

# Customer Welcome Kit

Electronic Invoice Presentment & Payment (EIPP) Module

Autonomous Software

powered by AI

**OTIS**

 highradius

---

**OTIS**

© 2026 Otis Elevator Company. THIS DOCUMENT DOES NOT CONTAIN ANY EXPORT CONTROLLED TECHNICAL DATA

01

## EIPP Customer Login

- [Logging into HighRadius](#)
- [EIPP Overview](#)

02

## Payment (Credit/Debit Card, ACH)

- [Full Payment](#)
- [Partial Payment](#)
- [Autopay](#)
- [Schedule Payment](#)

03

## Presentment

- [Automated Payment Receipt](#)
- [Invoice Copies](#)

04

**Disputes**

- [How to create a dispute](#)
- [View open and Closed Disputes](#)

05

**Contact Management**

- [View and Update your AP Contact Information](#)

06

**Support**

- [How to contact Otis](#)
- [How to raise a Support Ticket](#)

**SECTION 1**

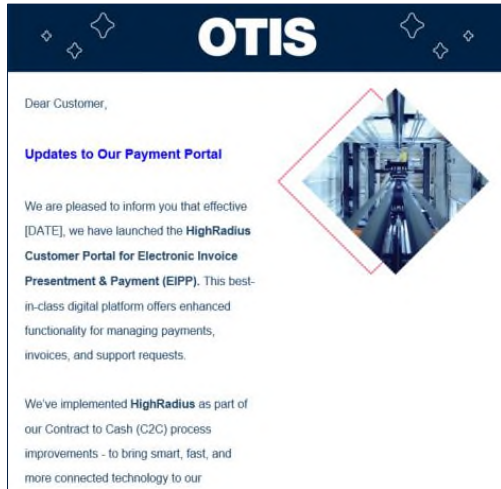
# **EIPP Customer Login**

# There are two ways to register for the payment portal:

## 1. Self Registration HighRadius EIPP

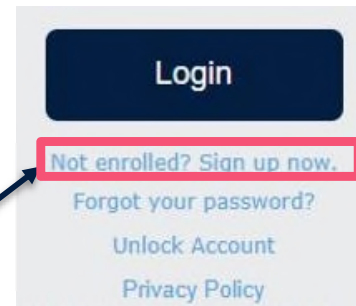
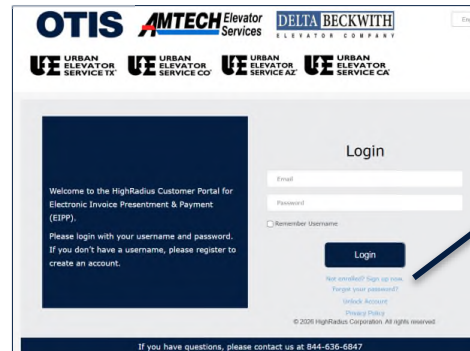
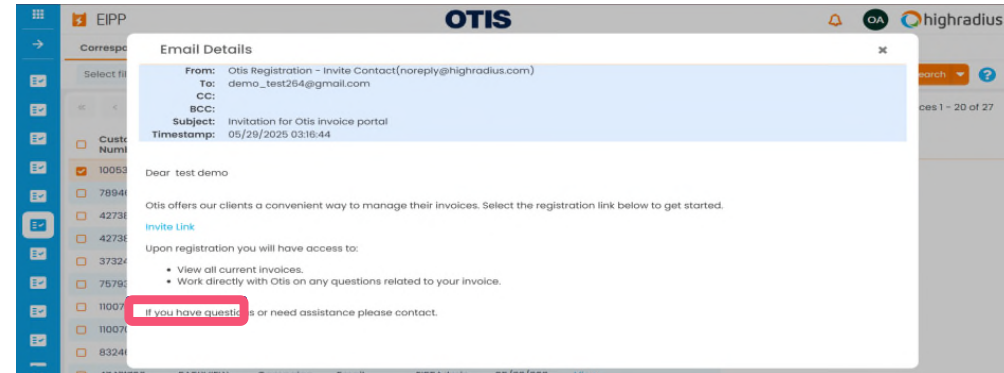
You may have received a communication with instructions for completing the self-registration process on the payment portal. To complete the registration, customers will need the following information:

- 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

## Register now to access the Otis Online Payment 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

4

## EIPP Registration Screen

# EIPP Overview

# EIPP Overview – Open Invoices

**OTIS** Invoices Open Closed Disputes ATRIA SENIOR L... CAD

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

Total Open Amount **CAD 1.82K** | 6 Invoices **Pay** Overdue Amount **CAD 1.82K** | 6 Invoices **Pay** Due by 120+ days **CAD 1.58K** | 5 Invoices **Pay** Due by 31-60 days **CAD 243.81** | 1 Invoices **Pay**

<input type="checkbox"/>	Payer Customer Number	Payer Customer Name	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoice Number	Document Number	Invoice Date
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	487.62	487.62	487.62		CAD	.		L10000117976	642389	06/18/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	412.54	412.54	412.54		CAD	.		L10000078587	541945	10/04/2024
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	268.64	268.64	268.64		CAD	.		L10000094410	570017	01/27/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	243.81	243.81	243.81		CAD	.		L10000140652	687786	02/26/2026
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	243.81	243.81	243.81		CAD	.		L10000134810	678603	12/01/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	162.54	162.54	162.54		CAD	.		L10000125451	660091	08/28/2025

