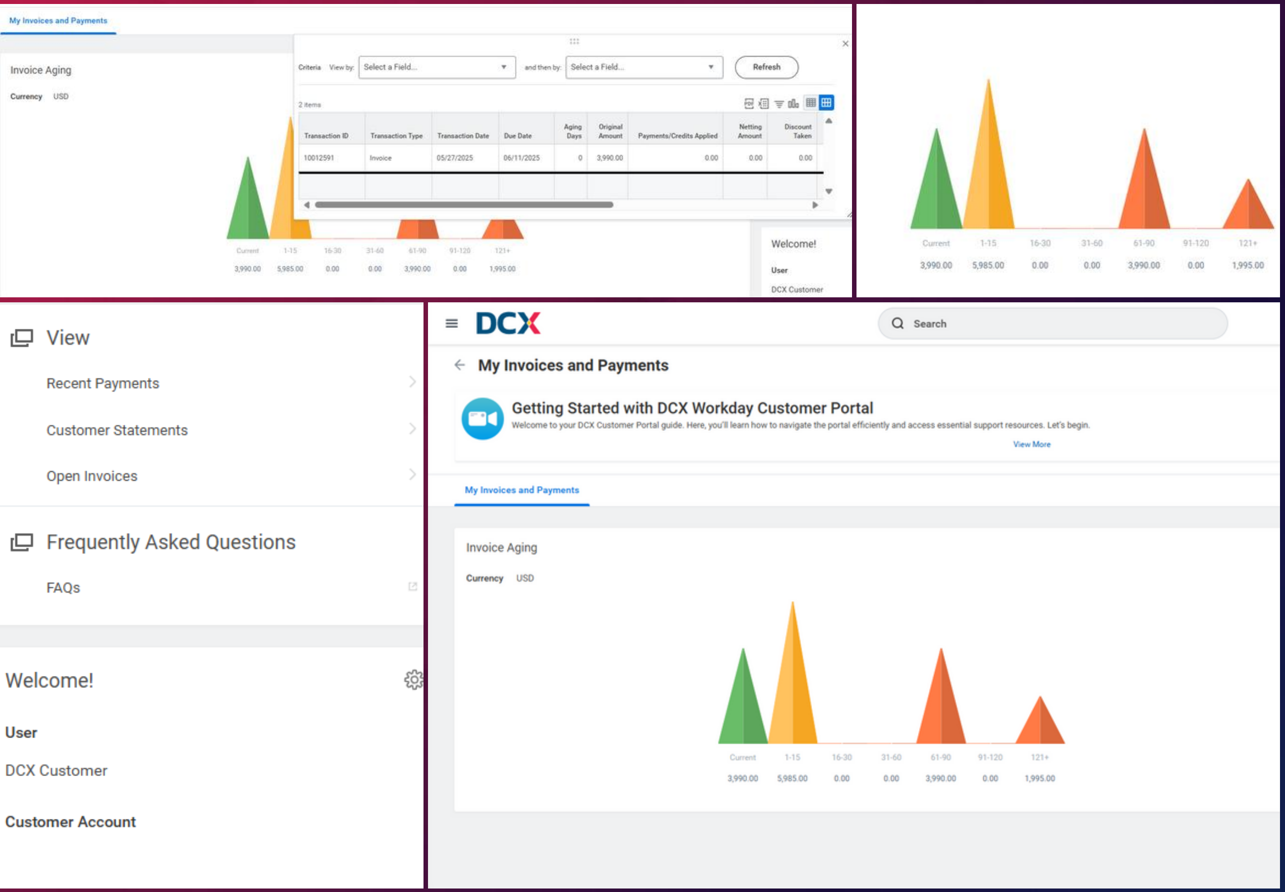
DCX CUSTOMER PORTAL NAVIGATION GUIDE

A step-by-step walkthrough on
how to use the DCX Customer Portal.

