



Corpay Complete Payments Module User Guide

Version 2.2

© 2026

© 2026 Corpay. All Rights Reserved.

This document is the proprietary and confidential information of Corpay and may not be disclosed, duplicated, or distributed without the prior written consent of Corpay.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means—electronic, mechanical, photocopying, recording, or otherwise—without the express written permission of Corpay.

All product names, trademarks, and registered trademarks are the property of their respective owners and are used for identification purposes only. Use of these names, trademarks, and brands does not imply endorsement.

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.
2.2	07/24/2026	Renamed Import Bulk Payments Using Bulk Operations 2.0 to Upload and Review Payment Files in Bulk Operations 2.0; revised content in this section. Added Review Possible Duplicate Invoices from a Payment File section.

Table of Contents

Overview	1
Payment and Payment Run Definitions	1
Module Overview	1
Configuration and Roles Overview	1
Payment References and Grouping	2
External Payment Number	2
Payment Reference Number	2
Purchaser Account Number	3
Payments Module Dashboard	3
Credit Summary	4
Unprocessed Virtual Cards	5
Estimated Debit Dates	6
Payment Methods By Vendor	7
Payments Tab	8
Action Area	8
Payments Grid	10
Payment Status	10
Vendor and Payment Guidance	11
Amounts and Dates	12
Payments Requiring Review	13
From the Payments Grid to Payment Details	13
Payment Details	14
Pending Payment Action Buttons	14
Processing Payment Action Buttons	15
Cleared Payment Action Buttons	15
Payment Info Tab	16
Accounts Tab	19
Payment Method Tab	21
Payment History Tab	23
Invoices Tab	24
Credit Memos Tab	25
Approval Workflow	25
Sync Errors	28
Force Syncing a Payment	29

Payments Linked to Invoices Tab.....	30
Payments Linked to Invoices Grid	30
Action Area	30
Payments Linked to Invoices Grid – Part 1.....	31
Payments Linked to Invoices Grid – Part 2.....	31
EFT/EDI Payments Transfer Tab	32
EFT/EDI Payments Transfer Grid	32
EFT/EDI Payments Transfer Details	33
Action Area	33
EDI Payment Info.....	34
Linked Payments	35
Transfer Info	36
Edit an EDI Payment	37
Payment Runs Tab	39
Action Area.....	39
Payment Runs Grid	40
Payment Runs Grid – Part 1	40
Payment Runs Grid – Part 2	41
Payment Run Details.....	42
Action Area	42
General Info Tab.....	43
Payment Run Schedule Pane	44
Approval Workflow.....	45
Payments Tab	47
Invoices Tab	48
Credit Memos Tab.....	49
Documents	50
Standard Payment Return File	50
Data Audit Log.....	51
Activities	52
Rebates Tab	52
Action Area.....	53
Rebates Grid	54
Payment Tasks	55
Create and Submit a Payment Run	55

Add a Payment.....	60
Edit a Payment.....	66
Remove Invalid Invoices and Resubmit a Payment Run.....	71
Exclude Payments from a Payment Run	73
Void a Payment Run.....	77
User Roles	77
Prerequisites.....	77
Manage Partial Payment Refunds	79
Partial Payment Refund Statuses	80
Find Payments with Partial Refunds.....	80
View Partial Payment Refund Details.....	81
Reconcile a Payment with a Pending Partial Refund.....	82
Start or Restart an Approval Workflow.....	86
Update an Approval Workflow	89
Process Credit-Settled Invoices (\$0.00 Invoices).....	92
Download Rebate Data	93
Download a Rebate Statement	94
Download All Rebates.....	95
Payment and Payment Run Statuses.....	95
Payment Statuses	95
Payment Run Statuses.....	97
Reports Module for Payments.....	97
Reports Tab.....	98
Existing Reports Grid.....	99
Create a Report	100
Recurring Reports Grid.....	102
Schedule a Recurring Report.....	103
Payments Module Report Table	106
Export Payment Settlement Files.....	107
Prerequisites.....	107
Export a Single Payment Settlement File	108
Schedule a Recurring Payment Settlement File	112
Administration Module for Payments.....	115
Roles and Permissions.....	115
Roles and Permissions Overview.....	115

Upload and Review Payment Files in Bulk Operations 2.0116

Review Possible Duplicate Invoices from a Payment File122

Add Recipients to Payment Remittance Emails134

Configure Payment Due Dates135

Configure Standard Payment Return File Delivery.....137

Configure Payment Grouping by External Payment Number139

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**.

If an invoice or credit memo does not contain an External Payment Number, Corpay Complete uses the Invoice Reference Number for payment grouping when that value is available.



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 a separate field from the following values, even though the Invoice Reference Number may be used as a fallback for payment grouping when no External Payment Number is available:

- 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.

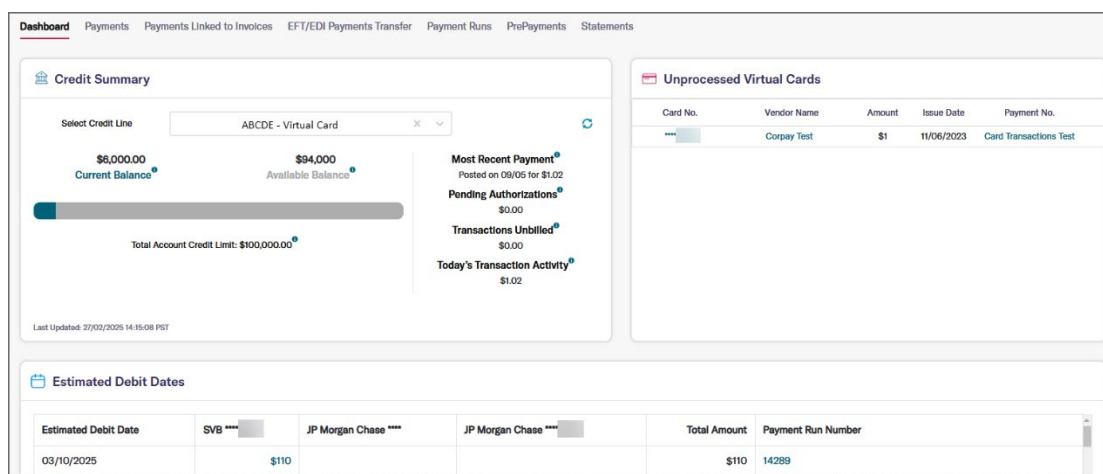
Companies commonly use the Purchaser Account Number to identify a specific Customer account associated with a Vendor during payment processing and reconciliation workflows.

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**.

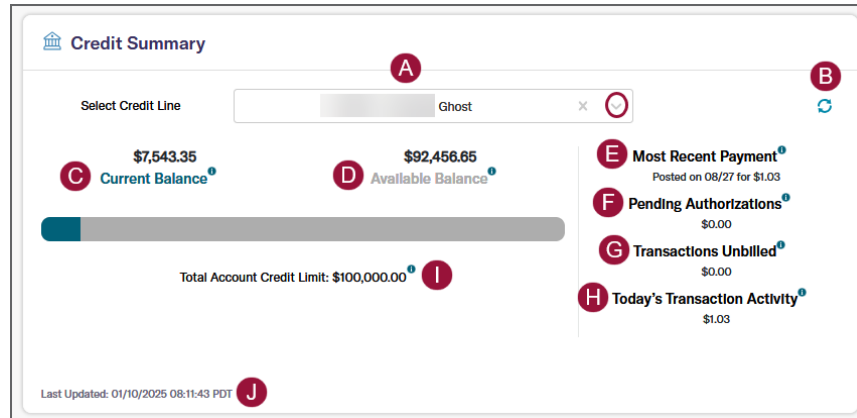
Payments Module Dashboard

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 Card No.	B Vendor Name	C Amount	D Issue Date	E 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.

\$10	Amounts By Payment Method			
\$350	ACH	Check	CorpayCard	International
\$110	\$0	\$350	\$0	\$0

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

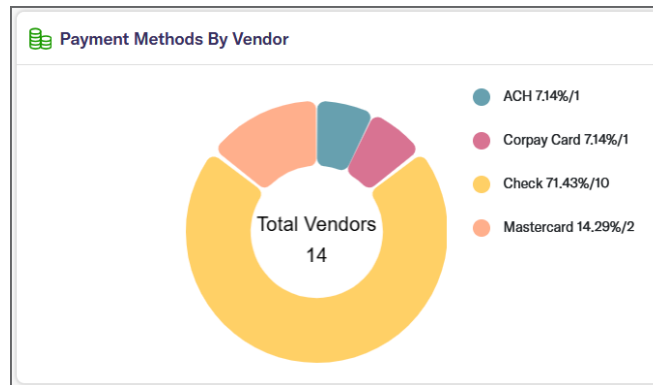
- D. **Payment Run Number** – This column shows the **payment run number(s)** that are scheduled to be debited on the **Estimated Debit Date**.

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

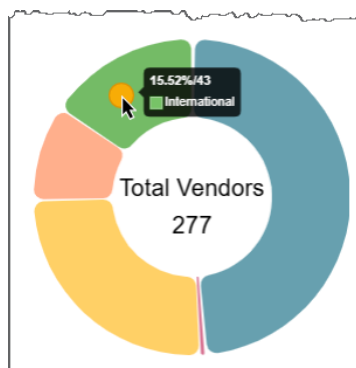
Total Amount	Payment Run Number
\$110	14289

Payment Methods By Vendor

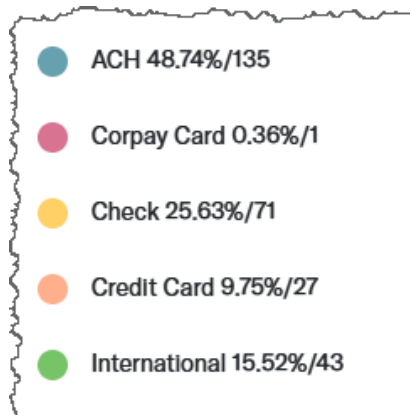
The **Payment Methods By Vendor** pane displays a **breakdown of payment methods by Vendor** so that Companies can easily identify top payment methods. A payment method will only be displayed if there is at least one Vendor who accepts that payment method.



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.

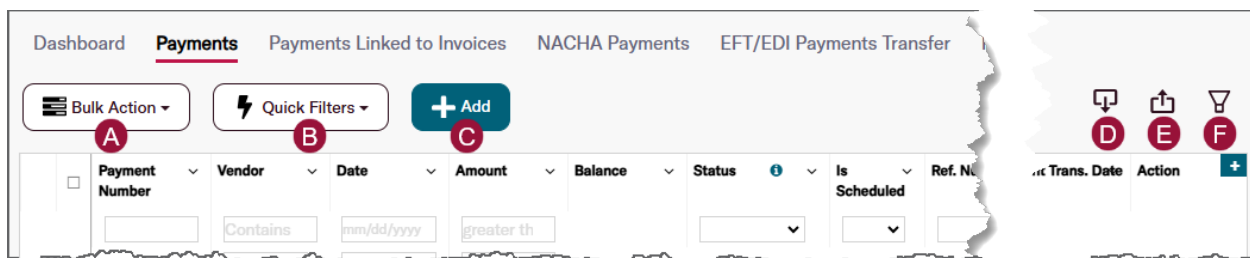


Payments Tab

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.

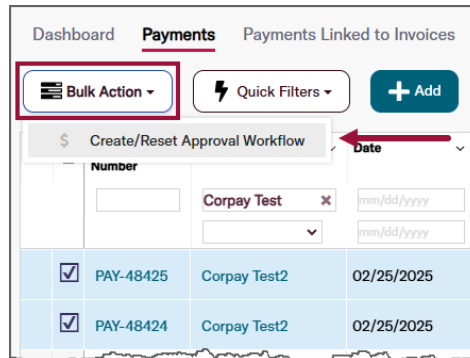
Action Area

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



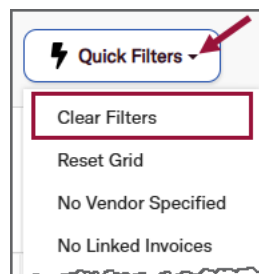
Payment descriptions begin on the next page.

- 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.

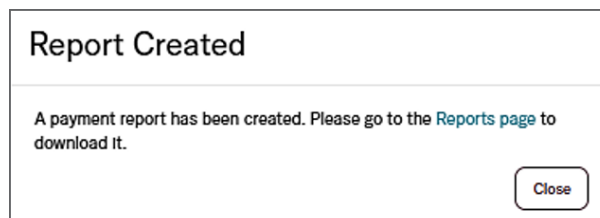


- If an approval workflow **exists**, it will be restarted.
- If an approval workflow **does not exist**, users will be prompted to create one.

- 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.



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

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
☐		Corpay Test		greater than less than		ALL PENDING REJECTED APPROVED PROCESSING CLEARED FAILED VOID VOID (REFUNDED) PROCESSING (REISSUED) CLEARED (REISSUED) CLEARED (PARTIAL REFUND) CLEARED (PENDING PARTIAL REFUND) ACTIVE SCHEDULED PENDING	☐	
☐	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
☐						CLEARED (PENDING PARTIAL REFUND)		
☐						ACTIVE		
☐						SCHEDULED		
☐						PENDING	yes	

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

Payment Runs

PrePayments

Statements

Bulk Action

Quick Filters

+

Add

☐	Payment Number	Vendor	Date	Amount	Balance	Status	Originating Account	Payment Trans. Date	Action	+
☐	13307	Corpay Test	mm/dd/yyyy greater than mm/dd/yyyy less than							
☐	PAY-133079	Corpay Test	01/06/2026	\$35.00	\$0.00	PENDING	SVB			
☐	PAY-133078	Corpay Test2	01/06/2026	\$31.00	\$0.00	VOID	JP Morgan Chase ...			
☐	PAY-133077	Corpay Test2	01/06/2026	\$21.00	\$0.00	CLEARED	JP Morgan Chase ...			
☐	PAY-133076	Corpay Test	01/06/2026	\$21.00	\$0.00	PENDING	SVB			
☐	PAY-133075	Corpay Test	01/06/2026	\$33.00	\$0.00	PENDING	SVB			
☐	DIS-13307	Corpay Test	10/20/2024	\$3.00	\$0.00	APPROVED				

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.

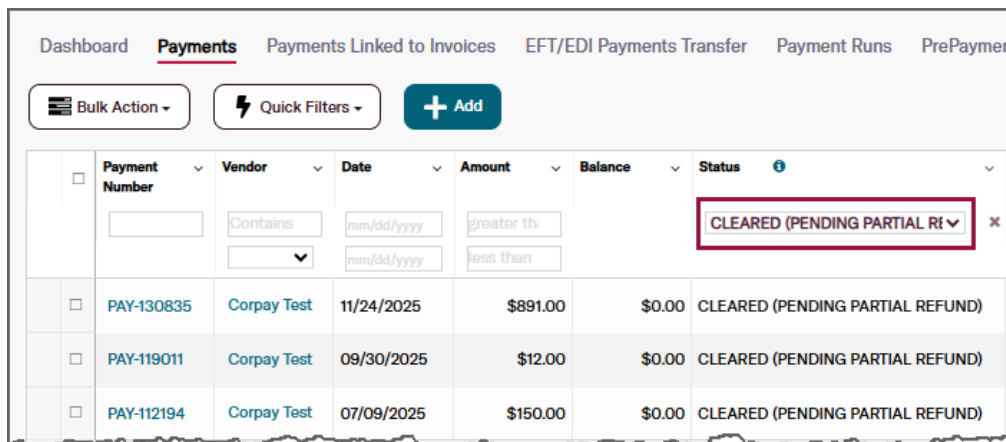
Dashboard Payments Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs PrePayments Statements								
Bulk Action ▾		Quick Filters ▾		+ Add				
	Payment Number ▾	Vendor ▾	Date ▾	Amount ▾	Balance ▾	Status ⓘ ▾	Payment Settlement Date	Estimated Delivery Date ⓘ
		Corpay Test ✕	mm/dd/yyyy mm/dd/yyyy	greater than less than		▾		
☐	PAY-133080	Corpay Test2	01/06/2026	\$31.00	\$0.00	PROCESSING (...)		01/08/2026
☐	PAY-133079	Corpay Test	01/06/2026	\$35.00	\$0.00	PROCESSING (...)		01/23/2026
☐	PAY-133078	Corpay Test2	01/06/2026	\$31.00	\$0.00	VOID (REFUND...)		
☐	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 application interface for managing payments. 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 dropdown arrow), Quick Filters (with a lightning bolt icon and a dropdown arrow), and Add (with a plus icon). The main area is a table with the following columns: Payment Number, Vendor, Date, Amount, Balance, and Status. The Status column has a dropdown arrow and an information icon. The first row of data is highlighted. The status 'CLEARED (PENDING PARTIAL REFUND)' is highlighted with a red box.

	Payment Number	Vendor	Date	Amount	Balance	Status
☐		Contains	mm/dd/yyyy	greater th		CLEARED (PENDING PARTIAL REFUND)
☐	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**.

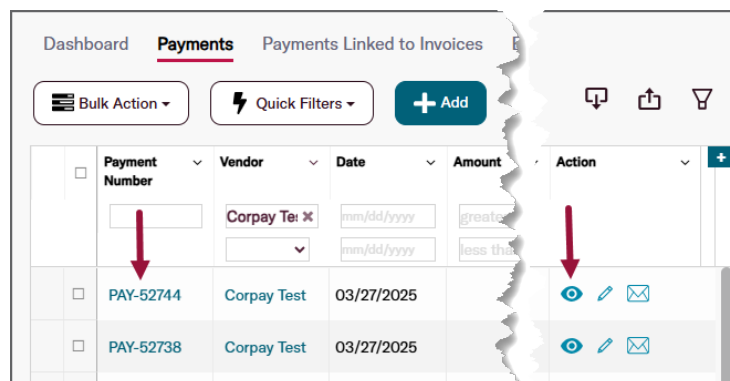
The following section describes the Payment Details page and explains how it supports deeper review when additional context is needed.

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.

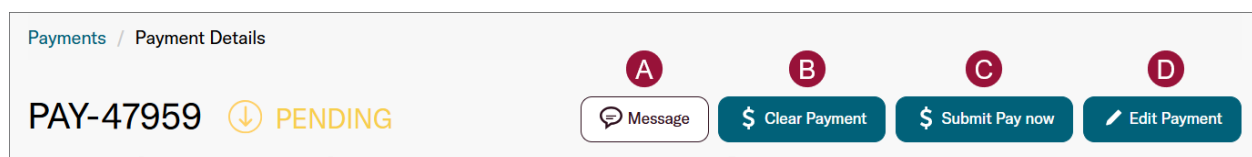
To access the **Payment Details** page, click the **Payment Number** link or **View**  icon in the **Action** column.



	Payment Number	Vendor	Date	Amount	Action
		Corpay Test			
☐	PAY-52744	Corpay Test	03/27/2025		  
☐	PAY-52738	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

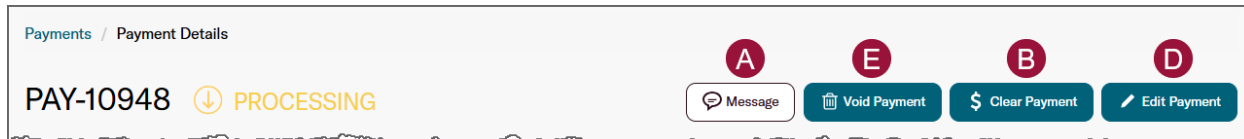
A  Message

B  Clear Payment

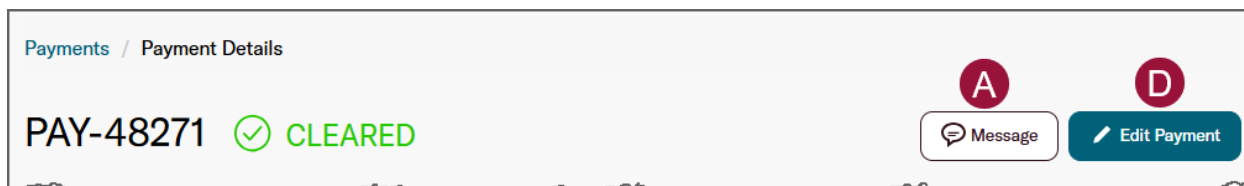
C  Submit Pay now

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 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.

- 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:
- J Payment Trans Date:
- K Payment Status:
- L Payment Run Batch Number: 13839
- M Authorization Code:
- 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

EDl Payment Info

Batch Number: 11151

Total Amount(s): USD

Payment Count: 3

Submitted Count: 3

Message Id: 84bd12fe2ee8

Service Name: BOA_PAYMENT

File Name: /incoming/ _ACCRU_XML_ .xml

Created At: 03/07/2024 12:46 PM

File Output At: 03/07/2024 3:03 PM

Transferred At: 03/07/2024 3:03 PM

Transferred To: 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					
ACCOUNTS								
A Account Type	B Account	C Amount	D Department	E Business Unit	F Location	G Project	H Inter Company	I 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](#).

