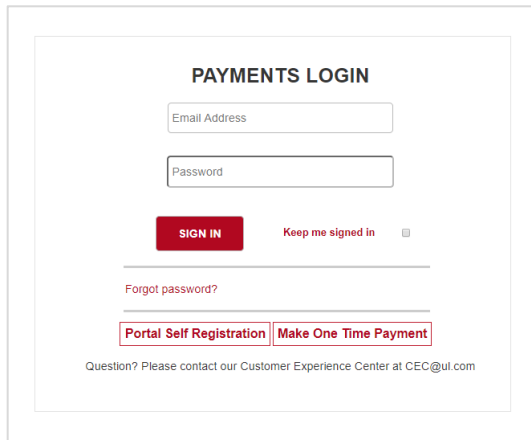


# Portal instructions

## Pay invoices

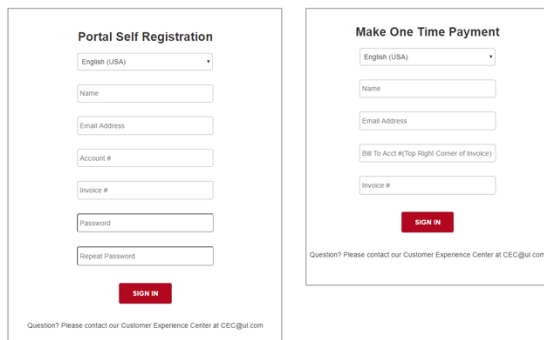
1. Sign in to: <https://payment.UL.com>



The image shows a 'PAYMENTS LOGIN' form. It has fields for 'Email Address' and 'Password'. Below these is a red 'SIGN IN' button and a checkbox for 'Keep me signed in'. There is a link for 'Forgot password?'. At the bottom, there are two buttons: 'Portal Self Registration' and 'Make One Time Payment'. A footer note says 'Question? Please contact our Customer Experience Center at CEC@ul.com'.

Select either Portal Self Registration or Make One Time Payment.

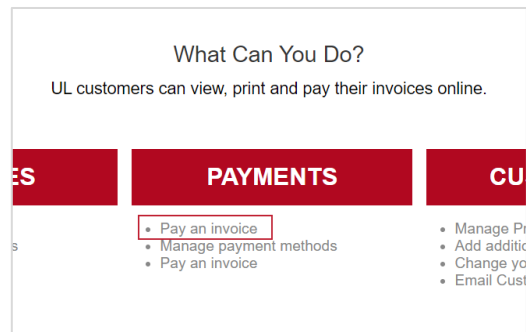
2. Fill in all fields.



The image shows two side-by-side forms. The left form is 'Portal Self Registration' with fields for Name, Email Address, Account #, Invoice #, Password, and Repeat Password, and a 'SIGN IN' button. The right form is 'Make One Time Payment' with fields for Name, Email Address, Bill To Acct # (Top Right Corner of Invoices), and Invoice #, and a 'SIGN IN' button. Both forms have a footer note: 'Question? Please contact our Customer Experience Center at CEC@ul.com'.

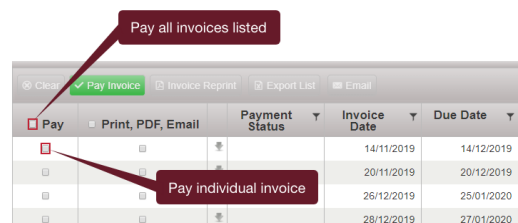
3. To make a payment, first add your method of payment. (See attached guide Adding Payment Methods)

4. Under the "PAYMENTS" select "Pay an invoice."



The image shows a 'What Can You Do?' menu for UL customers. It lists options: 'Pay an invoice', 'Manage payment methods', and 'Pay an invoice' (repeated). There are also links for 'Manage Payments', 'Add additional payment methods', 'Change your payment method', and 'Email Customer Service'.

