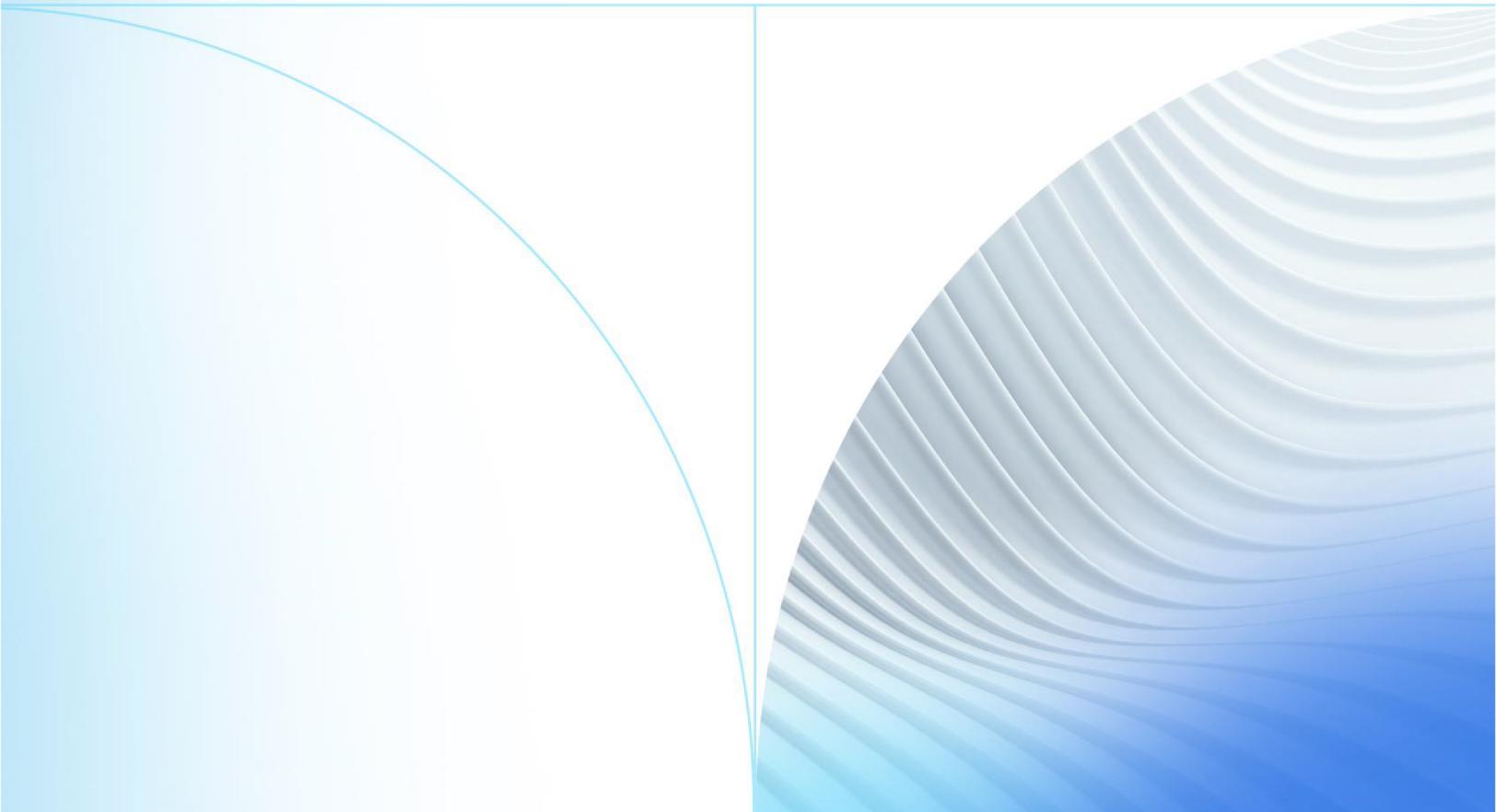




FactorSoft™

• Release v4.7

# Web Portal Administration Guide



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# FI Administration

## Web Portal Settings



# Setting up Web Portal Administrators

You can grant Web Portal administration access to existing FactorSoft users from FactorSoft Administration module.

## Managing administrators in FactorSoft

### ACCESS

FactorSoft > Administration module > Security > Manage Users

You can review the list of users and grant Web Portal administration access in FactorSoft.

1. From FactorSoft > Administration module > Security > Manage Users, select a user from the drop-down list.
2. Select the **Web Admin** (administrator) check box if these settings are applicable.
3. Click **Update** to save changes.

The screenshot shows the 'Manage Users' application window. At the top, there is a 'User:' dropdown menu with 'ACDALS0N' selected, and buttons for 'New', 'Copy', and 'Delete'. Below this is a navigation bar with tabs for 'Details', 'Roles', 'Dates', 'Factoring Limits', 'ABL Limits', and 'Can View'. The 'Details' tab is active, showing a form for user information:

- Description: Amanda Coalson
- Title: Account Executive
- Email: Acoalson@ae.com
- Phone: (205)555-9021, Extension: [ ]
- Fax: (205)555-1922, Internal #: [ ]
- Office restriction: [ ] (with a 'Clear' button)
- Direct report: [ ] (with a 'Clear' button)
- Notes: [ ]
- Checkboxes:  A/E,  Web Admin
- Clear password: [ ]
- Domain/user: [ ]

At the bottom of the window are buttons for 'Print', 'Update', 'Cancel', 'Help', and 'Exit'.

## ADMIN TIP

For security purposes, a FactorSoft user's email address cannot be assigned Web Access as a client, debtor, or broker contact.

# Setting Up Web Portal Access for Accounts

Clients, debtors, and brokers must be granted Web Portal access from FactorSoft.

## NOTE

Clients marked **Inactive** in the FactorSoft > Client Information screen are not displayed in client lists.

Inactive clients and brokers marked **Do Not Report** cannot access the Web Portal.

## Managing client access

### ACCESS

FactorSoft > Office > Client List (F3) > Client Information

You can grant client access to the Web Portal from the **Client Information** screen. When all client settings are complete, click **Modify** to save.

Web Portal Feature	FactorSoft Screen	Action
Allow a client to access the Web Portal	Client Information	Select the <b>Allow Web Access</b> check box.
Allow a client's invoices to display in the Web Portal for debtors associated with the client	Client Information > PayerWeb panel	Select the <b>Allow payer web</b> check box.
Allow a client's invoices to be	Client Information > PayerWeb	Select the <b>Allow disputes</b> check

Web Portal Feature	FactorSoft Screen	Action
eligible for disputes in the Web Portal for debtors associated with the client	panel	box.

## Managing broker access

### ACCESS

FactorSoft > Office > Broker List (F2) > Broker Information

You can grant broker access to the Web Portal from the **Broker Information** screen. When all broker settings are complete, click **Apply** to save.

Broker Information For Amanda Coalson

Code:  Status:

Name, First/Last:

Company:  Phone:

Address:

Fax:

City:  SS #:

Country:  Tax #:

Email:  Expires:

Currency:  Category:

Clients | Instructions | Standard Commission Rate | ABL | Contacts | **Web Access**

Allow web access

Web access ID:

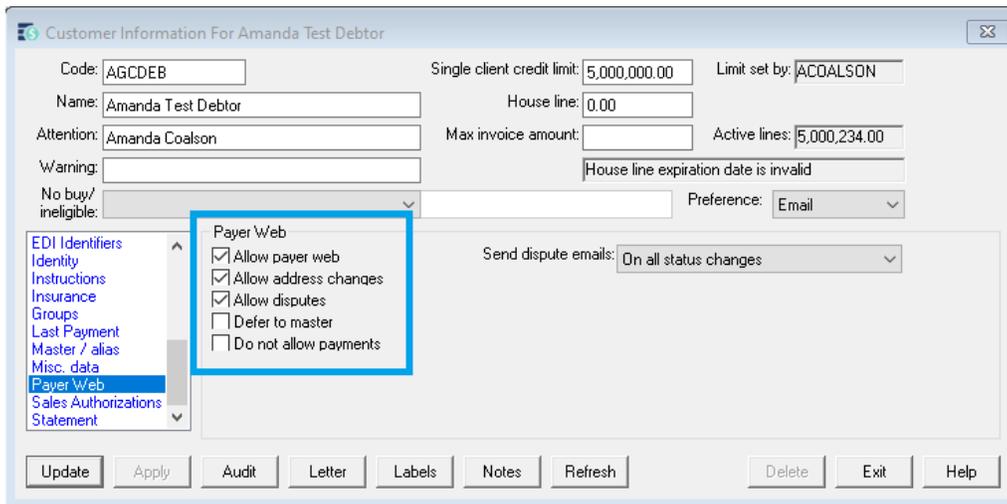
Web password:

Web Portal Feature	FactorSoft Screen	Action
Allow a broker to access the Web Portal.	Broker Information > Web Access tab	Select the <b>Allow Web Access</b> check box.

## Managing debtor access

### ACCESS

You can grant debtor access to the Web Portal from the **Debtor Information** screen. When all debtor settings are complete, click **Update** to save.



Web Portal Feature	FactorSoft Screen	Action
Allow a debtor to access the Web Portal.	Debtor Information > PayerWeb panel	Select the <b>Allow payer web</b> check box.
Allow a debtor to submit address changes in the Web Portal	Debtor Information > PayerWeb panel	Select the <b>Allow address changes</b> check box.
Allow a debtor to submit invoice disputes in the Web Portal	Debtor Information > PayerWeb panel	Select the <b>Allow disputes</b> check box.

# Setting up Web Portal Access for Users

You can grant Web Portal access for existing client, debtor, and broker contacts from FactorSoft or the Web Portal User Detail drawer.

## Managing user access in Web Portal

Refer to "Settings for Individual Accounts" on page 43 to manage user access from the Web Portal.

## Managing user access in FactorSoft

### ACCESS

- FactorSoft > Office > Contact List
- FactorSoft > Office > Client List > select client > Client Information > Contacts panel
- FactorSoft > Office > Debtor List > select debtor > Debtor Information > Contacts panel

You can review the list of users with Web Portal access in FactorSoft.

1. From FactorSoft > Contacts (F4), select a contact from the list.
2. Click **View Contact Information**.
3. Select check boxes for **Web Access** and **Web Admin** (administrator), if these settings are applicable.
4. To view contacts for clients, go to **Client Information**. To view contacts for debtors, go to **Debtor Information**. In the Contact panel, select the contact name and click **View** for contact details.

View/Update Existing Client Contact

Company: Amanda Test Client

First, Last Name: Amanda Coalson

Title: Technical Writer Phone: (205)123-4567

Address: Extension:

City, State, Zip: Fax:

Country: Cell:

Email: acoalson@jackhenry.com

Ownership %:

Comments:

Authority  Cng Rept  
 Attention  Guarantor  
 Notices  Inactivate  
 Web Access  Web Admin

Update Audit Cancel Apply Help

## ADMIN NOTE

The Web Portal provides access based on a **user's unique email address**. The email address used during the B2C sign-up process must be associated with a contact within the client/debtor record to access the Web Portal features.

To view and update the Contacts form, the following security rules need to be set to **YES** in **Security Roles > Contacts > Access**:

- Allow Users to Update Web Access
- Allow Users to Update Web Admin

## Auditing

To review an audit of who has made contact record changes and when, go to FactorSoft > Contact > Audit > Contact Audit History.

# Customizing Your Web Portal for Users

FactorSoft users with administration access can customize the Web Portal to meet business needs.

## Alerts

You can create, send, and manage targeted messages to users by account type.

"Setting up Alerts" on page 26

## Branding

You can choose a color theme, images, and terms and conditions, and set a customized link to your organization's website.

"Branding Your Web Portal" on page 30

## Features

You can decide who sees what.

"Setting up User Access to Web Portal Features" on page 40

## Countries

You can select the countries to include in address selection lists.

"Setting up Countries" on page 48

## Dictionary (Languages)

You can specify translation words in the user interface for French, Spanish, and Alt English.

"Setting up Your Multi-Lingual Dictionary" on page 49

## Preferences

You can set your display preferences for motor carrier and no-relationship debtor information.

"Setting up Preferences" on page 51



# Setting up Alerts

## ACCESS

Web Portal > Administration > Alerts

Alerts allow you to broadcast highly visible announcements and information for Web Portal users. You can designate a message for users by account type and choose specific dates to display the alert. Users can view active alerts in two locations:

- **Alerts banner** – A green banner displays at the top of every screen until the user dismisses it. The banner shows the number of active alerts. Users click the banner to open the Alerts detail drawer for more information.
- **Alerts widget** – The widget displays in first position on the dashboard with the subjects of up to five messages (ranked by earliest expiration date). Users click the alert count, an alert subject, or the **View All** link to open the Alerts detail drawer for more information.

## NOTE

The Alerts banner and widget only display when there are active alerts.

The screenshot shows the 'Alerts' management page. At the top, there are tabs for 'PENDING', 'ACTIVE' (selected), and 'EXPIRED'. Below the tabs is a table with the following columns: SUBJECT, BEGINS, ENDS, CLIENTS, DEBTORS, and BROKERS. The table contains five rows of active alerts. Below the table, there is a 'Showing 1 to 5 of 5 entries' indicator, navigation buttons for 'First', 'Previous', 'Next', and 'Last', and an 'Export' button. A 'New Alert' button is located at the bottom left of the table area.

SUBJECT	BEGINS	ENDS	CLIENTS	DEBTORS	BROKERS
<a href="#">Interest-Free Announcement</a>	6/10/2021	7/31/2021		✓	✓
<a href="#">Holiday Weekend Closures</a>	7/1/2021	7/31/2021	✓	✓	✓
<a href="#">Test Alert</a>	7/8/2021	7/31/2021	✓	✓	✓
<a href="#">Auditing Begins July 2021</a>	7/8/2021	7/31/2021	✓	✓	✓
<a href="#">July - Large Purchase Alert</a>	7/22/2021	7/31/2021	✓	✓	✓

## Creating alerts

1. From Alerts, click **New Alert**.

2. From the New Alert form, complete these fields for the **subject** and the **message** content:

Field	Description
<b>Subject tab</b>	
Language/content	Enter the alert subject in any one or all languages: English, French, and Spanish. Maximum is 100 characters.
Date Range	Enter the beginning and ending date of the alert. (The alert becomes visible to users on the “from” date and displays through the “to” date.)
Account types	Toggle on the account types (Clients, Debtors, Brokers) who should see the alert.  <b>NOTE</b> Clients and debtors include portfolio-level accounts.

Field	Description
<b>Message tab</b>	
Language/content	Enter the alert message in any one or all languages: English, French, and Spanish. Maximum is 2,000 characters.

3. Click **Save** to save the alert.

## Viewing alerts

From Alerts, select a tab:

- **Active** – to view currently displayed alerts.
- **Pending** – to view upcoming alerts.
- **Expired** – to view inactive past alerts.

Column	Description
Subject	Click the subject link to view, edit, or delete an alert.
Begins	The date the alert becomes active for display.
Ends	The last date the alert is active for display.
Clients, Debtors, and Brokers columns	A  check mark is displayed for each account type set to receive the alert.

## Editing or deleting alerts

1. From Alerts, select the Active or Pending tab to view and edit an alert.
2. Select an action:
  - **Update** – to save the alert.
  - **Delete** – to delete the alert.
  - **Cancel** – to discard input and close the form without saving.

### NOTE

Expired alerts cannot be edited or deleted.

## Exporting grid results

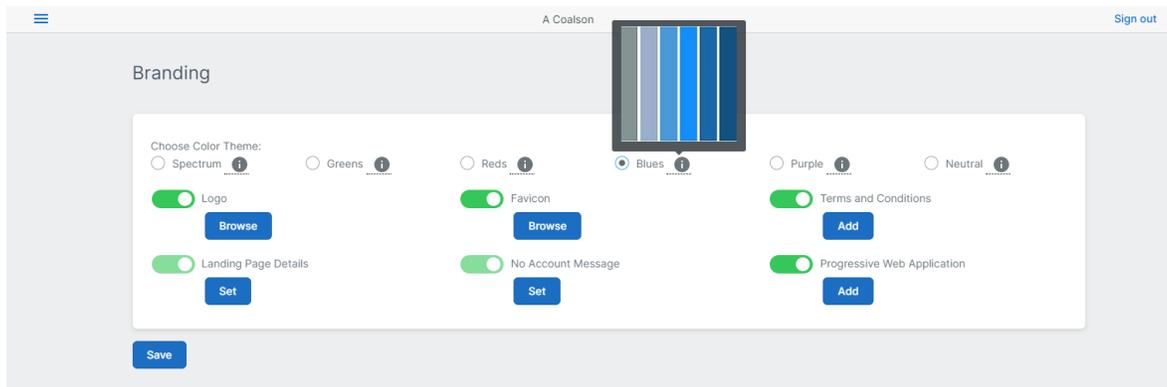
Click **Export** to download a CSV of grid data, which you can access in your browser's Downloads folder.

# Branding Your Web Portal

## ACCESS

Web Portal > Administration > Branding

Use the Branding screen to customize the appearance and links in your Web Portal. After selecting options and uploading images, click **Save**.



Branding Option	Action
Color theme	<p>Select a radio button for the color theme of your Web Portal. This selection determines the array of colors on the landing page, sign-in button, dashboard charts, quick task buttons, and left navigation menu background. Hover over the [i] to preview the colors in each theme.</p>
Logo	<p>Browse to choose an image for the Web Portal to display in the top left corner of the website.</p> <ul style="list-style-type: none"> <li>• Recommended file types: .png and .jpg</li> <li>• Recommended width: 279px</li> </ul>
Browser Tab Details	<p><b>Browser Tab Title</b> – Enter or edit the text to display in the browser tab.</p> <p><b>Favicon</b> – Browse to choose an image to display your favicon in the top left corner of the browser tab.</p> <ul style="list-style-type: none"> <li>• Recommended file types: .png and .jpg</li> </ul>

Branding Option	Action
	<ul style="list-style-type: none"> <li>Recommended size: 128px x128px</li> </ul>
Terms and Conditions	<p>When the Terms and Conditions toggle is on, a link to Terms and Conditions is displayed on the landing screen. You can add Terms and Conditions in English, French, and Spanish versions.</p> <ol style="list-style-type: none"> <li>Toggle Terms &amp; Conditions on and click <b>Add</b>.</li> <li>Complete the Add Terms and Conditions form: <ul style="list-style-type: none"> <li>Optional: Select the check box: <b>Require user to agree to Terms and Conditions at sign-in*</b>.</li> <li>Add the English version.</li> <li>Optional: Add the French and Spanish versions.</li> </ul> </li> <li>Click <b>Ok</b>.</li> </ol> <p>*When this check box is selected, users must accept the Terms and Conditions on the landing screen each time they sign in.</p>
Landing Page Details	<p>You can modify the heading and message on the landing page and add French and Spanish versions.</p> <ol style="list-style-type: none"> <li>Click <b>Set</b>.</li> <li>Complete the Set Landing Page Detail form: <ul style="list-style-type: none"> <li>Modify the English version of the Title and Message, where {0} is the lender name as set in FactorSoft &gt; System Preferences &gt; Identification/System Constants &gt; Name &amp; Address &gt; Lender Name.</li> <li>Optional: Add the French and Spanish versions.</li> </ul> </li> </ol> <p><b>ADMIN NOTE</b>  {0} represents values from the database and is required.</p> <p><b>Title</b> – max 50 characters (excluding FI name).</p>

Branding Option	Action
	<p><b>Message</b> – max 400 characters.</p> <p>3. Click <b>Ok</b>.</p>
No Account Message	<p>You can modify the message users receive when the email address they used to sign up is not associated with an account in FactorSoft and add French and Spanish versions.</p> <ol style="list-style-type: none"> <li>1. Click <b>Set</b>.</li> <li>2. Complete the Set No Account Message form: <ul style="list-style-type: none"> <li>• Modify the English version of the Title and Message.</li> <li>• Optional: Add the French and Spanish versions.</li> </ul> </li> <li>3. Click <b>Ok</b>.</li> </ol>
Progressive Web Application (PWA)	<p>You can brand different instances of the Web Portal linked to one database and customize the PWA name for each instance. Settings made for this open instance apply only to this instance.</p> <p><b>Name/Short Name/Description</b></p> <p>Enter the name information for this instance.</p> <p><b>Small Icon/Large Icon</b></p> <p>Browse to choose an image for the Web Portal to display on the home screen of users' devices for quick access to the mobile app.</p> <ul style="list-style-type: none"> <li>• Recommended file type: .png</li> <li>• Recommended sizes: Small = 192px x 192px and Large = 512px x 512px</li> </ul>

**ADMIN NOTE**



Modifications made in Branding may take several minutes to render because this information is cached in the browser settings.



