ACCOUNTS PAYABLE

Virtual Training Packet

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FERGUSON.COM: OVERVIEW

From online ordering to organizing and managing inventory, Ferguson.com is packed with tools that help save time and money. You can do business with us wherever and whenever you want.

My Lists:

Organize products into customized favorites lists to quickly reorder the products you buy most often. Easily create lists for floorplans, equipment matchups, and warehouse stock that can be shared intracompany.

Online Bill Pay:

Reduce time spent on the phone by viewing invoices, statements, credit memos and equipment serial numbers. Schedule payments to keep your account balance current.

Ferguson App:

Combines barcode scanning capabilities with existing Ferguson.com capabilities to provide you with the tools you need on the go. Conveniently scan products from your truck or warehouse to replenish inventory, while also accessing product specs, installation guides and warranty information -all without leaving the jobsite.
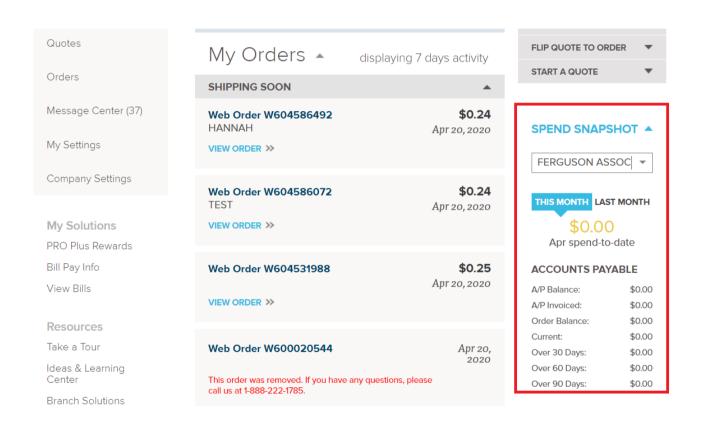
Dashboard:

Access the site tools you use most often. Quickly view your orders, see quote details, access quick tools and more, from one convenient area on the site.

Job Board:

Access main and job accounts to view your specific pricing and preferred Ferguson locations with real time inventory levels and availability.
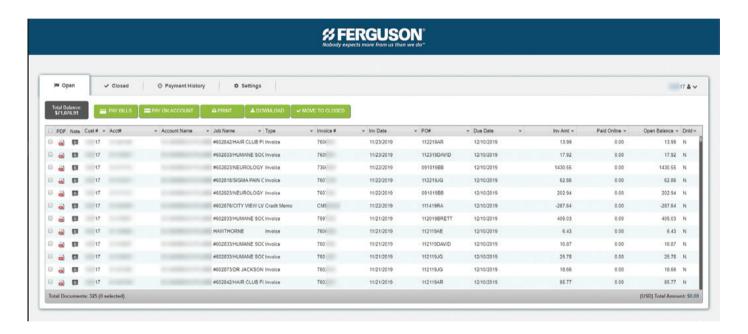
SPEND SNAPSHOT

Spend Snapshot displays your Accounts Payable information (minus tax and shipping) for the current and previous month. You can find this feature conveniently located on your Dashboard. From the dropdown menu, you can select to view main or job accounts and customize the spend view on each. Use this feature to keep track of spending and gain insight into what's being spent on each account.

Quotes	My Orders ▲	displaying 7 days activity	FLIP QUOTE TO ORDER ▼
Orders			START A QUOTE ▼
Message Center (37)	**SHIPPING SOON** ▲		
My Settings	**Web Order W604586492** HANNAH VIEW ORDER ≫	**$0.24** *Apr 20, 2020*	**SPEND SNAPSHOT** ▲
Company Settings			FERGUSON ASSOC ▼
	Web Order W604586072 TEST VIEW ORDER ≫	**$0.24** *Apr 20, 2020*	**THIS MONTH** LAST MONTH
My Solutions			**$0.00** Apr spend-to-date
PRO Plus Rewards			
Bill Pay Info	**Web Order W604531988** VIEW ORDER ≫	**$0.25** *Apr 20, 2020*	**ACCOUNTS PAYABLE**
View Bills			A/P Balance: $0.00
			A/P Invoiced: $0.00
Resources			Order Balance: $0.00
Take a Tour	**Web Order W600020544**	*Apr 20, 2020*	Current: $0.00
Ideas & Learning Center	This order was removed. If you have any questions, please call us at 1-888-222-1785.		Over 30 Days: $0.00 Over 60 Days: $0.00
Branch Solutions			Over 90 Days: $0.00

