

HighRadius Instruction Guide

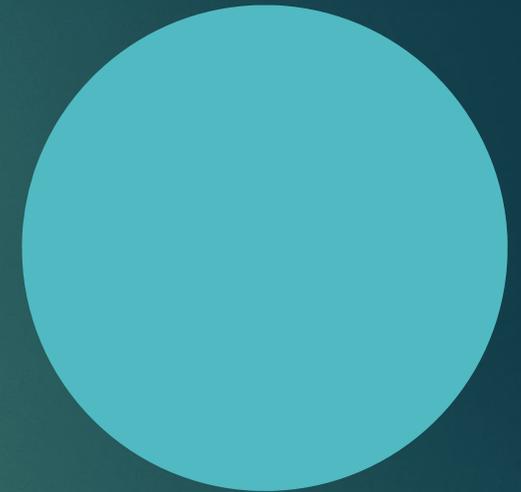


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Account Set Up / Login Troubleshooting

▶ New Users:

- ▶ Email HiRadCS@walmart.com
- ▶ Include the following details in your email for all new user setups:
 - ▶ Full 10 digit Customer # (located on Invoice)
 - ▶ Company Name(s)
 - ▶ First Name
 - ▶ Last Name
 - ▶ Email Address
 - ▶ Time Zone
 - ▶ Business Phone
 - ▶ City
 - ▶ State
 - ▶ Zip Code
 - ▶ Country



Note: HighRadius can only be accessed via Google Chrome

Once your HighRadius account is setup, you will receive an email from HighRadius with your login information. Please be sure to check your SPAM or junk folders and add HighRadius as an approved sender to your email address.

• Existing Users:

- If you do not receive the setup email, the password can be reset on the HighRadius portal.
- Your username is the email address unless the account must be reset due to inactivity.
 - If this occurs, the username will then be firstname.lastname.
- Forgotten password:
 - Go to: <https://www.highradius.com>
 - Enter username and click **Forgot Password**.
- Additional Assistance: Contact Walmart GBS Contact Center at 888-499-6377 or at wmgbs@wal-mart.com

Sample Invoice

Items listed on invoice needed:

- Customer Number
- Company Name
- City
- State
- Zip code

INVOICE

Walmart 
Save money. Live better.

Wal-Mart Stores, Inc.
Global Shared Services-NA
1301 S.E. 10th St.
Bentonville, AR 72716-0685

This is the "Customer number" that identifies the Optometrist, please add the Customer Number to all forms of payment.

Dr. Optometrist Billing LLC

1111 Address Here
City, State Zip Code

Customer Number 1000XXXXXX

Please show your Wal-Mart Customer Number on all remittances
Invoice Number: 7000XXXXXX
Invoice Date: 09/01/2013
Payment Terms: Net Due 15 days

This is the number of days allowed, after the Invoice Date, before the payment is considered late.

ACH INFORMATION:

Wells Fargo Bank NC
420 Montgomery Street, San Francisco, CA 94104
ABA # 121000248
Account Name: Wal-Mart Corp Accounting
Account Number: 2000016949920

This is the information that is used to make a Payment by Wire.

Please make checks payable to:

Wal-Mart Stores, Inc.
c/o Bank of America
P.O. Box 500787
St. Louis, MO 63150-0787

This is the information that is used to make a Payment by Check.

Note: Please include your Wal-Mart contact name, phone #, Customer Invoice Number, Claim/ CO-OP/ Job # or other reference information

INVOICE DESCRIPTION: Optical - AR

Amount	City Tax	County Tax	Other Tax / Local taxes	State Tax	Other Charges	Total Invoice Amount
\$356.46	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$356.46

Reference Number 1234-5678

COMMENTS: This billing is for
Optometrist Rent for the Month of August 2013
Payment is due within 15 days from the Invoice Date

The first four digits identifies the Store Number and the last four digits identifies the Optometrist Number

This is the Contact Number to call for any questions about the Optometrist Bill

This is the Total Amount that the Optometrist is going to be billed for that Month

