CDK / AP ASSIST:

PERSONAS & USER JOURNEYS






nvoicepay

Agenda

- Personas & User Journey Overview
- Research Process
- Personas
- Personas Insights
- User Journey Maps
- Pain Points
- Questions & Next Steps

Personas Overview

To refine CDK and AP Assist for the best user experience, we must first understand our users: what do they need from our tools? What features do they like, and what challenges do they encounter?

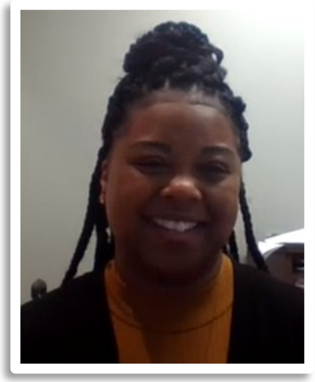
A user persona helps answer these questions. User personas represent a group of users with similar responsibilities. Personas are fictional but are based on real users.

Personas help verify or debunk implicit assumptions about users. They provide “people” to design products for and a way for engineering teams to check what they’re building.

Personas & User Journey Research Process

Interview data was collected from 6 AP Professionals, 9 Approvers, and 3 NVP Tech Support team members. They were asked the following questions:

- Do you handle AP for all locations?
- How many invoices do you process per week/month?
- What keeps you up at night? What are you doing to safeguard your business?
- How many people are on your AP team now?
- Are they all in one location?
- How many approvers are on your team?
- When did you start using NVP tools?
- How frequently do you use NVP tools?
- Do you use any other payment automation solutions or tools? How do they compare to NVP tools?
- What do you like about NVP tools? What would you like to change?



We used the findings from the interviews and personas to inform the Journeys' tasks, needs, and goals. These personas & user journeys demonstrate the way users currently interact with AP Assist.

PERSONAS

Personas

Julie, Invoice Processor

- Processes invoices
- Manages vendor relationships
- Checks invoice status and info and updates where necessary
- Contacts Payment Approver when invoices are ready for approval

Ben, Payment Approver

- Approves payments
- Manages team of Invoice Processors
- Reviews payment records

Diego, NVP Tech Support

- Troubleshoots problems with customers
- Trains customers to self-service
- Provides technical assistance for internal teams

Invoice Processor

Julie
Invoice Processor

“We are a full-service accounts payable department. We manage all the vendor relationships with regards to statement reconciliation, assessing the health of the relationships, keeping a good tab on where the purchasing is happening.”

Background

- Titles: Accounts Payable, AP Clerk, AP Manager
- 18 years with company
- Reports to Payment Approver
- Works in team of 5
- 3.5 years experience using NVP tools
- Uses AP Assist daily, often all day

Company

- ~2100 employees
- 20 locations across 2–3 states
- Handles AP for just one location

Goals

- Process large volumes of invoices
- Notify approvers when payments are ready
- Streamline the payment process where possible
- Check and update invoice data stored in AP Assist
- Pull info to answer vendor questions

Frustrations

- Ambiguous/unintuitive controls in UI
- Needing to rearrange columns to have most important info all onscreen at once
- Difficulty clearing filters when finished
- No indication when multiple users are logged in and working with same vendor invoices
- Overall slowness

Tabs

INVOICES
PAYMENTS
REPORTS
APPROVALS
VENDORS

Payment Approver

Ben
Payment Approver

"I generally work in AP Gateway for approving and looking at history and that type of thing. It works pretty smoothly for approving, and looking up data, and running reports…. I don't process the payments, my staff does."

Background

- Titles: Approver, Accounting Office Manager, Director of Accounting
- ~10 years with company
- Leads AP team
- Frequently works with other managers to approve payments
- 3 years experience using NVP tools
- Logs in several times a week, if not daily

Company

- ~2200 employees
- 18 locations across 4–5 states
- Handles AP for just one location

Goals

- Approve anywhere from 3000 to 100,000 payments for vendor invoices per month
- Review invoices (if first approver)
- Audit payment processing and approval process regularly
- Manage AP team, and any others that also report to them

Frustrations

- No ability to set amount threshold requiring two approvers
- Lots of clicks, especially for many approvals
- Overall slowness
- Reporting is not robust enough

Tabs

NVP Tech Support

Diego
NVP Tech Support

“Some of our big call drivers are related to connectivity issues... When those connections are downgrading, or failing, we’re getting posting errors... A lot of time and effort goes into that on our side, because we don’t have a clean way of identifying what did post to CDK with most of the customers that we’re talking to.”

Goals

- Work with customers to troubleshoot questions from calls and tickets
  - Payment info retrieval
  - Vendor acceptance
- Train customers to self-service where possible
- Assist teammates with larger customer issues to reduce turnaround time

Frustrations

- Trouble accessing AP Assist while working remote
- Repeat tickets for issues customers can address themselves
- Features/fixes only visible to tech support that do not need to be, such as the “Clicking Game”
- Customer tickets/requests for functionality not available in AP Assist

Background

- Titles: Technical Support Specialist, Technical Support Lead
- 3 years at Nvoicepay
- Works on a team of 9
- Trained to use AP Assist from start

Frequency

- 25% - 35% of all calls / tickets are for AP Assist customers
- Most issues are quick and related to payments and are resolved in 5-10 minutes
- Other common issues can take up to an hour

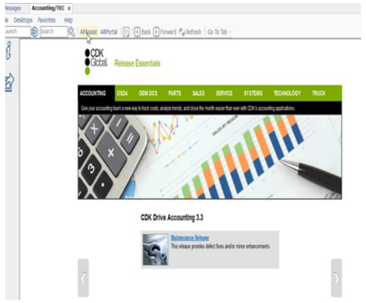
USER JOURNEY MAP

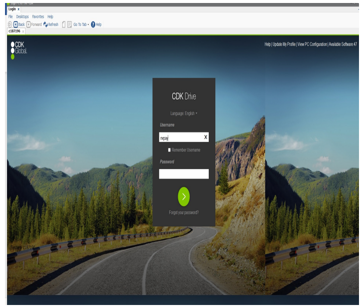
User Journey Maps

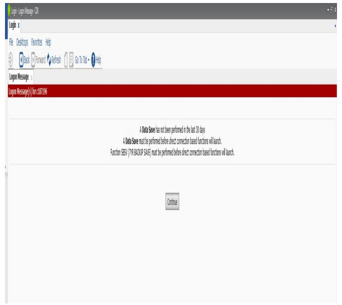
A User Journey Map is a visual representation of the process a user goes through to achieve a goal with your software. With the help of a User Journey Map, you can get a sense of your users' motivations — their needs and pain points.