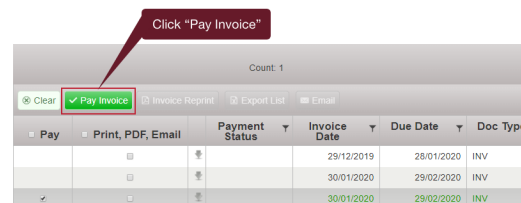
5. All the Open Invoices will be listed. By clicking the box at the top of the "Pay" column – you can pay \*all\* of the invoices listed. You can also select individual invoices to pay by selecting the box next to each desired invoice.



The image shows a table of invoices with columns: Pay, Print, PDF, Email, Payment Status, Invoice Date, and Due Date. A red box highlights the 'Pay' column header with the annotation 'Pay all invoices listed'. Another red box highlights a checkbox in the 'Pay' column for a specific invoice with the annotation 'Pay individual invoice'.

Pay	Print, PDF, Email	Payment Status	Invoice Date	Due Date
<input type="checkbox"/>	<input type="checkbox"/>		14/11/2019	14/12/2019
<input type="checkbox"/>	<input type="checkbox"/>		20/11/2019	20/12/2019
<input type="checkbox"/>	<input type="checkbox"/>		26/12/2019	25/01/2020
<input type="checkbox"/>	<input type="checkbox"/>		28/12/2019	27/01/2020

6. Once you have decided which invoices to be paid – click on "Pay Invoice" in Green to start the payment process. Note: Invoices selected for payment are highlighted in green.



The image shows the same invoices table, but with a red box highlighting the 'Pay Invoice' button in the top left corner, with the annotation 'Click "Pay Invoice"'. The 'Pay' column header is also highlighted in green.

Pay	Print, PDF, Email	Payment Status	Invoice Date	Due Date	Doc Type
<input type="checkbox"/>	<input type="checkbox"/>		29/12/2019	28/01/2020	INV
<input type="checkbox"/>	<input type="checkbox"/>		30/01/2020	29/02/2020	INV
<input checked="" type="checkbox"/>	<input type="checkbox"/>		30/01/2020	29/02/2020	INV

7. In some cases, the invoices span multiple Operating Units (OU), and they will be displayed for payment grouped by OU.

**Note:** Invoices for the OU to be paid are highlighted in green. If you move back and forth between the OUs – the invoices highlighted flip to match. (e.g., UL AG invoices are highlighted, so that tab is brought to the front with the individual invoices listed for review.). If you would like to remove invoices at this point – click the red X.

OPEN INVOICES

Payment Group	Currency	Pay Amount	Payment Options	Status	
UL Verification Services Inc.	USD	5,645.66	Credit Card FAFCC	Pay	
UL VS US - 132 USA					
UL Verification Services Inc.					
Count: 1 Invoice Amt: 5,645.66 Open Amt: 5,645.66					
Invoice Date	Due Date	Doc Type	Invoice Number	PO #	Order #
30/11/2020	29/12/2020 (INV)		78630012588		2000034-1411298

8. Once you are certain the proper invoices are shown for payment, then select the payment method. **If no method has been saved, then payment cannot proceed.** If only one payment method has been saved, the drop-down option will not be available. Once the payment method is confirmed –click “Pay” to continue the process.

1. Select payment method

2. Click Pay

9. A final payment Pop-up will now confirm (a) the transactional fees that may apply and (b) the amount to be paid by the selected payment method. At this point – by clicking “Pay” in the Pop-up – you **complete** the transaction. An auto-generated email confirmation will be sent to you, and the payment processing begins in the background. The open invoice will move to “Pending” status. Payment settles in 24-48 hours depending on the payment method selected. Once settled, Completed Payment will be visible under “Closed invoices.”

Confirm Payment

UL AG charges transaction fees based on the invoice amount. UL LLC, UL VS, UL Canada and UL AG will charge a convenience fee in the future. Are you sure you want to pay 1,685.00 on card Credit Card: Comerica?

Comments

Cancel Pay

## Add users

This is how to add Primary Contact.

