Portal instructions

Pay invoices
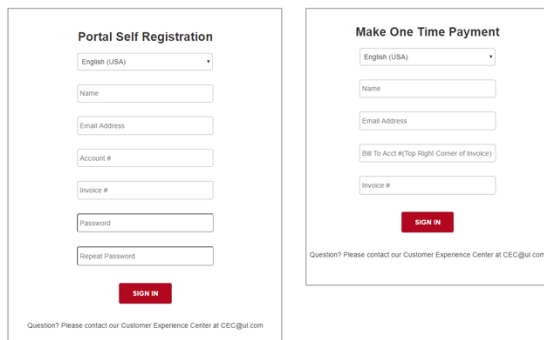
1. Sign in to: https://payment.UL.com

Select either Portal Self Registration or Make One Time Payment.

2. Fill in all fields.

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."

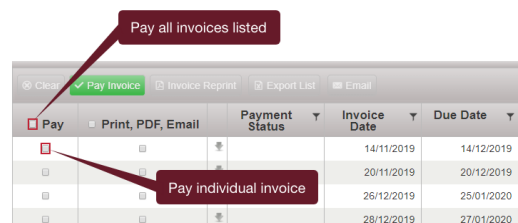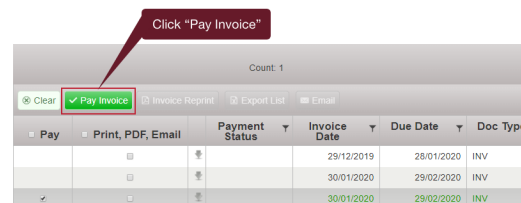**5.** All the Open Invoices will be listed. By clicking the box at the top of the "Pay" column – you can pay *all* of the invoices listed. You can also select individual invoices to pay by selecting the box next to each desired invoice.

6. Once you has 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.

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.

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.

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."

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.

2. Under "CUSTOMERS" select "Add additional users"

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

4. 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.

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

Change language settings

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

2. Under "CUSTOMERS" select "Manage Profile"

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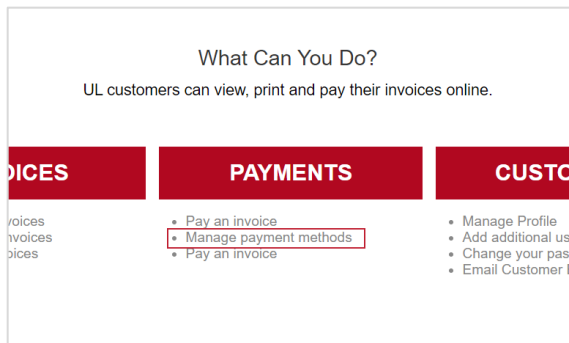

4. Click "Save" to change the language setting.

5. Then, log out and log back into the site to enable the change.
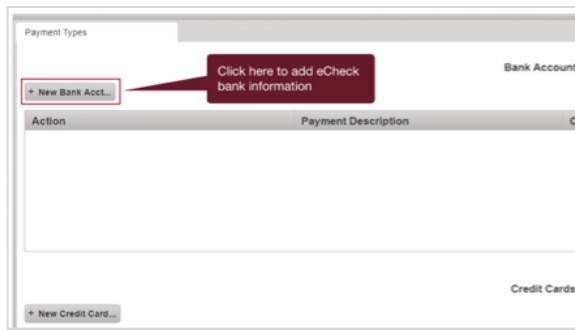
Adding payment methods

Paying by check

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

2. Enter User Name and Password.
*If not already registered please see Self Registration - Make One Time Payment guide.
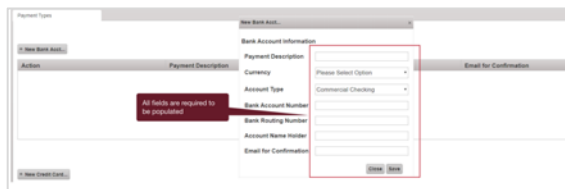
3. Under "PAYMENTS" select "Manage Payment Methods"

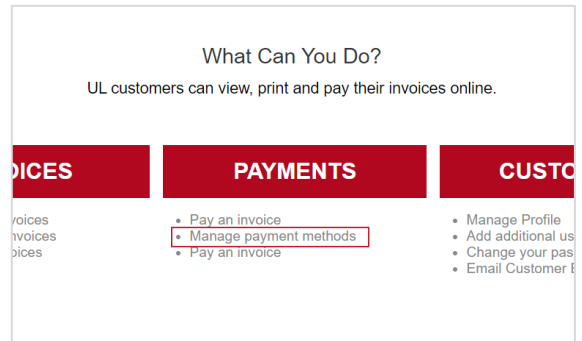**4.** Click on "New Bank Account" to provide the informationt to set up eCheck payment.