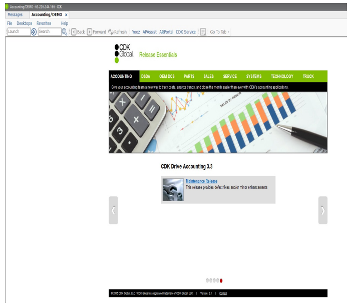
The User Experience sets our user on a path to accomplish a given task from the moment they start using the software. This concept, called the JTBD (“Jobs to be done”) framework, is part of our research and discovery. By defining the jobs to be done, we can better understand their motivations and pain points.

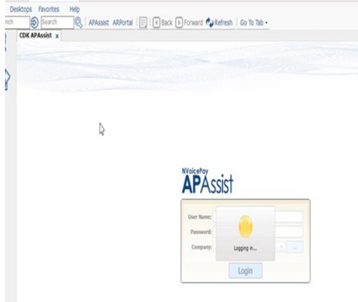
User Journey Map – Opening AP Assist

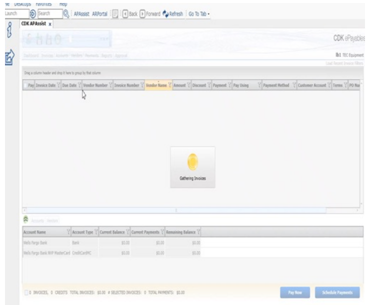


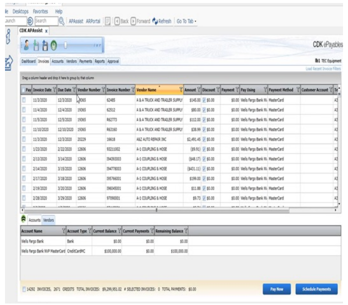












1

JULIE NEEDS TO LAUNCH AP ASSIST

1. Julie opens VPN connection.
2. Upload Internet Explorer
3. Enter the CDK URL

Launch CDK to work on AP Assist

2

JULIE LOGS INTO CDK

4. Julie enters her credentials
5. Waits for CDK to validate username and password

Launch CDK to work on AP Assist

3

JULIE RECEIVES LOGIN MESSAGE FROM CDK

6. Julie clicks on Continue

Launch CDK to work on AP Assist

4

JULIE LAUNCHES AP ASSIST

7. Julie clicks on AP Assist

Launch CDK to work on AP Assist

5

JULIE ENTERS AP ASSIST ACTIVATION CODE

8. Julie opens VPN Connection

Launch CDK to work on AP Assist

6

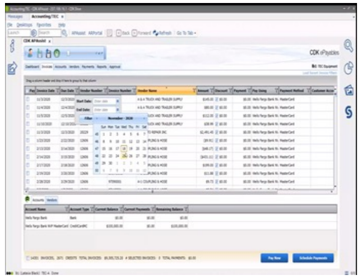
JULIE WAITS FOR AP ASSIST TO LAUNCH

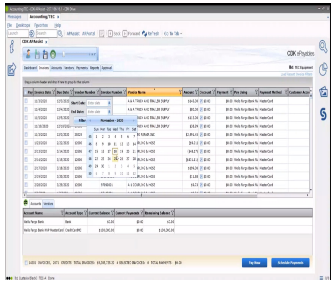
7

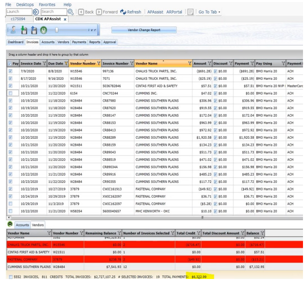
AP ASSIST IS OPEN

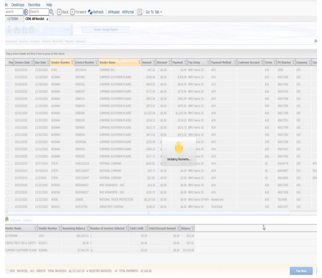
9) "It gives us what we refer to **laughingly in the department as the false all-clear.** So even though it looks as if it's done, it's not. If I click, it will start to say, **'Not responding,'** and it's still thinking in the background. … I usually get this up and running before I start. I go get my coffee or put my lunch away. So that way, I know by the time I get back, it'll be done and ready."

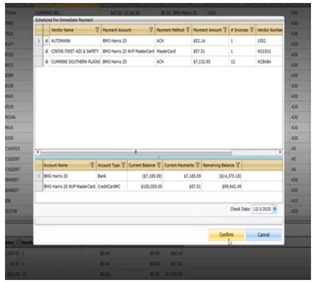
User Journey Map – Invoice Processor

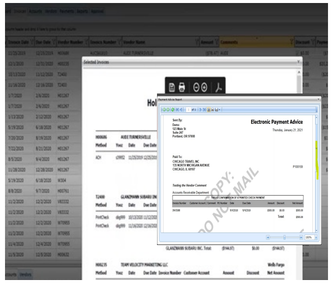












1

JULIE PROCESSES 10 DAYS OUT BY DUE DATE OF INVOICE

1. Julie goes to invoice tab
2. Sort by due date
3. Wait to load

Julie needs to verify all invoices are in the systems and paid before due date

2

JULIE PICKS ALL INVOICES TO PAY THAT DAY

4. Clicks on the small boxes on the left of the screen.

Pay the right invoices that are due in # of days

3

JULIE CHECKS THE TOTAL AT BOTTOM OF THE SCREEN

5. Checks lower screen of all invoices confirm the right totals.
6. Unselect all of zero invoices (takes 10 minutes to process)

