

WorkWave Payment Portal Instructions

Table of Contents

1. Accessing the Payment Portal
2. Viewing and Downloading Invoices
3. Making a Payment
4. Viewing Payment History
5. Updating Payment Methods and Contacts
6. Frequently Asked Questions (FAQs)



1. Accessing the Payment Portal

Visit the following link to log in to your WorkWave Payment Portal:

<https://workwave-customer.highradius.com/RRDMSProject/signin.do>

Use the billing email address associated with your WorkWave account to sign in.

A screenshot of the WorkWave Payment Portal login page. On the left, a blue box contains the text: "Welcome to your WorkWave Payment Portal. Please log-in with your Username (email) and Password. If you do not have a Username, please click on 'Not enrolled? Sign up now'". On the right, the word "Login" is displayed in a large, bold, black font. Below it are two white input fields labeled "Email" and "Password". A checkbox labeled "Remember Username" is positioned below the password field. A blue "Login" button is located below the checkbox. Underneath the button are three links: "Not enrolled? Sign up now.", "Forgot your password?", and "Unlock Account". Below these links is a "Privacy Policy" link. At the bottom of the login section is the copyright notice: "© 2025 HighRadius Corporation. All rights reserved." A blue footer bar at the very bottom contains the text: "If you have any questions, you may respond via e-mail, call 1-800-762-0301, option 5, or visit our billing website at https://www.workwave.com/billing".

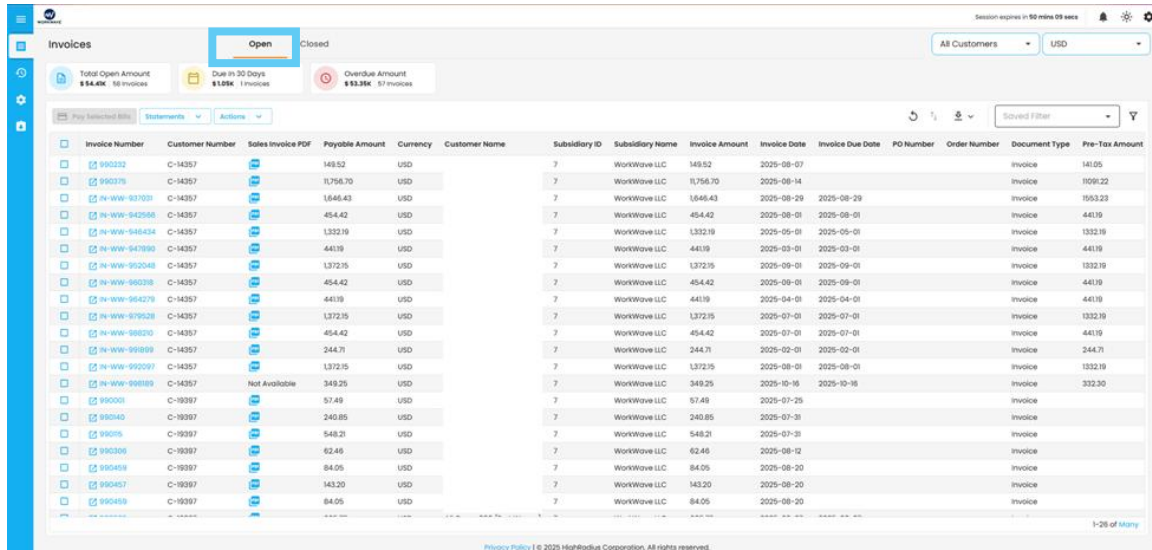
If you experience issues accessing your account:

- Call: 800-762-0301 (Option 5)
- Email: billing@workwave.com
- Hours: Monday–Friday, 8:30 AM–5:00 PM EST