ONLINE BILL PAY: OVERVIEW

Customers with an existing line of credit have 24/7 on demand access to invoices, statements, equipment serial numbers, and credits when using the online bill pay service in Ferguson.com. Online Bill Pay is a secure payment solution for those wishing to pay individual invoices or make monthly payments via EFT.
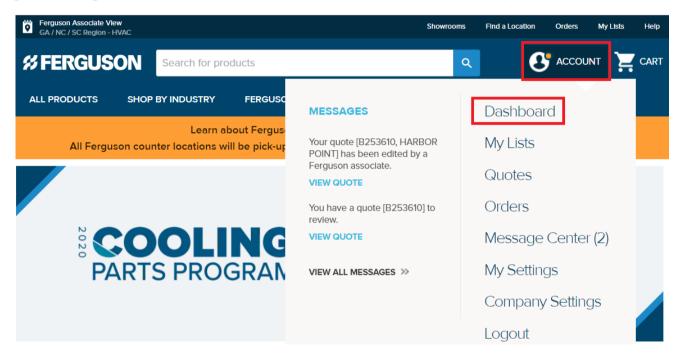

Levels of Online Bill Pay Access:

- *View Only*: limits the user to viewing, emailing and printing documents
- *Standard Bill Payer*: ability to view, email and print documents as well as pay bills and save/update payment methods
- *AP Administrator*: ability to view, email and print documents as well as pay bills, save/update payment methods, schedule one time payments and assign roles to other employees
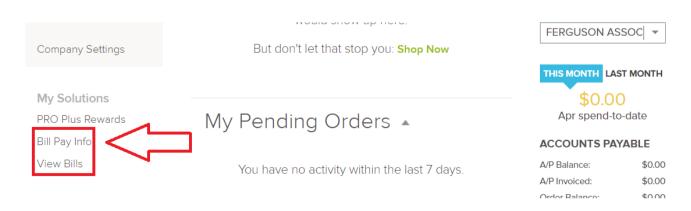
ONLINE BILL PAY: REQUEST ACCESS

Follow the three simple steps below to request access to Online Bill Pay.

Login to Ferguson.com, hover over the Account icon at the top and click Dashboard.
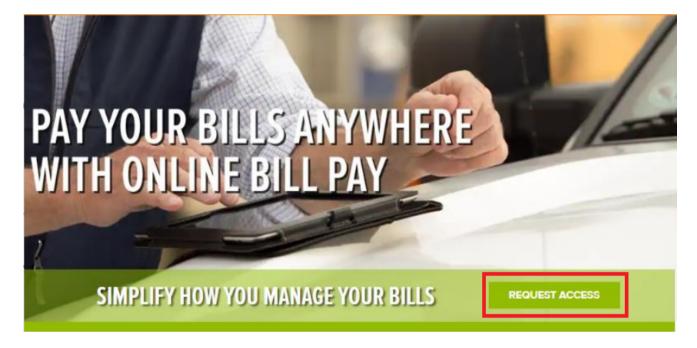

Under My Solutions, click on Bill Pay Info.

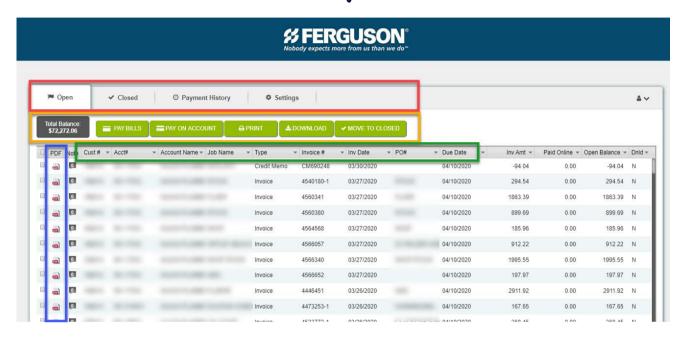# ONLINE BILL PAY: REQUEST ACCESS

Click the green Request Access button.

