

Paymentus Customer Payment Guide & Frequently Asked Questions

Easy, Secure Online Payments

Vantage Elevation has partnered with Paymentus to provide customers with a secure and convenient way to view eligible invoices and make payments electronically.

All credit card payments for Vantage Elevation invoices must be submitted through the Paymentus online portal to provide a consistent and secure payment process. Vantage Accounts Receivable will no longer accept credit card payment information by phone or email for invoice payments. You will need to set up an online profile and save your payment information through the portal.

A credit card surcharge of up to 3% per transaction may apply to credit card payments. Any applicable surcharge will be presented to you before you submit your payment. Customers can use the Paymentus portal to make payments using the payment methods below:

- Credit card
- Debit card
- ACH/eCheck

Paymentus supports all major credit cards.

1. Getting Started

How do I access the Paymentus payment portal?

To make a payment online, use the **Paymentus payment link provided by Vantage Elevation**.

Customers may access the payment portal through:

- Access the portal at <https://www.vantageelevation.com/customer-payment-portal/>, and click on the Paymentus Payment Portal link.
- The payment portal link is included on your invoice as a convenience.

Important: Customers should use the Vantage Elevation provided Paymentus link rather than searching for Paymentus independently. Paymentus processes payments on behalf of Vantage Elevation and will direct bill-payment questions back to Accounts Receivable.

2. First-Time Customer Login

How do I register for the Paymentus portal?

1. Access the portal at <https://www.vantageelevation.com/customer-payment-portal/>, and click on the Paymentus Payment Portal link.
2. Select **Register Now, Create Account**, or the applicable registration option.

*You will need your **Vantage Elevation account number** and **billing ZIP code** to complete the registration process.*

3. Enter the requested customer information.
4. Enter the email address associated with your Vantage Elevation account.
5. Create a secure password.
6. Review and accept the applicable terms and conditions.
7. Complete registration.

Return to the Paymentus login page and sign in.

3. Returning Customer Login

How do I log in?

1. Go to the Paymentus payment portal.
2. Enter your registered email address.
3. Enter your password.
4. Select **Login**.

If you have forgotten your password, select **Forgot Your Password** and follow the instructions provided. If you are unable to regain access to your account, contact Vantage Elevation for assistance by emailing credit@vantageelevation.com.

4. ACH Debit Blocker Information

What information do I need if my bank uses an ACH Debit Blocker or ACH Fraud Prevention Service?

Important: If your company uses an ACH Debit Blocker or ACH Filter, please contact your bank or treasury department before submitting your first ACH/eCheck payment through Paymentus to ensure the Paymentus Company ID has been approved.

If your company uses an **ACH Debit Blocker, ACH Filter, or other ACH fraud-prevention service**, you may need to update your bank's approved ACH company information before making a payment through Paymentus.

To help ensure your ACH/eCheck payment is processed successfully by your company's bank or treasury department, request the following ACH Company ID's are added to debit payment rules and approved:

Company Name	Company ID
JP Digital Bill Payments (Paymentus)	0000408976

This will help ensure that your bank recognizes and allows authorized ACH transactions processed through Paymentus.

What if I am unsure whether my company has an ACH Debit Blocker?

Please contact your company's treasury, accounting, or banking department. They can confirm whether your bank account has ACH debit-blocking or ACH filtering controls in place.

I use ACH Debit Blocker controls. Why is this necessary?

Some businesses use ACH debit blockers or filters to prevent unauthorized electronic withdrawals from their bank accounts. These controls may automatically reject an ACH transaction unless the company name or Company ID has been pre-approved with the financial institution.

Adding the Paymentus ACH Company information in advance can help prevent an authorized payment from being rejected.

What if I need additional assistance?

If you have questions about the ACH payment process or need assistance with your Vantage Elevation account, please contact: credit@vantageelevation.com.

Please note: Vantage Elevation and Paymentus cannot make changes to your company's ACH debit-blocking or fraud-prevention settings. Any required updates must be made directly with your financial institution.

5. Invoice Availability

When will new invoices be available in Paymentus?

New invoices will be available in the Paymentus portal within 48 hours or less after the invoice is generated.

If you do not see an invoice after 48 hours, or if you have questions regarding an invoice, please contact Accounts Receivable for assistance at credit@vantageelevation.com.

6. Finding My Invoice

How Do I Find My Invoice?

