tipalti | Training

Accounts Payable

User Guide

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Introduction

Welcome to the Accounts Payable (AP) User Guide. The Tipalti Accounts Payable system is designed to simplify and automate the payables process, making it easier for you to manage invoices, approvals, and payments.

This guide explores essential features, from supplier management to invoice processing. These features will unlock the platform's full potential and significantly improve your accounts payable processes. As you go through the guide, click the links or scan the QR codes with your smartphone in the **Latest Resources** sections to be directed to online help guides and video tutorials.

Ready to get started? Let's dive into the features and functionalities that will transform your accounts payable process.

> ℹ️ Some features in this guide require specific user permissions. If you can't access a feature you're supposed to, ask your Tipalti Admin if they can give you access.

Navigation

Knowing your way around the Tipalti Hub is critical for efficient workflow management. This section examines some features you will use regularly, ensuring you can find the necessary information to complete your tasks.

Lastest Resources

Click on the link or scan the QR code with your smart phone to be taken to the latest resources.

Video Tutorial

bit.ly/4fpYrpq

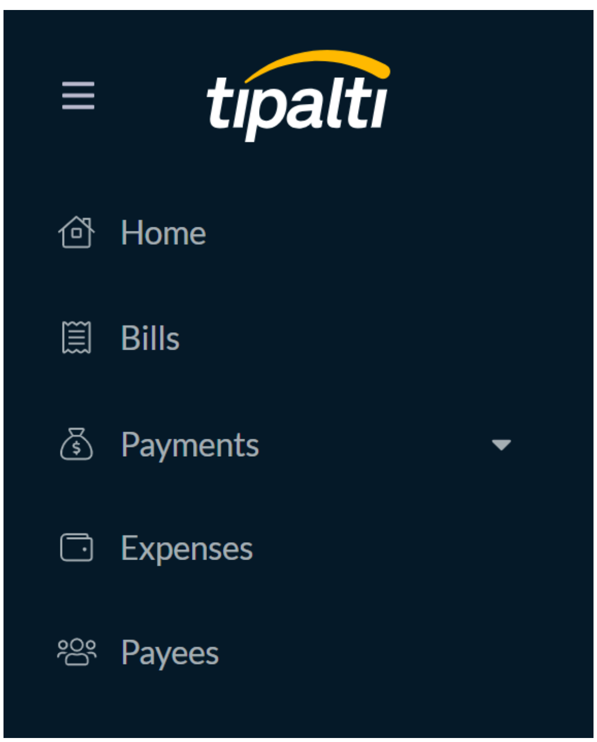
Home

Home is the starting point of your journey in the Tipalti Hub. When you log in to the Tipalti Hub, Home provides quick access to everyday spend-related tasks, such as:

- Submitting and approving bills, expenses, or purchase requests
- Searching for specific records
- Tracking the status of your bills, expenses, or purchase requests

Main Menu

Located on the left side of the screen, the main menu is personalized based on your account permissions and provides access to primary modules of the system, such as:



Home

Submit and approve bills, purchase requests, and expenses.

Bills

View and manage invoices.

Payments

Process payments and review payment history.

Expenses

Manage and track your business expenses.

Payees

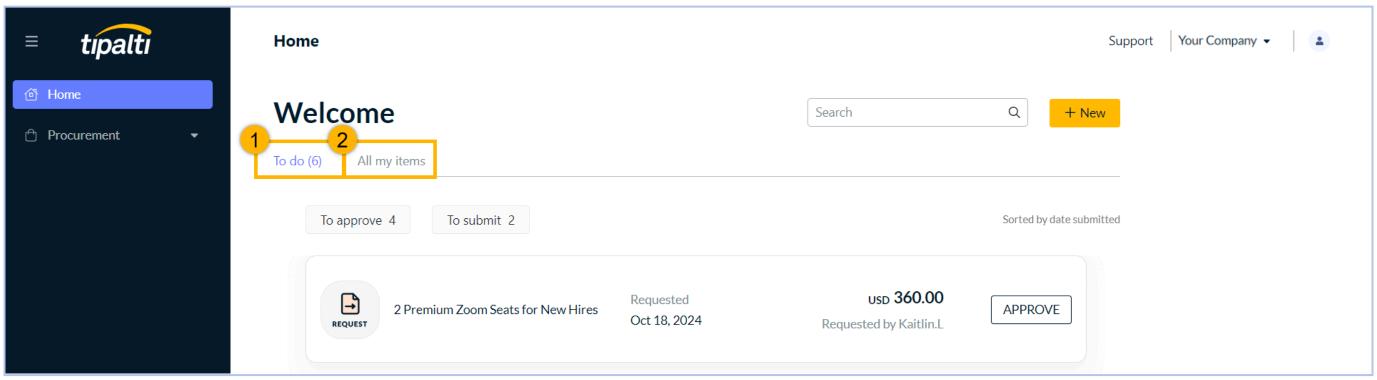
Manage your list of vendors and their details.

Tips for Efficient Navigation

Tabs

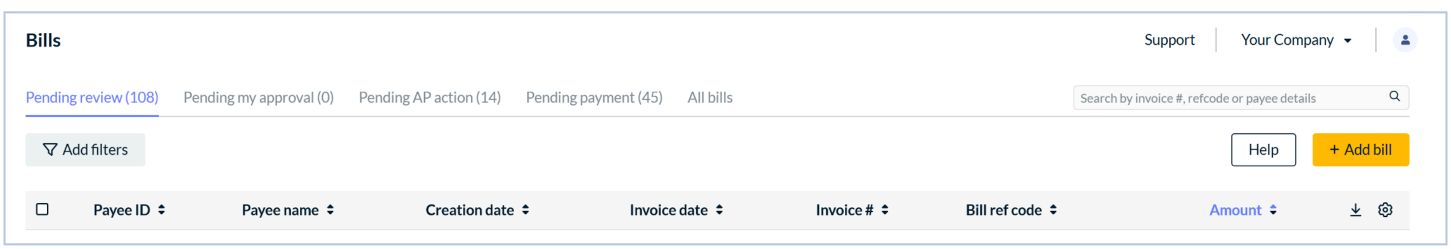
Home includes **To Do** and **All my items** tabs to help you find specific records.

