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Cashflow360 Payables Go-To Guide

Overview

Summary

This guide provides an overview of the Payables module on Cashflow360

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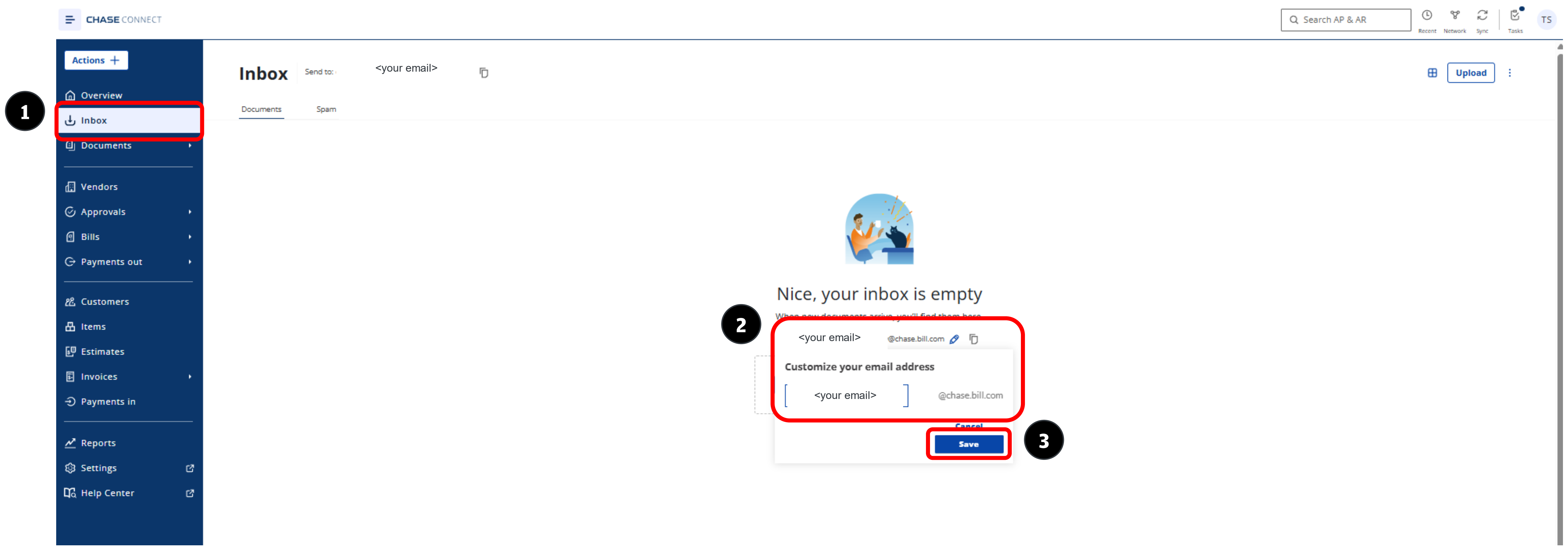
Add a Bill

How to create bills on Cashflow360

Setting Up Your Inbox

1. Click **Inbox** in the left navigation panel
2. Set the **Company Email Address** using a minimum of eight characters in front of the @chase.bill.com domain
3. Click **Save** - you will now be able to receive invoices and other documents in the Cashflow360 inbox using this email address, or by using the drag and drop, or browse functions



NOTE:

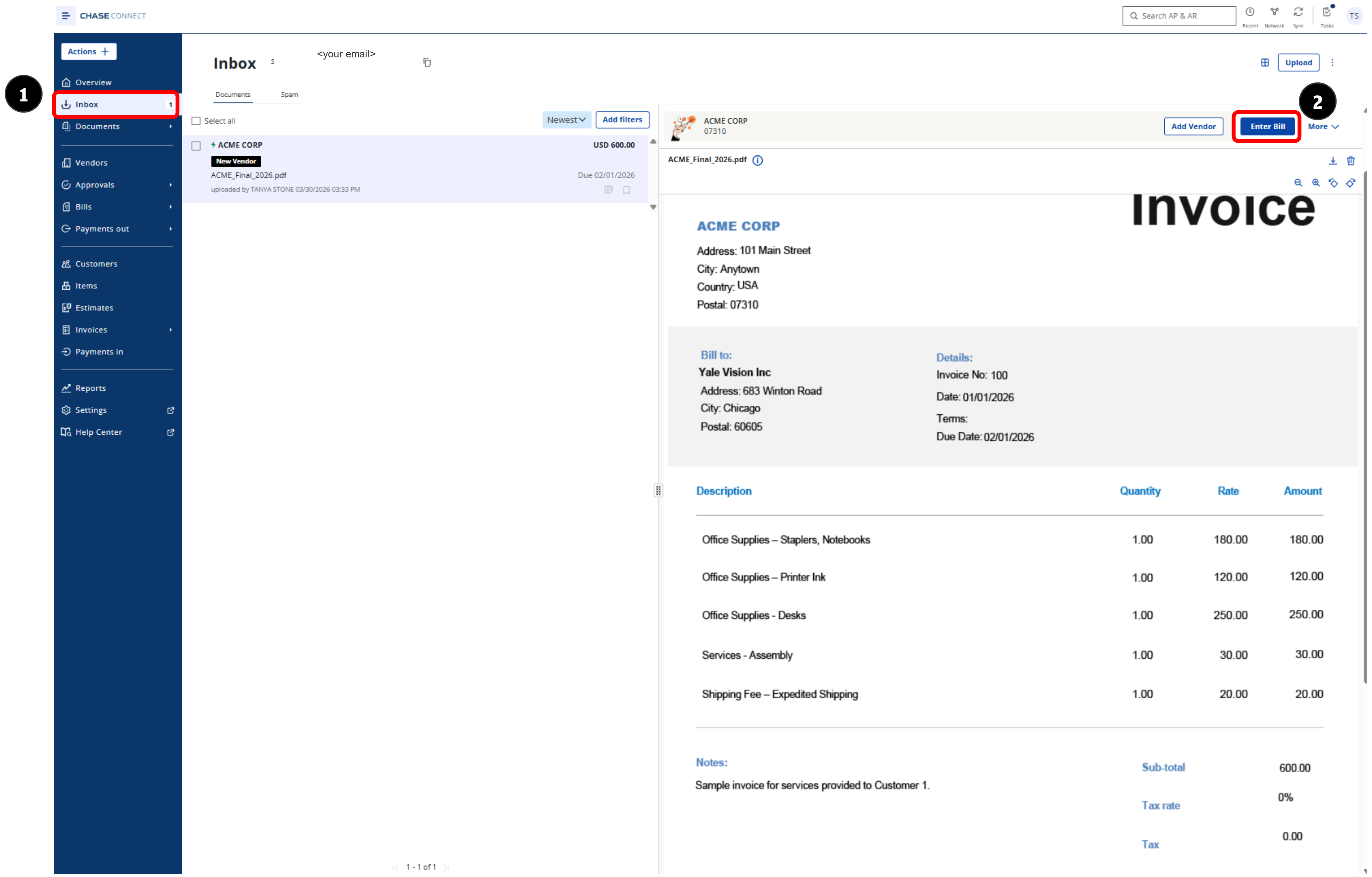
- Documents need to be less than 20MB in size
- For files with more than 250 pages, preview will only be available on the first 250 pages
- Documents/attachments can be stripped of data when they are auto forwarded to the inbox - we recommend emailing the document directly

TIP:
Email addresses with a single/simple word (i.e. Payables@chase.bill.com) tend to be easy for spammers to find and add to their blasts

To reduce the chance of spammers blasting messages to the Cashflow360 Inbox, please consider using a more complex email address that is unique to your company, but still familiar to your vendors and customers

Creating Bills From Your Inbox

1. Click **Inbox** in the left navigation pane, upload your bill either by:
   - Dragging and dropping the file from your computer into the Inbox window, store documents in any file format
   - Clicking Upload, then searching and selecting the bill from your computer
   - Emailing your document to your company's bill pay email, shown at the bottom of your inbox window
2. For successfully read documents, select **Enter Bill** in the top, right-hand corner



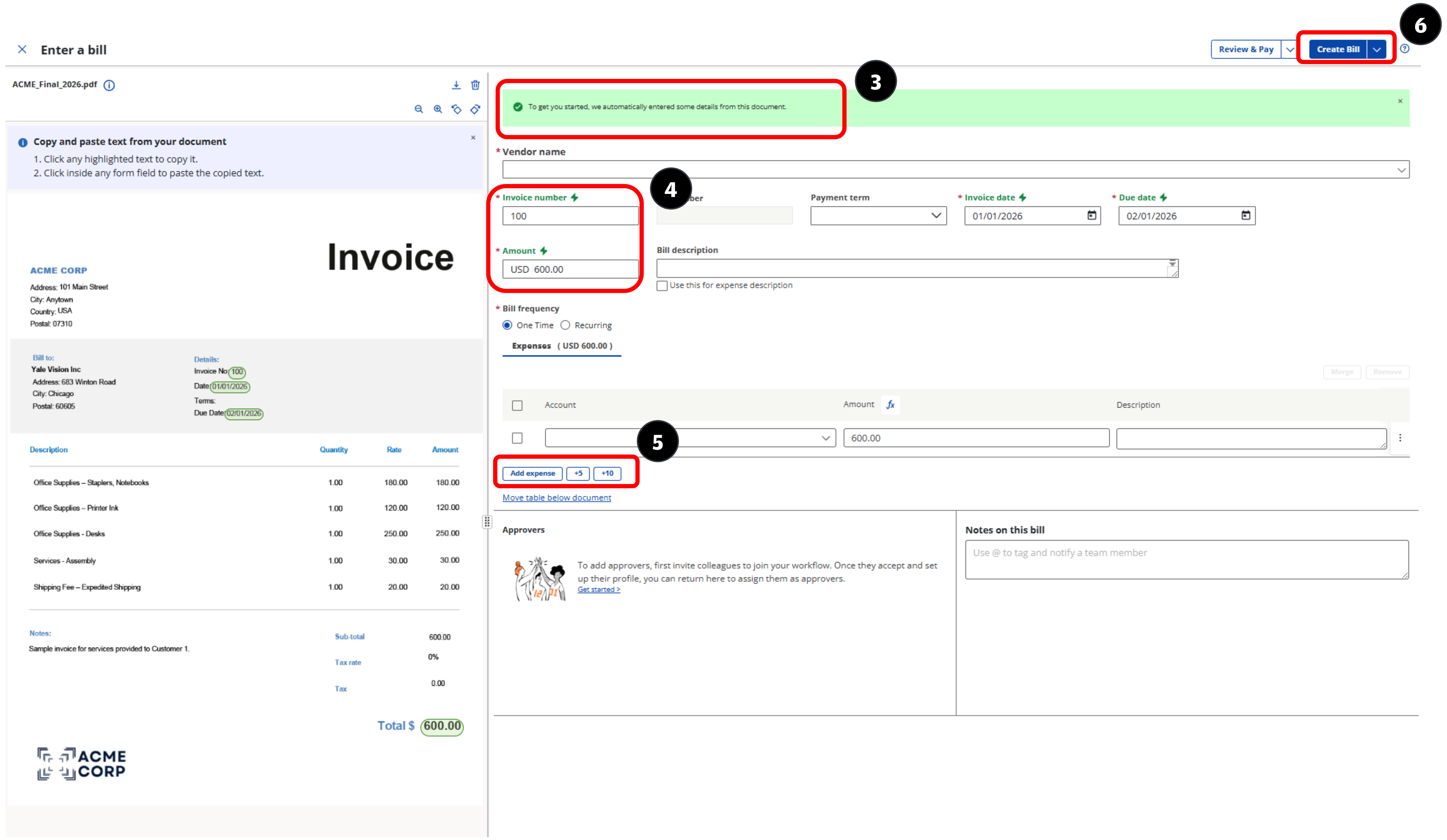
NOTE: You can share your company's bill pay email with all your vendors to have bills automatically entered into your Cashflow360 workflow

NOTE: If there are multiple pages, click the image of the bill in the Enter Bill window, so that you can see it enlarged

