

ACCOUNTS PAYABLE

Virtual Training Packet



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FERGUSON.COM: OVERVIEW

From online ordering to organizing and managing inventory, Ferguson.com is packed with tools that help save time and money. You can do business with us wherever and whenever you want.

My Lists:

Organize products into customized favorites lists to quickly reorder the products you buy most often. Easily create lists for floorplans, equipment matchups, and warehouse stock that can be shared intracompany.

Online Bill Pay:

Reduce time spent on the phone by viewing invoices, statements, credit memos and equipment serial numbers. Schedule payments to keep your account balance current.

Ferguson App:

Combines barcode scanning capabilities with existing Ferguson.com capabilities to provide you with the tools you need on the go. Conveniently scan products from your truck or warehouse to replenish inventory, while also accessing product specs, installation guides and warranty information -all without leaving the jobsite.

Dashboard:

Access the site tools you use most often. Quickly view your orders, see quote details, access quick tools and more, from one convenient area on the site.

Job Board:

Access main and job accounts to view your specific pricing and preferred Ferguson locations with real time inventory levels and availability.

SPEND SNAPSHOT

Spend Snapshot displays your Accounts Payable information (minus tax and shipping) for the current and previous month. You can find this feature conveniently located on your Dashboard. From the dropdown menu, you can select to view main or job accounts and customize the spend view on each. Use this feature to keep track of spending and gain insight into what's being spent on each account.

The screenshot shows a dashboard with a left sidebar, a main content area, and a right sidebar. The left sidebar contains navigation links: Quotes, Orders, Message Center (37), My Settings, Company Settings, My Solutions, PRO Plus Rewards, Bill Pay Info, View Bills, Resources, Take a Tour, Ideas & Learning Center, and Branch Solutions. The main content area is titled 'My Orders' and shows a list of orders under the heading 'SHIPPING SOON'. The right sidebar contains a 'SPEND SNAPSHOT' widget for 'FERGUSON ASSOC'.

My Orders ▲ displaying 7 days activity

SHIPPING SOON ▲

Web Order W604586492 HANNAH VIEW ORDER >>	\$0.24 Apr 20, 2020
Web Order W604586072 TEST VIEW ORDER >>	\$0.24 Apr 20, 2020
Web Order W604531988 VIEW ORDER >>	\$0.25 Apr 20, 2020
Web Order W600020544 <small>This order was removed. If you have any questions, please call us at 1-888-222-1785.</small>	Apr 20, 2020

SPEND SNAPSHOT ▲

FERGUSON ASSOC ▼

THIS MONTH LAST MONTH

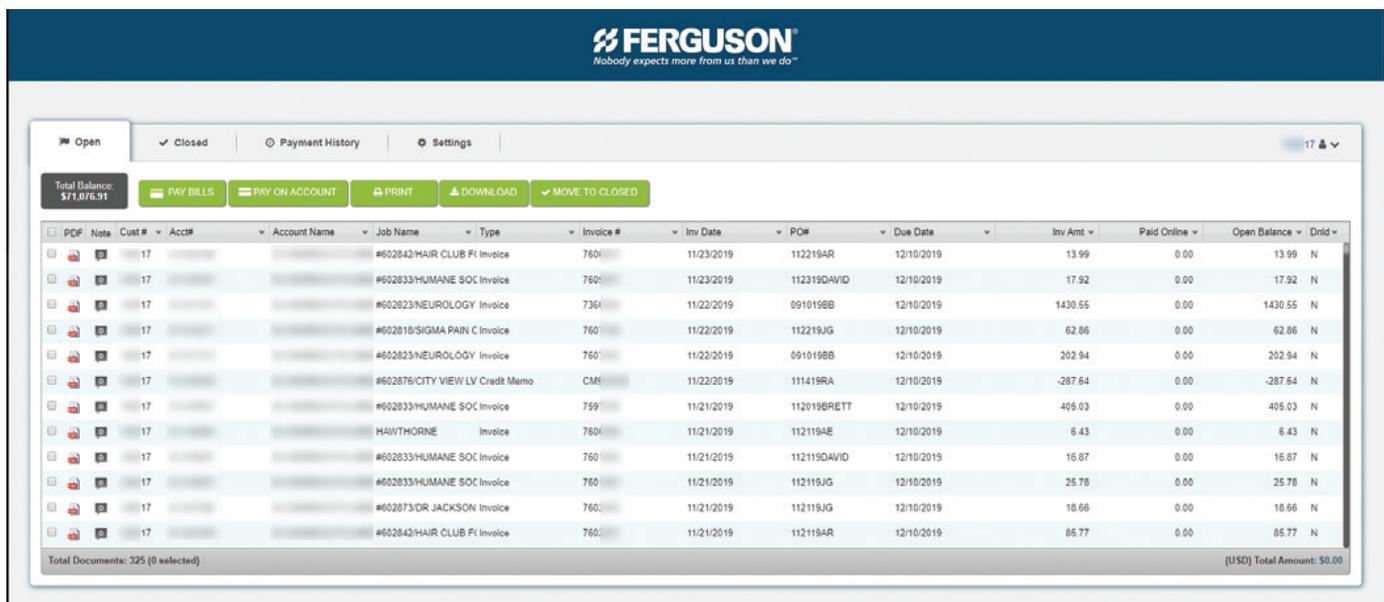
\$0.00
Apr spend-to-date

ACCOUNTS PAYABLE

A/P Balance:	\$0.00
A/P Invoiced:	\$0.00
Order Balance:	\$0.00
Current:	\$0.00
Over 30 Days:	\$0.00
Over 60 Days:	\$0.00
Over 90 Days:	\$0.00

ONLINE BILL PAY: OVERVIEW

Customers with an existing line of credit have 24/7 on demand access to invoices, statements, equipment serial numbers, and credits when using the online bill pay service in Ferguson.com. Online Bill Pay is a secure payment solution for those wishing to pay individual invoices or make monthly payments via EFT.



The screenshot displays the Ferguson.com online bill pay interface. At the top, the Ferguson logo is visible with the tagline "Nobody expects more from us than we do™". Below the logo, there are navigation tabs: "Open", "Closed", "Payment History", and "Settings". A "Total Balance: \$71,076.91" is shown on the left. A row of action buttons includes "PAY BILLS", "PAY ON ACCOUNT", "PRINT", "DOWNLOAD", and "MOVE TO CLOSED". The main area contains a table of invoices with the following columns: PDF, Note, Cust #, Acc#, Account Name, Job Name, Type, Invoice #, Inv Date, PO#, Due Date, Inv Amt, Paid Online, Open Balance, and Drid. The table lists 13 invoices with various details such as invoice numbers, dates, and amounts. At the bottom, it shows "Total Documents: 325 (0 selected)" and "[USD] Total Amount: \$0.00".

