



FactorSoft™

• Release v4.7

Web Portal Client Administrator Guide

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Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

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- any modification not provided by Jack Henry to the software or standard database schema
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 - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
 - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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Portal Introduction and Access

Introduction to the Web Portal

The streamlined Web Portal lets you exchange information with your lender quickly and securely.

Web Portal Benefits

From the Web Portal, you can:

- **View** up-to-date financial information at a glance on the Dashboard.
- **Review** and understand the status of accounts receivable.
- **Create and submit** purchase batches.
- **Request and print** reports and exports.
- **Search** existing invoices, payments, transactions, and debtors.
- **Add** debtors, request credit and disbursements, and much more.

NOTE

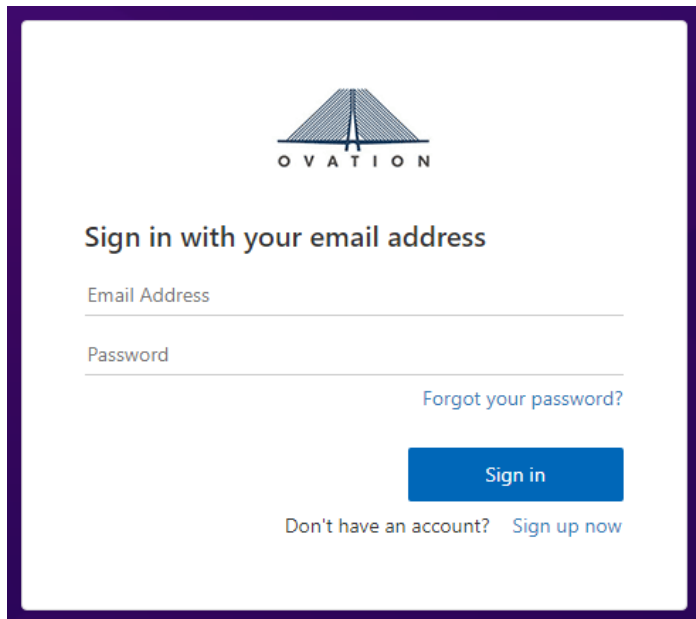
The lender has several customization options within the system. Some functions and terminology in your view of the Web Portal may differ from the content and images in this guide.

Signing up in the Web Portal

ACCESS

Web browser > open the Web Portal link provided by the lender

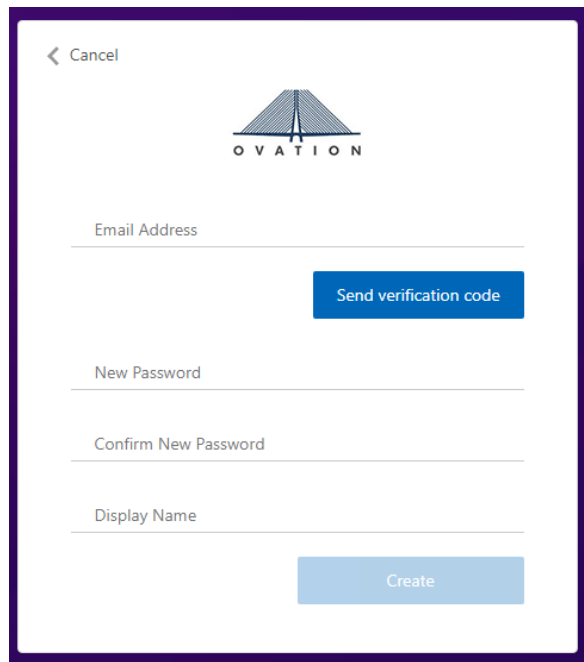
Authentication



You must sign up with your own email address. You must have access to the email address provided at sign-up to receive a verification code. This sign-in process verifies your email address in FactorSoft and immediately allows access to the Web Portal and accounts associated with the email address.

If the email address used at sign-up is...	Then you...
Not associated with a client/debtor record in FactorSoft	Cannot access any Web Portal features and must contact the lender for assistance.
Associated with more than one client/debtor record in FactorSoft	Directed to the "Accounts" on page 13 screen where you can select a specific Account to sign in.

Signing up

A screenshot of a web form for signing up. At the top left is a back arrow and the word "Cancel". In the center is the Ovation logo, which consists of a stylized bridge graphic above the word "OVATION". Below the logo are four input fields: "Email Address", "New Password", "Confirm New Password", and "Display Name". A blue button labeled "Send verification code" is positioned to the right of the "Email Address" field. A light blue button labeled "Create" is at the bottom right of the form.

1. From the sign-in screen, select **Sign up now**.
2. Enter the email address associated with your client record.
3. Click **Send Verification Code**.
4. Open your email to find the verification code and enter it in the form.
5. Enter a password and reenter it to confirm.
6. Enter a display name to display at the top of your Web Portal user interface.
7. Click **Create**.

NOTE

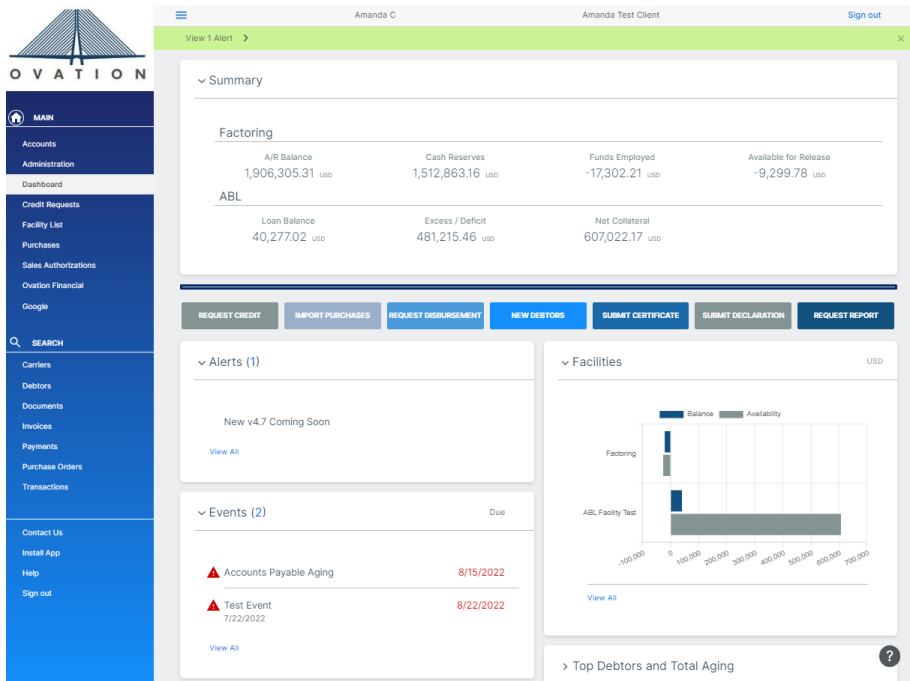
After resetting your password through the **Forgot Your Password** link, you will be signed out. You must sign in with your new password.

Navigating the Web Portal

OPTIMIZE YOUR DEVICE

For the best user experience:


- View the Web Portal from the latest version of **Google Chrome**.
- For **mobile** devices, go to Web Portal > left navigation menu > **Install App** and follow the instructions to download the **PWA**.




Every screen in the Web Portal has a top navigation bar, a left navigation menu, and a  Help link.

Top navigation bar

The top navigation bar includes:

- Show/hide icon – click  to show or hide the left navigation menu*
- Your display name
- The account name you are working in
- **Sign out** link – to exit the Web Portal

TIP

*When viewing grids with more columns than your screen size shows, click the  show/hide icon to hide the left navigation bar and free up more viewing space.

Left navigation menu

The left navigation menu links to the primary areas of the Web Portal.

NOTE

Your left navigation bar may look different based on your lender's preferences and add-on modules.

Main

- [Administration](#)
- "Accounts" on page 13
- "Dashboard" on page 14
- "Facility List" on page 37
- "Purchases" on page 68
- "Credit Requests" on page 31
- "Sales Authorizations" on page 98 (if applicable)

Search

- "Carriers" on page 102 (if applicable)
- "Debtors" on page 106
- "Documents" on page 115
- "Invoices" on page 120
- "Payments" on page 134
- "Purchase Orders" on page 139 (if applicable)
- "Transactions" on page 141

Contact us

Contact

×

Name: Amanda Coalson

Title: Account Executive

Email: Acoalson@ae.com

Phone: 2055559021

Fax: 2055551922


CLOSE

Contact Us link – click for information to contact your lender.

Install App

Install App link – opens installation instructions drawer with details to download the PWA.

Help

Help link (left navigation bar) or  Help icon (bottom right corner of any screen) – to view a new Help tab. Find a topic in the table of contents or enter a keyword in the search box. Use quotes ("xxx yyy zzz") when searching for multiple words. You can access your screen in the Web Portal while Help is open.

TIP

When viewing Help on your mobile Apple device, swipe right to get back to the app.

Sign out

Sign out link – to exit the Web Portal

Accounts

Accounts

ACCESS

Main > Accounts

The Accounts screen is your gateway to a specific account's Dashboard. Each user can have multiple accounts associated with their email address.

If your email address is associated with...	At sign-in you see...
One account	Dashboard
Multiple accounts	Accounts screen
Portfolio client account	Accounts screen with portfolio client and member accounts
No accounts	No access – click Contact Support for assistance

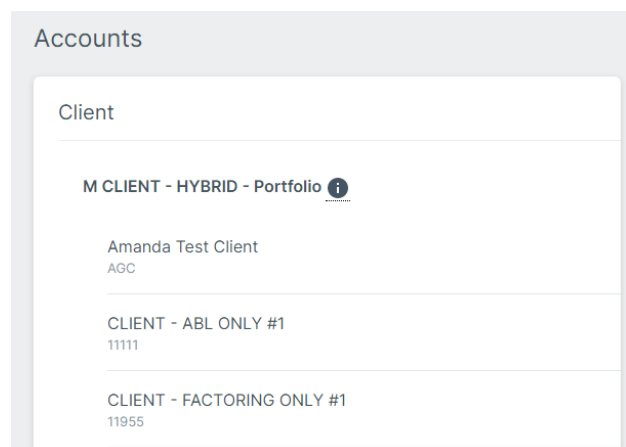
Viewing an account Dashboard

From the Accounts screen, click an account name to view the account Dashboard.

Viewing a different account

To switch accounts, return to the Accounts screen and select a different account.

Portfolio client and member clients



Portfolio client accounts are displayed in bold with member clients indented underneath. The portfolio client can see information about all member clients. To perform tasks related to a member, the portfolio client must switch to the member account from the Accounts screen.

Dashboard

Dashboard

ACCESS

- **One account:** Web Portal > sign in > Dashboard
- **Multiple accounts:** Main > Accounts > select an account > Dashboard

The Dashboard displays widgets to present at-a-glance critical information for your account. With one click you can view current and trend data and get more information or start common tasks.

Summary

The Summary bar along the top of the Dashboard displays account summary data based on the account type signed in.

NOTE

All values are converted to the client currency.

ADMIN NOTE

Admin users can opt to show or hide the Summary bar for individual users or globally for all users.

Client summary

Summary			
Factoring			
A/R Balance	Cash Reserves	Funds Employed	Available for Release
157,652.07 USD	347,402.94 USD	-250,919.59 USD	247,435.18 USD
ABL			
Loan Balance	Excess / Deficit	Net Collateral	
177.00 USD	-3,580.49 USD	5,429.84 USD	

Client summary information includes portfolio client/member relationships:

Factoring

- **A/R Balance** – balance as of the current processing date.
- **Cash Reserves** – the client's cash reserve amount.
- **Funds Employed** – amount calculated by subtracting cash reserves, settlement amounts, simple interest loans, amortized loans, P.O. financed amounts, and held funds from the Advance Balance.*
- **Available for Release** – the total remainder of Adjusted Reserves minus required reserves and float.

ABL

- **Loan Balance** – outstanding facility loan balance or current loan principal amount.
- **Excess/Deficit** – the current amount available to lend.
- **Net Collateral** – the sum of the calculated Net Collateral amounts used to support the loan balance (Eligible Collateral * Advance Rate)

*Calculations are based on the lender's specific preferences. Contact the lender for more information about how balances are calculated.

Quick Tasks

REQUEST CREDIT	IMPORT PURCHASES	REQUEST DISBURSEMENT	NEW DEBTORS	SUBMIT CERTIFICATE	SUBMIT DECLARATION	REQUEST REPORT
----------------	------------------	----------------------	-------------	--------------------	--------------------	----------------



The colored buttons under the Summary bar are shortcut links to common Web Portal tasks.

- **Request Credit** – Go to the Credit Request form on the Credit Requests screen.
- **Import Purchases** – Go to the Add File form on the Purchases screen.
- **Request Disbursement** – Go to the Disbursement Request form on the Facility List screen.
- **Submit Declaration** – Go to the Declaration Posting form on the Facility List screen.
- **Submit Certificate**– Go to the Bulk Certificate Posting form on the Facility List screen.
- **Upload Tracked A/R** –Opens the Upload Tracked A/R form on the Dashboard.
- **New Debtors** – Go to the Add Debtor form on the Debtor Search screen.
- **Request Report** – Go to the Request Report form on the Documents screen.

NOTE

The only Quick Task button for a **portfolio level client** is Request Report. You can switch to a member client to access Quick Tasks for that client.

Widgets

The Dashboard widgets provide quick access to critical information. You can click the  open and  close arrows to collapse a widget as needed. The system “remembers” which widgets* are collapsed during the current session and keeps them collapsed at the next sign-in.

* Exceptions: The Alerts, Events, and Certificate Rework Required widgets are always expanded at sign-in.

Portfolio Client

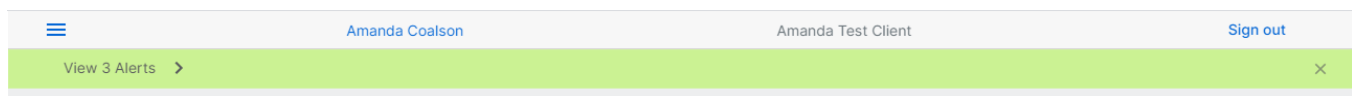
- Alerts
- Documents
- Top Clients and Balances
- Top Debtors and Balances

Client/Member Client

- Alerts
- Aging Summary

- A/R Turn
- Availability Trends
- Credit Summary
- Current Availability
- Disputed Invoices
- Documents
- Events
- Facilities
- Factoring Activity
- Invoice Tracker
- Pending Disbursements
- Pending Purchases
- Top Debtors and Total Aging

Alerts banner

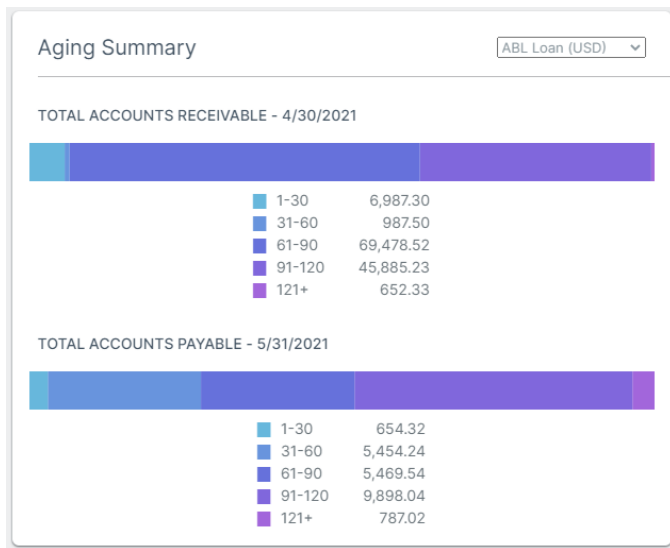


The green alerts banner provides access to news and messages from your lender.

Aging Summary Widget

ACCESS

Main > Dashboard > Aging Summary



The Aging Summary widget is a bar chart with the most recently updated **total Accounts Receivable and Accounts Payable** with aging buckets for your facilities.

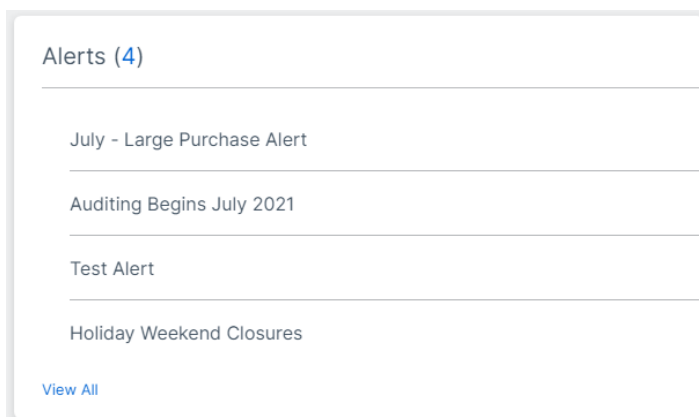
Viewing aging details

Use the drop-down menu in the top right to select the facility.

Alerts Widget and Banner

ACCESS


- **Widget:** Main > Dashboard > Alerts
- **Banner:** Top of any screen in the Web Portal



Your lender can share **important announcements and messages** with you. You can view alerts from the Alerts banner and the Alerts widget.

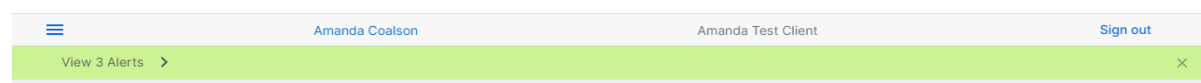
Viewing an alert from the Alerts widget


The Alerts widget includes **up to five alert subjects** for your account.

1. From Main > Dashboard > Alerts, click the alert count, an alert subject, or the **View All** link to open the Alerts detail drawer.
2. Click the  blue back arrow to close the drawer.

Viewing an alert from the Alerts banner

The green Alerts banner is visible at the top of every screen each time you sign in. You can click the [X] to dismiss it for the current session.

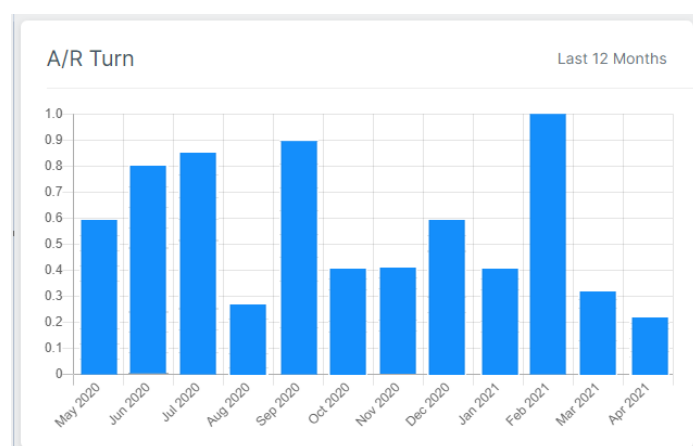


1. From the Alerts banner on any screen, click the **View <X> Alerts** link to open the Alerts detail drawer.
2. Click the  blue back arrow to close the drawer.

A/R Turn Widget

ACCESS

Main > Dashboard > A/R Turn



The A/R Turn widget displays **monthly A/R Turn for the last 12 months**. A/R Turn is the average time it takes for a business's receivables to be paid. Because your lender sets the calculation method, please refer to your lender for details about the formula they use.

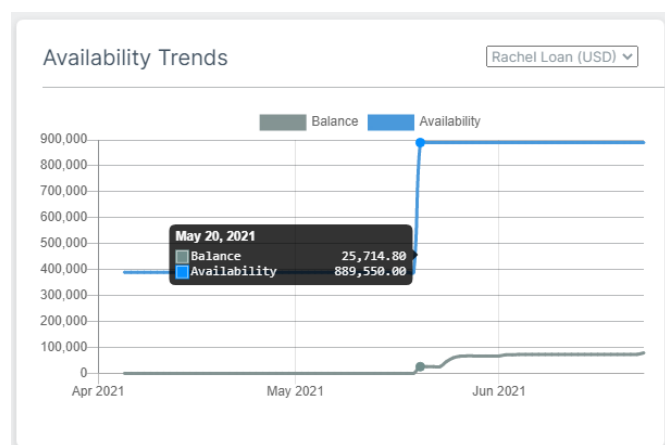
Viewing monthly A/R Turn

From the A/R Turn widget, hover on the monthly bars to view the values of each.

Availability Trends Widget

ACCESS

Main > Dashboard > Availability Trends



The Availability Trends widget displays **asset-based lending (ABL) facility loan balance and availability** over the last 12 months.

