Originating Account** – This column contains the **account** where the payment originated.
- D. **Count** – This column contains the **number of payments** for the designated **Payment Method Type**.
- E. **Settlement Amount** – This column contains the **amount** used to **settle the payment(s)**.
- F. **Total** – This column displays the **total number** of payments and the **total amount** of all payments.

## Approval Workflow

In Corpay Complete, users can have unique approval workflows for payment runs. These approval workflows dictate the user(s) who must review and approve the payment run prior to payment processing.




**Approval** workflows are configured in the **Administration** module, but individual approval workflows can be modified in the **Approval Workflow** panel of the **Payment Run Details** page.

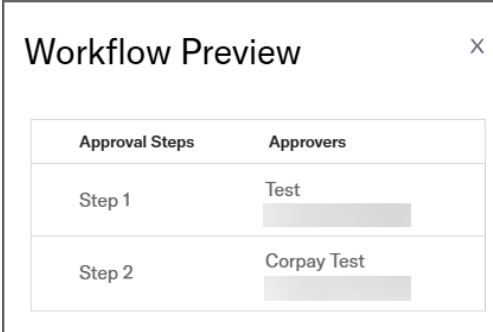




This section defines the fields in the **Approval Workflow** panel. For help **creating, restarting, or updating** an approval workflow, see the following:


- Click [here](#) to **Start or Restart an Approval Workflow**.
- Click [here](#) to **Update an Approval Workflow**.

- Approval Steps** – This field contains the Company’s **internal name** for the approval workflow.
- Last Updated Date** – This field contains the **last time** the account was **updated**. Typically, this is the date when the payment run was sent for approval, as this process is considered an update.
- Approved Date** – This field contains the **date** the payment run was **approved** by the listed approver(s).
- Rejected Date** – This field contains the **date** the payment run was **rejected** by the listed approver(s).
- Approvers** – This field contains the **approvers** included in the workflow. If multiple approvers are listed, **all must approve the payment run** before it can be processed in Corpay Complete.
- Status** – Clicking the **Status** link opens the **Approval Details** dialog. It displays the **approver name and email**, the **date** the approver **email was sent** or the **date** the payment run was **approved/rejected**, the **status**, and any **notes**.
  - **Status Options:**
    - **Sent** – This **Status** means that **an approval email was sent** for the payment run. The approver will automatically receive a reminder email every seven days to approve the payment run.

- **Approved** – This **Status** means that the payment run was **approved**.
  - **Rejected** – This **Status** means that the payment run was **rejected**.
- G. **Resend Request** – Click the **Resend Request**  icon to **send another approval email notification** to the approver.
- H. **View** – Click the **View**  icon to open the **Approval Details** dialog. This is the same information that is displayed when clicking a **Status** in the **Status** column.
- I. **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.
- J. **Restart** – Click this button to **restart the entire approval workflow**.
- After clicking **OK** on the **Confirm** dialog, a **Reset success** message will display.
  - All approvers in the workflow will receive an email notification requesting payment run approval, initiating the approval process again.
- K. **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.
- L. **Preview Workflow** – Click this button to open the **Workflow Preview** dialog, which **displays all approval steps** in the approval workflow.



Approval Steps	Approvers
Step 1	Test 
Step 2	Corpay Test 


- M. **Delete** – Click the **Delete**  icon 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 run will not change Company settings for automatically configured approval workflows.

## Payments Tab

The **Payments** tab displays all payments associated with the payment run. Users can review payment details, payment methods, invoice associations, remittance status, and payment amounts directly from the grid.

The screenshot shows the 'Payments' tab interface. At the top, there are tabs for 'Payments', 'Invoices', and 'Credit Memos'. Below this is a 'PAYMENTS' section with a search bar and a table. The table has columns labeled A through L: Payment Number, Vendor, Employee, Payment Date, Status, Originating Account, Invoice Number, PO Number, Payment Method Type, Remittance, Amount, and Action. A single row of data is visible: PAY-145322, qvABH Man..., 02/17/2026, PROCESSING, SVB, 2-17-2026-da..., Mastercard, and \$90.00. The Action column contains a trash icon. Below the table is a pagination bar showing '1 / 1' items per page and '25' items per page. The bottom right corner shows '1 - 1 of 1 items'.

- A. **Payment Number** – This column contains the **payment number** associated with the payment run. Click the **Payment Number** link to open the **Payment Details** page.
- B. **Vendor** – This column contains the **Vendor's name** associated with the payment.
- C. **Employee** – This column contains the **employee** associated with the payment, if applicable.
- D. **Payment Date** – This column contains the **date the payment was paid or is scheduled for payment**.
- E. **Status** – This column contains the **current payment status**.
- F. **Originating Account** – This column contains the **account from which the payment originated**.
- G. **Invoice Number** – This column contains the **invoice number** associated with the payment. Click the **Invoice Number** link to open the **Invoice Details** page.
- H. **PO Number** – This column contains the **purchase order number** associated with the invoice, if applicable.
- I. **Payment Method Type** – This column contains the **payment method** used for the payment, such as Card, ACH, or Check.
- J. **Remittance** – Click the **Remittance** icon to **view or download the payment remittance advice**, if available.
- K. **Amount** – This column contains the **payment amount**.
- L. **Action** – This column contains available actions for the payment.
  - **Delete** – Click the **Delete**  icon to **remove the payment from the payment run**, if permitted by status and user permissions. Removed payments display a status of **VOID (EXCLUDED)**.

## Invoices Tab

The **Invoices** tab displays all invoices associated with the payment run. Users can review invoice status, payment information, payment methods, and related processing details directly from the Invoices grid.

The screenshot shows the 'Invoices' tab interface. At the top, there are tabs for 'Payments', 'Invoices' (which is selected and highlighted with a red box), and 'Credit Memos'. Below the tabs is a search and filter bar with columns labeled A through M. The table below has the following columns: Number, Vendor, Employee, Status, Amount, External Payment Number, Purchaser Account Number, Originating Account, Payment Method Type, Paid Date, Date, Error Status, and Action. A single row of data is visible with the following values: 2-17-2026-da..., qVABH Man..., PAID, \$90.00, [blank], [blank], [blank], [blank], Check, 02/17/2026, 02/17/2026, [blank], and [blank]. At the bottom of the table, there is a pagination control showing '1 / 1' items per page and '1 - 1 of 1 items'.

- A. **Number** – This column contains the **invoice number** associated with the payment run. Click the **Number** link to open the **Invoice Details** page.
- B. **Vendor** – This column contains the **Vendor's name** associated with the invoice.
- C. **Employee** – This column contains the **employee** associated with the invoice, if applicable.
- D. **Status** – This column contains the current **invoice status**.
- E. **Amount** – This column contains the **invoice amount**.
- F. **External Payment Number** – This column identifies **invoices and credit memos that should be grouped into the same payment** when the **Group Invoices by External Payment Number** setting is enabled. This value also supports payment reconciliation across related transactions.
- G. **Purchaser Account Number** – This column identifies **the purchaser account used during payment processing**. If a value is not provided with the invoice, the system uses the value stored on the Vendor record instead. This field is not entered on the Invoice Form.
- H. **Originating Account** – This column contains the **account from which the payment originated**.
- I. **Payment Method Type** – This column contains the **payment method** used for the payment, such as Check, ACH, or Card.
- J. **Paid Date** – This column contains the **date when the invoice payment was completed**.
- K. **Date** – This column contains the **invoice date**.
- L. **Error Status** – This column contains **payment or processing error information** associated with the invoice, if applicable.
- M. **Action** – This column contains **available actions** for the invoice.

## Credit Memos Tab

The **Credit Memos** tab displays all credit memos associated with the payment run. Users can review applied credit memos, linked invoices, payment dates, and related payment reference information.

A	B	C	D	E	F	G	H	I
Credit Memo Number	Vendor	Payment Date	Status	Invoice Number	Applied Amount	External Payment Number	Reference Number	Action
CM-214981	Test_Pay_ven-5	05/14/2026	APPLIED	return_file_test_invoic...	\$50.00	return_file_external_p...		

- A. **Credit Memo Number** – This column contains the **credit memo number** associated with the payment run. Click the **Credit Memo Number** link to open the **Credit Memo Details** page.
- B. **Vendor** – This column contains the **Vendor's name** associated with the credit memo.
- C. **Payment Date** – This column contains the **date the payment was paid or is scheduled for payment**.
- D. **Status** – This column contains the current **credit memo status**.
- E. **Invoice Number** – This column contains the **invoice number** associated with the credit memo. Click the **Invoice Number** link to open the **Invoice Details** page.
- F. **Applied Amount** – This column contains the **amount of the credit memo applied to the payment or invoice**.
- G. **External Payment Number** – This column identifies **invoices and credit memos that should be grouped into the same payment when the Group Invoices by External Payment Number setting is enabled**. This value also supports payment reconciliation across related transactions.
- H. **Reference Number** – This column contains the **reference number associated with the credit memo or invoice**. This field is **separate from the payment Ref. Number/Reference Number and External Payment Number**.
- I. **Action** – This column contains available actions for the credit memo.

## Documents

The **Documents** section **displays files associated with the payment run**, such as supporting documentation, remittance-related files, or uploaded records used during payment processing.

For additional information about document management features, refer to the [Corpay Complete Navigation and Core Features User Guide](#).



## Standard Payment Return File

Corpay Complete can **automatically generate a Standard Payment Return File after the payment run has been successfully processed**. The Standard Payment Return File is a standardized reconciliation file used to support ERP reconciliation workflows.

Administrators can configure automatic generation and email delivery of Standard Payment Return Files from the **Administration module > Settings tab > Company Default tile > Payment tab**. Multiple email addresses can be entered in the **Email Recipients** field so that Standard Payment Return Files can be distributed to multiple recipients automatically.

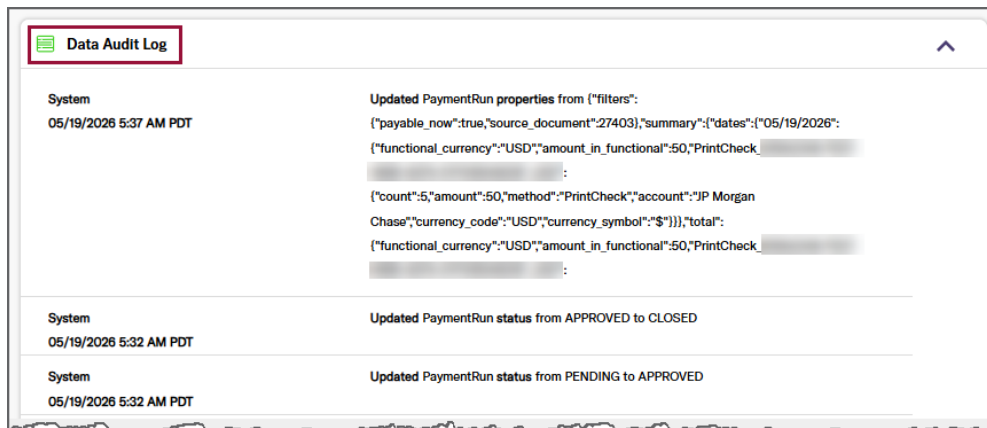
The Standard Payment Return File includes the following behaviors and characteristics:

- Standard Payment Return Files are automatically generated after payment processing for the payment run has been successfully completed.
- Each file uses a standardized CSV format that contains payment, invoice, Vendor, discount, and credit memo information.
- A standardized naming convention identifies the Customer name, payment run batch number, processing date, and file version.

- Separate line items may appear for invoices, discounts, and credit memos.
- Automatic versioning occurs when a payment run is reset, regenerated, or resubmitted. New versions are created without overwriting previously generated files.
- Previously generated files are preserved and are not overwritten when new versions are created.
- All generated versions remain available in the Documents section, where users can download files for audit history and reconciliation review purposes.
- System-generated Standard Payment Return Files cannot be deleted to preserve audit integrity.
- Standard Payment Return Files may also be automatically distributed through email delivery.

## Data Audit Log

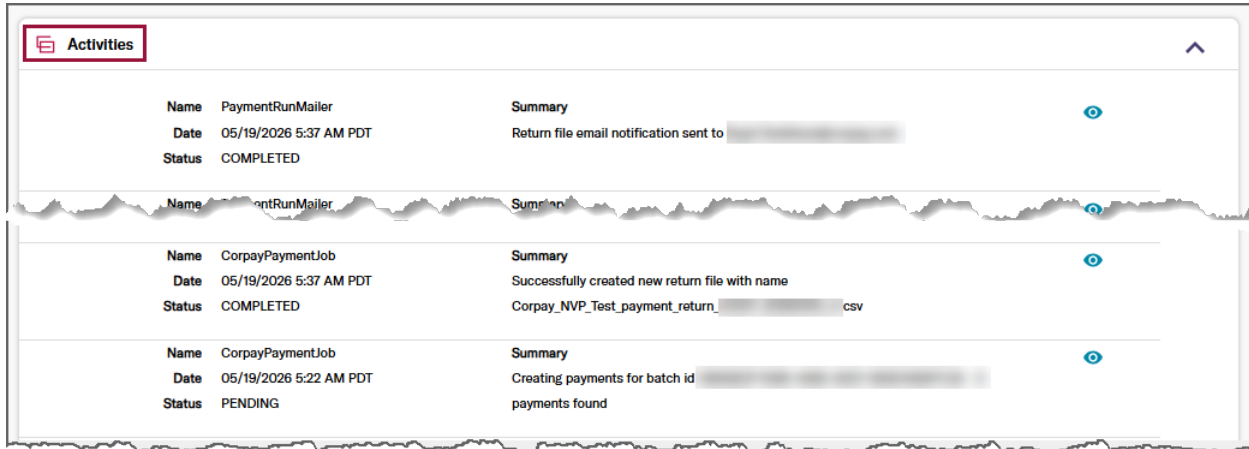
The **Data Audit Log** section provides a historical record of changes made to the payment run, including status updates, workflow activity, and processing changes.



For additional information about audit history and tracked system changes, refer to the [Corpay Complete Navigation and Core Features User Guide](#).

## Activities

The **Activities** section displays processing events, workflow activity, integration updates, and related system activity associated with the payment run. This section also tracks when **Standard Payment Return Files** are generated or regenerated for the payment run.



Name	Date	Status	Summary
PaymentRunMailer	05/19/2026 5:37 AM PDT	COMPLETED	Return file email notification sent to [REDACTED]
PaymentRunMailer			
CorpayPaymentJob	05/19/2026 5:37 AM PDT	COMPLETED	Successfully created new return file with name Corpay_NVP_Test_payment_return_[REDACTED].csv
CorpayPaymentJob	05/19/2026 5:22 AM PDT	PENDING	Creating payments for batch id [REDACTED] payments found

For additional information about activity history and system events, refer to the **[Corpay Complete Navigation and Core Features User Guide](#)**.

## Rebates Tab

The **Rebates** tab displays a **list of rebate statements available to the Company**. Users can review rebate records by account code and download rebate statement files for reconciliation and reporting purposes.

## Action Area

The **Action Area** provides options for **filtering, customizing, and exporting** rebate data.

Dashboard Payments Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs PrePayments Statements **Rebates**

**A** Quick Filters


Account Code	Month	Year	Document
W-65N, TX712	7	2026	Rebate
W-65N	7	2026	Rebate
W-65N, TX712	3	2026	Rebate
W-65N, TX711	2	2026	Rebate
TX711, W-65P, TX712	10	2025	Rebate

**B** Export Rebates

**C** Columns

**D** Filters

1 / 1 25 items per page 1-11 of 11 items

- A. **Quick Filters** – Opens a drop-down menu with **predefined grid options**, including **resetting the grid, clearing filters**, and showing **high-value records**.
- B. **Export Rebates** – The **Export Rebates**  icon **downloads all rebates in the grid** to an Excel file.
- C. **Columns** – This button opens the **Columns** panel to show or hide grid columns.
- D. **Filters** – This button opens the **Filters** panel to apply additional filtering options.

## Rebates Grid

The **Rebates** grid displays available rebate statements organized by account code and time period.

The screenshot shows a web application interface for viewing rebates. At the top, there is a navigation menu with the 'Rebates' tab highlighted. Below the navigation is a 'Quick Filters' dropdown. The main area contains a table with the following columns: Account Code (labeled A), Month (labeled B), Year (labeled C), and Document (labeled D). The table lists three rebate entries:

Account Code	Month	Year	Document
W-65N, TX712	7	2026	<a href="#">Rebate</a>
W-65N	7	2026	<a href="#">Rebate</a>
TX711, W-65P, TX712	10	2025	<a href="#">Rebate</a>

At the bottom of the interface, there are navigation controls including arrows for first, previous, next, and last, a page number '1 / 1', a dropdown for '25 items per page', and a total count of '1-11 of 11 items'.

- A. **Account Code** – This column displays the **account code** associated with the rebate.
- B. **Month** – This column displays the **month** to which the rebate applies.
- C. **Year** – This column displays the **year** to which the rebate applies.
- D. **Document** – This column **provides access to the rebate statement file**. Click the **Rebate** link to download the rebate statement in an Excel format.

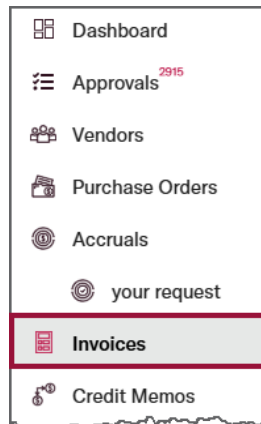
## Payment Tasks

This section contains step-by-step procedures for common payment-related actions in Corpay Complete. These tasks focus on how to process payments, manage payment runs, and handle related actions within the Payments module.

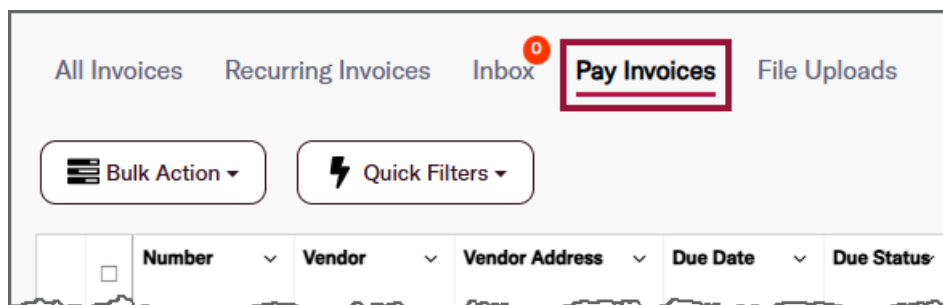
### Create and Submit a Payment Run

Complete the following steps to submit a payment run. Submitting invoices for payment creates a payment run in Corpay Complete.

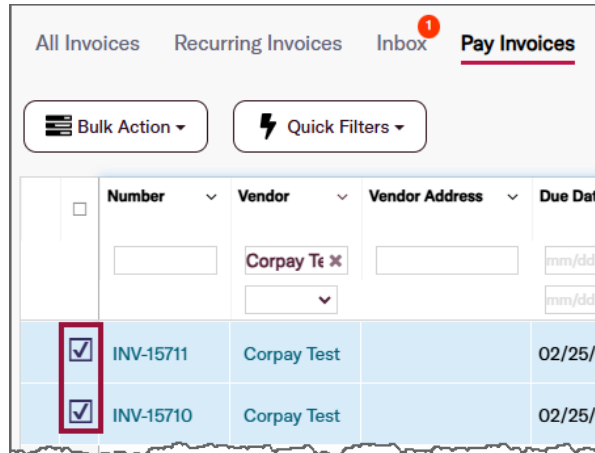
1. Click the **Invoices** module in the left-side navigation pane.



