

Customer Welcome Kit

Electronic Invoice Presentment & Payment (EIPP) Module

Autonomous Software

powered by AI

The OTIS logo consists of the word "OTIS" in a bold, dark blue, sans-serif typeface.The highradius logo features a circular icon on the left, composed of three curved segments in orange, blue, and green. To the right of the icon, the word "highradius" is written in a lowercase, grey, sans-serif font.

The OTIS logo consists of the word "OTIS" in a bold, dark blue, sans-serif typeface.

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SECTION 1

EIPP Customer Login

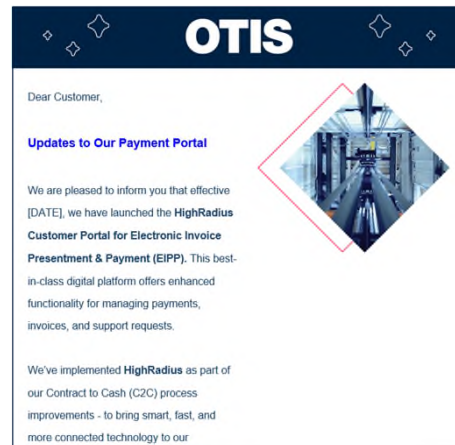


There are two ways to register for the payment portal:

1. Self Registration HighRadius EIPP

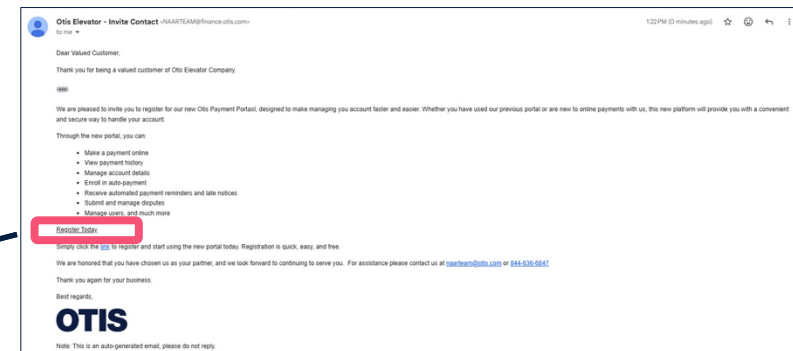
You may have received a communication with instructions for completing the self-registration process on the payment portal. To complete the registration, customers will need the following information:

- a. Customer Number
- b. Open Invoice Number



2. An Otis contact sends an individual invitation

After the invite is sent, you will receive an email (shown on the screen) containing the link to register on the EIPP portal.



Log in & Register in the HighRadius EIPP Portal

1

Access the EIPP Portal

2 EIPP Portal

Welcome to the HighRadius Customer Portal for Electronic Invoice Presentment & Payment (EIPP).

Please login with your username and password. If you don't have a username, please register to create an account.

Login

Email

Password

☐ Remember Username

Login

[Not enrolled? Sign up now.](#)

[Forgot your password?](#)

[Unlock Account](#)

[Privacy Policy](#)

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If you have questions, please contact us at 844-636-6847

Register now to access the new customer E-Pay Portal

1. You will need your Customer Number and current Invoice Number.
2. Both numbers are available on your invoice.
3. Please make note of your password as it is required in the next login screen.
4. After clicking "Register," please wait 1-2 minutes for your information to get processed.
5. Please login immediately after to complete the registration process.

3

Register now to access the Online Payment Portal

You will need your Customer Number and current Invoice Number. Both numbers are available on your account statement.

Instructions:

1. Please make note of your password as it is required in the next login screen
2. After clicking "Register," please wait 1-2 minutes for your information to get processed.
3. Please login immediately after to complete the registration process.

☐ I accept the [Terms & Conditions](#)

Register

[Privacy Policy](#)

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If you have questions, please contact us at 844-636-6847

4

EIPP Registration Screen

Register now to access the Online Payment Portal

You will need your Customer Number and current Invoice Number. Both numbers are available on your account statement.

Instructions:

1. Please make note of your password as it is required in the next login screen
2. After clicking "Register," please wait 1-2 minutes for your information to get processed.
3. Please login immediately after to complete the registration process.

