

Customer Welcome Kit

Electronic Invoice Presentment & Payment (EIPP) Module

Autonomous Software

powered by AI

OTIS



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SECTION 1

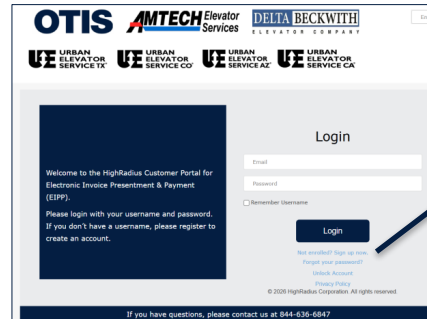
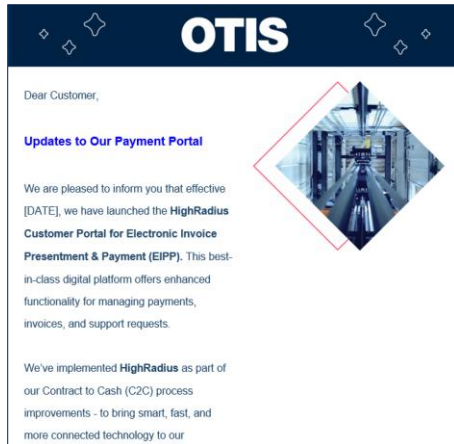
EIPP Customer Login

There are two ways to register for the payment portal:

1. Self Registration HighRadius EIPP

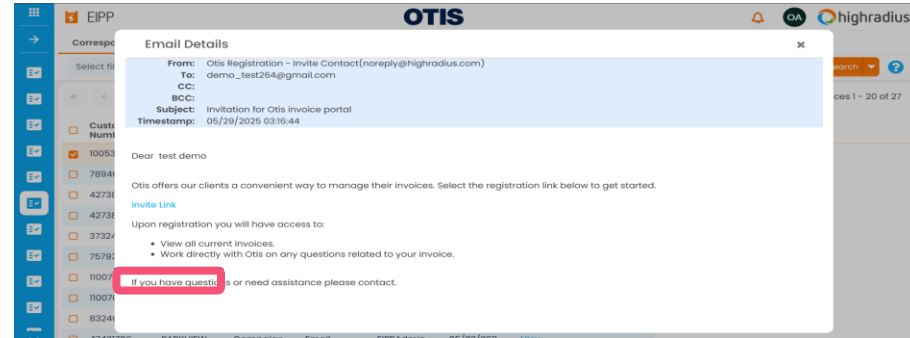
You may have received a communication with instructions for completing the self-registration process on the payment portal. To complete the registration, customers will need the following information:

- 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

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

The screenshot shows the OTIS EIPP interface for the 'Open Invoices' tab. The 'Invoices' and 'Open' tabs are highlighted with red boxes. The interface includes a top navigation bar with 'Invoices', 'Open', 'Closed', and 'Disputes' tabs. A search bar shows 'ATRIA SENIOR LL...' and 'CAD'. A summary section displays: Total Open Amount CAD 1.82K (6 invoices), Overdue Amount CAD 1.82K (6 invoices), Due by 120+ days CAD 1.59K (6 invoices), and Due by 31-60 days CAD 243.81 (1 invoice). Below this is a table of selected bills with columns for 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, and Invoice Date.

| <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 | 11011080 | 487.62 | 487.62 | 487.62 | | CAD | . | | L10000117976 | 642389 | 06/18/2025 |
| <input type="checkbox"/> | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 412.54 | 412.54 | 412.54 | | CAD | . | | L10000078587 | 541945 | 10/04/2024 |
| <input type="checkbox"/> | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 268.64 | 268.64 | 268.64 | | CAD | . | | L10000094410 | 570017 | 01/27/2025 |
| <input type="checkbox"/> | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | | L10000140652 | 687786 | 02/26/2026 |
| <input type="checkbox"/> | 81187082 | 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 |