## 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

OTIS Invoices

Open Closed Disputes

Session expires in 57 mins 09 secs

ATRIA SENIOR L... CAD

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

Total Open Amount CAD 1.82K 8 Invoices

Overdue Amount CAD 1.82K 6 Invoices

Due by 120+ days CAD 1.58K 5 Invoices

Due by 31-60 days CAD 243.81 1 Invoices

Pay Selected Bills Selected Payable Amount: CAD 412.54 (1 Invoice(s) selected)

Invoice Number	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoice Number	Document Number	Invoice Date
81187082	00110	Canada	11011080	487.62	487.62	487.62		CAD	.		L10000117976	642389	06/18/2025
81187082	00110	Canada	11011080	412.54	412.54	412.54		CAD	.		L10000078587	541945	10/04/2024
81187082	00110	Canada	11011080	268.64	268.64	268.64		CAD	.		L10000094410	570017	01/27/2025
81187082	00110	ATRIA SENIOR LIVING	11011080	243.81	243.81	243.81		CAD	.		L10000140652	687786	02/26/2026
81187082	00110	ATRIA SENIOR LIVING	11011080	243.81	243.81	243.81		CAD	.		L10000134810	678603	12/01/2025
81187082	00110	Canada	11011080	162.54	162.54	162.54		CAD	.		L10000125451	660091	08/28/2025

### 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 Invoices Open Closed Disputes

View Invoice Actions

Correspondence

Session expires in 59 mins 04 secs

	Invoice Number	Invoice PDF	Payable Amount	Currency	Payer Customer Number	Payer Customer Name	Company Code	Business Unit	Invoice Amount	Paid Amount	Document Number	Document Type	Document Date	Invoice Date	
<input checked="" type="checkbox"/>	240274260100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	61,496.98	0	24027426	U5	11/07/2024	11/07/2024
<input type="checkbox"/>	240274260100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	46,122.5	0	24027426	U5	11/07/2024	11/07/2024
<input type="checkbox"/>	240055980100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	-9,600	0	24005598	RM	11/18/2024	11/18/2024
<input type="checkbox"/>	240168990100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	9,600	0	24016899	U5	07/10/2024	07/10/2024
<input type="checkbox"/>	240099840100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	1,900	0	24009984	U5	04/23/2024	04/23/2024
<input type="checkbox"/>	240020590100	43265195	Not Available	0	USD	43265195	Western Builders	00100	100106540	30,748.02	0	24002059	U5	01/24/2024	01/24/2024

## Closed Invoices Tab (View all closed invoices)

1. View closed invoices include 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 – Payment History

**OTIS**  
Payment History

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

<input checked="" type="checkbox"/>	Payer Number	Payer Name	Payment Source	Company Code	Transaction ID	Paid Amount	Currency	Payment Method	Payment Status	Payment Initiated On	Completed Date	Invoices Paid	Receipt	Paid By	Scheduled Date	Scheduled Amount	Payment Response Message	Comments
<input checked="" type="checkbox"/>	78802370	Hensel Phelps	EIPP	00100	Z5QLGEAFDF	100	USD	CREDITCARD	Success	11/19/2025 CST	11/19/2025 CST	<a href="#">View</a>		testing userr			N/A	

## Payment History Tab

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

# EIPP Overview – Disputes

<input type="checkbox"/>	Deduction Id	Payer Number	Payer Name	Company Code	Invoice Number	Document Number	Dispute Amount	Reason Code Category	Dispute Reason	Status	Creation Comment	Attachment	Created On	Created By
<input type="checkbox"/>	40906	577796	Peak Elevator Performance Inc	00100	L10000095578	590813	2,000.00	EIPP Dispute	Billing Rate Issue	Withdrawn	Test		01/12/2026 09:46:25	EIPP_CUST_OT
<input type="checkbox"/>	40900	577796	Peak Elevator Performance Inc	00100	JCO070BLE	24172678	888.00	EIPP Dispute	Billing Rate Issue	New	Test	<a href="#">Upload/View</a>	01/09/2026 08:07:21	EIPP_CUST_OT

## 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 – Administration

The screenshot shows the OTIS Administration interface. The top navigation bar includes tabs for Bank Accounts, Cards, Users, Contacts, and Preferences. The Cards tab is currently selected. Below the navigation bar, there is a table with the following columns: Card Type, Card Description, Card Expiry Month, Card Expiry Year, Card Holder Name, Card Status, Accessible By Merchant, and Saved On. A single card is listed with the following details: Card Type: Credit, Card Description: VISA-XXXX-1111, Card Expiry Month: 01, Card Expiry Year: 2027, Card Holder Name: test, Card Status: Active, Accessible By Merchant: Accessible, and Saved On: 11/19/2025 CST. The interface also includes a left sidebar with a settings icon and a top right corner with session expiration and notification icons.

