



Customer User Guide

ComPay User Guide

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1. . HOW TO USE THIS GUIDE

1.1 Confidentiality

The information contained in this document is for customers of 1-Stop services only. Copyright remains with 1-Stop. No unauthorised copying or distribution of the document or any part of its contents is permitted. If you have any questions about the use or distribution of this document, call the 1-Stop Helpdesk on 1300 881 055.

1.2 Purpose of this guide

This guide is for customers of 1-Stop's Rail Tagging and Release Service. It is intended as:

- a training resource when you purchase 1-Stop's services; and
- a reference guide, if you need help to perform specific tasks.

Information about solving problems is included at the end of this document. If you need extra help you can:

- check the FAQs in the 'Help' tab on our website at www.1-stop.biz; or
- contact the 1-Stop Helpdesk on 1300 881 055.

1.3 What's new and what's changed

The information contained in this guide is current as at June 2012 and reflects all changes to the user interface up to that date. If you think you may not have the most up to date User Guide, check the downloads available at www.1-stop.biz.

1.4 User guide name and version number

Updates to User Guides are made each time a new version of the service is released.

This is: **ComPay-CUST-User Guide Version 5**

2. ABOUT 1-STOP

2.1 Who is 1-Stop?

1-Stop is an information communications technology (ICT) company that provides services to businesses involved in the import and export of goods to and from Australian ports. We are based in Sydney and our services are used all over Australia and in Auckland, NZ. Our customers include:

- terminal operators (stevedores);
- shipping lines;
- Australian Customs Services and Australian Quarantine and Inspection Service;
- container depots;
- importers and exporters;
- freight forwarders and agents;
- road carriers; and
- rail operators.

2.2 What does 1-Stop provide?

Our ICT solutions permit the exchange of data via the web or by electronic data interchange (EDI), for purposes such as container and vessel tracking, vehicle bookings to collect and deliver cargo at terminals, Electronic Import Delivery Orders (EIDOs), Pre Receipt Advices (PRAs), invoice and payments systems, and much more. For a full list of our services, go to [1-Stop Services](#).



2.3 Why use 1-Stop services?

1-Stop services are an important part of the Australian logistics supply chain. We're integrated with ports and terminals all over Australia. Every day our community of users grows.

1-Stop customers enjoy:

- efficient and real time transactions between community members;
- improved data quality;

- clear, visible data about vessel and container movements;
- easy reporting to Australian Customs Services to meet regulatory requirements;
- time and cost savings, thanks to automation of repetitive transactions;
- better ability to respond to their customers; and
- improved business efficiency, due to the 'one-to-many' solution — access one system to do business with many providers.

1 ABOUT COMPAY

1.1 What is ComPay?

ComPay is an online payments and invoice service designed specifically for the freight and logistics community. Our members include leading international shipping lines, multinational 3PLs, freight forwarders, customs brokers, road carriers and terminal operators.

ComPay delivers real time payment notification, invoice presentation, reconciliation, batch processing and comprehensive reporting. Both the payer and payee benefit from process efficiencies and significant cost savings.

With ComPay you can:

- make EIDO payments to shipping lines;
- pay storage fees directly to terminals;
- pay for any invoice;
- receive invoices directly into your ComPay account;
- pay from a bank account or credit card;
- receive credit card payments from non-ComPay members; and
- receive accounts payable and receivable reports.

Key benefits of ComPay include:

- reduced transaction costs to payee and payer;
- elimination of courier charges;
- elimination of cheques;
- real time payments with remittance advice sent as soon as payment is authorised;
- increased process efficiencies;
- cash flow transparency; and

- reduced bank fees.

ComPay registration is free and 1-Stop provides 24-hour, 7-day support.

1.2 Who uses ComPay?

ComPay is used by all sectors of the supply chain, including shipping lines, carriers, importers, exporters, freight forwarders, customs brokers, container terminals, and container parks and depots.

2 TERMS OF USE

ComPay Terms and Conditions appear at the beginning of the Registration process. We advise you to print these out and read them carefully.

3 CUSTOMER SYSTEM REQUIREMENTS

3.1 Hardware

To use 1-Stop services, customers need:

- 1GHz CPU and above;
- 1GB RAM minimum; and
- a printer for report printing (where required).

3.2 Operating system

1-Stop services are compatible with any operating system with web browser capability. However, Internet Explorer for Windows is the recommended configuration. Functionality may be limited in other browser environments.

3.3 Software

Customers need:

- Internet Explorer Version 7 and above (on Windows operating system); and
- an email account with HTML capability for receiving acknowledgements and EIDO responses.

3.4 Communications

You need:

- internet access (we recommend ADSL or higher; a satellite is recommended for rural users); and
- email SMTP communications.

4 BEFORE YOU START

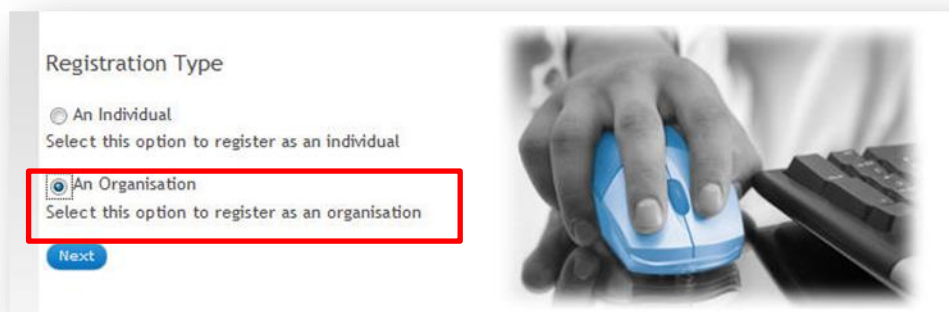
4.1 Registration

If you haven't already registered for ComPay services, you'll need to do so. You can do this quickly and simply on our website at www.1-stop.biz.

Go to the 1-Stop **Home page** and click on '**Register**' in the top right hand corner of the page, above the 'Sign In' box and 'Latest News and Events'.



You will be directed to the **Registration** screen.



Select your Registration Type — select 'An Organisation'.

You'll be asked to choose from a list of 1-Stop Service Families. Choose 'ComPay' from this list. Two options will appear: choose ComPay (the first option), then click '**Next**'.



You'll be diverted to the ComPay website for registration.

4.1.1 ComPay registration Question 1

Here, you'll be presented with the ComPay Client User Agreement. This is **Question 1** of a six-stage process (Questions 1 to 5 and Summary).

Question 1 » Question 2 » Question 3 » Question 4 » Question 5 Summary

Question 1 - End User Licence Agreement

COMPAY CLIENT LICENCE AGREEMENT

This is an AGREEMENT between PSP LOGISTICS PTY LTD ABN 62 121 309 224 of Level 11, 50 Queen Street, Melbourne, Victoria, 3000, Australia, (the Licensor), and the party registering their details with the Licensor for the purpose of applying for that party to be able to use ComPay (You). The Licensor provides ComPay.

By ticking the box below and selecting 'I Agree', the person undertaking such action | acknowledges that as part of the registration process they have read and agree to the terms and conditions in this Agreement AND that they are authorised to enter this Agreement on behalf of and bind You (whether you are a company, partnership, trust, other entity or an individual). You agree that:

1. You will:

☐ I have read, understand and agree to be bound by the Client Licence Agreement.

Before beginning the registration process, please ensure you have the following information ready:

- Corporate Details (Legal Name, Trading As, ABN, ACN, etc)
- Address Details
- Relevant Phone and Fax Numbers
- Bank Account Details (Payable and Receivable Accounts)
- Credit Card Details (optional)

Print Client Licence Agreement

Print out the agreement and read it thoroughly. When you've read and understand the agreement, tick the checkbox which states 'I have read, understand and agree to be bound by the Client License Agreement'.

Before beginning the registration process, please ensure you have the following information ready:

- Corporate Details (Legal Name, Trading As, ABN, ACN, etc)
- Address Details
- Relevant Phone and Fax Numbers
- Bank Account Details (Payable and Receivable Accounts)
- Credit Card Details (optional)

Note that the page asks you to prepare the following information:

- company name and ABN;
- address, phone and fax;
- bank account details; and
- credit card details.

Fill in the information required in the boxes below then click **'Next'**.

*** Mandatory Information**

Name: *

Position: *

Contact Phone: 61 - - * (eg 61-3-99999999)
NOTE: This must be a landline number

[Download the Direct Debit Request Form](#)

Next >>

4.1.2 Compay registration Question 2

In Question 2, you'll be asked to fill in your company details, as below. Note that the 'Trading As' name is the name that other ComPay members will know you by.

Question 1 » **Question 2 »** Question 3 » Question 4 » Question 5 Summary

Question 2 - Corporate Details

Primary Business Function: *

Legal Name: *

Trading As: *

Type of Entity: *

Name of Partnership or Trust:

ABN: *

ACN:

<< Back **Next >>**

Complete the boxes, then click **'Next'**.

4.1.3 ComPay registration Question 3

In Question 3, you'll be asked to fill in your address details, as below.

Question 1 » Question 2 » **Question 3 »** Question 4 » Question 5 Summary

Question 3 - Address Details

Business Address:

Address Line 1: *

Address Line 2:

Suburb: *

State: *

Postcode: *

Postal Address:

Address Line 1: *

Address Line 2:

Suburb: *

State: *

Postcode: *

Complete the boxes, then click **'Next'**.

4.1.4 ComPay registration Question 4

In Question 4, you'll be asked to fill in your contact details, as below.

Question 1 » Question 2 » Question 3 » **Question 4 »** Question 5 Summary

Question 4 - Contact Details

Primary Contact:

Title: *

First Name: *

Last Name: *

Position: *

Phone: - - (eg 61-3-99999999) *

Fax: - - (eg 61-3-99999999) *

Mobile:

Remittance Advice Email: *

CC Email for Remittance Advice:

Secondary Contact (Optional):

Title: *

First Name:

Last Name:

Position:

Phone: - - (eg 61-3-99999999)

Fax: - - (eg 61-3-99999999)

Mobile:

Email:

Complete the boxes, then click **'Next'**.

4.1.5 ComPay registration Question 5

In Question 5, you'll be asked to fill in details for bank accounts payable and receivable.

In the future, ComPay will offer a foreign exchange component. The form also asks you about international payments for this reason.

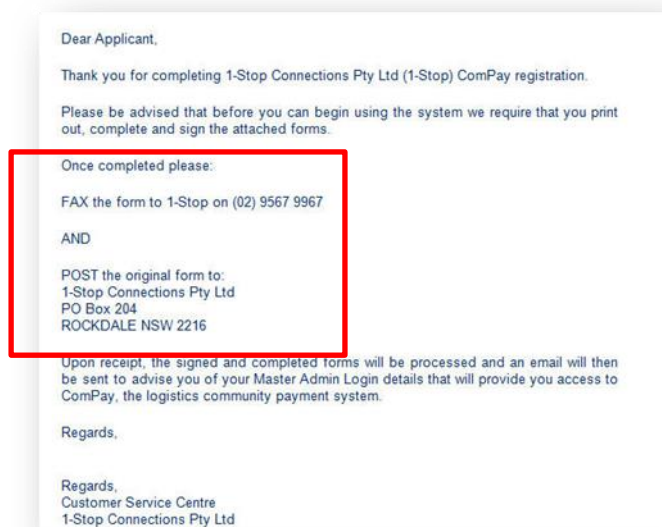
Fill in your details then click **'Next'** (at the bottom of your screen) again.

4.1.6 ComPay registration Summary

When you reach the **Summary** page, you'll have the opportunity to check that all the information you've supplied is correct. Once you've checked the information, click **'Complete Registration'**. Once registration is complete, you will see a message saying 'Registration is complete'. You will receive a confirmation email with the direct debit form attached. You will need to follow the instructions in the email, to:

- complete the direct debit form;
- fax it back; and
- send the original in the post.

All details for postage and faxing are contained in the email.



At the same time, the 1-Stop Helpdesk will receive an email advising them of your registration.

4.2 Completing the direct debit form

When you complete the direct debit request (DDR) form you will be asked to confirm:

- your business details and identification;
- your accounts payable and receivable — note that if you have registered just to receive payments as a credit card holder, you only need to fill in account receivable; and
- whether your company requires dual authorisation for payments.

4.2.1 Dual authorisation

You will be asked to choose whether or not you want to have dual authorisation on payments made by your organisation.

Dual authorisation is similar to having two signatories to a cheque. 1-Stop can activate dual authorisation for your account once you've filled out the required information on the direct debit form.

To opt for dual authorisation on payments above a certain amount, select a minimum dollar amount. For instance, if you select a minimum amount of \$2000, all payments below this will not require dual authorisation and all payments above will require it. To opt to have dual authorisation for **all** payments, select a minimum dollar amount of \$0.01.

When you create Administrator accounts (see [8.1.1](#)), you will nominate who can provide first level and second (final) authority on payments. These permissions will reflect the usual hierarchy of payment authority for financial transactions in your organisation.

4.3 Proof of ID for new customers

Customers who are new to 1-Stop will need to supply the standard 100 points of identification required by the *Financial Transactions Reports Act 1988* (Cth) in addition to supplying their company information. This means supplying **all** of the following:

- a passport, citizenship certificate or birth certificate;

- a letter from your bank, stating you're a known customer of more than a years' standing;
- a drivers' license; and
- a utility bill showing your name and address (not a mobile phone bill).