2. Click the **Pay Invoices** tab.



- To submit specific invoices for a payment run, select the **checkboxes** next to the invoices in the **Pay Invoices** grid.

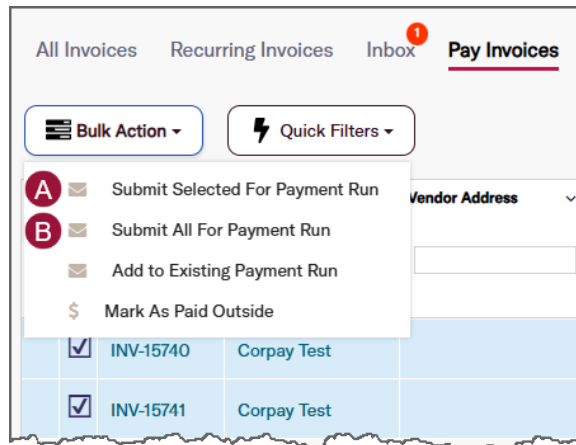


- If specific invoices are selected, the **Totals** row will populate with the following information:

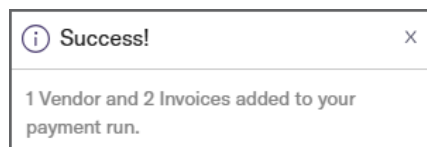
Number	Vendor	Vendor Address	Due Date	Due Status	Amount	Original Amount	Not Available Discount	Payment Amount	Payment Date	Available Credits	Payment Method Type	Estimated Delivery Date	Payment Method
<input checked="" type="checkbox"/>	INV-15711	Corpay Test	02/25/2025	DUE TODAY	\$18.00			\$18.00	02/25/2025		Check		
<input checked="" type="checkbox"/>	INV-15710	Corpay Test	02/25/2025	DUE TODAY	\$18.00			\$18.00	02/25/2025		Check		
					total : \$36	total : 0	total : 123	total : \$36					
Totals :		<b>A</b> Total Invoices Selected : 2	<b>B</b> Invoice Amount Selected : \$36		<b>C</b> Payment Amount Selected : \$36								

- Total Invoices Selected** – This row displays the **total number of selected invoices** across multiple pages.
- Invoice Amount Selected** – This row displays the **total amount of selected invoices** across multiple pages.
- Payment Amount Selected** – This row displays the **total payment amount of selected invoices** across multiple pages.

5. Select the **Bulk Action** drop-down and choose one of the following options:



- A. **Submit Selected For Payment Run** – Select this option to **submit specific invoices** for a payment run.
- B. **Submit All For Payment Run** – Select this option to **submit all invoices** in the **Pay Invoices** grid for a payment run.
6. A **Success** dialog will display, and the user will be directed to the **Review New Payment Run** page.



7. On the **Review New Payment Run** page, complete the following steps:

- A. Click the **Payment Amount** field and enter a new **payment amount**, if applicable.
- B. Click the **Payment Date** field and enter a new **payment date**, if applicable.
- C. In the **Action** column, click the **Remove** button to remove an invoice from the payment run, if applicable.
- D. Click the **Cancel Payment Run** button to cancel the payment run. The invoices will be available for payment on the **Pay Invoices** tab.
- E. Click the **Add More Invoices** button to add more invoices to the payment run. The **Pay Invoices** tab will display where users can select additional invoices. When finished, click the **Add to Payment Run** button, then click the **Review Payment Run** button.

- F. Click the **Save for Later** button to save the payment run for a later date.

8. Click the **Submit for Approval** button.

Number	Vendor	Vendor Address	Due Date	Amount	Available Credits	Payment Method Type	Payment Method Currency	Action
INV-15740	Corpay Test		03/20/2025	\$50		Check	USD	Remove
INV-15741	Corpay Test		03/20/2025	\$50		Check	USD	Remove

Total Items: 2

1 - 2 of 2 items

Buttons: Cancel Payment Run, Add More Invoices, Save for Later, **Submit for Approval**

9. Click **Submit** on the **Bulk Invoice for Payment Run** dialog.

### Bulk Invoice for Payment Run

Payment Date(s): 02/28/2025

**Note: Payment Run Approval Workflow is Detected!** The selected invoice(s) will be submitted for payment run approval. After the payment run is approved by the final approver, it will be released for payment on the later of the final approval date or a future scheduled payment date.

Buttons: Close, **Submit**

10. The **Bulk Invoice for Payment Run** dialog will update to display the total payment amount, number of invoices and Vendors in the payment run, and payment date(s). Click the **Close** button to close the **Bulk Invoice for Payment Run** dialog.

### Bulk Invoice for Payment Run

**Congratulations - Your payments are being processed for \$20.00 :**

2 # of Invoices

1 # of Vendors

Payment Date(s): 02/25/2025

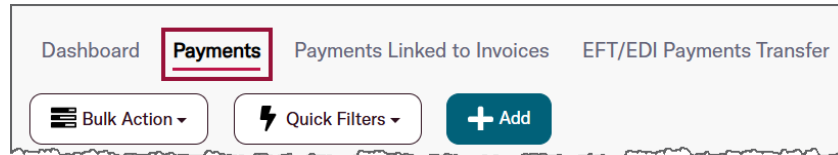
**Note: Payment Run Approval Workflow is Detected!** The selected invoice(s) will be submitted for payment run approval. After the payment run is approved by the final approver, it will be released for payment on the later of the final approval date or a future scheduled payment date.

Buttons: Close

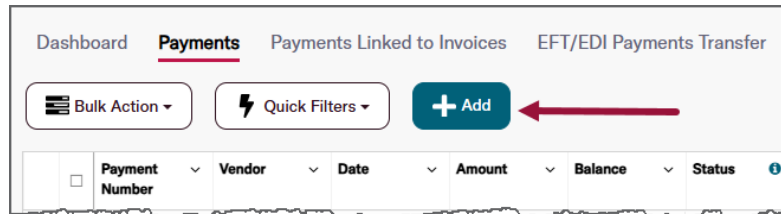
## Add a Payment

Complete the following steps to **add a payment** manually. Required fields are denoted with a **red asterisk**. Available and visible fields depend on **Company configuration** and **Admin permissions**.

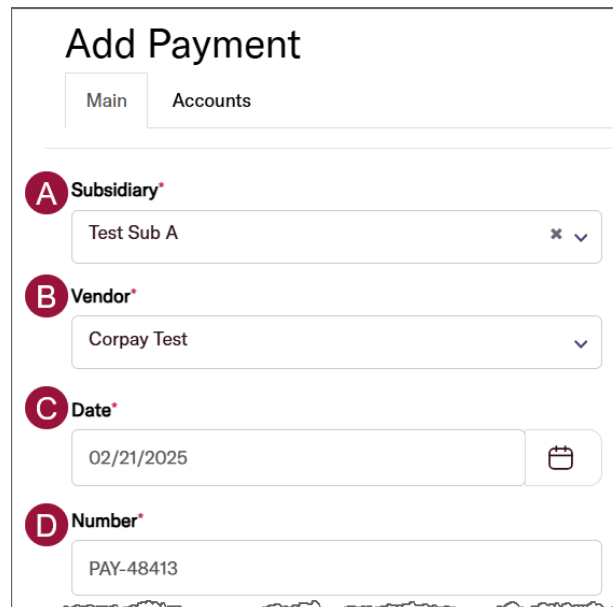
1. In the **Payments** module, click the **Payments** tab.




2. Click the **Add** button.

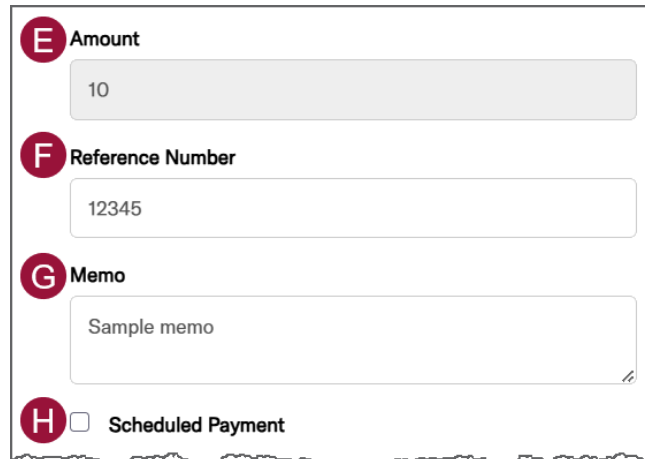


3. Complete the following fields on the **Main** tab of the **Add Payment** dialog:

A screenshot of the 'Add Payment' dialog box. It has two tabs: 'Main' (selected) and 'Accounts'. The form contains four required fields, each marked with a red circle and a letter: 'A Subsidiary\*' with a dropdown menu showing 'Test Sub A'; 'B Vendor\*' with a dropdown menu showing 'Corpay Test'; 'C Date\*' with a text input showing '02/21/2025' and a calendar icon; and 'D Number\*' with a text input showing 'PAY-48413'.

- A. **Subsidiary** – Depending on Company configuration, the **Subsidiary** field may automatically populate. Select the drop-down or begin typing to choose a different **subsidiary**.
- B. **Vendor** – Select the drop-down or begin typing to select a **Vendor**.

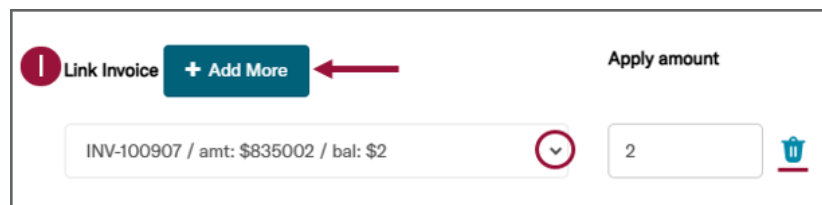
- C. **Date** – This field automatically populates to the **current date**. To schedule a payment for a future date, click the **date picker**  and select the upcoming date.
- D. **Number** – This field automatically populates with a **payment number**. Key in a new **payment number** if needed.



The screenshot shows a payment form with the following fields:

- E Amount**: A text input field containing the value "10".
- F Reference Number**: A text input field containing the value "12345".
- G Memo**: A text area containing the value "Sample memo".
- H**  **Scheduled Payment**: A checkbox that is currently unchecked.

- E. **Amount** – This field populates based on the amount from the **Accounts** tab and cannot be edited.
- F. **Reference Number** – Key in the **reference number** for the payment, if needed.
- G. **Memo** – Key in any **notes** associated with the payment, if needed.
- H. **Scheduled Payment** – Click this box to schedule a payment, then adjust the **Date** field.
- I. **Link Invoice** and **Apply amount** – Click the **+ Add More** button to add invoices to the payment.
- Use the drop-down to select the invoice from a list of **invoices connected to the Vendor** based on the selected Vendor's name.
  - Once the invoice is selected, the amount will appear in the **Apply amount** field and the **Amount field** (letter E).



The screenshot shows the "Link Invoice" and "Apply amount" section of the payment form:

- Link Invoice**: A section with a red circle containing the letter "I" and a blue button labeled "+ Add More" with a red arrow pointing to it.
- Apply amount**: A section with a text input field containing the value "2" and a trash icon to its right.
- Below the "Link Invoice" section, there is a text input field containing the value "INV-100907 / amt: \$835002 / bal: \$2" and a red circle containing a downward arrow (dropdown menu).


- Admins can also pay invoices not uploaded into Corpay Complete by marking the payment as **Paid Outside** in the **Invoices** module. This is useful if cash is used to pay the invoice.


The screenshot shows a payment form with the following elements:

- J Status:** A dropdown menu currently showing "PENDING".
- K External Id:** A text input field with a pencil icon to its right, indicating it is editable.
- L Description:** A larger text input field.
- M Do not push to ERP:** A checkbox that is currently unchecked.
- N Force Sync with ERP:** A checkbox that is currently unchecked.
- O Suppress Email Notification:** A checkbox that is currently unchecked.

J. **Status** – Use the drop-down to select the payment status. This field automatically populates to **Pending**.

- For more information on payment statuses, refer to the [Payment Statuses](#) section of this guide.

K. **External Id** – This field contains the **payment number in the user’s ERP**. Click the **Edit External Id**  icon to add an external ID to the payment.

- After clicking the **External Id**  icon, click **OK** on the **Confirm** dialog. The **External Id** field is now editable.

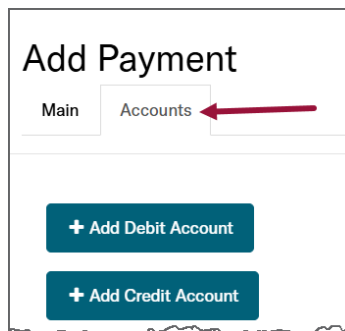
The screenshot shows a "Confirm" dialog box with the following content:

**Confirm**

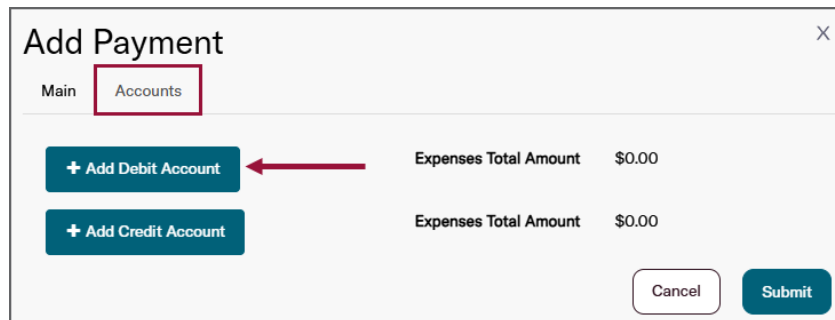
Are you sure you want to edit external id? You may NOT change it to blank. You can use a negative number. Please proceed with care ...

At the bottom right, there are two buttons: "Cancel" and "OK". A red arrow points to the "OK" button.

- L. **Description** – Key in a **payment description**, if needed.
  - M. **Do not push to ERP** – Click this box if the user’s Company does not want the payment to appear in their ERP.
  - N. **Force Sync with ERP** – Click this box if the user’s Company wants the payment to appear in their ERP.
  - O. **Suppress Email Notifications** – Click this box to disable email notifications for this payment.
4. Click the **Accounts** tab.



5. Click the **+ Add Debit Account** button.





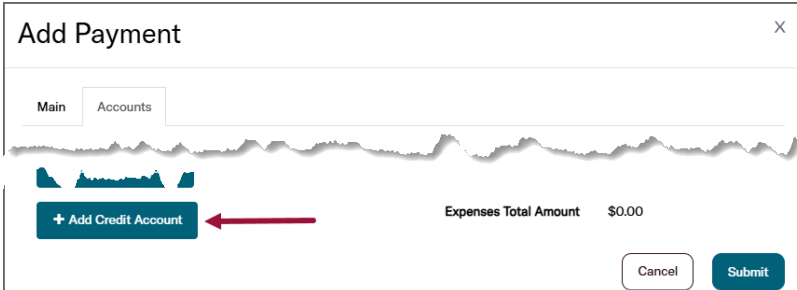
6. Complete the following fields:

**Note:** Available and visible fields will vary depending on Company configuration.

- A. **Account** – Start typing to search or use the drop-down menu to select a **GL Account**.
- B. **Percent** – Key in the percentage of the payment that is to be assigned to the debit GL account. The standard **Percent** is **100**.
  - The **Percent** field(s) must **match the percentage(s)** that are keyed into the **Credit Account > Percent** field.

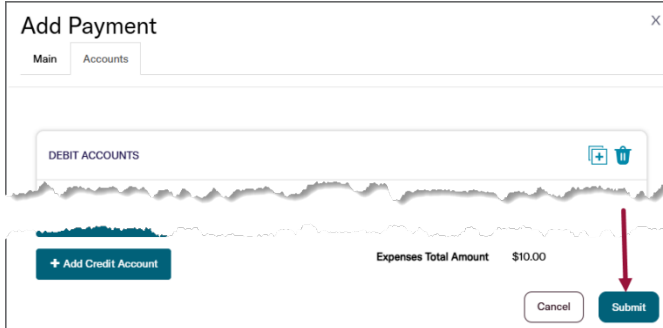
- C. **Amount** – Key in the payment amount using dollars and cents. For example, \$100 = \$100.00.
- D. **Department** – Start typing to search or use the drop-down to select the **department** to which the GL is connected.

- E. **Location** – Start typing to search or use the drop-down to select the **location** to which the GL is connected.
  - F. **Business Unit** – Start typing to search or use the drop-down to select the **business unit** to which the GL is connected.
  - G. **Inter Company** – Start typing to search or use the drop-down to select an **internal Company**.
  - H. **Amortization Template / Start Date / End Date** – These fields are used to upload an amortization template, which is a schedule that tracks payments.
  - I. **Memo** – Key in any **notes** that need to be tied to the account/payment.
  - J. **Add Debit Account** – Click the **Add Debit Account**  icon to add another debit account. Ensure the values in the **Percent** fields equal **100**.
  - K. **Delete** – Click the **Delete**  icon to delete a debit account.
7. Click the **+ Add Credit Account** button to add the information for the Credit account. All **fields are the same** as the **Debit Account** section.



The screenshot shows the 'Add Payment' form with a 'Main' tab selected. Below the main input area, there is a blue button labeled '+ Add Credit Account' with a red arrow pointing to it. To the right of this button, the text 'Expenses Total Amount \$0.00' is displayed. At the bottom right, there are 'Cancel' and 'Submit' buttons.

8. Click **Submit**.



The screenshot shows the 'Add Payment' form with a 'Main' tab selected. A 'DEBIT ACCOUNTS' section is visible, containing a table with a plus icon and a trash icon. Below this section, the text 'Expenses Total Amount \$10.00' is displayed. At the bottom right, there are 'Cancel' and 'Submit' buttons, with a red arrow pointing to the 'Submit' button.

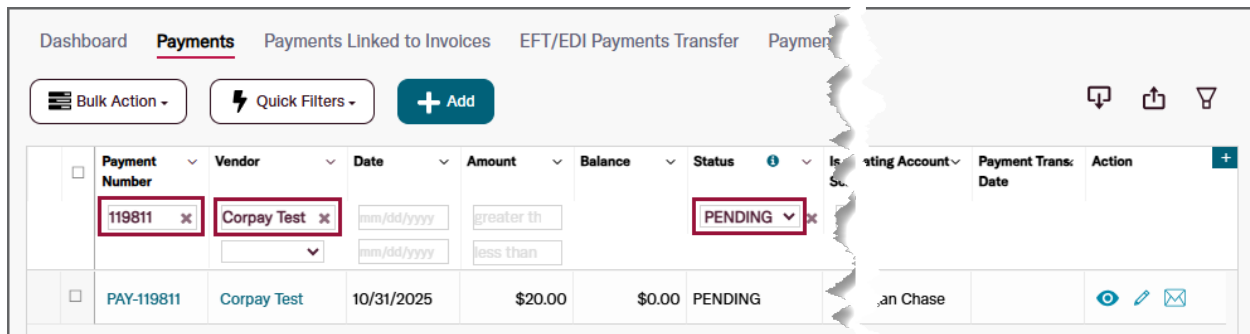
## Edit a Payment

The Edit Payment dialog is used to **make updates to an existing payment** in Corpay Complete. From this dialog, authorized users can **update payment details** and adjust how the **payment amount is allocated across associated invoices**. This allows users to correct information, add or remove invoices, and update applied amounts without creating a new payment, while maintaining an accurate and auditable payment record.