Thank you,
Wal-Mart Global Shared Services
(479)-273-4089

Total Invoice Amount \$356.46

Moving forward the preferred payment method is High Radius

Viewing Invoices

- ▶ Navigate to **EIPP > Open Bills** or **Closed Bills**
- ▶ Search for a specific bill from these screens by using **Advanced Search**.
- ▶ There are two ways by which you can preview the sales invoice pdf files:
 - ▶ Clicking the **Preview** button
 - ▶ Clicking the **View** link in the Sales Invoice PDF column.
- ▶ If there is not a **View** button available, the invoice copy is not in HighRadius.
 - ▶ To request a copy, submit a dispute with the reason, "Additional Support Needed"

Open Bills Closed Bills Payments History Disputes Manage Customers Manage Users

Total Open Amount : 2,449,313.93 USD

Search Filter: Select filter to search...

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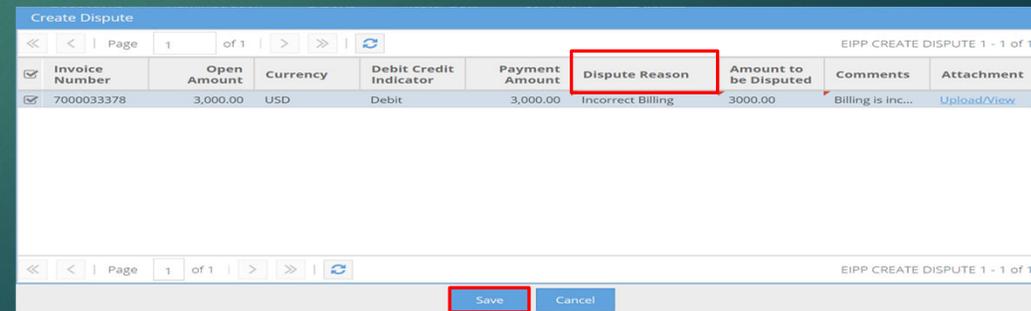
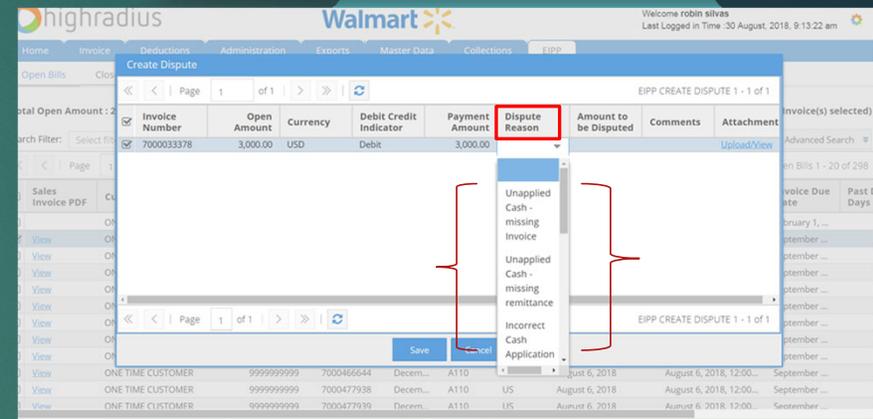
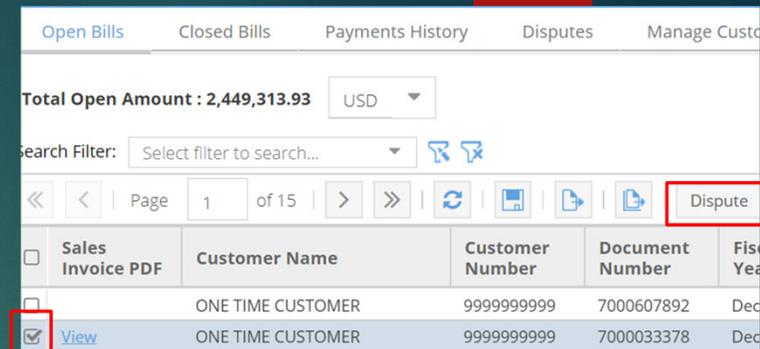
Sales Invoice PDF	Customer Name	Customer Number	Document Number	Fiscal Year	Compan Code	Country Key	Document Date	Posting Date
<input type="checkbox"/>	ONE TIME CUSTOMER	9999999999	7000607892	Decem...	A110	US	January 17, 2017	January 17, 2017
<input checked="" type="checkbox"/> View	ONE TIME CUSTOMER	9999999999	7000033378	Decem...	A193	US	August 28, 2018	August 28, 2018

