



highradius

Electronic Invoice Payment & Presentment Portal (EIPP) Customer Journey User Interface (UI) Guide

Training Curriculum



highradius



- 1 Learning Steps
- 2 Overview of EIPP System
- 3 Invoice Presentment Workflow
- 4 ACH Payment Workflow
- 5 Credit Card Payment Workflow
- 6 Customer Self-Service Workflow

Learning Objectives



highradius

1 Introductions & Agenda

2 Overview of EIPP System

3 Invoice Presentment Workflow

4 ACH Payment Workflow

5 Credit Card Payment Workflow

6 Customer Self-Service Workflow

In this section, you'll learn about the following:



Access the HighRadius EIPP System

- Execute the steps to log on to the EIPP Portal.



Navigating Through the Key Screens

- Navigate through the EIPP Portal.

Tabs Overview

Workboard



Open
Bills



Closed
Bills



Payment
History



Dispute



Administration

Actions

Essential
Buttons



Advanced
Search

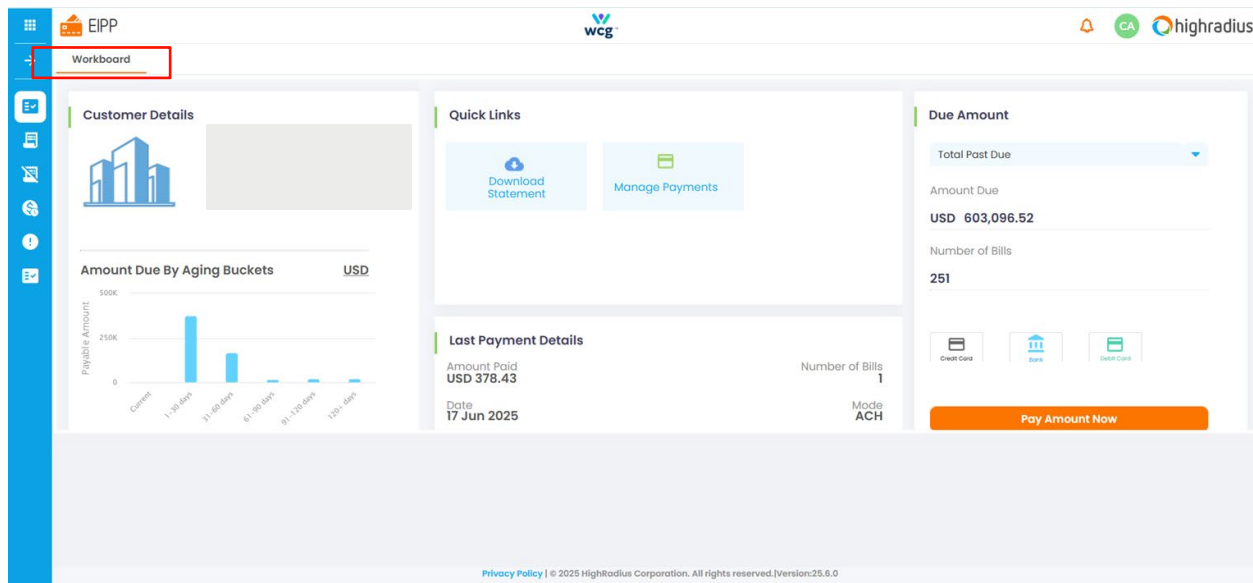


highradius

Tabs Overview

Tabs Overview

Workboard



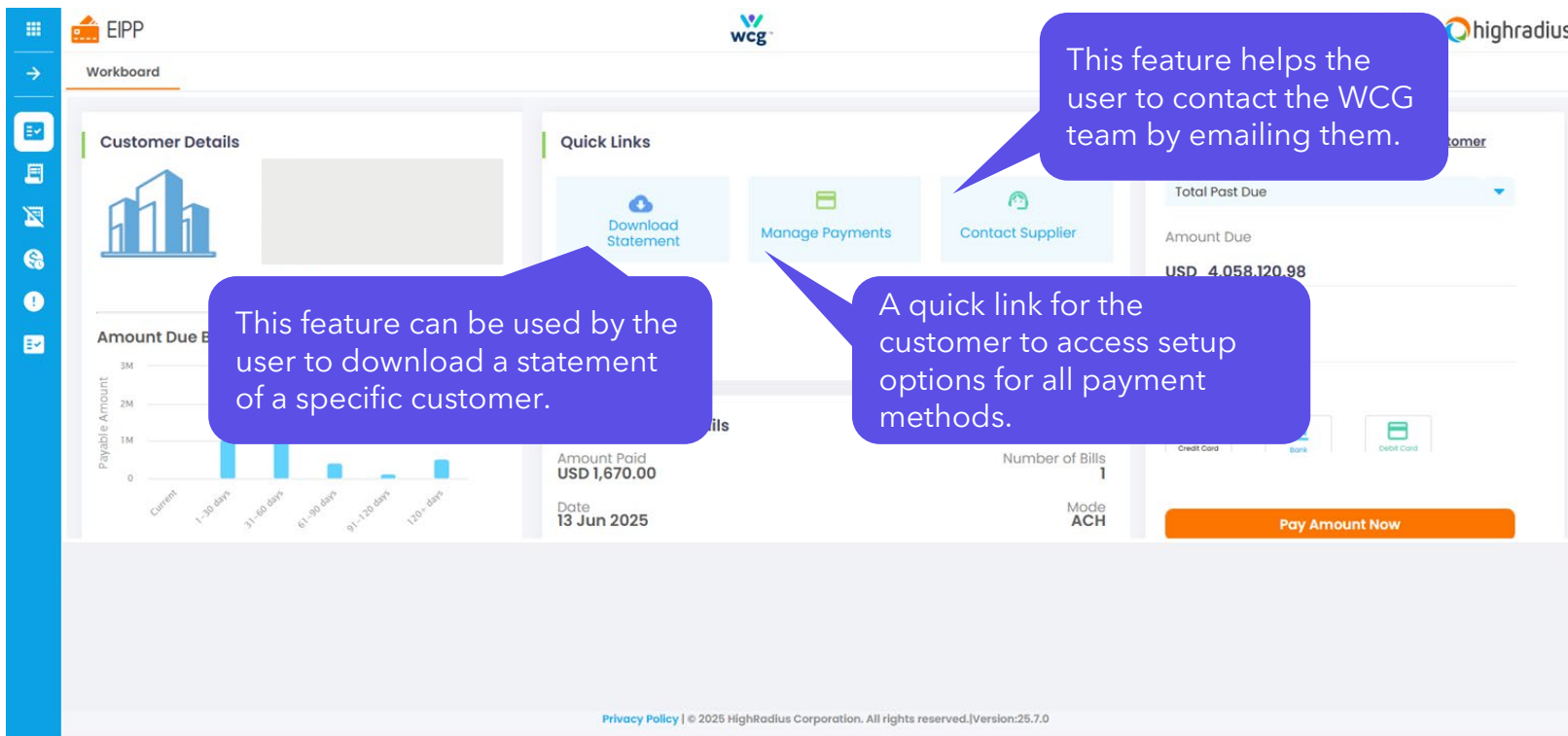
- The **Workboard** tab gives an overview of user details, last transaction details, and even provides quick links for certain features.
- This is the landing page by default, users can change the default landing page through the Settings tab.