1. The **To Do** tab shows tasks that require your attention, such as pending approvals or actions.
2. The **All my items** tab shows all records you can access.



Sorting and Filtering

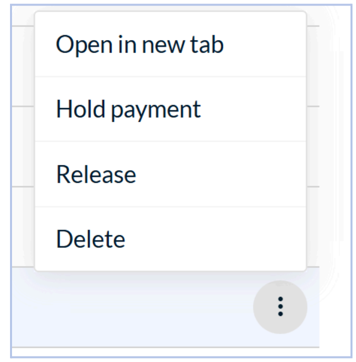
You can filter and sort information on most pages using data filters at the top of each column. On the Bills tab, for example, you can sort by payee name, invoice date, due date, and invoice number. You can also filter by Payable bills, payment country, and more.



💡 Column headings differ on various pages and are often customizable using the gear icon at the far right of the heading. We recommend reviewing what options are available as you navigate the platform.

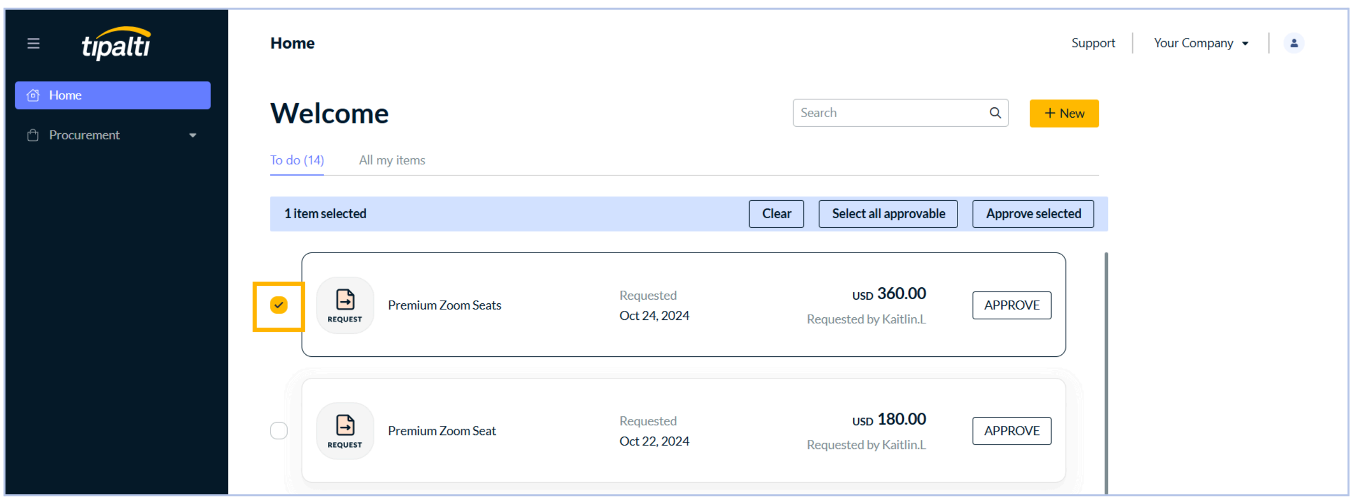
Quick Actions

Vertical ellipsis icons appear on various pages throughout the Tipalti Hub and provide options for the records on that page. For example, on the Bills tab, you can open the bill in a new tab, hold payment, release, or delete the bill.



Multi-select Actions

Need to approve multiple bills, expenses, or purchase requests? You can efficiently approve multiple requests simultaneously with just a few clicks. Simply hover over a record and click the checkbox on the left side to enable multi-select actions. Select all the records you want to approve.



Supplier Management

Efficiently managing your suppliers in the Tipalti Hub streamlines your payment processes, reduces errors, and enhances visibility. This section walks you through setting up and managing suppliers, also known as Payees, so you can ensure accurate and timely payments.

Lastest Resources

Scan the QR code or click on the link to be taken to the latest resources.

Help Guide	Video Tutorial
bit.ly/3YRh5AN	bit.ly/4ehuPcs

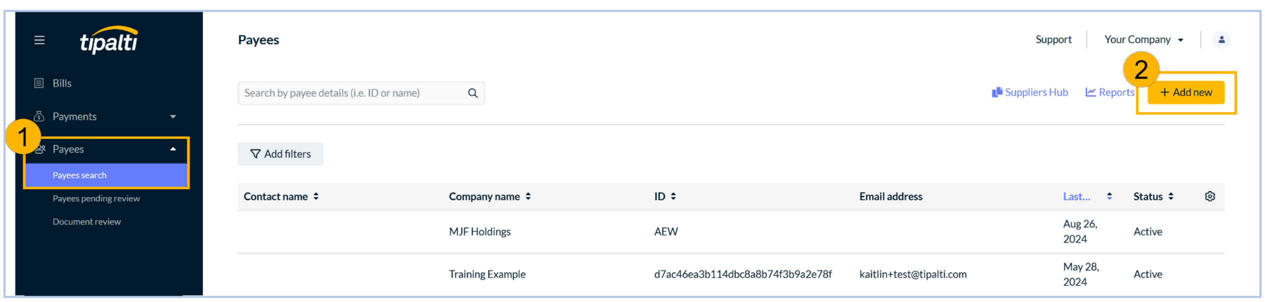
Adding Suppliers

Creating suppliers in the Tipalti Hub can significantly reduce workload, eliminate inaccuracies, provide suppliers with visibility, and reduce time spent on payment status inquiries. Users with the **Add Payee** permission can add suppliers to the Tipalt Hub.