PDF	Note	Cust #	Acc#	Account Name	Job Name	Type	Invoice #	Inv Date	PO#	Due Date	Inv Amt	Paid Online	Open Balance	Drid
		17			#602842/HAIR CLUB FI Invoice		7601	11/23/2019	112219AR	12/10/2019	13.99	0.00	13.99	N
		17			#602833/HUMANE SOC Invoice		7601	11/23/2019	112319DAVID	12/10/2019	17.92	0.00	17.92	N
		17			#602823/NEUROLOGY Invoice		7361	11/22/2019	091019BB	12/10/2019	1430.55	0.00	1430.55	N
		17			#602818/SIGMA PAIN C Invoice		760	11/22/2019	112219JG	12/10/2019	62.86	0.00	62.86	N
		17			#602823/NEUROLOGY Invoice		760	11/22/2019	091019BB	12/10/2019	202.94	0.00	202.94	N
		17			#602876/CITY VIEW LV Credit Memo		CMS	11/22/2019	111419RA	12/10/2019	-287.64	0.00	-287.64	N
		17			#602833/HUMANE SOC Invoice		759	11/21/2019	112019BRET	12/10/2019	405.03	0.00	405.03	N
		17			HAWTHORNE Invoice		7601	11/21/2019	112119AE	12/10/2019	6.43	0.00	6.43	N
		17			#602833/HUMANE SOC Invoice		760	11/21/2019	112119DAVID	12/10/2019	16.87	0.00	16.87	N
		17			#602833/HUMANE SOC Invoice		760	11/21/2019	112119JG	12/10/2019	25.78	0.00	25.78	N
		17			#602873/DR JACKSON Invoice		760	11/21/2019	112119JG	12/10/2019	18.66	0.00	18.66	N
		17			#602842/HAIR CLUB FI Invoice		760	11/21/2019	112119AR	12/10/2019	85.77	0.00	85.77	N

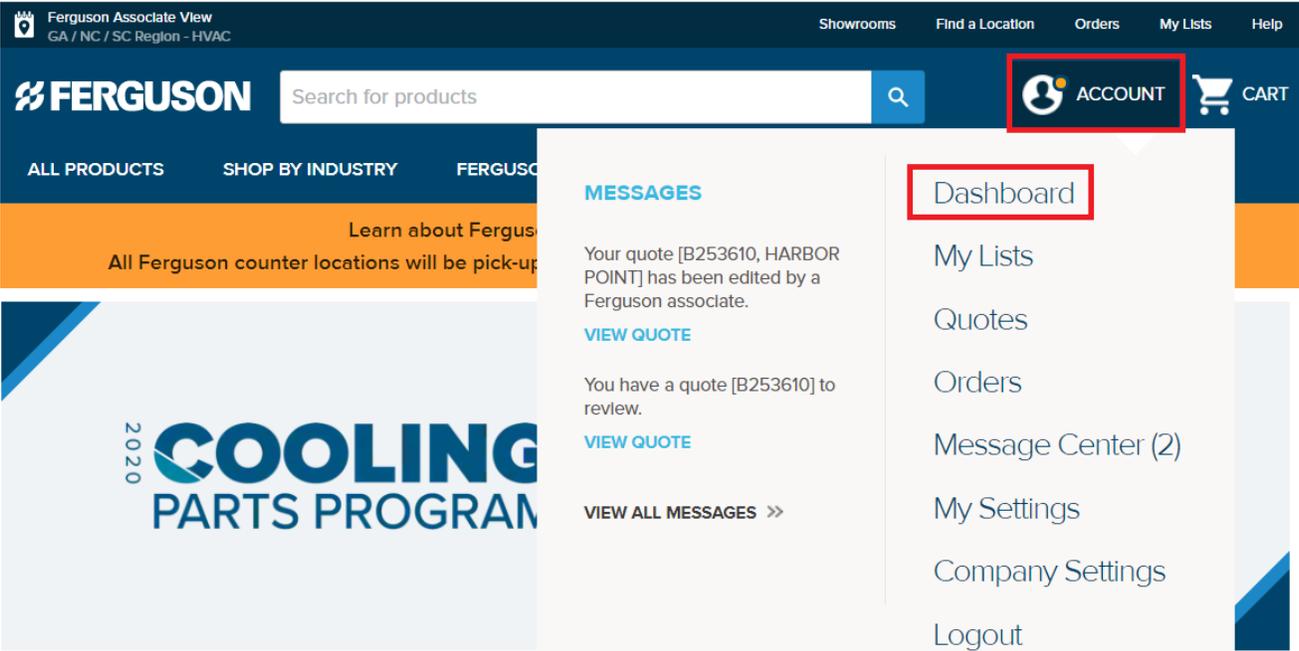
Levels of Online Bill Pay Access:

- *View Only*: limits the user to viewing, emailing and printing documents
- *Standard Bill Payer*: ability to view, email and print documents as well as pay bills and save/update payment methods
- *AP Administrator*: ability to view, email and print documents as well as pay bills, save/update payment methods, schedule one time payments and assign roles to other employees

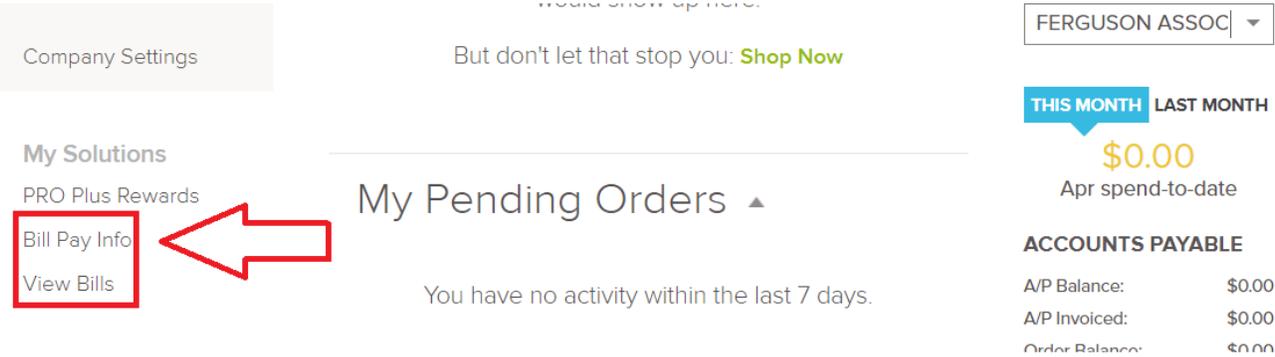
ONLINE BILL PAY: REQUEST ACCESS

Follow the three simple steps below to request access to Online Bill Pay.

Login to Ferguson.com, hover over the Account icon at the top and click Dashboard.



Under My Solutions, click on Bill Pay Info.



ONLINE BILL PAY: REQUEST ACCESS

Click the green Request Access button.