Tabs Overview

Workboard



highradius



Tabs Overview

Open Bills



highradius

The screenshot shows the 'Open Bills' interface. At the top, there's a header with 'Open Bills' and a red box highlighting the 'Open Bills' icon. Below the header, there's a table with columns for Customer Internal ID, Customer Name, Subsidiary Name, Invoice Number, Invoice Internal Id, Invoice Date, Subsidiary Invoice..., Subsidiary Open..., Subsidiary Currency, Global Invoice, Global Open, Global Payable, Global Dispute, Discount Value, and Im Dc. The table is currently empty.

Click the **Open Bills** tab on the top grid header to **view all Open Bills** that are loaded into the system.

Tabs Overview

Closed Bills



highradius

The screenshot displays the WCG HighRadius EIPP interface. The top navigation bar includes the WCG logo, a notification bell, a 'CA' status indicator, and the 'highradius' brand name. Below this, the 'Closed Bills' sub-tab is selected and highlighted in the left sidebar. The main content area features a search bar with the placeholder 'Select filter to search...' and an 'Advanced Search' button. Below the search bar is a table with the following columns: Customer Name, Subsidiary Name, Invoice Internal ID, Invoice Number, Subsidiary Invoice..., Subsidiary Currency, Global Invoice, Invoice Date, Invoice Due Date, Clearing Date, Project ID, Protocol Name, and PO Number. The table body is currently empty, showing only the column headers.

Click the **Closed Bills** sub-tab under the **EIPP** tab to view all the closed invoices.

Tabs Overview

Payment History



highradius

The screenshot displays the EIPP (Electronic Inpatient Payment Portal) interface. At the top, the 'Payment History' tab is selected. Below the tab, there is a search bar and a note: 'Data displayed reflects the past 3 months by default. Expand search to view older data.' The main area shows a table with the following columns: Transaction ID, Paid Amount, Total Discount, Payment Method, Current Status, Payment Initiated On, Payment Status, Payment Response..., Invoices Paid, Receipt, and Paid By. The 'Payment History' tab is highlighted in the left sidebar.

Navigate to the **Payment History** tab to view the transaction details for all the payments made in the EIPP portal.

Tabs Overview

Disputes



highradius

The screenshot displays the EIPP portal's 'Disputes' tab. The left sidebar contains a red box around the 'Disputes' tab icon. The main content area features a table with the following columns: Customer Internal ID, Customer Name, Invoice Number, Dispute Amount, Dispute Reason, Status, Creation Comment, Attachment, Created By, and Crec. A single row is visible with the Customer Internal ID 439840. Above the table, there is a search filter and an 'Advanced Search' button. The bottom of the page shows a pagination bar indicating 'Page 1 of Many' and 'Disputes 1 - 6 of Many'.

Navigate to the
Disputes tab to view
the details of the
disputes raised in
the EIPP portal.

Tabs Overview

Administration



highradius

Navigate to the
Administration
sub-tab under the
EIPP tab to manage
your accounts as well
as contacts/users.







highradius

Actions

Essential Buttons



highradius

Button	Available Screens	Why is it used?
 Invite Contact	Manage Contacts	Send an email invitation for registration.
 Invoices ▼	Open Bills	Email/view the selected invoice(s).
 Pay Selected Bills ▼	Open Bills	Make a payment against the selected invoice(s).
	Open Bills	Reload the screen.

Advanced Search

Specific Search Fields



highradius

Advanced Search

Reset

Clear

Save Filter

Search

Customer Name:

Company Code:

Invoice Number:

Invoice Date:

Invoice Due Date:

Invoice Amount:

Payable Amount:

Reset

Clear

Save Filter

Search

Users can filter the **Open Bills** line items using **Customer Number, Customer Name, Invoice Number**, etc.

1 Introductions & Agenda

2 Overview of EIPP System

3 Invoice Presentment Workflow

4 ACH Payment Workflow

5 Credit Card Payment Workflow

6 Customer Self-Service Workflow

In this section, you'll learn about the following:



Introductions

- Explain the complete user journey for EIPP Invoice Presentment workflow.



Action Required Prior to Viewing/ Downloading Invoices or Statement

- Access the Invoice Bills tab.
- View the AR invoices.
- Select the AR invoices.



Do's and Don'ts

- Describe the best practices to follow and not-to-follow during presentment workflow.

Learning Steps



highradius

**Invoice
Presentment**

Open
Bills



View/Email
Invoices

**Statement
Presentment**

Open
Bills



View/
Statement
Invoices



highradius

Statement Presentment

Statement Presentment

Open Bills



highradius

1

2

Open Bills

Total Open Amount : \$17,488.05 USD

Selected Payable Amount: 0.00 (0 Invoice(s) selected)

Customer Internal ID	Customer Name	Subsidiary Name	Invoice Number	Invoice Internal ID	Invoice Date	Subsidiary Invoice...	Subsidiary Open...	Subsidiary Currency	Global Invoice	Global Open	Global Payable	Global Dispute	Discount Value	In Dc
430840	Summa Health	Pharmacia	181405107	16770610	2024-05-28	070175	2236.40	USD	0.70175	2.236.40	0.00		0.00	20

1 Navigate to the **EIPP** tab.

2 Navigate to the **Open Bills** sub-tab under the EIPP tab.

Statement Presentment - View Statement(s)



highradius

View/Email Invoices

The screenshot shows the HighRadius EIPP interface. The top header includes the 'EIPP' logo and the 'wcg' logo. The main content area is titled 'Open Bills'. It displays a table of bills with columns: Customer Internal ID, Customer Name, Subsidiary Name, Invoice Number, Invoice Internal ID, Invoice Date, Sub Invoice, and various financial metrics. A dropdown menu is open over the 'Statements' column, showing options: 'Download Statement', 'Email Statement', and 'View Statement'. A red box highlights the 'View Statement' option. Numbered callouts 3 and 4 indicate the steps to view a statement.

Customer Internal ID	Customer Name	Subsidiary Name	Invoice Number	Invoice Internal ID	Invoice Date	Sub Invoice	Global Invoice	Global Open	Global Payable	Global Dispute	Discount Value	In Dc
							USD	8,781.75	3,326.40	0.00	0.00	20

- 3 Click the **Statement** dropdown.
- 4 Select the **View Statement** option to view statement.

Statement Presentment - View Statement(s)



View/Email Invoices

STATEMENT

Statement Date	06-23-2025
Account #	438836
Collection Analyst	
Phone	(609) 613-4393
Email	wcgcollections@wcgclinical.com

SOLD TO	Sanofi-Aventis (Master) 62971 ARRAS CEDEX 9 USA
---------	---

Document Number	Invoice Date	Net Due Date	Net Arrear	Open Amount	Protocol	Sponsor	Project

5 The invoice will open in an excel format. A sample of invoice is shown.

Statement Presentment - Email Statement(s)



highradius

Open Bills

The screenshot displays the 'Open Bills' section of the HighRadius EIPP interface. At the top, it shows the 'Total Open Amount' as 617,488.05 USD and the 'Selected Payable Amount' as 0.00 (0 Invoice(s) selected). Below this, there's a search bar and a table of open bills. The table has columns for Customer Internal ID, Customer Name, Subsidiary Name, Invoice Number, Invoice Internal Id, Invoice Date, Sum Inv, and various financial fields. A red box highlights the 'Statements' dropdown menu, which is circled with a blue '6'. Below the dropdown, the 'Email Statement' option is highlighted with a blue '7'.