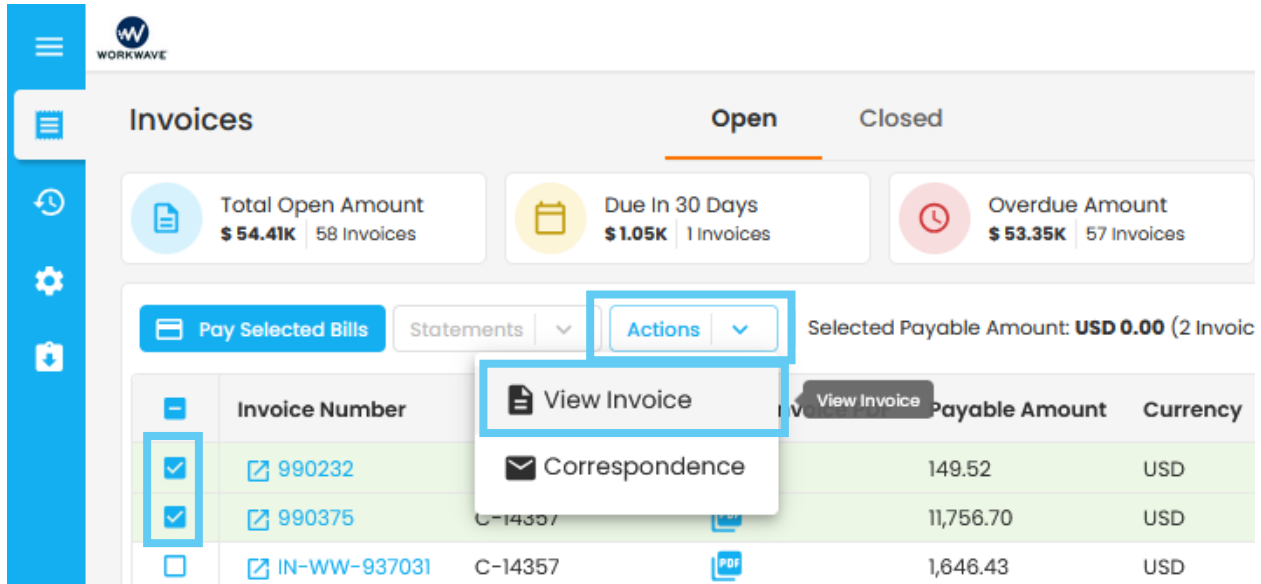
2. Viewing and Downloading Invoices

1. Navigate to the Invoices tab.
2. Select the Open Invoices tab to view outstanding invoices.
3. Check the box besides any invoice(s) you wish to view.
4. Click Actions → View Invoice to download the invoice as a PDF.



The screenshot shows the 'Invoices' tab in the WorkWave interface. At the top, there are tabs for 'Open' and 'Closed'. Below these, summary cards show: 'Total Open Amount \$54.41K | 58 Invoices', 'Due in 30 Days \$1.05K | 1 Invoices', and 'Overdue Amount \$53.35K | 57 Invoices'. A table of invoices follows, with columns for Invoice Number, Customer Number, Sales Invoice PDF, Payable Amount, Currency, Customer Name, Subsidiary ID, Subsidiary Name, Invoice Amount, Invoice Date, Invoice Due Date, PO Number, Order Number, Document Type, and Pre-Tax Amount. The first three rows are highlighted in green. A 'Pay Selected Bills' button and a dropdown menu with 'Statements' and 'Actions' are visible above the table. A 'Saved Filter' dropdown is also present.

Invoice Number	Customer Number	Sales Invoice PDF	Payable Amount	Currency	Customer Name	Subsidiary ID	Subsidiary Name	Invoice Amount	Invoice Date	Invoice Due Date	PO Number	Order Number	Document Type	Pre-Tax Amount
990232	C-14357		149.52	USD		7	WorkWave LLC	149.52	2025-08-07				Invoice	141.05
990375	C-14357		11,756.70	USD		7	WorkWave LLC	11,756.70	2025-08-14				Invoice	1099.22
IN-WW-937031	C-14357		1,646.43	USD		7	WorkWave LLC	1,646.43	2025-08-29	2025-08-29			Invoice	1553.23
IN-WW-942558	C-14357		454.42	USD		7	WorkWave LLC	454.42	2025-08-01	2025-08-01			Invoice	441.19
IN-WW-948434	C-14357		1,332.19	USD		7	WorkWave LLC	1,332.19	2025-05-01	2025-05-01			Invoice	1332.19
IN-WW-947390	C-14357		441.19	USD		7	WorkWave LLC	441.19	2025-03-01	2025-03-01			Invoice	441.19
IN-WW-950248	C-14357		1,372.15	USD		7	WorkWave LLC	1,372.15	2025-09-01	2025-09-01			Invoice	1332.19
IN-WW-950239	C-14357		454.42	USD		7	WorkWave LLC	454.42	2025-08-01	2025-08-01			Invoice	441.19
IN-WW-954279	C-14357		441.19	USD		7	WorkWave LLC	441.19	2025-04-01	2025-04-01			Invoice	441.19
IN-WW-979528	C-14357		1,372.15	USD		7	WorkWave LLC	1,372.15	2025-07-01	2025-07-01			Invoice	1332.19
IN-WW-98820	C-14357		454.42	USD		7	WorkWave LLC	454.42	2025-07-01	2025-07-01			Invoice	441.19
IN-WW-99869	C-14357		244.71	USD		7	WorkWave LLC	244.71	2025-02-01	2025-02-01			Invoice	244.71
IN-WW-992097	C-14357		1,372.15	USD		7	WorkWave LLC	1,372.15	2025-08-01	2025-08-01			Invoice	1332.19
IN-WW-998889	C-14357	Not Available	349.25	USD		7	WorkWave LLC	349.25	2025-10-16	2025-10-16			Invoice	332.30
990001	C-19397		57.49	USD		7	WorkWave LLC	57.49	2025-07-25				Invoice	
990140	C-19397		240.85	USD		7	WorkWave LLC	240.85	2025-07-31				Invoice	
990176	C-19397		548.21	USD		7	WorkWave LLC	548.21	2025-07-31				Invoice	
990396	C-19397		62.46	USD		7	WorkWave LLC	62.46	2025-08-12				Invoice	
990458	C-19397		84.05	USD		7	WorkWave LLC	84.05	2025-08-20				Invoice	
990457	C-19397		143.20	USD		7	WorkWave LLC	143.20	2025-08-20				Invoice	
990459	C-19397		84.05	USD		7	WorkWave LLC	84.05	2025-08-20				Invoice	