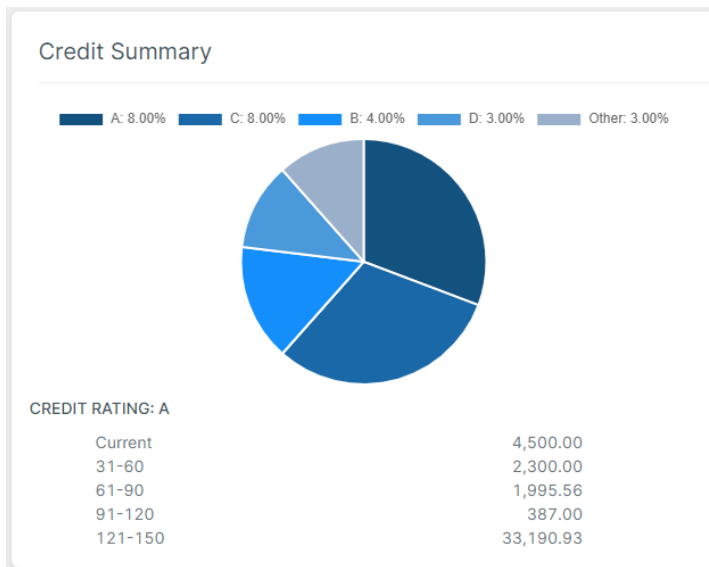
Viewing monthly amounts

1. Use the drop-down menu in the top right to select the facility.
2. Hover on the monthly data points to view the values of each.

Credit Summary Widget

ACCESS

Main > Dashboard > Credit Summary



The Credit Summary widget is a pie chart with **lender-defined credit ratings** and the **percentage of the total A/R Balance** assigned to each credit rating. Unknown credit ratings appear in the legend and pie chart as "U".

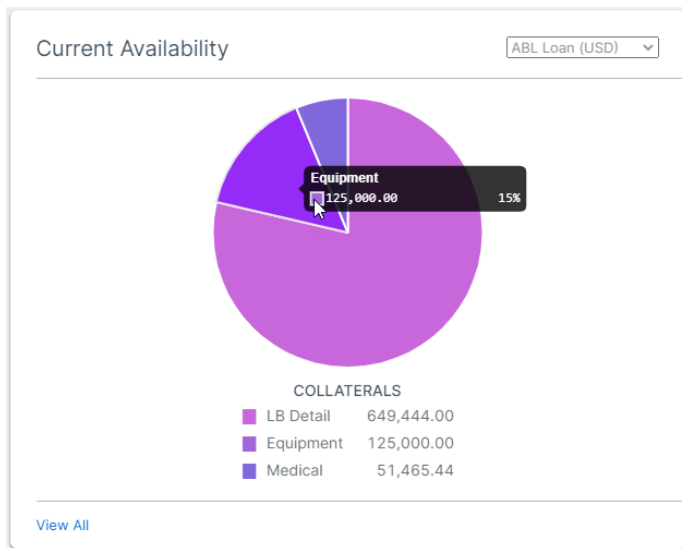
Viewing amounts in aging buckets for each credit rating

From the Credit Summary widget, click a pie section of the chart to view the amounts in each aging bucket for the selected rating.

Current Availability Widget

ACCESS

Main > Dashboard > Current Availability



The Current Availability pie chart displays the **current available amount by collateral per facility for active collaterals** with an available amount greater than zero. Available Collateral is the remainder of A/R Balance plus Paid in Float minus all Dilution, Dispute, Recourse, and Ineligibility. Because your lender sets the calculation method, please refer to your lender for details about the formula they use.

NOTE

This widget is displayed in the facility currency. All collateral values are converted.

Viewing amounts for each collateral

1. Use the drop-down menu in the top right to select the facility.
2. Hover over a pie section of the chart to view the amount and percentage for each collateral.

Viewing a list of all facilities

From the Current Availability widget, click **View All** for details about each facility and their collaterals (in Main > Facility List).

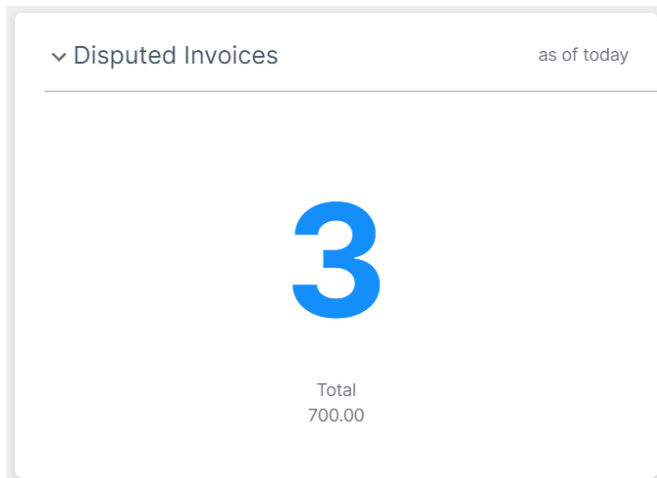
"Facility List" on page 37

Disputed Invoices Widget

ACCESS

Main > Dashboard > Disputed Invoices

For factoring client and debtor accounts, the Disputed Invoices widget displays the total dollar amount and **number of disputed invoices (as of today)**, which is a link to the Invoice Search screen filtered for invoices in disputed status.



NOTE

This widget is:

- displayed only when there are disputed invoices.
- not displayed for portfolio accounts.

Documents Widget

ACCESS

Main > Dashboard > Documents

The Documents widget includes the **five most recent packages, reports, and exports** for your account.

Documents		Requested Issued
RK Classic Client Aging Beta - Override Report		7 hours ago
Collection Report - 116 Report		8 hours ago
Cash Posting_AC Report		10 hours ago
Cash Posting_AC Report		23 hours ago
Purchase Report - 159 Report		yesterday
View All		

Filtering the documents list

From the top right of the widget, you can toggle between documents:

- **Requested** by you
- **Issued** to you by the lender ("System")

Viewing a document from the Documents widget

1. From Main > Dashboard > Documents, select a document name to download.
2. From your browser's Downloads folder, select the document to view it.

Viewing a list of all documents


From Main > Dashboard > Documents, click **View all** for a complete list of documents associated with your account (in Search > Documents).



"Documents" on page 115

Events Widget

ACCESS

Main > Dashboard > Events

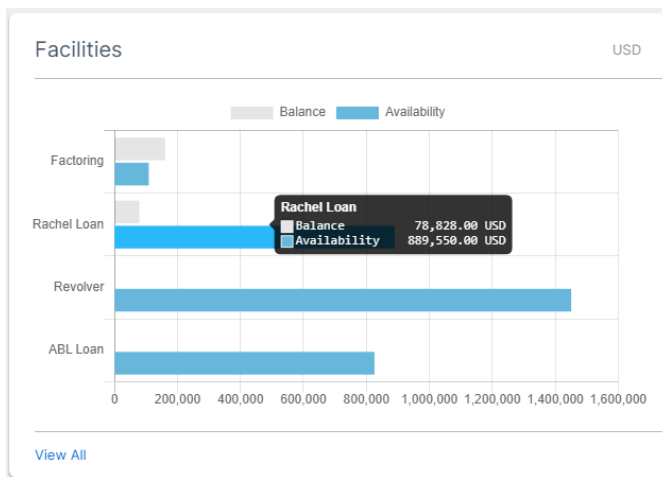
Events (4)		Due
	Accounts Payable Aging 6/12/2022	7/12/2022
	Accounts Receivable Aging 7/13/2022	8/13/2022
	Quarterly Client Financials 7/1/2022	9/1/2022
	Contract Expiration 1/5/2022	12/31/2022
View all		

The Events widget serves as a To Do list with **reminders of up to five upcoming and past due events**. (Past due events are displayed in red with a  warning icon.) From the widget, click **View All** or the Events count to access the read-only Events drawer for a complete list. To close the drawer and return to the Dashboard, click the  blue back arrow.

Facilities Widget

ACCESS

Main > Dashboard > Facilities



The Facilities bar chart displays the **balance and availability amounts** for up to five facilities.

NOTE

This widget is displayed in the client currency. All facility values are converted.

Viewing facility amounts

Hover over a bar to view balance and availability amounts.

Viewing a list of all facilities

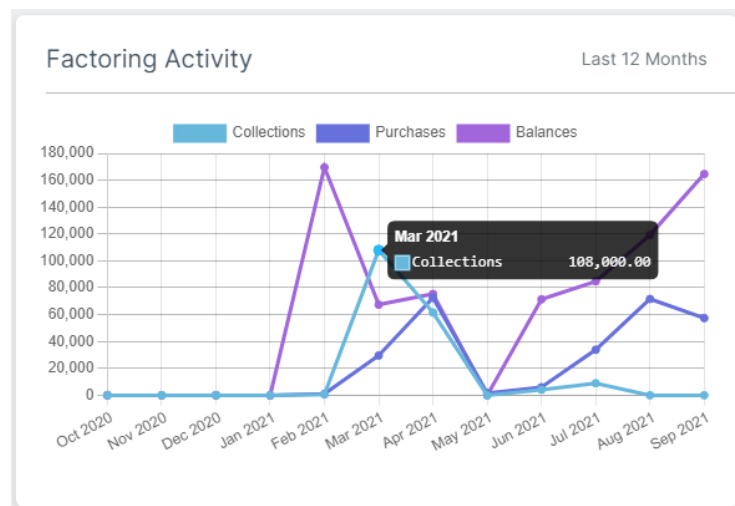
From the Facilities widget, click **View All** for details about each facility and their collaterals (in Main > Facility List).

"Facility List" on page 37

Factoring Activity Widget

ACCESS

- Main > Dashboard > Factoring Activity



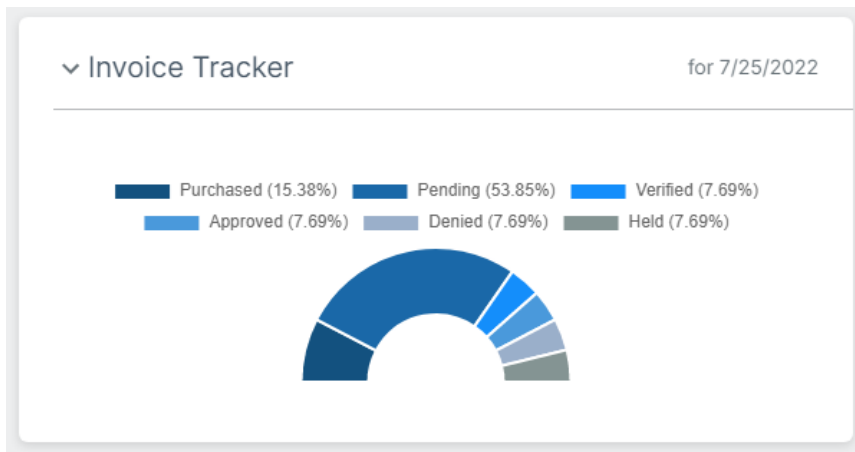
The Factoring Activity widget displays on client account dashboards that have activity in **factoring**. The graph displays **monthly balances, collections, and purchases over the last 12 months**.

Viewing monthly amounts

From the Activity widget, hover on the monthly data points to view the values of each.

Invoice Tracker Widget

ACCESS



The Invoice Tracker gauge chart for **factoring clients** is an **invoice activity snapshot** for today's date.

- Purchased
- Pending
- Verified
- Approved
- Denied
- Held

Viewing count and percentage for an invoice status

Hover on an invoice status to view the screen tip for the count and percentage*.

*Includes future-dated batches and non-funded invoices

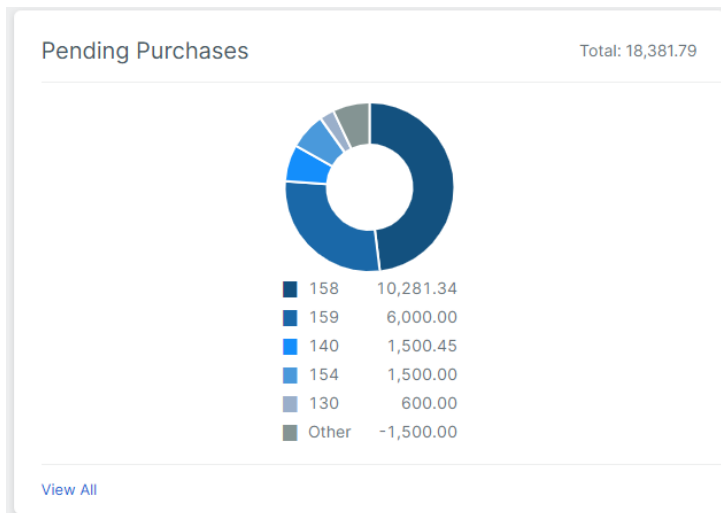
Viewing an invoice list for an invoice status

Click an invoice status segment to view the filtered list in the Invoice Search results grid.

"Invoices" on page 120

Pending Purchases Widget

ACCESS



The Pending Purchases widget displays the total amount of pending purchases for your account. The doughnut chart displays **up to five most recent pending purchases**, and groups the remaining pending purchases into an "Other" category.

NOTE

If all submitted invoices have been processed, the Pending Purchases widget displays "**No Pending Purchases found.**"

Viewing a list of all pending purchases

From the Pending Purchases widget, click **View All** to view details in the Purchases screen.

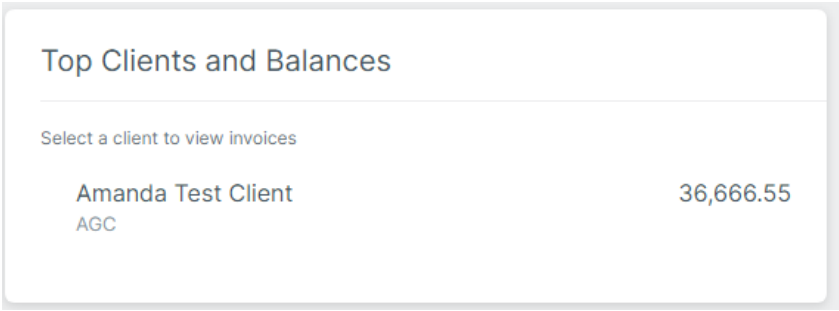
"Purchases" on page 68

Top Clients and Balances Widget

ACCESS

Main > Dashboard > Top Clients and Balances

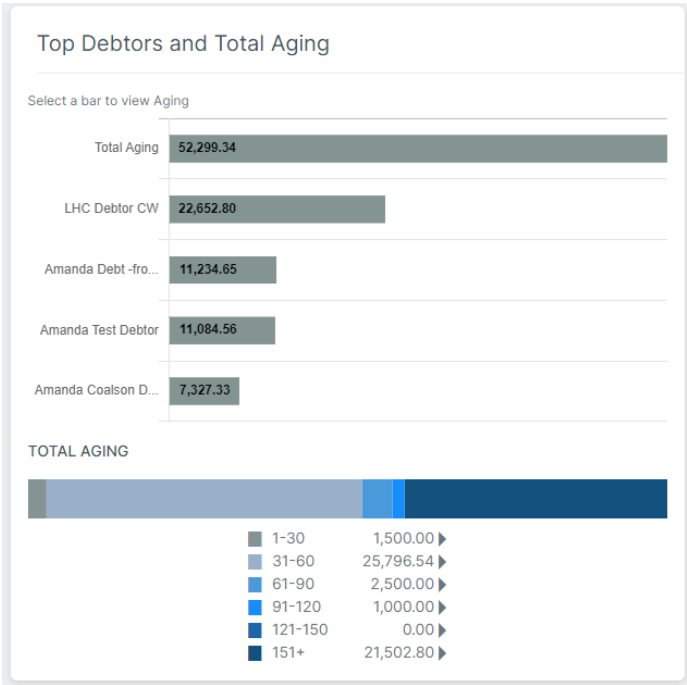
The Top Clients and Balances widget lists **up to five top clients by A/R Balance**. Select a client or balance to view a filtered list of the client's open invoices.



Top Debtors and Total Aging Widget

ACCESS

Main > Dashboard > Top Debtors and Total Aging



The Top Debtors and Total Aging widget is a bar chart with the total A/R Balance for your account and up to five top debtors by A/R Balance. Select a bar to view aging amounts in the corresponding aging buckets. The color-coded aging buckets are linked to Invoice Search to quickly drill down.

Viewing aging details

1. From the Top Debtors and Total Aging widget, click the Total Aging bar (for the entire account) or a debtor's bar to view the amounts in each aging bucket.

2. From the aging bucket list, click a bucket to view invoice search results for that bucket.
3. Optional: From Invoice Search, click an invoice number to view details.

"Invoices" on page 120

"Invoice Detail" on page 126

Top Debtors and Balances Widget

ACCESS

Main > Dashboard > Top Debtors and Balances

Top Debtors and Balances	
Select a debtor to view invoices	
RM Clothing 2 32344	431,442.90
RM Clothing Ltd 32344	388,417.56
RM Clothing Corp 32344	363,227.94
MEMBER DEBTOR TJXUK000000	175,182.00
RM Warehouse 234234	159,050.32

The Top Debtors and Balances widget lists **up to five top debtors by A/R Balance**. Select a debtor or balance to view a filtered list of the debtor's open invoices.

Pending Disbursements Widget

ACCESS

Main > Dashboard > Pending Disbursements

Pending Disbursements	18,281.26 USD
Factoring	10,000.00 USD
Rachel Loan	7,925.01 USD
Revolver	356.25 USD

The Pending Disbursements widget displays the **total amount pending** and a list of **pending disbursement requests** by facility for your account. Currency type is shown with each value.

Credit Requests

Credit Requests

ACCESS

Main > Credit Requests

You can submit credit requests, view responses from your financial institution, and search existing requests.

About credit requests

Credit requests allow you to submit a request to **increase a debtor's credit line**. A purchase order (PO) associated with an invoice is required to justify the request.

Searching for credit requests

The Credit Requests activity grid shows requests from the last 30 days by default.

Credit Requests

from 03/09/2022 to 04/08/2022 [Search](#)

REQUESTS **IMPORTS**

REQUEST DATE	DEBTOR	REQUEST #	AMOUNT	STATUS	RESPONSE
3/10/2022	Adair Tire	14665	6,000.00	Pending	
3/10/2022	Adair Tire 1	14666	500.00	Approved	

Showing 1 to 2 of 2 entries

First Previous Next Last [Export](#)

[New Request](#)

Tips

From the grid users you can:

- **Select date/range.** Use the date selection fields to search for a different range, a specific date, or items before or after a specific date. Then click **Search**.
- **Filter the list.** Click the column filter icons to enter the search criteria and refine the list. To clear the filter, press **[Backspace]**.
- **Refresh the list.** Click the refresh icon at the top right to refresh the screen for up-to-date information.

Searching

1. From Main > Credit Request, select the date range.
2. Click **Search**.

Column	Description
Request Date	Date of the request
Debtor	Debtor name
Request #	System-generated identifier assigned to each request
Amount	Requested amount
Status	<ul style="list-style-type: none"> • Approved – FI approved request • Pending – awaiting FI review

Column	Description
	<ul style="list-style-type: none"> • Held – FI put request on hold • Denied – FI declined request
Response	A comment from your lender about the request

Exporting search results



After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Requesting credit

You can request credit for a new or existing debtor in the Credit Request form.


"Requesting Credit" on the next page

Viewing responses for credit requests

1. From Credit Requests > activity grid, use Search and filter columns to find the request.
2. Click the request's  open arrow to show the lender response under the row. Click the  close arrow to close it.

Auto approval

If the Auto Approval feature is set up by your lender, credit requests can be **approved or denied instantly**.

After submitting a request, go to Main > Credit Requests and click the  refresh icon. Note the Status column to see if the request is approved.

Adding a debtor

ACCESS

- Main > Credit Request > Credit Requests activity grid > click New Request (below grid)
- Main > Dashboard > Quick Task buttons > Request Credit

You can add a debtor when requesting credit.

1. Access the Credit Request form.
2. From the Credit Request form, select **Add New** and continue to complete the name and the other fields.
3. Click **Submit**.

NOTE

Your lender must approve a **new debtor** for the debtor name to appear in the Credit Requests activity grid. "Pending New Debtor" is displayed in the Debtor column until the new debtor is approved. Use the



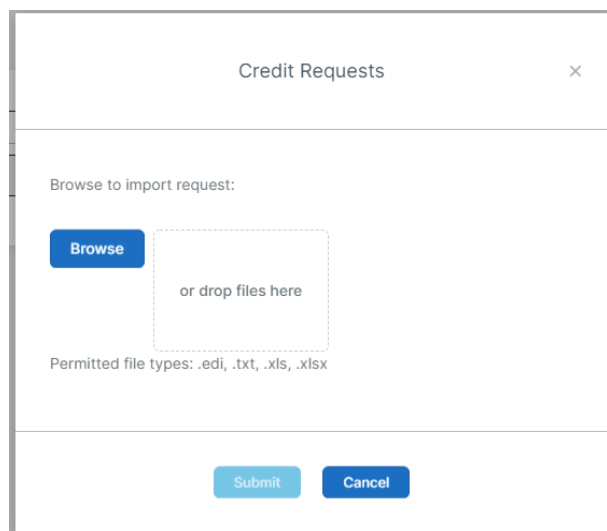
refresh icon to check for status updates from your lender.

Requesting Credit

ACCESS

- Main > Credit Request > Credit Requests activity grid > click New Request (below grid)
- Main > Dashboard > Quick Task buttons > Request Credit

You can request credit for a new or existing debtor using an import file or manual entry.