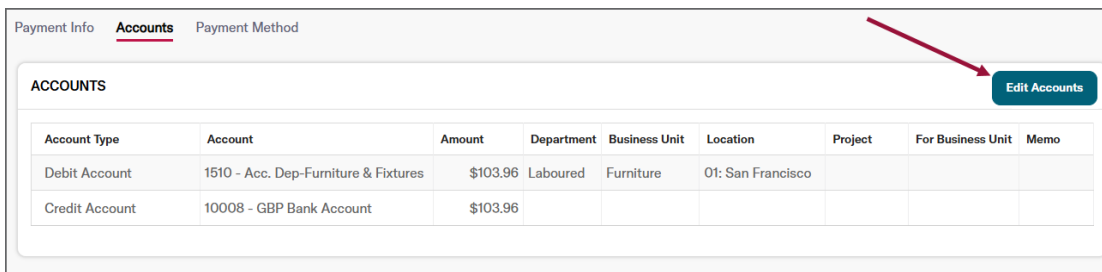
A. **Account Type** – This field contains the **type of GL account**.

- **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.



Payment Info **Accounts** Payment Method

ACCOUNTS

Account Type	Account	Amount	Department	Business Unit	Location	Project	For Business Unit	Memo
Debit Account	1510 - Acc. Dep-Furniture & Fixtures	\$103.96	Laboured	Furniture	01: San Francisco			
Credit Account	10008 - GBP Bank Account	\$103.96						

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: Labourer (dropdown)

Location: 01: San Francisco (dropdown)

Business Unit: Furniture (dropdown)

Memo: (text area)

+ Add Account (button)

Cancel (button) **Save** (button)

Debit Accounts* (Secondary Window):

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 Info Accounts **Payment Method** Payment History

PAYMENT METHOD

Bank (A) **Type** (B) **Account Type** (C) **Currency** (D) **Bank Address** (E)

Bank of America	ACH	checking	USD	
-----------------	-----	----------	-----	--

Edit Method (F) (button)

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.

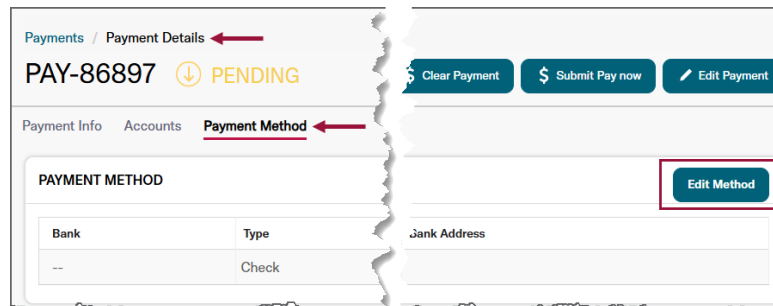
F. **Edit Method – Direct Banking** Customers can click the **Edit Method** button to open the **Payment Method** dialog, where users can edit details about the payment method, such as the **Account Holder** and **Account Number**.

- 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.

A screenshot of the 'Payment Method' dialog box. It has a title bar 'Payment Method' with a close button. The form contains several fields: 'Payment Method From:' with a dropdown menu showing 'achc'; 'Payment Method To:' with a dropdown menu showing 'ACH - Bank Account'; 'Account Holder:' with a text input field containing 'MIKE'; 'Account Number:' with a text input field containing '****1234'; 'Account Type:' with a dropdown menu showing 'Checking'; 'Bank Routing #:' with a text input field containing '123456789'; 'Bank Name:' with a text input field containing 'SILICON VALLEY BANK'; and 'Delivery Method:' with a dropdown menu showing 'Same Day'. At the bottom right, there are 'Cancel' and 'Save' buttons.

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.

Payment Info

Accounts

Payment Method

Payment History

PAYMENT HISTORY

A

B

C

D

E

F

G

H

I

J

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

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**.

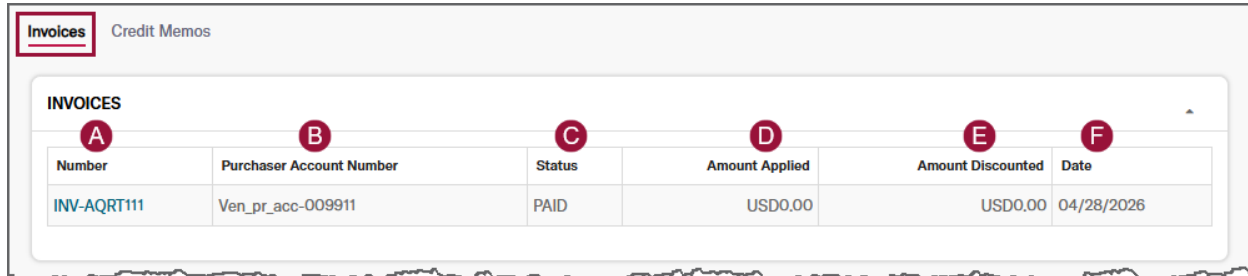
H. **Amount** – This field contains the **amount of the payment**.

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.



INVOICES					
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.

Invoices

Credit Memos

VENDOR CREDITS

A Number	B Status	C Amount	D Amount Applied	E Invoice	F 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.](#)

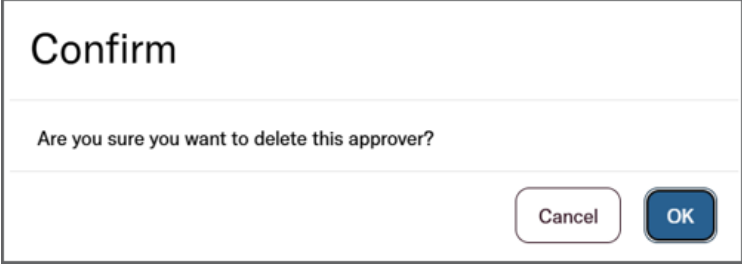
- A. **Approval Steps** – This field contains the Company’s **internal name** for the approval workflow.
- B. **Last Updated Date** – This field contains the **last time** the account was **updated**. Typically, this date refers to the date when the payment was sent for approval, as this process is considered 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**.

Approval Details ×

Approver	Corpay Test <i>(approved by Corpay Test)</i>
Date	01/14/2025 11:47 AM EST
Status	Approved ?
Notes	No notes available.

- **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.



Confirm

Are you sure you want to delete this approver?

Cancel 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.



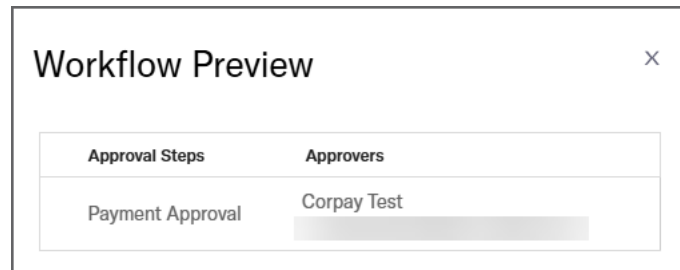
Confirm

Are you sure you want to delete and restart the approval workflow?

Cancel 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.



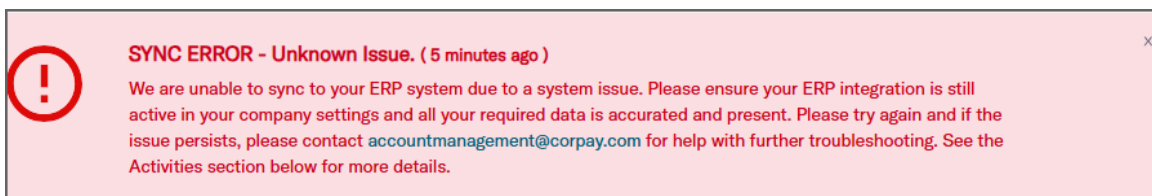
- M. **Delete** – Click the **Delete**  icon to delete the entire workflow. The **Confirm** dialog will display, asking if the user wants to delete the entire approval workflow. If the user clicks **OK**, the approval workflow is deleted.

- **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 for assistance.

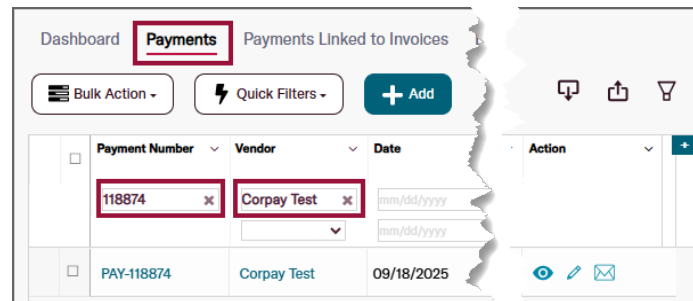
To assist Corpay with the request, provide the **Number** of the **Purchase Order**, **Invoice**, or **Payment** with the email.



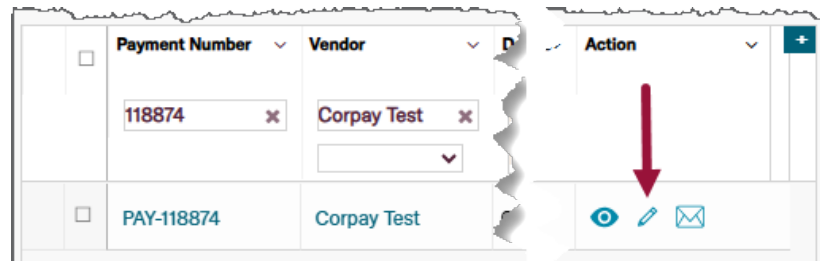
Force Syncing a Payment

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.

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**.

A screenshot of the 'Edit Payment' form. The form has a title bar with 'Edit Payment' and a close button. Below the title bar are tabs for 'Main' and 'Accounts'. The 'Main' tab is selected. The form contains several input fields: 'Amount' with a value of '24', 'Reference Number', and a checkbox labeled 'Do not push to ERP'. Below this, there is a checkbox labeled 'Force Sync with ERP' which is checked. A red arrow points to this checkbox. At the bottom right, there is a 'Submit' button.

Edit Payment

Main Accounts

Subsidiary* Test Sub B x v

Status PENDING v

Cancel Submit

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.

Dashboard Payments **Payments Linked to Invoices**

Quick Filters A

Clear Filters

No Vendor Associated

No PO Associated

PO Number ↗ 2 v Payment Number v Balance +

B

- 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.

Dashboard	Payments	Payments Linked to Invoices	NACHA Payments	EFT/EDI Payments Transfer	Payment Runs
⚡ Quick Filters ▾					
Vendor Name A	PO Number B	Payment Number C	Invoice Number D	Invoice Date E	Payment Date F
Test Vendor	(No PO Associated)	PAY-84275	INV-106222	01/08/2025	01/08/2025
Test Vendor	(No PO Associated)	PAY-84276	INV-106222	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.

Gross Invoice Amount F	Gross Payment Amount G	Amt Applied To Invoice H	Current Invoice Balance I	J
\$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.

Payments Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs PrePayments									
⚡ Quick Filters ▾									
	A Label ▾	B Created Time ▾	C Batch Number ▾	D Service Name ▾	E Status ▾	F File Name ▾	G File Output Time ▾	H Action ▾	+
☐	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.

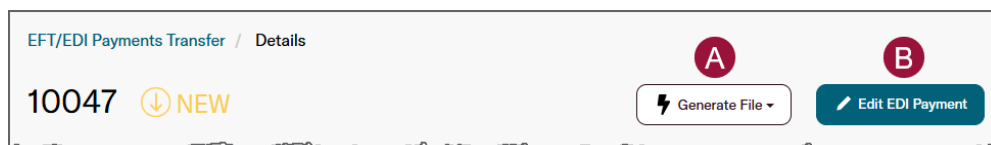
EFT/EDI Payments Transfer Details

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.

The screenshot shows a window titled "EDI Payment Info" with a list of fields arranged in two columns. Each field is preceded by a red circular icon containing a white letter. The fields are as follows:

Label	Field Name	Value
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.

A screenshot of a form titled "EDI Payment Info" with a light gray background and a white border. It contains four labeled fields:

- J** Remit From Acct No: ****
- K** Originating Account: Bank of
- L** Payment Method Type: aus-pay-net
- M** Description: qa

- 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.

A screenshot of a table titled "Linked Payments" with a light gray background and a white border. The table has eight columns and one row of data. Above the table, there is a button labeled "Reset Payments" with a red circle 'A' next to it. The columns are labeled with red circles B through I:

B	C	D	E	F	G	H	I
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. **Pymt 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).

Transfer Info AUS_EFT_PAYMENT next run batch number: 10157					
A	B	C	D	E	F
Service Name	Interval	Last Runtime	Remote Server	Destination File*	Email Notification
There are no schedule created.					

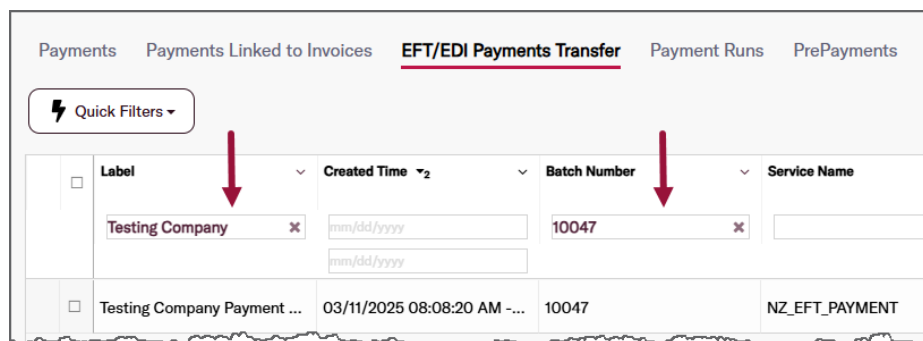
- A. **Service Name** – This column contains the **name of service**, which is typically the type of integration used for the EFT/EDI payment.
- B. **Interval** – This column contains the **interval**, or **schedule**, at which the EFT/EDI payment will occur if applicable.
- C. **Last Runtime** – This 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:

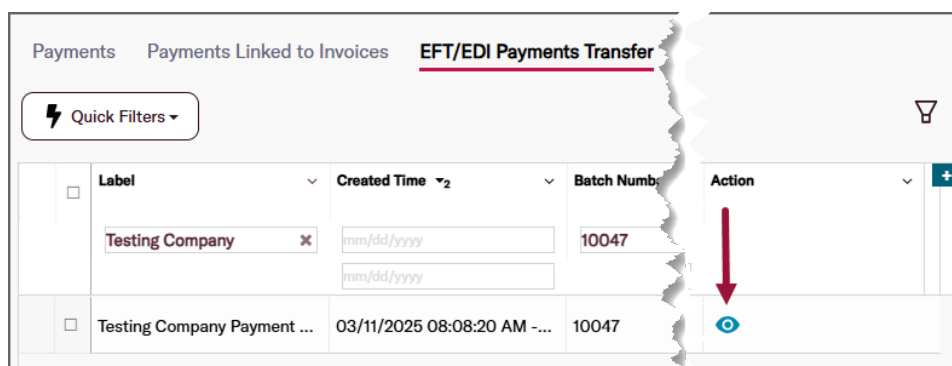
1. Use the **filter fields** to search for the **EFT/EDI payment** in the **EFT/EDI Payments** grid.



The screenshot shows the 'EFT/EDI Payments Transfer' tab in the Corpay Complete interface. A 'Quick Filters' button is visible. The grid has columns: Label, Created Time, Batch Number, and Service Name. Red arrows point to the filter input fields for 'Label' and 'Batch Number'. The 'Label' filter contains 'Testing Company' and the 'Batch Number' filter contains '10047'. Below the filters, a table row is visible with the following data:

Label	Created Time	Batch Number	Service Name
Testing Company Payment ...	03/11/2025 08:08:20 AM -...	10047	NZ_EFT_PAYMENT

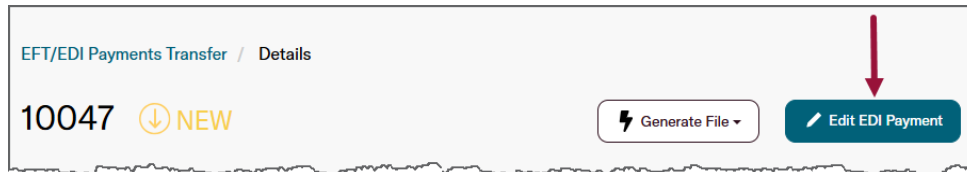
2. Click the **View**  icon in the **Action** column.



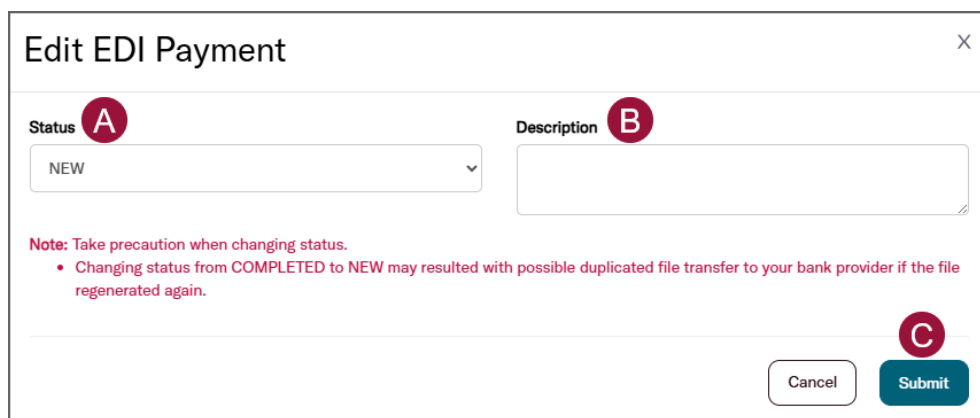
This screenshot shows the same grid as the previous one, but with an additional 'Action' column. A red arrow points to the 'View' icon (an eye) in the 'Action' column for the 'Testing Company Payment ...' row. The 'Action' column header has a dropdown arrow and a plus sign icon.

Label	Created Time	Batch Number	Action
Testing Company Payment ...	03/11/2025 08:08:20 AM -...	10047	

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



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.

- 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.

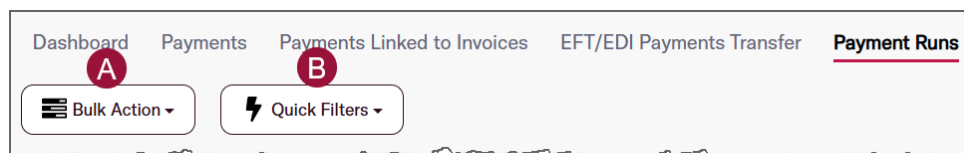
Payment Runs Tab

	Batch Number	Total Vendor	Submitter	Status	Action
☐					
☐	10307	1	Corpay Test	CLOSED	
☐	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.

- A. **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.
- B. **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

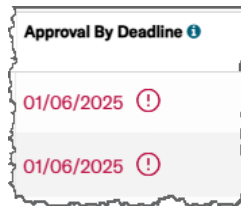
This section describes the first half of the columns in the **Payment Runs** grid.

	A Batch Number	B Total Vendor	C Submitter	D Status	E Approval By Deadline
☐	13530	1	Corpay Test	NEW	
☐	13618	2	Corpay Test	PENDING	

- A. **Batch Number** – This column contains the batch number for the payment run. Click the **Batch Number** link to open the **Payment Run Details** page.
- B. **Total Vendor** – This column contains the total number of Vendors being paid in the payment run.
- C. **Submitter** – This column contains the name of the person who submitted the payment run.
- D. **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.

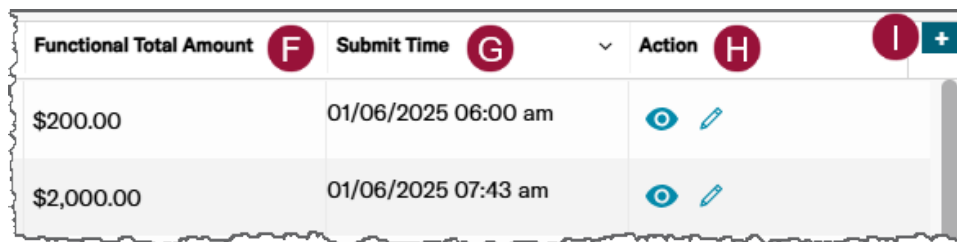
- If the **Approval By Deadline** is past, it shows in red with an alert icon. By default, the **Payment Runs** grid is sorted from oldest to newest using this date.



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 F	Submit Time G	Action H	I +
\$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**.

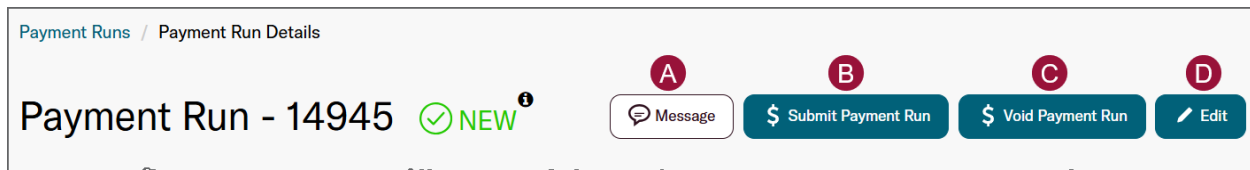
Payment Run Details

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 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 screenshot shows a 'General Info' tab with the following details:

Label	Value
A Batch Number:	10307
B Total Amount(s):	USD \$0.00
C Submit Date:	11/04/2024
D Total Vendors:	1
E Total Payment Count:	1
F Submitter:	Corpay Test

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.