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 displays the OTIS Invoices dashboard. At the top, there are tabs for 'Open', 'Closed', and 'Disputes', with 'Open' selected. A notification banner at the top 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 shown below, with columns for 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, and Invoice Date. A 'Pay Selected Bills' button is visible on the left. A dropdown menu is open over the table, showing 'View Invoice' and 'Dispute' options. Red annotations include: 1. A box around the 'Open' tab. 2. A box around the 'Actions' dropdown menu. 3. A box around the 'View Invoice' option in the dropdown menu.

| 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 | . | PDF | L10000117976 | 642389 | 06/18/2025 |
| 81187082 | 00110 | Canada | 11011080 | 412.54 | 412.54 | 412.54 | | CAD | . | PDF | L10000078587 | 541945 | 10/04/2024 |
| 81187082 | 00110 | Canada | 11011080 | 268.64 | 268.64 | 268.64 | | CAD | . | PDF | L10000094410 | 570017 | 01/27/2025 |
| 81187082 | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | PDF | L10000140652 | 687786 | 02/26/2026 |
| 81187082 | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | PDF | L10000134810 | 678603 | 12/01/2025 |
| 81187082 | 00110 | Canada | 11011080 | 162.54 | 162.54 | 162.54 | | CAD | . | PDF | 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

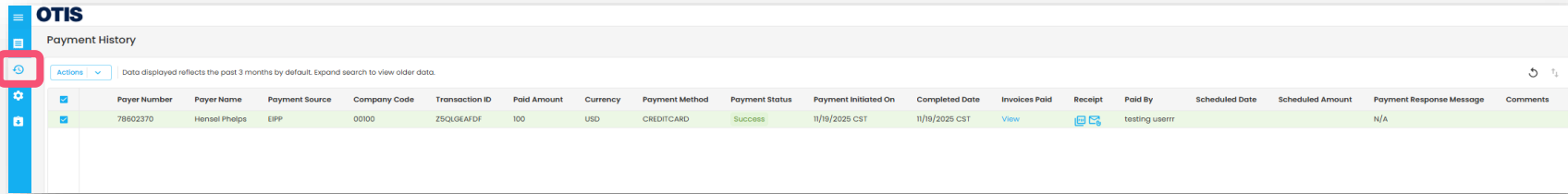
The screenshot shows the OTIS Invoices interface with the 'Closed' tab selected. The interface includes a sidebar with navigation icons, a top navigation bar with 'Invoices' and 'Open'/'Closed' tabs, and a main table of invoice data. Five red callouts are present: 1. A red box around the 'View Invoice' button in the 'Actions' dropdown. 2. A red box around the 'Correspondence' dropdown menu. 3. A red box around the refresh button in the top right. 4. A red box around the download button in the top right. 5. A red box around the filter button in the top right.

| 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 |
|----------------|---------------|----------------|----------|-----------------------|---------------------|--------------|---------------|----------------|-------------|-----------------|---------------|---------------|--------------|
| 240274260100 | Not Available | 0 | USD | 43265195 | Western Builders | 00100 | 100106540 | 61,496.98 | 0 | 24027426 | U5 | 11/07/2024 | 11/07/2024 |
| 240274260100 | Not Available | 0 | USD | 43265195 | Western Builders | 00100 | 100106540 | 46,122.5 | 0 | 24027426 | U5 | 11/07/2024 | 11/07/2024 |
| 240055980100 | Not Available | 0 | USD | 43265195 | Western Builders | 00100 | 100106540 | -9,600 | 0 | 24005598 | RM | 11/18/2024 | 11/18/2024 |
| 240168990100 | Not Available | 0 | USD | 43265195 | Western Builders | 00100 | 100106540 | 9,600 | 0 | 24016899 | U5 | 07/10/2024 | 07/10/2024 |
| 240099840100 | Not Available | 0 | USD | 43265195 | Western Builders | 00100 | 100106540 | 1,900 | 0 | 24009984 | U5 | 04/23/2024 | 04/23/2024 |
| 240020590100 | 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 – 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 – Payment History



