Customer Portal Billing Navigation Guide For Contacts with a Billing, Collection, or Administrator Role

My Account – Invoice & User Management

Compliance - Documentation

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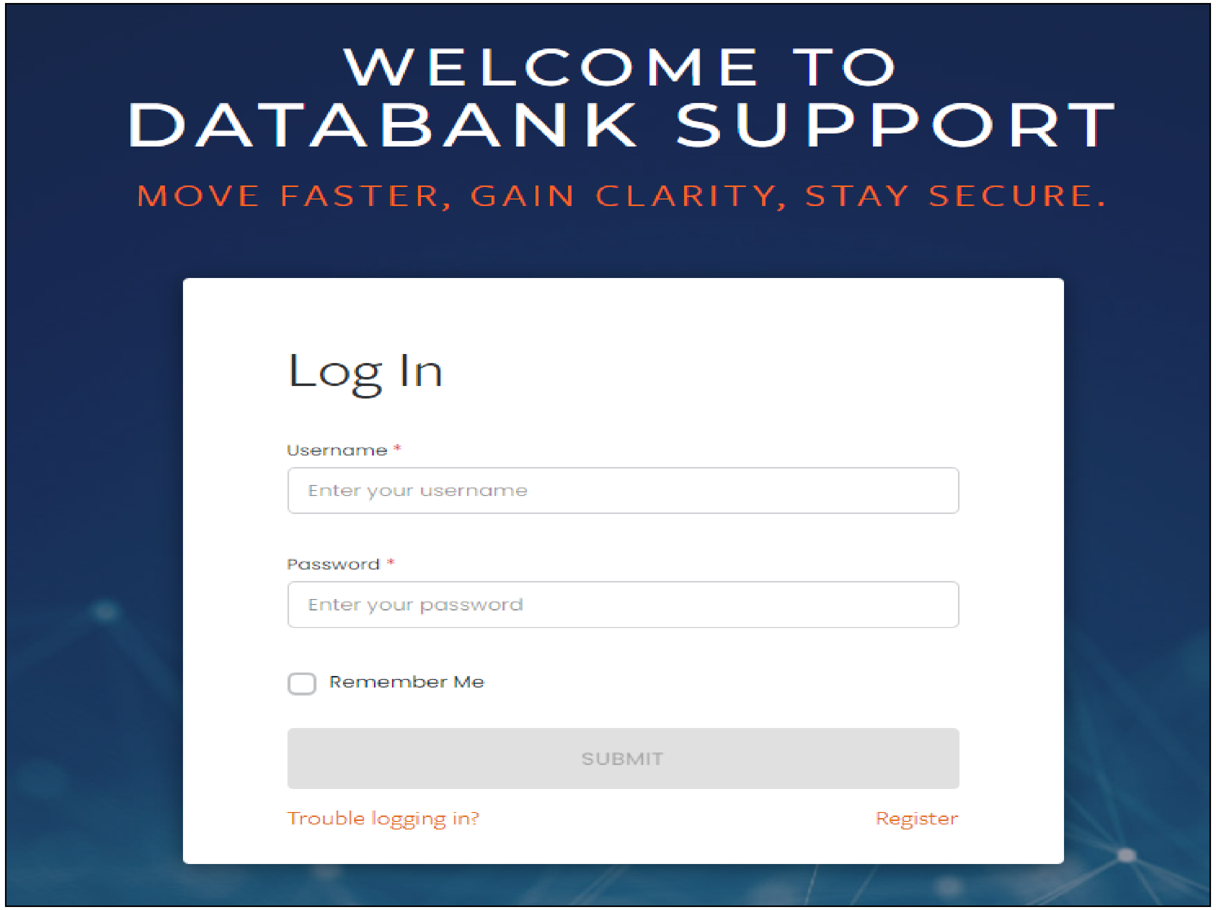
Portal Access