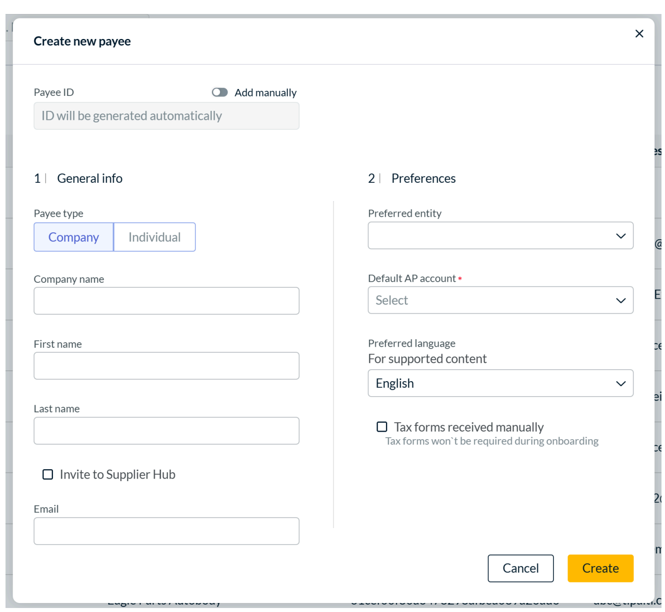
Steps to Create a Supplier

1. Log in to the Tipalti Hub and open the **Payees** tab from the left sidebar.

2. Click **Add new** at the top right of the **Payees search** subtab.



A form to create a new payee will pop up.



3. Depending on your organization, you'll either manually assign a Payee ID or, as a best practice, use the auto-fill option. This option assigns a unique identifier to each Payee.

4. Provide general information about the supplier.
    a. Select the Payee type.
    Individual is typically used to pay contractors or content creators who don't submit invoices. **Company** is generally used to pay other businesses, such as vendors or suppliers, who submit invoices. For this example, we'll select Company.

    b. Enter the company name.

    c. If **Company** is selected as the Payee type, a first and last name will not be required.

    d. If you want to allow the supplier to add their own details, such as tax information and payment details, select **Invite to Suppliers Portal**.

    e. If you plan to invite the payee to the Supplier Hub, a unique email address is required.

> 💡 The Supplier Hub is Tipalti's cloud-based supplier onboarding and management site with a unique URL.

5. Select your or your payee's preferences.
    a. If you have multiple entities, select your preferred entity for this payee.

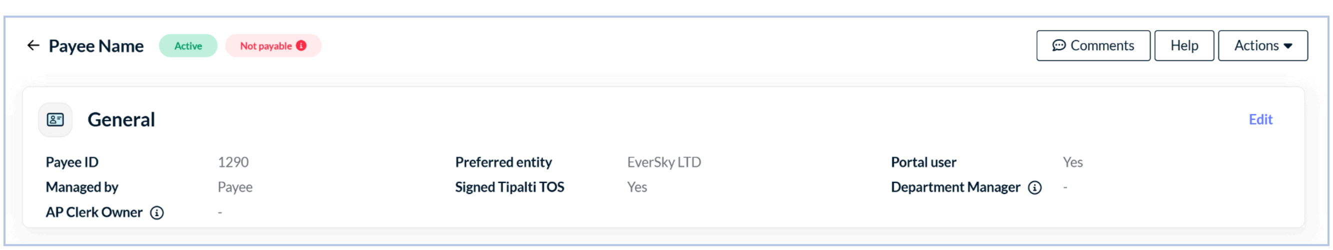
    b. Select the default AP account.

    c. Select the payee's preferred language for supported content.

    d. If you received the Payee's tax information, select **Tax forms received manually**.

6. Click **Create** to create the payee.

Newly created suppliers will initially be in a **Not Payable** status. Additional details such as tax information and payment method are required to update their status to **Payable**.

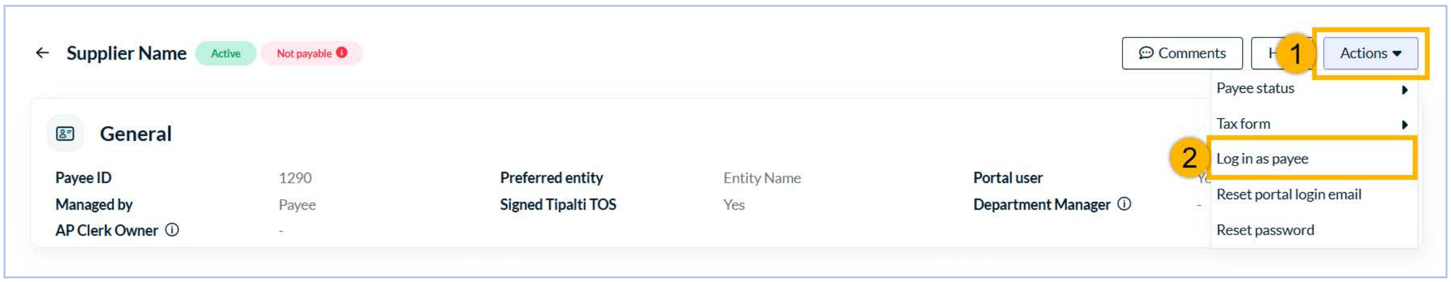


Editing Supplier Information

If you collected the supplier's payment information, you can enter these details into the Supplier Hub on their behalf using the **Log in as Payee** action. This action is only available when:

- The payee has not registered in the Supplier Hub yet.
- The payee is already registered in the Supplier Hub, and you have the **Payee Payment Details Administrator** role in the Tipalti Hub.