- 6 Click the **Statements** dropdown after selecting an invoice.
- 7 Select the **Email Statement** option to open the email box.

Statement Presentment - Email Statement(s)

View/Email Invoices

8

Email Statement

To * :

Cc:

Bcc:

Subject * : Your WCG Statement is Ready – Access and Pay Online

Body:

Dear Valued Customer,
Enclosed is your most recent statement for your records.
For your convenience, you can also access your statement and manage your payments.

Cancel Send

9

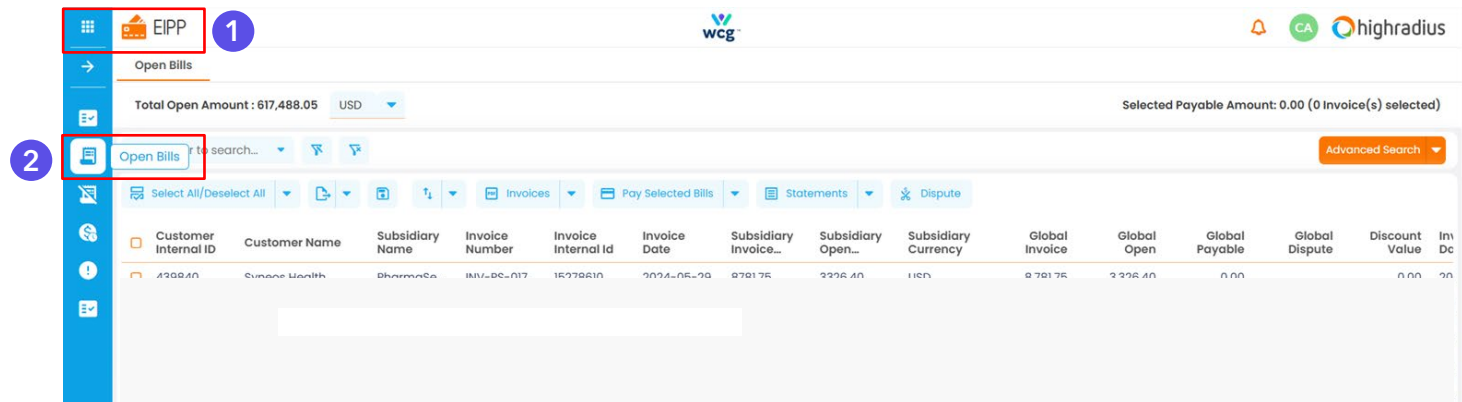
- 8 Validate the fields including **To**, **Cc**, **Bcc**, **Subject**, and **Body**.
- 9 Click the **Send** button to send the email. The sent email can be tracked in the Correspondence History tab.



highradius

Invoice Presentment

Open Bills



- 1 Navigate to the **EIPP** tab.
- 2 Navigate to the **Open Bills** sub-tab under the EIPP tab.

Invoice Presentment

View/Email Invoices



highradius

The screenshot shows the HighRadius EIPP interface. The top header includes the 'EIPP' logo and the 'WCG' logo. The main content area is titled 'Open Bills'. It displays a table of bills with columns for Customer Internal ID, Customer Name, Subsidiary Name, Invoice Number, Invoice Date, Subsidiary Invoice..., Subsidiary Open..., Subsidiary Currency, Global Invoice, Global Open, Global Payable, Global Dispute, Discount Value, and Invoice Due Date. A red box highlights the 'Invoices' dropdown menu, and a blue circle with the number 5 highlights the 'View Invoice' option. A blue circle with the number 3 highlights the first record in the table. A blue circle with the number 4 highlights the 'Invoices' dropdown menu.


- 3 Select any invoice by clicking on the **record**.
- 4 Click the **Invoice** dropdown.
- 5 Select the **View Invoice** option to view the invoice.

Invoice Presentment - View Invoice(s)

View/Email Invoices



highradius



5000 Centregreen Way
Suite 200
Cary, NC 27513
Phone: (626)-355-1303
Email:
Tax ID: 30-0717648

Invoice
#INV-XXXXXX
Invoice Date: 0/00/2025

Bill To

Amount Due
\$0.00
Due Date: 0/00/2025

PO#	Project #	Memo	Terms
00000000	Example Project		Net 30

Description	Quantity	Rate	Discount	Amount
Example	1.00	0.00	0.00	0.00

Subtotal 0.00
Tax Total \$0.00
Total \$0.00

- 6 The invoice will open in a PDF format. A sample of invoice is shown.

Invoice Presentation - Email Invoice(s)



highradius

Open Bills

The screenshot displays the 'Open Bills' section of the WCG EIPP interface. At the top, it shows the 'Total Open Amount' as 4,668,061.52 USD and the 'Selected Payable Amount' as 0.00. Below this, there's a search bar and a toolbar with various actions. A red box highlights the 'Invoices' dropdown menu, and another red box highlights the 'Email Invoice' option within that dropdown. A blue circle with the number 7 is next to the 'Invoices' dropdown, and a blue circle with the number 8 is next to the 'Email Invoice' option.

- 7 Click the **Invoice** dropdown after selecting an invoice.
- 8 Select the **Email Invoice** option to open the email box.

Invoice Presentment - Email Invoice(s)

View/Email Invoices

9

Email Invoices

To * :

Cc:

Bcc:

Subject * : WCG Invoice is attached

Body:

Dear Valued Customer,

Please find attached your copy invoice(s) as requested.

To Pay/View your Invoices, Login/Register on our Online Payment Portal through this [portal](#).

If you have any questions about your account, please don't hesitate to contact us at wgcollections@wcgclinical.com

Cancel Send

10

- 9 Validate the fields including **To**, **Cc**, **Bcc**, **Subject** and **Body**.
- 10 Click the **Send** button to send the email. The sent correspondence can be tracked in the Correspondence History tab.

- 1 Introductions & Agenda
- 2 Overview of EIPP System
- 3 Invoice Presentment Workflow
- 4 ACH Payment Workflow**
- 5 Credit Card Payment Workflow
- 6 Customer Self-Service Workflow

In this section, you'll learn about the following:



Introductions

- Explain the complete user journey for ACH payment workflow.



Action Required Prior to ACH Payment

- Access the Open Bills tab.
- View the AR Invoices.
- Select the AR Invoices.



Do's and Don'ts

- Describe the best practices to follow and not-to-follow during making ACH Payment.

Making ACH Payment

Select ACH
Payment
Options



Review
Payable
Amount



Add or Select
Bank Details to Pay



highradius

Making ACH Payment

Making ACH Payment

Select ACH Payment Option



highradius

The screenshot shows the HighRadius EIPP interface. At the top, it says 'Open Bills'. Below that, 'Total Open Amount: 697.00 USD' and 'Customer: All Customers' are displayed. On the right, it says 'Selected Payable Amount: USD 697.00 (1 Invoice(s) selected)'. There is a search bar and an 'Advanced Search' button. Below the search bar, there are buttons for 'Select All/Deselect All', 'Invoices', 'Pay Selected Bills', 'Statements', and 'Dispute'. The 'Pay Selected Bills' button is highlighted with a red box and a blue circle with the number 1. A dropdown menu is open from this button, showing three options: 'Pay by ACH', 'Pay by Credit Card', and 'Pay by Debit Card'. The 'Pay by ACH' option is selected, indicated by a blue circle with the number 2. Below the dropdown, there is a table with columns: Customer Internal ID, Customer Name, Subsidiary Name, Invoice Number, Invoice Interest, Open Amount, Currency, Open Amount, Amount Due (USD), Dispute Amount, Invoice Due Date, Additional Document..., AR Level Contact, and Doc Type. The first row of the table is highlighted in orange and contains a redacted customer name and invoice number.