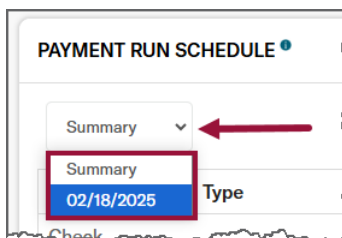
Payment Run Schedule Pane

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 RUN SCHEDULE			
Summary ▾ A			
Payment Method Type B	Originating Account C	Count D	Settlement Amount E
Check	SVB1 NVP MasterCard	2	USD \$1,100.00
Check	SVB2 NVP MasterCard	2	USD \$1,100.00
Total F		4	USD \$2,200.00

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**.

- 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 is the date when the payment run was sent for approval, as this process is considered an update.
- C. **Approved Date** – This field contains the **date** the payment run was **approved** by the listed approver(s).
- D. **Rejected Date** – This field contains the **date** the payment run was **rejected** by the listed approver(s).
- E. **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.
- F. **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.

Workflow Preview ×	
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 selected in a navigation bar. Below the navigation bar is a table titled 'PAYMENTS'. The table has 12 columns, each labeled with a letter in a red circle: A (Payment Number), B (Vendor), C (Employee), D (Payment Date), E (Status), F (Originating Account), G (Invoice Number), H (PO Number), I (Payment Method Type), J (Remittance), K (Amount), and L (Action). The first row of data shows: PAY-145322, qvABH Man..., 02/17/2026, PROCESSING, SVB, 2-17-2026-da..., Mastercard, a document icon, and \$90.00. The table includes search filters for Vendor (Contains), Payment Date (mm/dd/yyyy), and Amount (greater than, less than). At the bottom, there are pagination controls showing '1 / 1' and '25 Items per page', and a status '1 - 1 of 1 items'.

A	B	C	D	E	F	G	H	I	J	K	L
Payment Number	Vendor	Employee	Payment Date	Status	Originating Account	Invoice Number	PO Number	Payment Method Type	Remittance	Amount	Action
PAY-145322	qvABH Man...		02/17/2026	PROCESSING	SVB	2-17-2026-da...		Mastercard		\$90.00	

- 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.

A	B	C	D	E	F	G	H	I	J	K	L	M
Number	Vendor	Employee	Status	Amount	External Payment Number	Purchaser Account Number	Originating Account	Payment Method Type	Paid Date	Date	Error Status	Action
2-17-2026-da...	qvABH Man...		PAID	\$90.00				Check	02/17/2026	02/17/2026		

- 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

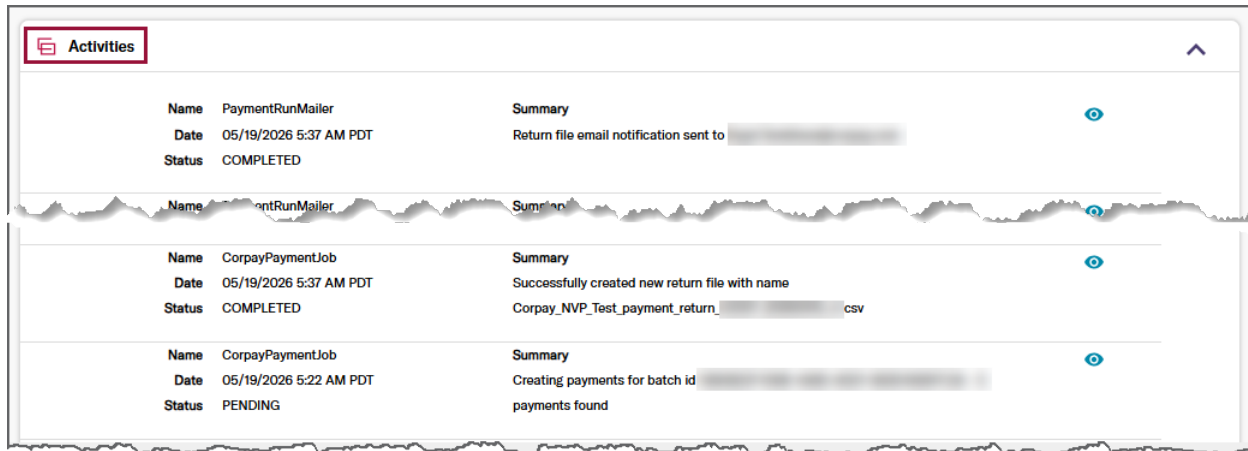
The **Data Audit Log** section provides a historical record of changes made to the payment run, including status updates, workflow activity, and processing changes.

Data Audit Log	
System 05/19/2026 5:37 AM PDT	Updated PaymentRun properties from {"filters": {"payable_now": true, "source_document": "27403", "summary": {"dates": {"05/19/2026": {"functional_currency": "USD", "amount_in_functional": 50, "PrintCheck": [REDACTED]}, {"count": 5, "amount": 50, "method": "PrintCheck", "account": "JP Morgan Chase", "currency_code": "USD", "currency_symbol": "\$"}}, "total": {"functional_currency": "USD", "amount_in_functional": 50, "PrintCheck": [REDACTED]}}
System 05/19/2026 5:32 AM PDT	Updated PaymentRun status from APPROVED to CLOSED
System 05/19/2026 5:32 AM PDT	Updated PaymentRun status from PENDING to APPROVED

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.



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

The screenshot shows the 'Rebates' section of a software interface. At the top is a navigation bar with links: Dashboard, Payments, Payments Linked to Invoices, EFT/EDI Payments Transfer, Payment Runs, PrePayments, Statements, and Rebates (highlighted). Below the navigation bar is a 'Quick Filters' dropdown menu (labeled A). To the right of the table is an 'Export Rebates' icon (labeled B). On the right side of the table are two buttons: 'Columns' (labeled C) and 'Filters' (labeled D). The table itself has four columns: Account Code, Month, Year, and Document. It displays several rows of rebate data. At the bottom of the table is a pagination bar with navigation arrows, a page number '1 / 1', a dropdown for '25' items per page, and a total count of '1-11 of 11 items'.

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

- 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.

Account Code A	Month B	Year C	Document D
W-65N, TX712	7	2026	Rebate
W-65N	7	2026	Rebate
TX711, W-65P, TX712	10	2025	Rebate

- 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.

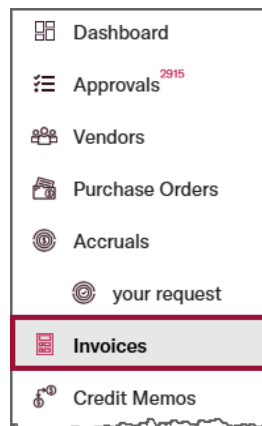
Payment Tasks

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.

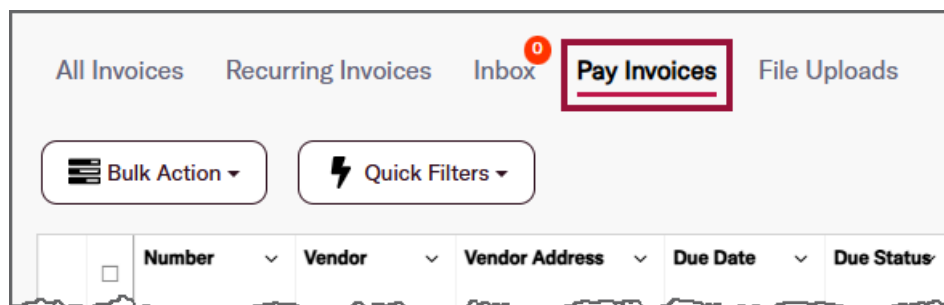
Create and Submit a Payment Run

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.



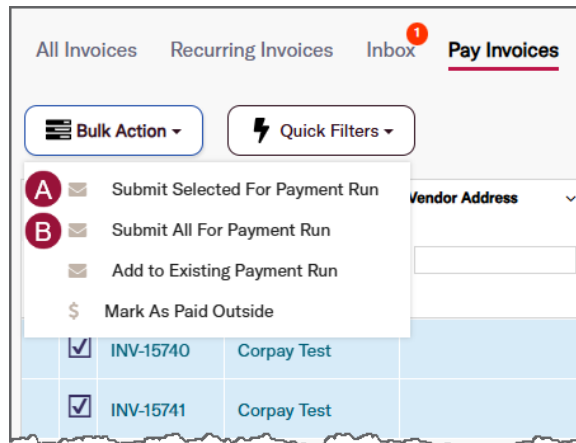
- To submit specific invoices for a payment run, select the **checkboxes** next to the invoices in the **Pay Invoices** grid.

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

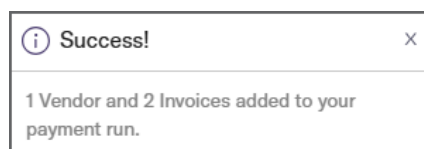
☐	Number	Vendor	Vendor Address	Due Date	Due Status	Amount	Original Amount	Net Available Discount	Payment Amount	Payment Date	Available Credits	Payment Method Type	Estimated Delivery Date	Payment Method Currency
		Corpay Te x		mm/dd/yyyy										
				mm/dd/yyyy										
☒	INV-15711	Corpay Test		02/25/2025	DUE TODAY	\$18.00			\$18.00	02/25/2025		Check		
☒	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 :		A Total Invoices Selected : 2				B Invoice Amount Selected : \$36				C Payment Amount Selected : \$36				
1 / 2971 25 items per page														

- 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:

Pay Invoices / New Payment Run Details

Review New Payment Run

Number	Vendor	Vendor Address	Due Date	Estimated Delivery Date	Due Status	Amount	Original Amount	Available Discount	Payment Amount	Process By Deadline	Payment Date	Available Credits	Payment Method Type	Payment Method Currency	Action
INV-15740	Corpay Test		03/20/2025	03/18/2025	NEW	\$18.00			\$18.00	03/04/2025	02/28/2025	\$ 50	Check	USD	X Remove
INV-15741	Corpay Test		03/20/2025	03/18/2025	NEW	\$18.00			\$18.00	03/04/2025	02/28/2025	\$ 50	Check	USD	X Remove
						total: \$36	total: 0	total: 0	total: \$36						

Total Items: 2

1 - 2 of 2 items

[Cancel Payment Run](#) [Add More Invoices](#) [Save for Later](#) [Submit for Approval](#)

- Click the **Payment Amount** field and enter a new **payment amount**, if applicable.
- Click the **Payment Date** field and enter a new **payment date**, if applicable.
- In the **Action** column, click the **Remove** button to remove an invoice from the payment run, if applicable.
- Click the **Cancel Payment Run** button to cancel the payment run. The invoices will be available for payment on the **Pay Invoices** tab.
- 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.

All Invoices Recurring Invoices **Pay Invoices** File Uploads

[Bulk Action](#) [Quick Filters](#) [+ Add to Payment Run](#) [Review Payment Run](#)

	Number	Vendor	Vendor Address	Due Date	Due Status	Amount	Original
☒	INV-14705-2	Corpay Test2		01/08/2025	PAST DUE	\$12.00	

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

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

The screenshot shows a table of invoices with columns: Number, Vendor, Vendor Address, Due Date, Amount, Available Credits, Payment Method Type, Payment Method Currency, and Action. Two invoices are listed: INV-15740 and INV-15741, both from Corpay Test, due 03/20/2025, for \$50 each, with a payment method of Check and currency of USD. Below the table, there are pagination controls showing '1' of '1' items per page, and a 'Cancel Payment Run' button. At the bottom right, there are three buttons: 'Add More Invoices', 'Save for Later', and 'Submit for Approval'. A red arrow points to 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 / 1 items per page

Cancel Payment Run

Add More Invoices Save for Later **Submit for Approval**

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

The screenshot shows the 'Bulk Invoice for Payment Run' dialog. It displays 'Payment Date(s): 02/28/2025'. A note states: '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.' At the bottom right, there are two buttons: 'Close' and 'Submit'. The 'Submit' button is highlighted with a red box.

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.

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.

The screenshot shows the updated 'Bulk Invoice for Payment Run' dialog. A green success message box at the top says: 'Congratulations - Your payments are being processed for \$20.00 :'. Below this, it shows '2 # of Invoices' and '1 # of Vendors'. The 'Payment Date(s):' is now '02/25/2025'. The same note about the approval workflow is present. At the bottom right, there is a 'Close' button. A red arrow points to the 'Close' button.

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

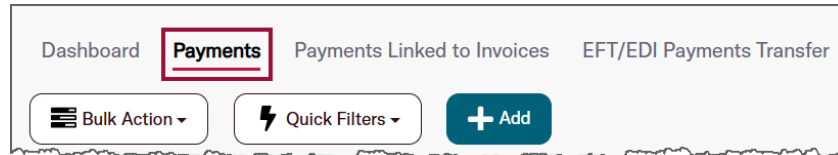
Note: Payment Run Approval Workflow is Detected! The selected invoice(s) will be submitted for payment run approval. After the payment run is approved by the final approver, it will be released for payment on the later of the final approval date or a future scheduled payment date.

Close

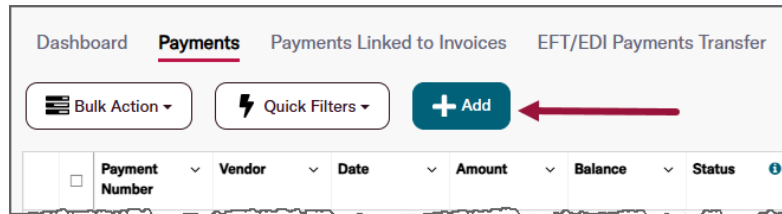
Add a Payment

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**.

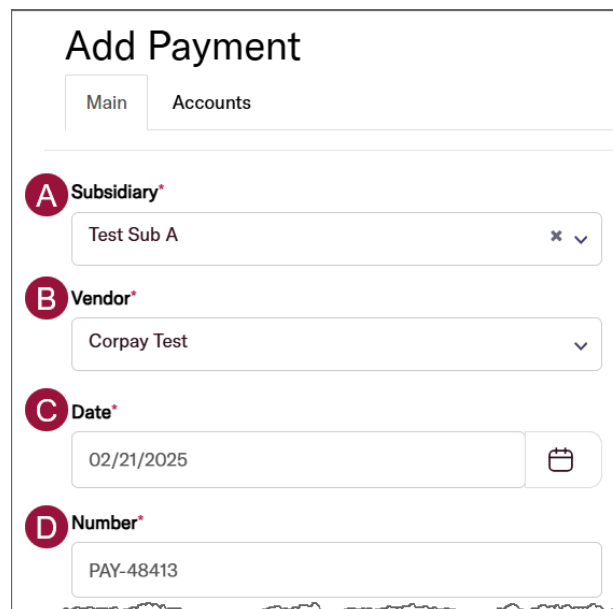
1. In the **Payments** module, click the **Payments** tab.



2. Click the **Add** button.

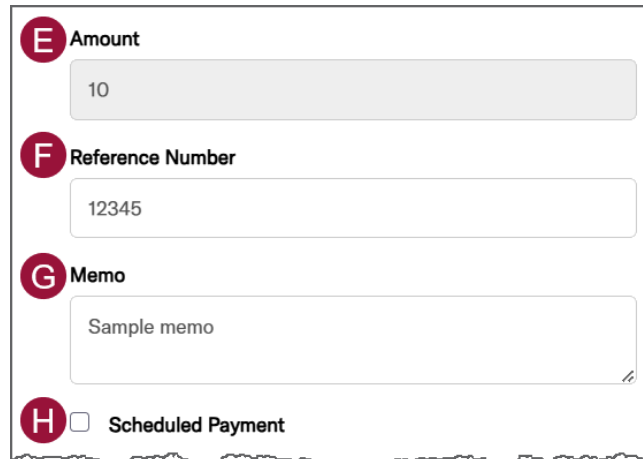


3. Complete the following fields on the **Main** tab of the **Add Payment** dialog:

A screenshot of a 'Add Payment' dialog box. At the top, there are two tabs: 'Main' and 'Accounts'. Below the tabs, there are four labeled fields: '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'. Each field label is preceded by a red circle containing a white letter (A, B, C, or D).

- 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**.

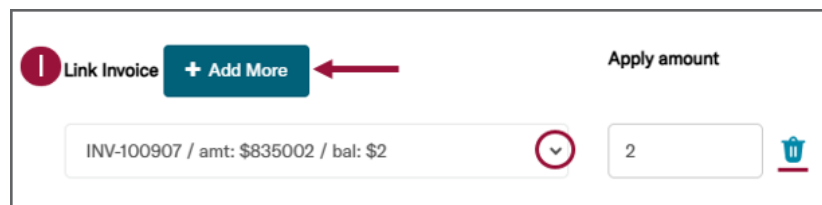
- C. **Date** – This field automatically populates to the **current date**. To schedule a payment for a future date, click the **date picker**  and select the upcoming date.
- D. **Number** – This field automatically populates with a **payment number**. Key in a new **payment number** if needed.



The screenshot shows a payment form with four labeled 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**: A checkbox labeled "Scheduled Payment", which 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 form:

- On the left, there is a "Link Invoice" button with a red exclamation mark icon and a "+ Add More" button. A red arrow points to the "+ Add More" button.
- Below these buttons is a text input field containing the value "INV-100907 / amt: \$835002 / bal: \$2". To the right of this field is a drop-down menu with a red circle around it.
- To the right of the drop-down menu is a text input field containing the value "2".
- To the right of the "2" field is a trash can icon.

- 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 fields and callouts:

- J Status**: A dropdown menu currently showing "PENDING".
- K External Id**: A text input field with a small edit icon (pencil) to its right.
- L Description**: A larger text input field.
- M**: A checkbox labeled "Do not push to ERP".
- N**: A checkbox labeled "Force Sync with ERP".
- O**: A checkbox labeled "Suppress Email Notification".

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.

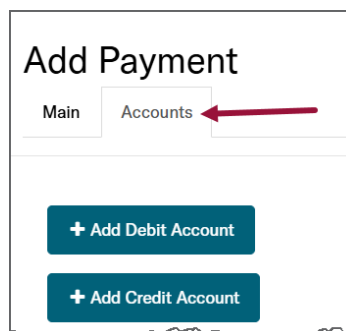
- After clicking the **External Id**  icon, click **OK** on the **Confirm** dialog. The **External Id** field is now editable.

The "Confirm" dialog box contains the following text:

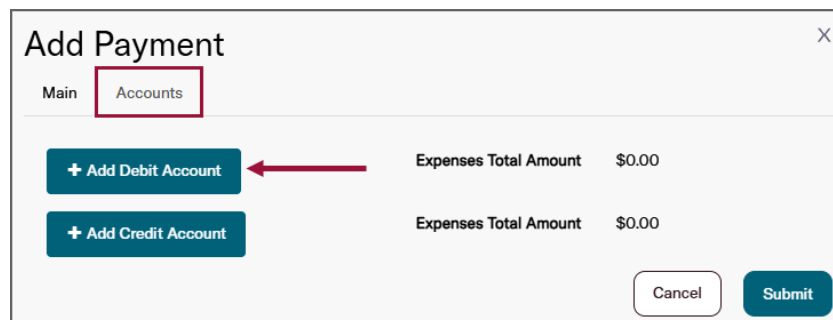
Are you sure you want to edit external id? You may NOT change it to blank. You can use a negative number. Please proceed with care ...

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.

The screenshot shows the 'Add Payment' form with the 'Accounts' tab selected. The 'DEBIT ACCOUNTS' section is visible, containing the following fields:

- Account*** (A): A search field with a dropdown arrow.
- Percent** (B): A numeric input field.
- Amount** (C): A numeric input field with a currency symbol (\$).
- Department** (D): A dropdown menu.
- Location** (E): A dropdown menu.
- Business Unit** (F): A dropdown menu.
- Inter Company** (G): A dropdown menu.
- Amortization Template**: A dropdown menu.
- Start Date**: A date input field with a calendar icon.
- End Date** (H): A date input field with a calendar icon.
- Memo** (I): A text area for notes.

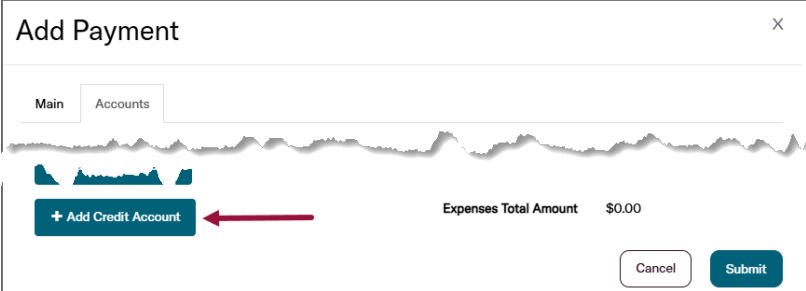
A red box highlights the 'Amortization Template', 'Start Date', and 'End Date' fields. A red arrow points to the 'CREDIT ACCOUNTS' section.

- 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.

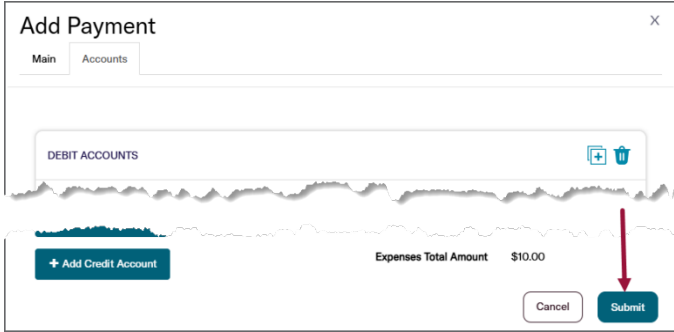
The screenshot shows the 'CREDIT ACCOUNTS' section of the 'Add Payment' form. The 'Account' field is visible, and the 'Percent' field is highlighted with a red box. A red arrow points to the 'CREDIT ACCOUNTS' section.