1. The Customer's Primary Contact signs in to: <https://payment.UL.com>. Enter User Name and Password. Click Login.

PAYMENTS LOGIN

Sign into payment portal:

email@ul.com

password

SIGN IN Keep me signed in

Forgot password?

2. Under “CUSTOMERS” select “Add additional users”

an You Do?

nt and pay their invoices online.

MENTS CUSTOMERS

- Manage Profile
- Add additional users
- Change your password
- Email Customer Experience Center

3. A pop-up box will appear. You need to complete all fields.

MANAGE USERS

System Users

Create

Create Portal User

Name

Email Address

Language English (USA)

Admin Administrator

Suspended

Portal Customer

Cancel Send Activation

1. Enter as you want it to appear on the Welcome Page

2. All communications will come to this email address

3. Change if another language is preferred

- Under the “Admin” field, a drop down menu allows you to determine the access rights the new user will have to the portal. “**Administrator**” means the new user will be able to add users and view, pay and print invoices. “**Portal User**” means the new user will be able to view, print and pay invoices, but not add users. “**Portal Viewer**” means the new user will only be able to view and print invoices, but not pay invoices or add other users.

- Once the appropriate role has been selected, click “Send Activation” and the Activation emails will be distributed to the new user.

## Change language settings

- The Primary Contact signs in to: <https://payment.UL.com>. Enter User Name and Password. Click Sign in.

- Under “CUSTOMERS” select “Manage Profile”

- When your Profile pops up – the Language setting for the site can be changed by selecting from the drop down menu shown.

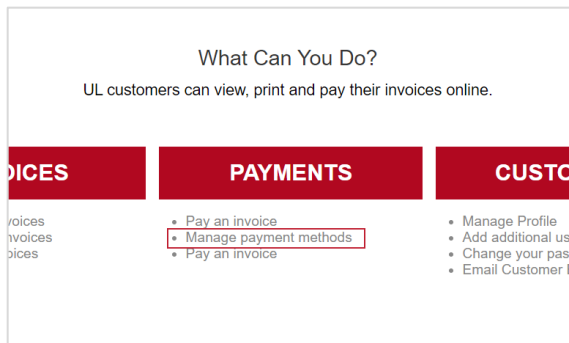
- Click “Save” to change the language setting.
- Then, log out and log back into the site to enable the change.

## Adding payment methods

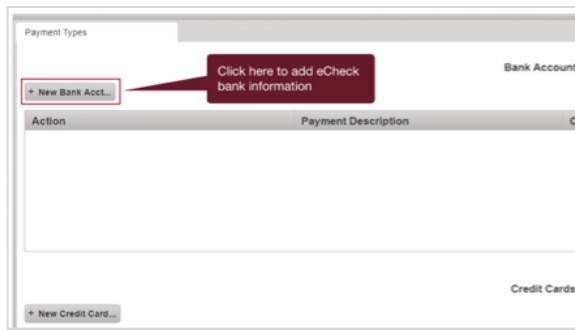
### Paying by check

- Sign in to: <https://payment.UL.com>.
- Enter User Name and Password.  
\*If not already registered please see Self Registration - Make One Time Payment guide.

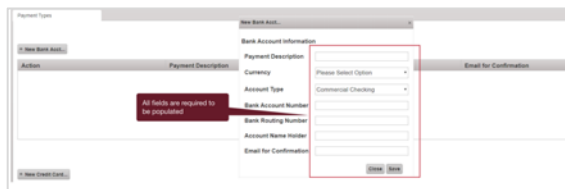
- Under “PAYMENTS” select “Manage Payment Methods”



- Click on “New Bank Account” to provide the information to set up eCheck payment.



