



## Welcome to your online billing portal!

**PLEASE SHARE THIS INFORMATION WITH YOUR ACCOUNTS PAYABLE TEAM.**

All customers in the US and Canada are automatically enrolled in the ECI Customer Billing Portal. From this portal you can do the following:

- Make one-time payments or setup recurring payments via credit card or ACH (US only)
- Review and print invoices
- View statements

### Logging in for the First Time

Upon receipt of your first invoice, your company's billing contact should navigate to <https://billing.ecisolutions.com/>, click '**First Time Login Setup**' and then type in their email address. This action will prompt a temporary password to be sent to that email address with instructions for logging in and setting up a new password. If the email address is not the same as we have on file, the billing contact will see a message stating 'Email address not recognized'. If this message is received, please contact us to either a) be advised which address is the correct one to use for logging in or b) update the email address on file to a new one. **Please be sure to type in the temporary password instead of copy/paste.**

### When to Expect your Invoice

All recurring invoices will be sent electronically on or before the 1st of each month. Please add [receivables@ecisolutions.com](mailto:receivables@ecisolutions.com) to your safe senders list to avoid invoices being moved to your junk folder.

### Making Payments

The options in the Payments section allow you to review invoice history, manually pay invoices, and enable the Autopay feature.

- **Make a One-Time Payment**: Click on Invoice History under My Account. Choose the invoice(s) you want to pay by checking the box next to the open invoice(s). Scroll down and choose whether you would like to pay Credit Card or ACH (US only).
- **Set up Autopay**: Click on Autopay CC or Autopay ACH (US only). Enter your payment information and check the applicable boxes for Autopay and to Agree to Terms & Conditions, then click Submit.
  - **Other payment options**: For ACH/Wire or Paper Check Payments, please refer to the remittance instructions on your first invoice.
- **Print Invoice(s)**: Click on Invoice History under My Account. Click on the invoice you want to view under the Invoice No column. Click on **Print Invoice** in the upper right-hand corner.

### Need to Change User Information or assistance with your Account or Billing?

Contact us at: +1-800-959-3373 or [receivables@ecisolutions.com](mailto:receivables@ecisolutions.com).

*These online billing portal instructions do not form part of any Order Form or Agreement between Customer and ECI. ECI's online billing portal and its features, functionalities, and policies are subject to change at any time in ECI's sole discretion. ECI makes no representations, warranties, conditions, guarantees or agreements relating to the online billing portal or the information provided in this document.*