CUSTOMER PORTAL OVERVIEW

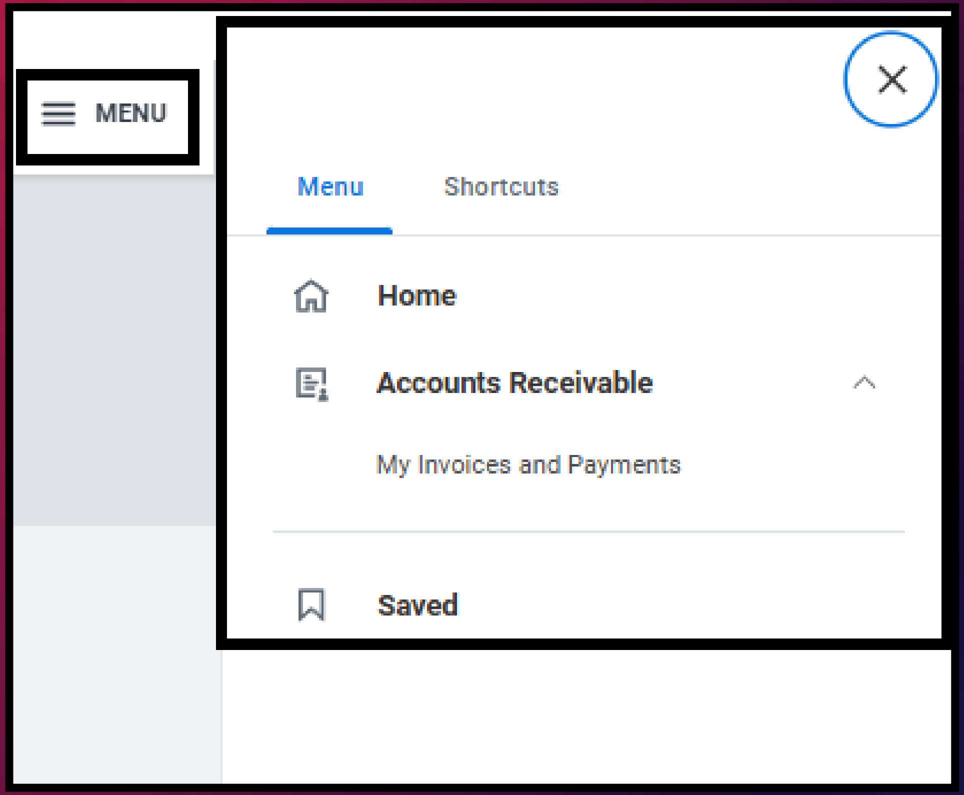


Welcome to the DCX Customer Portal!

Here, you can easily view and download your invoices, statements, and recent payments all in one place. You can also filter reports by currency and date to find exactly what you need.

This guide will help you navigate the portal step-by-step so you can manage your account quickly and effortlessly.

GETTING STARTED: ACCESSING THE PORTAL



📍 Start Here to Access Your Invoices and Payments

Before we start with the actual navigation, make sure you're in the right place:

- From the Workday Home Page, click the Menu icon (Global Navigation) in the top-left corner.
- Under the Accounts Receivable section, select My Invoices and Payments to open the Customer Portal dashboard.

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KEY FEATURES

01 Recent Payments

View your payment history with flexible date filtering.

02 Customer Statements

Access and download detailed statements

03 Open Invoices

Track all outstanding invoices.