Card Type	Card Description	Card Expiry Month	Card Expiry Year	Card Holder Name	Card Status	Accessible By Merchant	Saved On	
<input type="checkbox"/>	Credit	VISA-XXXX-1111	01	2027	test	Active	Accessible	11/19/2025 CST

## Administration Tab

Add, edit and delete the details Manage

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** Close Disputes

Session expires in 53 mins 51 secs

ATRIA SENIOR LL... CAD

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

Total Open Amount CAD 1.82K 6 Invoices **Pay** Overdue Amount CAD 1.82K 6 Invoices **Pay** Due by 120+ days CAD 1.58K 5 Invoices **Pay** Due by 31-60 days CAD 243.81 1 Invoices **Pay**

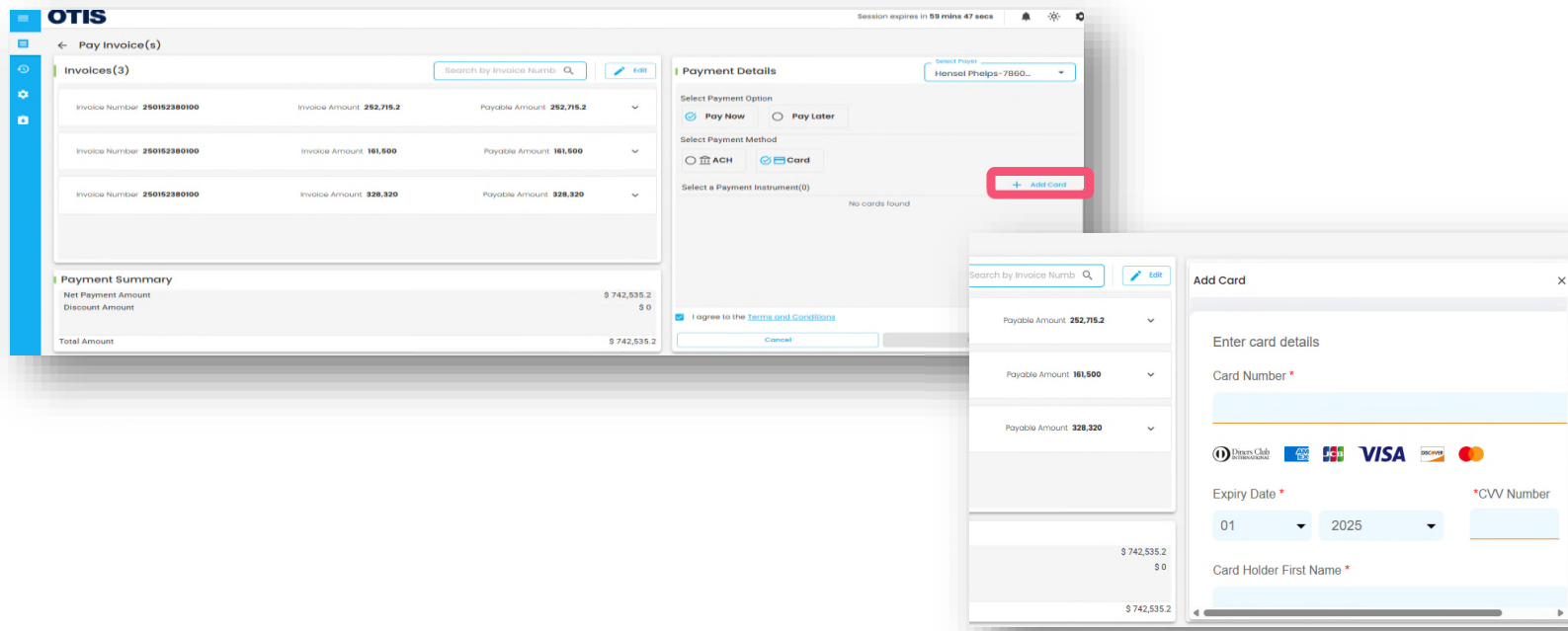
**Pay Selected Bills** Statements Actions Selected Payable Amount: CAD 924.99 (3 Invoice(s) selected)

	Payer Customer Number	Payer Customer Name	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoice Number	Document Number	Invoice Date
<input type="checkbox"/>	8117082	ATRIA SENIOR LIVING	00110	Canada	11011080	487.62	487.62	487.62		CAD	.		L10000117976	642389	06/18/2025
<input checked="" type="checkbox"/>	8117082	ATRIA SENIOR LIVING	00110	Canada	11011080	412.54	412.54	412.54		CAD	.		L10000078587	541945	10/04/2024
<input checked="" type="checkbox"/>	8117082	ATRIA SENIOR LIVING	00110	Canada	11011080	268.64	268.64	268.64		CAD	.		L10000094410	570017	01/27/2025
<input checked="" type="checkbox"/>	8117082	ATRIA SENIOR LIVING	00110	Canada	11011080	243.81	243.81	243.81		CAD	.		L10000140652	687786	02/26/2026
<input type="checkbox"/>	8117082	ATRIA SENIOR LIVING	00110	Canada	11011080	243.81	243.81	243.81		CAD	.		L10000134810	678603	12/01/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	11011080	162.54	162.54	162.54		CAD	.		L10000125451	660091	08/28/2025

