



# Payment Portal

| By Clark **National Accounts**



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# What is the Payment Portal?

The **Payment Portal** is the perfect tool to quickly and securely pay a CNA invoice online with a credit/debit card or bank account via ACH.

# How to Pay an Invoice

## 1 ACCESS THE PORTAL

Navigate to the payment portal by visiting <https://cna.clarknationalaccounts.com/payment-portal> or selecting the “Pay Now” button on the desired invoice in CNA's marketplace.

The screenshot displays the CNA payment portal interface. On the left is a navigation menu with options: My Account, Order History, Rapid Reorder, Account Settings, Address Book, Payment Methods, Invoices (highlighted), and Customer Support. The main content area is titled "Invoices" and includes a search bar with "Invoice / PO" and "Or" dropdowns, and a search input field containing "1-41259057". Below the search bar is a list of invoices, with the first one selected: "Invoice # 1-41259057". A "View" button is next to it. The invoice details are as follows:

|               |             |
|---------------|-------------|
| Type          | Sale        |
| Status        | Outstanding |
| Order Key     | CK-HUS3368  |
| Date Issued   | 8/27/2021   |
| Invoice Total | \$297.43    |
| Amount Paid   | \$105.00    |
| Amount Due    | \$192.43    |
| Order #       | 1711823     |
| PO #          | PO-1512364  |

At the bottom of the invoice details is a red "Pay Now" button. To the right of the invoice details is a summary table with an "Export All" button at the top right:

|                   |                 |
|-------------------|-----------------|
| Subtotal          | \$297.43        |
| Shipping          | \$19.99         |
| Tax               | \$14.30         |
| Total             | \$297.43        |
| Amount Paid       | \$105.00        |
| <b>Amount Due</b> | <b>\$192.43</b> |

At the bottom of the summary table is a red "Pay Now" button.



# How to Pay an Invoice

## 2 LOOKUP THE INVOICE

Enter the following invoice details: Invoice Number, Customer Code, and Invoice Total, into the required fields and select the **“Find My Invoice”** button. If you navigate to the payment portal using the **“Pay Now”** button, the required fields will be automatically filled out with the applicable invoice details for you!

### Invoice Lookup & Payment

Securely view and pay your invoices.

|                                  |                                 |                                 |
|----------------------------------|---------------------------------|---------------------------------|
| <b>Invoice Number (required)</b> | <b>Customer Code (required)</b> | <b>Invoice Total (required)</b> |
| <input type="text"/>             | <input type="text"/>            | <input type="text"/>            |



# How to Pay an Invoice

## 3 VIEW & PAY THE INVOICE

If the invoice details entered are valid, the invoice will be displayed. After reviewing the invoice, select the “Pay Invoice” button to enter payment details.

**Invoice # 1784530**

**Invoice Details**

**Date Issued:** 8/27/2021  
**Order #:** 1711823  
**PO #:** PO-1512364  
**Customer Code:** KBP100

|                   |                |
|-------------------|----------------|
| Status            | Outstanding    |
| Due Date          | 09/11/2025     |
| Invoice Total     | \$80.00        |
| Amount Paid       | \$30.00        |
| <b>Amount Due</b> | <b>\$50.00</b> |

[Pay Invoice](#)

**Item Details**

| Items  |                         |             |  |
|--|-------------------------|-------------|--|
| Choice 1/6 Size 4" Deep Anti-Jam Stainless Steel Steam Table / Hotel Pan - 24 Gauge<br>Item #: 4070649                                     |                         |             |  |
| Order QTY: 12  | Ship QTY: 12            |             |  |
| Price: \$5.60  | Extended Price: \$67.20 | Tax: \$4.03 |  |
| Choice 1/6 Size 6" Deep 24 Gauge Anti-Jam Stainless Steel Steam Table / Hotel Pan<br>Item #: 4070669                                       |                         |             |  |
| Order QTY: 12  | Ship QTY: 12            |             |  |
| Price: \$7.64  | Extended Price: \$91.68 | Tax: \$5.50 |  |
| Dormont 1675KIT48 Deluxe 48" Moveable Gas Connector Kit with SnapFast® Quick Disconnect, Two Elbows, and Restraining Cable - 3/4" Diameter |                         |             |  |



# How to Pay an Invoice

## 4 SELECT PAYMENT AMOUNT

Select the “**Current Balance**” option to pay the total amount due. Or select the “**Other Amount**” option and enter the dollar amount you would like to pay.

