MyArrow Guide

How to make payments
in Arrow’s digital self-service portal
The Purpose of this Guide

Arrow’s digital self-service platform, MyArrow provides you with quick access and insight into your quotes, orders, agreements and so much more — all in one place.

In this guide, you’ll learn:

- How to request access to Payment Processing
- How to make one or multiple payments using a bank account or credit card
- How to add a new bank account or credit card

For help and support in MyArrow, follow these steps:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The first way is to click on the Help Tab at the top of the Home Page. This process will route your request to a MyArrow representative regarding any issues you are experiencing with the portal itself.</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="MyArrow Help Tab" /></td>
</tr>
<tr>
<td>2</td>
<td>The second way to ask for help and support is to click on any of the Contact Us buttons located throughout the website and in MyArrow. This process will route your request to an appropriate Arrow team member regarding anything about your account data.</td>
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<tr>
<td></td>
<td><img src="image2.png" alt="Contact Us Button" /></td>
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</tbody>
</table>
# Logging into MyArrow

<table>
<thead>
<tr>
<th></th>
<th>If you already have access to MyArrow, you can log in using your Email Address and Password.</th>
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</table>
| ![Login](image1)

<table>
<thead>
<tr>
<th></th>
<th>If you do not already have access to MyArrow, you need to request access here: <a href="https://www.arrow.com/globalecs/na/platforms/my-arrow/">https://www.arrow.com/globalecs/na/platforms/my-arrow/</a></th>
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How to Request Access to Payment Processing

Before you’re able to pay bills online, you’ll need to request access following the steps below. Once access is granted from the Arrow Administrator Team, it’s a super easy process to pay online using the MyArrow Portal.

Note: MyArrow access is required first. If you don’t have access to MyArrow yet, follow the instructions in this guide under Logging into MyArrow.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
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<tbody>
<tr>
<td>1</td>
<td>To set up access to Payment Processing, go to your User Icon in the upper right-hand corner of MyArrow to request approval. Then click on My Site Access.</td>
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<tr>
<td>2</td>
<td>Scroll down on the page to MyArrow Access. Click on the Procurement radio button and the Payables Access button. Click Submit. Access and permission approval should happen quickly along with an email notification informing you that you now have access to the Payment Processing within MyArrow.</td>
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</table>
How to Pay Invoices

If you already have a bank account and/or credit card associated with your account, you should be able to access MyArrow and begin to make payments online, using the new process.

Note: Refer to the How to Add New Bank Accounts and/or Credit Cards section in this guide for instructions on adding an account for the first time.

1 There are several ways to make payments online in MyArrow. We’ll share the two most popular ways in this guide.

Both options start on the Invoices Tab.

• Option 1: Pay using the Payment Icon
• Option 2: Pay using the Make a Payment Button

2 Option 1:
Invoices Tab using the Payment Icon

Click on the Payment Icon (in the column farthest to the right) for the invoice you want to pay.

Note: You can make a partial or full payment

3 Option 1 cont:

Type in the dollar amount in the Amount Field.

Choose the Payment Method that is available in the system.

Then in the Description drop-down, choose what Bank Account or Credit Card from
the drop-down options.

Click *Submit*.

### Option 2:

After clicking on the *Invoices Tab*, you’ll see the same Invoices page.

This time instead, click on the *Invoice hyperlink* in the first column. (Invoice # column)

### Option 2 cont:

The Invoice page will open, and you can review the details of the invoice prior to clicking on the *Make a Payment* button.
MyArrow Guide
How to log in, navigate and make payments in Arrow’s digital self-service portal

6 Option 2 cont:
Type in the dollar amount you want to pay in the Amount Field.

Then choose the Payment Method that is available in the system.
Select Bank Account or Credit Card from the drop-down options.

And then choose what Bank Account or Credit Card from the Description drop-down options.

Click Submit.

FYI: A pop up message will display informing about the 3% service charge anytime a credit card is selected as the payment method.

7 With either payment option, you’ll receive a success message if the payment was accepted.

Click Finish.
How to Pay Multiple Invoices

1. On the Invoice Tab, choose the account you’d like to pay multiple invoices on.
   - Click on the drop-down arrow to View All Accounts.
   - Select the account.

2. Once you’ve selected an account, boxes will appear to the left of the Invoice # column.
   - Click the boxes for as many invoices as you’d like to pay.

3. You can also scroll down on the page in order to pay multiple invoices.
   - FYI: You can also make payments for US and CA together in a single invoice payment.

4. Once you click the Invoice boxes, a new icon will display next to Download button to pay multiple invoices.
   - Click on the Pay Multiple Invoice icon.
The Pay Invoice page will now display.

The Amount columns will automatically default to the Remaining Balance minus any Disputed Amount.

You'll be able to pay the total invoice or partial amounts.

Choose the Payment Method (Pay by Bank Account or Credit Card) and choose Description and click Submit.
How to View and Add a New Bank Account or a New Credit Card

Whether you’re new to Payment Processing online and don’t have any Bank Accounts or Credit Cards listed on your account, if you simply want to add additional Bank Accounts or Credit Cards to your account, follow these easy steps.

Add a New Bank Account:

1. On the Invoice Tab, click on the Manage Payment Icon

2. Click on Account drop-down options to select your Account.

3. To Add a Payment Method, click on drop-down to choose New Bank Account.

4. Complete all required fields to Add a new Bank Account.
   Click Save.
Add a New Credit Card:

1. On the Invoice Tab, click on the Manage Payment Icon

2. Click on Account drop-down options to select your Account.

3. In the Add Payment Method drop-down, choose New Credit Card from the list.

4. A notification will pop up asking you to Continue to the Cybersource page to complete the Details of the Credit Card information.

Note: Cybersource is a trusted payment and fraud management service provider that Arrow has partnered with to create great payment experiences for customers.
MyArrow Guide
How to log in, navigate and make payments in Arrow’s digital self-service portal

5

Complete all the details of the credit card.

Click Finish.

6

You will receive confirmation from Cybersource that the new card has been processed and it should now display on your Payment Page under Credit Cards.

Click Continue to return back to MyArrow.