

Vantage Elevation / Paymentus Customer FAQ

A simple guide to viewing invoices and making secure online payments

VANTAGE ELEVATION

At a glance Use the Vantage Elevation Paymentus portal to view eligible invoices and pay by credit card, debit card, or ACH/eCheck. Credit card payments must be submitted through the portal.

Questions about an invoice or account? credit@vantageelevation.com

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1. Getting Started

What is Paymentus?

Paymentus is the electronic payment platform used by Vantage Elevation. It provides a secure and convenient way to view eligible invoices and make payments online.

How do I access the payment portal?

Use the Paymentus link provided by Vantage Elevation. You can access it from the official customer payment portal page or from the link included on your invoice.

[Open the Vantage Elevation Customer Payment Portal](#)

Important Use the Vantage Elevation-provided link instead of searching for Paymentus independently. Paymentus processes payments for Vantage Elevation, while Vantage Elevation Accounts Receivable handles invoice and billing questions.

What payment methods are available?

The portal may offer the following payment methods, based on the options enabled for Vantage Elevation:

- Credit card
- Debit card
- ACH/eCheck

Can I give my credit card information by phone or email?

No. Vantage Elevation Accounts Receivable no longer accepts credit card information by phone or email for invoice payments. Submit all credit card payments through the Paymentus portal.

Is there a credit card surcharge?

A surcharge of up to 3% per transaction may apply to credit card payments. Any applicable surcharge will be shown before you submit your payment.

2. Registration and Sign-In

What do I need to register?

Have your Vantage Elevation account number and billing ZIP code available. You will also need the email address associated with your account.

How do I create an account?

Follow these steps:

1

Open the Vantage Elevation Customer Payment Portal and select the Paymentus Payment Portal link.

2

Select Register Now, Create Account, or the registration option shown.

- 3 Enter your Vantage Elevation account number, billing ZIP code, and 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 login page, and sign in.

How do I sign in after registering?

Go to the Paymentus portal, enter your registered email address and password, and select Login.

What if I forgot my password?

Select Forgot Your Password on the login screen and follow the instructions. If you still cannot access your account, email Vantage Elevation Accounts Receivable at credit@vantageelevation.com.

Do I need a Paymentus account?

Registration requirements depend on whether you use the registered customer portal or an available one-time or Quick Pay option.

3. Invoices and Payment Options

When will a new invoice appear in Paymentus?

New invoices are generally available in the portal within 48 hours or less after they are generated. If an invoice is not visible after 48 hours, contact Accounts Receivable.

How do I find and pay an invoice?

After signing in:

- 1 Go 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 Choose your payment method.
- 6 Review the payment details and any applicable credit card surcharge.
- 7 Submit the payment.
- 8 Save the confirmation number for your records.

Can I view or download an invoice copy?

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

Can I pay more than one invoice at a time?

Yes. Use Pay My Bill from the left-side menu to select multiple invoices and submit one combined payment.

- 1 Sign in and select Pay My Bill from the left-side menu.
- 2 Select the invoices you want to pay.
- 3 Confirm the selected invoices and total payment amount.
- 4 Choose an available payment method.
- 5 Review all payment details and any applicable surcharge.
- 6 Submit the payment and save the confirmation number.

If multiple selection is unavailable Pay each invoice separately or contact Accounts Receivable for assistance.

Can I make a partial payment?

Partial payments may be permitted by Paymentus or by the specific invoice, although full payment is preferred. Select the invoice, enter the amount you want to pay, choose the payment method, and submit the payment. If the portal does not allow a different amount, contact Accounts Receivable before attempting a partial payment.

What is the difference between a credit card and ACH/eCheck?

Both methods may be available in the portal. The main difference is how the funds are collected.

Payment method	How payment is made	Customer consideration
Credit card	Payment is charged to the card.	Convenient, with immediate authorization.
ACH/eCheck	Funds are electronically withdrawn from a checking or savings account.	Direct debit from a bank account.

4. Paying by Credit Card

How do I pay by credit card?

Follow these steps:

- 1 Sign in to the Paymentus portal.
- 2 Select the invoice or invoices you want to pay and confirm the amount.
- 3 Choose Credit Card as the payment method.
- 4 Enter the requested cardholder name, card number, expiration date, security code, and billing ZIP or postal code.
- 5 Review the payment amount, authorization, and any surcharge or convenience fee.
- 6 Select Submit Payment or Pay Now.
- 7 Wait for the confirmation screen, then save or print the confirmation.

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

Which credit cards are accepted?

Paymentus supports Visa, Mastercard, American Express, and Discover, subject to the payment methods enabled by Vantage Elevation.

5. Paying by ACH/eCheck

What is ACH/eCheck?

ACH/eCheck is an electronic debit directly from a checking or savings account. When you authorize the payment, you authorize funds to be withdrawn from your bank account.

How do I pay by ACH/eCheck?

Follow these steps:

- 1 Sign in and select the invoice or invoices you want to pay.
- 2 Confirm the amount due and choose eCheck.
- 3 Enter the requested bank information, which may include the account holder name, routing number, account number, and checking or savings account type.
- 4 Carefully verify the bank information and payment amount.
- 5 Review the authorization and any applicable convenience fee.
- 6 Select Submit Payment or Pay Now.
- 7 Wait for the confirmation and save the confirmation number.

Funds reminder Make sure sufficient funds are available when the payment is presented to your financial institution.