4.4 Test of bank details

When the direct debit form is received by the 1-Stop Helpdesk, the details you've provided are passed on to our ComPay partners, PSP Logistics Pty Ltd, who maintain banking relationships. They complete a bank test of the accounts (\$5 is withdrawn and deposited again to test the validity of each bank account; this normally takes three working days).

PSP Logistics Pty Ltd notifies the Helpdesk of a successful bank test. Helpdesk will then send your Master Login details to the primary contact by email, with the:

- Master Admin client number (6 digit code), which is a unique identifier of your business on ComPay;
- user ID; and
- initial password.

You will be prompted to change both user ID and password on first usage.

When you change your user ID and password:

- the user ID must be between 4 and 8 alpha-numeric characters; and
- passwords must be between 6 and 10 alphanumeric characters and are case sensitive.

Any other user IDs for your organisation can be created by the Master Administration later (see section 8, below).

4.5 Fee schedule

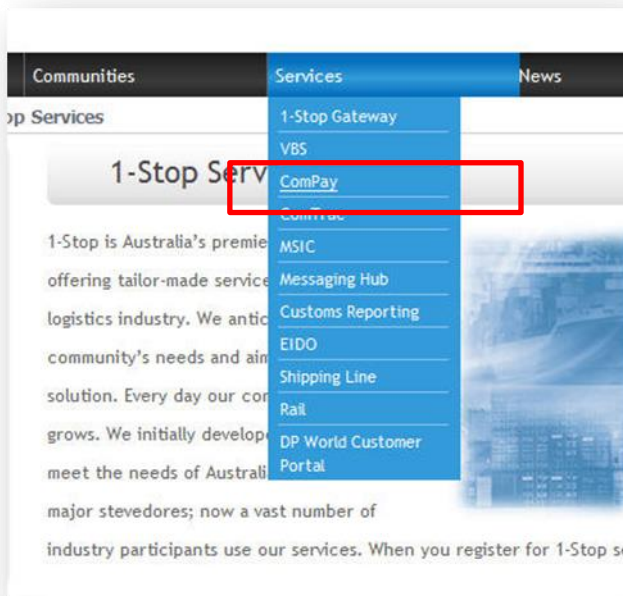
Information about ComPay fees can be found on the 1-Stop website or via the link below:

www.1-stop.biz/Services/Pages/ComPayPricing.aspx

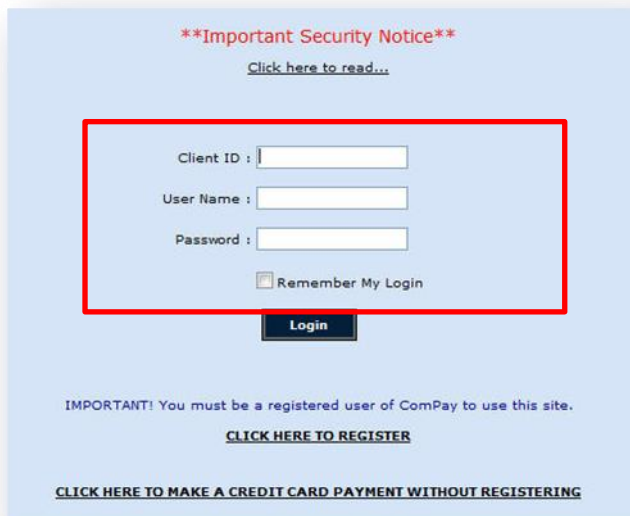
5 GETTING STARTED

2.4 Logging in to ComPay

Access the ComPay site by visiting the 1-Stop website at www.1-stop.biz. Click on the **'Services'** tab and choose **'ComPay'** from this list.



On the **ComPay services** page, click on the **'ComPay login'**. You'll be taken to the log in page, as below.


 A screenshot of the ComPay login page. At the top, there is a red heading ****Important Security Notice**** with a link [Click here to read...](#). Below this, a red rectangular box highlights the login form, which contains the following fields:

- Client ID :
- User Name :
- Password :
- ☐ Remember My Login

 Below the form is a blue **Login** button. At the bottom of the page, there is a message: **IMPORTANT! You must be a registered user of ComPay to use this site.** followed by two links: [CLICK HERE TO REGISTER](#) and [CLICK HERE TO MAKE A CREDIT CARD PAYMENT WITHOUT REGISTERING](#).

Refer back to your email from Helpdesk. You will need your:

- Master Administrator client number (6 digit code);
- user ID; and

- initial password.

Add them in the boxes of the login screen. It's useful to click on the box which says 'Remember my Login'. You'll be taken to the default **View Invoices** page which will display invoices payable and invoices receivable (if sent via ComPay). The Main Menu (the bar of links on the left of the screen) displays the types of functions available to you from this page, as below.

As you're currently logged in as the Master Administrator, the Main Menu will look like this:



Lower level users (Administrators and ordinary users) will not see exactly the same set of options as this. The differences in ComPay roles are covered in detail below.

5.1 ComPay roles

5.1.1 Types of users and permissions

There are three types of user access levels in ComPay. These user levels have permission to perform different functions in ComPay.

- The **Master Administrator** has the highest level of permission and is the only user capable of managing other users in the system and establishing payee details in the Quick Lists.
- The **Administrator** has a middle level of permission and may authorise transactions. If your company needs dual authorisation for payments, this role may be split into first level authorisers (Admin 1) and second level authorisers (Admin 2).
- The **User** has the lowest or most limited level of permission. They can create payments, invoices and reports but cannot authorise their own payments.

The table below describes the tasks each user type is allowed to perform.

LEVEL	TASK					
	MAKE DEBIT PAYMENT	MAKE CREDIT CARD PAYMENT	VIEW REPORTS	ACCESS TO AUTHORISE PAYMENTS	MANAGE THE QUICK LIST	ADD USERS
USER						
ADMIN 1				First level authority		

ADMIN 2				First and second level authority		
MASTER ADMIN				First and second level authority		

When the Master Administrator adds other users, he or she may assign them 'User' or 'Administrator' roles, according to the tasks they need to perform.

2.4.1 All users

Some menu options are available to all users. They are Reporting, Invoicing and Support.



All users also see the 'Payment' link in the Main Menu; but the menu options will vary according to the user's status. See below for more detail.

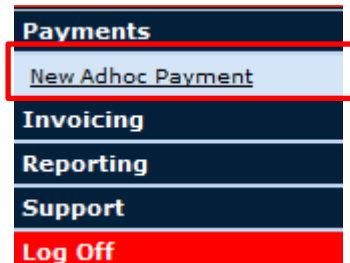
5.1.2 The standard user

A standard user may:

- create debit payments or credit card payments but not authorise them;
- view invoices;
- view reports; and

- access online support.

Any payments created by ordinary users will require authorisation from an Administrator or Master Administrator. The user sees a limited list of options under 'Payment', as below.



5.1.3 The Administrator role

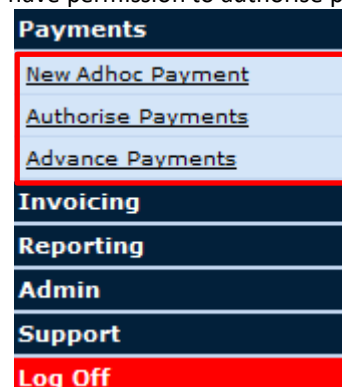
An Administrator may:

- authorise payments;
- create debit payments or credit card payments;
- view invoices;
- view reports; and
- access online support.

Both the Administrator and Master Administrator have permission to authorise payments. A first level Administrator role has first level payment authority — that is, they provide initial sign-off on payments but another second-level authorisation is required. A second level Administrator has first and second level payment authority — that is, they may provide initial or final payment authorisation (see [9.1.7](#)).

Note that where dual authorisation applies, every payment will need two **different** authorisers; that is, an Administrator who has a second level authority cannot provide the second level authority on payments they generate themselves.

Unlike a standard user, the Administrator will see the full list of options under '**Payments**' because they have permission to authorise payments and use the advance payments functions.



5.1.4 The role of the Master Administrator

The Master Administrator role is created at the completion of the registration process. Only one Master Administrator account exists for each client.

The Master Administrator role carries a high level of responsibility. It is the only user role capable of creating or managing other users in the system. You also manage the client Quick Lists. If you're the Master Administrator, make sure you:

- memorise the password — it's unwise to keep a written copy;
- keep the password secret; and
- remember to log off after every session and close your browser.

The Master Administrator, will see a list of links to:

- Payments;
- Invoicing;
- Reporting;
- Admin;
- Support; and
- Log off.

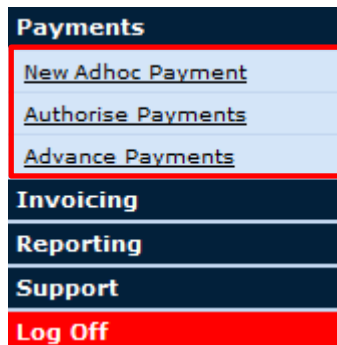


The **'Administration'** link is only seen by the Master Administrator. In this screen, he or she may:

- add and manage users;
- manage the client details in the Quick List;

As the Master Administrator is usually the person who sets up the company for ComPay access, he or she will need to give Administrators and users access to the relevant parts of this guide.

The Master Administrator will see a full list of options under **'Payments'**, as below.



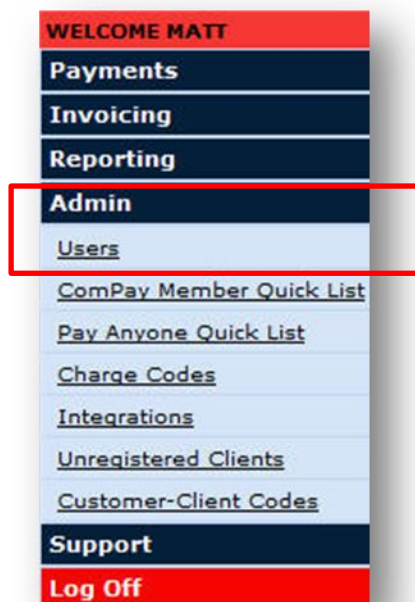
6 HOW TO PERFORM THE MASTER ADMINISTRATOR'S TASKS

6.1 How to set up and manage users

There are a number of tasks that a Master Administrator will need to perform in order to establish ComPay usage, such as setting up other users and lists of payees. Go to the Administration link ('Admin'), which appears fourth on the list of links in the Main Menu on the left of the screen.

6.1.1 Add new users

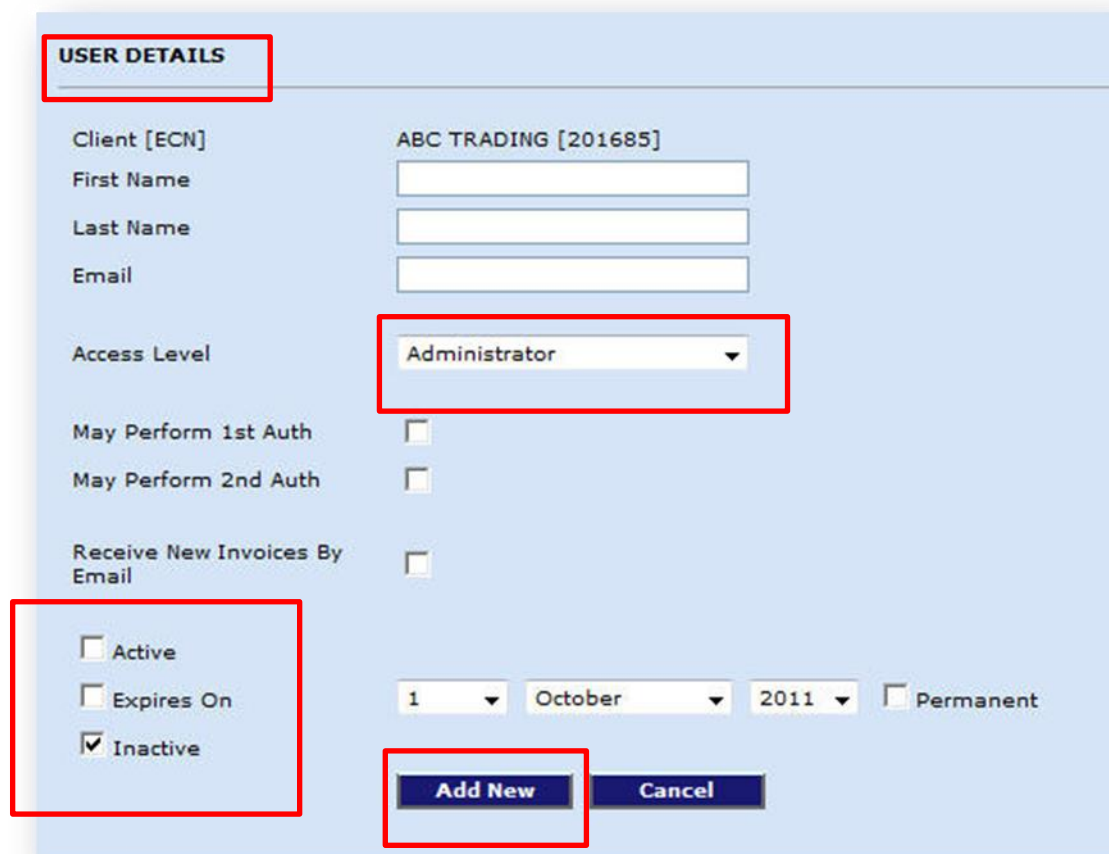
To add a new user, navigate to the 'Admin' link at the left of the screen.



