

# FAQ: Online Billing & Payment Portal

An online billing and payment portal is now available to our customers with open accounts. You can view, search, and pay your invoices in a secure online space. Review our frequently asked questions if you would like more details before registering for our online payment portal powered by Billtrust.

## **When will the online payment portal be accessible?**

Our online billing & payment portal is scheduled for implementation on February 21, 2024.

## **How do I log into the portal?**

To log into the portal, please visit <https://secure2.billtrust.com/swbindinglaminating/ig/signin>

## **How will I know when my bill is available?**

Once you have registered you may go into the Notification Settings and select to either receive an email notification when your invoices are available, or you choose to have a pdf copy of the invoice included with your email notification.

## **How do I get access to the online billing portal?**

You can access by registering at:  
<https://secure2.billtrust.com/swbindinglaminating/ig/signup>

## **What will I need to complete my registration?**

To complete your registration, you will need your customer account number and an invoice number from within the last 90 days.

## **Who will receive the invoice?**

The email notification will go to the registered users' email, if the option is selected in the notification settings.

## **Can multiple people have authority to log into the portal?**

The administrator for the portal can add additional users.

**Can we pay online?**

Yes, you can pay invoices online after you complete the registration process for our Online Payment Portal powered by Billtrust.

**Do we have to pay online?**

Online payment is not mandatory, we are offering this option for those who find paying online a convenience or easier to manage by scheduling the payment date. You may still make payment via a mailed check.

**What method of payment can we pay with on the portal?**

Through our online billing and payment portal powered by Billtrust you can make payments via ACH and credit card. We accept MasterCard, Visa, American Express and Discover.

**Can I print my electronic invoices on the portal?**

The portal allows you to view and print any invoices as well as download them to your accounting software or computer.

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

Any current open invoice or new incoming invoice from your point of registration is available for your viewing for one year. You will have the ability to download invoices or statements to your accounting software or computer for longer storage.

**Will the invoice be an attachment with the email notification?**

The invoice will be an attachment to the email notification, if you have selected that option in your notification settings.

**If I choose to continue to receive paper bills, will I still be able to view the bills on the portal?**

Yes, you will still be able to log into the portal to view, download, and pay your invoices if you receive a paper bill. The invoices that will be available will be anything open at the time of registration and any new invoices from that point for a period of one year.

**Will there be any incentives to pay online?**

There are no special incentives to pay online. We decided to offer this service to customers as a convenience for those who have a preference of paying online or where you can schedule payments and pay by ACH instead of processing and mailing check payments. For customers who call in to pay by credit card it allows you to do this outside of normal business hours or during business hours online if you find that easier.