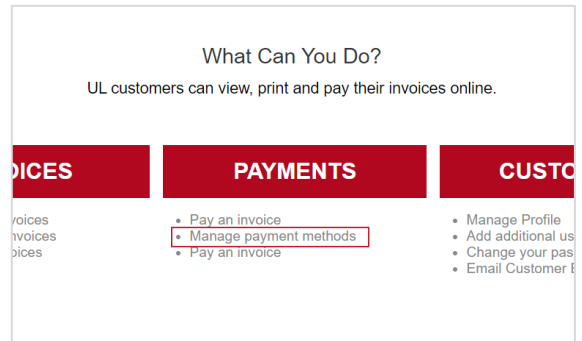
- A template will pop up to capture all the required information to enable eCheck payment. All of these fields must be populated to enable the “Save” function. Note: “Payment Description” appears on the emailed payment confirmation.



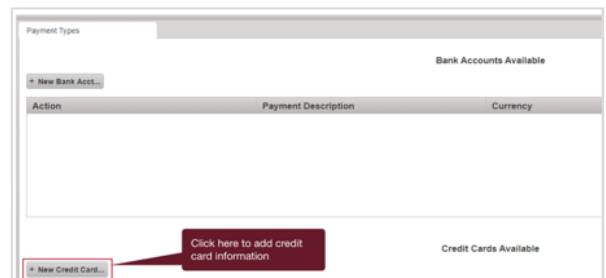
- When “Save” is clicked– a payment method confirmation screen will pop up, and then this Payment Method is confirmed and enabled to be selected to pay any open invoices.

## Paying by credit card

- Under “PAYMENTS” select “Manage Payment Methods”



- Select “Manage Payment Methods” – then the screen to populate bank account and credit card information pops up. Click on “New Credit Card” to provide the information to set up online Credit Card payment.



- Select “New Credit Card” – then a template will pop up to capture all the required information to enable credit card payment online. All of these fields must be populated to enable the “Save” function. Note: “Payment Description” appears on the emailed payment confirmation.

**New Credit Card...**

**Credit Card Payment Information**

Payment Description

Payment Card Type

Credit Card

Expiration Month

Expiration Year

Card CCV number

Zip Code of Credit Card

Currency

Email for Confirmation

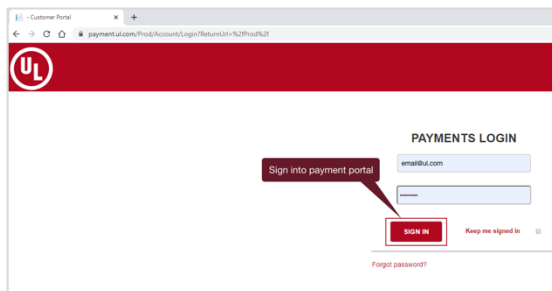
Close Save

- Click “Save” – a payment method confirmation screen will pop up, and then this Payment Method is confirmed and enabled to be selected to pay any open invoices.

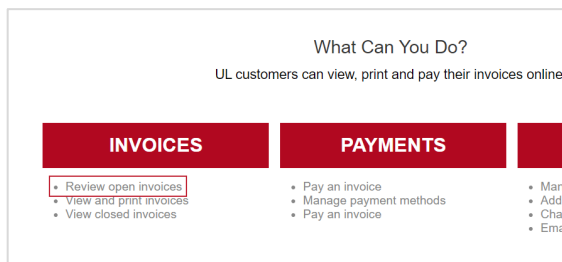
## View, print, export and email open invoices

This is how to find and open invoices

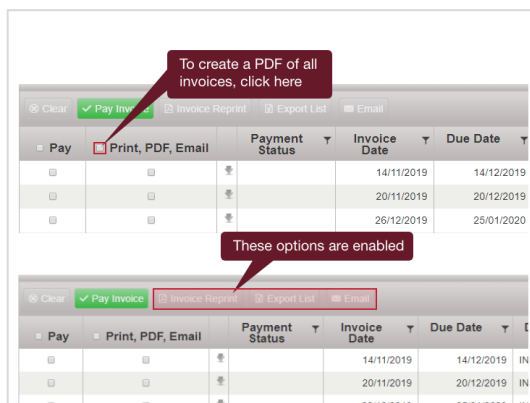
- Sign in to: <https://payment.UL.com>. Enter User Name and Password. Then, click Sign In.



