Technical Support

Check the Help Menu item for assistance with that screen and more links to more extensive Help.

Questions and/or concerns can be addressed by either sending an email to InvoiceWorks Support Desk at invoiceworks.support@ipayables.com or by phone 1-801-224-8300.

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Purpose of this Document

This document explains how suppliers can receive payments by way of the MasterCard Commercial Card from selected Customers. InvoiceWorks and the MasterCard Payment Gateway together offer this capability.

Step 1 – Enrollment in InvoiceWorks™

One requirement is that suppliers have an account with InvoiceWorks.

The InvoiceWorks™ account is both free of charge and very simple to setup.

If you already have an account with InvoiceWorks you may skip this step.

If you need an InvoiceWorks™ account, please send an email with you name and number to invoiceworks.support@ipayables.com, or contact 1-801-224-8300 and a representative will assist you.

Step 2 – Access the InvoiceWorks Supplier Website

Using Internet Explorer, go to the following address https://iata.invoiceworks.net/new/

Click on Supplier in the lower left corner and log in to InvoiceWorks™.

<table>
<thead>
<tr>
<th>More Information</th>
<th>Existing Users</th>
<th>Sales and Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>More Information</td>
<td>If your company already uses InvoiceWorks, and you have an InvoiceWorks User ID, enter your User ID and Password and click the “Sign In” button.</td>
<td>New Suppliers</td>
</tr>
<tr>
<td>For assistance signing up or signing in to InvoiceWorks, please contact Support at <a href="mailto:helpdesk@ipayables.com">helpdesk@ipayables.com</a> or 1-877-452-9044 (domestic) or 1-512-531-8682 (international).</td>
<td>User ID: [ ] Password: [ ] Sign In</td>
<td>If your company is NOT already using InvoiceWorks and have received a letter from one of your Customers, click the Sign Up button below to sign up as an InvoiceWorks member.</td>
</tr>
<tr>
<td>Go to Faster</td>
<td>Forget your password? [ ] Forget your User ID? [ ] Sign Up</td>
<td></td>
</tr>
</tbody>
</table>
Step 3 – Open MasterCard Payment Account Screen

From the Main Menu select the Payment Accounts item. The Payment Management Screen will be displayed.

The Payment Management Screen has 2 tabs.

1) Payment Accounts for creating the MasterCard Account.
2) Payment By Customer for requesting this Payment method from a specific Customer.

To create a MasterCard Payment Gateway account, click on Add. A screen will pop-up.

Step 4 – Creating a MasterCard Payment Gateway Account

This screen captures some additional information from what is currently listed within InvoiceWorks™. This data is provided to MasterCard for final setup.

The MasterCard Payment Gateway requires that a new Merchant ID (MID) to be created due to different rates used for processing through the MasterCard Payment Gateway. Once MasterCard receives this additional data, MasterCard will request the creation of the new Merchant ID and provided to you the new Merchant ID that will be used. There is no cost to suppliers for the new Merchant ID being created.
Please enter information in the fields as follows:

- **MasterCard Account Name**: Descriptive name that is meaningful to you
- **Name on MasterCard Account**: Business name associated with your current MasterCard Account(s)
- **Acquirer**: Select MasterCard Payment Gateway
- **Merchant ID**: Enter Pending
- **SIC Code**: Enter the appropriate SIC Code for your business
- **Expiration Date**: Enter an expiration date for this account allowing for your review at that time
- **Federal Tax ID**: Enter your Business’ Federal Tax ID
- **Payment Contact User ID**: Select from the list of Users within InvoiceWorks as the primary contact
- **Terms and Conditions**: Review the Terms and Conditions and select Yes as your acceptance

When completed click on **Submit**.
Step 5 – Requesting MasterCard Payment by Customer

Once you have setup your MasterCard Payment Gateway account you can now request from your Customer to be paid via MasterCard.

Click on the second tab which is Payment By Customer.

This screen shows all Customers who are currently offering the option of Payment by the MasterCard Commercial Card through the MasterCard Payment Gateway.

To request this option with a Customer, simply click on the Add Account link next to that Customer.

A popup will appear which lets you select the MasterCard Payment Gateway Account.

Select the account and click on Submit.

The account name will now appear next to that Customer in the list and the Customer will be notified of your request.

The Customer will review the request and setup this Payment Method in their ERP system.

Once the setup is completed, Invoicing within InvoiceWorks will now show MasterCard as the Payment Method when creating and submitting invoices for Payment.

Congratulations. You have completed the InvoiceWorks MasterCard Payment Gateway setup and can now invoice your customer and receive payment via MasterCard.

If you have any questions about how to enroll with InvoiceWorks™, create and/or submit invoices, submit invoices by uploading a file or via automated FTP, please contact iPayables at invoiceworks.support@ipayables.com or by phone at 1-801-224-8300.