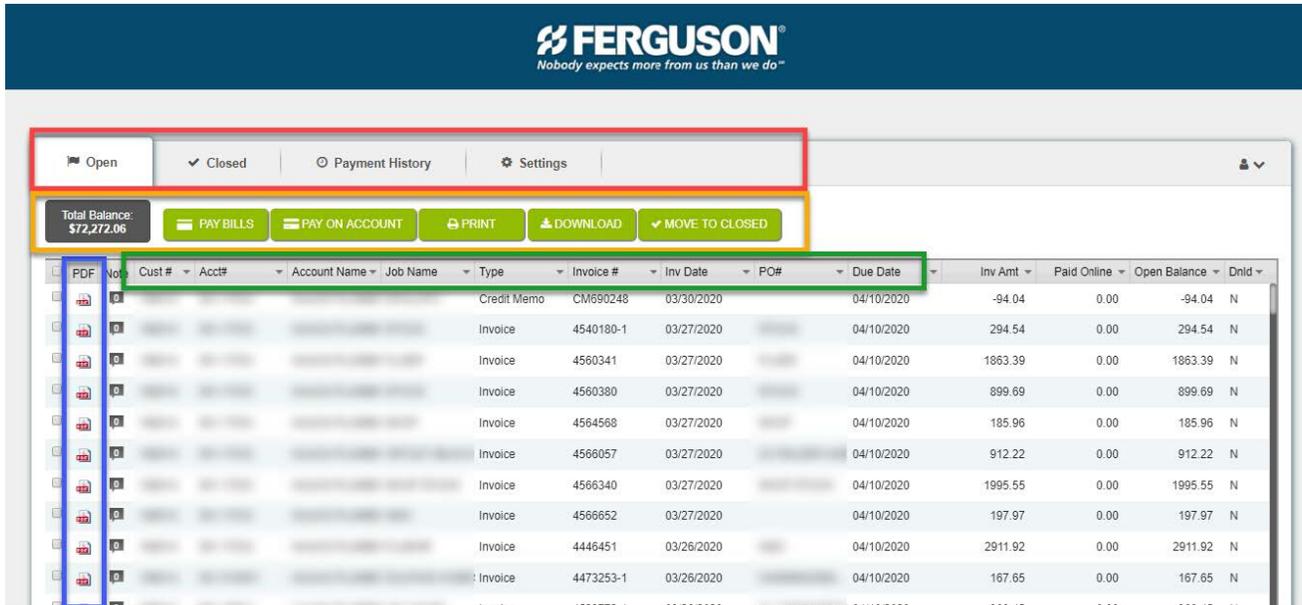


Notes:

- After clicking the Request Access button, your request will be sent to our credit team for review.
- You will receive an automated email within 2-3 days regarding the status of your request.
- If you do not receive an automated email within 2-3 days regarding the status of your request, reach out to your local credit manager for assistance.

ONLINE BILL PAY: THE BASICS

Navigation



The total outstanding balance of your accounts is located in a gray box above the list of open documents. Next to each open document is a link to view, download, or print a PDF. Online Bill Pay functions are the green buttons to the right and explained in more detail below.

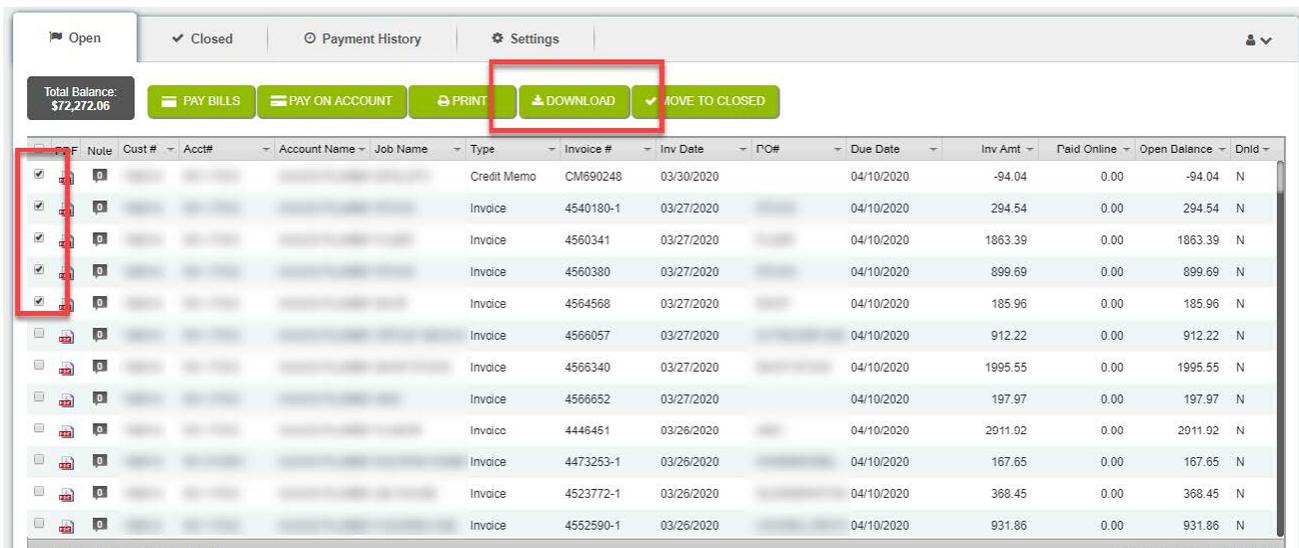
- **Pay Bills:** select individual invoices to pay
- **Pay On Account:** make a lump sum payment
- **Print:** select individual documents to print for company records
- **Download:** select individual documents to download in various file formats
- **Move to Closed:** select individual documents to move the Closed tab

The column headers outlined in the green box above allow you to expand each one to sort or search for a specific document. Each column header also offers A-Z, Z-A, or keyword search options.

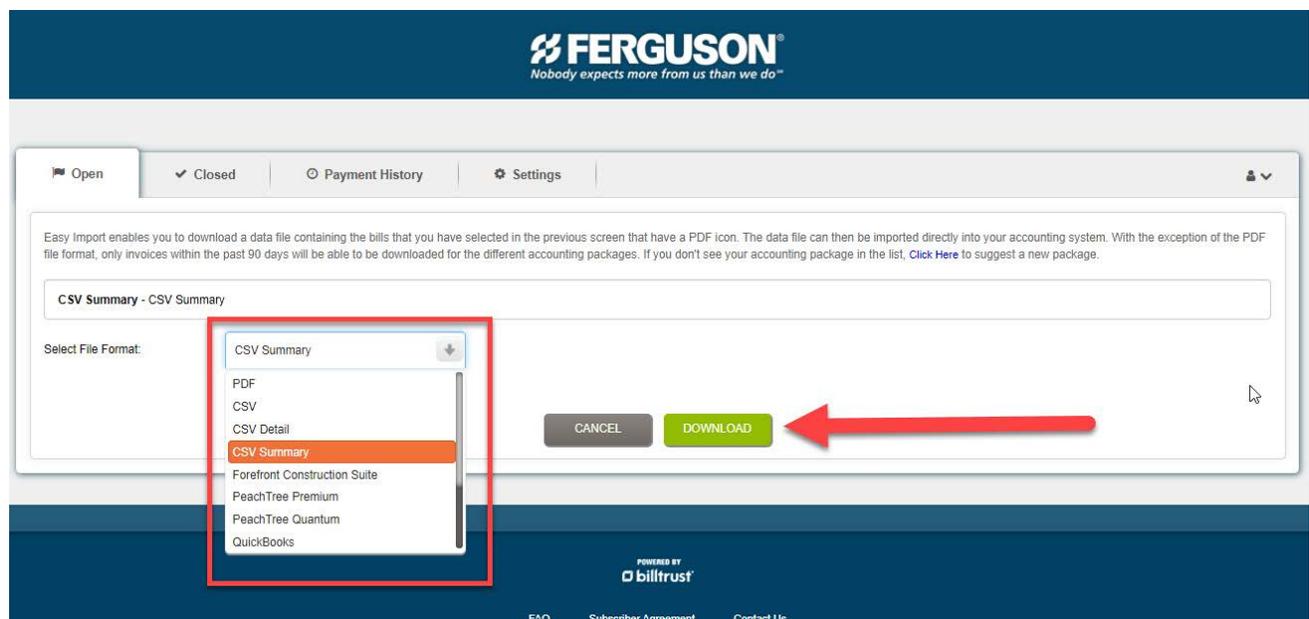
ONLINE BILL PAY: THE BASICS

Download Invoices to View

You can download invoices and credit memos from the Open or Closed tab of Online Bill Pay. To do this, simply select the desired documents and click the green Download button at the top.



