Invoices and Notification Emails

Contents

Accessing Invoices

LexisNexis makes invoices available for customers to download via two platforms.

- **LexisNexis Account Centre (LNAC)**
  - your one-stop resource for all administrative actions, including for invoices and payment.
  - Always available for admin users to access and view current and historical invoices.
- **Guest Pay**
  - Guest Pay is for those who do not require access to LNAC, usually accounts and finance teams.
  - Guest Pay is accessible via an **invoice notification email** sent to **e-invoice contacts** (see below)

Invoice notification emails

- **Invoice notification emails** provide a link at which the recipient can view and download an invoice
- **LNAC Admin Users** can add recipients as
  - an e-invoice contact (access via Guest Pay); or
  - as your account's **designated invoice contact** (access via LNAC)

Both actions start with logging into LexisNexis Account Centre and proceeding from the home page.

Adding an e-Invoice Contact

An e-invoice contact can be anyone in your organisation. Adding their email address as an e-invoice contact means that they will receive an invoice notification email with a link to Guest Pay each time a new invoice is generated.

From the LexisNexis Account Centre home page, click on the Invoice & Payment tab, then select Invoice Contacts from the drop-down menu.

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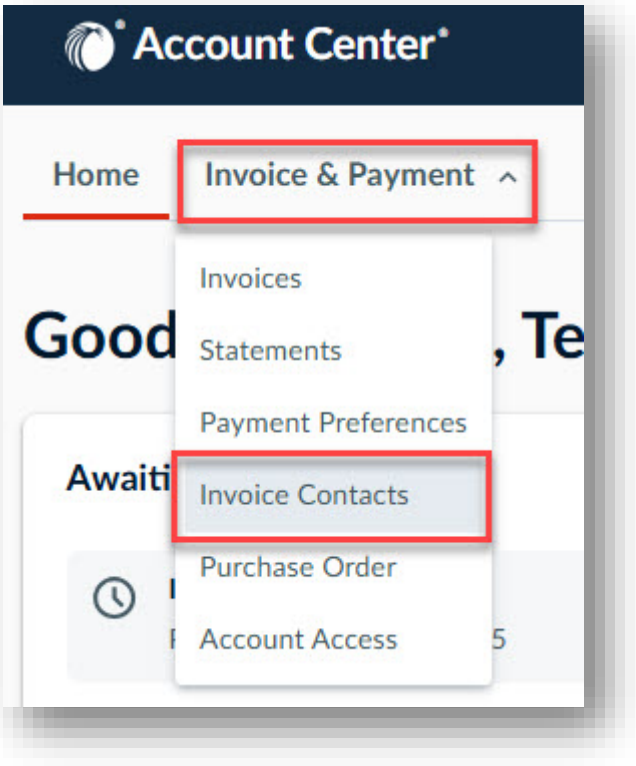
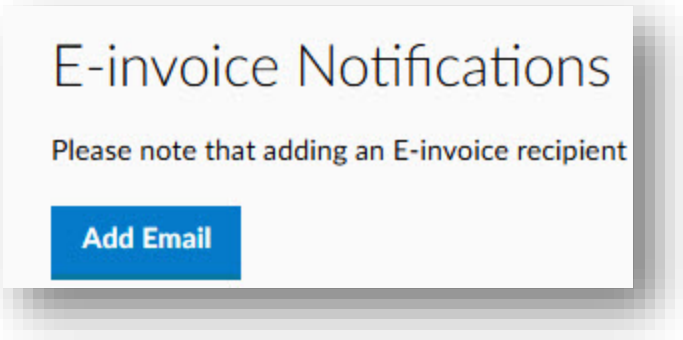


At the bottom of the page you will see the E-invoice Notifications section. Click Add Email button, then complete the details in the pop-up menu.



Designate Your Account's Invoice Contact

Your account was set up with a **designated invoice contact**. The original invoice contact was provided with a user ID for logging in to LexisNexis Account Centre (LNAC). Invoice contacts automatically receive an invoice notification email when a new invoice is generated.

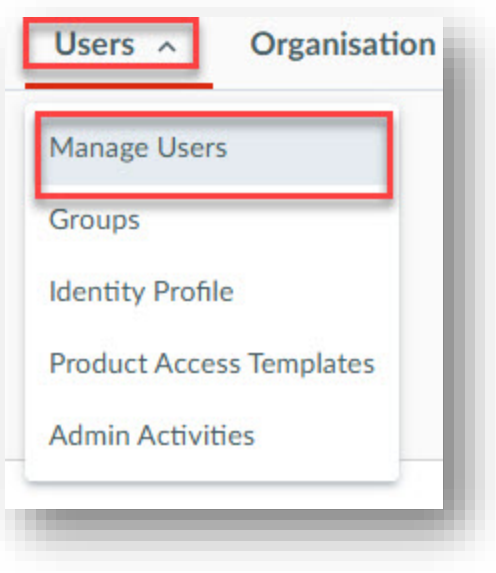
You can change your designated invoice contact. We strongly advise designating an admin user as your account's invoice contact so that they can view the invoice in LNAC.

