



WREGIS Payment Portal Customer Guide

WREGIS Accounts Receivable

October 2022

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Introduction

WREGIS has implemented a new payment portal system, using HighRadius software. Using this payment portal, customers can—

- Make payments against outstanding invoices;
- Download copies of invoices; and
- Review account payment history and outstanding balances.

This guide will walk WREGIS customers through these processes and answer the most common questions. If you have questions that are not addressed in this document or encounter any issues, reach out to wregisar@wecc.org for additional assistance.

Accessing the Payment Portal

Registering as a User

WREGIS will send an invitation to register with the payment portal to all account managers and accounts payable contacts listed for each WREGIS Organization. Users may send additional invitations to others involved in the billing process, if needed. The email will be sent from wregisar@wecc.org and will appear as follows:

Dear Customer,

You are invited to register with the HighRadius portal to make WREGIS and WECC payments, view invoices and statements, and check outstanding account balances.

The register, click on the following link: <hyperlink>

Contact wregisar@wecc.org for WREGIS questions and assessments@wecc.org for all other inquiries.

Regards,

WECC and WREGIS Accounts Receivable

To complete your registration:

1. Select the hyperlink included in the email, which will take you to a registration form.
2. Confirm that the pre-populated information is correct, edit as needed, and fill-out any remaining fields, including a password.
3. Check the **I accept the Terms & Conditions** box and click **Register**.

Registration

First Name: Test Last Name: Account

Email: ap@wecc.org

Password: [] ⓘ

Confirm Password: []

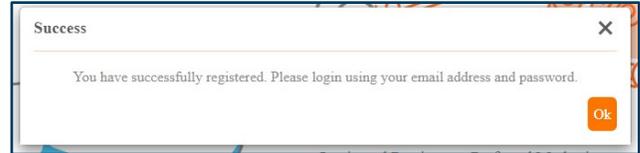
Company Name: []

I accept the [Terms & Conditions](#)

Register

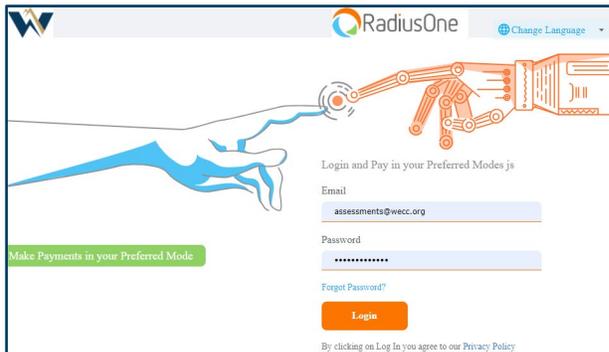


- Click **Ok** on the Success screen after submitting the form, which will take you to the login screen where you can log in as normal.



Logging In

You can access the WREGIS payment portal [here](#). If you have already registered with the portal as a user (see above section), enter the email and password you used during the registration process and click **Login**.



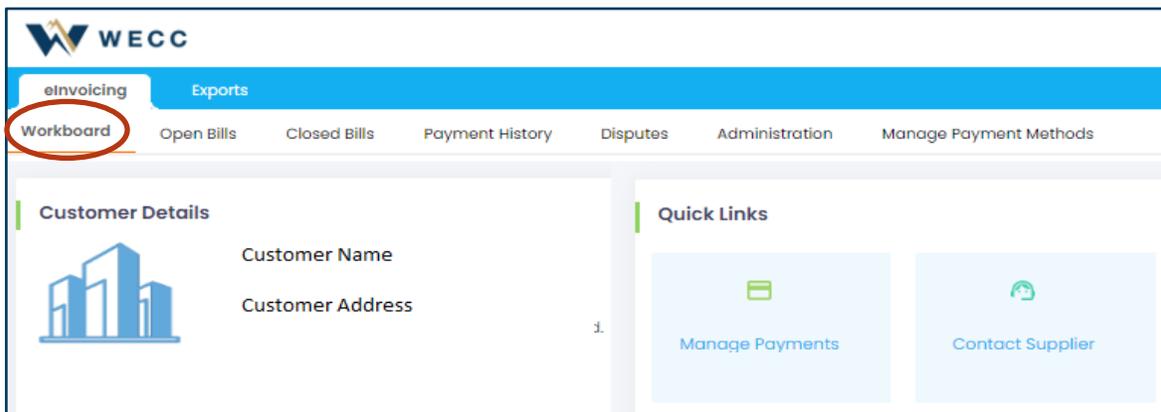
If you need to reset your password, click **Forgot Password?** and follow the instructions.

