

Caleres Payment Portal

Cloud for Customer Payment (CCP)

Welcome to the Cloud for Customer Payment Platform

This comprehensive guide will assist you in navigating and managing your financial transactions efficiently and securely. Each section provides you with high-level steps to complete the process. For detailed information, links to additional documentation and videos are provided.

Cloud for Customer URL

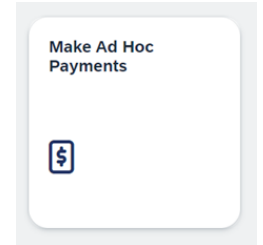
<https://caleres-ccp-production.ccp-sap.cfapps.us10.hana.ondemand.com/cp.portal/site#Shell-home>

Making a Payment on Account (Prepaid Customers)

1. Navigate to the 'Make Ad Hoc Payments' section.
2. Create a new Ad Hoc payment, and confirm the payment method.
3. Enter the details of the payment including the amount and purpose.
4. Click 'Pay' to complete the transaction.

[Make Ad Hoc Payments \(Prepaid Payments\)](#)

- [Make Ad Hoc Payments \(Video\)](#)



| Payments | | | | | | Create | Delete | 🔍 | ⌵ |
|-----------------|----------------|--------|----------------|----------------|--------------|-------------------------------------|--------|---|---|
| Document Number | Payment Method | Status | Payment Amount | Request Number | Payment Date | To start, set the relevant filters. | | | |

Payment Information

Payment Amount: * USD

Credit Card List

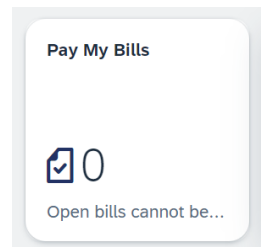
| Card ID | Type | Card Number | Holder Name | Expiration Date | Collection Authorization | Description | + |
|--|------|-------------|-------------|-----------------|--------------------------|-------------|---|
| No valid credit card. Register a credit card by choosing the + (Register Credit Card) icon on the right. | | | | | | | |

Paying My Bills (Terms Customers) without Dispute

1. Access the 'Pay My Bills' section after logging in.
2. Select the bills you wish to pay, and click next.
3. Confirm your payment method and click 'Pay' to complete the transaction.

[How To Pay My Bills \(Terms Customers\)](#)

- [Pay by Credit Card \(Video\)](#)



Caleres Payment Portal

Cloud for Customer Payment (CCP)

Open Bills (3) Due Date Create Dispute

Number of selected items is 1. Total selected amount is 2,308.22 USD.

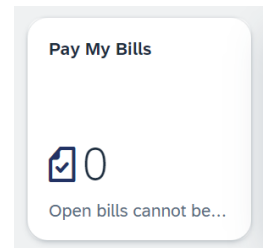
| <input type="checkbox"/> | Invoice Number | Due Date | Document D... | Invoiced Amount | Open Amount | Cash Discount ... | Cash Discount ... | Payment Amount | Reference | Dispute |
|-------------------------------------|----------------|--------------|---------------|-----------------|--------------|-------------------|-------------------|----------------|------------|---------|
| <input checked="" type="checkbox"/> | 1400076508 | Jan 31, 2023 | Jan 31, 2023 | 2,308.22 USD | 2,308.22 USD | | | 2,308.22 U... | 0000000054 | |
| <input type="checkbox"/> | 1600043632 | Apr 3, 2023 | Apr 3, 2023 | 600.00 USD | 600.00 USD | | | | REF613608 | |
| <input type="checkbox"/> | 1400077601 | May 9, 2023 | May 9, 2023 | 6.00 USD | 6.00 USD | | | | 0000000055 | |

Credit Items

| <input type="checkbox"/> | Document Number | Document Type | Due Date | Document Date | Credit Amount | Available Amount | Payment Amount | Reference |
|--------------------------|-----------------|---------------|----------|---------------|---------------|------------------|----------------|-----------|
| No data available | | | | | | | | |

Paying My Bills (Terms Customers) with Dispute

1. Access the 'Pay My Bills' section after logging in.
2. Select the bills you wish to pay with a dispute and click create dispute.
3. Select the reason for the dispute from the drop down menu, type in any comments, click ok.
4. Select the bills you wish to pay, type in the amount to pay on the invoice, and click next.
5. Confirm your payment method and click 'Pay' to complete the transaction.



