Solenis Electronic Invoice Presentment and Payment (EIPP) Portal

Customer User Guide

1. Introduction

The Solenis Electronic Invoice Presentment and Payment (EIPP) Portal provides an efficient and secure way to access, manage, and pay your invoices online. This customer-facing portal streamlines your financial interactions with Solenis while giving you greater control and visibility over your invoice and payment processes.

Key Benefits:

- **24/7 Accessibility**: Access your invoice information anytime, anywhere through a secure online portal
- **Streamlined Payments**: Make payments quickly using credit cards or ACH transfers with saved payment methods
- **Flexible Payment Options:** Pay in full or make a partial payment, apply available account credits, and — if you don't have portal access — pay directly without logging in
- **Complete Visibility**: View all open and historical invoices in one central location
- **Self-Service Capabilities**: Submit disputes, request information, and track resolution status without phone calls or emails
- **Detailed Documentation**: Download invoice PDFs and related documentation for your records
- **Efficient Communication**: Direct communication channel with Solenis support for billing questions

Portal Features:

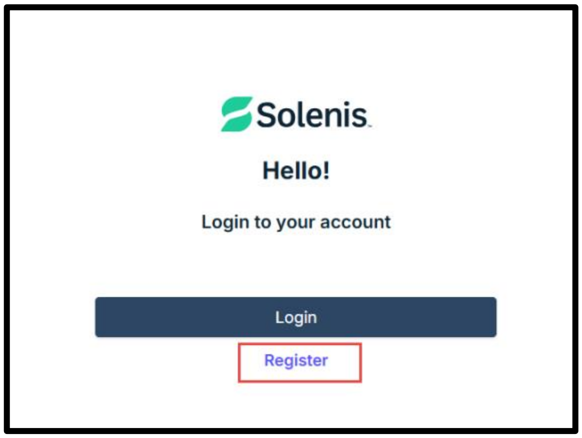
- **Invoice Management**: View, filter, search, and download invoices and supporting documentation
- **Payment Processing**: Make secure payments via credit card or ACH bank transfer
- **Payment Surcharges:** View any applicable card-processing surcharge before confirming your payment
- **Guest Payment:** Pay invoices without logging in by providing your account and invoice information
- **Payment History**: Track payment history and download receipts for your records
- **Dispute Management**: Submit and track invoice disputes with supporting documentation
- **Payment Method Storage**: Securely save payment methods for future use
- **Case Management**: Create and manage support cases for billing inquiries

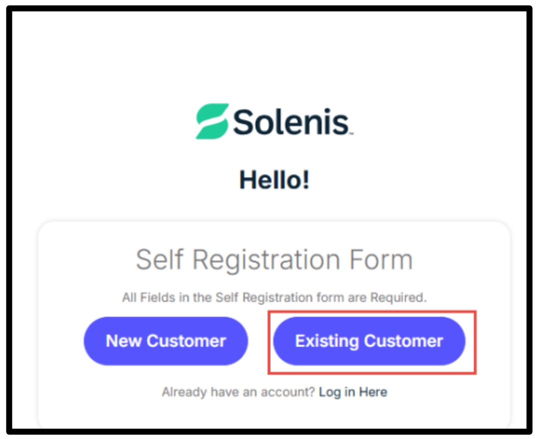
- **User Registration:** New users may register for access to Solenis products; EIPP access is granted after account configuration by Solenis.

2. Accessing the EIPP Portal

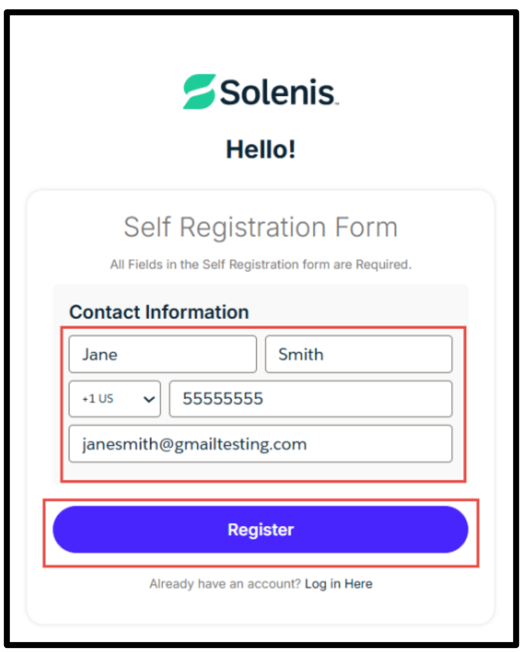
- Access the portal by logging in with your credentials to products.solenis.com.

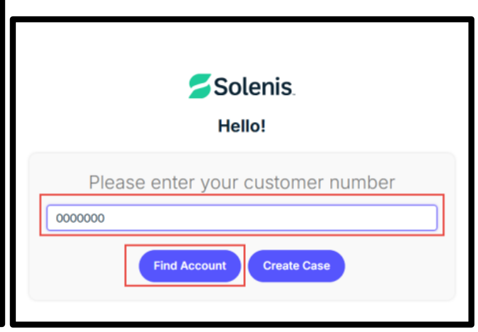
- Select register -> and Existing customer

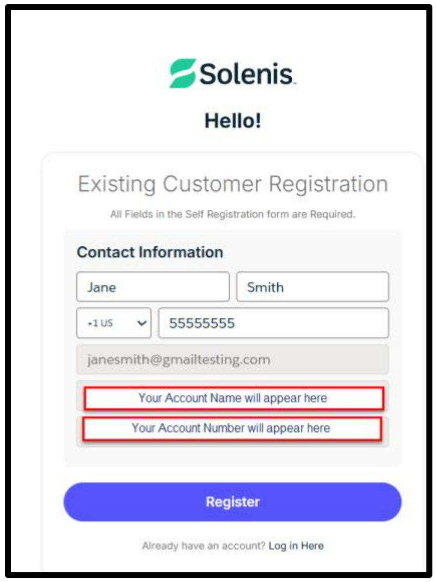




- Complete your contact information as requested -> on the next screen enter your Solenis account number which can be found on your invoices or statement.







- Don't have portal credentials yet, or need to make a one-time payment without registering? See Section, "Paying Without Logging In (Guest Payment)."

Login Support:

- If you are unable to access the portal, contact Solenis support at SolenisCreditNATeam@solenis.com for assistance.

3. Dashboard Overview

Once logged in, you will be directed to the Dashboard, which provides an overview of your account status and invoice information:

The Dashboard includes the following key components:

1. **Last Payment Details**
   - Details about your most recent payment made through the portal.

2. Amount Due by Aging Buckets

- Shows invoice aging by time period:
  - Current
  - 1-30 days overdue
  - 31-60 days overdue
  - 61-90 days overdue
  - 91-120 days overdue
  - +120 days overdue

3. Filter Payable By Aging Buckets

- Provides a quick overview of the number of open invoices
- Shows the total amount due across all invoices
- Includes a "**Pay Now**" button for quick access to payment functionality