Using the Payment Portal

The Workboard Tab

The Workboard tab is your landing page within the payment portal. By default, you will see:

- Your organization's name and address;
- Amounts due by aging bucket, including the amount due for payment;
- Previous payment information; and
- Quick links for making a payment or contacting WREGIS Accounts Receivable.



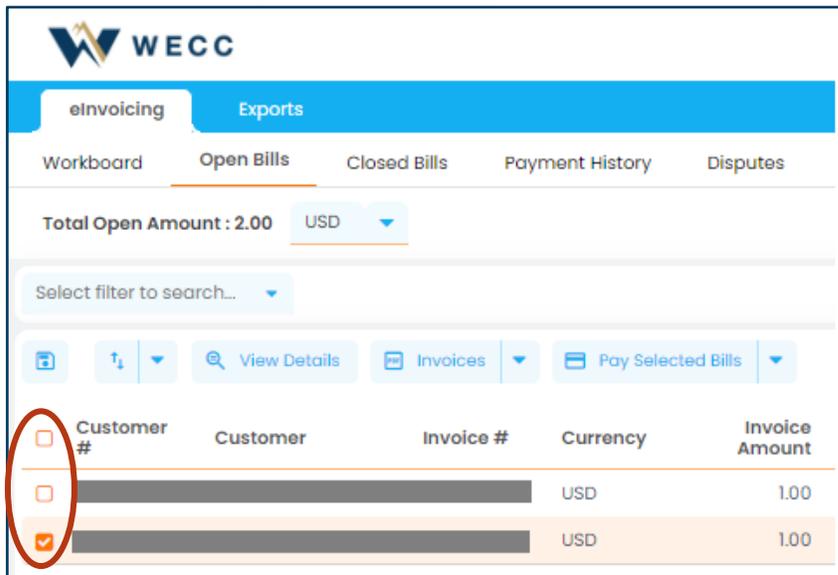
Viewing an Invoice

Users can view, download, or email invoices directly from the payment portal. If an invoice is unpaid, you can find it on the **Open Bills** tab. If an invoice has been paid, you can find it on the **Closed Bills** tab.

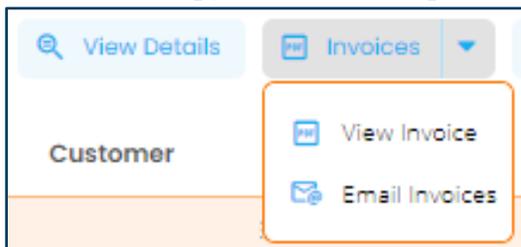


To view an invoice:

1. Navigate to the appropriate tab, depending on whether the invoice is paid (**Closed Bills**) or unpaid (**Open Bills**).
2. Check the box in the left-hand column for the desired invoice(s). You can select all the displayed invoices by checking the box at the top of the column



