

# connect **FAQ Guide**

Pay Online



## **How does it work?**

Pay Online 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 invoicing information into a variety of accounting packages including QuickBooks.

## **Can I make a payment through Pay Online?**

Yes. This service allows you to pay online with a bank account or credit card. If paying by credit card, a 2% surcharge will be added.

## **How do I obtain an account?**

You can request an account using this [link](#). Make sure and select the box to Request Pay Online Feature.

## **Is there a cost to use Pay Online?**

No. Pay Online is free to use.

## **Is my payment account information safe?**

Yes. 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 Building Materials Division and Door Division invoices be paid at the same time?**

No. Both invoices can be viewed on the same site; however, you will need to pay each division separately by selecting the group and sorting.

## **Can I schedule payments?**

Yes. When making the payment, you can set the date for the payment to be processed in the future.

## **Can I cancel a payment?**

Yes. Scheduled payments can be canceled prior to processing. To view all scheduled payments, click on the "Payment History" tab within Pay Online. To cancel a payment, simply click the "Cancel" text to the right of the scheduled payment.

## **Can invoices be downloaded into 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 Pay Online, check the boxes next to the invoices 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.

## **Will my invoices look the same online?**

Yes. Your online invoices will be an exact replica of the invoices you are used to receiving.

## **How are my invoices organized?**

All new unpaid invoices will be listed in the Open tab. Once you have made a payment in full against an invoice it will be moved to the Closed tab.

## **Can I print or download multiple invoices at one time?**

Yes. Simply click the box next to each item and click the Print or Download button. It will group all the invoices together to allow for easy printing and downloading.

## **Important Reminder**

When you first login to Connect to view Pay Online, you may need to turn your pop-up blocker off for the site to load. This [link](#) will provide instructions on how to do that.