## Setting up Custom Links

As a part of branding your Web Portal, you can add links at the bottom of the **Main** section in the client and debtor users' left navigation panel. For example, many organizations choose to add a link to their company website. When the user clicks a link, it opens in a new tab in their browser.

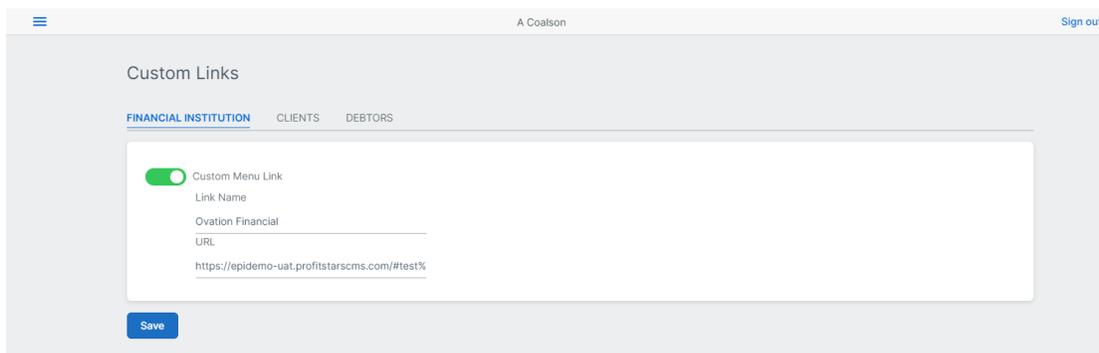
### NOTE

A valid URL must include the prefix **http://** or **https://**.

## Setting up your institution's custom link

### ACCESS

Web Portal > Administration > Custom Links > Financial Institution



The screenshot shows the 'Custom Links' configuration page for a 'Financial Institution'. At the top, there are three tabs: 'FINANCIAL INSTITUTION' (selected), 'CLIENTS', and 'DEBTORS'. Below the tabs, there is a form with a 'Custom Menu Link' toggle switch turned on. The 'Link Name' field contains 'Ovation Financial' and the 'URL' field contains 'https://epidemo-uat.profitstarscms.com/#test%'. A 'Save' button is located at the bottom left of the form.

### Adding the link

1. From the Financial Institution tab, toggle the **Custom Menu Link** on.
2. In the Link Name field, enter the title to display in the users' left navigation panel.
3. In the URL field, enter your website's URL destination.
4. Click **Save**.

### Editing the link

1. From the Financial Institution tab, update the link name or URL as needed.
2. Click **Save**.

## Deleting the link

1. From the Financial Institution tab, toggle the **Custom Menu Link** off.
  2. Click **Save**.
- 

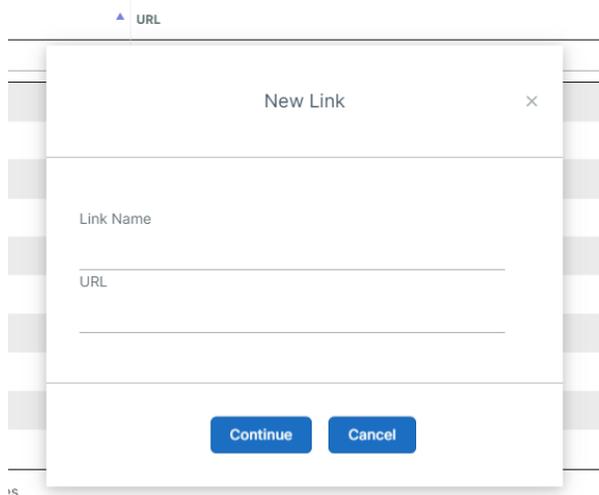
## Setting up a custom link for active clients

### ACCESS

Web Portal > Administration > Custom Links > Clients

You can add one custom link for each client, and each client can have a different link. The process is to add a link and then select one or more clients to assign to the link.

### Adding a link



The image shows a 'New Link' dialog box. At the top, there is a small 'URL' label with a triangle icon. The dialog box has a title bar 'New Link' with a close button (X). Below the title bar, there are two input fields: 'Link Name' and 'URL'. At the bottom of the dialog box, there are two buttons: 'Continue' and 'Cancel'.

1. From the Clients tab, click **New Link**.
  2. From the New Link popup, in the Link Name field, enter the title to display in the users' left navigation panel.
  3. In the URL field, enter the website's URL destination.
  4. Click **Continue**.
-

## Assigning and editing client assignments for a link

← Edit Custom Link  
Link Name: Sample Client Link  
URL: https://client.com [Edit Link](#)

---

Client Assignments

CLIENT NAME	CLIENT #	ADDRESS
CLIENT - FACTORING ONLY #1	11955	3531 WATERCHASE WAY WEST, JACKSONVILLE, ...
CLIENT - FACTORING ONLY #3	3233	112 WALLABOUT ST., BROOKLYN, NY 11249

Showing 1 to 2 of 2 entries [First](#) [Previous](#) [Next](#) [Last](#) [Export](#)

[Edit Assignments](#)

You cannot assign a client if it is already assigned to another link. To assign a client to a different link, you must select the original link and unassign the client. This action allows the client to be selected for the new link.

1. From the Clients tab, select a link name.
2. Beneath the Client Assignments grid, click **Edit Assignments**.
3. From Client Assignments, select the check box for each client to be assigned to the link. Clear the check box to unassign a client.
4. Click **Save**.
5. Click the  blue back arrow to close the Edit Custom Link drawer.

### Editing a link's name or URL

1. From the Clients tab, select a link name.
2. From the Edit Custom Link drawer, click **Edit Link**.
3. From the Edit Link popup, update the link's information.
4. Click **Update**.
5. Click the  blue back arrow to close the Edit Custom Link drawer.

## *Deleting a custom link*

You cannot delete a link until its assigned clients are unassigned.

1. Clear all client assignments for the link.
  2. From the Clients tab, select the link name.
  3. From Edit Custom Link, click **Edit Link**.
  4. From the Edit Link popup, click **Delete**.
  5. From the confirmation popup, click **Continue**.
- 

## Setting up a custom link for debtors

### ACCESS

Web Portal > Administration > Custom Links > Debtors

You can add one custom link for each debtor, and each debtor can have a different link. The process is to add a link and then select one or more debtors to assign to the link.

### *Adding a link*

1. From the Debtors tab, click **New Link**.
  2. From the New Link popup, in the Link Name field, enter the title to display in the users' left navigation panel.
  3. In the URL field, enter the website's URL destination.
  4. Click **Continue**.
-

## Assigning and editing debtor assignments for a link

The screenshot shows the 'Edit Custom Link' interface. At the top, there is a back arrow, the text 'Edit Custom Link', and a button labeled 'Edit Link'. Below this, the link details are shown: 'Link Name: Sample Debtor Link' and 'URL: https://debtor.com'. The main section is titled 'Debtor Assignments' and contains a table with three columns: 'DEBTOR NAME', 'DEBTOR #', and 'ADDRESS'. The table lists five debtors: Amanda Coalsion Debtor, RM Clothing, RM Supply, RM Warehouse, and Sabs Motors. Below the table, there is a pagination control showing 'Showing 1 to 5 of 5 entries' and buttons for 'First', 'Previous', 'Next', 'Last', and 'Export'. At the bottom left of the table area, there is a button labeled 'Edit Assignments'.

DEBTOR NAME	DEBTOR #	ADDRESS
Amanda Coalsion Debtor	ACGDEB1	123 Way St, Birmingham, AL 35180
RM Clothing	RMCC1	123 West St, Brentwood, TN 37027
RM Supply	55434555	123 West Main st, Lebanon, TN 37087
RM Warehouse	234234	123 North West Ave, Lebanon, MO 37211
Sabs Motors	SM1977	2019 peacock lane, BRENTWOOD, TN 37027

You cannot assign a debtor if it is already assigned to another link. To assign a debtor to a different link, you must select the original link and unassign the debtor. This action allows the debtor to be selected for the new link.

1. From the Debtors tab, select a link name.
2. Beneath the Debtor Assignments grid, click **Edit Assignments**.
3. From Debtor Assignments, select the check box for each debtor to be assigned to the link. Clear the check box to unassign a debtor.
4. Click **Save**.
5. Click the  blue back arrow to close the Edit Custom Link drawer.

### Editing a link's name or URL

1. From the Debtors tab, select a link name.
2. From the Edit Custom Link drawer, click **Edit Link**.
3. From the Edit Link popup, update the link's information.
4. Click **Update**.
5. Click the  blue back arrow to close the Edit Custom Link drawer.

## *Deleting a custom link*

You cannot delete a link until its assigned debtors are unassigned.

1. Clear all debtor assignments for the link.
  2. From the Debtors tab, select the link name.
  3. From Edit Custom Link, click **Edit Link**.
  4. From the Edit Link popup, click **Delete**.
  5. From the confirmation popup, click **Continue**.
-

# Setting up User Access to Web Portal Features

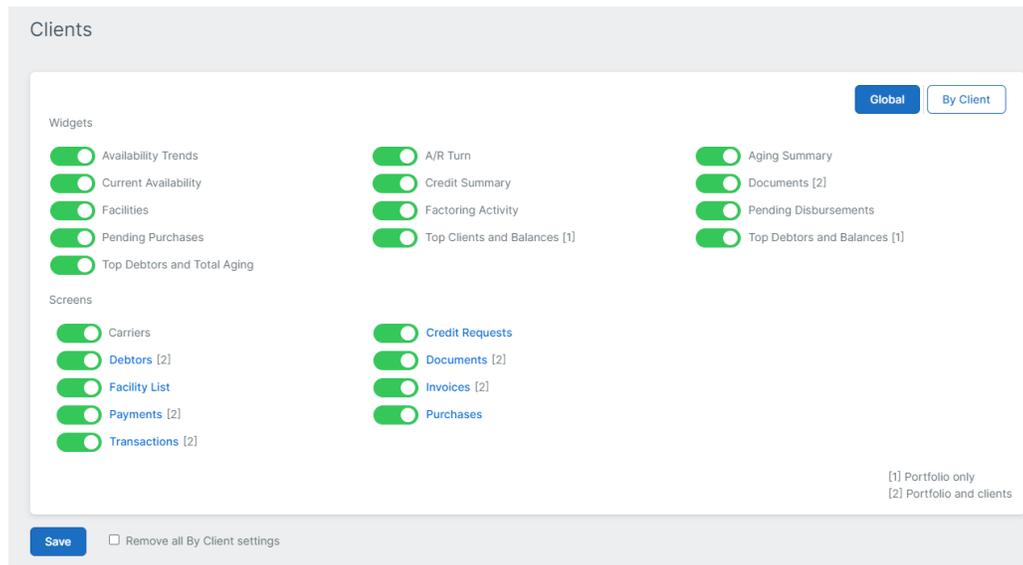
## ACCESS

- Web Portal > Administration > Clients, Debtors, or Brokers > Global

By default, all available features, menus, and screens are deactivated. If needed, you can activate (toggle on) Web Portal menus, fields, and columns:

- **Globally** (for all users). Changes made in the Global tab override individual settings and are reflected in all account types for that role. For example, if you toggle off the A/R Turn widget in the Clients > Global tab, it is automatically toggled off for every client, regardless of their individual customized settings. (Client screen shown below)
- **Individually** (per account – by client, debtor, or broker).

### [Setting up Individual Accounts](#)



## Customizing screen fields, columns, and preferences for all accounts

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

1. Click the screen name (link) to view the screen's advanced settings drawer.
2. From the drawer, click the toggles for the columns, fields, and preferences to show or hide for the selected screen.
3. Click the  blue back arrow to close the drawer.
4. 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.

### 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

Web Portal Role	Account Type
<b>Clients</b> – use the <b>By Client</b> tab	<ul style="list-style-type: none"> <li>• Individual clients</li> <li>• Portfolio-level clients</li> </ul>
<b>Debtors</b> – use the <b>By Debtor</b> tab	<ul style="list-style-type: none"> <li>• Individual debtors</li> <li>• Portfolio-level debtors</li> </ul>

Web Portal Role	Account Type
Brokers – use the <b>By Broker</b> tab	Individual brokers

**TIP**

To reset all accounts to the global settings, select the **Remove All By Client/By Broker/By Debtor Settings** check box and click **Save**.



# Settings for Individual Accounts

## ACCESS

Web Portal > Administration > Clients, Debtors, or Brokers

Clients

Global						By Client
CLIENT NAME	CLIENT #	ADDRESS	BY CLIENT SETTINGS	CUSTOM SETTINGS	CONTACTS	
<a href="#">123</a>	123	123 main, TX	✓		0	
<a href="#">AMANAT INTERNATIONAL, INC...</a>	11291	415 EAST 37TH STREET, NEW YORK, NY 10016			1	
<a href="#">Amanda Test Client</a>	AGC			✓	6	
<a href="#">ANDREW STEVENS COLLECTION...</a>	11220	417 NE 2ND AVE, HALLANDALE BEACH, FL 330...			2	
<a href="#">ANS NUTRITION INC./D&amp;E NU...</a>	11539	700 CENTRAL AVE, FARMINGDALE, NJ 07727			3	
<a href="#">ANS NUTRITION INC-MASTER</a>	11539M	700 CENTRAL AVE., FARMINGDALE, NY 07727			3	
<a href="#">APPAREL STRATEGIC ALLIANC...</a>	11967	41 GREENWICH DRIVE, JACKSON, NJ 08527			2	
<a href="#">AURATEX HOME FASHION LLC</a>	11411	7401 WILES ROAD, CORAL SPRINGS, FL 33067			3	
<a href="#">BARGANZA INC.</a>	11224	314 COX STREET, ROSELLE, NJ 07203			2	
<a href="#">BELMONT GROUP INTERNATION...</a>	11957	110 W. 40TH ST. SUITE 301, NEW YORK, NY ...			3	

Click the **By Client**, **By Broker**, or **By Debtor** button to view the list of accounts and customize their access settings.

Column	Description
Client, Debtor, Broker Name	Account name is a link to the Account Detail drawer
Client #, Debtor #, Broker #	Unique identifier for the account
Address	Address associated with the account
By Client, By Broker, By Debtor Settings	✓ check mark is displayed for accounts with customized settings at the client level
Custom Settings	✓ check mark is displayed for accounts with custom settings
Contacts	Chip with the number of contacts associated with the account, which is a link to

Column	Description
	the 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.

## Account Detail

### ACCESS

Web Portal > Administration > Clients, Debtors, Brokers > By Client, By Broker, By Debtor > click account name

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

- Account's name (and "Settings")
- Selected account's access settings

### 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

## Customizing screen fields and grid columns for an account

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

1. From Web Portal > Administration > Clients, Debtors, Brokers > By Client, By Debtor, By Broker, click the account name.
2. From Account Access Settings, click the toggle on to show the screen.
3. Click the screen name (link) to view the account's advanced settings drawer.
4. From the drawer, click the toggles for the columns, fields, and preferences to show or hide for the selected account.
5. Click the  blue back arrow to close the drawer.
6. Click **Save**.

### ADMIN TIP

You can apply changes to all **member client or member debtor accounts** from the portfolio-level Client and Debtor drawers. Select the **Apply to Member Clients** or **Apply to Member Debtors** check box.

Save

Apply to Member Clients

## User Detail Drawer

### ACCESS

Web Portal > Administration > Clients, Debtors, Brokers > By Client, By Broker, By Debtor > click contact chip

NAME	EMAIL	ACTIVE	PORTAL ACCESS	ADMIN	CUSTOM SETTINGS
<a href="#">Mark Alford</a>	mdalford@gmail.com	✓	✓	✓	
<a href="#">Mark AuditTest</a>	malford@jackhenry.com	✓			
<a href="#">Amanda Coalson</a>	acoalson@jackhenry.com	✓			
<a href="#">Jon Daniel Coalson</a>	jd@mail.com	✓			
<a href="#">Alicia Thompson</a>	aliciadhompson@gmail.com	✓	✓	✓	✓
<a href="#">Test User</a>	testuser@mailinator.com		✓		

Showing 1 to 6 of 6 entries

First Previous Next Last [Export](#)

The User Detail drawer displays the selected account's contact list and Web Portal access settings. To close the drawer and return to the Accounts grid, click the  blue back arrow.

Column	Description
Name	User name is a link to the Edit User form
Email	User's email address
Active	 check mark is displayed for active users
Portal Access	 check mark is displayed for users with Web Portal access
Admin	 check mark is displayed for users with Administration rights
Custom Settings	 check mark is a link to view read-only details for users with custom settings

### Managing user access for an account

Admin users can filter and sort the user list. Click a user name link to edit the user.

1. From Web Portal > Administration > Clients, Debtors, Brokers > By Client, By Debtor, By Broker, click the user name.

2. From Edit User, modify 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 user needs access to the Web Portal.
4. Optional: Toggle on **Admin** if the user needs Administration rights.
5. Optional: Enter notes about the user.
6. Click **Update** to save changes.
7. Click the  blue back arrow to close the drawer.
8. Click **Save**.

# Setting up Countries

## ACCESS

Web Portal > Administration > Countries

By default, the United States of America, Australia, Canada, and Mexico are selected. To customize the list of countries:

1. Select the check boxes for the countries you want to display in the Country selection lists throughout the Web Portal.
2. Click **Save**.

## Exporting grid results

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

# Setting up Your Multi-Lingual Dictionary

## ACCESS

Web Portal > Administration > Dictionary

Use the Dictionary to set multi-lingual definitions for your users. The Web Portal default language is directed by the user's web browser settings. However, some words/phrases require the Dictionary screen to be completed. In addition to English, the other languages in the dictionary are French, Spanish, and Alternate English.



ENGLISH	FRENCH	SPANISH	ALT ENGLISH
<a href="#">{0} document will be perm...</a>	<a href="#">{0} document sera définit...</a>	<a href="#">{0} documento se eliminar...</a>	
<a href="#">{0} documents will perman...</a>	<a href="#">{0} documents seront défi...</a>	<a href="#">{0} documentos se elimina...</a>	
<a href="#">{0} invoice cannot be dis...</a>	<a href="#">{0} facture ne peut pas ê...</a>	<a href="#">{0} la factura no se pued...</a>	
<a href="#">{0} invoice cannot be pai...</a>			
<a href="#">{0} Invoice has been sele...</a>			
<a href="#">{0} invoice will be dispu...</a>	<a href="#">{0} facture sera contesté...</a>	<a href="#">{0} factura se disputarán</a>	
<a href="#">{0} invoices cannot be di...</a>	<a href="#">{0} factures ne peuvent p...</a>	<a href="#">{0} las facturas no se pu...</a>	
<a href="#">{0} invoices cannot be pa...</a>			

## ADMIN TIPS

Alternate English overrides the English when it is saved. For example, if you want to replace the word "Debtor" with "Customer," complete the Alternate English field with the word "Customer".

To test multi-lingual translations, change the default language in your browser's settings. Refer to your browser's help file for assistance in changing settings.

1. From the Dictionary, use the  filter icon field (at the top of each column) to search for specific content. Press **[Backspace]** to clear the filter.
2. Click the English phrase (link) to open the Edit Entry form.

3. Add multi-lingual options as needed for each language.
4. Click **Update**.

#### ADMIN NOTE

{0} represents values from the database and is required in translations.

## Exporting grid results

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

# Setting up Preferences

## ACCESS

Web Portal > Administration > Preferences

Preferences

Motor Carrier Number

Motor Carrier Link  
URL  
[https://li-public.fmcsa.dot.gov/LIVIEW/pkg\\_carr](https://li-public.fmcsa.dot.gov/LIVIEW/pkg_carr)

Show No-Relationship Debtors

Import File Types

Use the Preferences screen to customize information in the Web Portal. After selecting options, click **Save**.