Remove all zero invoices and confirm total amount

4

JULIE PAYS INVOICES

7. Julie clicks Pay Now Button

Process and pay invoices

5

JULIE VERIFYS & CONFIRMS PAYMENT

8. Julie clicks on Confirm after verifying all information.

Verify and confirm or cancel a payment

6

JULIE RECEIVES REMITTANCE OR SELECTION REPORT FOR PROCESSED PAYMENTS

9. Julie prints selection report generated remittance and match them up with our paperwork here.
10. Automatically archived into DSDA

Document & Verify

7

JULIE PROVIDES INFORMATION TO MANAGER TO APPROVE

11. Julie provides all documentation to manager and
12. Informs Approvers that a batch is ready

Inform Approvers

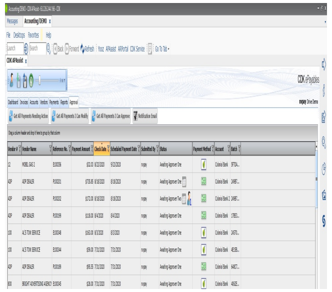
User Journey Map – Approver

1

BEN RECEIVES EMAIL ABOUT PAYMENTS READY FOR APPROVAL

1. Ben checks his email
2. Receives email about Payments

NEEDS

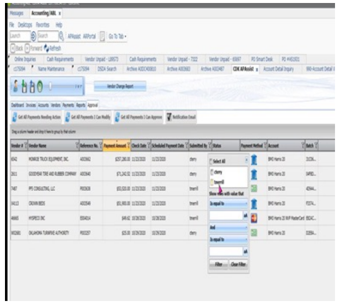


2

BEN WANTS TO APPROVE PROCESSED PAYMENT BY AP PROCESSOR

3. Ben goes to AP Assist clicks on Approval tab
4. Go to All Payments Needing Action tab

Ben needs to start the approvals

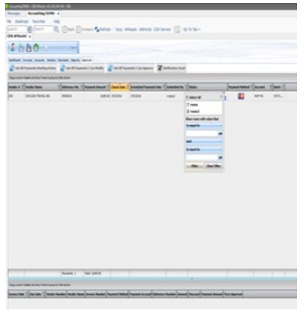


3

BEN PICKS ALL PROCESSED PAYMENT BY AP PROCESSOR OR ANY FILTER

5. Sort by filtering Submitted By
6. Pick an Ap Processor name
7. Click Filter

Pay the right invoices that are due in # of days

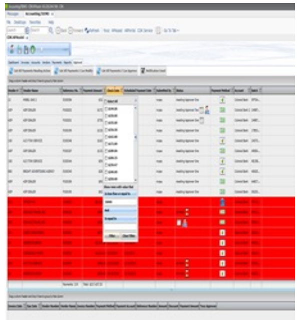


4

BEN VERIFIES THE TOTAL IS RIGHT AT THE BOTTOM OF THE SCREEN

8. Looks at the bottom of the screen
9. Ben verifies total and confirms submission

The total should match what the AP Processor gave from pre-list.

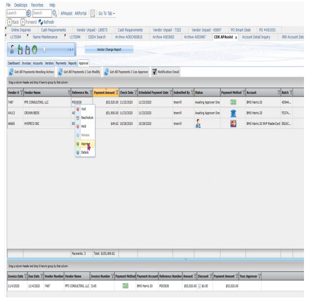


5

BEN SORTS BY PAYMENT TOTAL TO APPROVE PAYMENTS UP TO $50K

10. Click on Payment Amount filter
11. Sort by payment amount
12. Click Filter

Ben needs to verify that payments are less than or equal to $50K

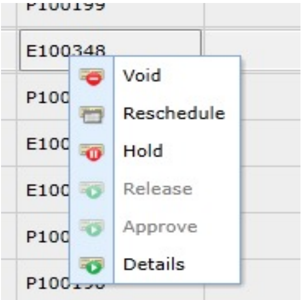


6

BEN APPROVES MULTIPLE PAYMENTS

13. Ben clicks and drag payments
14. Right click on selected payments

Select Processed Payments



7

BEN NEEDS TO APPROVE, VOID, HOLD OR RESCHEDULE PAYMENTS BEFORE APPROVING

15. Clicks on Approve

Approved Processed Payments

AP ASSIST INSIGHTS & PAIN POINTS

What users like about AP Assist

"Life before AP Assist was like beating on a stone with a mallet and a chisel."

"It does **save time** because we don't have to stuff checks and go through the process of cutting the checks and stuff."

"On the **payment method** where the date comes up and you click on it, that is **really handy**. Because then you have proof and you can email or fax it to the vendor and they can see exactly the check they cashed."

When asked if they will recommend AP Assist: **"***110% we would. And I believe that we have in the past."*

Asked if they were satisfied: **"**100%. Yeah. We really do love it. It actually does a lot for us and saves us a lot of time. Yeah."

"We love Nvoicepay. We tend to use it more than regular old CDK. The ability to run our check run through it and do all of the things that we need to do is a **huge time-saver**."

"On the **payment method** where the date comes up and you click on it, that is **really handy**. Because then you have proof and you can email or fax it to the vendor and they can see exactly the check they cashed."

"It's just awesome, we can be anywhere and my wife we'd go to **Jamaica every year**. If somebody contacted me about a payment, **I could right it from there, I could get the information to them."**

Payment History by payment account. "I will pull it every week on Friday. And then, I send that to our bank rec team so they know what to be looking for. And then, I use the **Outstanding checks Report** to see what's going to be stale dated. "

"It just **really simplified our payables process**. On the reconciliation side, it **took out all the hassle of all those checks on our bank rec.** We're able to easily **see where we've paid a vendor**."

"Once AP submit their invoices, they can go back and start processing invoices again. They can start keying invoices again, which we couldn't do through CDK, in case one of those invoices was backdated or whatever, and then it would mess up the check runs. So they weren't allowed to do any posting or anything like that until all the checks had been printed. So that is a **time saver** there that they're **able to multitask**."

"It makes our business easier to run. It's way better than signing checks. **Nvoicepay did all the heavy lifting** for us by contacting our vendors. It's more secure, easier for our bank rec."