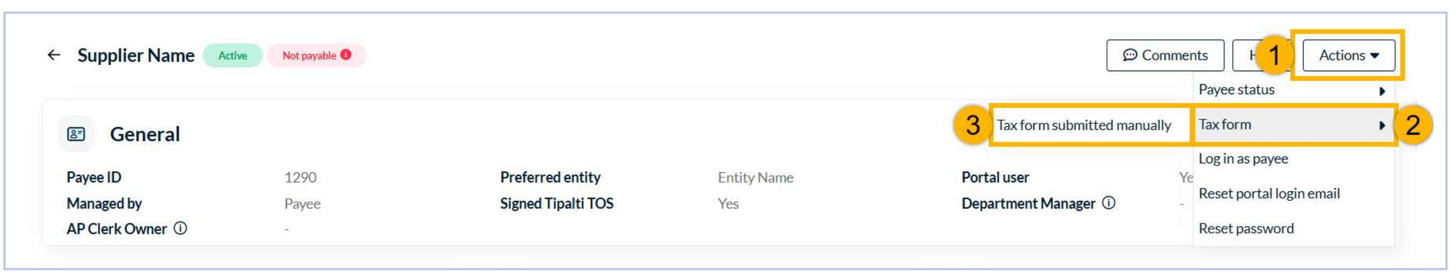
To log in as a payee, click **Actions** at the top right of the Payee details screen and select **Log in as payee.**



Supplier Tax Forms

While a payer cannot enter tax details on behalf of a supplier directly through Tipalti, suppliers can add this information themselves in the Suppliers Hub. Alternatively, suppliers can provide tax documents outside of the system.

If managing tax forms externally, navigate to the supplier's detail page and click **Actions** > **Tax Form** > **Tax form submitted manually**.



Once all necessary information is completed and tax details are verified, the supplier will transition to **Payable** status and be eligible for payment per your payment schedule.

Bills

Tipalti Bills allows you to process invoices for payment quickly. You can choose the bill flows that best fit your needs and oversee everything from invoice entry to payment processing. There are three primary bill flows to choose from:

- Invoice processing with AI smart scan
- E-invoicing receivals
- Self-billing

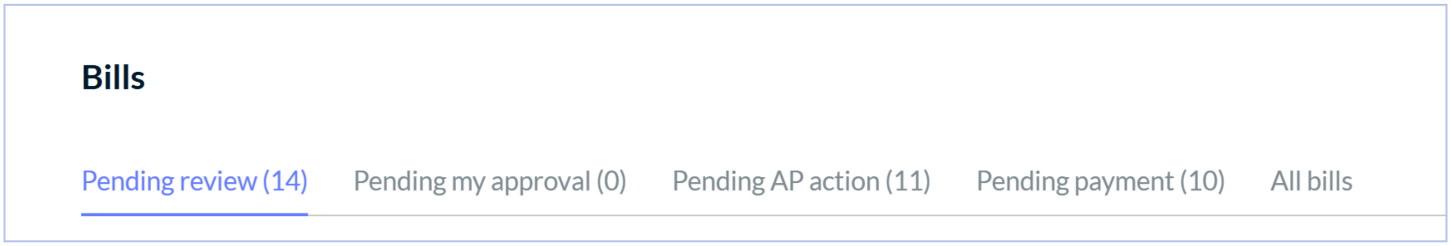
If your payees' invoices are supported by purchase orders (POs), the PO Matching feature will automatically match bills with POs (or match bills with POs and receipts) before payments can be paid.

Each time a new bill is created, a notification email is sent to users assigned the **New Bill Notification** role. For the most effective bill management, we recommend reviewing bills daily to ensure timely payments.

> 💡 E-invoicing receivals is available for entities in Germany, Sweden, Norway, Denmark, or BeNeLux.

Bill Tabs

The **Bills** tab consists of five subtabs:



1. Use the **Pending review** subtab to review bills for invoice processing or release bills for self-billing.
2. If you have the **Bill Approver** role, use the **Pending my approval** subtab to review and approve bills. If there are issues with a bill, you can send it back to AP to update it.
3. If bills have been sent back to AP for any reason, they can be found in the **Pending AP action** subtab.
4. Use the **Pending payment** subtab to pay bills, or pay partial amounts. If bills are to be paid manually, do not pay bills from this screen. Instead, update the bill status to **Paid** by selecting the action **Mark bill as paid manually**.
5. The **All bills** subtab displays all bills in any status. Bills with a **Paid** status can only be viewed from the **All bills** subtab.

> ℹ️ If your organization uses PO Matching, a sixth subtab, **PO matching** displays.

Add Invoices

You can add invoices to the Tipalti Hub in three ways:

1. Upload an invoice PDF or image
2. Upload invoices using CSV
3. Create a bill without an invoice

Lastest Resources

Scan the QR code or click on the link to be taken to the latest resources.

Help Guide

bit.ly/3YSn6gN

Video Tutorial

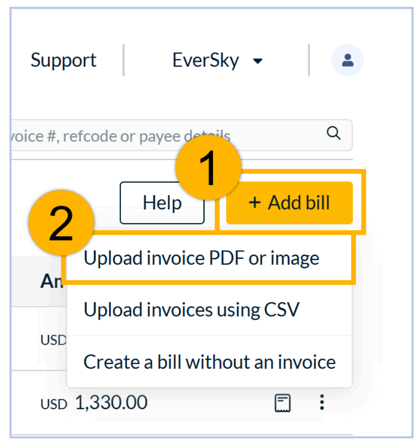
bit.ly/3NWUFIe

Both you and your payees can also submit invoices via email.
Check with your Tipalti Admin to see if a bill collection email has been set up.

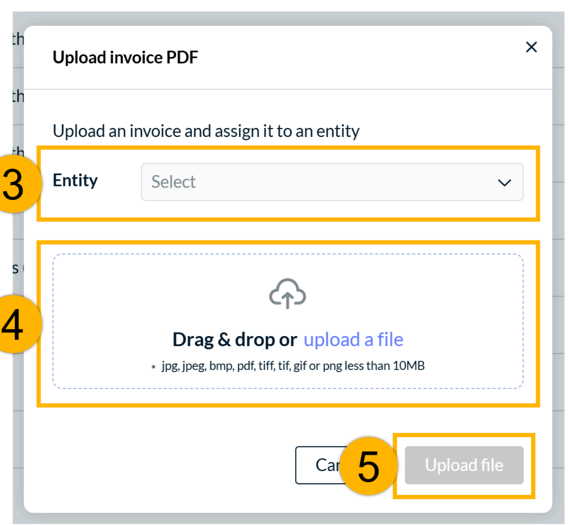
This guide will focus on uploading PDFs or images of invoices and creating bills without an invoice. Uploading invoices using a CSV file is a great option for mass payments.