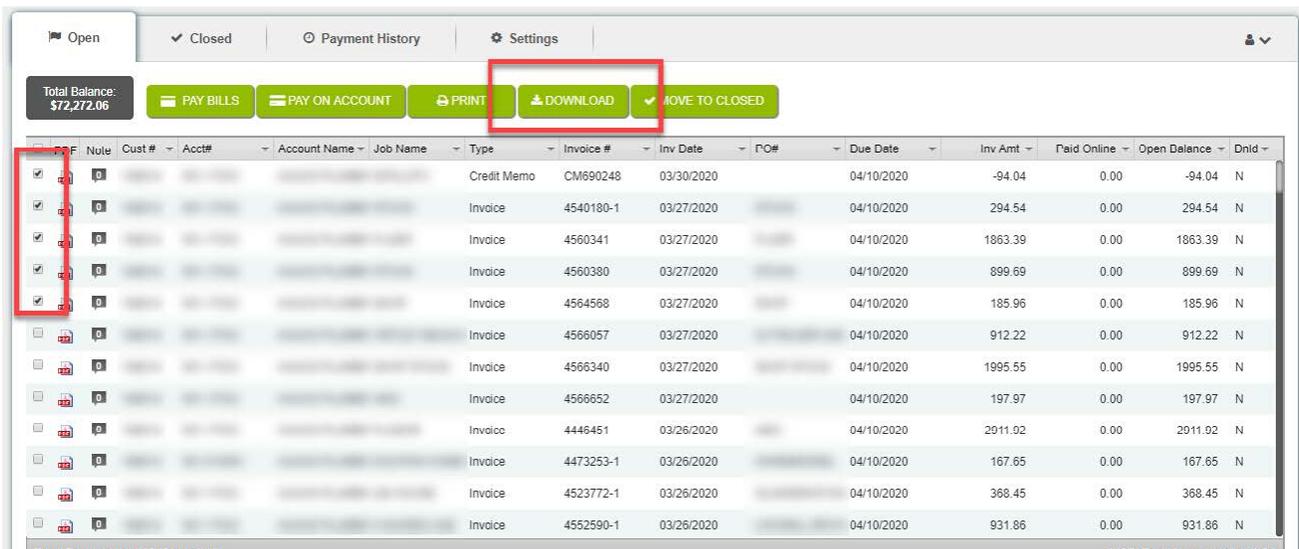
On the document download page you can choose the file format of your download. The options are: PDF, CSV, CSV Summary, CSV Detail, and XML. **Note:** most accounting software services will allow users to upload PDF or CSV files.



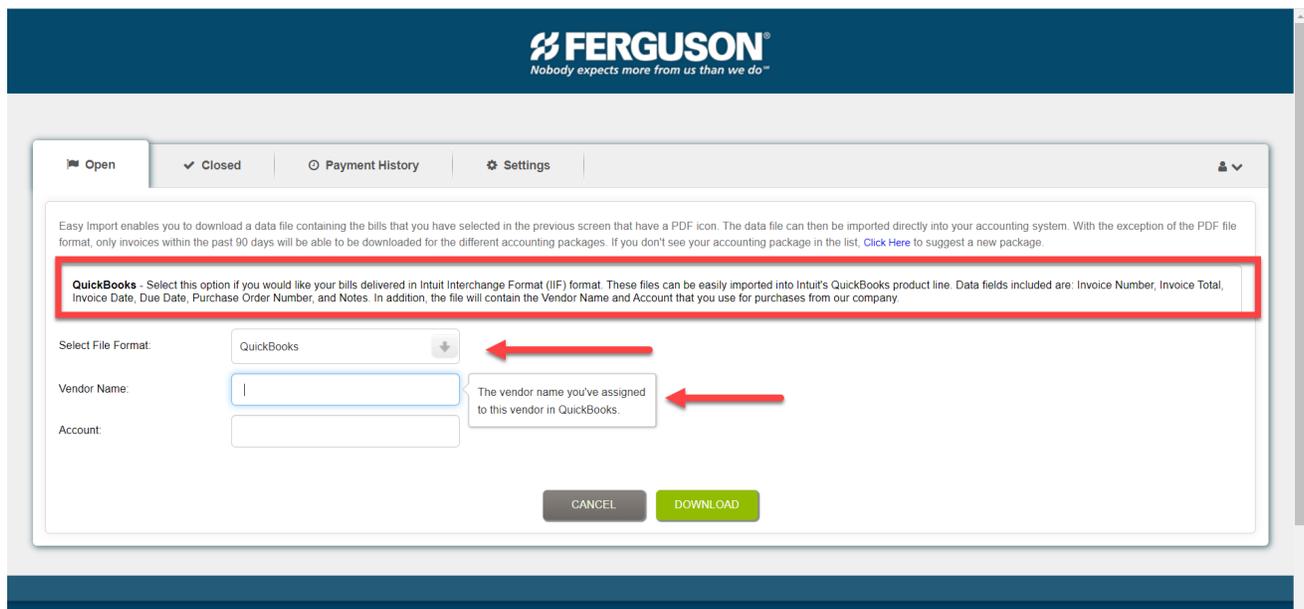
ONLINE BILL PAY: THE BASICS

Download Invoices to Payment System

To streamline your payment process, Online Bill Pay allows you to easily download invoices into your payment system. To do this, simply select the desired documents from the Open tab and click the green Download button.



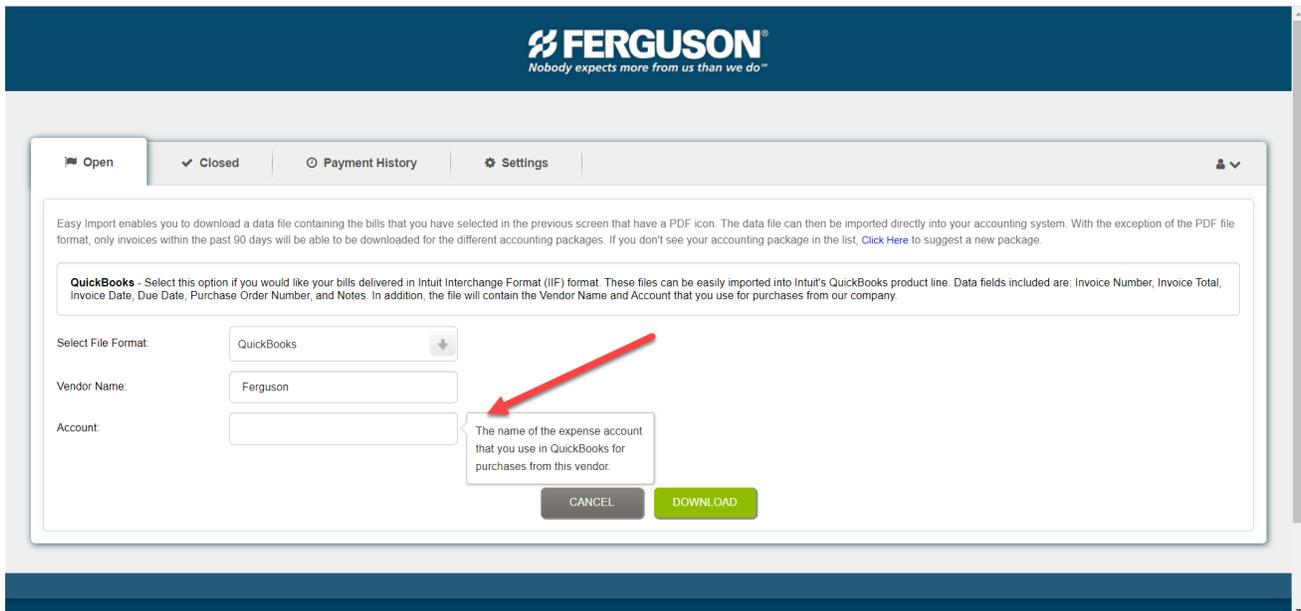
On the document download page, select QuickBooks as the file format and fill in the vendor name you've assigned to us in QuickBooks.