Insights

- **Latency/freezing is by far the largest concern.** In some cases, this problem caused AP Assist to crash, requiring the user to contact Nvoicepay for help. The following changes (ordered by number of times mentioned) would reduce the number of clicks required, and reduce wait time:
  - Allow users to save custom column arrangements.
  - Letting approvers select multiple invoices before clicking Approve.
  - Replacing Approve option in context menu and creating its own button.
  - Fixing Clear Filters button.

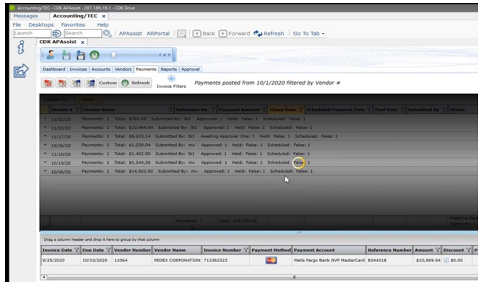
- **We need better in-product help.** Repeat tickets for things that customers can address themselves demonstrates a need for embedded contextual help, beyond what's available in the initial rollout of training material.

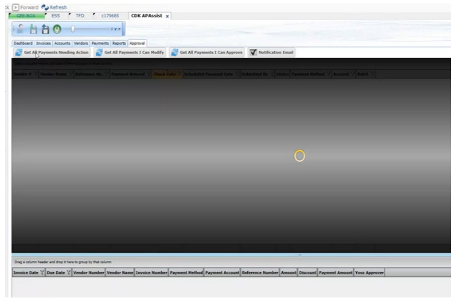
- **Users like automation and want more.** The time saved using AP Assist was praised almost unanimously, and several user concerns could be addressed with further automated features:
  - Set an amount of time to get notification on unprocessed/-approved payments
  - Set threshold for payments requiring two approvals *
  - Receive notifications when vendors update payment method(s)

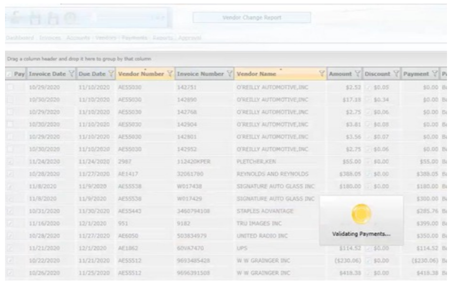
Pain Points

100% of interviews said AP Assist is slow, freezes up, and buffers screen for hours:

- “My **general worry** overall is just, I guess, **the speed of the program and especially with just the high volume of invoices** that we process and all of our desktops for our stores.”
- “When we would go ahead and let's just say do a payment of some sort, we generally have the **computer still freeze up or the program freeze up** after the payments in process. I've had to call Nvoicepay and they've had to go ahead and essentially, I guess, unlock a payment, sending it back to us, and then **initiate a weird voiding process** there that can only be accessible on their end.”
- “I mean, every time you click on something, you have to **sit and wait**. So you do **waiting time more than working time.** In order to be productive, you have to **break a lot of tasks.** You can be doing this as your primary task, but you better have at least two or three other supplemental tasks that you could be working on. Otherwise, you will spend a good amount of the day doing nothing, which is not okay.”
- "Oh, I want to find this one," and then it just **buffers your screen for days. It gets funky.**”







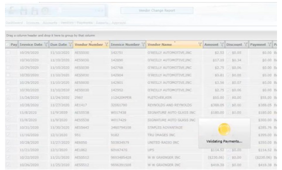
Requested New Capabilities:

- In App Chat
- In App Customer Service ticket integrated
- Link to Q&As
- Users can customize their columns in all tabs and save
- Screens need to be more user-friendly for somebody who doesn't necessarily know what they're doing
- Since I login, the system should know me and personalize my landing screen
- Have checkboxes in all screens

Invoice Tab Pain Points

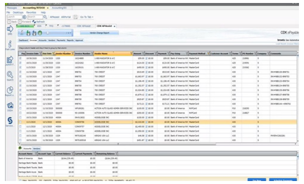
Feature | Problem – Workaround – AP Proposed Solution

Clear Filter



Problem: Filters don't Clear: we must close and reopen app to clear everything.
Workaround: What we found is we had to exit out of AP Assist, re-enter and then start a whole build batch process over again.
Proposed solution: So it would be nice, even if we clicked it to pay it, that it would clear the filters that are associated with that Pay Batch.

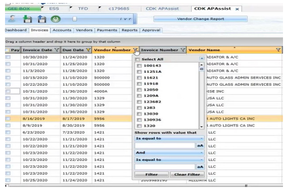
Selected Invoices



Problem: When choosing invoices and clicking fast because you have to select big number of invoices, they don't actually click, just so you accidentally not selecting something, exclude something from what you were trying to run.
Proposed Solution: Highlight selected invoices when we click in the left box. Bigger size boxes

** "You hit 'Pay Now' and it will swirl for a long time and freezes the screen – sometimes you could come in to get on to the Invoices page and you get the spinning wheel of death for minutes. So that kind of stuff, better speed, would be appreciated for sure."*

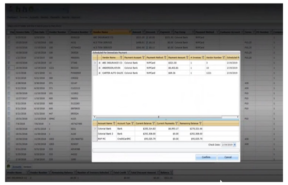
Slow – Pay Now *



Problem: You hit "Pay Now" and computer will freeze up or the program freeze up
Workaround: Take a coffee break and check on my team – open another instance of AP Assist
Need: So, that kind of stuff, better speed would be appreciated for sure.

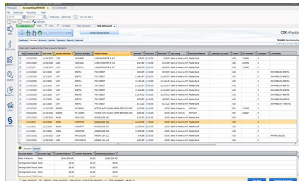
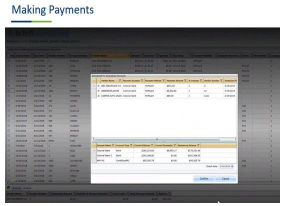
"I've gotten a phone call recently or an email, where they say you guys overpaid for this invoice. Well, no we didn't, you just didn't refresh after you made the change, and you booked it at the original amount."

Refresh Button
** after changes



Problem: When you are submitting the invoices, if someone were to make a change to an invoice or a change to the vendor address, the person submitting invoices must remember to click that green refresh button.
Proposed solution: If they hit Pay Now, if the system could recognize if there were any changes from when it first made the selection to when they hit Pay Now. Unless there's some way to just automatically get it to refresh, or with that pop-up, say, "Have you recently refreshed, if not, click here. If yes, pay now," kind of thing.