Upload an Invoice PDF or Image

Users with the **View Bills** and **Process Bills** roles can upload invoices in the Tipalti Hub. To upload a PDF or image of an invoice, follow the steps below.

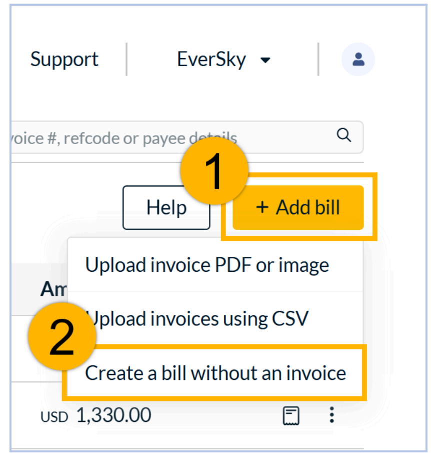


1. Click + **Add bill** on the far right of the **Bills** tab.
2. Select **Upload invoice PDF or image**.
3. Select your **Payer entity** from the dropdown. Depending on your organization's needs, the Payer entity may be your company's name, a subsidiary, a business unit, a division, or a brand.
4. Drag and drop your file into the box or click **Upload a file**.
5. Click **Upload file**.



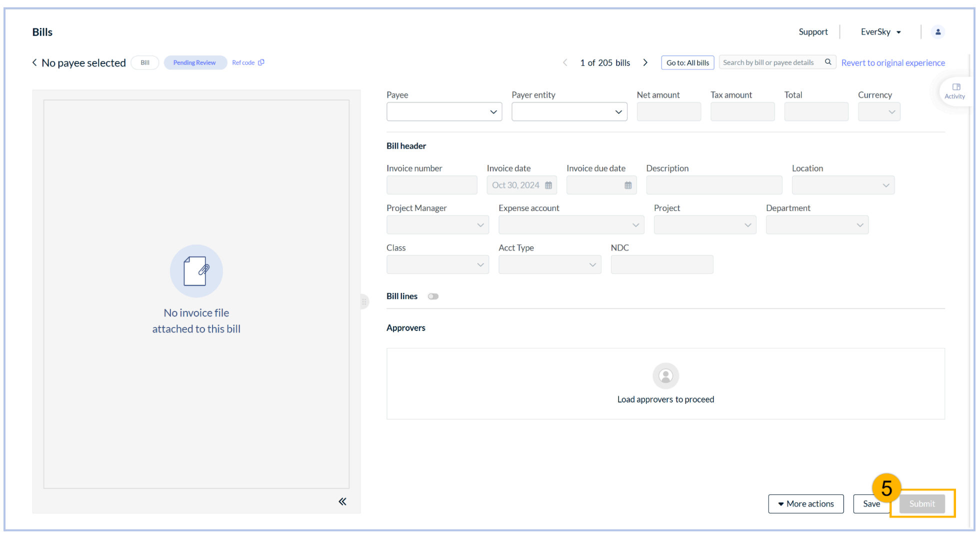
If AI Smart Scan is enabled, the bill will go into a **Pending scan** status and appear in the **All bills** subtab. AI Smart Scan will extract information from the file and pre-populate invoice fields, eliminating the need for tedious data entry. However, you can also enter information manually.

Create a Bill Without an Invoice



You also have the option to add bills without an invoice. This option is great for tracking petty cash without invoices or issuing payments for an invoice that will arrive later.

1. Click + **Add bill** on the far right of the **Bills** tab.
2. Select **Create a bill without an invoice**.
3. Add the necessary details to this page, such as Payee, total, and currency.
4. Click **Submit** at the bottom right.



5. Review the information in the popup.
6. Click **Submit** again.

After you upload invoices or create a bill without an invoice, the bill will be processed according to your organization's review and approval workflows.

Manage Bills

This section of the AP User Guide provides essential skills for managing bills. You'll learn how to review bills for accuracy, apply vendor credits effectively, and manually mark bills as paid.

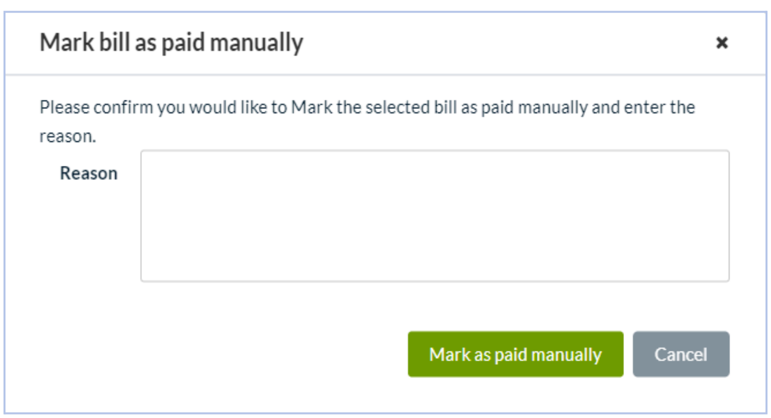
Review Bills

If you have the **Process Bills** role in the Tipalti Hub, you can review bills with the **Pending review** or **Pending AP** action statuses. To review a bill:

1. Open the **Pending review** or **Pending AP action** subtab.
2. At the end of the bill row, click the vertical ellipsis ⋮ icon and select **Review** (or click the row).

Mark Bill as Paid Manually

1. Go to **Bills** > **Pending payment** and find the relevant bills.
2. Do **one** of the following.
    a. At the end of the bill row, click ⋮ and select **Mark bill as paid manually**.
    b. At the beginning of one or more bill rows, select the box.
       Above the table, on the right, click **Actions** and select **Mark bills as paid manually**.
3. In the dialog, manually enter the reason for paying a bill.
4. Click **Mark as paid manually**.



> ℹ️ If a bill has been partially paid, the **Mark bill as paid manually** action is unavailable.

