

ACCESSING PAYMENT DELAY ALERTS

1. Login to the Portal and ensure the “Delayed Payments” tab in the bottom bar navigation is selected. Then click the Payment task link button for each supplier that requires more information.

Delayed Payment Tasks

Please complete the tasks below to ensure your suppliers are able to be paid. These are active payments that require your immediate attention. Click the “Task Link” below to get started

Partner, Buyer

All

Supplier

All

Created Date

10/10/2023 10/10/2023

2 Cases Outstanding 22.00 Avg Days Open 1 # Suppliers 3.00K \$ Payment 2 # Payments

Task Link	Created Date	Partner	Buyer	Buyer ID	Supplier	Supplier Ref ID	Information Needed	Days Open	\$ Payment Amount
	10/10/2023	Finexio	Finexio Inc. New	FINEXIO-BUYER	Finexio CMB Test Supplier	FXO-CBM	Email Address;Mailing Address;Copy of Invoice	22.00	1,000.00
	10/10/2023	Finexio	Finexio Inc. New	FINEXIO-BUYER	Finexio CMB Test Supplier	FXO-CBM	Email Address;Phone Number;Invoice Number	22.00	2,000.00

2. On the next screen, you will see the Supplier Task form appear with the Supplier details pre-populated and information required that the Finexio team needs in order to process the payment. Type in the required information into the “Provide Supporting Detail Here” text box, and upload any invoice or documentation as needed. Then click “Submit Form.”

Supplier Task Form

Supplier Task

Please complete the following supplier task to ensure your supplier can be paid. We have pre-populated the request details below.

Email *

Please provide your email in case we need to get in touch.

Task Type

This is the task type (Enrollment or Payment Delay)

Supplier Name

Supplier Reference ID

Information Needed

This is the information being requested by your supplier

Additional Details

Additional details requested to the information needed to facilitate payment.

Provide Supporting Detail Here: *

You can expand this field by dragging the lower right corner.

Upload Invoice (if needed)

[Choose File](#) [Remove File](#) No File Chosen

If an invoice is requested you may upload it here.

[Save and Resume Later](#)

[Submit Form](#)

- After selecting the "Submit Form" button, you will see the last screen which displays a Thank You for your submission message. The record will take approximately 2 hours to update in Finexio's system and to be removed from the Portal.



Payment Task Form

X



Finexio

Thank you!

We have received your information and will update our records accordingly. If you have any question please visit our help desk [here](#).

Please note, it may take up to 2 hours before your record is updated.

4. Repeat this process for each supplier listed in the Delayed Payments tab until all are completed and cleared.