To edit an existing payment:

1. On the **Payments** tab, use the **filter fields** to locate the payment in the **Payments** grid.

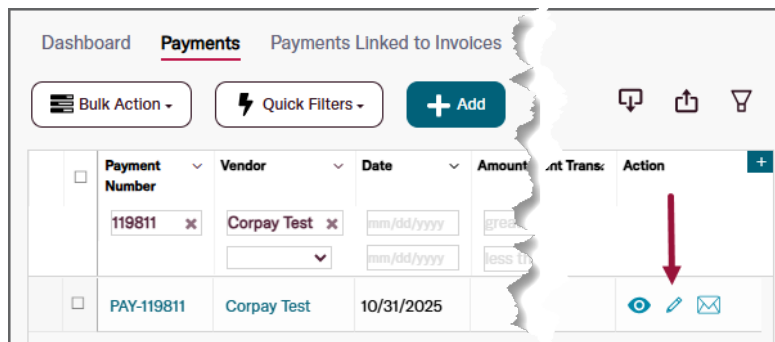
**Note:** It is recommended to edit payments that are in a **Pending** status, as this status allows approvers to update payment data if necessary.



The screenshot shows the 'Payments' tab in the Corpay interface. The grid contains the following data:

Payment Number	Vendor	Date	Amount	Balance	Status	Is Pending	Posting Account	Payment Trans. Date	Action
119811	Corpay Test		greater th		PENDING				
PAY-119811	Corpay Test	10/31/2025	\$20.00	\$0.00	PENDING		an Chase		👁️ ✎️ ✉️

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



The screenshot shows the same 'Payments' tab as above, but with a red arrow pointing to the pencil icon in the 'Action' column of the row for 'PAY-119811'.

Payment Number	Vendor	Date	Amount	Payment Trans. Date	Action
119811	Corpay Test		gre		
PAY-119811	Corpay Test	10/31/2025			👁️ ✎️ ✉️

- The **Main** tab of the **Edit Payment** dialog is organized into two sections. The upper section contains **payment-level details**, and the lower section is used to **manage refunds**.

### Edit Payment ✕

Main
Accounts

**Subsidiary\***

Test Sub B
✕

**Status**

PENDING
▼

**Vendor\***

Corpay Test
▼

**Currency Code**

USD \$
▼

**Date\***

10/31/2025
📅

**External Id**

**Number\***

PAY-119811

**Description**

---

**Memo**

**Scheduled Payment**

Total Amount	Applied Amount	Number of Invoices
\$20.00	\$20.00	1

Invoice Number	Invoice Amount	Open Balance	Applied Amount	Action
Inv-2110-pol10	\$20.00	\$0.00	\$20.00	
▼				

+ Add Invoice

Cancel

Submit

4. In the upper section of the **Main** tab, **review or update payment-level details** as needed. Edits made in this section apply to the **payment record itself**, such as changes to Vendor, payment date, status, or reference information, and do not affect how the payment amount is applied to invoices.

### Edit Payment X

Main Accounts

---

<b>Subsidiary*</b>	Test Sub B <span style="float: right;">* v</span>	<b>Status</b>	PENDING <span style="float: right;">v</span>
<b>Vendor*</b>	Corpay Test <span style="float: right;">v</span>	<b>Currency Code</b>	USD \$ <span style="float: right;">v</span>
<b>Date*</b>	10/31/2025 <span style="float: right;">📅</span>	<b>External Id</b> <span style="float: right;">📝</span>	
<b>Number*</b>	PAY-119811	<b>Description</b>	
<b>Amount*</b>	20	<input type="checkbox"/> Do not push to ERP	
<b>Reference Number</b>	Test23523-10	<input type="checkbox"/> Force Sync with ERP	
<b>Memo</b>		<input type="checkbox"/> Suppress Email Notification	


Scheduled Payment

5. Use the lower section of the **Main** tab to manage how the payment amount is allocated across linked invoices. Each invoice includes an **Applied Amount**, which represents how much of the **total payment is applied to that invoice**. From this section, users can:

Invoice Number	Invoice Amount	Open Balance	Applied Amount	Action
Inv-2110-pol10	\$20.00	\$0.00	\$20.00	Delete

+ Add Invoice

Cancel Submit

- A. Click the **Invoice Number** to open the **Invoice Details** page.
- B. Update the **Applied Amount** field to **adjust how the refund is applied to invoices**.
- C. Click the **Delete**  icon to **remove refunds from invoices**.
- D. Click the **+ Add Invoice** button to **add additional invoices** to the payment.

- If needed, click the **Accounts** tab to review or update general ledger (GL) account assignments associated with the payment. Changes made to this tab affect **accounting allocation only** and **do not change the payment amount** or **how the payment is applied to invoices**.

### Edit Payment X

Main **Accounts**

---

DEBIT ACCOUNTS + -

Account*	Percent	Amount*
2000 - Accounts Payable - _accountsPayable <span style="float: right;">v</span>	100	\$ 20

Department: -- Select Department -- v    Location: -- Select Location -- v    Business Unit: -- Select Business Unit -- v

Memo

**+ Add Debit Account**      Expenses Total Amount    \$20.00

---

CREDIT ACCOUNTS + -

Account*	Percent	Amount*
12345 - Savings : Abc - _bank <span style="float: right;">v</span>	100	\$ 20

Department: -- Select Department -- v    Location: -- Select Location -- v    Business Unit: -- Select Business Unit -- v

Project: -- Select Project -- x Q

Memo

**+ Add Credit Account**      Expenses Total Amount    \$20.00

Cancel    **Submit**

- Click the **Submit** button to save all changes.

## Remove Invalid Invoices and Resubmit a Payment Run

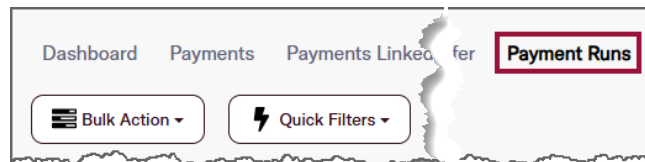
If a payment run fails due to invalid invoices, users can remove the invalid invoices and resubmit the rest. The system will process the resubmitted invoices as a new payment batch and keep a record of the history and activity of the payment run.



This functionality applies only if Corpay makes payments on behalf of your Company.

Complete the following steps to remove invalid invoices from a failed payment run and resubmit the payment run for processing.

1. In the **Payments** module, click the **Payment Runs** tab.



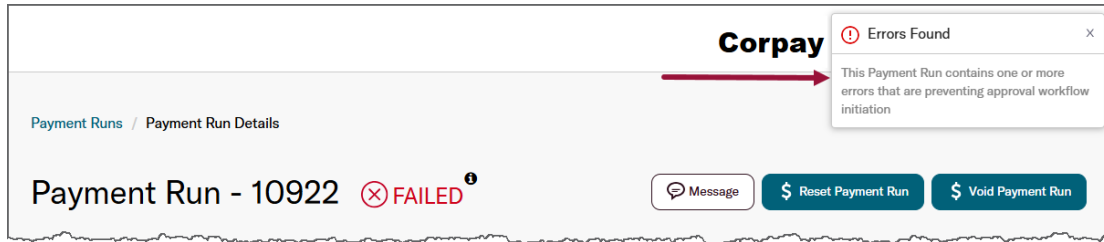
2. Locate the **failed payment run** in the **Payment Runs** grid, which is highlighted in red.

	Batch Number	Total Vendor	Submitter	Status
<input type="checkbox"/>	2713	2	Jane Smith	FAILED

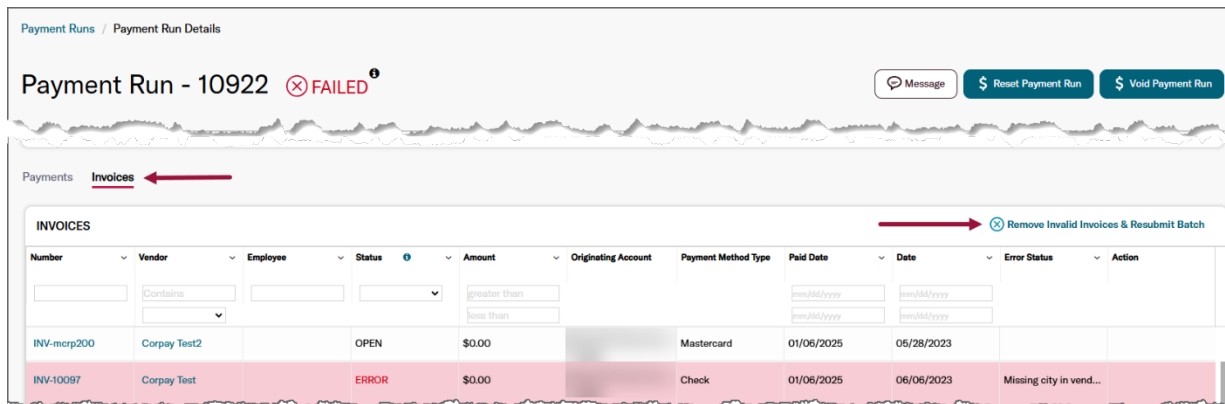
3. Click the **Batch Number** link or **View**  icon to open the **Payment Run Details** page.

	Batch Number	Total Vendor	Action
<input type="checkbox"/>	2713	2	

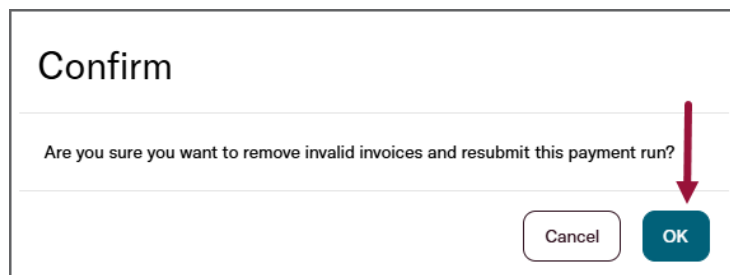
- An **Errors Found** alert will be displayed in the top right corner of the page to notify the user that there are errors in the payment run which require attention.



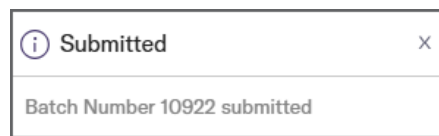
- Click the **Invoices** tab, and then click the **Remove Invalid Invoices & Resubmit Batch** button.



- Click **OK** on the **Confirm** dialog.



- The **Submitted** dialog will display.



8. The following actions will occur:

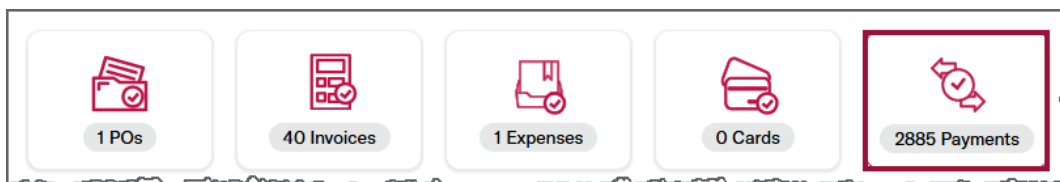
- The invalid invoice(s) will be removed from the payment run and the batch will be resubmitted for processing.
- The removed invoice(s) with errors will remain on the **Payment Run Details** page > **Invoices** grid with a status of **Removed**.
- The removed invoice(s) will be available for review and correction on the **Pay Invoices** grid.
- The batch will show that it was resubmitted.

## Exclude Payments from a Payment Run

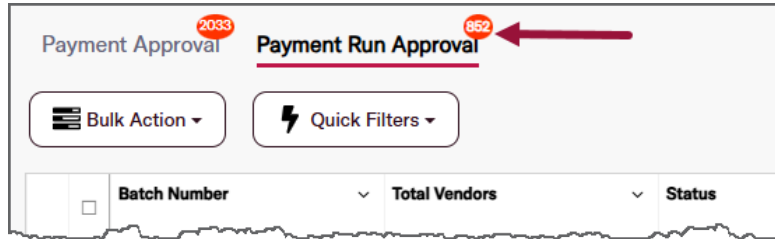
The **exclude** functionality allows users with approval permissions to remove individual payments from a payment run, ensuring that only necessary payments are processed without delaying the entire payment run.

Complete the following steps to exclude payments from a payment run.

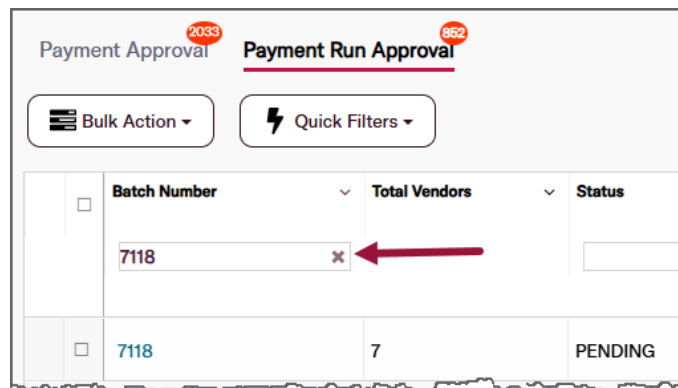
1. In the **Approvals** module, click the **Payments** tile.




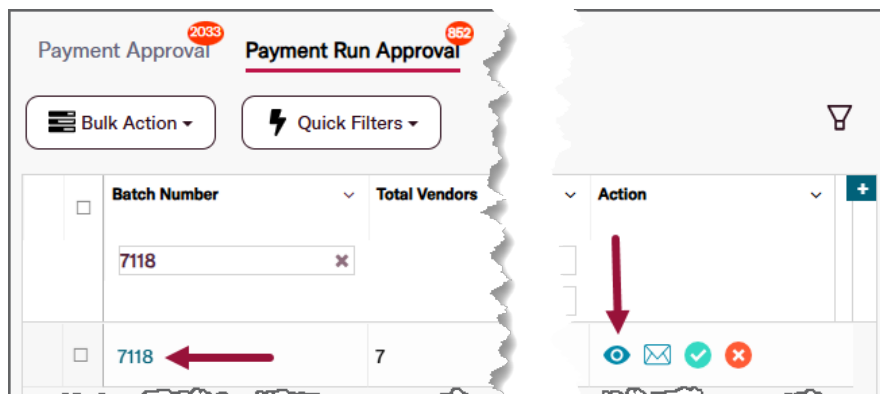
2. Click the **Payment Run Approval** tab.



3. In the **Payment Run Approvals** grid, use the **filter fields** to search for the payment run by **Batch Number**, **Submitter**, **Status**, **Approval Deadline**, or **Submit Time**.



4. Click the **Batch Number** or **View**  icon to open the **Payment Run Approval Details** page.



5. On the **Payment Run Approval Details** page, scroll down to the **Payments** grid, and locate the payment to be excluded. Use the **filter fields** to locate the payment.

Payment Runs / Payment Run Approval Details

Payment Run - 7118 ⬇ PENDING Message Reject Approve Edit

**Payments** Invoices

**PAYMENTS**

Payment Number	Vendor	Employee	Payment Date	Status	Originating Account	Invoice Number	PO Number	Payment Method Type	Remittance	Amount	Action
11935	Corpay Test									greater than less than	
PAY-11935	Corpay Test2		08/09/2024	PENDING	JP Morgan Chase ...	Add to Payment ...		Mastercard		\$17.00	<span>⊗</span> <span>🗑</span>

25 Items per page 1 - 1 of 1 items

6. Click the **Exclude** ⊗ icon in the **Action** column.

**Payments** Invoices

**PAYMENTS**

Payment Number	Vendor	Em	Amount	Action
11935	Corpay Test		greater than less than	
PAY-11935	Corpay Test2		\$17.00	<span>⊗</span> <span>🗑</span>

1 - 1 of 1 items

8. Click **OK** on the **Confirm** dialog.

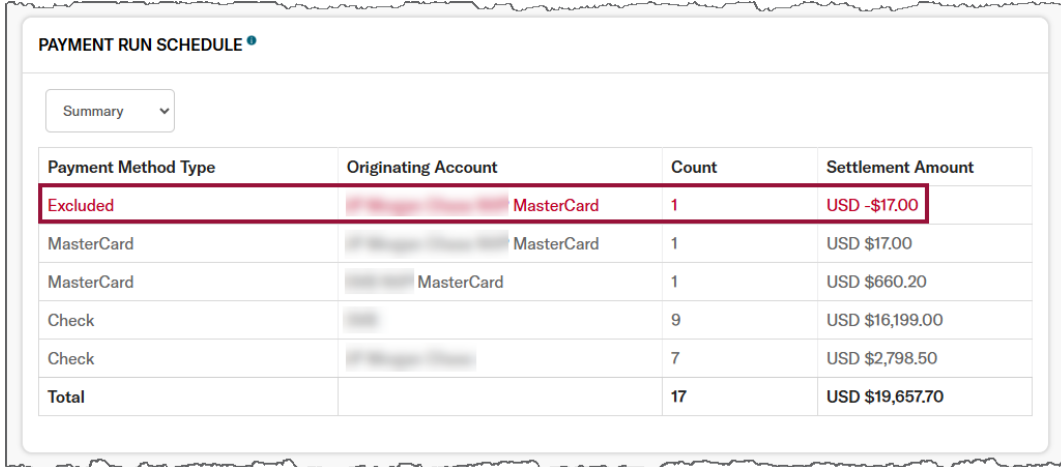
### Confirm

Are you sure you want to exclude Payment #PAY-11421 from processing? This action can not be undone.

Cancel OK

9. The following actions will occur:

A. The **Payment Run Schedule** grid will be updated to reflect the excluded payment.

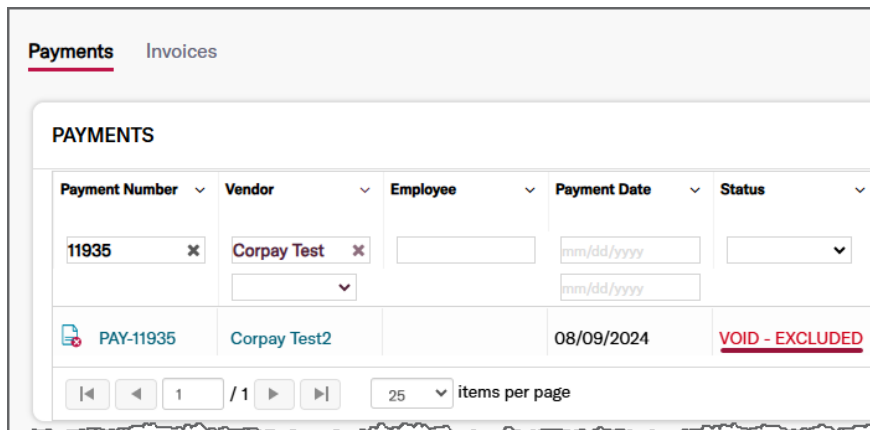


PAYMENT RUN SCHEDULE

Summary

Payment Method Type	Originating Account	Count	Settlement Amount
Excluded	MasterCard	1	USD -\$17.00
MasterCard	MasterCard	1	USD \$17.00
MasterCard	MasterCard	1	USD \$660.20
Check		9	USD \$16,199.00
Check		7	USD \$2,798.50
Total		17	USD \$19,657.70

B. The payment status will change to **Void – Excluded** in the **Payments** grid on the **Payment Run Approval Details** page.