How To Pay My Bills (Terms Customers)

- [Pay by Credit Card \(Video\)](#)

Open Bills (3,581) Due Date Create Dispute

Number of selected items is 2. Total selected amount is 8,174.00 USD.

| <input type="checkbox"/> | Invoice Number | Due Date | Document Date | Invoiced Amount | Open Amount | Cash Discount Amount | Cash Discount Due Date | Payment Amount | Reference | Dispute |
|-------------------------------------|----------------|-------------|---------------|-----------------|--------------|----------------------|------------------------|----------------|------------|---------|
| <input type="checkbox"/> | 90088734 | Oct 1, 2023 | Aug 2, 2023 | 5,428.00 USD | 5,428.00 USD | | | | 1118921380 | |
| <input checked="" type="checkbox"/> | 90088745 | Oct 1, 2023 | Aug 2, 2023 | 2,065.00 USD | 2,065.00 USD | | | 2,065.00 USD | 1118921381 | |

Create Dispute

Reason: Contact Person: Comment:

| Date | Open Amount | Amount for Dispute | Reason | Contact Person | Comment |
|------|--------------|--------------------|--------------|----------------|----------------------|
| 2023 | 2,065.00 USD | 2,065.00 USD | Advertisi... | .. | <input type="text"/> |
| | 594.00 USD | 21,594.00 USD | | | |
| | 080.00 USD | 7,080.00 USD | | | |

Open Bills (3,581) Due Date Create Dispute

Number of selected items is 1. Total selected amount is 2,000.00 USD.

| <input type="checkbox"/> | Invoice Number | Due Date | Document Date | Invoiced Amount | Open Amount | Cash Discount Amount | Cash Discount Due Date | Payment Amount | Reference | Dispute |
|-------------------------------------|----------------|-------------|---------------|-----------------|--------------|----------------------|------------------------|----------------|------------|----------|
| <input type="checkbox"/> | 90088734 | Oct 1, 2023 | Aug 2, 2023 | 5,428.00 USD | 5,428.00 USD | | | | 1118921380 | |
| <input checked="" type="checkbox"/> | 90088745 | Oct 1, 2023 | Aug 2, 2023 | 2,065.00 USD | 2,065.00 USD | | | 2,000.00 USD | 1118921381 | Disputed |

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Matching Payments to Invoices

1. Go to the 'Match Payments with Invoices' section.
2. Select Payments and the corresponding invoices.
3. Click Next
4. Click Match on the confirmation screen.
5. Click OK on the Payment advice created pop up window.

[Match Payments with Invoices](#)

- [Match Payments with Invoices \(Video\)](#)

Match Payments with Invoices



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Open payments can...

| Payments | | | | | | | | |
|--------------------------|-----------------|---------------|----------|--------------|----------------|-------------|-----------|---------|
| <input type="checkbox"/> | Document Number | Document Type | Due Date | Posting Date | Payment Amount | Open Amount | Reference | Comment |
| No data available | | | | | | | | |

| Invoices (3) | | | | | | | | |
|--------------------------|----------------|--------------|---------------|-----------------|--------------|-----------|---------------|-----------|
| <input type="checkbox"/> | Invoice Number | Due Date | Document Date | Invoiced Amount | Open Amount | Reference | Document Type | Comment |
| <input type="checkbox"/> | 1400076508 | Jan 31, 2023 | Jan 31, 2023 | 2,308.22 USD | 2,308.22 USD | 000000054 | Invoice | Failur... |
| <input type="checkbox"/> | 1600043632 | Apr 3, 2023 | Apr 3, 2023 | 600.00 USD | 600.00 USD | REF613608 | Invoice | Allow... |
| <input type="checkbox"/> | 1400077601 | May 9, 2023 | May 9, 2023 | 6.00 USD | 6.00 USD | 000000055 | Invoice | Allow... |

