

How to manage my payments

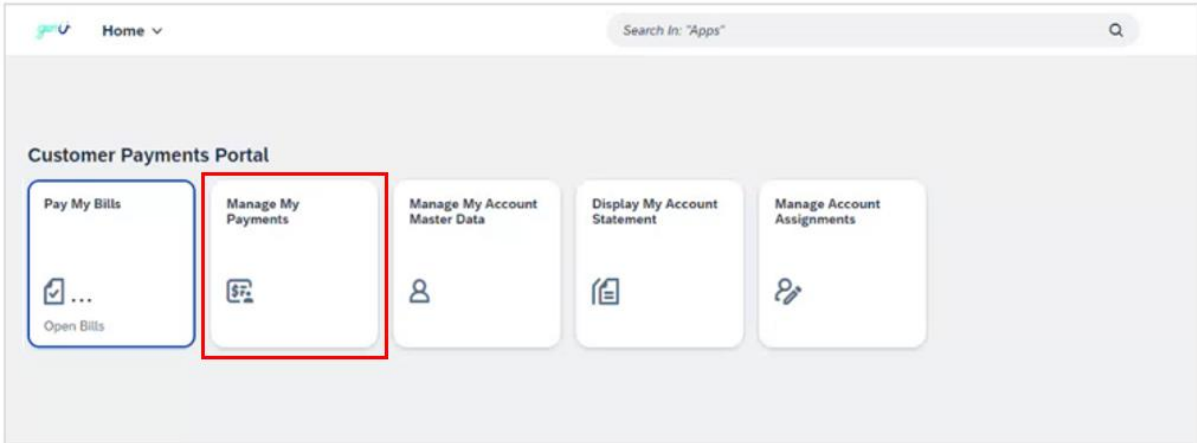
Purpose: To explain how to manage payments using the genU Payment Portal.

When to use: When you wish to view details of processing payments, past payment details or invoices attached to payments.

Audience: genU, genU Training, IPA and matchworks invoice recipients.

Support: For more support, please contact the Accounts Receivable Team via AR@genu.org.au or call (03) 5277 8892.

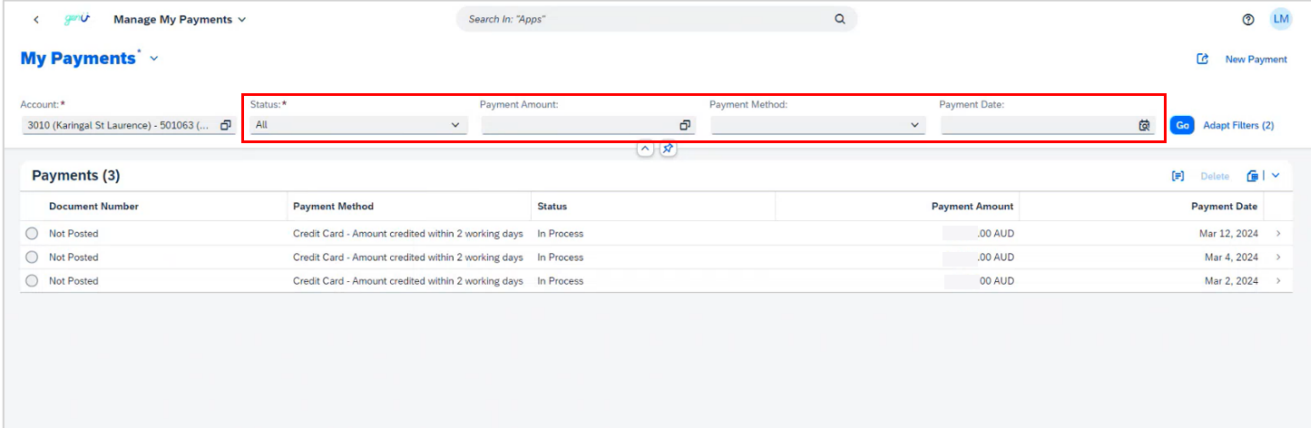
The following step/action table describes how to manage my payments in the genU Payment Portal.

Step	Action
1	<p>Log in to the genU Payment Portal via https://genudigitalpayment-prd-0f7tzt12.authentication.us10.hana.ondemand.com/login.</p> <p>Note: For support, please refer to the How to log in to the genU Payment Portal guide.</p>
2	<p>Click the Manage My Payments tile.</p>  <p>The screenshot shows the 'Customer Payments Portal' interface. It features a search bar at the top right with the text 'Search In: "Apps"'. Below the search bar, there are five tiles: 'Pay My Bills' (with a checkmark icon and 'Open Bills' text), 'Manage My Payments' (with a credit card icon and highlighted by a red box), 'Manage My Account Master Data' (with a person icon), 'Display My Account Statement' (with a document icon), and 'Manage Account Assignments' (with a pencil icon).</p> <p>Result: The Manage my Payment screen displays.</p>