04 Invoice Aging

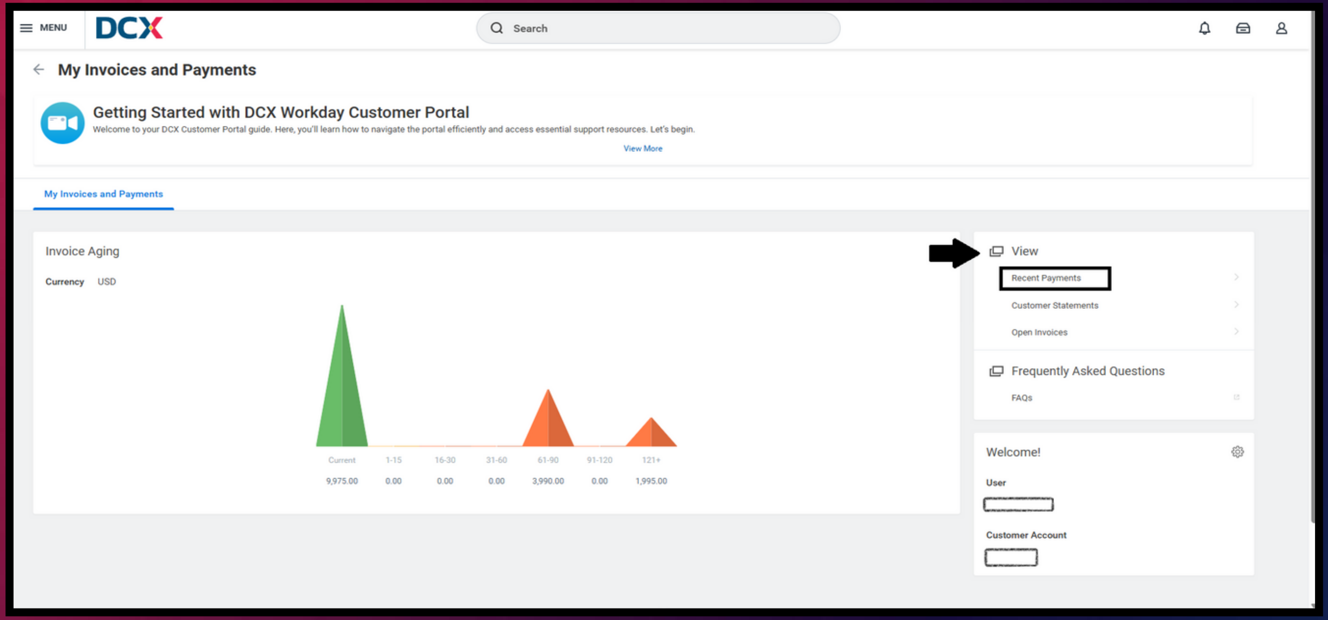
Monitor the status and age of your unpaid invoices.

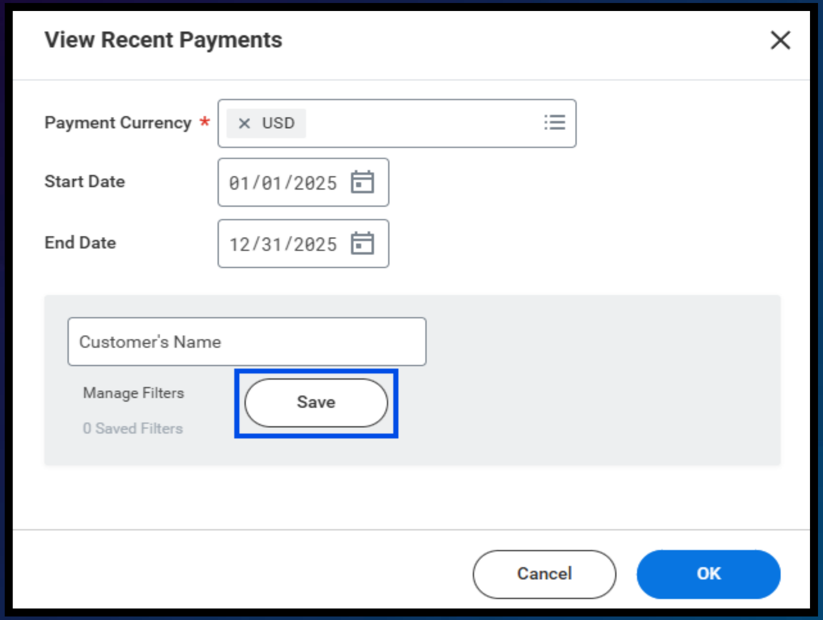
05 FAQs

Get quick answers to common questions and learn how to use portal features effectively.