ONLINE BILL PAY: THE BASICS

Download Invoices to Payment System

In the Account field fill in the name of the expense account that you use in QuickBooks for purchase from Ferguson and then click the Download button.



The screenshot shows the Ferguson online bill pay interface. At the top, there is a dark blue header with the Ferguson logo and the tagline "Nobody expects more from us than we do". Below the header, there is a navigation bar with tabs for "Open", "Closed", "Payment History", and "Settings". The main content area contains a form for downloading invoices. The form has a title "Easy Import enables you to download a data file containing the bills that you have selected in the previous screen that have a PDF icon. The data file can then be imported directly into your accounting system. With the exception of the PDF file format, only invoices within the past 90 days will be able to be downloaded for the different accounting packages. If you don't see your accounting package in the list, [Click Here](#) to suggest a new package." Below this is a section for "QuickBooks" with a description: "Select this option if you would like your bills delivered in Intuit Interchange Format (IIF) format. These files can be easily imported into Intuit's QuickBooks product line. Data fields included are: Invoice Number, Invoice Total, Invoice Date, Due Date, Purchase Order Number, and Notes. In addition, the file will contain the Vendor Name and Account that you use for purchases from our company." The form has three input fields: "Select File Format" (a dropdown menu with "QuickBooks" selected), "Vendor Name" (a text box with "Ferguson" entered), and "Account" (an empty text box). A red arrow points to the "Account" field with a callout box that says "The name of the expense account that you use in QuickBooks for purchases from this vendor." At the bottom of the form are two buttons: "CANCEL" and "DOWNLOAD".

In QuickBooks, select File and then Import. Choose the file you just downloaded. The data will automatically upload into your Accounts Payable section.

Note: you must be using the desktop version, not the online version, of QuickBooks for invoices to download properly.

Ready to make a payment? Learn how in the next section!

ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

If you wish to pay specific invoices rather than make a lump sum payment, select the check box beside each invoice line that you wish to pay. When selecting multiple invoices, the dollar amount will appear in the bottom right corner of the table.

Total Balance: \$72,272.06

PAY BILLS PAY ON ACCOUNT PRINT DOWNLOAD MOVE TO CLOSED

PDF	Note	Cust #	Acct#	Account Name	Job Name	Type	Invoice #	Inv Date	PO#	Due Date	Inv Amt	Paid Online	Open Balance	Dnld
<input type="checkbox"/>						Credit Memo	CM690248	03/30/2020		04/10/2020	-94.04	0.00	-94.04	N
<input checked="" type="checkbox"/>						Invoice	4540180-1	03/27/2020		04/10/2020	294.54	0.00	294.54	N
<input checked="" type="checkbox"/>						Invoice	4560380	03/27/2020		04/10/2020	1863.39	0.00	1863.39	N
<input checked="" type="checkbox"/>						Invoice	4564568	03/27/2020		04/10/2020	899.69	0.00	899.69	N
<input checked="" type="checkbox"/>						Invoice	4566057	03/27/2020		04/10/2020	185.96	0.00	185.96	N
<input type="checkbox"/>						Invoice	4566340	03/27/2020		04/10/2020	912.22	0.00	912.22	N
<input type="checkbox"/>						Invoice	4566632	03/27/2020		04/10/2020	1995.55	0.00	1995.55	N
<input type="checkbox"/>						Invoice	4566652	03/27/2020		04/10/2020	197.97	0.00	197.97	N
<input type="checkbox"/>						Invoice	4446451	03/26/2020		04/10/2020	2911.92	0.00	2911.92	N
<input type="checkbox"/>						Invoice	4473253-1	03/26/2020		04/10/2020	167.65	0.00	167.65	N
<input type="checkbox"/>						Invoice	4523772-1	03/26/2020		04/10/2020	368.45	0.00	368.45	N
<input type="checkbox"/>						Invoice	4552590-1	03/26/2020		04/10/2020	931.86	0.00	931.86	N

Total Documents: 137 (4 selected)

(USD) Total Amount: \$3,243.58

If credit memos are selected, the dollar amount of the credit will be subtracted from the total payment amount shown in the bottom right corner.

Total Balance: \$72,272.06

PAY BILLS PAY ON ACCOUNT PRINT DOWNLOAD MOVE TO CLOSED

PDF	Note	Cust #	Acct#	Account Name	Job Name	Type	Invoice #	Inv Date	PO#	Due Date	Inv Amt	Paid Online	Open Balance	Dnld
<input checked="" type="checkbox"/>						Credit Memo				04/10/2020	-94.04	0.00	-94.04	N
<input checked="" type="checkbox"/>						Invoice	4540180-1	03/27/2020		04/10/2020	294.54	0.00	294.54	N
<input checked="" type="checkbox"/>						Invoice	4560341	03/27/2020		04/10/2020	1863.39	0.00	1863.39	N
<input checked="" type="checkbox"/>						Invoice	4560380	03/27/2020		04/10/2020	899.69	0.00	899.69	N
<input checked="" type="checkbox"/>						Invoice	4564568	03/27/2020		04/10/2020	185.96	0.00	185.96	N
<input type="checkbox"/>						Invoice	4566057	03/27/2020		04/10/2020	912.22	0.00	912.22	N
<input type="checkbox"/>						Invoice	4566340	03/27/2020		04/10/2020	1995.55	0.00	1995.55	N
<input type="checkbox"/>						Invoice	4566652	03/27/2020		04/10/2020	197.97	0.00	197.97	N
<input type="checkbox"/>						Invoice	4446451	03/26/2020		04/10/2020	2911.92	0.00	2911.92	N
<input type="checkbox"/>						Invoice	4473253-1	03/26/2020		04/10/2020	167.65	0.00	167.65	N
<input type="checkbox"/>						Invoice	4523772-1	03/26/2020		04/10/2020	368.45	0.00	368.45	N
<input type="checkbox"/>						Invoice	4552590-1	03/26/2020		04/10/2020	931.86	0.00	931.86	N

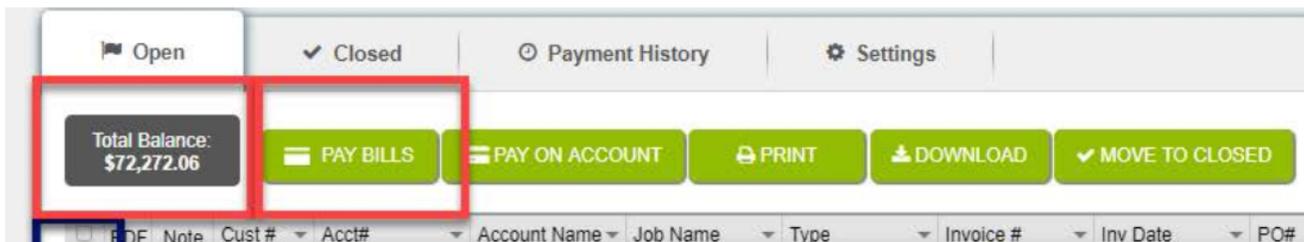
Total Documents: 137 (5 selected)