A screenshot of a web application dialog titled "Credit Requests" with a close button (X) in the top right corner. The dialog contains the text "Browse to import request:" followed by a blue "Browse" button and a dashed rectangular box with the text "or drop files here" inside. Below the box, it says "Permitted file types: .edi, .txt, .xls, .xlsx". At the bottom of the dialog are two buttons: a light blue "Submit" button and a dark blue "Cancel" button.

Import File

1. From Credit Requests > New Request, select **Import File**.
2. From the Credit Request screen, click **Browse** or drag and drop to select a file (.edi, .txt, .xls, or .xlsx).
3. Click **Submit**.

- From the Submitted confirmation, click **Close**. The new pending request is added to Credit Requests > Imports.

NOTE

You can view the Imports tab to find the status of credit request import files (Pending, Successful, or Failed). Once a file is successfully imported, go to the Requests tab to view individual credit requests.

Credit Request

×

☒ Debtor Name

☐ MC #

Add New

Amount Requested

Ship Date

mm/dd/yyyy

Purchase Order Number

Shipping Terms

Comments

Submit

Cancel

Manual Entry

- From Credit Requests > New Request, select **Manual Entry**.
- From the Credit Request form, complete these fields.

Field	Description
*Debtor Name	<p>When you begin entering a name, a list of potential matches is displayed.</p> <p>Existing debtor</p> <p>Select the option button to search by Debtor Name or MC#.</p> <p>Select the correct debtor. The debtor's existing information is auto-populated.</p> <p>Note: This information confirms you have selected the correct debtor, but you</p>

Field	Description
	<p>cannot edit it. Contact your lender if updates are needed.</p> <p>New debtor</p> <p>If a debtor is not matched, select Add New and continue to complete the other fields.</p>
Client Reference Number	Unique debtor reference number assigned by the client
Tax ID Number	An identification number used by the Internal Revenue Service (IRS) in the administration of tax laws
Motor Carrier Number	<p>Unique identifier for the carrier client (trucking company or hauler that transports goods)</p> <p>NOTE This field is displayed at the FI's discretion.</p>
Email	Debtor's email address
Address	Debtor's address
Phone/Fax	Debtor's phone or fax number
*Amount Requested	Request amount
Ship Date	Date the client expects to fulfill the purchase order
Purchase Order Number	Unique number associated with the invoice
Shipping Terms	Sales terms for the invoice
Comments	Comments about the credit request

*Required

3. Click **Submit**. The new pending request is added to the Credit Requests screen.

Facilities

Facility List

ACCESS

- Search > Facility List
- Main > Dashboard > Facilities widget > click View All

Facility List

Client Total69,898.64 USD

ABL Facility Test2,386.51 CAD

Gross Collateral	Ineligible Collateral	Eligible Collateral	Net Collateral	Available	Excess / Deficit
12,281.65	518.61	11,763.04	11,219.84	2,386.51	2,386.51

INV

Available0.00

Bulk INV

Available0.00

BULK AR

Available2,386.51

Submit

Factoring67,512.13 USD

A/R Balance	Cash Reserves	Recourse / Ineligible	Fund Employed	Available for Release
67,512.13	282,527.34	67,712.13	-258,260.94	252,589.08

Factoring

Available0.00

Submit

?

The Facility List screen displays a detailed overview of client totals, active client facilities, and the active collateral supporting them. Below each facility is its supporting associated collateral. Collateral names are links to the Collateral Detail drawer, which contains summary information for the collateral.

NOTE



When facility and collateral currencies are different, rounded values may affect the sum on the Client Totals.

Client Totals card

The client's balance and currency type are displayed on the top right corner.

Asset Based Lending (ABL)

ABL Facility card

The facility's balance and currency type are displayed on the top right corner. Supporting collateral associated with the facility is displayed in the card.

Field	Description
Gross Collateral	Total of the gross collateral (the total book value of the asset) supporting each facility related to the client.
Ineligible Collateral	Receivables or inventory that does not meet the criteria specified in the loan agreement. Ineligible collateral remains part of the lender's collateral pool; however, it does not qualify for inclusion in the borrowing base.
Eligible Collateral	Total of the eligible collateral (the gross collateral value, less ineligible) supporting each facility related to the client.
Net Collateral	Total of the net collateral (the eligible collateral value multiplied by the availability [advance] rate – percentage limiting the eligible collateral's overall total availability) supporting each facility related to the client.
Available	Total of the available collateral (the lower of net collateral or the available limit). This amount is either the available limit or net collateral, whichever is less, supporting each facility related to the client.
Excess/Deficit	For each facility related to the client: <ul style="list-style-type: none">• Excess – total cash that can be distributed

Field	Description
	<ul style="list-style-type: none"> Deficit – amount to be replenished

"ABL Collateral Detail" on page 45

ABL Facility tasks

Requesting a disbursement

You can submit requests for disbursement from the cash reserves of a specific collateral on eligible facilities.

"Requesting a Disbursement" on page 53

Submitting a certificate

You can submit a new borrowing certificate to update Bulk A/R, Bulk HR, and Bulk Inventory collateral values.

"Submitting a Certificate" on page 55

Submitting a declaration

You can submit the dollar values that create and update the available value of the Inventory and Medical Receivable collaterals.

"Submitting a Declaration" on page 58

Uploading Tracked A/R

You can import detailed A/R data used for ineligible analysis and updating of a Bulk A/R collateral.

"Uploading Tracked A/R" on page 64

Factoring Collateral

Factoring Facility card

The facility's balance and currency type are displayed on the top right corner. Supporting collateral associated with the facility is displayed in the card.

Field	Description
A/R Balance	Displays the current month-to-date A/R Balance, which is the balance from the beginning of the current fiscal month to the current FactorSoft processing date.
Cash Reserves	Total dollar amount of cash reserves for the client.
Recourse/Ineligibles	Total dollar amount of invoices available for recourse and invoices in dispute
Funds Employed	This amount is calculated by subtracting cash reserves, settlement amounts, simple interest loans, amortized loans, P.O. financed amounts, and held funds from the Advance Balance.
Available for Release	Total remainder of Adjusted Reserves minus required reserves and float.

"Factoring Collateral Detail" below

Factoring Facility tasks

Requesting a disbursement

You can submit requests for disbursement from the cash reserves of a specific collateral on eligible facilities.

"Requesting a Disbursement" on page 53

Factoring Collateral Detail

ACCESS

- Main > Facility List > Factoring card > click Factoring Collateral
- Main > Dashboard > Facilities widget > click View All > Facility List > Factoring card > click Factoring Collateral

← Factoring			
	USD		USD
Available Collateral:	-225.00	Cash Reserves	282,527.34
x Maximum Advance Rate:	80.00	+ Escrow Reserves:	43,245.73
Gross Available:	-180.00	Total Reserves:	325,773.07
- Funds Employed:	-258,260.94	Recourse / Ineligible	67,712.13
Available Reserves:	258,080.94	- Accrued Invoice Fees:	5,491.86
- Accrued Invoice Fees:	5,491.86	- Accrued Interest:	0.00
- Accrued Interest:	0.00	Adjusted Reserves:	252,569.08
Additional Reserves Req'd:	0.00	- Required Reserves:	-45.00
Float Ineligibility:	0.00	Additional Reserves Req'd:	0.00
Available for Release	252,589.08	Float Ineligibility Variance:	0.00
		Available for Release	252,589.08

The Factoring Collateral Detail drawer displays the available amount for reserve disbursements. The information is presented as a calculation, beginning with the Cash Reserves and Escrowed Reserves totals and subtracting dilution, dispute, and ineligibility figures to arrive at the reserves availability for the client. To close the drawer and return to the Facility List screen, click the [←](#) blue back arrow.

Collateral calculation

Field	Description
Currency Type	The currency type of the collateral is abbreviated above the calculation.
Available Collateral	Calculated as <remainder of A/R Balance> plus < Paid in Float> minus <all dilution, dispute, recourse, and ineligibility>
x Maximum Advance Rate	The advance rate based on client terms
Gross Available	The gross amount available for advance
- Funds Employed*	Calculated as <Advance Balance> minus <cash reserves, settlement amounts, simple interest loans, amortized loans, P.O. financed amounts, and held funds> *Calculations are based on the lender's specific preferences. Contact the

Field	Description
	lender for more information about how balances are calculated.
Available Reserves	Amount of available cash reserves.
- Accrued Invoice Fees	Amount of accrued fees for the client, if applicable.
- Accrued Interest	Amount of accrued interest for the client, if applicable
Additional Reserves Req'd	Amount of additional required reserves
Float Ineligibility	Float ineligibility is based on client reserve escrow less fees earned
Available for Release	Calculated as <remainder of Adjusted Reserves> minus <required reserves and float>

Reserves

Field	Description
Currency Type	The currency type of the collateral is abbreviated above the calculation.
Cash Reserves	Amount of cash reserves for the client
+ Escrowed Reserves	Amount of escrowed reserves for the client
Total Reserves	Sum of Cash Reserves and Escrowed Reserves
- Recourse/Ineligible	Amount of invoices available for recourse and invoices in dispute
- Accrued Invoice Fees	Amount of accrued fees for the client, if applicable
- Accrued Interest	Amount of accrued interest for the client, if applicable
Adjusted Reserves	Remainder of Total Reserves minus recourse, fees, and interest
- Required Reserves	Amount of required reserves
Additional Reserves Req'd	Amount of additional required reserves

Field	Description
Float Ineligibility Variance	The dollar amount of float ineligibility variance. If float ineligibility is enabled, the float amount is held against reserves as ineligible for disbursement.
Available for Release	Calculated as <remainder of Adjusted Reserves> minus <required reserves and float>

Requesting a Disbursement

ACCESS

- Main > Dashboard > Quick Tasks > Request Disbursement > Submit > Disbursement
- Main > Facility List > Facility card > click Submit and choose Disbursement

Disbursement Request
×

Facility

Funding Instruction

Amount

Account

Payee

Funding Description

You can submit requests for disbursement from the cash reserves of a specific collateral on eligible facilities. Only one disbursement request can be submitted for approval at a time. Approved disbursement requests are displayed in the Transactions grid.

NOTE

The assigned Account Executive receives an email notification when:

- Declarations are submitted
- Disbursements are requested

"Submitting a Declaration" on page 58

1. From Main > Facility List > Facility card, click **Submit** and choose **Disbursement**.
2. From the Disbursement Request form, complete these fields:

Field	Description
Facility	Select the facility.
Funding Instructions	Funding instructions can be defined at the client level and may be overridden at the facility level. Typically, the instructions include a dollar value funding limit. If no Funding Instructions exist, this field is not displayed.
Amount	Enter the advance amount.
Account	Select the account to pay the advance.
Payee	This field is auto-populated.
Funding Description	Enter notes for the advance.
Supporting Documents	For ABL Collateral types, click Browse or drag and drop to select supporting documents to include with the request.
Description	For ABL Collateral types, add a brief description to append to the supporting document file name.

3. Click **Submit**.

ACCESS

- Main > Facility List > ABL card > click collateral name
- Main > Dashboard > Facilities widget > click View All > Facility List > ABL card > click collateral name

[← BULK AR](#)

Collateral Currency:	CAD
Current Collateral:	2,419.01
Less Ineligibles:	30.50
Less Reserves:	0.00
Less Set-asides:	2.00
Eligible Collateral:	2,386.51
Advance Rate:	100.00
Net Collateral:	2,386.51
Collateral Limit:	600,000.00
Lower of Net or Limit:	2,386.51
Less Set-asides:	0.00
Collateral Dependencies:	0.00
Available Collateral:	2,386.51

Select view:

Ineligible Posting

30 Days

DATE	AMOUNT	STATUS
No results.		

Showing 0 to 0 of 0 entries

First
Previous
Next
Last
Export

The ABL Collateral Detail drawer displays the collateral availability and a posting activity grid. To close the drawer and return to the Facility List screen, click the [←](#) blue back arrow.

Collateral availability

The collateral availability is presented as a calculation, beginning with the Current Collateral total and subtracting ineligible, reserves, set-asides to arrive at the available collateral for the facility.

Field	Description
Currency Type	The currency type of the collateral is displayed above the calculation.

Field	Description
Current Collateral	The gross reported collateral value, including pending postings.
Less Ineligibles	The current total ineligible amount for the collateral.
Less Reserves	The balance of cash reserve against the reported collateral value.
Less Set-asides	The balance of ineligibility set-asides defined for the collateral.
Eligible Collateral	Total of the eligible collateral (the gross collateral value, less ineligibles) supporting each facility related to the client.
Advance Rate	The advance rate (%) defined for the collateral.
Net Collateral	Total of the net collateral (the eligible collateral value multiplied by the availability [advance] rate – percentage limiting the eligible collateral's overall total availability) supporting each facility related to the client.
Collateral Limit	The availability limit defined for the collateral.
Lower of Net or Limit	The lower of the net collateral or the available limit.
Collateral Dependencies	The dependency value for a dependent collateral.
Available Collateral	Total of the available collateral (the lower of net collateral or the available limit). This amount is either the available limit or net collateral, whichever is less, supporting each facility related to the client.

Posting activity grid (multiple views)

The Posting activity grid is displayed for transactions associated with the collateral. You can select the view options for each collateral type.

Field	Description
Certificate Posting	
Date	The date the certificate was posted is a link to the Posting Details drawer

Field	Description
Beginning Collateral	The beginning value of the collateral at the time of the posting
Current Collateral	The total receivable balance adjusted by the recorded certificate values
Net Collateral	The net value of the collateral at the time of the posting
Status	The status of the certificate posting: Pending, Approved, or Denied
Inventory Declaration	
Date	The date the declaration is submitted is a link to the Posting Details drawer
Amount	The total inventory value as of the declaration
Available	The available amount of the inventory as of the declaration
Status	The declaration status: Pending, Approved, or Denied
Medical Receivables Declaration	
Date	The date the declaration is submitted is a link to the Posting Details drawer
Amount	The total medical receivables value as of the declaration
Status	The declaration status: Pending, Approved, or Denied
Ineligible Posting	
Date	The date the ineligible was posted is a link to the Posting Details drawer
Amount	The dollar amount of the ineligible posting
Status	The status of the ineligible posting: Pending, Approved, Denied
Medical Receivables Category Rates	
Category	The category description
NCV Rate	The net collectible value rate

Field	Description
ADV Rate	The advance rate used for the collateral line-item
Limit	The category limit
Ineligible Age	The age at which collateral within this category becomes ineligible
Tracked A/R	
Report	The name of the Report Type used to upload Tracked A/R
As of Date	The as-of date used at the time of the submission
Submitted Date	The date the submission was uploaded
Status	The status of the upload: Pending, Completed, Failed
Processed Date	The date the submission was processed
Details	The details of the submission status
Asset Detail	
City	Property city associated with the imported loan record
Borrower	Name of the borrower
Client LTC	Client loan-to-cost amount
Client LTV	Client loan-to-value amount
Acquisition Cost	Total cost of property
Appraisal Date	Date of appraisal
Appraisal Expired Date	Expiration of appraisal
Approved Date	Approval date for the loan
Available Amount	Calculated available amount for the loan
Coll Release Date	Collateral release date from the import record
Collateral Value	Collateral (appraised) value used to calculate availability for the loan
Current Mat Date	Current loan maturity date
Current UPB	Current Unpaid Principal Balance (UPB) as declared on the imported loan record

Field	Description
# of Defaulted Loans	Number of defaulted loans to the borrower
Delinquent Aging	Age of defaulted loans to the borrower
DSCR	Debt Service Coverage Ratio
Equity % At Close	Percentage of equity at closing
Net Worth	Estimated individual net worth
FICO	FICO credit score
Bailee Date	Date of the Bailee Agreement
1st Date Rental Inc	Date rental income collected
Foreclosure Date	Date the foreclosure began
HB at Close	Amount of escrow holdback collected at closing
Interest Rate	Interest rate for the loan
Loan ID	Loan ID provided in the imported loan record
# of Loans	Number of loans to the borrower
Mat Extension	Number of days allowed past maturity date
New BPO	Whether or not a Broker Price Opinion was ordered
Next Due Date	Date of the next loan payment
Note Amount	Loan note amount
Notes	Free-form notes associated with the loan
Orig Loan Term	Original terms of the loan
Original Mat Date	Original maturity date for the loan
Orig Date	Origination date of the loan
Property Address	Property address associated with the imported loan record
County	Property county associated with the imported loan record
PI Costs	Dollar value of any property improvement costs

Field	Description
State	Property state associated with the imported loan record
Type	Property type of the loan (eg., residential, commercial, land) ADMIN NOTE Type is defined in FactorSoft > Tables > Facility & Collateral > Property Type Table.
Zip	Property zip code associated with the imported loan record
Purch to Value	Percentage of the purchase amount to the value amount of the property
Purch Price	Purchase price of the property as declared on the imported loan record
Recourse to Ind	Displays "True" if the loan recourse is to the individual
Recourse to LLC	Displays "True" if the loan recourse is to the LLC
Rented REO	Displays "True" if the property is rented and real estate owned
Servicer ID	Number of the servicing agent
REO Conv Date	Date the property became real estate owned
Status	Displays the status of the loan (eg., Open) ADMIN NOTE Status is defined in FactorSoft > Tables > Facility & Collateral > Property Status Table.
Time on Line	Days on the line of credit
Time to Mat	Days to loan maturity
UPB/Note Ratio	Unpaid principal balance ratio
UPB to Base	Percentage of unpaid principal balance to the base
UPB at Close	Unpaid principal balance at closing

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

Posting Details drawer

ACCESS

- Main > Facility List > ABL card > click collateral name (Bulk Inventory, Bulk A/R, or Bulk H/R) > Select view: Certificate Posting or Ineligible Posting > select time period > click a posting date
- Main > Dashboard > Facilities widget > click View All > Facility List > ABL card > click collateral name (Bulk Inventory, Bulk A/R, or Bulk H/R) > Select view: Certificate Posting or Ineligible Posting > select time period > click a posting date

← 2/4/2022 - Posting Details

▼ Certificate

Facility	ABL Facility Test
Collateral	BULK AR
Reference Number	5656
Beginning Collateral	156,429.01
Sales	500.00
Credits	(0.00)
Adjustments	0.00
Adjustments	(0.00)
Discounts	(0.00)
Net Collections	(0.00)
Overpayments	0.00
Current Collateral	156,929.01
Ineligible	(2.00)
Reserve	(0.00)
Eligible Collateral	156,927.01
Comments	some comments here

> Ineligible ?

For ABL facilities with **Bulk Inventory**, **Bulk A/R**, and **Bulk H/R** collaterals, the Posting Details drawer provides a **read-only** view of submitted certificate and ineligible postings in three expandable sections:

- Certificate
- Ineligible
- Supporting Documents

Medical Receivables

ACCESS

- Main > Facility List > ABL card > click collateral name (Medical Collateral) > Select view: Medical Receivables Declaration > select time period > click a date
- Main > Dashboard > Facilities widget > click View All > Facility List > ABL card > click collateral name (Medical Collateral) > Select view: Medical Receivables Declaration > select time period > click a date

← 6/15/2022 - Posting Details

▼ Medical Receivables

Facility							
Collateral							
Reference Number							
UNBILLED	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 +	TOTAL
Grand Total							0.00

> Ineligible

> Supporting Documents

For ABL facilities with **Medical Receivables** collaterals, the Declaration Details drawer provides a **read-only** view of submitted Medical Receivable declarations in three expandable sections:

- Medical Receivables
- Ineligible
- Supporting Documents

Inventory

ACCESS

- Main > Facility List > ABL card > click collateral name (Inventory) > Select view: Inventory Declaration > select time period > click a date
- Main > Dashboard > Facilities widget > click View All > Facility List > ABL card > click collateral name (Inventory) > Select view: Inventory Declaration > select time period > click a date

← 1/24/2022 - Declaration Details

▼ Inventory	
Facility	ABL Facility Test
Collateral	INV
Reference Number	
FINGOODS That is really long sub-fingoods	399.99
Materials Hardwood	60,000.00
RAWMATERIA sub-rawmat	55,500.00
Ineligible	(3,360.00)
Comments	
> Ineligible	
> Supporting Documents	

For ABL facilities with **Inventory** collaterals, the Declaration Details drawer provides a **read-only** view of submitted Inventory declarations in three expandable sections:

- Inventory
- Ineligible
- Supporting Documents

Requesting a Disbursement

ACCESS

- Main > Dashboard > Quick Tasks > Request Disbursement > Submit > Disbursement
- Main > Facility List > Facility card > click Submit and choose Disbursement

Disbursement Request

×

Facility

ABL Facility Test

▼

Funding Instruction

Some Funding Instructions

Amount

Account

Select an account

▼

Payee

ABL Facility Test

Funding Description

Submit

Cancel

You can submit requests for disbursement from the cash reserves of a specific collateral on eligible facilities. Only one disbursement request can be submitted for approval at a time. Approved disbursement requests are displayed in the Transactions grid.