Payments Invoices

| Payments (1) | | | | | | | |
|-----------------|--------------------|--------------|--------------|----------------|-------------|-----------|---------|
| Document Number | Document Type | Due Date | Posting Date | Payment Amount | Open Amount | Reference | Comment |
| 2000002256 | Down pmmt received | May 23, 2024 | May 23, 2024 | -117.00 USD | -117.00 USD | | |

| Invoices (2) | | | | | | | |
|----------------|--------------|---------------|-----------------|-------------|------------|---------------|---------|
| Invoice Number | Due Date | Document Date | Invoiced Amount | Open Amount | Reference | Document Type | Comment |
| 1090000486 | Jul 3, 2024 | May 4, 2024 | 53.00 USD | 53.00 USD | 1090000486 | Invoice | |
| 90611736 | Dec 12, 2023 | Oct 13, 2023 | 64.00 USD | 64.00 USD | 1119913647 | Invoice | |


Match

Managing My Payments

1. Visit the 'Manage Payments' area.
2. Review past transactions, check pending payments, and adjust payment settings as necessary.

[Manage My Payments](#)

Manage My Payments



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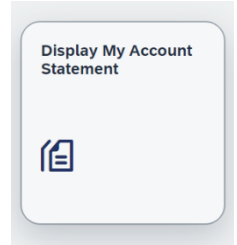
Payments Delete

| Document Number | Payment Method | Status | Payment Amount | Payment Date |
|-------------------------------------|----------------|--------|----------------|--------------|
| To start, set the relevant filters. | | | | |

Displaying My Account Statement

1. Select 'Display My Account Statement' from your dashboard.
2. Choose the time frame for the statement you require.
3. View or download your statement directly.

[Display My Account Statement](#)



Items (3) ↓ ⌵ ⌵

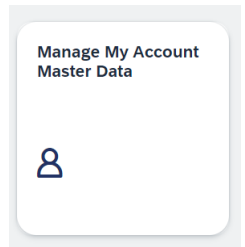
| <input type="checkbox"/> | Document... | Document... | Status | Period | Due Date | Posting... | Document... | Clearing D... | Amount | Reference | Dispute | Invoice Re... | Company ... | Customer |
|--------------------------|-------------|-------------|--------|----------|---------------|--------------|---------------|---------------|--------------|------------|---------|---------------|--------------|---------------|
| <input type="checkbox"/> | 1400076508 | Invoice | Open | Jul 2023 | Jan 31, 20... | Jul 31, 2023 | Jan 31, 20... | | 2,308.22 ... | 0000000054 | | | 3101 (Cal... | 2000001 (...) |
| <input type="checkbox"/> | 1400077601 | Invoice | Open | Jul 2023 | May 9, 2023 | Jul 31, 2023 | May 9, 2023 | | 6.00 USD | 0000000055 | | | 3101 (Cal... | 2000001 (...) |
| <input type="checkbox"/> | 1600043632 | Invoice | Open | Jul 2023 | Apr 3, 2023 | Jul 31, 2023 | Apr 3, 2023 | | 600.00 USD | REF613608 | | | 3101 (Cal... | 2000001 (...) |
| | | | | | | | | | 2,914.22 ... | | | | | |

Managing My Account Master Data

1. Navigate to the 'Manage My Account Master Data'
2. Here you can view your account master data and add or make changes to your credit card information.

[Manage My Account Master Data](#)

- [Manage My Account Master Data \(Video\)](#)



CREDIT CARD +

| Card ID | Type | Card Number | Holder Name | Expiration Date | Collection Authorization | Is Standard Card | Description |
|---------|------|-------------|-------------|-----------------|--------------------------|------------------|-------------|
| No data | | | | | | | |