If your choice of designated invoice contact

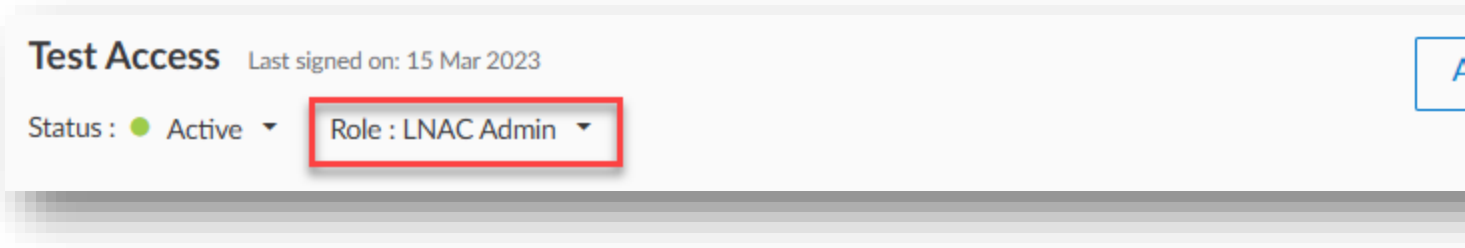
1. is not an existing user of any LexisNexis research or admin platforms, you can create a new user.
2. is an existing user on research platforms, but not an "LNAC Admin", you can amend their role to include admin permissions.

1) Changing designated invoice contact to an *existing admin user*

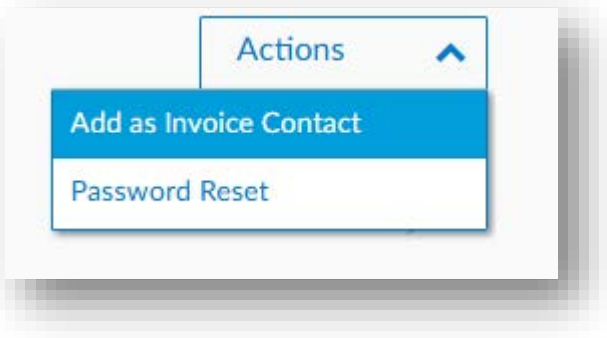
First find the existing user by navigating to the Manage Users page. From the home page of LexisNexis Account Centre:



Admin users will be described as LNAC Admin in the 'Role' field:



Click the Actions button on the right-hand side of the page and select the Add as Invoice Contact option:



You will be guided through the process. Note that if your account has several financial accounts, you will be asked to nominate the relevant financial account.

2) Creating a *new Admin User*

Admin users can be created in two ways:

a) creating a new user, then assigning them admin permissions; or

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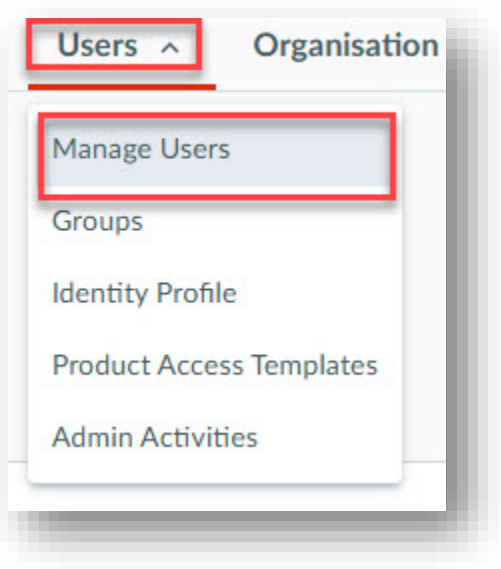
b) assigning admin permissions to an existing user.