NOTE: The software can read PDF, PNG, JPG, JPEG formats but not Word documents

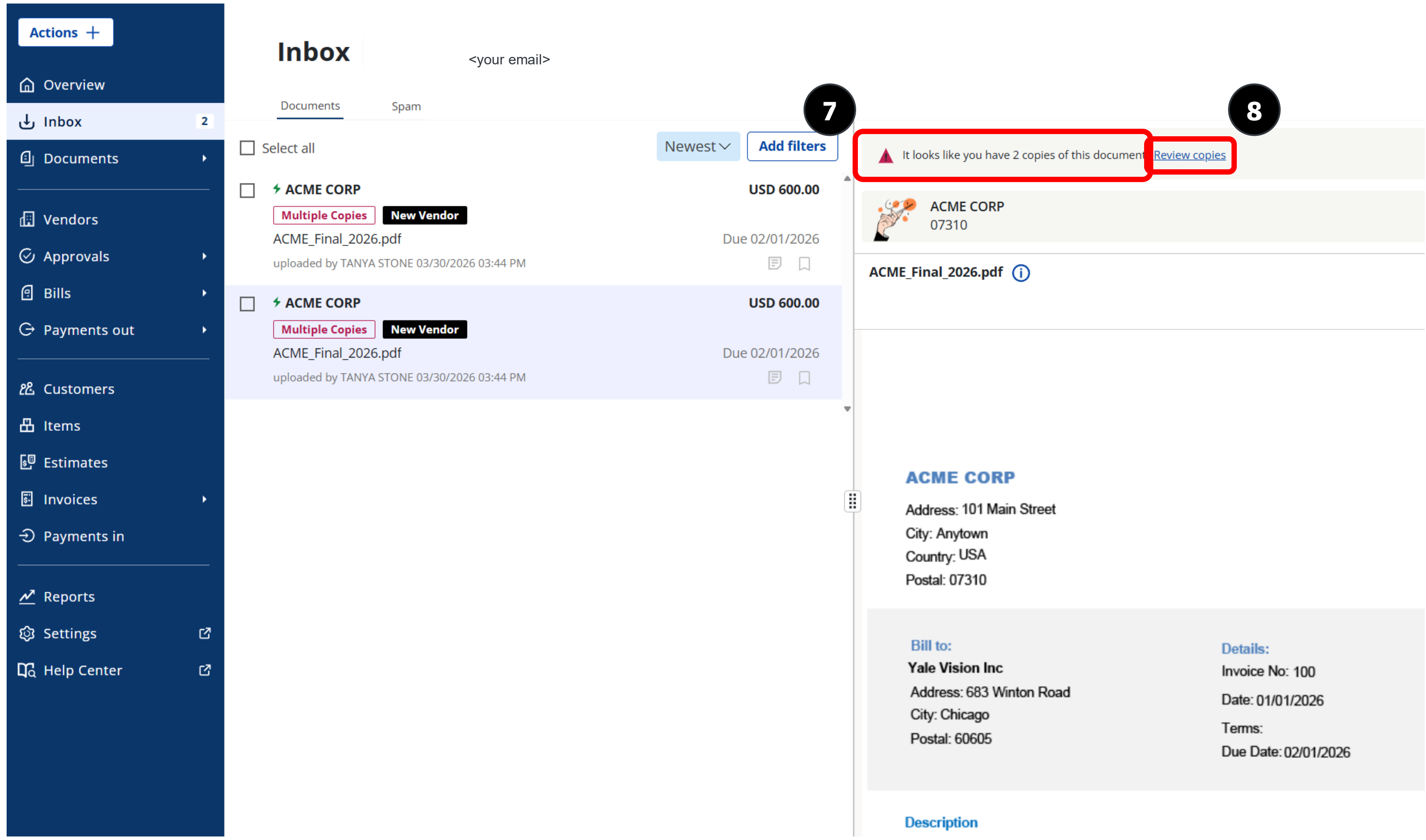
Creating Bills From Your Inbox

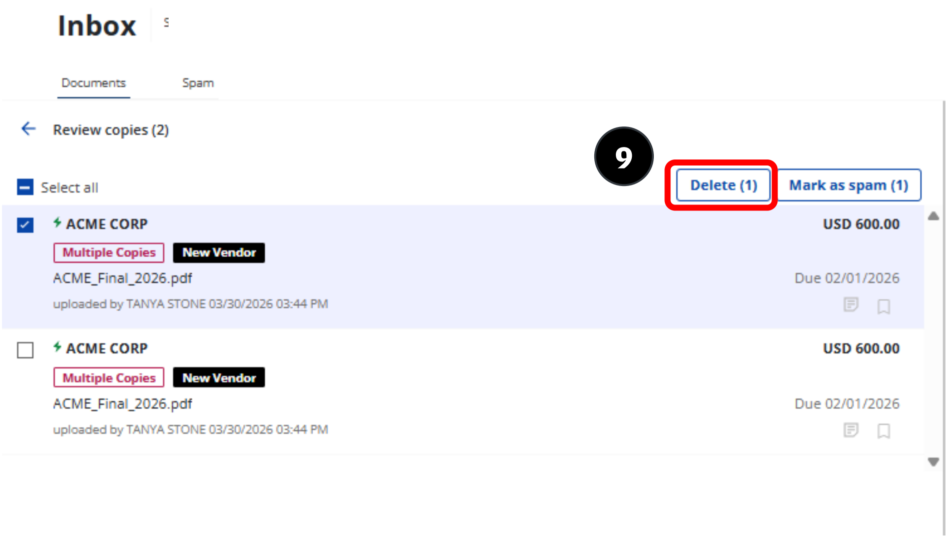
3. When uploading documents, invoice recognition software will attempt to pre-fill the 5 fields required for bill creation **(vendor name, invoice number, invoice date, due date and amount)**
4. Successfully pre-filled fields will appear with a green outline (except for Vendor Name)
5. Additional fields can be added to the bill creation form by selecting field(s) on the invoice and clicking into the bill creation form to automatically copy over information
6. Review and edit all **Bill Details** as needed before finalizing the bill
   - Click **Create Bill** at the top of the screen - this bill is now available for scheduling a payment

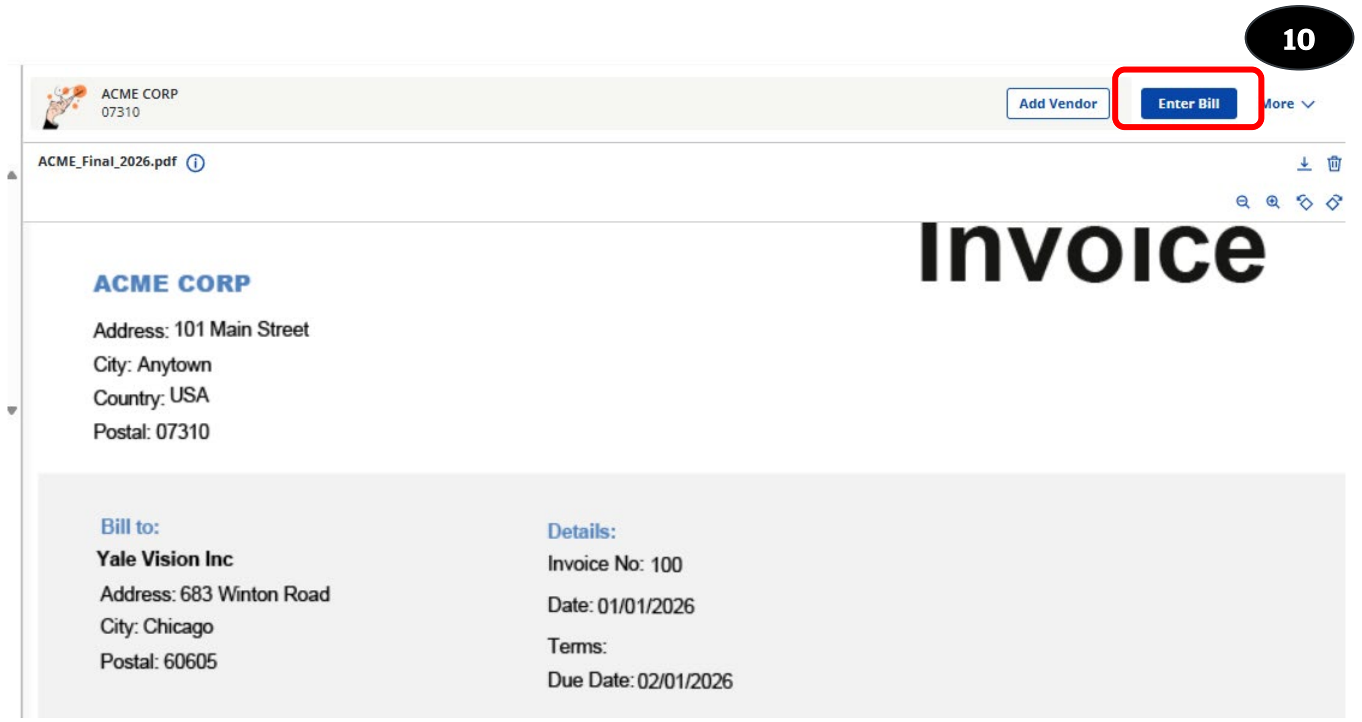


Creating Bills From Your Inbox

7. When uploading documents, the invoice recognition software also compares the vendor's name and invoice number against bills already created to identify potential invoice copies - the system will display a banner if it detects any potential copies
8. Select **Review Copies** to review and compare to the current document in the inbox to avoid creating a duplicate bill
9. Once the copy has been identified, select it, and click **Delete** to remove it
10. Select **Enter Bill** to start the bill creation process for the original invoice







Add a Vendor

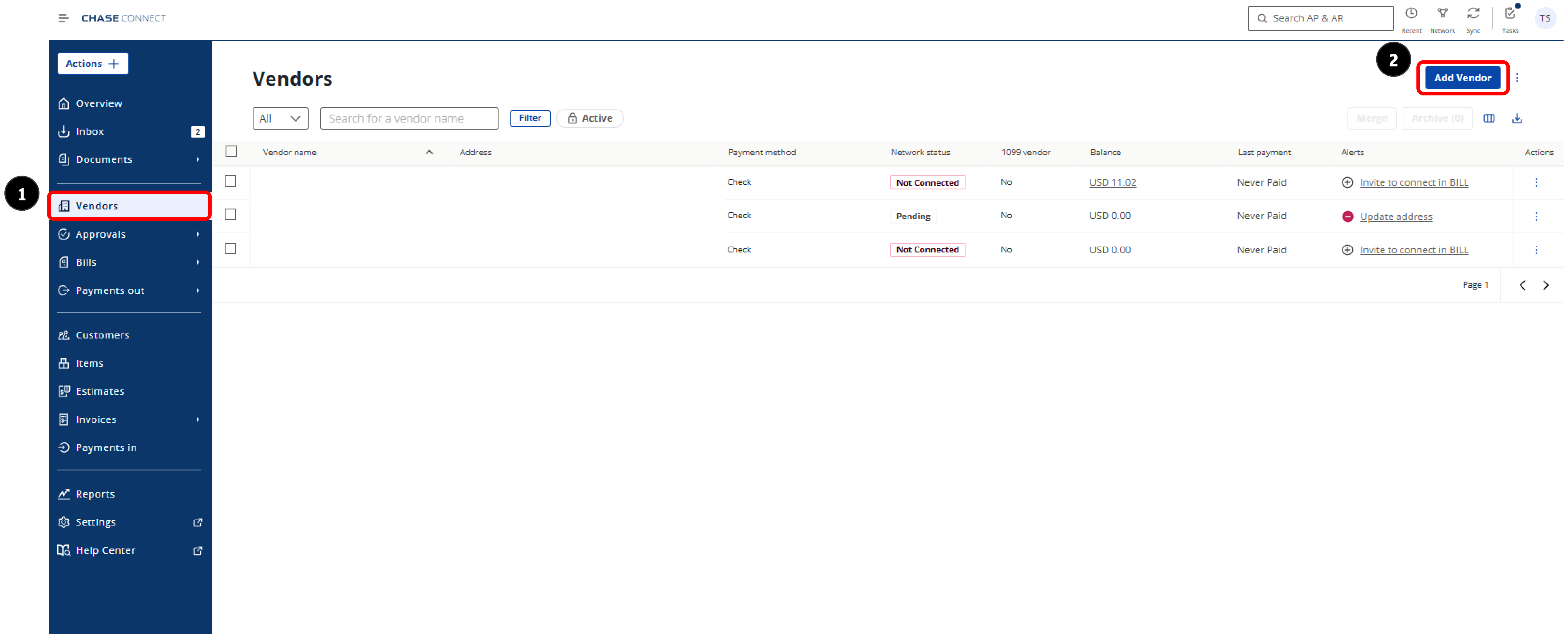
How to add and invite vendors on Cashflow360 in order

to send payments to them

Select Payment Method

1. In the left navigation, click **Vendors**
2. In the Vendors screen, click **Add Vendor**

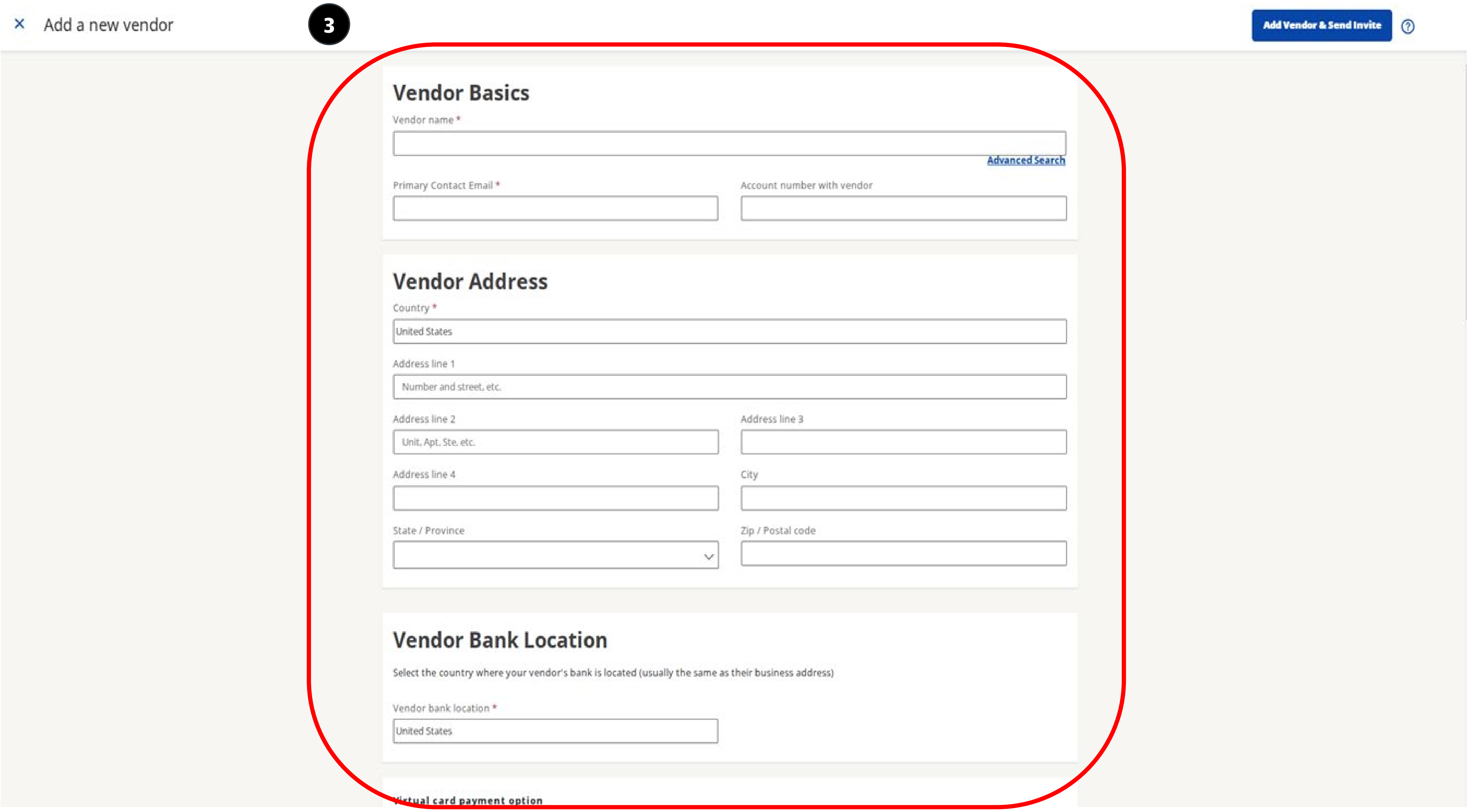
NOTE: Vendors can be imported automatically via your accounting software - schedule an onboarding appointment to set up sync



Select Payment Method

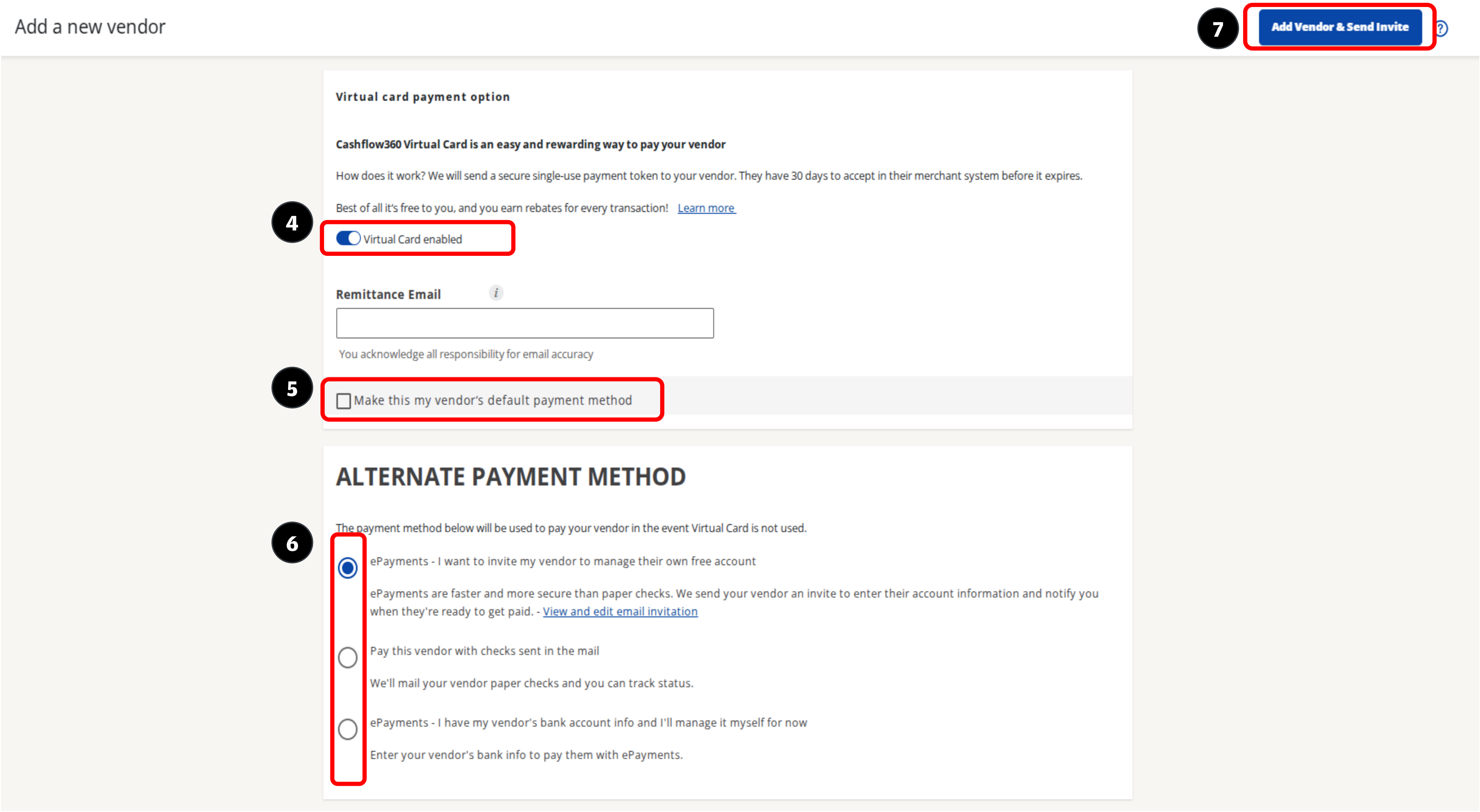
3. To **Add a new vendor**, complete the required fields under **Vendor Basics, Vendor Address,** and **Vendor Bank Location**

