Billtrust Payment Portal FAQ

- **How does it work?**
  Online Billing provides you with a number of convenient capabilities. You can easily access your invoices and statements online in PDF format. You can also download your billing information into a variety of accounting packages including QuickBooks. And you can even help save a tree by turning off the delivery of paper invoices.

- **How do I get access to the online billing portal?**
  You will access the online billing portal by going to https://imweb.billtrust.com/SPI-CO/ig/signin. Current users, please use the new enrollment link provided via email to activate your new SPI account for your first login.

- **How do I get a log on to the billing portal?**
  Current users, please use the new enrollment link provided via email to activate your new SPI account. New users, please click the "Sign Up Now" button to create your account. Once your account is activated use your account number and log in credentials.

- **Will my paper bills still be mailed to me?**
  For current users, your paper bill settings will not change. For new users, by default your paper bills will not be delivered via the mail. However, you can easily turn this on through the Settings tab within the Online Billing site

- **How much does it cost?**
  This service is provided as a convenience to our customers at no additional charge. And because you won't need to spend time opening, sorting, filing and shredding paper documents, it will likely save you time and money.

- **Can we pay online?**
  Yes. You will be able to pay online via ACH. We encourage you to go online and pay your invoices.

- **Is my payment account information safe?**
  We protect your information with the highest level of encryption available. You can be assured that your information is safe. The website is PCI Level 1 Compliant and SSAE 16

Certified. They are the most stringent certifications to ensure your data is secure.

- **Can I easily print and save my bills?**
  We use the industry standard PDF format for storing and displaying billing documents which makes it very easy to print or save your bills to your computer. Click here to get the free [Acrobat ® Reader ®](#).

- **Can I download my bills into my accounting software?**
  Yes. If your accounting software is compatible with one of our available formats, you can import this data directly into your accounting system. Within Online Billing, check the boxes next to the bills you want to download. Then click the "Download" button and follow the instructions. You will be able to select among a variety of different accounting packages including QuickBooks, Viewpoint, Forefront (from Dexter + Chaney), Peachtree, Timberline and a CSV file that is Microsoft Excel compatible.

- **What are the new billing changes for SPI customers?**
  You will now be able to get your invoice electronically and view, print, and pay your invoices though our new online billing portal. You will now receive an invoice notification in your email. Current users, you will need to activate your new SPI portal by using the enrollment link provided via email.

- **When will the new billing changes be effective?**
  The new billing changes will be effective July 22, 2019.

- **How will I know when my bill is available?**
  You will receive an email notification that your invoices are available with a link to the invoicing/payment site. The email notification will also have a .pdf attachment of your invoice.

- **Will I be trained on how to use the portal? When?**
  In addition to this FAQ, you can ask your sales person or credit manager to review the portal with you should you need help.

- **Do we have to pay online?**
  At this time, online payment is not mandatory, but we encourage you to pay your invoices online.

- **What method of payment can we pay with on the portal?**
  You will be able to pay via ACH.

- **Will is store my payment information?**
  Yes, if you pay through the portal it will save your payment information.

- **Since the invoices will be online, will I be able to receive a print bill as well? Is each invoice printable on the portal?**
  At this time, you will be allowed to receive a print bill if you so choose in addition to receiving an electronic notification. You will be able to also, log into the portal view, print and pay your invoices.

- **How long will my records be available on the online portal?**

  Records will be available as long as you remain an SPI customer. PDF copies of your statements will be stored in the portal for 12 months from bill date.

- **Will the invoice be attached to the email notification?**
  Yes. You can get your invoice attached to the email notification.

- **If I choose to continue to receive paper bills, will I still be able to view the bills on the portal?**
  No. You will not be able to log into the portal, view, download and pay your invoices if you receive a paper bill.

- **Will each document have its own file or will any of them be bundled together?**
  The files will be bundled together. However, you may contact your sales person or credit manager who will be able to set the billing to be sent in separate files if desired.

- **What is the daily cut off time for making payments so they count for that day?**
  The cut-off time to make payments to be counted for that day is 1:00PM EST.

For Customers Who Already Utilize Payment Portal

- **Will I be able to make payments for both FBM and SPI products in the same portal?**
  No, you will need to make payments for SPI products through the new SPI portal.

- **How does I get access to the online billing portal?**
  First time login please use the enrollment link provided via email. Thereafter, you will access the online billing portal by going to https://imweb.billtrust.com/SPI-CO/ig/signin.

- **How do I get a log on to the billing portal?**
  First time login please use the enrollment link provided via email. Once your account is activated use your account number and log in credentials.

- **What happens to my credit card and bank information on the old portal?**
  You will need to re-enter your bank information into the new portal.

- **What happens to my payment history and paid invoices? Will they carry over to the new SPI Portal?**
  Your payment history from the past 90 days will be made available within the portal, effective July 22. Please contact your credit manager to generate invoices older than 90 days.

For any further questions, please contact your respective Credit Manager

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