☐ I accept the [Terms & Conditions](#)

Register

[Privacy Policy](#)

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EIPP Overview



EIPP Overview – Open Invoices

The screenshot shows the OTIS EIPP interface for the 'Open Invoices' tab. The 'Invoices' menu item and the 'Open' tab are highlighted with red boxes. The interface includes a top navigation bar with 'Invoices', 'Open', 'Closed', and 'Disputes'. A session timer indicates 'Session expires in 13 mins 32 secs'. Below the navigation bar, there are summary cards for 'Total Open Amount' (\$1.15K, 4 Invoices), 'Overdue Amount' (\$1.15K, 4 Invoices), and two cards for 'Due by 120+ days' (\$1.15K, 4 Invoices) and 'Due by 91-120 days' (\$0.00, 0 Invoices). A table of open invoices is displayed with columns: Payer Customer Number, Payer Customer Name, Invoice Number, Invoice Date, Invoice Due Date, Company Code, Business Unit, Invoice Amount, Gross Amount, Payable Amount, Dispute Amount, and Currency. The table contains four rows of data for 'Valued Customer A' with invoice numbers ABC25060003, ABC25060002, ABC25060001, and ABC25060009, all with a due date of 10/31/2025 and a payable amount of 287.58. The interface also includes a 'Pay Invoices' button, a 'Statements' dropdown, an 'Actions' dropdown, and a 'Saved Filter' dropdown.

Payer Customer Number	Payer Customer Name	Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Cur
1111111	Valued Customer A	ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
1111111	Valued Customer A	ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
1111111	Valued Customer A	ABC25060001	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
1111111	Valued Customer A	ABC25060009	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD

Open Invoices Tab (View and manage all open invoices)

Payment Options:

- Enable Autopay for automatic payments
- Schedule future payments for convenience
- Make partial payments on invoices
- Complete full payment of invoices

Payment Methods:

Bank Account, Credit Card (CC), or Debit Card (DC) details

Filtering & Search: Apply filters using Advanced Search fields to narrow down invoices

EIPP Overview – Open Invoices

The screenshot shows the 'Open Invoices' section of the OTIS EIPP system. The interface includes a sidebar with navigation icons, a top header with the OTIS logo and session expiration, and a main content area. The 'Open' tab is selected and highlighted with a red box. Below the header, there are summary cards for 'Total Open Amount', 'Overdue Amount', and 'Due by 120+ days'. A table of invoices is displayed with columns for Payer, Invoice Number, Invoice Date, Invoice Due Date, Company Code, Business Unit, Invoice Amount, Gross Amount, Payable Amount, Dispute Amount, and Currency. A red box labeled '1' points to the first column. A red box labeled '2' points to the 'Actions' dropdown menu, which is open and shows options like 'View Invoice', 'Correspondence', and 'Dispute'. A red box labeled '3' points to the first row of the invoice table.

Payer	Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency
Valued Customer A	ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
Valued Customer A	ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
Valued Customer A	ABC25060001	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
Valued Customer A	ABC25060009	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD

How to view the sales invoice copy:

1. Select the check mark next to the invoice you would like to view
2. Select actions
3. View invoice

EIPP Overview – Closed Invoices

OTIS

Session expires in 10 mins 45 secs

Invoices Open Closed Disputes

Valued Custom...

1 2 3 4 5

	Customer Name	Company Code	Business Unit	Invoice Amount	Paid Amount	Currency	Invoice PDF	Invoice Number	Document Number	Document Type	Document
☐	Valued Customer A	00220	220110230	287.58	0.00	GBP		ABC25061102	ABC25061102	UI	10/31/2025
☐	Valued Customer A	00220	220110230	287.58	0.00	GBP		ABC25061111	ABC25061111	UI	10/31/2025
☒	Valued Customer A	00220	220110230	287.58	0.00	GBP		ABC25061101	ABC25061101	UI	10/31/2025

Closed Invoices Tab (View all closed invoices)

1. View closed invoices – this includes a pdf copy
2. Action drop down > Correspondence to email an invoice copy
3. Reload screen
4. Download data from current view
5. Filter closed invoice data

EIPP Overview – Disputes

The screenshot shows the OTIS EIPP interface with the 'Disputes' tab selected. The interface includes a sidebar with navigation icons, a top header with the OTIS logo and session expiration, and a main content area with a table of disputes. The 'Disputes' tab is highlighted with a red box. The table has columns for Deduction ID, Payer Number, Payer Name, Company Code, Invoice Number, Document Number, Dispute Amount, Reason Code Category, Dispute Reason, Status, Notes, Attachment, and Actions. A single dispute is listed with a status of 'New'.

	Deduction Id	Payer Number	Payer Name	Company Code	Invoice Number	Document Number	Dispute Amount	Reason Code Category	Dispute Reason	Status	Notes	Attachment	Attc
☐	122311	1111111	Valued Customer A	00220	ABC25060002	ABC25060002	10.00	EIPP Dispute	Billing Rate Issue	New	View	Upload	