After logging in:

1. Navigate to your account or invoice section.
2. Review the invoices available for payment.
3. Select the invoice you want to pay.
4. Confirm the invoice number, invoice date and amount due.
5. Select your preferred payment method.
6. Review the payment details, including any applicable credit card surcharge.
7. Submit your payment.
8. Save your payment confirmation number for your records.

Invoice copies are available to view and download in PDF format.

7. Paying Multiple Invoices

How do I pay more than one invoice at a time?

To select and pay multiple invoices:

1. Log in to the Paymentus portal.
2. Navigate to **Pay My Bill** on the left-hand side of the portal.
3. Select the invoices you would like to pay.

4. Confirm the total payment amount.
5. Select your preferred payment method.
6. Review the payment details, including any applicable credit card surcharge.
7. Submit your payment.
8. Save your payment confirmation number for your records.

Important: To select multiple invoices for payment, customers must navigate to **Pay My Bill** from the menu on the left-hand side of the Paymentus portal.

8. How Do I Pay an Invoice by Credit Card?

Step-by-step

1. Log in to Paymentus portal.
2. Select the invoice(s) you want to pay.
3. Confirm the amount you want to pay.
4. Select **Credit Card** as your payment method.
5. Enter the requested card information:
 - Cardholder name
 - Card number
 - Expiration date
 - Security code/CVV, if requested
 - Billing ZIP/postal code, if requested
6. Review the payment amount.
7. Review and acknowledge applicable any surcharge or convenience fee before submitting.
8. Review the payment authorization.
9. Select **Submit Payment/Pay Now**.
10. Wait for the payment confirmation.

11. Save or print the confirmation for your records.

Paymentus supports major credit card brands including Visa, Mastercard, American Express and Discover, subject to the payment methods enabled by Vantage Elevation.

Important: Do not close the browser or refresh the page while the payment is processing. Wait until the payment confirmation is displayed.

9. How Do I Pay by ACH/eCheck?

What is ACH/eCheck?

ACH/eCheck allows you to make an electronic payment directly from a checking or savings account rather than using a credit card.

Paymentus describes eChecks as electronic debits from a customer's bank account.

Step-by-step

1. Log into Paymentus portal.
2. Select the invoice(s) you want to pay.
3. Confirm the amount due.
4. Select **eCheck** as the payment method.
5. Enter the requested bank account information.
6. Depending on the screen presented, this may include:
 - Account holder name
 - Bank routing number
 - Bank account number
 - Checking or savings account type
7. Carefully verify the bank information.
8. Confirm the payment amount.
9. Review and acknowledge applicable convenience fee before submitting.
10. Review the authorization.
11. Select **Submit Payment/Pay Now**.

12. Wait for the payment confirmation.

13. Save the confirmation number.

Important ACH/Check Information

When you authorize an eCheck payment, you are authorizing an electronic debit from your bank account. Customers are responsible for ensuring sufficient funds are available when the payment is presented to their financial institution.

10. What Is the Difference Between ACH, eCheck or a Credit Card?

Payment Method	How Payment Is Made	Typical Customer Consideration
Credit Card	Payment is charged to the card	Convenient and immediate authorization
ACH/eCheck	Funds are electronically withdrawn from a bank account	Directly debits checking/savings account

The availability of payment methods and any associated fees are determined by Vantage Elevation's configuration.

11. Paying Multiple Invoices

Can I Pay More Than One Invoice?

Paymentus portal provides a multi-invoice or shopping-cart capability, allowing customers to select multiple invoices and make one payment.

Step-by-step

1. Log in to the portal.
2. Select the invoices you want to pay.
3. Review the combined payment amount.
4. Confirm the invoices selected.
5. Select your payment method.
6. Submit the payment.

7. Save the payment confirmation.

If you do not see the ability to select multiple invoices, pay each invoice individually or contact Vantage Elevation Accounts Receivable for assistance.

12. Partial Payments

Can I Make a Partial Payment?

Partial payments are permitted by Paymentus and/or the specific invoice. However, invoice payments in full is preferred.

For partial payments:

1. Select the applicable invoice.
2. Enter the amount you want to pay.
3. Review the payment amount.
4. Select your payment method.
5. Submit the payment.

If the portal does not allow you to enter a different payment amount, contact Vantage Elevation Accounts Receivable before attempting to make a partial payment.

13. Successful Payments

How Do I Know My Payment Was Successful?