OTIS
Payment History

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

| | 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"/> | 78602370 | Hensel Phelps | EIPP | 00100 | Z5QLGEAFDF | 100 | USD | CREDITCARD | Success | 11/19/2025 CST | 11/19/2025 CST | View | | testing userrr | | | N/A | |

Payment History Tab

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

EIPP Overview – Disputes

OTIS Invoices Open Closed **Disputes** Session expires in 58 mins 41 secs

Withdraw Dispute

| <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_O1 |
| <input type="checkbox"/> | 40900 | 577796 | Peak Elevator Performance Inc | 00100 | JCO070BLE | 24172678 | 888.00 | EIPP Dispute | Billing Rate Issue | New | Test | upload/view | 01/09/2026 08:07:21 | EIPP_CUST_O1 |

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 displays the OTIS Administration interface. The top navigation bar includes the OTIS logo, a session timer (59 mins 47 secs), and utility icons. The main navigation menu on the left contains icons for home, refresh, and settings. The central navigation bar features tabs for Bank Accounts, Cards, Users, Contacts, and Preferences, with 'Cards' selected. A red box highlights the settings gear icon in the left sidebar. Five red circles with numbers 1 through 5 are positioned above the navigation tabs: 1 above Bank Accounts, 2 above Cards, 3 above Users, 4 above Contacts, and 5 above Preferences. 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 single row is visible with the following data: Credit, VISA-XXXX-1111, 01, 2027, test, Active, Accessible, and 11/19/2025 CST.

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 Close Disputes 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 1.58K** 6 Invoices Pay Due by 120+ days **CAD 1.58K** 5 Invoices Pay Due by 31-60 days **CAD 243.81** 1 Invoices Pay

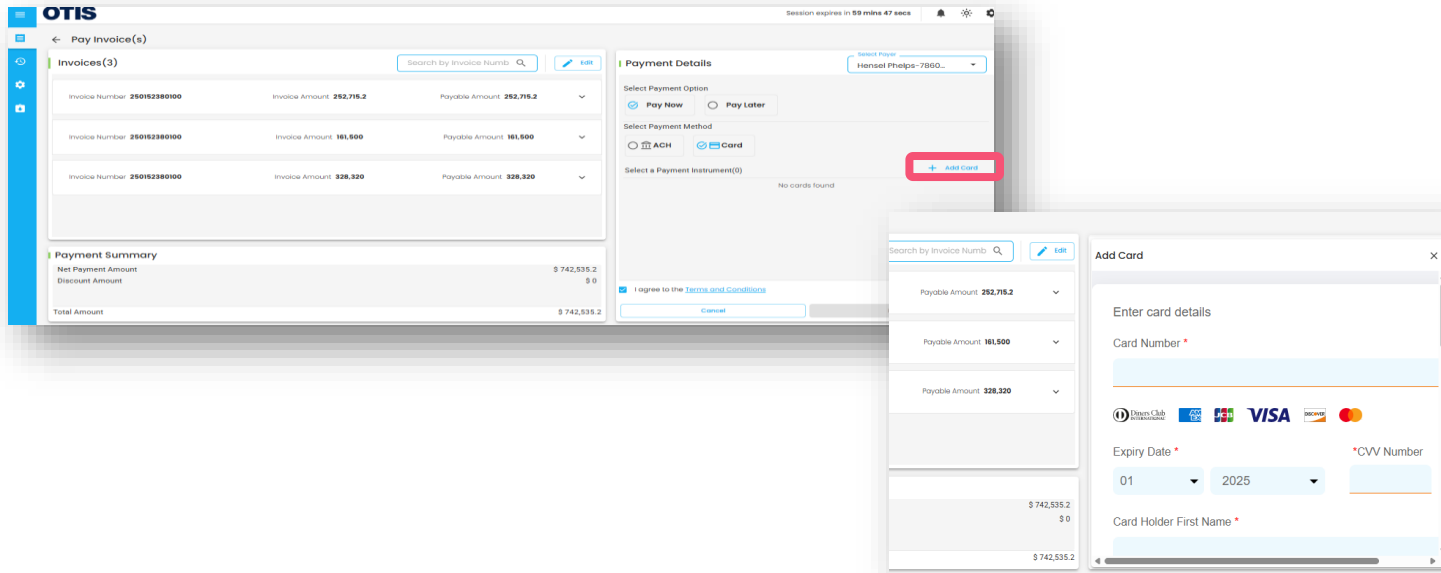
Pay Selected Bills Statements Actions Selected Payable Amount: **CAD 924.99** (3 Invoice(s) selected) Refresh Filter Download Saved Filter