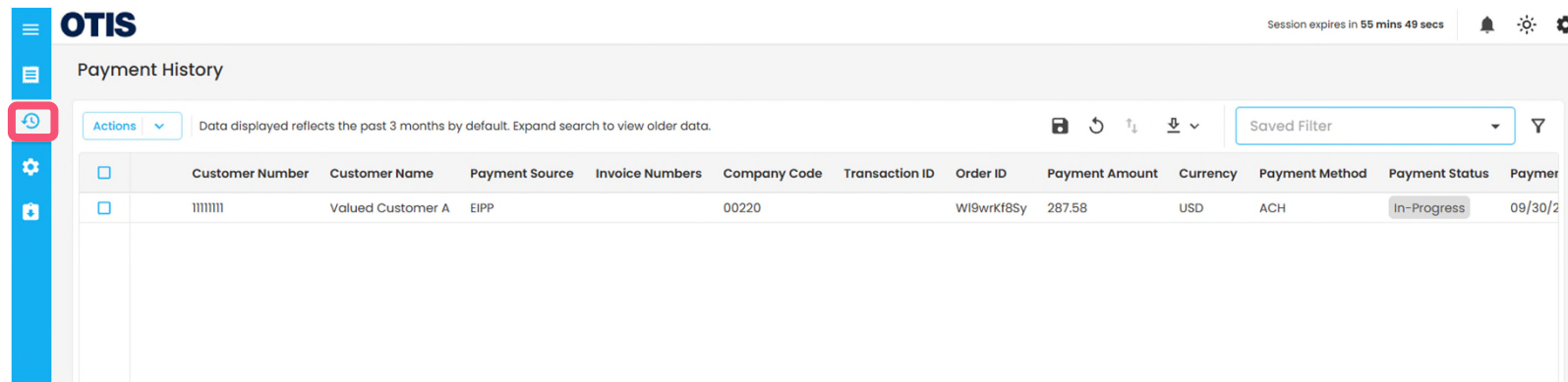
Disputes Tab

View of all dispute history – open & closed disputes are included in this tab

Dispute Status definitions:

- Open = The dispute has been successfully submitted
- Closed = The dispute has been fully resolved
- Rejected = The dispute was reviewed and formally denied
- Withdrawn = The dispute was initiated but later cancelled by the submitter

EIPP Overview – Payment History



OTIS

Session expires in 55 mins 49 secs

Payment History

Actions

Data displayed reflects the past 3 months by default. Expand search to view older data.

	Customer Number	Customer Name	Payment Source	Invoice Numbers	Company Code	Transaction ID	Order ID	Payment Amount	Currency	Payment Method	Payment Status	Paymer
☐	11111111	Valued Customer A	EIPP		00220		Wl9wrKf8Sy	287.58	USD	ACH	In-Progress	09/30/2

Payment History Tab

1. View all the details for all your payments
2. Download and email the payment receipts

EIPP Overview – Administration

OTIS Administration

Session expires in 54 mins 56 secs

1 2 3 4 5

Bank Accounts **Cards** Users Contacts Auto Pay

+ Add Actions

	Card Type	Card Description	Card Expiry Month	Card Expiry Year	Card Holder Name	Card Status	Accessible By Merchant	Saved On
☐	Credit	VISA-XXXX-1111	01	2038	valued customer A	Active	Accessible	09/30/2026 06:51:08

Administration Tab

Add, edit and delete the details

1. Bank accounts
2. Credit cards / debit cards
3. Manage all your approved users
4. Manage all your contacts
5. Autopayments (Preferences)

SECTION 2

Payment Workflow (Credit/Debit Card, ACH)

Full Payment



Full Payments

OTIS Invoices **Open** Closed Disputes Valued Custom... USD

For updating any contact related information, please use this Contacts Update Form.

Total Open Amount \$1.15K 4 Invoices Pay Overdue Amount \$1.15K 4 Invoices Pay Due by 120+ days \$1.15K 4 Invoices Pay Due by 91-120 days \$0.00 0 Invoices Pay Due by 61-90 days \$0.00 0 Invoices Pay

Pay Invoices Statements Actions Selected Payable Amount: USD 287.58 (1 Invoice(s) selected)

	Payer Customer Number	Payer Customer Name	Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency
☐	00000001	Valued Customer A	ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
☐	00000001	Valued Customer A	ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58	10.00	USD
☒	00000001	Valued Customer A	ABC25060001	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
☐	00000001	Valued Customer A	ABC25060009	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD

How to Make a Payment

1. Open Invoices tab
2. Select the invoices you plan to pay
3. Select the pay selected bills button
4. Choose any one of the payment methods options

Full Payments (Credit Cards)

The screenshot displays the OTIS 'Pay Invoice(s)' interface. On the left, a sidebar contains navigation icons. The main area is divided into three sections: 'Invoices(1)', 'Payment Details', and 'Payment Summary'. The 'Invoices(1)' section shows an invoice with number ABC25060001, amount 287.58, and payable amount 287.58. The 'Payment Details' section allows selecting a payment option ('Pay Now' or 'Pay Later'), a payment method ('ACH' or 'Card'), and a payment instrument. The 'Card' option is selected, and an 'Add Card' button is visible. The 'Payment Summary' section shows the net payment amount and total amount, both at \$287.58. A modal window titled 'Add Card' is open on the right, prompting for card details: Card Number, Expiry Date (01/2026), CVV Number, Card Holder First Name, and Card Holder Last Name. The 'Add Card' button is highlighted in red in the original image.