(USD) Total Amount: \$3,149.54

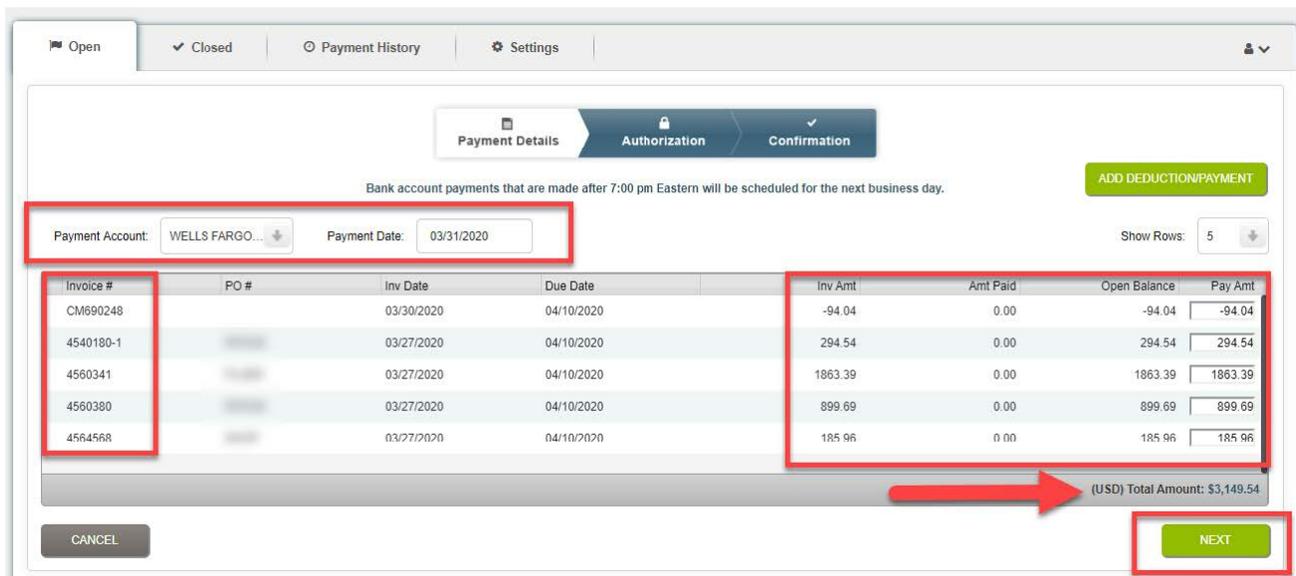
ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

Once you have selected all the invoices you wish to pay and the credit memos you'd like to apply to the payment total, click the green Pay Bills button at the top of the chart to begin the payment process.



Clicking Pay Bills will take you to the Payment Details page. Here you will confirm the account to be used for payment, the date of the payment, and invoices and credits to be applied.



The dollar amount of each invoice or credit will be listed and the payment amount box will pre-populate with the full amount of each. Click Next to progress to the Payment Authorization page.

ONLINE BILL PAY: PAYMENTS

Pay Specific Invoices

On the authorization page you can do the following:

- Review the invoices or credits you're paying or applying one final time.
- Confirm that you authorize the electronic payment by checking the box to authorize the transaction.

Payment Account: WELLS FARGO Payment Date: 03/31/2020

Invoice #	PO #	Inv Date	Due Date	Inv Amt	Amt Paid	Open Balance	Pay Amt
CM690248		03/30/2020	04/10/2020	-94.04	0.00	-94.04	-94.04
4540180-1		03/27/2020	04/10/2020	294.54	0.00	294.54	294.54
4560341		03/27/2020	04/10/2020	1863.39	0.00	1863.39	1863.39
4560380		03/27/2020	04/10/2020	899.69	0.00	899.69	899.69
4564568		03/27/2020	04/10/2020	185.96	0.00	185.96	185.96

(USD) Total Amount: \$3,149.54

By clicking 'Authorize', you acknowledge that you have read and agree to the [Subscriber Agreement](#) for this payment.

I authorize Ferguson Enterprises to electronically debit/charge my account (and, if necessary, electronically credit my account to correct erroneous debits as indicated on the invoice form above). I understand the payment will be debited from the account within 24-48 hours from the selected payment date and there is no revocation.

Check this box to authorize this transaction.

CANCEL AUTHORIZE

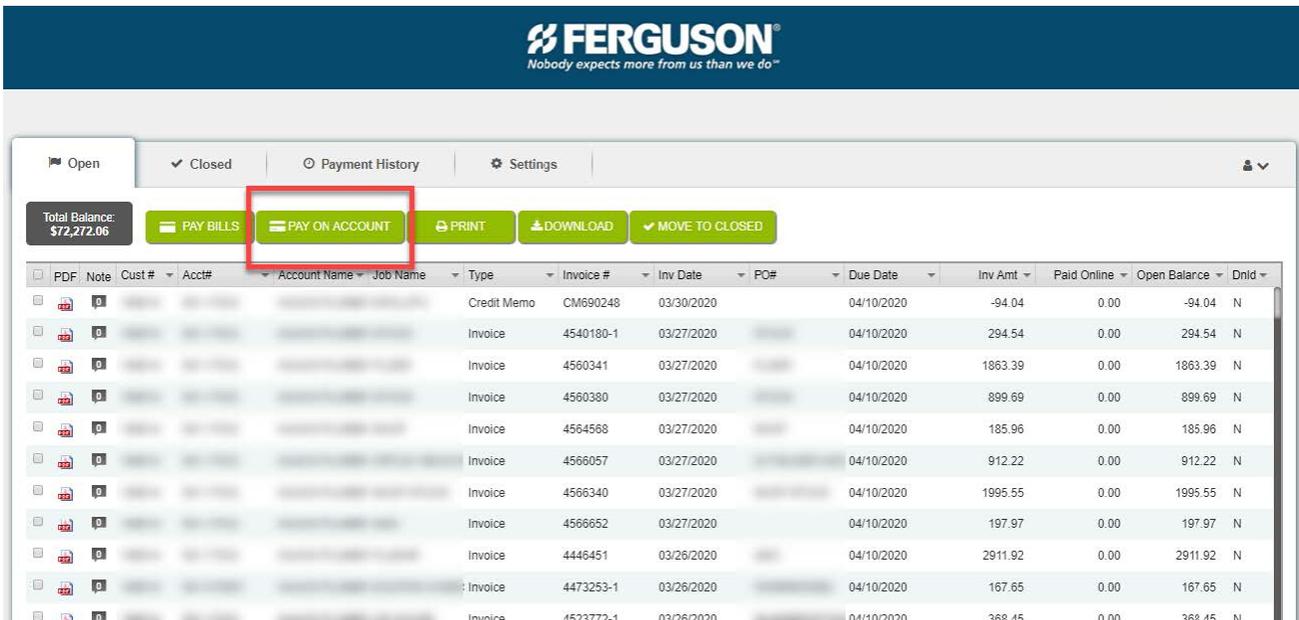
Click Authorize to complete the payment and view the confirmation page.

Continue on to the next page to learn how to make a lump sum payment!

ONLINE BILL PAY: PAYMENTS

Pay a Lump Sum

If you would like to make a lump sum payment towards your account, select Pay On Account from the Open invoices tab.