The image displays two side-by-side screenshots of a 'Submit Payment' form. Each form has a title 'Submit Payment' and a close button (X) in the top right corner. The left form shows the 'Current Balance' option selected with a radio button and a value of '\$50.00' entered in a text box below it. The 'Other Amount' option is unselected. The right form shows the 'Current Balance' option unselected and the 'Other Amount' option selected with a radio button and a value of '\$30.00' entered in a text box below it.



# How to Pay an Invoice

## 5 CONFIRM RECEIPT RECIPIENT

Enter the email address that you would like the payment confirmation to be sent to.

### Email

We will send a receipt to this email address.



# How to Pay an Invoice

## 6 SELECT PAYMENT METHOD

Select the **“Card”** option and enter the requested card details and billing address to pay using a credit/debit card. Or select the **“US bank account”** option, enter banking information, and agree to the terms of the ACH Agreement to pay via ACH.

**Payment method**

Card  US bank account

**Name (required)**

**Account Type (required)**  
Checking Accounts Only

Business  Personal

**Routing Number (required)**

**Account Number (required)**

I agree to the terms in the [ACH Agreement](#)

**Payment method**

Card  US bank account

**Card Holder Name**

**Credit Card Number**

**Expiration Date** **Security Code**

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**Billing Address**

**Billing Address**

**City**

**State** **Zip Code**




# How to Pay an Invoice

## 7 SUBMIT PAYMENT

Select the **“Submit Payment”** button to pay the invoice. You may also select the **“Cancel”** button to back out of the transaction and return to the invoice view. After submitting payment, a payment confirmation will appear that includes the amount paid, receipt recipient, and the Confirmation Number.

Cancel

Submit Payment



**Payment Submitted**

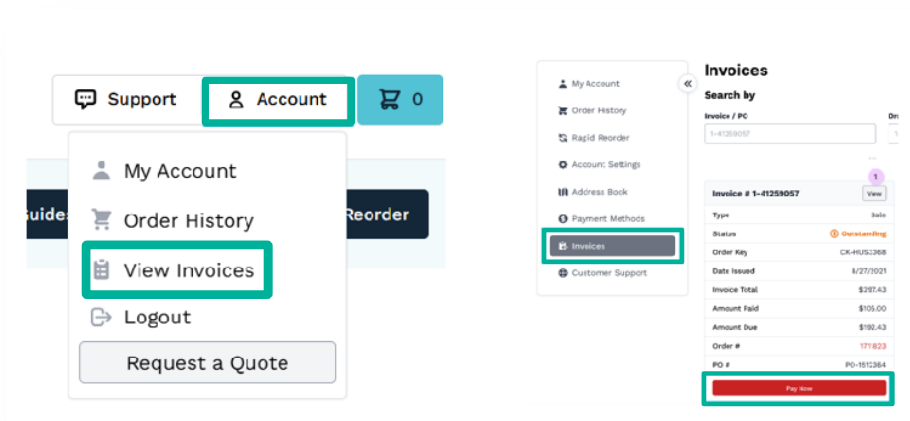
Your payment of **[\$Amount Paid]** has been submitted.  
A receipt has been sent to **[User's Email]**.

Confirmation Number:  
**123232454556**

# FAQ

## 1 How can I access the CNA Payment Portal from CNA's marketplace?

On the CNA homepage, select the **“Account”** button and choose **“View/Pay Invoices”**. Search for the invoice you want to pay and select the **“Pay Now”** button to be redirected to the CNA Payment Portal. You can also select the **“View”** button to open the invoice before selecting the **“Pay Now”** button on the invoice details page.





# FAQ

## 2 How can I access the CNA Payment Portal if I do not have a CNA account?

Navigate to

<https://cna.clarknationalaccounts.com/payment-portal>

to access the CNA Payment Portal without an account.

## 3 Where can I find the required invoice details: Invoice Number, Customer Code, and Invoice Total?

The required invoice details can be found on the Invoice PDF or in CNA's marketplace on the invoice details page.