| | 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"/> | 8110082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 487.62 | 487.62 | 487.62 | | CAD | . | | L10000117976 | 642389 | 06/18/2025 |
| <input checked="" type="checkbox"/> | 8110082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 412.54 | 412.54 | 412.54 | | CAD | . | | L10000078587 | 541945 | 10/04/2024 |
| <input checked="" type="checkbox"/> | 8110082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 268.64 | 268.64 | 268.64 | | CAD | . | | L10000094410 | 570017 | 01/27/2025 |
| <input checked="" type="checkbox"/> | 8110082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | | L10000140652 | 687786 | 02/26/2026 |
| <input type="checkbox"/> | 8110082 | 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)

The screenshot displays the OTIS payment interface. On the left, the 'Pay Invoice(s)' screen shows an invoice for amount \$5,457.68. The 'Payment Details' section on the right allows selecting the payment method as 'ACH' (highlighted with a red box) and 'Test' (also highlighted with a red box). Below this, there is a 'Payment Summary' table and a 'Proceed to Payment' button.

| Payment Summary | |
|--------------------|-------------|
| Net Payment Amount | \$ 5,457.68 |
| Total Amount | \$ 5,457.68 |

The 'Enter Bank Account Details' form on the right includes the following fields:

- Bank Country * (United States)
- Bank Name *
- Routing Number *
- Account Number *
- Account Type *
- Account Holder Name *
- Personal Details: Payer Email Address *, Country *

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 55 mins 08 secs

Pay Invoice(s)

Invoices(3) Search by Invoice Numb

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

Payment Details Select Payer: Hensel Phelps-7860...

Select Payment Option: Pay Now Pay Later

Select Payment Method: ACH Card

Select Bank Account(0) [+ Add Bank Account](#)

No bank accounts found

Payment Summary

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

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

Partial Payments

The screenshot shows the OTIS 'Pay Invoice(s)' interface. The main area displays a list of three invoices. The first invoice is selected, and its details are shown in a table. A red box highlights the 'Partial Payment Reason' section, which includes a text input field for the amount (252715.2), a dropdown for 'Reason Code Category', and a dropdown for 'Partial Payment Reason'. Below these are two text input fields for 'Partial Payment Comments'. The 'Payment Details' sidebar on the right includes options for 'Pay Now' (selected) and 'Pay Later', 'ACH' (selected) and 'Card', and a 'Select Bank Account' section. At the bottom of the sidebar is a checkbox for 'I agree to the Terms and Conditions' and a 'Cancel' button. The 'Payment Summary' section at the bottom left shows a total amount of \$742,535.2.

| 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 |
| Total Amount | \$ 742,535.2 |

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

OTIS Session expires in 59 mins 54 secs

Pay Invoice(s)

Invoices(3) Search by Invoice Num

| Invoice Number | Invoice Amount | Payable Amount | |
|---|----------------|----------------|---|
| 250152380100 | 252,715.2 | 200 | ^ |
| Reason Code Category: EIPP Partial Payment | | | |
| Partial Payment Reason: Promise to pay at a later date | | | |
| Partial Payment Comments: Test | | | |
| 250152380100 | 161,500 | 161,500 | v |
| 250152380100 | 328,320 | 328,320 | v |

Payment Summary

| | |
|---------------------|-------------------|
| Net Payment Amount | \$ 490,020 |
| Discount Amount | \$ 0 |
| Total Amount | \$ 490,020 |

Payment Details Select Payer: Hensel Phelps-7860...