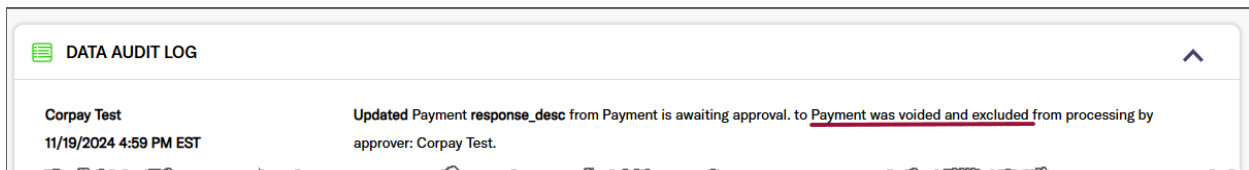
Payments Invoices

PAYMENTS

Payment Number	Vendor	Employee	Payment Date	Status
11935	Corpay Test		mm/dd/yyyy	
PAY-11935	Corpay Test2		08/09/2024	<b>VOID - EXCLUDED</b>

1 / 1 25 items per page

C. The **Data Audit Log** will reflect the status change.



DATA AUDIT LOG

Corpay Test 11/19/2024 4:59 PM EST	Updated Payment response_desc from Payment is awaiting approval. to <u>Payment was voided and excluded</u> from processing by approver: Corpay Test.
---------------------------------------	--

## Void a Payment Run

Voiding a payment run **resets invoices** for future processing and **locks the payment run** against additional edits. Additionally, users with the necessary permissions can void failed payment runs, resetting those invoices for later processing.



**Direct Banking** Customers must put a payment in a **Pending** status before clicking **Void Payment Run**. **Payment Automation** Customers should contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com) to void a payment. Contact **Corpay Complete Support** if you are uncertain how to void a payment.

## User Roles

Users must have one of the following user roles to void a payment run:

- admin\_payment
- application\_admin
- payments\_void
- universal\_admin
- void\_payment

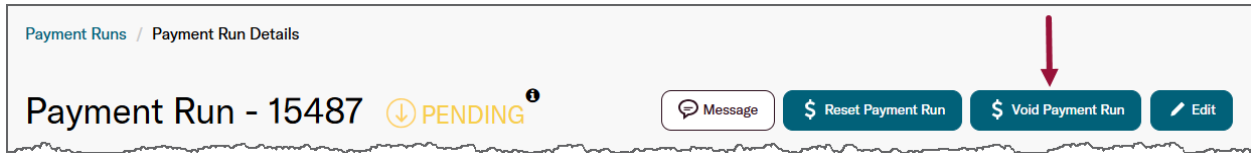
## Prerequisites

The **Void Payment Run** button is only available on payment runs with a status of **New**, **Submitted**, **Pending**, or **Failed**. Complete the following steps to void a payment run.

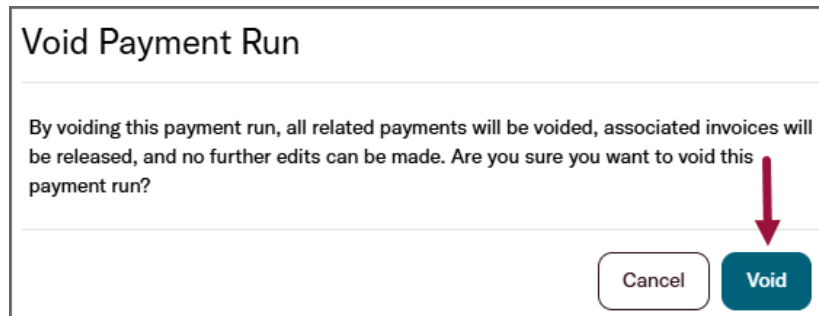
1. In the **Payment Runs** grid, find the payment run that needs to be voided. Search by **Batch Number**, **Submitter**, **Approval By Deadline**, or **Submit Time**.

	Batch Number	Total Vendor	Submitter	Status
<input type="checkbox"/>	15487			
<input type="checkbox"/>	15487	1	Corpay Test	PENDING

2. On the **Payment Run Details** page, click the **Void Payment Run** button.



3. Click the **Void** button on the **Void Payment Run** dialog.

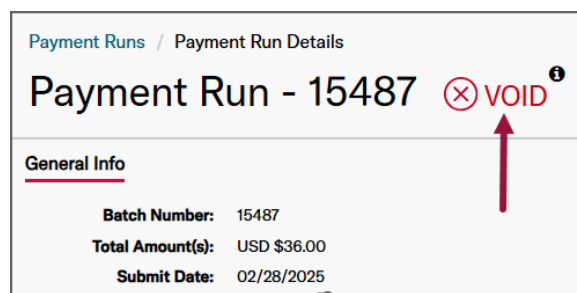


4. The **Void** dialog will display.

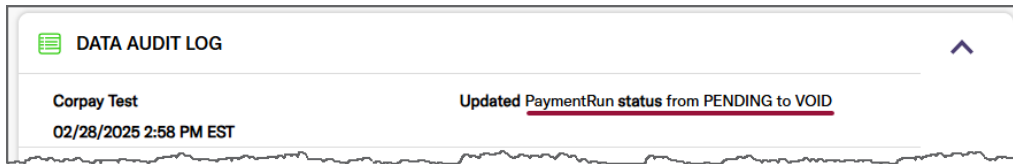


5. The following actions will occur:

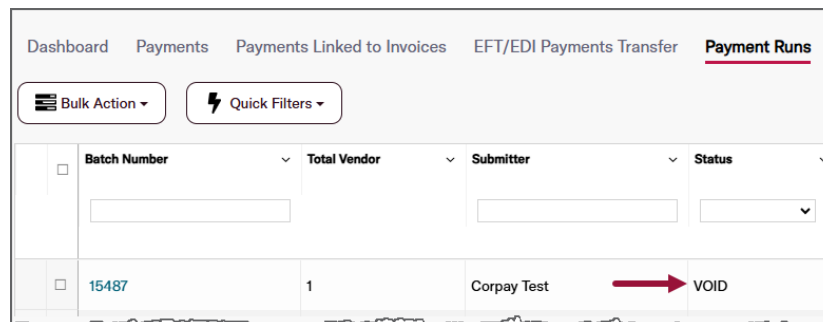
- The **payment run** status will change to **Void** on the **Payment Run Details** page.



- The **Data Audit Log** will reflect the new status on the **Payment Run Details** page.



- The **Payment Runs** grid will reflect the new status.



## Manage Partial Payment Refunds

A partial payment refund occurs when a **cleared payment is not fully captured by the Vendor**. This functionality **applies only to Payment Automation Customers**. A common scenario is when a Vendor leaves funds unused on a Card payment and Corpay returns part of the original payment. When this occurs, Corpay Complete updates the payment to reflect the refunded amount and applies a partial payment refund status.

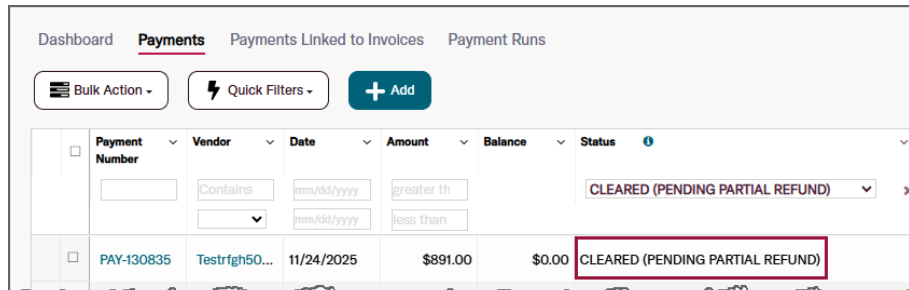
When a partial refund is received, the payment is placed in **Cleared (Pending Partial Refund)** status. This status indicates that a refunded amount exists on the payment and must be reviewed. Users must reconcile the refunded amount by updating invoice allocations as needed. Once the refunded amount has been fully accounted for, the payment moves to **Cleared (Partial Refund)**.

This process applies **only to partial refunds**. Full refunds and historical refund records are managed separately.

## Partial Payment Refund Statuses

When a cleared payment results in a refunded amount, Corpay Complete applies one of the following statuses:

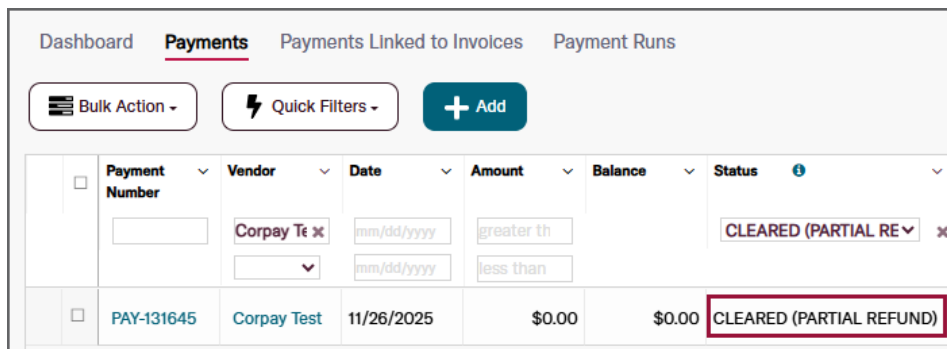
- **Cleared (Pending Partial Refund)** – The payment has cleared and resulted in a refunded amount that requires review. Further reconciliation is required before the payment can be resolved.



The screenshot shows the 'Payments' tab in the Corpay Complete interface. The grid displays a single payment record with the following details:

Payment Number	Vendor	Date	Amount	Balance	Status
PAY-130835	Testrigh50...	11/24/2025	\$891.00	\$0.00	CLEARED (PENDING PARTIAL REFUND)

- **Cleared (Partial Refund)** – The partial refund has been fully reconciled and resolved. No further action is required, and the payment is view-only.



The screenshot shows the 'Payments' tab in the Corpay Complete interface. The grid displays a single payment record with the following details:

Payment Number	Vendor	Date	Amount	Balance	Status
PAY-131645	Corpay Test	11/26/2025	\$0.00	\$0.00	CLEARED (PARTIAL REFUND)

## Find Payments with Partial Refunds

Payments with partial refunds can be identified directly from the [Payments grid](#) using the **Status** filter.

To locate payments with partial refunds:

1. Navigate to the [Payments tab](#).

2. Click the **Status** drop-down to filter for:

- Cleared (Pending Partial Refund)
- Cleared (Partial Refund)

Filtering by these statuses helps identify payments that require review as well as payments for which the partial refund process has already been completed.

## View Partial Payment Refund Details

Partial payment refund information is displayed on the [Payment Details](#) page.

From the [Payments grid](#), open the payment to review **its status and associated invoices**. To view **refund-specific details**, including the **remaining refund amount**, click the **Edit Payment** button.

The screenshot shows the 'Payment Details' page for payment ID PAY-112194. The status is 'CLEARED (PENDING PARTIAL REFUND)'. The page includes tabs for 'Payment Info', 'Accounts', 'Payment Method', and 'Payment History'. The 'Payment Info' tab is active, displaying various fields such as Number, Vendor, Amount, and Remit From Acct No. Below this, there is an 'Invoices' section with a table listing two invoices: INV-335146 (OPEN, USD50.00) and INV-334881 (PAID, USD100.00).

**Payment Details**

PAY-112194 ↓ CLEARED (PENDING PARTIAL REFUND) Message Send Notification Edit Payment

**Payment Info** Accounts Payment Method Payment History

**Number:** PAY-112194 **Amount:** \$150.00 **Remit From Acct No:**

**Vendor:** [Corpay Test](#) **Balance:** \$0.00 **Originating Account:** JP Morgan Chase

**Vendor ID:** 341152 **Currency Code:** USD **Payment Method Type:** ACH

**Payment Date:** 07/09/2025 **Target Amount Paid:** **Settled Payment Method Type:** ACH

**Funding Date:** **Subsidiary:** Honeycomb Holdings Inc. **Batch Id:**

**Scheduled Payment:** Yes **Payment Trans Id:**

**Ref. Number:** A000024 **Transaction Details** [See More](#)

**External ID:**

**Invoices** Credit Memos

**INVOICES**

Number	Status	Amount Applied	Amount Discounted	Date
<a href="#">INV-335146</a>	OPEN	USD50.00	USD0.00	07/18/2025
<a href="#">INV-334881</a>	PAID	USD100.00	USD0.00	07/09/2025

To view refund-specific details, including the remaining refund amount, click the **Edit Payment** button to open the **Edit Payment** dialog.

Subsidiary*	Status
Honeycomb Holdings Inc.	CLEARED

Total Amount	Applied Amount	Number of Invoices	Remaining Refund
\$150.00	\$150.00	2	\$120.00

Invoice Number	Invoice Amount	Open Balance	Applied Amount	Action
INV-335146	\$122.00	\$0.00	\$50.00	
INV-334881	\$100.00	\$0.00	\$100.00	

### Reconcile a Payment with a Pending Partial Refund

When a payment is in a **Cleared (Pending Partial Refund)** status, the payment requires review before it can be resolved. The purpose of this process is to **account for the refunded amount**, so the payment record reflects the **final net payment amount**.

Only users with one of the following roles can reconcile a payment in a **Cleared (Pending Partial Refund)** status:

- universal\_admin
- admin
- manager\_payment

To reconcile a payment with a pending partial refund, complete the following steps:

1. Use the **Status** drop-down to locate a payment with a status of **Cleared (Pending Partial Refund)** in the **Payments grid**.

The screenshot shows the 'Payments' section of a dashboard. At the top, there are navigation links: Dashboard, **Payments**, Payments Linked to Invoices, EFT/EDI Payments Transfer, Payment Runs, and PrePaym. Below the navigation are three buttons: 'Bulk Action', 'Quick Filters', and '+ Add'. The main area is a table with columns: Payment Number, Vendor, Date, Amount, Balance, and Status. A search filter is applied to the 'Status' column, showing a dropdown menu with 'CLEARED (PENDING PARTIAL REFUND)' selected. Below the filter, a row of data is visible: Payment Number 'PAY-130835', Vendor 'Testfrgh50...', Date '11/24/2025', Amount '\$891.00', Balance '\$0.00', and Status 'CLEARED (PENDING PARTIAL REFUND)'.

Payment Number	Vendor	Date	Amount	Balance	Status
PAY-130835	Testfrgh50...	11/24/2025	\$891.00	\$0.00	CLEARED (PENDING PARTIAL REFUND)

2. Open the **Payment Details page** for the payment and click the **Edit Payment** button.

The screenshot shows the 'Payment Details' page for payment 'PAY-112194'. The status is 'CLEARED (PENDING PARTIAL REFUND)'. There are three buttons: 'Message', 'Send Notification', and 'Edit Payment'. A red arrow points to the 'Edit Payment' button. Below the buttons, there are tabs for 'Payment Info', 'Accounts', 'Payment Method', and 'Payment History'. The 'Payment Info' tab is active, showing details for the payment: Number: PAY-112194, Amount: \$150.00, Remit From Acct No: JP Morgan Chase, Vendor: Corpay Test, Balance: \$0.00, Originating Account: JP Morgan Chase, Vendor ID: 341152, Currency Code: USD, Payment Method Type: ACH, Payment Date: 07/09/2025, Target Amount Paid: Honeycomb Holdings Inc., Settled Payment Method Type: ACH, Funding Date: Yes, Subsidiary: Honeycomb Holdings Inc., Batch Id: [blurred], Scheduled Payment: Yes, Ref. Number: A000024, External ID: [blurred], Payment Trans Id: [blurred]. At the bottom right, there are links for 'Transaction Details' and 'See More'.

3. In the **Edit Payment** dialog, review the **Remaining Refund** field for information about the refunded portion of the payment.

## Edit Payment ×

Main Accounts

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Original Payment Amount	Applied Payment Amount	Number of Invoices	Remaining Refund
\$150.00	\$150.00	1	\$30.00

Invoice Number	Original Payment Amount	Applied Refund	Applied Payment Amount	Action
INV-347826	\$150.00	<input type="text"/>	\$150.00	

4. Complete the following steps in the **Edit Payment** dialog:

Original Payment Amount	Applied Payment Amount	Number of Invoices	Remaining Refund
\$150.00	\$150.00	1	\$0.00

Invoice Number	Original Payment Amount	Applied Refund	Applied Payment Amount	Action
INV-347826	\$150.00	<input type="text" value="\$30.00"/>	\$120.00	

- In the **Applied Refund** field(s), **update refund applied amounts** as needed to account for the refunded amount.
- Click the **+ Add Invoice** button to **add additional invoices** to the payment.
- The **Applied Payment Amount** field will update automatically based on the amount entered in the Applied Refund field.
- Click the **Delete** icon to **remove invoices** to ensure the refunded amount is fully applied.
- Click the **Submit** button to **save changes**.

5. The payment remains in **Cleared (Pending Partial Refund)** until the remaining refund amount has been fully reconciled. When the **remaining refund amount reaches \$0**, the payment updates automatically to **Cleared (Partial Refund)** and cannot be edited further.

The screenshot shows a payment details page for PAY-112194. The status is 'CLEARED (PARTIAL REFUND)', which is highlighted with a red box. The page includes navigation tabs for 'Payment Info', 'Accounts', 'Payment Method', and 'Payment History'. The 'Payment Info' tab is active, displaying the following details:

<b>Number:</b> PAY-112194	<b>Amount:</b> \$150.00	<b>Remit From Acct No:</b>
<b>Vendor:</b> <a href="#">Corpay Test</a>	<b>Balance:</b> \$0.00	<b>Originating Account:</b> JP Morgan Chase
<b>Vendor ID:</b> 341152	<b>Currency Code:</b> USD	<b>Payment Method Type:</b> ACH
<b>Payment Date:</b> 07/09/2025 ⓘ	<b>Target Amount Paid:</b>	<b>Settled Payment Method Type:</b> ACH
<b>Funding Date:</b>	<b>Subsidiary:</b> Honeycomb Holdings Inc.	<b>Batch Id:</b>
<b>Scheduled Payment:</b> Yes		<b>Payment Trans Id:</b>
<b>Ref. Number:</b> A000024		
<b>External ID:</b>		

At the bottom right, there is a 'Transaction Details' section with a 'See More' link.

## Start or Restart an Approval Workflow

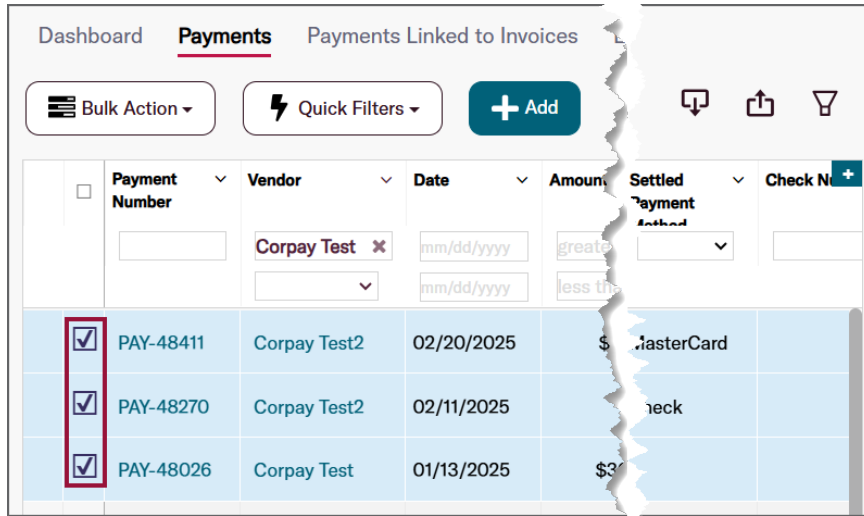
Complete the following steps to create or reset an approval workflow on an existing payment or payment run. Submitting a payment or payment run for approval applies only after the item has already been created and does not create new payments or payment runs. The following example shows how to start or restart a payment approval workflow, but the process is the same for payment runs.