NOTE: Scroll down to continue filling out vendor details including Payment Method, Auto-pay, Payment Information, Contacts, and any Additional Information



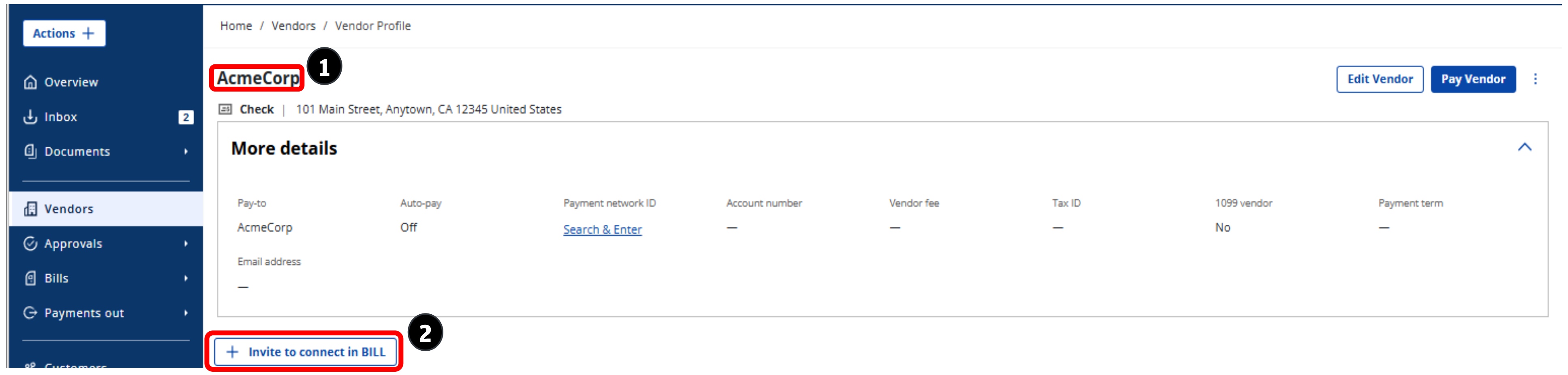
Select Payment Method

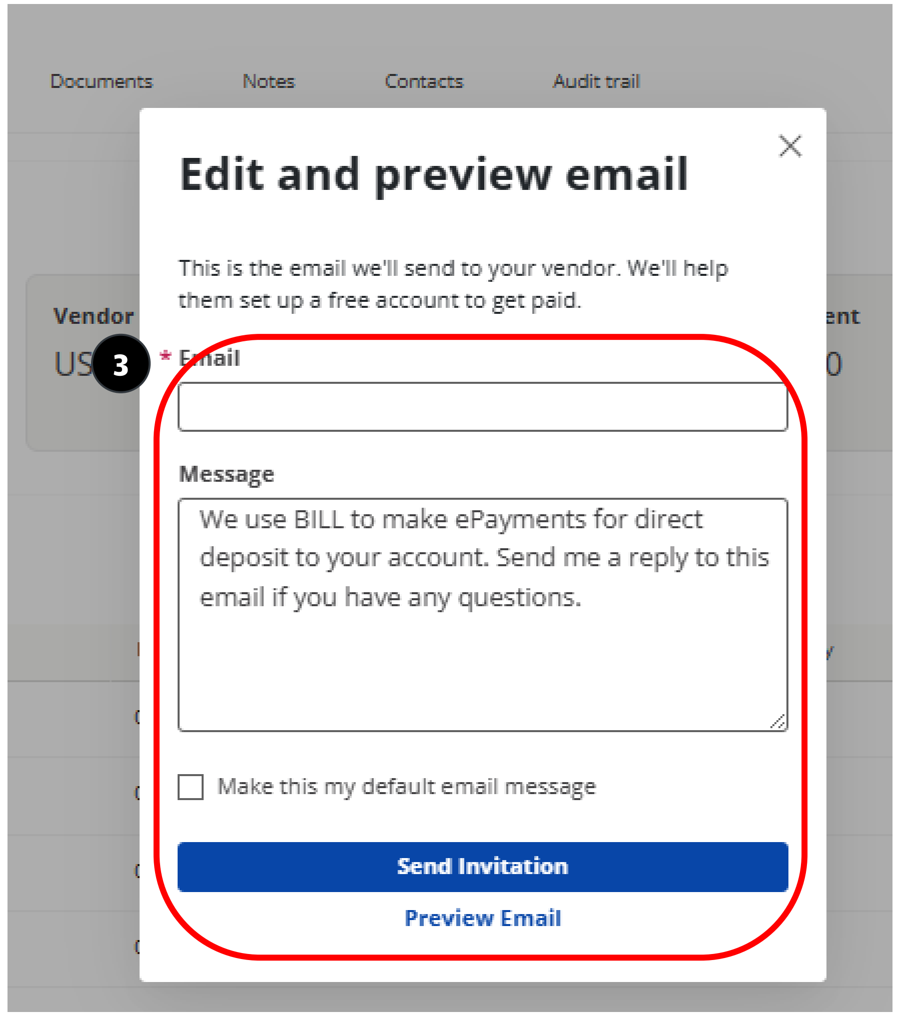
4. To **enable Virtual Card** payments for the vendor, **select the toggle** and **enter a remittance email**
5. Select here to make a virtual card the vendor's default payment method
6. **Select** an alternate **payment method** for payments where Virtual Card is not used
7. Once complete, click **Add Vendor & Send Invite** - the entry will now appear in your list of vendors



Find and Invite Vendors

1. From the **Vendors** window, select the vendor you want to pay
2. If the vendor has not been connected to bill.com you will see "Invite to connect in BILL"
3. A preview of the email to send the Vendor will pop-up
   - Press **Send Invitation** once the message and email recipient is finalized to invite the vendor to Bill.com
   - The vendor will be sent an email inviting them to be paid electronically for free
     - Review the email carefully as you are responsible for the emails being sent to a representative of the vendor who is authorized to provide the banking information
     - The authorized representative can enter the vendor's account information via a secure portal, so no sharing of sensitive information is necessary
     - You can track the status of the invitation from the vendor's profile



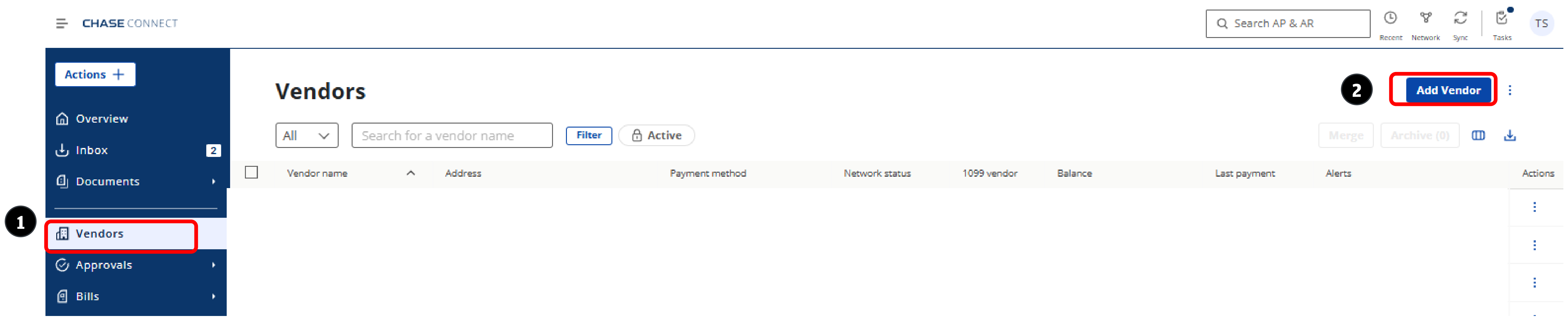


NOTE: Since this is a new vendor, we want to ensure a secure and valid connection

- In 1-2 banking days, the vendor will see both a credit and a debit for the same amount in their bank account
- If the test deposit is successful, the epayment will process on the selected process date
- If the test deposit fails, the user will be notified via email and the payment will be sent via check on the process date
- Vendors will receive an email advising them of the test transaction

Connect with Major Billers

1. In the left navigation, click **Vendors**
2. In the Vendors screen, click **Add Vendor**

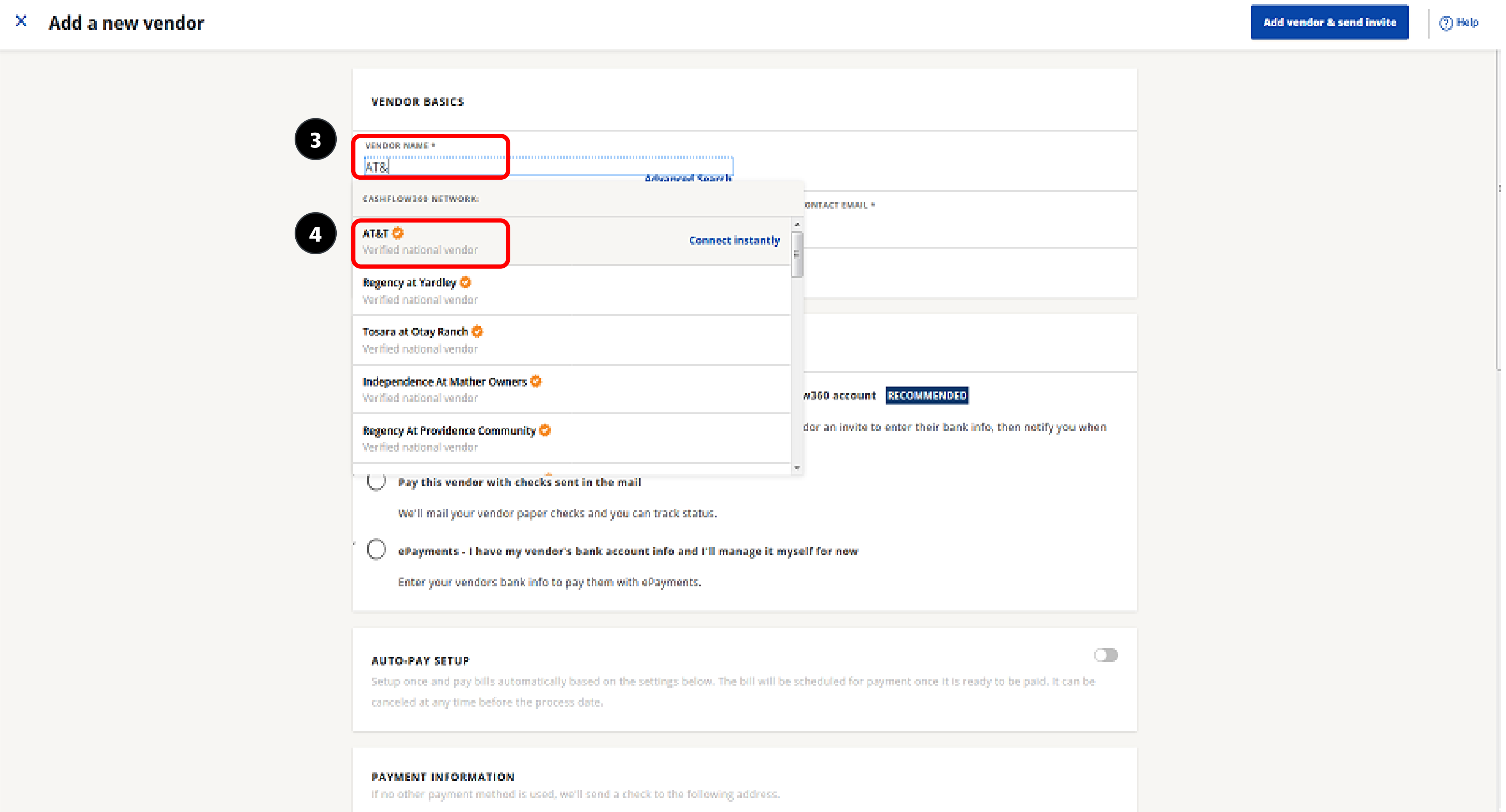


NOTE: You will need to have the following information ready:

- Vendor name: the exact company or person to be paid
- Vendor contact information: mailing address and email address
- The vendor's bank account information, if applicable, provided by a known authorized representative of the vendor