Step	Action
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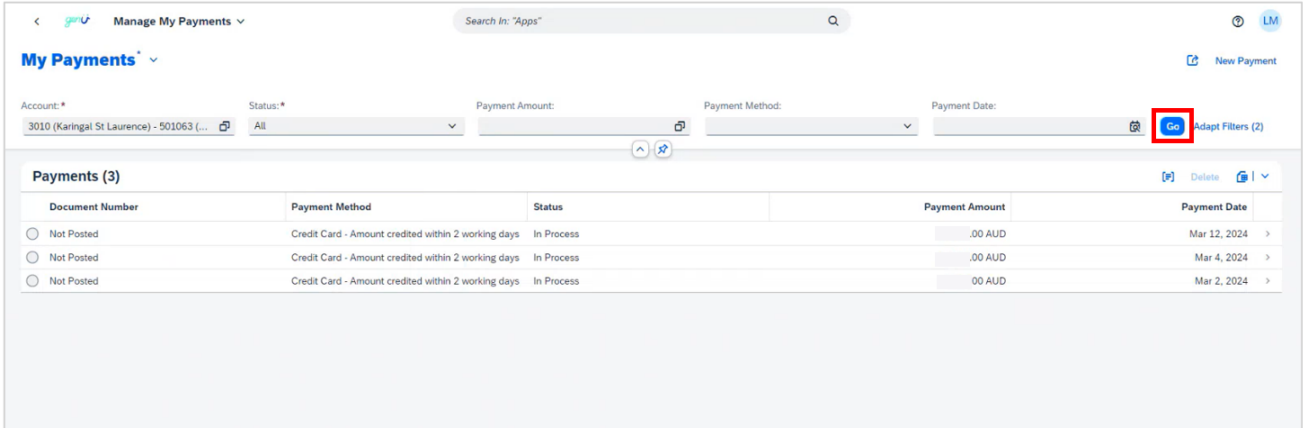
3 Complete one or more of the following fields to display the relevant invoice:

- **Status**
- **Payment Amount**
- **Payment Method**
- **Payment Date**



Result: The relevant fields populate.

4 Click **Go**.



Result: The relevant payment document(s) displays.

Note: If no payments match the search criteria entered, no results display.

Step	Action
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5 Click the arrow icon located on the right-hand side of the payment.

Manage My Payments

Search In: "Apps"

My Payments

Account: 3010 (Karingal St Laurence) - 501063 (...)

Status: All

Payment Amount: .00 AUD

Payment Method: Credit Card - Amount credited within 2 working days

Payment Date: Mar 12, 2024

Adapt Filters (2)

Document Number	Payment Method	Status	Payment Amount	Payment Date
Not Posted	Credit Card - Amount credited within 2 working days	In Process	.00 AUD	Mar 12, 2024
Not Posted	Credit Card - Amount credited within 2 working days	In Process	.00 AUD	Mar 4, 2024
Not Posted	Credit Card - Amount credited within 2 working days	In Process	.00 AUD	Mar 2, 2024

Result: The **Payment Details** screen displays.

Payment Details

Search In: "Apps"

Payment: Document Number Available After Posting

Print Delete

Payment Amount: .00 AUD

Status: In Process

Payment Date: Mar 12, 2024

Payment Method: Visa Card

Card Number: XXXXXXXXXXXXXXX0006

Holder Name:

Document Number	Document Type	Due Date	Document Date	Invoiced Amount	Cash Discount Amount	Cash Discount Due Date	Amount Paid	Reference	Dispute
1800000004	Invoice	Jan 1, 2024	Feb 1, 2024	.00 AUD			.00 AUD	0001	

6 Click the **Document Number** to view the attached invoice.

Step	Action
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< genü Payment Details
Search In: "Apps"
LM

Payment: Document Number Available After Posting Print Delete

Payment Amount: 00 AUD Status: In Process Payment Date: Mar 12, 2024

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Payment Method Payment Items

Type: Visa Card
 Card Number: XXXXXXXXXXXXXXX006
 Holder Name:

Details 🔍 | v

Document Number	Document Type	Due Date	Document Date	Invoiced Amount	Cash Discount Amount	Cash Discount Due Date	Amount Paid	Reference	Dispute
180000004	Invoice	Jan 1, 2024	Feb 1, 2024	00 AUD			.00 AUD	0001	

Result: The Invoice Details screen displays.

< genü Pay My Bills
Search In: "Apps"
MS

Invoice Details

Invoice : 1 Reference Invoice:

Gross Amount: 2,650.26 AUD Tax: 240.93 AUD Cash Discount Amount: 0.00 AUD Net Amount: 2,409.33 AUD Status: Open

Information Items Attachments

Basic Information

Recipient:

Sender: Karingal St Laurence

Reference: Rent

P.O. Number: Rent

Related Dates

Posting Date: Mar 14, 2024

Payment Baseline Date: Mar 14, 2024

Due Date: Mar 29, 2024

Item	Product Number	Description	Quantity	Unit	Reference	Gross Price	Net Price
10	201183	Rent	3.5	EA	<input type="text"/>	<input type="text"/> AUD	<input type="text"/>
20	201183	Rent	1.5	EA	<input type="text"/>	<input type="text"/> AUD	<input type="text"/>
30	201183	Rent	1.45	EA	<input type="text"/>	<input type="text"/> AUD	<input type="text"/>

Attachments (2) ↓

Note: To view the original invoice document, click the **PDF** under **Attachments**.

End procedure