Invoice Tab Pain Points – Cont.

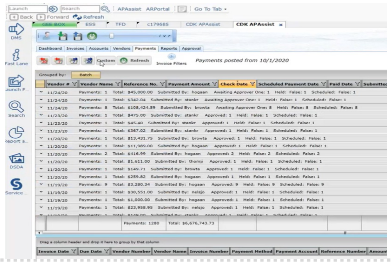
Feature		Problem – Workaround – AP Proposed Solution
Customize Columns & Help link		**Problem:** There are 19 columns that we need to scroll left and right all the time. **Proposed Solution**: Personalize/Customize columns on invoices and save them so I can see the same view every time I launch AP Assist **Proposed Solution for customer service:** It would be helpful if I can send an email or link to customer service while we are on the AP Assist screen, if you have a ticket system perhaps. And maybe just have options that are prefilled like priority statuses for us, something that might be needing immediate attention or higher priority versus something that's just like a confirmed vendor payment information but they're not requiring immediate payment.
Multiple Users – same invoices		**Problem:** Multiple users can access invoices for the same vendor. The first person to select it when they push it to be approved for payment that would rip it from another user so totals will be off. **Proposed solution**: AP Assist could have a flag for "has been selected" flag on some of these, like, change in the color just so when we're going through before we push them to be approved, we see that, or someone else has jumped on here, someone else is selecting this one for payment too.
Date Filters		**Problem:** Date filters are not unified across AP Assist. For example, So this will start from October 1st, usually about a month and a half out. If we need to get to a custom date… Like, say I'm having a conversation on something that was paid in September. The time that it takes for this to bring back that information, a lot of times, I could just go to AP Gateway and find it faster.
Remittance *		**Problem**: Print remittance does not work or the system keeps swirling and it exited out by itself or it just ceased working. **Problem**: There's actually a lag time between when you can print it and when you see it. So even though we can see and this is ready to go, we can't print it yet because the system's still thinking about it. **Proposed Solution**: I'm just curious if there's a way in a future AP Assist to have at least a temporary copy of those remits so that I can access them.

** "That thing on AP Assist essentially once print remittance disappeared the only way we had access to those remit copies was to jump into the DSDA records right here and print them individually. That could eat up an hour or two."*

Payments Tab Pain Points

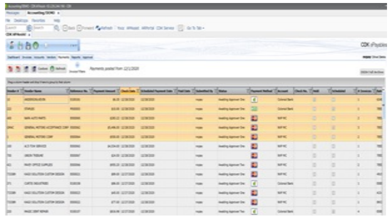
Feature — Problem – Workaround – AP Proposed Solution

Grouped by Batch



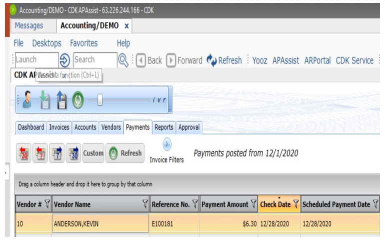
Problem: Payments are grouped by Batch. Every time a user needs to see payments, must click on the X to get the payments
Proposed Solution: Need multiple options Batch and Payments

Selecting Payments



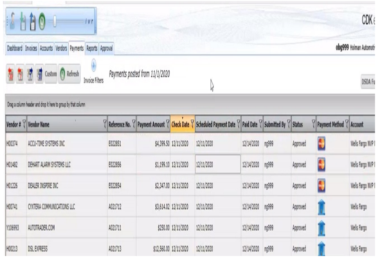
Problem: When user needs to choose multiple payments, they need to **click and drag to chose payments**
Proposed Solution: Have small box to click on the Payments like invoice page

The Default Date



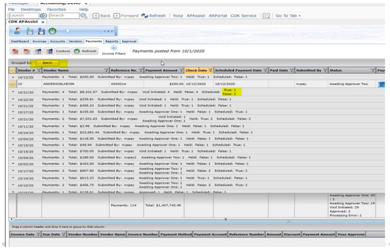
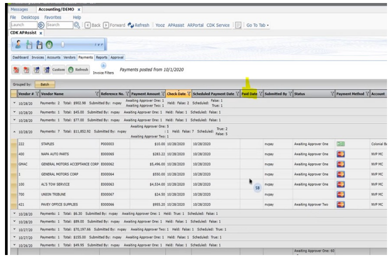
Problem: The default date goes back 6 weeks. It needs to go further back. So, instead of this just going back six weeks, if it could go back an additional two months. Because a lot of times, if you're looking for a payment, if a vendor calls and says, "Hey, what's the status of this payment?“ Well, then you come up here and you do the custom, and this is from my machine **lock step**. Just click on the custom, have to change all your dates. So, that's **very cumbersome** to do that.
Proposed Solution: I think we need to have the default date go three months back

Credit Card Payments

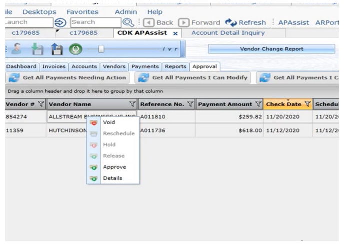
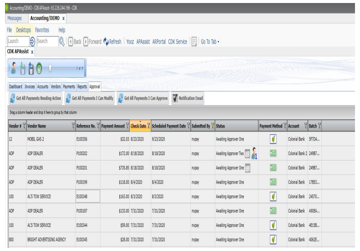
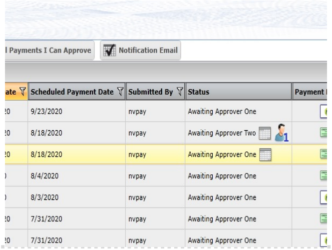
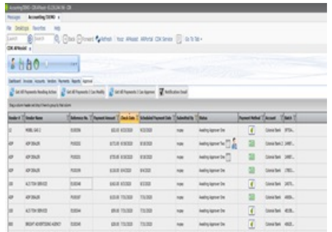


Problem: When vendors who are asking about their Credit Card payment, Client doesn’t have access to email address sent to vendor.
Proposed Solution: It might be a good idea just to save on time with our credit card payments, any vendors who are accepting credit card payments to perhaps add a tab or something showing us where **payments are being emailed to** you. Or maybe add the email on the vendor Tab.