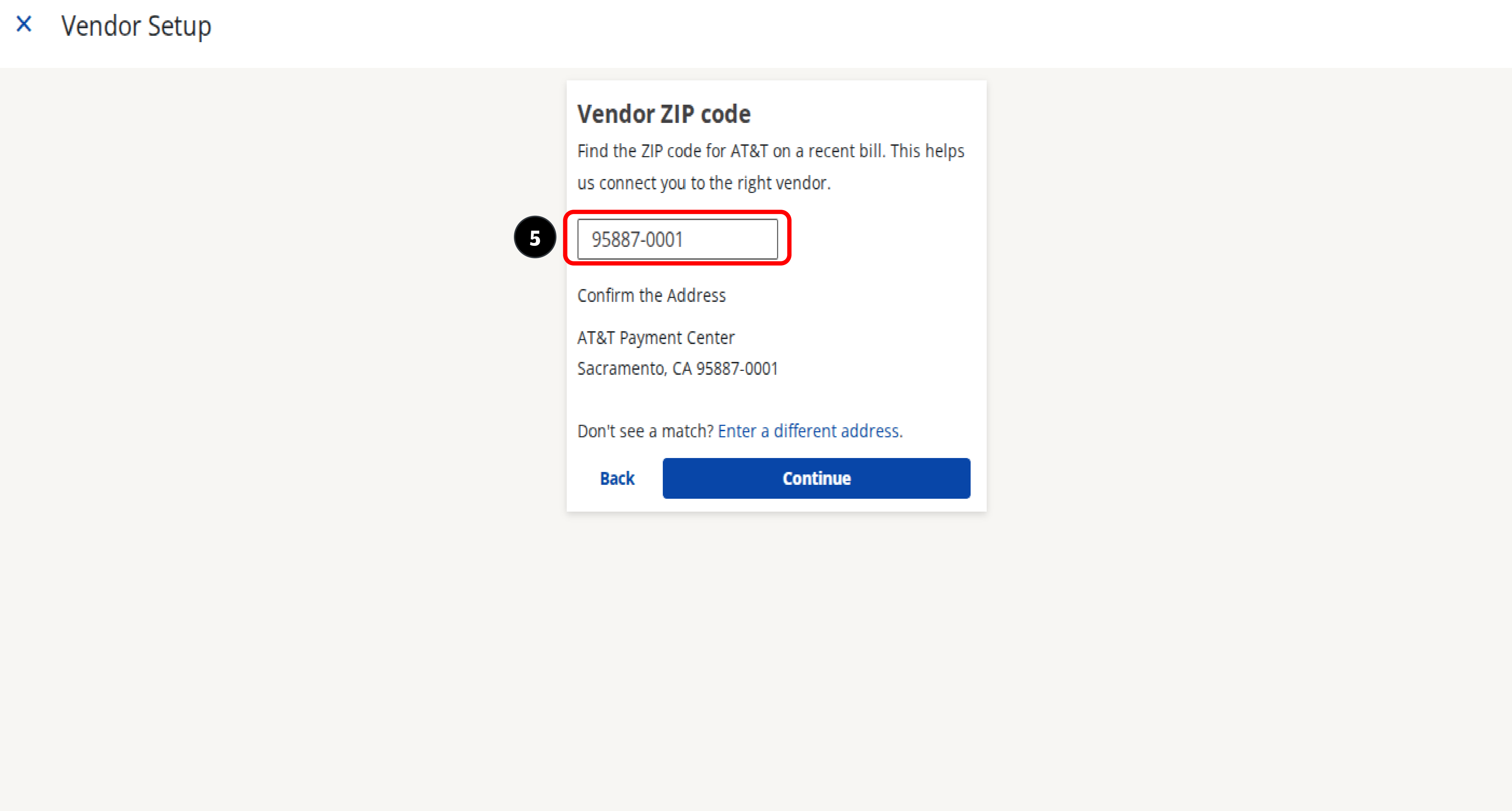
Connect with Major Billers

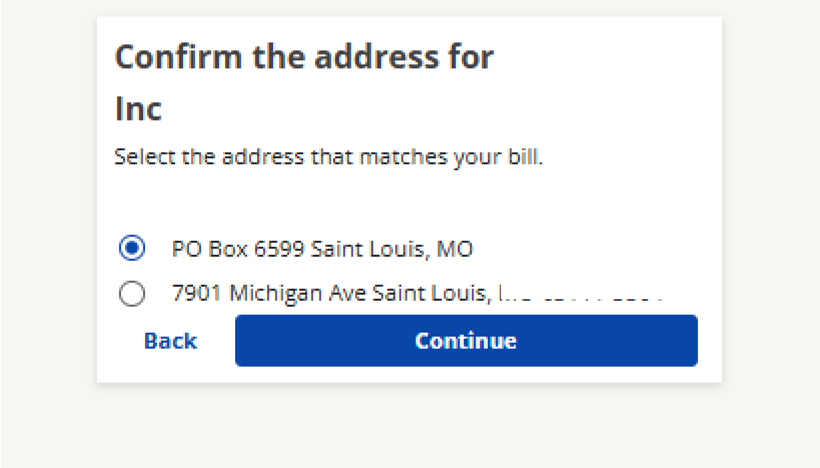
3. In the **Add a new vendor** window, start typing your vendor's name in the **Vendor Name** field, exactly as it appears on the statement
4. Once matching vendors populate in the drop-down menu, select the correct one
   - Review carefully as you are responsible for selecting the proper vendor



Connect with Major Billers

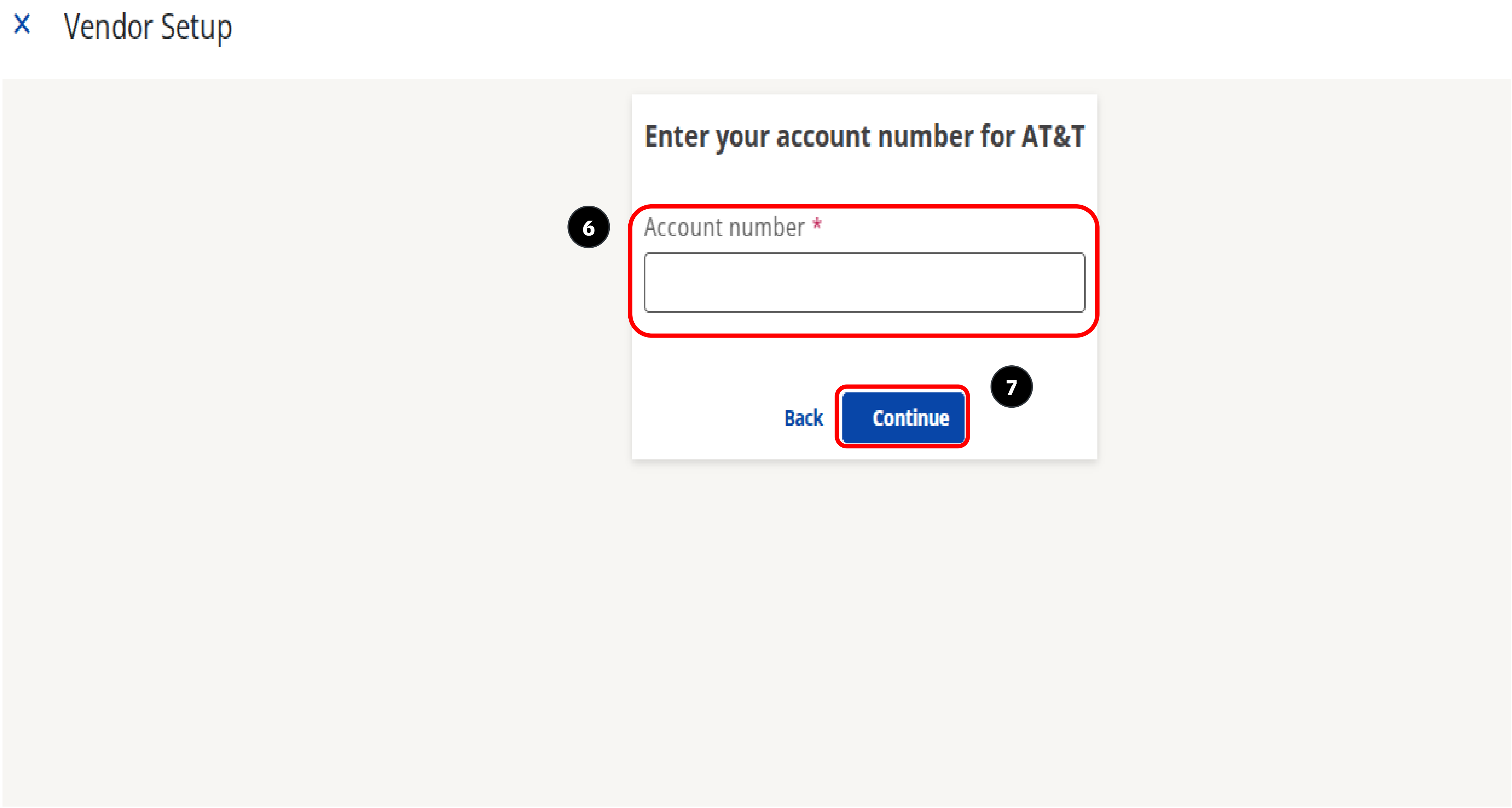
5. A pop-up window will appear to make sure you are matched with the correct biller and to confirm address details
   - Enter the **Vendor Zip Code** as it appears on the statement mailing address, omitting the +4 digits
   - Sometimes there will be multiple addresses for a major biller - in such case, options will be provided to select the correct address for the bill or invoice





Connect with Major Billers

6. Enter your **Account Number** for the **Vendor**, omitting any dashes or spaces
7. Click **Continue** - you will be able to verify status of your connection in their vendor profile

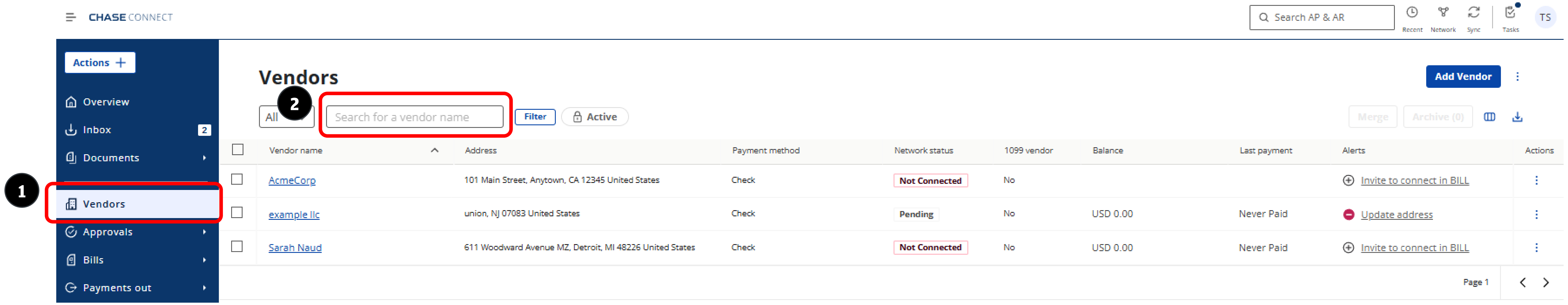


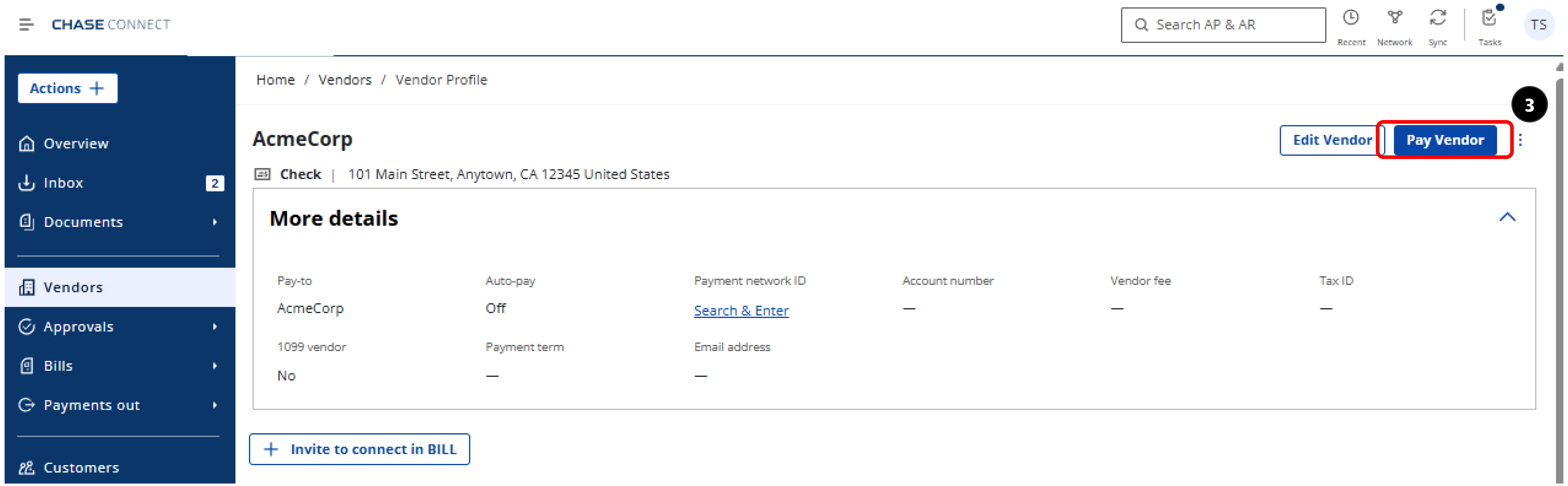
Pay a Vendor

Easily pay your vendors with or without a bill via ACH, check or virtual card

Pay Vendor: Without a Bill

1. In the left navigation, click **Vendors**
2. Start typing the vendor name in the **Search** field, or scroll until you locate the appropriate vendor you want to pay and then select their name
3. Once you are in the vendor page, select **Pay Vendor**





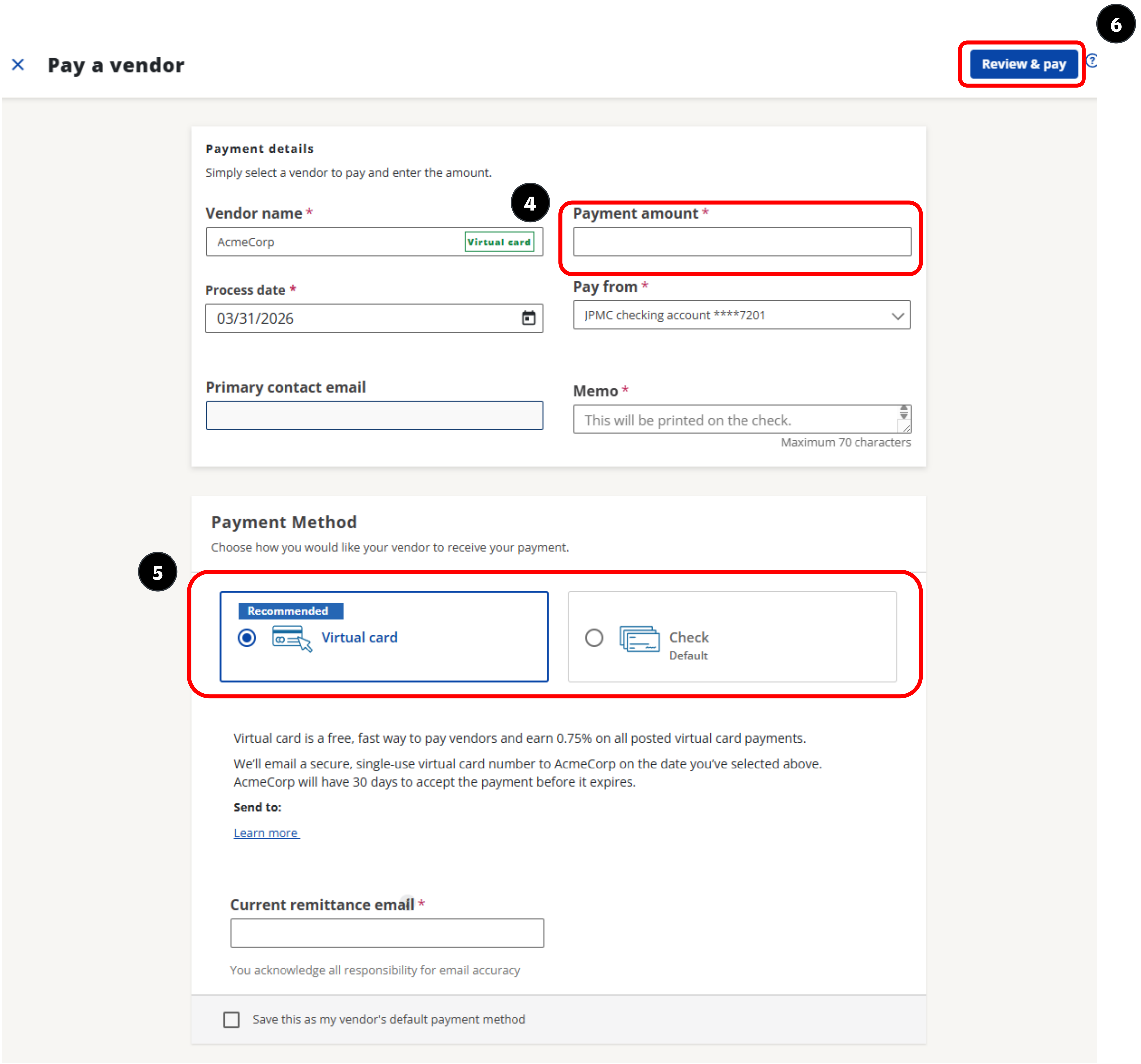
NOTE: Ready to pay? You will need to have the following information ready:

- Vendor name: the company or person to be paid
- Vendor contact information: email address and/or mailing address and account number with the vendor company, if applicable
- Vendor bank transit routing number/bank account numbers verified by you, with a known contact at that vendor
- Vendor's bank account number and bank routing number are required for electronic payments

NOTE: If you do not yet have the vendor added to Cashflow360, read the Add a Vendor section - if you have vendor information already entered, continue to step 3

Pay Vendor: Without a Bill

4. In the **Pay a vendor** window, enter the **Payment amount**, and complete the applicable fields
5. You may either pay your vendor electronically via ACH, with a check mailed via USPS (not pictured), or Virtual Card
6. At the top right of the screen, click **Review & pay**

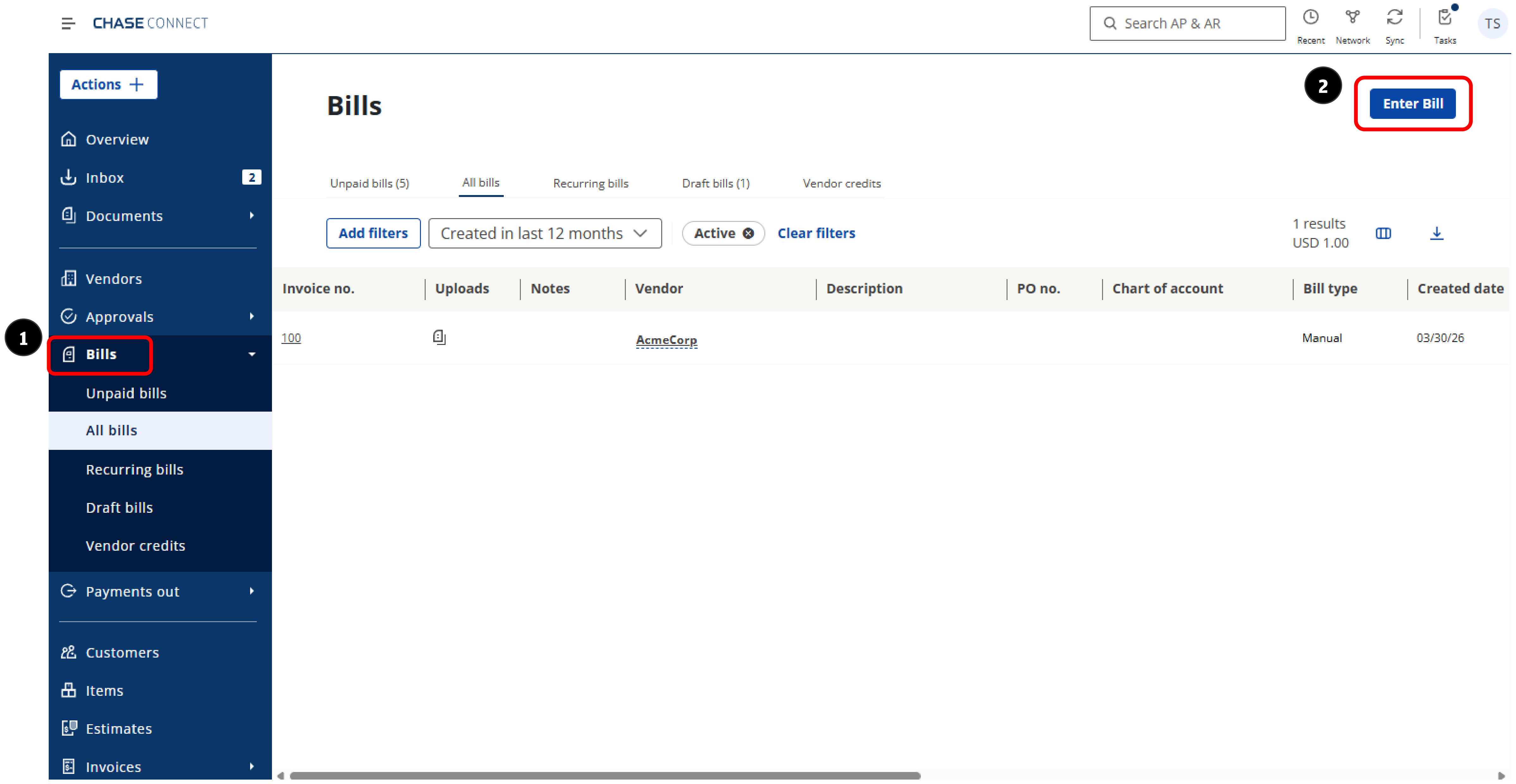


Pay Vendor: With a Bill

1. In the left navigation, click **Bills**
2. Click **Enter Bill** in the **Bills** window

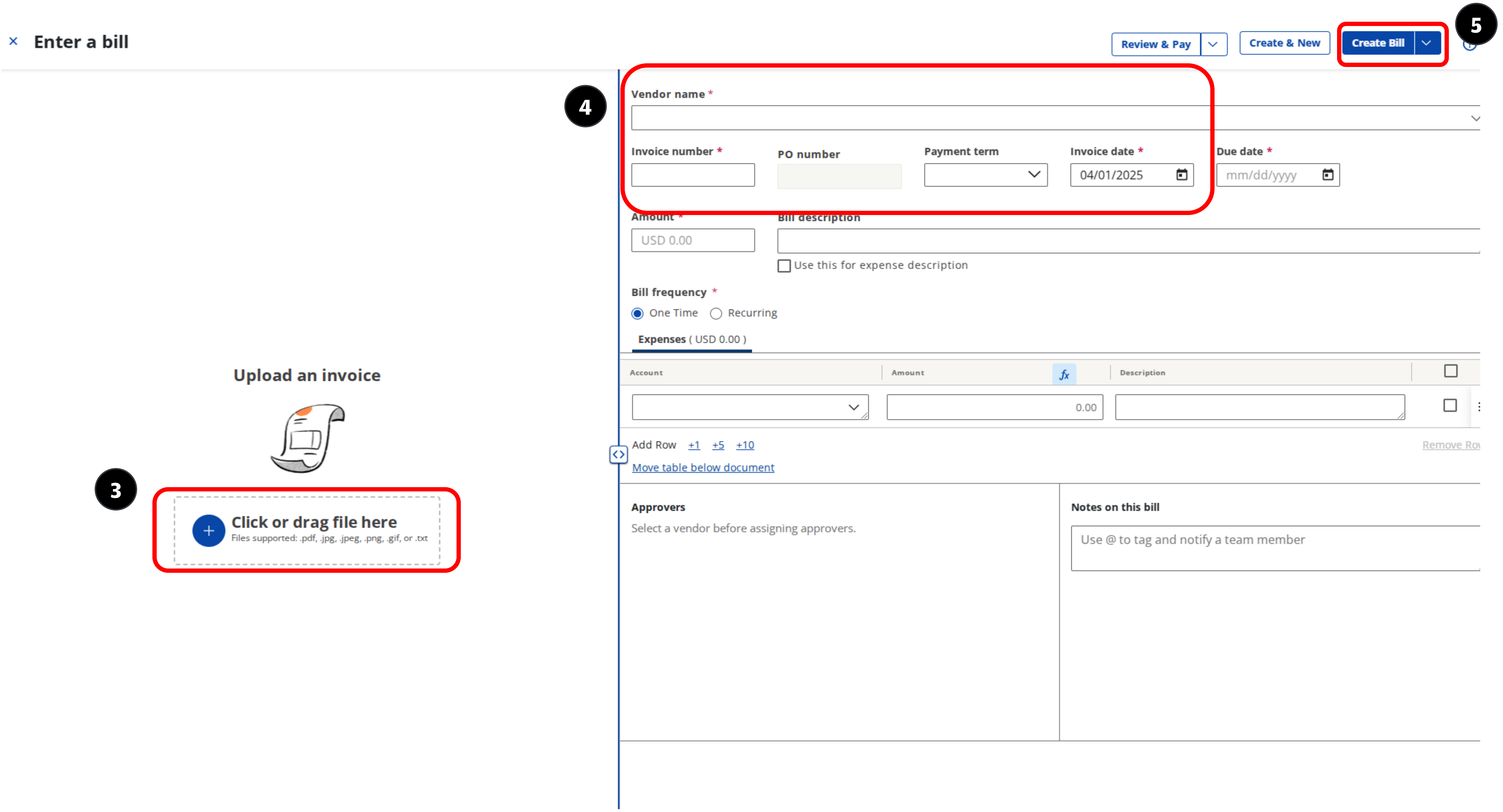
NOTE: Ready to pay? You will need to have the following information ready:

- Vendor name: the company or person to be paid
- Vendor contact information: email address and/or mailing address and account number with the vendor company, if applicable
- A copy of the bill (invoice)—a digital document file is recommended
- Vendor's bank account number and routing number are required for electronic payments



Pay Vendor: With a Bill

3. In the **Enter a bill** window, if you have a digital file available, you may drag and drop it or browse and upload directly from your computer - if you do not have a digital file, continue to step 4
4. On the right side of your screen, enter **Bill Details** (i.e. Vendor Name and Invoice #, Invoice date, etc.)
5. Once complete, click **Create Bill** at the top right of your screen



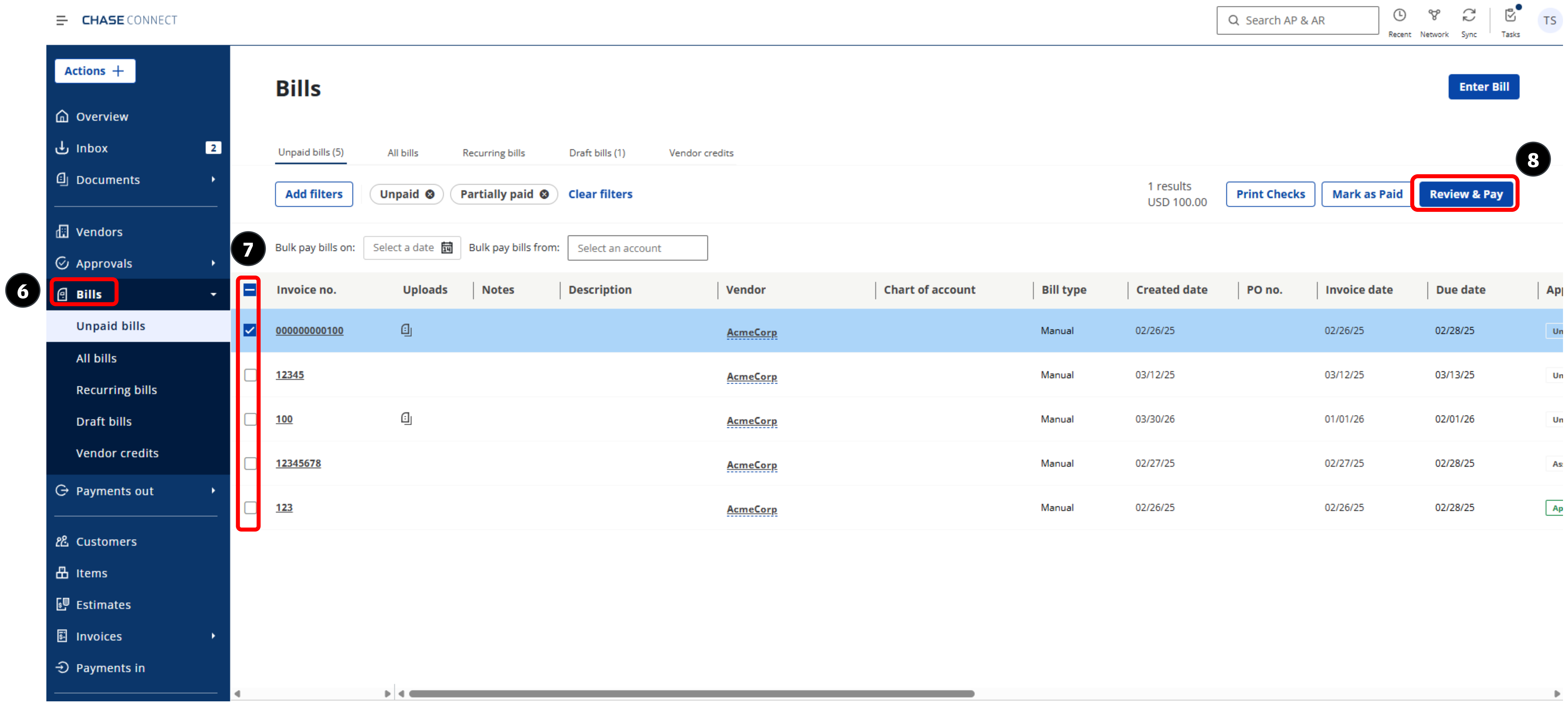
NOTE: If you have not added this specific vendor to Cashflow360 yet, you are able to **Create a Vendor**

- Within the Vendor Name field, enter the vendor name
- Click on the dropdown and select add new vendor

Review the **Add a Vendor** section of this guide for additional information on vendor set-up and management