- 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.



8. Click **Submit**.



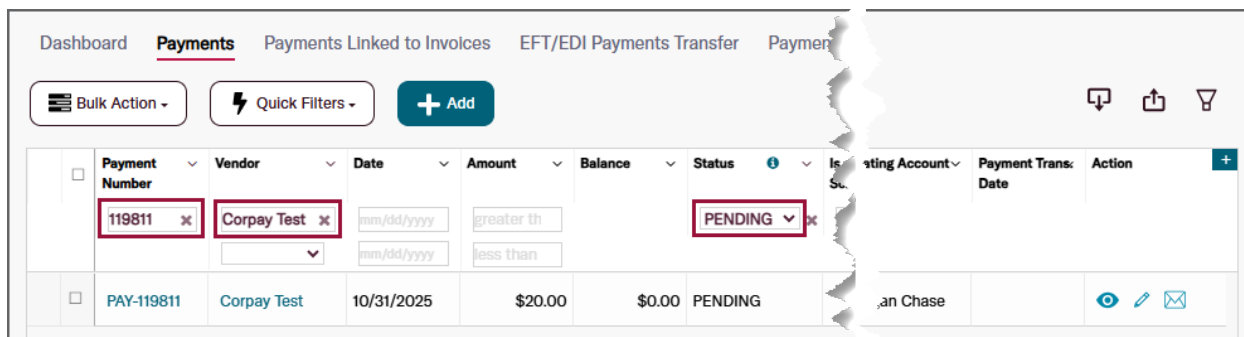
Edit a Payment

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.

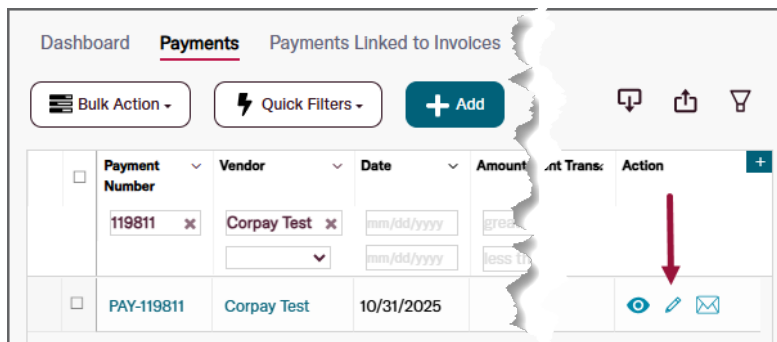
To edit an existing payment:

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.



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



3. 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

\$20.00

Applied Amount

\$20.00

Number of Invoices

1

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

+ Add Invoice

Cancel

Submit

67

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

Main

Accounts

Subsidiary*

Test Sub B

✕

▼

Vendor*

Corpay Test

▼

Date*

10/31/2025

📅

Number*

PAY-119811

Amount*

20

Reference Number

Test23523-10

Memo

☒ Scheduled Payment

Status

PENDING

▼

Currency Code

USD \$

▼

External Id

📝

Description

☐ Do not push to ERP

☐ Force Sync with ERP

☐ Suppress Email Notification

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:

The screenshot displays a user interface for managing payment allocations. At the top, a summary section shows 'Total Amount' as \$20.00, 'Applied Amount' as \$20.00, and 'Number of Invoices' as 1. Below this is a table with columns: 'Invoice Number', 'Invoice Amount', 'Open Balance', 'Applied Amount', and 'Action'. A single row is visible with 'Inv-2110-pol10' as the invoice number, \$20.00 as the invoice amount, \$0.00 as the open balance, and \$20.00 as the applied amount. The 'Action' column contains a trash can icon. Below the table is a '+ Add Invoice' button. At the bottom right are 'Cancel' and 'Submit' buttons. Red circular callouts A, B, C, and D are placed over the 'Invoice Number', 'Applied Amount' input field, trash icon, and '+ Add Invoice' button respectively.

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

- 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.

6. 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

MainAccounts

DEBIT ACCOUNTS

Account*

2000 - Accounts Payable - _accountsPayable

Percent

100

Amount*

\$ 20

Department

-- Select Department --

Location

-- Select Location --

Business Unit

-- Select Business Unit --

Memo

+ Add Debit Account

Expenses Total Amount \$20.00

CREDIT ACCOUNTS

Account*

12345 - Savings : Abc - _bank

Percent

100

Amount*

\$ 20

Department

-- Select Department --

Location

-- Select Location --

Business Unit

-- Select Business Unit --

Project

-- Select Project --

Memo

+ Add Credit Account

Expenses Total Amount \$20.00

Cancel

Submit

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

Remove Invalid Invoices and Resubmit a Payment Run

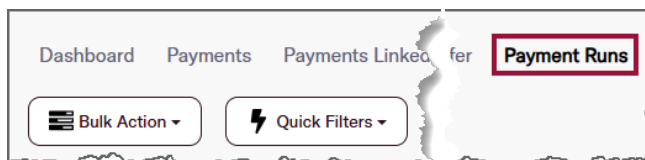
If a payment run fails due to invalid invoices, users can remove the invalid invoices and resubmit the rest. The system will process the resubmitted invoices as a new payment batch and keep a record of the history and activity of the payment run.



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.



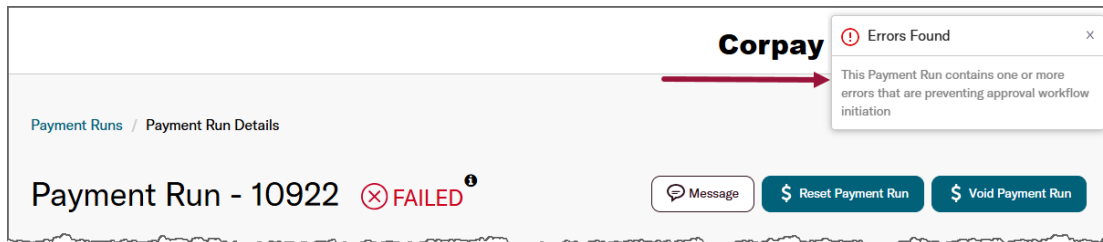
2. Locate the **failed payment run** in the **Payment Runs** grid, which is highlighted in red.

Dashboard	Payments	Payments Linked to Invoices	EFT/EDI Payments Transfer	Payment Runs
Bulk Action Quick Filters				
☐	Batch Number	Total Vendor	Submitter	Status
☐	2713	2	Jane Smith	FAILED

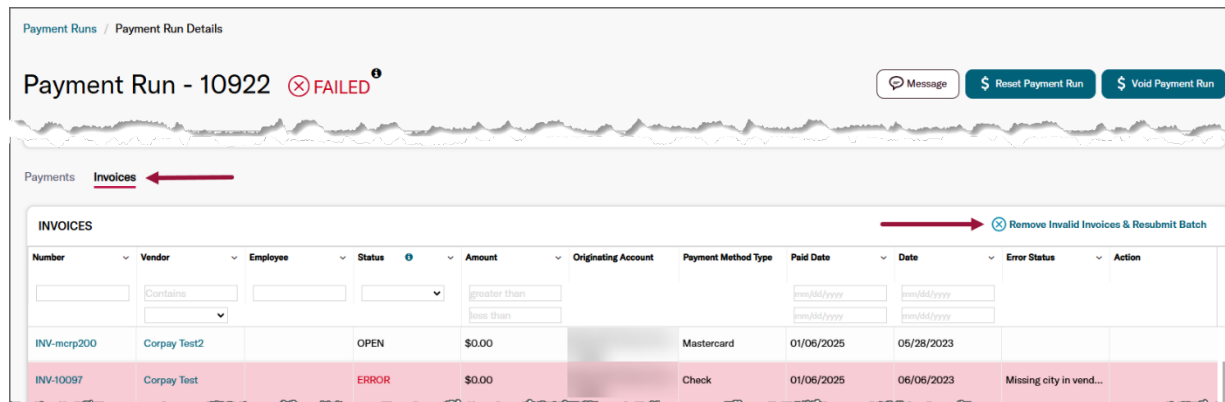
3. Click the **Batch Number** link or **View**  icon to open the **Payment Run Details** page.

Dashboard	Payments	Payments Linked to Invoices	
Bulk Action Quick Filters			
☐	Batch Number	Total Vendor	Action
☐	2713	2	

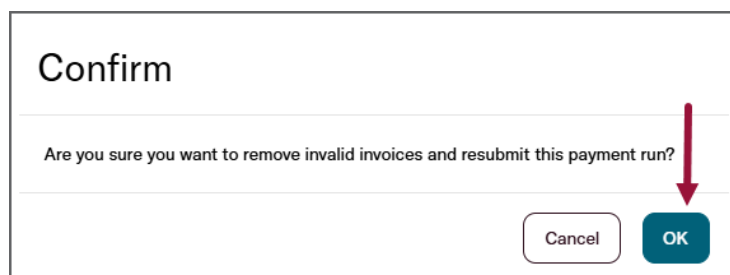
4. An **Errors Found** alert will be displayed in the top right corner of the page to notify the user that there are errors in the payment run which require attention.



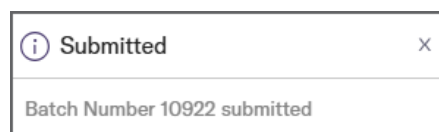
5. Click the **Invoices** tab, and then click the **Remove Invalid Invoices & Resubmit Batch** button.



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



7. The **Submitted** dialog will display.



8. The following actions will occur:

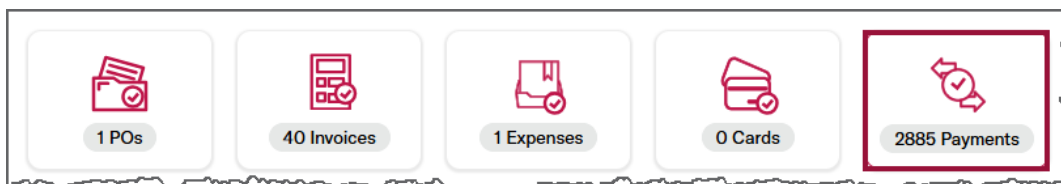
- The invalid invoice(s) will be removed from the payment run and the batch will be resubmitted for processing.
- The removed invoice(s) with errors will remain on the **Payment Run Details** page > **Invoices** grid with a status of **Removed**.
- The removed invoice(s) will be available for review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

Exclude Payments from a Payment Run

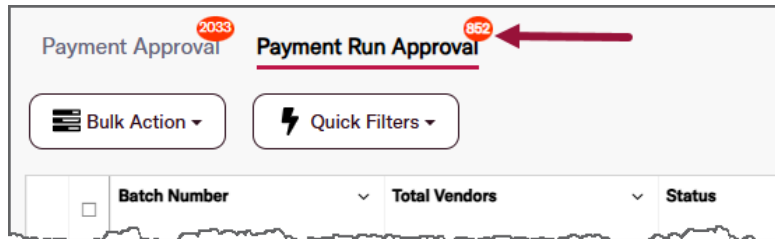
The **exclude** functionality allows users with approval permissions to remove individual payments from a payment run, ensuring that only necessary payments are processed without delaying the entire payment run.

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

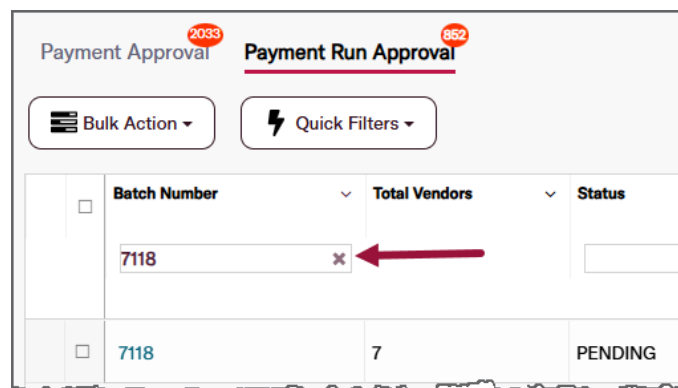
1. In the **Approvals** module, click the **Payments** tile.



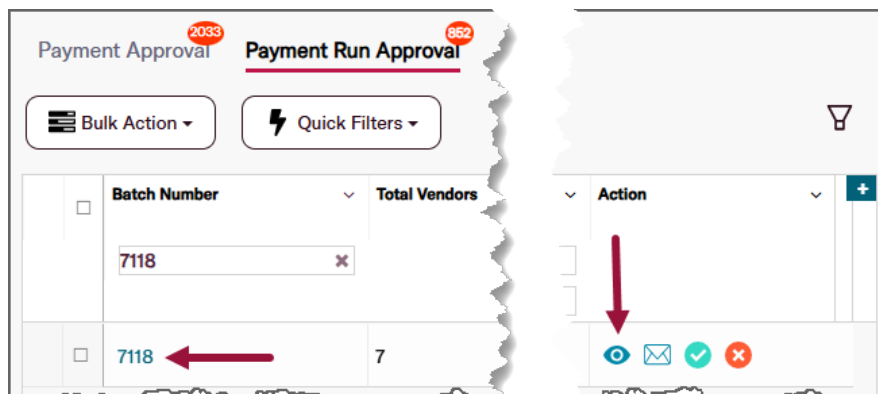
2. Click the **Payment Run Approval** tab.



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.



- 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	⊗ 🗑️

1 - 1 of 1 items

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

Payments Invoices

PAYMENTS

Payment Number	Vendor	Em	Amount	Action
11935	Corpay Test			
PAY-11935	Corpay Test2		\$17.00	⊗ 🗑️

1 - 1 of 1 items

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

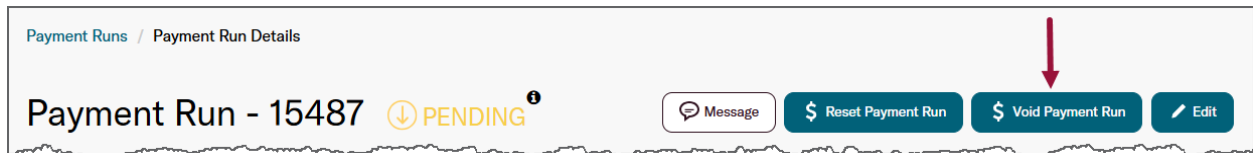
Prerequisites

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.

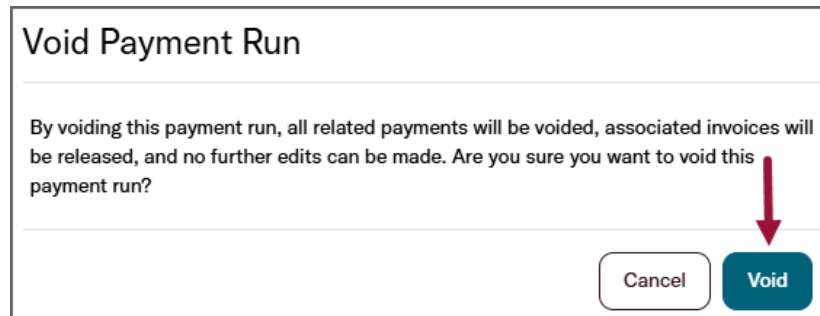
1. In the **Payment Runs** grid, find the payment run that needs to be voided. Search by **Batch Number**, **Submitter**, **Approval By Deadline**, or **Submit Time**.

Dashboard	Payments	Payments Linked to Invoices	EFT/EDI Payments Transfer	Payment Runs
Bulk Action ▾		Quick Filters ▾		
☐	Batch Number ▾ 15487 ✕	Total Vendor ▾	Submitter ▾	Status ▾
☐	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.

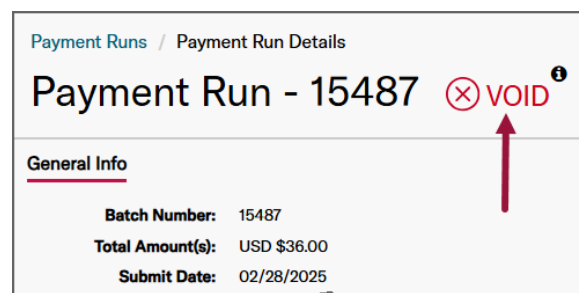


4. The **Void** dialog will display.

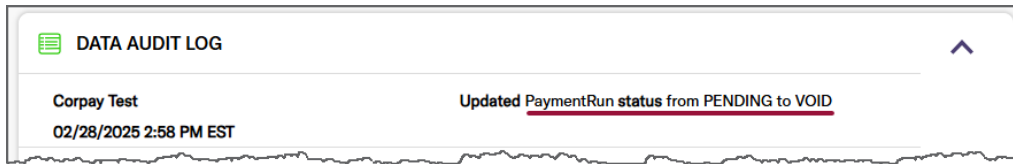


5. The following actions will occur:

- 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.

Dashboard Payments Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs				
Bulk Action ▾		Quick Filters ▾		
☐	Batch Number ▾	Total Vendor ▾	Submitter ▾	Status ▾
☐				
☐	15487	1	Corpay Test	VOID

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.

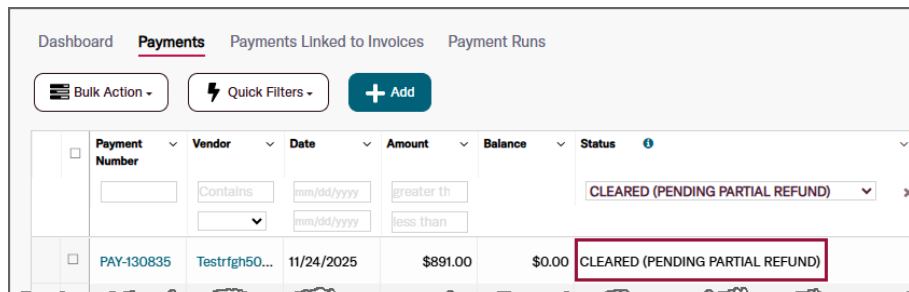
When a partial refund is received, the payment is placed in **Cleared (Pending Partial Refund)** status. This status indicates that a refunded amount exists on the payment and must be reviewed. Users must reconcile the refunded amount by updating invoice allocations as needed. Once the refunded amount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

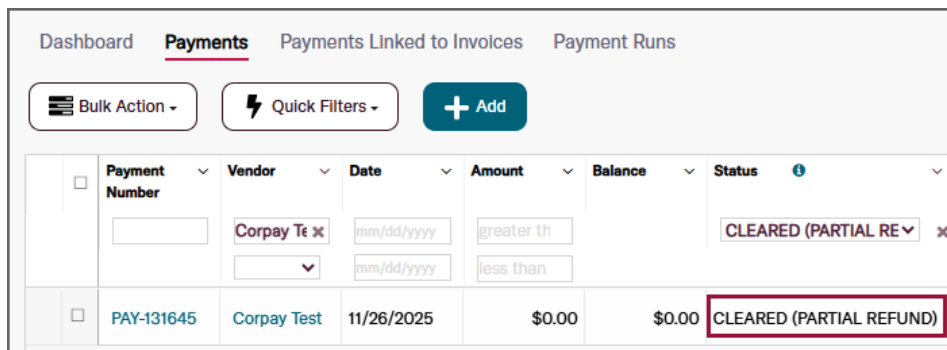
- **Cleared (Pending Partial Refund)** – The payment has cleared and resulted in a refunded amount that requires review. Further reconciliation is required before the payment can be resolved.



The screenshot shows the 'Payments' tab in the Corpay Complete interface. The grid displays a single payment entry with the status 'CLEARED (PENDING PARTIAL REFUND)' highlighted in a red box.

	Payment Number	Vendor	Date	Amount	Balance	Status
☐	PAY-130835	Testfrgh50...	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 entry with the status 'CLEARED (PARTIAL REFUND)' highlighted in a red box.

	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.

[Payments](#) / [Payment Details](#)

PAY-112194 ⬇️ **CLEARED (PENDING PARTIAL REFUND)** [Message](#) [Send Notification](#) [Edit Payment](#)

[Payment Info](#) [Accounts](#) [Payment Method](#) [Payment History](#)

Number: PAY-112194
Vendor: [Corpay Test](#)
Vendor ID: 341152
Payment Date: 07/09/2025 ⓘ
Funding Date:
Scheduled Payment: Yes
Ref. Number: A000024
External ID:

Amount: \$150.00
Balance: \$0.00
Currency Code: USD
Target Amount Paid:
Subsidiary: Honeycomb Holdings Inc.

Remit From Acct No:
Originating Account: JP Morgan Chase
Payment Method Type: ACH
Settled Payment Method Type: ACH
Batch Id: [View Details](#)
Payment Trans Id: [View Details](#)
Transaction Details [See More](#)

[Invoices](#) [Credit Memos](#)

INVOICES

Number	Status	Amount Applied	Amount Discounted	Date
INV-335146	OPEN	USD50.00	USD0.00	07/18/2025
INV-334881	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.

Edit Payment

Main Accounts

Subsidiary* Honeycomb Holdings Inc. x v

Status CLEARED v

Vendor* TEST

External Id [icon]

☒ Scheduled Payment

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	[trash icon]
INV-334881	\$100.00	\$0.00	\$100.00	[trash icon]

+ Add Invoice

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](#).