5. 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.
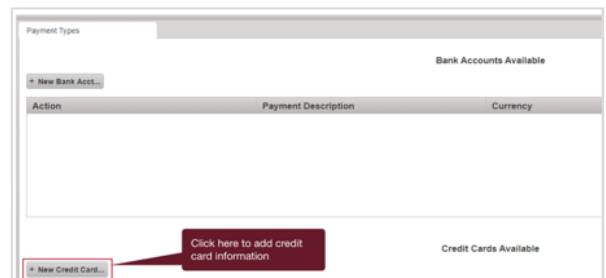

6. When "Save" is clicked– a payment method confirmation screen will pop up, and then this Payment Method is confirmed and enabled to be selected to pay any open invoices.

Paying by credit card

1. Under "PAYMENTS" select "Manage Payment Methods"

2. Select "Manage Payment Methods" – then the screen to populate bank acconut and credit card information pops up. Click on "New Credit Card" to provide the informationt to set up online Credit Card payment.

3. 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.

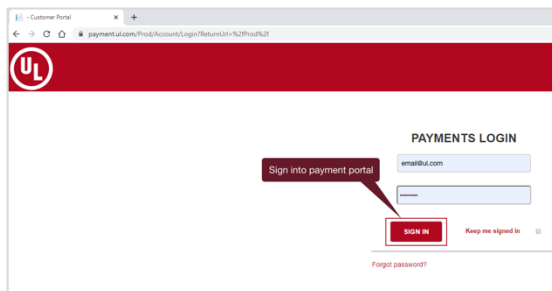**4.** Click "Save" – a payment method confirmation screen will pop up, and then this Payment Method is confirmed and enabled to be selected to pay any open invoices.
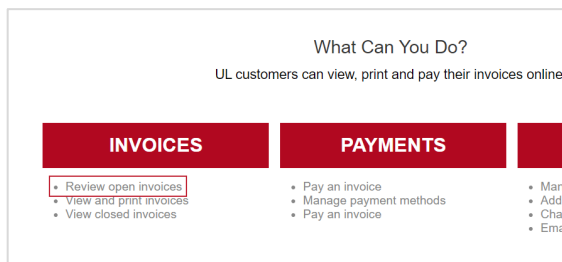
View, print, export and email open invoices

This is how to find and open invoices

**1.** Sign in to: https://payment.UL.com. Enter User Name and Password. Then, click Sign In.

2. Under "INVOICES" select "Review open Invoices"

3. 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.
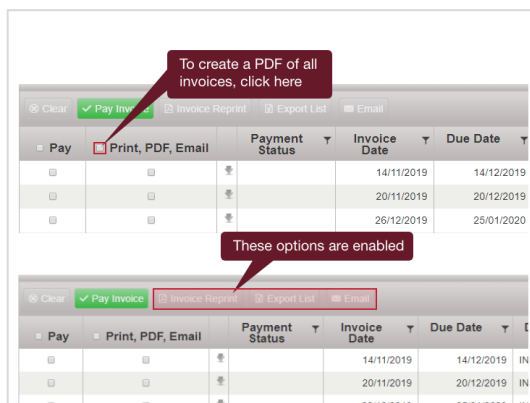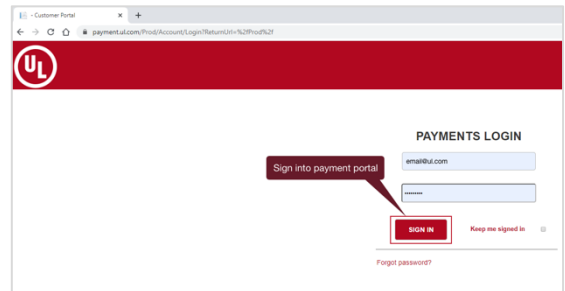