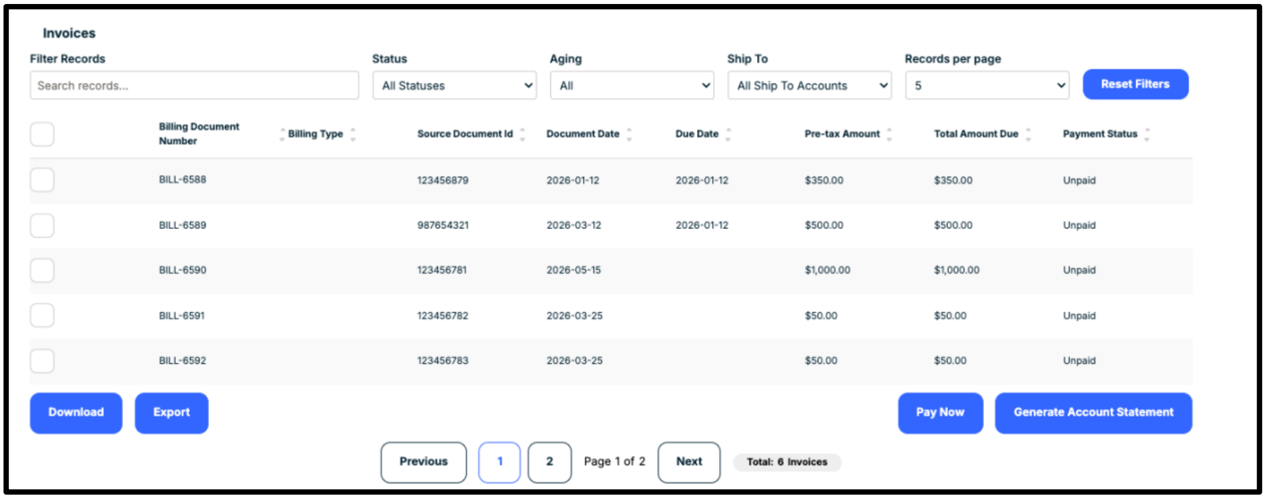
4. Currency Selection

- For customers with multiple currencies, you can select which currency to display in the dashboard widgets
- The dropdown will only show currency options for which you have invoices

4. Managing Invoices

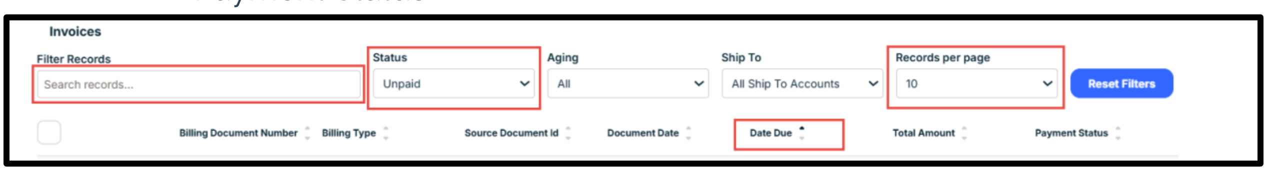
Viewing Invoices:

1. Click on "**Invoices**" in your profile menu
2. The Invoice List page displays all your invoices with key information:
   - Billing Document Number
   - Billing Type
   - Source Document Id
   - Document Date
   - Due Date
   - Total Amount Due
   - Payment Status



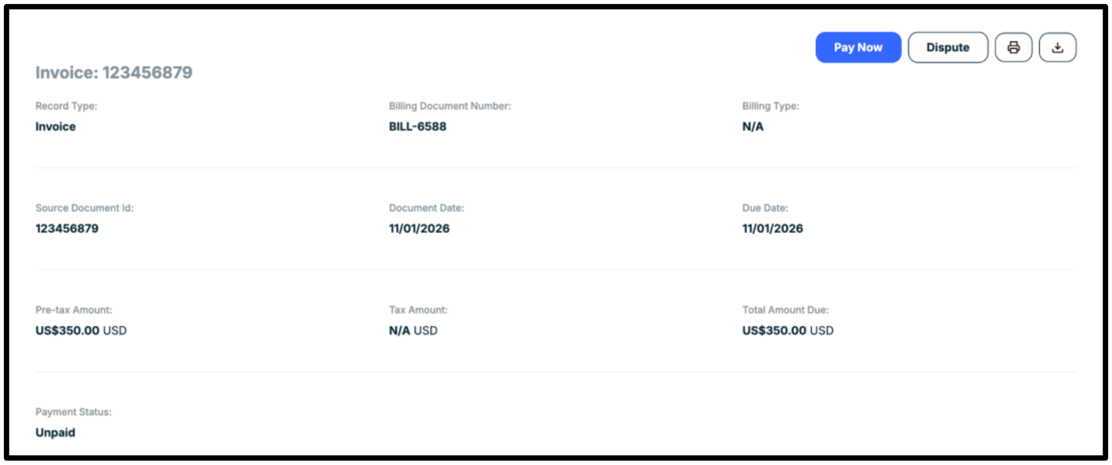
Filtering Invoices:

1. Use the search bar at the top of the invoice list to search by invoice number
2. Use filter options to narrow down invoices by:
    - Status
    - Aging
    - Number of invoices per page
3. Click "**Reset Filters**" to clear all applied filters
4. Use the sort options to:
    - Sort invoices by date – oldest to newest
    - Due Date
    - Amount
    - Payment Status



Viewing Invoice Details:

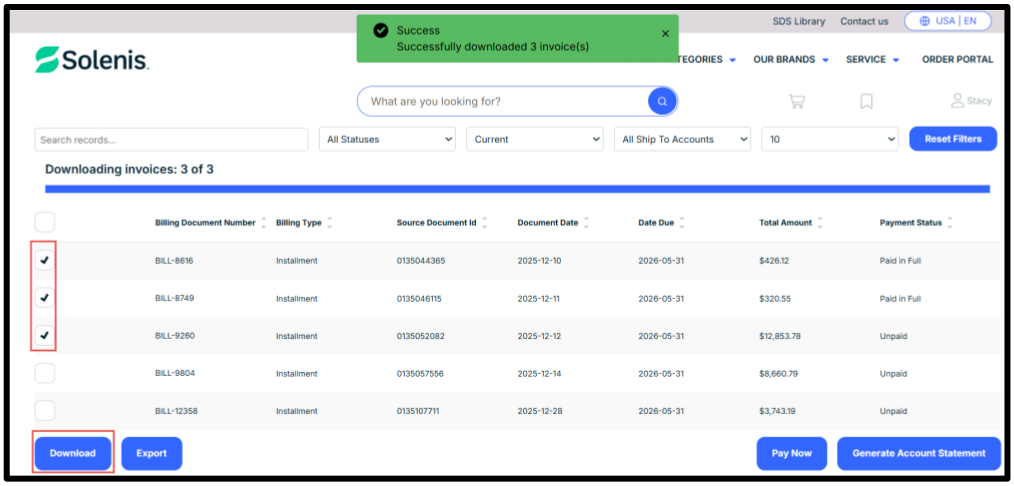
1. Click on an invoice number to view its details
2. The Invoice Detail page shows:
    - Invoice information (number, date, amount, billing type)
    - Invoice lines
    - Payment status and history
    - Related cases (if any)



Note: The payment methods offered when you pay an invoice (credit card and/or ACH bank transfer) can vary depending on the type of invoice. See "Available Payment Methods" for details.

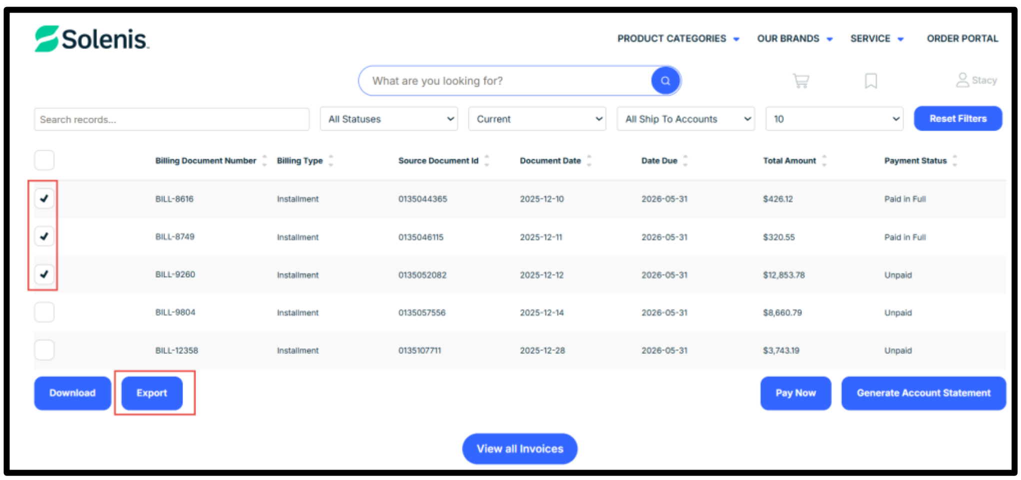
Downloading Invoices:

1. From the Invoice List, select the checkboxes next to the invoices you want to download
2. Click the "**Download**" button
3. The selected invoice PDFs will download to your computer as separate files
4. If the document cannot be located, you will receive a message stating "**We were unable to locate the document. Contact Solenis for assistance.**"



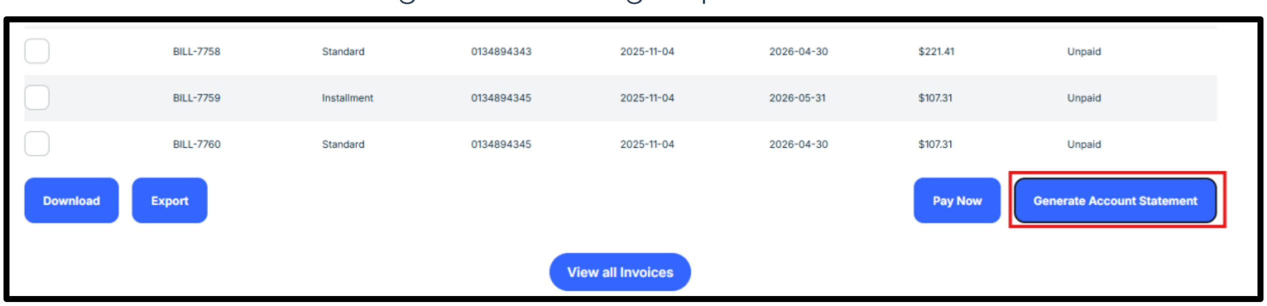
Exporting Invoice Data:

1. From the Invoice List, select the invoice(s) you want to export
2. Click the "**Export**" button
3. The system will generate a CSV file
4. The invoice data will be downloaded to your computer



Downloading a Statement

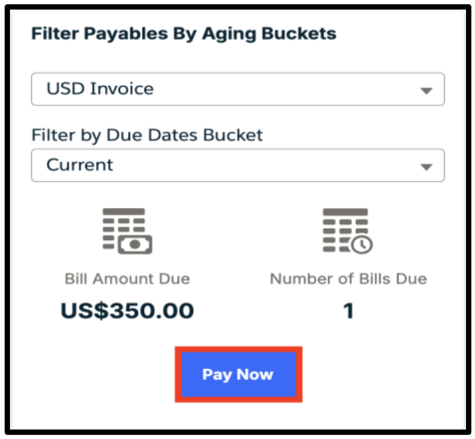
1. Select "Generate Statement" and a statement will be automatically downloaded showing all outstanding (unpaid) invoices as of the current date.



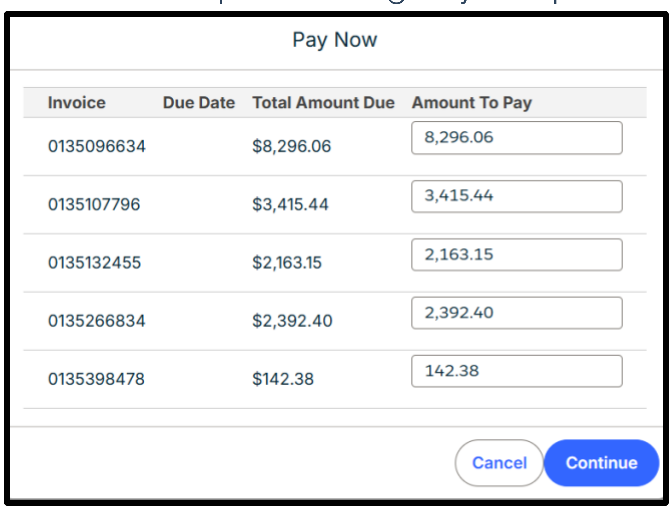
5. Making Payments

Pay Now Feature (Dashboard):

1. From the Dashboard, click the "**Pay Now**" button



2. A payment window will open showing all your open invoices

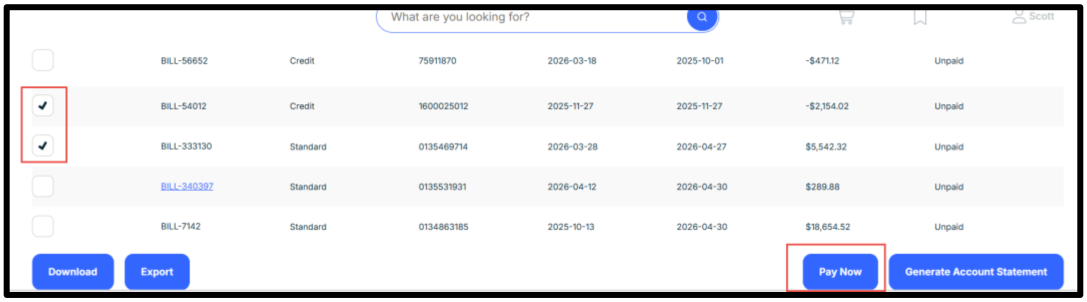


3. Select the invoices you want to pay by entering the payment amount
4. Click "**Continue**"
5. Select your payment method:
    - Use a saved payment method
    - Add a new payment method (credit card or ACH)
6. Click "**Pay Now**" to process your payment
7. You will receive confirmation with payment details and receipt number

Paying from the Invoice List:

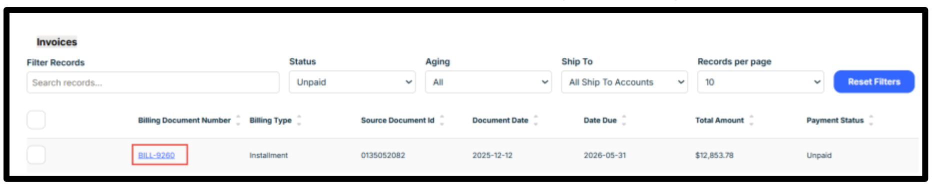
1. Navigate to the "**Invoices**" page
2. Select one or more invoices by checking the boxes
3. Click the "**Pay Now**" button

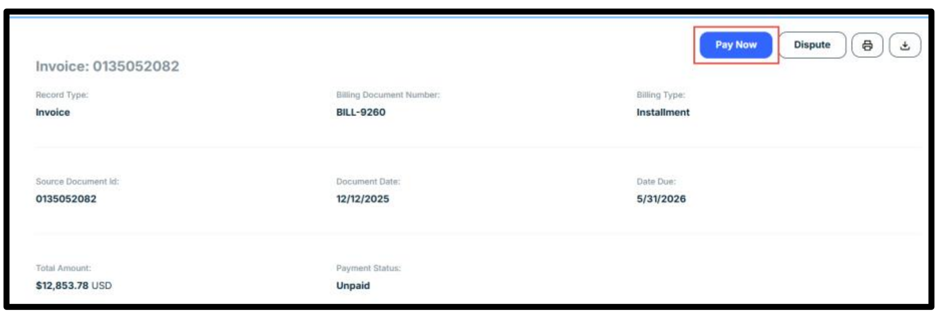
4. Follow steps 4-8 as above to complete your payment



Paying a Single Invoice:

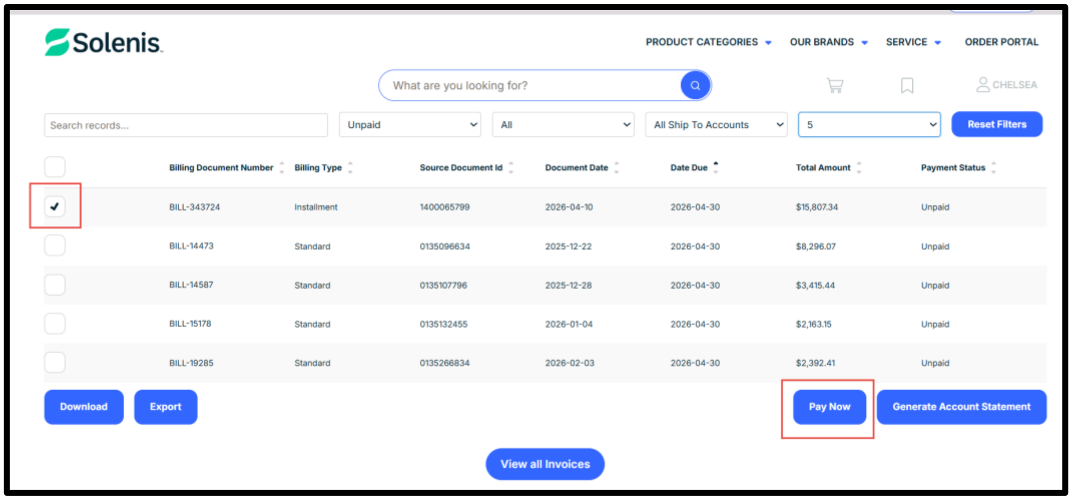
1. Navigate to the "**Invoices**" page
2. Click on the Billing Document Number to view its details
3. Click the "**Pay**" button on the Invoice Detail page
4. Follow steps 4-8 as above to complete your payment



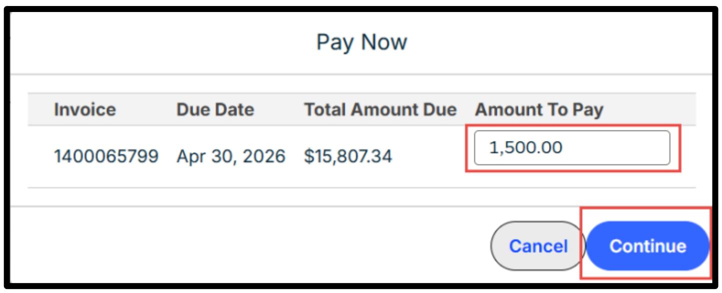


Making Partial Payments:

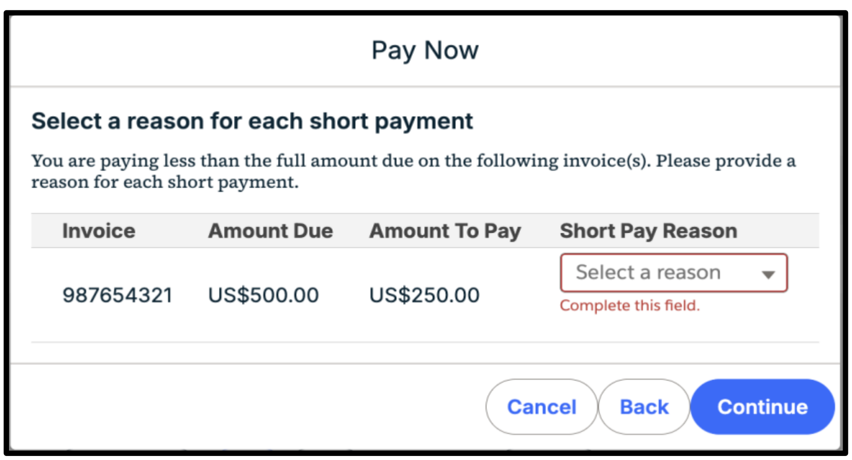
1. Navigate to the "Invoices" page
2. Select one or more invoices by checking the boxes and Click “Pay Now”



3. During the payment process, you can adjust the payment amount for each invoice
4. Enter the amount you wish to pay in the "**Payment Amount**" field



5. Continue with the payment process and mark your reason for partial payment



Note: After a partial payment is submitted, the invoice will show a status of "Partially Paid" with the amount reflecting what was actually paid, not the original invoice total.

Available Payment Methods

The payment methods offered to you — credit card, ACH bank transfer, or both — depend on the type of invoice(s) you're paying. If you select invoices that only support one method (for example, ACH only), that will be the only option shown when you add a new payment method or select a saved one. If you're unsure why a particular option isn't available for an invoice, contact Solenis support.

Payment Surcharges

Depending on your account and the payment method you choose, a card-processing surcharge may apply when paying by credit card:

- If a surcharge applies, it will be calculated and displayed on the Select Payment Method screen once you choose a card
- You must review and acknowledge the surcharge before the "Pay Now" button becomes available
- If you are paying multiple invoices and/or applying credits in the same payment, the surcharge is broken down per invoice, along with a total surcharge and total net charge
- Surcharges do not apply to ACH bank transfer payments
- Some accounts (for example, government entities) are not subject to surcharges. If your account is exempt, no surcharge language will appear and you can proceed to payment without an acknowledgement step
- The surcharge amount will appear on your payment confirmation, on the Payment Detail page, and on your downloadable receipt

If you have questions about whether a surcharge applies to your account, contact Solenis support at SolenisCreditNATeam@solenis.com.

Applying Credits to Your Payment

If your account has available credits, you can apply them toward an invoice payment:

- When selecting invoices to pay, any available credits for your account will also be shown. Select the credit(s) you'd like to apply
- Applied credits reduce the total amount due for the payment (and reduce any surcharge amount, if applicable); credits you do not select remain available for a future payment
- At least one standard invoice must be included in the payment — a credit cannot be paid off by itself
- Credits must be applied in full; you cannot apply a partial amount of a credit

- The total payment amount must be zero or greater before you can proceed; if applying your selected credits would bring the total negative, adjust your invoice or credit selections before continuing

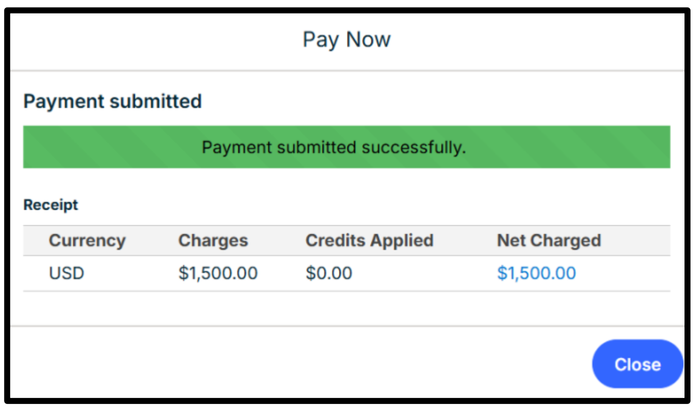
Your payment confirmation, Payment Detail page, and receipt will show the invoice charges, any credits applied, the net charge, and any surcharge.

Payment Processing Time:

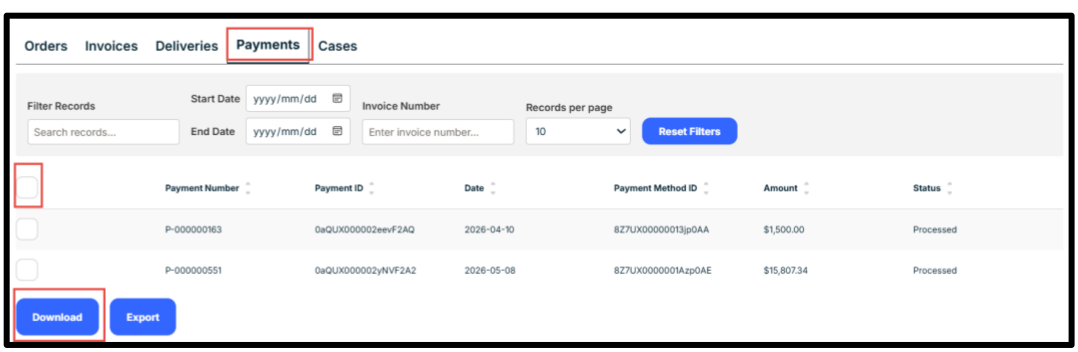
1. Credit card payments are processed immediately
2. ACH (bank transfer) payments typically take 1-3 business days to process
3. Your payment status will be updated in the system once the payment is confirmed

Payment Confirmation:

1. After successful payment submission, you will see a confirmation screen



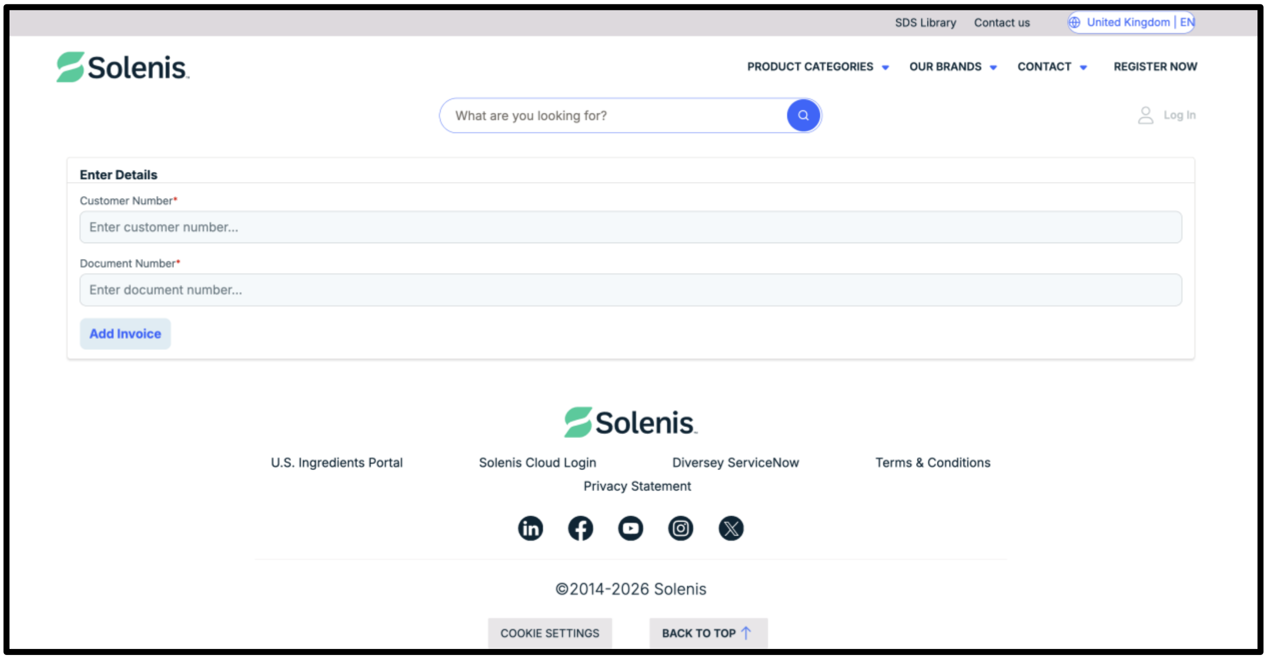
2. You can view and download a payment receipt from the payment confirmation screen or later from the Payment History section



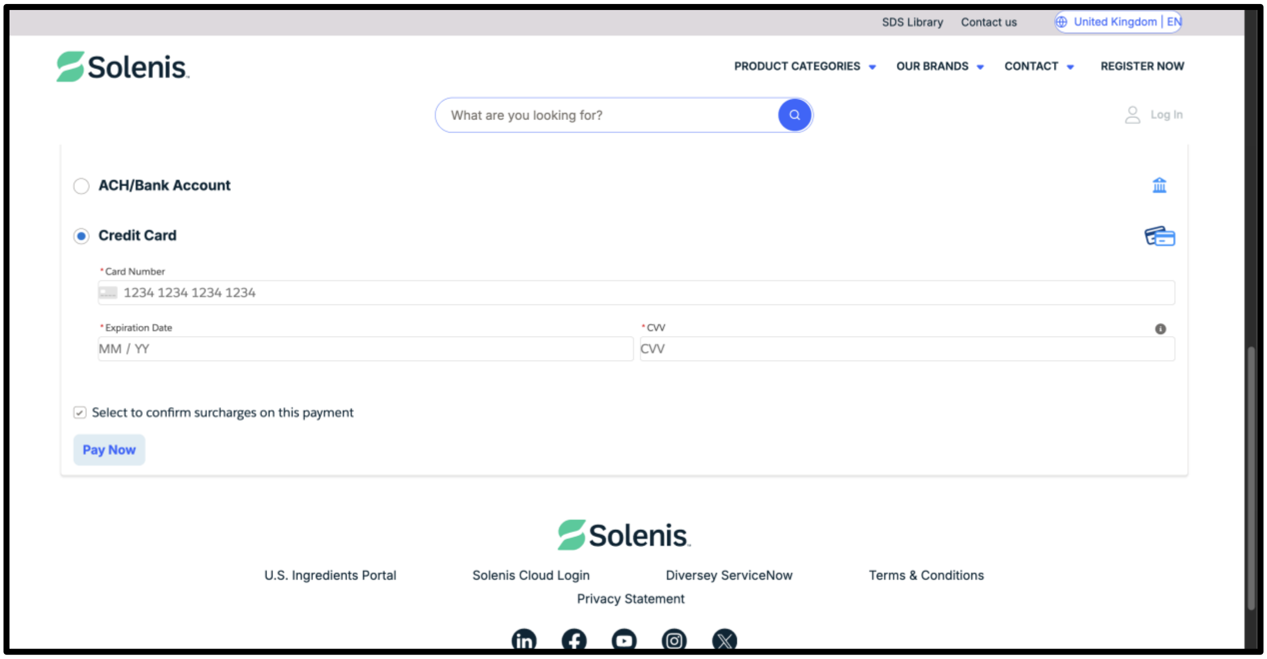
6. Paying Without Logging In (Guest Payment

If you don't have portal credentials, or simply want to make a one-time payment, you can pay your invoice(s) directly without logging in.

- Navigate to the Guest Payment page (products.solenis.com/guest-payment)



- Enter your Customer Number and the Document Number of the invoice you'd like to pay, then click "Add Invoice." The invoice will be retrieved and added to a table below. Your Customer Number stays filled in so you can add additional invoices; the Document Number field clears so you can enter the next one
- All invoices added to a single guest payment must belong to the same account (Customer Number). If you try to add an invoice under a different customer number, you'll see the message "All invoices in a single payment must use the same account number," and that invoice will not be added
- Once you've added the invoice(s) you want to pay, complete the Billing Details section and click "Pay Invoice(s)"
- Available payment methods (credit card and/or ACH) will depend on the type of invoice(s) you added, the same as when paying while logged in



- Enter your payment details and click "Pay Now" to complete the payment
- After a full payment, your confirmation screen will read: "Thank you for your recent payment. Please allow 24–48 hours for the transaction to reflect on your account. Any account-related communications received during this time may not yet account for your latest payment and can be disregarded." Your invoice(s) will be marked "Paid in Full"
- If you submit a partial payment amount for one or more invoices, your confirmation will include an additional note: "Please contact support: Email soleniscreditnateam@solenis.com for partial payment." Invoices paid partially will show as "Partially Paid"; any invoices paid in full will show as "Paid in Full"

Paying with Available Credits (Guest Payment):

If you have a credit-type invoice (matching account number, brand, and currency as your other invoice(s)), you can add it to the same guest payment:

- The credit amount, including any surcharge, is deducted from your total balance
- A credit invoice cannot be paid on its own — a standard invoice must also be included
- A partial amount cannot be applied to a credit invoice; it must be used in full
- Your total amount must be zero or greater before you can complete the payment

Viewing and Emailing Your Receipt:

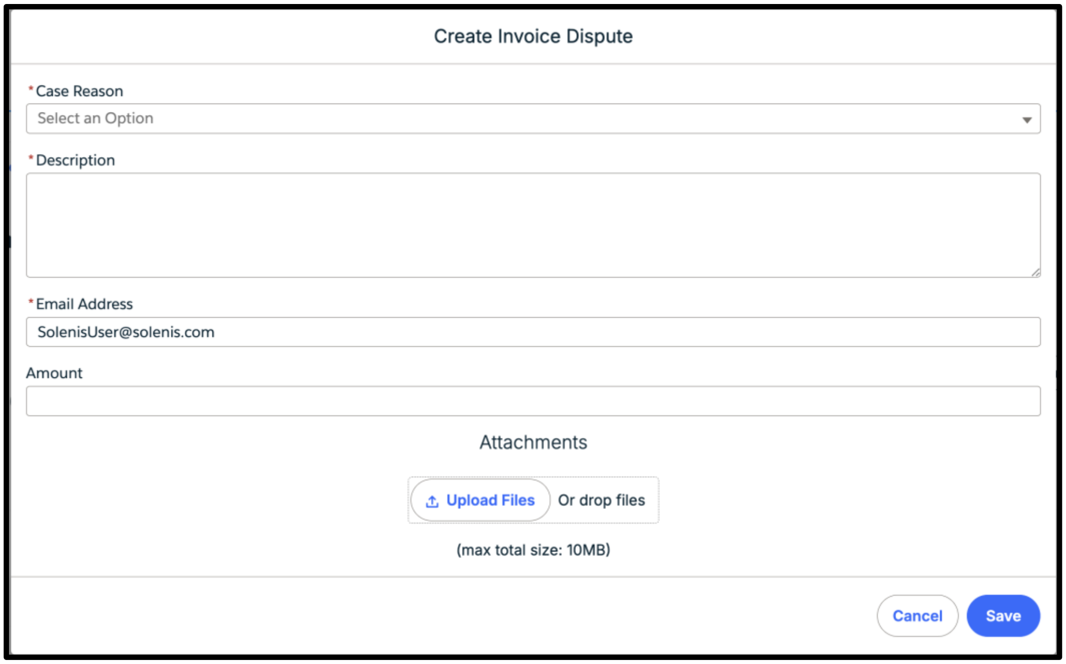
From the payment confirmation screen, you can:

- Click "View Receipt" to open your receipt in a new tab, where you can download a PDF copy
- Click "Email Receipt" to have a link to your receipt sent to your email address

7. Disputing Invoices

Creating a Dispute:

1. Navigate to the "**Invoices**" page
2. Click on an billing document number to view its details
3. Click the "**Dispute**" button on the Invoice Detail page
4. Complete the dispute form:
    - Select a dispute reason from the dropdown menu
    - Enter the disputed amount
    - Provide a detailed description of the issue
    - Provide email address if not already listed
    - Attach any relevant documentation (optional, 10MB total file size limit)
5. Click "**Save**"
6. A confirmation message will appear, and a case will be created
7. The dispute will be routed to the appropriate Solenis team based on the selected reason
    - **Note:** Disputing an invoice does not absolve the customer from the balance owed until confirmation has been received from Solenis that the dispute has been accepted and adjusted documents are made available.



Viewing Existing Disputes:

1. Navigate to the "Cases" page
2. View your disputes/cases with key information:
   - Case Number
   - Status
   - Email Address
   - Subject
   - Created Date

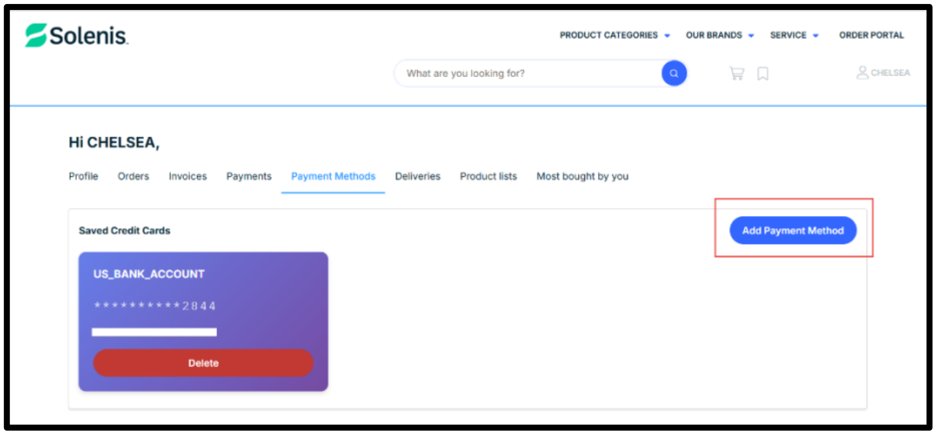
Dispute Resolution Process:

1. After submitting a dispute, it will be assigned to a Solenis representative for review
2. The portal will display the current status of your dispute
3. If your dispute is approved, you will see a credit memo applied to your account
4. If additional information is needed, the Solenis representative will request it through the case

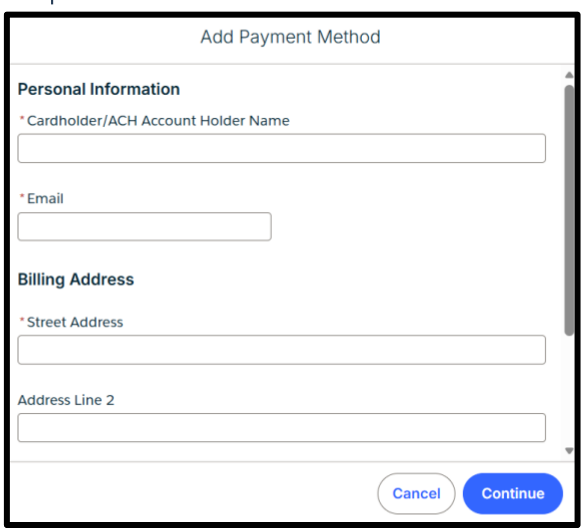
8. Managing Payment Methods

Adding a Payment Method:

1. Navigate to "Payment Methods" in the navigation menu
2. Click "Add Payment Method"



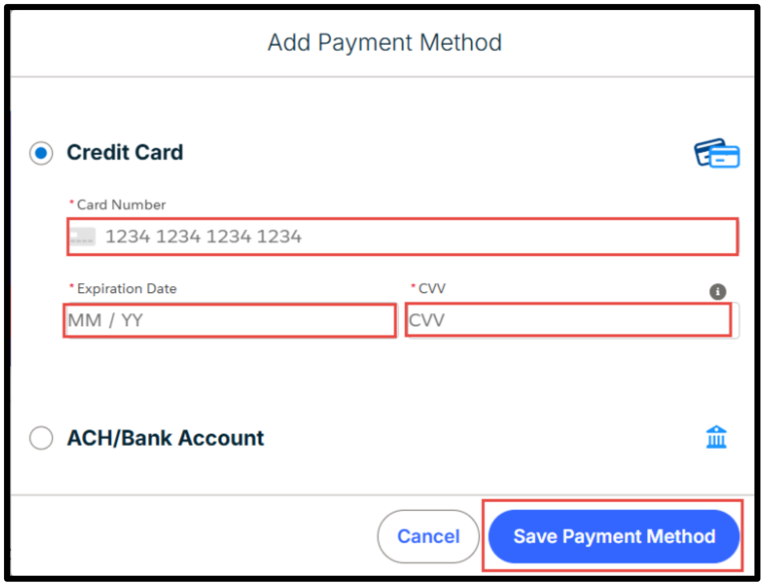
3. Enter personal information:
    - Cardholder Name
    - Email
    - Billing Address (Street, Apt/Suite, City, State/Province, Postal Code, Country)
4. Click "**Continue**" to proceed to card details



5. Select Card or ACH bank and follow the on-screen instructions
6. Click "**Save Payment Method'**

For Credit Cards:

1. Enter your card details:
    - Card number
    - Expiration date
    - CVV code
2. Click "**Save Payment Method**"

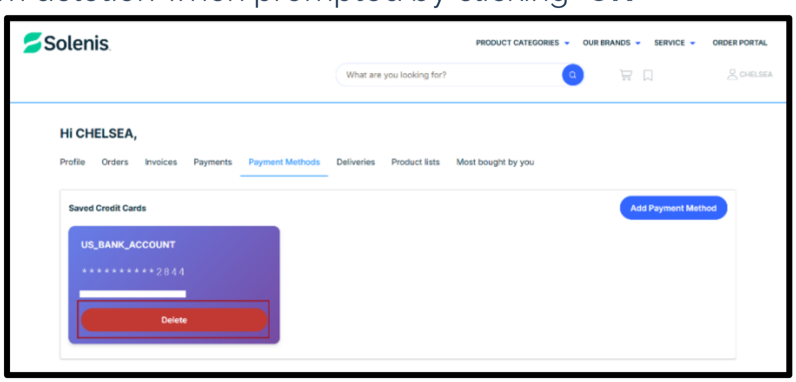


For ACH (Bank Account):