Dashboard

Payments

Payments Linked to Invoices

EFT/EDI Payments Transfer

Payment Runs

PrePaym

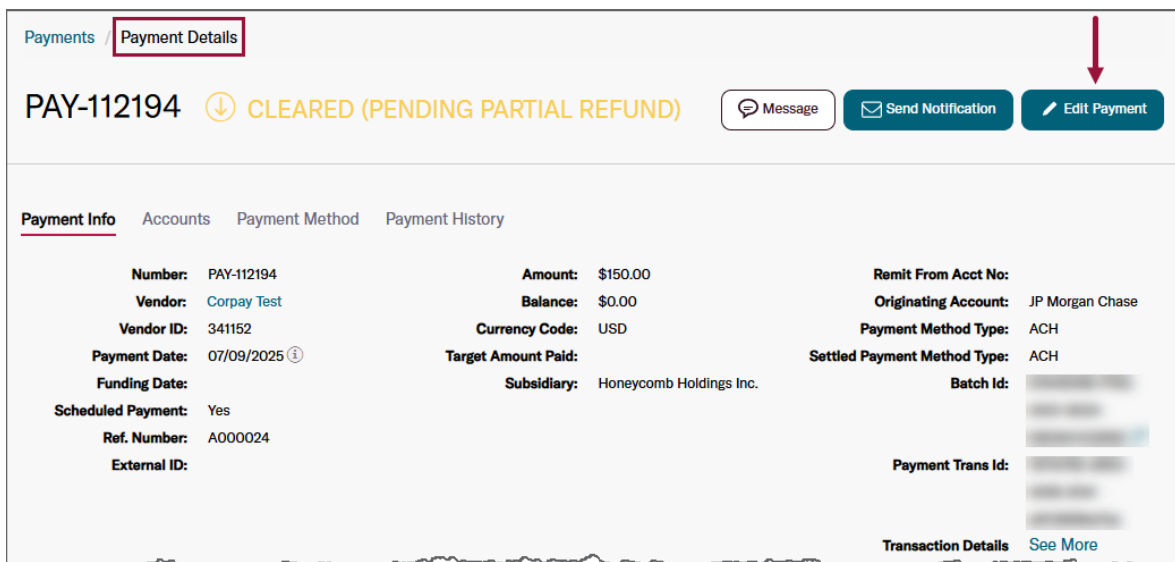
Bulk Action

Quick Filters

Add

	Payment Number	Vendor	Date	Amount	Balance	Status
	130835	Contains	mm/dd/yyyy	greater th		CLEARED (PENDING PARTIAL REF
			mm/dd/yyyy	less than		
	PAY-130835	Testtrfgh50...	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.



Payments / **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		
Ref. Number: A000024		Payment Trans Id:
External ID:		

Transaction Details [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

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		\$150.00	

+ Add Invoice

Cancel

Submit

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

The screenshot shows the 'Edit Payment' dialog box. At the top, there are tabs for 'Main' and 'Accounts'. Below the tabs, there is a summary section with four columns: 'Original Payment Amount' (\$150.00), 'Applied Payment Amount' (\$150.00), 'Number of Invoices' (1), and 'Remaining Refund' (\$0.00). Below this is a table with five columns: 'Invoice Number', 'Original Payment Amount', 'Applied Refund', 'Applied Payment Amount', and 'Action'. The table contains one row for invoice 'INV-347826' with an original payment of \$150.00 and an applied refund of \$30.00, resulting in an applied payment of \$120.00. The 'Action' column has a trash icon. Below the table is a '+ Add Invoice' button. At the bottom right are 'Cancel' and 'Submit' buttons. Red circles with letters A through E are placed over specific elements: A is over the 'Applied Refund' input field, B is over the '+ Add Invoice' button, C is over the 'Applied Payment Amount' field, D is over the trash icon, and E is over the 'Submit' button.

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	\$30.00	\$120.00	

+ Add Invoice

Cancel Submit

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

Payments / Payment Details

PAY-112194 ✓ CLEARED (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: <a>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		
External ID:		

Transaction Details See More

Start or Restart an Approval Workflow

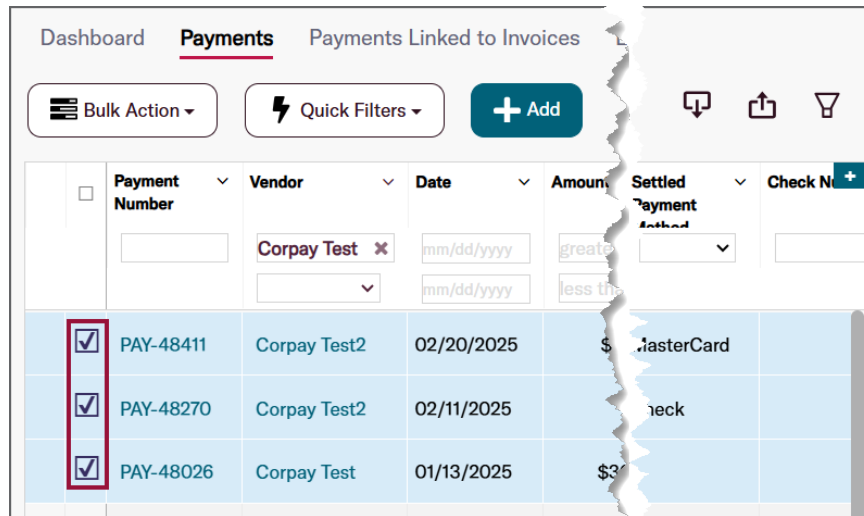
Complete the following steps to create or reset an approval workflow on an existing payment or payment run. Submitting a payment or payment run for approval applies only after the item has already been created and does not create new payments or payment runs. The following example shows how to start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

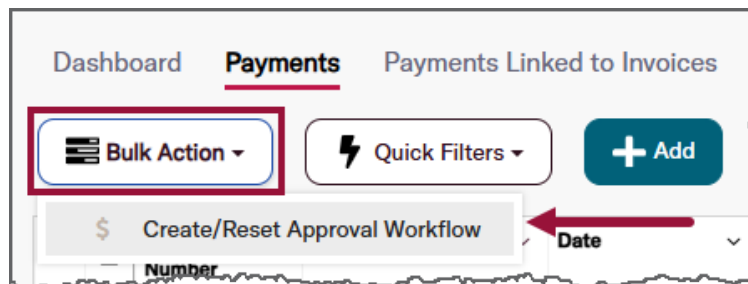
- **New**
- **Draft**
- **Pending**
- **Submitted**

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.

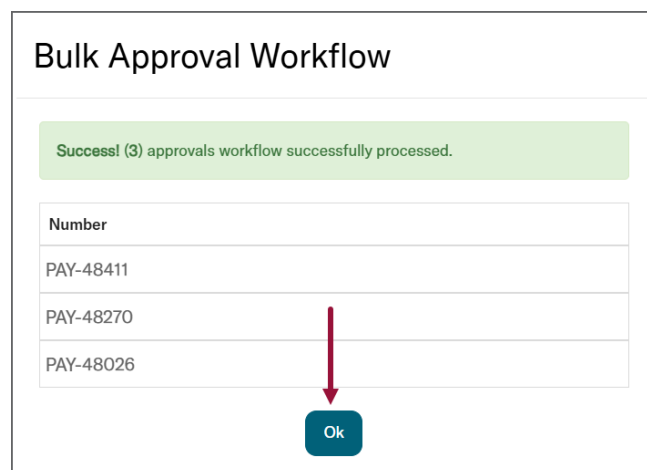


	Payment Number	Vendor	Date	Amount	Settled Payment Method	Check Number
☒	PAY-48411	Corpay Test2	02/20/2025	\$	MasterCard	
☒	PAY-48270	Corpay Test2	02/11/2025		check	
☒	PAY-48026	Corpay Test	01/13/2025	\$3		

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.

☐	Payment Number	Vendor	Date	Amount
		Corpay Test ✕	mm/dd/yyyy	greater th
			mm/dd/yyyy	less than
☒	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		Test Approval	Preview Workflow	Delete
Approval Steps	Last Updated Date	Status		
Payment Approval	02/20/2025 6:50 PM EST	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.

APPROVAL WORKFLOW						Restart	Request Approval	Preview Workflow	Delete
Approval Steps	Last Updated Date	Approved Date	Rejected Date	Approvers	Status				
Test	01/31/2025 1:09 PM EST			Gaurav [redacted] prod <sandbox+gaurav.[redacted]@corpay.com>		Sent			

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**.

Payment Number	Vendor	Date	Estimated Delivery Date	Originating Account
48722	Corpay Test			
PAY-48722	Corpay Test	03/19/2025	05/02/2025	SVB

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

Dashboard Payments Payments Linked to Invoices EFT/EDI Payments Transfer Payment Runs							
Bulk Action		Quick Filters		+ Add			
Payment Number	Vendor	Date	Amount	Balance	Status	Is Scheduled	
48722	Corpay Test		greater th				
			less than				
PAY-48722	Corpay Test	03/19/2025	\$18.00	\$0.00	PROCESSING	Yes	

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

APPROVAL WORKFLOW					
		Restart		Request Approval	Preview Workflow
				Delete	
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:

Request Approval

Approver

A

Corpay Test2

Note to Approver

B

Sample note to approver.

C

Cancel

Send Approval Request

- 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 WORKFLOW					
		Restart		Request Approval	Preview Workflow
				Delete	
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.

The screenshot shows the 'APPROVAL WORKFLOW' interface. On the left, there's a sidebar with 'Approval Steps' and two 'Requested Approval' items. The main area has a table with columns 'Approvers' and 'Status'. The first row shows 'Corpay Test' with a status of 'Approved' and a delete icon. The second row shows 'Corpay Test2' with a status of 'Sent' and a delete icon. A red arrow points to the delete icon for 'Corpay Test'.

Approvers	Status
Corpay Test	Approved
Corpay Test2	Sent

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

Confirm

Are you sure you want to delete this approver?

CancelOK

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

The screenshot shows the 'APPROVAL WORKFLOW' interface after deleting an approver. The table now only shows 'Corpay Test2' with a status of 'Sent'. The 'Approval Steps' section on the left is also visible.

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

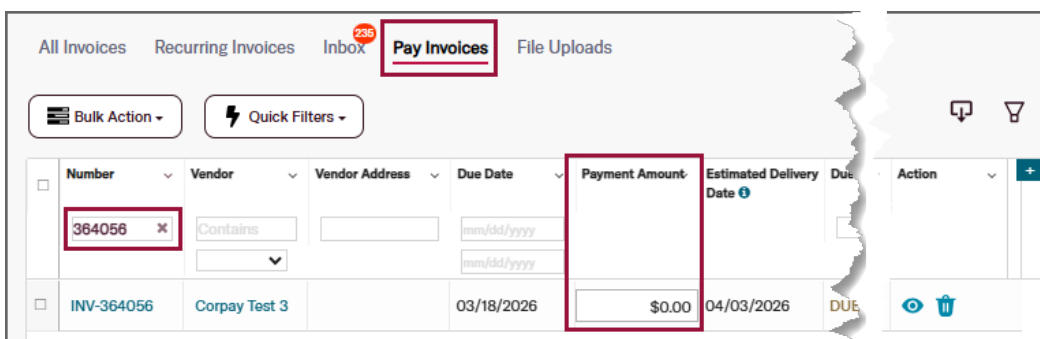
Process Credit-Settled Invoices (\$0.00 Invoices)

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.

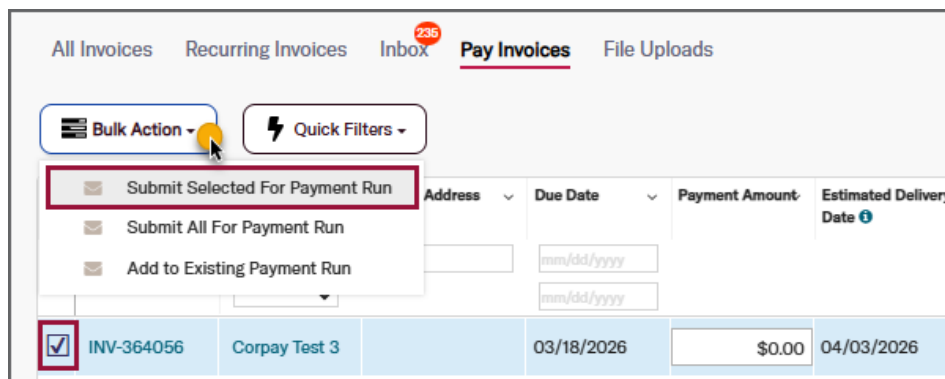
To ensure Vendors receive clear communication about how invoices are settled, \$0.00 invoices must still be selected and processed through the payment workflow. Processing these invoices enables the system to generate a remittance, which informs the Vendor that the invoice was settled using a credit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



3. 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 Vendors1

Total Invoices1

Total AmountsUSD \$0.00

Credit Applied0

Total Discount0

Creation Date03/18/2026

PAYMENT RUN SUMMARY

Summary

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

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

25 items per page

1 - 1 of 1 items

Total Items: 1

Cancel Payment Run

Add More Invoices

Save for Later

Submit for Approval

4. 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.

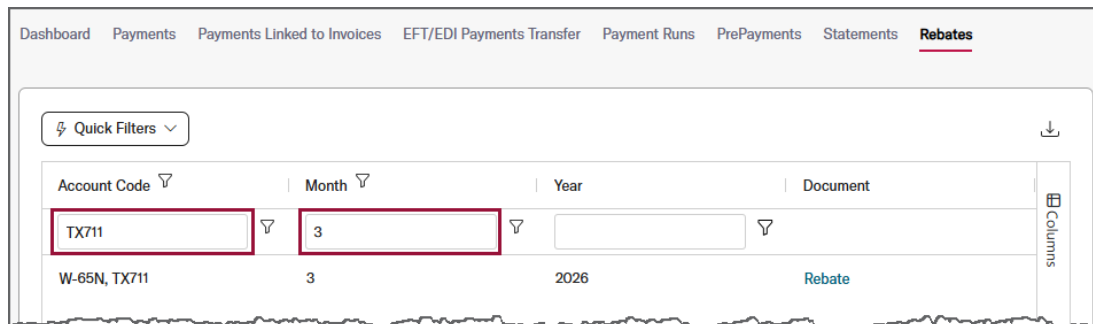
Download a Rebate Statement

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

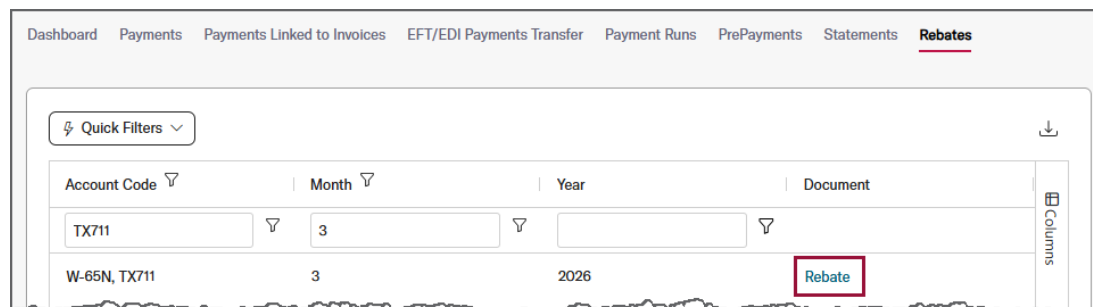
1. In the **Payments** module, click the **Rebates** tab.



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.

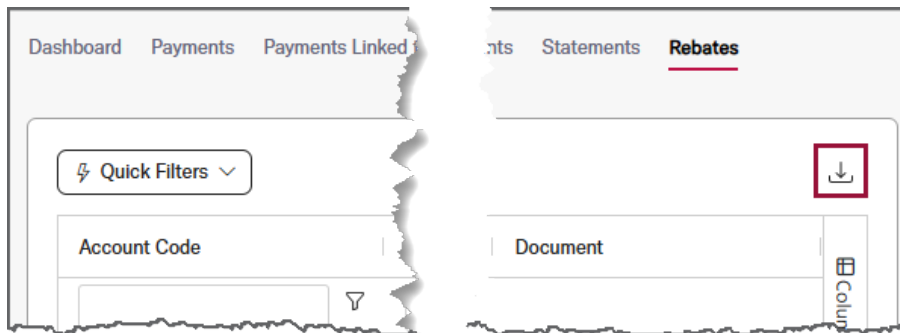
Download All Rebates

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

Status	Definition
Approved	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.
Processing	(Legacy Status) The payment is fully approved and is being sent to the bank. The payment is in processing for seven days.
Cleared	The Vendor has received the payment: ○ If it is a check payment, the payment has been deposited into the Vendor's account. ○ If it is a Card payment, the payment has been processed. ○ If ACH payment, the payment has been deposited into the Vendor's account. For Direct Banking Customers, the payment automatically changes to Cleared after seven (7) days.
Failed	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 Data Audit Log and Activities Panel sections in the <u>Corpay Complete Navigation and Core Features User Guide</u> for additional information.
Void	The Customer has canceled the payment.
Void (Refunded)	(Payment Automation Status) The payment has been canceled by the Customer, and Corpay has refunded the amount.
Processing (Reissued)	(Payment Automation Status) The payment is being reissued at the request of a Customer or Vendor.
Cleared (Reissued)	(Payment Automation Status) The payment has been received after being reissued.
Cleared (Partial Refund)	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 Payment History tab of the Payment Details page for visibility and tracking.
Cleared (Pending Partial Refund)	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 Payment History tab of the Payment Details page.
Active	The payment has been created and submitted for approval, indicating that it is in a Pending or Approved status. This is not a common status.

Payment Run Statuses

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

Status	Definition
New	The payment run has been created but not finalized. Invoices can still be added or removed.
Submitted	The payment run has been submitted for approval.
Pending	The payment run has been submitted for processing and is awaiting approval.
Approved	The payment run has been approved.
Closed	The payment run has been approved, and no further changes can be made.
Rejected	The payment run has been rejected by the designated approver.
Void	The Customer has canceled the payment run.
Failed	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.

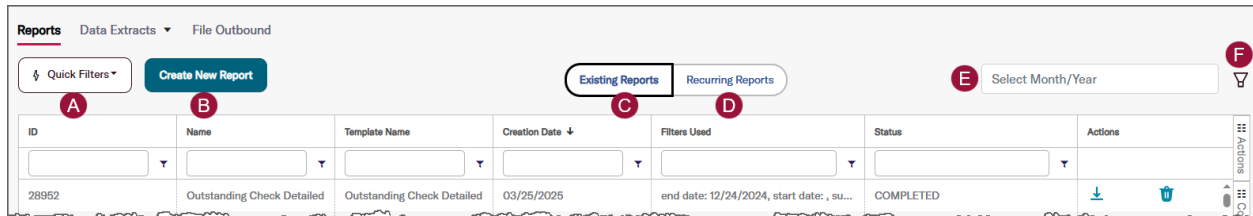
Reports Module for Payments

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	Name	Template Name	Creation Date	Filters Used	Status	Actions
28952	Outstanding Check Detailed	Outstanding Check Detailed	03/25/2025	end date: 12/24/2024, start date:	COMPLETED	
28878	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 02/21/2025, start date:	COMPLETED	
28875	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 12/23/2024, start date:	COMPLETED	
28873	Outstanding Check Detailed	Outstanding Check Detailed	03/24/2025	end date: 12/23/2024, start date:	COMPLETED	

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	
149058	Payment Listing	01/23/2025	end date: 2025-1-23T07:00:00.000Z, star	COMPLETED	

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.

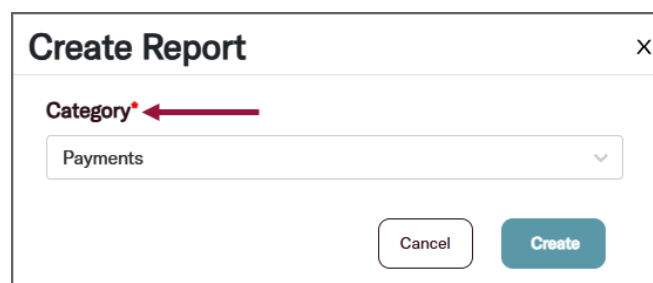


Reports **cannot exceed 1,000,000 records**. If a report exceeds the record limit, refine the report parameters and try again.

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:

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).

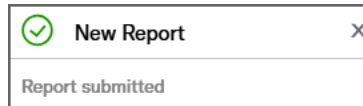
- The options available in this field may be limited based on the selected report.

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.

Reports

File Outbound

Quick Filters

Create New Report

Existing Reports

Recurring Reports

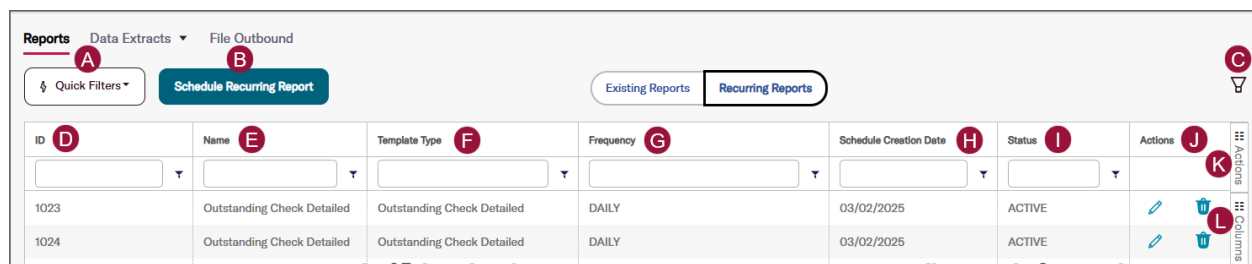
Select Month/Year

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.