NOTE

The assigned Account Executive receives an email notification when:

- Declarations are submitted
- Disbursements are requested

"Submitting a Declaration" on page 58

1. From Main > Facility List > Facility card, click **Submit** and choose **Disbursement**.
2. From the Disbursement Request form, complete these fields:

Field	Description
Facility	Select the facility.
Funding Instructions	Funding instructions can be defined at the client level and may be overridden at the facility level. Typically, the instructions include a dollar value funding limit. If no Funding Instructions exist, this field is not displayed.
Amount	Enter the advance amount.
Account	Select the account to pay the advance.
Payee	This field is auto-populated.
Funding Description	Enter notes for the advance.
Supporting Documents	For ABL Collateral types, click Browse or drag and drop to select supporting documents to include with the request.
Description	For ABL Collateral types, add a brief description to append to the supporting document file name.

3. Click **Submit**.

Submitting a Certificate

ACCESS

- Main > Dashboard > Quick Tasks > Submit Certificate > click Submit and choose Certificate
- Main > Facility List > Facility card > click Submit and choose Certificate

Bulk Certificate Posting ×

Collateral
Bulk A/R

Reference Number

Beginning Collateral
1,157,602.93

Sales

Credits (

)

Adjustments

Adjustments (

)

Discounts (

)

Net Collections (

)

Overpayments

Current Collateral
1,157,602.93

Ineligible
(1,400.00)
Update

Reserve
(4,000.00)

Eligible Collateral
1,152,202.93

Continue
Back
Cancel

You can post borrowing certificates to update **Bulk A/R**, **Bulk Inventory**, and **Bulk H/R** collateral values. Only one certificate posting can be submitted at a time. Historical certificate postings are displayed in the Certificate Posting grid in the [ABL Detail drawer](#).

1. From Main > Facility List > Facility card, click **Submit** and choose **Certificate**.
2. From the Bulk Certificate Posting form, select the facility and the collateral type.

Field	Description
Reference Number	Enter transaction identification number.
Beginning Collateral	The value of the collateral before the certificate posting.
Sales/Additional	Enter the current reported sales/inventory/claims additions amount. (This

Field	Description
Inventory/Claims	increases collateral value.)
Credits/Removed Inventory	Enter the current reported credits/inventory removals. (This reduces collateral value.)
Adjustments	Enter the amount of adjustments that increase the collateral value.
Adjustments (-)	Enter the amount of adjustments that decrease the collateral value.
Discounts	Enter the amount of discounts. (This reduces collateral value.)
Net Collections	Enter the amount of A/R collections/inventory reduction. (This reduces collateral value.)
Overpayments	Enter the amount of overpayments/returns. (This increases collateral value.) When entered as a negative amount, it will decrease collateral value.
Current Collateral	The value of the collateral after completing the certificate posting.
Ineligible	The calculated ineligible balance for the collateral. Click Update to update the Ineligible if needed.
Reserve	The cash reserves balance for the collateral.
Eligible Collateral	The value of the collateral after completing the certificate posting and ineligible form.

3. Click **Continue**.

4. From Optional Comments and Documents, complete these fields:

Field	Description
Comments	Add any optional comments.
Supporting Documents	Click Browse or drag and drop to select supporting documents.

5. Select an action:

- **Submit** – to submit the posting to your lender.
- **Back** – to go back to the previous form.
- **Cancel** – to discard input and close the form without saving

NOTE

When the client submits a certificate or certificate rework for Bulk A/R, Bulk Inventory, and Bulk H/R, the FI receives an applicable email notification when:

- Borrowing Base posting is submitted
- Borrowing Base posting is approved
- Borrowing Base posting is denied
- Client rework is submitted

"Client Rework for ABL Certificate Postings" on page 67

Update Ineligibles

From Bulk Certificate Posting, click **Update** to update the Ineligible amount.

"Updating Ineligibles" on page 61

Submitting a Declaration

ACCESS

- Main > Dashboard > Quick Tasks > Submit Declaration > Facility List > Facility card > click Submit and choose Declaration
- Main > Facility List > Facility card > click Submit and choose Declaration

You can post declarations to update the **Medical Receivables** and **Inventory** collateral values. Only one declaration can be submitted for approval at a time. Historical declaration postings are displayed in the Declaration grids in the [ABL Detail drawer](#).

NOTE

The assigned Account Executive receives an email notification when:

- Declarations are submitted
- Disbursements are requested

"Requesting a Disbursement" on page 53

Submitting an Inventory declaration

Declaration Posting

Facility

REVOLVER - How long can the Facility name be

Collateral

Inventory

Reference Number

APPRINVTRY

190040.00

FINGOODS That is really long

1500000.00

Ineligible

(900.00)

Update

Continue

Back

Cancel

1. From Main > Facility List > Facility card, click **Submit** and choose **Declaration**.
2. From the Declaration Posting form, select the facility and the Inventory collateral type.
3. Click **Continue**.
4. Complete these fields:

Field	Description
Reference Number	Enter transaction identification number.
Any previously recorded Ineligible categories	A list of previously recorded Ineligible categories with their sub-categories. Modify these entries as needed.
Ineligible	The calculated ineligible balance for the collateral.

Field	Description
	Click Update to update the Ineligible if needed.

5. Click **Continue**.

6. From Optional Comments and Documents, complete these fields:

Field	Description
Comments	Add any optional comments.
Supporting Documents	Click Browse or drag and drop to select supporting documents.

7. Select an action:

- **Submit** – to submit to your lender.
- **Back** – to go back to the previous form.
- **Cancel** – to discard input and close the form without saving.

Submitting a Medical Receivables declaration

1. From Main > Facility List > Facility card, click **Submit** and choose **Declaration**.
2. From the Declaration Posting form, select the facility and the Medical Receivables collateral type.

3. Click **Continue**.

4. Complete these fields:

Field	Description
Reference Number	Enter transaction identification number.
Healthcare Category grid	
Unbilled	Enter the total amount of unbilled receivables for declaration.
Aging groups	Enter the total amount of billed receivables within each aging group.
Grand Total	The calculated total amount of receivables entered in the category.

5. Click **Continue**.

6. From Optional Documents > Supporting Documents:

Click **Browse** or drag and drop to select supporting documents.

7. Select an action:

- **Submit** – to submit to your lender.
- **Back** – to go back to the previous form.
- **Cancel** – to discard input and close the form without saving.

Updating Ineligibles

From Declaration Posting, click **Update** to update the Ineligible amount.

"Updating Ineligibles" below

Updating Ineligibles

ACCESS

Certificates:

- Main > Dashboard > Quick Tasks > Submit Certificate > Submit > Certificate > Update
- Main > Facility List > Facility card > click Submit and choose Certificate > Update

Declarations:

- Main > Dashboard > Quick Tasks > Submit Declaration > Submit > Declaration > Update
- Main > Facility List > Facility card > click Submit and choose Declaration > Update

You can post inventory or receivables that do not meet the criteria specified in the loan agreement to update **Bulk A/R**, **Bulk Inventory**, and **Inventory** collateral values. Historical Ineligible Postings are displayed in the Ineligible Posting grid on the [ABL Detail drawer](#).

Updating Bulk Certificate ineligible

Update Ineligibles

Ineligible

400.00

Ineligible Debtors

0.00

Invoice Number Ineligible

0.00

Maximum Eligible Invoice Amt

0.00

Obsolete

0.00

Over Debtor Limit

0.00

Over Eligible Days

0.00

Over Limit

0.00

Partial Pay

0.00

Subtotal

400.00

Set-asides

1,000.00

Total Ineligible

1,400.00

Continue

Back

Sub-total and Total Ineligibles are calculated values based on entries made on the form. The Set-asides amount is displayed from your lender.

1. From the Bulk Certificate Posting form, click **Update**.
2. From the Update Ineligibles form, update the category fields as defined by your lender.
3. Select an action:
 - **Continue** – to save the update and return to the Declaration Posting form.
 - **Back** – to go back to the previous form without saving.

Updating Inventory Declaration ineligibles

Update Ineligibles

×

Ineligible Category

APPRINVTRY	700.00
<i>Ineligible</i>	
APPRINVTRY	200.00
<i>Over Limit</i>	

Add Category

Category

Select a Category

Subcategory

Select a Subcategory

Reason

Select a Reason

+

Total Ineligible

900.00


Continue

Back

Total Ineligibles is a calculated value based on entries made on the form.

1. From the Declaration Posting form, click **Update**.
2. From the Update Ineligibles form, update the category fields as defined by your lender.
3. Optional: Click **Add Category** and complete these fields:

Field	Description
Category	Select an ineligible category to add to the declaration.
Subcategory	Select an ineligible subcategory to add to the category.
Reason	Select the ineligible category reason (required).

- Click the  plus sign to add the category and enter the ineligible category amount.
- Click **Continue** to return to the Declaration Posting form.

Uploading Tracked A/R

ACCESS

- Main > Dashboard > Quick Tasks > Upload Tracked AR
- Main > Facility List > Facility card > click Submit and choose Tracked A/R

Upload Tracked A/R

×

Facility

REVOLVER - How long can the Facility n

▼

Collateral

Bulk A/R

▼

As of Date

07/23/2021

📅

Report Type

Report Schedule

▼

Browse

or drop file here

Submit

Cancel

You can upload Excel spreadsheets to update ineligible based on the parameters defined by the lender. Historical Tracked A/R submissions are displayed in the Tracked A/R grid in the [ABL Detail drawer](#).

- From the Upload Tracked A/R form, complete these fields:

Field	Description
Facility	Select the facility.
Collateral	Select the collateral type.

Field	Description
As of Date	Enter the as-of date when the submission is made.
Report Type	Select the Report Type as defined by the lender.
Browse	Click Browse or drag and drop the Tracked A/R document for submission.

2. Select an action:

- **Submit** – to submit the document to your lender.
- **Cancel** – to discard input and close the form without saving.

Uploading Asset Detail

ACCESS

Main > Facility List > Facility card > click Submit and choose Asset Detail

You can upload Excel spreadsheets to update ineligibles based on the parameters defined by the lender. Historical Asset Detail submissions are displayed in the Asset Detail grid in the [ABL Detail drawer](#).

1. From the Upload Asset Detail form, complete these fields:

Field	Description
Facility	Select the facility.
Collateral	Select the collateral type.
As of Date	Enter the as-of date when the submission is made.
Report Type	Select the Report Type as defined by the lender.
Browse	Click Browse or drag and drop the Asset Detail document for submission.

2. Select an action:

- **Submit** – to submit the document to your lender.
- **Cancel** – to discard input and close the form without saving.

ADMIN NOTE



To view Asset Detail submitted from the Web Portal, go to FactorSoft > Client List > Collateral Information > Submission History.

Client Rework for ABL Certificate Postings

The lender can send an ABL certificate back to the client to update or “rework.”

"Rework Required" Indicators in Web Portal


The Web Portal has indicators in all locations when rework is required:

- **Temporary Dashboard widget** – Below the Dashboard’s Quick Task buttons, the **Certificate Rework Required** widget is displayed only when there are applicable postings. Click a facility to edit and resubmit. As each posting is edited and resubmitted, its line in the widget is removed, and so on until the widget itself is no longer displayed.
- **Main > Facility List > collateral card** – Click the collateral card’s **Rework Required**  red flag to update the posting.
- **Main > Dashboard > Facilities > View All** – Click the collateral card’s **Rework Required**  red flag to update the posting.
- **Main > Dashboard > Quick Tasks > Submit Certificate** – When you use the Submit Certificate Quick Task to select a facility and collateral that requires rework, a message is displayed: “A pending submission for this collateral requires rework.” Click **Rework** to open the certificate posting and update it.

Reworking/updating a certificate posting

ACCESS

- Main > Dashboard > Certificate Work Required widget
 - Main > Facility List > collateral card with red flag
 - Main > Dashboard > Facilities > View All
 - Main > Dashboard > Quick Tasks > Submit Certificate
1. Open the certificate posting form from any of the above locations.
 2. Update the amounts and add or delete attachments as needed.
 3. Click **Continue**.

The Rework Required  red flag is removed from the collateral card and the posting cannot be edited.

The collateral is not eligible to submit another certificate posting until the lender has worked it.

NOTE

When the client submits a certificate or certificate rework for Bulk A/R, Bulk Inventory, and Bulk H/R, the FI receives an applicable email notification when:

- Borrowing Base posting is submitted
- Borrowing Base posting is approved
- Borrowing Base posting is denied
- Client rework is submitted

"Submitting a Certificate" on page 55

Purchases

Purchases

ACCESS

Main > Purchases

Purchases

BATCH #	DATE	TOTAL	IMAGES	UNASSIGNED INVOICES	STATUS
<div></div>					<div></div>
I0000300	3/26/2021	11,191.00		3	Incomplete
116	3/24/2021	80,044.87		62	Processing
115	3/19/2021	0.00		0	Processing
I0000258	3/19/2021	0.00			Failed
114	3/19/2021	0.00		0	Processing
113	3/19/2021	5,437.00		1	Processing
I0000250	3/18/2021	0.00			Failed
I0000230	3/16/2021	111.00		0	Failed
I0000144	2/12/2021	0.00			Failed
I0000137	2/8/2021	0.00			Failed

Showing 1 to 10 of 10 entries

FirstPreviousNextLast

Upload

The Purchases grid includes:

- **Processing (submitted) batches** not yet processed and purchased by the lender
- **Incomplete batches**, which you can edit and submit when complete

From here you can create new batches (via image capture, file import, or manual entry) and edit before submitting.

Refreshing the Purchases grid

Refresh the list. Click the  refresh icon at the top right to refresh the screen for up-to-date information.

NOTE

Once a batch is purchased by the lender, it is no longer visible in this grid. To view the batch after processing, go to:

- Search > Invoices > click an invoice number > Invoice Detail
- Search > Transactions

Column	Description
Batch #	<p>Unique identifier assigned to the invoice batch. For incomplete batches, click the batch number to edit. Processing (submitted) batches cannot be edited.</p> <p>The batch numbers in Incomplete status begin with a T (e.g., T001023).</p>
Date	Date the batch is submitted to your lender
Total	Sum of all invoices in the batch
Images	<p>Number of images associated with the batch. For manually entered batches, click this number to view and assign images to invoices.</p> <p>"Working with Images" on page 91</p> <p>NOTE Landscape images (width is greater than height) are rotated for display on all devices.</p>
Unassigned Invoices	Number of invoices without an assigned image

Column	Description
Status	<p>Batch status:</p> <ul style="list-style-type: none"> • Incomplete – not yet submitted to your lender (can be edited) • Processing – submitted (cannot be edited) • Failed – an error occurred during the submission process

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

Creating and submitting a batch

You can [capture images](#), [import a file](#), or [manually enter invoices](#) to upload and submit to your lender.

Capturing images

ACCESS

Main > Purchases > click New Batch > select Image Capture

1. From New Batch, select **Image Capture**.
2. Click **Continue**.
3. From Capture Invoice, click **Yes**.
4. Browse to select the file. Repeat to select additional images if needed.
5. From Capture Invoice, when all invoice images are added, click **No** (no more invoice images).
6. From Supporting Documents, click:
 - **Yes** to add documents.
 - **No** to either add another invoice or go to the Edit Batch screen, where you can submit when ready.
7. When all images and documents are added, this message is displayed while the system processes the images through DocAI: "We are building your purchase batch. This may take a moment."
8. After the DocAI process is complete, check the Status column to ensure all invoices are **Ready**.

9. For each invoice with a status of **Needs Work**, click the status to edit the invoice. From Edit Batch, the highlighted fields indicate that DocAI was unable to reliably extract the information. Update the fields as needed.
10. When all invoice fields are complete and correct, click **Update**.
11. When all invoices are Ready, click **Submit**.

"About Image Capture with DocAI" on page 96

Importing invoices

ACCESS

- Main > Purchases > click **New Batch** > select **Import File**
- Main > Dashboard > Quick Tasks > Import Purchases

1. From the New Batch form, select the file type. Maximum file size is 1 GB.

Import File Type	Quantity per Batch	Images	Invoice Date Required	Editing
EDI 810 (.edi)	Single	None	Yes	Submit at import; no edits
Flat File (.txt)	Single	None	Yes	Save for editing and submit later
Spreadsheet (.xls)	Single	Multiple.	Yes	Save for editing

Import File Type	Quantity per Batch	Images	Invoice Date Required	Editing
or .xlsx)		Acceptable types: .png, .bmp, .tiff, .jpg, and .pdf		and submit later
Image Only	Multiple	Multiple. Acceptable types: .png, .bmp, .tiff, .jpg, and .pdf	No	Save for editing and submit later
ZIP File (.zip)	Single .zip file containing at least one XML file	Multiple. Acceptable types: .png, bmp, .tiff, .jpg, and .pdf	Yes	Submit at import; no edits

"Purchase Import File Specifications" on page 81

2. Select an action:

- For **data file** import, browse to select the file or drag and drop the file to **or drop file here**.
- For **image file** import, click **Add Image** and browse to select the file or drag and drop the file to **or drop file here**. Repeat to select additional images if needed. Click an image's [X] to delete if needed.

3. Select an action:

- **Submit** – to submit the batch to your lender (batch cannot be edited after submitting).
- **Save** – to save the images and close the form (batch can be edited).
- **Cancel** – to discard input and close the form without saving.

Manually entering invoices

ACCESS

- **Create batch:** Main > Purchases > click **New Batch** > select **Manual Entry**
- **Edit batch:** Main > Purchases > click batch number > click **Add > Invoice** "Editing a Batch" on page 76

Add Invoices
×

Debtor Name
×

Debtor Number

Client Reference Number

Invoice Number

Invoice Date

mm/dd/yyyy
📅

Invoice Amount

Days Due

Load Number

Purchase Order Number

Description

Add New

Save
Add Another
Cancel

- From the Add Invoices form, complete the debtor fields.

Field	Description
Debtor Name*^	<p>When you begin entering a name, a list of potential matches is displayed.</p> <p>Existing debtor</p> <p>Select the option button to search by Debtor Name or MC#.</p> <p>Select the correct debtor. The debtor's existing information is auto-populated.</p> <p>Note: This information confirms you have selected the correct debtor, but you cannot edit it. Contact your lender if updates are needed.</p>

Field	Description
	New debtor If a debtor is not matched, select Add New and continue to complete the other fields.
Client Reference Number	Unique debtor reference number assigned by the client
Email	Debtor's email address
Address*	Debtor's street address, city, state, zip, and country
Address Line 2	Debtor's apartment, suite #, or other related information
Phone	Debtor's phone
Fax	Debtor's fax
Tax ID Number or ABN	United States federal tax identification number or, if Country = Australia, the Australian Business Number

* Required; ^ New debtors only

2. Continue to enter the invoice fields.

Field	Description
Invoice Number*	Invoice number
Invoice Date**	Invoice date (future date is allowed)
Invoice Amount*	Invoice dollar amount
Days Due	Days remaining until due
Contract Number	Client contract number associated with the invoice
Freight Amount	Freight amount associated with the invoice

Field	Description
Load Number	<p>Number of an open load associated with the invoice</p> <p>NOTE This field is displayed only when there are open active loads. (Excluded loads have been denied, voided, or settled).</p>
Purchase Order Number	<p>Purchase Order number associated with the invoice</p> <p>For PO financing, select a Purchase Order number. Otherwise, enter the PO number.</p> <p>.</p> <p>NOTE This field is not displayed if a Load Number is selected.</p>
Description	Any additional invoice-related information, such as the bill of lading or trailer numbers

* Required

- Optional: Drag and drop image files or click **Add Image** to add an image to the invoice. Repeat to select additional images if needed. Click an image's [X] to delete if needed. Acceptable types: .tiff, .jpg, and .pdf

"Working with Images" on page 91

- Select an action:

- **Save** – to save the invoice and go to the Edit Batch drawer.
- **Add Another** – to add an invoice for the same or a different debtor.
- **Cancel** – to discard input and close the form without saving.

- When all invoices are added, you can choose to click **Submit** now or wait until later.

Failed uploads

Failed uploads are visible in the Purchases grid for up to 24 hours, after which they are no longer visible.

First and second attempts

For both **manual entry** and **import**, the system automatically attempts a second time to upload a file after the first attempt fails.

Third and successive attempts

If there are no successful files (manual entry) or at least one file succeeds (manual entry or import), the Import Failure popup displays the name(s) of the failed files. Select an action:

- **Retry** – attempt to upload the file(s) again. (You can retry again and again.)
- **Continue** – submit the purchase without the failed file(s).
- **Cancel** – close the popup.

If there are no successful files (import), you can retry or cancel.

Editing a batch

Click an incomplete batch's number to edit.