The screenshot shows the 'Invoices' tab in the WorkWave interface. At the top, there are tabs for 'Open' and 'Closed'. Below these, summary cards show: 'Total Open Amount \$54.41K | 58 Invoices', 'Due In 30 Days \$1.05K | 1 Invoices', and 'Overdue Amount \$53.35K | 57 Invoices'. A table of invoices follows, with columns for Invoice Number, Customer Number, Sales Invoice PDF, Payable Amount, Currency, Customer Name, Subsidiary ID, Subsidiary Name, Invoice Amount, Invoice Date, Invoice Due Date, PO Number, Order Number, Document Type, and Pre-Tax Amount. The first three rows are highlighted in green. A 'Pay Selected Bills' button and a dropdown menu with 'Statements' and 'Actions' are visible above the table. A 'Saved Filter' dropdown is also present. A 'View Invoice' dropdown menu is open, showing options for 'View Invoice' and 'Correspondence'.

Invoice Number	Customer Number	Sales Invoice PDF	Payable Amount	Currency	Customer Name	Subsidiary ID	Subsidiary Name	Invoice Amount	Invoice Date	Invoice Due Date	PO Number	Order Number	Document Type	Pre-Tax Amount
990232	C-14357		149.52	USD		7	WorkWave LLC	149.52	2025-08-07				Invoice	141.05
990375	C-14357		11,756.70	USD		7	WorkWave LLC	11,756.70	2025-08-14				Invoice	1099.22
IN-WW-937031	C-14357		1,646.43	USD		7	WorkWave LLC	1,646.43	2025-08-29	2025-08-29			Invoice	1553.23



3. Making a Payment

1. Go to the Invoices tab and select Open Bills.
2. Select the invoice(s) you wish to pay.
3. Click on Pay Selected Bills
4. Choose your preferred payment method (ACH or credit card).
5. Adjust payment amounts if necessary.
6. Click 'Pay Now' to complete your transaction.

Tip: Use the Advanced Search filter to locate specific invoices quickly.

The screenshot displays the WorkWave Invoices interface. The top navigation bar includes a menu icon, the WorkWave logo, and tabs for 'Invoices', 'Open', and 'Closed'. The 'Invoices' tab is active, showing a summary of open bills: Total Open Amount \$54.41K (58 Invoices), Due In 30 Days \$1.05K (1 Invoice), and Overdue Amount \$53.35K (57 Invoices). A 'Pay Selected Bills' button is highlighted in the left sidebar. Below this, a table lists invoices with columns for Invoice Number, Customer Number, Sales Invoice PDF, Payable Amount, and Currency. The invoice IN-WW-937031 is selected. The 'Pay Invoice(s)' modal is open, showing the selected invoice details and a 'Payment Details' section. The 'Payment Details' section includes a 'Select Payment Option' dropdown (Pay Now selected), a 'Select Payment Method' dropdown (ACH selected), and a 'Select Bank Account(1)' dropdown (PNC selected). A 'Pay Now' button is highlighted in the bottom right corner.

Invoice Number	Customer Number	Sales Invoice PDF	Payable Amount	Currency
990232	C-14357	PDF	149.52	USD
990375	C-14357	PDF	11,756.70	USD
IN-WW-937031	C-14357	PDF	1,646.43	USD

Payment Summary	
Net Payment Amount	\$ 1,646.43
Discount Amount	\$ 0.00
Total Amount	\$ 1,646.43



4. Viewing Payment History

Navigate to the Payment History tab to review your completed transactions and download payment receipts.