1. Provide your Routing Number and Account Number
2. Click "**Save Payment Method**" when complete

Removing a Payment Method:

1. Navigate to "**Payment Methods**" in the navigation menu
2. Locate the payment method you want to remove
3. Click the "**Delete**" button on the payment method
4. Confirm deletion when prompted by clicking "**OK**"



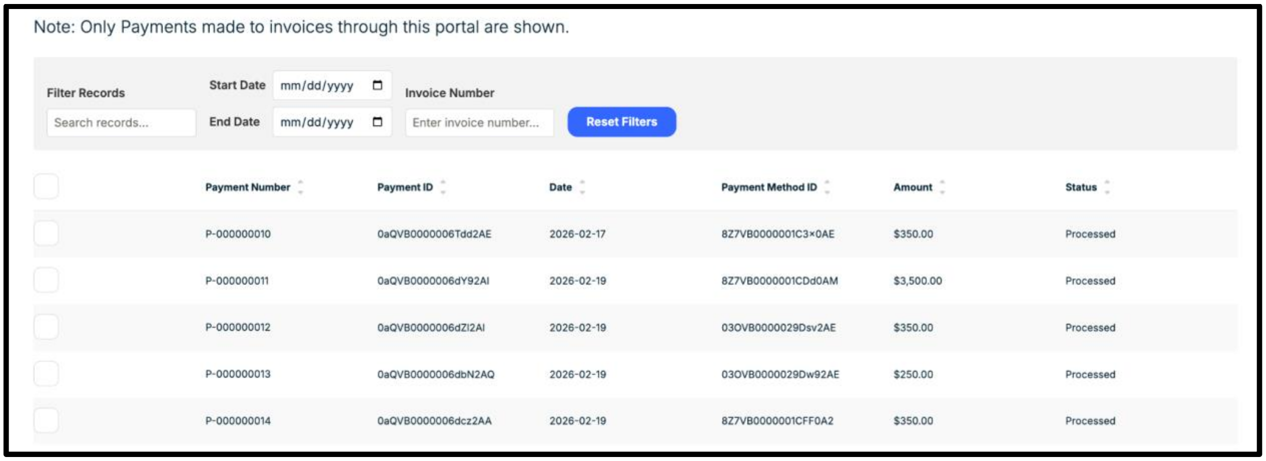
Payment Method Expiration:

1. To update an expired card, add a new payment method with the updated information

9. Viewing Payment History

Accessing Payment History:

1. Click on "**Payments**" in the navigation menu
2. View the list of all payments made through the portal
3. Each entry includes:
    - Payment Number
    - Date
    - Amount
    - Status
4. Click on a payment to view additional details



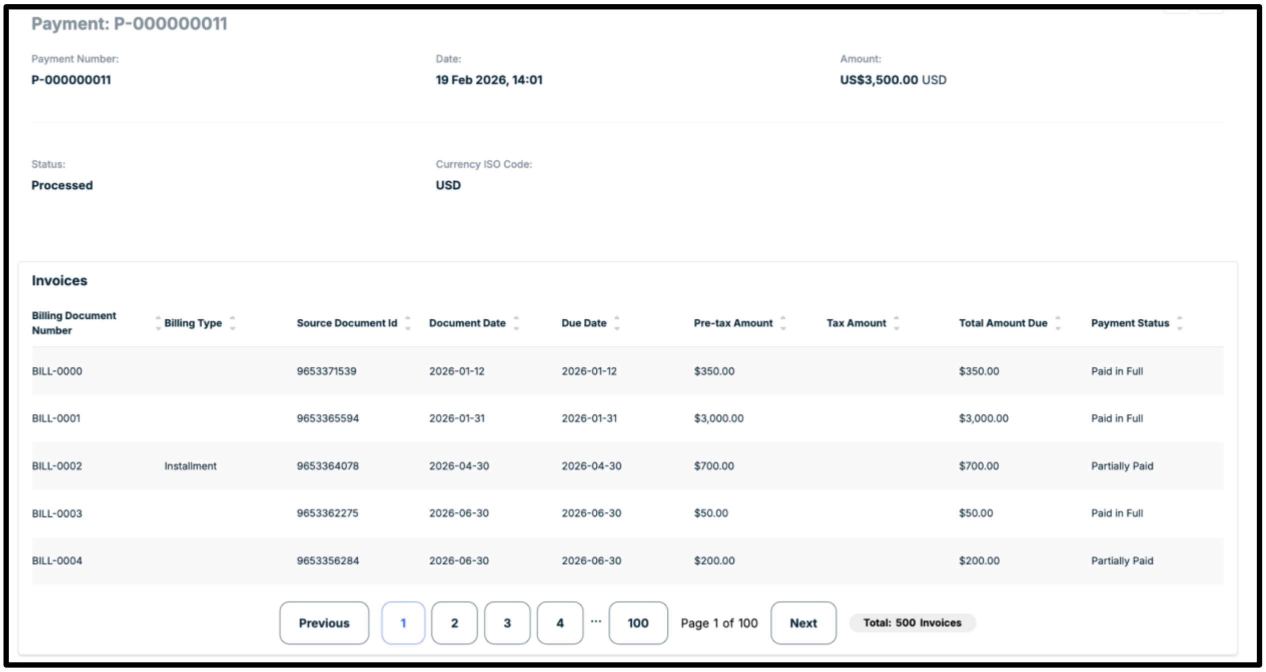
Filtering Payments:

1. Use the search bar to find specific payments
2. Use filter options to narrow down payments by:
    - Start Date
    - End Date
3. Click "**Reset Filters**" to clear all applied filters

Viewing Payment Details:

1. Click on a payment from the list to view its details
2. The Payment Detail page shows:
    - Payment Number
    - Date
    - Amount and currency
    - Status
    - Currency ISO Code
    - Surcharge Amount
3. Invoices section displaying:

- Billing Document Number
- Billing Type
- Source Document ID
- Document Date
- Due Date
- Tax Amount
- Total Amount Due
- Payment Status



Billing Document Number	Billing Type	Source Document Id	Document Date	Due Date	Pre-tax Amount	Tax Amount	Total Amount Due	Payment Status
BILL-0000		9653371539	2026-01-12	2026-01-12	$350.00		$350.00	Paid in Full
BILL-0001		9653365594	2026-01-31	2026-01-31	$3,000.00		$3,000.00	Paid in Full
BILL-0002	Installment	9653364078	2026-04-30	2026-04-30	$700.00		$700.00	Partially Paid
BILL-0003		9653362275	2026-06-30	2026-06-30	$50.00		$50.00	Paid in Full
BILL-0004		9653356284	2026-06-30	2026-06-30	$200.00		$200.00	Partially Paid

Downloading Payment Receipts:

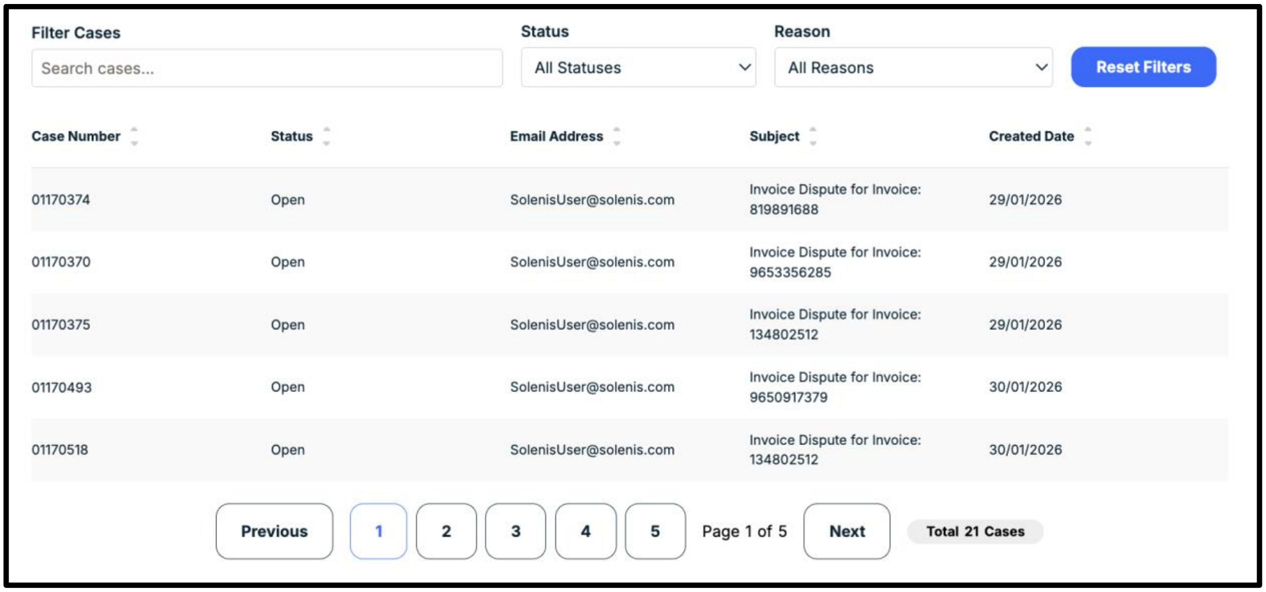
1. Navigate to the "**Payments**" page
2. Select payments by checking the box next to them
3. Click the "**Print**" button
4. The payment receipt will then download as separate PDF files

10. Case Management

Viewing Cases:

1. Click on "**Cases**" in the navigation menu
2. View the list of all your cases (disputes and support requests)
3. Each entry includes:
    - Case Number
    - Status
    - Email Address

- Subject
- Created Date



Filter Cases | Search cases... | Status: All Statuses | Reason: All Reasons | Reset Filters

Case Number	Status	Email Address	Subject	Created Date
01170374	Open	SolenisUser@solenis.com	Invoice Dispute for Invoice: 819891688	29/01/2026
01170370	Open	SolenisUser@solenis.com	Invoice Dispute for Invoice: 9653356285	29/01/2026
01170375	Open	SolenisUser@solenis.com	Invoice Dispute for Invoice: 134802512	29/01/2026
01170493	Open	SolenisUser@solenis.com	Invoice Dispute for Invoice: 9650917379	30/01/2026
01170518	Open	SolenisUser@solenis.com	Invoice Dispute for Invoice: 134802512	30/01/2026

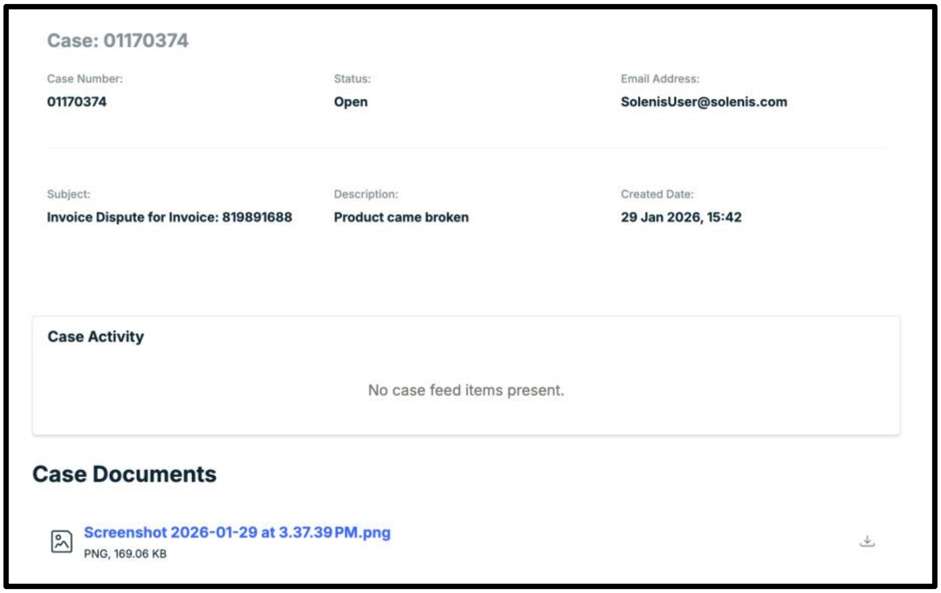
Previous | 1 | 2 | 3 | 4 | 5 | Page 1 of 5 | Next | Total 21 Cases

Filtering Cases:

1. Use the search bar to find specific cases by case number or subject
2. Use filter options to narrow down cases by:
   - Status
   - Reason
3. Click "**Reset Filters**" to clear all applied filters

Case Details:

1. Click on a case number to view its details
2. The Case Detail page shows:
   - Case Number
   - Status
   - Email Address
   - Subject
   - Description
   - Created Date
   - Case Activity section
   - Case Documents section with file names, types, and sizes



11. Troubleshooting

Common Issues and Solutions:

Invoice Not Showing:

1. Check your filters to ensure they're not limiting the displayed invoices
2. Click "**Reset Filters**" to clear all applied filters
3. Verify that the invoice is associated with your account
4. If the invoice was recently issued, it may not be available in the portal yet (invoices typically appear 24-48 hours after being issued)
5. If you cannot find a specific invoice that you believe should be there, contact support with the invoice number

Payment Method Not Working:

1. Verify that your payment information is correct and up-to-date
2. Check if your card has expired or has spending limitations
3. Ensure the billing address matches what your financial institution has on file
4. For credit card declines, contact your card issuer to verify there are no blocks on the transaction
5. For ACH issues, verify that your account and routing numbers are entered correctly
6. Try adding a different payment method
7. If you receive a specific error message, note it and provide it to support if needed

8. Error message “The Apex request is Invalid” If you receive this error message kindly contact your bank, as this relates to an exceeded credit limit, balance, or transaction amount.

Only One Payment Method Type Available:

1. This is expected for certain invoice types. Some invoices only support ACH bank transfer and will not offer a credit card option
2. If you believe this is incorrect for your invoice, contact support

Unexpected or Missing Surcharge:

1. Surcharges only apply to credit card payments, not ACH
2. Some accounts (e.g., government entities) are exempt from surcharges
3. If you believe a displayed surcharge is incorrect, contact Solenis support before completing the payment

Unable to Download Invoice PDF:

1. Try using a different web browser
2. Clear your browser cache and try again
3. Check if you have pop-up blockers enabled that might be preventing the download
4. If the document cannot be located, you will receive a message stating "**We were unable to locate the document. Contact Solenis for assistance**"
5. For invoices older than 24 months, they may need to be requested from the Solenis team

Dispute Creation Errors:

1. Ensure all required fields are completed on the dispute form
2. Verify that the disputed amount doesn't exceed the invoice amount
3. Check that your attached files don't exceed the 10MB limit
4. Use supported file formats for attachments (PDF, DOC, DOCX, XLS, XLSX, JPG, PNG)
5. If you're unable to submit a dispute, try refreshing the page and attempting again
6. If the issue persists, create a support case describing the problem

Payment Processing Delays:

1. Credit card payments should appear immediately, if not, wait 1 hour and check again
2. ACH payments typically take 1-3 business days to process

3. If payment status remains "**Pending**" for more than 5 business days, contact support

Guest Payment: Invoice Won't

1. Confirm the Customer Number you entered matches the other invoice(s) already in your guest payment list — all invoices in a single guest payment must use the same account number
2. Double-check the Customer Number and Document Number for typos

Browser Compatibility Issues:

1. Update your browser to the latest version
2. If experiencing display issues, try using Google Chrome, which is the recommended browser
3. Disable browser extensions that might interfere with the portal
4. Set your browser zoom to 100%
5. For mobile users, the desktop version of the site is recommended for optimal functionality

12. Getting Support

Contact Information:

- Email: SolenisCreditNATeam@solenis.com