OTIS Session expires in 61 mins 56 secs

← Pay Invoice(s)

Invoices(1) Search by Invoice Nu... Edit

Invoice Number: ABC25060001 Invoice Amount: 287.58 Payable Amount: 287.58

Payment Details Select Payer: Valued Custom...

Select Payment Option: ☒ Pay Now ☐ Pay Later

Select Payment Method: ☐ ACH ☒ Card

Select a Payment Instrument(0) No cards found + Add Card

Payment Summary

Net Payment Amount	\$ 287.58
Total Amount	\$ 287.58

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Add Card

Enter card details

Card Number *

Expiry Date * 01 2026 *CVV Number

Card Holder First Name *

Card Holder Last Name

In the Pay Invoices screen, after proceeding through the pay selected bills screen, add the card details and click on proceed to complete the payment. After this, a confirmation pop-up will appear to indicate whether your payment has been successful. You can also find payment status on the Payment History tab.

Full Payments (ACH)

The screenshot displays the OTIS payment interface. The main screen is titled 'Pay Invoice(s)' and shows a list of invoices. The first invoice is highlighted with the details: Invoice Number ABC25060001, Invoice Amount 287.58, and Payable Amount 287.58. Below the invoice list is a 'Payment Summary' table:

Payment Summary	
Net Payment Amount	\$ 287.58
Total Amount	\$ 287.58

The 'Payment Details' section on the right shows the 'Select Payment Method' with 'ACH' (Automated Clearing House) selected and highlighted with a red box. Below this, the 'Select Bank Account(0)' section shows 'No bank accounts found' and a red box around the '+ Add Bank Account' button. A modal window titled 'Enter Bank Account Details' is open on the right, showing fields for Bank Country (United States), Bank Name, Routing Number, Account Number, and Account Type. The modal also includes the HighRadius logo, copyright information for 2026 HighRadius Corporation, and a note about the site being protected by Trustwave's Trusted Commerce Program.

In the Pay Invoices screen, after proceeding through the pay selected bills screen, add the card details and click on Proceed to complete the payment. A confirmation pop-up will appear to indicate whether your payment has been successful. If your payment is not successful, please double-check in the Payment History and contact Support if you need help.

Partial Payment



Partial Payments

OTIS Session expires in 43 mins 32 secs

← Pay Invoice(s)

Invoices(2) Search by Invoice Nu... **Edit**

Invoice Number	Invoice Amount	Payable Amount
ABC25060009	287.58	287.58
ABC25060002	287.58	287.58

Payment Details Select Payer: Valued Custom...

Select Payment Option: ☒ Pay Now ☐ Pay Later

Select Payment Method: ☒ ACH ☐ Card

Select Bank Account(0) + Add Bank Account

No bank accounts found

☐ I agree to the [Terms and Conditions](#)

Cancel Pay Now

Payment Summary

Net Payment Amount	\$ 575.16
Total Amount	\$ 575.16

If you would like to partially pay an invoice in the Pay Invoice screen, select the edit option

Partial Payments

The screenshot displays the OTIS 'Pay Invoice(s)' interface. On the left, a sidebar contains navigation icons. The main area is titled 'Pay Invoice(s)' and features a search bar and 'Save'/'Cancel' buttons. Below this, a list of invoices is shown. The first invoice, 'ABC25060009', is highlighted with a red box around its 'Payable Amount' field (287.58), 'Reason Code Category' dropdown, and 'Partial Payment Reason' dropdown. Below these fields are two text boxes for 'Partial Payment Comments'. The second invoice, 'ABC25060002', is also listed. At the bottom left, a 'Payment Summary' table shows a 'Net Payment Amount' of \$ 575.16 and a 'Total Amount' of \$ 575.16. On the right, the 'Payment Details' section includes a 'Select Payer' dropdown (Valued Customer...), 'Select Payment Option' (Pay Now selected, Pay Later), 'Select Payment Method' (ACH selected, Card), and 'Select Bank Account(0)' (No bank accounts found). At the bottom right, there is a checkbox for 'I agree to the Terms and Conditions' and 'Cancel'/'Pay Now' buttons.