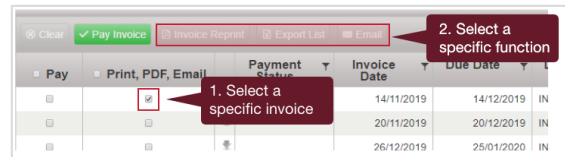
- Under “INVOICES” select “Review open Invoices”



- All the Open Invoices will be listed. By clicking the box at the top of the “Print, PDF, Email” column – you can create a single concatenated PDF file of \*all\* of the invoices listed. That PDF can then be printed, exported to Excel or emailed.



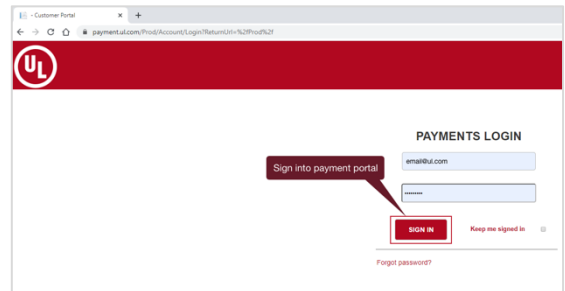
- If you only want to view, print, export or email a single invoice or selected invoices, just select the box next to the invoices needed. Then, select from the enabled options across the top.



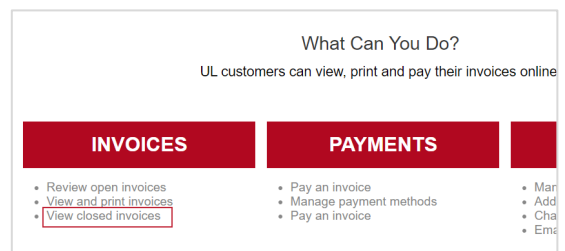
## Closed invoices and completed payments

To find closed invoices and completed payments.

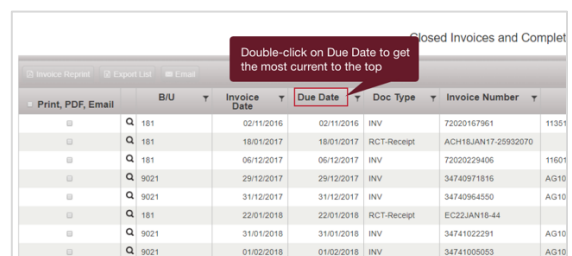
- Sign in to: <https://payment.UL.com>. Enter User Name and Password. Then, click Sign In.



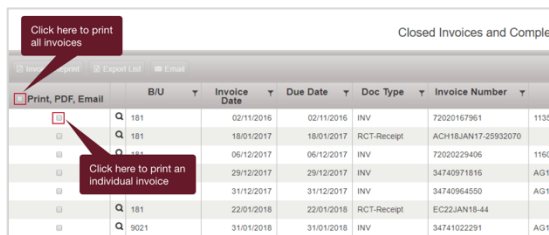
- Under the “INVOICES” select “View closed invoices”



- All the Closed Invoices will be listed for a rolling 24 months. In addition, line items will be shown for invoices paid here. The default view shows the oldest first. Double-click on Due Date to flip the order to most recent first.



- PDFs can be generated for all or individual invoices which then can be printed or emailed.  
**Note:** Presently, all invoices paid online at the same time are shown in a single line. We will see these separated in 2018.



Click here to print all invoices

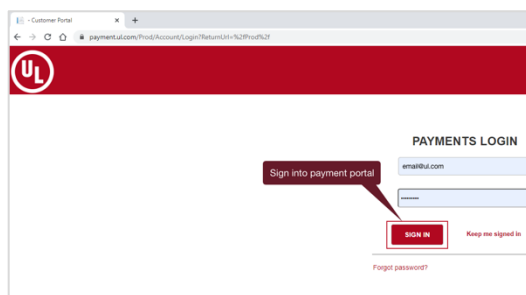
Click here to print an individual invoice