Click the 'Users' link. You'll be taken to the User Management page. Click the 'Add User' button.



Fill in the user's contact details in the spaces provided. The required fields are; First Name, Last Name and Email Address (see below).



USER DETAILS

Client [ECN] ABC TRADING [201685]

First Name

Last Name

Email

Access Level **Administrator** ▼

May Perform 1st Auth ☐

May Perform 2nd Auth ☐

Receive New Invoices By Email ☐

☐ Active

☐ Expires On 1 October 2011 ☐ Permanent

☒ Inactive

Add New **Cancel**

Use the 'Access Level' drop-down box to select the desired user level for the person being added (either Administrator or User). Remember that Administrators may perform first or second level authorisation of payments. If you choose 'user', the boxes for 'May perform 1st Auth' and 'May perform 2nd Auth' will be shaded in grey.

- To grant **immediate access**: click the '**Active**' checkbox and the active date will default to today.
- To grant the **access on a future date**: using the first row of date boxes, select the date on which you wish the person to become active.
- To grant **permanent access** to the system: click the '**Permanent**' checkbox and the '**Expires on**' date boxes will grey out.

- To grant temporary access to the system: click the 'Expires on' checkbox and then configure a future date using the drop down boxes.
- To deny a user access to the system: click the 'Inactive' checkbox.

When satisfied with the data entered, click the 'Add New' button and the new name will be added to the list of users on the User Management page.

If all the information has been entered correctly, a pop-up box will be displayed advising that the user is ready to be added to the system. It will ask you to confirm that you are sure you wish to continue.

Review the details and click 'Yes' to proceed.

An email containing the initial log in details for the new user will then be sent to the email address specified. Upon first log in, the user will be prompted to set up a new user ID and password.

Your account has been activated.
To use the system please go to: [http://www.1-stop.co.uk/portal/](#)
Please enter following information when asked for:

Client No: 12345678
User ID: 12345678
Password: 12345678

Please Note: You will be asked to change your password when you first login.

Thank You,
ComPay Team

6.1.2 How to set up dual authorisation

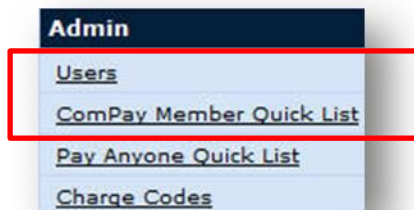
The Master Administrator can set up dual authority. This is achieved by following same process in section above 'How to add a new user'.

The Master Administrator can then allocate first or second authorisation permission for anyone with Administrator access by selecting the box indicated.

Note that if you want dual authorisation to apply, you will need to indicate this during registration when filling out the direct debit form. Make sure the 'Dual Authorisation' box is selected and a limit amount, if required. If you want to change the authorisation limit, contact the 1-Stop Helpdesk.

2.4.2 Edit existing users

To edit a user, navigate to the 'Admin' link at the left of the screen.



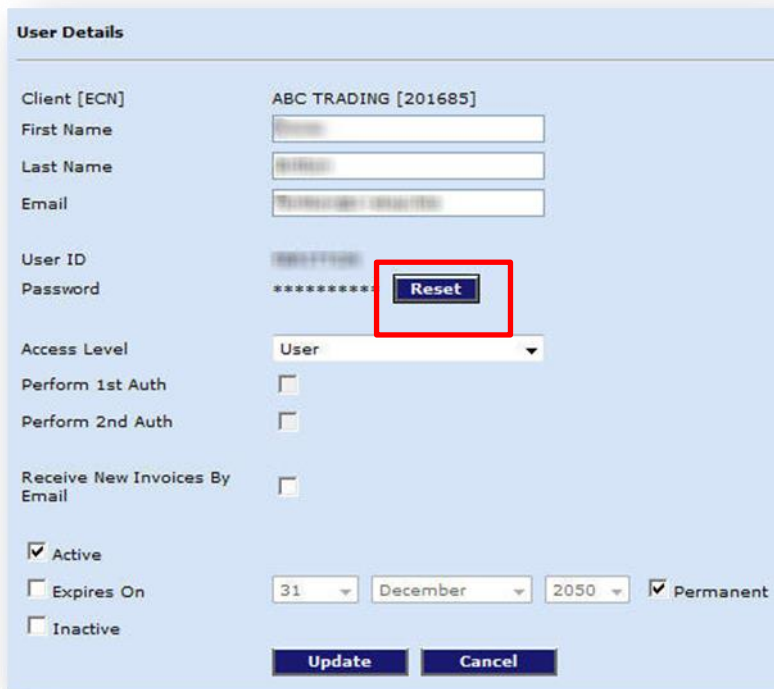
Click the **'Users'** link. You'll be taken to the **User Management** page. The list of active users will be displayed. (In order to view inactive users, tick the **'Show Inactive Users'** checkbox at the top of the user table. The list will then be refreshed revealing any inactive users.) Click on the User ID of the person you wish to edit. This will then display the details of for the User ID selected. Edit the details using the checkboxes and drop downs as required.

 A screenshot of the 'User Details' form. The form contains several fields: 'Client [ECN]' with value 'ABC TRADING [201685]', 'First Name', 'Last Name', 'Email', 'User ID', 'Password' (masked with asterisks and a 'Reset' button), 'Access Level' (dropdown menu set to 'User'), 'Perform 1st Auth', 'Perform 2nd Auth', 'Receive New Invoices By Email', 'Active' (checked checkbox), 'Expires On' (date picker set to 31 December 2050), 'Permanent' (checked checkbox), and 'Inactive' (unchecked checkbox). At the bottom, there are 'Update' and 'Cancel' buttons. The 'Update' button is highlighted with a red rectangular box.

When satisfied with the changes entered, click the **'Update'** button. A pop-up box will appear, advising you that the Users' details have been successfully updated.

6.1.3 Reset user passwords

In order to reset the password for a user account, navigate to the **User Details** page, following the process in the example above.



User Details

Client [ECN] ABC TRADING [201685]

First Name

Last Name

Email

User ID

Password ***** **Reset**

Access Level User

Perform 1st Auth ☐

Perform 2nd Auth ☐

Receive New Invoices By Email ☐

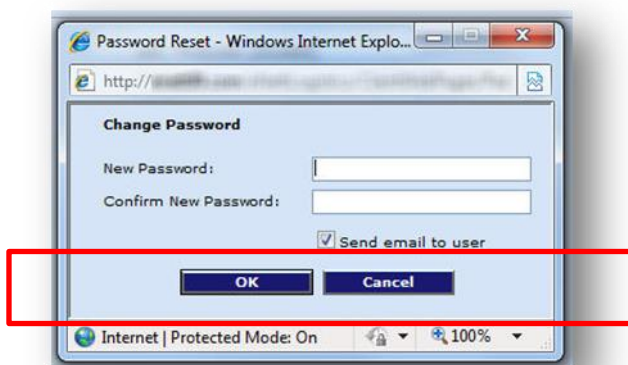
☒ Active

☐ Expires On 31 December 2050 ☒ Permanent

☐ Inactive

Update **Cancel**

Click the **'Reset'** button next to the 'hashed out' password. A pop-up window will then appear for you to enter and confirm a new password.



Password Reset - Windows Internet Explo...

http://...

Change Password

New Password:

Confirm New Password:

☒ Send email to user

OK **Cancel**

Internet | Protected Mode: On 100%

When satisfied with the changes entered, click the **'Update'** button. You can choose whether or not to send an email to notify the user of the changes by ticking the check box labeled 'send email to user'. A pop-up box will be displayed advising that the Users' details have been successfully updated. Whenever a password is reset, the user will be prompted to enter a new password upon first log in back into the system.

Note: all passwords are case sensitive.

2.5 How to set up and manage the Quick Lists

6.1.4 What is a Quick List?

The ComPay Quick Lists give you the option to select from your most common or preferred payees. This information is stored in the list and automatically populates in the required fields when you choose the payee from a drop down box in the **Payments** and **Invoicing** screens. When used correctly, the Quick Lists provide a more efficient way of selecting your payee.

Member Quick List

The Member Quick List contains details of the 40 most common ComPay-registered payees for your business.

Pay Anyone Quick List

This is a list of payees who are not registered for ComPay.

A Quick List is made available to each ComPay client but can only be configured and maintained by the Master Administrator. The Quick List is managed in the **'Admin'** link but the information **appears in the payment and invoice screens**, and is used in the Client Selection fields.

NEW ADHOC PAYMENT

Account Details
Pay From Account: Bank Account 1 (083-345-88888888)

Client Selection
☒ Registered User ☐ Anyone (Direct Debit only)

Quick List: Select Client (dropdown menu) [Show All Clients](#) [Search](#)

ECN: [input field] *

Client: [input field] *

Remittance Advice Email: [input field]

Remittance Advice CC Email: [input field]

Instead of searching for a client or client number every time a payment is made, the client can be selected from a customised Quick List drop-down list and the information will automatically populate in the required fields.

2.6 How do I add new members to my ComPay Member Quick List?

To add a new payee, click **'Add new'**. You'll be taken to the ComPay client search screen. Enter the name in the search field then click **'Go'**. Click on the correct company when it appears, then click **'Submit'**.

http://enett99.com/eNettLogistics/ClientWebPa

Select eNett Client :

1. Enter the eNett Client you wish to find in the box below.
2. Click "Go" to search.
3. Highlight the eNett Client from the returned results and press Submit.
4. Alternatively you can click on the Show All button to display all clients.

All

Go Show All

Submit Cancel

The company should now appear back on your Quick List.

2.7 Editing the ComPay Member Quick List

To edit or remove data from the ComPay Member Quick List, go to the **'Admin'** link, then click on the **'ComPay Member Quick List'** link. You'll be taken to the following page.

QUICK LIST MANAGEMENT

Current Quick List *

- CARGOWISE BK AP [201843]
- DP WORLD PORT BOTANY [201703]
- PAYCORP DEMO 1 [201786]
- ABC TRADING [201685]
- DEMO CLIENT 1 [201718]
- TEST SHIPPING LINE [201710]
- ML TRADING [201690]
- PATRICKS PORT BOTANY [201697]
- MICHELLE FREIGHT [201805]
- CARGOWISE BK AR [201844]
- TOLL [201804]
- CARGOWISE DEMO [201712]
- WARWICK TEST [201812]
- CARGOWISE_BW_REC_2 [201791]
- TEST PSP LOGISTICS [201847]
- CARGO TEST REC [201808]
- AGILITY LOGISTICS [201858]
- GHI TRADING [201705]

Add New
Move Up
Move Down
Remove
Remove All
Save

* Maximum 40 Clients are allowed in the Quick List

In the right hand column, you'll see options to:

- Add new;
- Move up;
- Move down;
- Remove;
- Remove all; and
- Save.

These options allow you to alter the information on the list and the order in which it appears. Put your most-used payers at the top of the list.

2.8 How do I add new members to my Pay Anyone Quick List?

Click on **'Pay Anyone Quick List'** under the **'Admin'** link in the Main Menu. To add new members here, click on the small **'Add New'** link in the bottom right of the screen.

You'll be taken to the screen below. Add the details required into the screen.

The information will now appear when you go to the **New Ad Hoc Payment** screen and click on the **'Pay Anyone'** option and then click **'Search'**.

6.2 How to use the charge code functions: ComPay integration

Please note: this section applies only to customers that are using an integrated version of ComPay (for example, using third party software or proprietary systems).

A generic list of charge codes is built into the ComPay system.

Third party systems can facilitate the mapping of ComPay charge codes to their own charge codes so that transactions sent to you via ComPay can be imported into your software with minimal intervention. The mapping of charge codes is used for both the sending and receiving of invoices.

MANAGE CHARGE CODES

Add New Code
Manage Existing Codes

Custom Code
Custom Description
Code Client ID
Generic Code
Generic Description

<SELECT>

New

MANAGE CHARGE CODES

Add New Code
Manage Existing Codes

	Generic Code	Generic Description	Client Code ID	Custom Code	Custom Description	
<input type="checkbox"/>	AWBFEE	Airway Bill Fee		AWB	AIRWAY TEST BILL	Delete

Custom Code
Custom Description
Code Client ID
Generic Code
Generic Description

<SELECT>

Update

2.8.1 How to use integration functions: ComPay integration

Please note: this section applies only to customers that are using an integrated version of ComPay (for example, using third party software or proprietary systems).

INTEGRATION MANAGEMENT

Integrator Authorisation CodeAsrxJ3Kfmw

Client [ECN]	Integration Name	Client ID	Delete
TOLL[201804]	TOLL		Delete

Add New Supplier Relationship

Select Supplier To Add

Add New

Save Changes

Cancel

2.9 How to manage unregistered clients: ComPay integration

Please note: this section applies only to customers that are using an integrated version of ComPay (for example, using third party software or proprietary systems).

MANAGE UNREGISTERED CLIENTS

Add New Client

Manage Existing Clients

Client ID

Company Name

Contact Name

Contact Email

New

6.3 How to add customer client codes: ComPay integration

Please note: this section applies only to customers that are using an integrated version of ComPay (for example, using third party software or proprietary systems).