Invoice Number	Invoice Amount	Payable Amount
ABC25060009	287.58	287.58
ABC25060002	287.58	287.58

Payment Summary	
Net Payment Amount	\$ 575.16
Total Amount	\$ 575.16

Within the same screen you will be prompted to:

- Adjust the payment amount
- Select the partial payment reason code category
- Select the partial payment reason
- Add any partial payment comments
- Continue with completing the payment

Partial Payments

The screenshot displays the OTIS 'Pay Invoice(s)' interface. On the left, a sidebar contains navigation icons. The main area is divided into two panels. The left panel, titled 'Invoices(2)', lists two invoices. The first invoice, ABC25060009, has an amount of 287.58 and a payable amount of 10.00. Its reason code category is 'EIPP Partial Payment', and the partial payment reason is 'Promise to pay at a later date'. The second invoice, ABC25060002, has an amount of 287.58 and a payable amount of 287.58. Below the invoices is a 'Payment Summary' table showing a net payment amount and total amount of \$ 297.58. The right panel, titled 'Payment Details', shows the selected payer as 'Valued Customer...'. It offers two payment options: 'Pay Now' (selected) and 'Pay Later'. Under 'Select Payment Method', 'ACH' and 'Card' are listed, with 'Card' selected. Below this, it says 'Select a Payment Instrument(0)' and 'No cards found', with an '+ Add Card' button. At the bottom, there is a checkbox for 'I agree to the Terms and Conditions' and 'Cancel' and 'Pay Now' buttons.

Invoice Number	Invoice Amount	Payable Amount
ABC25060009	287.58	10.00
Reason Code Category	Partial Payment Reason	Partial Payment Comments
EIPP Partial Payment	Promise to pay at a later date	Test
ABC25060002	287.58	287.58

Payment Summary	
Net Payment Amount	\$ 297.58
Total Amount	\$ 297.58

☒ Pay Now ☐ Pay Later

☐ ACH ☒ Card

☒ I agree to the [Terms and Conditions](#)

In the Pay Invoices screen, after proceeding through the pay selected bills screen, add the card details and click on Proceed to complete the payment. A confirmation pop-up will appear to indicate whether your payment has been successful. If your payment is not successful, please double-check in the Payment History and contact Support if you need help.

Auto Payment



Auto Pay Setup

OTIS

Administration Bank Accounts Cards Users Contacts **Auto Pay**

Session expires in 21 mins 05 secs

Contact Supplier View Collector Details

Auto Payment

Select Invoices for Autopay using either Line of Business or Contract Number Below. If no option is selected, all due invoices be automatically considered for Auto payment. Beginning on the selected date, invoices will be automatically paid on their due date.

Enable Auto Pay ☒

Payment Frequency

Start Date 10/02/2026

Payment Type

Payment Type Card/Bank Account

Add/View Filtering Criteria

Contract Number Line of Business

☐ I agree to the Terms and Conditions

Submit



Payment frequency will always be daily and when auto-pay is enabled, only the open payable amount will be picked on the due date.

1. Navigate to the Administration -> Auto Pay sub-tab under the EIPP tab
2. Click the Enable/Disable Auto Pay button to set up auto payment

Auto Pay Setup

OTIS

Administration Bank Accounts Cards Users Contacts Auto Pay

Session expires in 18 mins 12 secs

Contact Supplier View Collector Details

Select Invoices for Autopay using either Line of Business or Contract Number below. If no option is selected, all due invoices be automatically considered for Auto payment. Beginning on the selected date, invoices will be automatically paid on their due date.

Enable Auto Pay

3

Payment Frequency

Start Date 10/15/2026

October 2026

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

4

Payment Type

Payment Type Card/Bank Account

Line of Business

I agree to the Terms and Conditions

Submit

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3. Click the calendar button to open up the calendar to choose the date
4. Going forward, AutoPay will process only the open payable amount on the scheduled due date, even if the due date falls on a weekend.

Auto Pay Setup

OTIS

Administration Bank Accounts Cards Users Contacts **Auto Pay** Contact Supplier View Collector Details

Session expires in 16 mins 41 secs

Auto Payment

Select Invoices for Autopay using either Line of Business or Contract Number below. If no option is selected, all due invoices be automatically considered for Auto payment. Beginning on the selected date, invoices will be automatically paid on their due date.

Enable Auto Pay ☒

Payment Frequency

Start Date * 10/15/2026

Payment Type 5

Payment Type * ACH

Card/Bank Account 6

Card/Bank Account *

Add/View Filtering Criteria

Contract Number Line of Business

☒ I agree to the Terms and Conditions

7 Submit

5. Select the payment method as ACH from the Payment Type dropdown field
6. Choose the card or bank account from the Card/Bank Account dropdown field
7. Click the Submit button to implement the auto payment configurations

Schedule Payment



Schedule Payments

The screenshot displays the OTIS 'Pay Invoice(s)' interface. On the left, a sidebar contains navigation icons. The main area is titled 'Pay Invoice(s)' and includes a search bar and an 'Edit' button. Below this, an 'Invoices(1)' section shows an invoice with the number ABC25060009, an amount of 287.58, and a payable amount of 287.58. A 'Payment Summary' table at the bottom left lists the net payment amount, surcharge, and total amount. The right-hand 'Payment Details' section allows for selecting a payment option (Pay Now or Pay Later), a scheduled date (10/03/2026), a payment method (ACH or Card), and a payment instrument (Credit Card-test). The 'Pay Later' option, the scheduled date, and the 'Pay Later' button at the bottom right are highlighted with red boxes. The interface also includes a session expiration timer and user settings icons at the top right.