VIEWING AND FILTERING RECENT PAYMENTS

Easily review your payment history and find specific transactions using date and currency filters.





Navigation Steps:

1. Go to My Invoices and Payments
2. On the right panel under View, click Recent Payments

Using Filters:

In the View Recent Payments window, you can filter results using:

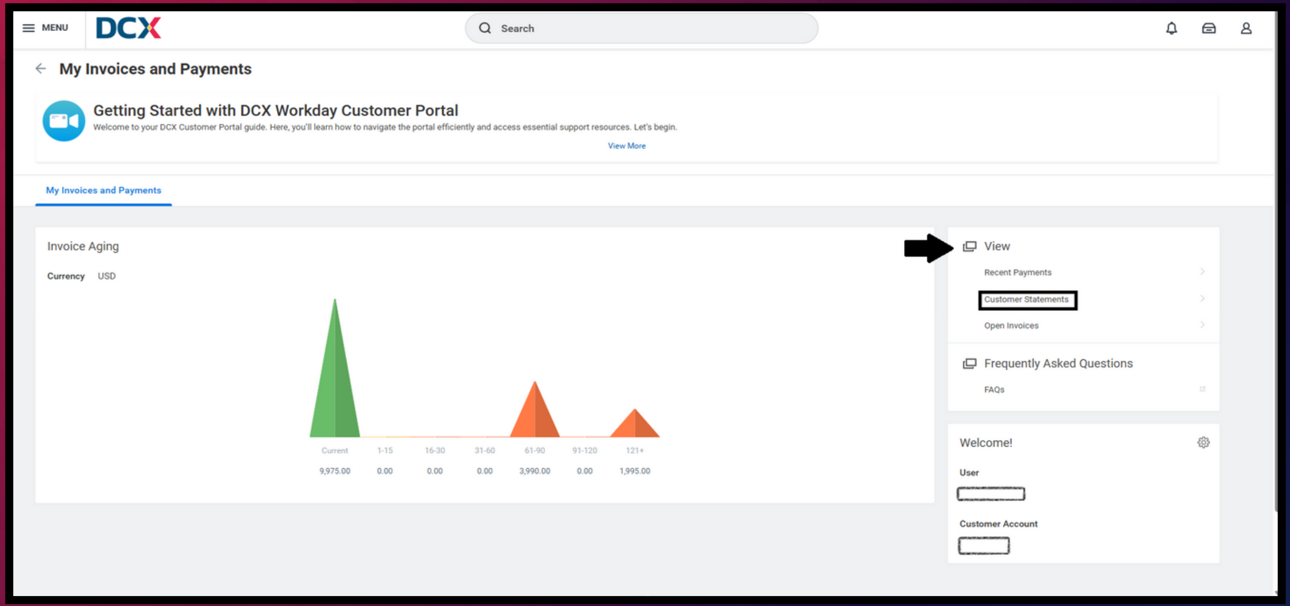
- Payment Currency (required – e.g., USD)
- Start Date and End Date for the payment history you want to view
- Filter Name (optional) – type a custom name for your filter

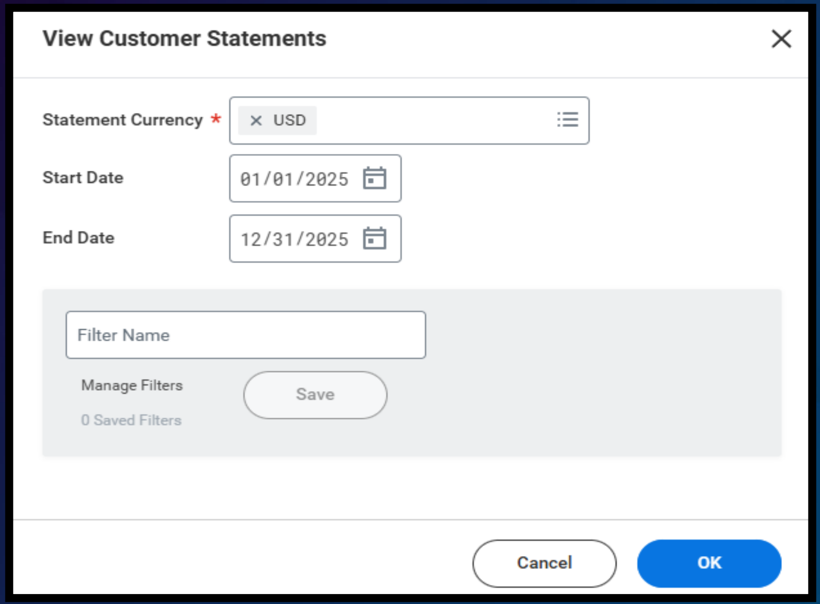
Saving Filters:

- Click Manage Filters to see saved filters
- Enter a Filter Name and click Save to store your search criteria
- Easily reapply saved filters in future sessions to save time

VIEWING CUSTOMER STATEMENTS

Access and download detailed customer statements, filtered by date range and currency for quick, targeted results.





🧭 Navigation Steps:

1. From the My Invoices and Payments page
2. In the View panel on the right, click Customer Statements

🔍 Using Filters:

In the View Customer Statements window, you can filter your results by:

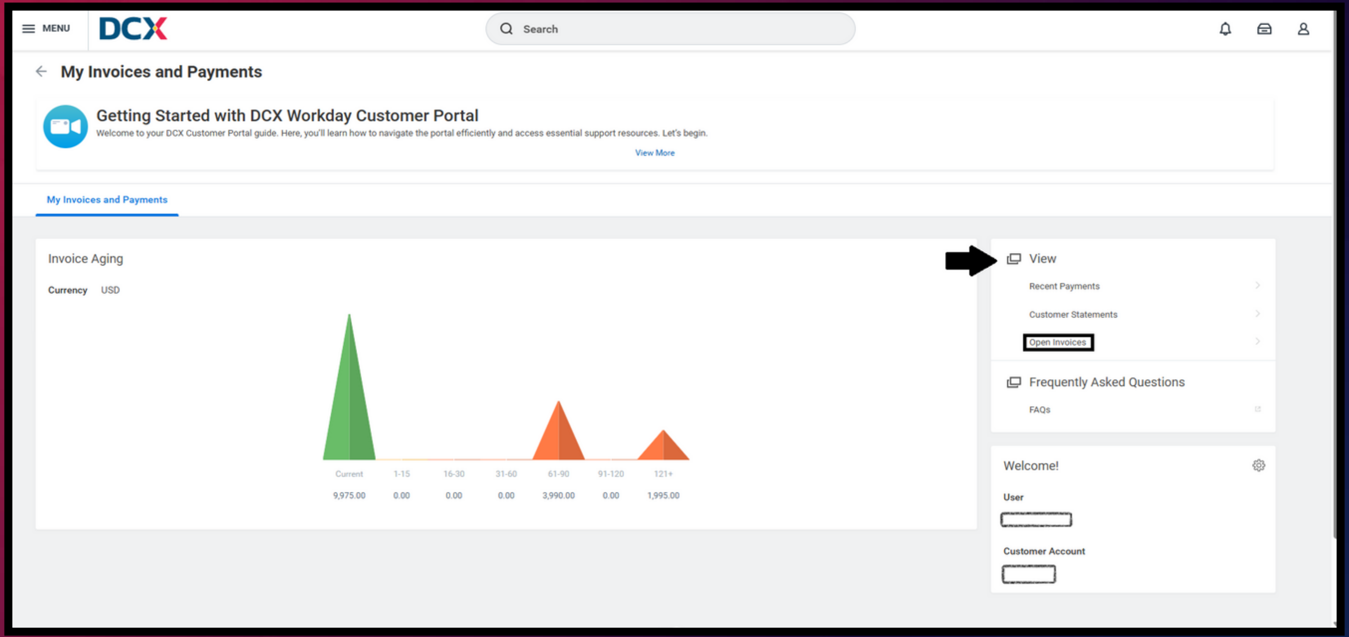
- Statement Currency (required – e.g., USD)
- Start Date and End Date to define your statement period
- (Optional) Filter Name to create a custom search