Payment Tab Pain Points

Feature		Problem – Workaround – AP Proposed Solution
Batch Scheduled False & True		**Problem:** Customers tend to get really confused by what does Batch scheduled False and True mean. **Proposed Solution:** We need to have a better naming or wording True and False
ACH Paid Date		**Problem:** For Check and VCN Payments, you would see a copy of the print check here. You would see a cached copy of the check here. You would see a date and when you click on the date, that's when it will bring up the cached copy of the check or for the MasterCard. For instance, you'll be able to click on it and get the date that it was settled and the authorization codes used. There is not anything for ACH. So, if you have an ACH payment, there's nothing for ACH. It won't give us the trace numbers or anything like that. **Proposed Solution:** Provide trace number for ACH Payments
Customized Columns		**Problem:** There are 21 columns that we need to scroll left and right all the time. **Proposed Solution**: Personalize/Customize columns on invoices and payments tab and other tabs and save them
Vendor Contact Info on Remittance		**Problem**: The vendor remittance, it doesn't display the vendor contact information in AP Assist. So, when we have to look one up, we have to really look for it. And it appears that your team also has to do the same thing. So it feels like there's a real need for the vendor contact information to be in that payment remittance.

Approval Tab Pain Points

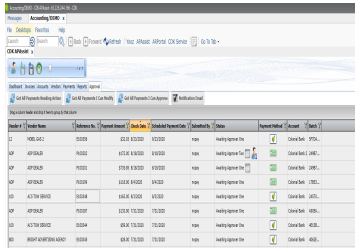
Feature		Problem – Workaround – AP Proposed Solution
Many Clicks to Approve		It'd be super phenomenal if there was just a radio button over here where you could say, **"Okay. I want to, click, click, click."** I want to approve these three and then just click Approve. Because right now what I have to do is many clicks on the row to highlight it and then right-click and approve. So, it's three clicks every time I want to approve one payment. When I'm doing a check run, I might have 150 things to approve. Well, they're not going to show up on the screen. And, yes, I can sort, but it's just not... No matter what I do, there's a bunch of clicking. So, if there was one place where I could say, you know, "Do these 5 out of the 10 and then hit Approve," that would save a ton of time. I approve Maybe upwards of 2,000 payments.
Landing Page & Approval Tab		**Problem:** I do this for five desktops. I don't ever have AP Assist open in more than one desktop. So, I do one desktop at a time. When I go in, it always **takes me to the landing page. I have to click Approvals tab**. So, I need to click **Get All Payment I can Approve**. And, really, I could click this first one. I am basically...I'm not the only one who can, but I tend to be the one who does most of the approving. Why to have the dashboard be my landing page when maybe the Landing page should be based on the user.
Under a Dollar Threshold & Others		**Problem:** The system doesn't have that flexibility to set a threshold. And that could really create, for us here, time-saving for the second approver. Add checkbox Buttons to the left of the screen similar to Invoice tab to minimize clicking Add links to Approve, Void uphold, schedule option on top of the table, because right now it's in this right-click menu, and that's not accessible for customers. It's kind of annoying. The man on Status Column is problematic. We've gotten phone calls about that, "Why do I see this picture? What is it?"
Alerting the Approvers		**Problem:** Alerting the approvers when payment is ready for approving. So, normally, the process is that when the individual is submitting payments. Now, if they wanted to send information to their approvers to confirm, they have to then wait for the remittance advice to appear. And then they have to go to the Approval tab, so an entirely different section that the submitter typically doesn't even go to, and they have to click the notification email button here.

Approval Tab Pain Points

Feature

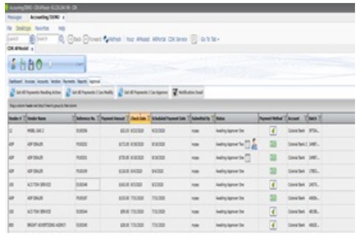
Problem – Workaround – AP Proposed Solution

Personalized View



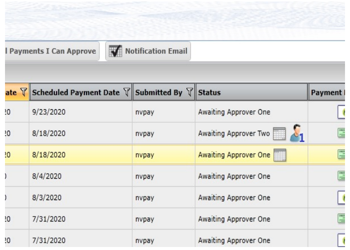
Propose Feature: Based on my login info and threshold, when I click on “Get all Payments I can Approve”, it should only list the Payments I can approve.

Voiding Payments



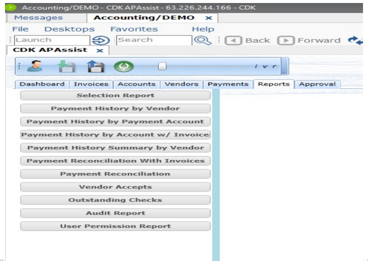
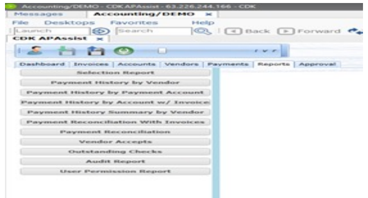
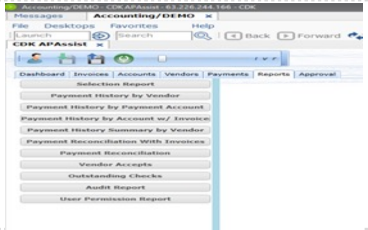
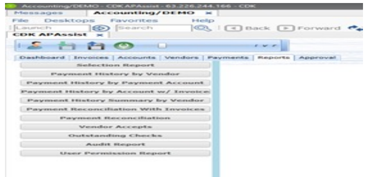
Problem: Voiding a payment in AP Assist, what would be great is if it prompts for a reason. I require that when we void payments that they put a reason on there and it has to be signed off. Then, it posts that into the CDK description so that you can see it even if you're in CDK or if you're in AP Assist. Otherwise, we have to go back and research who voided it, why did they void it, you know, what happened.
Proposed Solution: It would be great if it was at your fingertips.