- 1 Select the invoice(s) to be paid and click the **Pay Selected Bills** dropdown.
- 2 Select **ACH** as the payment method for the selected AR.

Make ACH Payment - Change Payable Amount

Review Payable Amount

Pay Selected Bills

Invoices
Preview or Edit the Invoices

Select Bank
Choose the Bank Account for Payment

Receipt
Print or send receipt via email

If the 'Payable Amount' is updated, please click on the 'Re-Calculate' button to view the updated amounts.

Customer Name	Customer Number	Invoice Number	Payable Amount	Payable Amount	Partial Payment...	Partial Payment Comments
			9,229.60	9229.6		

Page 1 of 1

Total Net Payable Amount: 9,229.60 USD

Cancel Re-Calculate Proceed to Pay

- 3 **Review** the amount to be paid.
- 4 Check the **Total Net Payable** Amount.
- 5 Click on **Proceed to Pay**.

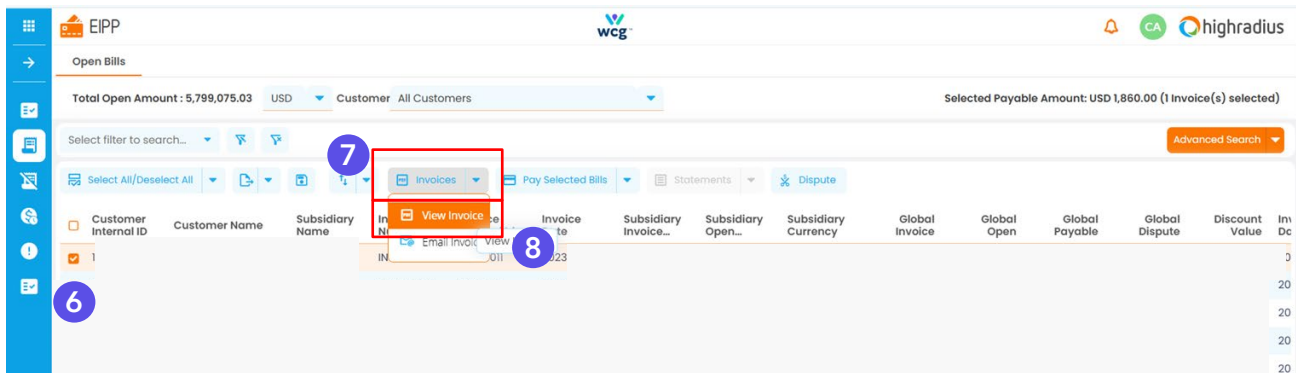
Note: In case of a partial payment, it is mandatory to provide partial payment reasons and comments

Make ACH Payment

Add/Select Bank Details to Pay



highradius



- 6 Select any invoice by clicking on the **record**.
- 7 Click the **Invoice** dropdown.
- 8 Select the **View Invoice** option to view the invoice.

Make ACH Payment - Adding Bank Details

Add/Select Bank Details to Pay

Pay Bills

Add Bank Account

Bank Country*: US

Currency*: USD

Bank Name*

Account Type*

Account Number* ?

Re-enter Account Number*

Routing Number* ?

Account Holder's Name*

Cancel Submit

- 9 Add the bank account details by filling the mandatory fields marked with a red asterisk and other non-mandatory fields if necessary.
- 10 Click the **Submit** button to proceed with the payment process.

Make ACH Payment - Adding Bank Details

Add/Select Bank Details to Pay

Payment Response

Invoices
Preview or Edit the Invoices

Select Bank
Choose the Bank Account for Payment

Receipt
Print or send receipt via email

Invoice Number	Paid Amount	Transaction Id	Payment Status	Payment Response Message
	1.00		Success	Successfully added details to...

PAYMENT SUMMARY

Net Paid Amount : 1.00 USD

Close Print Receipt Email Receipt

EPIN00000904 26,904.21 EPIN00000903 26,904.21 26,904.21 USD

After the payment is successful, a confirmation page will show up.

- 11 Click the **Print Receipt** or **Email Receipt** buttons to print or email the receipt for the payment.

- 1 Introductions & Agenda
- 2 Overview of EIPP System
- 3 Invoice Presentment Workflow
- 4 ACH Payment Workflow
- 5 Credit Card Payment Workflow**
- 6 Customer Self-Service Workflow

In this section, you'll learn about the following:



Introductions

- Explain the complete user journey for EIPP Invoice Presentment workflow.



Action Required Prior to Viewing/Downloading Invoices or Statement

- Access the Open Bills tab.
- View the AR invoices.
- Select the AR invoices.



Do's and Don'ts

- Describe the best practices to follow and not-to-follow during presentment workflow.

Making a Credit Card Payment

Select Credit
Card Payment
Option



Review
Payable
Amount



Add/Select Credit
Card Details to Pay



highradius

Making a Credit Card Payment

Making a Credit Card Payment



highradius

Select Credit Card Payment Option

WCG

EIPP

Open Bills

Total Open Amount : 697.00 USD Customer All Customers

Selected Payable Amount: USD 697.00 (1 Invoice(s) selected)

Select filter to search...

Advanced Search

1

Pay Selected Bills

2

Pay by ACH

Pay by Credit Card

Pay by Debit Card

Customer Internal ID	Customer Name	Subsidiary Name	Invoice Number	Invoice Amount	Open Amount	Currency	Open Amount	Amount Due (USD)	Dispute Amount	Invoice Due Date	Additional Document...	AR Level Contact	Doc Ty
439840	Syneos Health	Trifecta MU...	INV-TF-011...	175489	697.00	USD	697.00	697.00		2025-04-01	false	APUS-CAN...	Inv

- 1 Select the invoice(s) to be paid.
- 2 Now select the **required payment method** from the options, for example, **Pay by Credit Card**.

Making a Credit Card Payment

Review Payable Amount

Pay Selected Bills

Invoices
Preview or Edit the Invoices

Select Card
Choose the Card for Payment

Receipt
Print or send receipt via email

If the 'Payable Amount' is updated, please click on the 'Re-Calculate' button to view the updated amounts.

Customer Name	Invoice Number	Payable Amount	Payable Amount	Partial Payment...	Partial Payment...
Moab Healthcare	Inv 3	16937.50	16937.5		

Page 1 of 1

4 Total Net Payable Amount: 16937.50 USD

Cancel Re-Calculate **5** Proceed to Pay

- 3 Review the amount to be paid.
- 4 Check the **Total Net Payable Amount**.
- 5 Click on **Proceed to Pay**.

Note: In case of a partial payment, it is mandatory to provide Partial payment reasons and comments.

Making a Credit Card Payment - Saved Credit Card

Add/Select Credit Card Details to Pay

The screenshot displays the 'Pay Bills' interface with three main sections: Invoices, Select Card, and Receipt. The 'Select Card' section is active, showing a dropdown for the payer (Moab Healthcare-Moa) and a 'CHOOSE A CREDIT CARD' section. In this section, the 'Saved Credit Card' option is selected and highlighted with a red box, labeled 6A. Below it, the 'New Credit Card' option is unselected. A checkbox for 'Save Credit Card For Reuse' is also present. The 'CHOOSE A CREDIT CARD' dropdown is open, showing 'MC-XXXX-4444' selected, labeled 7A. The 'PAYMENT SUMMARY' on the right shows a payment amount of 16937.50 USD and an amount payable of 16937.50 USD.