"Editing a Batch" below

"Working with Images" on page 91

Editing a Batch

ACCESS

Main > Purchases > click batch number

Unassigned Images **1**

Add ▾

INV #	PO #	INV DATE	INV AMOUNT	LOAD #	CLIENT REF #	IMAGES
<input type="text"/>	<input type="text"/>			<input type="text"/>		
051121	1234	4/25/2021	60,045.00		AGCREF	
55703		7/14/2021	5,000.00		AD1	1

Showing 1 to 2 of 2 entries


First Previous Next Last

Submit

Delete

Image Files

- × [2019042512-invoice-template-red.jpg](#)
- × [20190114.215.2557.28690001C.jpg](#)

You can edit incomplete and unsubmitted batches. The Edit Batch drawer displays the invoice grid for the selected batch. To close the drawer and return to the Purchases screen, click the  blue back arrow.

Working with images

The **Images** column displays the number of images assigned to an invoice.

"Working with Images" on page 91

Adding invoices

ACCESS

- **Create batch:** Main > Purchases > click **New Batch** > select **Manual Entry**
- **Edit batch:** Main > Purchases > click batch number > click **Add** > **Invoice** "Editing a Batch" on the previous page

Add Invoices
×

Debtor Name

×

Add New

Debtor Number

Client Reference Number

Invoice Number

Invoice Date

mm/dd/yyyy

📅

Invoice Amount

Days Due

Load Number

Purchase Order Number

Description

Save

Add Another

Cancel

- From the Add Invoices form, complete the debtor fields.

Field	Description
Debtor Name*^	<p>When you begin entering a name, a list of potential matches is displayed.</p> <p>Existing debtor</p> <p>Select the option button to search by Debtor Name or MC#.</p> <p>Select the correct debtor. The debtor's existing information is auto-populated.</p> <p>Note: This information confirms you have selected the correct debtor, but you cannot edit it. Contact your lender if updates are needed.</p>

Field	Description
	New debtor If a debtor is not matched, select Add New and continue to complete the other fields.
Client Reference Number	Unique debtor reference number assigned by the client
Email	Debtor's email address
Address*	Debtor's street address, city, state, zip, and country
Address Line 2	Debtor's apartment, suite #, or other related information
Phone	Debtor's phone
Fax	Debtor's fax
Tax ID Number or ABN	United States federal tax identification number or, if Country = Australia, the Australian Business Number

* Required; ^ New debtors only

2. Continue to enter the invoice fields.

Field	Description
Invoice Number*	Invoice number
Invoice Date**	Invoice date (future date is allowed)
Invoice Amount*	Invoice dollar amount
Days Due	Days remaining until due
Contract Number	Client contract number associated with the invoice
Freight Amount	Freight amount associated with the invoice

Field	Description
Load Number	<p>Number of an open load associated with the invoice</p> <p>NOTE This field is displayed only when there are open active loads. (Excluded loads have been denied, voided, or settled).</p>
Purchase Order Number	<p>Purchase Order number associated with the invoice</p> <p>For PO financing, select a Purchase Order number. Otherwise, enter the PO number.</p> <p>.</p> <p>NOTE This field is not displayed if a Load Number is selected.</p>
Description	Any additional invoice-related information, such as the bill of lading or trailer numbers

* Required

- Optional: Drag and drop image files or click **Add Image** to add an image to the invoice. Repeat to select additional images if needed. Click an image's [X] to delete if needed. Acceptable types: .tiff, .jpg, and .pdf

"Working with Images" on page 91

- Select an action:

- **Save** – to save the invoice and go to the Edit Batch drawer.
- **Add Another** – to add an invoice for the same or a different debtor.
- **Cancel** – to discard input and close the form without saving.

- When all invoices are added, you can choose to click **Submit** now or wait until later.

Working with the batch

Action	Steps
Submit batch	<ol style="list-style-type: none">1. From Edit Batch, verify the debtor names are correct. (If a debtor name is blank, DocAI could not reliably extract it.)2. Ensure all edits are complete. Submitted batches cannot be edited.3. Click Submit to submit the batch to your lender.
Delete batch	<ol style="list-style-type: none">1. From Edit Batch, ensure the correct batch is selected. Deleted batches cannot be restored.2. Click Delete.

Purchase Import File Specifications

Description

Clients can present a purchase import file to FactorSoft in two formats ([Excel®](#) and [.TXT](#)). The data elements within the file are common across both formats.

- **Required fields** – data must be included.
- **Optional fields** – including optional data facilitates matching and updating records during the import process (strongly recommended).
- **Column header names** – all [listed names](#) are valid, but only one column should be included in the file.
- **Column headers** – not case-sensitive. The order does not affect the import process as long as data fields are listed below their respective headers.

Column headers

These column header names are accepted in FactorSoft.

Description	Column Header Name	Required/Optional	Length
Client Reference Number	ACCT ACCT_ID ACCOUNT	Required	40

Description	Column Header Name	Required/Optional	Length
	CLIENTREF CUSTOMER CUSTOMER CODE CUSTOMER ID DEUDOR NIT DEUDOR DEBTOR DEBTORNO REFNO SOURCE NAME		
Invoice Number	FACTURA INV_ID INVNO INVOICE# INV# INVOICE INVOICE # INVOICE NUMBER INVOICE/CM #	Required	30

Description	Column Header Name	Required/Optional	Length
	NUM NUMBER		
Invoice Date	DATE FECHA FECHAFACT FECHA_FACT INV_DATE INVDATA INVOICE DATE TRANSACTION DATE	Required	N/A
Invoice Amount	ACCOUNTS RECEIVABLE AMOUNT AMT AMOUNT BAL_ASSIGN GRAND TOTAL INVAMT MONTO OPEN AMOUNT	Required	N/A

Description	Column Header Name	Required/Optional	Length
Purchase Order Number	ORDEN PO_NO PONO PO PURCHORD DATE OF SERVICE	Optional	40
Transport Doc Date	TRANSDOCDATE	Required (for Insurance Policy Center Module only)	N/A
Due Date	DATE_DUE DUE DUE DATE DUE_DATE DUE DATE FECHAVTO FECHA_VTO	Optional	N/A
Description	DESC DESCR DESCRIPCION DESR	Optional	50

Description	Column Header Name	Required/Optional	Length
	ITEM DESCRIPTION DESCRIPTION PATIENT NAME		
Debtor Name	BILL TO BILLTO BILL_TO CUSTOMER NAME DEBNAME DEBTOR NAME DTR_NAME NAME NOMBRE NOMBRE DEUDOR NOMBRE_DEUDOR	Optional	100
Debtor address – primary phone	PHONE1	Optional	20
Debtor address – secondary phone	PHONE2	Optional	20
Debtor address - FAX number	FAX	Optional	20

Description	Column Header Name	Required/Optional	Length
Debtor address - address line 1	ADDR1	Optional	50
Debtor address - address line 2	ADDR2	Optional	50
Debtor address - city	CITY	Optional	50
Debtor address - state	STATE PROVINCE	Optional	30
Debtor address - country	COUNTRY	Optional	30
Debtor address - email address	EMAIL	Optional	50
Contact/attention name	ATTN	Optional	50
Insurers	INSURERNAME UCCNO	Optional	50
Shipping type	SHIP TYPE TRACKTYPE	Optional	20
Shipping number	SHIPNO TRACKNO	Optional	60
Carrier code	CARRIERCODE CARRIER_CODE	Optional	12

Description	Column Header Name	Required/Optional	Length
	CARRIER CODE CARRIER# CARRIERNO CARRIER		
Carrier name	CARRIERNAME CARRIER NAME CARRIER_NAME	Optional	60
Carrier terms	CARRIERTERM CARRIER TERM CARRIER_TERM CARRIER TERMS	Optional	30
Carrier gross amount	GROSSAMT GROSS GROSS AMOUNT	Optional	N/A
Carrier previous amount	PREVAMT PREVIOUS PREV AMOUNT PREV	Optional	N/A
Carrier	CARRIERDOC	Optional	30

Description	Column Header Name	Required/Optional	Length
invoice/document number	CARRIER DOC CARRIERDOC# CARRIERINVNO CARRIERINV#		
Client number	AGENCY CLIENTNO CLINO CLIENT	Optional	12
CPT Code	CPT CODE	Optional	20
Client Contract Number	CONTRACTNO	Optional	34
Unused fields. These fields can be present but will always be bypassed.	ACCT_SUB INVOICE TYPE REL_ID TRANSACTION NUMBER	Ignored	N/A

File formats

Acceptable file formats for purchase import are **Excel** and **.TXT**.

Excel invoice format (without images)

Description

[Column header names](#) can be any of the required and/or optional import titles specified above.

When importing an Excel Invoice format file with a contract number but no **Client Reference Number**, the Purchase Import Facility searches the Aging table for the Client Reference Number based on the contract number and automatically populates the debtor for the invoice.

Row 1 column requirements

The Excel Invoice format must contain the following data elements in Row 1.

Column	Column Header Name	Description
1	REFNO	Client reference number
2	INV_ID	Invoice number
3	INV_DATE	Invoice date
4	INVAMT	Invoice amount
5	PO_NO	Purchase order number
6	DUE_DATE	Invoice due date
7	DESCR	Text description
8	DTR_NAME	Debtor name

Example – Excel file

Following is an example of an invoice file in the Excel Invoice format.

CLIENTREF	INVOICE#	INV_DATE	INVAMT	PO_NO	DUE_DATE	DESCR	DTR_NAME
487	83771	03/16/2009	195.00	P-487	04/16/2009	Xxx	Arrow
5145	85410	03/18/2009	392.33	P-5145	04/18/2009	Yyy	GreatMart
5402	85468	03/19/2009	562.76	P-5402	04/19/2009	Zzz	CostLink

FactorSoft standard invoice & debtor format (.TXT)

Description

The FactorSoft Standard Invoice & Debtor format is a standard ASCII text file.

- **Name:** The file name should have the .TXT file extension.
- **Fields:** Field values are tab-separated.
- **Sections:** The Invoice and Debtor sections are separated by section headers. The Debtor section always precedes the Invoice section.
- **Column headers:** The column headers can be any of the required and/or optional invoice import titles specified in the [Invoice Import Fields](#) section, and any of the required and/or optional debtor import titles specified in the [Debtor Import Fields](#) section.

Requirements

Column	Column Header Name	Description
[DEBTOR]		
1	REFNO	Client reference number
2	NAME	Client name
3	ADDR1	Address line 1
4	ADDR2	Address line 2
5	CITY	City
6	STATE	State code
7	ZIP	ZIP Code
8	PHONE	Phone number
9	FAX	FAX phone number
[INVOICE]		
1	NUM	Invoice number
2	REFNO	Client reference number
3	DATE	Invoice date

Column	Column Header Name	Description
4	AMT	Invoice amount
5	PO	Purchase order number
6	DESC	Text invoice description
7	DUE	Invoice due date

Example – FactorSoft standard invoice & debtor file

The following example illustrates the FactorSoft Standard Invoice & Debtor Format file (in MS Word® to show tabs).

```
[DEBTOR] → → → → → → → → ¶
REFNO→ → NAME→ADDR1→ADDR2→CITY → STATE→ZIP → PHONE→FAX¶
487 → Arrow→10-AnyStreet→ → LA → CA → 90290→310-555-1212→¶
5145 → GreatMart → 15-SandyRoad→ → BHM → AL → 35223→205-555-133 → 205-555-4321¶
5402 → CostLink → 625-5thAve → → NY → NY → 10036→212-555-1414→¶
→ → → → → → → → ¶
[INVOICE] → → → → → → → → ¶
NUM→ REFNO→DATE→ AMT→ PO → DESC→ DUE ¶
83771→487 → 06/16/12 → 195.00→P-83771 → XXX → 07/16/12 ¶
85410→5145 → 06/18/12 → 392.33→P-85410 → YYY → 07/18/12 ¶
85468→5402 → 06/19/12 → 562.76→P-85468 → ZZZ → 07/19/12 ¶
```

Working with Images

NOTE

Landscape images (width is greater than height) are rotated for display on all devices.

Where to go

You can manage invoice and batch images from **Main > Purchases**. The table below provides an overview of the access points for each action.

Where to go for each action	BATCH LEVEL (images in batch)		INVOICE LEVEL (for specific invoice)
	Main > Purchases > click Batch # > Edit Batch # drawer	Main > Purchases > click Images chip > Images for Batch #	Main > Purchases > click Batch # > Edit Batch drawer > click Images chip > Images for Invoice # (thumbnails)
Add invoice image • new batch • edit batch	✓		
Add supporting document image	✓		
View "unassigned images" (click chip)	✓		
View "image type not selected" (click chip)	✓		
Select image type		✓	✓
Assign image to invoice		✓	✓
View full-size image		✓	✓
Delete image			✓
Rearrange image order			✓
Replace image			✓

Adding an invoice image for new batch

ACCESS

Main > Purchases > click New Batch > select Image Capture

1. From New Batch, select **Image Capture**.
2. Click **Continue**.
3. From Capture Invoice, click **Yes**.
4. Browse to select the file. Repeat to select additional images if needed.
5. From Capture Invoice, when all invoice images are added, click **No** (no more invoice images).
6. From Supporting Documents, click:
 - **Yes** to add documents.
 - **No** to either add another invoice or go to the Edit Batch screen, where you can submit when ready.
7. When all images and documents are added, this message is displayed while the system processes the images through DocAI: "We are building your purchase batch. This may take a moment."
8. After the DocAI process is complete, check the Status column to ensure all invoices are **Ready**.
9. For each invoice with a status of **Needs Work**, click the status to edit the invoice. From Edit Batch, the highlighted fields indicate that DocAI was unable to reliably extract the information. Update the fields as needed.
10. When all invoice fields are complete and correct, click **Update**.
11. When all invoices are Ready, click **Submit**.

"About Image Capture with DocAI" on page 96

Adding an invoice image to edit batch

ACCESS

Main > Purchases > click Batch # > Edit Batch # drawer > click Add

1. From Edit Batch, click **Add > Invoice**.
2. From Capture Invoice, click **Yes**.
3. Browse to select the file. Repeat to select additional images if needed.
4. When all invoice images are added, from Capture Invoice, click **No** (no more invoice images).
5. From Supporting Documents, click:

- **Yes** to add documents.
 - **No** to either add another invoice or return to the Edit Batch screen.
7. When all images and documents are added, this message is displayed while the system processes the images through DocAI: "We are building your purchase batch. This may take a moment."

Adding supporting document images

ACCESS

Main > Purchases > click Batch # > Edit Batch # drawer > click Add

1. From Edit Batch, click **Add > Supporting Document**.
2. From Add Images, click **Add Image** to browse for the file or drag and drop a file to **or drop files here**.
3. Repeat to select additional images if needed. Click an image's [X] to delete if needed.
4. Click **Update**.

Viewing "unassigned images" (filtered list)

ACCESS

SHORTCUT: Main > Purchases > click Batch # > Edit Batch drawer > click Unassigned Images chip

Use First/Previous/Next/Last to navigate to other images.

Assigning an image to an invoice

ACCESS

- SHORTCUT: Main > Purchases > click Batch # > Edit Batch drawer > click Unassigned Images chip
- Main > Purchases > click Batch # > Edit Batch drawer invoices grid > click images chip > scroll to unassigned invoice

1. Navigate to the unassigned invoice image.
2. From the Assigned Invoice drop-down, select the invoice number.

Viewing images with no image type selected (filtered list)

ACCESS

SHORTCUT: Main > Purchases > click Image Type Not Selected chip

Use First/Previous/Next/Last to navigate to other images.

Selecting an image type


ACCESS

- SHORTCUT: Main > Purchases > click Image Type Not Selected chip
- Main > Purchases > click images chip > Images for Batch #
- Main > Purchases > click Batch # > Edit Batch drawer > click images chip > Images for Invoice # (thumbnails)

1. Navigate to the image.
2. From the Image Type drop-down, select the image type.

Viewing full-size images


ACCESS


- Main > Purchases > click images chip > Images for Batch # > navigate to First/Previous/Next/Last
- Main > Purchases > click Batch # > Edit Batch drawer > click images chip > Images for Invoice # > click thumbnail for full-size view > click  blue back arrow to return to thumbnail

You can view full-size images from two locations.

Deleting an image

ACCESS

Main > Purchases > click Batch # > Edit Batch drawer > click images chip > Images for Invoice # > click thumbnail image's  delete icon

1. Navigate to the thumbnail image to be deleted.
2. Click the thumbnail image's  delete icon.

The order of other image thumbnails is unchanged when an image is deleted.

Rearranging image order



ACCESS

Main > Purchases > click Batch # > Edit Batch drawer > click images chip > Images for Invoice #
(thumbnails)

You can rearrange images as needed before submitting. The new order is saved as changes are made.

1. Scroll the thumbnails vertically to view and manage the list.

2. To move images one position at a time:

- **Up** – Click the thumbnail's  up arrow
- **Down** – Click the thumbnail's  down arrow

NOTE

Additional images assigned to an invoice are added at the end of the existing assigned images.

Remember to rearrange the order if needed.

Replacing an image

ACCESS

Main > Purchases > click Batch # > Edit Batch drawer > click images chip > Images for Invoice #
(thumbnails)

1. Navigate to the image thumbnail.
2. Click **Replace**.
3. From the Replace Image popup, click **Add Image** to browse and select the replacement image or drag and drop a file to **or drop file here**.
4. Click **Replace**.

The replaced image is deleted. The image order, selected image type, and invoice assignment are unchanged.

About Image Capture with DocAI

ACCESS

Main > Purchases > New Batch > Image Capture

DocAI automates and validates documents to streamline workflows and reduce data entry time and errors. Using machine learning, it scans, analyzes, and extracts information from invoice images submitted on the Web Portal.

How does it work?

From the Main > Purchases > New Batch screen, the step-by-step DocAI process guides you with a series of Yes/No questions to add images for **invoices** and **supporting documents** from either:

- a desktop computer – to add existing .jpg or .jpeg images
- the camera on a mobile device – to take photos

DocAI process

- A. After adding an invoice image, a thumbnail of the image is displayed. You can add up to 10 images for one multi-page invoice.
- B. Next, you can add supporting documents for that invoice.
- C. After supporting documents are added, the step-by-step process starts again for the next invoice.
- D. When all invoices have been added, the images are automatically sent to DocAI to be analyzed and the invoice information extracted. A message displays: "We are building your purchase batch. This may take a moment."

NOTE

Supporting documents are not analyzed through DocAI.

- E. When the DocAI process is complete, the Edit Batch drawer opens with a grid listing all invoices. The Status column indicates whether an invoice is **Ready** or **Needs Work**. You cannot submit a batch until all invoice statuses are Ready. If needed, you can close the drawer and return to it later.
- F. For Needs Work invoices, the status and invoice number are links to the Edit Invoice screen, where you can verify and add any information from the invoice that DocAI was unable to reliably extract. Fields that were not reliably extracted are highlighted.
- G. When all invoices are Ready, click **Submit**.

"Capturing images" on page 70

When DocAI scans an image, it assigns a confidence score, which indicates the reliability of the information it extracts.

Invoice Status	DocAI Confidence Level	Debtor Name	New Debtor Info
Ready	High	Debtor name from FactorSoft is displayed. You can select a different debtor or add a new debtor.	Debtor info (e.g., address) found with high confidence is displayed and can be edited.
Needs Work			
	Low	Debtor name is blank. You can select a debtor or add a new debtor.	Debtor info (e.g., address) found with high confidence is displayed and can be edited. Debtor info is blank if DocAI has low confidence.

Sales Authorizations

Main > Sales Authorizations

Sales Authorizations

from

to

04/11/2021

05/11/2021

Search

DATE	DEBTOR	INVOICE #	AMOUNT	RESULT
5/4/2021	Amanda Debt -from CW	050421-99	2,000.00	Approved
5/4/2021	Cash Cow Supplies	050421-88	15,000.00	Pending
5/4/2021	Amanda Coalson Debtor	050421-3	60,000.00	Pending
5/4/2021	Amanda Debt -from CW	A421	4,400.00	Approved
5/4/2021	Amanda Debt -from CW	050421	3,000.00	Approved
4/14/2021	LHC Debtor CW	041421SA	6,000.00	Approved
4/12/2021	Amanda Test Debtor	041221-2	500,000.00	Approved

Showing 1 to 7 of 7 entries

First

Previous

Next

Last

New Request

The Sales Authorizations activity grid shows all pending, approved, and denied authorizations for the selected dates.



About sales authorizations

Your lender sets a **Maximum Invoice Amount** for your debtor. This amount is the sales limit established by the credit department at the time the debtor is entered in the system. On occasion, you may need to request a onetime increase to submit an invoice for purchase that exceeds the assigned sales limit. Sales authorizations in the Web Portal provide a convenient process to request a sales limit increase.

Searching for sales authorizations

Tips

From the grid you can:

- **Select date/range.** Use the date selection fields to search for a different range, a specific date, or items before or after a specific date. Then click **Search**.
- **Filter the list.** Click the column  filter icons to enter the search criteria and refine the list. To clear the filter, press **[Backspace]**.
- **Refresh the list.** Click the  refresh icon at the top right to refresh the screen for up-to-date information.

Searching

1. From Main > Sales Authorizations, use the date fields (above the grid) to specify your search range.
2. Find your sales authorizations in the results grid.