Alerting the Approvers when Not Approved



Problem: When approval is traveling or late to approve, currently, there is no way to “alert” or notify approvers about payments waiting for their approval.
Proposed Solution: Need an alert or notification 3 days, 4, -daily reminders – notifications about awaiting approval payments.

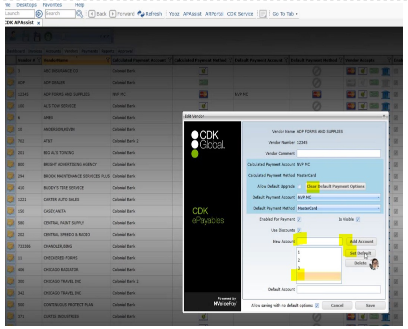
Reports Tab Pain Points

Feature		Problem – Workaround – AP Proposed Solution
Outstanding Credit Cards		**Problem**: Need for Report for Approved but Vendors did not run their credit for more than 30 days. Similar to outstanding checks Report.
Printing Reports		**Problem**: The report on AP assist errors out when you try to do it in Excel. You can really only do it in a PDF, or it hangs up and you get an error message.
Aging Credit Report		**Problem**: It's essentially the vendor submits a credit memo to you but there's just been no other invoices to offset that when the credit was given to you, so you just have a kind of balance. From there, we go ahead and request a refund check. It would be an easy-to-use convenience thing for us if there was some way to just pull a report of aging credits.
Payment History By Vendor		**Problem**: We used to an update done, we used to be able to run a report, like, a full history report, of a vendor, payment history by vendor. And you used to be able to select the vendor that you wanted to see. And that doesn't seem to be the option anymore. You get all of the vendors.

Vendor Tab Pain Points

Feature — Problem – Workaround – Proposed solution

Edit Vendor



Can't modify vendor address information, that's all managed in CDK. What they can do here is change these defaults. They need to clear the default and check the option to allow default upgrade. When they're setting these, they're circumventing our preset payment types that we have. There are some instances where customers are not using it correctly that leads to multiple issues. For example:

- If user has a default account set for an account number, there's no clean way to like clear that default. There's no X, or remove here. So the only solution is to add a space in “New Account” and select “Add Account”, find it down here, and set that as the default in order to clear that.
- If user unchecks “Allow Default Upgrade” and say, "Oh, we're only going to pay them by ACH.“ Well, then if the ACH banking information gets turned off on our side for any reason and they go to submit a payment, it's going to error. But it's not going to tell them why it's an error.

Is Visible

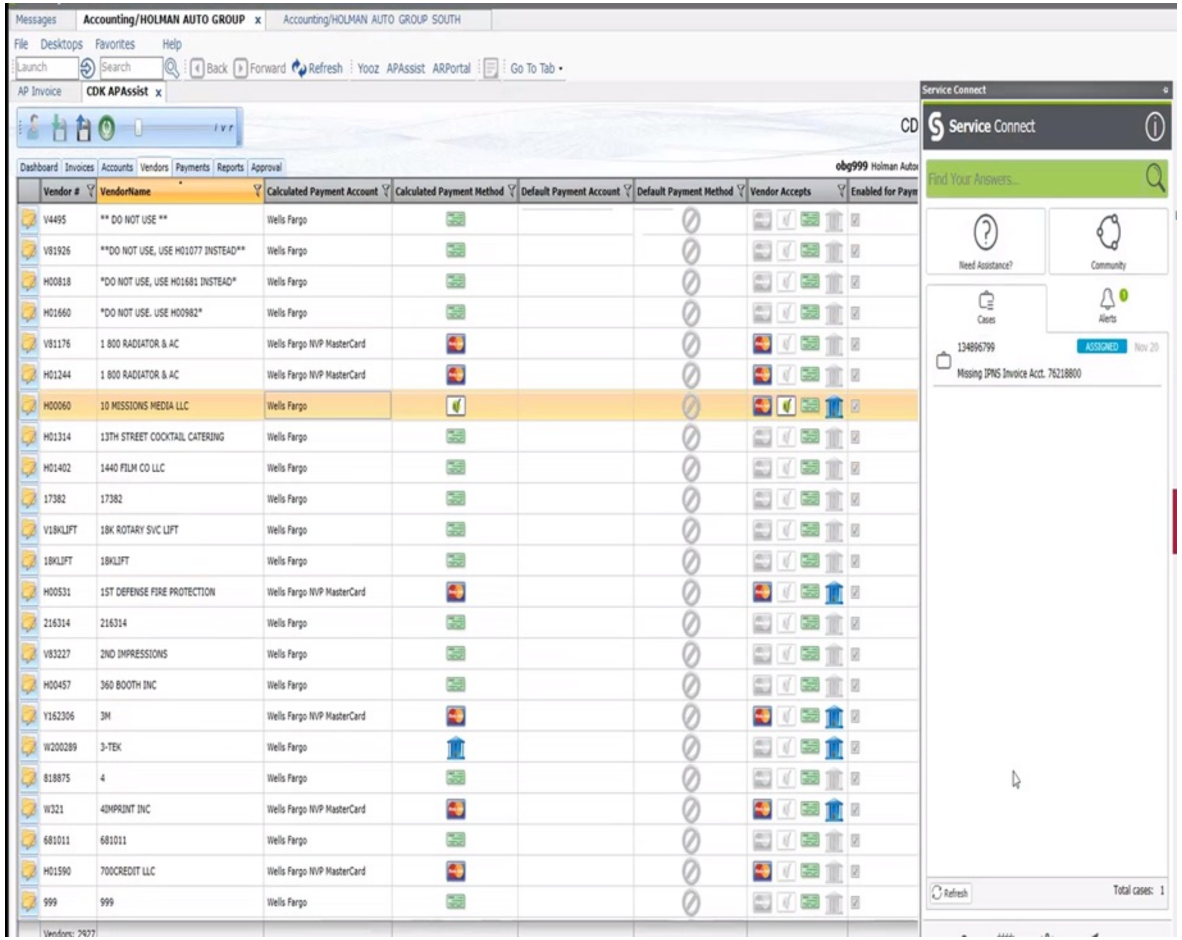
Problem: The Is Visible filter, it's automatically already filtered for only those that are visible. So, when customers call and say, "Well, we added this vendor. Why don't we see it?“ then, user needs to turn on False and then hit Filter. And then all of a sudden, they see it.