- 6A Select the **Saved Credit Card** option to make payment with saved card details.
- 7A Select the required credit card from the dropdown.

Making a Credit Card Payment - New Credit Card

Add/Select Credit Card Details to Pay

Pay Bills

Invoices
Preview or Edit the Invoices
☐ Pay Now ☐ Pay Later

Select Card
Choose the Card for Payment

Receipt
Print or send receipt via email

PAYER : Moab Healthcare-Moa

CHOOSE A CREDIT CARD

☐ Saved Credit Card MC-XXXX-4444

☒ **New Credit Card**

☒ Save Credit Card For Reuse

PAYMENT SUMMARY

Payment Amount : 16937.50 USD

Amount Payable : 16937.50 USD

Alternatively, if you want to make payment using a new credit card then refer below:

- 6B** Select the **New Credit Card** radio button to make payment with new card details.

Making a Credit Card Payment - New Credit Card



highradius

Add/Select Credit Card Details to Pay

Pay Bills

Invoices
Preview or Edit the Invoices
Pay Now Pay Later

Select Card
Choose the Card for Payment

Receipt
Print or send receipt via email

PAYER: Moab Healthcare-Moa

CHOOSE A CREDIT CARD

☐ Saved Credit Card MC-XXXX-4444

☒ New Credit Card

7B ☒ Save Credit Card For Reuse

PAYMENT SUMMARY

Payment Amount: 16937.50 USD

Amount Payable: 16937.50 USD

Cancel Proceed 8

- 7B Click the **Save Credit Card For Reuse** button to save the card details for future use.
- 8 Click the **Proceed** button to continue.

Making a Credit Card Payment - New Credit Card

Add/Select Credit Card Details to Pay

The screenshot displays the checkout page at `pruat.paymentsradius.com/PaymentsRadiusDI/v2/checkOut.do`. The page is divided into two main sections. The left section, titled "Enter card details" (highlighted with a red box and a blue circle with the number 9), contains fields for Card Number, Card Type (VISA and Mastercard logos), Expiry Date (01/2024), CVV Number, Card Holder First Name, Card Holder Last Name, Bill To Address, Address 1, and Address 2. The right section contains fields for Address 2, City (Royal Center), Country (United States), State/Province (Indiana), Postal Code (46978), Company, Email, and Phone. At the bottom right of the right section, there are "Cancel" and "Submit" buttons (the "Submit" button is highlighted with a red box and a blue circle with the number 10). The footer of the page includes the HighRadius logo, copyright information for 2024, and a link to the Privacy Policy.

- 9 Add the new credit card details such as **Card Type, Card Number, etc.**
(Fields marked with an asterisk are mandatory to fill.)
- 10 Click the **Submit** button.

- 1 Introductions & Agenda
- 2 Overview of EIPP System
- 3 Invoice Presentment Workflow
- 4 ACH Payment Workflow
- 5 Credit Card Payment Workflow
- 6 Customer Self-Service Workflow

In this section, you'll learn about the following:



Introductions

- Explain the complete User Journey for EIPP Presentment workflow.



Action Required Prior to Viewing/Downloading Invoices or Statement:

- Access the Open Bills tab.
- View the AR invoices.
- Select the AR invoices.



Do's and Don'ts

- Describe the best practices to follow and not-to-follow during presentment workflow.

Bank Account Management (U.S.)

Administration



Manage Bank
Accounts



Bank Account
Management

Credit Card Management

Manage
Credit Cards



Credit Card
Management

Learning Steps Continued



highradius

**Payment
History**

Payment
History



Export
Functionality

**Contact
Management**

Administration
Tab



Manage
Contacts

**User
Management**

Administration
Tab



Manage
Users



highradius

Bank Account Management

Bank Account Management (U.S.)



highradius

Manage Bank Accounts

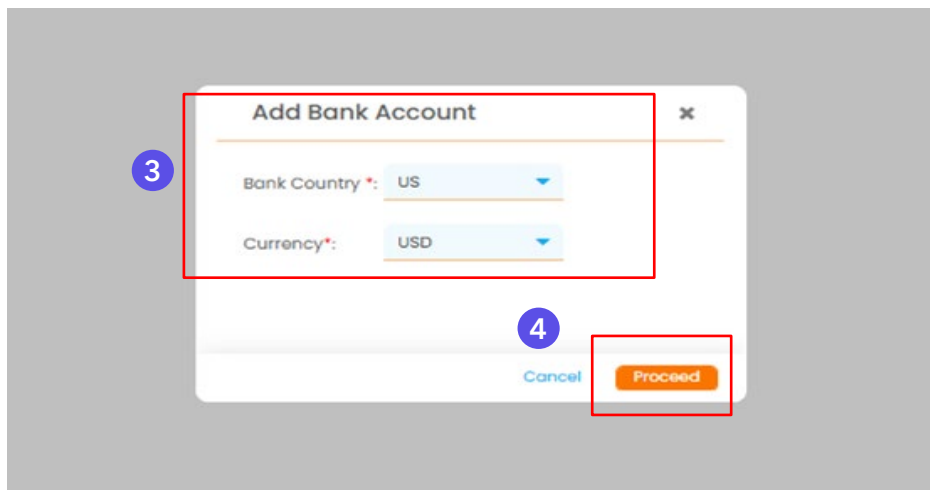
The screenshot shows the WCG HighRadius EIPP interface. On the left sidebar, the 'Administration' tab is selected, and the 'Manage Bank Accounts' option is highlighted. A red box is drawn around the 'Administration' tab and the 'Manage Bank Accounts' option. A blue box is drawn around the 'Add' button. A table of bank accounts is visible below the 'Add' button.

Account Number	Account Holder's Name	Routing Number	Bank Name	Bank Country	Accessible By...	Saved On	Account Status
XXXXXX789...						2025/06/17 11:17:55	Active
XXXXXX789...						2025/05/29 10:52:39	Active
XXXXXX6789						2025/06/11 16:35:38	Active
XXXXXX4321						2025/06/16 15:56:22	Active

- 1 Navigate to the Administration tab and go to **Manage Bank Accounts** option under the Administration tab.
- 2 Click on the **Add** button.

Bank Account Management (U.S.) - Bank Account Addition

Bank Account Management



The screenshot shows a modal dialog box titled "Add Bank Account" with a close button (X) in the top right corner. The dialog contains two dropdown menus: "Bank Country*" with "US" selected and "Currency*" with "USD" selected. A red rectangle labeled with a blue circle containing the number "3" highlights these two dropdowns. At the bottom of the dialog, there are two buttons: "Cancel" and "Proceed". A red rectangle labeled with a blue circle containing the number "4" highlights the "Proceed" button.

- 3 The bank country and currency will be selected by default.
- 4 Click the **Proceed** button to continue with the process.

Bank Account Management (U.S.) - Bank Account Addition

Bank Account Management

The screenshot shows a web form titled "Add Bank Account" with a close button (X) in the top right corner. The form contains several input fields, some of which are marked with an asterisk (*) to indicate they are mandatory. A red rectangular box highlights the following fields: "Bank Country *", "Currency*", "Bank Name *", "Account Type *", "Account Number *", "Re-enter Account Number *", "Routing Number *", and "Account Holder's Name *". A blue circle with the number "5" is placed next to the "Account Type *" field. Below the form, there is a red text label: "Fields marked with * are mandatory". At the bottom right of the form, there is a "Submit" button, which is highlighted by a red rectangular box. A blue circle with the number "6" is placed next to the "Submit" button.