## How to Make a Payment

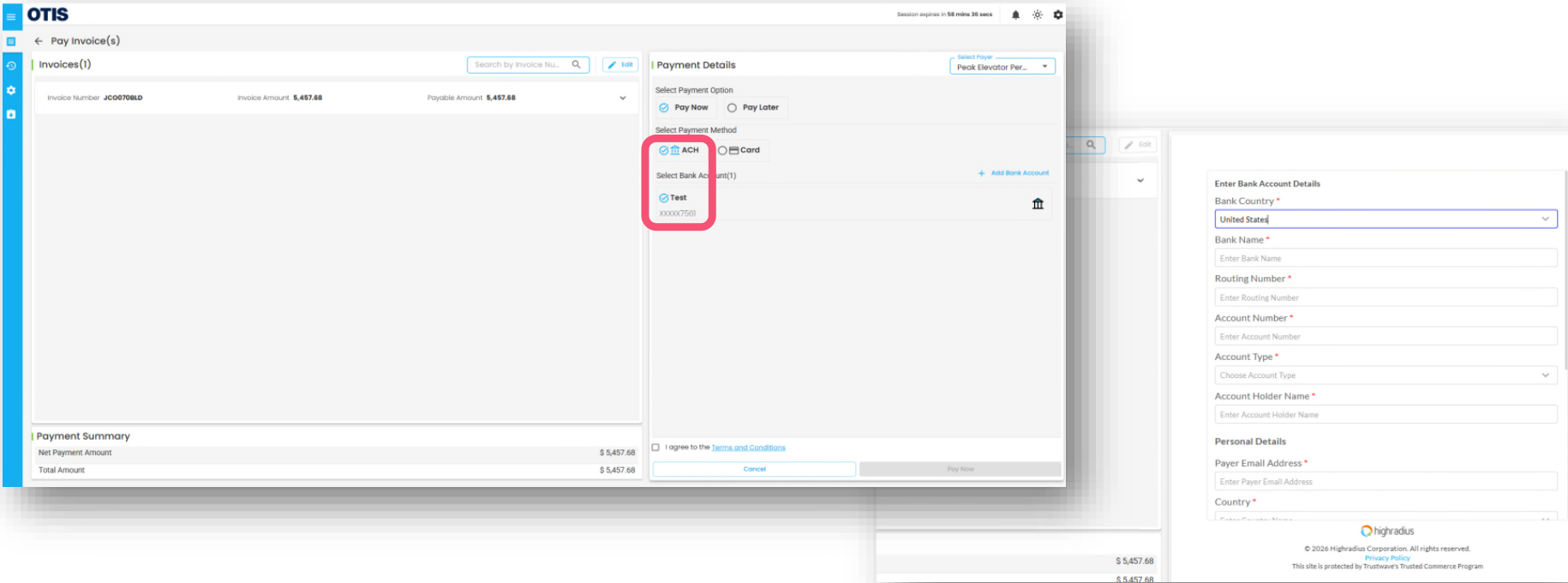
1. Open Invoices tab
2. Select the invoices you plan to pay
3. Select the pay selected bills button
4. Choose any one of the payment methods options

# Full Payments (Credit Cards)



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)



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. If your payment is not successful, please double-check in the Payment History and contact Support if you need help.

# Partial Payment

# Partial Payments

The screenshot shows the OTIS 'Pay Invoice(s)' interface. On the left, there is a sidebar with navigation icons. The main content area is titled 'Pay Invoice(s)' and contains a table of invoices. The first invoice is highlighted, and its 'Edit' button is circled in red. To the right of the table is the 'Payment Details' section, which includes a 'Select Payer' dropdown, 'Select Payment Option' (Pay Now, Pay Later), 'Select Payment Method' (ACH, Card), and 'Select Bank Account(0)' with an 'Add Bank Account' link. A 'Payment Summary' section is located below the table, showing 'Net Payment Amount' as \$ 742,535.2 and 'Discount Amount' as \$ 0. At the bottom, there is a checkbox for 'I agree to the Terms and Conditions'.

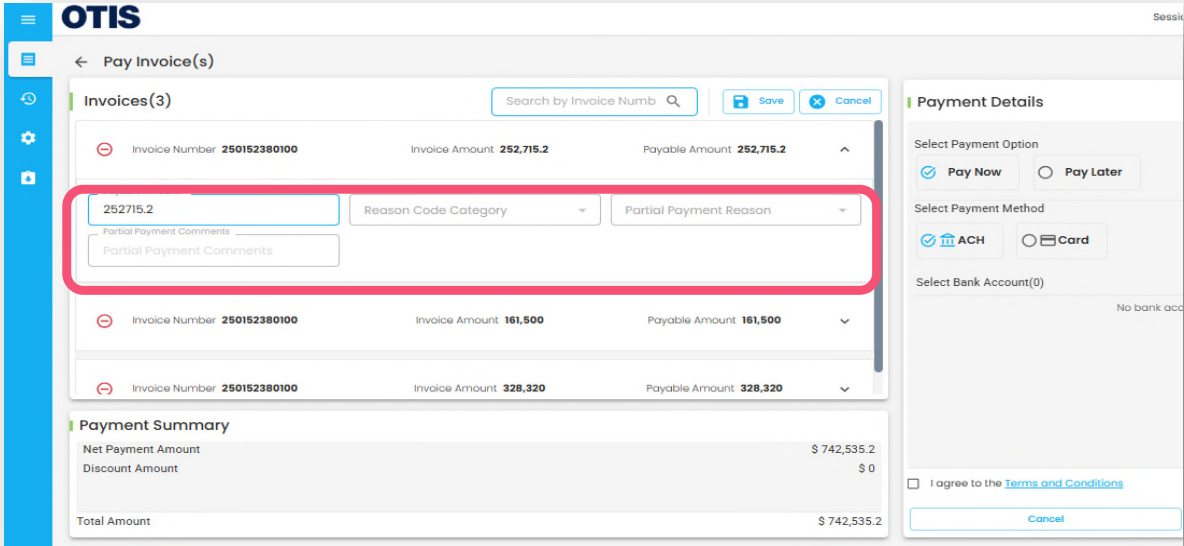
Invoice Number	Invoice Amount	Payable Amount
250152380100	252,715.2	252,715.2
250152380100	161,500	161,500
250152380100	328,320	328,320