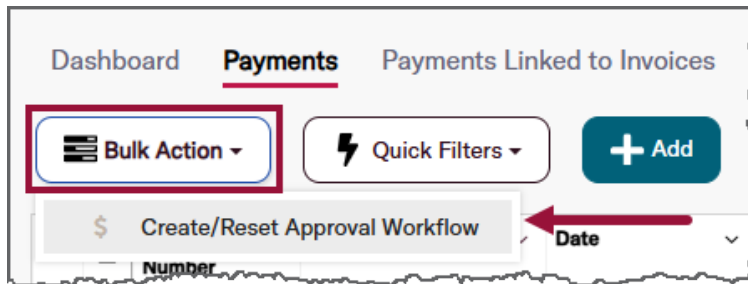
**A payment or payment run approval workflow can only be created or reset when the status is:**

- **New**
- **Draft**
- **Pending**
- **Submitted**

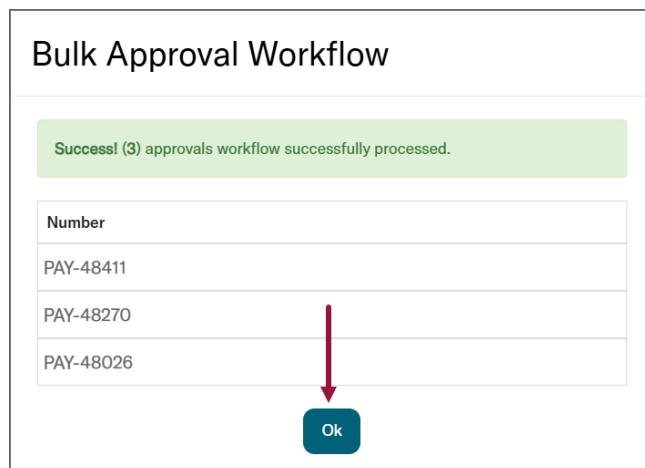
1. From the **Payments** or **Payment Runs** tab, select the **checkboxes** to the left of the payments requiring a new approval workflow or an approval workflow reset.



2. Click the **Bulk Action** drop-down and select **Create/Reset Approval Workflow**.



3. Click **Ok** on the **Bulk Approval Workflow** dialog.



- To verify the status of the approval notifications, click the **Payment Number** link to open the **Payment Details** page.

<input type="checkbox"/>	Payment Number	Vendor	Date	Amount
	<input type="text"/>	Corpay Test <span>✕</span>	mm/dd/yyyy	greater th
		<input type="text"/>	mm/dd/yyyy	less than
<input checked="" type="checkbox"/>	PAY-48411	Corpay Test2	02/20/2025	\$100.00

- Scroll down to the **Approval Workflow** section. The **Last Updated Date** will have changed to the current date, and the status will have changed to **Sent**.

**APPROVAL WORKFLOW**

Approval Steps	Last Updated Date	Ap
Payment Approval	02/20/2025 6:50 PM EST	

Test Approval Preview Workflow Delete

---

✓ Status

...com> Sent ✉ 👁 🗑



### Create An Approval Workflow

Creating an approval workflow for a payment or payment run can also be done by navigating to the **Payment Details** page or **Payment Run Details** page, scrolling to the **Approval Workflow** section, and clicking the **Start Approval** button.

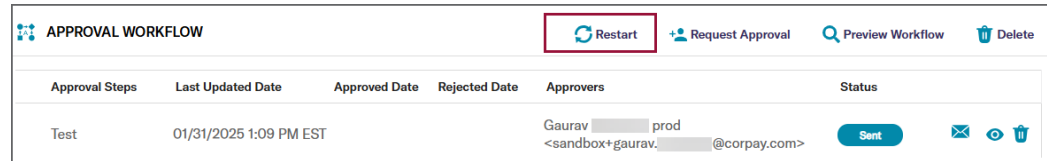
**APPROVAL WORKFLOW** ▶ Start Approval + Request Approval 🔍 Preview Workflow

Approval Steps	Last Updated Date	Approved Date	Rejected Date	Approvers	Status
There are no approvers					



## Restart an Approval Workflow

Restarting a workflow for a payment or payment run can also be done by navigating to the **Payment Details** page or **Payment Run Details** page, scrolling to the **Approval Workflow** section, and clicking the **Restart** button.

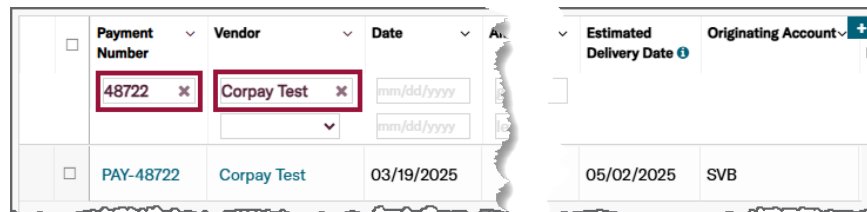


## Update an Approval Workflow

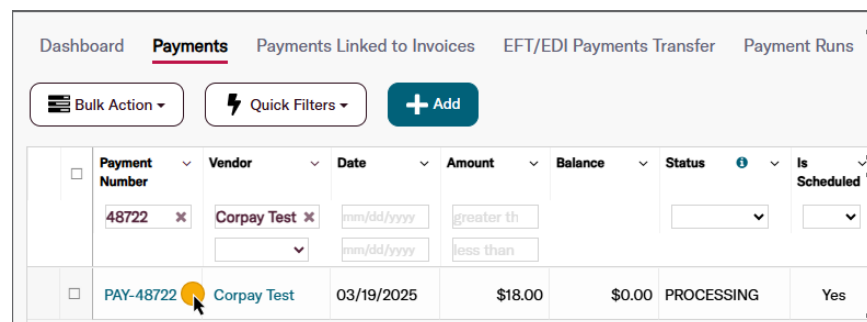
Complete the following steps to update an approval workflow for a payment or payment run.

**Note:** The following example shows how to update a **payment** approval workflow, but the process is the same for **payment runs**.

1. Locate the **Payment** in the **Payments** grid using the **filter fields**.



2. Click the **Payment Number** link in the **Payment Number** column to open the payment.



- On the **Payment Details** page, scroll down to the **Approval Workflow** section, and click **Request Approval**.

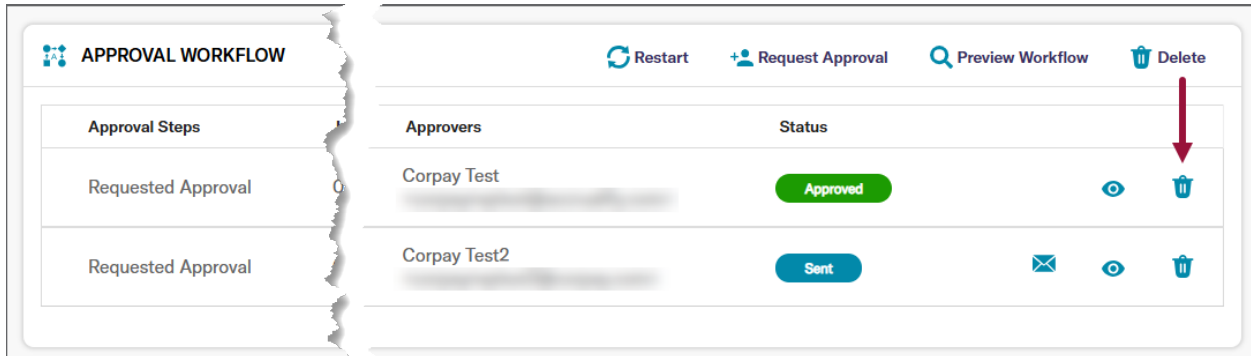
Approval Steps	Last Updated Date	Approved Date	Rejected Date	Approvers	Status
Requested Approval	03/19/2025 5:23 PM EDT	03/19/2025 5:23 PM EDT		Corpay Test	Approved

- On the **Request Approval** dialog, complete the following fields:

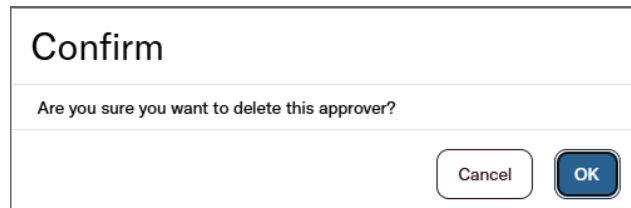
- Approver** – Use the drop-down menu and select the name of the approver.
  - Note to Approver** – Key in any notes to the approver, if needed.
- Click **Send Approval Request**. The new approver will receive an email and is now listed in the **Approval Workflow** dialog.
    - If **adding an approver** to the workflow – The process is complete.
    - If **removing an approver** from the workflow – Continue to the next step.

Approval Steps	Last Updated Date	Approved Date	Rejected Date	Approvers	Status
Requested Approval	03/19/2025 5:23 PM EDT	03/19/2025 5:23 PM EDT		Corpay Test	Approved
Requested Approval	03/24/2025 5:46 PM EDT			Corpay Test2	Sent

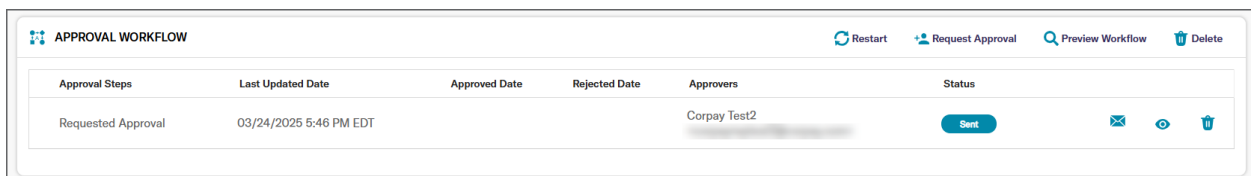
6. Click the **Delete** icon next to the person who is being removed from the workflow.



7. On the **Confirm** dialog, click **OK**.



8. The **Approval Workflow** section will update with the person's name removed.



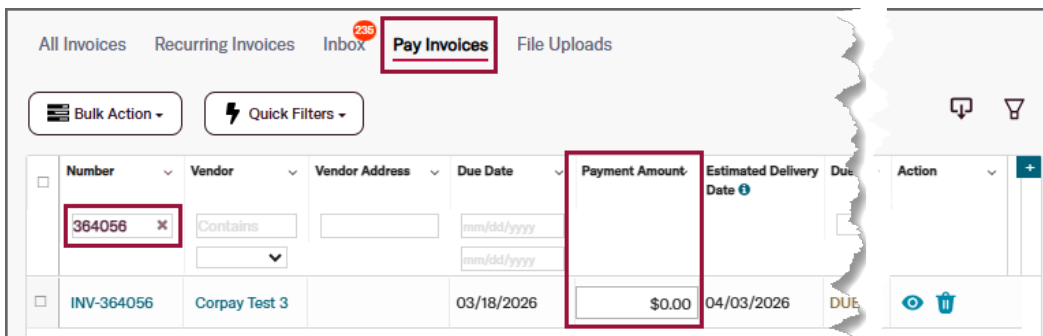
## Process Credit-Settled Invoices (\$0.00 Invoices)

When an invoice is fully covered by a credit memo, its balance becomes **\$0.00**, and it is considered a **credit-settled invoice**. These invoices now appear in the **Pay Invoices** grid as part of the standard workflow.

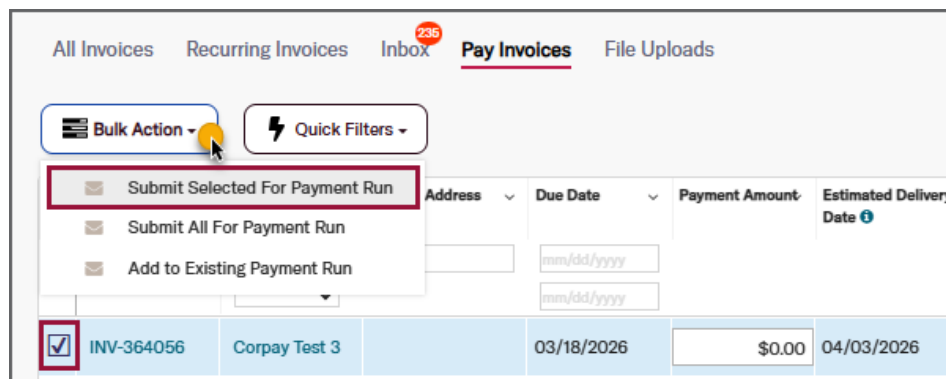
To ensure Vendors receive clear communication about how invoices are settled, \$0.00 invoices must still be selected and processed through the payment workflow. Processing these invoices enables the system to generate a remittance, which informs the Vendor that the invoice was settled using a credit memo.

This update improves visibility for Vendors and ensures consistent communication, even when no payment is required.

1. On the **Pay Invoices** tab, locate the invoice with a **\$0.00 balance** in the **Pay Invoices** grid.



2. Select the **checkbox** to the left of the invoice. Then, click the **Bulk Action** drop-down and select **Submit Selected For Payment Run**.



- On the **Review New Payment Run** page, review the payment run. Then, click **Submit for Approval**.

Pay Invoices / New Payment Run Details

## Review New Payment Run

Total Vendors 1	Credit Applied 0
Total Invoices 1	Total Discount 0
Total Amounts USD \$0.00	Creation Date 03/18/2026

**PAYMENT RUN SUMMARY**

Summary

Payment Method Type	Originating Account	Count	Settlement Amount
Check	JP Morgan Chase check	1	USD \$0.00
<b>Total</b>		<b>1</b>	<b>\$0.00</b>

Number	Vendor	Vendor Address	Due Date	Estimated Delivery Date	Due Status	Amount	Original Amount	Projects	Net Available Discount	Payment Amount	Process By Deadline
INV-364056	Corpay Tes...		03/18/2026	04/03/2026	DUE TODAY	\$25.00				\$0.00	03/02/2026

1 - 1 of 1 items

Total Items: 1

total : \$25    total :    total :    total : \$0

Cancel Payment Run
Add More Invoices
Save for Later
Submit for Approval

- If an approval workflow is applied, the payment run is submitted to approvers. If no approval workflow is applied, the payment run proceeds to processing.

## Download Rebate Data

Users can download rebate statements from the **Rebates** tab for reconciliation and reporting. Rebate data can be retrieved by downloading individual rebate statements or exporting all rebates.

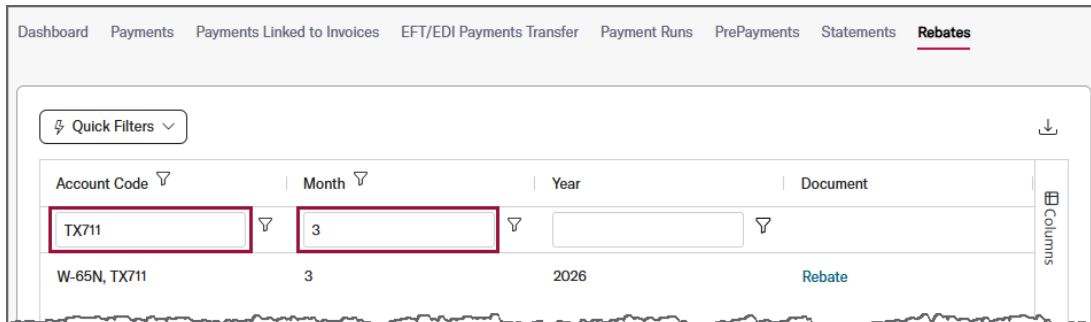
## Download a Rebate Statement

Complete the following steps to **download a single rebate statement**.

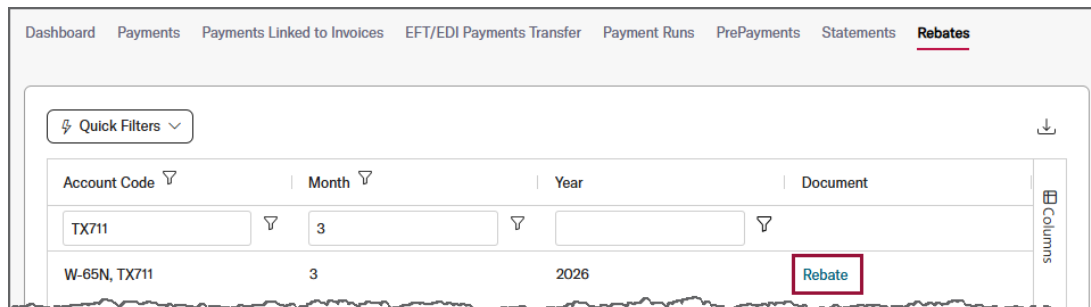
1. In the **Payments** module, click the **Rebates** tab.



2. Use the **filter fields** to locate the desired rebate in the **Rebates** grid.



3. In the **Document** column, click **Rebate**.

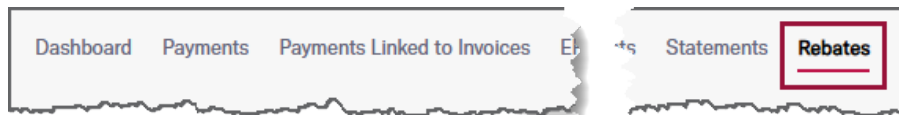



The rebate statement will be downloaded in an Excel format.

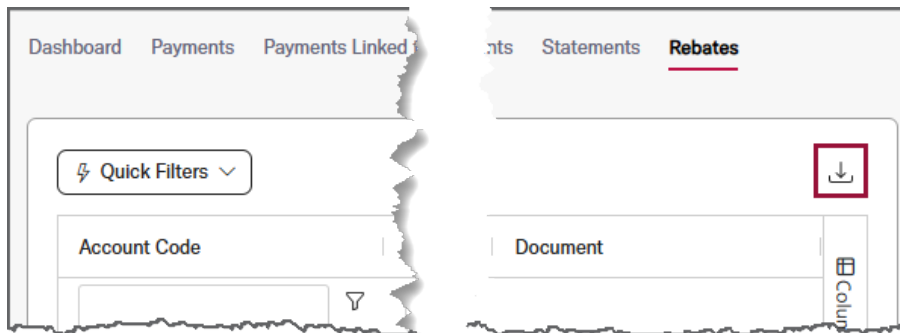
## Download All Rebates

Complete the following steps to download all rebates.

1. In the **Payments** module, click the **Rebates** tab.



2. In the **Action Area**, click the **Export Rebates**  icon.



The rebates will be downloaded in an Excel file.

## Payment and Payment Run Statuses

### Payment Statuses

The following table details the **payment statuses** in Corpay Complete.

Status	Definition
<b>Pending</b>	The payment has been submitted for processing and is waiting for approval.
<b>Rejected</b>	The payment approver(s) rejected the payment. It will not proceed to processing.