Approve Bills

If your organization assigns you the **Bill Approver** permission, you'll receive bill approval requests from Tipalti. The requests will be sent to you via email from bill.approvals@tipalti.com. Please add this address to your contact list to ensure successful email deliveries.

You can approve bills directly in the email, or in the Tipalti Hub if granted access.

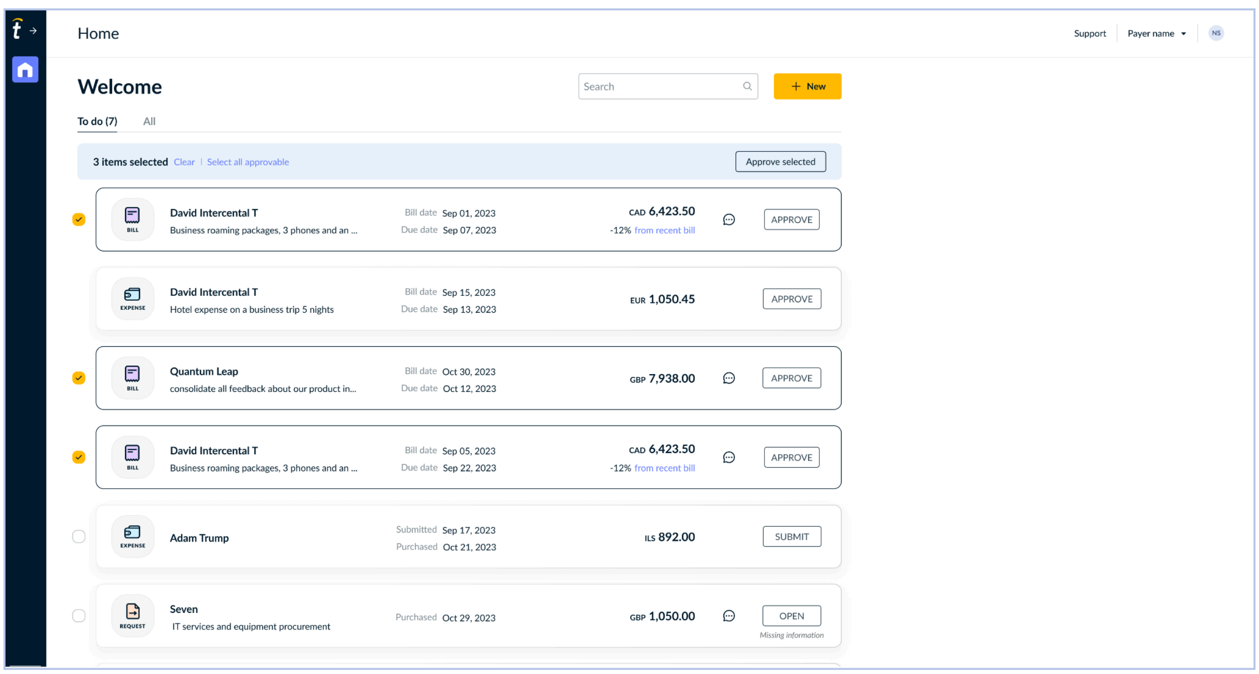
Lastest Resources

Scan the QR code or click on the link to be taken to the latest resources.

Help Guide	Video Tutorial
bit.ly/3UBN4IW	bit.ly/48z8mXp

Approve multiple bills at a time

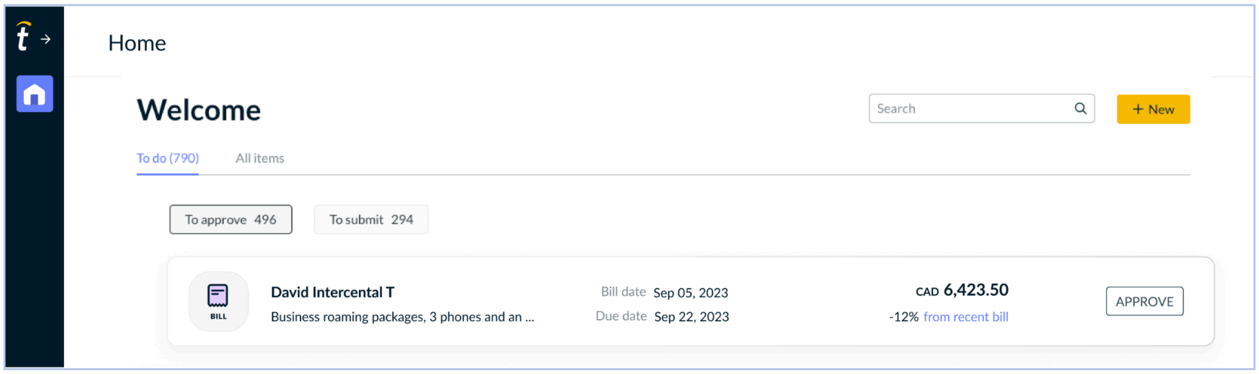
1. From Home, click **To do** > **To approve** in Home and go to the bill.
2. Hover over a bill and check the box that displays on the left. This will enable multi-select actions.
3. Select all the bills you want to approve or click **Select all approvable**.
4. Click **Approve selected**.