Preview

NOTE: If you are unable to view all invoices, check the pop-up blocker functionality on the computer and clear the cache/cookies from your web browser.

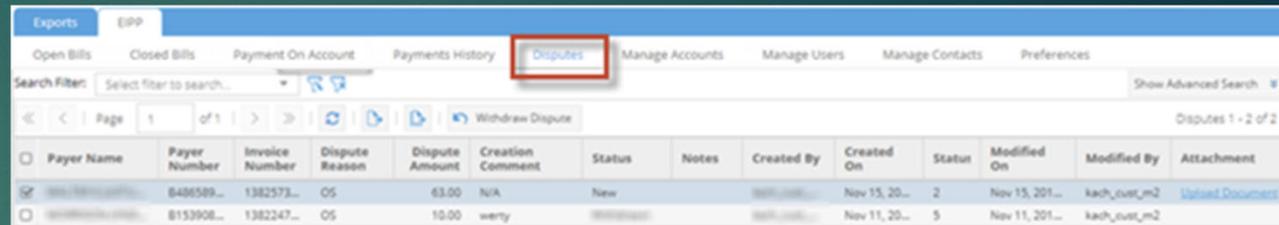
Dispute - Creation

- ▶ Navigate to **EIPP > Open Bills** or **Closed Bills** and search for the invoice.
- ▶ Select the checkbox for invoice(s) to dispute
- ▶ Click the **Dispute** button. (This will bring up the **Create Dispute** window)
- ▶ Click in the **Dispute Reason** box
- ▶ Click on the drop down. Select the reason for your dispute.
- ▶ Enter the amount to be disputed. If the amount is in the thousands, enter without the comma.
- ▶ Enter any comments. Be detailed on the comments to give facts supporting your reason for dispute. Do not copy an email into the comments. If you have an email supporting your dispute, put the email in a word document, and upload as an attachment.
- ▶ Attach supporting documentation by clicking the **Upload/View** button and browse for the upload file. Click **OK**.
- ▶ Click **Save**
- ▶ **NOTE: Disputes can only be handled via this HighRadius process and they can not be handled via email.**



Dispute – Status

- Saved disputes will be assigned an ID number
- **Disputes** subtab contains all disputes filed.
- Dispute maybe monitored using the status column
- Once resolved, the status will move to an **Approved** or **Rejected** status.
- The reviewer will send an email to communicate the findings at the conclusion of the review.
- Disputes can be withdrawn by selecting the dispute to be withdrawn and selecting **Withdraw Dispute** on the toolbar.
- In the grid, the **Status** of the dispute will be changed to **Withdrawn**.



<input type="checkbox"/>	Payer Name	Payer Number	Invoice Number	Dispute Reason	Dispute Amount	Creation Comment	Status	Notes	Created By	Created On	Status	Modified On	Modified By	Attachment
<input checked="" type="checkbox"/>	...	8486589...	1382573...	OS	63.00	N/A	New		...	Nov 15, 20...	2	Nov 15, 201...	kach_cust_m2	Upload Documents
<input type="checkbox"/>	...	8153908...	1382247...	OS	10.00	werty	Withdrawn		...	Nov 11, 20...	5	Nov 11, 201...	kach_cust_m2	

Paying Bills by ACH

- ▶ To make payments, navigate to **EIPP > Open Bills** subtab.
- ▶ Select which invoice(s) you are paying.
- ▶ Click **Pay Bills** on the toolbar and select **Pay by ACH** option from the drop-down menu.
- ▶ Click **Proceed to Pay**
- ▶ **NOTE: Credit Card Payment Method is not available at this time**

highradius Walmart

Home Invoice Deductions Administration Exports Master Data Collections EIPP

Open Bills Closed Bills Payments History Disputes Manage Customers Manage Users

Total Open Amount : 2,449,313.93 USD

Search Filter: Select filter to search...

