



# M&T SupplierPay Supplier USER GUIDE

For informational purposes only, not considered an advertisement.

With M&T SupplierPay, you receive payments from your customer by charging the purchase to a virtual single use credit card account. SupplierPay eliminates the risk of check delays, lost, or misplaced checks, and may reduce your administrative costs. As a supplier you benefit from improved cash flow as you receive payments from your customer in as little as 2-3 days.

## GETTING STARTED

After you have started the SupplierPay process, your company will start receiving email notifications to process payments. This guide will walk you through the steps to help you through the process on each of the categories below:

- What you need to do as a supplier
- How to Retrieve your Single Use Credit Card Account Number
- Processing your Payment
- Frequently Asked Questions

### WHAT YOU NEED TO DO AS A SUPPLIER

- Provide us with contact information: name, address, and email address. (The SupplierPay payment notifications will be sent to this email address. Please make sure it is the correct one.)
- Receive payment advice emails with a secure link to access the virtual credit card account numbers from your customer. You will receive a new card account number for each payment from your customer through SupplierPay. Each payment advice will contain detailed invoice information.
- When you access the secure link by either clicking on the link, or typing the address directly into your browser, you will need to enter your Email Address as the User Name and the Vendor ID as your Password. Once the information is entered correctly, the virtual card information will be displayed including the 16 digit card number, expiration date and CVV2 number.
- Charge the virtual card account through your merchant processing system for the specific invoices that are listed in the payment advice. Please note that the full, exact amount of the payment should be taken at once.

### HOW TO RETRIEVE THE VIRTUAL CREDIT CARD ACCOUNT NUMBER

Outlined below is the process for obtaining the virtual card account numbers.

#### **Step 1: Receiving Payment Advice Emails**

Your customer will send you a Payment Advice email that contains a secure link that gives you access to a virtual credit card number to use to obtain your payment.

**Sample Payment Advice Email:**

**M&T Bank | SupplierPay**

**Payer Information**  
TEST COMPANY  
123 Main St.  
BUFFALO, NY 14203

To  
Sample Vendor  
100123

**Your Vendor ID**

**Payment Advice #**  
required if you enter the address directly into your browser.

You can click on the link to access the card information or if your company blocks access to the link you may type in or copy/paste the following <https://e-receivable.bys.com/vp/index.html> into your browser to access the secure link as well.

Payment Advice Number: 123586051695654548913

[Click here to obtain credit card details](#)

(Note: In case the above link is not accessible, please type <https://e-receivable.bys.com/vp/index.html> into your web browser and follow the instructions to get the card details. You will need the payment advice number located in this email to gather your card data.)

#	Invoice Number	Invoice Date	AMOUNT
1	Inv 1	09/05/2023	\$5,000.00
2	Inv 2	09/25/2023	\$10,500.25

**Notes:** To receive payments for the above referenced invoice(s), please charge the total amount on the assigned Visa account within 72 hours. Exact Pay is enabled for this card account. Payment must be taken in one credit card transaction equal to the exact total of all approved invoices. Any other amount will be declined. If you have questions, please call Accounts Payable at 1-800-443-8671 ext 23 opt 4.

**Total Amount:** \$15,500.25

Access to credit card details requires use of Internet Explorer 11 or higher, Mozilla Firefox 60 or higher, or Google Chrome 60 or higher.

Date: 09/25/2023

**Step 2A: Accessing the virtual card account information via the link**

Select “Click here to obtain Credit Card Details” in the email from your customer. To obtain the virtual card account information, enter your **Email Address in the Username field and your Vendor ID in the Password field.**

**M&T Bank | SupplierPay** **e-receivable™**

Username

Password

Submit

Powered By **Verient**

**User Name = Email Address: This field IS case sensitive. Enter the email address exactly how it is sent to you.**

**Password = Vendor ID. This is located within the Payment Advice. This field is NOT case sensitive.**

Username = The Email Address where you received the payment advice from your customer.

Example: [youremail@sample.com](mailto:youremail@sample.com) This field is case sensitive and must be entered exactly as it is sent to you.

Password = The Vendor ID or Vendor Code that is listed in the payment advice email from your customer as indicated in the first image above. The Vendor ID could be any length including numbers and/or letters and special characters.