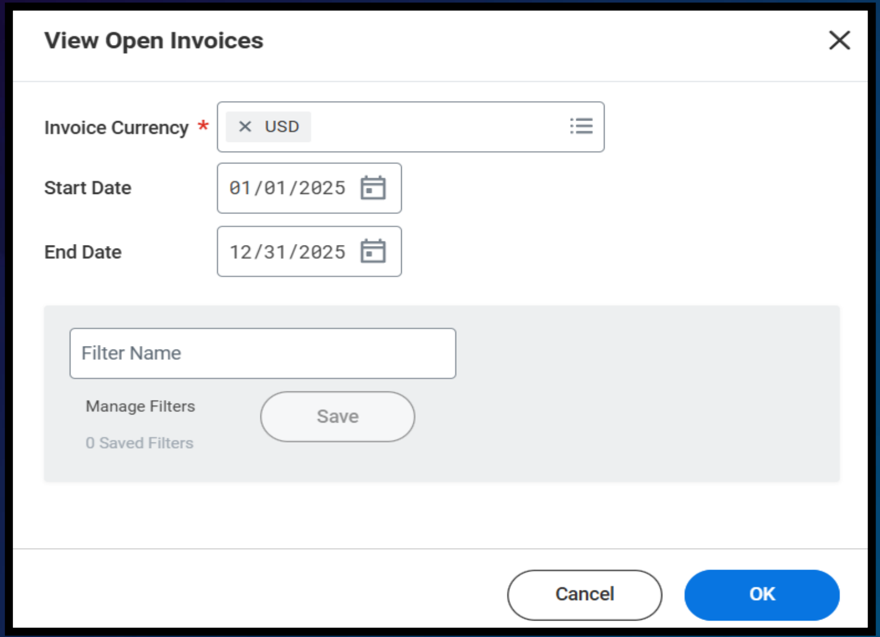
💾 Saving Filters:

- Click Manage Filters to see saved filters
- Enter a Filter Name and click Save to store your search criteria
- Easily reapply saved filters in future sessions to save time

VIEWING OPEN INVOICES

Easily view and download open invoices by applying filters for currency and date range.





🧭 <u>Navigation Steps:</u>

1. From the My Invoices and Payments page
2. In the View panel on the right, click Open Invoices

🔍 <u>Using Filters:</u>

In the View Open Invoices window, you can filter results by:

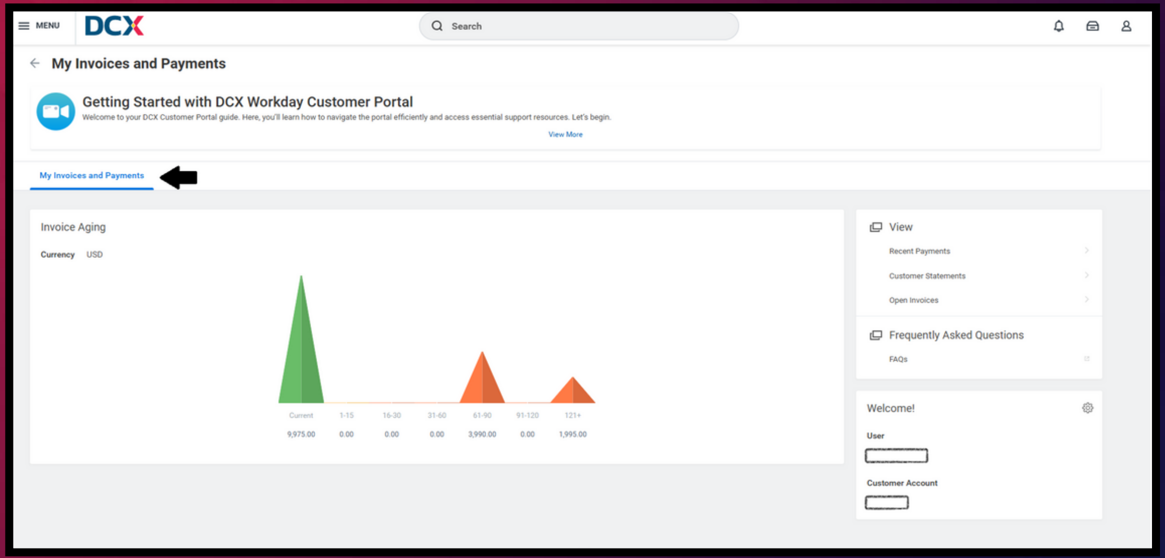
- Invoice Currency (required – e.g., USD)
- Start Date and End Date to set the invoice period
- (Optional) Filter Name to save your filter for future use