Status	Definition
<b>Approved</b>	The payment approver(s) approved the payment. It will be scheduled according to the payment date. For example, if there are four approvers, all four may need to approve the payment depending on the approval workflow setting.
<b>Processing</b>	<b>(Legacy Status)</b> The payment is fully approved and is being sent to the bank. The payment is in processing for seven days.
<b>Cleared</b>	<p>The Vendor has received the payment:</p> <ul style="list-style-type: none"> <li>○ If it is a check payment, the payment has been deposited into the Vendor’s account.</li> <li>○ If it is a Card payment, the payment has been processed.</li> <li>○ If ACH payment, the payment has been deposited into the Vendor’s account.</li> </ul> <p>For Direct Banking Customers, the payment automatically changes to Cleared after seven (7) days.</p>
<b>Failed</b>	The payment was not processed. An alert is automatically triggered when a payment fails, notifying internal teams so the issue can be investigated and resolved. Troubleshooting can reveal the cause of the failed payment. Refer to the <b>Data Audit Log</b> and <b>Activities Panel</b> sections in the <a href="#"><u>Corpay Complete Navigation and Core Features User Guide</u></a> for additional information.
<b>Void</b>	The Customer has canceled the payment.
<b>Void (Refunded)</b>	<b>(Payment Automation Status)</b> The payment has been canceled by the Customer, and Corpay has refunded the amount.
<b>Processing (Reissued)</b>	<b>(Payment Automation Status)</b> The payment is being reissued at the request of a Customer or Vendor.
<b>Cleared (Reissued)</b>	<b>(Payment Automation Status)</b> The payment has been received after being reissued.
<b>Cleared (Partial Refund)</b>	This status indicates that a cleared payment with a partial refund has been fully reconciled. The refunded portion of the payment is displayed on the <b>Payment History</b> tab of the <b>Payment Details</b> page for visibility and tracking.
<b>Cleared (Pending Partial Refund)</b>	This status indicates that a payment has been cleared and a partial refund has been initiated but not yet processed. This enables users to see pending refund activity directly on the <b>Payment History</b> tab of the <b>Payment Details</b> page.
<b>Active</b>	The payment has been created and submitted for approval, indicating that it is in a <b>Pending</b> or <b>Approved</b> status. This is not a common status.

## Payment Run Statuses

The following table details **payment run statuses** in Corpay Complete.

Status	Definition
<b>New</b>	The payment run has been created but not finalized. Invoices can still be added or removed.
<b>Submitted</b>	The payment run has been submitted for approval.
<b>Pending</b>	The payment run has been submitted for processing and is awaiting approval.
<b>Approved</b>	The payment run has been approved.
<b>Closed</b>	The payment run has been approved, and no further changes can be made.
<b>Rejected</b>	The payment run has been rejected by the designated approver.
<b>Void</b>	The Customer has canceled the payment run.
<b>Failed</b>	The payment run was unsuccessful. An alert is automatically triggered when a payment run fails, notifying internal teams so the issue can be investigated and resolved.

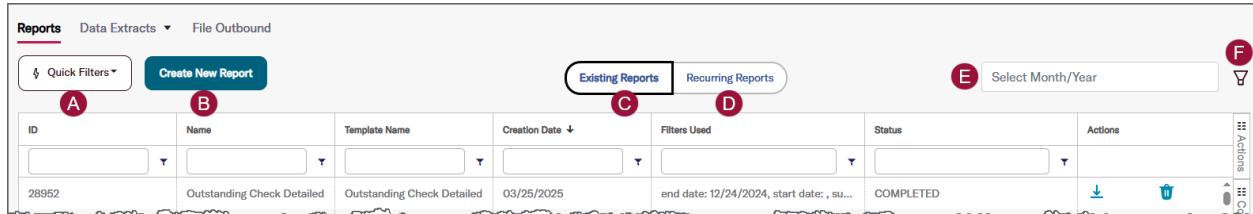
## Reports Module for Payments


**Payment reports** in Corpay Complete simplify reconciliation and tracking of payments. These reports provide detailed information about various payment activities, helping users manage financial transactions more effectively. Users can generate standard reports, or they can create customized reports.

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

## Reports Tab

This section describes the action buttons and filters on the top of the **Reports** tab.



- 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. Click [here](#) to navigate to the **Create a Report** section of this guide.
- C. **Existing Reports** – Click this button to view and download any previously run reports. Click [here](#) to navigate to the **Existing Reports** section of this guide.
- D. **Recurring Reports** – Click this button to see any recurring reports or to schedule a new recurring report. Click [here](#) to navigate to the **Recurring Reports** section of this guide.
- E. **Date Filter** – Click the **Date Filter** and 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**.

## Existing Reports Grid



This section describes the fields and actions in the **Existing Reports** grid.

**Note:** Visible columns and their order are determined by the selections made in the **Columns** button.

ID <b>A</b>	Name <b>B</b>	Template Name <b>C</b>	Creation Date ↓ <b>D</b>	Filters Used <b>E</b>	Status <b>F</b>	Actions <b>G</b>
28952	Outstanding Check Detailed	Outstanding Check Detailed	03/25/2025	end date: 12/24/2024, start date:	COMPLETED	Download, Delete
28878	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 02/21/2025, start date:	COMPLETED	Download, Delete
28875	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 12/23/2024, start date:	COMPLETED	Download, Delete
28873	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 12/23/2024, start date:	COMPLETED	Download, Delete

- A. **ID** – The **ID number** of the report.
- B. **Name** – The **name** of the report.
- C. **Template Name** – The **name of the template** used to generate the report.
- D. **Creation Date** – The **date the report** was created.
- E. **Filters Used** – The **filters** used when generating the report such as **Start Date, End Date, and Vendor**.
- F. **Status** – The **status** of the report:
  - **Pending / Running** – The report is in the process of **generating**.
  - **Completed** – The report is complete and **ready for download**.

ID	Name	Creation Date ↓	Filters Used	Status	Actions
151616	Payment Listing	02/03/2025	end date: 2025-2-03T07:00:00.000Z, star	PENDING	Download, Delete
149058	Payment Listing	01/23/2025	end date: 2025-1-23T07:00:00.000Z, star	COMPLETED	Download, Delete

- G. **Actions (column header)** – Available actions for the report:
  - **Download** – Click the **Download**  icon to download the report.
  - **Delete** – Click the **Delete**  icon to delete the report.

- H. **Actions (button)** – Click the **Actions** button to display the **Actions** flyout, where users can clear filters or export data from the **Existing Reports** grid.
- I. **Columns** – The **Columns** button opens the **Columns** flyout where users modify which columns display in the **Existing Reports** grid.

## Create a Report

This section describes how to create a report.

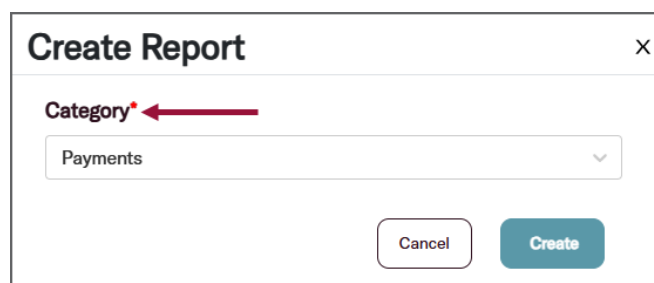


Reports **cannot exceed 1,000,000 records**. If a report exceeds the record limit, refine the report parameters and try again.

1. From the **Reports** tab in the **Reports** module, click **Create New Report**.



2. On the **Create Report** dialog, select **Payments** from the **Category** drop-down. The dialog will automatically expand.



3. Complete the following fields:

The screenshot shows a 'Create Report' form with the following fields and callouts:

- Category\***: A dropdown menu with 'Payments' selected.
- Report Type\***: A dropdown menu with 'Select one' selected. A red bracket labeled 'A' spans across this field and the 'Export Format\*' field.
- Export Preferences**: A section header.
- Export Format\***: A dropdown menu with 'csv' selected.
- Export Destination\***: A dropdown menu with 'download' selected. A red circle labeled 'B' is next to this field.
- Exclude Header Description**: A checkbox with a red circle labeled 'C' next to it.
- Buttons**: 'Cancel' and 'Create' buttons. A red circle labeled 'D' is next to the 'Create' button.

A. **Report Type** and **Export Format** – Select the **report type** and **export format**. To view report options available in the **Payments** module, including a description of each report and the export formats supported, click [here](#) to navigate to the **Payments Module Report Table**.

- After selecting a specific report, the page will automatically expand and reveal additional fields needed for the selected report, including a **start and end date**. Complete those fields as required or needed.

B. **Export Destination** – Select how the report will be delivered: download to Corpay Complete, emailed, or sent via Secure File Transfer Protocol (SFTP).

- The options available in this field may be limited based on the selected report.

The close-up shows the 'Export Destination\*' dropdown menu with a red arrow pointing to it. The menu is open, showing the following options:

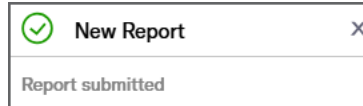
- download (highlighted in blue)
- email
- sftp

C. **Exclude Header Description** – Check this box to remove the column headers on the report download. It is **not** recommended to check this box.

D. Click **Create** to begin the report creation.

- Generating a report can take anywhere from one to ten minutes depending on the account and the amount of data in the filters.

4. The **New Report** dialog will display, and the user will be directed back to the **Existing Report** page.



5. The report will appear on the **Existing Reports** page in **Pending** status until it is completed.

- Users may need to refresh their screen for the report to go into **Completed** status.

ID	Name	Creation Date ↓	Filters Used	Status	Actions
151616	Payment Listing	02/03/2025	end date: 2025-2-03T07:00:00.000Z, star	PENDING	Download, Delete
149058	Payment Listing	01/23/2025	end date: 2025-1-23T07:00:00.000Z, star	COMPLETED	Download, Delete




## Recurring Reports Grid

This section describes the fields and actions in the **Recurring Reports** grid.

**Note:** The visible columns and their order are determined by the selections made in the **Columns** button.

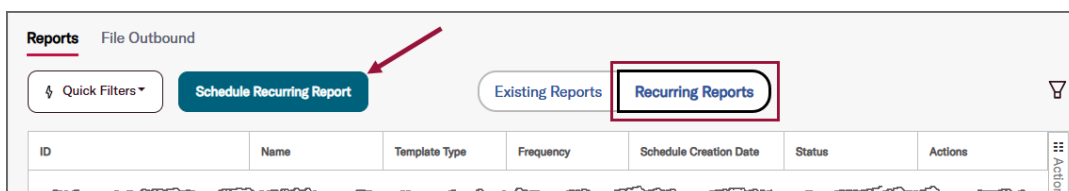
ID	Name	Template Type	Frequency	Schedule Creation Date	Status	Actions
1023	Outstanding Check Detailed	Outstanding Check Detailed	DAILY	03/02/2025	ACTIVE	Edit, Delete
1024	Outstanding Check Detailed	Outstanding Check Detailed	DAILY	03/02/2025	ACTIVE	Edit, Delete

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

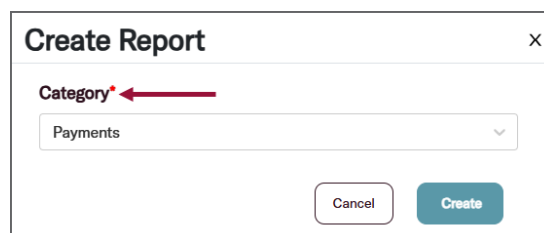
- B. **Schedule Recurring Report** – Click this button to schedule a new, recurring report. Click [here](#) for instructions on how to create a recurring report.
- C. **Toggle Filter** – Click the **Toggle Filter**  icon to show or hide the **filter fields**.
- D. **ID** – The **ID number** of the report.
- E. **Name** – The **name** of the report.
- F. **Template Type** – The **template type** used to create the report.
- G. **Frequency** – The frequency of the report: **daily**, **weekly**, or **monthly**.
- H. **Schedule Creation Date** – The **date** the report is **scheduled to generate**.
- I. **Status** – The **status** of the report:
  - **Active** – The report is currently being generated using the specified filters.
  - **Inactive** – The report is no longer being generated.
- J. **Actions** – Available actions for the report:
  - **Edit** – Click the **Edit**  icon to edit the scheduled report.
  - **Delete** – Click the **Delete**  icon to delete the scheduled report.
- K. **Actions (button)** – Click the **Actions** button to open the **Actions** flyout.
- L. **Columns** – The **Columns** button opens the **Columns** flyout.

## Schedule a Recurring Report

1. From the **Recurring Reports** tab, click **Schedule Recurring Report**.



2. On the **Create Report** dialog, select **Payments** from the **Category** drop-down. The dialog will automatically expand.



3. Complete the following fields:

**Create Scheduled Report** X

**Category\*** A  
Payments x | v

**Report Type\*** B  
Select one | v

**Frequency\*** C  
Daily v

**Deliver On\*** D  
12:00 AM PST v

**Export Preferences**

**Export Format\*** E  
csv v

**Export Destination\*** F  
download v

Exclude Header Description G

Cancel Create H

- A. **Category** – Select **Payments**.
- B. **Report Type** – Select the **Report Type**. Click [here](#) to view report options available in the **Payments** module, including report descriptions and supported export formats.
- After selecting a specific report, the dialog will automatically expand and **reveal additional fields / filters** that need to be set up for the selected report. Complete those fields as required or as needed.
- C. **Frequency** – Select the **frequency** the report needs to run: **daily**, **weekly**, or **monthly**.
- D. **Deliver on** – Select the **time of day** (daily), **day of the week** (weekly), or **day of the month** (monthly) for the report generation.
- E. **Export Format** – Select the **Export Format**: CSV or XLSX.
- The options available in this field may be **limited based on the selected report**. If the report only has one export format, this field will automatically populate.
  - Click [here](#) to access the **Payments Module Report Table** for help with export formatting.

- F. **Export Destination** – Select how the **report will be delivered**: downloaded to Corpay Complete, emailed, or sent via Secure File Transfer Protocol (SFTP).

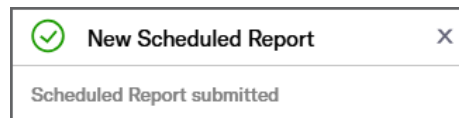


- G. **Exclude Header Description** – Check this box to remove the column headers on the report download. It is **not** recommended to check this box.

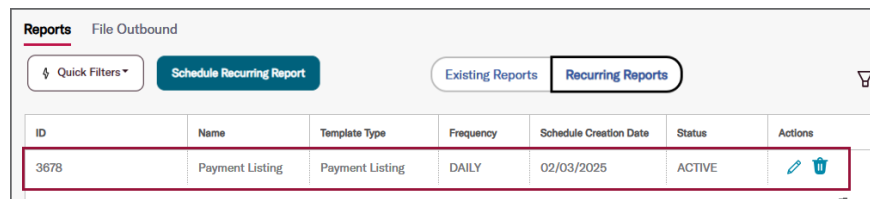
- H. Click **Create** to begin the report creation.



- Generating a report can take anywhere from one to ten minutes depending on the account and the amount of data in the filters.

4. The **New Scheduled Report** dialog will appear on the page and the user will be directed back to the **Recurring Report** page.



5. The scheduled report will appear on the **Recurring Reports** grid.



ID	Name	Template Type	Frequency	Schedule Creation Date	Status	Actions
3678	Payment Listing	Payment Listing	DAILY	02/03/2025	ACTIVE	 

## Payments Module Report Table

Report Type	Description	Export Format
<b>Bridge Bank Positive Pay</b>	The <b>Bridge Bank Positive Pay</b> report is an automated tool that matches the checks a Company issues with those presented for payment, indicating if a payment is <b>void (v)</b> or <b>processing (i)</b> . If integrated, there is an option to transfer the file to the bank via SFTP for processing. This version of the report is formatted according to Bridge Bank's specifications to assist the bank in verifying checks and ensuring their validity for Vendor payment upon deposit.	CSV
<b>Credit Memo Detailed Listing</b>	The <b>Credit Memo Detailed Listing</b> report provides a list of all credit memos, including specific details such as amount, Vendor, linked invoices, and all header details from the <b>Credit Memo Details</b> page.	CSV, XLSX
<b>Credit Memo Listing</b>	The <b>Credit Memo Listing</b> report provides detailed information on credit memos, including the associated amounts, application status, and other relevant details.	CSV, XLSX
<b>First Republic Bank Positive Pay</b>	The <b>First Republic Bank Positive Pay</b> report is an automated fraud detection tool that matches the checks a Company issues with those presented for payment and indicates if a payment is <b>void (v)</b> or <b>processing (i)</b> . If integrated, there is an option to transfer the file to First Republic Bank via SFTP for processing. This version of the report is formatted according to First Republic Bank's specifications to assist the bank in verifying checks and ensuring their validity for Vendor payment upon deposit.	CSV
<b>Outstanding Check Listing</b>	The <b>Outstanding Check Listing</b> report provides information about checks that have not been cashed filtered by date.	CSV, XLSX
<b>Payment Listing</b>	The <b>Payments Listing</b> report contains all the headers of information for all payments in a specific status or time period.	XLSX
<b>Payment Method Audit Report</b>	The <b>Payment Method Audit Report</b> captures any modifications to bank account details related to payment methods, providing a record of changes for review.	XLSX

Report Type	Description	Export Format
<b>Payment Refund Listing</b>	The <b>Payment Refund Listing</b> report details all refunded payments. <b>Note:</b> This report is for <b>Payment Automation Customers</b> only.	XLSX
<b>Payment Reissue Listing</b>	The <b>Payment Reissue Listing</b> report details all re-issued payments. <b>Note:</b> This report is for <b>Payment Automation Customers</b> only.	XLSX
<b>Payment Run</b>	The <b>Payment Run</b> report shows information from the <b>Payment Run Details</b> page, including <b>Vendor, Functional Amount, Status,</b> and more.	CSV, XLSX
<b>Positive Pay</b>	The <b>Positive Pay</b> report is an automated tool that matches the checks issued by a Company with those presented for payment, indicating if a payment is <b>void (v)</b> or <b>processing (i)</b> . If integrated, there is an option to transfer the file via SFTP for processing. This report assists the bank in verifying checks and ensuring their validity for Vendor payment upon deposit.	CSV
<b>US Bank Check Listing</b>	The <b>US Bank Check Listing</b> report details the bank account from which the check was issued, including the check number, amount, address, and associated payment with its reference number.	CSV

### Export Payment Settlement Files

Corpay Complete streamlines payment reconciliation by enabling organizations to create and export customized payment settlement files with the **File Outbound** feature. This functionality enables users to quickly export payment settlement files either as a one-time action or on a recurring schedule at designated times.

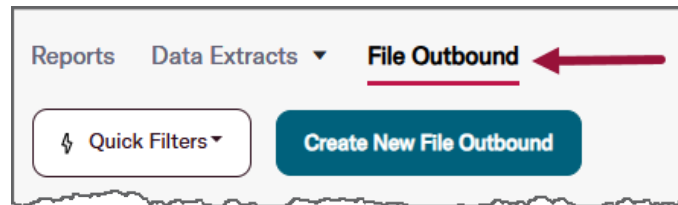
### Prerequisites

Before creating an outbound payment settlement file, Companies must have a payment settlement template configured. Contact **Corpay Complete Support** at [accountmanagement@corpay.com](mailto:accountmanagement@corpay.com) for assistance if you are unsure if a payment settlement file template has been configured.

## Export a Single Payment Settlement File

This section describes how to export a **one-time payment settlement file**.

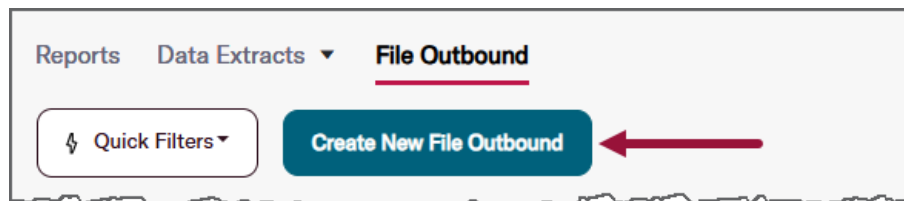
1. On the **Reports** page in the **Reports** module, click the **File Outbound** tab.