Select Payment Option: Pay Now Pay Later

Select Payment Method: ACH Card

Select a Payment Instrument(0) No cards found

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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 Users Contacts **Preferences**

Auto Payment

Session expires in 59 mins 53 secs

Contact AR Customer Service View Collector Details

1

2

Enable Auto Pay Disable Auto Pay

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

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Submit

! *Payment frequency will always be daily and when auto-pay is enabled, invoices will be paid on their due date.*

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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

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Submit

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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 | | | | |

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

Auto Pay Setup

The screenshot shows the OTIS Administration interface for setting up auto payments. The page title is "Auto Payment" and the navigation menu includes "Administration", "Bank Accounts", "Users", "Contacts", and "Preferences". The "Preferences" tab is active, and the "Auto Payment" sub-tab is selected. The form includes the following fields and controls:

- 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.
- 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.

Additional text on the form includes: "Payments will be automatically initiated everyday from the Start Date entered." and "Terms and Conditions".

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 displays the OTIS 'Pay Invoice(s)' interface. On the left, a sidebar contains navigation icons. The main area is divided into three sections: 'Invoices(2)', 'Payment Summary', and 'Payment Details'. The 'Invoices(2)' section lists two invoices with their respective amounts. The 'Payment Summary' section shows a net payment amount of \$264,860. The 'Payment Details' section includes a 'Select Payer' dropdown, 'Select Payment Option' with 'Pay Later' selected, a 'Scheduled Date' of 11/24/2025, 'Select Payment Method' with 'Card' selected, and 'Select a Payment Instrument(1)' with 'Credit Card-test' selected. A 'Pay Later' button is highlighted in red at the bottom right.

| Invoice Number | Invoice Amount | Payable Amount |
|----------------|----------------|----------------|
| 250152380100 | 161,500 | 161,500 |
| 250152380100 | 103,360 | 103,360 |

| Payment Summary | |
|---------------------|-------------------|
| Net Payment Amount | \$ 264,860 |
| Discount Amount | \$ 0 |
| Total Amount | \$ 264,860 |

Payment Details

Select Payer: Hensel Phelps-7...

Select Payment Option:
 Pay Now
 Pay Later

Scheduled Date: 11/24/2025

Select Payment Method:
 ACH
 Card

Select a Payment Instrument(1):
 Credit Card-test (VISA-XXXX-1111)

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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 59 mins 01 sec

Payment Confirmation

Payment Details

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

Transaction Summary

Payment Successfully Scheduled

Payment Methods Source: CREDITCARD VISA-XXXX-1111

OTIS

Session expires in 59 mins 45 secs

Payment History

Actions | Data displayed reflects the past 3 months by default. Expand search to view older 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 |
|--------------------------|--------------|---------------|----------------|--------------|----------------|-------------|----------|----------------|----------------|----------------------|----------------|----------------------|
| <input type="checkbox"/> | 78602370 | Hensel Phelps | EIPP | 00100 | | | USD | CREDITCARD | Scheduled | | | View |
| <input type="checkbox"/> | 78602370 | Hensel Phelps | EIPP | 00100 | Z5QLGEAFDF | 100 | USD | CREDITCARD | Success | 11/19/2025 CST | 11/19/2025 CST | View |