(2)(a) Create new user

From the Home page, click on the Users tab then select Manage Users from the menu:



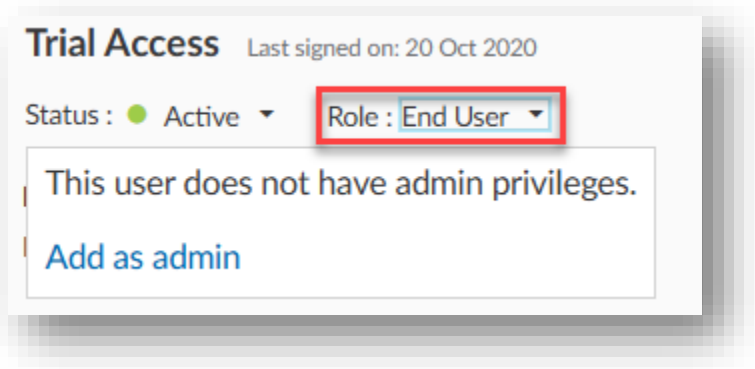
To add a new user, click on the Add User button on the far right of the page.

Complete the details in the pop-up menu. If the user does not need research product access, only access to LexisNexis Account Centre, you may create a user without checking any of the Product Access options you are offered.

(2)(b) Assigning Admin permissions

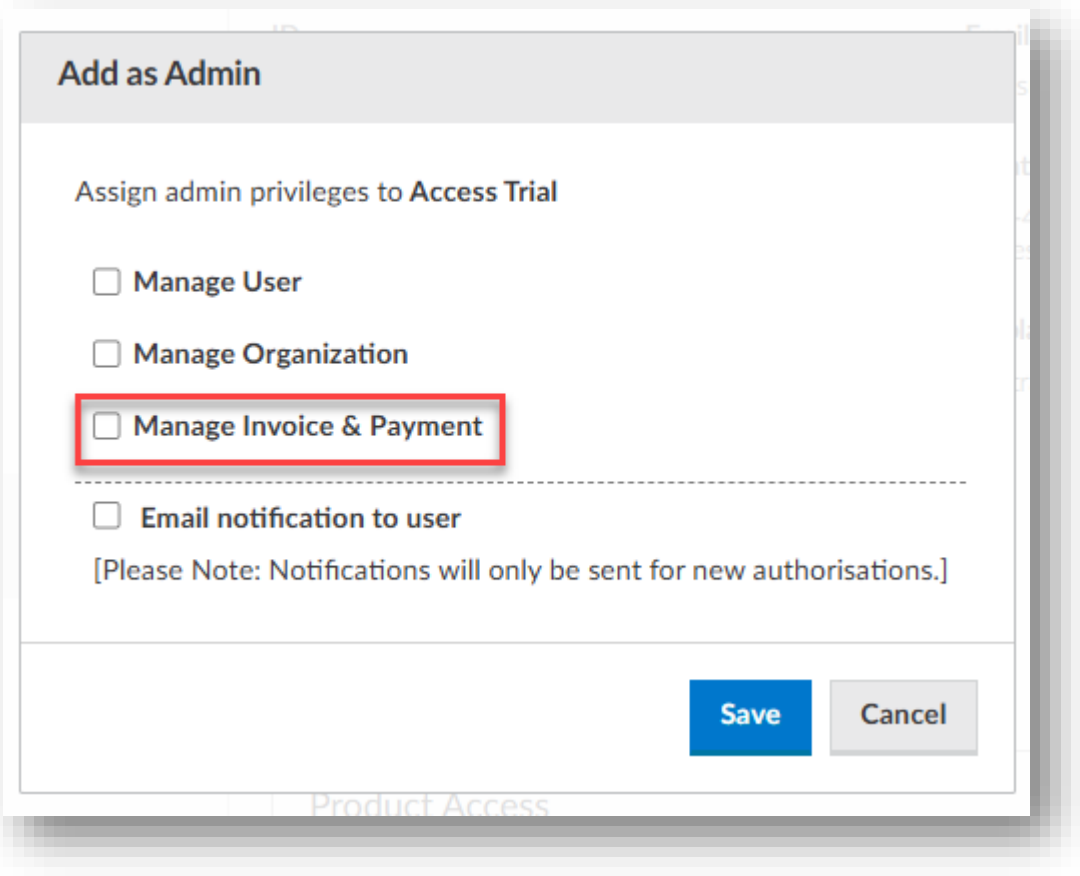
To assign admin permission to an existing user, or a newly created user, find the user in Manage Users page's list of your account's users.