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Pay Bills

Sales Invoice PDF	Customer Name	Customer Number	Document Number	Fiscal Year	Pay by Credit Card	Pay by ACH
<input type="checkbox"/>	ONE TIME CUSTOMER	9999999999	7000607892	Decem...	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	ONE TIME CUSTOMER	9999999999	7000033378	Decem...	<input type="checkbox"/>	<input type="checkbox"/>

View

Pay Bills

PREVIEW

You can preview the selected invoices.

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Company Code	Customer Name	Customer Number	Discount Value	Invoice Amount	Dispute Amount	Payable Amount
A193	ONE TIME C...	9999999999		3,000.00		3,000.00

Total Net Payable Amount: 3,000.00 USD

Proceed to Pay Cancel

Paying Bills by ACH (cont.)

- ▶ Click the **Pay Now** option to pay immediately, or select Pay Later and select a date. If scheduling a payment, ensure it is set to pay within the terms set.
- ▶ Select a bank account:
 - ▶ To make the payment using an already saved bank account, click the **Saved Bank Account** option under **CHOOSE A BANK ACCOUNT**.
 - ▶ Then select a bank from the drop-down list. Click **Proceed** to continue with the payment.

The screenshot shows the 'Pay Bills' window with the following details:

- Payment Options:** Pay Now, Pay Later, and a date picker.
- PAYMENT SUMMARY:**

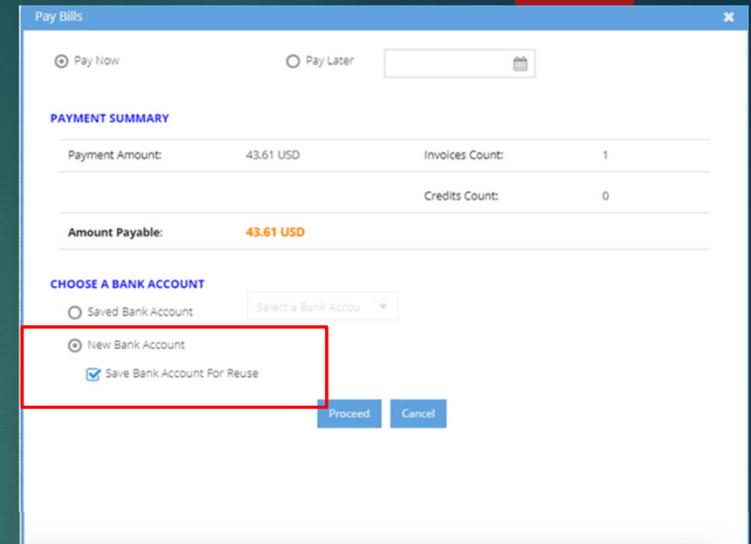
Payment Amount:	250.95 USD	Invoices Count:	2
		Credits Count:	0
Amount Payable:	250.95 USD		
- CHOOSE A BANK ACCOUNT:**
 - Saved Bank Account (selected)
 - New Bank Account
 - Save Bank Account For Reuse
 - Dropdown menu: Select a Bank Accou
- Buttons:** Proceed, Cancel

This close-up shows the 'CHOOSE A BANK ACCOUNT' section with the following details:

- Saved Bank Account (highlighted with a red box)
- New Bank Account
- Save Bank Account For Reuse
- Dropdown menu: Select a Bank Accou (highlighted with a red box)
- Dropdown list items: XXXX3218, XXXXXX4321, XXX2432, XXXXXX3210
- Buttons:** Cancel

Paying Bills by ACH (cont.)