Payment History								
Download Remittance Details Actions Data displayed reflects the past 3 months by default. Expand search to view older data.								
☐	Payer Number	Subsidiary Name	Payment Method	Paid Amount	Payment Status	Transaction Type	Transaction ID	Scheduled Date
☐	C-31234	WorkWave Holdings, Inc.	ACH		Cancelled	PAY	MDNBZUIF07	
☐	C-30995	WorkWave LLC	ACH	3,933.00	Success	PAY	XDUZCKDLZR	
☐	C-30995	WorkWave LLC	ACH		Cancelled	PAY	YJB87BC4DH	
☐	C-27784	WorkWave LLC	Check	210.00	Success	PAY	PYMT-WW-44	
☐	C-31234	WorkWave Holdings, Inc.	ACH	84.05	Failed	PAY	-1	
☐	C-31234	WorkWave Holdings, Inc.	ACH	352.34	Failed	PAY	-1	
☐	C-27784	WorkWave LLC	Check	28.00	Success	PAY	PYMT-WW-38	
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD	62.46	Failed	PAY	-1	
☐	C-14357	WorkWave LLC	CREDITCARD		Scheduled	PAY		2025-09-29
☐	C-27784	WorkWave LLC	ACH		Cancelled	PAY		2025-09-06
☐	C-31234	WorkWave Holdings, Inc.	ACH	11,756.70	Success	PAY	DN4UIGLYXK	
☐	C-14357	WorkWave LLC	CREDITCARD	50.00	Success	PAY	JDIXIRHRGS	
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-08-28
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-09-25
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-09-11
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-08-28
☐	C-14357	WorkWave LLC	CREDITCARD	60.00	Success	PAY	H4NN67ZTUF	
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD	2,622.00	Success	PAY	NR8EDCWFQR	
☐	C-14357	WorkWave LLC	CREDITCARD	211.98	Success	PAY	ZR7W9OWCMK	
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-08-29
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD		Cancelled	PAY		2025-09-24
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD	345.40	Success	PAY	D55VUUNA2M	
☐	C-31234	WorkWave Holdings, Inc.	CREDITCARD	352.34	Success	PAY	OCQNXDATKK	
☐	C-30995	WorkWave LLC	ACH		Cancelled	PAY	UYXRJBDDCU	



5. Updating Payment Methods and Contacts

1. Go to the Administration tab to manage payment methods.
2. Add or remove ACH accounts or credit cards.
3. Under Preferences, you can enable or modify autopay settings.
4. Under Contacts, add or remove employee contacts who require portal access.

The screenshot shows the WorkWave Administration interface. The 'Bank Accounts' tab is selected and highlighted with a blue box. The interface includes a sidebar with navigation icons, a top navigation bar with tabs for Administration, Bank Accounts, Cards, Preferences, Users, and Contacts, and a table of bank accounts.

Customer Number	Account Number	Account Holder's Name	Routing Number	Bank Name	Bank Country	Primary Bank Account	Accessible By Merchant	Saved On	Account Status
C-31234	XXXXXX789	PHC	043000098	PHC	US		Yes	2025-09-02 13:45:54	Active

The screenshot shows the WorkWave Administration interface with the 'Preferences' tab selected and highlighted with a blue box. The left sidebar contains a list of settings: Correspondence and Auto Payment. The main content area displays the 'Auto Invoice PDF Correspondence' setting, which is currently 'Active' with a toggle switch. Below this, there is a 'Mode' dropdown menu showing 'Em ...'.

The screenshot shows the WorkWave Administration interface with the 'Contacts' tab selected and highlighted with a blue box. The interface includes a sidebar with navigation icons, a top navigation bar with tabs for Administration, Bank Accounts, Cards, Preferences, Users, and Contacts, and a table of contacts.

Customer Number	Customer Name	Company Code	Title	First Name	Last Name	Create Time
C-31234		5	Test		603PestControlSolutions	2025-08-25 07:13:20
C-31234		5	Ron		Stoppable	2025-08-26 08:25:08

6. Frequently Asked Questions (FAQs)

- Q: What if I forgot my password?

A: Click 'Forgot Password' on the login page and follow the instructions sent to your email.

- Q: Why can't I see my invoices?

A: Ensure you are logged in with the correct billing email address associated with your account.

- Q: Can I make partial payments?

A: Yes. You can modify payment amounts before submitting payment.

- Q: Can I schedule payments for a later date?

A: Yes. Use the 'Pay Later' option when making a payment.

- Q: Who do I contact for additional support?

A: Please call 800-762-0301 (Option 5) or email billing@workwave.com during business hours.



Secure payments processed through HighRadius using bank-level encryption.

Contact: billing@workwave.com | Portal: <https://workwaveuat-customer.highradius.com/RRDMSPProject/signin.do>

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