You will see that they are an "End User" in the "Role" field. Clicking on that role field will open a drop-down menu:



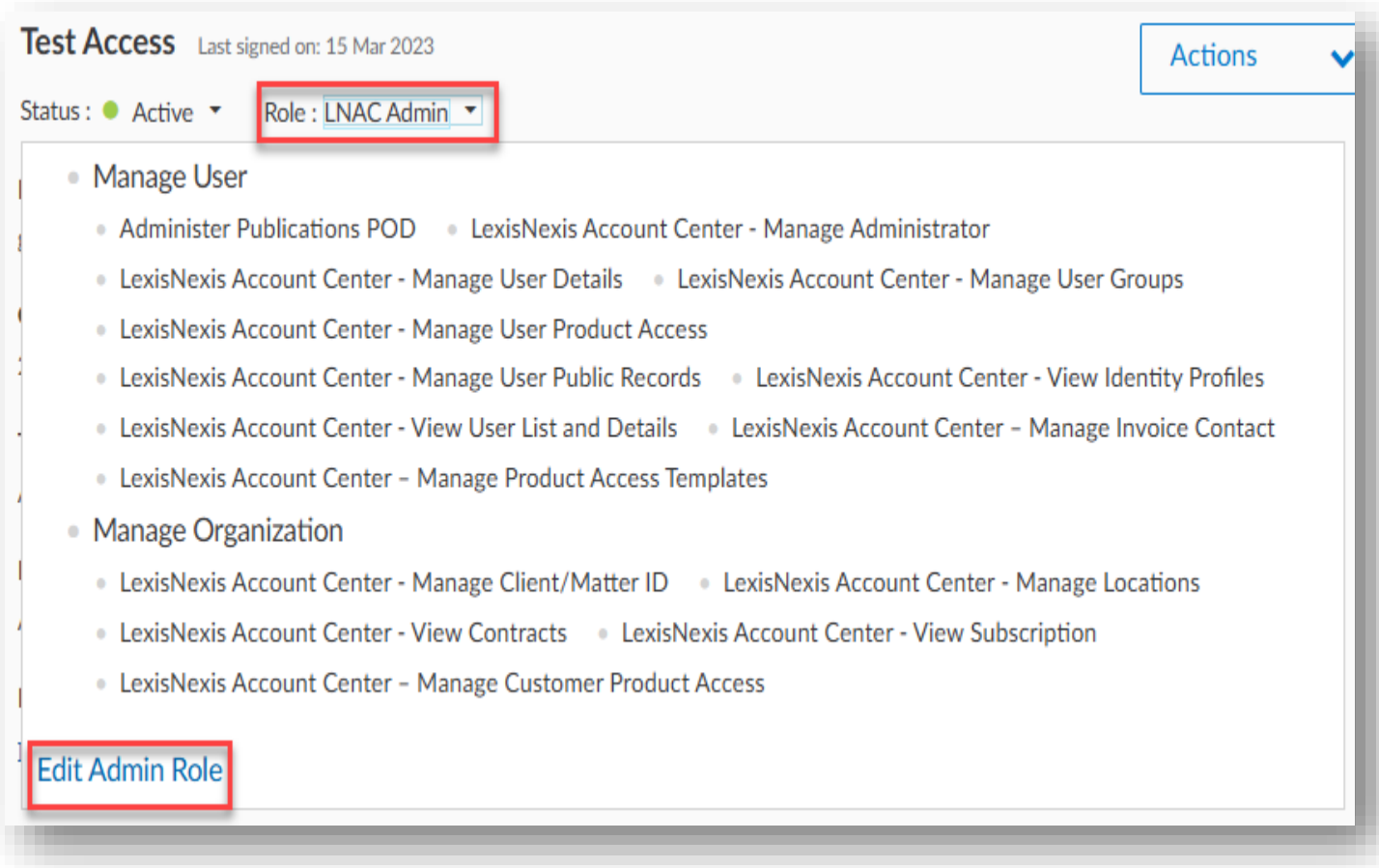
Clicking the "Add as admin" link will guide you through the process of assigning admin permissions.

For the purposes of accessing invoices in LNAC, ensure you assign the user the "**Manage Invoice & Payment**" permission:



Checking an Admin User's current permissions

If you are changing your account's designated invoice contact, you should ensure that they have the "Manage Invoice & Payment" permission. You can check and edit existing LNAC Admins' permissions by finding the admin user in the Manage Users page, and clicking on their role:


Test Access
Last signed on: 15 Mar 2023
Actions
Status : Active
Role : LNAC Admin
Manage User
Administer Publications POD
LexisNexis Account Center - Manage Administrator
LexisNexis Account Center - Manage User Details
LexisNexis Account Center - Manage User Groups
LexisNexis Account Center - Manage User Product Access
LexisNexis Account Center - Manage User Public Records
LexisNexis Account Center - View Identity Profiles
LexisNexis Account Center - View User List and Details
LexisNexis Account Center – Manage Invoice Contact
LexisNexis Account Center – Manage Product Access Templates
Manage Organization
LexisNexis Account Center - Manage Client/Matter ID
LexisNexis Account Center - Manage Locations
LexisNexis Account Center - View Contracts
LexisNexis Account Center - View Subscription
LexisNexis Account Center – Manage Customer Product Access
Edit Admin Role