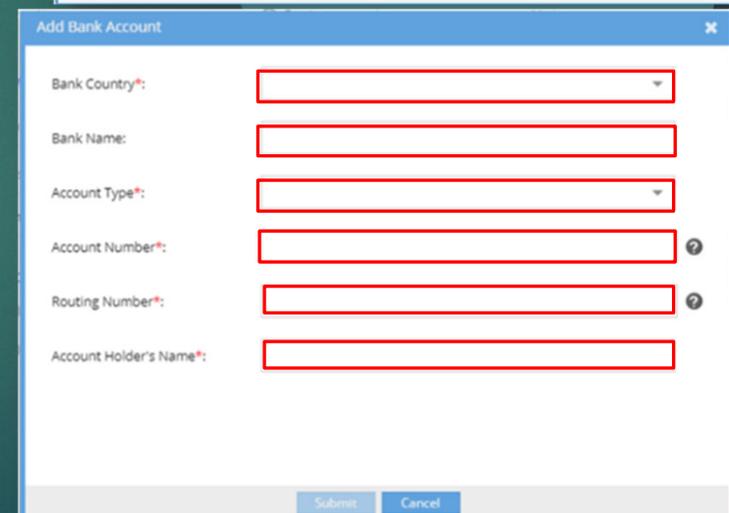
- ▶ To setup a new bank account, select the **New Bank Account** option.
- ▶ If you want to reuse the bank account in the future, select the checkbox **Save Bank Account for Reuse**.
- ▶ Click **Proceed** to continue with the payment. The **Add Bank Account** window will open.
- ▶ Fill out all required fields and click **Submit**.
- ▶ If you select **Pay Now**, and funds are available, payment will be posted the following day.



The screenshot shows the 'Pay Bills' window with the following details:

- Payment Method: Pay Now, Pay Later
- PAYMENT SUMMARY**

Payment Amount:	43.61 USD	Invoices Count:	1
		Credits Count:	0
Amount Payable:	43.61 USD		
- CHOOSE A BANK ACCOUNT**
 - Saved Bank Account (with dropdown menu)
 - New Bank Account (highlighted with a red box)
 - Save Bank Account For Reuse (highlighted with a red box)
- Buttons: Proceed, Cancel

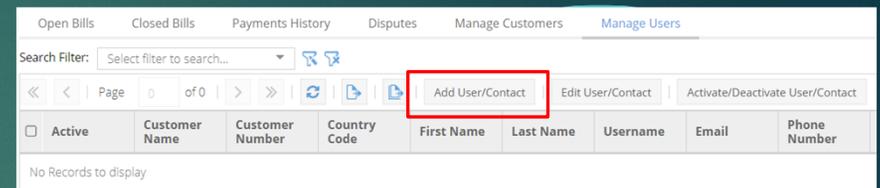


The screenshot shows the 'Add Bank Account' window with the following fields:

- Bank Country*:
- Bank Name:
- Account Type*:
- Account Number*: ?
- Routing Number*: ?
- Account Holder's Name*:
- Buttons: Submit, Cancel

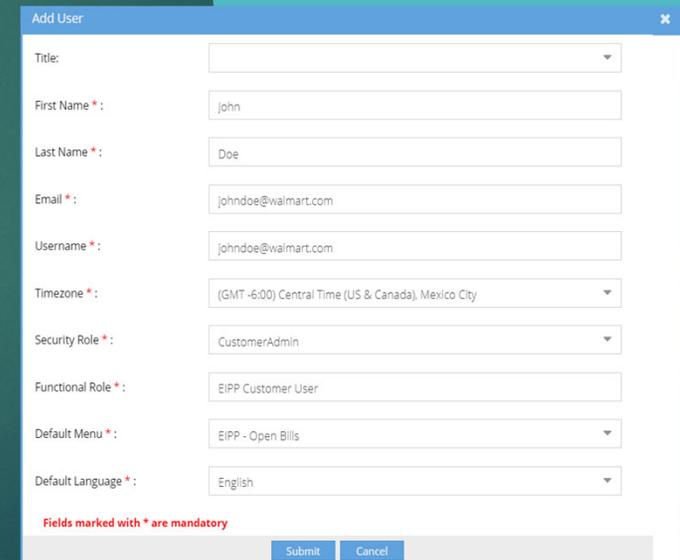
Managing Users – New User Setup

- ▶ Once a user is setup in HighRadius, new users for their company can be added
 - ▶ Go to the **Manage Users**
 - ▶ Click **Add User/Contact**
- ▶ **Add User** box will open
- ▶ Complete all required fields then click **Submit**