Column	Description
Date	Date of request
Debtor	Debtor associated with the request
Invoice #	Invoice number related to the request
Amount	Invoice amount

Column	Description
Result	<ul style="list-style-type: none"> • Approved – FI approved request • Pending – awaiting FI review • Denied – FI declined request

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Requesting a sales authorization

Sales Authorizations

×

Debtor Name

Invoice #


Amount

Submit

Cancel

1. Go to Main > Sales Authorizations.
2. Click **New Request** (below grid).
3. From the Sales Authorizations form > **Debtor Name** field, begin entering a name. A list of potential matches is displayed. Select the correct debtor. The debtor's existing information is auto-populated. If the debtor requires authorization from the lender, a message displays in the Sales Limit field.
4. Enter the **Invoice #** and the **Amount** requested.
5. Click **Submit**.

Auto approval

If the Auto Approval feature is set up by your lender, sales authorization requests can be **approved or denied instantly**. After submitting a request, go to Main > Sales Authorizations and click the  refresh icon. Note the Status column to see if the request is approved.

Links

Custom Links

ACCESS

Main > website link(s) set up by your financial institution

Your financial institution has the option to set up website links that display at the bottom of your left navigation pane's **Main** section. When you click a custom link, it opens in a new tab in your browser.

Typically, one of the two links is your financial institution's website. The other link (if any) may be a company for invoice processing or debtor credit assessment.

Search

Carriers

Carriers

ACCESS

Search > Carriers

You can search for and view carriers in the Carriers screen.

ADMIN NOTE

From Client Administration, admin users can toggle the Carriers screen on or off (show/hide) for all clients (global) or individual clients.

This feature is only available as a separately licensed upgrade. For more information, contact your Jack Henry Lending representative at lendinginfo@jackhenry.com.

Searching for carriers

1. From Search > Carriers, the Carrier Search Criteria form is immediately displayed.
2. Complete the search criteria fields to refine your results or leave blank to return all carriers up to 1,000.

Field	Description
Carrier Name	Name of carrier
City/State/Zip	Carrier's city, state, and zip
Motor Carrier Number	Unique identifier for the carrier (trucking company or hauler that transports goods)

3. Select and action:

- **Search** – to retrieve results.

TIP

If the results exceed the 1,000 maximum, **refine your search criteria** instead of using filters, which only search within the 1,000 results.

- **Go Back** – to view the previous search without searching again.
- **Reset** – to clear all criteria settings.

Carrier search results

Carrier Search						Edit Criteria
CARRIER NAME	CARRIER #	MC #	CITY	STATE	ZIP	
AAA Trucks	AAA	645789	Birmingham	AL	35180	
Sabs Intern...l Solutions	SSS202189112	MC12202191	Franklin City...cate display	TN	37067-1111	
Showing 1 to 2 of 2 entries			First	Previous	Next	Last
						Export

Column	Description
Carrier Name	Carrier's business name
Carrier #	Unique identifier for the carrier
MC#	Unique identifier for the carrier (trucking company or hauler that transports goods)
City/State/Zip	Carrier's city, state, and zip
Net Due	Net carrier payment amount (gross minus previous payments and fees)

Changing search criteria

From search results, you can change the criteria and search again. Choose a method:

- Click **Edit Criteria** to open the criteria form with the current search parameters. Update the criteria and click **Search**.
- Click **Reset** to clear all criteria settings.
- Click **Go Back** to view the previous search without searching again.
- Click the [X] on a search criteria chip (above the grid) to remove it and automatically update the results.

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Viewing carrier detail

From Carrier Search results, select a carrier name to open the Carrier Detail drawer, which displays summary information for the carrier and its invoices.

"Carrier Detail" below

Carrier Detail

ACCESS

Search > Carriers > click a carrier name

← AAA Trucks
AAA

Motor Carrier #: 645789
DOT: 1589745

Ginger C. Barksalot
1155 Wayward Lane
Ste 550
Birmingham, AL 35180

p: 205-555-1234
f: 205-555-1233
e: aaatrucks@mail.com

Post Date:
30 Days


☒ Include all unpaid invoices ⓘ

INVOICE #	DOCUMENT #	POST DATE	GROSS	PREVIOUS
No results.				

Showing 0 to 0 of 0 entries

First Previous Next Last

Export

The Carrier Detail drawer displays summary information for the carrier and its associated invoices. To close the drawer and return to the Invoice Search results grid, click the  blue back arrow.

Field or Column	Description
Carrier Name	Carrier's business name
Motor Carrier #	Unique identifier for the carrier (trucking company or hauler that transports goods)
DOT #	Carrier's U.S. Dept. of Transportation (USDOT) number

Field or Column	Description
Driver info	Person associated with the carrier: Driver's name , address, phone, fax, email address

Invoice Grid

The Invoice Grid shows up to 1,000 invoices that have carrier payments for the selected carrier.

1. Under **Post Date**, select to view invoices at 30, 60, or 90 days.
2. Optional: To view ALL invoices with unpaid carrier payments (regardless of the 30/60/90 Post Date view), select the **Include all unpaid invoices** check box.

Column	Description
Invoice #	Invoice number associated with the payment
Document #	Document number used as the Carrier Invoice # NOTE This field is optional or required at the FI's discretion.
Post Date	Post date of the purchase batch that includes the invoice with a carrier payment
Gross	Gross dollar amount of the carrier payment before fees are assessed and previous payments are deducted
Previous	Dollar amount deducted from the gross amount to determine net due for the carrier payment
Fee	Service fee associated with the carrier payment
Net	Net carrier payment amount (gross minus previous payments and fees)
Due Date	Due date of the carrier payment
Paid Date	Date of the carrier payment transaction
Method	Account description and transaction number of the carrier payment

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

Debtors

Debtors

ACCESS

Search > Debtors

Debtor Search

Edit Criteria

STATE IS AL X

DEBTOR	DEBTOR #	BALANCE	MC#	NO BUY	CLIENT REF #	CREDIT STATUS
<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Amanda Coalson Debtor	ACGDEB1	15,549.44			CRDEB	No Buy
Amanda Debt -from CW	AGCDEBCW	5,234.65			123	Approved
Amanda Test Debtor	AGCDEB	12,541.11	158413		AGCREF	Approved
Cash Cow Supplies	CCS	0.00		not reliable debtor	0	Denied

Showing 1 to 4 of 4 entries

First Previous Next Last

Export

New Debtor

You can search for and view debtors in the Search > Debtors screen.

Searching for debtors

Debtor Search Criteria

X

☒ Debtor Name ☐ Debtor #

Exact Match

Country

Search All

City

State

Zip

☐ Exclude debtors with zero balances

Motor Carrier Number

Exact Match

Search

Go Back

Reset



1. From Search > Debtors, the Debtor Search Criteria form is immediately displayed.
2. Complete the search criteria fields to refine the results or leave blank to return all debtors up to 1,000.

Column	Description
Debtor (name or #)	Select Exact Match, Contains, or Begins with to refine results. When searching by debtor name using the Exact Match option, the system suggests existing debtors as you type.
Country	Country defaults to Search All. (Your lender sets up this selection list, with United States of America at the top.)
City/State/Zip	Select one or all to refine results.
Exclude debtors with zero balances	Select this check box to exclude debtors with zero balances.
Motor Carrier Number	Select Exact Match, Contains, or Begins with to refine results. NOTE This field is displayed at the FI's discretion.

3. Select an action:


- **Search** – to retrieve results.

TIP

If the results exceed the 1,000 maximum, **refine your search criteria** instead of using filters, which only search within the 1,000 results.

- **Go Back** – to view the previous search without searching again.
- **Reset** – to clear all criteria settings.

Debtor Search results

The Debtor Search results grid shows all debtors that meet the selected criteria up to 1,000. Use the  filter icon field (at the top of each column) to search for specific content within the results.

Column	Description
Debtor	Debtor name is a link to the Debtor Detail drawer
Debtor #	Debtor identifier number assigned by the lender
Balance	Debtor's outstanding balance
MC#	<p>Motor carrier number</p> <p>NOTE This field is displayed at the FI's discretion.</p> <p>Based on your FI's setup, this number may be a link to your state or federal Department of Transportation (DOT). The Federal Motor Carrier Safety Administration – Safety and Fitness Electronic Records (SAFER) System web address is:</p> <p>https://safer.fmcsa.dot.gov/CompanySnapshot.aspx</p> <p>TIP When viewing an external URL on your mobile Apple device, swipe right to get back to the app.</p>
No Buy	If the debtor's credit status is No Buy or Denied, the lender may add a brief note. Otherwise, this column is blank for debtors with Approved or Call Credit status.
Client Ref #	Unique debtor reference number assigned by the client
Credit Status	<p>Debtor's credit status assigned by your lender:</p> <ul style="list-style-type: none">• Approved – Debtor is eligible for credit requests and has no outstanding credit concerns. This credit status is a link to the Credit Requests form for the debtor.• Call Credit – Debtor may have credit concerns or questions. Contact your lender

Column	Description
	<p>about requesting credit. Note: Your lender can customize this status label.</p> <ul style="list-style-type: none"> • Denied – Debtor has a warning indicator and is not eligible for credit requests. Invoices cannot be purchased. • No Buy – Debtor is not eligible for credit requests. Invoices cannot be purchased. • Pending – Debtor has recently been added and not yet approved by the lender.

Changing search criteria

From search results, you can change the criteria and search again. Choose a method:

- Click **Edit Criteria** to open the criteria form with the current search parameters. Update the criteria and click **Search**.
- Click **Reset** to clear all criteria settings.
- Click **Go Back** to view the previous search without searching again.
- Click the [X] on a search criteria chip (above the grid) to remove it and automatically update the results.

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Adding a debtor

ACCESS

Search > Debtors

Add Debtor ×

Debtor Name

Client Reference Number

Email

Address

Address Line 2

City State Zip

Country

Phone Fax

Motor Carrier Number

Add Debtor Cancel

You can add a debtor from the Search > Debtors screen.

1. From Search > Debtors, close the Debtor Search Criteria form.
2. From Debtor Search, click **New Debtor**.
3. From the Add Debtor form, enter the name and click **Add New**. Continue to complete the other fields.
4. Click **Add Debtor**.

Viewing debtor detail

From Debtor Search results, select a debtor name to open the Debtor Detail drawer, which displays the debtor's contact information, account details, and aging.

"Debtor Detail" on the next page

ACCESS

Search > Debtors > click a debtor name

← LHC Debtor CW
 Client Ref #: LHCREF
 Debtor #: LHC

Total Credit Limit: 300,000.00
 Individual Credit Limit: 300,000.00
 Available Credit: 0.00

1145 Test Street
 Warrior, Alabama 35180
 United States

p: 205-555-5555
 f: 205-555-5555
 e: acoalsen@jhacorp.com

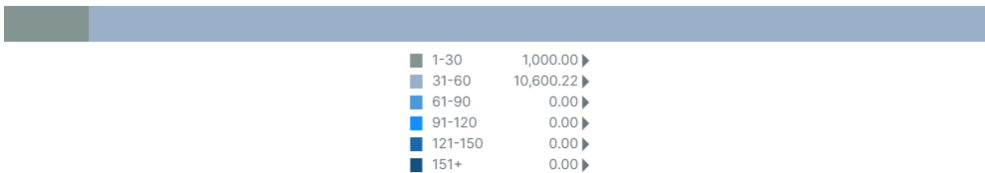
Credit Rating: A+
 Credit Score: 0
 Credit Expires: 12/7/2021
 Credit Expires Months: 6
 Factor Rate Code: A


Original documents required.

Last Purchase Date: 3/24/2022
 Last Payment Date: 1/13/2022

Average Days to Pay (ADTP): 426
 Last 60 Days ADTP: 457
 Last 90 Days ADTP: 0

TOTAL AGING - \$11,600.22



The Debtor Detail drawer displays the debtor's contact information, account details, and aging. To close the drawer and return to the Debtor Search results grid, click the  blue back arrow.

Column	Description
Debtor	Debtor name
Client Ref #	Debtor's reference number as defined by the client
Debtor	Debtor number
Total Credit Limit	Debtor's total credit limit for invoices purchased from any client ("Not Established" = not set)
Individual Credit Limit	Debtor's individual credit limit for invoices purchased from any client

Column	Description
	("Not Established" = not set)
Override Credit Limit	<p>Debtor's override credit limit for invoices purchased exclusively from the selected client</p> <p>NOTE If this limit is set up by the lender, the Total and Individual Credit Limits are not displayed.</p>
Available Credit	Total available credit for the debtor and client relationship.
Attention	Debtor's attention line
Address	Debtor's address
P/F/E	Debtor's phone, fax, and email address
Credit Rating**	Debtor's calculated credit score value (designated by the lender)
Credit Score	Debtor's four-digit DNBi credit score, if available
Credit Expires	Debtor's credit rating expiration date
Credit Expire Months	Number of months until credit expiration
Factor Rate Code	Optional override credit rating that may be used by the lender
Last Purchase Date	Date of debtor's most recent purchase
Last Payment Date	Date of debtor's most recent payment
Average Days to Pay (ADTP)	Average number of days for the debtor to pay invoices
Average Days to Pay (ADTP) – Last 60 Days	Average number of days for the debtor to pay invoices over the last 60 days
Average Days to Pay (ADTP) – Last 90 Days	Average number of days for the debtor to pay invoices over the last 90 days

Column	Description
Total Aging	The sum of amounts in all aging buckets

Viewing debtor aging details

1. From Search > Debtor > Debtor Detail > aging bucket list, click a bucket to view invoice search results for that bucket.
2. Optional: From Invoice Search, click an invoice number to view details.

"Invoices" on page 120

"Invoice Detail" on page 126

Adding a Debtor

You can add a debtor from three locations:

- Search > [Debtors](#)
- Main > [Credit Request](#)
- Main > [Purchases](#) (manually adding invoices and editing a batch)

Adding a debtor in Search > Debtors

ACCESS

Search > Debtors

Add Debtor ×

Debtor Name

Client Reference Number

Email

Address

Address Line 2

City

State

Alabama ▼

Zip

Country

United States of America ▼

Phone

Fax

Motor Carrier Number

Add Debtor

Cancel

You can add a debtor from the Search > Debtors screen.

1. From Search > Debtors, close the Debtor Search Criteria form.
2. From Debtor Search, click **New Debtor**.
3. From the Add Debtor form, enter the name and click **Add New**. Continue to complete the other fields.
4. Click **Add Debtor**.

Adding a debtor in Main > Credit Request

ACCESS

- Main > Credit Request > Credit Requests activity grid > click New Request (below grid)
- Main > Dashboard > Quick Task buttons > Request Credit

You can add a debtor when requesting credit.

1. Access the Credit Request form.
2. From the Credit Request form, select **Add New** and continue to complete the name and the other fields.
3. Click **Submit**.

NOTE

Your lender must approve a **new debtor** for the debtor name to appear in the Credit Requests activity grid. "Pending New Debtor" is displayed in the Debtor column until the new debtor is approved. Use the



refresh icon to check for status updates from your lender.

Adding a debtor in Main > Purchases

ACCESS

- **Create batch:** Main > Purchases > click **Upload** > select **Manual Entry** > Add Invoices
- **Edit batch:** Main > Purchases > click batch number > click **Add** > **Invoice** > Add Invoices

You can add a debtor when manually adding invoices and editing batches.

1. Access the Add Invoices form.
2. Enter the invoice fields.
3. In the Debtor Name field, select **Add New** and continue to complete the name and the other fields.
4. Click **Save**.

Documents

Documents

ACCESS

Search > Documents

Documents

from 04/11/2021 to 05/11/2021 [Search](#) [Request](#)

SELECT	DOCUMENT	STATUS	TYPE	DETAILS	REQUESTED BY	CREATED ON
<input type="checkbox"/>						
<input type="checkbox"/>	Purchase Report - 127	Available	Report		User	5/3/2021 2:31:40 PM
<input type="checkbox"/>	Purchase Report - 130	Available	Report		User	5/2/2021 8:47:18 PM
<input type="checkbox"/>	Purchase Report - 128	Available	Report		User	4/29/2021 2:27:24 PM
<input type="checkbox"/>	Collection Report - 103	Available	Report		User	4/29/2021 10:23:18 AM
<input type="checkbox"/>	Advance Summary Report*	Failed	Report		User	4/27/2021 3:40:54 PM
<input type="checkbox"/>	Chargeback Report	No Data	Report	4/27/2021 - 4/27/2021	User	4/27/2021 3:36:43 PM

Showing 1 to 6 of 6 entries First Previous Next Last

[Delete](#)

You can search, download, and view documents in the Documents screen. The Documents grid defaults to all documents from the last 30 days.

Searching for documents

Tips

From the grid you can:

- **Select date/range.** Use the date selection fields to search for a different range, a specific date, or items before or after a specific date. Then click **Search**.
- **Filter the list.** Click the column filter icons to enter the search criteria and refine the list. To clear the filter, press **[Backspace]**.
- **Refresh the list.** Click the refresh icon at the top right to refresh the screen for up-to-date information.

Searching

1. From Search > Documents, use the date fields (above the grid) to search for documents by their Created On date. (Enter only a **From** date to retrieve all documents on or after that date. Enter only a **To** date to retrieve all documents on or before that date.)
2. Find your documents in the results grid.

Column	Description
Select	<p>To delete documents from the Web Portal:</p> <ol style="list-style-type: none"> 1. From Search > Documents, select the check boxes for the documents to be deleted. 2. Click Delete. 3. In the confirmation message, click Continue.
Document	Document title
Status	<p>Document status:</p> <ul style="list-style-type: none"> • Available – Click to download and view the document. • Failed – The document failed to generate. Try again or contact the lender. • No Data – The document could not be generated because the search parameters match no data. • Waiting – The document request is queued in the system. • Processing – The system is generating the document.
Type	<p>Document types include:</p> <ul style="list-style-type: none"> • Reports – Clients can request reports, or the lender can send reports to you. • Exports – Your lender can send you data exports.
Details	<p>Date range for the document</p> <p>NOTE Exports and Transaction reports do not display details in this column.</p>
Requested By	"User" or "System" (sent by the lender)
Created On	Document creation date

Downloading and viewing a document

You can download and view documents.

1. From Search > Documents, find the document and click **Available** in the Status column.
2. Access the document from the browser's Downloads folder.

TIP

When viewing Documents on your mobile Apple device, swipe right to return to the app.

Deleting a document

To delete documents from the Web Portal:

1. From Search > Documents, select the check boxes for the documents to be deleted.
2. Click **Delete**.
3. In the confirmation message, click **Continue**.

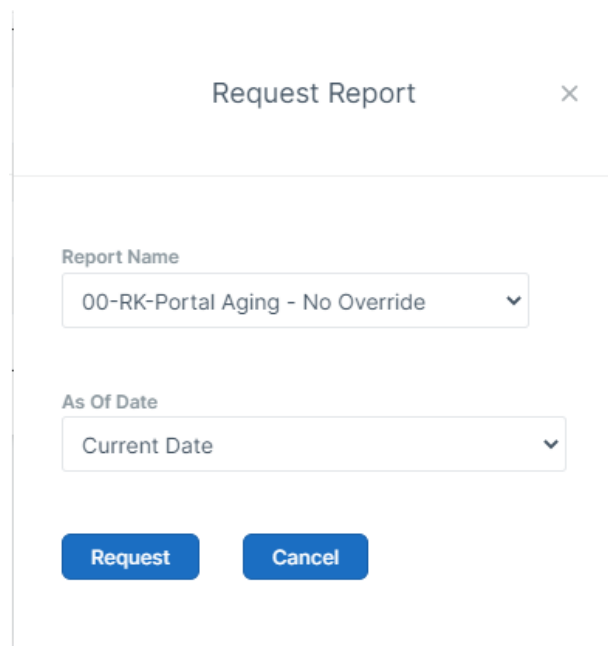
Reports

Web Portal reports are presented as "documents" along with exports in the Documents screen.

Requesting a report


ACCESS

- Main > Dashboard > Quick Tasks > Request Report > Request Report form
- Search > Documents > Request Report > Request Report form



The screenshot shows a web form titled "Request Report" with a close button (X) in the top right corner. The form contains two dropdown menus: "Report Name" with the selected value "00-RK-Portal Aging - No Override" and "As Of Date" with the selected value "Current Date". At the bottom of the form are two blue buttons: "Request" and "Cancel".

1. From the Report Request form, select a report from the selection list.
2. From the report's setup options, select the report parameters.
3. Click **Submit**.
4. Find the requested report in the Documents grid. Reports do not appear instantly and may take a few minutes to generate.

Refresh the list. Click the  refresh icon at the top right to refresh the screen for up-to-date information.

TIP

Go to Dashboard > Documents > Requested to find new reports.

Viewing reports sent by the lender

ACCESS

- Main > Dashboard > Documents > Issued
- Search > Documents > search results > filter for "System" in Requested By column

Reports from the lender with important information about your account are listed in the Documents grid > Requested By column as **System**.

Dashboard

1. From Main > Dashboard > Documents, click **Issued** for the most recent documents (exports and reports) from the lender.
2. Click a report name.
3. Access the report from the browser's Downloads folder.