MANAGE CLIENT-CUSTOMER CODES

Add New Code

Manage Existing Client-Customer Codes

Bulk Upload

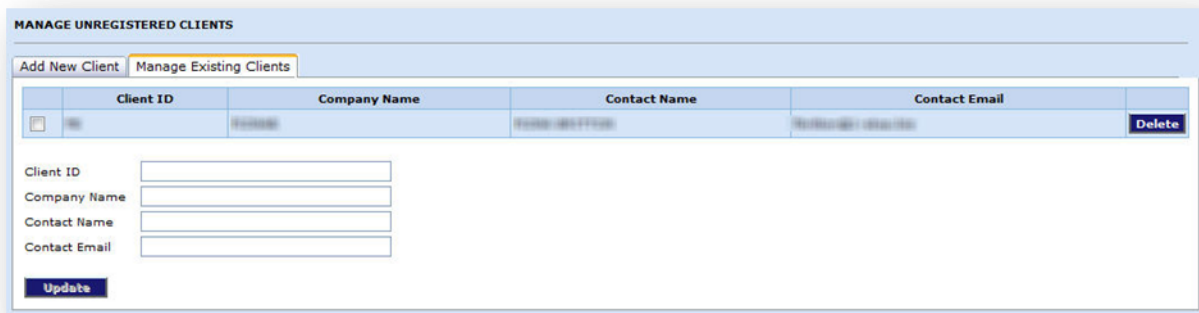
Customer Code

Customer Name

ECN<SELECT>

Company Name

Add



MANAGE UNREGISTERED CLIENTS

Add New Client | **Manage Existing Clients**

	Client ID	Company Name	Contact Name	Contact Email	
<input type="checkbox"/>	123456	ABC COMPANY	JOHN DOE	JOHN.DOE@ABC.COM	Delete

Client ID:

Company Name:

Contact Name:

Contact Email:

Update

7 HOW TO USE THE PAYMENT FUNCTIONS

7.1 How to make credit card payments

Unregistered or registered users can make payments to registered users via credit card using ComPay. Any fees associated with this payment are paid by the payer.

To make an ad hoc credit card payment, navigate to the ComPay login screen (at compay.1-stop.biz). Click on the link at the bottom of the screen marked **'Click here to make a credit card payment without registering'**.

[CLICK HERE TO MAKE A CREDIT CARD PAYMENT WITHOUT REGISTERING](#)

Enter the relevant details of the payment. For guidance on how to enter the payment detail, see the Line Items section within this document located in section [9.2.5](#).

Enter the payment details, and click the **'Submit'** button.

A confirmation screen will be displayed with details of the payment. Check the details are correct and click the **'Submit'** button.

Notes to remember

The credit card details are validated in real time. If there is a problem with the card a message will be displayed immediately.

To alter details of the payment or card, simply click on the **'Back'** button and update the details.

You cannot amend a payment once it has been authorised.

ComPay clients can also request a link to their website to allow a 'Pay Now' feature on their website for receiving credit card payments. Please contact sales@1-stop.biz for more details.

7.2 How to create a new ad hoc payment to a ComPay member

Make payments in the **Payments** screens. To get to this screen, click on **'New Adhoc Payment'** located under **'Payments'** in the Main Menu. You'll be taken to the screen below.

2.10 Account details: Pay From account

The screen will ask you to choose a 'Pay From' account.

You can use the drop-down list to pay directly from a bank account or use a credit card. From the drop-down list, select the account you wish to make the payment from. The first account will be the automatic 'Pay From' default account. If you select a valid credit card account, it will use the expiry date stored in the system without showing on the drop down list. An organisation can have up to five payable accounts and up to five credit cards registered.

2.11 Client selection: payee details for a registered user

The screen will ask you to choose a payee in 'Client Selection'.

If you're paying **another ComPay member**, you have three options for selecting them.

- Select the payee from your Quick List — ensure the link beside the field says **'Show Quick List'**. Click on it to change the list. Once you have clicked on the payee from the Quick List, the system will automatically fill out the CN and Client Name details.
- Select the payee from all clients — ensure the link beside the field says **'Show All Clients'**. Click on it to change the list. All available ComPay members will now appear in the list.
- Search for the payee via the 'Search' link — click on **'Search'** on the right of the payee details. This opens a new screen and gives you options to search by client name within client type.

To search, select the client type from the drop down box (most people leave this set at 'All'). Type the starting letters of the ComPay client's name or leave blank to select all. Click on **'Go'**.

Tick the **'Add to Quick List'** box if you want to add them to the ComPay Member Quick List permanently. Double click the client to select them as the payee.

2.12 Remittance advice email

The ComPay system is set up to automatically send remittance advice to the person who **authorises** the payment. A payment notification is also emailed to the payee upon payment authorisation.

2.13 Remittance advice 'CC' email

The 'Remittance Advice CC Email' field allows you to send remittance advice emails to other parties. Anyone named in this box will receive a notification once payment has been authorised.

2.14 Transaction details

Each payment must have at least one line item and can have a combination of the three different styles of line items. Those line items are: Invoice, Del Order (delivery order) or Storage. Each line item is dealt with differently.

Under 'Transaction Details' you can choose from the dropdown menu from 'Invoice', 'Delivery Order' or 'Storage'.

Invoice line items

Select INVOICE from the drop down box (it is the default selection) and click on the **'Add Line Item'** box.

Document Type	Invoice #	Secondary Ref	Currency	Amount	Comments
INVOICE			AUD		

<SELECT> Add Line Item *

The form will ask you for:

- Invoice number — the invoice that you are paying;
- Secondary Ref — any internal or alternate reference you wish to make;
- Amount — the amount to be paid toward this invoice; and
- Comment — you have up to 50 characters available to make comments for this line item.

Only the Invoice Number and Amount are required fields for this line item.

You are also able to delete the line item, should you need to. Click on **'Delete'** at the right of the line item and it will be removed. Once you have completed your line item, you can add another or select **'Submit'** to validate the entries and move to the confirmation screen.

Delivery Order line items

Select DEL ORDER from the drop down box and click on the **'Add Line Item'** box.

Document Type	Bill Of Lading #	Secondary Ref	Electronic Delivery Order Req?	Electronic Deliver Order EMail	Currency	Amount	Comments
DEL ORDER			<input type="checkbox"/>		AUD		

DEL ORDER Add Line Item *

You can add information, as follows.

- Bill of Lading Number (#) — the Bill of Lading Number on the Import Delivery Order which you are paying to release freight.

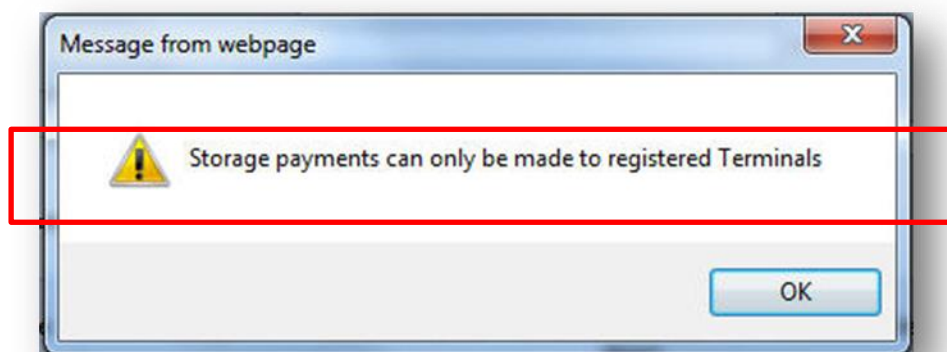
- Secondary Ref — any internal or alternate reference you wish to make.
- Electronic Delivery Order Req — tick this box if you require an Electronic Delivery Order (also known to 1-Stop clients as an EIDO) sent. These are only able to be sent from shipping organisations that have been set up to do so. The box will be greyed out if the shipping organisation selected is unable to send one.
- Electronic Delivery Order email — the email address you want the Electronic Delivery Order (or EIDO) sent to.
- Amount — the amount to be paid for the Import Delivery Order.
- Comment — you have up to 50 characters available to make comments for this line item.

Only the Bill of Lading number and Amount are required fields for this line item, unless you have selected to receive an Electronic Delivery Order. If that is the case, then the Electronic Delivery Order email address is also required.

You can delete the line item if you need to. Click on **'Delete'** at the right of the line item and it will be removed. Once you have completed your line item, you can add another or select **'Submit'** to validate the entries and move to the confirmation screen.

Storage line items

Select STORAGE from the drop down box and click on the **'Add Line Item'** box. Note that if you haven't selected a valid terminal, a warning box will appear, notifying you that storage payments can only be made to terminals.



Once you've entered the required payee details (that is, the terminal you wish to pay storage to) the storage line item screen will appear.

Document Type	Container #	Date Of Pickup	Time of Pickup		Currency	Amount	Comments	
STORAGE		05/10/2010		Calculate Cost	AUD			Delete

STORAGE [Add Line Item](#)

You will be asked for the following information.

- Container number — this refers to the container that you are paying for. Note that this number gets validated against the details in the Terminal Operating System (TOS) to be sure it is a valid combination.

- **Date of Pickup** — this refers to the date the container will be collected (as per your booked time slot). Note the date is in a dd/mm/yyyy format and you need to type the '/' between the numbers. There is also a calendar box available now.
- **Amount** — to calculate the amount for the Storage line item, enter the container number and the pick-up date, and then click on '**Calculate Cost**'. The amount will be automatically entered and cannot be manually altered.

The screenshot shows a form with two input fields: 'Date Of Pickup' containing '05/10/2010' and 'Time of Pickup' with a dropdown arrow. To the right of these fields is a button labeled 'Calculate Cost', which is highlighted with a red rectangular box.

- **Comment** — you have up to 50 characters available to make comments for this line item.

A valid container number, date of pickup and the amount are required fields for this line item.

You can also delete the line item if you need to. Click on '**Delete**' at the right of the line item and it will be removed. Once you have completed your line item, you can add another or select '**Submit**' to validate the entries and move to the confirmation screen.

2.15 Advance payment options

The default payment date on any transaction will be the current date. To accept the current date as date of processing, simply click '**Submit**' to proceed.

You can set the date of a payment to a future date. This is most often done for transactions when the authorising person will be away or as a strategy to best manage cash flow. It is as simple as using the drop down box to set the date of the payment and then clicking on the '**Submit**' button.

The screenshot shows a dialog box titled 'Advance Payment Options'. Inside, there is a label 'Payment Date' followed by a date selection interface consisting of three dropdown menus showing '05', 'October', and '2010'. This date selection area is highlighted with a red rectangular box. Below the date selection are two buttons: 'Submit' and 'Cancel'.

Note that ALL advanced payments must be authorised prior to the date, otherwise they will not be processed to the bank.

ComPay will not permit you to make storage payments with an advance payment greater than the total established by the pick-up date. Storage payments for containers must be authorised before the container is physically picked up otherwise the terminal will not release the container.

If the 'Advanced Payment Date' is incorrect then delete the transaction and create a new one.

2.16 Submitting payment and going to the confirmation screen

Once you have entered the payment details and clicked '**Submit**' you will be taken to the **Confirmation** screen. If you've failed to add any mandatory details, an error screen will now tell you what you need to add.

Once all details are correct, you'll arrive at the **Confirmation** screen. The details of the payment you are making will be displayed here as well as any Transaction Fee or Merchant Service Fee payable.

Review the details and if you need to make changes, click on the **'Back'** button to return to the previous screen and alter any details.

NEW PAYMENT - SUBMISSION

Please Confirm...

You are about to make a **Direct Debit Payment** of **101.65 AUD**

Payment Details :

Pay From Account	Bank Account 1 (083-345-88888888)
Payment Date	5/10/2010
Pay To [Client Number]	ML TRADING [201690]
Remittance Advice Email	Payment Authoriser
Remittance Advice CC Email	
Transaction Fee: INVOICE (inc tax)	1.65 AUD
Total Amount Payable (inc tax)	101.65 AUD

Document Type	Invoice #	Secondary Ref	Amount	Comments
INVOICE	1234		100.00 AUD	

Authorise Payment: ☐

Please enter your password to proceed:

Submit Back

Then click the **'Submit'** button again to return to this screen.

If you're an Administrator or the Master Administrator, you will be able to authorise payments at this stage by clicking on the **'Authorise Payment'** box. Now simply enter your password and click **'Submit'**. (If you're a standard user, the payment will remain in a Pending status to be authorised later.)

Got to [Payment Authorisation](#) for more information.

7.3 How to create a new ad hoc payment to non-ComPay user

ComPay allows you to pay anyone (a non-ComPay user) using the **'Pay Anyone'** feature.

A warning box will appear letting you know that payments made using this feature are not immediate transactions. These payments incur standard delays associated with withdrawing and depositing money between accounts.

The screenshot shows the 'NEW ADHOC PAYMENT' form. A modal message box is displayed in the center, titled 'Message from webpage'. The message reads: 'You have selected to use the 'Pay Anyone' feature. By doing so you accept that the Payee does not immediately receive funds into their bank account. Therefore you may experience a delay in the services you have requested from them. If you wish to continue with payment please select OK'. The modal has 'OK' and 'Cancel' buttons. The background form shows fields for 'Account Details' (Pay From Account: Bank Account 1 (083-345-88888888)), 'Client Selection' (Registered User, Anyone (Direct Debit only)), and 'Transaction Details' (You must add at least one line item).