Notes:

- After clicking the Request Access button, your request will be sent to our credit team for review.
- You will receive an automated email within 2-3 days regarding the status of your request.
- If you do not receive an automated email within 2-3 days regarding the status of your request, reach out to your local credit manager for assistance.

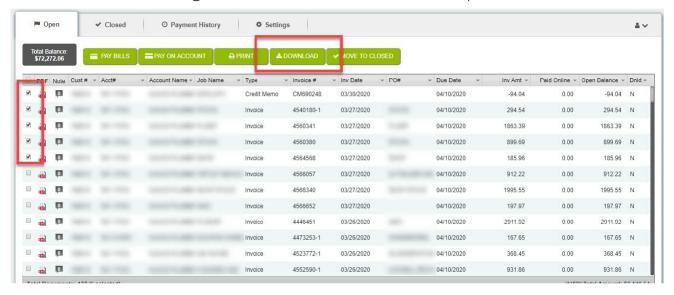# ONLINE BILL PAY: THE BASICS
Navigation

The total outstanding balance of your accounts is located in a gray box above the list of open documents. Next to each open document is a link to view, download, or print a PDF. Online Bill Pay functions are the green buttons to the right and explained in more detail below.

- **Pay Bills:** select individual invoices to pay
- **Pay On Account:** make a lump sum payment
- **Print:** select individual documents to print for company records
- **Download:** select individual documents to download in various file formats
- **Move to Closed:** select individual documents to move the Closed tab

The column headers outlined in the green box above allow you to expand each one to sort or search for a specific document. Each column header also offers A-Z, Z-A, or keyword search options.
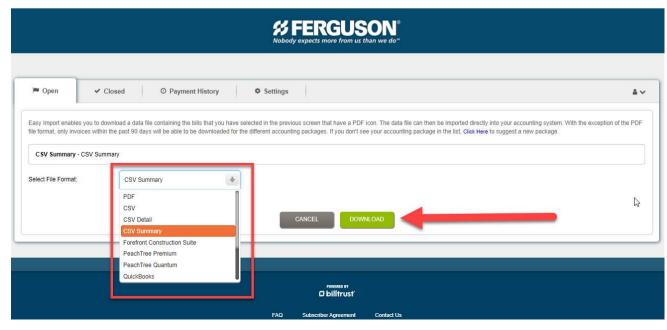
ONLINE BILL PAY: THE BASICS

Download Invoices to View

You can download invoices and credit memos from the Open or Closed tab of Online Bill Pay. To do this, simply select the desired documents and click the green Download button at the top.

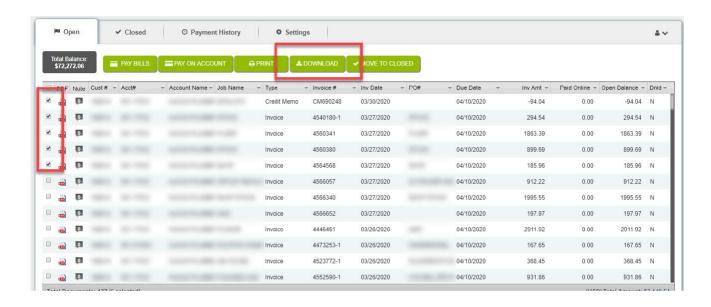On the document download page you can choose the file format of your download. The options are: PDF, CSV, CSV Summary, CSV Detail, and XML. **Note:** most accounting software services will allow users to upload PDF or CSV files.
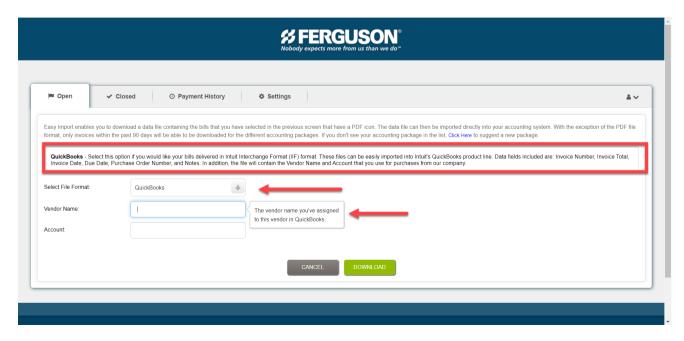
ONLINE BILL PAY: THE BASICS