Pay Vendor: With a Bill

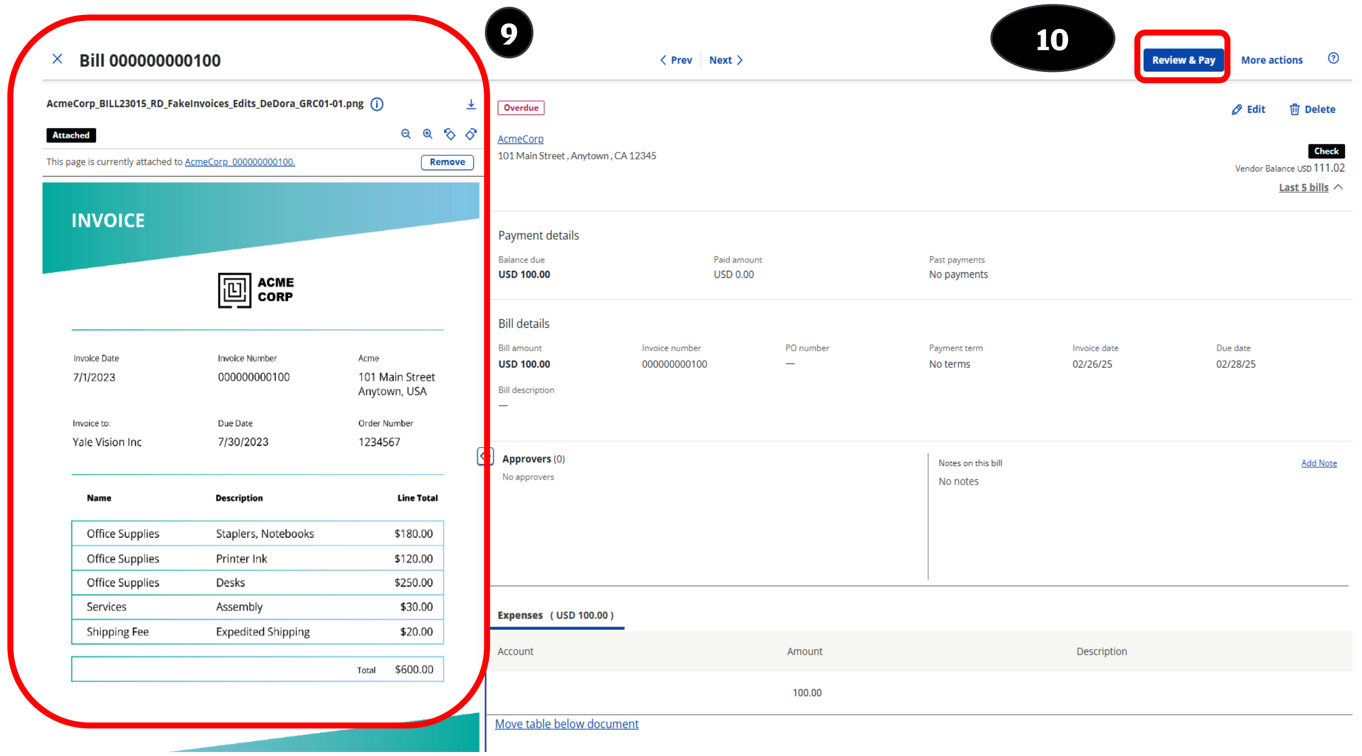
6. Click **Bills** in the left navigation, you should see the bill you want to pay, listed in the **Bills To Pay** tab in the main window
7. You can select multiple bills at once
8. Click **Review & Pay** after selecting the bill(s) you want to pay

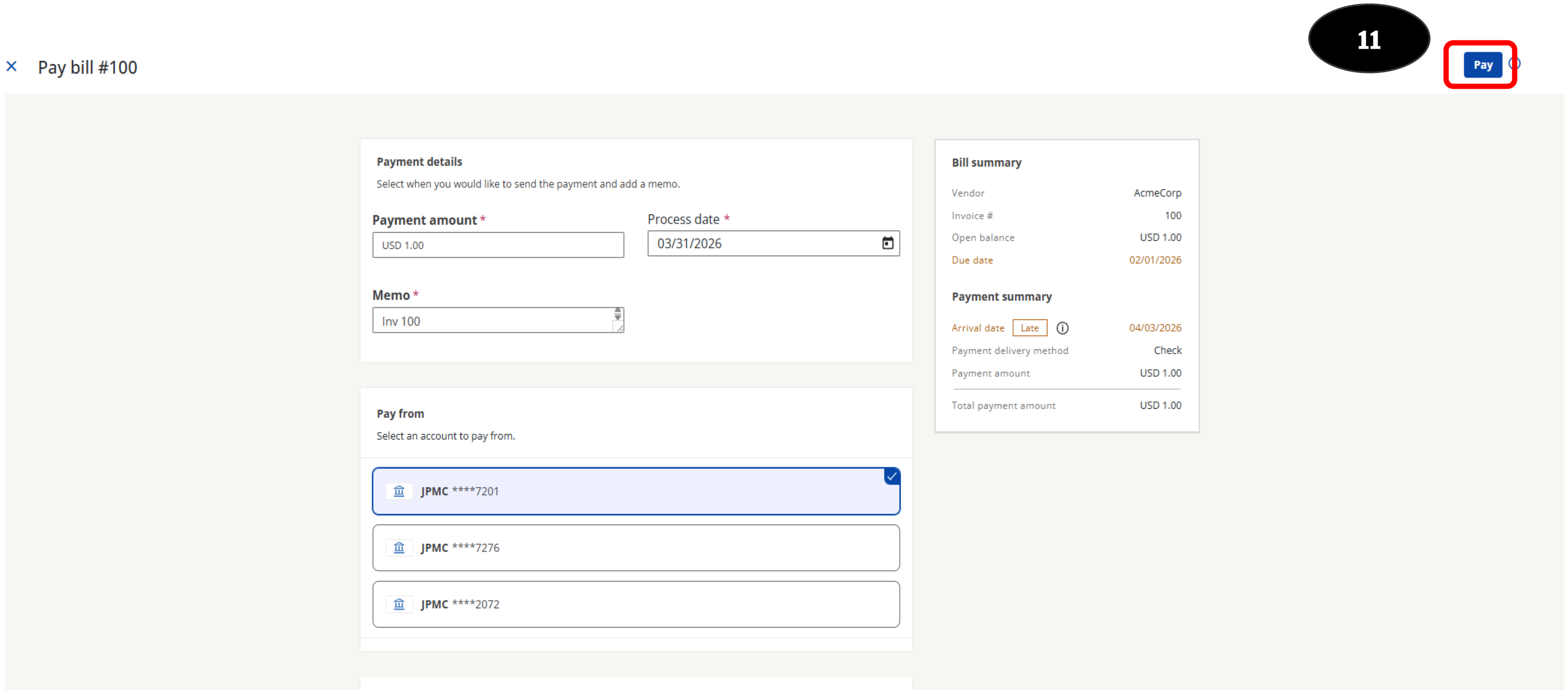


Pay Vendor: With a Bill

9. Review the details to confirm the information is correct - review carefully, as you are responsible for selecting the proper vendor
10. Then click **Review & Pay** at the top of the screen
    - For check payments, you can edit the vendor's address and email address on this screen and the system will also update the vendor record
    - You can also invite a vendor to get paid electronically from this screen and the system will tie that invitation to the vendor's record
11. Confirm payment details, then click **Pay**

Your payment is now scheduled!





Add Approvers and Route a Bill

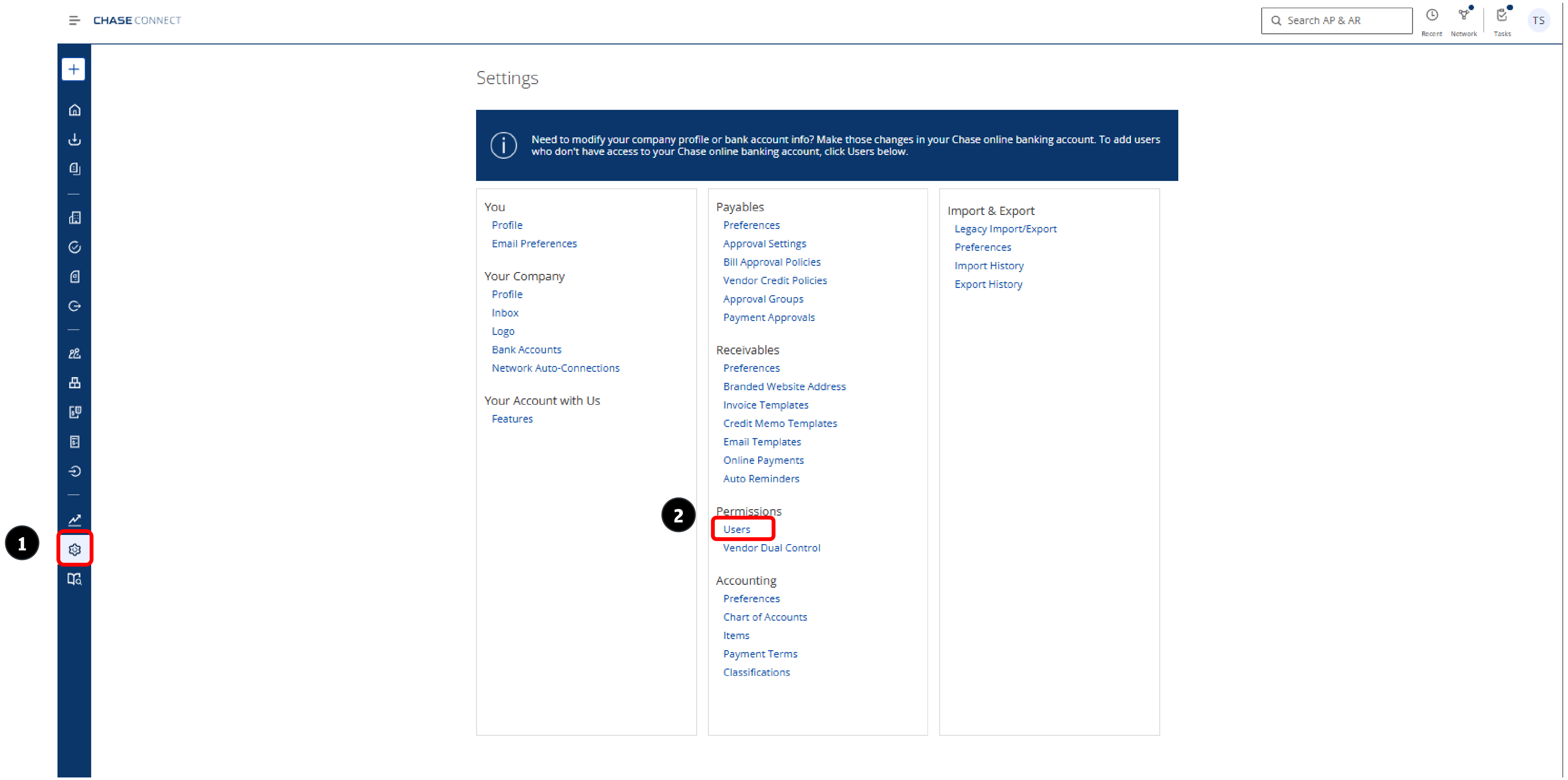
Add the appropriate approvers to confirm bill creation and route for their review

Add Approvers

1. In the left navigation, click **Settings**
2. In the **Settings** window, click **Users** under **Permissions**

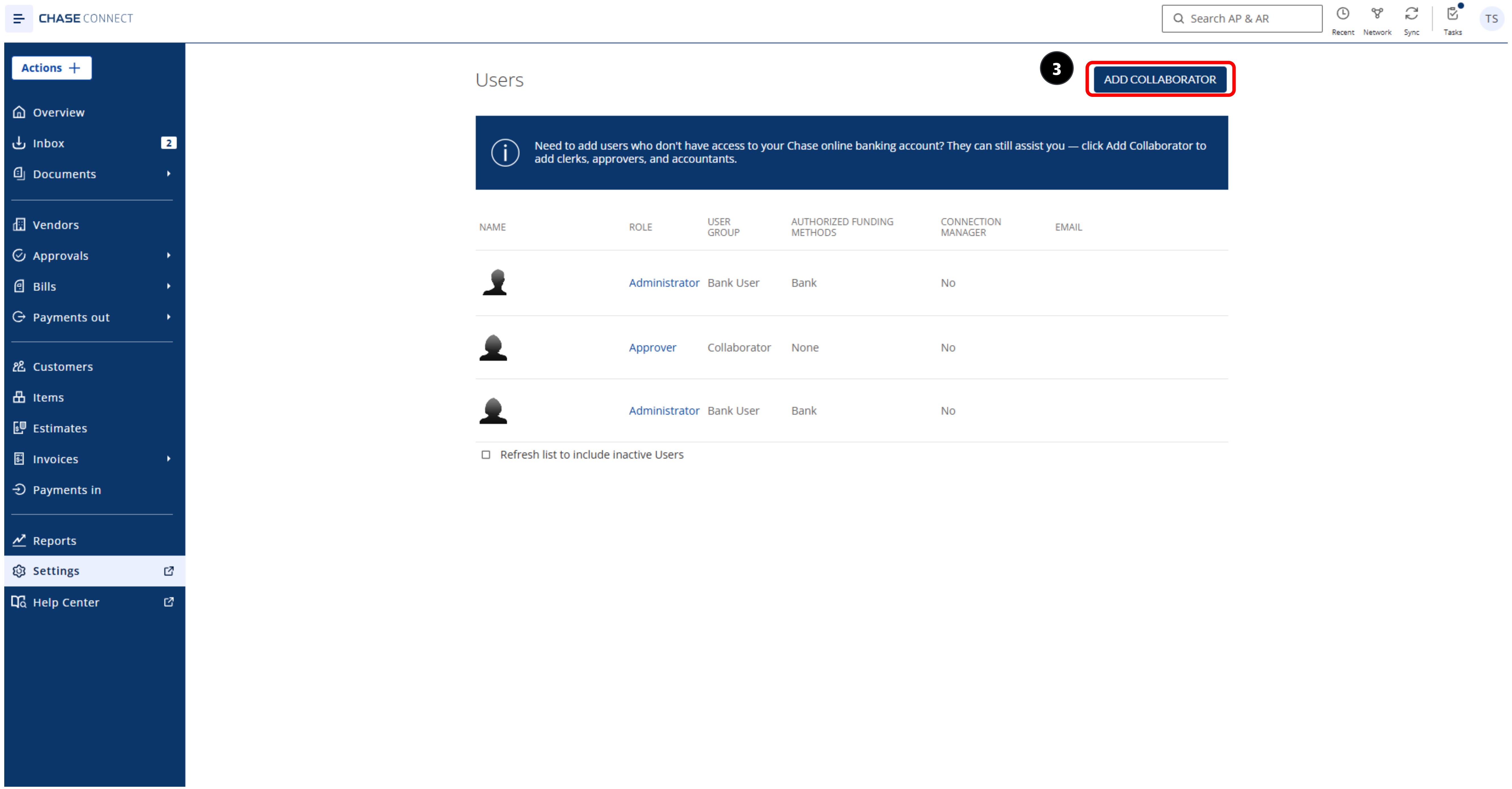
NOTE: You will need to have the following information ready:

- The approver's first and last name, work email address, time zone, and role



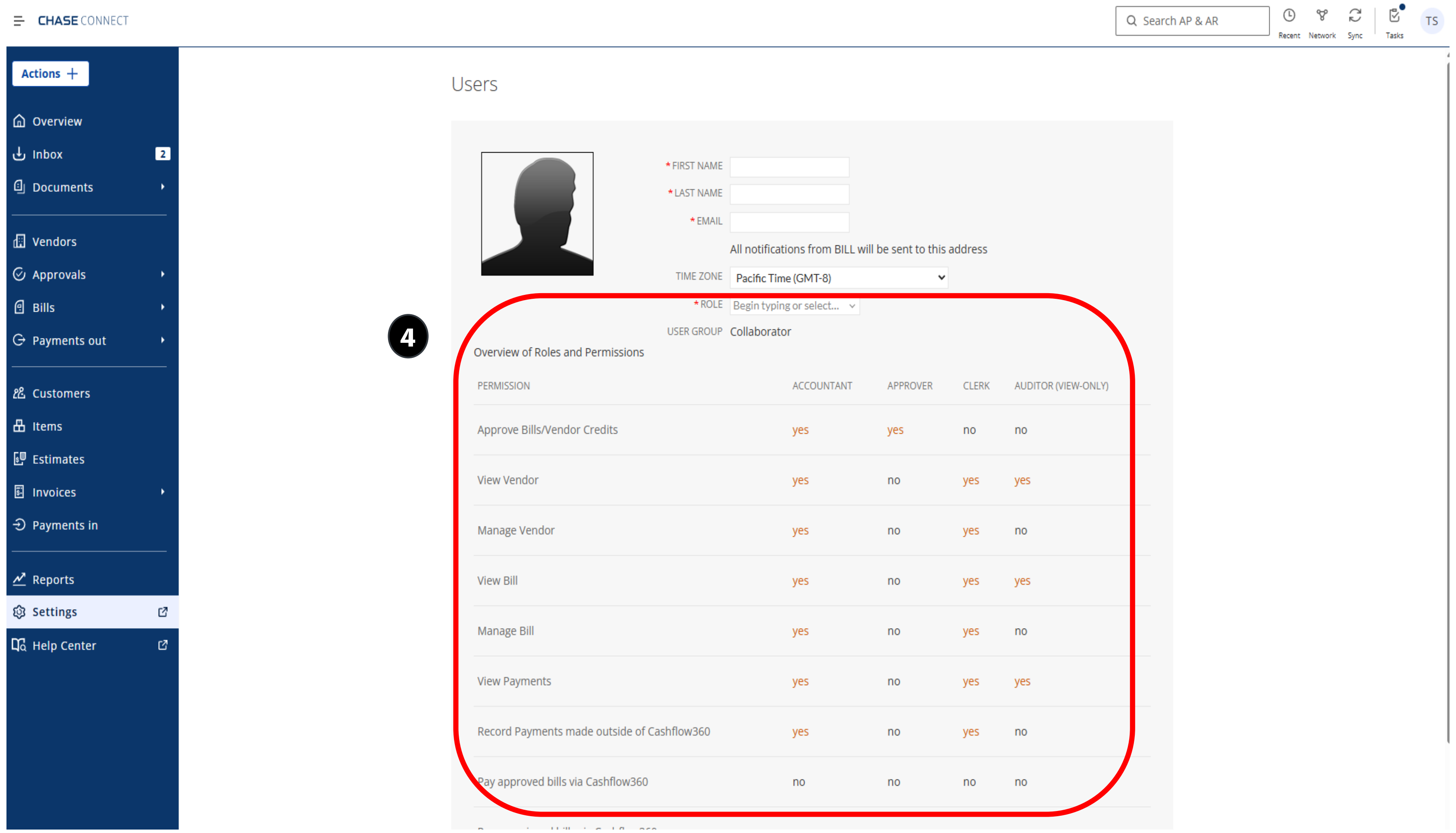
Add Approvers

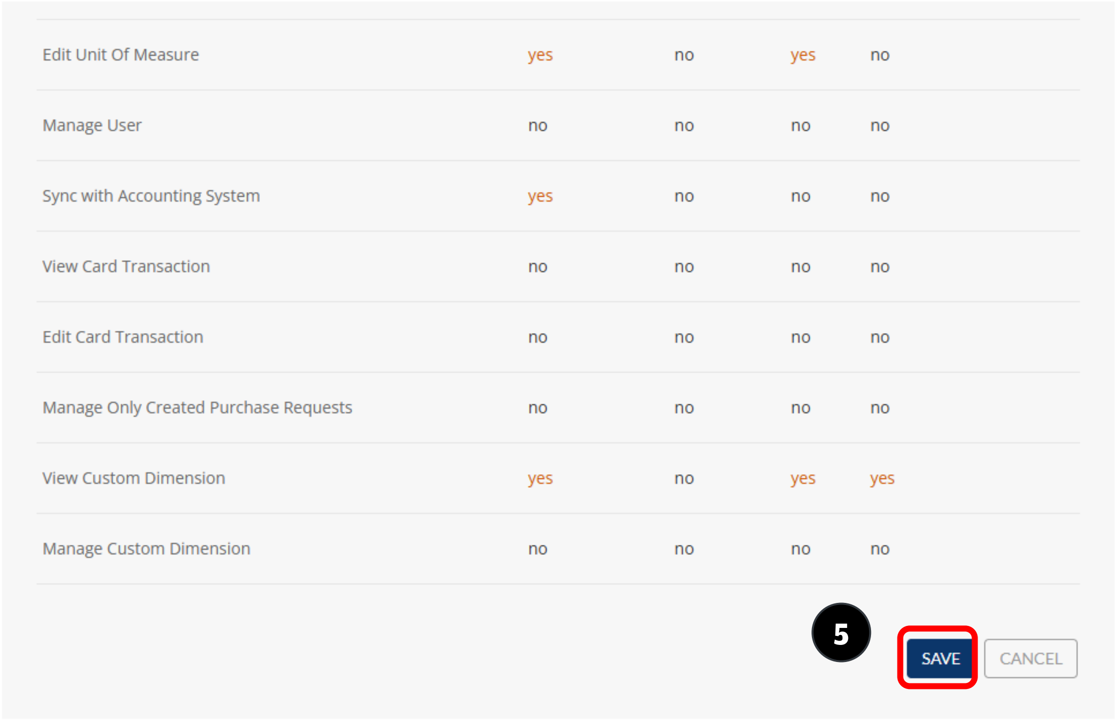
3. Click **Add Collaborator**



Add Approvers

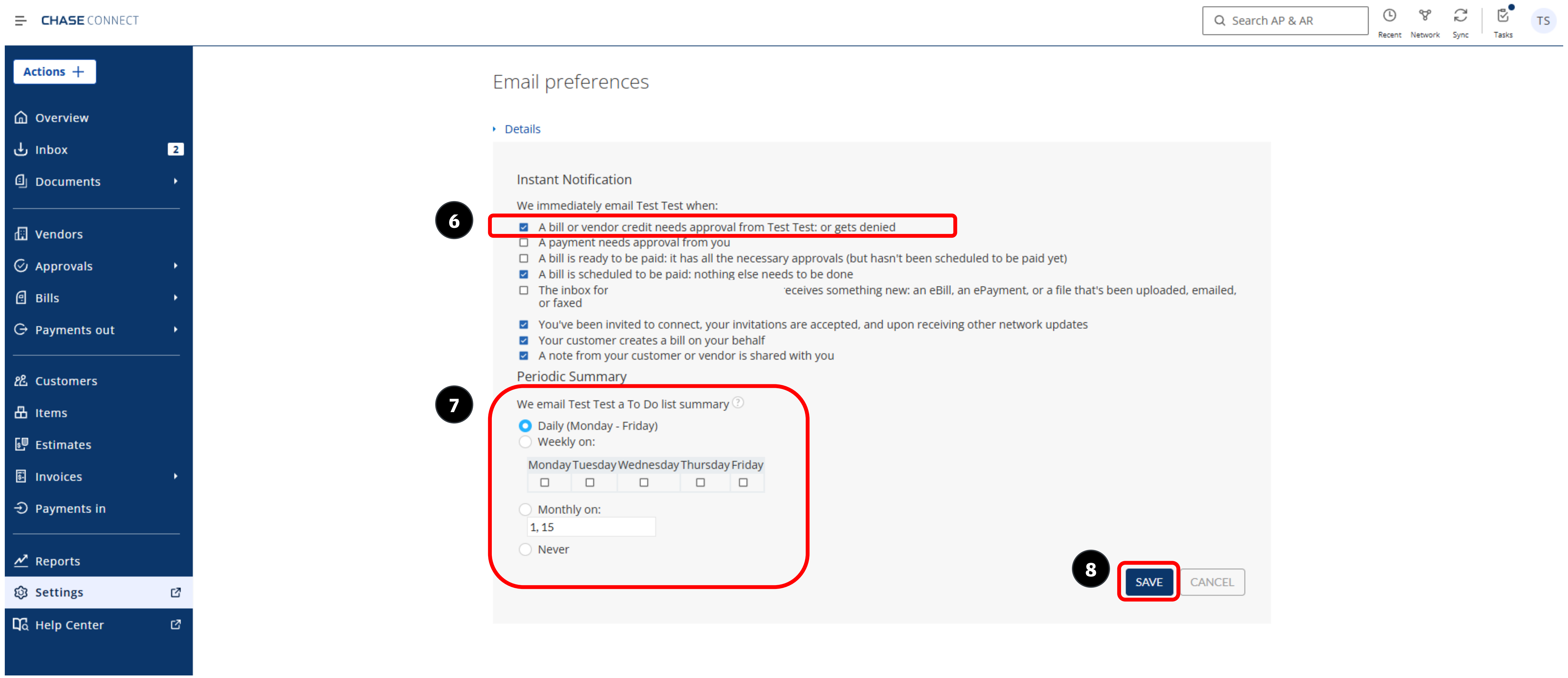
4. Designate settings for system administrators
5. Scroll all the way down, click **Save** to continue





Add Approvers

6. In Email Preferences, check the box: A bill or vendor credit needs approval from [your approver]: or gets denied
7. Then, select the cadence in which approvers will receive their **To Do list summary**
8. Click **Save**, your approver will receive an email to activate their login to the account - refer to the **What approvers See** section of this guide



What Approvers See

1. Subject to entitlements granted by the System Administrator
   - Approvers will review bills and vendor credits before authorizing them for payment in **Bill Approvals** under **Approvals** in the left navigation
   - Approvers can:
     - Review bills by selecting the invoice number
     - Approve bills and vendor credits
     - Deny bills and vendor credits
   - They cannot pay bills or edit vendor information

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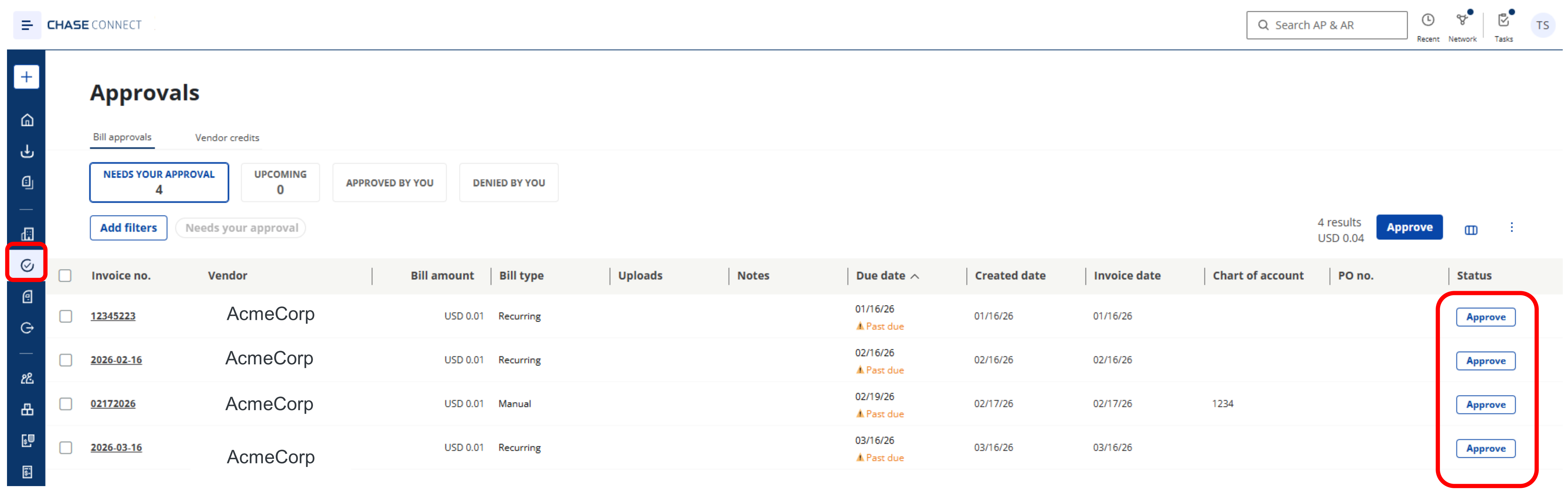


NOTE: The approver experience begins with receiving an email from Cashflow360 to activate their sign in to the approver account

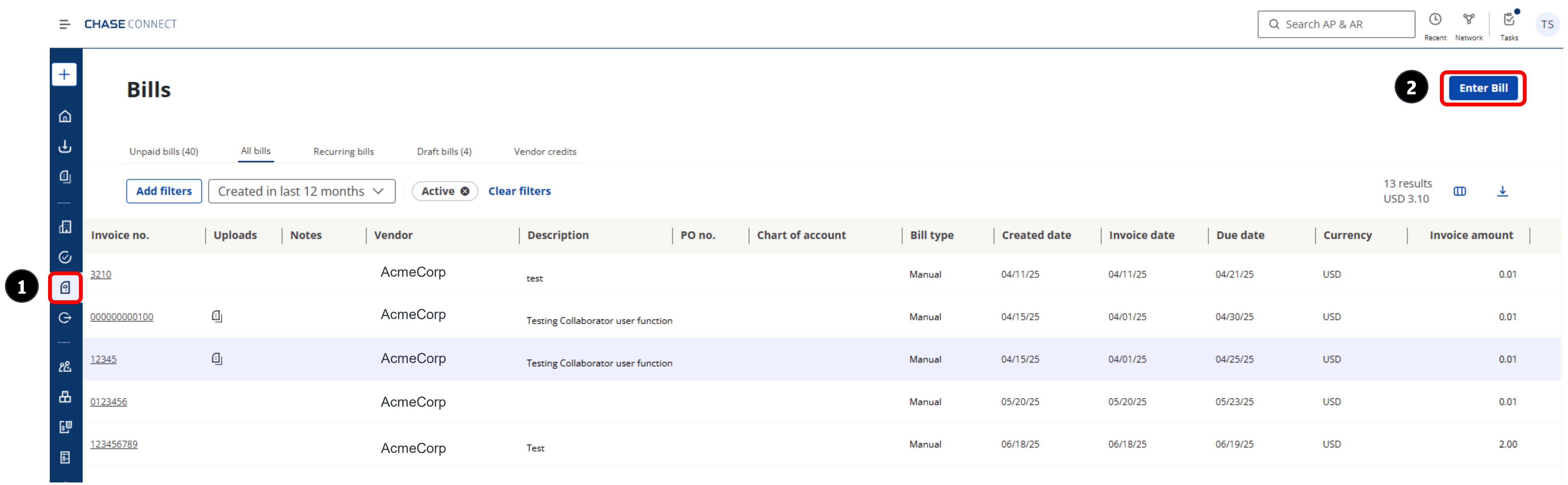
This email also contains links to download the mobile application to view and approve, or deny bills on their mobile device

When there is a payment to be approved, payment approvers will see:
- An email notification
- An item on their To Do List
- A pending approval badge on the Payments Out tab