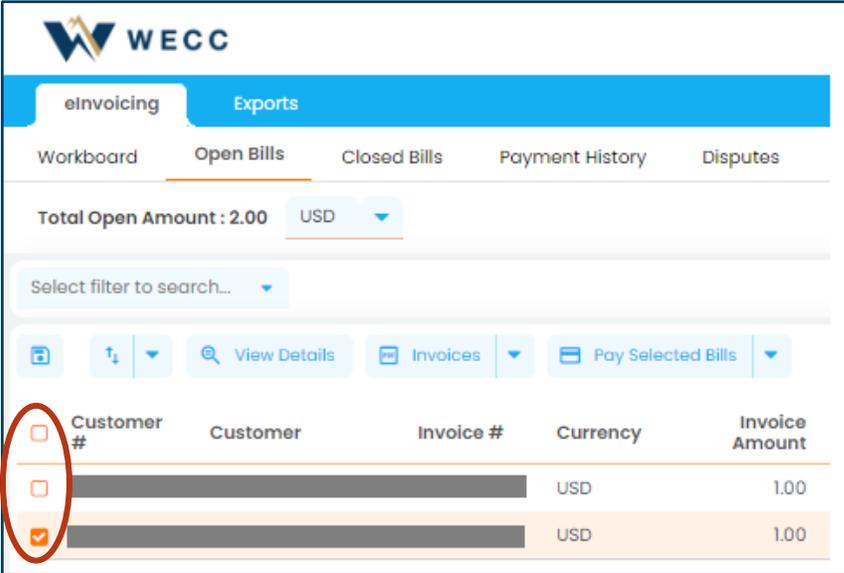
3. Use the **Invoices** dropdown to email or view the selected invoice(s). If you would like to download a copy, use the view option to create a PDF document and save it.



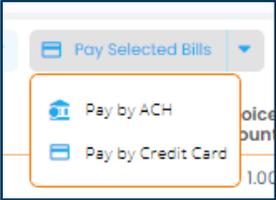
Making a Payment

Users can make payments against open invoices with the WREGIS payment portal by either ACH or credit card. Credit card transactions have a \$250 limit. To make a payment, follow these steps:

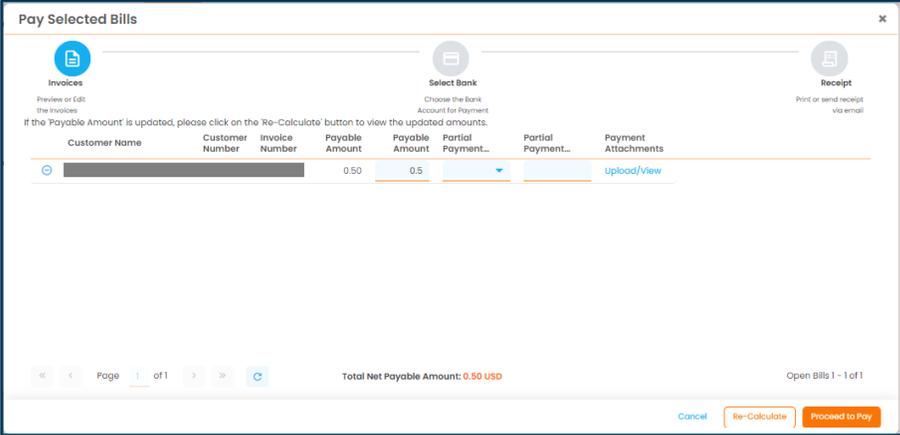
- 1. Navigate to the **Open Bills** tab.
- 2. Check the box in the left-hand column for the desired invoice(s). You can select all the displayed invoices by checking the box at the top of the column.



- 3. Use the **Pay Selected Bills** dropdown to choose your payment method for the selected invoices(s), launching a separate window.



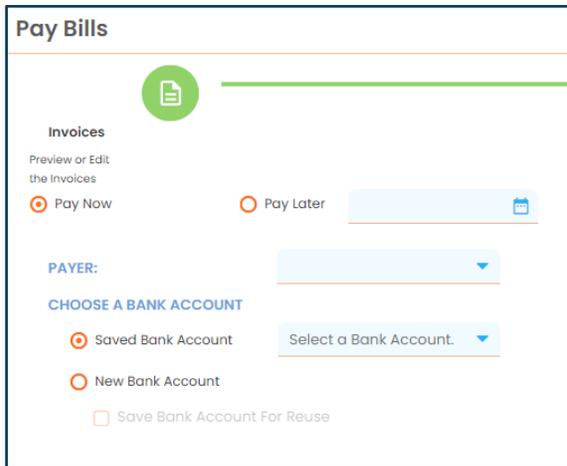
- 4. Enter or edit the payment details as necessary.



