



**PLUMBING-HEATING-COOLING  
CONTRACTORS ASSOCIATION**  
*Best People. Best Practices.*

**versapay**

## **FAQ's - 2025 DUES PAYMENTS – VERSAPAY PORTAL**

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3. [Add my Payment method \(Bank Account or Credit Card\)](#)
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## Pay your Invoice

1. On the Invoices listing page, find and select the invoice or invoices you would like to pay.
2. Click **Pay** to pay the selected invoice(s) selected or click **Pay All** if you would like to like to pay all open invoices.

<input type="checkbox"/>	INVOICE #	REFERENCE #	AMOUNT	STATUS	INVOICE DATE	DUE DATE	BALANCE
<input checked="" type="checkbox"/>	398		\$86.75	OVERDUE	11-01-2022	12-01-2022	\$62.65
<input checked="" type="checkbox"/>	1289864		\$6,300.00	OVERDUE	12-01-2023	12-01-2023	\$6,300.00
<input type="checkbox"/>	1289890	4906	\$4,500.00	OVERDUE	11-01-2023	12-01-2023	\$4,500.00
<input checked="" type="checkbox"/>	1289891	RX7802	\$1,000.00	OVERDUE	12-01-2023	12-31-2023	\$1,000.00
<input type="checkbox"/>	1289892	RX4325	\$425.00	OVERDUE	01-01-2024	01-31-2024	\$425.00

3. On the Ready To Pay page, select how you want to pay and click **Continue**. (You can also add a new payment method if desired.)

Ready To Pay Pay now Total Payment: \$2,902.00

<input checked="" type="checkbox"/>	INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE
<input checked="" type="checkbox"/>	Pawsome Pets (172570760) 353	\$1,534.00	\$1,534.00	<input type="text" value="\$1,534.00"/>	\$0.00	<input type="text"/>
<input checked="" type="checkbox"/>	Pawsome Pets (172570760) 358	\$725.00	\$725.00	<input type="text" value="\$725.00"/>	\$0.00	<input type="text"/>
<input checked="" type="checkbox"/>	Pawsome Pets (172570760) 352	\$643.00	\$643.00	<input type="text" value="\$643.00"/>	\$0.00	<input type="text"/>
Total				\$2,902.00	\$0.00	

Clear List Continue

4. Review the payment details on the Summary of Payment page, then click **Complete Payment**.

You are about to make the following payment

**SUMMARY OF PAYMENT TO PET SUPPLY WAREHOUSE**

Pay with: MasterCard \*\*6582

Amount: \$7,362.65

Surcharges: \$75.10 ⓘ

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▣ ▣ ▣ TOTAL CHARGE ▣ ▣ ▣

**\$7,437.75**

By completing your payment, you agree to the card surcharge

[Cancel](#) [Complete Payment](#)

## Make a partial payment on an invoice

Partial payment on full invoice amount

1. On the Ready To Pay page, in the 'Payment' field, enter the amount you would like to pay.
2. Select a reason from the dropdown in the 'NOTE' column (a reason is required before you can proceed with payment). You can enter additional text in the fill-in field below the selected reason.

The screenshot shows the 'Ready To Pay' interface. At the top, there are five payment options: (1004) Master, RBC, (1234) Visa, Add Account, and Add Card. Below these is a 'Ready To Pay' section with a 'Pay now' dropdown and a 'Total Payment: \$600.00' label. A table lists invoice items with columns for INVOICE #, AMOUNT, OWING, PAYMENT, BALANCE, and NOTE. The first row is for 'Pawsome Pets (172570760) 357' with an amount of \$1,200.00, owing \$1,200.00, a payment of 600, and a balance of \$600.00. The NOTE column has a dropdown menu with 'Partial Payment' and 'Full shipment not de' options. A 'Clear List' button is on the left and a 'Continue' button is on the right.

INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE
✓ Pawsome Pets (172570760) 357	\$1,200.00	\$1,200.00	600	\$600.00	Partial Payment Full shipment not de
Total				\$600.00	\$600.00

3. Click Continue then Complete Payment.

Partial payment by line item

1. On the Ready To Pay page, click View Line Items to show the line items on the invoice:

The screenshot shows the 'Ready To Pay' interface with a 'Total Payment: \$902.41' label. A table lists invoice items with columns for INVOICE #, AMOUNT, OWING, PAYMENT, BALANCE, and NOTE. The first row is for 'B025' with an amount of \$902.41, owing \$902.41, a payment of \$902.41, and a balance of \$0.00. Below the table is a 'View Line Items' button with a dropdown arrow, highlighted by a red box and a red arrow. A 'Clear List' button is on the left and a 'Continue' button is on the right.

INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE
✓ B025	\$902.41	\$902.41	\$902.41	\$0.00	

2. Find the line item you want to partially pay and enter an amount in the 'Payment' column. As the amount is adjusted, the balance remaining is also updated to reflect the

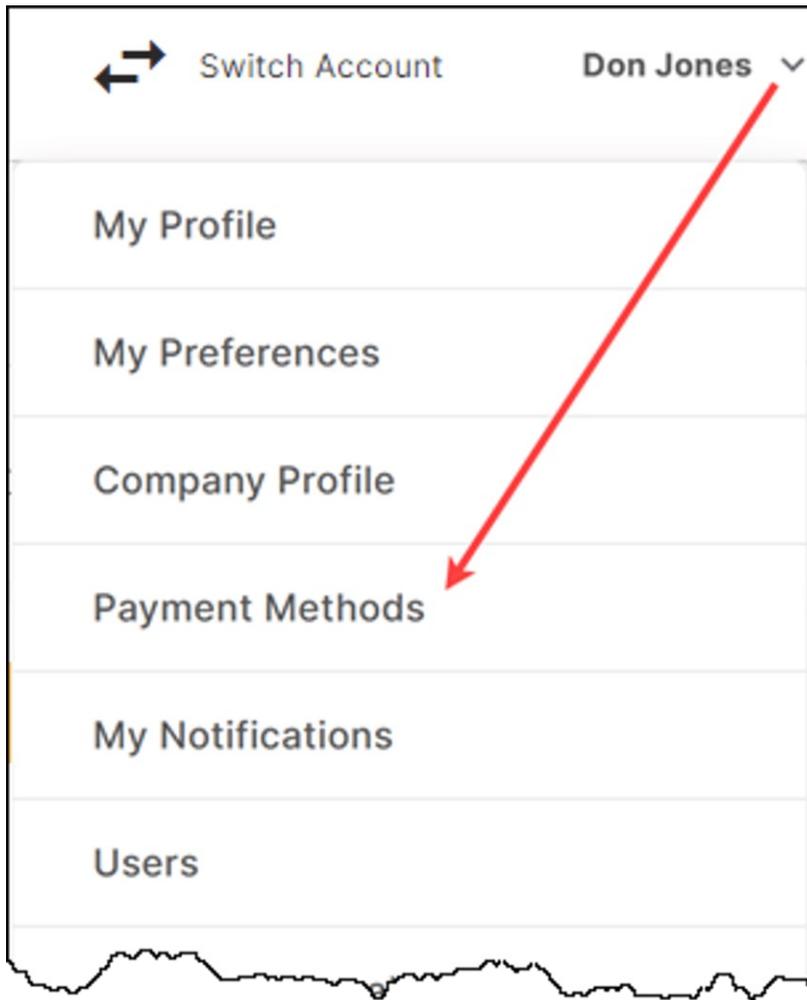
new open total of the invoice.

Ready To Pay		Pay now		Total Payment: \$840.17		
INVOICE #	AMOUNT	OWING	PAYMENT	BALANCE	NOTE	
B025	\$902.41	\$902.41	\$840.17	\$62.24		
1 - Door 24" x 58"	\$162.24	\$162.24	100	\$62.24	discounted price	
10 - Headrail-Alum-6...	\$19.76	\$19.76	\$19.76	\$0.00		
11 - Headrail-Alum-9...	\$32.24	\$32.24	\$32.24	\$0.00		

3. Enter some text in the 'NOTE' column that explains the reason for the partial payment.

## Add my payment method (Bank Account or Credit Card)

You are prompted to add a payment method when you pay your first invoice through the Customer Portal or it can be added by accessing 'Payment Methods' in the menu (regardless of which path you choose the steps are the same).



## Add a Bank Account

Based on the currency of your invoices you will be prompted to add a bank account in your invoicing currency.