Payment Summary	
Net Payment Amount	\$ 287.58
Surcharge	\$ 0.00 (0%)
Total Amount	\$ 287.58

Within the pay invoice screen, payments can be scheduled for a future date:

- Select the pay later option
- Select a date by clicking the calendar icon
- Add the payment details
- Select pay later

Schedule Payments

OTIS

Session expires in 04 mins 35 secs

← Payment Confirmation

Payment Details

Invoice Number	Currency	Amount	Transaction ID	Payment Status	Payment Response Message
ABC25060009	USD	287.58		Scheduled	

Payment Summary

Total Invoice Amount	\$ 287.58
Net Scheduled Amount	\$ 287.58

Transaction Summary

Payment Successfully Scheduled

Payment Methods Source CREDITCARD AMEX-XXXX-B431

OTIS

Session expires in 03 mins 44 secs

Payment History

Actions Data displayed reflects the past 3 months by default. Expand search to view older data.

Customer Number	Customer Name	Payment Source	Invoice Numbers	Company Code	Transaction ID	Order ID	Payment Amount	Currency	Payment Method	Payment Status	Payment Date
11111111	Valued Customer A	EIPP		00220		QwJz553B6X		USD	CREDITCARD	Scheduled	
11111111	Valued Customer A	EIPP		00220	eIP9gsMEg3		287.58	USD	ACH	In-Progress	10/01/2

- Within the payment confirmation screen, you can view the scheduled payment
- Within the payment history tab, you will also see the schedule payment with a payment status of Scheduled

SECTION 3

Presentment Workflow

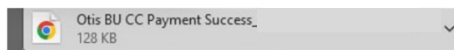


Automated Payment Receipt



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Automated Payment Receipt



Dear Valued Customer,

Thank you for your payment. Please find attached the receipt for payments made on the Otis Elevator Company Invoice Portal for your records.

If you have any questions regarding this payment, or need further documentation, feel free to contact us at nsaa.collections@otis.com or 844-636-6847.

Thank you,

Otis Elevator Company

Accounts Receivable Team

For seamless payment processing, visit our e-pay site [linked here!](#) Manage direct debit, access invoices, update contact information and billing preferences all in one place. Electronic Check (ECP) Payments are no charge, however; Credit card payments will incur a nominal fee.

OTIS

Visit our e-Payment Portal

To make a one time payment or set up recurring payments.



Click this banner or scan the QR code

When you have completed a payment for an invoice, you will receive an email with payment status information and the payment receipt to view the invoice and payment details for which the payment has been made.



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Automated Payment Receipt

Payment Receipt



Customer Number: 11111111
Transaction Id: ZSQLGEAFDF
Transaction Date: 11/19/2025
Payment Method: CREDITCARD
XXXXXXXXXX1111
Payment Amount: \$ 100.00
Total Surcharge Amount: 0.0
Total Surcharge %: 0.0
Payment Status: Success

Invoices Paid with This Transaction

Customer Number	Invoice Number	Open Amount	Paid Amount	Document Number
111111111	22222222	\$103,360.00	\$100.00	2222222

Total Paid Amount: \$100.00

In the Email you will be able to see the payment details in the payment receipt attached. You can also download and email the receipt from the payment history.



Invoice Copies



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Invoice Copies

OTIS

Session expires in 32 mins 27 secs

Invoices Open Closed Disputes Valued Custom... USD

For updating any contact related information, please use this [Contacts Update Form](#).

Total Open Amount \$1.15K 4 Invoices Pay

Overdue Amount \$1.15K 4 Invoices Pay

Due by 120+ days \$1.15K 4 Invoices Pay

Due by 91-120 days \$0.00 0 Invoices Pay

Due by 61-90 days \$0.00 0 Invoices Pay

Pay Invoices Statements Actions Selected Payable Amount: USD 287.58 (1 Invoice(s) selected)

	Payer Customer Name	Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency
☐	Valued Customer A	ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
☒	Valued Customer A	ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58	10.00	USD
☐	Valued Customer A	ABC25060001	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
☐	Valued Customer A	ABC25060009	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD

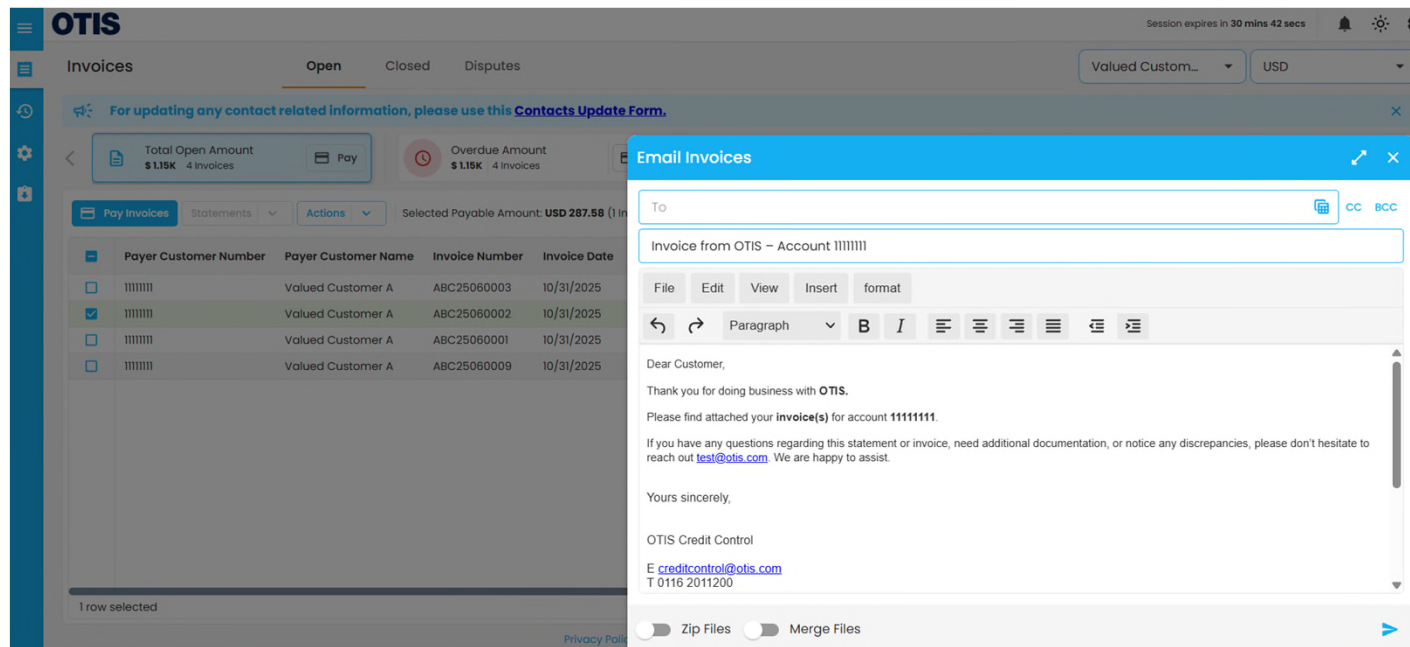
View Invoice

Correspondence

Dispute

For each invoice you will have a sales invoice document present. You can download and email it to yourself by clicking on the invoices button and selecting the required action.

Invoice Copies



After selecting the email option from the invoice dropdown, you will see this screen pre-filled with your user email Id. In addition to that, you can add further email Ids then click on the Send button.

After this you will receive the Sales Invoice documents in your email inbox.

SECTION 4

Create Disputes

Create Disputes

The screenshot shows the OTIS Invoices system interface. The 'Open' tab is selected and highlighted with a red box. Below the tabs, there are summary cards for 'Total Open Amount', 'Overdue Amount', and 'Due by 120+ days'. A table of invoices is displayed with columns: Invoice Number, Invoice Date, Invoice Due Date, Company Code, Business Unit, Invoice Amount, Gross Amount, Payable Amount, Dispute Amount, and Currency. The second invoice is selected, and the 'Dispute' option is highlighted in the 'Actions' dropdown menu. The 'Dispute' button is also highlighted with a red box.

Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency
ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
ABC25060001	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
ABC25060009	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD

- Navigate to the Open Invoices Tab to raise a dispute on the invoice(s)
- Select the required invoice(s) by clicking the checkbox
- Click on Actions dropdown
- Click the Dispute button to raise a dispute

Disputes Tab

OTIS Session expires in 58 mins 10 secs

← Raise Dispute

Invoices(1)

Search by Invoice Number

Invoice Number: ABC25060002 Invoice Amount: 287.58 Payable Amount: 287.58

Amount to be Disputed: 10 Dispute Reason Category: EIPP Dispute Dispute Reason: Billing Rate Issue

Notes: Test Attachment

OTIS Session expires in 57 mins 18 secs

Invoices Open Closed **Disputes**

Withdraw Dispute

Valued Custom...