**Payment Summary**

Net Payment Amount	\$ 742,535.2
Discount Amount	\$ 0

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

# Partial Payments



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 columns. The left column, titled 'Invoices(3)', lists three invoices with the following details:

Invoice Number	Invoice Amount	Payable Amount
250152380100	252,715.2	200
250152380100	161,500	161,500
250152380100	328,320	328,320

Below the invoice list is a 'Payment Summary' table:

Net Payment Amount	\$ 490,020
Discount Amount	\$ 0
<b>Total Amount</b>	<b>\$ 490,020</b>

The right column, titled 'Payment Details', shows the selected payer as 'Hensel Phelps-7860...'. Under 'Select Payment Option', 'Pay Now' is selected. Under 'Select Payment Method', 'Card' is selected. A '+ Add Card' button is visible. At the bottom, there is a checkbox for 'I agree to the Terms and Conditions' which is checked, and 'Cancel' and 'Pay Now' buttons.

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 your payment will be confirmed successful.

# Auto Payment

# Auto Pay Setup

The screenshot shows the OTIS Administration interface. The 'Preferences' tab is selected under the 'Administration' section. The 'Auto Payment' form is displayed with the following fields and values:

- Enable Auto Pay:**  Enable Auto Pay,  Disable Auto Pay
- Payment Frequency:** Daily
- Start Date:** 09/27/2025
- Payment Type:** ACH
- Card/Bank Account:** XX3456

A warning message is displayed: **Payment frequency will always be daily and when auto-pay is enabled, invoices will be paid on their due date.**

At the bottom of the form, there is a checkbox for "I agree to the [Terms and Conditions](#)" and a "Submit" button.

1. Navigate to the Administration->Preferences 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 Users Contacts Preferences

Session expires in 59 mins 53 secs

Contact AR Customer Service View Collector Details

Auto Payment

3  Enable Auto Pay  Disable Auto Pay

4 Payment Frequency \* Daily

Start Date \* 09/27/2025

Payments will be automatically initiated everyday from the Start Date entered.

Payment Type \* ACH

Card/Bank Account \* XX3456

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

Submit

Privacy Policy | © 2025 HighRadius Corporation. All rights reserved.

3. Select the **Enable Auto Pay** option to enable the auto payment or **Disable Auto Pay** option to disable the auto payment
4. Choose the frequency of payment from the **Payment Frequency** dropdown field  
(Payment frequency will always be daily and when auto-pay is enabled, invoices will be paid on their due date.)

# Auto Pay Setup

OTIS Administration Bank Accounts Users Contacts Preferences

Session expires in 58 mins 43 secs

Contact AR Customer Service View Collector Details

Auto Payment

Enable Auto Pay  Disable Auto Pay

Payment Frequency\* Daily

Payment Type\* ACH

I agree to the Terms and Conditions

Start Date\* 09/27/2025

September 2025

S	M	T	W	T	F	S
	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				

Privacy Policy | © 2025 HighRadius Corporation. All rights reserved.

5. Click the **calendar button** to open up the calendar to choose the date
6. The autopay will start picking up all due invoices on the scheduled date and going forward

# Auto Pay Setup

The screenshot shows the OTIS Admin interface for setting up auto payments. The page title is "Auto Payment" under the "Preferences" tab. The form includes the following elements:

- Enable Auto Pay:** Radio buttons for "Enable Auto Pay" (selected) and "Disable Auto Pay".
- Payment Frequency:** A dropdown menu with "Select" as the current value.
- Start Date:** A date input field with "09/27/2025" and a calendar icon. Below it, text reads: "Payments will be automatically initiated everyday from the Start Date entered."
- Payment Type:** A dropdown menu with "ACH" selected. A red box labeled "7" highlights this field.
- Card/Bank Account:** A dropdown menu with "Select" as the current value. A red box labeled "8" highlights this field.
- Submit:** A button labeled "Submit". A red box labeled "9" highlights this button.

At the bottom of the page, there is a footer: "Privacy Policy | © 2025 HighRadius Corporation. All rights reserved."

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

# Schedule Payment



# Schedule Payments

The screenshot shows the OTIS 'Pay Invoice(s)' interface. On the left, there is a list of invoices under 'Invoices(2)'. The first invoice has an Invoice Number of 250152380100, an Invoice Amount of 161,500, and a Payable Amount of 161,500. The second invoice has an Invoice Number of 250152380100, an Invoice Amount of 103,360, and a Payable Amount of 103,360. Below this is a 'Payment Summary' table:

Payment Summary	
Net Payment Amount	\$ 264,860
Discount Amount	\$ 0
<b>Total Amount</b>	<b>\$ 264,860</b>

On the right, the 'Payment Details' section is visible. It includes a 'Select Payer' dropdown set to 'Hensel Phelps-7...'. Under 'Select Payment Option', the 'Pay Later' radio button is selected and highlighted with a red box. The 'Scheduled Date' is set to 11/24/2025, with a calendar icon. Under 'Select Payment Method', the 'Card' radio button is selected. Under 'Select a Payment Instrument(1)', 'Credit Card-test' is selected, with a VISA logo and the card number VISA-XXXX-1111. At the bottom, there is a checked box for 'I agree to the Terms and Conditions' and two buttons: 'Cancel' and 'Pay Later', with the 'Pay Later' button highlighted by a red box.

