



WCG Payment Portal | Frequently Asked Questions

General System & Navigation

1. **What is the Electronic Invoice Payment & Presentment (EIPP) Portal and what does it do?**

The EIPP Portal is a customer-facing platform powered by HighRadius, designed to manage invoices, payments, disputes, and account details in a secure, self-service environment.

2. **How do I log in and access the EIPP Portal?**

Users log in via the provided [URL](#) or through the [WCG website](#), and can execute steps to access the portal, navigate key screens, and manage their accounts. You will need your Customer Internal ID and Invoice Number, both of which can be found on your invoice.

3. **Are there costs associated with registering for the payment portal?**

No, registering in the WCG Payment Portal is free of charge. Additionally, if you choose not to register, using the guest pay feature is also free.

4. **What are the main tabs in the EIPP Portal?**

The portal features tabs for Workboard, Open Bills, Closed Bills, Payment History, Administration, and Disputes. Each tab provides access to specific functions and information.

Invoice Presentment & Management

5. **How do I view open and closed invoices?**

Navigate to the "Open Bills" tab to see all current invoices, and to the "Closed Bills" tab for invoices that have been paid or closed.

6. **How can I view or email statements and invoices?**

Select the relevant invoice, use the dropdown to choose "View Statement" or "View Invoice," and for emailing, select "Email Statement" or "Email Invoice" to open the email box and send directly from the portal.

7. **What formats are available for viewing invoices and statements?**

Statements typically open in Excel format, while invoices open as PDFs.



Account Payment & Card Management

8. What payment methods are supported?

The portal supports ACH and, for eligible U.S. customers, credit card payments. Credit card payments may be unavailable in some states due to local regulations.

9. How do I make an ACH payment?

Select invoices to pay, choose ACH as the payment method, review the payable amount, add/select bank details, and proceed to pay. You can save bank account details for future use.

10. Why was my ACH payment returned?

ACH payments can fail for a number of reasons, most commonly incorrect routing or account information, availability of funds, or account status. ACH returns are often the result of debit blocks or a filter in place on your bank account.

11. How do I pay by credit card?

To pay by credit card, simply select the invoices you wish to pay, choose the card payment option, review the total amount and any applicable surcharges, and add or select your card details. You may use saved cards or add a new card and have the option to save it for future payments. Please note: credit card surcharges may vary by location and payment amount.

12. Are credit card payments accepted for customers outside the United States (OUS)?

At this time, the WCG Payment Portal does not accept credit card payments for customers based outside the United States.

13. What currencies can I use when making a payment through the WCG Payment Portal?

Currently, only U.S. currency (USD) is accepted for payments through the WCG Payment Portal.

14. Can I make partial payments?

Yes, but you must provide reasons and comments for any partial payment.

15. How are processing fees or surcharges handled in the event of a refund?

Refunds issued for any reason will not include processing fees or surcharges. These fees are non-



refundable and are stated upfront at the time of payment.

16. Why can't I see the option to pay by credit card?

Please note that credit card payments are not available in certain states (e.g., California, Connecticut, Massachusetts, Maine, Minnesota, New York, Puerto Rico) due to state-specific regulations on surcharges. State laws change frequently. If you are unable to see the credit card payment option, this may be the case. Please consider using ACH for your online payment.

17. How do I add or delete a bank account?

Go to the Administration tab, select "Manage Bank Accounts," click "Add" to enter details, or select a record and click "Delete" to remove an account.

18. How do I manage credit cards?

Use the "Manage Credit Cards" menu in the Administration tab to add, edit, or delete card details.

Disputes

19. How do I raise a dispute on an invoice?

Select the invoice in the "Open Bills" tab, click the "Dispute" button, choose a reason code, enter the amount and comments, and save.

20. How do I track or withdraw a dispute?

Go to the "Disputes" tab, select the dispute entry, and click "Withdraw Dispute".

Other Features

21. How do I view payment history and export data?

Navigate to the "Payment History" tab to see all transactions. You can view invoices paid, print/email receipts, and export payment data.

22. How do I manage contacts and invite new users?

In the Administration tab, select "Manage Contacts," choose a record, and click "Invite Contact" to send an email invitation.



23. How do I contact a supplier?

Use the "Contact Supplier" feature in the Workboard tab to send messages directly.

24. How do I avoid server errors in the portal?

Avoid clicking the browser's Back or Refresh buttons during payment processes. If you are logged out due to an error, use the portal URL to log in again.

For further guidance and detailed instructions, please reference the [User Guide](#). If you need additional assistance, contact our support team through the portal or at wcgcollections@wcgclinical.com.