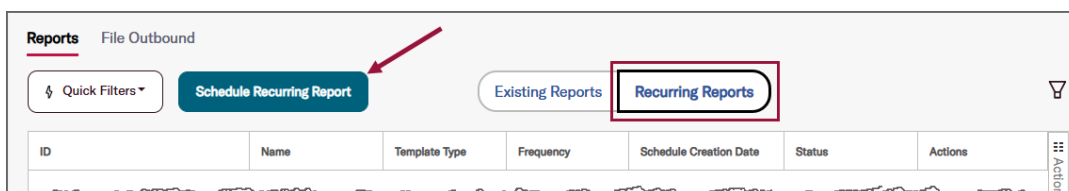
Reports						
Data Extracts File Outbound						
Quick Filters		Schedule Recurring Report		Existing Reports		Columns
				Recurring Reports		
ID	Name	Template Type	Frequency	Schedule Creation Date	Status	Actions
1023	Outstanding Check Detailed	Outstanding Check Detailed	DAILY	03/02/2025	ACTIVE	Edit Delete
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.

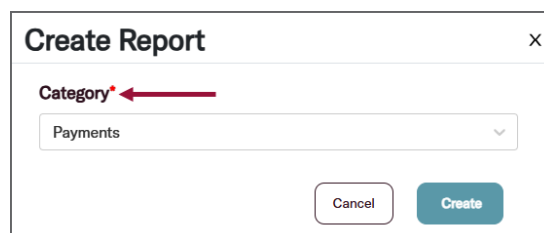
- B. **Schedule Recurring Report** – Click this button to schedule a new, recurring report. Click [here](#) for instructions on how to create a recurring report.
- C. **Toggle Filter** – Click the **Toggle Filter**  icon to show or hide the **filter fields**.
- D. **ID** – The **ID number** of the report.
- 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

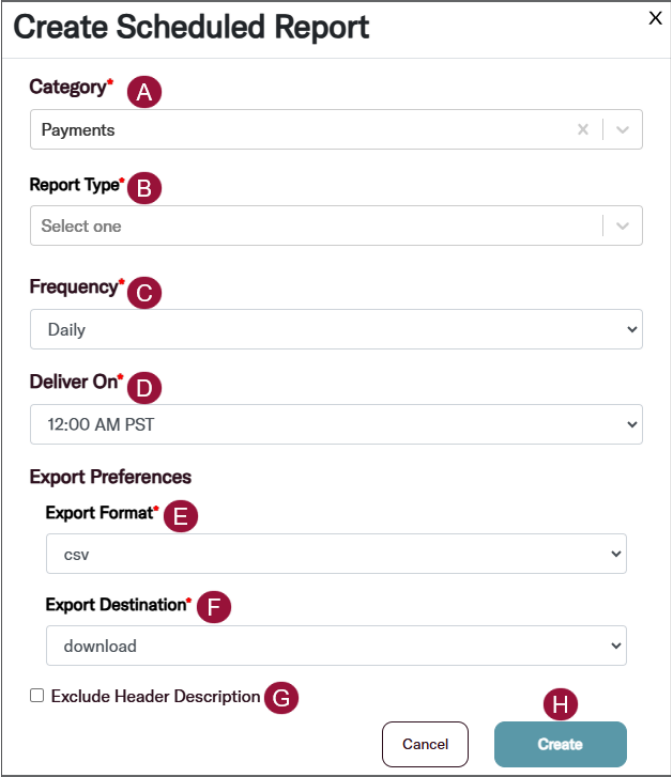
1. From the **Recurring Reports** tab, click **Schedule Recurring Report**.



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



3. Complete the following fields:



The image shows a 'Create Scheduled Report' dialog box with the following fields and options:

- Category*** (A): A dropdown menu with 'Payments' selected.
- Report Type*** (B): A dropdown menu with 'Select one' selected.
- Frequency*** (C): A dropdown menu with 'Daily' selected.
- Deliver On*** (D): A dropdown menu with '12:00 AM PST' selected.
- Export Preferences**
 - Export Format*** (E): A dropdown menu with 'CSV' selected.
 - Export Destination*** (F): A dropdown menu with 'download' selected.
 - ☐ **Exclude Header Description** (G)
- Buttons** (H): 'Cancel' and 'Create' buttons.

- 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).

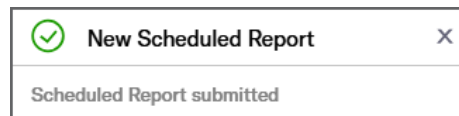


- G. **Exclude Header Description** – Check this box to remove the column headers on the report download. It is **not** recommended to check this box.

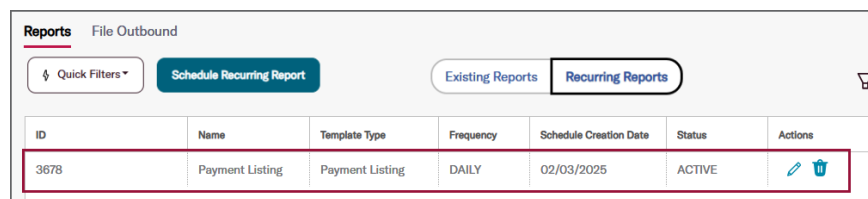
- H. Click **Create** to begin the report creation.

- 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
Bridge Bank Positive Pay	The Bridge Bank Positive Pay report is an automated tool that matches the checks a Company issues with those presented for payment, indicating if a payment is void (v) or processing (i) . 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
Credit Memo Detailed Listing	The Credit Memo Detailed Listing report provides a list of all credit memos, including specific details such as amount, Vendor, linked invoices, and all header details from the Credit Memo Details page.	CSV, XLSX
Credit Memo Listing	The Credit Memo Listing report provides detailed information on credit memos, including the associated amounts, application status, and other relevant details.	CSV, XLSX
First Republic Bank Positive Pay	The First Republic Bank Positive Pay 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 void (v) or processing (i) . 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
Outstanding Check Listing	The Outstanding Check Listing report provides information about checks that have not been cashed filtered by date.	CSV, XLSX
Payment Listing	The Payments Listing report contains all the headers of information for all payments in a specific status or time period.	XLSX
Payment Method Audit Report	The Payment Method Audit Report captures any modifications to bank account details related to payment methods, providing a record of changes for review.	XLSX

Report Type	Description	Export Format
Payment Refund Listing	The Payment Refund Listing report details all refunded payments. Note: This report is for Payment Automation Customers only.	XLSX
Payment Reissue Listing	The Payment Reissue Listing report details all re-issued payments. Note: This report is for Payment Automation Customers only.	XLSX
Payment Run	The Payment Run report shows information from the Payment Run Details page, including Vendor, Functional Amount, Status , and more.	CSV, XLSX
Positive Pay	The Positive Pay report is an automated tool that matches the checks issued by a Company with those presented for payment, indicating if a payment is void (v) or processing (i) . 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
US Bank Check Listing	The US Bank Check Listing 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.

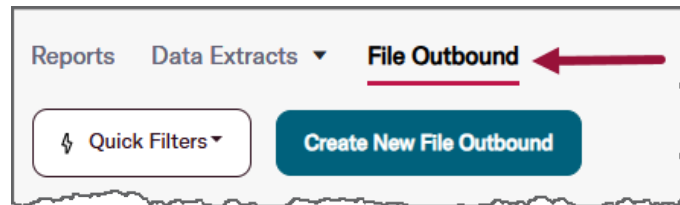
Prerequisites

Before creating an outbound payment settlement file, Companies must have a payment settlement template configured. Contact **Corpay Complete Support** at accountmanagement@corpay.com 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**.

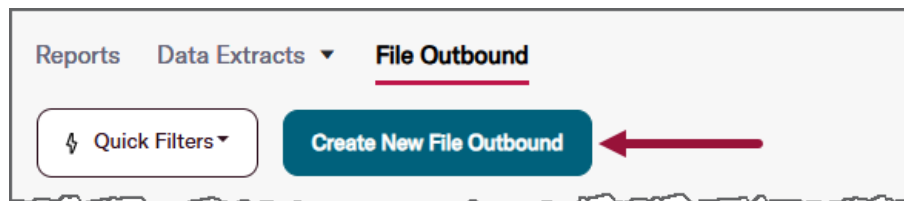
1. On the **Reports** page in the **Reports** module, click the **File Outbound** tab.



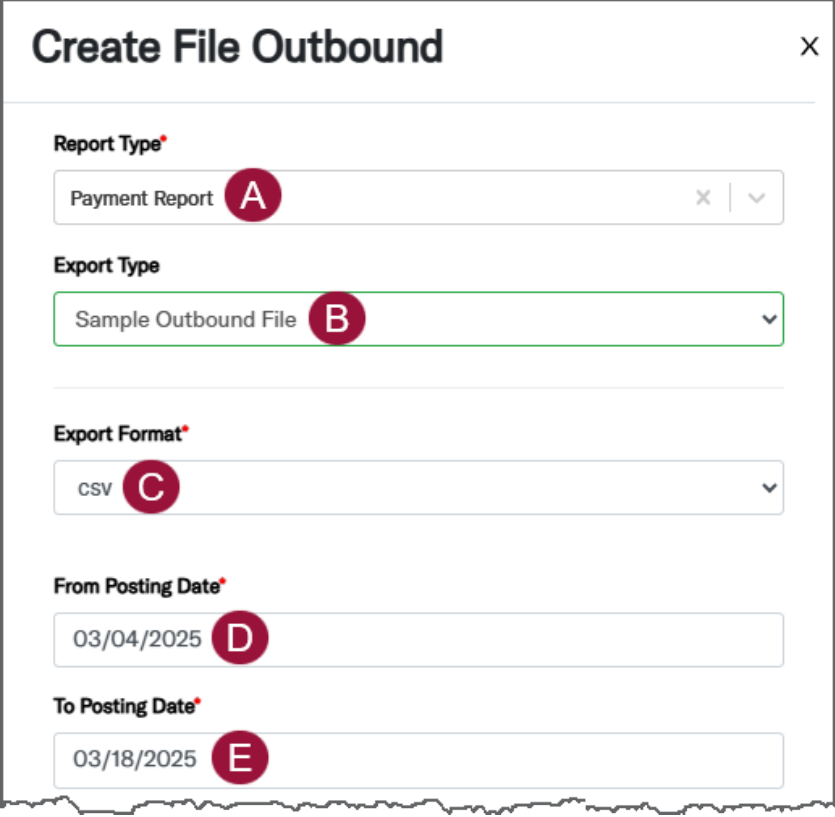
2. On the **File Outbound** tab, ensure the **Existing File Outbound** tab is selected.



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



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

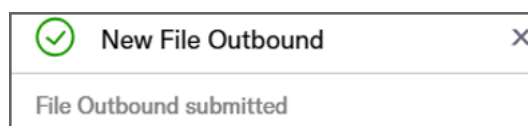


The screenshot shows a dialog box titled "Create File Outbound" with a close button (X) in the top right corner. The dialog contains five fields, each with a red circular annotation letter:

- Report Type***: A dropdown menu with "Payment Report" selected. Annotation **A** is next to the text.
- Export Type**: A dropdown menu with "Sample Outbound File" selected. Annotation **B** is next to the text.
- Export Format***: A dropdown menu with "CSV" selected. Annotation **C** is next to the text.
- From Posting Date***: A date input field containing "03/04/2025". Annotation **D** is next to the text.
- To Posting Date***: A date input field containing "03/18/2025". Annotation **E** is next to the text.

- 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.

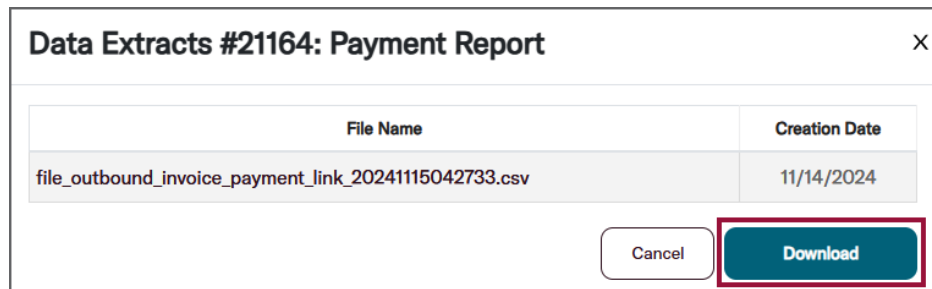
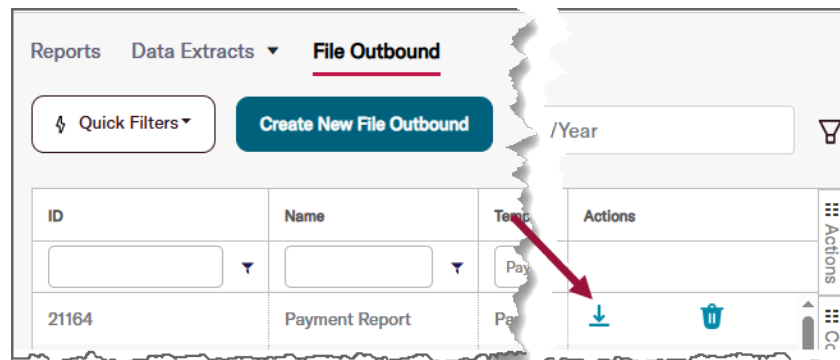
- F. Select a **subsidiary** from the **Subsidiary** drop-down.
 - G. Select a **location** from the **Location** drop-down.
 - H. Select a destination for the file outbound from the **Export Destination** drop-down:
 - **download:** If **download** is selected, the payment settlement file will download 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 'Create Scheduled File Outbound' and a close button (X). The form contains several fields, each with a lettered label in a red circle: A. 'Report Type' dropdown menu with 'Payment Report' selected. B. 'Export Type' dropdown menu with 'Payment Report' selected. C. 'Frequency' dropdown menu with 'Weekly' selected. D. 'Deliver On' dropdown menu with 'Monday' selected. E. 'Export Format' dropdown menu with 'CSV' selected. F. 'Schedule Date Range' dropdown menu with 'Past 30 Days' selected.

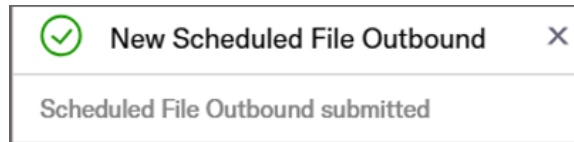
- A. Select **Payment Report** from the **Report Type** drop-down.
- B. Select the **payment settlement file** from the **Export Type** drop-down.
- C. From the **Frequency** drop-down, select a frequency: **Daily**, **Weekly**, or **Monthly**. If you select a **Monthly** frequency, select the optional **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.

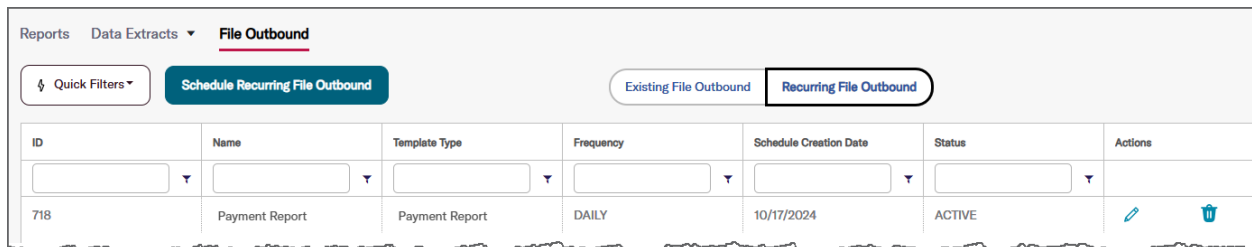
The screenshot shows a web form for configuring a settlement export. It contains three dropdown menus: 'Subsidiary' (labeled G), 'Location' (labeled H), and 'Export Destination' (labeled I). The 'Export Destination' dropdown is currently set to 'download'. Below these is a checkbox labeled 'Exclude Header Description' (labeled J) which is currently unchecked. At the bottom right are two buttons: 'Cancel' and 'Create' (labeled K).

- 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.

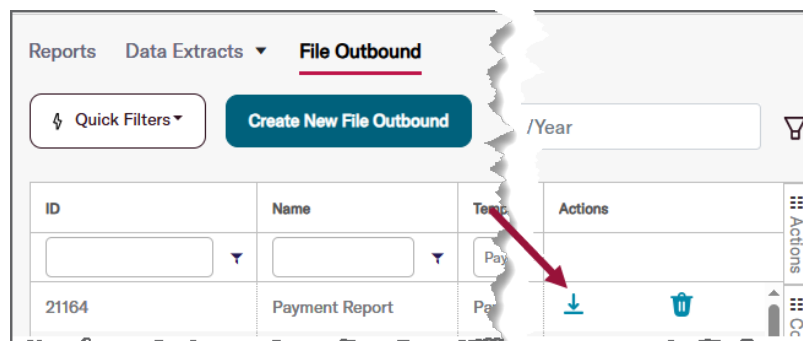
The screenshot shows the "File Outbound" section of a software interface. It includes tabs for "Existing File Outbound" and "Recurring File Outbound", with the latter being selected. Below the tabs is a table with columns: ID, Name, Template Type, Frequency, Schedule Creation Date, Status, and Actions. A single row is visible with the following data: ID 718, Name Payment Report, Template Type Payment Report, Frequency DAILY, Schedule Creation Date 10/17/2024, Status ACTIVE, and Actions containing edit and delete icons.

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
X

File Name	Creation Date
file_outbound_invoice_payment_link_20241115042733.csv	11/14/2024

Cancel
Download

- 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

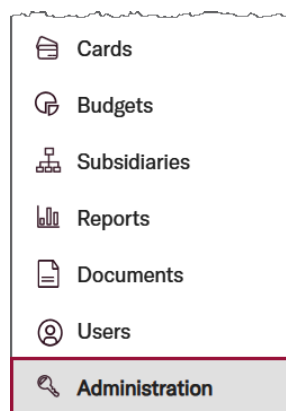
- **admin_payment_readonly** – View payments.
- **admin_payment** – View, add, delete, edit, request, submit, edit attachment, and edit the status of payments.
- **payments_void** – Update the payment status to **Void** only. This is a supplemental role and should be paired with a role that allows payment 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.

Upload and Review Payment Files in Bulk Operations 2.0

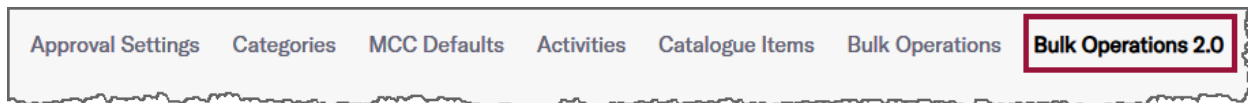
Bulk Operations 2.0 provides a central place to **upload payment files, monitor their processing status, and review the results**. When Corpay Complete processes a payment file, it creates invoices from the information provided. Depending on Company configuration, Corpay Complete may also create a payment run from those invoices.

Users can upload payment files using either a standard template provided in Corpay Complete or a customized template configured for their Company. This procedure uses a standard template, but the upload and review process is similar for customized templates.

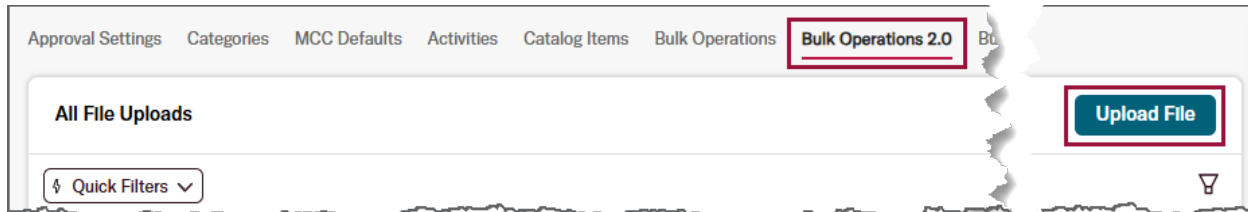
1. Click the **Administration** module from the left-side navigation pane.



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



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



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

A screenshot of the 'Upload File' dialog box. It has a title bar with a close button. Inside, there is a checkbox labeled 'Show Default Templates' with a red circle 'A' next to it. Below this is a 'File Type' dropdown menu showing 'STANDARD Payment File' with a red circle 'B' next to it. In the center, there is a dashed box containing a file icon and the text 'Drag and drop file or' with a red circle 'E' next to it, and a 'Browse' button. Below the dashed box, it says 'Accepted file types: .xlsx, .csv, .xml, .txt'. At the bottom, there is a text field with 'standard_payment_file_template_sample.csv' and a trash icon, with a red circle 'C' next to it. To the right of this is a red circle 'F' next to an 'Upload' button.

- A. Click **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** drop-down.

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



The Import Template link may not display for every selected template.