When adding a USD bank account, you will be required to provide content for the following fields:

- Routing Number
- Account Number
- Bank Account Type
- Check Type
- Account Holder Name

Add a US Dollar (USD) bank account in USA [More options...](#)

\* Routing number:

\* Account number:

\* Bank Account Type:

\* Check Type:

\* Account holder:

Account Nickname:

Your Name \_\_\_\_\_ DATE \_\_\_\_\_  
 Your Address \_\_\_\_\_

PAY TO THE ORDER OF \_\_\_\_\_

\_\_\_\_\_ DOLLARS

MEMO \_\_\_\_\_ BY \_\_\_\_\_

||' 001 ||' |: **38314** ||| **5948894300** :'

Bank Address Line 1:

Bank Address Line 2:

City:

State/Province:

\* Country:

Zip/Postal:

I agree to the [Payment Terms and Conditions](#) allowing Versapay and its financial service providers on behalf of MultiCurrency USD Transaction Mode to debit this account to pay invoices according to my instructions.

When adding a CAD bank account, you will be required to provide the following fields:

- Select your bank (if your bank is not included on the provided list, click **Don't see your bank?** and add your three-digit institution number)
- Transit Number
- Account Number
- Account Holder Name

## Add a Credit Card

When adding your credit card in the Customer Portal you will be required to provide the following fields:

- Card Number
- CCV
- Expiry Date
- Name on Card
- Zip/Postal Code

**Note:** The Name on Card and Zip/Postal Code must match the billing information for the card number entered. If this information does not match, the card may be declined upon entry. If this occurs, please review the billing name and zip/postal details and re-enter.

**Add a card**

Your card information will be securely stored in Versapay's vault to simplify making future payments.

\* Card Number:

\* CVV:

\* Expires:

\* Cardholder Name:

Card Nickname:

\* Zip/Postal:


accepted.



Flip your card over and look at the signature box. You should see either the entire 16-digit card number or just the last four digits, followed by a special 3-digit code. This 3-digit code is your Card Verification Value.



\* **Use this card for AutoPay**  Yes  No

This account should be automatically debited:

 To pay invoices for Stratton Tech (C000648) and its affiliates *(There are no affiliates yet)*

AutoPay should apply available credits:  Yes  No

Only pay invoices with:

Maximum of \$

Currency

**By choosing "Yes" above, I instruct Versapay and its financial service providers on behalf of Versatile Property Management to automatically debit this card to pay invoices that satisfy the criteria I have specified according to the timing indicated.**

Card types accepted will vary based on the supplier to whom you are making card payment. The card types accepted are indicated in the card entry field.

Sign up for AutoPay when adding payment method

When adding a funding source in Versapay, you always have the option to opt in for AutoPay if AutoPay is offered by your supplier. Selecting to opt in will automate your invoice payment process. Invoices will be auto paid from the funding source based on the timing assigned when activating your AutoPay agreement.

**Note:** Once AutoPay is activated it will pay all invoices that meet the criteria including historic overdue invoices.

## AutoPay is OFF

New

Automatically Debit  On Due Date

AutoPay should apply available credits:  Yes  No

You have outstanding invoices that may qualify for this AutoPay.

Do you want AutoPay to pay these, or will you pay them manually?

- Let AutoPay pay these according to the specified criteria.
- I will pay these myself. AutoPay should pay my new invoices only.

I instruct Versapay and its financial service providers on behalf of Pet Supply Warehouse to automatically debit this account to pay invoices that satisfy the criteria specified according to the timing I have indicated.

I Agree

Cancel Changes

## View my invoices

1. On the Invoices page, find the invoice you would like to view. (The Invoices page is the default landing page.)
2. Click on the invoice number to see the full online version of the invoice:

**Hurst Food Services**  
(last login 12 minutes ago)

Balance Due: **C\$3,750.00 U\$361.00**  
Last Payment: C\$253.75 on 01-16-2024

**Invoices**   Payments   Activities   Documents   [Send a Comment](#)   [Make A Prepayment](#)   [Sign Up for AutoPay](#)

Southwestern USA (USSW) (and 2 more)   All Currencies

Invoice # or PO #   Select a Statement

**Open Items**   What should I pay?   Scheduled Payments   On Payment Plan   Invoices I Can Approve   More Options

Dates: **All**   Invoice Date   Due Date

Approval State: **All**   Pending Approval   Approved   Partially Approved   More Info Needed

Pay Statement   Pay All   Export

17 invoices, C\$3,750.00 Owing / C\$3,750.00 Total. U\$361.00 Owing / U\$361.00 Total.

