


COUPA GUIDE: Look Up Payments & Retrieve DGC (Digital Checks)

On the homepage, click on the **'Payments'** button to check if a Digital Check is available and begin the retrieving process.

You will see the **'Payment #'** and the **'Invoice #'** that is being paid. Be mindful of the **'Expiration Date'**, as the payment will expire if it is not retrieved before the expiration date. Notice the **'Status'** of your payment, as it will indicate if the payment is ready to be downloaded, has already been downloaded, or if it has expired. If payment has expired before deposited, please reach out to AP@nhcare.org or call (760) 737-6934 for further assistance.

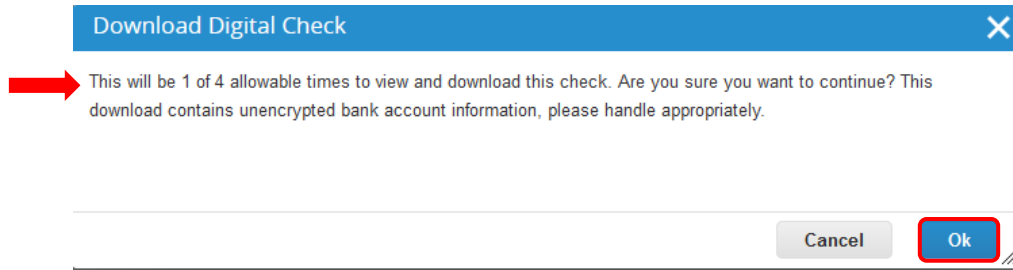
Status

- ➔ Ready to Download
- ➔ Expired
- ➔ Downloaded

If you see that a payment # or invoice # has the status **'Ready to Download'**, hover cursor over the **'Actions'** icon () to download your digital check.

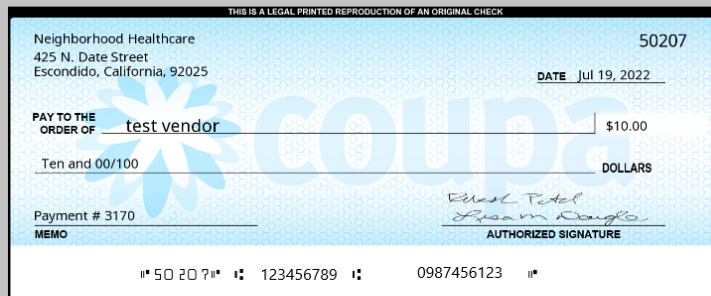
Invoice Payments

The following prompt will generate, read carefully, then click 'Ok'.



This Digital check has 4 allowed times to view and download, so please be sure to complete the full payment downloading process.

The digital check will then populate, along with instructions the various ways you can deposit this check.



You can deposit this Check in multiple ways:

1. Endorse the back of the check below
 2. Take a picture with your bank's smartphone app on your mobile phone to deposit
- OR
- Print the check using a black and white or color printer.
A check printed legibly on any paper is a valid Check. *
3. Cut the Check out along the border and deposit it in a **bank ATM** or **Remote Deposit Capture scanner**.
 4. **Deposit the Check with a bank teller.** Cut out the front of this page and endorse the back, in the top 2 inches. You do not need to cut out the back of the Check and stick the two sides together.

* If the bank or service provider has any questions about the validity of this Check they can verify it from the originator/sender. Federal Government and Financial Institution guidelines on printed Checks including acceptance is available online: <https://www.fdic.gov/consumers/assistance/protection/check21.html>