Field	Description
Motor Carrier Number	Toggle on to display the MC# columns and fields in the Debtor Search grid, Manual Entry form, and Credit Request form.
Motor Carrier Link	Toggle on and enter the URL destination. Motor Carrier numbers in the Debtor Search grid are links to the specified URL.
Show No-Relationship Debtors	Toggle on to allow users to search and select from all debtors within your FactorSoft system. This includes debtors that do not have a relationship with the client.
Import File Types	<p><b>NOTE</b> FactorSoft setup is required in advance.</p> <p><i>Tooggling on file types</i></p> <p>You can select the <b>file types you want to allow users to upload</b> on the Web Portal from Purchases, Credit, and Collateral import screens. Each file type is linked to a system preference in FactorSoft. To prevent errors at upload, they are unavailable to toggle on until the FS system preference is set up*.</p>

Field	Description
	<ol style="list-style-type: none"> <li>From Web Portal &gt; Administration &gt; Preferences, click <b>Set</b>.</li> <li>From the Set Import File Types popup, toggle on the allowed file types to show in the Web Portal.</li> <li>Click <b>OK</b>.</li> </ol> <p><i>Troubleshooting</i></p> <p>If a file type has been toggled on and the FS system preference is subsequently removed, a validation message (“Invalid file path setup”) indicates an issue with the folder path. The file type is automatically removed from the selection lists on the Web Portal.</p> <p><i>*FactorSoft setup</i></p> <p><b>ACCESS</b> FactorSoft &gt; System Preferences</p> <p><b>Purchase import file types</b></p> <ul style="list-style-type: none"> <li><b>EDI 810</b> – Identification/system constants &gt; Interface parameters &gt; EDI 810 Standard/Flat/Excel Invoice Submission Import &gt; Folder to watch</li> <li><b>Flat File, Spreadsheet</b> – Identification/system constants &gt; Interface parameters &gt; Excel Invoices Import &gt; Folder to watch</li> <li><b>Spreadsheet with Images, Flat File with Images, Zip File, Image only</b> – Identification/system constants &gt; Interface parameters &gt; Invoice XML Importer &gt; Folder to watch</li> <li><b>DocAI</b> – Identification/system constants &gt; Interface parameters &gt; DocAI folder</li> </ul> <p>Required for the Web Portal DocAI process:</p> <ul style="list-style-type: none"> <li>○ GCP app namespace</li> <li>○ GCP credentials JSON</li> <li>○ GCP project ID</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>◦ GCP synchronous endpoint domain</li> <li>◦ GCP synchronous endpoint</li> </ul> <p><b>Credit import file types</b></p> <p><b>EDI 850, Spreadsheet, Flat File</b> – Identification/system constants &gt; Interface parameters &gt; EDI 850 Standard/Flat/Excel Order Request Import &gt; Folder to watch</p> <p><b>Collateral import file types</b></p> <ul style="list-style-type: none"> <li>• <b>Tracked A/R</b> – Facility/Collateral Rules (formerly Asset Based Lending) &gt; Rules &gt; Tracked AR LB and Healthcare Detail &gt; folder location for the Tracked submission templates</li> <li>• <b>Asset Detail</b> –Facility/Collateral Rules (formerly Asset Based Lending) &gt; Rules &gt; Tracked AR LB and Healthcare Detail &gt; folder location for the AssetImporter application</li> </ul>

**NOTE**

For auditing purposes, the system tracks the user name and date when these fields are changed.

**Reports**



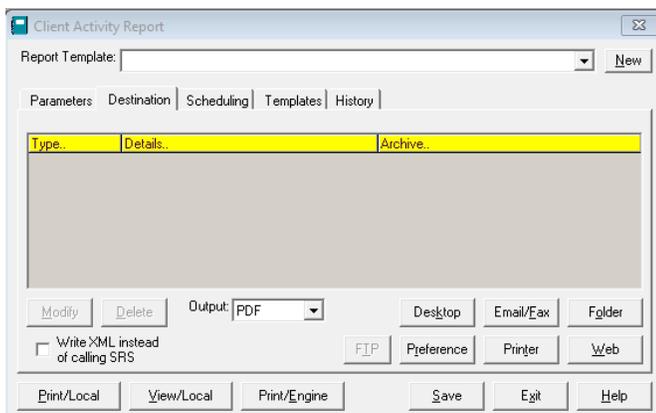
# Report Setup

## ACCESS

FactorSoft

Web Portal users can request a report via the Report Request form. The report is made available to the user based on the setup in FactorSoft.

- From the **Parameters** tab > Date Range/As Of Date field, you can set the option **Set at Run Time (Web Template Only)** for the report to be generated.
- From the **Destination** tab, you can define the **Web Portal** destination and output format: PDF, Word, or Excel. (.TIF is not supported in the Web Portal.)



## Defining a web destination

## ACCESS

FactorSoft > Report > Destination > click **Web**

1. From the **Show** list, select the rule that determines how long the report is shown in the Web Portal.
  2. Optional: In the **Plus Days** field, enter the number of days past the selected Show rule to display the report in the Web Portal Documents grid.
- Until purged
  - Until viewed
  - Until replaced
  - Fixed days
3. From the **Notice Rule** list, select the rule that determines whether and when users are notified that reports are available in the Web Portal.
  4. Optional: In the **Plus Days** field, enter the number of days past the selected Notice rule to produce the notification.
- No notification
  - Notify when created only
  - Notify when created and if not viewed in X days
  - Notify if not viewed in X days
5. In the **Subject** field, enter a subject description for the subject line of the notification in the Web Portal. (The report title is displayed in this field by default.)

6. From the **Cover Page/Email Text Parameters** list, select the document that contains the cover page and text to be included with the report. (This list contains the items created in the Smart Word Document Control Table in the Administration module.)

## ADMIN REFERENCE

Refer to FactorSoft > File > Tables > Statements & Letters > Smart Word Document Control Table.

7. From the **Archive Rule** list, select the rule that determines whether reports are archived for the template.
8. Optional: In the **Plus Days** field, enter the number of days past the Archive rule to keep the report in archive.
  - None (do not archive) – If you select this option, the History Rule list becomes unavailable. You must select an Archive Rule to also keep History for a report template.
  - Until deleted
  - Fixed days
  - Until viewed
  - Until replaced
9. From the **History Rule** list, select the rule that determines whether run history is saved for the template. This option is not available if the Archive Rule is set to None.
10. Optional: In the **Plus Days** field, enter the number of days past the History rule to keep the run history for the report.
  - None (delete with archive)
  - Until deleted after archive
  - Fixed days after archive

## Configuring reports for the Web Portal

You can control the delivery of reports with "push" and "pull" options.

- **"Setting up Reports to be Pushed" on page 58** – You can configure reports to be delivered to the Web Portal when they are **generated by the engine at the interval specified** on the Scheduling tab. This action is referred to as pushing reports to the Web Portal.

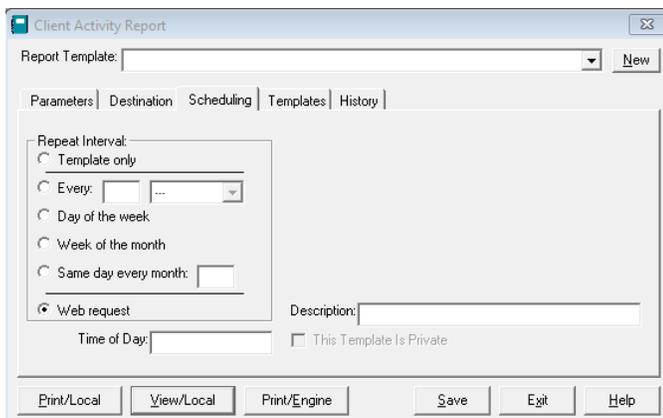
- **"Setting up Reports to be Pulled" on page 60** – You can configure reports to be **available on demand** for clients. This action is referred to as pulling reports from the Web Portal.

# Setting up Reports to be Pushed

## ACCESS

FactorSoft > Reports > choose Report

Use the push method for reports you do not want your clients to print (pull) on demand. For example, clients should not pull the Classic Aging Report because it takes time to build the aging for every invoice. Delivery should occur during off-hour processing when the database input/output does not affect daytime operations. The setup process for pushing a report is: create a template; add the parameters to push the report to the desired clients, group, Account Executive, etc.; set report scheduling; and configure the web destination for the report.



## Creating a report template

1. Open the report screen for the desired report in the Reports module.
2. Click **New**. The Report Template field is transformed from a list to a data entry field.
3. Enter a descriptive name for the template.
4. Click **Create**.
5. Click **Save**.
6. Click **OK** to confirm.

You can now select the template from the Templates tab of the report if you need to modify, delete, or print the report on demand.

## Adding report parameters

1. Select the Parameters tab for the template.
2. Complete any of the parameter fields to limit report distribution as required.

### TIP

Selecting a Client from the drop down will limit the Report availability to that Client, while leaving the field blank will make the Template available to all Clients.

3. Click **Save**.

### ADMIN REFERENCE

Refer to the FactorSoft Help file or Reports Guide for specific Parameter tab descriptions for each report.

## Setting the report scheduling frequency

1. Select the Scheduling tab.
2. Configure the frequency at which the report is pushed to the Web Portal.
3. Click **Save**.

When the report is due to be generated, the Engine generates the report, which is added to the Web Portal Documents widget and screen for the clients (based on the report parameters).

### ADMIN REFERENCE

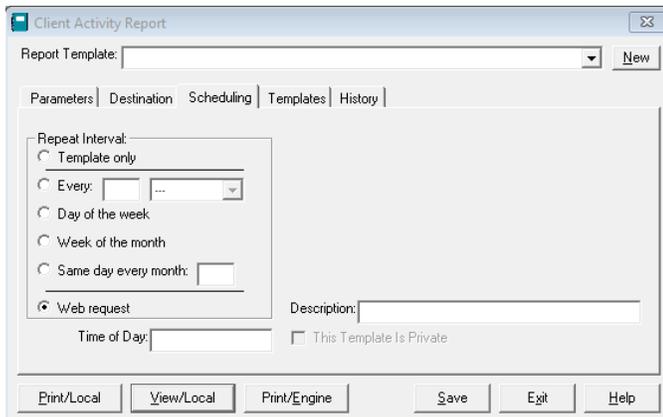
For further details, refer to the FactorSoft Reports Guide > Using the Scheduling Tab.

# Setting up Reports to be Pulled

## ACCESS

FactorSoft > Reports > choose Report

Use the pull method for reports you want to make available to clients to **print on demand** from the Web Portal Report Request form on the Documents screen. The setup process for pulling a report is: create a template; add the parameters to display on the Web Portal Documents screen > Report Request form for the selected clients, group, Account Executive, etc.; and set the report as a Web Request report.



## Creating a report template

1. Open the report screen for the desired report in the Reports module.
2. Click **New**. The Report Template field is transformed from a list to a data entry field.
3. Enter a descriptive name for the template.
4. Click **Create**.
5. Click **Save**.
6. Click **OK** to confirm.

You can now select the template from the Templates tab of the report if you need to modify, delete, or print the report on demand.

## Adding report parameters

1. Select the Parameters tab for the template.
2. Complete any of the parameter fields to limit report distribution as required.

### TIP

Selecting a Client from the drop down will limit the Report availability to that Client, while leaving the field blank will make the Template available to all Clients.

3. Click **Save**.

### ADMIN REFERENCE

Refer to the FactorSoft Help file or Reports Guide for specific Parameter tab descriptions for each report.

## Setting as a Web Request report

1. Select the Scheduling tab.
2. Select **Web Request**.
3. In the Description field, enter a report description to display in the Web Portal Documents widget and screen.
4. Click **Save**.

When a Web Portal user selects the report in the Report Request form, a dialog is displayed with the template parameters.

## Installation

## Installation Detail

### ACCESS

Web Portal > Administration > Installation Detail

Installation Detail is a read-only record of system information for your technical staff and anyone who coordinates with Jack Henry Support.

## Installed Versions

Information	Description
Portal Version	Current version of your Web Portal
Portal API Version	Current version of your Web Portal API
Database Version	Current version of your database

## Portal Install History

Information	Description
Portal Version	Updated version of your Web Portal
Install Date	Date the Web Portal was updated

## Database Update History

Information	Description
SQL Script	File name of the SQL script used when updating the database
Installed Portal Version	Version of your Web Portal at the time the database was updated
Install Date	Date the database was updated

# Tour the Web Portal

## Portal Introduction and Access



# Introduction to the Web Portal

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

## Web Portal Benefits

### *For your financial organization*

The Web Portal uses your live FactorSoft database for dynamic, up-to-date information. You can:

- Connect with your clients securely anywhere in the world.
- Improve lender/client communication to help your business run more efficiently.
- Share select information without compromising confidential data.
- Customize the Web Portal with your company color scheme, logo, and other information to create a branded mobile application.
- Reduce data entry time and errors with invoice and debtor uploads to your FactorSoft database.

### *For clients and debtors*

From the Web Portal, clients and debtors 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.
- **Submit** invoice payments.
- **Dispute** invoices.
- **Request and print** reports and exports.
- **Search** existing invoices, payments, transactions, and debtors.
- **Add** debtors, request credit and disbursements, and much more.
- **Update** current contact information.

### NOTE

You have several customization options within the system. Some functions and terminology in the users' view of the Web Portal may differ from the content and images in this guide.

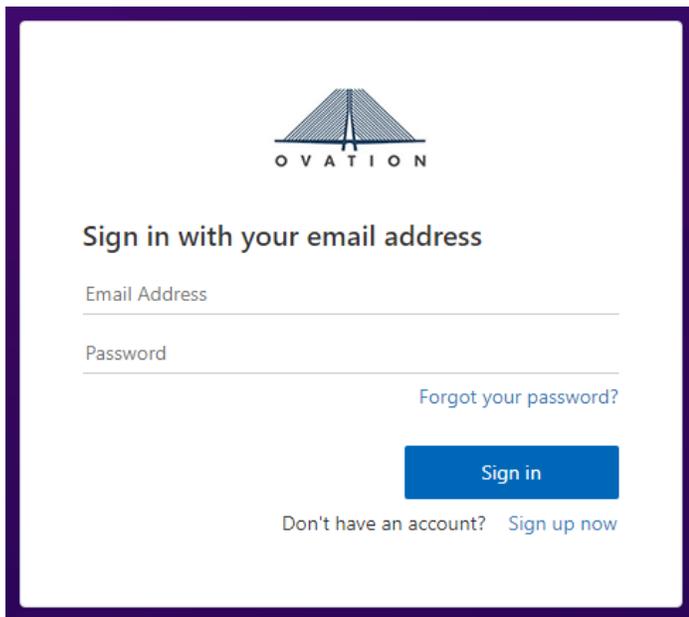
# Signing up in the Web Portal

## ACCESS

Web browser > open the Web Portal link

## Authentication

Clients, debtors, and brokers access the Web Portal using the URL you provide (e.g., "www.yourcompany.com/login.aspx"). In the landing screen, users click **Sign In** to go to the Azure B2C identity service for authentication. From the sign-in screen, new users must sign up for a new account.



Each user must sign up with their own email address. Users must have access to the email address provided at sign-up to receive a verification code. This sign-in process verifies the user's email address in FactorSoft and immediately allows access to the Web Portal and accounts associated with the email address.

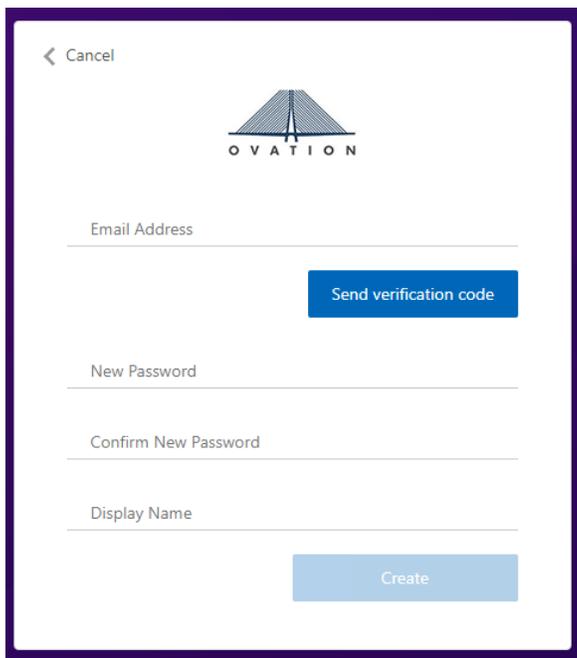
If the email address used at sign-up is...	Then the user...
Not associated with a client/debtor record in FactorSoft	Cannot access any Web Portal features and must contact the lender for assistance.
Associated with more than one	Directed to the "Accounts" on page 84 screen where they can

If the email address used at sign-up is...	Then the user...
client/debtor record in FactorSoft	select a specific Account to sign in.

## ADMIN REFERENCE

Refer to "Branding Your Web Portal" on page 30 to require users to agree to Terms and Conditions at sign-in.

## Signing up



The screenshot shows a mobile-style sign-up form for Ovation. At the top left is a 'Cancel' link. The Ovation logo is centered at the top. Below the logo are four input fields: 'Email Address', 'New Password', 'Confirm New Password', and 'Display Name'. A blue 'Send verification code' button is positioned to the right of the 'Email Address' field. A light blue 'Create' button is centered at the bottom of the form.

1. From the sign-in screen, select **Sign up now**.
2. Enter the email address associated with the client or debtor 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**.

The screenshot displays the Ovation Web Portal interface. On the left is a blue navigation menu with the Ovation logo at the top. The main content area is titled 'Amanda C' and 'Amanda Test Client'. It features a 'Summary' section with financial data for Factoring and ABL. Below this are buttons for 'REQUEST CREDIT', 'IMPORT PURCHASES', 'REQUEST DISBURSEMENT', 'NEW DEBITORS', 'SUBMIT CERTIFICATE', 'SUBMIT DECLARATION', and 'REQUEST REPORT'. There are also sections for 'Alerts (1)' and 'Events (2)', and a 'Facilities' section with a bar chart comparing 'Balance' and 'Availability' for Factoring and ABL Facility Test. A 'Top Debtors and Total Aging' link is visible at the bottom right.

Factoring	
A/R Balance	1,906,305.31 USD
Cash Reserves	1,512,863.16 USD
Funds Employed	-17,302.21 USD
Available for release	-9,299.78 USD

ABL	
Loan Balance	40,277.02 USD
Excess / Deficit	481,215.46 USD
Net Collateral	607,022.17 USD

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 preferences and add-on modules.

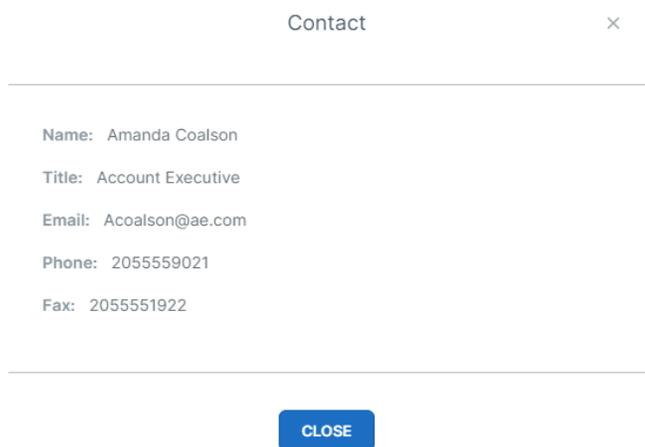
### *Main*

- [Administration](#)
- "Accounts" on page 84
- "Dashboard" on page 86
- "Facility List" on page 124
- "Purchases" on page 162
- "Credit Requests" on page 116
- "Sales Authorizations" on page 200 (if applicable)

### *Search*

- "Carriers" on page 204 (if applicable)
- "Debtors" on page 209
- "Documents" on page 219
- "Invoices" on page 225
- "Payments" on page 245
- "Purchase Orders" on page 252 (if applicable)
- "Transactions" on page 255

## Contact us



**Contact Us** link – click for Account Executive information.

### ADMIN TIP

The Contact Us popup displays the assigned Account Executive information from FactorSoft > Client Information > Control panel.