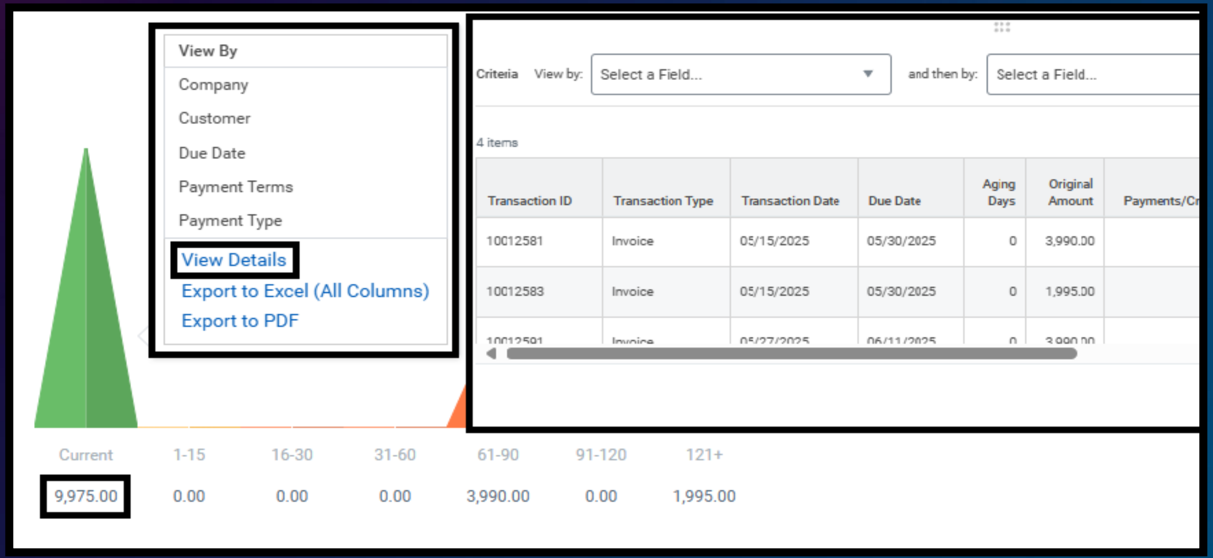
💾 <u>Saving Filters:</u>

- Click Manage Filters to see saved filters
- Enter a Filter Name and click Save to store your search criteria
- Easily reapply saved filters in future sessions to save time

VIEWING INVOICE AGING

Quickly review overdue balances with an interactive aging graph that breaks down invoices by aging period.





🧭 <u>Navigation Steps:</u>

1. From the My Invoices and Payments page
2. In the left-side navigation panel, click Invoice Aging

📊 <u>Using the Aging Chart:</u>

- The graph displays invoice amounts grouped by aging categories (e.g., 0–30 days, 31–60 days, etc.)
- Click on any amount in the graph to see what invoices contribute to that aging bucket