2. On the **File Outbound** tab, ensure the **Existing File Outbound** tab is selected.



3. Click the **Create New File Outbound** button.



4. Complete the following steps on the **Create File Outbound** dialog:

**Create File Outbound** X



**Report Type\***  
Payment Report A

**Export Type**  
Sample Outbound File B

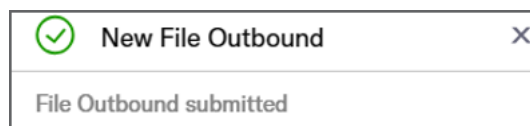
**Export Format\***  
CSV C

**From Posting Date\***  
03/04/2025 D

**To Posting Date\***  
03/18/2025 E


- A. Select **Payment Report** from the **Report Type** drop-down.
- B. Select the **export type template** from the **Export Type** drop-down.
- C. Select an **export format** from the **Export Format** drop-down: **CSV** or **XLSX**.
- D. Use the **Date Picker**  in the **From Settlement Date** field to enter a **start date** for the settlement file.
- E. Use the **Date Picker**  in the **To Settlement Date** field to enter an **end date** for the settlement file.

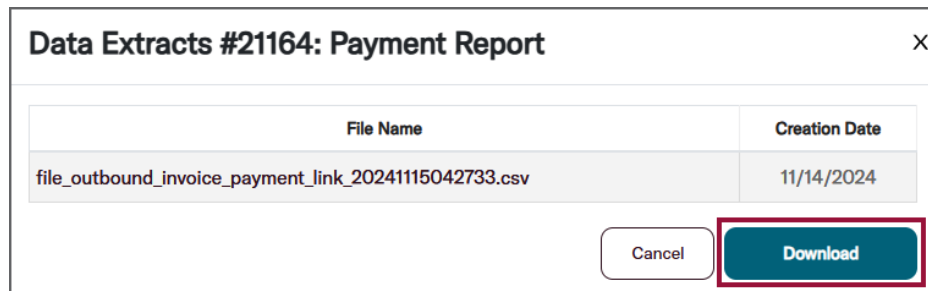
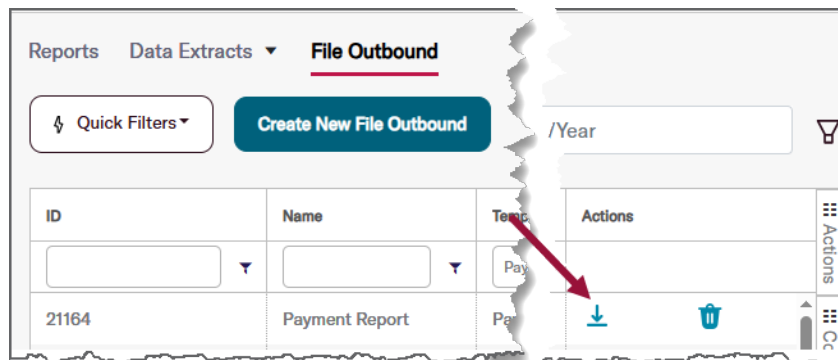
- F. Select a **subsidiary** from the **Subsidiary** drop-down.
  - G. Select a **location** from the **Location** drop-down.
  - H. Select a destination for the file outbound from the **Export Destination** drop-down:
    - **download:** If **download** is selected, the payment settlement file will download to your web downloads folder.
    - **email:** If **email** is selected, a **Deliver Report to these E-mails** field will display. The payment settlement file will be emailed to the email address(es) in the **Deliver Report to these E-mails** field.
    - **sftp:** Select **sftp** (secure file-transfer protocol) if valid integration setting for file transfers have been configured.
  - I. To remove column headers in the payment settlement file, check the **Exclude Header Descriptions** checkbox. It is not recommended to check this box.
  - J. Click the **Create** button to create the payment settlement file export.
6. The **New File Outbound** dialog will appear, and the **Existing File Outbound** page will display.



7. The payment settlement file will be generated, taking one to ten minutes depending on the account and amount of data.
8. When the status is **Completed**, the payment settlement file can be retrieved using one of the following methods:

**Note:** The retrieval method for the payment settlement file depends on the value in the **Export Destination** drop-down.

- If you chose **download** as the export destination, click the **download**  icon on the **Existing File Outbound** page. On the **Data Extracts [Number: Name]** dialog, click **Download** to download the file to your downloads folder.



- If you chose **email**, the payment settlement file will be delivered to the **email address(es)** in the **Deliver Report to these E-mails** field.
- If you chose **SFTP**, the payment settlement file will be available on your **SFTP server**.

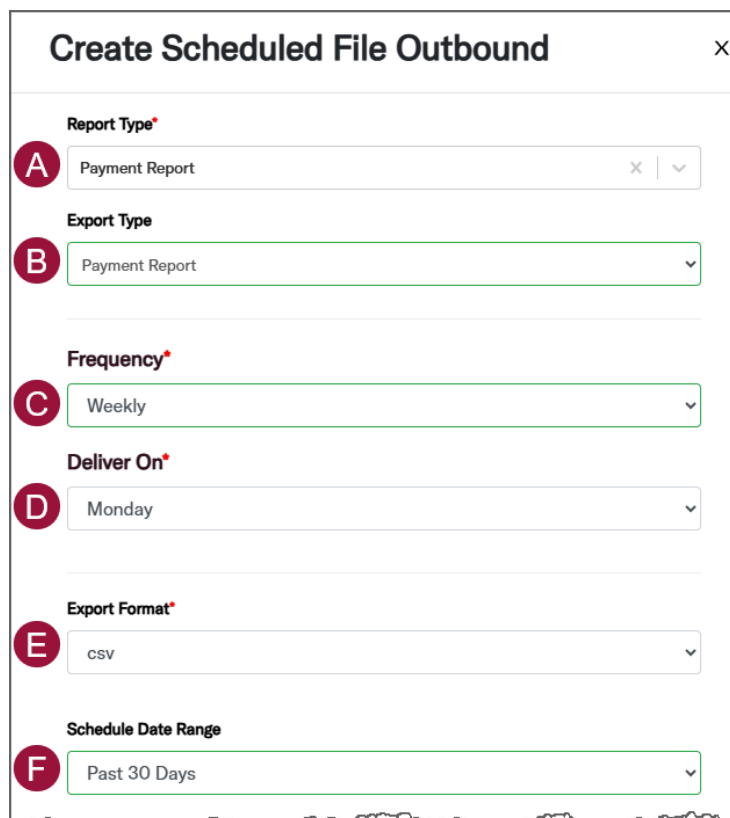
## Schedule a Recurring Payment Settlement File

This section describes how to **schedule a recurring payment settlement file**.

1. On the **File Outbound** tab in the **Reports** module, click the **Recurring File Outbound** tab.



2. Complete the following steps on the **Create Scheduled File Outbound** dialog:

A screenshot of the 'Create Scheduled File Outbound' dialog box. The dialog has a title bar with a close button (X). It contains several fields, each with a red lettered circle (A-F) next to it:

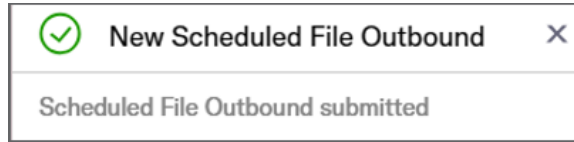
- A** Report Type: Payment Report
- B** Export Type: Payment Report
- C** Frequency: Weekly
- D** Deliver On: Monday
- E** Export Format: CSV
- F** Schedule Date Range: Past 30 Days

- A. Select **Payment Report** from the **Report Type** drop-down.
- B. Select the **payment settlement file** from the **Export Type** drop-down.
- C. From the **Frequency** drop-down, select a frequency: **Daily**, **Weekly**, or **Monthly**. If you select a **Monthly** frequency, select the optional **End of month?** checkbox to deliver the settlement file at the **end of the month**.

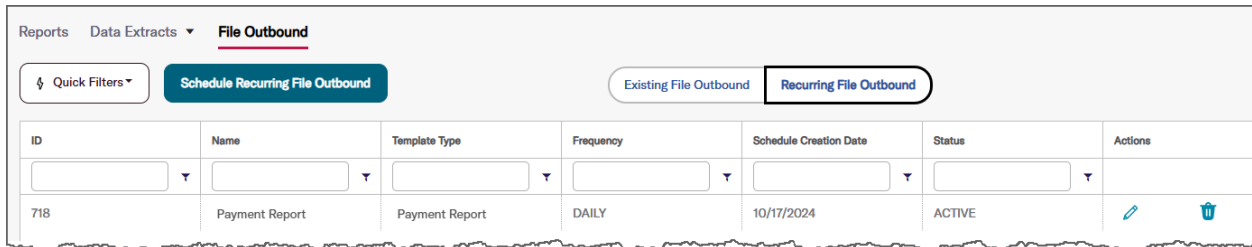
- D. Select the **Deliver On** drop-down to choose the **day of the week, day of the month, or time of day** for the recurring outbound settlement file.
- E. From the **Export Format** drop-down, select an export format: **XLSX** or **CSV**.
- F. Choose a **date range** for the settlement export from the **Schedule Date Range** drop-down.

- G. Select a **subsidiary** from the **Subsidiary** drop-down.
- H. Select a **location** from the **Location** drop-down.
- I. Select a **destination** for the file outbound from the **Export Destination** drop-down:
  - **download:** If **download** is selected, the payment settlement file will download to your web downloads folder.
  - **email:** If **email** is selected, a **Deliver Report to these E-mails** field will display. The payment settlement file will be emailed to the email address(es) in the **Deliver Report to these E-mails** field.
  - **sftp:** Select **sftp** if valid integration setting for file transfers have been configured.
- J. To remove column headers in the payment settlement file, check the **Exclude Header Descriptions** checkbox. It is not recommended to check this box.
- K. Click **Create** to create and schedule the recurring file outbound.



3. A **New Scheduled File Outbound** dialog will display, and the **Recurring File Outbound** page will display.



4. The scheduled payment settlement file will appear on the **Recurring File Outbound** grid.




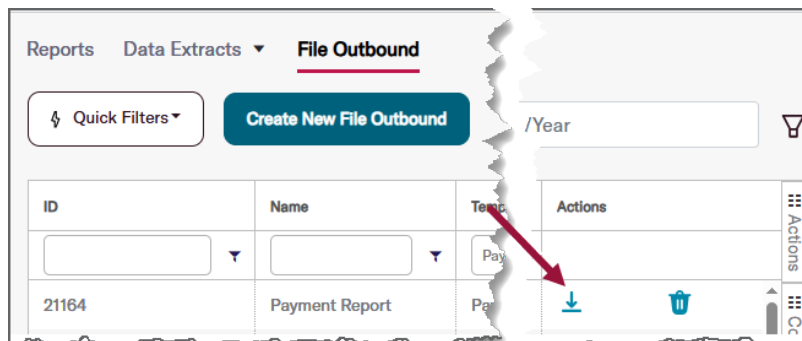
The screenshot shows the "File Outbound" section of a software interface. It includes a "Quick Filters" button, a "Schedule Recurring File Outbound" button, and two tabs: "Existing File Outbound" and "Recurring File Outbound". Below the tabs is a table with the following data:

ID	Name	Template Type	Frequency	Schedule Creation Date	Status	Actions
718	Payment Report	Payment Report	DAILY	10/17/2024	ACTIVE	 

5. When the status is **Completed**, retrieve the payment settlement file from the **Existing File Outbound** tab using one of these methods:

**Note:** The retrieval method for the payment settlement file depends on the value in the **Export Destination** drop-down.

- If you chose **download**, click the **download**  icon on the **Existing File Outbound** page. On the **Data Extracts [Number: Name]** dialog, click the **Download** button to download the file to your downloads folder.



Data Extracts #21164: Payment Report	
File Name	Creation Date
file_outbound_invoice_payment_link_20241115042733.csv	11/14/2024

- If you chose **email**, the payment settlement file will be delivered to the email address(es) in the **Deliver Report to these E-mails** field.
- If you chose **SFTP**, the payment settlement file will be available on your SFTP server.

## Administration Module for Payments

### Roles and Permissions

This section provides information about roles and permissions in the **Payments** module.

Refer to [Corpay Complete Roles and Permissions](#) in the Corpay Complete Knowledge Base for a complete list of roles and permissions in a downloadable Excel file.

### Roles and Permissions Overview

Corpay Complete has various payment roles such as staff, manager, and admin roles, each with specific permissions and responsibilities.

#### *Staff Roles*

- **staff\_read\_payment** – View credit memos and payments.
- **location\_readonly\_staff** – View payments and invoices associated with the user's assigned locations.

#### *Manager Roles*

- **manager\_payment** – View, delete, edit, request, submit, edit attachment, edit status, and reset workflow for payments.
- **manager\_payment\_readonly** – View payments.

## Admin Roles

- **admin\_payment\_readonly** – View payments.
- **admin\_payment** – View, add, delete, edit, request, submit, edit attachment, and edit the status of payments.
- **payments\_void** – Update the payment status to **Void** only. This is a supplemental role and should be paired with a role that allows payment list or read, such as **admin\_payment\_readonly**.
- **payments\_limited** – View, add, edit, request, and submit payments. This role does not allow deleting a payment or editing a workflow or attachments.
- **payments\_cleared** – Update the payment status to **Cleared** only. This is a supplemental role and should be paired with a role that allows payment list or read, such as **admin\_payment\_readonly**.
- **pay\_invoices** – Submit invoices for payment.

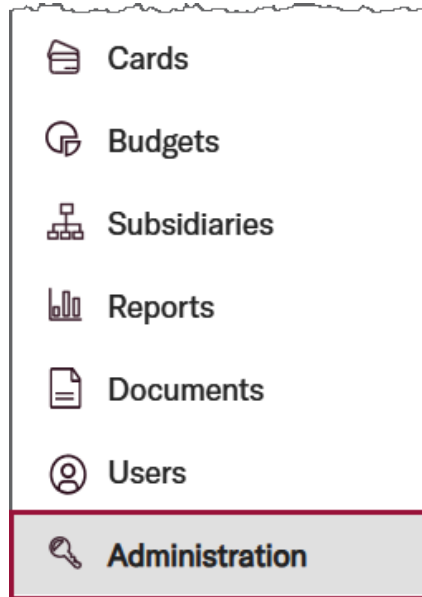
## Import Bulk Payments Using Bulk Operations 2.0

This section describes the process of importing a file with multiple invoices for payment creation using **Bulk Operations 2.0**, which supports bulk uploads. The **Bulk Operations 2.0** feature lets users monitor the status of bulk uploads and track the progress of imported payment files for efficient management and reconciliation.

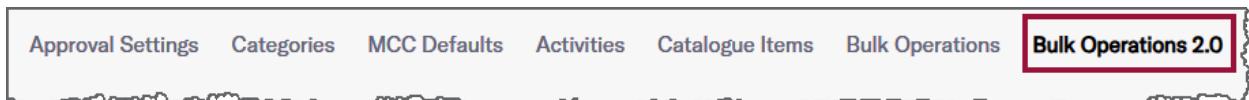
Users can select either standard file templates or customized file templates. Customized file templates need to be configured by the Corpay Implementations Team for your Company before they can be used in Corpay Complete.

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

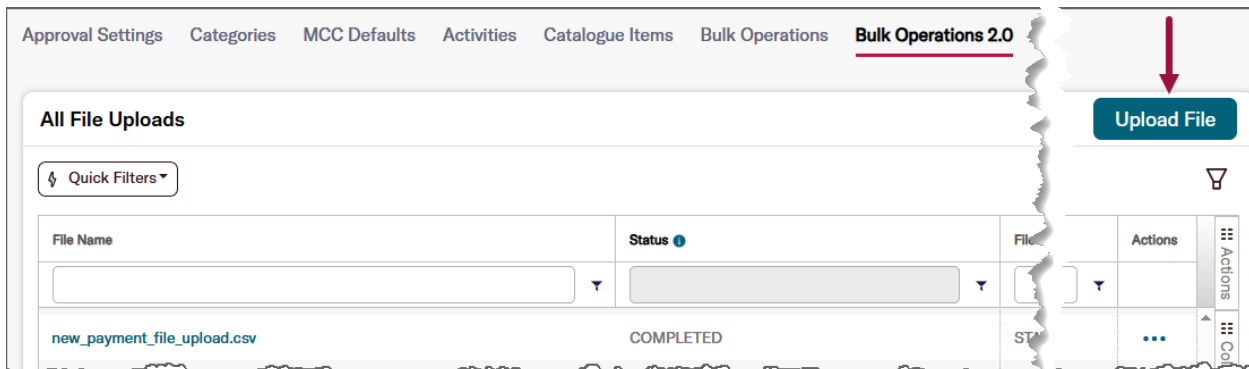
1. Select the **Administration** module from the left-side navigation pane.



2. In the **Administration** module, select **Bulk Operations 2.0**.



3. On the **Bulk Operations 2.0** page, click the **Upload File** button.



4. Complete the following steps on the **Upload File** page.

The screenshot shows the 'Upload File' window with the following elements and labels:

- A**: A checked checkbox labeled 'Show Default Templates'.
- B**: A dropdown menu labeled 'File Type' with 'STANDARD Payment File' selected.
- E**: A 'Browse' button located within a dashed box that also contains a 'Drag and drop file or' instruction and a list of accepted file types (.xlsx, .csv, .xml, .txt).
- C**: A link labeled 'Import Template: standard\_payment\_file'.
- F**: An 'Upload' button.

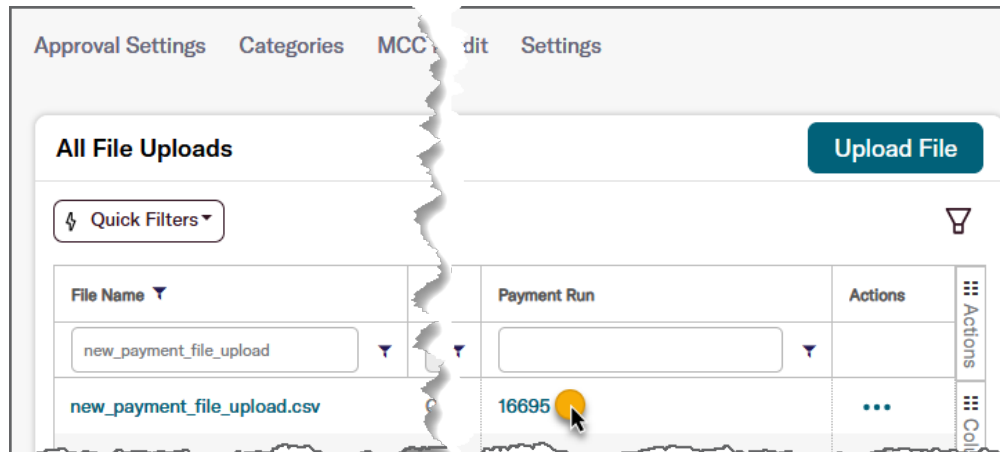
- A. Click the **Show Default Templates** if you will be using a standard template.
- B. Choose the desired template by selecting the **file type** from the **File Type** dropdown.
- C. The **Import Template** will display. Click the **link** to download it.  
**Note:** This option may not display depending on the selected template.
- D. Complete the information in the payment file template.
- E. **Drag and drop**, or click **Browse Files**, to attach the completed payment file.
- F. Once the payment file is attached, click the **Upload** button.