Once you've clicked 'OK', you can add the details of your payee. If you've already added the payee to the Pay Anyone Quick List, find them via the **'Search'** link next to the Account Name field.

The screenshot shows the 'Client Selection' form. It has radio buttons for 'Registered User' and 'Anyone (Direct Debit only)'. Below are fields for 'Account Name:', 'BSB:', and 'Account Number:'. To the right of the 'Account Name' field is a red box containing a '*' and a 'Search' link. To the right of the 'Account Number' field is a red box containing a '*' and a checkbox labeled 'Add to Pay Anyone Quick List'.

You can add the payee's details manually if they're not in your Quick List. If you're paying a regular payee, you can add them to the Pay Anyone Quick List by checking the box that states **'Add to Pay Anyone Quick List'**. You will now need to follow the steps outlined in [9.2.3 to 9.2.11](#). Note that if the payee is not registered with ComPay you can use the **'Invite Company'** feature located under the Support section. For more information go to [12.4](#).

7.4 How to authorise a payment

Note that the 'Authorise Payments' screens are only visible to Administrators or the Master Administrator.

While anyone with a valid user account can 'create' debit payments within ComPay, the status of the payment must be changed to 'Authorised' before it is sent to the bank for processing. ComPay Authorisation is similar to the signing of a cheque (that is, anyone may write a cheque, but only certain people can authorise or sign prior to banking).

The Master Administrator and any person with Administrator access can authorise payments for banking and view the daily cash position for the business via the **Authorise Payments** screen. For example, for Treasury you can have a real time cash position of authorised payments for that day.

The **Authorise Payments** screen allows you to view a summary showing every transaction for the day. Here you can change the status of any payments that you have entered into ComPay that are not yet authorised. To get to this screen, click on **'Authorise Payments'** located under **'Payments'** on the Main Menu.

AUTHORISE PAYMENTS								
AUTHORISATION DATE : TUESDAY, 12 JUNE 2012								
Transaction ID	Created By	Client (Client No / Bank Account)	Transaction Source	Payable	Receivable	Status	Change Status	Group Authorise
View	APOLLO	1-STOP TEST COMPANY [200418]	ENETT		100.00 AUD	Partially Authorised		<input type="checkbox"/>
View	UJAT	BLUEFREIGHT PTY LTD [200466]	COMPAY	100.00 AUD		Deleted		<input type="checkbox"/>
C450452	MHAMMOND	1-Stop Connection (Pay-Anyone) [082-048-123456]	COMPAY	34.00 AUD		Authorised		<input type="checkbox"/>
C450472	MHAMMOND	1-Stop Connection (Pay-Anyone) [082-048-123456789]	COMPAY	90.00 AUD		Authorised		<input type="checkbox"/>
View	MHAMMOND	1-Stop Connection (Pay-Anyone) [082-048-123456789]	COMPAY	234.00 AUD		Deleted		<input type="checkbox"/>
C450472	MHAMMOND	1-Stop Connection (Pay-Anyone) [082-048-123456789]	COMPAY	343.00 AUD		Authorised		<input type="checkbox"/>
C450473	MHAMMOND	TEST_CLIENT (Pay-Anyone) [082-048-987654321]	COMPAY	100.00 AUD		Authorised		<input type="checkbox"/>
C450480	MHAMMOND	1-Stop Connections (Pay-Anyone) [082-048-123456789]	COMPAY	23.00 AUD		Authorised		<input type="checkbox"/>
C450492	MHAMMOND	BLUEFREIGHT PTY LTD [200466]	COMPAY	1.00 AUD		Authorised		<input type="checkbox"/>
C450493		COMPAY TRANSACTION FEES [200333]	COMPAY	1.65 AUD		Authorised		<input type="checkbox"/>
Show 10 results per page Pages 1 of 25 First Previous Next Last								
Group Authorise								
Daily Authorisation Summary:								
TOTAL AMOUNT PAYABLE								125,241.23 AUD
AMOUNT APPROVED FOR DIRECT DEBIT								125,241.23 AUD
AMOUNT RECEIVABLE*								23.00 AUD
AMOUNT DUE BY DIRECT CREDIT								33.62 AUD
*Subject to COMPAY Authorisation and availability of cleared funds at the COMPAY Clients Financial Institution.								

The screen has two main areas: The 'Authorise Payment' table and the 'Daily Authorisation Summary'.

7.4.1 The 'Authorise Payment' table

The Daily Payments Table shows every payable and receivable transaction due to be paid into or out of your business for the current day.

AUTHORISE PAYMENTS						
AUTHORISATION DATE : TUESDAY, 5 OCTOBER 2010						
Transaction ID	Client (Client No / Bank Account)	Transaction Source	Payable	Receivable	Status	Change Status
View	JOINT TESTING [201692]	COMPAY		1251.55 AUD	Partially Authorised	

The following details are displayed.

- ComPay Transaction ID (Trans ID): the Transaction ID is similar to a receipt number and is unique across the entire ComPay system. The Transaction ID is only shown once a payment has been Authorised and can be given to the payee as proof that a payment has been authorised.
- ComPay Client and CN (ComPay Client [CN]): the second party involved in the transaction. Can be either sender or recipient.
- Transaction Source: where the transaction was generated from.
- Payable Amount (Payable [AUD]): shows the transaction value being paid out from the logged in client.
- Receivable Amount (Receivable [AUD]): shows the transaction value being paid in to the logged in client.
- Status: shows the status of the payment in real-time to both parties involved in the transaction. The statuses available within ComPay are Pending, Held, Authorised, Partially Authorised and Deleted. The status is only available for editing when the amount is payable and has not been previously Authorised. The status of Receivable payment is displayed in grey and cannot be edited.

- **Change Status:** if it is possible to change the status of a transaction, the words 'Change Status' will be displayed in this column.

2.17 The Daily Authorisation Summary

The Daily Authorisation Summary shows the total amount payable and amount approved for direct debit. It also shows the amount receivable and due by direct credit. It provides an 'at-a-glance' summary of the day's processing.

Daily Authorisation Summary :	
TOTAL AMOUNT PAYABLE	6,226.96 AUD
AMOUNT APPROVED FOR DIRECT DEBIT	6,226.96 AUD
AMOUNT RECEIVABLE*	2,468.00 AUD
AMOUNT DUE BY DIRECT CREDIT	2,468.00 AUD

*Subject to COMPAY Authorisation and availability of cleared funds at the COMPAY Clients Financial Institution.

The amount receivable is subject to ComPay authorisation and availability of cleared funds at the ComPay client's financial institution.

7.4.2 Payment status

All payments entered into ComPay are assigned a payment status. The payment status signifies what consideration (if any) has been given to the transaction. Payment status can only be altered by the Master Administrator or users with Administrator access.

There are five statuses for payments within ComPay, as follows.

Pending: the default status of any new payment that has been created. A 'Pending' status, in cheque terms, simply means that the cheque has been written and is awaiting a signature. If a payment is left 'Pending' at the end of the day it will be carried forward to the next day with the same status.

Authorised: this indicates the payment has been verified and ready to process. This payment will be included in the banking for the current day. In terms of traditional payment methods, ComPay authorisation is akin to the signing and posting of bank cheques.

Partially authorised: this applies where dual authorisation has been set up; the payment has been authorised by the first administrator but not by a second administrator.

Held: payments with 'Held' status are similar to pending except the payment has been reviewed and physically delayed by the Master Administrator or an Administrator. At the end of the day, any payments displaying the 'Held' status will be carried forward to the next day.

Deleted: any payment that is deleted will be displayed with a 'Deleted' status on the day of deletion and will be removed from the Authorisation list once settlement has been completed.

2.18 Edit a payment

ComPay provides the ability to edit the value of a payment prior to Authorisation without the need to re-enter a transaction. This is valuable when a simple clerical error has occurred and the incorrect amount has been entered. You are limited in the amount of detail to change. In some circumstances you may find that you have to delete the transaction and re-enter it.

Follow the same process of navigation as below to reach the **Payment Details** screen.

7.4.3 Authorise, hold or delete a payment

Note that the option to change the status of a payment is only available to the Master Administrator or those with Administrator access.

To change the status of a payment click the **'Authorise Payments'** link (located under **'Payments'** on the Main Menu, located on the left hand side of the ComPay screen).

A list of transactions for the day is displayed at the top and the daily summary underneath shows the Authorised total Receivable and Payable amounts for the day.

Select the payment you wish to work with by clicking **'Change Status'** in the Change Status column next to the payment.

View	KATRINA TEST 1 [201686]	COMPAY	9600.00 AUD		Held	Change Status
View	JKL TRADING [201709]	COMPAY	2000.00 AUD		Partially Authorised	Change Status

A **Payment Details** screen will open displaying the transaction details. Below are a list of available actions. You can:

- authorise the payment;
- place a payment on hold;
- remove the hold; or
- delete the payment.

Action:

☐ REMOVE THE HOLD
 ☐ AUTHORISE THIS PAYMENT
 ☐ HOLD THIS PAYMENT
 ☐ DELETE THIS PAYMENT

PLEASE NOTE
 -Payments Authorised after 3:30pm AEDST will be processed the next Business Day.

Please enter your password:

2.19 Payment authorisation without dual authority set

Follow the steps above in 9.4.2 and click the **'Authorise'** button in the Payment Details screen.

Action:

☐ LEAVE THIS PAYMENT PENDING

☒ AUTHORISE THIS PAYMENT

☐ HOLD THIS PAYMENT

☐ DELETE THIS PAYMENT

Once you have authorised a payment, click '**Submit**' and it will be submitted for processing and a remittance advice will be sent. After you have submitted a payment, a final window will be shown with all of the payment details and the ComPay transaction ID. To print these details, click on the '**Print**' button. A confirmation email with tax invoices will be sent to the payer once the payment has been authorised.

2.20 Payment authorisation with dual authority set

When a client has set up dual authorisation and one user authorised the payment it will display in the **New Payment Receipt** screen as 'Partially Authorised'. The partial payment can also be viewed within the 'Authorise Payment' screen. To fully authorise the payment, a second user with appropriate authorisation permission must authorise the partially authorised payment.

7.4.4 Group Authorise

AUTHORISE PAYMENTS								AUTHORISATION DATE: TUESDAY, 12 JUNE 2012	
Transaction ID	Created By	Client (Client No. / Bank Account)	Transaction Source	Payable	Receivable	Status	Change Status	Group Authorise	
View	APOLLO	1-STOP TEST COMPANY [200418]	BNETT		100.00 AUD	Pending		<input type="checkbox"/>	
View	MHAMMOND	1-Stop Connections (Pay-Anyone) [082-048-123456789]	COMPAY	23.00 AUD		Partially Authorised	Change Status	<input checked="" type="checkbox"/>	
View	MHAMMOND	PATRICK TERMINAL-PORT BOTANY [200424]	COMPAY	10.12 AUD		Deleted		<input type="checkbox"/>	
View	MHAMMOND	DP WORLD TERMINAL - FISHERMAN ISLAND [201334]	COMPAY	1383.69 AUD		Partially Authorised	Change Status	<input checked="" type="checkbox"/>	
View	MHAMMOND	TEST (Pay-Anyone) [637-000-123456789]	COMPAY	10.00 AUD		Partially Authorised	Change Status	<input checked="" type="checkbox"/>	
View	MHAMMOND	TEST_CLIENT (Pay-Anyone) [082-048-987654321]	COMPAY	100.00 AUD		Partially Authorised	Change Status	<input checked="" type="checkbox"/>	
View	MHAMMOND	1-STOP CONNECTIONS PTY LTD [200419]	COMPAY	10.00 AUD		Partially Authorised	Change Status	<input type="checkbox"/>	
C460254		COMPAY TRANSACTION FEES [200353]	COMPAY	1.65 AUD		Authorised		<input type="checkbox"/>	
C460255	prane-tern	1-STOP CONNECTIONS PTY LTD [200419]	COMPAY	110.00 AUD		Authorised		<input type="checkbox"/>	
C460256		COMPAY TRANSACTION FEES [200353]	COMPAY	1.65 AUD		Authorised		<input type="checkbox"/>	

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[Group Authorise](#)

The purpose of the Group Authorise screen is that the ComPay user is able to authorise payments as a bulk function. This saves the user time and they do not have to authorise each payment one-by-one. When the user wants to authorise payments, they just need to tick the check box in the Group Authorise column [highlighted] against the relevant payments and then click the 'Group Authorise' button. The user will then see a confirmation payment screen which lists all the payments that have been selected for authorization. The user enters in their administrator password and then clicks the 'Submit' button. If the user presses the 'Cancel' button then it directs the user back to the authorize payment screen. The next confirmation screen will appear and list the payments that have been authorized. If the user presses the 'Done' button then it directs the user back to the authorize payment screen, where they will see the updated status of their payments.

7.4.5 Payment timetable

Remember: the cut off time for authorised payments to be included with 'today's' banking is 3:30 pm Australian Eastern Standard Time.

Storage payments must be authorised at least 15 minutes prior to the container being picked up from a terminal to allow for processing times.

7.4.6 Payment errors

Remember: once a payment has been authorised, it cannot be edited by users of ComPay. In the event of an over or under payment or sending a payment to the wrong payee, the two parties need to adjust the payment independently.