Download Invoices to Payment System

To streamline your payment process, Online Bill Pay allows you to easily download invoices into your payment system. To do this, simply select the desired documents from the Open tab and click the green Download button.
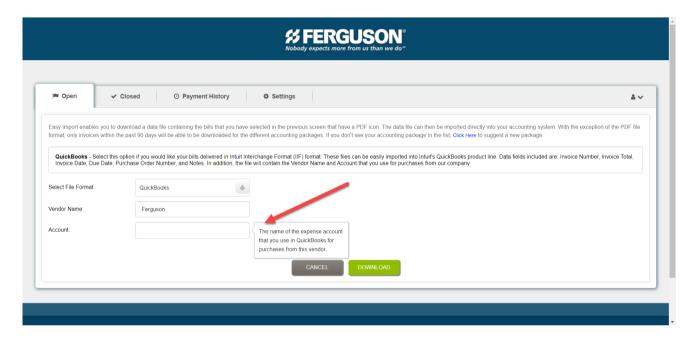

On the document download page, select QuickBooks as the file format and fill in the vendor name you've assigned to us in QuickBooks.

ONLINE BILL PAY: THE BASICS

Download Invoices to Payment System

In the Account field fill in the name of the expense account that you use in QuickBooks for purchase from Ferguson and then click the Download button.
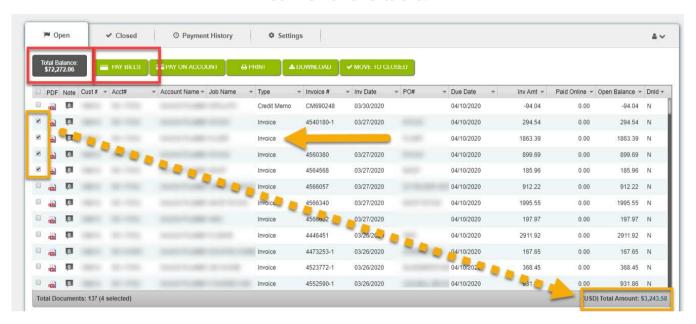

In QuickBooks, select File and then Import. Choose the file you just downloaded. The data will automatically upload into your Accounts Payable section.

Note: you must be using the desktop version, not the online version, of QuickBooks for invoices to download properly.
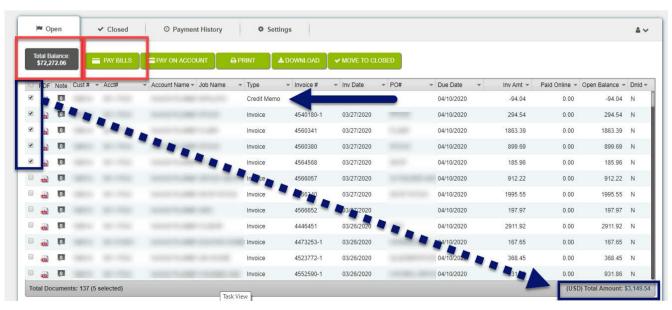
Ready to make a payment? Learn how in the next section!

ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

If you wish to pay specific invoices rather than make a lump sum payment, select the check box beside each invoice line that you wish to pay. When selecting multiple invoices, the dollar amount will appear in the bottom right corner of the table.
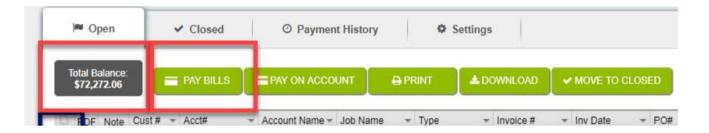

If credit memos are selected, the dollar amount of the credit will be subtracted from the total payment amount shown in the bottom right corner.
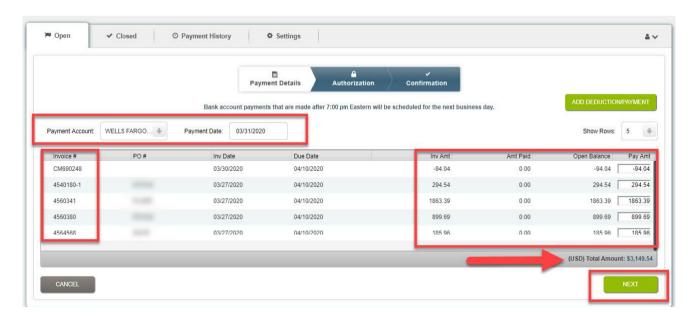
ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

Once you have selected all the invoices you wish to pay and the credit memos you'd like to apply to the payment total, click the green Pay Bills button at the top of the chart to begin the payment process.