## 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

# Client, Debtor, and Broker Administration Users



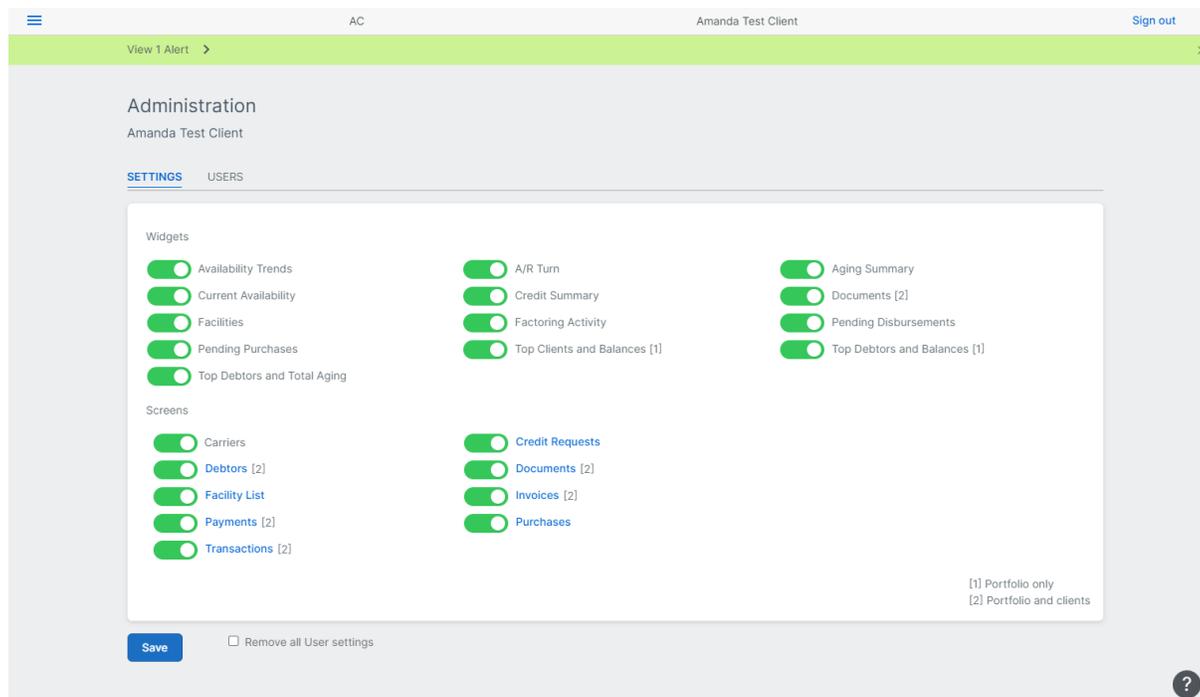
# User Administration

## 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" on the next page
- **Individual users** – "Settings for Individual Users" on page 76



## 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

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

Use the Settings tab to control which screens are displayed for **all Web Portal users** associated with the client or debtor account. 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 their business.

"Settings for Individual Users" on page 76

## Toggle 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, admin users can drill in to show/hide specific columns and fields for all users.

### TIP

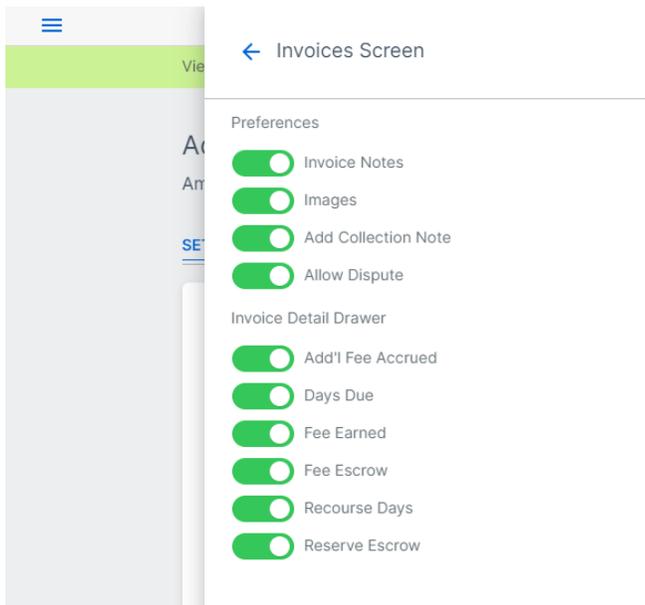
Asterisks (\*) indicate a custom setting within the screen. For some settings, bracketed numbers show the account type. The legend (lower right) shows:

#### 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" on the next page

# 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.

The screenshot shows the 'Administration' interface for 'RM Client'. Under the 'USERS' tab, there is a table with the following columns: NAME, EMAIL, ACTIVE, PORTAL ACCESS, ADMIN, and CUSTOM SETTINGS. The table contains five entries:

NAME	EMAIL	ACTIVE	PORTAL ACCESS	ADMIN	CUSTOM SETTINGS
<a href="#">Allison Beck</a>	abeck@gmail.com	✓	✓		
<a href="#">Simon Dial</a>	simond@mailinator.com	✓	✓		
<a href="#">Zuzu Dial</a>	zuzudial@mailinator.com	✓	✓		
<a href="#">Client Member</a>	Portal042021+CM@gmail.com	✓	✓		
<a href="#">Client Admin Member</a>	Portal042021+CAM@gmail.com	✓	✓	✓	

Below the table, it says 'Showing 1 to 5 of 5 entries' and includes navigation buttons: First, Previous, Next, Last, and an Export button. A 'New User' button is located at the bottom left of the table area.

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.

## User Detail

### ACCESS

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

Jon Daniel Coalson  
Email Address: jd@mail.com

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

Edit User

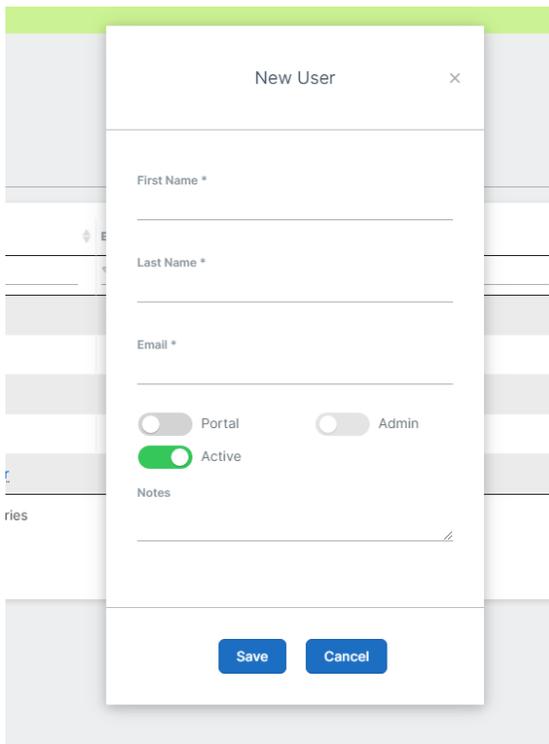
The User Detail drawer displays the selected user's information and Web Portal access settings. To close the drawer and return to the Users grid, click the  blue back arrow.

- 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

Admin users 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, admin users can drill in to show/hide specific columns and fields for the selected user.

#### **TIP**

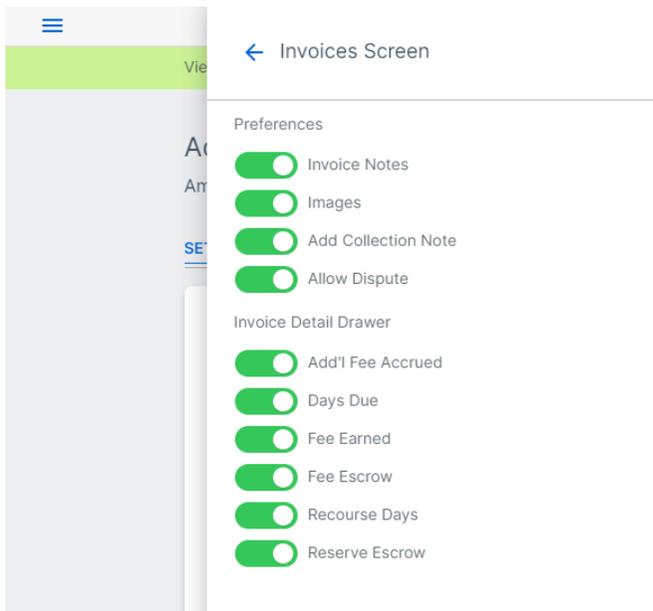
Asterisks (\*) indicate a custom setting within the screen. For some settings, bracketed numbers show the account type. The legend (lower right) shows:

#### **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 74

## Viewing Web Portal Users

### ACCESS

- FactorSoft > Office > Contact List
- FactorSoft > Office > Client List > select client > Client Information > Contacts panel
- FactorSoft > Office > Debtor List > select debtor > Debtor Information > Contacts panel

You can review the list of users with Web Portal access in FactorSoft.

1. From FactorSoft > Contacts (F4), select a contact from the list.
2. Click **View Contact Information**.
3. Note the selected check boxes for **Web Access** and **Web Admin** (administrator), if these settings are applicable.
4. To view contacts for clients, go to **Client Information**. To view contacts for debtors, go to **Debtor Information**. In the Contact panel, select the contact name and click **View** for contact details.

The screenshot shows a web application window titled "View/Update Existing Client Contact". The form is for a contact named "Amanda Coalson" from the company "Amanda Test Client". The contact's title is "Technical Writer" and their phone number is "[205]123-4567". The form includes fields for address, city, state, zip, country, and email (acoalson@jackhenry.com). There are also checkboxes for various permissions: Authority, Attention, Notices, Web Access, Cng Rept, Guarantor, Inactivate, and Web Admin. The "Web Access" and "Web Admin" checkboxes are checked. A "Comments" field is present at the bottom of the form. At the bottom of the window, there are buttons for "Update", "Audit", "Cancel", "Apply", and "Help".

### ADMIN NOTE

The Web Portal provides access based on a **user's unique email address**. The email address used during the B2C sign-up process must be associated with a contact within the client/debtor record to access the Web Portal features.

## Auditing

To review an audit of who has made contact record changes and when, go to FactorSoft > Contact > Audit > Contact Audit History.

# Viewing Members

## ACCESS

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

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.

## Main

### *Accounts*

# Accounts

## ACCESS

Main > Accounts

The Accounts screen is the portfolio-level 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 account	Accounts screen with portfolio-level and member accounts
No accounts	No access – click <b>Contact Support</b> for assistance

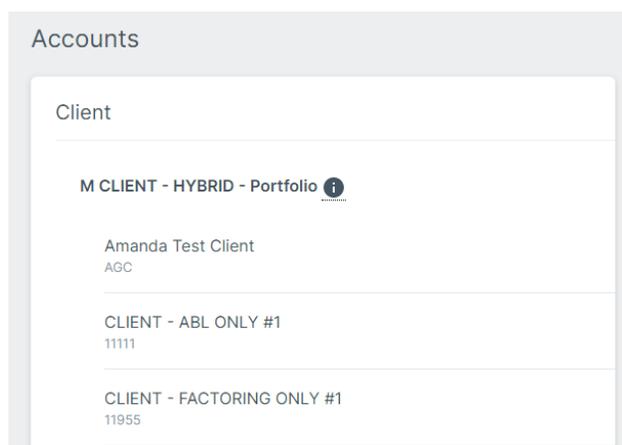
### *Viewing an account Dashboard*

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 and member accounts*



Portfolio accounts are displayed in bold with members indented underneath. The portfolio-level accounts can see information about all members. To perform tasks related to a member, the portfolio-level account 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 clients, debtors, and brokers. With one click they 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 157,652.07 USD	Cash Reserves 347,402.94 USD	Funds Employed -250,919.59 USD	Available for Release 247,435.18 USD
ABL			
Loan Balance 177.00 USD	Excess / Deficit -3,580.49 USD	Net Collateral 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.

## Debtor summary

Summary			
A/R Balance	Ineligible	Disputed	Past Due
36,666.55	12,981.34	7,334.56 ▶	21,265.90 ▶

Debtor summary information includes portfolio debtor/member relationships:

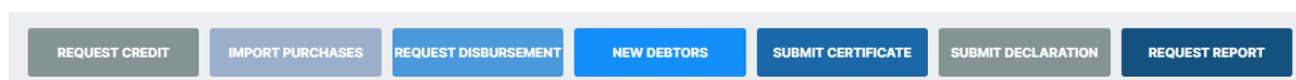
- **A/R Balance** – current balance as of the current processing date.
- **Ineligible** – the total amount of invoices subtracted from the business's available collateral.
- **Disputed** – the total amount of all disputed invoices. Click to view a filtered list.
- **Past Due** – the total amount of invoices in past due status. Click to view a filtered list.

## Broker summary

Summary		
A/R Balance	Purchases	Collections
1,496,074.58	64,735.48	11,063.00

- **A/R Balance** – current balance as of the current processing date.
- **Purchases** – total month-to-date amount of invoices purchased.
- **Collections** – total month-to-date amount collected.

## Quick Tasks



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.
- **Submit Payment** – Go to the Invoice Search screen filtered to Open Invoices only.

### 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. Users 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

### Portfolio Debtor

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

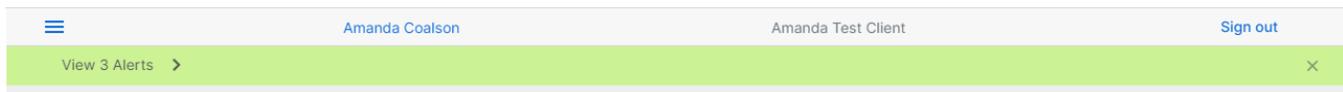
### Debtor/Member Debtor

- Alerts
- Account Profile
- Disputed Invoices
- Documents
- Recent Payments Posted
- Top Clients and Balances

### Broker

- Alerts
- Documents
- Top Clients and Balances

## Alerts banner



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

# Account Profile Widget

## ACCESS

Main > Dashboard > Account Profile

Account Profile

---

RM Supply  
55434555  
Attn:  
123 West Main st  
Lebanon, TN 37087  
United States of America

p: 615-444-7777  
f: 615-784-4444  
e:  
MC#:

PO Required     Signature Required     Mail Statement

---

[Edit](#)

The Account Profile widget provides **important details** about the debtor account:

- Debtor Name
- Debtor Code
- Attention (name of person who handles correspondence)
- Address, Phone, Fax, and Email
- Motor Carrier Number
- Debtor preference for:
  - PO Required
  - Signature Required
  - Mail Statement

## Editing debtor information

The account settings may include the option to edit some of the debtor information.

1. From Main > Dashboard > Account Profile, click **Edit** (if available).
2. Update the information as needed.
3. Click **Save**.

### ADMIN NOTE

You must approve debtor updates. Edits are locked and "Changes Pending Approval" is displayed until updates are approved.

\*Go to FactorSoft > PayerWeb Administration module > Address Change Queue to work debtor updates.

### *What's next?*

After an update is approved or denied, **users can expect to receive an email with the decision.**

## System Preferences

The following system preferences should be set when using the Account Profile widget.

### *PayerWeb website folder*

FactorSoft > Administration module > System Preferences > Identification/system constants > CLMS|PayerWeb > PayerWeb website folder:

Preference	Description
Show Customer Name	Set to True to display the debtor name.
Show Customer Address	Set to True to display the debtor address.
Show Attn Field	Set to True to display the name of person who handles correspondence.
Show Customer Phone	Set to True to display the debtor's phone number .
Show Customer Fax	Set to True to display the debtor's fax number.
Show Customer Email	Set to True to display the debtor's email address.
Show Customer MC No	Set to True to display the debtor's Motor Carrier Number.

Preference	Description
Update Customer Name	Set to True to allow the user to edit the debtor's name.
Update Customer Address	Set to True to allow the user to edit the debtor's address.
Update Customer Phone	Set to True to allow the user to edit the debtor's phone number.
Update Customer Fax	Set to True to allow the user to edit the debtor's fax number.
Update Customer Email	Set to True to allow the user to edit the debtor's email address.
Update Customer Primary Contact	Set to True to allow the user to edit the debtor's contact.
Update Customer MC No	Set to True to allow the user to edit the debtor's Motor Carrier Number.
Update PO Reqd	Set to True to allow the user to edit the PO Required option.
Update Signature Reqd	Set to True to allow the user to edit the Signature Required.
Update Do not mail statement	Set to True to allow the user to edit the Do not mail statement.

*PayerWeb desktop folder*

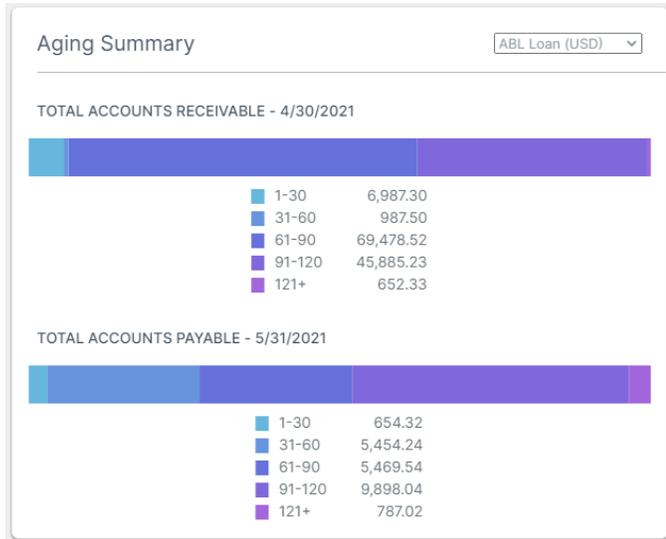
FactorSoft > Administration module > System Preferences > Identification/system constants >  
 CLMS|PayerWeb > PayerWeb desktop folder:

Preference	Description
Address Change Denied Email Subject	Custom Email subject for Address Change Denials
Address Change Approval Email Subject	Custom Email subject for Address Change Approvals

# 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 client facilities.

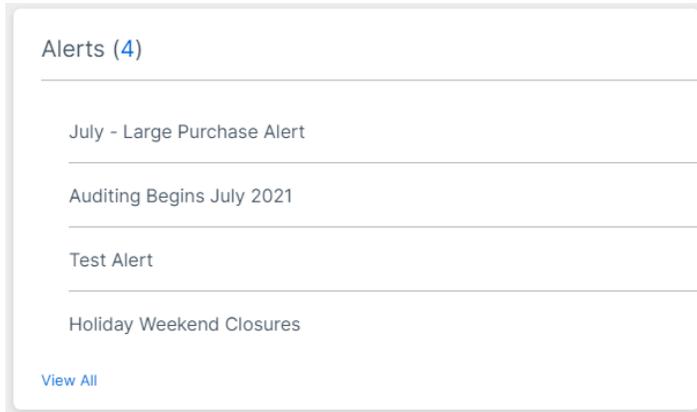
## Viewing aging details

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



You can share **important announcements and messages** with users. Users can view alerts from the Alerts banner and the Alerts widget.

## ADMIN REFERENCE

Refer to "Setting up Alerts" on page 26 for details on setting up alerts in the Web Portal.

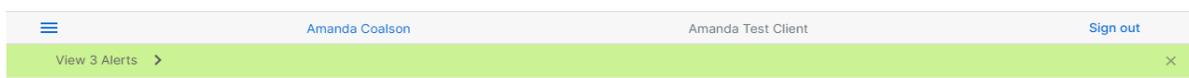
## Viewing an alert from the Alerts widget

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

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 users sign in. Users 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.

# 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.

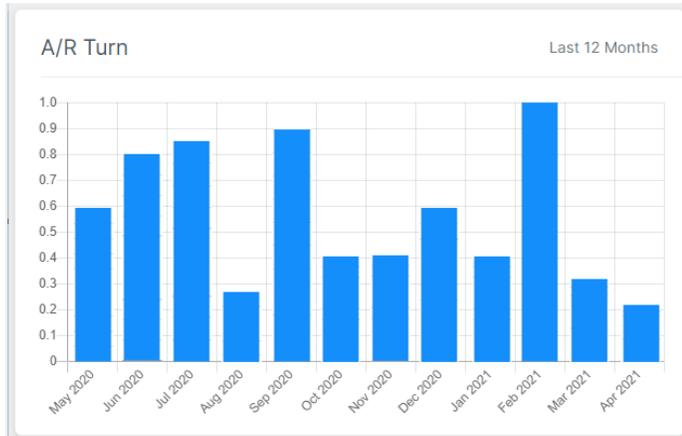
## Viewing monthly amounts

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.