Pay	Mark for Payment	View PDF	INVOICE #	PO #	AMOUNT DUE	STATUS	APPROVAL STATUS	INVOICE DATE	DUE DATE	BALANCE
<input type="checkbox"/>			Nevada 23		C\$250.00	OVERDUE	N/A	08-01-2022	08-06-2022	C\$250.00
<input type="checkbox"/>			Nevada 27		C\$250.00	OVERDUE	N/A	09-01-2022	09-06-2022	C\$250.00

The invoice displays on the Invoice detail page:



Switch Account



**Hurst Food Services**  
(last login less than a minute ago)

Balance Due: **C\$7,862.55** **U\$8,310.43** **G£95.00**

Prepayments: U\$825.00 Unapplied: (C\$10,000.00) / (U\$9,980.00)  
Last Payment: C\$253.75 on 01-16-2024

**Invoices**

Payments

Activities

Documents

[Send a Comment](#) [Make A Prepayment](#) [Sign Up for AutoPay](#)

Hurst Food Services (C000187)

DIVISION

BALANCE:

**#23**

**USNEV C\$250.00**

Pay Now

View PDF



AMOUNT: C\$250.00    INVOICE DATE: 08/01/2022    DUE DATE: 08/06/2022    STATUS: **Overdue**



Ojai Produce Distributors  
69 Monarch Avenue  
Toronto, ON  
M1A 1M1 CA

BILL TO:  
Hurst Food Services

### INVOICE

Invoice # 23  
Invoice Date 2022-08-01  
Due Date 2022-08-06

ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
1		1.0	C\$250.00	C\$250.00

Subtotal:	C\$250.00
Total:	C\$250.00

Memo

Note: For a printer-friendly version, click the View PDF button located in the upper right corner of the page. You can then print the invoice and/or save it to your network or on your computer.

## Access my historic invoices

1. On the Invoice listing page, select the **More Options** filter.
2. In the **Status** filter set, select 'Closed' to view all paid, i.e., closed, invoices.

The screenshot shows the Versapay invoice listing page. At the top, there are navigation tabs: 'Open Items', 'What should I pay?', 'Incentives', 'Scheduled Payments', 'On Payment Plan', and 'More Options' (highlighted with a red circle 1). Below these are filter sections. The 'Status' filter (highlighted with a red circle 2) has 'All', 'Open', and 'Closed' (selected) options. The 'Payment Date' filter (highlighted with a red circle 3) has 'All', 'Invoices' (selected), and 'Credits' options. There are also 'Last 7 days', 'Last 31 days', and 'Other' options. The 'Dates' section has 'All', 'Invoice Date', and 'Due Date' options. On the right, there are buttons for 'Pay Statement', 'Pay All', and 'Export'. Below the filters, there are buttons for 'Pay', 'Mark for Payment', and 'View PDF'. A summary bar shows '46 invoices, \$0.00 Owing / \$34,260.25 Total.' The main table has columns: INVOICE #, REFERENCE #, CUSTOMER #, CUSTOMER, AMOUNT, STATUS, DUE DATE, AGE, and PAYMENT DATE. The STATUS column is highlighted with a red box. Three rows are visible, all with 'PAID' status.

<input type="checkbox"/>	INVOICE #	REFERENCE #	CUSTOMER #	CUSTOMER	AMOUNT	STATUS	DUE DATE	AGE	PAYMENT DATE
<input type="checkbox"/>	A00014		168337080	Premium Pet Foods	\$7,518.00	PAID	04-13-2021	49	06-01-2021
<input type="checkbox"/>	A00015		168337331	Premium Pet Foods - Mississauga East	\$397.27	PAID	04-13-2021	49	06-01-2021
<input type="checkbox"/>	A00016		168337342	Premium Pet Foods - Mississauga West	\$396.10	PAID	04-13-2021	49	06-01-2021

For a full list of FAQ's and to ask Versapay support your own questions, please visit: [Support FAQ | Versapay](#) or contact Jordan Fleger, [fleger@naphcc.org](mailto:fleger@naphcc.org)