Clicking Pay Bills will take you to the Payment Details page. Here you will confirm the account to be used for payment, the date of the payment, and invoices and credits to be applied.
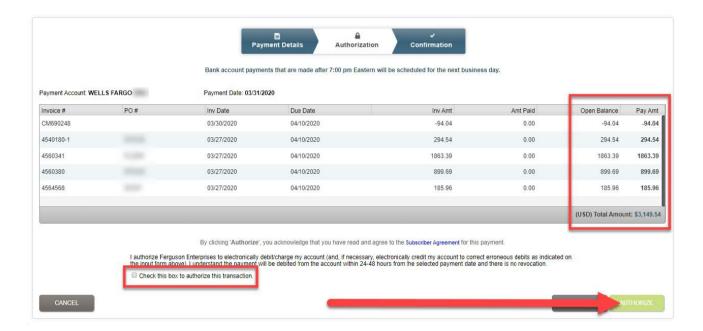

The dollar amount of each invoice or credit will be listed and the payment amount box will pre-populate with the full amount of each. Click Next to progress to the Payment Authorization page.

ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

On the authorization page you can do the following:

- Review the invoices or credits you're paying or applying one final time.
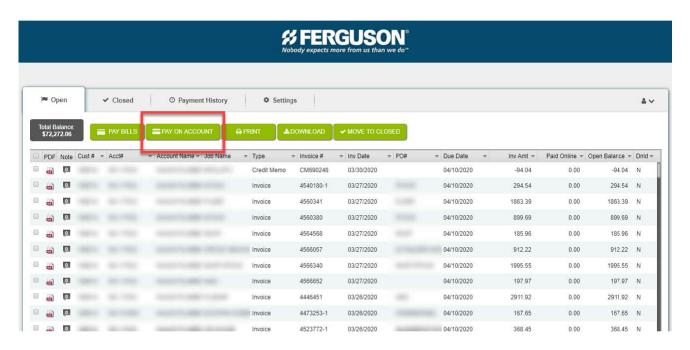- Confirm that you authorize the electronic payment by checking the box to authorize the transaction.

Click Authorize to complete the payment and view the confirmation page.

Continue on to the next page to learn how to make a lump sum payment!

ONLINE BILL PAY: PAYMENTS
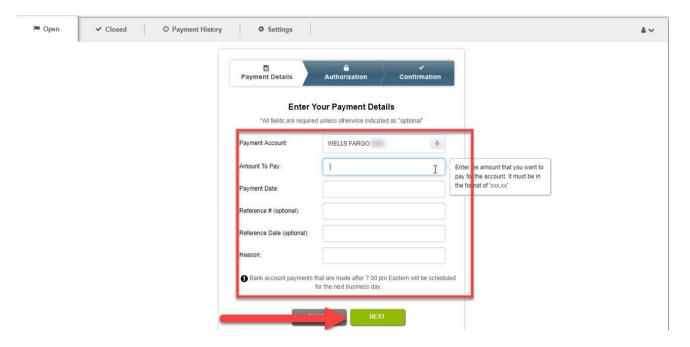
Pay a Lump Sum

If you would like to make a lump sum payment towards your account, select Pay On Account from the Open invoices tab.

Selecting Pay On Account will take you to a page where you are able to enter details for a one time payment. From this page you can complete the following actions:

- Choose which account to use for payment
- Establish the lump sum payment amount
- Schedule the desired payment date
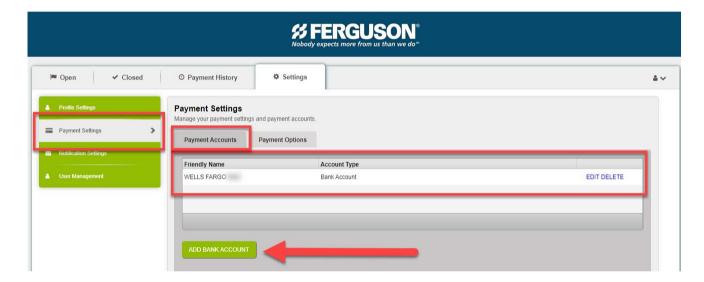
ONLINE BILL PAY: PAYMENTS

Pay a Lump Sum

Clicking Next will take you to the Payment Authorization page. Here you will confirm the transaction details, submit the payment, and view the payment confirmation information.