Documents

1. From Search > Documents, filter the Requested By column to find the **System** reports.
2. Click a report name.

Downloading and viewing a report

You can download and view documents.

1. From Search > Documents, find the document and click **Available** in the Status column.
2. Access the document from the browser's Downloads folder.

TIP

When viewing Documents on your mobile Apple device, swipe right to return to the app.

Deleting a report

ACCESS

Search > Documents > search results > select check boxes for reports to delete > click Delete

To delete documents from the Web Portal:

1. From Search > Documents, select the check boxes for the documents to be deleted.
2. Click **Delete**.
3. In the confirmation message, click **Continue**.

Invoices

Invoices

ACCESS

Search > Invoices

Invoice Search

Edit Criteria

EXCLUDES NON-FACTORED X

SELECT	INV #	AMOUNT	INV BALANCE	DEBTOR	PO#	AGE	INV DATE	PURCHASE DATE	DUE DATE	DEBTOR #	STATUS	IMAGES	NOTES
<input type="checkbox"/>	<input type="text"/>			<input type="text"/>	<input type="text"/>					<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>	INV0407	2,000.00	2,000.00	M DEBTOR	2344	23	4/7/2021	4/7/2021	5/7/2021	TJXCO017011	Open		
<input type="checkbox"/>	8790p	5,437.00		RUE GILT GROUPE			3/10/2021	3/19/2021	4/9/2021	RUEGIO22101	Pending		
<input type="checkbox"/>	616	2,803.40	2,803.40	RM Warehouse		353	5/12/2020	3/19/2021	6/11/2020	234234	Past Due		
<input type="checkbox"/>	617	1,765.94	1,765.94	RM Warehouse		353	5/12/2020	3/19/2021	6/11/2020	234234	Past Due		
<input type="checkbox"/>	618	6,622.00	6,622.00	RM Warehouse		353	5/12/2020	3/19/2021	6/11/2020	234234	Past Due		
<input type="checkbox"/>	8980	2,303.40	2,303.40	RM Warehouse	P000671458	383	4/12/2020	3/19/2021	5/12/2020	234234	Past Due		
<input type="checkbox"/>	8981	1,715.94	1,715.94	RM Warehouse	P000672688	383	4/12/2020	3/19/2021	5/12/2020	234234	Past Due		
<input type="checkbox"/>	8982	422.00	422.00	RM Warehouse	10750	383	4/12/2020	3/19/2021	5/12/2020	234234	Past Due		
<input type="checkbox"/>	3284	23,939.50	0.00	LIBERTY SENIOR HIGH SCHOOL		673	6/27/2019	6/28/2019	8/29/2019	LIBER127541	Paid		
<input type="checkbox"/>	RF1	172,681.53	0.00	ROSENTHAL MISCELLANEOUS (STAR)		747	4/14/2019	4/14/2019	5/14/2019	ROSEN100180	Paid		1

Showing 1 to 10 of 10 entries


FirstPreviousNextLast

Submit

You can search for and view invoices in the Invoices screen.

Searching for invoices

1. From Search > Invoices, the Invoice Search Criteria form is immediately displayed.
2. Complete the search criteria fields to refine your results or leave blank to return all invoices up to 1,000.

Field	Description
Member Clients	Portfolio-level accounts can Search All members by default or select a member from the drop-down menu.
Debtor (name or #)	Select Exact Match, Contains, or Begins with to refine results. When searching by debtor name using the Exact Match option, the system suggests existing debtors as you type.
Invoice Status	Choose Any Status, Denied, Disputed, Held, Open, Paid, Past Due, Pending, Pending Approved, or Pending Verified.
Exclude Non-Factored	Select this check box to exclude non-factored invoices.
Invoice Number	Select Exact Match, Contains, or Begins with to refine results.
Purchase Order Number	Select Exact Match, Contains, or Begins with to refine results.
Date by	Select a date type: Invoice, Due, or Purchase. The  info icon shows your account's aging preference. You can enter one date to retrieve all invoices on/after or on/before that date.
Amount by	Select an amount type: Invoice or Balance. You can enter one amount to see all invoices greater than/equal to or less than/equal to that amount.

3. Select an action:


- **Search** – to retrieve results.

TIP

If the results exceed the 1,000 maximum, **refine your search criteria** instead of using filters, which only search within the 1,000 results.

- **Go Back** – to view the previous search without searching again.
- **Reset** – to clear all criteria settings.

Invoice search results

The Invoice Search results grid shows all invoices that meet your selected criteria up to 1,000. Use the  filter icon field (at the top of each column) to search for specific content within the results.

- **Client accounts** go to a filtered Invoice Search results grid when you click an aging bucket amount in the Top Debtors and Total Aging widget on the Dashboard.
- **Portfolio client accounts** go to a filtered Invoice Search results grid when you click any amount in the Top Clients and Balances and Top Debtors and Balances widgets.

Column	Description
Select	Select the applicable check boxes to add collection notes (not displayed for portfolio-level accounts)
Inv #	Invoice number is a link to the Invoice Detail drawer
Amount	Invoice amount
Inv Balance	Remaining invoice balance
Debtor	Debtor associated with the invoice (not displayed for member debtor accounts)
PO #	Purchase Order number associated with the invoice, if one exists
Age	Invoice age from the Due Date, Purchase Date, or Invoice Date based on system preferences
Inv Date	Invoice date (future date is allowed)

Column	Description
Purchase Date	Invoice purchase date
Due Date	Date set by the lender for the invoice to be paid
Debtor #	Debtor identifier number
Client	Client associated with the invoice (not displayed for client accounts)
Status	<p>Invoice status:</p> <ul style="list-style-type: none"> • Denied • Disputed* • Dispute Pending • Held • Non-Factored • Open • Paid • Past Due • Pending • Pending Approved • Pending Verified <p>*When a disputed invoice is eventually paid:</p> <ul style="list-style-type: none"> • Its status is Paid in the Invoice Search grid. • The Invoice Detail drawer displays the Dispute Details (dispute code and note).
Images	<p>Chip with the number of invoice images is a link to the Images drawer, where you can click Download All for all images in a single PDF</p> <p>NOTE Landscape images (width is greater than height) are rotated for display on all</p>

Column	Description
	devices.
Notes	Chip with the number of invoice notes is a link to the Notes drawer

Changing search criteria

From search results, you can change the criteria and search again. Choose a method:

- Click **Edit Criteria** to open the criteria form with the current search parameters. Update the criteria and click **Search**.
- Click **Reset** to clear all criteria settings.
- Click **Go Back** to view the previous search without searching again.
- Click the [X] on a search criteria chip (above the grid) to remove it and automatically update the results.

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Viewing invoice detail

From Invoice Search results, select an invoice number (INV #) to open the Invoice Detail drawer, which displays summary information for the invoice and its associated transactions.

"Invoice Detail" on page 126

Viewing Advance Activity detail

You can view the Advance Activity drawer even if there is no activity yet.

ACCESS

- Search > Purchase Orders > click a PO# in **Approved** or **Settled** status
- Search > Invoices > click a PO# in **Approved** or **Settled** status

Column	Description
Debtor	Debtor name
Amount	Dollar amount of the purchase order
PO Date	Purchase order date, sometimes labeled Order Date
Ship Date	Date the client expects to fulfill the purchase order
Expiration Date	<p>Date the purchase order expires</p> <p>The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.</p>
Terms	Applicable purchase terms
Comments	Purchase order notes entered when the PO is added in FactorSoft
Date	Date of the advance or settlement transaction
Batch #	Unique identifier assigned to the invoice batch
Type	<p>Transaction type of the activity for the PO:</p> <ul style="list-style-type: none"> • Advance – an advance is processed • Buy – the invoice associated with the PO is purchased
Status	<p>Status of the advance</p> <ul style="list-style-type: none"> • Pending • Processed
Inv #	Invoice number from which the purchase order advance was settled
Advance	Pending purchase order advance amount
Settlement	Amount settled for the purchase order advance by deduction from invoice purchase

Portfolio-level users must sign in as the member to dispute an invoice for the member level.

Adding a collection note

You can add collection notes on unpaid invoices from the Web Portal.

"Collection Notes" on page 130

Invoice Detail

ACCESS

Search > Invoices > click an invoice number

Invoice Search

Invoice: 033021-5 Status: Past Due

Debtor: Amanda Coalson Debtor

Amount: 1,325.99 Purchase Date: 3/30/2021
Balance: 1,325.99 Recourse Days: 0
Fee Escrow: 0.00 Funded: Yes
Fee Earned: 16.57
Add'l Fee Accrued: 0.00
Reserve Escrow: 265.20

Transactions

BATCH #	AMOUNT	DATE	STATUS	TYPE
142	1,325.99	3/30/2021	Processed	Purchase

Showing 1 to 1 of 1 entries

First Previous Next Last

The Invoice Detail drawer displays summary information for the invoice and its associated transactions.

To close the drawer and return to the Invoice Search results grid, click the  blue back arrow.

Field or Column	Description
Invoice #	Invoice number
Status	Invoice status: <ul style="list-style-type: none">DeniedDisputed*Dispute PendingHeldNon-Factored

Field or Column	Description
	<ul style="list-style-type: none"> • Open • Paid • Past Due • Pending • Pending Approved • Pending Verified <p>*When a disputed invoice is eventually paid:</p> <ul style="list-style-type: none"> • Its status is Paid in the Invoice Search grid. • The Invoice Detail drawer displays the Dispute Details (dispute code and note).
Debtor	Debtor associated with the invoice (displayed only for portfolio-level accounts)
Client	Client associated with the invoice (not displayed for client accounts)
Amount	Invoice amount
Balance	Remaining invoice balance
Fee Escrow	Fee escrow amount, if applicable
Fee Earned	Fee amount earned on the invoice, if applicable
Add'l Fee Accrued	Additional fee accrued amount, if applicable
Reserve Escrow	Reserve escrow amount, if applicable
Description	Any additional invoice-related information, such as the bill of lading or trailer numbers
Purchase Date	Invoice purchase date
Days Due	Days remaining until due
Recourse Days	Days remaining until recourse

Field or Column	Description
Funded	Yes if the invoice is funded or No if the invoice is non-funded
Dispute Details	If applicable, the dispute details are displayed
Carrier Payments	Carrier name, due date or payment date, and amount

Transactions grid

Transactions

BATCH #	AMOUNT	DATE	STATUS	TYPE
142	1,325.99	3/30/2021	Processed	Purchase

Showing 1 to 1 of 1 entries

First Previous Next Last

The Transactions grid is displayed for transactions associated with the invoice.

Field or Column	Description
Batch #	Transaction batch # is a link to download a Transaction Report, which you can access in Search > Documents or Main > Dashboard > Documents.
Amount	Transaction amount
Date	Transaction date
Status	<p>Transaction status:</p> <ul style="list-style-type: none"> • Being Created – Transaction has been submitted to the lender • Pending, Ready to Update – Transaction is being worked by the lender and may require some type of approval before it can be processed • Pending, Problems – Incomplete transaction being worked by the lender • Scanned, Ready to Post – Transaction has been worked by the lender and passed any required verification/approval process • Processed – Completed transaction
Type	Transaction type:

Field or Column	Description
	<ul style="list-style-type: none"> • ABL Additional Fee Posting – Bulk collateral additional fee postings (posted at Bulk A/R Certificate postings) • ABL Adjustment – Bulk collateral facility adjustment posting transactions • ABL Collection – Detail collateral payment transactions • ABL Funding/Disbursement – Bulk collateral facility disbursement posting transactions • ABL Statement* – Adjustment posting for a bulk collateral facility • ABL Transfer To – Bulk collateral facility transfer entry that increases the loan balance of the sending facility • Adjustment* – Factoring adjustment • Cash Posting* – Payment • Client Fee Statement* – Statement of client fees • Disbursement* – Factoring reserve release • Merchant Statement* – Month-end statement • NSF* – Reversal for non-sufficient funds • Payment* – Payment posting for a bulk collateral facility • Payment Reserve* – Bulk collateral payment reserve release posting transactions • Payout* – Purchase order advance • PO Finance* – Purchase order settlement • Post Accrued Fee – Bulk collateral facility accrual posting transactions • Purchase* – Invoice batch purchase • Statement* – Adjustment posting for a bulk collateral facility • Transfers Sent* – Bulk collateral facility transfer entry that increases the loan balance of the sending facility • Transfers Received* – Bulk collateral facility transfer entry that reduces the

Field or Column	Description
	loan balance of the receiving facility

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

Collection Notes

Factoring clients can add collection notes on unpaid invoices from the Web Portal. Collection notes across multiple invoices can only be entered on invoices from the same debtor.

NOTE

Invoices with a status of Paid, Pending, or Disputed are not eligible for a client collection note.

Adding a collection note

ACCESS

Search > Invoices > search results > select check boxes for invoices to add a note > click Submit and choose Collection Note

Add Collection Note

×

Spoke To

Select a Contact

▼

Add New

First Name

Last Name

Title

Response

Select a Response

▼

Action

Select an Action

▼

Date

mm/dd/yyyy

📅

Note

Add Collection Note

⌨

Save

Cancel

A single collection note can be applied to all selected invoices.

1. From Search > Invoices > search results, select the check boxes for the invoices applicable to the collection note.
2. Click **Submit** and choose **Collection Note**.
3. From the Collection Note confirmation, click **Continue**.
4. From Add Collection Note, select the contact from the Spoke To selection list.
5. Optional: To add a contact, select **Add New** and enter the new contact's first name, last name, and title.
6. Select an appropriate response.
7. Select an action:

Web Portal Client Administrator Guide
Search

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v4.7


jh

- Call Back – debtor contact agreed to call back by a specific date.
 - No Date – no "Will Pay" or "Call Back" date was agreed to.
 - Will Pay – debtor contact agreed to pay the invoices by a specific date.
8. Enter the action date (promised "Will Pay" or "Call Back" date).
 9. In the Note field, add the collection note.
 10. Click **Save**.

The collection note is saved to the invoice, the Notes count chip is updated, and the new note is available in the Notes drawer.




Viewing collection notes

ACCESS



- **Invoices screen:** Search > Invoices > click an invoice's  open icon > click Notes count chip
- **Invoice Detail drawer:** Search > Invoices > click invoice number > click Notes count chip

You can view collection notes for a specific invoice from two paths.

From the Invoices screen

1. From Search > Invoices, click the invoice's  open arrow to show summary info under the row.
2. From the summary info, click the Notes count chip to view the Notes drawer.
3. To close the Notes drawer and return to Invoices, click the  blue back arrow.
4. Click the invoice's  close arrow to close the summary info.

From the Invoice Detail drawer

1. From Search > Invoices, click the INV# (invoice number) to access the Invoice Detail drawer.
2. From the Invoice Detail drawer, click the Notes count chip (top right).
3. To close the Notes drawer and return to Invoice Detail, click the  blue back arrow.
4. To close the Invoice Detail drawer and return to Invoices, click the  blue back arrow.

NOTE

Collection notes cannot be edited. If you need to clarify something in an existing note, add a new note.

Invoice Dispute

ACCESS

Search > Invoices > search results > select check boxes for invoices to dispute > click Submit and choose Dispute

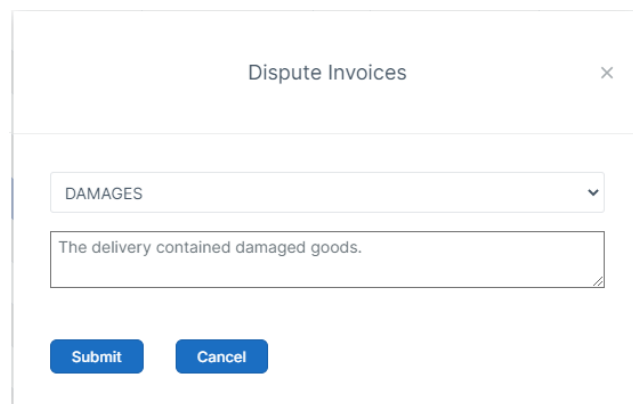
Based on system preferences, you may be able to dispute invoices to initiate a claim that an invoice should not be paid (due to a potential problem, an error, or a change in circumstances). A single dispute reason code applies to all selected invoices. If you have invoices to dispute for different reasons, group the invoices and conduct separate dispute actions for each reason.

NOTE

Invoices with a status of Paid, Disputed, or Non-factored cannot be disputed. When a disputed invoice is eventually paid:

- Its status is Paid in the Invoice Search grid.
- The Invoice Detail drawer displays the Dispute Details (dispute code and note).

Disputing an invoice



The screenshot shows a modal window titled "Dispute Invoices" with a close button (X) in the top right corner. Inside the modal, there is a dropdown menu currently showing "DAMAGES". Below the dropdown is a text input field containing the text "The delivery contained damaged goods." At the bottom of the modal, there are two buttons: "Submit" and "Cancel".

Portfolio-level users must sign in as the member to dispute an invoice for the member level.

A single dispute reason code applies to all selected invoices.

1. From Search > Invoices > search results, select the check boxes for the invoices to dispute.
2. Click **Submit** and choose **Dispute**.
3. From the Dispute Invoices confirmation, click **Continue**.
4. From Dispute Invoices, select the dispute code.
5. Optional: Add a note.
6. Click **Submit**.

Payments

Payments

ACCESS

Search > Payments

Payment Search Edit Criteria								
DEBTOR CONTAINS 'AMA' X		CHECK AMOUNT BETWEEN \$0 AND \$61,000 X						
DEBTOR	POSTED DATE	CHECK DATE	CHECK #	AMOUNT	APPLIED TO A/R	CHARGEBACK	GIVEBACK	IMAGES
<input type="text"/>			<input type="text"/>					
Amanda Test Debtor	4/30/2021	4/30/2021	1313	300.00	300.00	0.00	0.00	
Amanda Test Debtor	4/30/2021	4/30/2021	1515	100.00	100.00	0.00	0.00	
Amanda Test Debtor	4/8/2021	4/8/2021	123	30,000.00	30,000.00	0.00	0.00	
Amanda Test Debtor	4/1/2021	4/1/2021	1111	1,300.00	1,300.00	200.00	0.00	
Amanda Test Debtor	3/15/2021	3/15/2021	1234	3,500.00	3,500.00	0.00	0.00	
Amanda Test Debtor	3/9/2021	3/9/2021	1500	2,000.00	2,000.00	0.00	0.00	
Amanda Debt -from CW	3/3/2021	3/3/2021	125	1,000.00	1,000.00	0.00	0.00	
Amanda Debt -from CW	3/2/2021	3/2/2021	0003	1,500.00	1,500.00	500.00	0.00	
Amanda Test Debtor	2/24/2021	2/24/2021	000104	500.00	500.00	0.00	0.00	
Amanda Test Debtor	2/24/2021	2/24/2021	00103	150.00	150.00	0.00	0.00	
Amanda Test Debtor	2/28/2020	2/28/2020	CB111	26,500.00	26,500.00	0.00	0.00	
Showing 1 to 11 of 11 entries								
First Previous Next Last								

You can search and view payments in the Payment Search screen.

Searching for payments

Payment Search Criteria

☒ Debtor Name ☐ Debtor #

Contains ▼

Check Number

Exact Match ▼

Date by ☒ Payment Posted ☐ Check Date

from

to

Check Amount

min

max

Search

Go Back

Reset

1. From Search > Payments, the Payment Search Criteria form is immediately displayed.
2. Complete the search criteria fields to refine the results or leave blank to return all invoices up to 1,000.

Field	Description
Member Clients	Portfolio-level accounts can Search All members by default or select a member from the drop-down menu.
Debtor (name or #)	Select Exact Match, Contains, or Begins with to refine results. When searching by debtor name using the Exact Match option, the system suggests existing debtors as you type.
Check Number	Select Exact Match, Contains, or Begins with to refine results.
Date by	Select a date type: Payment Posted or Check Date. You can enter one date to

Field	Description
	retrieve all payments on/after or on/before that date.
Check Amount	You can enter one amount to see all payments greater than/equal to or less than/equal to that amount.

3. Select an action:

- **Search** – to retrieve results.


TIP

If the results exceed the 1,000 maximum, **refine your search criteria** instead of using filters, which only search within the 1,000 results.

- **Go Back** – to view the previous search without searching again.
- **Reset** – to clear all criteria settings.

Payment Search results

The Payment Search results grid shows all payments that meet your selected criteria.

Column	Description
Client	Client associated with the payment (displayed only for portfolio client accounts)
Debtor	Debtor associated with the payment
Posted Date	Date the payment posted
Check Date	Date of the check associated with the payment
Check #	Check number is a link to the Check Detail drawer.
Pending	 Check mark is displayed for pending payments.
Amount	Payment amount
Applied to A/R	Amount applied to the A/R balance

Column	Description
Chargeback	Amount allocated as a chargeback
Giveback	Amount allocated as a giveback credit
Images	<p>Chip with the number of payment images is a link to the Images drawer, where you can click Download All for all images in a single PDF</p> <p>NOTE Landscape images (width is greater than height) are rotated for display on all devices.</p>

Changing search criteria

From search results, you can change the criteria and search again. Choose a method:

- Click **Edit Criteria** to open the criteria form with the current search parameters. Update the criteria and click **Search**.
- Click **Reset** to clear all criteria settings.
- Click **Go Back** to view the previous search without searching again.
- Click the [X] on a search criteria chip (above the grid) to remove it and automatically update the results.

