

AccountManager is Wolf Distributing Company's business to business online bill paying and invoice management solution. It is the first step in the e-Toolbox of online solutions that we'll be bringing to you.

### System Requirements

- Recommended Internet Browsers:
  - Microsoft Internet Explorer 5.5 or higher
  - Netscape version 7.0 or higher
  - Mozilla version 1.6 or higher
- Other Prerequisites (Internet Settings):
  - 128 Bit SSL is supported
  - JavaScript is enabled
  - Cookies are activated

### System Recommendations

- To achieve full use of functionality:
  - Microsoft Excel
  - Adobe Acrobat Reader (free software)
  - High Speed Internet access

### System Availability

- Scheduled Downtime:
  - 7:00 pm Saturdays through 7:00 am Sundays
- Unscheduled Downtime:
  - In the rare instance of unscheduled system downtime, a "System Unavailable" message will appear.

### Support

- For help with technical or account questions, please call 877.593.8421, Monday through Friday between 8AM and 5PM.

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## Logging In To AccountManager:

1. www.wolfdistributing.com
2. Click "Enter the Site" button
3. Click "e-Toolbox" button
4. Type in AccountManager user name and password (provided by Credit Services)
5. Click "Log On" button (First time users of AccountManager will be prompted to type in a new password.)
6. If more than one payer account, select the desired account
7. Enter "Open Bills" page

## Open Bills Page

- Bills are organized by Ship-To account and subtotaled
- Credits are available in the bottom section, separated from the bills
- Miscellaneous Charges are items such as service charges, marketing materials and training
- Bills are sorted newest to oldest by default
- Columns can be sorted by clicking on column header (indicated by arrow)
- "Select All" and "Deselect All" buttons are available to aid in paying invoices
- "Download Selected Entries" button will download the selected (checked) bills and credits in a .csv format (comma separated values, which can be uploaded into Microsoft Excel or another spreadsheet application)
- "Net Payment Amount" button totals the selected bills and credits. (The total open balance is displayed as well)

## Download Invoices

- Invoices can be downloaded and printed just like an invoice reprint from Wolf
  1. Log into the "Open Bills" page
  2. On the far right in the "Action" column, click the Adobe Acrobat button for the invoice line item desired
  3. Click either "Open" to view invoice in Adobe Acrobat format or "Save" to save the file

## Create Inquiry

- Inquiries can be created to ask questions about bills or credits without making a phone call to the credit department. These electronic communications with the credit department are saved with the document and available for reference at all times.
  1. Log into the "Open Bills" page
  2. On the far right in the "Action" column, click the "Create Inquiry" button
  3. In the text box, type in the question for the credit department in as much detail as possible
  4. Click "Send" to send message. Click "Back" if the message is not necessary
  5. When an inquiry is created, a new icon displays in the action column on the "Open Bills" page called "Display Contact History". This is where responses from the credit department can be found

## Pay Bill

- AccountManager allows you to pay open bills by using a linked bank account. The bank account information is added by Wolf Credit Services and can be provided during the registration process or at a later date.



There is no charge from Wolf for this service. The only fees that may be incurred are from your bank. Please contact your bank for more information.

Payments will be extracted from your bank account the night of the payment.

1. Log into the "Open Bills" page
2. Select desired bills to pay by checking the box next to invoice number (Credits are selected the same way)
3. Partial bill payments can be done by selecting the invoice to be paid. In the payment amount column, type the amount to be paid for that invoice making sure that amount is less than the invoice amount
4. All bills and credits can be selected by clicking the "Select All" button at the bottom of the page
5. Verify the amount in the "New Payment Amount" section at the bottom of the page
6. Select the bank account to be used (Multiple bank accounts may be available)
7. Click "Continue"
8. Verify the payment amount and bank account
9. Click "Pay" to make the payment or click "Back" to go back to the Open Bills page
10. Click "Print" to print receipt

## Cancel Payment

- Payments may be cancelled until the payment is processed by Wolf. Wolf processes payments daily at 3:00 pm to generate the bank file. After 3:00 pm, the payment cannot be cancelled.

1. Click "Payments" tab
2. Select "In Process" and "Last 30 Days"
3. Click "Find"
4. Click the red X icon in the action column to cancel the payment

OR

1. Click the "Paid Bills" tab
2. Select "In Process" and "Last 30 Days"
3. Click "Find"
4. Individual bills can be removed from a payment without canceling the whole payment. Click on the red "X" icon in the action column on the individual line items to delete.

## View Payment History

- You can view all payment history, even the payments not made with AccountManager.

1. Click "Payments" tab
2. Select "Processed" and desired time period from dropdown
3. Click "Find"
4. Payments are displayed. View how payments are applied by clicking the hyperlink payment amount

OR

1. Click "Paid Bills" tab
2. Select "Processed" and the desired time period from the dropdown
3. Click "Find"
4. Paid bills are displayed - To view the payment applied to the bill, click the hyperlink bill amount



## View and Download Open Items

- The “Open Items” tab will allow you to view the open items in more detail and download the open items list into Excel. Detail of the documents in the Miscellaneous Changes section and Credits can be found here.
  1. Click “Display Open Items” tab
  2. Payments and Credits appear on the left. Bills and Debits appear on the right. The total is on the bottom. Documents can be downloaded by clicking the Adobe Acrobat icon.
  3. The alternative view can be reached by clicking the “Detail View” button. From the detail view, the items can be downloaded into Excel
  4. The detail view displays the open documents in line item form. The Business Transaction column gives you a detailed description of the documents
  5. The list can be printed or downloaded by clicking the “Print”, “Excel”, or “CSV” buttons

## Balance and Line Items

- The “Balance and Line Items” tab displays all transactions for the selected fiscal year. The information is displayed by month and by Debit, Credit, and total. Documents from previous fiscal years are available to download.
  1. Click “Balance and Line Items” tab
  2. Select a fiscal year from dropdown menu
  3. To view sales for the selected fiscal year, select “Display Sales” from the Sales dropdown menu on the right side of screen
  4. To view monthly detail click the hyperlink in the month and transaction type desired; bills will appear in the Debit section, credits will appear in the credit section
  5. All displays can be downloaded in Excel by clicking the “Excel” button or printed by clicking the “Print” button

## Administrative Data

- Administrative data is available to view on the “Administrative Data” Tab. The only administrative data that can be updated is the password.
  1. Click “Administrative Data” tab
  2. Scroll to bottom of page and click the “Process” button in the Password section
  3. Type in your old password then your new password twice, click “Process”

## FAQ

- The frequently asked questions page appears when clicking the “FAQ” tab.

## Switch Account

- If you have multiple payer accounts assigned to a single user name, the “Switch Account” tab will be available. Clicking the Switch Account tab will direct the customer back to the list of accounts available.

## Change Password

1. www.wolfdistributingco.com
2. Click “Enter the Site”
3. Click “e-Toolbox” button
4. Click the “Get Support” button
5. Select “Password Reset” and click “Process”
6. Enter required information and click “Process”
7. A new password will be emailed to you immediately