- 5 Fill the required fields such as **Bank Name**, **Account Type**, **Account Number**, **Routing Number** and **Account Holder's Name**.
- 6 Click the **Submit** button to save the bank account.

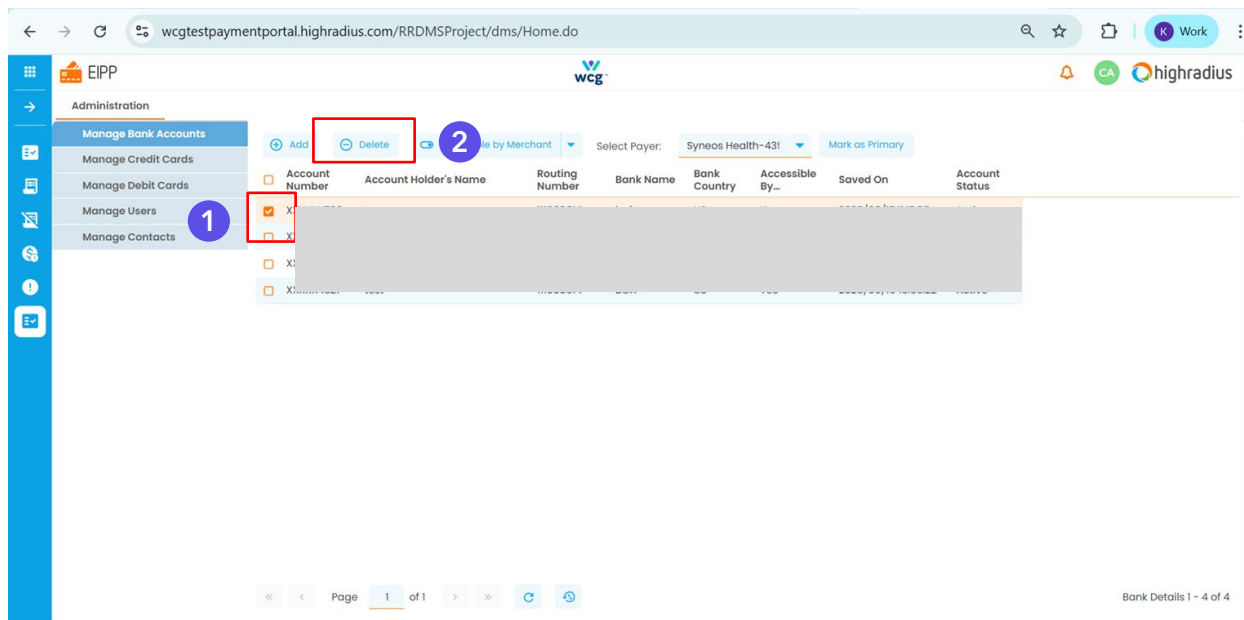
Note: All the fields marked with an asterisk are mandatory to fill.

Bank Account Management (U.S.) - Bank Account Deletion



highradius

Bank Account Management



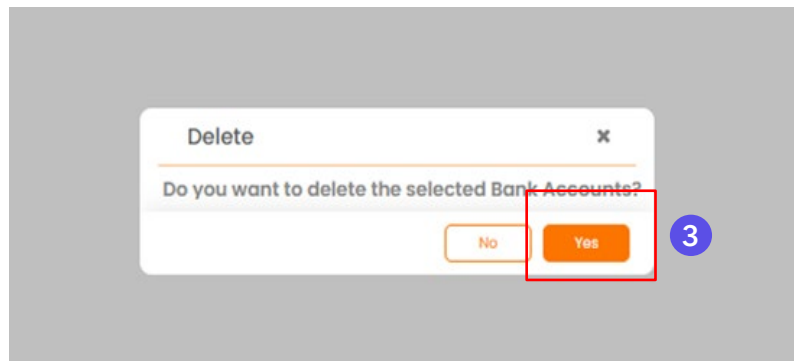
- 1 Select the **checkbox** to select the bank account record.
- 2 Click the **Delete** button to delete the bank account.

Bank Account Management (U.S.) - Bank Account Deletion

Bank Account Management



highradius



3 Click **Yes** to confirm the deletion.



highradius

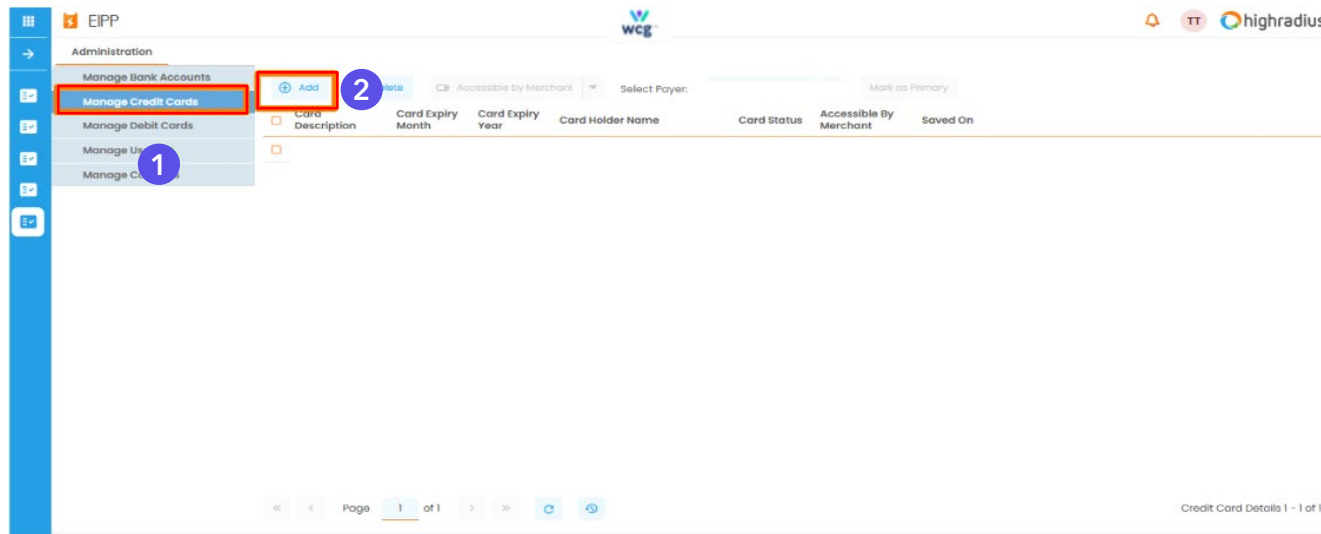
Credit Card Management

Credit Card Management

Manage Credit Cards



highradius



- 1 Select the **Manage Credit Cards** menu to manage the credit cards.
- 2 Click the **Add** button to add a new card.