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Viewing check detail

From Payment Search results, select a Check # to open the Check Detail drawer, which displays a grid of all payment applications.

"Check Details" below

Check Details

ACCESS

- **Factoring:** Search > Payments > click a check number
- **ABL:** Search > Payments > click Details link (in Check # column)

← Check CB111


INV #	PO#	INV DATE	AMOUNT	BALANCE	PMT	ESCROW	FEE DAYS	FEE EARNED
0216		2/2/2020	1,000.00	0.00	1,000.00	0.00	0	0.00
021721	AGC021721	2/28/2020	5,000.00	0.00	5,000.00	0.00	0	0.00
021721-2		2/21/2020	20,000.00	0.00	20,000.00	0.00	0	0.00
021721-2		2/21/2020	20,000.00	0.00	200.00	0.00	0	0.00
021921		2/28/2020	500.00	0.00	500.00	0.00	0	0.00

Showing 1 to 5 of 5 entries

First Previous Next Last [Export](#)

Factoring – The Check Details drawer displays a grid of the invoices to which the check is applied.

ABL – The Check Details drawer displays a grid of invoices, balances, and payments.

To close the drawer and return to the Payment Search results grid, click the  blue back arrow.

Column	Factoring	ABL	Description
Inv #	✓	✓	Invoice number with a payment application
PO #	✓		Purchase order number associated with the invoice
Inv Date	✓	✓	Invoice date (future date is allowed)
Amount	✓	✓	Payment amount
Balance	✓	✓	Remaining invoice balance
Payment	✓	✓	Payment amount applied to the invoice
Escrow	✓		Escrow amount, if applicable
Fee Days	✓		Number of days in fee calculation
Fee Earned	✓		Fee amount earned on the invoice, if applicable

Column	Factoring	ABL	Description
Explanation Code	✓		The code (from FactorSoft system) to describe the reason for write-off or chargeback
Description	✓		Further description of the write-off or chargeback

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

Purchase Orders

Purchase Orders

ACCESS

Search > Purchase Orders

You can search for and view existing purchase orders in the Search > Purchase Orders screen.

Viewing the purchase order list

1. From Search > Purchase Orders, the grid is displayed.
2. In the View selection list, select the view to filter by status.

Column	Description
Debtor	Debtor name
PO#	Unique number associated with the invoice
PO Date	Purchase order date, sometimes labeled Order Date
Amount	Dollar amount of the purchase order
Expiration	<p>Date the purchase order expires</p> <p>The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.</p>

Column	Description
Available	Remaining amount available to be advanced
Status	<ul style="list-style-type: none"> • Approved with availability (>\$0) • Settled (approved with \$0 available) • Pending • Denied

Viewing Advance Activity detail

You can view the Advance Activity drawer even if there is no activity yet.

ACCESS

- Search > Purchase Orders > click a PO# in **Approved** or **Settled** status
- Search > Invoices > click a PO# in **Approved** or **Settled** status

Column	Description
Debtor	Debtor name
Amount	Dollar amount of the purchase order
PO Date	Purchase order date, sometimes labeled Order Date
Ship Date	Date the client expects to fulfill the purchase order
Expiration Date	<p>Date the purchase order expires</p> <p>The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.</p>
Terms	Applicable purchase terms
Comments	Purchase order notes entered when the PO is added in FactorSoft
Date	Date of the advance or settlement transaction
Batch #	Unique identifier assigned to the invoice batch

Column	Description
Type	Transaction type of the activity for the PO: <ul style="list-style-type: none"> • Advance – an advance is processed • Buy – the invoice associated with the PO is purchased
Status	Status of the advance <ul style="list-style-type: none"> • Pending • Processed
Inv #	Invoice number from which the purchase order advance was settled
Advance	Pending purchase order advance amount
Settlement	Amount settled for the purchase order advance by deduction from invoice purchase

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Refreshing the Purchase Orders grid

Refresh the list. Click the  refresh icon at the top right to refresh the screen for up-to-date information.

Transactions

Transactions

ACCESS

Search > Transactions

Transactions						
from		to				
06/23/2021		07/23/2021		Search		
BATCH #	AMOUNT	DATE	FACILITY	STATUS	TYPE	
111420397	300.00	7/12/2021	Factoring	Pending, Ready to Update	Disbursement	
111420395	700.00	7/9/2021		Pending, Ready to Update	Purchase	
111420394	560.00	7/1/2021	Factoring	Processed	Purchase	
111420393	500.00	7/1/2021		Pending, Ready to Update	Purchase	
111420392	1,670.00	7/1/2021	Factoring	Processed	Purchase	
Showing 1 to 5 of 5 entries				First	Previous	Next Last Export

You can search for and view transactions in the Transactions screen.

Searching for transactions

1. From Search > Transactions, use the date fields to search for transactions by their Created On date.
2. Find the transactions in the search results grid.

Column	Description
Batch #	<p>Transaction batch # is a link to download a Transaction Report, which you can access in Search > Documents or Main > Dashboard > Documents.</p> <p>For Purchase batches, you can choose the report or the "Purchase Batch Detail Drawer" on page 144.</p> <p>ADMIN TIP</p> <p>**You can show or hide (toggle off) this screen and its columns in Web Portal</p> <p>> Administration > Settings > Screens > Transactions Screen drawer.</p>
Amount	Transaction amount
Facility	The facility associated with the transaction.
Date	Transaction date
Status	Transaction status:

Column	Description
	<ul style="list-style-type: none"> • Being Created – Transaction has been submitted to the lender • Pending, Ready to Update – Transaction is being worked by the lender and may require some type of approval before it can be processed • Pending, Problems – Incomplete transaction being worked by the lender • Scanned, Ready to Post – Transaction has been worked by the lender and passed any required verification/approval process • Processed – Completed transaction
Type	<p>Transaction types (asterisks denote a link to a report):</p> <ul style="list-style-type: none"> • ABL Additional Fee Posting – Bulk collateral additional fee postings (posted at Bulk A/R Certificate postings) • ABL Adjustment – Bulk collateral facility adjustment posting transactions • ABL Collection – Detail collateral payment transactions • ABL Funding/Disbursement – Bulk collateral facility disbursement posting transactions • ABL Statement* – Adjustment posting for a bulk collateral facility • ABL Transfer To – Bulk collateral facility transfer entry that increases the loan balance of the sending facility • Adjustment* – Factoring adjustment • Cash Posting* – Payment • Client Fee Statement* – Statement of client fees • Disbursement* – Factoring reserve release • Merchant Statement* – Month-end statement • NSF* – Reversal for non-sufficient funds • Payment* – Payment posting for a bulk collateral facility • Payment Reserve* – Bulk collateral payment reserve release posting transactions

Column	Description
	<ul style="list-style-type: none"> • Payout* – Purchase order advance • PO Finance* – Purchase order settlement • Post Accrued Fee – Bulk collateral facility accrual posting transactions • Purchase* – Invoice batch purchase • Statement* – Adjustment posting for a bulk collateral facility • Transfers Sent* – Bulk collateral facility transfer entry that increases the loan balance of the sending facility • Transfers Received* – Bulk collateral facility transfer entry that reduces the loan balance of the receiving facility
Images	<p>For ABL Loan Payments: Chip with the number of images is a link to the Images drawer, where you can click Download All for all images in a single PDF</p> <p>NOTE Landscape images (width is greater than height) are rotated for display on all devices.</p>

Exporting search results

After search results are displayed, click **Export** to download a CSV, which you can access in your browser's Downloads folder.

Requesting a Transactions Report

1. From Search > Transactions, select the Batch #.
2. In the Transaction Report Request confirmation, click **Continue**, and then **Close**.
3. From Search > Documents, find the document and click **Available** in the Status column.
4. Access the report from the browser's Downloads folder.

Purchase Batch Detail Drawer

ACCESS

The Purchase Batch Detail drawer displays read-only information for **Purchase** batches. Columns are displayed at the administrator's discretion.

ADMIN TIP

****You can show or hide (toggle off) this screen and its columns in Web Portal**

> Administration > Settings > Screens > Transactions Screen drawer.

Column	Description
Batch #	Unique identifier assigned to the invoice batch
Batch Status	<p>Transaction status:</p> <ul style="list-style-type: none"> • Being Created – Transaction has been submitted to the lender • Pending, Ready to Update – Transaction is being worked by the lender and may require some type of approval before it can be processed • Pending, Problems – Incomplete transaction being worked by the lender • Scanned, Ready to Post – Transaction has been worked by the lender and passed any required verification/approval process • Processed – Completed transaction
Carrier Amount Due	Net due to the carrier (gross minus previous amount and fees)
Carrier Gross Amt	Gross dollar amount of the carrier payment before fees are assessed and previous payments are deducted
Carrier Invoice #	Document number used as the Carrier Invoice #
Carrier Name	Carrier's business name
Carrier Notes	Notes entered by the FI for the carrier payment
Carrier Previous Amt	Dollar amount deducted from the gross amount to determine net due for the carrier payment

Column	Description
Check Date	Date of the check associated with the payment applied to the invoice in the batch
Check #	Check number associated with the payment applied to the invoice in the batch
Debtor	Debtor associated with the invoice in the batch
Denied Amount	Amount of the invoice denied
Description	Invoice description
Fee Earned	Fee amount earned on the invoice, if applicable
Fee Escrow	Fee escrow amount, if applicable
Fee Tax	Fee tax amount, if applicable
Funded Amount	If the invoice is funded, the amount of the invoice funded
Held Amount	Amount of the invoice held
Inv Amount	Invoice amount
Inv Date	Invoice date (future date is allowed)
Inv #	Invoice number
Post Date	Transaction date
Recourse Days	Days remaining until recourse
Reserve Earned	Reserve earned amount, if applicable
Reserve Escrow	Reserve escrow amount, if applicable

Exporting grid results

Click **Export** to download a CSV of the grid, which you can access in the Download folder from your browser.

Client Administration

User Administration

ACCESS

Sign in to Web Portal as an administrator > Main > Administration

Administrator users can set up access to screens, widgets, fields, and grid columns for:

- **All users** – "Settings for All Users" below
- **Individual users** – "Settings for Individual Users" on page 149

Administration
Amanda Test Client

SETTINGS USERS

Widgets

- ☒ Availability Trends
- ☒ Current Availability
- ☒ Facilities
- ☒ Pending Purchases
- ☒ Top Debtors and Total Aging
- ☒ A/R Turn
- ☒ Credit Summary
- ☒ Factoring Activity
- ☒ Top Clients and Balances [1]
- ☒ Aging Summary
- ☒ Documents [2]
- ☒ Pending Disbursements
- ☒ Top Debtors and Balances [1]

Screens

- ☒ Carriers
- ☒ Debtors [2]
- ☒ Facility List
- ☒ Payments [2]
- ☒ Transactions [2]
- ☒ Credit Requests
- ☒ Documents [2]
- ☒ Invoices [2]
- ☒ Purchases

[1] Portfolio only
[2] Portfolio and clients

Save ☐ Remove all User settings

Sign out

NOTE

The **Settings tab** is **global** for all users. Changes made in the Settings tab are reflected in all User Detail drawers. For example, if admin users toggle off the A/R Turn Widget in the Settings tab, it is automatically toggled off for every user, regardless of their customized access settings.

Settings for All Users

ACCESS

Use the Settings tab to control which screens are displayed for **all Web Portal users**. Initially, all items provided by the lender are toggled on by default. Admin users can turn off items as needed to fit the preferences of your business.

"Settings for Individual Users" on the next page

Toggling elements on or off (show/hide) for all users

1. From Main > Administration > Settings, click the toggles on or off for widgets and screens.
2. Optional: To reset all users to the account's settings, select the **Remove all User settings** check box.
3. Click **Save**.

Customizing screen fields and grid columns for all users

Some screen names are displayed as links. For these, you can drill in to show/hide specific columns and fields for all users.

TIP

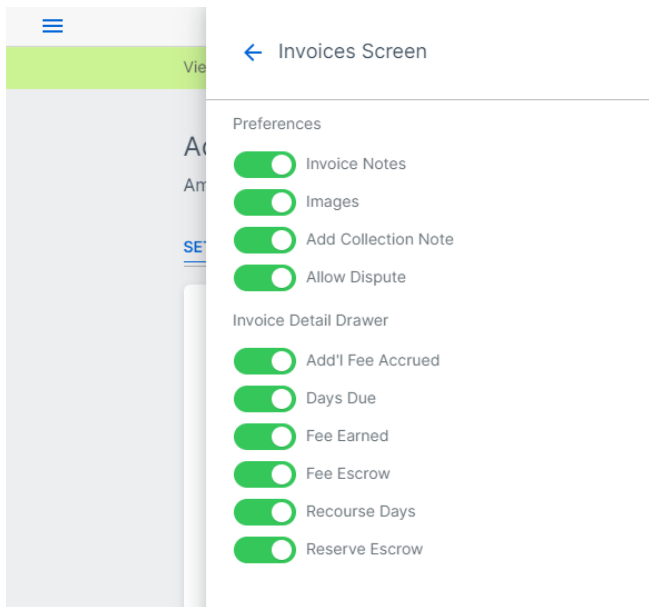
Asterisks (*) indicate a custom setting within the screen. For some settings, bracketed numbers show the account type. The legend (lower right) shows:


Clients:

- [1] = Portfolio only
- [2] = Portfolio and clients

Debtors:

- [1] = Portfolio only
- [2] = Portfolio and debtors



1. From Main > Administration > Settings, click the toggle on to show the screen.
2. Click the screen name (link) to view the advanced settings drawer.
3. From the drawer, click the toggles for the columns, fields, and preferences to show or hide for all users.
4. Click the  blue back arrow to close the drawer.
5. Click **Save**.

ADMIN NOTE

When setting up the **Purchases** options in the advanced settings drawer, ensure the fields with options in both categories are set as intended. For example, if you toggle off Load Number for manual entry, then you may want to toggle it off in the Edit Batch drawer.

- **Manually Add Invoices** – all settings control both Add Invoices and Edit Invoices.
- **Edit Batch Columns** – the settings control the columns displayed in the Edit Batch drawer.

"Settings for Individual Users" below

Settings for Individual Users

ACCESS

Sign in to Web Portal as an administrator > Main > Administration > Users

Go to the Users tab to add and edit Web Portal users, view the list of users, and manage their access settings.

Administration

RM Client

SETTINGS

USERS

NAME	EMAIL	ACTIVE	PORTAL ACCESS	ADMIN	CUSTOM SETTINGS
Allison Beck	abeck@gmail.com	✓	✓		
Simon Dial	simond@mailinator.com	✓	✓		
Zuzu Dial	zuzudial@mailinator.com	✓	✓		
Client Member	Portal042021+CM@gmail.com	✓	✓		
Client Admin Member	Portal042021+CAM@gmail.com	✓	✓	✓	

Showing 1 to 5 of 5 entries

First

Previous

Next

Last

Export

New User

Column	Description
Name	User name is a link to the User Detail drawer
Email	User's email address
Active	✓ check mark is displayed for active users
Portal Access	✓ check mark is displayed for users with access to Web Portal
Admin	✓ check mark is displayed for users with Administration rights
Custom Settings	✓ check mark is a link to the selected User Detail drawer

Exporting grid results

Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

ACCESS

Sign in to Web Portal as an administrator > Main > Administration > Users > click user's name

Jon Daniel Coalson
Email Address: jd@mail.com

Edit User

Widgets


<input checked="" type="checkbox"/> Availability Trends	<input checked="" type="checkbox"/> A/R Turn	<input checked="" type="checkbox"/> Aging Summary
<input checked="" type="checkbox"/> Current Availability	<input checked="" type="checkbox"/> Credit Summary	<input checked="" type="checkbox"/> Documents [2]
<input checked="" type="checkbox"/> Facilities	<input checked="" type="checkbox"/> Factoring Activity	<input checked="" type="checkbox"/> Pending Disbursements
<input checked="" type="checkbox"/> Pending Purchases	<input checked="" type="checkbox"/> Top Clients and Balances [1]	<input checked="" type="checkbox"/> Top Debtors and Balances [1]
<input checked="" type="checkbox"/> Top Debtors and Total Aging		

Screens

<input checked="" type="checkbox"/> Carriers	<input checked="" type="checkbox"/> Credit Requests
<input checked="" type="checkbox"/> Debtors [2]	<input checked="" type="checkbox"/> Documents [2]
<input checked="" type="checkbox"/> Facility List	<input checked="" type="checkbox"/> Invoices [2]
<input checked="" type="checkbox"/> Payments [2]	<input checked="" type="checkbox"/> Purchases
<input checked="" type="checkbox"/> Transactions [2]	

Save

[1] Portfolio only
[2] Portfolio and clients

The User Detail drawer displays the selected user's information and Web Portal access settings. To close the drawer and return to the Users grid, click the  blue back arrow.

- User's name (and "Admin User" if applicable)
- User's email address
- Notes – text field for comments about the user
- Selected user's access settings

Adding a user

ACCESS

Sign in to Web Portal as an administrator > Main > Administration > Users > click New User

1. From Main > Administration > Users, click **New User**.
2. From Add User, enter the user's first and last name and email address, and ensure the **Active** status is toggled on.
3. Optional: Toggle on **Portal** if the new user needs access to the Web Portal.
4. Optional: Toggle on **Admin** if the new user needs Administration rights.
5. Optional: Enter notes about the user.
6. Click **Save**.

Editing a user

ACCESS

Sign in to Web Portal as an administrator > Main > Administration > Users > click user's name > User
Detail drawer > click Edit User

Editing a user's information and status

NOTE

You cannot delete a user. To remove a user's access, toggle off the Active status to change to Inactive.

1. From Main > Administration > Users, click the user's name.
2. From User Detail, click **Edit User**.
3. From Edit User, make updates and add notes as needed.
4. Click **Update**.

Editing a user's access settings

1. From Main > Administration > Users, click the user's name.
2. From User Access Settings, click the toggles to show or hide the widgets and screens.
3. Click **Save**.

Customizing screen fields and grid columns for a user

Some screen names are displayed as links. For these, you can drill in to show/hide specific columns and fields for the selected user.

TIP

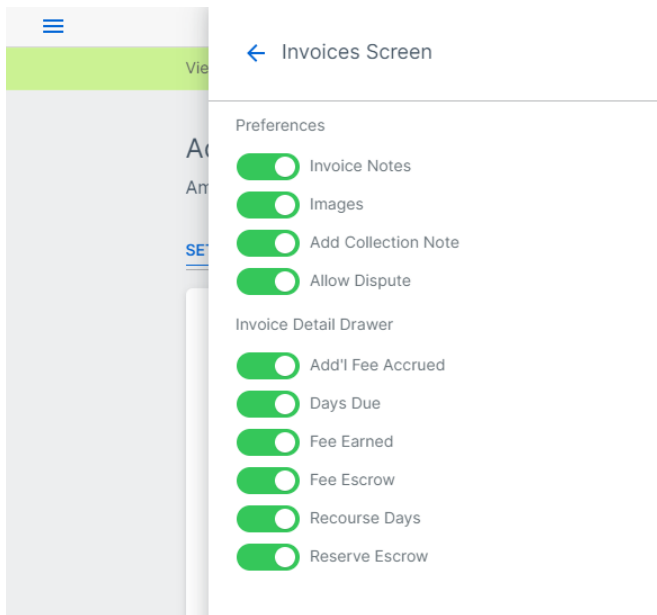
Asterisks (*) indicate a custom setting within the screen. For some settings, bracketed numbers show the account type. The legend (lower right) shows:


Clients:

- [1] = Portfolio only
- [2] = Portfolio and clients

Debtors:

- [1] = Portfolio only
- [2] = Portfolio and debtors



1. From Main > Administration > Users, click the user's name.
2. From User Access Settings, click the toggle on to show the screen.
3. Click the screen name (link) to view the user's advanced settings drawer.
4. From the drawer, click the toggles for the columns, fields, and preferences to show or hide for all users.
5. Click the  blue back arrow to close the drawer.
6. Click **Save**.

ADMIN NOTE

When setting up the **Purchases** options in the advanced settings drawer, ensure the fields with options in both categories are set as intended. For example, if you toggle off Load Number for manual entry, then you may want to toggle it off in the Edit Batch drawer.

- **Manually Add Invoices** – all settings control both Add Invoices and Edit Invoices.
- **Edit Batch Columns** – the settings control the columns displayed in the Edit Batch drawer.


"Settings for All Users" on page 147

Viewing Members

ACCESS

Portfolio-level administrators can view a **read-only** list of members and their custom settings, if any.

From the grid, you can:

- Click a name or Custom Settings  check mark to view the settings.
- Under Contacts, click a chip to view the list of users.
- Click **Export** to download a CSV.