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

The top screenshot shows the 'Payment Confirmation' screen. It features a 'Payment Details' table with the following data:

Invoice Number	Currency	Amount	Transaction Id	Payment Status	Payment Response Message
250152380100	USD	103,360		Scheduled	
250152380100	USD	161,500		Scheduled	

The 'Transaction Summary' card displays a green clock icon and the message 'Payment Successfully Scheduled'. Below it, the payment method is listed as 'CREDITCARD' and the source as 'VISA-XXXX-1111'.

The bottom screenshot shows the 'Payment History' tab. It includes a table with the following data:

Payer Number	Payer Name	Payment Source	Company Code	Transaction ID	Paid Amount	Currency	Payment Method	Payment Status	Payment Initiated On	Completed Date	Invoices F	
78602370	Hensel Phelps	EIPP	00100			USD	CREDITCARD	Scheduled				<a href="#">View</a>
78602370	Hensel Phelps	EIPP	00100	Z5QLGEAFDF	100	USD	CREDITCARD	Success	11/19/2025 CST	11/19/2025 CST		<a href="#">View</a>

- 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

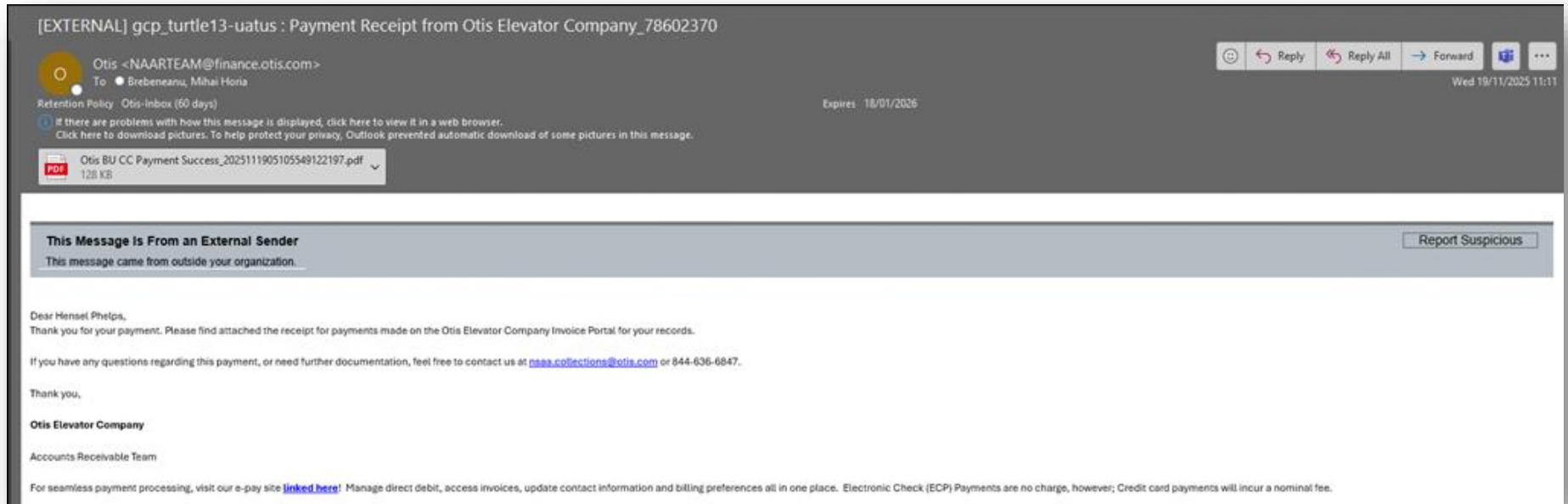
**SECTION 3**

# **Presentment Workflow**

# Automated Payment Receipt

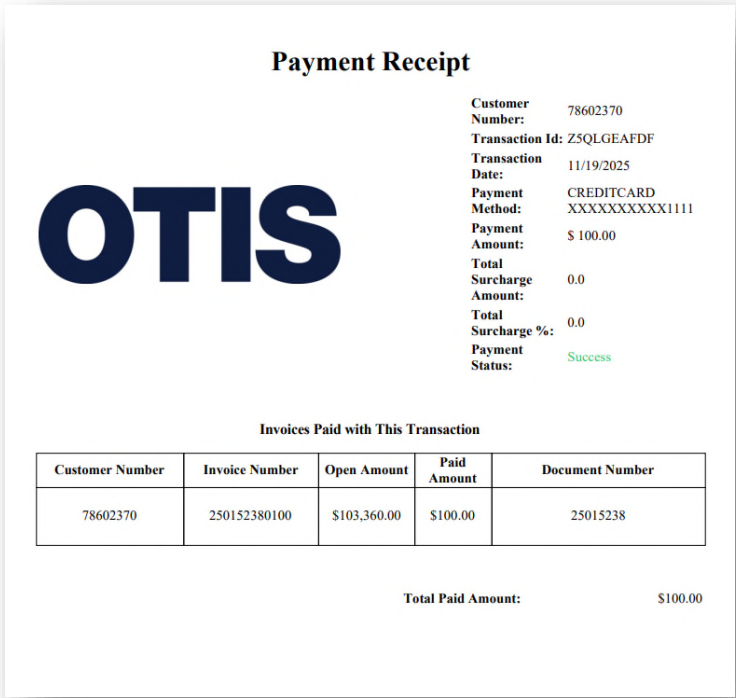


# Automated Payment Receipt



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.