Route a Bill

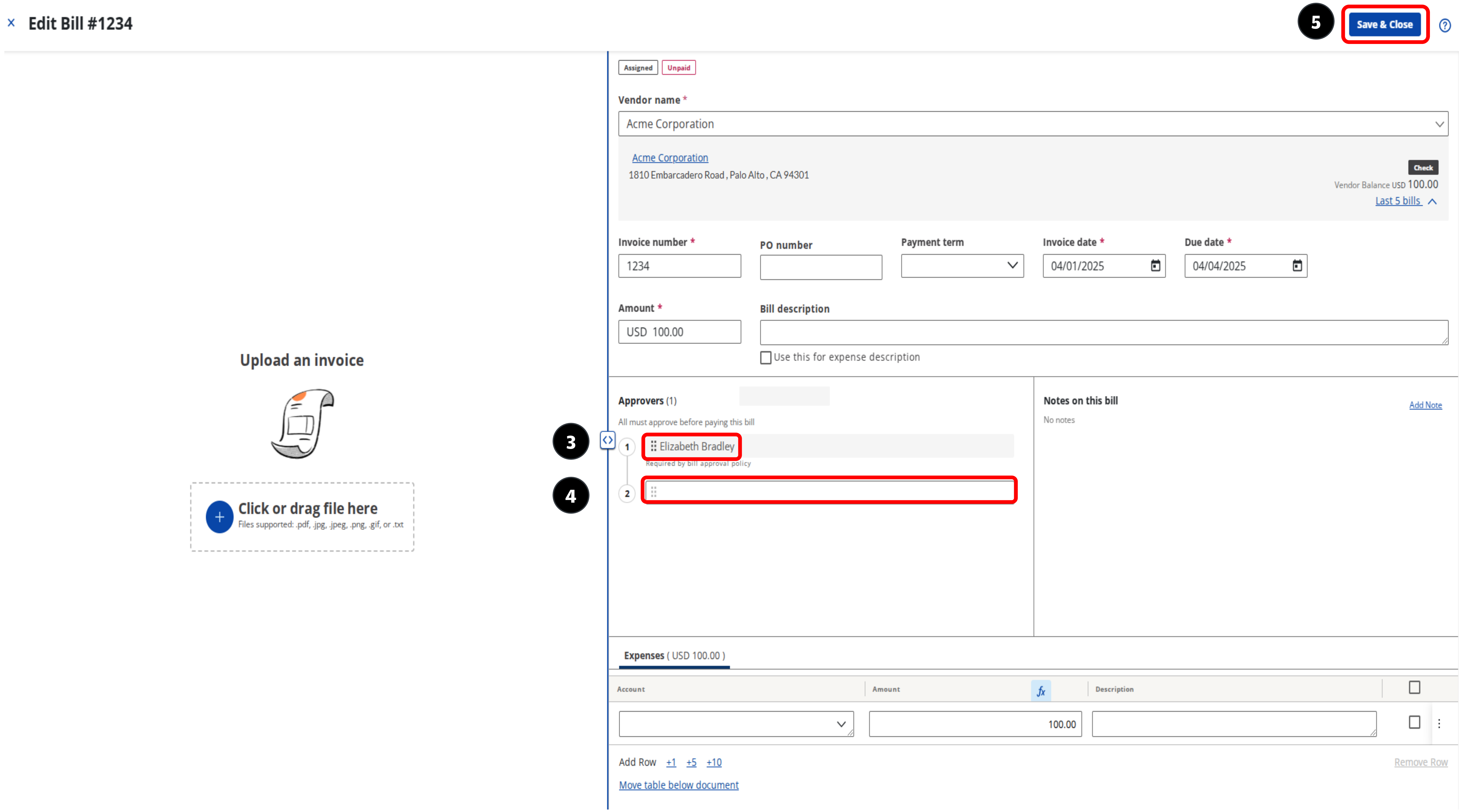
1. Click the **Bills** tab on the left side of the navigation
2. Click **Enter Bill** to proceed to the enter a bill window of the invoice you would like to route for approvals

NOTE: You may need to reference these sections in this guide before continuing:
- Adding approvers to your payment flow
- Pay a vendor with a bill



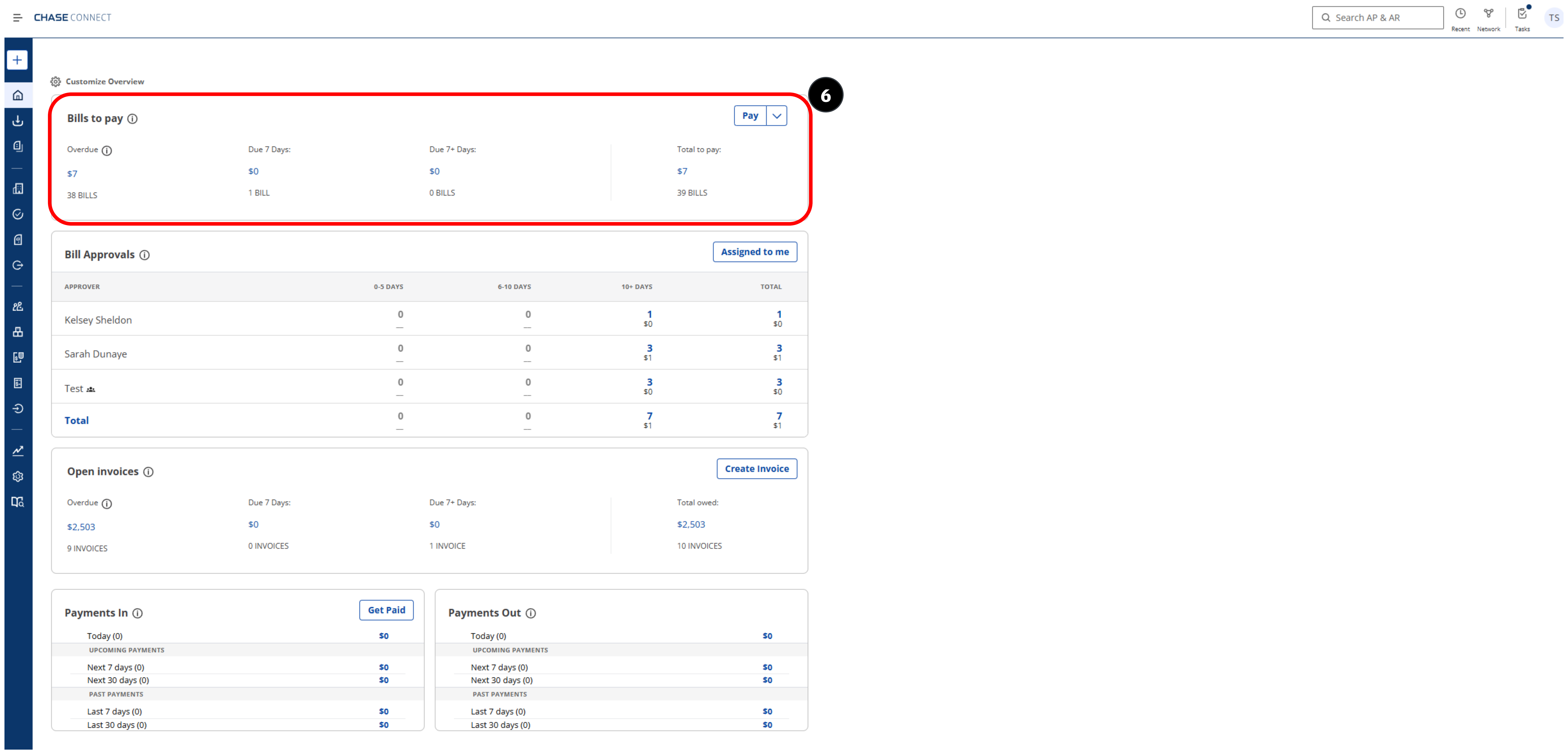
Route a Bill

3. At the bottom right of the Bill Details pane, you will see the **Approvers** section - click the **box**, and choose the approvers you would like to review and approve the bill
4. You can order approvers based on when you will like them to receive the bill
5. Click **Save & Close** at the top of the screen



Route a Bill

6. Once you submit the bill, your approvers will receive notifications to review and approve or deny payment based on the order you designated
   - Track progress and notes in the **Overview** window, from the **Bills to Pay** tab

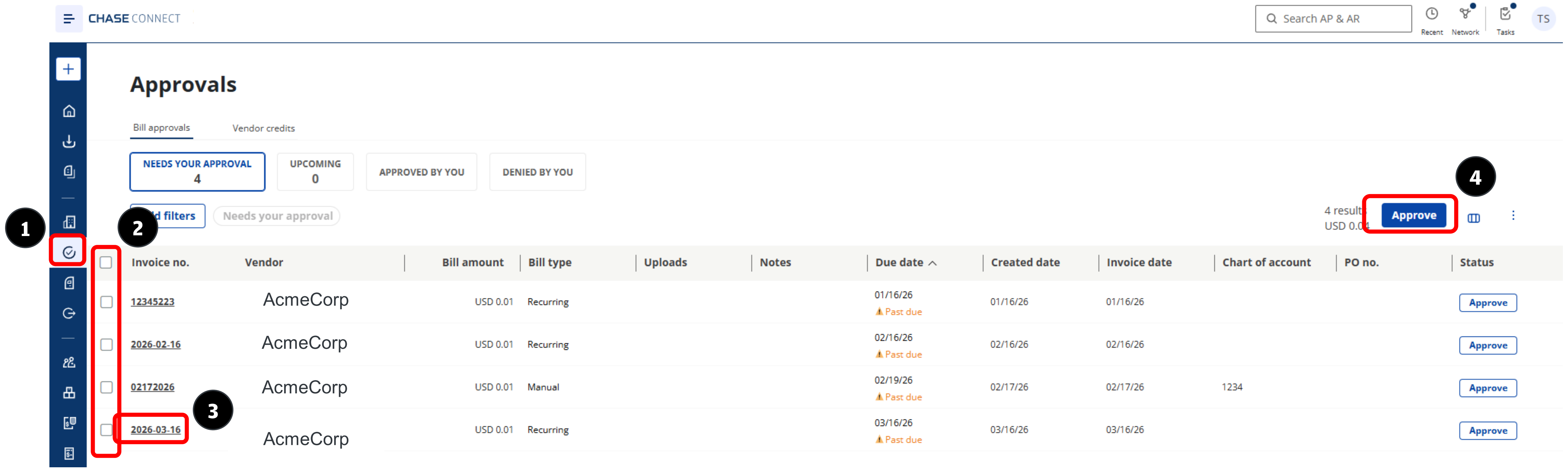


Review and Approve/Deny a Bill

Give users access to bills and the information necessary to approve or deny the payment – directly from their computer or mobile device

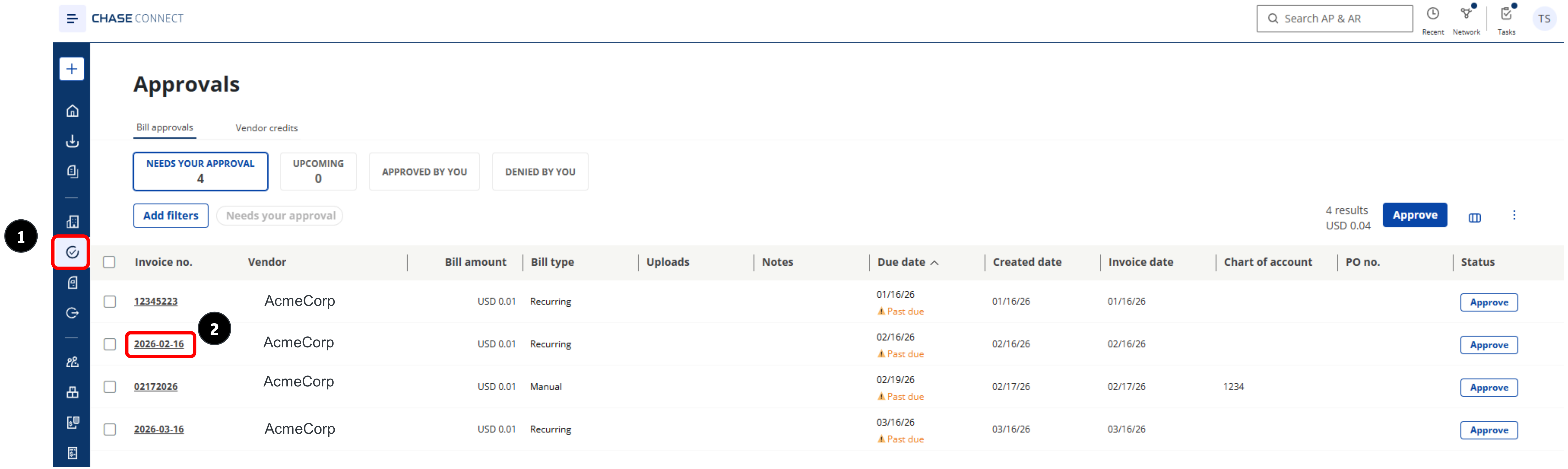
Review and Approve

1. In the left navigation, click **Approvals**
2. Select the bills to approve by checking the appropriate box
3. Click the **Invoice #** to review
4. Click **Approve**



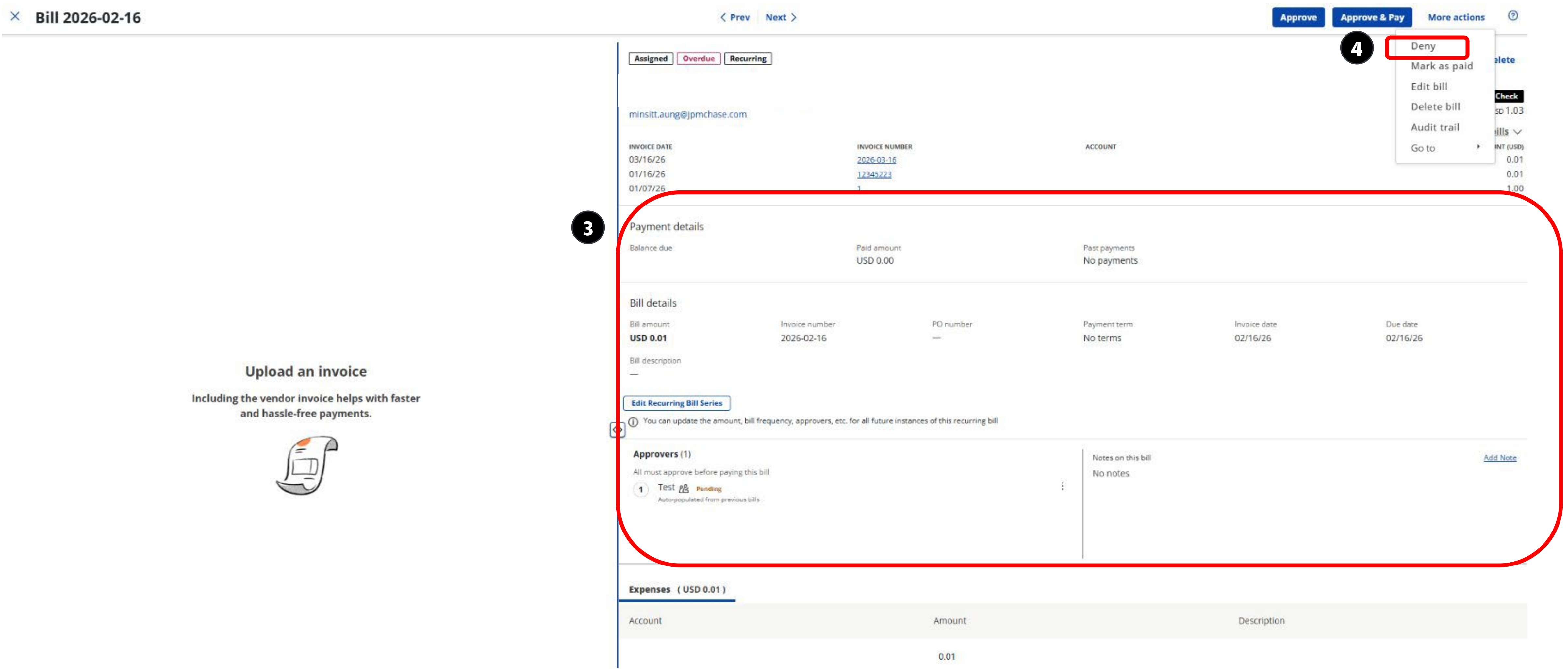
Deny a Bill

1. In the left navigation, click **Approvals**
2. Click the **Invoice #** to review



Deny a Bill

3. Review **Bill Details**
4. Click **Go to** and select **Deny**



Deny a Bill

5. Select the appropriate option: **Duplicate Bill, Data Entry Error, Incorrect Approver, Other**
6. Provide additional information on why the bill was not approved in the dialog box and click **Deny Bill**
   - Users with the ability to manage bills will be notified that the bill needs review and will see details provided in the Add more info box