What if my organization uses an ACH Debit Blocker or ACH Filter?

Contact your bank or treasury department before your first ACH/eCheck payment. Ask them to add the approved Paymentus company information to your ACH debit rules.

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

Why is the Paymentus Company ID needed?

ACH debit blockers and filters may reject an electronic withdrawal unless the company name or Company ID has been approved in advance. Adding the Paymentus information can help prevent an authorized payment from being rejected.

How do I know whether my organization uses an ACH Debit Blocker?

Contact your treasury, accounting, or banking department. They can confirm whether ACH debit-blocking or filtering controls apply to the bank account.

Please note Vantage Elevation and Paymentus cannot change your organization's ACH debit-blocking or fraud-prevention settings. Your financial institution must make any required updates.

6. Payment Confirmations and Timing

How do I know my payment was successful?

Wait for the Paymentus confirmation screen. Save or print the confirmation and record the confirmation number, payment date, payment amount, and payment method.

Will I receive an email confirmation?

You will receive an electronic payment confirmation. Always retain the confirmation displayed after payment, even if you expect an email.

How long does it take for my Vantage Elevation balance to update?

Electronic payments may take up to 48 hours to appear in Vantage Elevation's accounting system.

7. Troubleshooting Payments

What should I do if my credit card payment is declined?

Verify the following information, then try again:

- Card number
- Expiration date
- Security code
- Billing ZIP or postal code
- Available credit
- Card expiration status

If the card still declines Contact your card issuer or use another available payment method.

What should I check if an ACH/eCheck payment fails?

Verify the routing number, bank account number, account type, available funds, and any ACH Debit Blocker or filter settings.

Avoid duplicate submissions Do not repeatedly submit the same payment if you are unsure whether the first transaction was successful. First check for a confirmation number or contact Accounts Receivable.

What if I was charged but my account still shows a balance?

Do not submit another payment immediately. Save the confirmation number and contact Accounts Receivable with the customer name, invoice number, payment amount, payment date, confirmation number, and payment method.

What if I accidentally paid an invoice twice?

Contact Accounts Receivable and provide both confirmation numbers and the payment details. Vantage Elevation will review the account and determine the appropriate resolution.

What happens if my bank account has insufficient funds?

Do not submit an ACH/eCheck payment unless sufficient funds are available. A returned payment may result in additional charges or collection activity.

8. Managing Payments

Can I save my payment information?

Paymentus may allow you to securely store payment information, depending on the features enabled by Vantage Elevation. Never email card numbers, bank account numbers, routing numbers, or other sensitive payment information.

Can I set up AutoPay or a scheduled payment?

Scheduled payments and recurring AutoPay may be available, depending on the options enabled. If available, select the payment or AutoPay option, choose the payment method, review the schedule and authorization, confirm the setup, and save the confirmation.

Review scheduled payments Check scheduled payments periodically to make sure the payment method remains valid.

Can I cancel or change a submitted payment?

A submitted payment may be cancelled or modified on the same day before 8:00 p.m. Eastern Time. After 8:00 p.m. on the same day, contact Vantage Elevation Accounts Receivable as soon as possible.

Important Closing your browser or deleting a scheduled payment does not necessarily reverse a transaction that has already been submitted.

9. Security and Mobile Access

Is Paymentus secure?

Paymentus is an electronic billing and payment platform designed to provide a secure payment experience. Protect your information by following these practices:

- 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 that you are using the correct Vantage Elevation payment portal before entering financial information.

What should I do if I receive a suspicious payment request?

Do not click an unfamiliar payment link or provide financial information if you are unsure the request is legitimate. Verify the request with Vantage Elevation Accounts Receivable using established contact information. When in doubt, access Paymentus from the official Vantage Elevation website.

Can I pay from a mobile device?

Yes. Open the Vantage Elevation Paymentus link on your mobile device, sign in, select the invoice and payment method, review the details carefully, submit the payment, and save the confirmation number.

Can I pay by phone?

Paymentus supports web and IVR/telephone payment experiences. Contact Vantage Elevation Accounts Receivable or Customer Service to confirm whether telephone payment is available. If it is not available, use the online portal.

10. Help and Contact Information

Who should I contact about an invoice or account issue?

Contact Vantage Elevation Accounts Receivable for help with invoice questions, balances, credits, payment application, duplicate payments, payment discrepancies, account statements, customer account information, disputes, or collections.

Email: credit@vantageelevation.com

Does Paymentus handle invoice disputes?

No. Paymentus processes electronic payments. Vantage Elevation remains your point of contact for invoice disputes and other billing-related questions.

11. Payment Checklist

Before submitting a payment, confirm each item below:

- ☐ I am using the official Vantage Elevation Paymentus portal.
- ☐ I selected the correct customer account.
- ☐ I verified the invoice number or invoice numbers.
- ☐ I confirmed the payment amount.
- ☐ I selected the appropriate payment method.
- ☐ I verified my card or bank information.
- ☐ I reviewed any applicable fees.
- ☐ I submitted the payment only once.
- ☐ I waited for the confirmation screen.
- ☐ I saved the confirmation number.

Final reminder Paymentus is Vantage Elevation's electronic payment platform. Vantage Elevation remains your point of contact for invoices, account balances, credits, disputes, collections, and payment application. Portal features, payment methods, fees, registration requirements, scheduling, and invoice visibility may change based on Vantage Elevation's configuration.