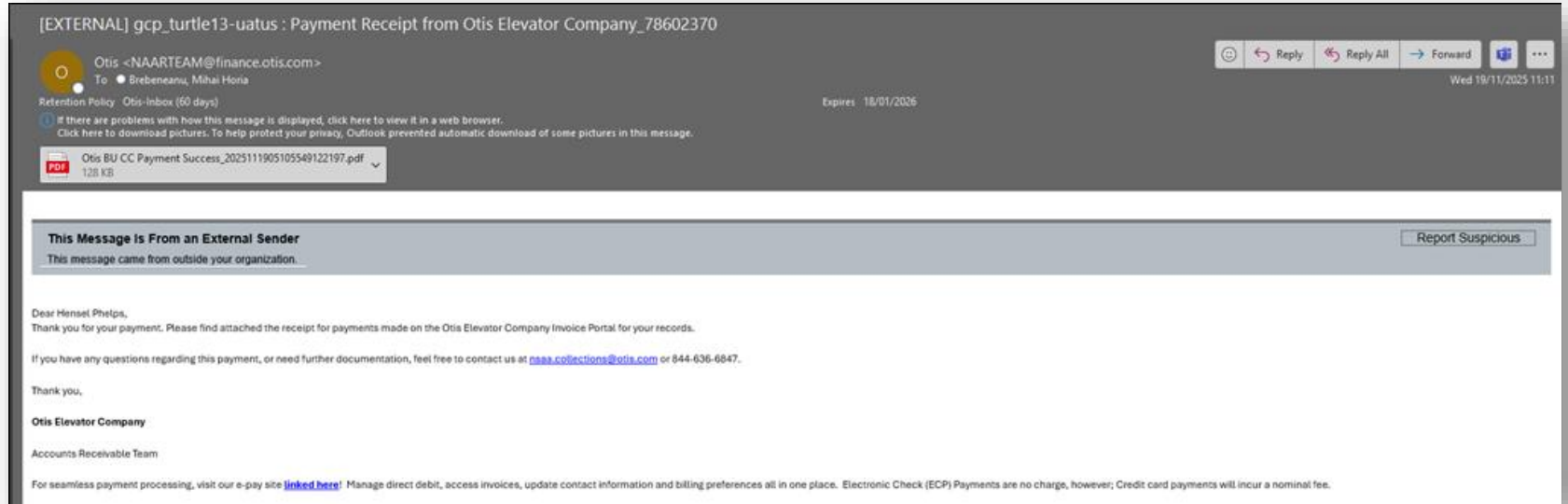
- Within the payment confirmation screen, you can view the scheduled payment
- Within the payment history tab, you will also see the schedule payment with a payment status of Scheduled

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

Payment Receipt

OTIS

Customer Number: 78602370
Transaction Id: Z5QLGEAFDF
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 |
|-----------------|----------------|--------------|-------------|-----------------|
| 78602370 | 250152380100 | \$103,360.00 | \$100.00 | 25015238 |

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

Invoice Copies

OTIS Invoices

Open Closed Disputes

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 1.59K (5 Invoices) [Pay]

Due by 31-60 days: CAD 243.81 (1 Invoice) [Pay]

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

| View Invoice | 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 |
|----------------|-----------------------|---------------------|----------------|---------------|----------------|--------------|----------------|----------------|----------|------------------|-------------|----------------|-----------------|--------------|
| Correspondence | 81187082 | 00110 | Canada | 110111080 | 487.62 | 487.62 | 487.62 | | CAD | . | [PDF] | L10000117976 | 642389 | 06/18/2025 |
| | 81187082 | 00110 | Canada | 110111080 | 412.54 | 412.54 | 412.54 | | CAD | . | [PDF] | L10000078587 | 541945 | 10/04/2024 |
| Dispute | 81187082 | 00110 | Canada | 110111080 | 268.64 | 268.64 | 268.64 | | CAD | . | [PDF] | L10000094410 | 570017 | 01/27/2025 |
| | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 110111080 | 243.81 | 243.81 | 243.81 | CAD | . | [PDF] | L10000140652 | 687786 | 02/26/2026 |
| | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 110111080 | 243.81 | 243.81 | 243.81 | CAD | . | [PDF] | L10000134810 | 678603 | 12/01/2025 |
| | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 110111080 | 162.54 | 162.54 | 162.54 | CAD | . | [PDF] | 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. At the top, there are tabs for 'Open', 'Closed', and 'Disputes'. A notification banner reads: 'For updating any contact related information, please use this [Contacts Update Form](#).' Below this, summary cards show 'Total Open Amount CAD 1.82K (6 invoices)' and 'Overdue Amount CAD 1.82K (6 invoices)'. A table lists invoices with columns: Payer Customer Number, Payer Customer Name, Company Code, Operating Area, and Business Unit. One row is selected. An 'Email Invoices' modal is open, showing the recipient email 'kanavd.gen@highradius.com', the subject 'Adhoc Correspondence - ATRIA SENIOR LIVING, 81187082', and a rich text editor with the following content:

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

At the bottom of the modal, there are toggle switches for 'Zip Files' and 'Merge Files'.

