

E-BILL / E-PAY (FAQ) FREQUENTLY ASKED QUESTIONS

TECHNICAL REQUIREMENTS

- 1. What internet browser do I need to use to access all of the information on the site?**
This website accommodates Internet Explorer, Mozilla Firefox, and Chrome, and may work on additional browser programs. This site is easily viewed on an array of devices (PC, iPad, tablet, smartphone, etc.).
- 2. Do I need any special software on my computer to view my invoices?**
Invoices are in Adobe Acrobat PDF format. Most computers have software that will read these files. If your computer prompts you to install software, you can download Adobe Acrobat Reader for free at www.adobe.com.

REGISTRATION & NOTIFICATIONS

- 1. How do I register for access to the site?**
Click on “**Register**” on the home page and follow the online Login instructions. A username and password must be selected; if a username is already in use, the system will prompt you to choose another one. Your password must be 8 characters long and include at least one capital letter or one number.
- 2. Will I get an email alert when a new invoice is available?**
Yes, you will receive an email with a link to your new invoice.
- 3. I checked the box to get invoices via email, but I also continue to get them by regular mail?**
Please verify that you have checked only one box (email option) in the delivery options.
- 4. I requested email or fax delivery of my documents through the website, but I am not receiving them in my inbox.**
Check your Spam or Junk Mail inbox. Your email system may not recognize or allow delivery of these items. You can usually add the domain name dmcilink.com to your “Safe Senders” list to allow delivery. Check with your IT support for assistance.

VIEWING, PRINTING & DOWNLOADING INVOICES & STATEMENTS

- 1. It's hard to find my list of invoices?**
Sort your results by clicking on the top of the column. For example, to see your most recent invoice, click on the date column.
- 2. How do I print invoices or statements?**
Click on the invoice or statement link in the listing, the document will appear on the screen. Print the screen as you usually would from your web browser. Or click PDF and a PDF image will appear that you can save, print, email or fax.

To select multiple documents, select the documents you wish to save, print, email or fax by checking the columns labeled PDF. Then click Combine PDF to generate all of your selected documents. You can then manage them from Adobe Acrobat Reader or other PDF viewer.
- 3. Can I download the invoices into the accounting or tracking system I currently use?**
Currently you can download data into a (CSV) file that can be uploaded by most programs.
- 4. What do I do if my invoice is incorrect?**
If you have billing or invoice questions, please contact our Customer Service Center toll-free at 888-677-7580

5. Why can't I see a particular invoice?

Invoices earlier than August 26, 2016 will not be available through this system. Please contact the Customer Service Center. Corrected invoices will not be available via this system. Please contact the Customer Service Center if you have questions about a missing invoice.

6. My statements do not appear to be updated?

This archive provides an historical "snapshot" of your monthly statement and will not currently reflect changes, payments, etc. during the current month. Always refer to your most recent monthly statement for an accurate statement balance at that **month-end**. During the month, please contact the Customer Service Center for your most current account balance.

PAYMENT OPTIONS & TROUBLESHOOTING

1. How do I pay my invoice online?

Before you can make payments through this website you need to need to register and set up your payment methods. To do that, click on the "**My Profile**" link on your account home page. Check the "**Make Payments**" box and enter your account information. If you choose to use another account for payment, you may do so on the payment screen.

2. Can I pay with a credit card?

Yes, please make sure that your My Profile page is updated.

3. What credit cards are accepted?

Most major credit cards are accepted, including Visa, Mastercard, American Express, and Discover. If you are using a major credit card gift card to pay for service, it may be declined. Please call our Customer Service Center for further assistance.

4. Can I use an online payment system such as PayPal, Venmo, or GoogleWallet?

Not at this time. We are hoping to add functionality to the system in the future.

5. Can I pay by check?

Yes, you can pay by check, but application of payment may be delayed by 7-10 days. Please send your check to the address on the remittance portion of your invoice. For the most expedient processing, please note your customer number and invoice number in the memo line of your check.

6. Why did my credit card payment not go through?

Please check that your credit card number and expiration date are valid. If your credit card expiration date has passed, you may get a "payment did not go through" notice. If you have checked and your account information is current, please call your credit card company for more information on the decline.

7. What can I do if I don't get a payment confirmation?

Click on your "**Pay History**" link or contact your Credit or Account Manager or call the Customer Service Center toll-free at 888-677-7580.

8. Is there a way to set up a recurring payment?

Not at this time.

9. I gave payment to my technician, but my payment is not reflected online. What do I do?

If your payment is received by your technician and your invoice is online, the invoice appearing online will not show as paid. Call the Customer Service Center to verify that the payment has been applied to your account.

10. I received my warranty letter in the mail. Can I pay this online?

At this time, only regular invoice statements can be paid online. However, the Customer Service Center can process your warranty payment with a quick toll-free phone call to 888-677-7580.

ADDITIONAL HELP

1. Who do I contact for questions about my account or technical issues?

You can call the Customer Service Center at toll free at 888-677-7580.