# Automated Payment Receipt



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



# Invoice Copies

OTIS Invoices

Open Closed Disputes

Session expires in 59 mins 09 secs

ATRIA SENIOR LI... CAD

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

Total Open Amount CAD 1.82K 6 Invoices Pay

Overdue Amount CAD 1.82K 6 Invoices Pay

Due by 120+ days CAD 1.58K 5 Invoices Pay

Due by 31-60 days CAD 243.81 1 Invoices Pay

Pay Selected Bills Statements Actions Selected Payable Amount: CAD 487.62 (1 Invoice(s) selected)

	Payer Customer Number	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoice Number	Document Number	Invoice Date
<input checked="" type="checkbox"/>	81187082	00110	Canada	110111080	487.62	487.62	487.62		CAD	.		L10000117976	642389	06/18/2025
<input type="checkbox"/>	81187082	00110	Canada	110111080	412.54	412.54	412.54		CAD	.		L10000078587	541945	10/04/2024
<input type="checkbox"/>	81187082	00110	Canada	110111080	268.64	268.64	268.64		CAD	.		L10000094410	570017	01/27/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	243.81	243.81		CAD	.		L10000140652	687786	02/26/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	243.81	243.81		CAD	.		L10000134810	678603	12/01/2025
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	110111080	162.54	162.54		CAD	.		L10000125451	660091	08/28/2025

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

The screenshot displays the OTIS Invoices interface. A modal window titled "Email Invoices" is open, showing a pre-filled email form. The recipient email is "kanavd.gen@highradius.com". The subject line is "Adhoc Correspondence - ATRIA SENIOR LIVING, 81187082". The email body text is as follows:

Dear ATRIA SENIOR LIVING,  
Thank you for doing business with Otis Elevator Company. Please find attached your invoice(s).  
Please find your current elevator account invoice attached.  
Please visit the [link](#) to make payment.  
If you have any questions regarding the statement or invoice, need additional documentation, or notice any discrepancies, please don't hesitate to reach out. We're happy to assist.  
Thank you,  
Otis Elevator Company

The background interface shows a table of invoices with the following columns: Payer Customer Number, Payer Customer Name, Company Code, Operating Area, and Business Unit. One row is selected, showing customer number 81187082 and name ATRIA SENIOR LIVING.

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. A table of invoices is displayed, with the first row selected (checkbox checked). The 'Actions' dropdown menu is open, and the 'Dispute' option is highlighted with a red box. The table columns include: Buyer Customer Number, Company Code, Operating Area, Business Unit, Invoice Amount, Gross Amount, Payable Amount, Dispute Amount, Currency, Business Segment, Invoice PDF, Invoice Number, Document Number, and Invoice Date.

Buyer Customer Number	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoice Number	Document Number	Invoice Date
81187082	00110	Canada	110111080	487.62	487.62	487.62		CAD	.		L10000117976	642389	06/18/2025
81187082	00110	Canada	110111080	412.54	412.54	412.54		CAD	.		L10000078587	541945	10/04/2024
81187082	00110	Canada	110111080	268.64	268.64	268.64		CAD	.		L10000094410	570017	01/27/2025
81187082	00110	Canada	110111080	243.81	243.81	243.81		CAD	.		L10000140652	687786	02/26/2026
81187082	00110	Canada	110111080	243.81	243.81	243.81		CAD	.		L10000134810	678603	12/01/2025
81187082	00110	Canada	110111080	162.54	162.54	162.54		CAD	.		L10000125451	660091	08/28/2025

- 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 59 mins 42 secs

← Raise Dispute

Invoices(1) Search by Invoice Number

Invoice Number 250152380100 Invoice Amount 328,320 Payable Amount 328,320

Amount to be Disputed\* 300 Dispute Reason Category\* EIPP Dispute Dispute Reason\* Billing Rate Issue

Comments\* Test Attachment

OTIS

Session expires in 59 mins 55 secs

Invoices Open Closed Disputes

Withdraw Dispute Saved Filter

<input type="checkbox"/>	Deduction Id	Payer Number	Payer Name	Company Code	Invoice Number	Document Number	Dispute Amount	Reason Code Category	Dispute Reason	Status	Creation Comment	Attachment
<input type="checkbox"/>	40717	78602370	Hensel Phelps	00100	250152380100	25015238	300	EIPP Dispute	Billing Rate Issue	New	Test	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. The 'Administration' sub-tab under the 'EIPP' tab is highlighted. A notification banner states: 'For updating any contact related information, please use this [Contacts Update Form](#).' Below this, summary cards show 'Total Open Amount CAD 1.82K', 'Overdue Amount CAD 1.82K', and 'Due by 120+ days CAD 1.58K'. A table of invoices is displayed with the following data:

	Payer Customer Number	Payer Customer Name	Company Code	Operating Area	Business Unit	Invoice Amount	Gross Amount	Payable Amount	Dispute Amount	Currency	Business Segment	Invoice PDF	Invoic
<input type="checkbox"/>	81187082	ATRIA SENIOR LIVING	00110	Canada	11011080	487.62	487.62	487.62		CAD			L10001

## 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**

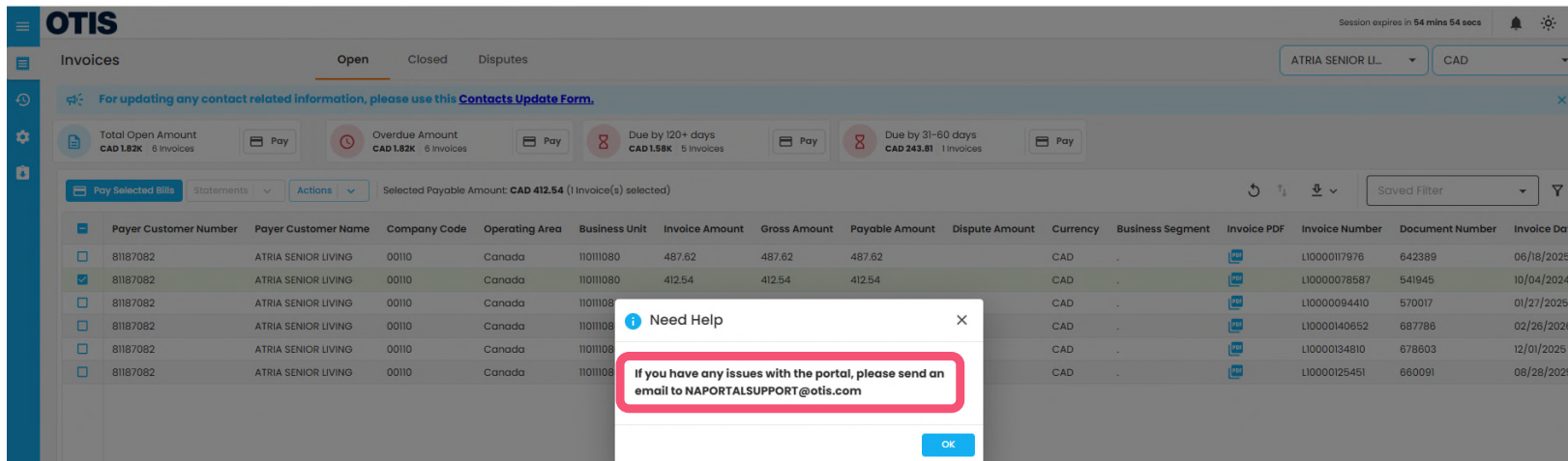
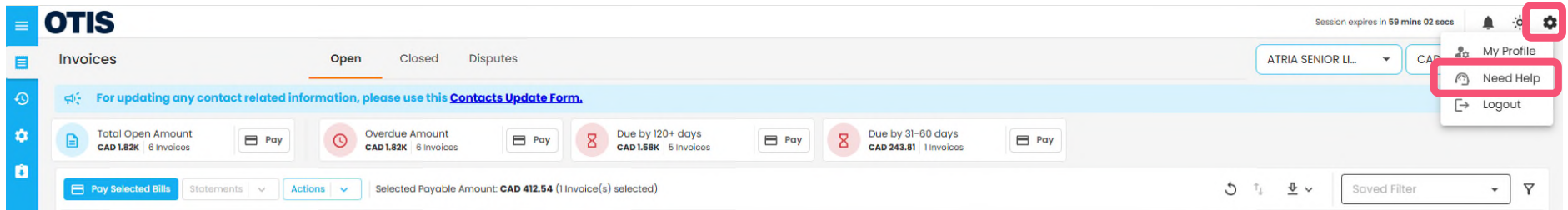
**Support**

# Get Support for Invoice-related issues

The screenshot displays the OTIS Administration interface. The top navigation bar includes 'Administration', 'Bank Accounts', 'Cards', 'Users', 'Contacts', and 'Preferences'. The 'Bank Accounts' tab is active, showing a table with columns: Account Number, Account Holder's Name, Routing Number, Bank Name, Bank Country, Accessible By Merchant, Saved On, and Account Status. A table row shows Account Number 'XXXXX7561', Account Holder's Name 'Test', Routing Number, Bank Name, Bank Country 'US', Accessible By Merchant 'Yes', Saved On '01/09/2026 08:21:50', and Account Status 'Active'. The 'Contact Supplier' and 'View Collector Details' buttons are highlighted with red boxes. A settings icon in the sidebar is also highlighted. A 'Collector Details' modal is open, showing a table with columns: Customer Number, Name, Email, Contact Number, and Credit Limit. A row shows Customer Number '28243', Name 'Naru Chandrasek...', Email 'logeshwarank.gen...', Contact Number '800-614-3273', and Credit Limit '0.00'. A 'Raise Ticket on Email' window is also open, showing the email address 'logeshwarank.gen@highradius.com' and the subject 'Contact Supplier Wells Enterprises - 28243'.

- 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](mailto: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



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

**OTIS**