After submitting your payment, Paymentus should display a payment confirmation.

Record the:

- Confirmation number
- Payment date
- Payment amount
- Payment method

We recommend saving or printing the confirmation for your records.

14. Payment Confirmations

Will I Receive a Payment Confirmation by Email?

You will receive an electronic payment confirmation.

Always retain the confirmation displayed after submitting your payment, even if you expect to receive an email.

15. My Payment Failed.

What Should I Do?

If your payment is declined or unsuccessful:

Credit Card Payments

Verify:

- Card number
- Expiration date
- Security code
- Billing ZIP/postal code
- Available credit
- Card has not expired

Then attempt the payment again.

If the card continues to decline, contact your card issuer or use another available payment method.

ACH or eCheck Payments

Verify:

- Routing number
- Bank account number
- Account type
- Sufficient funds are available

DO NOT repeatedly submit the same payment if you are unsure whether the first transaction was successful.

First verify whether a confirmation number was generated or contact Vantage Elevation Accounts Receivable.

16. I Was Charged but My Vantage Account Still Shows a Balance.

What Should I Do?

Electronic payments may take up to 48hrs before the payment is reflected in Vantage Elevation's accounting system.

If you have a payment confirmation:

1. Do not immediately submit another payment.
2. Save your confirmation number.
3. Contact Vantage Elevation Accounts Receivable.
4. Provide:
 - Customer name
 - Invoice number
 - Payment amount
 - Payment date
 - Payment confirmation number
 - Payment method

Vantage Elevation will research the payment and determine its status.

17. Duplicate Payment

What If I Accidentally Pay an Invoice Twice?

Do not submit another payment if you believe a payment has already been processed.

If you accidentally make a duplicate payment, contact Vantage Elevation Accounts Receivable and provide both confirmation numbers and payment details.

Vantage Elevation will review the account and determine the appropriate resolution.

18. Payment Information

Can I Save My Payment Information?

Paymentus may allow customers to securely store payment information or establish recurring/scheduled payments depending on the features enabled by Vantage Elevation.

Do not email credit card numbers, bank account numbers, routing numbers or other sensitive payment information to Vantage Elevation employees.

19. Automatic and Scheduled Payments

Can I Set Up Automatic or Scheduled Payments?

Paymentus supports scheduled payments and recurring/AutoPay functionality, but availability depends on the options enabled by the organization.

If the AutoPay or scheduled payment option is available:

1. Log in to the Paymentus portal.
2. Select the applicable payment or AutoPay option.
3. Select the payment method.
4. Enter or confirm the required information.
5. Review the schedule.
6. Confirm the authorization.
7. Save the confirmation.

Always review scheduled payments periodically to ensure your payment method remains valid.

20. Change or Cancel Payments

Can I Cancel or Change a Payment?

Once a payment has been submitted, cancellation or modification can be made the same day before 8pm EST.

If you need to change or cancel a payment after 8pm same day, contact Vantage Elevation Accounts Receivable as soon as possible.

Do not assume that closing your browser or deleting a scheduled payment will reverse a transaction that has already been submitted.

21. Insufficient Funds

What If My Bank Account Does Not Have Enough Funds?

Do not submit an ACH or eCheck payment unless sufficient funds are available.

Paymentus' authorization terms state that customers are responsible for having sufficient funds available when an eCheck is presented to their financial institution.

Insufficient funds may result in the payment being returned and may result in additional charges or collection activity.

22. Payment Portal Security

Is Paymentus Secure?

Paymentus is an electronic billing and payment platform designed to provide a secure payment experience.

When making a payment:

- Use the Vantage Elevation-approved Paymentus link.
- Do not share your password.
- Do not email payment card or bank account information.
- Do not provide payment credentials to someone who contacts you unexpectedly.
- Confirm you are using the correct Vantage Elevation payment portal before entering financial information.

23. Suspicious Payment Request

What Should I Do If I Receive a Suspicious Payment Request?

Do not click on an unfamiliar payment link or provide financial information if you are unsure of its legitimacy.

Contact Vantage Elevation Accounts Receivable using your established Vantage Elevation contact information to verify the request.

When in doubt, access the Paymentus portal through the payment link published on the official Vantage Elevation website rather than through an unsolicited email.

24. Payments by Phone

Can I Pay by Phone?

Paymentus supports multiple payment channels, including web and IVR/telephone payment experiences, please contact Vantage Elevation's Accounts Receivables or Customer Service team for support.