The screenshot displays the Ferguson online bill pay interface. At the top, the Ferguson logo is visible with the tagline "Nobody expects more from us than we do". Below the logo, there are navigation tabs: "Open", "Closed", "Payment History", and "Settings". A "Total Balance: \$72,272.06" is shown in a dark box. Below the balance, there are five buttons: "PAY BILLS", "PAY ON ACCOUNT", "PRINT", "DOWNLOAD", and "MOVE TO CLOSED". The "PAY ON ACCOUNT" button is highlighted with a red box. Below the buttons is a table of invoices with columns: PDF, Note, Cust #, Acct#, Account Name, Job Name, Type, Invoice #, Inv Date, PC#, Due Date, Inv Amt, Paid Online, Open Balance, and Dnid. The table contains several rows of invoice data.

PDF	Note	Cust #	Acct#	Account Name	Job Name	Type	Invoice #	Inv Date	PC#	Due Date	Inv Amt	Paid Online	Open Balance	Dnid
						Credit Memo	CM690248	03/30/2020		04/10/2020	-94.04	0.00	-94.04	N
						Invoice	4540180-1	03/27/2020		04/10/2020	294.54	0.00	294.54	N
						Invoice	4560341	03/27/2020		04/10/2020	1863.39	0.00	1863.39	N
						Invoice	4560380	03/27/2020		04/10/2020	899.69	0.00	899.69	N
						Invoice	4564568	03/27/2020		04/10/2020	185.96	0.00	185.96	N
						Invoice	4566057	03/27/2020		04/10/2020	912.22	0.00	912.22	N
						Invoice	4566340	03/27/2020		04/10/2020	1995.55	0.00	1995.55	N
						Invoice	4566652	03/27/2020		04/10/2020	197.97	0.00	197.97	N
						Invoice	4446451	03/26/2020		04/10/2020	2911.92	0.00	2911.92	N
						Invoice	4473253-1	03/26/2020		04/10/2020	167.65	0.00	167.65	N
						Invoice	4523772-1	03/26/2020		04/10/2020	368.45	0.00	368.45	N

Selecting Pay On Account will take you to a page where you are able to enter details for a one time payment. From this page you can complete the following actions:

- Choose which account to use for payment
- Establish the lump sum payment amount
- Schedule the desired payment date

ONLINE BILL PAY: PAYMENTS

Pay a Lump Sum

The screenshot shows a web interface for online bill pay. At the top, there is a navigation bar with tabs: 'Open', 'Closed', 'Payment History', and 'Settings'. Below this is a progress indicator with three steps: 'Payment Details' (active), 'Authorization', and 'Confirmation'. The main form is titled 'Enter Your Payment Details' and includes a note: '*All fields are required unless otherwise indicated as "optional"'. The form fields are: 'Payment Account' (a dropdown menu showing 'WELLS FARGO'), 'Amount To Pay' (a text input field with a cursor), 'Payment Date' (a date picker), 'Reference # (optional)' (a text input field), 'Reference Date (optional)' (a date picker), and 'Reason' (a text input field). A red box highlights the 'Payment Account' and 'Amount To Pay' fields. A tooltip points to the 'Amount To Pay' field with the text: 'Enter the amount that you want to pay for the account. It must be in the format of 'xxx.xx''. Below the form is a 'NEXT' button, which is highlighted with a red arrow pointing to it from the left.

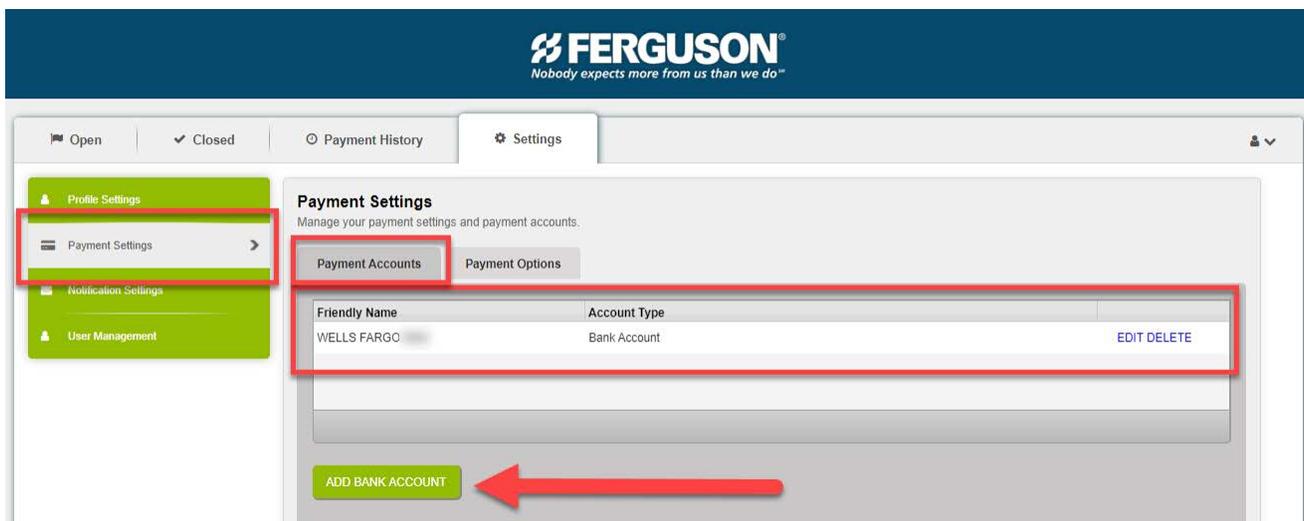
Clicking Next will take you to the Payment Authorization page. Here you will confirm the transaction details, submit the payment, and view the payment confirmation information.

Keep scrolling to learn about the Settings tab!

ONLINE BILL PAY: SETTINGS

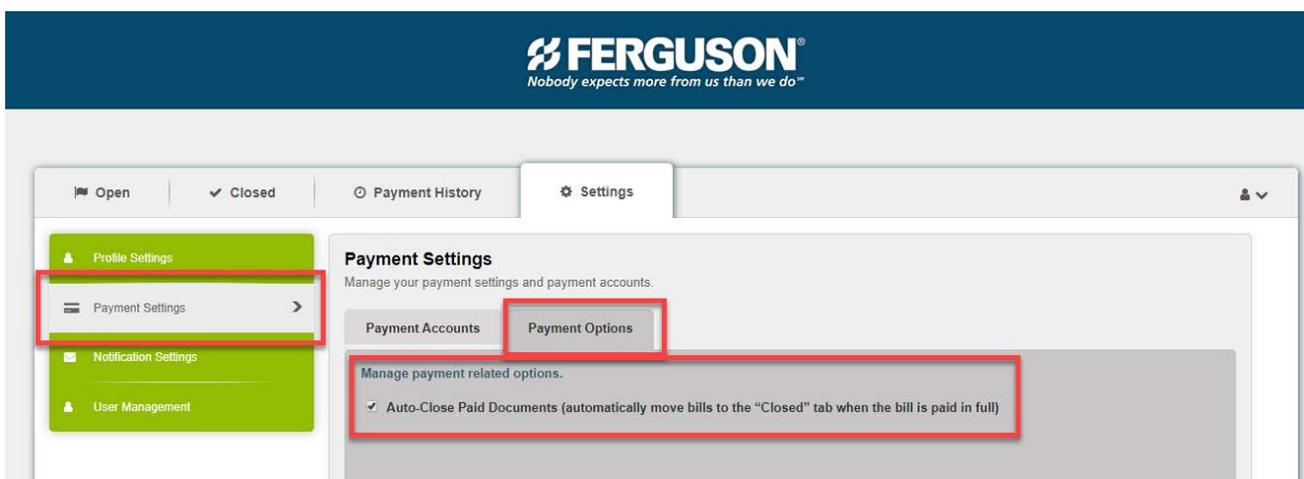
Payment Accounts

Users that identify as AP Administrators can manage Payment Settings within the Settings tab. Payment Accounts will list the bank accounts linked to Online Bill Pay from which EFT payments can be pulled. AP Admins may edit or delete the linked accounts from this tab.