D. Key in the required payment information in the template and save the completed file.

E. **Drag and drop**, or click **Browse Files**, to attach the completed payment file.

F. Once the payment file is attached, click **Upload**.

5. The payment file will begin processing.

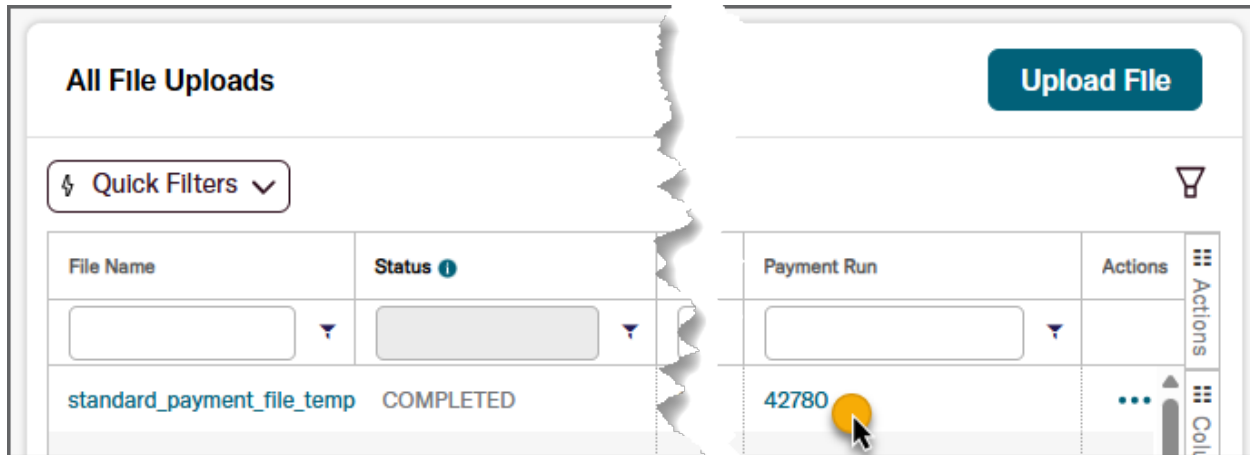
6. Review the file status in the **All File Uploads** grid:

- **Pending Processing** – Corpay Complete is processing the file.
- **Completed** – All records in the file were processed successfully.
- **Completed with Errors** – One or more records could not be processed because of errors in the payment file.
- **Reading Failed** – Corpay Complete could not read the file. Remove any unsupported special characters and upload the corrected file again.
- **Possible Duplicates** – One or more records were identified as possible duplicate invoices and require review. Refer to the [Review Possible Duplicate Invoices from a Payment File](#) section for more information.
- **Possible Duplicates + Errors** – One or more records were identified as possible duplicate invoices, and additional records could not be processed because of errors. Refer to the [Review Possible Duplicate Invoices from a Payment File](#) section for more information.

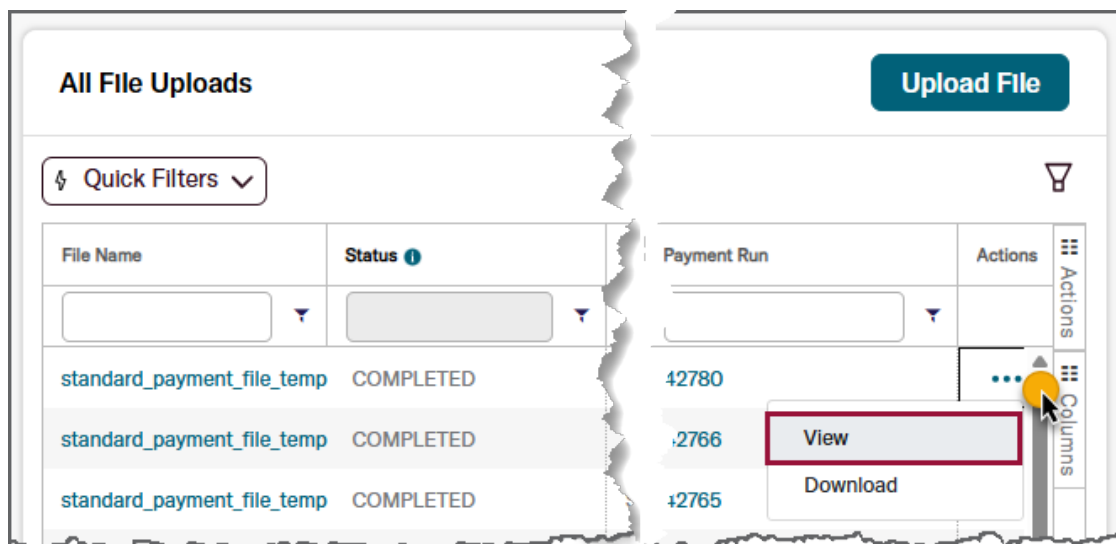


When a file upload fails, an alert is automatically triggered to notify internal teams, enabling faster identification and resolution of processing issues.

7. 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. If the **Payment Run** column is not visible, click **Columns** and enable it.



8. To view the payment file results, click the **ellipsis** **...** icon in the **Actions** column and select **View**.



9. If all records were processed successfully, use the following information on the **File Details** page to review the results:

The screenshot shows the 'File Details' page for a file named 'standard_payment_file_template_sample.csv' with a 'COMPLETED' status. The 'File Info' section displays: Total records: 5 (A), Created Vendors: N/A (B), Processed Records: 5 (C), File ID: 28084 (D), and Payment Run: 42780 (E). The 'File Items' table has columns: Row #, Record Identifier, Alerts, Invoice Number, Invoice External ID, Vendor ID, Vendor Location ID, and Actions. The first two rows of data are visible. A red box (F) highlights the 'Record Identifier' column, and another red box (G) highlights the 'Actions' column. The footer shows navigation controls and '1 to 5 from 5' items.

Row #	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions
1	IN-123456793	Invoice Created	IN-123456793		TestVendor		...
2	IN-123456794	Invoice Created	IN-123456794		TestVendor		...

- A. **Total records** – The **total number of records** in the payment file.
- B. **Created Vendors** – The **total number of Vendors** created from the uploaded file, if any.
- C. **Processed Records** – The **number of records processed successfully**.
- D. **File ID** – Click the **link** to download a copy of the uploaded payment file.
- E. **Payment Run** – Click the **link** to open the **Payment Run Details** page. This field does not display if the file did not create a payment run
- F. **Actions** – Click the **ellipsis ...** icon for a successfully created invoice to open the **Invoice Details** page.
- G. **Filter fields** – Use the **filter fields** to locate a specific invoice in the **File Items** grid.

10. If one or more records could not be processed, use the following information on the **File Details** page to identify the problem:

File Uploads / File Details

sample_standard_payment_file_template.csv **COMPLETED WITH ERRORS**

File Info

Total records: 3
Created Vendors: N/A
Processed Records: 0
File items with alerts: 3 **A**
File ID: 28094

File Items with Alerts **B**

Quick Filters **C**

Row #	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions
1	IN-119876...	Invoice IN-119876929 rejected, No Valid Subsidiary exists for Sub ID 111	IN-11987...		TestVendor		
2	IN-119876...	Invoice IN-119876930 rejected, No Valid Subsidiary exists for Sub ID 121112	IN-11987...		TestVendor		
3	IN-119876...	Invoice IN-119876931 rejected, No Valid Subsidiary exists for Sub ID 165	IN-11987...		TestVendor		

1 to 3 from 3

- A. **File items with alerts** – Displays the **number of records** that could not be processed because of **data issues**.
- B. **File Items with Alerts grid** – Lists the individual records that **require review or correction**.
- C. **Alerts** – Explains why each record could not be processed. For example, an alert may indicate that Corpay Complete could not find a valid subsidiary for the invoice.
11. After reviewing the information in the **Alerts** column, correct the necessary details in the payment file, and upload it again.

Review Possible Duplicate Invoices from a Payment File

This procedure applies to possible duplicate invoices identified while Corpay Complete processes a payment file. Depending on Company configuration, the payment file may also create a payment run. Possible duplicate invoices must be reviewed before payment run processing can continue.

This procedure does not apply to invoice files, which create invoice records that follow the standard invoice review, approval, and payment workflow.

When Corpay Complete identifies possible duplicate invoices, the File Details page displays a **Possible Duplicates** container. Users can compare each invoice from the uploaded file with the existing invoice that triggered the duplicate warning and choose whether to process or reject the new invoice.

Possible duplicate invoices must be processed or rejected before they can be added to the payment run. Invoices that are processed are added to the payment run, while rejected invoices are not. Records with other errors are also excluded from the payment run.

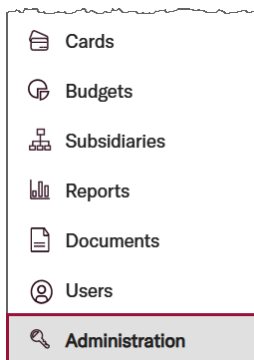
Files containing possible duplicate invoices display one of the following statuses:

- **Possible Duplicates** – One or more records were identified as possible duplicate invoices and require review.
- **Possible Duplicates + Errors** – One or more records were identified as possible duplicate invoices, and additional records could not be processed because of errors.

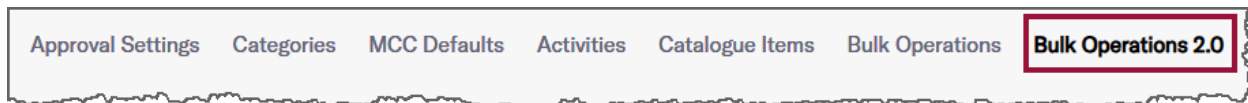
For files with a **Possible Duplicates + Errors** status, resolve all possible duplicates first. After duplicate review is complete, review any remaining errors in the **File Items with Alerts** grid.

To resolve duplicate invoices:

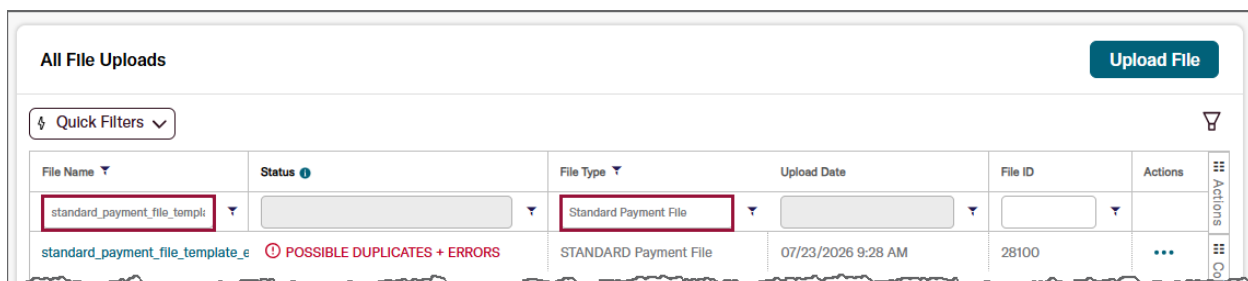
1. Click the **Administration** module from the left-side navigation pane.



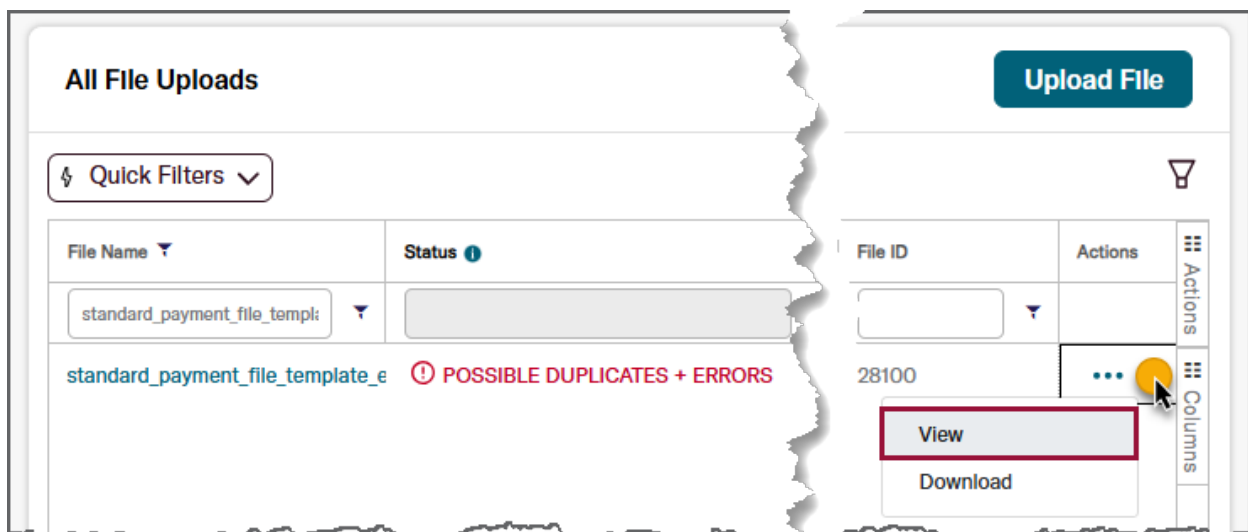
2. In the **Administration** module, select **Bulk Operations 2.0**.



3. On the **Bulk Operations 2.0** page, use the **filter fields** to locate the uploaded file in the **All File Uploads** grid.



4. Select the **ellipsis** ... icon in the **Actions** column, and then click **View**.



5. The **File Details** page will display a **Possible Duplicates** container and a **File Items with Alerts** grid.

- The **Possible Duplicates** container lists each invoice flagged as a possible duplicate and shows information about the existing invoice that triggered the warning. Use this grid to process or reject possible duplicate invoices.

Possible Duplicates				
Bulk Actions		Quick Filters		
☐	Invoice Number	Vendor	Invoice Date	Invoice Amount
☐	INV-P392904	New-ven-dup-op-00001	07/23/2026	\$10.00
☐	INV-P392903	New-ven-dup-op-00001	07/23/2026	\$10.00
☐	INV-P392902	New-ven-dup-op-00001	07/23/2026	\$10.00
				Original Invoice
				INV-P392904
				INV-P392903
				INV-P392902

- The **File Items with Alerts** grid lists the corresponding file records and displays the current alert for each record. As possible duplicates are processed or rejected, the **Alerts** column updates to show the outcome. This grid may also include records with other errors unrelated to duplicate invoices.

File Items with Alerts							
Quick Filters							
Row #	Record Identifier	Alerts	Invoice Number	External ID	Vendor ID	Vendor Location	Actions
1	INV-P392900	Invoice Candidate Created (potential duplicate of Invoice #INV-P392900) - Payment File	INV-P...		New-v...		
2	INV-P392901	Invoice Candidate Created (potential duplicate of Invoice #INV-P392901) - Payment File	INV-P...		New-v...		
3	INV-P392902	Invoice Candidate Created (potential duplicate of Invoice #INV-P392902) - Payment File	INV-P...		New-v...		
4	INV-P392903	Invoice Candidate Created (potential duplicate of Invoice #INV-P392903) - Payment File	INV-P...		New-v...		
5	INV-P392904	Invoice Candidate Created (potential duplicate of Invoice #INV-P392904) - Payment File	INV-P...		New-v...		
6	INV-P392905	Payment INV-P392905 rejected, Payment: Uniqueness validation failed for the following ...	INV-P...		New-v...		

- On the **File Details** page, select a row in the **Possible Duplicates** container to review the possible duplicate invoice information, including **Invoice Number**, **Vendor**, **Invoice Date**, **Invoice Amount**, and **Original Invoice**.

File Uploads / File Details

standard_payment_file_template_example_2.csv POSSIBLE DUPLICATES + ERRORS

File Info
Total records: 6
Created Vendors: N/A
Processed Records: 0
Possible duplicates: 5
File items with alerts: 1
File ID: 28100

Possible Duplicates

Bulk Actions Quick Filters

☐	Invoice Number	Vendor	Invoice Date	Invoice Amount	Original Invoice
☐	INV-P392904	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392904
☐	INV-P392903	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392903
☐	INV-P392902	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392902
☐	INV-P392901	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392901
☐	INV-P392900	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392900

Possible Duplicates Found

Original Invoice

Invoice Number [INV-P392904](#)

Vendor New-ven-dup-op-00001

Invoice Amount \$10.00

Invoice Date 07/23/2026

Possible Duplicate Invoice

Invoice Number INV-P392904

Vendor New-ven-dup-op-00001

Invoice Amount \$10.00

Invoice Date 07/23/2026

Process Invoice Reject Invoice

- If additional review is needed, click the **Invoice Number** link in the **Original Invoice** column to open the **Invoice Details** page for the existing invoice.

Possible Duplicates

Bulk Actions Quick Filters

☐	Invoice Number	Vendor	Invoice Date	Invoice Amount	Original Invoice
☐	INV-P392904	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392904

8. Return to the **File Details** page.

9. To **process** possible duplicate invoices, choose one of the following options:

A. To **process one invoice**, select the **row** in the **Possible Duplicates** container and click **Process Invoice**.

 **Possible Duplicates**

Bulk Actions 

Quick Filters 

☐	Invoice Number	Vendor	Invoice Date	Invoice Amount	Original Invoice
☐	INV-P392904	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392904
☐	INV-P392903	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392903
☐	INV-P392902	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392902
☐	INV-P392901	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392901
☐	INV-P392900	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392900

 Possible Duplicates Found

Original Invoice

Invoice Number

INV-P392904

Vendor

New-ven-dup-op-00001

Invoice Amount

\$10.00

Invoice Date

07/23/2026

Possible Duplicate Invoice

Invoice Number

INV-P392904

Vendor

New-ven-dup-op-00001

Invoice Amount

\$10.00

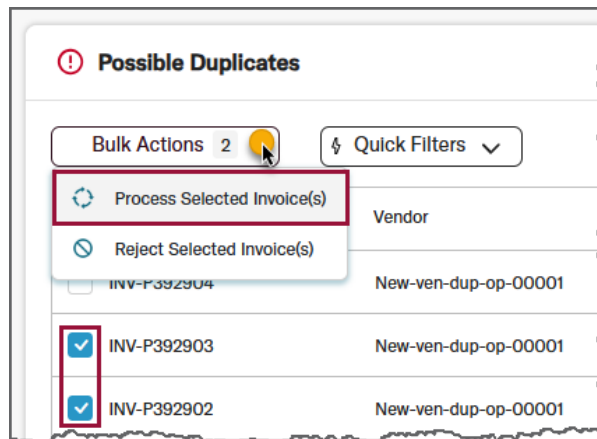
Invoice Date

07/23/2026

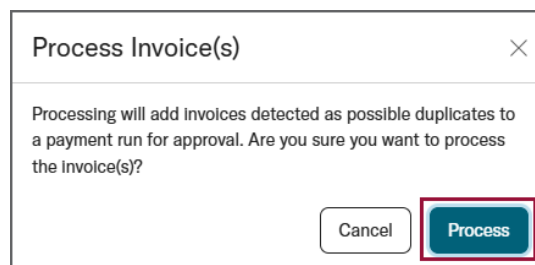
Process Invoice

Reject Invoice

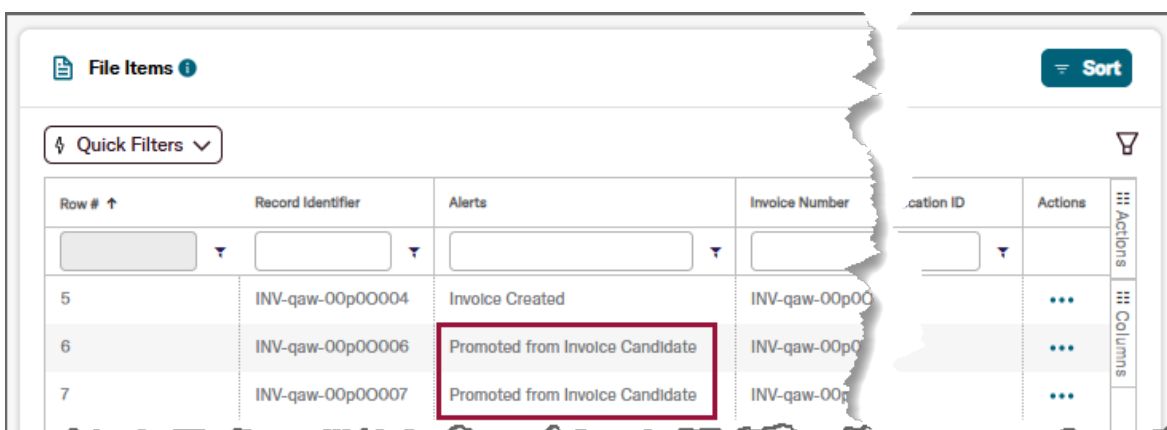
- B. To **process multiple invoices**, select the **checkboxes** for the possible duplicate invoices, click the **Bulk Actions** drop-down, and click **Process Selected Invoice(s)**.



10. Review the **Process Invoice(s)** confirmation modal, and then click **Process**.



11. The processed invoices are removed from the **Possible Duplicates** container and remain listed in the **File Items with Alerts** grid. The **Alerts** column displays **Promoted from Invoice Candidate**, indicating that each possible duplicate was approved and created as an invoice.



12. To **reject** possible duplicate invoices, choose one of the following options:

- A. To **reject one invoice**, select the row in the **Possible Duplicates** container and click **Reject Invoice**.