**Sale Invoice #:** 19-116870071  
**Invoice Date:** 09/10/2025

**Ship to:**  
Clark National Accounts LLC  
P.O. Box 69595  
Baltimore, MD 21284-9595  
(717) 362-7340

**Billing:**  
Senior Living  
10000 Old York Rd  
Columbia, MD 21046  
(410) 326-7340

**Customer PO:** 1025-3894  
**Order Number:** 3414657

**Payment Terms:** Net 30 Days  
**Payment Due Date:** 11/7/2025

**Company ID:** 1762101  
**User:**

| Item Number | Description  | Ordered | Shipped | Unit Price | Invoice Price |
|-------------|--|---------|---------|------------|---------------|
| 176502PHBLU | Choice 5" x 9" Black Vinyl Guest Check Presenter / Server Book | 48      | 48      | \$1.97     | \$94.56       |

(\*) Indicates an item is taxable

|                     |                |
|---------------------|----------------|
| Subtotal            | \$94.56        |
| Tax                 | \$0.00         |
| Shipping & Handling | \$0.00         |
| <b>Total Due</b>    | <b>\$94.56</b> |

Thank you for your business!

### Invoices

#### Sale Invoice #19-116870071

**Company:** Senior Living  
**Customer Code:** LIB233  
**Customer Name:**

**Order Number:** 3370987  
**PO Number:**  
**Invoice Date:** 09/10/2025

#### Shipping

#### Billing

[Download](#)

|                   |                 |
|-------------------|-----------------|
| Subtotal          | \$387.28        |
| Shipping          | \$0.00          |
| Tax               | \$34.86         |
| <b>Total</b>      | <b>\$422.14</b> |
| Amount Paid       | \$0.00          |
| <b>Amount Due</b> | <b>\$422.14</b> |



## FAQ

### 4 What payment methods can I use?

Depending on your company's payment method settings, payments may be submitted using a credit card, debit card, or a U.S. bank account ACH (Automated Clearing House) transfer.

### 5 Can I pay multiple invoices at a time?

Not at this time. Currently, you can submit payment for one invoice. For users accessing the payment portal via CNA's marketplace, the option to pay multiple invoices at once is coming!

### 6 Can I save payment methods for the next time I want to pay invoice?

Not at this time. Currently, you must enter card or banking details each time you select a Payment Method. For users accessing the payment portal via CNA's marketplace, the option to pay using methods and billing addresses saved to your account is coming!



## FAQ

### 7 Can I make a payment for a future date?

Not at this time. Currently, all payments will be submitted immediately. For users accessing the payment portal via CNA's marketplace, the option to schedule payment to remit on a future date is coming!

### 8 When will my payment appear in my account or activity?

The invoice status will update to **“Paid”** and the **“Amount Paid”** & **“Amount Due”** will update to reflect the payment submitted.

| Invoice # 19-111555703 |            |
|------------------------|------------|
| Type                   | Sale       |
| Status                 | Paid       |
| Date Issued            | 06/23/2025 |
| Invoice Total          | \$167.72   |
| Amount Paid            | \$167.72   |
| Amount Due             | \$0.00     |
| Order #                | 3248091    |
| PO #                   |            |



# FAQ

## 9 How do I get confirmation of my payment?

A payment confirmation will appear on screen immediately after submitting payment. A confirmation email will be sent to the receipt recipient entered.

### Your payment receipt is ready.

Hi {user submitting payment},

Thank you for your recent payment. Payment has been applied to this invoice. Here are the details of this transaction:

**Payment Date:** 09/20/2025

**Payment Amount:** {amount paid}

**Payment Method:** {ACH / Credit card information}

**Transaction Reference Number:** { number goes here }

| Invoice   | Order #          | PO #    | Total           |
|-----------|------------------|---------|-----------------|
| 349820    | 1712583          | 8675309 | <b>\$382.00</b> |
| 1/28/2024 | Placed 1/28/2024 |         | Due 3/01/2024   |

[Access the CNA Payment Portal](#) to view or pay your invoices.

# Questions?

We would be happy to support you as you begin using the Payment Portal!

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[accountsupport@clarknationalaccounts.com](mailto:accountsupport@clarknationalaccounts.com)  
M – F | 8:00AM – 5:30PM EST