# 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.

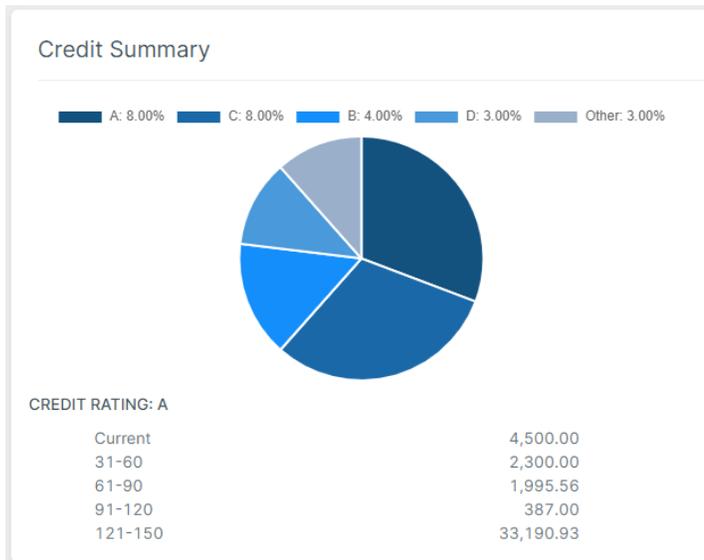
## Viewing monthly A/R Turn

From the A/R Turn widget, hover on the monthly bars 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".

## ADMIN REFERENCE

Credit ratings are set in FactorSoft > Debtor Information > Credit Score panel. For more information, see the Debtor Information section of the FactorSoft User Guide.

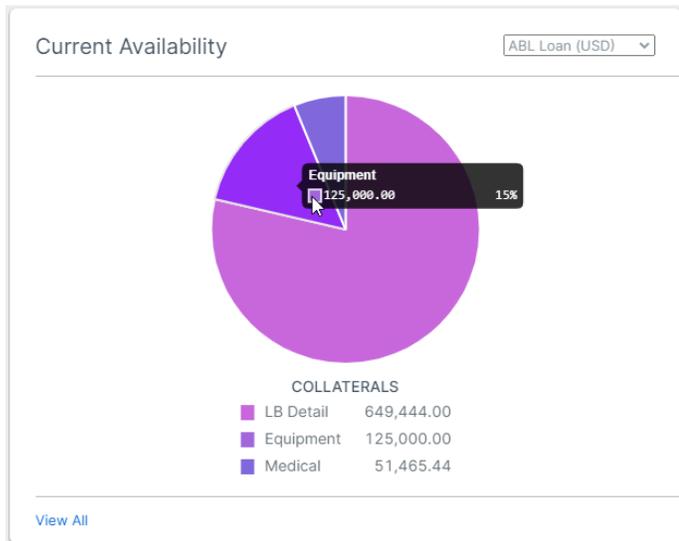
## Viewing amounts in aging buckets for each credit rating

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.

## 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).

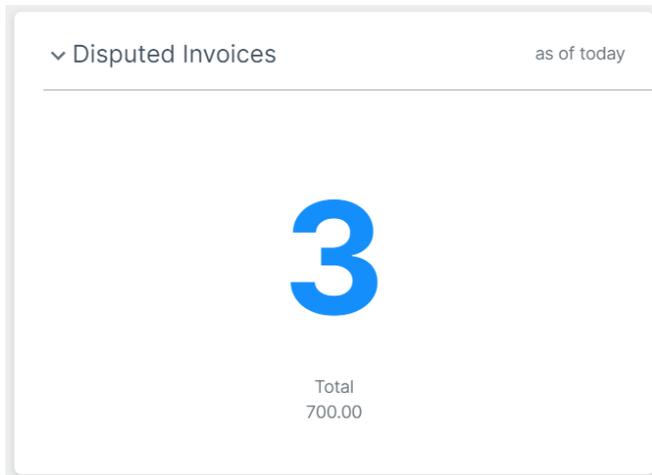
"Facility List" on page 124

# 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

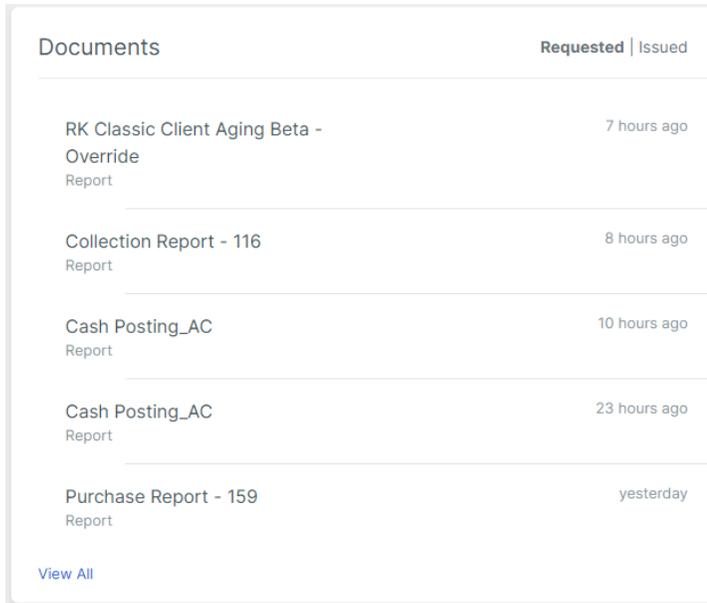
## ACCESS

Main > Dashboard > Documents

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

## ADMIN REFERENCE

Refer to "Report Setup" on page 54 for details on setting up reports in FactorSoft.



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, users can toggle between documents:

- **Requested** by the user
- **Issued** to users from FactorSoft ("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

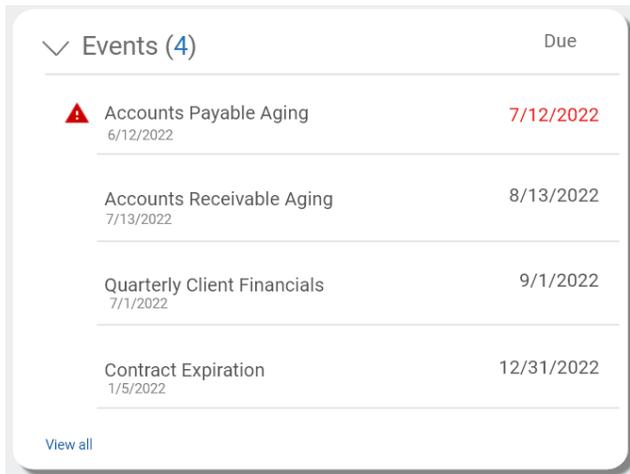
From Main > Dashboard > Documents, click **View all** for a complete list of documents associated with the user's account (in Search > Documents).

"Documents" on page 219

# 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.

## ADMIN NOTE

Events displayed in the Web Portal correspond to the Events table in FactorSoft.

- The event name matches the description in the View/Update Existing Client Event.
- The event due date matches the Expire Date.
- The **Include as Web Event** check box must be selected for the event to display in the Web Portal.
- An event is displayed in the widget X days before the event, based on the number of days entered in the **Remind this many days in advance** field. If no days are specified, the event is displayed in the widget on the event date.
- An event drops off the widget when it is updated or deleted in FactorSoft.

# 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

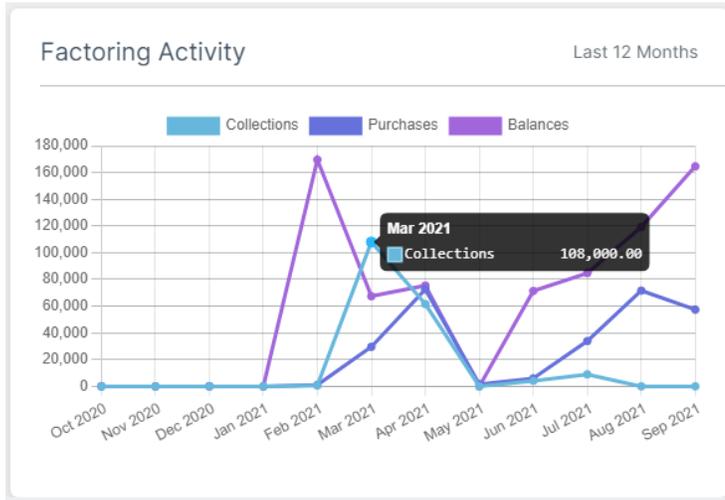
From the Facilities widget, click **View All** for details about each facility and their collaterals (in Main > Facility List).

"Facility List" on page 124

# 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**.

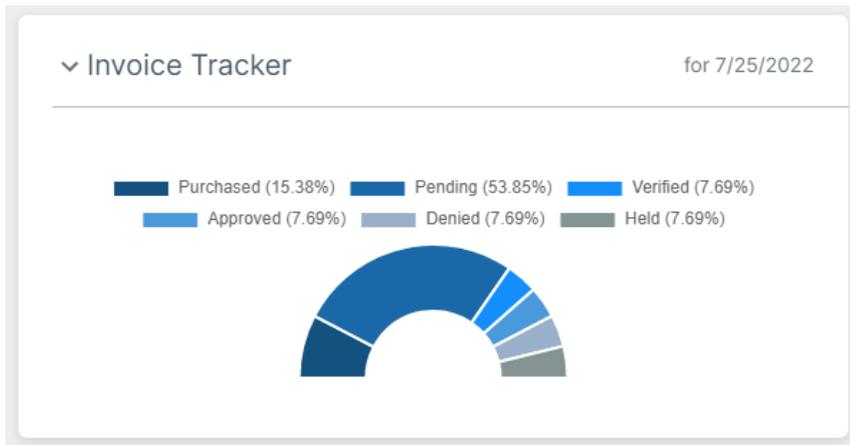
## Viewing monthly amounts

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

# Invoice Tracker Widget

## ACCESS

Main > Dashboard > Invoice Tracker



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

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

## FI ADMIN NOTE

The widget displays invoices in the FactorSoft Manage Pending Purchases (F8) screen and invoice activity for today.

## 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 225



# 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 client accounts. Currency type is shown with each value.

# Pending Purchases Widget

## ACCESS

Main > Dashboard > Pending Purchases



The Pending Purchases widget displays the total amount of pending purchases for client accounts. The donut 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 162

# Recent Payments Posted Widget

## ACCESS

Main > Dashboard > Recent Payments Posted

Recent Payments Posted	
Check #	Amount
1111	1,500.00
123	30,000.00

[View All](#)

The Recent Payments Posted widget includes up to the **five most recent payments** applied to a debtor's account. The list shows the check number and payment amount. Pending payment check numbers are indicated with the "- Pending" suffix. Click **View All** to view a list of all payments posted in the past 30 days.

## NOTE

This widget is not displayed for portfolio debtors.

# 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 Clients and Balances	
Select a client to view invoices	
Amanda Test Client AGC	36,666.55

# Top Debtors and Balances Widget

## ACCESS

Main > Dashboard > Top Debtors and Balances

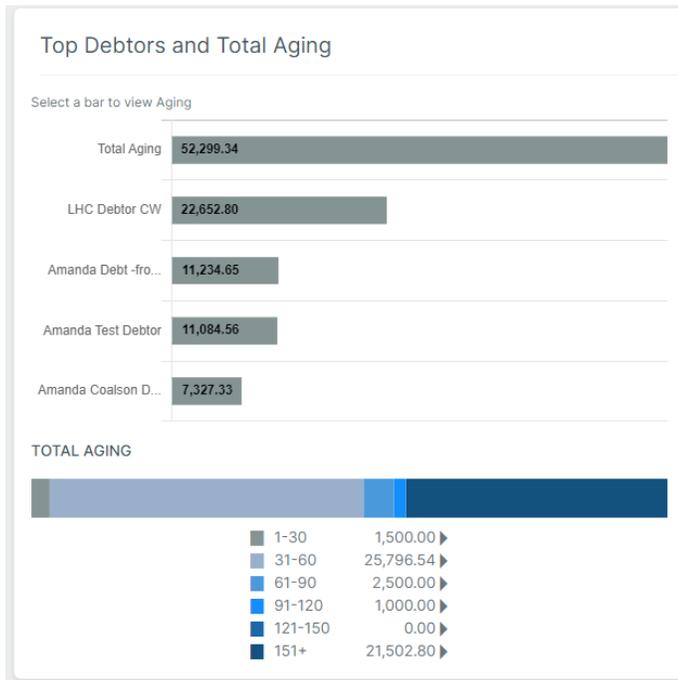
Top Debtors and Balances	
Select a debtor to view invoices	
RM Clothing 2 32344	431,442.90
RM Clothing Ltd 32344	388,417.56
RM Clothing Corp 32344	363,227.94
MEMBER DEBTOR TJXUK000000	175,182.00
RM Warehouse 234234	159,050.32

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.

# 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 client accounts 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.

## ADMIN REFERENCE

The color-coded aging buckets respond to the non-standard aging columns set in FactorSoft > Client Information > Collections panel, if applicable.

## 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 225

"Invoice Detail" on page 232

*Credit Requests*

# Credit Requests

## ACCESS

Main > Credit Requests

Users can submit credit requests, view responses, and search existing requests.

## About credit requests

Credit requests allow users to submit a request to **increase a debtor's credit line**.

## ADMIN TIP

The **Portal Credit Request Approval** task in FactorSoft > Engine Administration > Task Types must be set to Default Priority 9 for credit requests to be sent to the Manage Credit Requests screen. See the FactorSoft Administration Guide for more details on setting up Engine tasks.

## 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 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"> <li>• Approved – FI approved request</li> <li>• Pending – awaiting FI review</li> <li>• Held – FI put request on hold</li> <li>• Denied – FI declined request</li> </ul>
Response	A comment 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

Users 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, 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

Users 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

You 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.

### ADMIN REFERENCE

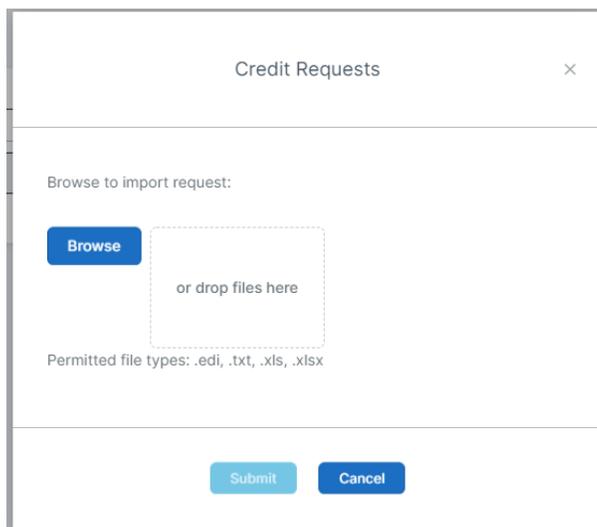
To approve new debtors and work credit requests, go to FactorSoft > Office > Manage Credit Requests. For more information, see the Credit Request section of the FactorSoft User Guide.

## Requesting Credit

### ACCESS

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

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



The screenshot shows a dialog box titled "Credit Requests" with a close button (X) in the top right corner. The main content area contains the text "Browse to import request:" followed by a blue "Browse" button and a dashed rectangular box containing the text "or drop files here". Below this, it lists "Permitted file types: .edi, .txt, .xls, .xlsx". At the bottom of the dialog, there are two buttons: "Submit" and "Cancel".

### 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**.
4. 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.

### ADMIN NOTE

New Administration options added in upgrades are toggled OFF by default. **Action is required** to make these features available. Administrators can toggle on the new options for users with custom settings.

Go to Administration > Clients > Credit Request > Preferences > Import Requests. For import file specifications and details, see the Import Credit section of the FactorSoft Import Guide.

Credit Request ×

Debtor Name     MC #

Add New

Amount Requested

Ship Date

mm/dd/yyyy

Purchase Order Number

Shipping Terms

Comments

Submit
Cancel

### Manual Entry

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

Field	Description
*Debtor Name	<p>When users begin entering a name, a list of potential matches (debtors associated with the client) is displayed.</p> <p><b>Existing debtor</b></p> <p>Select the option button to search by <b>Debtor Name</b> or <b>MC#</b>.</p> <p>Select the correct debtor. The debtor's existing information is auto-populated.</p>

Field	Description
	<p>Note: This information confirms the user has selected the correct debtor, but users cannot edit it.</p> <p><b>New debtor</b></p> <p>If a debtor is not matched, select <b>Add New</b> and continue to complete the other fields.</p> <p><b>ADMIN TIP</b></p> <p>You can set the debtor list to include debtors that have <b>no relationship</b> with the client. Go to Web Portal &gt; Administration &gt; Preferences.</p> <p>"Setting up Preferences" on page 51</p> <p><b>ADMIN TIP</b></p> <p>You can allow <b>pending debtors</b> to display in the Web Portal using either of the following system preferences:</p> <ul style="list-style-type: none"> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; Web Interface &gt; Data Entry &gt; Show Pending Debtors: True</li> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; CLMS ClientWeb &gt; Booleans &gt; Data Entry - Show Pending Debtors: True</li> </ul>
Client Reference Number**	<p>Unique debtor reference number assigned by the client</p> <p><b>ADMIN NOTE</b></p> <p>To show or hide this field, go to Web Portal &gt; Administration &gt; Clients (Global or By Client):</p> <ul style="list-style-type: none"> <li>Credit Requests &gt; Preferences</li> <li>Purchases &gt; Preferences</li> </ul>
Tax ID Number	An identification number used by the Internal Revenue Service (IRS) in the

Field	Description
	administration of tax laws
Motor Carrier Number	<p>Unique identifier for the carrier client (trucking company or hauler that transports goods)</p> <p><b>NOTE</b> This field is displayed at the FI's discretion.</p> <p><b>ADMIN TIP</b> You can set the MC# field to display in Web Portal &gt; Administration &gt; Preferences.  "Setting up Preferences" on page 51</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.

### ADMIN TIP

\*\*You can set up the requirement for fields in Web Portal > Administration > Clients > Screens > Credit Request > Required Fields.

You can manage system preferences for email notifications in FactorSoft > Identification/System constants > Web Interface > Credit request > Send Internal email on submission (T/F) and Submission To Address.

## *Facilities*

# Facility List

## ACCESS

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

Facility List

Client Total 69,898.64 USD

---

ABL Facility Test 2,386.51 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](#)

---

Available 0.00

[Bulk INV](#)

---

Available 0.00

[BULK AR](#)

---

Available 2,386.51

[Submit](#) ▾

Factoring 67,512.13 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](#)

---

Available 0.00

[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 ineligibles) 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:

Field	Description
	<ul style="list-style-type: none"> <li>• Excess – total cash that can be distributed</li> <li>• Deficit – amount to be replenished</li> </ul>

"ABL Collateral Detail" on page 134

## ABL Facility tasks

### *Requesting a disbursement*

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

"Requesting a Disbursement" on page 143

### *Submitting a certificate*

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

"Submitting a Certificate" on page 146

### *Submitting a declaration*

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

"Submitting a Declaration" on page 149

### *Uploading Tracked A/R*

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

"Uploading Tracked A/R" on page 157

# 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" on the next page

## Factoring Facility tasks

### *Requesting a disbursement*

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

"Requesting a Disbursement" on page 143

## 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	Calculated as <Advance Balance> minus <cash reserves, settlement amounts,

Field	Description
Employed*	simple interest loans, amortized loans, P.O. financed amounts, and held funds>  *Calculations are based on the lender's specific preferences.
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

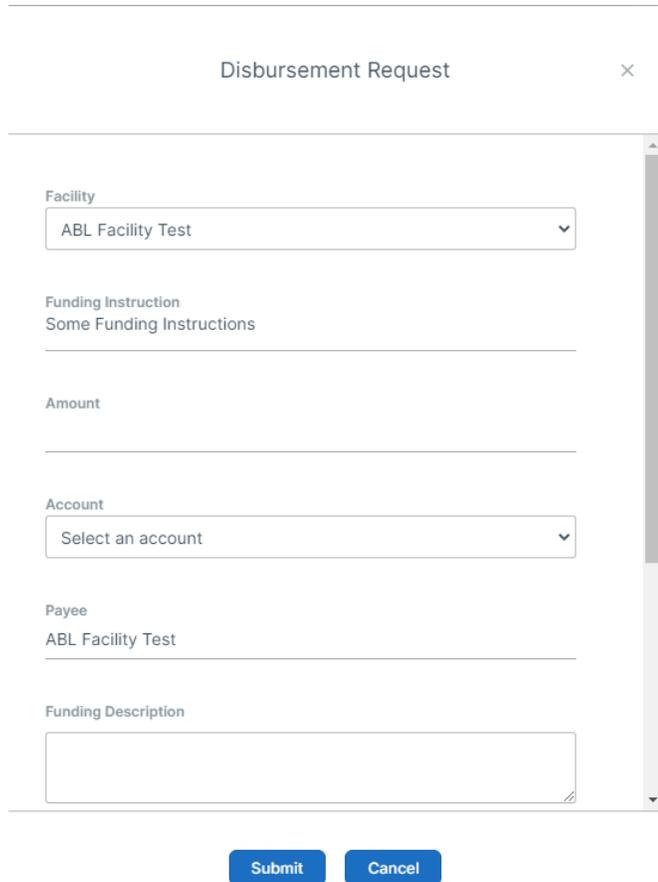
Field	Description
Currency Type	The currency type of the collateral is abbreviated above the calculation.
Cash Reserves	Amount of cash reserves for the client
+ Escrowed Reserves	Amount of escrowed reserves for the client
Total Reserves	Sum of Cash Reserves and Escrowed Reserves
- Recourse/Ineligible	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

Field	Description
Additional Reserves Req'd	Amount of additional required reserves
Float Ineligibility Variance	<p>The dollar amount of float ineligibility variance*. If float ineligibility is enabled, the float amount is held against reserves as ineligible for disbursement.</p> <p>*This calculation is determined in FactorSoft &gt; System Preference &gt; Client rules/defaults &gt; Ineligibility/summary calculation &gt; Reserves tab.</p>
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



The screenshot shows a 'Disbursement Request' modal window. It contains several input fields: a 'Facility' dropdown menu with 'ABL Facility Test' selected; a 'Funding Instruction' text field with 'Some Funding Instructions' entered; an empty 'Amount' text field; an 'Account' dropdown menu with 'Select an account' selected; a 'Payee' text field with 'ABL Facility Test' entered; and an empty 'Funding Description' text area. At the bottom of the form are two blue buttons: 'Submit' and 'Cancel'.