Keep scrolling to learn about the Settings tab!

ONLINE BILL PAY: SETTINGS

Payment Accounts

Users that identify as AP Administrators can manage Payment Settings within the Settings tab. Payment Accounts will list the bank accounts linked to Online Bill Pay from which EFT payments can be pulled. AP Admins may edit or delete the linked accounts from this tab.
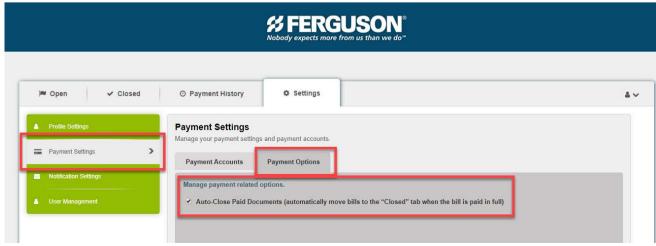

Payment Options

AP Administrators can also manage Payment Options within the Settings tab. Payment Options allows AP Admins to choose whether invoices will automatically move to the Closed tab upon receipt of payment.
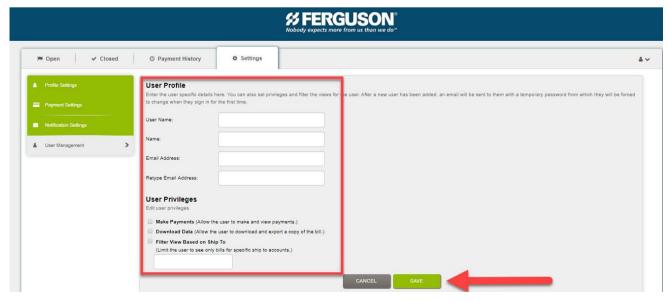
ONLINE BILL PAY: SETTINGS

Adding a User

AP Administrators may also grant Online Bill Pay access to additional users within their organization. To do so, AP Admins will go to User Management and select Add New User within the Settings tab.

When granting Online Bill Pay access to additional users, AP Admins may choose to grant new users View Only access, Standard Bill Payer access, or AP Admin access (see page 3 for access levels).

ONLINE BILL PAY FAQS

If I sign up for Online Bill Pay am I required to pay online?
Absolutely not! Online Bill Pay is a great tool for making payments but if paying online isn't the right option for you then please continue to pay your account however you feel most comfortable. You can still use Online Bill Pay to view invoices, monthly statements, credit memos, and equipment serial numbers.

Can I use my credit card with Online Bill Pay?
No, currently you have to link a bank account to Online Bill Pay to make payments.

I clicked on "Pay My Bills" but nothing happens. Am I doing something wrong?
Don't worry, you're doing everything right! Online Bill Pay opens in a new tab so chances are your web browser thinks it's a pop up and has blocked it. Simply unblock pop ups on whichever web browser you're using and try again.

I don't see all my orders on here. What's wrong?
Orders will show up on Online Bill Pay once they have been invoiced and processed by the branch. Usually, this is done overnight so if you've placed an order for pickup or delivery today, check back tomorrow.

How do I find a serial number for a particular unit I ordered?
Finding serial numbers is really easy! Simply use one of the filters (order number, PO number, job name, etc) at the top of your Online Bill Pay screen to find the order you're looking for. Click the PDF icon next to the order number and the serial number will be printed below each piece of equipment purchased.

How do I find my monthly statement?
If you are unable to locate your monthly statement on the "Open" tab, check your "Closed" tab.

RESOURCES

Don't have a Ferguson.com account yet?
Sign up here.

Have more questions about Online Bill Pay?
Contact your local credit manager!

Ready to apply for a credit account?
Get started here.

Experiencing a technical issue?
Call our Customer Support team at 888-222-1785

Looking for more helpful Ferguson.com info?
Click Me!

Interested in downloading the Ferguson app?
Click the link or scan the QR code with your phone's camera below.
I'm an Apple user
I'm an Android user

Apple   **Android**