🔍 <u>View Invoice Details:</u>

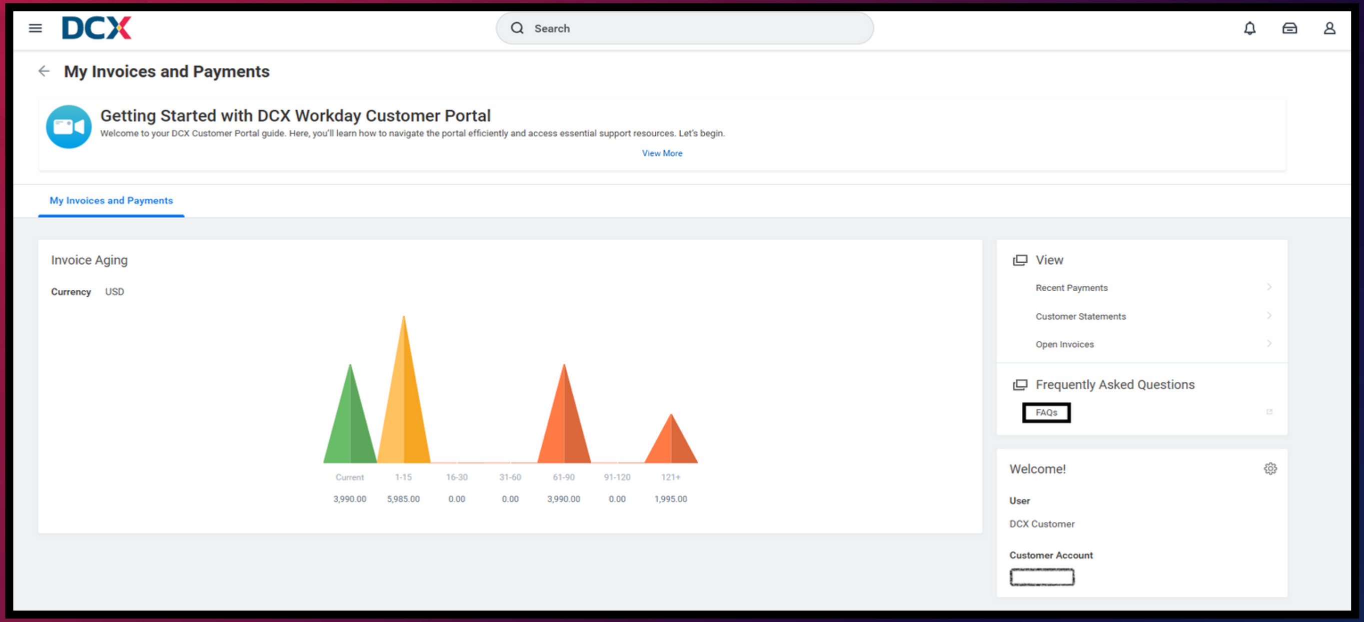
- After clicking a value in the chart, select “View Details”
- A detailed list of corresponding invoices will appear, showing due dates and amounts

💡 <u>Tip:</u>

- Use this feature to investigate overdue amounts and prioritize follow-ups or reconciliations

ACCESSING FAQ'S

Find quick answers to common questions about invoices, payments, statements, and portal features.



📘 <u>What You'll Find:</u>

- Step-by-step guides for common tasks
- Troubleshooting tips
- Definitions for portal terms (e.g., invoice aging, payment status)
- Contact information for further help

💡 <u>Tip:</u>

- Use the FAQs as your first stop before reaching out for support — it's a quick way to resolve most questions on your own

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SUMMARY

📌 What This Guide Has Covered:

- How to navigate the Workday Customer Portal from the My Invoices and Payments dashboard
- How to view and filter key financial data:
  - Recent Payments – Filter and review past transactions
  - Customer Statements – Access, download, and save statements
  - Open Invoices – Track outstanding invoices and download PDFs
  - Invoice Aging – Analyze overdue amounts with interactive drill-down
- How to use the FAQs section for self-service help and quick answers

💡 Next Steps:

- Explore the portal and apply the filters and features covered
- Save your commonly used views for faster access
- Use the FAQs before contacting support for quicker resolutions

THANK YOU!

Contact Us:
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For Billing and Payment Inquiries: Accounting@delegatecx.com