Users 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 149

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	<p>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.</p> <p><b>ADMIN NOTE</b> Funding instructions are located in FactorSoft &gt; Client Information &gt; Funding Instructions panel and Facility Information &gt; Funding Instructions panel.</p>
Amount	Enter the advance amount.
Account	<p>Select the account to pay the advance.</p> <p><b>ADMIN NOTE</b> This selection list is populated from FactorSoft &gt; Client Information &gt; Bank Relationship panel.</p>
Payee	<p>This field is auto-populated from FactorSoft &gt; Client Information &gt; Bank Relationship panel.</p> <p><b>ADMIN TIP</b> To set the payee display name, go to FactorSoft &gt; System Preference &gt; Identification-system constants &gt; CLMS/ClientWeb &gt; Booleans: Web Core Process Facility Disbursement Payee – use bank information.</p> <ul style="list-style-type: none"> <li>• False: Payee = Client Name / Facility Name</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• True: Payee = Bank Relationship panel &gt; "Payable To" field</li> <li>• If "Payable to" field is blank: Payee = Client Name</li> </ul>
Funding Description	Enter notes for the advance.
Supporting Documents	For ABL Collateral types, click <b>Browse</b> 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**.

### ADMIN NOTE

**Viewing:** To view disbursement requests submitted from the Web Portal, go to FactorSoft > Activity Center > Pending Transactions tab.

**Rework:** Factoring disbursement requests require rework in FactorSoft.

**Approving:** Primary and secondary approval may be required to process disbursement requests in FactorSoft based on system preferences:

- Factoring Approvals – Client Rules/Defaults > Ineligibility / Summary calculation > Release tab > Reserve Release requires Manager Authorization as Second Approval
- ABL Approvals -- Facility/Collateral Rules (formerly Asset Based Lending) > Rules > General > ABL Disbursement requires Manager Authorization as Second Approval

# ABL Collateral Detail

## 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
<b>Eligible Collateral:</b>	<b>2,386.51</b>
Advance Rate:	100.00
Net Collateral:	2,386.51
Collateral Limit:	600,000.00
<b>Lower of Net or Limit:</b>	<b>2,386.51</b>
Less Set-asides:	0.00
Collateral Dependencies:	0.00
<b>Available Collateral:</b>	<b>2,386.51</b>

Select view:

Ineligible Posting  30 Days

DATE <input type="button" value="v"/>	AMOUNT <input type="button" value="v"/>	STATUS <input type="button" value="v"/>
No results.		

Showing 0 to 0 of 0 entries

First Previous Next Last

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.
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)

For ABL facilities, the Posting activity grid is displayed for transactions associated with the collateral. Users can select the view options for each collateral type.

Field	Description
<b>Certificate Posting</b>	

Field	Description
Date	The date the certificate was posted is a link to the Posting Details drawer
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
<b>Inventory Declaration</b>	
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
<b>Medical Receivables Declaration</b>	
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
<b>Ineligible Posting</b>	
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
<b>Medical Receivables Category Rates</b>	
Category	The category description

Field	Description
NCV Rate	The net collectible value rate
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
<b>Tracked A/R</b>	
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
<b>Asset Detail</b>	
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

Field	Description
Current UPB	Current Unpaid Principal Balance (UPB) as declared on the imported loan record
# 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

Field	Description
PI Costs	Dollar value of any property improvement costs
State	Property state associated with the imported loan record
Type	Property type of the loan (eg., residential, commercial, land)  <b>ADMIN NOTE</b> 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)  <b>ADMIN NOTE</b> 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

# Declaration Details drawer

## 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

The screenshot shows a 'Disbursement Request' modal window. It contains the following fields and controls:

- Facility:** A dropdown menu with 'ABL Facility Test' selected.
- Funding Instruction:** A text field containing 'Some Funding Instructions'.
- Amount:** An empty text field.
- Account:** A dropdown menu with 'Select an account' selected.
- Payee:** A text field containing 'ABL Facility Test'.
- Funding Description:** An empty text area.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom.

Users 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 149

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	<p>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.</p> <p><b>ADMIN NOTE</b> Funding instructions are located in FactorSoft &gt; Client Information &gt; Funding Instructions panel and Facility Information &gt; Funding Instructions panel.</p>
Amount	Enter the advance amount.
Account	<p>Select the account to pay the advance.</p> <p><b>ADMIN NOTE</b> This selection list is populated from FactorSoft &gt; Client Information &gt; Bank Relationship panel.</p>
Payee	<p>This field is auto-populated from FactorSoft &gt; Client Information &gt; Bank Relationship panel.</p> <p><b>ADMIN TIP</b> To set the payee display name, go to FactorSoft &gt; System Preference &gt; Identification-system constants &gt; CLMS/ClientWeb &gt; Booleans: Web Core Process Facility Disbursement Payee – use bank information.</p> <ul style="list-style-type: none"> <li>• False: Payee = Client Name / Facility Name</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• True: Payee = Bank Relationship panel &gt; "Payable To" field</li> <li>• If "Payable to" field is blank: Payee = Client Name</li> </ul>
Funding Description	Enter notes for the advance.
Supporting Documents	For ABL Collateral types, click <b>Browse</b> 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**.

### ADMIN NOTE

**Viewing:** To view disbursement requests submitted from the Web Portal, go to FactorSoft > Activity Center > Pending Transactions tab.

**Rework:** Factoring disbursement requests require rework in FactorSoft.

**Approving:** Primary and secondary approval may be required to process disbursement requests in FactorSoft based on system preferences:

- Factoring Approvals – Client Rules/Defaults > Ineligibility / Summary calculation > Release tab > Reserve Release requires Manager Authorization as Second Approval
- ABL Approvals -- Facility/Collateral Rules (formerly Asset Based Lending) > Rules > General > ABL Disbursement requires Manager Authorization as Second Approval

## 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	<input type="text"/>
Beginning Collateral	1,157,602.93
Sales	<input type="text"/>
Credits (	( <input type="text"/> )
Adjustments	<input type="text"/>
Adjustments (	( <input type="text"/> )
Discounts (	( <input type="text"/> )
Net Collections (	( <input type="text"/> )
Overpayments	<input type="text"/>
Current Collateral	1,157,602.93
Ineligible	( 1,400.00 ) <span style="color: blue; font-weight: normal;">Update</span>
Reserve	( 4,000.00 )
Eligible Collateral	1,152,202.93

Continue Back Cancel

Users 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 Inventory/Claims	Enter the current reported sales/inventory/claims additions amount. (This 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 <b>Update</b> 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.

Field	Description
Supporting Documents	Click <b>Browse</b> or drag and drop to select supporting documents.

5. Select an action:

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

### ADMIN NOTE

To view certificate postings submitted from the Web Portal, go to FactorSoft > Activity Center > Pending Postings tab.

### 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 160

## Update Ineligibles

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

"Updating Ineligibles" on page 153

## 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

Users 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 143

## 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 ) <a href="#">Update</a>

[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.  Click <b>Update</b> 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 <b>Browse</b> or drag and drop to select supporting documents.

7. Select an action:
  - **Submit** – to submit.
  - **Back** – to go back to the previous form.
  - **Cancel** – to discard input and close the form without saving.

## Submitting a Medical Receivables declaration

Declaration Posting ×

Facility REVOLVER - How long can the Facility name be

Collateral Medical Receivables

Reference Number

	UNBILLED	1 - 30	31 - 60	61 - 90	91 - 120	121 - 150	151 +	TOTAL
HEALTHCARE CATEGORY	<input type="text"/>	0.00						
	<b>Grand Total</b>							0.00

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 Medical Receivables collateral type.
3. Click **Continue**.
4. Complete these fields:

Field	Description
Reference Number	Enter transaction identification number.
<b>Healthcare Category grid</b>	
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.
- **Back** – to go back to the previous form.
- **Cancel** – to discard input and close the form without saving.

#### **ADMIN NOTE**

To view declaration postings submitted from the Web Portal, go to FactorSoft > Activity Center > Pending Postings tab.

## **Updating Ineligibles**

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

"Updating Ineligibles" on the next page

# 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

Users 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
<b>Subtotal</b>	<b>400.00</b>
Set-asides	1,000.00
<b>Total Ineligible</b>	<b>1,400.00</b>

### ADMIN TIP

To modify the user's ability to update ineligible on the Bulk Certificate form, go to FactorSoft > Administration module > System Preferences > Identification/system constants > CLMS|ClientWeb > Booleans > Allow Ineligible collateral submissions from facility disbursement.

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

1. From the Bulk Certificate Posting form, click **Update**.
2. From the Update Ineligibles form, update the category fields as defined by you.

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 ineligibleibles

Update Ineligibles ×

---

Ineligible Category

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

[Add Category](#)

Category  Subcategory

Reason  +

Total Ineligible 900.00

---

[Continue](#) [Back](#)

### ADMIN TIP

To modify the user's ability to update ineligibleibles on the Inventory Declaration form, go to FactorSoft > Administration module > System Preferences > Facility/Collateral Rules (formerly Asset Based Lending) > Rules > General > Allow Inventory Ineligibles from WEB.

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 you.

3. Optional: Click **Add Category** and complete these fields:

Field	Description
Category	Select an ineligible category to add to the declaration.  <b>ADMIN TIP</b> To modify this list, go to FactorSoft > Tables > Facility & Collateral > Ineligible/Reservation Title Table. For optimal readability, use Sentence case instead of UPPER CASE.
Subcategory	Select an ineligible subcategory to add to the category.
Reason	Select the ineligible category reason (required).

4. Click the  plus sign to add the category and enter the ineligible category amount.

5. 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**

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

1. From the Upload Tracked A/R 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 you.  <b>ADMIN NOTE</b> This selection list is set up in FactorSoft > Bulk A/R Collateral Information > Submission Template. Refer to the Tracked A/R Add-on Module Guide for details.
Browse	Click <b>Browse</b> or drag and drop the Tracked A/R document for submission.

2. Select an action:

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

#### ADMIN NOTE

To view Tracked A/R submitted from the Web Portal, go to FactorSoft > Client List > Collateral Information > Submission History.

For general information on Tracked A/R, see the Tracked A/R Add-on Module Guide.

# Uploading Asset Detail

## ACCESS

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

Users can upload Excel spreadsheets to update ineligible based on the parameters defined by you in FactorSoft. 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 you.  <b>ADMIN NOTE</b> This selection list is set up in FactorSoft > Bulk A/R Collateral Information > Submission Template. Refer to the Asset Detail Add-on Module Guide for details.
Browse	Click <b>Browse</b> or drag and drop the Asset Detail document for submission.

2. Select an action:

- **Submit** – to submit the document .
- **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.”

## ADMIN NOTE

Go to FactorSoft > Activity Center > Pending Postings tab.

## "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 in FactorSoft.

#### **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 146

#### *Purchases*

# Purchases

## ACCESS

Main > Purchases

Purchases ↻

BATCH #	DATE	TOTAL	IMAGES	UNASSIGNED INVOICES	STATUS
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 First Previous Next Last

Upload ▾

The Purchases grid includes:

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

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

## ADMIN NOTE

**Invoices** – Allow users to add invoices from the Web Portal. Go to FactorSoft > Administration > System Preferences > Data entry behavior > Purchase Entry > Assign own batch numbers to purchases and set it to **False** and FactorSoft > Administration > System Preferences > Debtor Rules/Defaults > Rules > Automatically assign client reference numbers when blank and set it to **True**.

**XML** – Your FactorSoft Invoice XML Import preferences apply to invoices added in the Web Portal. For more information, see the Invoice XML section of the FactorSoft Import Guide.

**Invoice date** – Future invoice dates are always allowed for file import and manual entry. From Web Portal > Administration > Clients > Global > Screens > Purchases, you can allow users to submit purchase batches with **no invoice date** for:

- Manual Entry
- Import File > Spreadsheet with images

## 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 <b>Incomplete</b> status begin with a T (e.g., T001023).</p>
Date	Date the batch is submitted
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 192</p> <p><b>NOTE</b> Landscape images (width is greater than height) are rotated for display on all devices.</p>

Column	Description
	<p><b>ADMIN NOTE</b></p> <p>You can hide (toggle off) this column in Web Portal &gt; Administration &gt; Clients &gt; Purchases screen &gt; Purchases Screen drawer.</p>
Unassigned Invoices	<p>Number of invoices without an assigned image</p> <p><b>ADMIN NOTE</b></p> <p>You can hide (toggle off) this column in Web Portal &gt; Administration &gt; Clients &gt; Purchases screen &gt; Purchases Screen drawer.</p>
Status	<p>Batch status:</p> <ul style="list-style-type: none"> <li>• Incomplete – not yet submitted to your lender (can be edited)</li> <li>• Processing – submitted (cannot be edited)</li> <li>• Failed – an error occurred during the submission process</li> </ul>

## 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

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

### *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 198

### Importing invoices

#### ACCESS

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

The screenshot shows a modal window titled "Add File" with a close button (x) in the top right corner. Below the title bar, the text "Select import file type" is followed by a dropdown menu currently displaying "EDI 810". To the left of a dashed rectangular area is a blue "Browse" button. Inside the dashed area, the text "or drop file here" is centered. At the bottom of the modal, there are two buttons: "Submit" and "Cancel".

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 or .xlsx)	Single	Multiple. Acceptable types: .png, .bmp, .tiff, .jpg, and .pdf	Yes	Save for editing 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 181

2. Select an action:

- For **data file** import, browse to select the file or drag and drop the file to **or drop file here**.

#### ADMIN NOTE

Set the system preference to enable an Excel spreadsheet to process successfully when submitted.  
Go to FactorSoft > Administration Module > System Preferences > Identification/system constants > Interface parameters > Excel Invoices Import > Folder to watch > set folder location for Excel Spreadsheet files to be imported.

Refer to the FactorSoft Import Guide for import file specifications.

- 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 (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.

#### ADMIN NOTE

To view submitted invoices, go to FactorSoft > Office > Manage Pending Purchases (F8).

#### *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 174

Add Invoices ×

**Debtor Name**  
 Add New

**Debtor Number**

**Client Reference Number**

---

**Invoice Number**                      **Invoice Date**  
                                       📅

**Invoice Amount**                      **Days Due**  
                                     

**Load Number**                              **Purchase Order Number**  
                                     

**Description**

Save
Add Another
Cancel

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

Field	Description
Debtor Name*^	<p>When users begin entering a name, a list of potential matches (debtors associated with the client) is displayed.</p> <p><b>Existing debtor</b></p> <p>Select the option button to search by <b>Debtor Name</b> or <b>MC#</b>.</p> <p>Select the correct debtor. The debtor's existing information is auto-populated.</p> <p>Note: This information confirms the user has selected the correct debtor, but users</p>

Field	Description
	<p>cannot edit it.</p> <p><b>New debtor</b></p> <p>If a debtor is not matched, select <b>Add New</b> and continue to complete the other fields.</p> <p><b>ADMIN TIP</b></p> <p>You can set the debtor list to include debtors that have <b>no relationship</b> with the client. Go to Web Portal &gt; Administration &gt; Preferences.</p> <p>"Setting up Preferences" on page 51</p> <p><b>ADMIN TIP</b></p> <p>You can allow <b>pending debtors</b> to display in the Web Portal using either of the following system preferences:</p> <ul style="list-style-type: none"> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; Web Interface &gt; Data Entry &gt; Show Pending Debtors: True</li> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; CLMS ClientWeb &gt; Booleans &gt; Data Entry - Show Pending Debtors: True</li> </ul>
Client Reference Number	<p>Unique debtor reference number assigned by the client</p> <p><b>ADMIN NOTE</b></p> <p>To show or hide this field, go to Web Portal &gt; Administration &gt; Clients (Global or By Client):</p> <ul style="list-style-type: none"> <li>Credit Requests &gt; Preferences</li> <li>Purchases &gt; Preferences</li> </ul>
Email	Debtor's email address

Field	Description
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

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

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  <b>ADMIN TIP</b> You can set system preferences to allow negative invoices to be submitted in the Web Portal. Go to FactorSoft > Administration > System > System Preferences > Identification/system constants > Web interface > Data entry > Allow negative invoices.
Days Due	Days remaining until due
Contract Number**	Client contract number associated with the invoice

Field	Description
	<p><b>FI ADMIN NOTE</b></p> <p>The contract number selection list comes from FactorSoft. If there is no contract number in FactorSoft, this field is hidden.</p>
Freight Amount**	Freight amount associated with the invoice
Load Number**	<p>Number of an open load associated with the invoice</p> <p><b>ADMIN REFERENCE</b></p> <p>This field is displayed when Client Information &gt; Load/Order Processing &gt; Include in load processing is checked. For more information, see the Load Processor Add-on Module Guide.</p> <p><b>NOTE</b></p> <p>This field is displayed only when there are open active loads available in FactorSoft. (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>For PO financing, this field displays a selection list of POs for which advances have been made in FactorSoft.</p> <p><b>NOTE</b></p> <p>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

## ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

- 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 192

#### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

- 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, users can choose to click **Submit** now or wait until later.

#### ADMIN NOTE

To view submitted invoices, go to FactorSoft > Office > Manage Pending Purchases (F8).

## 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" on the next page

"Working with Images" on page 192

# Editing a Batch

## ACCESS

Main > Purchases > click batch number

← Edit Batch I0000516

Unassigned Images **1**

Add ▾

INV #	PO #	INV DATE	INV AMOUNT	LOAD #	CLIENT REF #	IMAGES
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](#)

Users 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 192

## 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

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

Field	Description
Debtor Name*^	<p>When users begin entering a name, a list of potential matches (debtors associated with the client) is displayed.</p> <p><b>Existing debtor</b></p> <p>Select the option button to search by <b>Debtor Name</b> or <b>MC#</b>.</p>

Field	Description
	<p>Select the correct debtor. The debtor's existing information is auto-populated.</p> <p>Note: This information confirms the user has selected the correct debtor, but users cannot edit it.</p> <p><b>New debtor</b></p> <p>If a debtor is not matched, select <b>Add New</b> and continue to complete the other fields.</p> <p><b>ADMIN TIP</b></p> <p>You can set the debtor list to include debtors that have <b>no relationship</b> with the client. Go to Web Portal &gt; Administration &gt; Preferences.</p> <p>"Setting up Preferences" on page 51</p> <p><b>ADMIN TIP</b></p> <p>You can allow <b>pending debtors</b> to display in the Web Portal using either of the following system preferences:</p> <ul style="list-style-type: none"> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; Web Interface &gt; Data Entry &gt; Show Pending Debtors: True</li> <li>FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; CLMS ClientWeb &gt; Booleans &gt; Data Entry - Show Pending Debtors: True</li> </ul>
Client Reference Number	<p>Unique debtor reference number assigned by the client</p> <p><b>ADMIN NOTE</b></p> <p>To show or hide this field, go to Web Portal &gt; Administration &gt; Clients (Global or By Client):</p> <ul style="list-style-type: none"> <li>Credit Requests &gt; Preferences</li> <li>Purchases &gt; Preferences</li> </ul>

Field	Description
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

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

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  <div style="border-left: 1px solid black; padding-left: 10px; margin-left: 20px;"> <p><b>ADMIN TIP</b></p> <p>You can set system preferences to allow negative invoices to be submitted in the Web Portal. Go to FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/system constants &gt; Web interface &gt; Data entry &gt; Allow negative invoices.</p> </div>
Days Due	Days remaining until due

Field	Description
Contract Number**	<p>Client contract number associated with the invoice</p> <p><b>FI ADMIN NOTE</b> The contract number selection list comes from FactorSoft. If there is no contract number in FactorSoft, this field is hidden.</p>
Freight Amount**	Freight amount associated with the invoice
Load Number**	<p>Number of an open load associated with the invoice</p> <p><b>ADMIN REFERENCE</b> This field is displayed when Client Information &gt; Load/Order Processing &gt; Include in load processing is checked. For more information, see the Load Processor Add-on Module Guide.</p> <p><b>NOTE</b> This field is displayed only when there are open active loads available in FactorSoft. (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>For PO financing, this field displays a selection list of POs for which advances have been made in FactorSoft.</p> <p><b>NOTE</b> 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

## ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

- 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 192

#### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.