Credit Card Management - Card Addition

Credit Card Management



highradius

Enter card details

Card Number *

Card Type

Expiry Date *

CVV Number

Card Holder First Name *

Card Holder Last Name

Bill To Address

Address 1 *

Address 2

City *

Country *

United States

State/Province *

Postal Code *

-Select-

Company

Email

Phone

Submit

highradius | Privacy Policy

© 2024 HighRadius Corporation. All Rights Reserved | This Site is protected by "Trustwave's Trusted Commerce Program"

- 3 Fill the required fields such as **Card Type**, **Card Number**, **Expiry Date**, etc. All the fields marked with an asterisk are mandatory to fill.
- 4 Click the **Submit** button to add the card.



highradius

Disputes

Disputes

Open Bills Tab

The screenshot displays the 'Open Bills' sub-tab under the 'EIPP' tab. The interface includes a sidebar with navigation icons, a top header with the WCG logo and user information, and a main content area. The main content area shows a summary of open bills with a total amount of 4,668,061.52 USD. Below this, there is a search bar and a table of bills. The 'Dispute' button is highlighted with a red box and a blue circle labeled '2'. A blue circle labeled '1' highlights the 'Open Bills' sub-tab in the sidebar.

1

2

- 1 Navigate to the **Open Bills** sub-tab under the EIPP tab and select an invoice.
- 2 Click the **Dispute** button to raise a dispute.

Disputes

Open Bills Tab

Create Dispute

Invoice Number	Invoice Amount	Dispute Amount	Dispute Reason	Amount to be Disputed	Comments	Attachment
	1,315.00	1,315.00				Upload

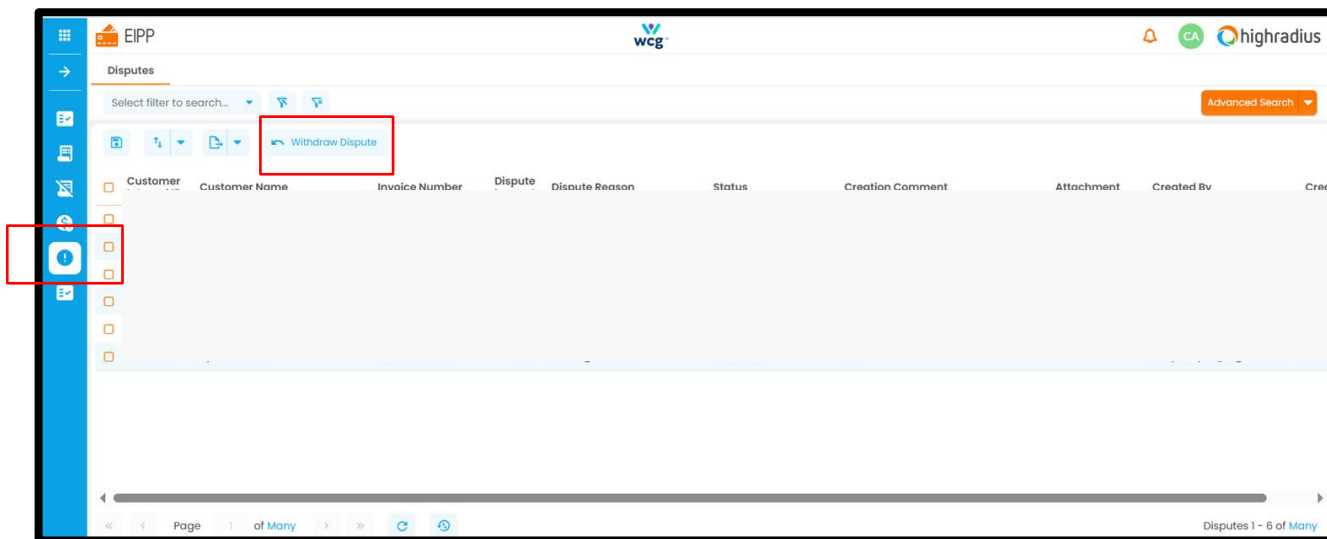
DISPUTE 1 - 1 of 1

Cancel Save

- 3 Select the **Dispute Reason Code** and the **Amount to be Disputed** and add comments if any.
- 4 Click on the **Save** button to raise a dispute.

Withdraw Disputes

EIPP Tab



- 1 Click on the **Disputes Tab** under EIPP to track the raised disputes.
- 2 Select the **Dispute Entry** that is to be withdrawn.
- 3 Click on the **Withdraw Dispute** button.



highradius

Payment History and Export Functionality

Key Tabs: Payment History

Payment History Tab

The screenshot displays the EIPP (Electronic Inpatient Payment Portal) interface. The top navigation bar includes the WCG logo and the HighRadius logo. The main header shows 'Payment History' and a search filter. The table below lists payment transactions with columns: Custom... Internal..., Customer Name, Transaction ID, Paid Amount, Total Discount, Payment Method, Curren..., Payment Initiated On, Payment Status, Payment Response..., Invoices Paid, Receipt, and Paid By. The first transaction is highlighted with a red box labeled '1'. The 'View' link under 'Invoices Paid' is highlighted with a red box labeled '2'. The icons under 'Receipt' are highlighted with a red box labeled '3'.

- 1 Navigate to the **Payment History** sub-tab in the EIPP tab to view the payment details of the transactions made in the EIPP portal.
- 2 Click the **View** link under the **Invoices Paid** field to view the invoices paid as a part of that particular transaction.
- 3 Click on the icons under the **Receipt** field to print or email the payment receipt for that transaction.

Key Tabs: Payment History

Export Functionality



highradius

Select filter to search... Data displayed reflects the past 3 months by default. Expand search

« < Page 1 of 2 > »

<input type="checkbox"/> Custom... Internal...	Customer Name	Transaction ID	Paid Amount	Total Discount	Payment Method
---	---------------	----------------	-------------	----------------	----------------

4 Click on the **export button** to select the export type.



highradius

Contact Management

Contact Management - Invite Contact

Manage Contacts

The screenshot shows the WCG HighRadius EIPP Administration interface. The left sidebar contains the 'Administration' sub-tab, with 'Manage Contacts' selected. The main area displays a table of contact records. A red box highlights the 'Invite Contact' button in the top right of the table area. Another red box highlights the 'Manage Contacts' option in the sidebar. A third red box highlights the first row of the table, which is the first data record.

Title	First Name	Last Name	Create Time	Create User	Update Time	Update User	Recipient Role	Email Id	Phone(Mo...	F
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	supplier.invoices.na@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	PSC_Supplier.Invoices.EU@quintil...		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Maria.Ormandzhieva@quintiles.co...		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	nadia.dimitrova@quintilesims.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	deboram.esquita@quintilesims.c...		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Melisa.Perez@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Fatou.NDure@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Matthew.Bentley@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Sharon.Sanders@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Salma.Ajraoui@iqvia.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	Eitan.Shimko@quintiles.com		
			2025/05/0...	ECI Agent	2025/05/0...	ECI Agent	Secondary...	jenny.tse@iqvia.com		
			2025/05/14...	ECI Agent	2025/05/14...	ECI Agent	Primary Ro...	Supplier.Invoices.NA@iqvia.com		

- 1 Navigate to the **Administration** sub-tab under the EIPP tab.
- 2 Select **Manage Contacts**.
- 3 Select the data record and click on **Invite Contact**.