4. If you only want to view, print, export or email a single invoice or selected invoices, just select the box next to the invoices needed. Then, select from the enabled options across the top.
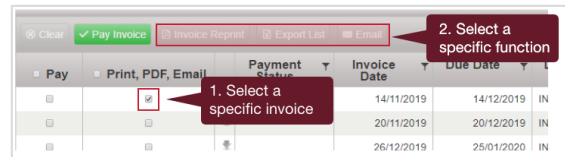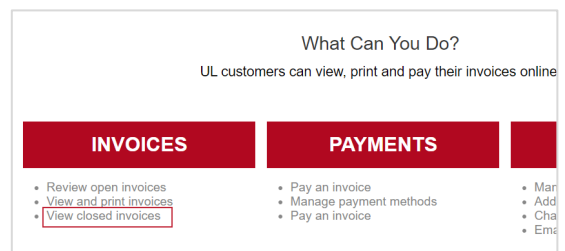

Closed invoices and completed payments

To find closed invoices and completed payments.

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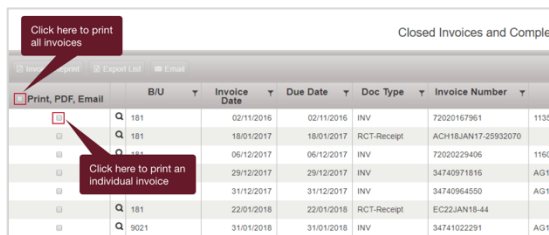

2. Under the "INVOICES" select "View closed invoices"

3. 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.
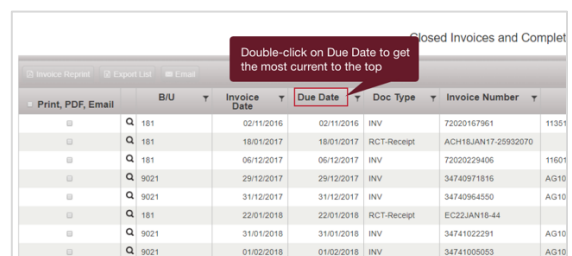
4. PDFs can be generated for all or individual invoices which then can be printed or emailed. **Note:** Presently, all invoices paid online at the same time are shown in a single line. We will see these separated in 2018.

Contact us

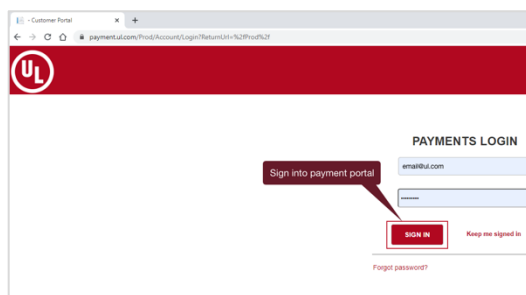This is how to communicate to internal UL resources to request help**.**

1. Sign in to: https://payment.UL.com. Enter User Name and Password. Click Login.
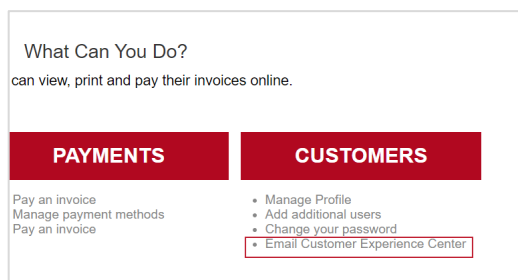
2. On the main Welcome Page, you can reach support using one of two methods. By selecting "Email Customer Experience Center" under "CUSTOMERS"

3. Another option is to use the Contact Us feature at the bottom of the Welcome Landing Page.
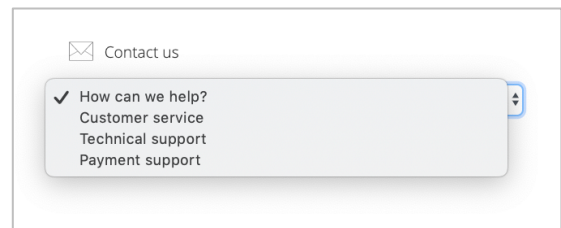
4. From the Contact Us box, select a Category, and click "Send" and an email pop-up box will be generated.