- 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, users can choose to click **Submit** now or wait until later.

#### ADMIN NOTE

To view submitted invoices, go to FactorSoft > Office > Manage Pending Purchases (F8).

## Working with the batch

Action	Steps
Submit batch	<ol style="list-style-type: none"><li>From Edit Batch, verify the debtor names are correct. (If a debtor name is blank, DocAI could not reliably extract it.)</li><li>Ensure all edits are complete. Submitted batches cannot be edited.</li><li>Click <b>Submit</b> to submit the batch.</li></ol> <p><b>ADMIN NOTE</b> To view submitted invoices, go to FactorSoft &gt; Office &gt; Manage Pending Purchases (F8).</p>

Action	Steps
Delete batch	<ol style="list-style-type: none"><li>1. From Edit Batch, ensure the correct batch is selected. Deleted batches cannot be restored.</li><li>2. Click <b>Delete</b>.</li></ol>

# 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.

## FactorSoft pre-import settings

Jack Henry recommends using the **Client Reference Number** to identify debtors for purchase import. When an invoice is missing the Client Reference Number, the Purchase Import Facility stops the import if the Client Ref # (Customer ID) for a new debtor is missing.

### *Setting the option to use the Client Reference Number for purchase imports*

1. Go to FactorSoft > System Preferences > Data entry behavior > Purchase import folder.
2. Set **Client reference number is not a required field** to **False** (so each invoice record in the import file must have the Client Reference Number).

## Column headers

These column header names are accepted in FactorSoft.

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

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

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
<b>[DEBTOR]</b>		
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
<b>[INVOICE]</b>		
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 → 625-5th-Ave → → 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

Users 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 <ul style="list-style-type: none"> <li><a href="#">new batch</a></li> <li><a href="#">edit batch</a></li> </ul>	✓		
<a href="#">Add supporting document image</a>	✓		
<a href="#">View "unassigned images" (click chip)</a>	✓		
<a href="#">View "image type not selected" (click chip)</a>	✓		
<a href="#">Select image type</a>		✓	✓
<a href="#">Assign image to invoice</a>		✓	✓
<a href="#">View full-size image</a>		✓	✓

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)
<a href="#">Delete image</a>			✓
<a href="#">Rearrange image order</a>			✓
<a href="#">Replace image</a>			✓

## 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 198

## 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, a separately licensed add-on module for FactorSoft, 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.

## FI ADMIN NOTE

To enable DocAI, go to Web Portal > FI Admin > Preferences > Import File Types > Set > Purchase Import File Types > toggle on DocAI.

## How does it work?

From the Main > Purchases > New Batch screen, the step-by-step DocAI process guides users 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. Users can add up to 10 images for one multi-page invoice.
- B. Next, users 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**. Users cannot submit a batch until all invoice statuses are Ready. If needed, users 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 users 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, users can click **Submit**.

"Capturing images" on page 164

## How does DocAI find debtors and accommodate new debtors?

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*

# Sales Authorizations

## ACCESS

Main > Sales Authorizations

Sales Authorizations

from 04/11/2021 to 05/11/2021

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

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

## ADMIN NOTE

To allow sales authorizations in the Web Portal, go to FactorSoft > Administration Module > System Preferences > Data entry behavior > Purchase authorization > Use Purchase Authorization = TRUE.

## About sales authorizations

If you are using Sales Authorization, an add-on module to FactorSoft, customer requests (entered in the Web Portal) are automatically imported into the Sales Authorization module. These imported requests are subject to the same rule set as those manually entered.

- Requests that pass the rules are pre-approved.
- Requests with exceptions are queued to be worked by your credit department.

# Searching for sales authorizations

## Tips

From the grid users 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

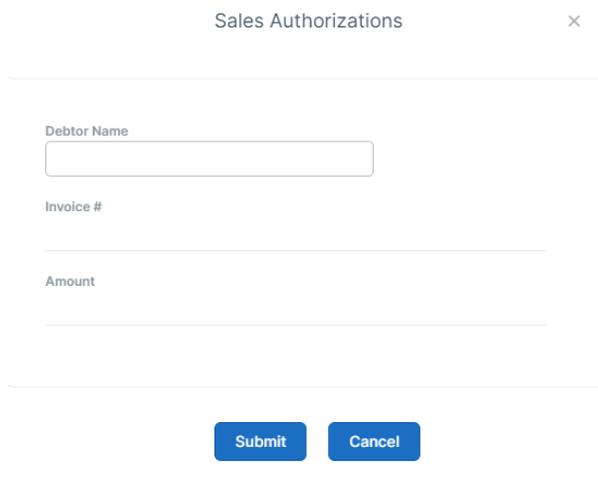
1. From Main > Sales Authorizations, use the date fields (above the grid) to specify the search range.
2. Find the sales authorizations in the results grid.

Column	Description
Date	Date of request
Debtor	Debtor associated with the request
Invoice #	Invoice number related to the request
Amount	Invoice amount
Result	<ul style="list-style-type: none"><li>• Approved – FI approved request</li><li>• Pending – awaiting FI review</li><li>• Denied – FI declined request</li></ul>

## 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 x

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 (debtors associated with the client) 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, 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 the user's left navigation pane's **Main** section. When the user clicks a custom link, it opens in a new tab in the user's browser.

Typically, one of the two links is your financial institution's website. For clients, the other link (if any) may be a company for invoice processing or debtor credit assessment. For debtors, the other link (if any) may be for making payments at the bank or a third-party payment entity.

"Setting up Custom Links" on page 34

## Search

*Carriers*

# Carriers

## ACCESS

Search > Carriers

Users 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](mailto: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
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 <span>Edit Criteria</span>					
CARRIER NAME	CARRIER #	MC #	CITY	STATE	ZIP
<a href="#">AAA Trucks</a>	AAA	645789	Birmingham	AL	35180
<a href="#">Sabs Intern...l Solutions</a>	SSS202189112	MC12202191	Franklin City...cate display	TN	37067-1111

Showing 1 to 2 of 2 entries First Previous Next Last Export

Column	Description
Carrier #	Unique identifier for the carrier in FactorSoft
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, users 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" on the next page

# 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 *i*

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
Driver info	Person associated with the carrier: Driver's name (from FactorSoft), 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 #  <b>NOTE</b> 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
<a href="#">Amanda Coalson Debtor</a>	ACGDEB1	15,549.44			CRDEB	No Buy
<a href="#">Amanda Debt -from CW</a>	AGCDEBCW	5,234.65			123	Approved
<a href="#">Amanda Test Debtor</a>	AGCDEB	12,541.11	158413		AGCREF	Approved
<a href="#">Cash Cow Supplies</a>	CCS	0.00		not reliable debtor	0	Denied

Showing 1 to 4 of 4 entries First Previous Next Last Export

New Debtor

Users 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 #)	<p>Select Exact Match, Contains, or Begins with to refine results.</p> <p>When searching by name using the Exact Match option, the system suggests existing as you type.</p> <p><b>ADMIN TIP</b> You can set the debtor list to include debtors that have no relationship with the client. Go to Web Portal &gt; Administration &gt; Preferences.</p> <p>"Setting up Preferences" on page 51</p>
Country	<p>Country defaults to Search All.</p> <p><b>ADMIN TIP</b> You can select the countries for this selection list in Web Portal &gt; Administration &gt; Countries.</p> <p>"Setting up Countries" on page 48</p>
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	<p>Select Exact Match, Contains, or Begins with to refine results.</p> <p><b>NOTE</b> This field is displayed at the FI's discretion.</p>

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
Balance	Debtor's outstanding balance
MC#	<p>Motor carrier number</p> <p><b>NOTE</b> This field is displayed at the FI's discretion.</p> <p><b>TIP</b> When viewing an external URL on your mobile Apple device, swipe right to get back to the app.</p> <p><b>ADMIN TIP</b> You can set up this field in Web Portal &gt; Administration &gt; Preferences &gt; Motor Carrier Link.</p> <p>"Setting up Preferences" on page 51</p>

Column	Description
No Buy	<p>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.</p> <p><b>ADMIN TIP</b></p> <p>To modify this column, go to FactorSoft &gt; Debtor Information &gt; No buy/Ineligible Explanation field.</p> <p>To use a custom warning in this column, set the System Preference at FactorSoft &gt; Administration &gt; System Preference &gt; Identification/system constants &gt; CLMS ClientWeb &gt; Messages and text &gt; Credit Request Warning as No-Buy Message</p>
Client Ref #	<p>Unique debtor reference number assigned by the client</p> <p><b>ADMIN NOTE</b></p> <p>To show or hide this field, go to Web Portal &gt; Administration &gt; Clients (Global or By Client):</p> <ul style="list-style-type: none"> <li>• Credit Requests &gt; Preferences</li> <li>• Purchases &gt; Preferences</li> </ul>
Credit Status	<p>Debtor's credit status assigned:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Call Credit – Debtor may have credit concerns or questions. Contact your lender about requesting credit. Note: Your lender can customize this status label.</li> <li>• Denied – Debtor has a warning indicator and is not eligible for credit requests. Invoices cannot be purchased.</li> <li>• No Buy – Debtor is not eligible for credit requests. Invoices cannot be purchased.</li> <li>• Pending – Debtor has recently been added and not yet approved by you.</li> </ul>

## About Credit Status rules

The following rules determine the status displayed in the Credit Status column of the Debtor Search screen:

Credit Status is...	When the debtor in FactorSoft has...	
	No Buy/Ineligible Code	Warning
Approved		
Call Credit		✓
Denied	✓	✓
No Buy	✓	

## Changing search criteria

From search results, users 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 Alabama ▾ Zip \_\_\_\_\_

Country  
United States of America ▾

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Motor Carrier Number  
\_\_\_\_\_

Add Debtor Cancel

Users 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**.

### ADMIN TIP

To approve debtors added in the Web Portal:

1. From FactorSoft > File > Web Import Facility, select a client.
2. Click **View Debtors**.

3. Select the new debtor.

4. Click **Process**.

To access the Web Import Facility screen:

1. Set the following security role to **YES**: Security Roles > Import Functions > Web import > Use web import facility.

## 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

# Debtor Detail

## 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

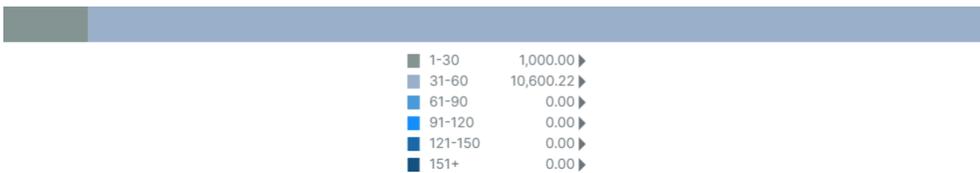
p: 205-555-5555  
 f: 205-555-5555  
 e: acoalson@jhacorp.com

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	Average Days to Pay (ADTP):	426
Last Payment Date:	1/13/2022	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 <b>any client</b>  ("Not Established" = not set)
Individual Credit Limit	Debtor's individual credit limit for invoices purchased from <b>any client</b>



Column	Description
	("Not Established" = not set)
Override Credit Limit	Debtor's override credit limit for invoices purchased exclusively from the <b>selected client</b>  <b>NOTE</b> If this limit is set up by the lender, the Total and Individual Credit Limits are not displayed.
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  <b>ADMIN TIP</b> **You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Purchases > Purchases Screen drawer.
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

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

### ADMIN TIP

To view Average Days to Pay (ADTP) information in FactorSoft, go to Client Aging > Debtor Summary. From Options, you can add columns: All, A90, and A60.

### ADMIN TIP

To view credit information, go to FactorSoft > Debtor Information > Credit Information or Credit D&B panels.

## 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 225

"Invoice Detail" on page 232

### *Documents*

# Documents

## ACCESS

Search > Documents

Documents

from 04/11/2021 to 05/11/2021

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

Users 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 users 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"> <li>1. From Search &gt; Documents, select the check boxes for the documents to be deleted.</li> <li>2. Click <b>Delete</b>.</li> <li>3. In the confirmation message, click <b>Continue</b>.</li> </ol>
Document	Document title
Debtor	Debtor name (displayed only for portfolio-level debtors)
Status	<p>Document status:</p> <ul style="list-style-type: none"> <li>• <b>Available</b> – Click to download and view the document.</li> <li>• <b>Failed</b> – The document failed to generate. Try again or contact the lender.</li> <li>• <b>No Data</b> – The document could not be generated because the search parameters match no data.</li> <li>• <b>Waiting</b> – The document request is queued in the system.</li> <li>• <b>Processing</b> – The system is generating the document.</li> </ul>
Type	<p>Document types include:</p> <ul style="list-style-type: none"> <li>• <b>Reports</b> – Set up in FactorSoft &gt; Report Parameters &gt; Destination &gt; Web.</li> <li>• <b>Exports</b> – Set up in FactorSoft &gt; Export Detail Parameters &gt; Destination &gt; Client Web.</li> <li>• <b>InvDelivery</b> – Set up in FactorSoft &gt; user's Contact Record &gt; select InvDelivery and Web Access for the user to receive Invoice Delivery Packages.</li> </ul>

Column	Description
Details	<p>Date range for the document</p> <p><b>NOTE</b> Exports, Invoice Delivery Packages, 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

Users 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**.

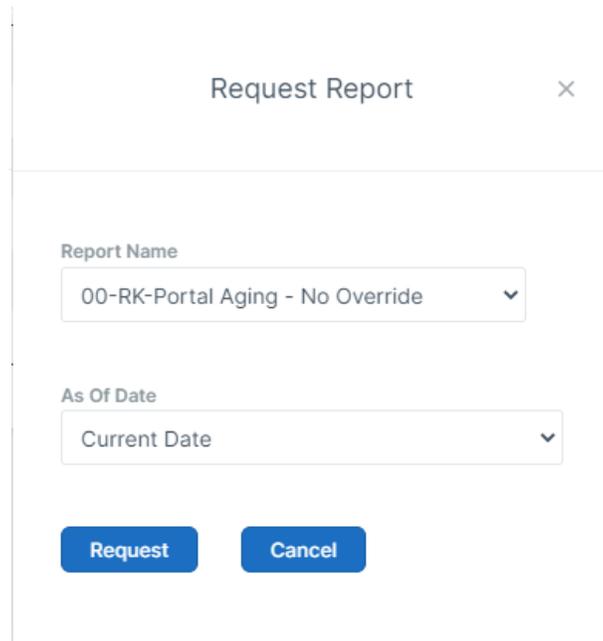
# Reports

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



Request Report x

Report Name  
00-RK-Portal Aging - No Override v

As Of Date  
Current Date v

Request 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 the user's 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

Users 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="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 First Previous Next Last

[Submit](#) ▾

Users 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 Debtors or Clients	Portfolio-level accounts can Search All members by default or select a member from the drop-down menu.
Debtor (name or #) or Client Name	Select Exact Match, Contains, or Begins with to refine results.  When searching by name using the Exact Match option, the system suggests existing as you type.
Invoice Status	Choose Any Status, Denied, Disputed, Held, Open, Paid, Past Due, Pending, Pending Approved, or Pending Verified.

Field	Description
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 the account's aging preference. Users can enter one date to retrieve all invoices on/after or on/before that date.
Amount by	Select an amount type: Invoice or Balance. Users 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 and Debtor 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 and debtor 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
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)
Purchase Date	Invoice purchase date
Due Date	Date set by the lender for the invoice to be paid
Client	Client associated with the invoice (not displayed for client accounts)
Status	<p>Invoice status:</p> <ul style="list-style-type: none"> <li>• Denied</li> <li>• Disputed*</li> <li>• Dispute Pending</li> <li>• Held</li> <li>• Non-Factored</li> <li>• Open</li> <li>• Paid</li> <li>• Past Due</li> <li>• Pending</li> <li>• Pending Approved</li> </ul>

Column	Description
	<ul style="list-style-type: none"> <li>• Pending Verified</li> </ul> <p>*When a disputed invoice is eventually paid:</p> <ul style="list-style-type: none"> <li>• Its status is Paid in the Invoice Search grid.</li> <li>• The Invoice Detail drawer displays the Dispute Details (dispute code and note).</li> </ul>
Images**	<p>Chip with the number of invoice images is a link to the Images drawer, where you can click <b>Download All</b> for all images in a single PDF</p> <p><b>NOTE</b> Landscape images (width is greater than height) are rotated for display on all devices.</p> <p><b>FI ADMIN NOTE</b> You can choose which image types display in FactorSoft &gt; Tables &gt; Data Entry &gt; Image Types &gt; Image Type tab:</p> <ul style="list-style-type: none"> <li>• Visible by client on web</li> <li>• Visible by debtor on web</li> </ul>
Notes**	Chip with the number of invoice notes is a link to the Notes drawer

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Invoices > Invoices Screen drawer.

## Changing search criteria

From search results, users 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 232

## Viewing Advance Activity detail

Users 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	Date the purchase order expires  The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.
Terms	Applicable purchase terms

Column	Description
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	Transaction type of the activity for the PO: <ul style="list-style-type: none"> <li>• Advance – an advance is processed</li> <li>• Buy – the invoice associated with the PO is purchased</li> </ul>
Status	Status of the advance <ul style="list-style-type: none"> <li>• Pending</li> <li>• Processed</li> </ul>
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

## Disputing an invoice

Debtors can dispute invoices from Invoice Search results.

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

"Invoice Dispute" on page 237

## Making a payment

Only debtors can make payments. Portfolio-level debtors must sign in as the member to make a payment for the member debtor.

"Invoice Payment" on page 240

# Adding a collection note

Clients and debtors can add collection notes on unpaid invoices from the Web Portal.

"Collection Notes" on page 242



# Invoice Detail

## ACCESS

Search > Invoices > click an invoice number

The screenshot shows the Invoice Detail drawer for invoice 033021-5. On the left is an 'Invoice Search' sidebar with a list of invoice numbers. The main area displays the following information:

- Invoice:** 033021-5 (with a back arrow) | **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

Below this is a 'Transactions' table:

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

Showing 1 to 1 of 1 entries. Navigation: 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	<p>Invoice status:</p> <ul style="list-style-type: none"> <li>• Denied</li> <li>• Disputed*</li> <li>• Dispute Pending</li> <li>• Held</li> <li>• Non-Factored</li> <li>• Open</li> <li>• Paid</li> <li>• Past Due</li> <li>• Pending</li> </ul>

Field or Column	Description
	<ul style="list-style-type: none"> <li>• Pending Approved</li> <li>• Pending Verified</li> </ul> <p>*When a disputed invoice is eventually paid:</p> <ul style="list-style-type: none"> <li>• Its status is Paid in the Invoice Search grid.</li> <li>• The Invoice Detail drawer displays the Dispute Details (dispute code and note).</li> </ul>
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
Funded	<b>Yes</b> if the invoice is funded or <b>No</b> 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

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

For clients, 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 users 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"> <li>• Being Created – Transaction has been submitted</li> <li>• Pending, Ready to Update – Transaction is being worked and may require some type of approval before it can be processed</li> <li>• Pending, Problems – Incomplete transaction</li> <li>• Scanned, Ready to Post – Transaction has been worked and passed any required verification/approval process</li> <li>• Processed – Completed transaction</li> </ul>
Type	<p>Transaction type:</p> <ul style="list-style-type: none"> <li>• ABL Additional Fee Posting – Bulk collateral additional fee postings (configured using the Additional Terms Information screen and posted at Bulk A/R Certificate postings)</li> <li>• ABL Adjustment – Bulk collateral facility adjustment posting transactions</li> <li>• ABL Collection – Detail collateral payment transactions</li> </ul>

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

## ADMIN TIP

You can hide payments posted to Hold Accounts on the Web Portal using the following system preference:

- FactorSoft > Administration > System > System Preferences > Identification/System Constant > Web Interface > Invoice Detail > Hide payments to hold accounts: True

## Payments grid

Payments

CHECK #	CHECK DATE	PAYMENT DATE	AMOUNT
1111	4/1/2021	4/1/2021	1,300.00

Showing 1 to 1 of 1 entries

First Previous Next Last

For debtors, the Payments grid is displayed for invoices with payments.