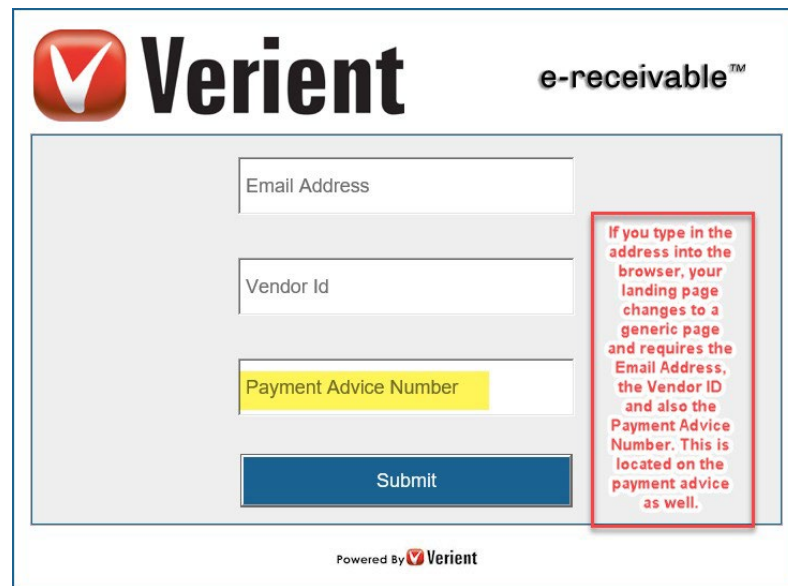
Example: ABC123 This field is not case sensitive

You have 3 attempts to enter the information correctly, after the third try the link is locked. Please contact your customer to resend the payment instruction and the link will be reset.

*Please note that if you click the link and it does not work you may type the address into your browser to access the site to obtain your card information. The link may not work because your company has software in place to disable links sent within an email. Follow the directions in Step 2B on the next page.*

**Step 2B: Accessing the virtual card account information via typing in <https://e-receivable.tsys.com/vp/index.html> into your web browser (if the link does not work for you)**

Type in <https://e-receivable.tsys.com/vp/index.html> into your web browser which is located in the email from your customer. To obtain the virtual card account information, enter your Email Address, your Vendor ID and the Payment Advice Number that is also located within the email payment advice.



The image shows the Verient e-receivable login page. It features the Verient logo and the text 'e-receivable™'. Below the logo are four input fields: 'Email Address', 'Vendor Id', 'Payment Advice Number' (highlighted in yellow), and a 'Submit' button. A red-bordered box on the right contains the following text: 'If you type in the address into the browser, your landing page changes to a generic page and requires the Email Address, the Vendor ID and also the Payment Advice Number. This is located on the payment advice as well.' At the bottom, it says 'Powered By Verient'.


### Step 3: Obtain the virtual card account information

After successfully logging in to SupplierPay, the following information will appear in a new window including the virtual card account information and the total amount of your approved invoices.

*Sample Virtual Card Account Information window:*

M&T Bank | SupplierPay

e-receivable™

Account Details		
Vendor Name	Sample Vendor	
Vendor ID	100123	<b>The card information is provided for you here. It is not necessary to save the virtual card account information because you will receive a NEW virtual card account with each payment advice email from your customer.</b>
Client Name	TEST COMPANY	
Card Number	4804-7304-4011-3852	
Exp Date	10/23	
CVV2	859	
Total Amount	\$15,500.25	<b>Important: This Payment Advice Expires On: 10/09/2023</b>
Payment Advice Number	123586051695654548913	
TSYS A Global Payments Company		

### Step 3. Processing your Payment

When you are ready to process your payment, use the virtual credit card account number and invoice information to charge the account through your merchant processing system.

#### Important Notes:

- **Virtual Card Expiration Date:**  
Payments must be processed before the virtual card expiration date. If not processed within this timeframe, the payment transaction will reject.
- **Exact Pay ON vs. OFF:**  
If your customer has Exact Pay ENABLED, you must charge the total amount of the payment advice in 1 payment. If Exact Pay is DISABLED, you can charge multiple payments to the card up to the total amount of the payment advice.