Payment Options

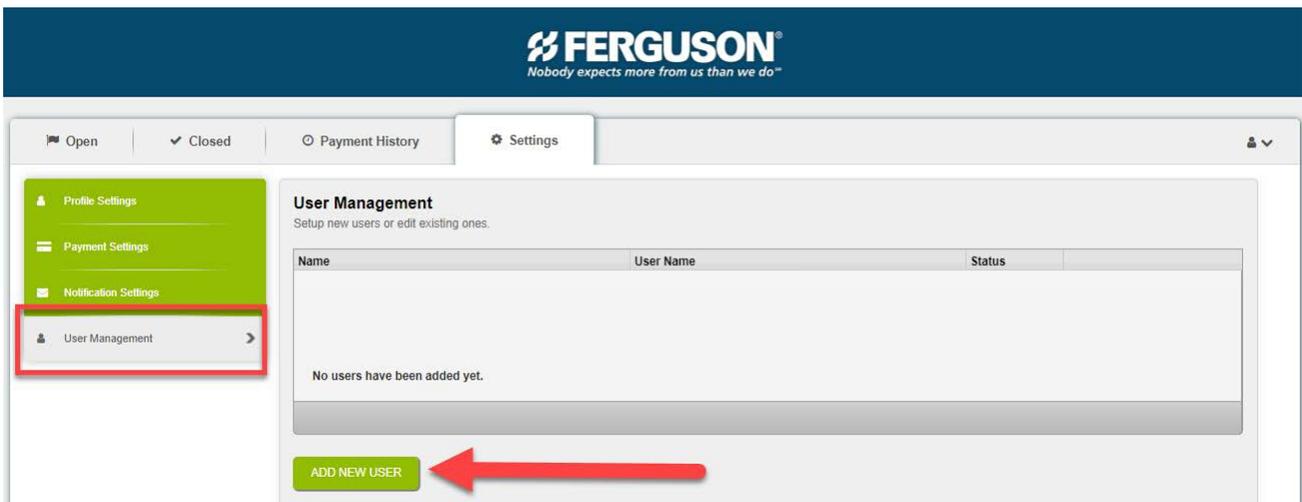
AP Administrators can also manage Payment Options within the Settings tab. Payment Options allows AP Admins to choose whether invoices will automatically move to the Closed tab upon receipt of payment.



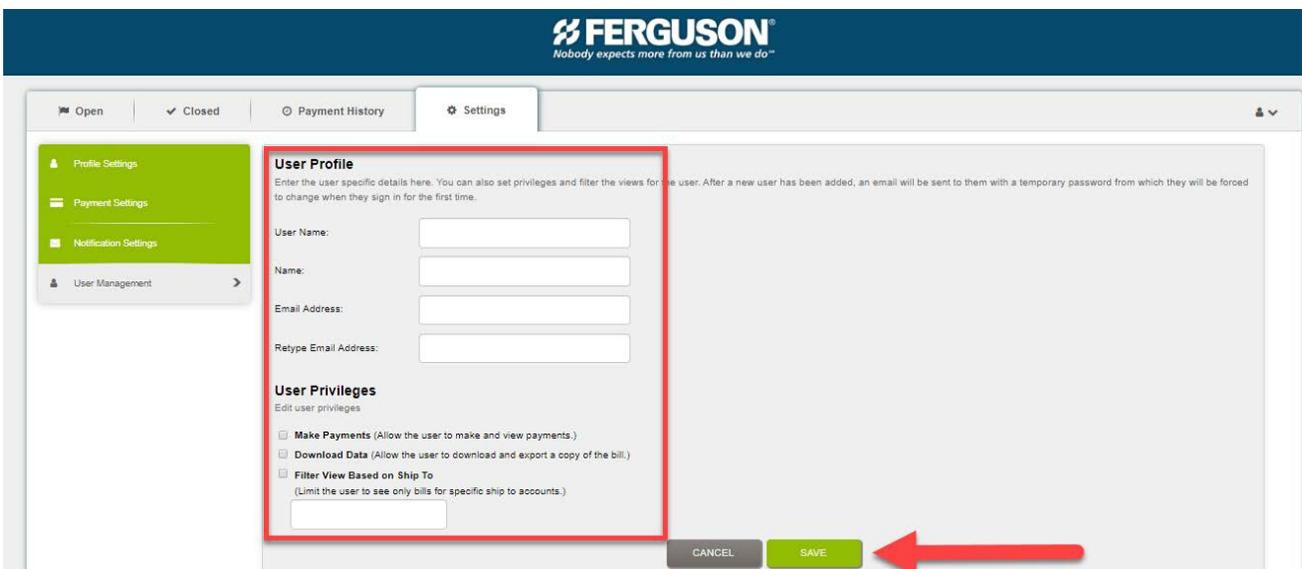
ONLINE BILL PAY: SETTINGS

Adding a User

AP Administrators may also grant Online Bill Pay access to additional users within their organization. To do so, AP Admins will go to User Management and select Add New User within the Settings tab.



When granting Online Bill Pay access to additional users, AP Admins may choose to grant new users View Only access, Standard Bill Payer access, or AP Admin access (see page 3 for access levels).



ONLINE BILL PAY FAQs

If I sign up for Online Bill Pay am I required to pay online?

Absolutely not! Online Bill Pay is a great tool for making payments but if paying online isn't the right option for you then please continue to pay your account however you feel most comfortable. You can still use Online Bill Pay to view invoices, monthly statements, credit memos, and equipment serial numbers.

Can I use my credit card with Online Bill Pay?

No, currently you have to link a bank account to Online Bill Pay to make payments.

I clicked on "Pay My Bills" but nothing happens. Am I doing something wrong?

Don't worry, you're doing everything right! Online Bill Pay opens in a new tab so chances are your web browser thinks it's a pop up and has blocked it. Simply unblock pop ups on whichever web browser you're using and try again.

I don't see all my orders on here. What's wrong?

Orders will show up on Online Bill Pay once they have been invoiced and processed by the branch. Usually, this is done overnight so if you've placed an order for pickup or delivery today, check back tomorrow.

How do I find a serial number for a particular unit I ordered?

Finding serial numbers is really easy! Simply use one of the filters (order number, PO number, job name, etc) at the top of your Online Bill Pay screen to find the order you're looking for. Click the PDF icon next to the order number and the serial number will be printed below each piece of equipment purchased.

How do I find my monthly statement?

If you are unable to locate your monthly statement on the "Open" tab, check your "Closed" tab.

RESOURCES

Don't have a Ferguson.com account yet?

[Sign up here.](#)

Have more questions about Online Bill Pay?

Contact your local credit manager!

Ready to apply for a credit account?

[Get started here.](#)

Experiencing a technical issue?

Call our Customer Support team at 888-222-1785

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