

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>

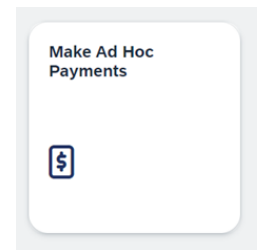
(Please note that CCP works best using Chrome as your web browser and that pop-up blockers must be turned off.)

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: *

Credit Card List

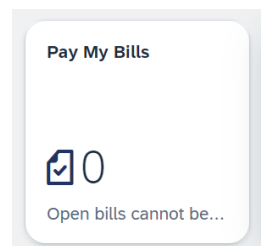
Card ID	Type	Card Number	Holder Name	Expiration Date	Collection Authorization	Description	+
No valid credit card. Register a credit card by choosing the + (Register Credit Card) icon on the right.							

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 \(Video\)](#)



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Open Bills (3) Due Date Create Dispute

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

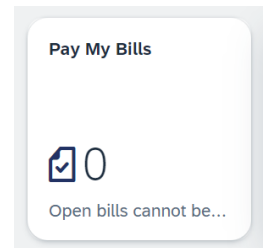
<input type="checkbox"/>	Invoice Number	Due Date	Document D...	Invoiced Amount	Open Amount	Cash Discount ...	Cash Discount ...	Payment Amount	Reference	Dispute
<input checked="" type="checkbox"/>	1400076508	Jan 31, 2023	Jan 31, 2023	2,308.22 USD	2,308.22 USD			2,308.22 U...	0000000054	
<input type="checkbox"/>	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: Apply

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							
Document Number	Document Type	Due Date	Posting Date	Payment Amount	Open Amount	Reference	Comment
No data available							

Invoices (3)							
Invoice Number	Due Date	Document Date	Invoiced Amount	Open Amount	Reference	Document Type	Comment
1400076508	Jan 31, 2023	Jan 31, 2023	2,308.22 USD	2,308.22 USD	000000054	Invoice	Failur...
1600043632	Apr 3, 2023	Apr 3, 2023	600.00 USD	600.00 USD	REF613608	Invoice	Allow...
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



Caleres Payment Portal

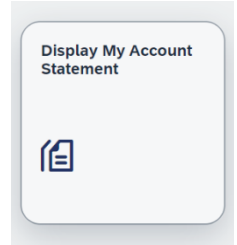
Cloud for Customer Payment (CCP)

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](#)



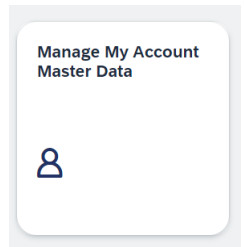
Document...	Document...	Status	Period	Due Date	Posting...	Document...	Clearing D...	Amount	Reference	Dispute	Invoice Re...	Company ...	Customer
<input type="checkbox"/>	1400076508	Invoice	Jul 2023	Jan 31, 20...	Jul 31, 2023	Jan 31, 20...		2,308.22 ...	0000000054			3101 (Cal...	2000001 (...)
<input type="checkbox"/>	1400077601	Invoice	Jul 2023	May 9, 2023	Jul 31, 2023	May 9, 2023		6.00 USD	0000000055			3101 (Cal...	2000001 (...)
<input type="checkbox"/>	1600043632	Invoice	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 \(Video\)](#)



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