Approve bills one by one

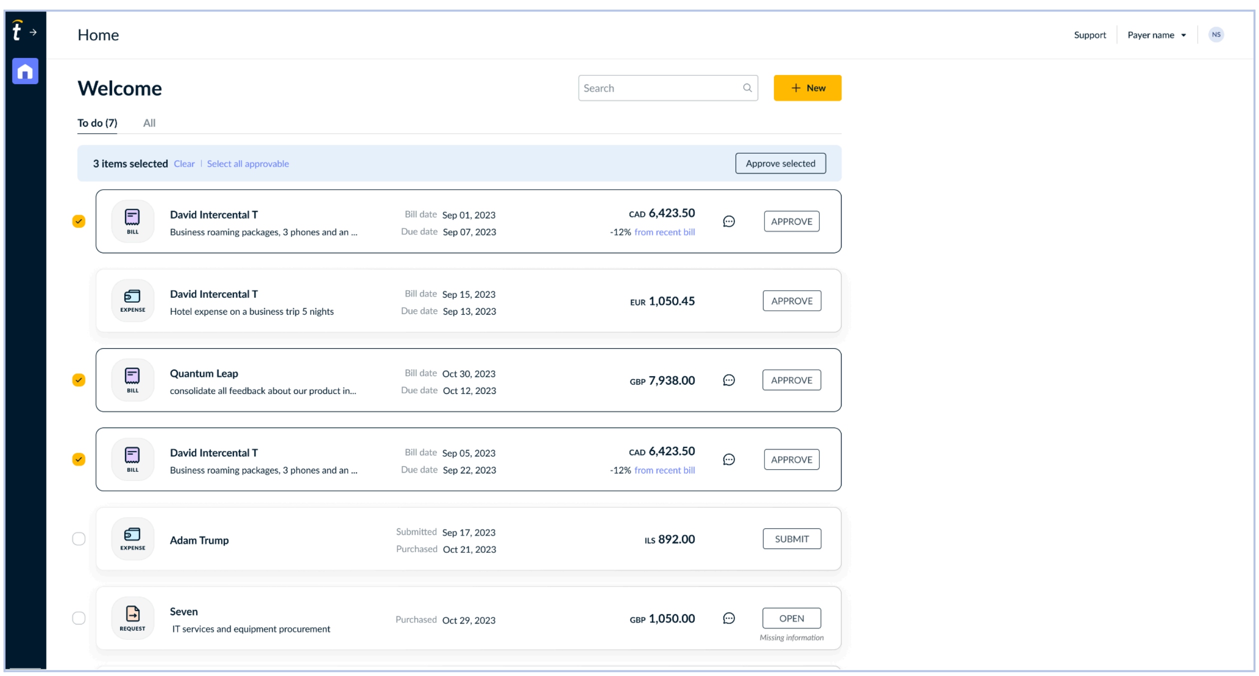
To approve a single bill, you can:

- Click on the bill to open it, check the details, and click **Approve**.
- If you don't need to check the details, click **APPROVE** directly on the listing.



Approve multiple bills at a time

To approve multiple bills, hover over a bill listing to display a checkbox on the left. Select all the bills you want to approve, then click **Approve selected**.



Payments

Payment instructions can be submitted in one of the following ways:

- Upload a payment file or add an individual payment through the Tipalti Hub.
- Submit instructions through our REST APIs.
- Create payment files automatically when you pay bills through the Tipalti Hub.

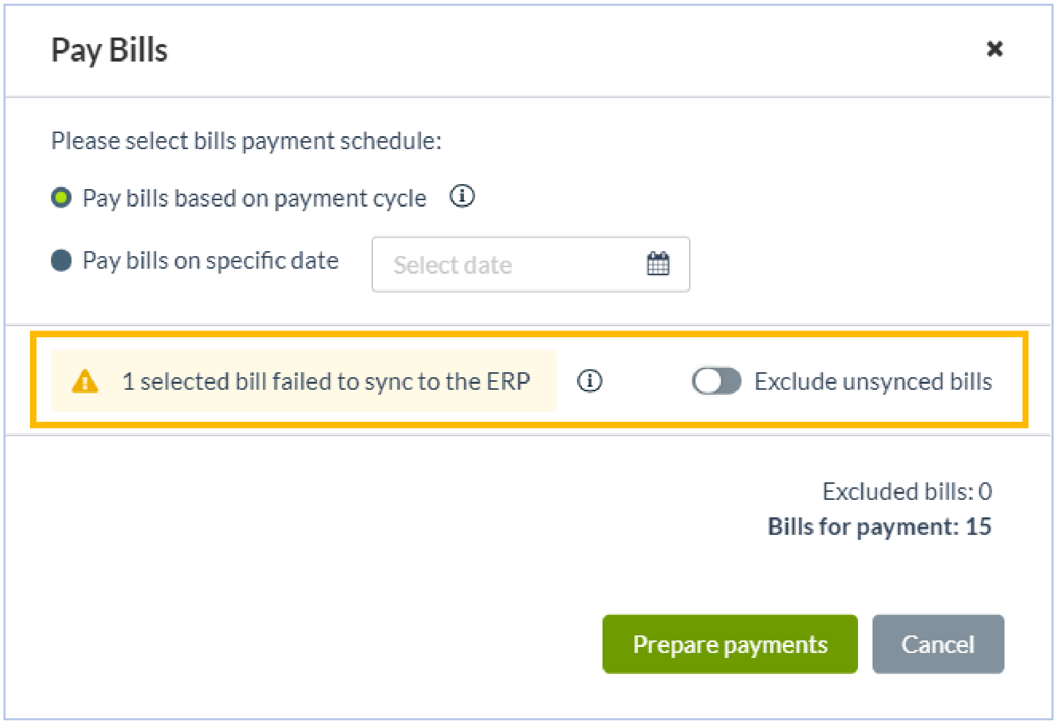
> 💡 To learn how to submit instructions through our REST APIs, visit our Developer Docs.

Pay Bills

Once a bill is approved, it is sent to the **Pending payment** tab, where you can schedule a bill or a batch of bills to be paid. To pay bills, you need to have the **Process Bills** and **Submit Payment** roles.

To pay bills:

1. Go to **Bills** > **Pending payment**.
2. Do **one** of the following.
    a. For a single bill, at the end of the bill row, click ⋮ and select **Pay bill** to display the **Pay bill** dialog.
    b. Select the box at the beginning of one or more bill rows, then click **Pay bills** in the top right to display the **Pay bills** dialog.
3. In the **Pay Bills** dialog, select either:
    a. **Pay bill based on payment cycle**, or
    b. **Pay bill on specific date.**
    The default date is today's date. To select a different date, click 📅. A payment order is created and the **Submit payments** screen displays a summary of the payment information.
4. Optional: Next to **Exclude unsynced bills**, toggle the button **On** to remove the bills with sync issues.
5. Click **Prepare payments** to submit the bills for payment.