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 navigation bar, there are summary cards for '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 columns for 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, and Invoice Date. The first row is selected, and a 'Dispute' button is highlighted with a red box in the 'Actions' dropdown menu.

| 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 | . | pdf | L1000011976 | 642389 | 06/18/2025 |
| 81187082 | 00110 | Canada | 11011080 | 412.54 | 412.54 | 412.54 | | CAD | . | pdf | L10000078587 | 541945 | 10/04/2024 |
| 81187082 | 00110 | Canada | 11011080 | 268.64 | 268.64 | 268.64 | | CAD | . | pdf | L10000094410 | 570017 | 01/27/2025 |
| 81187082 | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | pdf | L10000140652 | 687786 | 02/26/2026 |
| 81187082 | 00110 | Canada | 11011080 | 243.81 | 243.81 | 243.81 | | CAD | . | pdf | L10000134810 | 678603 | 12/01/2025 |
| 81187082 | 00110 | Canada | 11011080 | 162.54 | 162.54 | 162.54 | | CAD | . | pdf | 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 Num:

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

Refresh Filter Download Saved Filter Filter

| | 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 displays the OTIS Invoices dashboard. A red box highlights the 'EIPP' (Administration) sub-tab in the left-hand navigation menu. Another red box highlights the 'Contacts Update Form' link within a blue notification banner. The interface includes tabs for 'Open', 'Closed', and 'Disputes' invoices, along with filters for 'ATRIA SENIOR LIVIN...' and 'CAD'. Summary cards show 'Total Open Amount CAD 1.82K' and 'Overdue Amount CAD 1.82K'. A table below lists invoice details for payer customer 81187082.

| | 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 |
|--|-----------------------|---------------------|--------------|----------------|---------------|----------------|--------------|----------------|----------------|----------|------------------|-------------|---------|
| | 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 487.62 | 487.62 | 487.62 | | CAD | | | 130001 |

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 'XXXXX7561', 'Test', blank, blank, 'US', 'Yes', '01/09/2026 08:21:50', and 'Active'. In the top right, 'Contact Supplier' and 'View Collector Details' buttons are highlighted with red boxes. A settings gear icon in the left sidebar is also highlighted. Two overlapping windows are shown: 'Collector Details' and 'Raise Ticket on Email'. The 'Collector Details' window shows a table with columns: Customer Number, Name, Email, Contact Number, and Credit Limit. The 'Raise Ticket on Email' window shows an email composition interface with the recipient 'logeshwarank.gen@highradius.com' and 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 or (844-636-6847 – select option 5)
- Use the “view collector Information” to see more details about your collector

Get Technical Support

OTIS Invoices

Open Closed Disputes

Session expires in 59 mins 02 secs

ATRIA SENIOR LL... CAD

My Profile

Need Help

Logout

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 412.54 (1 Invoice(s) selected)

Saved Filter

OTIS Invoices

Open Closed Disputes

Session expires in 54 mins 54 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 412.54 (1 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 |
|-----------------------|---------------------|--------------|----------------|---------------|----------------|--------------|----------------|----------------|----------|------------------|-------------|----------------|-----------------|--------------|
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 487.62 | 487.62 | 487.62 | | CAD | | PDF | L10000117976 | 642389 | 06/18/2025 |
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | 412.54 | 412.54 | 412.54 | | CAD | | PDF | L10000078587 | 541945 | 10/04/2024 |
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | | | | | CAD | | PDF | L10000094410 | 570017 | 01/27/2025 |
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | | | | | CAD | | PDF | L10000140652 | 687786 | 02/26/2026 |
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | | | | | CAD | | PDF | L10000134810 | 678603 | 12/01/2025 |
| 81187082 | ATRIA SENIOR LIVING | 00110 | Canada | 11011080 | | | | | CAD | | PDF | L10000125451 | 660091 | 08/28/2025 |

Need Help

If you have any issues with the portal, please send an email to NAPORTALSUPPORT@otis.com

OK

- 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