7.4.7 Refunds

Credit card payments

With the receiver's permission, ComPay can reverse a payment made via credit card within 90 days. A written notification is required by the receiver of the credit payment advising permission to refund the payment.

Direct debit payments

No refunds can be issued by ComPay for direct debit payments. You will need to contact the receiver of the payment to seek a refund.

Note any direct debit payment through ComPay may be stopped subject to the following conditions.

- Payment can be stopped if the 'Payment Time' has not passed. 'Payment Time' refers to 3:30 pm Eastern Standard Time (EST), after the payment was authorised.
- Both the payer and the payee must send 1-Stop Helpdesk an email stating they do not wish to pay or receive the funds BEFORE the payment time lapses.
- If both emails have been sent to the Helpdesk and a response has not been received by 3:00 pm EST, please contact us by phone to confirm that your request has been actioned.

1-Stop will send then advise the ComPay support team to stop the payment from going through.

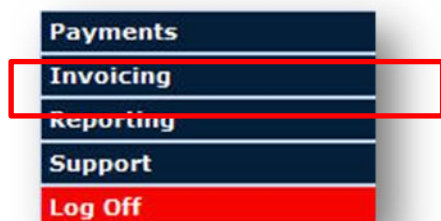
Note that if the Payment Time has passed, then the payment cannot be stopped, and the two parties will need to organise the reversal of funds between themselves.

8 HOW TO USE THE INVOICE FUNCTIONS

ComPay allows you to view and manage existing invoices and create new ones. Invoices can be created and sent to ComPay registered and non-ComPay parties.

When an invoice is sent to a party for payment, an email is generated to the recipient. This email has a link to ComPay which will require normal login for registered users. Non-registered users will be taken to a credit card payment screen.

The **'Invoicing'** link is available in the Main Menu on the left of the screen.



Remember that all users land on the View Invoices page immediately after log in.

8.1 How to view outstanding invoices

To view outstanding invoices, log in to ComPay — or, if you're already logged in, choose **'Outstanding Invoices'** under the **Invoices** link. You'll land on a page like the one below.

You will notice that there is an option to search for specific payable invoices by date, Payee and Payer.

VIEW INVOICE(S)

NOTE: You have outstanding invoices - to provide auto reconciliation for the invoice presenter, please pay using the 'Pay' buttons below.

Payable Invoices

From Date: To Date:
 Issued By: Invoice Amount: [Search](#)

	ID / Invoice No	Issued By	Issued To	Invoice Date	Due Date	Description	Invoice Amount	Amount Paid	Amount Outstanding	Status	
Pay	CI1148 UATTEST4	BLUEFREIGHT PTY LTD [200466]	1-STOP CONNECTIONS PTY LTD [200419]	23/11/2010	22/02/2011	testing AB CCCC	938,153.00 AUD	27.11 AUD	938,125.89 AUD	Part Paid	View
Pay	CI1163 1	NYK LINE [202846]	1-STOP CONNECTIONS PTY LTD [200419]	02/12/2010	02/12/2010		50.00 AUD	46.50 AUD	3.50 AUD	Part Paid	View
Pay	CI1174 testing	BLUEFREIGHT PTY LTD [200466]	1-STOP CONNECTIONS PTY LTD [200419]	02/12/2010	30/12/2010		88.00 AUD	9.00 AUD	79.00 AUD	Part Paid	View
Pay	CI1180 A	BLUEFREIGHT PTY LTD [200466]	1-STOP CONNECTIONS PTY LTD [200419]	08/12/2010	08/12/2010		100.00 AUD	37.44 AUD	62.56 AUD	Part Paid	View
Pay	CI1187 Dual_Authori	BLUEFREIGHT PTY LTD [200466]	1-STOP CONNECTIONS PTY LTD [200419]	17/12/2010	17/12/2010	TEST	100.00 AUD	0.00 AUD	100.00 AUD	Paid	View
Pay	CI1194 7654321	1-STOP CONNECTIONS PTY LTD [200419]	1-STOP CONNECTIONS PTY LTD [200419]	29/12/2010	29/12/2010		1,100,000.00 AUD	20.00 AUD	1,099,980.00 AUD	Part Paid	View
Pay	CI1202 TestMaxLimit	1-STOP CONNECTIONS PTY LTD [200419]	1-STOP CONNECTIONS PTY LTD [200419]	23/06/2011	23/06/2011		500,000.00 AUD	0.00 AUD	500,000.00 AUD	New	View
Pay	CI1203 TEST	1-STOP CONNECTIONS PTY LTD [200419]	1-STOP CONNECTIONS PTY LTD [200419]	27/06/2011	27/06/2011		500,000.00 AUD	0.00 AUD	500,000.00 AUD	New	View
Pay	CI1204 INV111	1-STOP CONNECTIONS PTY LTD [200419]	1-STOP CONNECTIONS PTY LTD [200419]	10/06/2011	10/06/2011	test only	100.00 AUD	0.00 AUD	100.00 AUD	New	View
Pay	CI1206 Test	1-STOP CONNECTIONS PTY LTD [200419]	1-STOP CONNECTIONS PTY LTD [200419]	21/10/2011	21/10/2011		110.00 AUD	0.00 AUD	110.00 AUD	New	View

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Receivable Invoices

ID / Invoice No	Issued To	Invoice Date	Due Date	Description	Invoice Amount	Amount Paid	Amount Outstanding	Status	
CI1154 ua2	AGILITY LOGISTICS PTY LTD WA [201975]	25/11/2010	30/11/2010	test	1.50 AUD	0.00 AUD	1.50 AUD	New	View Cancel
CI1155 ua3	ALLIED PICKFORDS - VIC [202438]	25/11/2010	30/11/2010	testing COMPANY!!!!!!	4,031.09 AUD	0.00 AUD	4,031.09 AUD	New	View Cancel
CI1156 1	A.R. SOUTHWELL CO PTY LTD [200716]	25/11/2010	25/11/2010		100.00 AUD	0.00 AUD	100.00 AUD	New	View Cancel
CI1157 1	A.R. SOUTHWELL CO PTY LTD [200716]	25/11/2010	15/11/2010	test	300.00 AUD	0.00 AUD	300.00 AUD	New	View Cancel
CI1158 1	ACA INTERNATIONAL PTY LTD [200510]	25/11/2010	25/11/2010	1	150.00 AUD	0.00 AUD	150.00 AUD	New	View Cancel
CI1159 12345	TOLL GLOBAL FORWARDING VICTORIA [201519]	04/06/2008	04/06/2008	AK INVOICE	500.00 AUD	0.00 AUD	500.00 AUD	New	View Cancel
CI1167 666	BLUEFREIGHT PTY LTD [200466]	02/12/2010	02/12/2010		150.00 AUD	0.00 AUD	150.00 AUD	New	View Cancel
CI1177 876876	ATL SERVICES PTY LTD [203294]	03/12/2010	03/12/2010	TEST	200.00 AUD	0.00 AUD	200.00 AUD	New	View Cancel
CI1185 INV5577	Glen Sabutu [gsabutu@1-stop.biz]	09/12/2010	09/12/2010		100.00 AUD	0.00 AUD	100.00 AUD	New	View Cancel
CI1186 11	CARGOPORT [201508]	16/12/2010	16/12/2010		1.00 AUD	0.00 AUD	1.00 AUD	New	View Cancel

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To see more detail about the invoice listed, go to the **'View'** link at the right end of the column. You'll be taken to a detailed summary of the invoice, which contains the Invoice Details, Invoice Header, Invoice Line Items, Associated Payments and options for going **'Back'**, **'Pay'** and **'Print'**.

TAX INVOICE

Invoice Details:	
ComPay Invoice ID	CI2316
Issued To	ABC TRADING [201685] ABN: 123456789
Issued By	TOLL [201804] ABN: 12345678
Total Amount (inc tax)	1,322.00 AUD
Amount(s) Paid (inc tax)	0.00
Amount Outstanding (inc tax)	1,322.00 AUD
Status	New
Created By	Brett Heilborn [TOLL]

Invoice Header			
Customer Invoice Number	123456	Invoice Date	02/03/2010
Invoice Term	From Date of Invoice	Due Date	02/03/2010
Invoice Term Days	30	Currency	AUD
Description	Freight Shipment		
Attachment			

Invoice Line Item(s)					
Charge Code	AWBFEE	Job#/Reference	HSD12345	Job Type	Shipment
Local Amount	1,200.00 AUD	Local Tax Amount	0.00 AUD	Tax Code	EXEMPT
International Amount	N/A	International Tax Amount	N/A	Origin Port Code	SYD
Master Bill No	HSDU867876876	House Bill No		ETA	02/03/2010
Dest Port Code	AUK	ETD	02/03/2010		
Description	Ocean Freight to Auckland				
Charge Code	AWBFEE	Job#/Reference		Job Type	Shipment
Local Amount	100.00 AUD	Local Tax Amount	0.00 AUD	Tax Code	EXEMPT
International Amount	N/A	International Tax Amount	N/A	Origin Port Code	SYD
Master Bill No	HSDU867876876	House Bill No		ETA	02/03/2010
Dest Port Code	auk	ETD	02/03/2010		
Description					
Charge Code	HANDL. (9407)	Job#/Reference		Job Type	Other
Local Amount	22.00 AUD	Local Tax Amount	0.00 AUD	Tax Code	EXEMPT
International Amount	N/A	International Tax Amount	N/A	Origin Port Code	
Description					

Associated Payments	
There are no associated payments with this invoice	

Back

Pay

Print

8.2 How to pay an invoice sent via ComPay

If you want to pay an invoice from the **View Invoices** screen (above), click on **'Pay'**. You'll see a detailed version of the payment screens, like those below. In the top part of the screen you can alter the 'From Account' field, the Remittance CC email address and the payment Amount.

PAY INVOICE

Account Details

☒ Pay from Account
☐ Assign existing payment
☐ Mark as offline payment

Pay From Account
Bank Account 1 (083-345-88888888)

ComPay Invoice ID
CI2316

Email for Remittance Advice
Payment Authoriser

Remittance Advice CC Email:

Issued From :
TOLL [201804]

Invoice Amount (inc tax)
1322.00

Amount Outstanding (inc tax)
1322.00

Amount
1322.00 *

Comments

2.21 Account details: Pay from Account, Assign existing payment; Mark as offline payment

PAY INVOICE

Account Details

☒ Pay from Account
☐ Assign existing payment
☐ Mark as offline payment

Pay From Account
Bank Account 1 (083-345-88888888)

Pay From Account

You can choose 'Pay from Account' for a straightforward payment.

Assign existing payment

In the event that you have already released payment or part payment to the invoice creator, you can assign an existing payment to this invoice by selecting the 'Assign existing payment' feature.

Mark as offline payment

The invoice may have been paid via cheque, cash, EFT; this option allows the information to be stored against the invoice.

2.21.1 Remittance advice CC email

This section can be filled in to send the payment remittance advice to a third party.

8.2.1 Amount

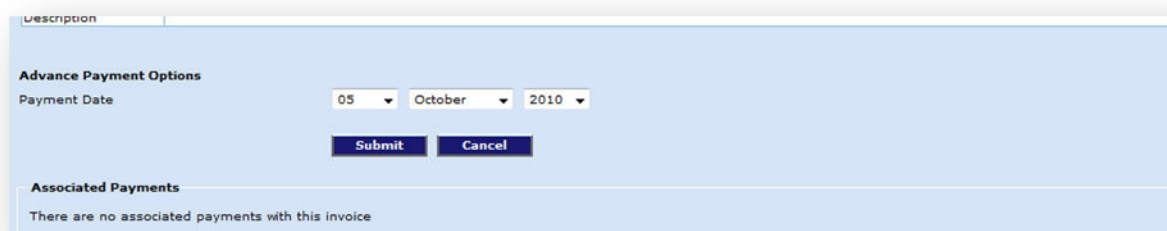
This is a compulsory field. An invoice can be part paid but not overpaid.

In the event that part payments have been made against the invoice an updated 'amount outstanding' will appear below the Invoice Amount displayed.
Advance payment option can be selected.

8.2.2 Submit payment

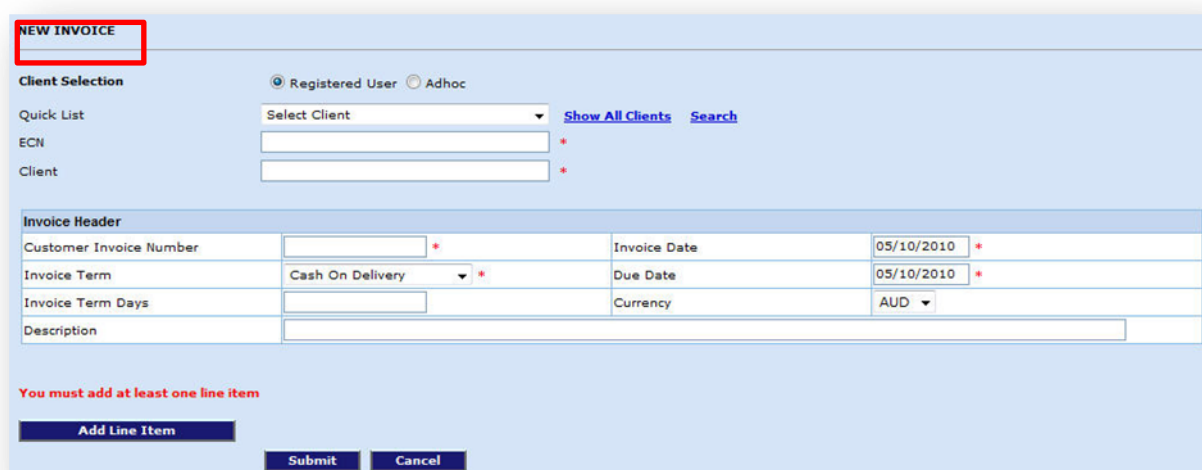
At the bottom of the screen, you'll find options to **'Submit'** or **'Cancel'**. If you submit this payment, you'll be asked to enter your password before continuing. Remember that only Administrators and Master Administrators have payment authorisation. If you are a normal user, the payment will be 'Pending' until authorised.