If telephone payment is not available, use the Vantage Elevation Paymentus online portal.

25. Mobile Device Use

Can I Pay from My Mobile Device?

Paymentus supports web and mobile payment experiences.

For the best experience:

1. Open the Paymentus link on your mobile device.
2. Sign in or select the applicable payment option.
3. Select the invoice.
4. Select your payment method.
5. Enter the requested payment information.
6. Review the payment carefully.
7. Submit the payment.

8. Save the confirmation number.

26. Invoice Questions

I Have a Question About My Invoice. Who Should I Contact?

Paymentus processes electronic payments, but questions regarding your Vantage Elevation account, invoices, balances, credits, disputes or account status should be directed to Vantage Elevation Accounts Receivable.

Contact credit@vantageelevation.com if you need assistance with:

- Invoice questions
- Incorrect balances
- Credits
- Payment application
- Duplicate payments
- Payment discrepancies
- Account statements
- Customer account information
- Collections questions

Paymentus specifically advises customers with billing-related questions to contact the organization they are paying.

27. Frequently Asked Questions – Quick Reference

- **What payment methods are available?**

Vantage Elevation's Paymentus portal may support credit cards and ACH or eCheck. The exact payment methods available will be displayed in the portal.

- **What information do I need to register for Paymentus?**

To register for a Paymentus account, you will need your **account number** and **billing ZIP code**.

If you are unsure of this information, please contact.

- **When will I see my new invoice in Paymentus?**

New invoices will generally be available in the Paymentus portal within **48 hours or less** after the invoice is generated.

- **Can I still call Vantage Elevation Accounts Receivable to make a credit card payment?**

No. **Vantage Elevation Accounts Receivable will no longer accept credit card payments by phone or email.**

All credit card payments must be made through the Paymentus portal.

Please note that a **credit card surcharge of up to 3% per transaction** may apply. Any applicable surcharge will be displayed before you submit your payment.

- **Can I pay multiple invoices using ACH/eCheck or a credit card?**

Yes. Navigate to **Pay My Bill** from the left-hand menu and select the invoices you wish to pay. You can then choose from the available payment methods.

If paying by credit card, an applicable surcharge of up to 3% per transaction may apply.

- **Can I pay with a Visa, Mastercard, Discover or American Express?**

Paymentus supports these major card brands, subject to the payment methods enabled by Vantage Elevation.

- **What is an eCheck?**

An eCheck is an electronic debit from a checking or savings account.

- **Do I need a Paymentus account?**

The requirement depends on whether you are using Vantage Elevation's registered customer portal or a one-time/Quick Pay option via phone.

- **What if I don't remember my password?**

Use the **Forgot Password** option on the Paymentus login screen.

- **How do I know my payment went through?**

Wait for the payment confirmation and save the confirmation number.

- **What if my payment was declined?**

Verify your payment information and try again or use another available payment method.

- **What if my account still shows a balance after I paid?**

Do not immediately pay again. Contact Vantage Elevation Accounts Receivable and provide your payment confirmation number.

- **Can I dispute an invoice through Paymentus?**

Yes, contact Vantage Elevation Accounts Receivable directly.

- **Does Paymentus handle invoice disputes?**

No. Paymentus advises customers to contact their service provider for billing-related questions or concerns.

- **Who should I contact if I have a problem with my Vantage Elevation invoice?**

Contact Vantage Elevation Accounts Receivable at credit@vantageelevation.com

Paymentus Payment Checklist

Before submitting your payment:

- Confirm you are using the official Paymentus portal.
- Confirm the correct customer account.
- Confirm the invoice number(s).
- Confirm the payment amount.
- Select the appropriate payment method.
- Verify your card or bank information.
- Review any applicable fees.
- Submit the payment.
- Wait for the confirmation screen.
- Save the confirmation number.

Important Reminder

Paymentus is Vantage Elevation's electronic payment platform. Vantage Elevation remains your point of contact for questions about invoices, account balances, credits, disputes, collections and payment application.

For billing or account questions, please contact **Vantage Elevation's Accounts Receivable team at credit@vantageelevation.com**

For assistance with accessing or making a payment through the Paymentus portal, follow the instructions provided by Vantage Elevation.

Payment methods, fees, registration requirements, payment scheduling, invoice visibility and other portal functionality are subject to Vantage Elevation and may change.