Saved Filter

	Ded Deduction Id	Payer Number	Payer Name	Company Code	Invoice Number	Document Number	Dispute Amount	Reason Code Category	Dispute Reason	Status	Notes	Attachment	Attc
☐	122311	1111111	Valued Customer A	00220	ABC25060002	ABC25060002	10.00	EIPP Dispute	Billing Rate Issue	New	View	Upload	

The above page is displayed to raise a dispute against the invoice(s)

- Fill the required fields such as Dispute Reason, Amount to be Disputed, etc.
- Click the Raise Dispute button to raise a dispute
- Navigate to the Disputes sub-tab under the Invoices tab to check the status of the disputes raised

Section 5

Contact Management



Contact Management

The screenshot shows the OTIS Invoices interface. On the left, a blue sidebar contains a menu icon (highlighted with a red box) and other navigation icons. The main header area includes the OTIS logo, a session expiration timer, and user settings. Below the header, the 'Invoices' tab is active, with sub-tabs for 'Open', 'Closed', and 'Disputes'. A blue banner message states: 'For updating any contact related information, please use the [Contacts Update Form.](#)' (the link is highlighted with a red box). Below this, summary cards show 'Total Open Amount \$1.15K 4 Invoices', 'Overdue Amount \$1.15K 4 Invoices', and 'Due by 120+ days \$1.15K 4 Invoices'. A table of invoices is displayed with columns: Payer Customer Number, Payer Customer Name, Invoice Number, Invoice Date, Invoice Due Date, Company Code, Business Unit, Invoice Amount, Gross Amount, Payable Amount, Dispute Amount, and Currency. Two invoices are listed for 'Valued Customer A'.

Payer Customer Number	Payer Customer Name	Invoice Number	Invoice Date	Invoice Due Date	Company Code	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency
1111111	Valued Customer A	ABC25060003	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58		USD
1111111	Valued Customer A	ABC25060002	10/31/2025	10/31/2025	00220	220110230	287.58	287.58	287.58	10.00	USD

Contact Management

Review and Manage all the contact-related information associated to your account.

- Navigate to the Administration sub-tab under the EIPP tab
- Users can view Contacts.

Have your contact details changed? Use the **Contact Update Form** to Update your Contact Information from the Open Invoice tab

SECTION 6

Support



Get Support for Invoice-related issues

The screenshot displays the OTIS Administration web application. The top navigation bar includes the OTIS logo, a session timer (28 mins 36 secs), and icons for notifications, settings, and a gear. The main navigation menu on the left has a settings icon highlighted with a red box. The 'Cards' tab is selected in the top navigation bar. In the top right corner, two buttons are highlighted with red boxes: 'Contact Supplier' and 'View Collector Details'. The main content area shows a table with columns: Card Type, Card Description, Card Expiry Month, Card Expiry Year, Card Holder Name, Card Status, Accessible By Merchant, and Saved On. A 'Raise Ticket on Email' button is visible. Below the table, there is a form for 'Contact Supplier' with a text input field containing 'Valued Customer A - 11111111' and a 'Browse' button. A 'Collector Details' modal is open, showing a table with columns: Customer Number, Name, Email, Contact Number, and Credit Limit. The table contains one row with the following data:

Customer Number	Name	Email	Contact Number	Credit Limit
11111111	Otis Default UK Ass...	creditcontrol@otis...		0.00

- You can contact your assigned collector directly in this Administration tab – click on Contact Supplier
- For questions on the payment portal, please contact NAARTEAM@otis.com or (844-636-6847 – select option 5)
- Use the "view collector Information" to see more details about your collector

Get Technical Support

The screenshot displays the OTIS portal interface. At the top, the OTIS logo is on the left, and a session timer 'Session expires in 25 mins 24 secs' is on the right. Below the logo, there are tabs for 'Invoices', 'Open', 'Closed', and 'Disputes'. A blue banner message reads: 'For updating any contact related information, please use this [Contacts Update Form](#).' Below this, there are summary cards for 'Total Open Amount \$1.15K 4 Invoices', 'Overdue Amount \$1.15K 4 Invoices', and 'Due by 120+ days \$1.15K 4 Invoices'. A 'Pay' button is next to each. On the right, there are more summary cards for 'Due by 91-120 days \$0.00 0 Invoices' and 'Due by 61-90 days \$0.00 0 Invoices'. A 'Need Help' button is highlighted in the top right corner. Below the summary cards, there is a table with columns: 'Payer Customer Number', 'Payer Customer Name', 'Invoice Number', 'Invoice Amount', 'Gross Amount', 'Payable Amount', 'Dispute Amount', and 'Currency'. A modal dialog titled 'Need Help' is open in the center, with the text: 'If you have any issues with the portal, please send an email to NAPORTALSUPPORT@otis.com'. The email address is highlighted with a red box. An 'OK' button is at the bottom right of the modal.

- For HighRadius technical issues send an email to **NAPORTALSUPPORT@otis.com**
- We appreciate your business and look forward to offering an improved experience with HighRadius

OTIS