More information on [authorisation](#), payment statuses and confirmation of payments is available in section 9.



8.3 How to create a new invoice

Invoices can be created and sent to ComPay registered and non-registered parties.



Go to **'Invoicing'** in the Main Menu. Click on the **'Create Invoice'** link.

8.3.1 Client selection

Select the invoice recipient. To send an invoice to a ComPay registered party, select the invoice recipient from the Quick List, Show All Clients or Client Search section displayed. To create an invoice for a non-registered user, select the **'Adhoc'** button.

Note that ad hoc invoice recipients can only pay the invoice via credit card. ComPay registered invoice recipients can pay the invoice via direct debit or credit card.

The ECN and the client will automatically populate when you select a registered user. If you select 'Ad Hoc', you'll need to enter the client name and number.

8.3.2 Invoice information

The **Create Invoice** screen has the following sections.

- Customer Invoice Number: this is a required field.
- Invoice Date: this defaults to the current day's date but the date can be adjusted depending on your requirements.
- Invoice Term: this drop down list offers a range of options. Select the appropriate invoice term.
- Due Date: is the date the invoice is due to be paid.
- Invoice term days: this allows you to manually enter the term days.
- Currency: the currency displayed is Australian dollars.
- Description: allows up to 1000 characters in free text.

NOTE: The maximum amount for an invoice to be created is \$500K.

8.3.3 Add line item

The invoice creation process requires the invoice creator to **'Add Line Items'**.

Click on **'Add Line Item'** then choose the item you wish to raise an invoice for.

There is no limit to the number of line items that can be added.

Select a charge code. A generic list of charge codes is displayed in a drop-down list. This list can be adjusted for your own organisation. This can be managed in the **Admin** section under **'Charge Code management'**.

Enter the Job number or Reference. Select Console or Job Type. Input the invoice total amount, including tax. The description field allows for free text.

8.3.4 Submit the invoice

Select **'Submit'** to authorise the invoice generation.

A confirmation screen will appear.

CONFIRM INVOICE

Please Confirm...

You are about to create a new invoice

NOTE: There is a fee of AUD0.30 associated with this action, which will be billed to you at the end of the month

Invoice Details:

Issued To	ABC TRADING [201685]
Total Amount (inc tax)	110.00 AUD
Amount(s) Paid (inc tax)	0.00
Amount Outstanding (inc tax)	0.00 AUD

Invoice Header

Customer Invoice Number	555	Invoice Date	05/10/2010
Invoice Term	Cash On Delivery	Due Date	05/10/2010
Invoice Term Days	0	Currency	AUD
Description			
Attachment			

Invoice Line Item(s)

Charge Code	AIRWAY TEST BILL	Job#/Reference		Job Type	Other
Local Amount	110.00	Local Tax Amount	10.00	Tax Code	GST
International Amount		International Tax Amount		Origin Port Code	
Description					

Submit
Cancel

Select **'Submit'** again. An invoice receipt will be generated.

INVOICE RECEIPT

Your invoice has been successfully created

Issued To :

Client [ECN]	ABC TRADING [201685]
Invoice ID	C12677

Invoice Header

Customer Invoice Number	555	Invoice Date	05/10/2010
Invoice Term	Cash On Delivery	Due Date	05/10/2010
Invoice Term Days	0	Currency	AUD
Description			
Attachment			

Invoice Line Item(s)

Charge Code	AIRWAY TEST BILL	Job#/Reference		Job Type	Other
Local Amount	110.00	Local Tax Amount	10.00	Tax Code	GST
International Amount		International Tax Amount		Origin Port Code	
Description					

Done
Print

CI2677 555	ABC TRADING [201685]	05/10/2010 05/10/2010	110.00 AUD	0.00 AUD	110.00 AUD	New View
------------	----------------------	-----------------------	------------	----------	------------	----------

An email will be sent to the invoice recipient confirming a new invoice has been received.

8.4 How to cancel an invoice

Note that only the Master Administrator or the Administrator can cancel an invoice.

To cancel an invoice click on **'Invoicing'** then **'Outstanding Invoices'**. The screen will display Payable Invoices (invoices you have been sent to pay) and Receivable Invoices (invoices you have sent to other parties for payment).

You can only cancel an invoice that has been generated by your organisation.

To cancel an invoice, select **'Cancel'**.

Amount Outstanding	Status		
900.00 AUD	Part Paid	View	Cancel
205.66 AUD	Paid	View	Cancel
305.33 AUD	Part Paid	View	Cancel

A note must be entered to explain the reason for the invoice cancellation.

Notes	<input type="text"/>
<input type="button" value="Back"/> <input type="button" value="Cancel Invoice"/>	

An email will be generated and sent to the invoice recipient informing them that the invoice has been cancelled.

9 HOW TO USE COMPAY REPORTING FUNCTIONS

9.1 How to generate a debit payments report

DETAILED DEBIT PAYMENTS REPORT

SHOW <Filter By>

☒ Last 7 days
 ☐ All Transactions Available
☐ Last 14 days
 ☐ Today's Transactions
☐ Last 30 days
 ☐ Yesterday's Transactions
☐ Select Date Range

29/09/2010 - 06/10/2010

FILTER BY

ECN

Client

Trans ID

Document Type <ALL>

Reference 1

Reference 2

Reference 3

Payables/Receivables <ALL>

From/To Amount -

By User <ALL>

View Report

The Debit Payments Report enables you to review all transactions which have been debited from a bank account (not a credit card), based on a set of selection criteria that you enter. The report displays the Transaction ID, Date Created, Created By, Date Authorised, 1st and 2nd Authoriser, Date Settled, ComPay Client, Payment Status and Amount Payable.

To see further detail on each transaction, click on the Transaction ID or the word **'View'** in the Transaction ID column for the relevant transaction. To access this report, click on **'Debit Payments Report'** located under **Reports** from the Main Menu on the left hand side of the ComPay screen.

9.1.1 Show filter

For the debits payment report, you have two filter options. You can filter according to dates, as well as by transaction details.

9.1.2 Date filter

The dates filter enables you to select one of the following options.

- Payments in the last 7 days.
- Payments in the last 14 days.
- Payments in the last 30 Days.

- All transactions.
- Today's transactions.
- Yesterday's transactions.
- Select a date range using the calendar buttons.

Select the relevant Date Filter by clicking on the button next to the appropriate filter, and if you want the date range, specify the two dates for the start and end of the report period.

9.1.3 Transaction filter

The transaction detail filter enables you to filter by the following fields.

- ComPay Client: enter the ComPay Client Number or click on the magnifying glass to search the client list.
 - If you click on the magnifying glass, a pop-up window will open, which gives you options to search by client name within client type.
 - Select the client type from the drop-down box (most people leave this set at 'All').
 - Type the starting letters of the ComPay client's name or leave blank to select all.
 - Click on **'Go'**.
 - Double click the client or highlight then and click on **'Submit'** to select them as the payee.
- ComPay Trans ID: enter a specific Transaction ID.
- Document Type: you can select 'All', 'Invoice', 'Delivery Order' or 'Storage' to return only that specific document type.
- Primary Reference: enter the primary reference of the transaction to be returned. This will be the 'Invoice Number', 'Del Order Number' or 'Container Number'.
- Secondary Reference: enter the secondary reference of the transaction to be returned Payable or Receivable. You can select 'All', 'Payable' or 'Receivable' to return only that specific payment type.
- A transaction amount: you can enter a payment range to return only transactions that fit within that range.
- By user: you can select the transactions created by that specific user or select 'All' to get all users transactions.

You can use a combination of these filters to ensure you only have returned the particular transactions you are interested in.

9.2 How to generate a credit payments report

CREDIT CARD REPORT

SHOW

☒ Last 7 days
 ☐ All Transactions Available
☐ Last 14 days
 ☐ Today's Transactions
☐ Last 30 days
 ☐ Yesterday's Transactions
☐ Select Date Range
 30/09/2010 - 07/10/2010

INCLUDE CARD TYPES

☒ American Express
 ☒ JCB
☒ Bank Card
 ☒ MasterCard
☒ Diners Club
 ☒ Visa

FILTER BY

ECN
 eNett Client
 eNett Trans ID
 Reference 1
 Reference 2
 Reference 3
 Credit Card Number (Last 4 digits)
 Name of Card Holder
 From/To Amount -
 Currency
 Transaction Type
 Processed By User

☐ Show Transaction Line Details
☐ Show Successful Transaction Only

Show Payments Submitted Show Receivable Transactions

The Credit Payments Report enables you to review all credit card transactions made based on your chosen criteria. The report displays the Transaction ID, Date Created, Created By, ComPay Client, Card Type, Amount Payable and Payment Status.

To see further detail on each transaction, click on the Transaction ID or **'View'** in the Transaction ID column for the relevant transaction. To access this report, click on the **'Credit Payments Report'** located under **'Reporting'** from the Main Menu on the left hand side of the ComPay application.

User the filters in the same way as described above in [11.1](#).

9.3 How to generate a daily settlement report

The Daily Settlements report reviews all payable and receivable transactions generated for the business on a particular day or date range. When combined with your company's bank statement, the daily settlement report provides the ideal tool for reconciling the trading activities of the business for that day.

To run a Daily Settlements report do the following.

Go to **'Reports'** from the Main Menu on the left hand side of the ComPay screen. Click on **'Daily Settlements'**. Enter the dates directly or use the calendar buttons to enter the date or date range you wish to view and click the **'View Report'** button.

Once the search criteria have been submitted, an aggregated summary of the amount due by direct credit and the amount paid out via direct debit is presented for the date(s) entered. A third column shows a net figure representing the total value of all transactions authorised within ComPay for that day. To view the individual transaction details for a specific day, click on the hyperlinked date and you will be shown the detailed Report. The Daily Settlement Report is presented in the same manner as the **Authorise Payments** screen.

The Daily Authorisation Summary shows the total value of transactions that have been authorised by your business for payment (the Payables). The Summary also shows the total value of transactions that have been authorised by other businesses for payments to your business, (the Receivables). The Receivables summary also separates out any other amounts of other payments receivable. Each amount will appear separately on your Bank Statement.

For further information on how to reconcile your bank statements with ComPay payments, see [Appendix 4 – How to reconcile your bank statement with ComPay](#).

9.4 How to generate an invoice report

INVOICE REPORT

SHOW

☒ Last 7 days
 ☐ All Transactions Available
☐ Last 14 days
 ☐ Today's Transactions
☐ Last 30 days
 ☐ Yesterday's Transactions
☐ Select Date Range

30/09/2010 - 07/10/2010

FILTER BY

Client No

Client Name

System Invoice ID

Client Invoice No

Payable/Receivable

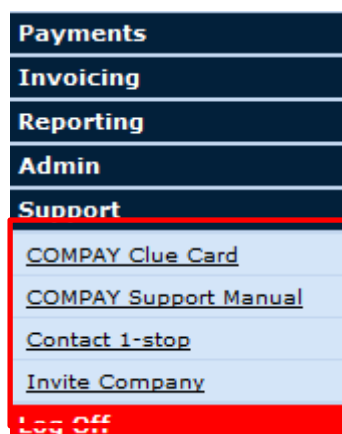
From/To Amount -

☐ Show Invoice Line Details

View Report

This feature allows users to run reports of invoices created, received and cancelled. User the filters in the same way as described above.

10 HOW TO USE COMPAY ONLINE SUPPORT

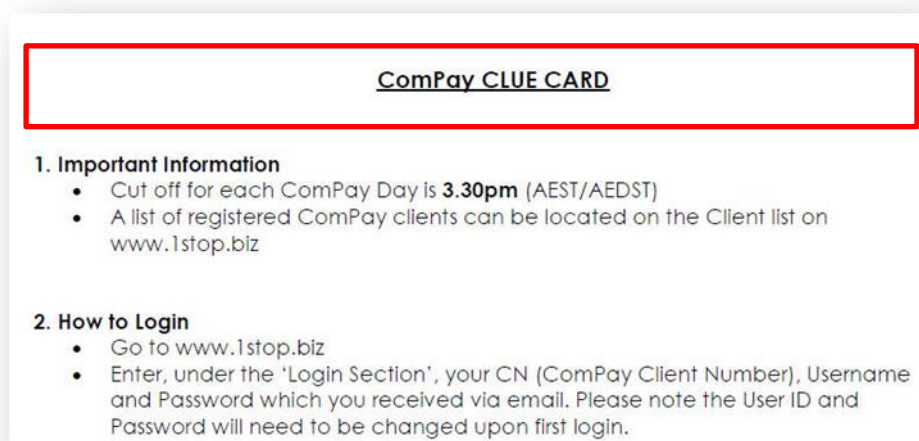


There are a number of accessible online supports for using ComPay. You'll find these in the Main Menu under **'Support'**.