#### Example of Exact Pay wording within the Payment Advice:

Notes: To receive payments for the above referenced invoice(s), please charge the total amount on the assigned Visa account within 72 hours. Exact Pay is enabled for this card account. Payment must be taken in one credit card transaction equal to the exact total of all approved invoices. Any other amount will be declined. If you have questions, please call Accounts Payable.

Total Amount: \$15,500.25

### FREQUENTLY ASKED QUESTIONS

## WHAT ARE THE BENEFITS TO ME?

With M&T SupplierPay you receive payments from your customer in 2-3 days while eliminating the risk of check delays, lost, or misplaced checks, and reducing administrative costs.

## WHAT IF I'M NOT CURRENTLY ACCEPTING CREDIT CARD PAYMENTS?

Please contact your bank's Merchant Services Department for information on how to sign up for a Merchant Account.

## WHAT DOES THE PROGRAM COST?

You incur standard merchant processing fees associated with processing credit card transactions. The rates are negotiated between you and your bank of choice.

## WHAT IS MY USERNAME AND PASSWORD TO ACCESS THE VIRTUAL CARD INFORMATION?

User Name = Email Address (Use the address where the payment advice was Sent. This field is case sensitive) Password = Vendor ID (this is located within the payment advice email and is not case sensitive)

## WHAT BROWSERS ARE SUPPORTED BY THIS PLATFORM?

The supported browsers are IE 11.0 or higher, Firefox or Chrome the most updated versions are supported.

## WHAT IF I CANNOT ACCESS MY CARD INFORMATION THROUGH THE SECURE LINK?

There are a few things to consider when trying to obtain the card information through the secure link:

### **Whitelisting:**

Some companies are using software to block unrecognizable URLs which re-writes the URL so the link in the email will not work. We suggest working with your internal IT Department on Whitelisting the URL which will unblock the link from any anti-virus, anti-spyware, or anti-malware policies that a company may have installed. You can exempt the Supplier Pay link from inspection by adding it to your "Do Not Scan Content from these URLs" list.

When whitelisting the URL, the envelope sender will be amazonses.com, as Supplier Pay uses Amazon SES to send payment advice emails. The Supplier Pay URL will always be using the domain e-receivable.com, the links themselves are unique, but the domain will always be the same.

See steps below:

To define a list of whitelisted URLs:

1. Go to one of the following:
2. Policy > Malware Protection
3. Policy > Advanced Threat Protection 2. Click the Security Exceptions tab.
4. Expand the Do Not Scan Content from these URLs list and type in the URLs. 4. Click Done to exit the dialog.
5. Click Save and activate the change.

**Type directly into the browser:**

If clicking on the link does not work, type <https://e-receivable.tsys.com/vp/index.html> directly into your web browser. This instruction is also located in the payment advice email from your customer.

**WHAT HAPPENS IF I GET LOCKED OUT OF MY SECURE LINK?**

You have 3 attempts to enter the information correctly, after the third try the link is locked. Please contact your customer to resend the payment instruction and the link will be reset.

When accessing the link, please remember the email address is Case Sensitive, review the email address that you received to ensure you are entering it exactly as it is sent to you. Be sure you are inputting the correct Vendor ID which can be found in the payment instruction. Lastly, if you get locked out of the link that you accessed by clicking on: "Click here to obtain Credit Card Details"; you may want to try to type in <https://e-receivable.tsys.com/vp/index.html> into your web browser to access the card information and enter your Email Address, Vendor ID and Payment Advice Number which can also be located in the payment instruction. If you are still locked out, please contact your buyer .

**ADDITIONAL INFORMATION**

For questions regarding payment information or card account information, please contact your customer.

M&T SupplierPay is provided through Total Systems Services, Inc. a third-party vendor. You will need to agree to separate vendor's terms of use before using M&T SupplierPay. Some products and services may be provided through third parties, subsidiaries, or affiliates of M&T Bank. Unless otherwise specified, all advertised offers and terms and conditions of accounts and services are subject to change at any time without notice. After an account is opened or service begins, it is subject to its features, conditions, and terms, which are subject to change at any time in accordance with applicable laws and agreements. Please contact an M&T representative for full details.