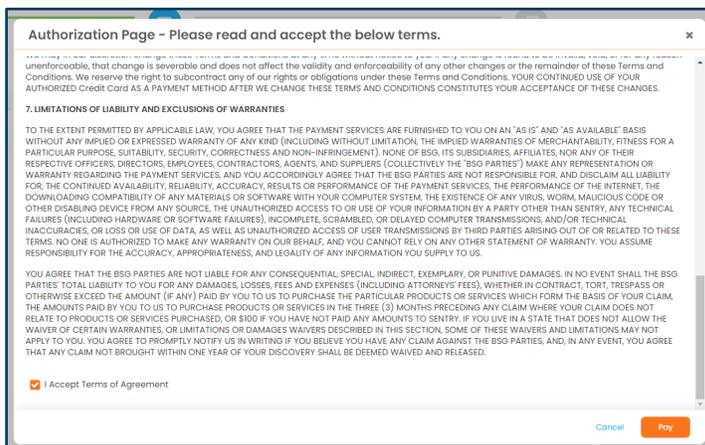
NOTE: If you are making a partial payment: adjust the payment amount, select NA from the Reason dropdown, and add a comment.



5. If desired, upload a **Payment Attachment**.
6. Click **Proceed to Pay** in the bottom right corner of the screen.
7. Fill out the relevant details for your selected payment type. ACH payments can be scheduled for a future date, while credit card payments will be processed within one to five business days.



8. Click **Proceed**.
9. Check the **I accept the Terms of Agreement** box and click **Pay**.



Frequently Asked Questions

Why do credit card transactions have a \$250 limit?

WECC incurs fees when customers use a credit card to pay invoices. By limiting credit card payments to small outstanding balances, WECC is offering flexibility while limiting fee exposure that increases our cost of doing business.

Can I pay WECC and WREGIS invoices in the payment portal?

Yes. If you have outstanding invoices from WECC and WREGIS, you may use the payment portal to pay both.

Is there a minimum payment threshold?

Because WREGIS now accepts credit cards for small balances owed effective in August 2022, we will no longer defer due dates until a minimum balance has been reached. Payment for all invoices will be due by their listed due dates.

Do I need a WREGIS login to access the payment portal?

No, access to the payment portal is controlled by a different login and password. Your accounts payable employees will not need WREGIS logins to access the payment portal.

Will I still receive invoices and statements by email?

Yes. You will continue to receive your statements and invoices by email in addition to being able to access them on demand in the payment portal.

What if I don't want to use the payment portal to make a payment?

Using the payment portal to make payments to WREGIS is currently optional. While we encourage its use because we believe it has many benefits to our customers, you may continue making payments as you have been for the time being. Customers will receive ample warning if there is an update to this policy.

I currently make payments for multiple WREGIS organizations. Can I make payments for them all using one login in the payment portal?

Yes, you can do this if you are part of a parent corporation that is paying on behalf of an affiliate (child). You will need to inform WECC of the relationship so that appropriate permissions can be granted to allow you to pay for your affiliates using a single registration.



Can I make a partial payment?

Yes, partial payments will be accepted in the payment portal and applied as specified in your payment transaction. See [Step 4 in the Making a Payment](#) section of this document for details. Note that invoices are still required to be paid in full by their due dates. Partial payment will not extend or fulfill that obligation.

Can I pay multiple invoices in a single transaction?

Yes. You can select multiple invoices when making a payment. See [Step 2 in the Making a Payment](#) section of this document for details.

What if I still have questions?

If you have questions that are not addressed in this document or encounter any issues, send an email to wregisar@wecc.org for additional assistance.