10.1 ComPay Clue Card

ComPay has created a Clue Card which has the answers to many common questions asked regarding the ComPay system. It has some easy, step-by-step instructions on how to perform the basic tasks.

To access this resource, click on the **'ComPay Clue Card'** title located under the **'Support'** menu from the Main Menu on the left hand side of the ComPay Application. The Clue Card will open up in Adobe Acrobat.



10.2 ComPay user guide

1-Stop has created this User Guide to help you use ComPay. It is free to download from our website.

10.3 Contact 1-Stop

If you need support or have any questions regarding this application, you can contact the 1-Stop Helpdesk. Click on **'Contact 1-Stop'** located under the **'Support'** menu from the Main Menu on the left hand side of the ComPay application. You can then enter a subject and a message. Once you have entered the details, click on **'Send'** to send this message.

For other sources of help, see [13](#).

10.4 Invite company

You can invite your business partners to share ComPay's transaction efficiency and time savings.

Go to the **'Support'** link in the Main Menu. Choose **'Invite Company'**. A form will appear. Once you've added the recipient's email address, written your message and clicked **'Submit'**, an email will be sent to that person with links to registration and to the 1-Stop sales team.

11 WHERE TO GET HELP

Help is available:

- from the FAQs in the 'Help' tab of our website <http://www.1-stop.biz>;
- by email to helpdesk@1-stop.biz; and
- from 1-Stop Helpdesk on 1300 881 055.

12 GLOSSARY

EIDO — Electronic Import Delivery Order (also referred to here as an Electronic Delivery Order); an electronic version of a delivery order which is received

directly from the shipping line via 1-Stop to the third party.

'Real-time' transactions — refer to the FAQs on the 1-Stop website (www.1-stop.biz) for a full description of the timing of payments made in ComPay.

Dual authorisation — payments made where dual authorisation has been established need two authorisers. Only users with Administration permission may authorise payments. The Master Administrator determines who is a first or second level authoriser.

Quick Lists — convenient lists of your payees' details.

Master Administrator — the ComPay user with the highest level of permission, who manages other users and authorises payments.

Administrator — a user with payment authorisation permission.

User — a regular user of ComPay who can create but not authorise payments, as well as send invoices and generate reports.

Ad hoc payment — a one-off payment.

Payer — the person paying the bill or invoice.

Payee — the person receiving the payment for the bill or invoice.

Bill of Lading Number — a number which identifies the document issued by a carrier to a shipper, acknowledging that specified goods have been received on board as cargo for conveyance to a named place for delivery to the consignee.

ComPay Transaction ID — a unique number identifying the ComPay transaction.

ComPay Client Number — a unique number identifying the ComPay member.

EST — Australian Eastern Standard time; Greenwich mean time plus 10 hours or 11 hours during daylight savings (early October to early April).

13 APPENDIX 1 — SAMPLE HTML EMAILS

Email to PAYER for a Storage Payment

The Email Subject =

ComPay Payment CONFIRMATION from PAYER=ABC LOGISTICS PTY LTD for

AMOUNT=\$1131.65 - ID=10003432

This email is a CONFIRMATION that a payment was made to

PATRICK CORPORATION PTY LTD

by ABC LOGISTICS PTY LTD

at 06/10/2006 06:30:00

Payer Contact Details: abclogistics@logistics.com.au PH: 02-1234 6789

Reference Transaction ID: 10003432

=====

Storage Payment Tax Invoice

Date: 06/10/2006 06:30:00

ABN: 65008660124

PATRICK CORPORATION

PATRICK PORT BOTANY - ASLPB

BOTANY TERMINAL

PO BOX 273

BOTANY NSW 1455

Ph:02 93940385

Fax: 02 93940388

REF ID: 10003432

Container Number PickUpDate Amount Paid

TCKU9431308 5/10/2006 \$ 250.00

MORU0506022 6/10/2006 \$ 350.00

MORU0407842 6/10/2006 \$ 300.00

FESU2086183 7/10/2006 \$ 100.00

Sub Total \$1000.00

GST \$ 100.00

Total (GST Incl) \$1100.00

=====

1-Stop Transaction Tax Invoice

Date: 6 06/10/2006 06:30:00

ABN: 58102573544

1-STOP CONNECTIONS PTY LTD

1-STOP CONNECTIONS

LEVEL 7, 376 Bay Street

PO BOX 1234

Brighton Le Sands NSW 2216

Ph:1300 881 005

Fax: 02 9567 9967

Page 33 of 37

TransactionID Amount Paid

10003432 \$ 1.50

Sub Total \$1.50

GST \$0.15

Total (GST Incl) \$1.65

MERCHANT SERVICE FEE \$30.00

TOTAL \$1131.65

If you have questions regarding this payment advice please contact the PAYER in the first instance.

This email was sent by 1-Stop Connections Pty Ltd www.1-stop.biz and its ComPay system (helpdesk@1-stop.biz) on behalf of the PAYER.

This communication may contain information that is confidential. If you are not the intended recipient of this communication please delete and destroy all copies and advise the PAYER immediately.

14 APPENDIX 2 — EMAIL TO PAYEE FOR A STORAGE PAYMENT

The Email Attachment = REMADV_yyyymmddhhmmss.edi

All Payees will get both the REMADV message and the HTML email.

The Email Subject =

ComPay Payment NOTIFICATION from PAYER=ABC LOGISTICS PTY LTD for AMOUNT=\$1100 -

ID=10003432

This email is a NOTIFICATION that a payment was made to

PATRICK CORPORATION PTY LTD

by ABC LOGISTICS PTY LTD

at 6 06/10/2006 06:30:00

Payer Contact Details: abclogistics@logistics.com.au PH: 02-1234 6789

Reference Transaction ID: 10003432

=====

Storage Payment NOTIFICATION

Container Number PickUpDate Amount Paid

TCKU9431308 5/10/2006 \$ 250.00

MORU0506022 6/10/2006 \$ 350.00

MORU0407842 6/10/2006 \$ 300.00

FESU2086183 7/10/2006 \$ 100.00

Sub Total \$1000.00

GST \$ 100.00

Total (GST Incl) \$1100.00

TOTAL \$1100.00

If you have questions regarding this payment advice please contact the PAYER in the first instance.

This email was sent by 1-Stop Connections Pty Ltd www.1-stop.biz and its ComPay system (helpdesk@1-stop.biz) on behalf of the PAYER.

This communication may contain information that is confidential. If you are not the intended recipient of this communication please delete and destroy all copies and advise the PAYER immediately.

15 APPENDIX 3 — EMAIL TO THIRD PARTY FOR A STORAGE PAYMENT

The Email Subject =

ComPay Payment MESSAGE from PAYER=ABC LOGISTICS PTY LTD for AMOUNT=\$1100 -

ID=10003432

This email is FOR YOUR INFORMATION that a payment was made to

PATRICK CORPORATION PTY LTD

by ABC LOGISTICS PTY LTD

at 6 06/10/2006 06:30:00

Payer Contact Details: abclogistics@logistics.com.au PH: 02-1234 6789

Reference Transaction ID: 10003432

=====

Storage Payment NOTIFICATION

Container Number PickUpDate Amount Paid

TCKU9431308 5/10/2006 \$ 250.00

MORU0506022 6/10/2006 \$ 350.00

MORU0407842 6/10/2006 \$ 300.00

FESU2086183 7/10/2006 \$ 100.00

Sub Total \$1000.00

GST \$ 100.00

Total (GST Incl) \$1100.00

TOTAL \$1100.00

If you have questions regarding this payment advice please contact the PAYER in the first instance.

This email was sent by 1-Stop Connections Pty Ltd www.1-stop.biz and its ComPay system (helpdesk@1-stop.biz) on behalf of the PAYER.

This communication may contain information that is confidential. If you are not the intended recipient of this communication please delete and destroy all copies and advise the PAYER immediately.

16 APPENDIX 4 — HOW TO RECONCILE YOUR BANK STATEMENT WITH COMPAY

ComPay sends an aggregate payment for all Direct Debit payments made to you in any day and an aggregate payment for all Credit Card payments made to you in any day. Direct Debit payments are received into your bank account a day before Credit Card payments.

To assist with the reconciliation process we have documented it, as follows. Your bank statement will display information from ComPay as below.

STATEMENT DATE	TYPE	DESCRIPTION		AMOUNT
15-Nov-07	TRANSFER	CREDIT-14112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-14112007 12,365.32
15-Nov-07	TRANSFER	CREDIT-15112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-15112007 8,656.36
16-Nov-07	TRANSFER	CREDIT-15112007	TRANSFER FROM COMPAY-CC-200023	CREDIT-15112007 10,365.25
20-Nov-07	TRANSFER	CREDIT-19112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-19112007 2,447.32
20-Nov-07	TRANSFER	CREDIT-18112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-18112007 854.52
20-Nov-07	TRANSFER	CREDIT-17112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-17112007 3,256.23
21-Nov-07	TRANSFER	CREDIT-20112007	TRANSFER FROM COMPAY-DD-200023	CREDIT-20112007 9,403.11

'Credit': the date the payment is authorised by the ComPay payer. This is the date that will match the Daily Settlement report sent to you).

'Transfer from ComPay': this will be DD for Direct Debit payments or CC for Credit Card Payments, followed by your ComPay client number.

17 APPENDIX 5 — ERROR MESSAGES AND WHAT THEY MEAN

The screenshot shows the 'NEW INVOICE' form. In the 'Client Selection' section, the 'Email' field contains 'Test123', which is marked as 'Invalid Email'. An error message dialog box titled 'Message from webpage' with a yellow warning icon and the text 'Invalid Email' is displayed over the form. The form fields include 'Customer Invoice Number' (Test), 'Invoice Date' (18/08/2011), 'Invoice Term' (Cash On Delivery), 'Invoice Term Days' (30), 'Description', 'Charge Code' (Customs Disbursement Charges), 'Total Amount (inc tax)' (100.00 AUD), 'Tax Amount' (10.00 AUD), 'Job Type' (Other), and 'Tax Code' (GST). Buttons for 'Add Line Item', 'Submit', and 'Cancel' are at the bottom.

When creating an invoice and an invalid email address is entered in the 'Email' field an error message 'Invalid Email' will appear to the user and they will not be able to proceed until a valid email address is entered.

The screenshot shows the 'NEW INVOICE' form. In the 'Invoice Header' section, the 'Due Date' field contains '01/08/2011', which is earlier than the 'Invoice Date' of '18/08/2011'. An error message dialog box titled 'Message from webpage' with a yellow warning icon and the text 'Due Date can't be earlier than Invoice Date.' is displayed over the form. The form fields include 'Client Selection' (1-STOP CONNECTIONS PTY LTD [200419]), 'Quick List' (200419), 'ECN' (200419), 'Client' (1-STOP CONNECTIONS PTY LTD), 'Customer Invoice Number' (Test), 'Invoice Date' (18/08/2011), 'Invoice Term' (Cash On Delivery), 'Invoice Term Days' (30), 'Description', 'Charge Code' (Customs Inspection), 'Total Amount (inc tax)' (100.00 AUD), 'Tax Amount' (10.00 AUD), 'Job Type' (Other), and 'Tax Code' (GST). Buttons for 'Add Line Item', 'Submit', and 'Cancel' are at the bottom.

This error message means that the user cannot select a date in the 'Due Date' field that is before the date of the 'Invoice Date'.

The screenshot shows the 'NEW INVOICE' form. In the 'Invoice Header' section, the 'Customer Invoice Number' field contains the text 'Test'. An error message dialog box is displayed in the center, titled 'Message from webpage', with a yellow warning icon and the text 'Invalid Customer Invoice Number entered'. The dialog has an 'OK' button. The form also shows fields for 'Invoice Term' (Cash On Delivery), 'Invoice Term Days', 'Description', 'Charge Code' (Customs Inspection), 'Total Amount (incl tax)' (100.00 AUD), 'Tax Amount' (10.00 AUD), 'Job Type' (Other), and 'Tax Code' (GST).

This error message means that the user has inputted spaces; before, after or inbetween the characters in the 'Customer Invoice Number' field.

The screenshot shows the 'DAILY SETTLEMENT REPORT' form. The 'From Date' field is set to '01/01/1500' and the 'To Date' field is set to '23/08/2011'. A 'View Report' button is visible. An error message dialog box is displayed in the center, titled 'Message from webpage', with a yellow warning icon and the text 'Invalid From Date. Date should not be earlier than 01/01/2005.' The dialog has an 'OK' button.

If the user runs this report with the 'From Date' earlier than 01/01/2005 then the error message "Invalid From Date. Date should not be earlier than 01/01/2005" will appear.

The screenshot shows the 'Contact 1-Stop' form. It has fields for 'Subject' and 'Message'. Below these fields are 'Send' and 'Reset' buttons. An error message dialog box is displayed in the center, titled 'Message from webpage', with a yellow warning icon and the text 'Please enter Subject and Message'. The dialog has an 'OK' button.

If the Subject and Message fields are not populated and the 'Send' button is pressed, then the above error message appears.