The screenshot shows the 'Manage Users' section of a web application. At the top, there are navigation tabs: 'Open Bills', 'Closed Bills', 'Payments History', 'Disputes', 'Manage Customers', and 'Manage Users'. Below the tabs is a search filter and a table. The table has columns for 'Active', 'Customer Name', 'Customer Number', 'Country Code', 'First Name', 'Last Name', 'Username', 'Email', and 'Phone Number'. The 'Add User/Contact' button is highlighted with a red box.

Active	Customer Name	Customer Number	Country Code	First Name	Last Name	Username	Email	Phone Number
No Records to display								



The screenshot shows the 'Add User' form. It contains the following fields:

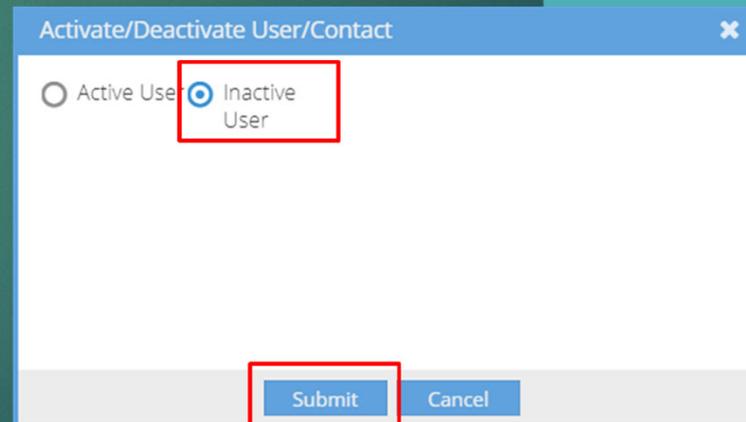
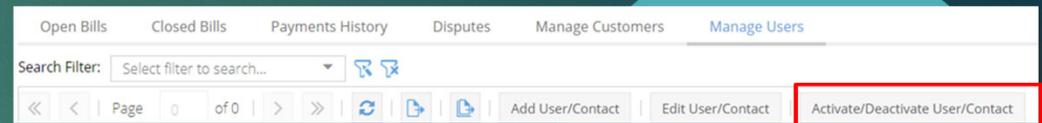
- Title: [Dropdown menu]
- First Name *: [Text input: John]
- Last Name *: [Text input: Doe]
- Email *: [Text input: johndoe@walmart.com]
- Username *: [Text input: johndoe@walmart.com]
- Timezone *: [Dropdown menu: (GMT -6:00) Central Time (US & Canada), Mexico City]
- Security Role *: [Dropdown menu: CustomerAdmin]
- Functional Role *: [Text input: EIPP Customer User]
- Default Menu *: [Dropdown menu: EIPP - Open Bills]
- Default Language *: [Dropdown menu: English]

Fields marked with * are mandatory.

Buttons: Submit, Cancel

Managing Users – Inactivating Users

- ▶ Go to the **Manage Users** tab, click on the checkbox for that user
- ▶ Click **Activate/Deactivate User/Contact**
- ▶ The **Activate/Deactivate User/Contact** box will open
- ▶ Select **Inactivate User**
- ▶ Click **Submit**



Additional Resources



- ▶ **For technical assistance:** HiRadCS@walmart.com
- ▶ **Tutorial Video:** Retail Link > Learn Tab > (Currently available to US/PR suppliers only)
- ▶ **Contact Center:**
 - ▶ Phone – [888-499-6377](tel:888-499-6377)
 - ▶ Email wmgbs@wal-mart.com