The screenshot shows the 'Possible Duplicates' interface. At the top, there's a title 'Possible Duplicates' with a warning icon. Below it are 'Bulk Actions' and 'Quick Filters' dropdowns. A table lists three invoices:

☐	Invoice Number	Vendor	Invoice Date	Invoice Amount	Original Invoice
☐	INV-P392904	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392904
☐	INV-P392901	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392901
☐	INV-P392900	New-ven-dup-op-00001	07/23/2026	\$10.00	INV-P392900

On the right, a sidebar titled 'Possible Duplicates Found' shows details for the selected invoice (INV-P392904):

Original Invoice

Invoice Number: INV-P392904
Vendor: New-ven-dup-op-00001
Invoice Amount: \$10.00
Invoice Date: 07/23/2026

Possible Duplicate Invoice

Invoice Number: INV-P392904
Vendor: New-ven-dup-op-00001
Invoice Amount: \$10.00
Invoice Date: 07/23/2026

At the bottom of the sidebar are two buttons: 'Process Invoice' and 'Reject Invoice' (highlighted with a red box).

- B. To **reject multiple invoices**, select the checkboxes for the possible duplicate invoices, click the **Bulk Actions** drop-down, and click **Reject Selected Invoice(s)**.

The screenshot shows the 'Possible Duplicates' interface with the 'Bulk Actions' dropdown menu open. The menu shows two options: 'Process Selected Invoice(s)' and 'Reject Selected Invoice(s)' (highlighted with a red box). The table below shows two invoices with checkboxes:

	Invoice Number	Vendor
☐	INV-P392904	New-ven-dup-op-00001
☒	INV-P392901	New-ven-dup-op-00001

13. Key in a **Rejection Reason** on the **Reject Invoice(s)** confirmation dialog, and then click **Reject**. You cannot reject the selected invoice or invoices until a rejection reason is entered.

Reject Invoice(s)

Rejecting will exclude invoices detected as possible duplicates from a payment run and the system. Are you sure you want to reject the invoice(s)?

Rejection Reason

Sample rejection reason.

CancelReject

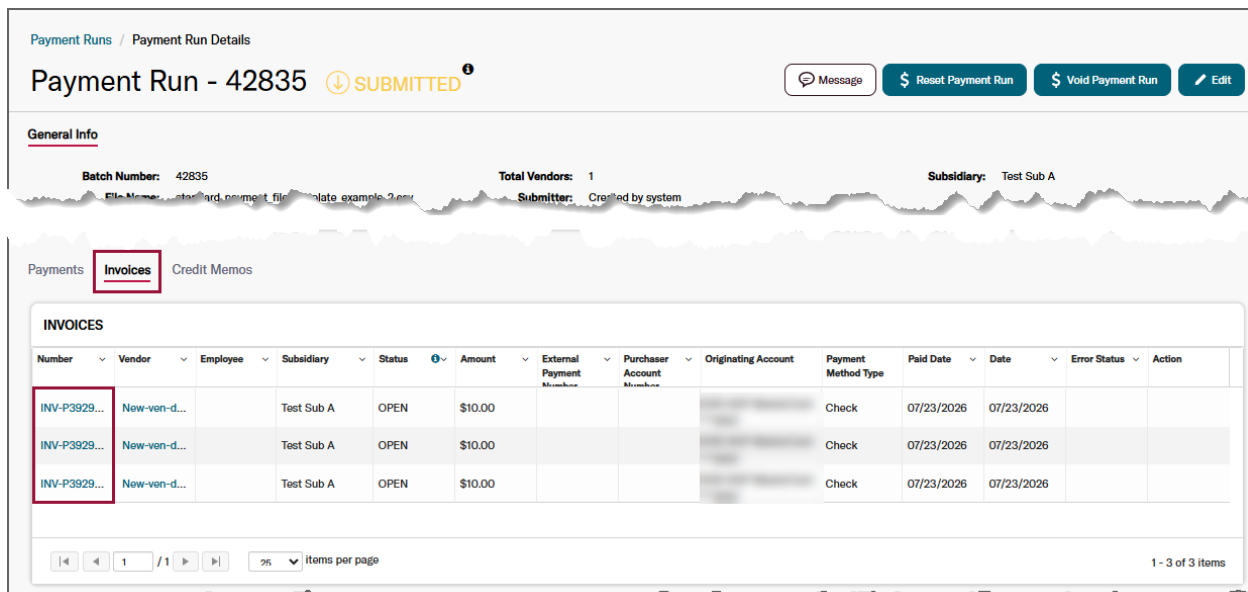
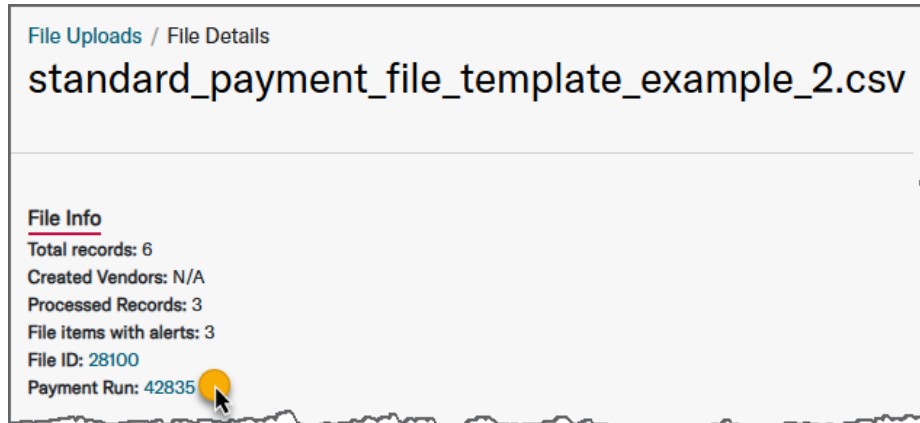
14. The rejected invoices are removed from the **Possible Duplicates** container and remain listed in the **File Items with Alerts** grid. The **Alerts** column displays **Rejected as duplicate**, indicating that the records were not created as new invoices.

File Items with Alerts								Sort
Quick Filters								
Row #	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions	
1	INV-P392...	Invoice Candidate Created (potential duplicate of Invoice #INV-P392900) - Payment File	INV-P...		New-...			
2	INV-P392...	Rejected as duplicate	INV-P...		New-...			
3	INV-P392...	Promoted from Invoice Candidate	INV-P...		New-...		...	

15. Continue processing or rejecting possible duplicate invoices until the **Possible Duplicates** container is empty.

16. After all possible duplicate invoices have been resolved, review the **File Items with Alerts** grid to confirm the outcome for each invoice:

- A. If the payment file created a payment run, click the **Payment Run** link to open the **Payment Run Details** page. Then, click the **Invoices** tab to view the invoices included in the payment run.



- B. For invoices that were **rejected**, review the **Alerts** column for duplicate rejection messages. Rejected invoices are not created as new invoices.

File Items with Alerts ⓘ								Sort
Quick Filters ▾								🔍
Row # ↑	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions	⋮ Actions
								⋮ Columns
1	INV-P392...	Rejected as duplicate	INV-P392900		New-ven-po-...			
2	INV-P392...	Rejected as duplicate	INV-P392901		New-ven-po-...			

- C. If other records contain **errors**, review the **Alerts** column, correct the applicable information in the payment file, and upload the corrected file again.

File Items with Alerts ⓘ								Sort
Quick Filters ▾								🔍
Row # ↑	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions	⋮ Actions
								⋮ Columns
1	INV-P3...	Rejected as duplicate	INV-P392900		New-ve...			
	INV-P3...	Promoted from Invoice Candidate	INV-P392901		New-ve...			
6	INV-P3...	Payment INV-P392905 rejected, Payment: Uniqueness validation failed...	INV-P392905		New-ve...			

17. Review the **Activities** section on the **File Details** page to see **who processed or rejected each possible duplicate invoice, when the action occurred, and which invoices were affected**. For rejected invoices, the activity also displays the rejection reason. For processed invoices, it confirms that the invoices were added to the payment run.

ActivitiesRefresh

Corpay Test commented on 07/23/2026 10:53 AM PDT
Rejected INV-P392900 as a duplicate with the reason: Sample rejection reason..

Corpay Test commented on 07/23/2026 10:53 AM PDT
Processed and added INV-P392904 to payment run after the system detected it as possible duplicate.

Corpay Test commented on 07/23/2026 10:38 AM PDT
Rejected INV-P392901 as a duplicate with the reason: Sample rejection reason..

Corpay Test commented on 07/23/2026 10:21 AM PDT
Processed and added INV-P392902, INV-P392903 to payment run after the system detected them as possible duplicates.

18. For an invoice that was processed, click the **ellipsis** icon in the **Actions** column and click **View** to open the **Invoice Details** page. Then, on the **Invoice Details** page, scroll to the **Activities** section to confirm who processed the possible duplicate invoice.

File Items with Alerts

Sort

Quick Filters

Row #	Record Identifier	Alerts	Invoice Number	Invoice External ID	Vendor ID	Vendor Location ID	Actions
1	INV-P392...	Rejected as duplicate	INV-P392...		New-ven-p...		
2	INV-P392...	Rejected as duplicate	INV-P392...		New-ven-p...		
3	INV-P392...	Promoted from Invoice Candidate	INV-P392...		New-ven-p...		
4	INV-P392...	Promoted from Invoice Candidate	INV-P392...		New-ven-p...		View

Activities

Corpay Test 07/23/2026 10:21 AM PDT
Corpay Test processed and added this invoice to a payment run after the system detected it as a possible duplicate.

Name Invoice-sync_event

Date 07/23/2026 10:21 AM PDT

Status SUBMITTED

Summary Sync Event: Job#22003805 for Invoice: #INV-P392902 has been submitted to sync (CREATE) with a system external_id=.

19. Review the **Data Audit Log** when additional processing details are needed, such as document status changes, record-creation results, error counts, or other system-generated processing data.

In the following example, the **Data Audit Log** shows how the status changes from **Possible Duplicates + Errors** to **Completed with Errors** after all possible duplicates have been resolved. The status changes to **Completed with Errors** because additional errors remain in the payment file that need to be resolved.

Data Audit Log

Refresh

Corpay Test
07/23/2026 10:53 AM PDT

Updated Document status from "POSSIBLE_DUPLICATES+_ERRORS" → "COMPLETED_WITH_ERRORS"

07:00, user_send_paym... file_parsing... conf... me... .PUE}

System
07/23/2026 9:28 AM PDT

Updated Document properties from
{ "upsert_duration":2,"mapping_duration":0,"reading_duration":0,"file_total_amount":40,"validation_duration":0,"file_total_row_count":6,"upsert_start_datetime":"2026-07-23T09:28:56.739-07:00","mapping_start_datetime":"2026-07-23T09:28:56.241-07:00","reading_start_datetime":"2026-07-23T09:28:55.907-07:00","upsert_finish_datetime":"2026-07-23T09:28:58.675-07:00","document_start_datetime":"2026-07-23T09:28:56.201-07:00","mapping_finish_datetime":"2026-07-23T09:28:56.382-07:00","reading_finish_datetime":"2026-07-23T09:28:56.025-07:00","validation_start_datetime":"2026-07-23T09:28:56.469-07:00","validation_finish_datetime":"2026-07-23T09:28:56.496-07:00","file_total_amount_sum_duration":0,"did_send_acknowledgement_summary":true,"file_total_amount_sum_start_datetime":"2026-07-23T09:28:56.398-07:00","file_total_amount_sum_finish_datetime":"2026-07-23T09:28:56.416-07:00"}
→
{ "upsert_duration":2,"mapping_duration":0,"reading_duration":0,"file_total_amount":40,"validation_duration":0,"file_total_row_count":6,"upsert_start_datetime":"2026-07-23T09:28:56.739-07:00","mapping_start_datetime":"2026-07-23T09:28:56.241-07:00","reading_start_datetime":"2026-07-23T09:28:55.907-07:00","upsert_finish_datetime":"2026-07-23T09:28:58.675-07:00","document_start_datetime":"2026-07-23T09:28:56.201-07:00","mapping_finish_datetime":"2026-07-23T09:28:56.382-07:00","reading_finish_datetime":"2026-07-23T09:28:56.025-07:00","validation_start_datetime":"2026-07-23T09:28:56.469-07:00","validation_finish_datetime":"2026-07-23T09:28:56.496-07:00","file_total_amount_sum_duration":0,"did_send_acknowledgement_summary":true,"did_send_file_parsing_service_error":true,"file_total_amount_sum_start_datetime":"2026-07-23T09:28:56.398-07:00","file_total_amount_sum_finish_datetime":"2026-07-23T09:28:56.416-07:00"}

System
07/23/2026 9:28 AM PDT

Updated Document status from "CREATING_RECORDS" → "POSSIBLE_DUPLICATES+_ERRORS"
Updated Document form_data from {"object_creation_results":{}} →
{ "object_creation_results":
{ "error_count":1,"found_count":24,"total_count":6,"linked_count":0,"created_count":5}}

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.

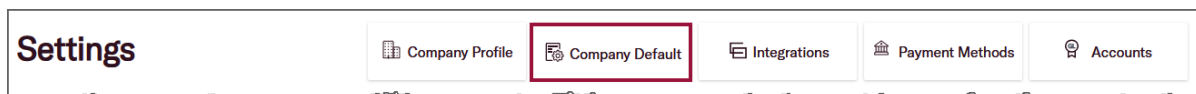
For example, if a user wants to designate the ap@companyxyz.com Company email address as the location to track and store all payment remittance emails sent to Vendors, they can add ap@companyxyz.com as a recipient in their Company's default settings. All payment remittance emails will be automatically 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 top navigation bar includes tabs: General, PO Request, Purchase Order, Invoice, Budget, Payment, Vendor, Credit Memo, Product Item, Corporate Card, Expense, and Receipt. The 'General' tab is active. The interface is divided into two columns. The left column contains: 'Allow Only Company Currency Code' (checked, with a dropdown showing USD, EUR, AED, CAD), 'Foreign currency support' (unchecked), 'Crypto currency support' (unchecked), 'Functional Currency' (USD), 'Company Timezone' (US/Eastern), 'Bearer of Payment Fee(s)', 'Auto Start Invoice Workflow', 'Default Payment Terms' (Due Now), and 'Payment Remittance E-mail' (sample_email@email.com, marked with a red circle 'A'). The right column contains: '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'. At the bottom right, there is a red circle 'B' next to a 'Submit' button.

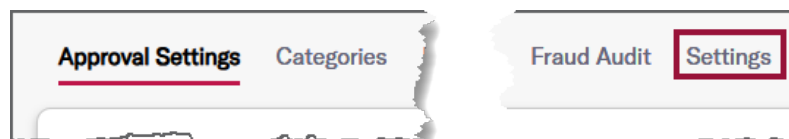
- A. Key in one or multiple **recipient email addresses** in the **Payment Remittance E-mail** field.
- B. Click the **Submit** button.

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:

A screenshot of the 'General' tab in the 'Company Default' settings. The 'Payment Scheduling Window' dropdown menu is open, showing 'Current Date' as the selected option. A red arrow points to this dropdown. Other visible options include 'USD', 'EUR', 'AED', and 'CAD' for currency, and 'Test Sub A' for the subsidiary default.

- **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.

A screenshot of the bottom portion of the settings page. It includes checkboxes for 'Auto Restart Approval Workflow on Amount or Department Change', 'Allow to filter projects by location', and 'Notify Users Required on Messages'. There is a 'Limit Unit Price decimal places' input field and a 'Notes' section. A red arrow points to the 'Submit' button at the bottom right.

Configure Standard Payment Return File Delivery

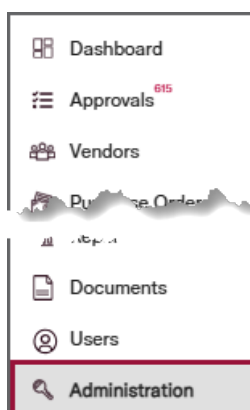
Companies can configure Corpay Complete to automatically email [Standard Payment Return Files](#) after payment processing is successfully completed. Files are generated after payment processing confirmation is received and remain available in the [Documents](#) section of the [Payment Run Details](#)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



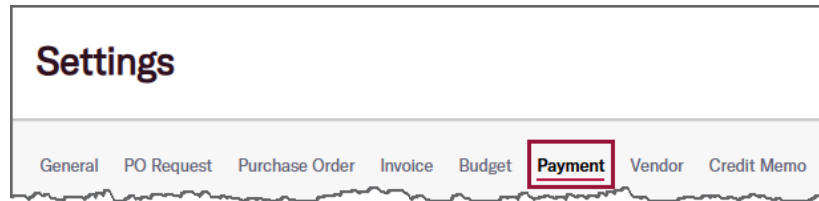
2. Click the **Settings** tab.



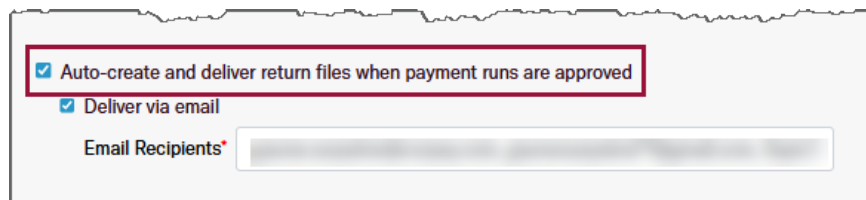
3. Click the **Company Default** tile.



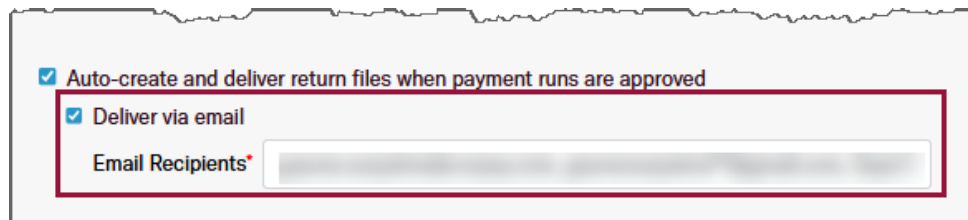
4. Click the **Payment** tab.



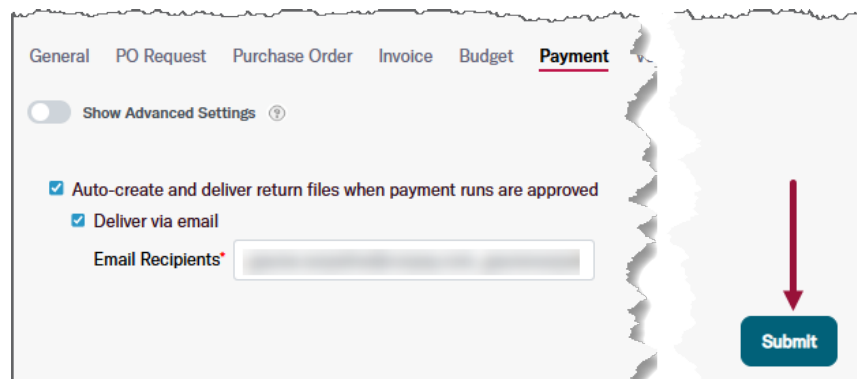
5. Select the **Auto-create and deliver return files when payment runs are approved** checkbox.



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**.



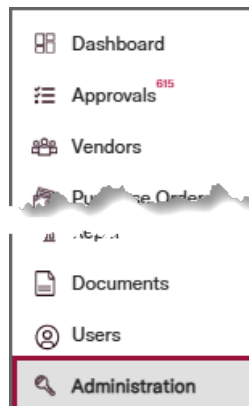
Configure Payment Grouping by External Payment Number

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.



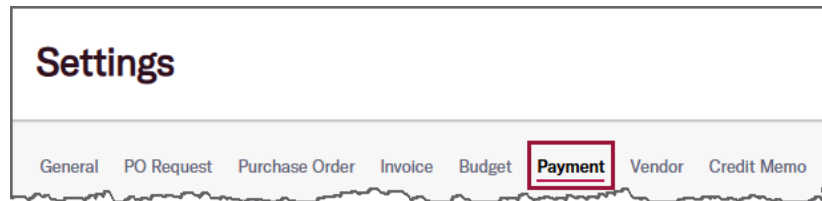
2. Click the **Settings** tab.



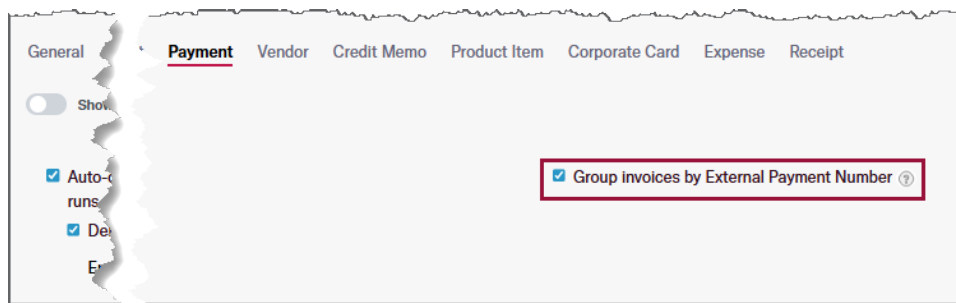
3. Open the **Company Default** tile.



- Click the **Payment** tab.



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



- Click **Submit**.