	BIU	Invoice Date	Due Date	Doc Type	Invoice Number
Print, PDF, Email					
Q 181		02/11/2016	02/11/2016	INV	72020167961
Q 181		18/01/2017	18/01/2017	RCT-Receipt	ACH18JAN17-25932070
Q 181		06/12/2017	06/12/2017	INV	72020229406
Q 181		29/12/2017	29/12/2017	INV	34740971816
Q 181		31/12/2017	31/12/2017	INV	34740964550
Q 181		22/01/2018	22/01/2018	RCT-Receipt	EC22JAN18-44
Q 9021		31/01/2018	31/01/2018	INV	34741022291

## Contact us

This is how to communicate to internal UL resources to request help.

- Sign in to: <https://payment.UL.com>. Enter User Name and Password. Click Login.



Sign into payment portal

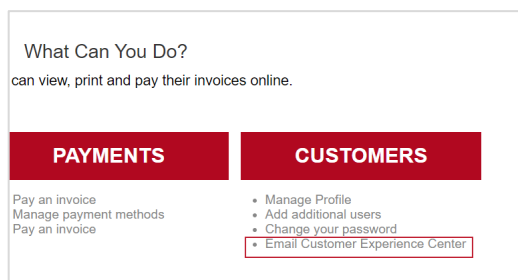
email@ul.com

password

**SIGN IN** Keep me signed in

Forgot password?

- On the main Welcome Page, you can reach support using one of two methods. By selecting "Email Customer Experience Center" under "CUSTOMERS"



What Can You Do?  
can view, print and pay their invoices online.

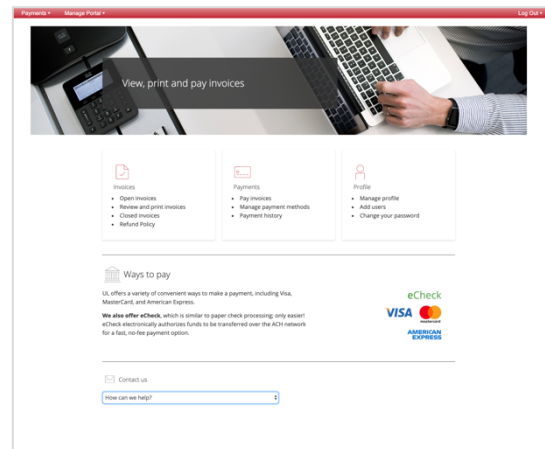
**PAYMENTS**

Pay an invoice  
Manage payment methods  
Pay an invoice

**CUSTOMERS**

- Manage Profile
- Add additional users
- Change your password
- Email Customer Experience Center**

- Another option is to use the Contact Us feature at the bottom of the Welcome Landing Page.



View, print and pay invoices

**INVOICES**

- Open invoices
- Review and print invoices
- Closed invoices
- Refund Policy

**PAYMENTS**

- Pay invoices
- Manage payment methods
- Payment history

**PROFILE**

- Manage profile
- Add users
- Change your password

**Ways to pay**

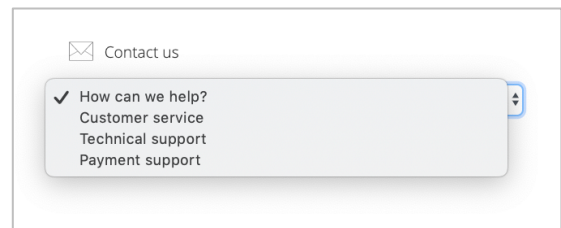
UL offers a variety of convenient ways to make a payment, including Visa, MasterCard, and American Express.

**We also offer eCheck**, which is similar to paper check processing, only easier! eCheck electronically authorizes funds to be transferred over the ACH network for a fast, no-fee payment option.

**Contact us**

How can we help?

- From the Contact Us box, select a Category, and click "Send" and an email pop-up box will be generated.



Contact us

- How can we help?
- Customer service
- Technical support
- Payment support



**mail Correspondence**

Email To

Email From

Email Subject

Email Body