- The payment file will begin processing.
- Upon completion, the payment file will display one of the following status messages:
  - Pending Processing** – The file is in the process of being uploaded.
  - Completed** – The invoices were successfully uploaded to Corpay Complete for payment submission.
  - Completed with Errors** – Some invoices were not created in Corpay Complete because of errors in the payment 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.



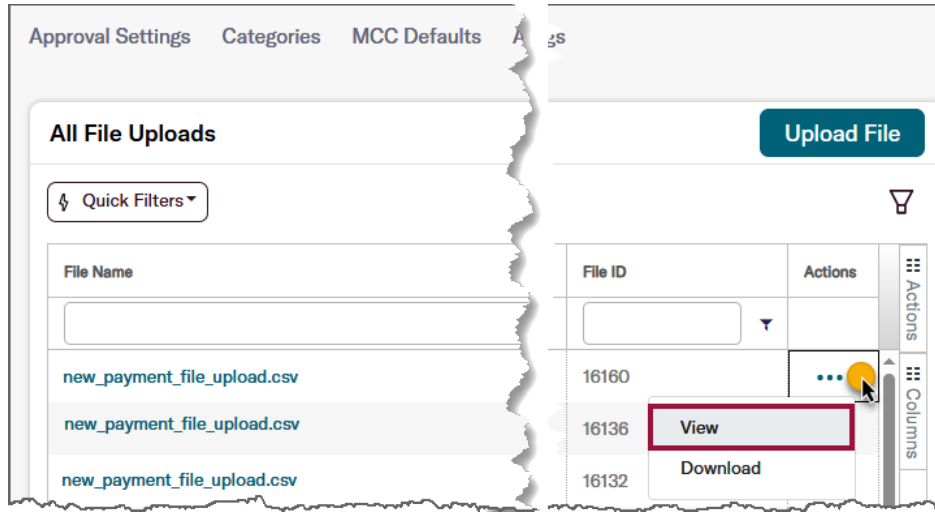
When a file upload fails, an alert is automatically triggered to notify internal teams, enabling faster identification and resolution of processing issues.

- If a payment run was created from the payment file, click the **Payment Run** link in the **Payment Run** column to open the **Payment Run Details** page.

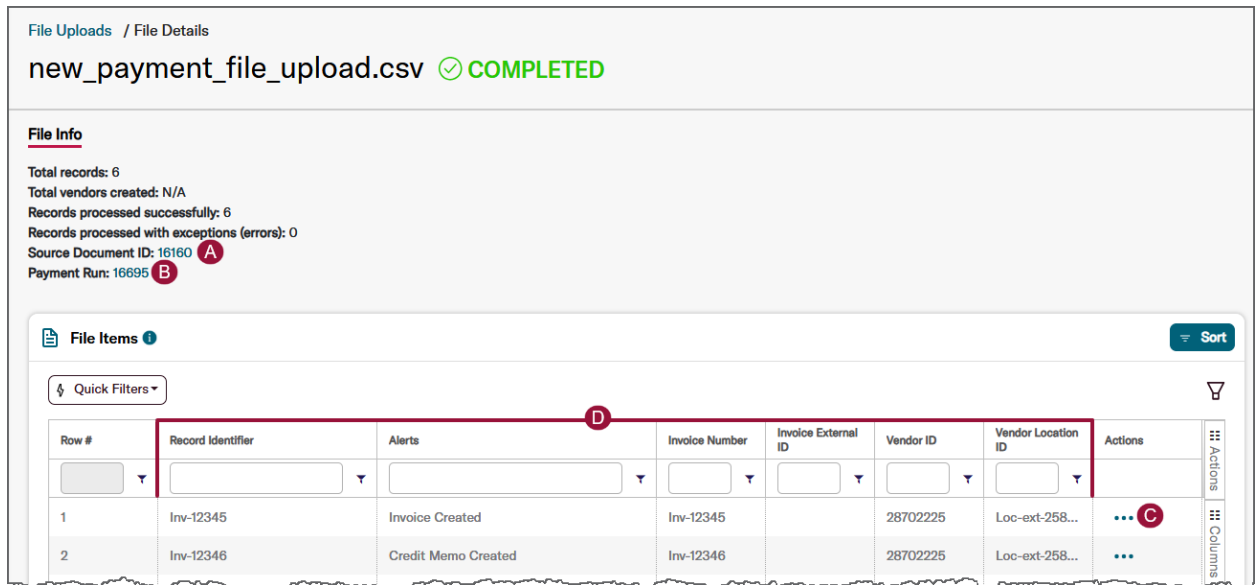


Uploaded payment files may result in the creation of a payment run, depending on file content and system configuration.

- To review the payment file upload details, select the **ellipses** **...** icon in the **Actions** column, and click **View**.



- On the **File Details** page, review payment file details using these options:



- Click the **Source Document ID** link to download a copy of the payment file.
- Click the **Payment Run** link to open the **Payment Run Details** page.

**Note:** This field may not display if a payment run was not generated from the uploaded payment file.

C. Click the **ellipses** **...** icon in the **Actions** column to open the **Invoice Details** page for a successfully created invoice.

D. Use the **filter fields** to locate a specific invoice in the **File Items** grid.

10. If there are errors in the uploaded payment file, they will display at the top of the **File Items** grid. Users can also select the **Sort** drop-down and click **Show records with exceptions** to filter the grid by item exceptions.

The screenshot shows the 'File Uploads / File Details' page for a file named 'new\_payment\_file\_upload\_with\_error.csv'. The status is 'COMPLETED\_WITH\_ERRORS'. Under 'File Info', it shows: Total records: 20, Total vendors created: N/A, Records processed successfully: 19, Records processed with exceptions (errors): 1, and Source Document ID: 16130. The 'File Items' table has a 'Sort' button and a 'Show records with exceptions' checkbox (checked). The table has columns: Row #, Record Identifier, Alerts, Invoice Number, Invoice External ID, Vendor ID, Vendor Location ID, and Actions. The first row shows an alert: 'Invoice Invqa-28-03-0121 rejected, Invoice: Missing street address vendor, Missing city i...'

11. Review the information in the **Alerts** column, correct the necessary details in the CSV file, and upload the payment file.

This screenshot is similar to the previous one but highlights the 'Alerts' column in the 'File Items' table with a red box and a red arrow pointing to it. The alert text is: 'Invoice Invqa-28-03-0121 rejected, Invoice: Missing street address vendor, Missing city in vendor, Missing zipcode ...'

## Add Recipients to Payment Remittance Emails

When payments are processed in Corpay Complete, payment remittances are automatically sent via email to all active email addresses listed in the Vendor's contact lists. Users with the admin role can also designate recipients within their Company to receive and store payment remittance emails for additional recordkeeping.

For example, if a user wants to designate the [ap@companyxyz.com](mailto:ap@companyxyz.com) Company email address as the location to track and store all payment remittance emails sent to Vendors, they can add [ap@companyxyz.com](mailto:ap@companyxyz.com) as a recipient in their Company's default settings. All payment remittance emails will be automatically sent to the recipients once they are added.

Complete the following steps to add Company recipients to payment remittance emails.

1. From the **Administration** module, click the **Settings** tab.



2. On the **Settings** page, click the **Company Default** tile. The **Company Default** page will open with the **General** tab selected.



3. Complete the following steps on the **General** tab:

The screenshot shows the 'General' tab of a software interface. The 'Payment Remittance E-mail' field is highlighted with a red circle and the letter 'A'. The 'Submit' button is highlighted with a red circle and the letter 'B'. Other fields include 'Allow Only Company Currency Code' (checked), 'Subsidiary default' (Test Sub A), 'Payment Scheduling Window' (Current Date), 'Matching Variance (%)' (Select), 'Matching Variance Amount', 'Default AP Team' (search/select), 'Expense Amount Limit Without PO', 'Percent threshold PO overage allowed', and 'Language Preference'.

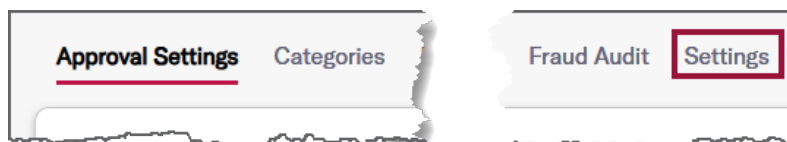
- A. Enter one or multiple **recipient email addresses** in the **Payment Remittance E-mail** field.
- B. Click the **Submit** button.

## Configure Payment Due Dates

Corpay Complete's payments automation includes a **Payment Scheduling Window** feature that helps Customers submit payments on time.

Complete the following steps to configure payment due dates using the **Payment Scheduling Window** feature.

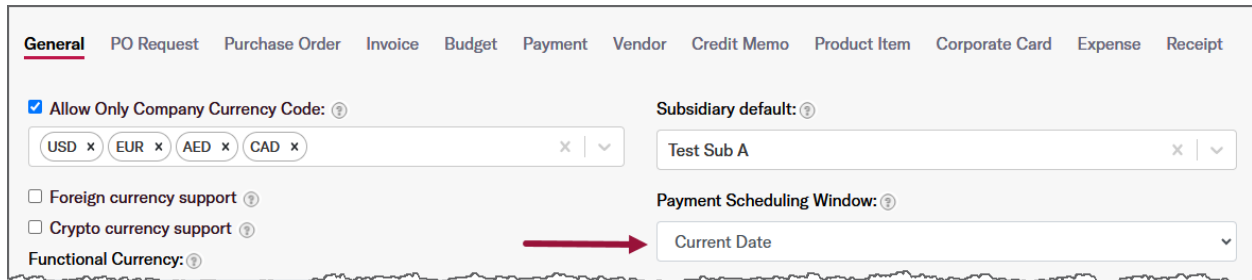
1. From the **Administration** module, click the **Settings** tab.



2. On the **Settings** page, click the **Company Default** tile. The **Company Default** page will open with the **General** tab selected.

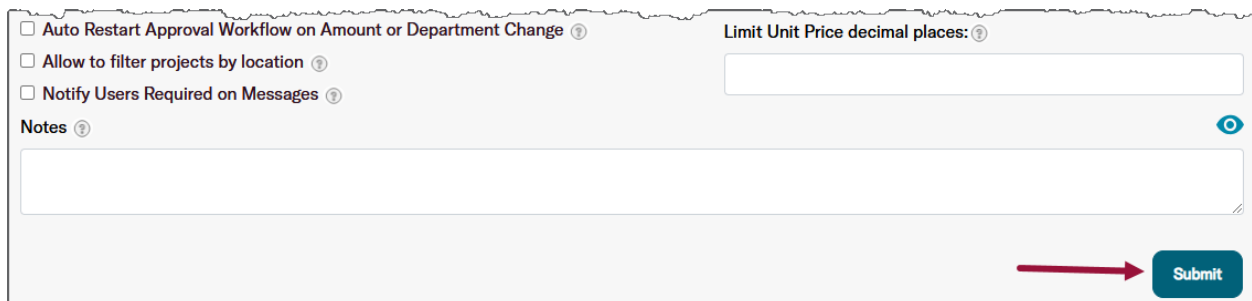


3. On the **General** tab, select the **Payment Scheduling Window** drop-down and choose from the following options:



- **Auto** – The **Payment Date** will be calculated based on the **Payment Method Type** and invoice **Due Date**.  
**Note:** This option is chosen by default if Corpay makes payments on behalf of your Company.
- **Current Date** – The **Payment Date** will be set to the **current date**.
- **Invoice Due Date** – The **Payment Date** will be set to the invoice **Due Date**.
- **3 Days before Invoice Due Date** – The **Payment Date** will be set to three days before the invoice **Due Date**.

4. Click the **Submit** button.



## Configure Standard Payment Return File Delivery

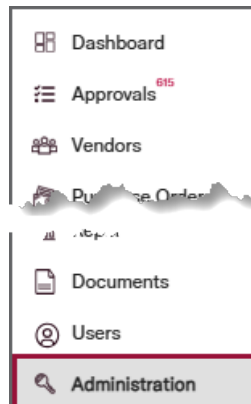
Companies can configure Corpay Complete to automatically email [Standard Payment Return Files](#) after payment processing is successfully completed. Files are generated after payment processing confirmation is received and remain available in the [Documents](#) section of the [Payment Run Details](#) page.



Standard Payment Return Files are not Reports module reports and cannot be scheduled, regenerated manually, or deleted by users. Existing file versions remain available for audit and reconciliation purposes.

To configure Standard Payment Return File email delivery:

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



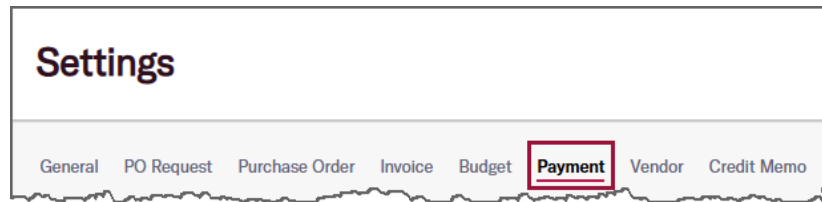
2. Click the **Settings** tab.



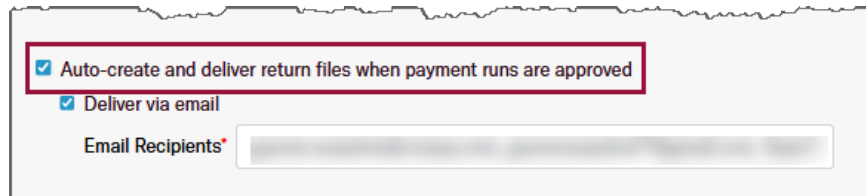
3. Click the **Company Default** tile.



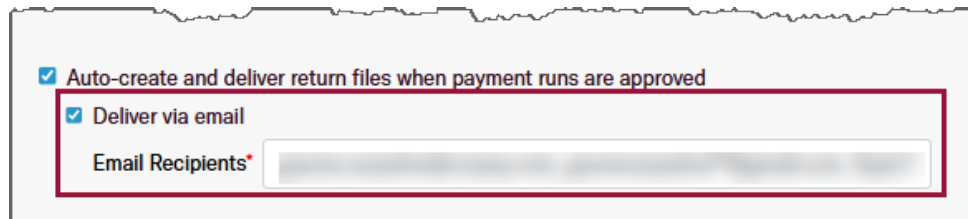
4. Click the **Payment** tab.



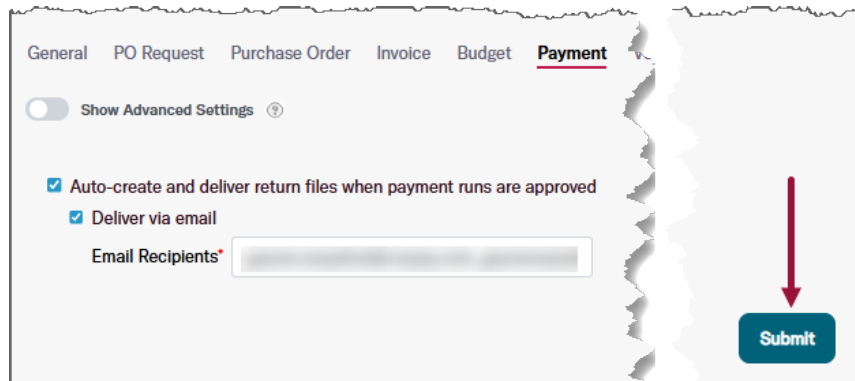
5. Select the **Auto-create and deliver return files when payment runs are approved** checkbox.



6. To receive a copy of return files via email, select the **Deliver via email** checkbox. Then, key in the **email recipient(s)** who should receive the **Standard Payment Return File notifications** in the **Email Recipients** field.



7. Click **Submit**.



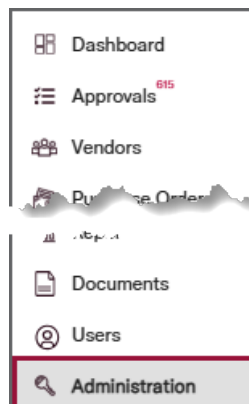
## Configure Payment Grouping by External Payment Number

Companies can configure Corpay Complete to group invoices and credit memos into the same payment using the External Payment Number.

When enabled, invoices and credit memos that contain the same External Payment Number are grouped into the same payment during payment processing. This configuration supports payment reconciliation and reduces the need for manual payment grouping.

To configure payment grouping by External Payment Number:

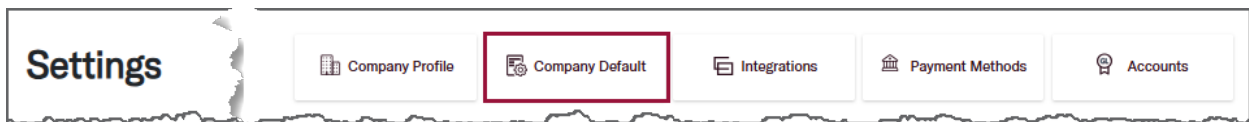
1. Click the **Administration** module from the left-side navigation pane.



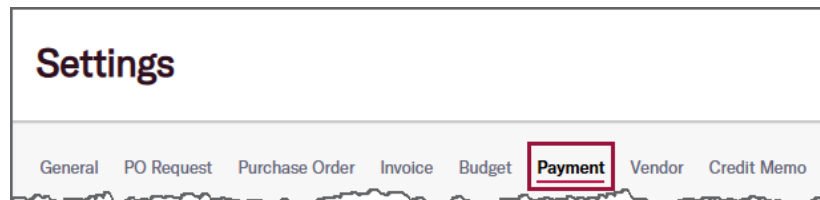
2. Click the **Settings** tab.



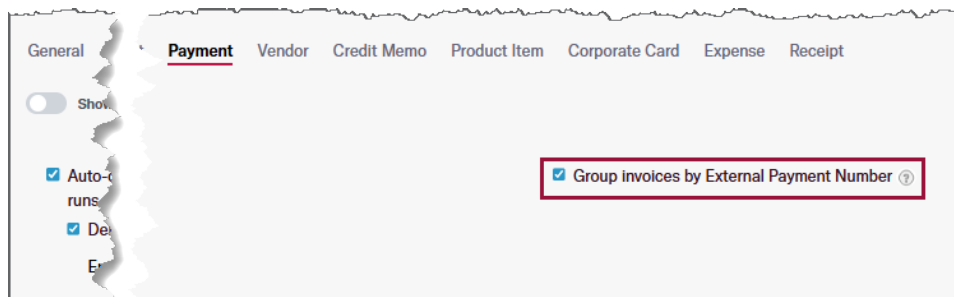
3. Open the **Company Default** tile.



4. Click the **Payment** tab.



5. Select the **Group Invoices by External Payment Number** checkbox.



6. Click **Submit**.

The image shows a screenshot of a software interface with a light gray background. At the top, there is a horizontal navigation bar with several tabs: "General", "PO Re...", "ct Item", "Corporate Card", "Expense", and "Receipt". Below the navigation bar, there are several settings or options. On the left side, there is a toggle switch labeled "Show Adv..." which is currently turned off. Below it, there are three checked options: "Auto-create runs are app...", "Deliver via", and "Email Re...". On the right side, there is a checked option: "Group invoices by External Payment Number" with a small question mark icon to its right. At the bottom right of the interface, there is a dark blue button with the word "Submit" in white text. A red arrow points downwards towards the "Submit" button.