Contact Management - Invite Contact

Manage Contact



highradius

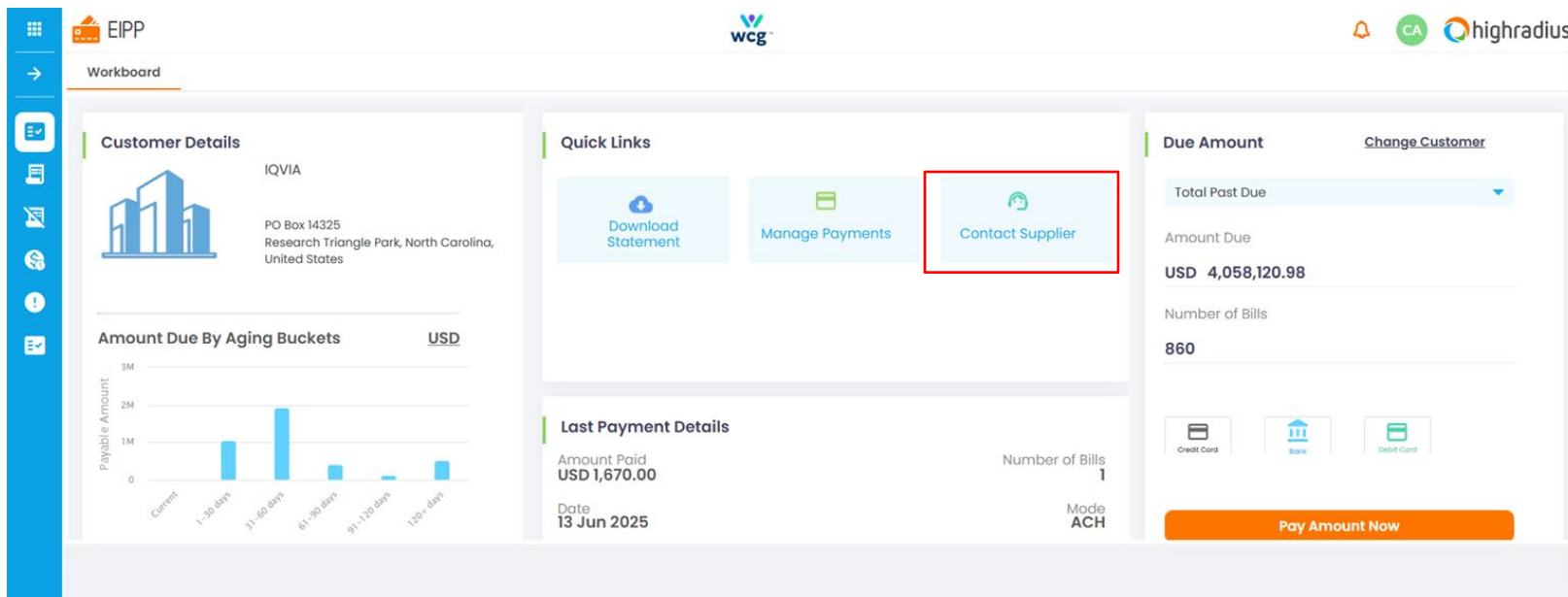
A screenshot of a web application dialog box titled "Select Security Role" with a close button (X) in the top right corner. The dialog contains the instruction "Select the security role to be assigned to the user on registration". Below this, there is a label "Security Role:" followed by a dropdown menu. The dropdown menu is open, showing the selected option "CUSTOMER ADMIN (DH)" with a downward arrow. At the bottom right of the dialog, there are two buttons: "Cancel" in blue text and "Submit" in an orange button.

4 Select your **Customer Role** and then click **Submit**.

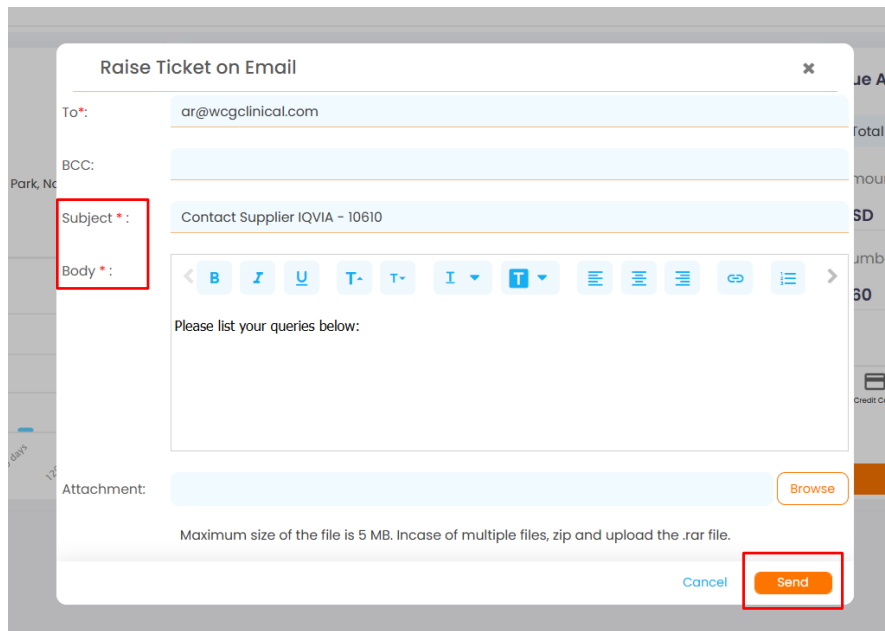


highradius

Contact Supplier



Navigate to the **Workboard** tab and click on **Contact Supplier**.



Raise Ticket on Email

To*: ar@wgcclinical.com

BCC:

Subject *: Contact Supplier IQVIA - 10610

Body *: Please list your queries below:

Attachment: Browse

Maximum size of the file is 5 MB. Incase of multiple files, zip and upload the .rar file.

Cancel Send

This screen will open. You can modify the subject and body as per your requirement and click **Send**.



highradius

User Management

User Management - Administration



highradius

The screenshot displays the WCG HighRadius EIPP Administration interface. On the left, a blue sidebar contains navigation icons. The main content area is titled 'Administration' and lists several management options: 'Manage Bank Accounts', 'Manage Credit Cards', 'Manage Debit Cards', 'Manage Users' (highlighted with a red box), and 'Manage Contacts'. The 'Manage Users' section is active, showing a table of users. The table has columns for Customer Internal ID, Customer Name, Title, First Name, Last Name, Username, Email, Security Role, Phone Number, and Default Menu. Two users are listed: one with ID 10810,4398 and another with ID 439840. At the bottom, a pagination bar shows 'Page 1 of 1' and 'Customer Users 1 - 2 of 2'.

Customer Internal ID	Customer Name	Title	First Name	Last Name	Username	Email	Security Role	Phone Number	Default Menu
10810,4398...	IQVIA,Syne...	Custo	Admin		marshallily60@gmail.com	marshallily60@gmail.com	WCG Custome...		Workbo
439840	Syneos He...		Kyle	Noonan	kfnoun@gmail.com	kfnoun@gmail.com	WCG Custome...		Workbo

Navigate to the **Administration** sub-tab under the EIPP tab and then click on **Manage Users**.

To Avoid Any Server-Based Error



highradius



Error Notification

500: Internal Server Error.

If you need to raise a support ticket, please access customersuccess.highradius.com
If you do not have user access to customersuccess.highradius.com, please contact your Administrator

©2006-2018 HighRadius Corporation. All rights reserved.

Powered by
highradius

- To avoid any server-based error issues, avoid clicking on the **Back** and the **Refresh** button while using the payment portal. Since EIPP is a payment platform, resubmission requests are not allowed to ensure compliance with security standards.
- Use the URL to login to the portal again if logged out due to resubmission error.

Thank you!



wgcclinical.com