Field or Column	Description
Check #	Check number
Check Date	Date on the check
Payment Date	Payment posting date
Amount	Payment amount

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Invoices > Invoices Screen drawer.

## Exporting grid results

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

# Invoice Dispute

## ACCESS

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

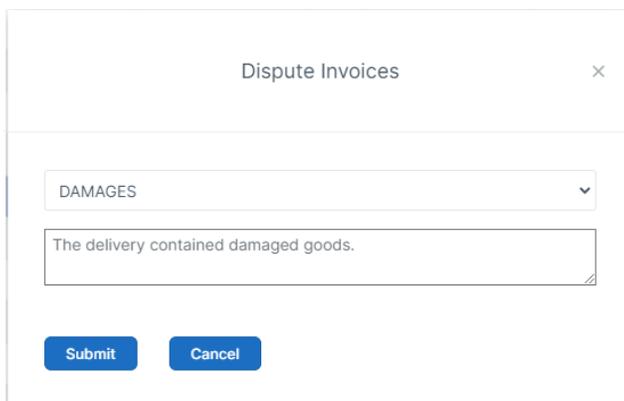
Based on system preferences, users may be able to dispute invoices to initiate a claim that an invoice should not be paid (due to a potential problem, an error, or a change in circumstances). A single dispute reason code applies to all selected invoices. If users have invoices to dispute for different reasons, they must 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



Dispute Invoices

DAMAGES

The delivery contained damaged goods.

Submit Cancel

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

## ADMIN NOTE

You can set dispute codes in FactorSoft > Tables > Data Entry > Dispute/Ineligibility/No Buy Code Table using the flag: For payer web dispute OR For client web dispute.

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**.

### *What's next?*

After submitting an invoice for dispute, the invoice status changes to Dispute Pending while the decision\* is made to approve or deny the dispute. Users can **expect to receive an email with the decision**.

### **ADMIN NOTE**

\*Go to FactorSoft > PayerWeb Administration module > Dispute Approval Queue to work disputes.

- If **approved**, the invoice status changes to Disputed. From Search > Invoices, click the invoice number to view Invoice Detail, which includes dispute details (reason code and notes).
- If **denied**, the status reverts to the status of the invoice prior to the dispute.

## **System Preferences**

The following system preferences should be set when allowing users to dispute invoices.

### *Web Portal*

### **ACCESS**

Web Portal > Administration > Clients or Debtors > Screens > Invoices > Allow Dispute

This preference is **off by default**. When you toggle this preference on:

If a client or debtor had...	Then this preference is already set to...
Custom settings	Off
No custom settings	On

*FactorSoft*

**ACCESS**

FactorSoft > Administration module > System Preferences > Identification/system constants >  
 CLMS|PayerWeb > PayerWeb desktop folder

Preference	Description
Invoice Dispute Approval Email Subject	Custom Email subject for Invoice Dispute Approvals
Invoice Dispute Denied Email Subject	Custom Email subject for Invoice Dispute Denials



# Invoice Payment

## ACCESS

Search > Invoices > search results > select check boxes for invoices to pay > click Submit and choose Payment

Main > Dashboard > Submit Payment Quick Task

Only debtors can make payments. Portfolio-level debtors must sign in as the member to make a payment for the member debtor.

## NOTE

Invoices with a status of Pending, Held, or Denied cannot be paid. Partial payments may be allowed based on system preferences. If allowed, payments are accepted for invoice balances greater than \$0.00.

## ADMIN NOTE

To allow partial payments on the Web Portal, go to FactorSoft > Administration Module > System Preferences > Identification/System Constants > CLMS|PayerWeb > PayerWeb Website > Allow Partial Payments.

## Making a payment

Make a Payment ×

---

INVOICE #	BALANCE	PAYMENT
021821-5	300.00	<input style="width: 100%;" type="text" value="300"/>
Grand Total	300.00	

ContinueCancel

1. From Search > Invoices > search results, select the check boxes for the invoices to pay.
2. Click **Submit** and choose **Payment**.

3. From Make a Payment, verify the invoice payment amounts and click **Continue**.
4. Optional: If partial payments are allowed, enter the amount to pay in the Payment field for each invoice and click **Continue**.
5. From Make a Payment, select the Payment Type and click **Continue**. Payment types are designated by the lender.

#### ADMIN NOTE

To designate available payment types, go to FactorSoft > Tables > Accounting > Electronic Payment Defaults. Select **Allow on payer web**.

6. From Confirm Payment, click **Continue to ePayment America**.
7. From ePayment America, follow the instructions and submit.

#### *What's next?*

After submitting a payment, the invoice status changes to Paid. You can view payments posted in Dashboard > Recent Payments Posted or Search > Payments.

#### TIP

For general information on Electronic Payments, see the Electronic Payments Third-Party User Guide.

# Collection Notes

Factoring clients and debtors 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 or client.

## NOTE

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

Invoices with a status of Paid or Non-factored are not eligible for a debtor 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

The screenshot shows a modal window titled "Add Collection Note" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Spoke To:** A dropdown menu with the text "Select a Contact" and a downward arrow. Below it is a blue "Add New" button.
- First Name:** A text input field.
- Last Name:** A text input field.
- Title:** A text input field.
- Response:** A dropdown menu with the text "Select a Response" and a downward arrow.
- Action:** A dropdown menu with the text "Select an Action" and a downward arrow.
- Date:** A date input field with the placeholder "mm/dd/yyyy" and a calendar icon.
- Note:** A large text area with the placeholder "Add Collection Note" and a small icon in the bottom right corner.
- Buttons:** "Save" and "Cancel" buttons at the bottom left.

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\*.

### ADMIN NOTE

\*Responses are defined in FactorSoft > Tables > Data Entry > Verification/Collection Message table.

7. Select an action:
  - 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.

### ADMIN NOTE

To access collection notes submitted from the Web Portal, go to FactorSoft > Invoice Information > Verification/Collection tab.

## 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

Users 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.

### *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
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

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

## ADMIN TIP

You can hide payments posted to Hold Accounts on the Payment Search screen and Check Detail drawer using either of the following system preferences:

- FactorSoft > Administration > System > System Preferences > Identification/System Constant > Web Interface > Collection Summary > Hide payments to hold accounts: True
- FactorSoft > Administration > System > System Preferences > Identification/System Constant > Web Interface > Invoice Detail > Hide payments to hold accounts: True

# Searching for payments

Payment Search Criteria

---

Debtor Name     Debtor #

Ama    Contains

---

Check Number

   Exact Match

---

Date by     Payment Posted     Check Date

from    to

mm/dd/yyyy    mm/dd/yyyy

---

Check Amount

min    max

0    61000

**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 Debtors or Clients	Portfolio-level accounts can Search All members by default or select a member from the drop-down menu.
Debtor (name or #) or Client Name	Select Exact Match, Contains, or Begins with to refine results. When searching by name using the Exact Match option, the system suggests existing as you type.
Check Number	Select Exact Match, Contains, or Begins with to refine results.

Field	Description
Date by	Select a date type: Payment Posted or Check Date. Users can enter one date to retrieve all payments on/after or on/before that date.
Check Amount	Users 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
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.  <b>ADMIN TIP</b>

Column	Description
	<p>You can allow pending checks to display in the Web Portal.</p> <p>Go to: FactorSoft &gt; Administration &gt; System &gt; System Preferences &gt; Identification/System Constant &gt; Web Interface &gt; Collection detail-check# &gt; Show pending checks: True.</p>
Amount	Payment amount
Applied to A/R	Amount applied to the A/R balance
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 <b>Download All</b> for all images in a single PDF</p> <p><b>NOTE</b> Landscape images (width is greater than height) are rotated for display on all devices.</p> <p><b>FI ADMIN NOTE</b> You can choose which image types display in FactorSoft &gt; Tables &gt; Data Entry &gt; Image Types &gt; Image Type tab:</p> <ul style="list-style-type: none"> <li>• Visible by client on web</li> <li>• Visible by debtor on web</li> </ul>

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Payments > Payments Screen drawer.

## Changing search criteria

From search results, users 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" on the next page

## 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

Column	Factoring	ABL	Description
Fee Earned**	✓		Fee amount earned on the invoice, if applicable
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

### ADMIN TIP

\*\*You can hide (toggle off) columns and fields in Web Portal > Administration > Clients > Screens > Payments > Payments Screen drawer.

## 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

Users 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	Date the purchase order expires  The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.
Available	Remaining amount available to be advanced
Status	<ul style="list-style-type: none"><li>• Approved with availability (&gt;\$0)</li><li>• Settled (approved with \$0 available)</li><li>• Pending</li><li>• Denied</li></ul>

## Viewing Advance Activity detail

Users 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	Date the purchase order expires  The purchase order has no funds available for advance in FactorSoft until the expiration date is reached.
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	Transaction type of the activity for the PO: <ul style="list-style-type: none"><li>• Advance – an advance is processed</li><li>• Buy – the invoice associated with the PO is purchased</li></ul>
Status	Status of the advance <ul style="list-style-type: none"><li>• Pending</li><li>• Processed</li></ul>
Inv #	Invoice number from which the purchase order advance was settled
Advance	Pending purchase order advance amount

Column	Description
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

The screenshot shows the 'Transactions' screen with a search filter for the date range 06/23/2021 to 07/23/2021. The table displays the following data:

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. Navigation buttons: First, Previous, Next, Last, Export.

Users 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 users can access in Search &gt; Documents or Main &gt; Dashboard &gt; Documents.</p> <p>For <b>Purchase</b> batches, you can choose the report or the "Purchase Batch Detail Drawer" on page 259.</p> <p><b>ADMIN TIP</b></p> <p>**You can show or hide (toggle off) this screen and its columns in Web Portal &gt; Administration &gt; Clients &gt; Screens &gt; Transactions Screen drawer.</p>

Column	Description
Amount	Transaction amount
Facility	The facility associated with the transaction.
Date	Transaction date
Status	<p>Transaction status:</p> <ul style="list-style-type: none"> <li>• Being Created – Transaction has been submitted</li> <li>• Pending, Ready to Update – Transaction is being worked and may require some type of approval before it can be processed</li> <li>• Pending, Problems – Incomplete transaction</li> <li>• Scanned, Ready to Post – Transaction has been worked and passed any required verification/approval process</li> <li>• Processed – Completed transaction</li> </ul>
Type	<p>Transaction types (asterisks denote a link to a report):</p> <ul style="list-style-type: none"> <li>• ABL Additional Fee Posting – Bulk collateral additional fee postings (configured using the Additional Terms Information screen and posted at Bulk A/R Certificate postings)</li> <li>• ABL Adjustment – Bulk collateral facility adjustment posting transactions</li> <li>• ABL Collection – Detail collateral payment transactions</li> <li>• ABL Funding/Disbursement – Bulk collateral facility disbursement posting transactions</li> <li>• ABL Statement* – Adjustment posting for a bulk collateral facility</li> <li>• ABL Transfer To – Bulk collateral facility transfer entry that increases the loan balance of the sending facility</li> <li>• Adjustment* – Factoring adjustment</li> <li>• Cash Posting* – Payment</li> <li>• Client Fee Statement* – Statement of client fees</li> <li>• Disbursement* – Factoring reserve release</li> </ul>

Column	Description
	<ul style="list-style-type: none"> <li>• Merchant Statement* – Month-end statement</li> <li>• NSF* – Reversal for non-sufficient funds</li> <li>• Payment* – Payment posting for a bulk collateral facility</li> <li>• Payment Reserve* – Bulk collateral payment reserve release posting transactions</li> <li>• Payout* – Purchase order advance</li> <li>• PO Finance* – Purchase order settlement</li> <li>• Post Accrued Fee – Bulk collateral facility accrual posting transactions</li> <li>• Purchase* – Invoice batch purchase</li> <li>• Statement* – Adjustment posting for a bulk collateral facility</li> <li>• Transfers Sent* – Bulk collateral facility transfer entry that increases the loan balance of the sending facility</li> <li>• Transfers Received* – Bulk collateral facility transfer entry that reduces the loan balance of the receiving facility</li> </ul>
Images	<p>For ABL Loan Payments: Chip with the number of images is a link to the Images drawer, where you can click <b>Download All</b> for all images in a single PDF</p> <p><b>NOTE</b> 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

Search > Transactions > click Purchase batch # > select Batch Detail and click Continue

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 > Clients > Screens > Transactions Screen drawer.

Column	Description
Batch #	Unique identifier assigned to the invoice batch
Batch Status	Transaction status: <ul style="list-style-type: none"><li>• Being Created – Transaction has been submitted</li><li>• Pending, Ready to Update – Transaction is being worked and may require some type of approval before it can be processed</li><li>• Pending, Problems – Incomplete transaction</li><li>• Scanned, Ready to Post – Transaction has been worked and passed any required verification/approval process</li><li>• Processed – Completed transaction</li></ul>
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

Column	Description
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
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.



## ClientWeb to Web Portal Process Conversions

Use this table to find a ClientWeb process and its corresponding process in the Web Portal.

ClientWeb	Web Portal
(Retired) Aging Detail	N/A
(Retired) Debtor Summary	N/A
(Retired) Invoice Summary	N/A
(Retired) Process 18	N/A
(Retired) Process 20	N/A
(Retired) Process 29	N/A
(Retired) Report Server	N/A
Accounts Receivable	Main menu > Facility List > Choose collateral > Collateral Detail drawer
Adjustments	Search menu > Transactions > Click an adjustment transaction to request report
Advanced Debtor Search	Search menu > Debtors
Aging Report	Search menu > Documents > Request > Request Report
Aging Summary	Search menu > Documents > Request > Request Report
Asset Detail	Main menu > Facility List > Bulk A/R Collateral Detail drawer > Asset Detail grid
Broker/Office/Master Client List	Search menu > Documents > Request Broker Report
Bulk H/R	Main menu > Facility List > Bulk H/R Collateral Detail drawer
Bulk Inventory	Main menu > Facility List > Bulk Inventory Collateral Detail drawer
Carrier Items	Search menu > Documents > Request > Request Report
Carrier Payment Report	Search menu > Documents > Request > Request Report

ClientWeb	Web Portal
Change Password	Handled by Azure B2C authentication
Chargeback Report	Search menu > Documents > Request > Request Report
Check Detail	Payments > Click Check # > Check Detail drawer
Check Summary	Search menu > Payments
Client Activity Statement	Search menu > Documents > Request > Request Report
Client Activity Stmt Report	Search menu > Documents > Request > Request Report
Client Ledger	Search menu > Documents > Request > Request Report
Client Summary	Search menu > Documents > Request Client Summary Report
Client Summary Report	Search menu > Documents > Request > Request Report
Collection Note Entry	Search menu > Invoices > Select invoices > Submit > Collection Note (Debtor accounts only)
Collection Notes	Search menu > Invoices > Notes > Click Notes Count chip to view notes
Collection Report	Search menu > Transactions > Select a Cash Posting transaction batch # > Request Transaction Report
Collections Report	Search menu > Documents > Request > Request Report
Concentration Summary	Search menu > Documents > Request > Request Report
Credit Request Activity	Main menu > Credit Requests
Credit Request Report	Search menu > Documents > Request > Request Report
Credit Summary	Dashboard > Credit Summary widget
Debtor Availability	Search menu > Documents > Request > Request Report
Debtor Detail	Search menu > Debtors > Click Debtor Name > Debtor Detail drawer
Debtor Entry	<ul style="list-style-type: none"> <li>• Search menu &gt; Debtors &gt; New Debtor</li> <li>• Main menu &gt; Purchases &gt; Add New on Manual Entry of invoices</li> </ul>

ClientWeb	Web Portal
	• Main menu > Credit Request > Add New
Debtor Search	Search menu > Debtors
Debtor Summary	Search menu > Documents > Request > Request Report
Denied Invoices	Search menu > Documents > Request > Request Report
Disbursement Report	Search menu > Documents > Request > Request Report
Dispute Information	Search menu > Documents > Dispute Report
Dispute Report	Search menu > Documents > Request > Request Report
Export Queue	Search menu > Documents
Facility Disbursement	Main menu > Facility List > Submit > Disbursement
Facility Ledger	Search menu > Documents > Request > Request Report
Facility Payment Details	Search menu > Transactions
Facility Payments	Search menu > Transactions
Facility Summary	Main menu > Facility List
Held Invoices	Search menu > Documents > Request > Request Report
Hold Account Ledger	Search menu > Documents > Request > Request Report
Image Viewer	Select Image Count chips in Results grids to open Image View drawers
Ineligible Report	Search menu > Documents > Request > Request Report
Inventory	Main menu > Facility List > Choose collateral > Collateral Detail drawer
Invoice Correction	N/A
Invoice Detail	Search menu > Invoices > Click Invoice # > Invoice Detail drawer
Invoice Dispute	Search menu > Invoices > Select invoices > Submit > Dispute
Invoice Entry	Main menu > Purchases > Upload > Manual Entry
Invoice Search	Search menu > Invoices
Invoice Summary	Search menu > Documents > Request > Request Report

ClientWeb	Web Portal
Load List Report	N/A
Loan Statements	Search menu > Documents > Request > Request Report
Log Out	Sign out – handled by Azure B2C authentication
Main Dashboard	Dashboard
Main Summary	Dashboard
Manage Web Users	Client/Debtor Admin Accounts > Main menu > Administration > Users tab
Medical Receivables	Main menu > Facility List > Choose collateral > Collateral Detail drawer
No Buy Debtor List	<ul style="list-style-type: none"> <li>• Search menu &gt; Documents &gt; Request Report</li> <li>• Search menu &gt; Debtors &gt; Filter by No Buy column</li> </ul>
Partial Payment Report	Search menu > Documents > Request > Request Report
Purchase Import	Main menu > Purchases > Upload > Import
Purchase Summary Report	Search menu > Documents > Request > Request Report
Report Import	N/A
Report Queue	Search menu > Documents > Request > Report Request
Request Credit	Main menu > Credit Requests > New Request > Manual Entry
Request Disbursement	Main menu > Facility List > Submit > Disbursement
Reserve Activity	Search menu > Documents > Reserve Activity Report
Reserve Release	Main menu > Facility List > Submit > Disbursement
Reserve Report	Search menu > Documents > Request > Request Report
Sales Authorization	Main menu > Sales Authorizations
Submission History	Main menu > Facility List > Bulk A/R Collateral Detail drawer
Transaction Detail	Search menu > Transactions > Click Batch# to request Transaction Report or access the Batch Detail drawer.

ClientWeb	Web Portal
	<b>Note:</b> Toggle on access to Batch Detail drawer and specify columns in Administration > Clients > Transaction screen
Transaction Summary	Search menu > Transactions
Unapplied Payment Report	Search menu > Documents > Request > Request Report
Upload Credit Request	Main menu > Credit Requests > New Request > Import file
URL	<ul style="list-style-type: none"> <li>• Setup: FI Admin account &gt; Branding &gt; Custom Menu Link &gt; URL</li> <li>• Display: The URL name is the last link in the Main menu.</li> </ul>
Verification Status	Search menu > Documents > Request > Request Report
Web Usage History	Report in FactorSoft Admin that is pushed to the Web Portal
Welcome Screen	<ul style="list-style-type: none"> <li>• Setup: FI Admin account &gt; Branding</li> <li>• Display: Web Portal landing page</li> </ul>
WorkFlow Queue	N/A
Zip Check Images	Main menu > Purchases > Upload > Import File