If the payee's payment cycle is set to:

- **Bill due date**, the payment will be sent on the bill due date
- **Periodic cycle**, the payment will be sent on the invoice due date + the number of days until the defined payment weekday (for weekly cycles) or day of the month (for monthly cycles). If **30/31** is the monthly day of payment, then for February, payments will be sent on the last day of the month.

ℹ️ If bills to the same payee have the same withholding rate, Tipalti groups the bills into a single payment. If bills to the same payee have different withholding rates, Tipalti groups payments per withholding rate.

View payment history

You can view the history of your payments (payment groups and payment orders).

To view payment history:

1. Go to **Payments** > **Payment history**.
   All past executed payment groups display.
2. At the end of a payment group row, click > (or click the payment group row) to see the payment orders in that group.
   The Details of the payment group screen displays.
3. To see specific details about a payment order, click > at the end of the payment order row or click the payment order row.
   The **Details of payment order** screen displays. If you use the Bills module, below the payment order details, a list of bills linked to the payment order will also be displayed.

> 💡 You can also perform actions on a bill by clicking the vertical ellipsis at the end of the bill row. The actions available depend on the bill status and your user role.

Deferred Payments

Deferred payments mean the payment was rejected by Tipalti before it went to our banking partner due to issues with the payee account. Common reasons a payee may not be payable include:

- Payee's banking information is incorrect.
- Payee didn't register in the Supplier Hub.
- Payee didn’t choose their payment method.
- Payee didn’t fill in their tax form.

Since these payments are not sent for processing, Tipalti does not charge transaction fees. If a payment is deferred, an email notifying the payee of the deferral reason is sent so that they can fix the error.

Rejected Payments

Rejected payments are payments that were rejected by the payee's bank or Tipalti payment provider. These are payments that were sent for processing and might even have reached a **Paid** status and then were rejected by the beneficiary bank. Common reasons for a payment to be rejected are:

- The account name was incorrect.
- The payee entered the incorrect account number.
- The payee entered the incorrect routing information.

Since these payments were sent for processing, Tipalti charges transaction fees. When a bank rejects a payment, it returns the funds to the Tipalti account. The amount returned might be smaller than the original amount due to lifting fees taken by the beneficiary and intermediary banks. An email notifying the payee of the rejection reason is sent so that they can fix the error.

Funding

Maintaining a sufficient balance in your Tipalti account is essential to ensure seamless payment processing. This section outlines how to fund your account efficiently and manage your payment workflows without interruption.

Account Billing

Before funding, familiarize yourself with your account billing information and its impact on your funds. This includes understanding the differences between Tipalti fees and Payee fees, how fees are applied, and methods for reviewing and filtering your monthly invoices and upcoming payment runs.

Pending Transactions

In the Tipalti Hub, the total amount of pending transactions, including payments awaiting approval and scheduled payments, is visible. Navigate to the Payments page, and click on the **Funds Required** subtab to view all scheduled transactions.

Funding Options

Tipalti offers multiple funding methods to accommodate your needs:

1. **ACH Debit**
   ACH debit allows Tipalti to automatically debit funds from your bank account based on the payment scheduled date.

   With ACH Debit, you have access to our "Auto top-up" feature that ensures you always have funds available for payments. Auto top-up works as follows:

   a. Define a balance amount that is always available in your virtual account. This amount will be automatically topped up whenever you reach a predefined minimum balance in your account.

   b. Once the balance falls below the minimum amount, an ACH debit is initiated to automatically replenish the balance.

2. **Wire Transfer**
   Wire transfer is the fastest method to deposit funds directly, in local currency, to your Tipalti account. For same-day processing, funds must be available in your Tipalti account by 18:30 UTC (10:30 AM PST/11:30 AM PDT) for same-day processing.

3. **ACH Push Deposit**
   As a cheaper alternative to wire transfer, you can use the "ACH push deposit" functionality to fund your Tipalti account. This method allows only USD funding. If you are interested in setting up ACH functionality, please submit a request to our Support Team.

4. **Fund by Corporate Credit Card**
   If you’re a US entity, fund by card is a convenient way to fund your Tipalti Virtual Accounts using Mastercard or Visa credit cards. You can use the credit on your card to fund your Virtual Account instead of processing wire transfers from your bank.

Steps to Fund Account

Wire transfer is the primary method to deposit funds directly in your Tipalti account. Funds can be deposited in the currency of your funding account. Tipalti directs the payment to the payee's preferred account based on the chosen payment method.

When it is time to fund your Tipalti account:

1. Go to the **Payments** tab in Tipalti Hub.
2. Click **Funding Instructions**.
3. Follow the instructions in the popup to ensure that funds reach your account quickly and that payments are sent on time.

> 💡 For same-day processing of funding and payments, see cutoff times in the **Funding Instructions** popup.

Support

We are dedicated to helping you realize the benefits of the Tipalti Hub as quickly as possible and offer several ways to access additional information and training to help you get full use of the Tipalti Hub.

Resource Center

Within the Tipalti Hub, you'll find a question mark bubble at the bottom right corner of the navigation bar. Click on this icon to open the Resource Center, where you can:

- Access on-demand guides tailored to specific tasks.
- Discover **What's new** with feature announcements.
- Chat with our Support team or open a ticket for asynchronous help.
- Leave feedback about your experience.

Additional Help

For documentation and learning opportunities, visit Tipalti's support sites.

- **Help Center**
  Visit support.tipalti.com for a wealth of articles and detailed guides. These resources provide step-by-step instructions and insights across all Tipalti functionalities.

- **Get Started**
  Begin your journey with Tipalti by visiting getstarted.tipalti.com. This site offers how-to videos and other training resources to help you quickly learn to perform key tasks.

Tipalti | Training

AP Automation: Cut Chaos, Not Corners

Eliminate manual work, errors, and time-consuming reconciliation with an end-to-end solution that simplifies workflows, tracks with precision, and delivers rock-solid compliance and reporting.