Clear Filter

Problem: Filter will not be cleared unless you hit Refresh. They come back and do any other filter, I mean, it applies the old filters also. They say, "Why did that happen? I already cleared the filters.“ It's only that they didn't hit Refresh. When you hit Clear Filter, it should clear the filter and refresh.

CDK – Service Connect

- “So Service Connect is essentially just something integrated into the program itself, and it's a very specific thing. So, we have a ticket system here. You can go ahead and open a new case.”
- “What it boils down to is we have a list of categories for what kinds of issues you might have. “
- “And you can go ahead and drop in your contact information, any details you might have a screenshot, very specific information linking to something that's inside of the program that you're using. “
- “If AP Assist could in any way implement something like that, I think that would be immensely helpful with the payments or just our general workflow.”

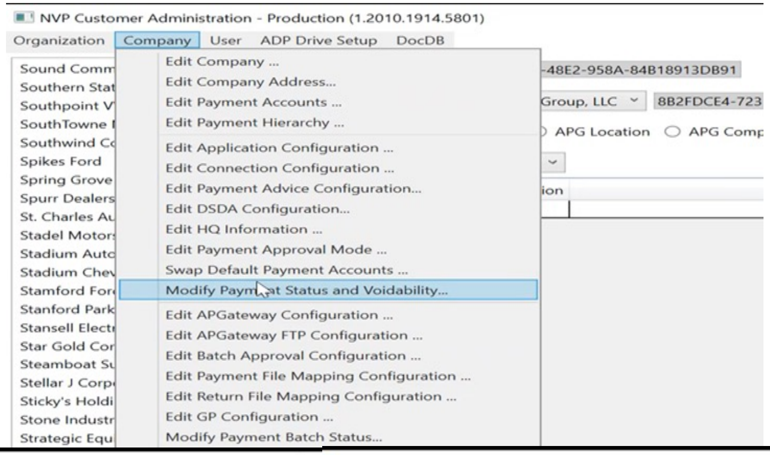


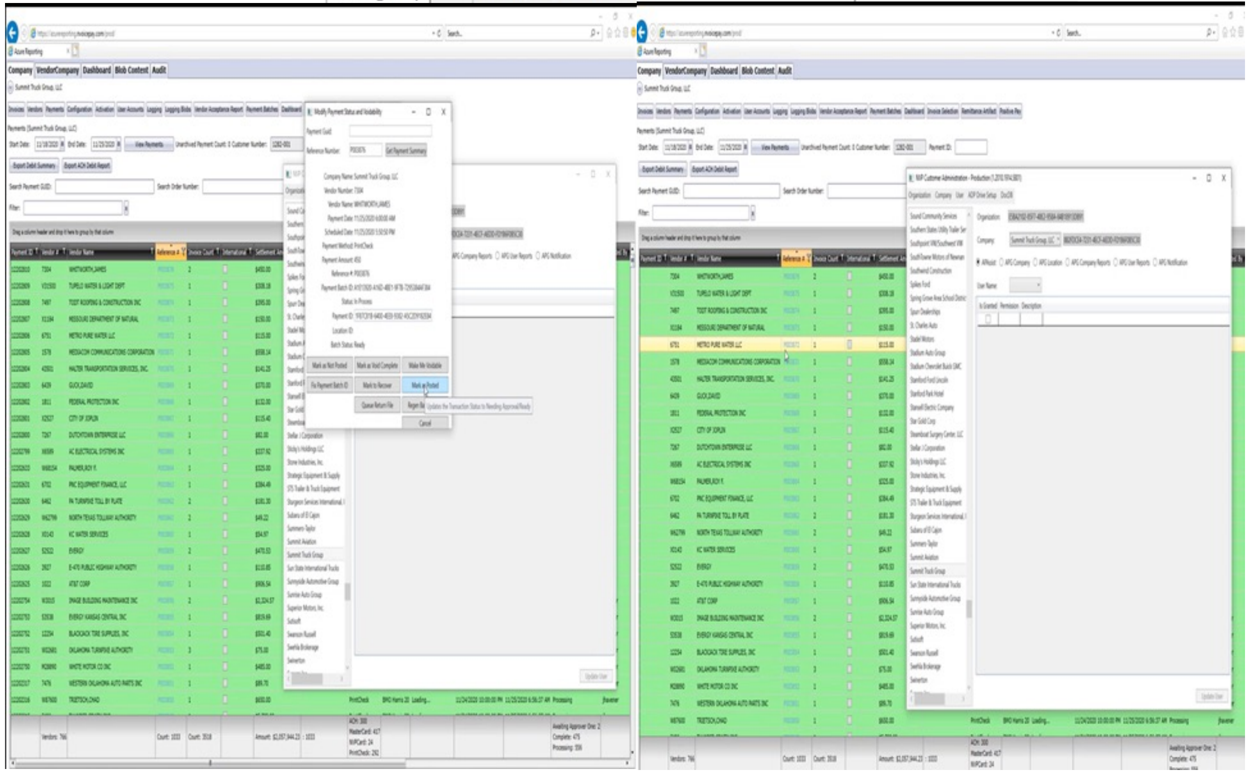
Common Problem: “The Clicking Game”

“Payment pending accounting posting. That's when the payments completely fail. So, they will go away from their Invoices tab. They won't show up on their Payments tab. And so, two months down the line, they may call us and be like; "Hey, I just submitted a batch of 120 payments, but I don't see anything in Awaiting Approver.”

“Tech Support Team:

- Customer Administration tool and go into the company. Reference, then we have to go into Modify Payment Status and Voidability.
- Go through each payment on Azure Reporting and typing in the payment number, the reference number for each payment. Mark as posted. And then it would wait a few seconds and then say, "Okay, this status has been changed for this payment.“ And you have to click OK.
- Come over to Customer Administration Tool and manually change the status on each of those payments.
- Customers go in AP Assist and mark it as voided just to make sure it's erased all remnants of that in their system so that those invoices are payable again.”





NEXT STEPS

Questions – Next Steps