Logging in

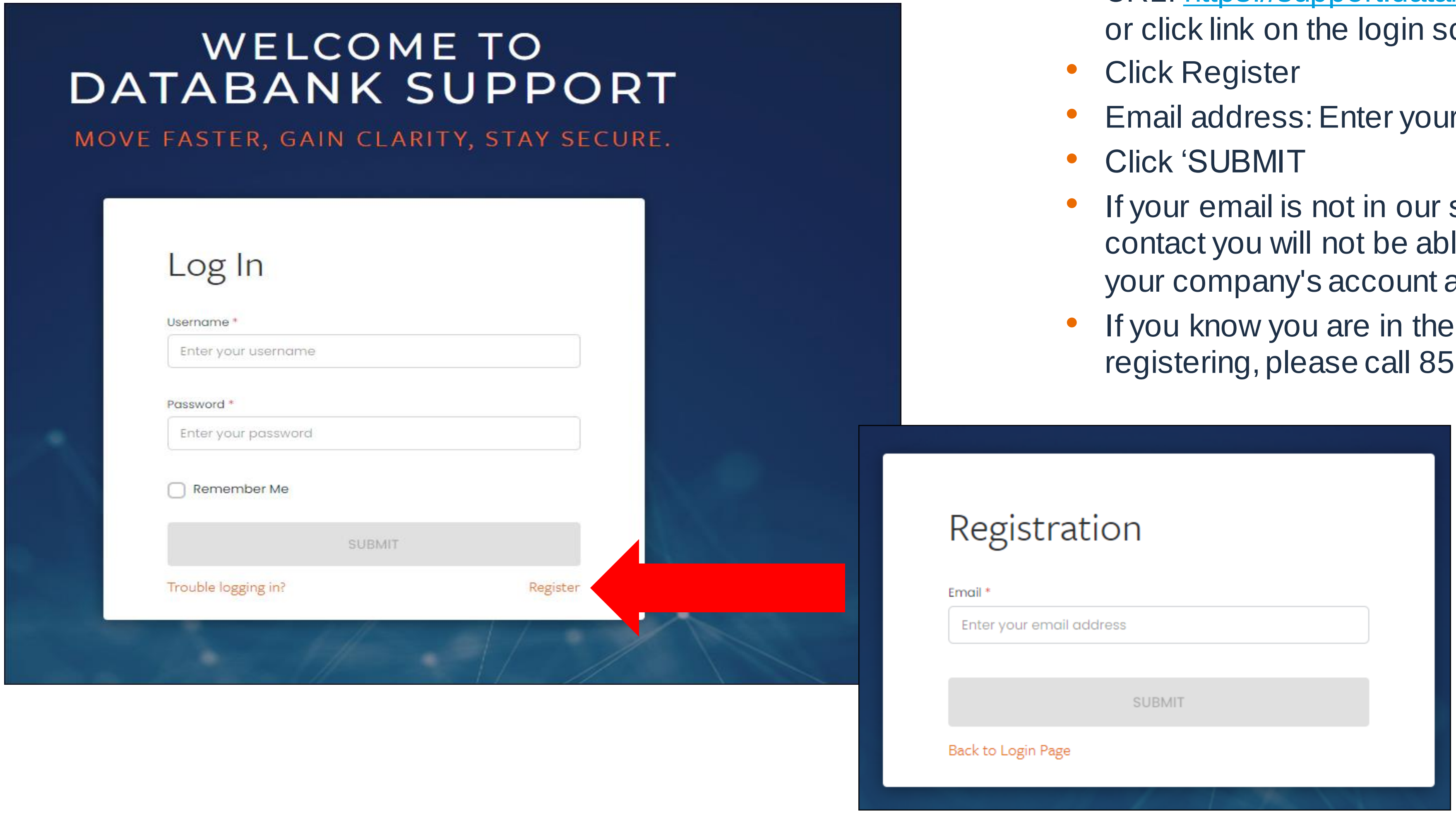
- URL: https://support.databank.com
- User ID: Typically, a user's email address (Custom ID's can be created upon registration)
- Password: If forgotten, click "Trouble Logging In" to retrieve username or password
- Please note: To have access to account financial information, the user must have a valid contact email address and the contact role of Administrator or Billing. Administrators may add users or change roles.



Don’t have a Login? Self Register

See what we see, control what you want

- URL: https://support.databank.com/login/register or click link on the login screen
- Click Register
- Email address: Enter your email address
- Click ‘SUBMIT
- If your email is not in our system as a valid contact you will not be able to register. Please contact your company's account administrator.
- If you know you are in the system, but are having issues registering, please call 855-328-2247.

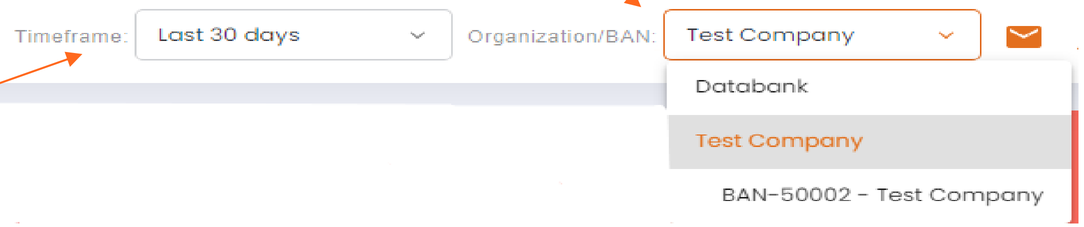


Handling Multiple Accounts for a Single User

One login for multiple accounts

- Certain customers may have multiple accounts and or BANs (Billing Account Numbers). The portal supports a single login for all provided the person attached to the login is an authorized contact to all accounts involved.

- A user can toggle from account to account by clicking arrow at the top right where the organization name is shown. If the user is authorized to more than one account, more than one account name will appear in the list. Click the account you wish to view



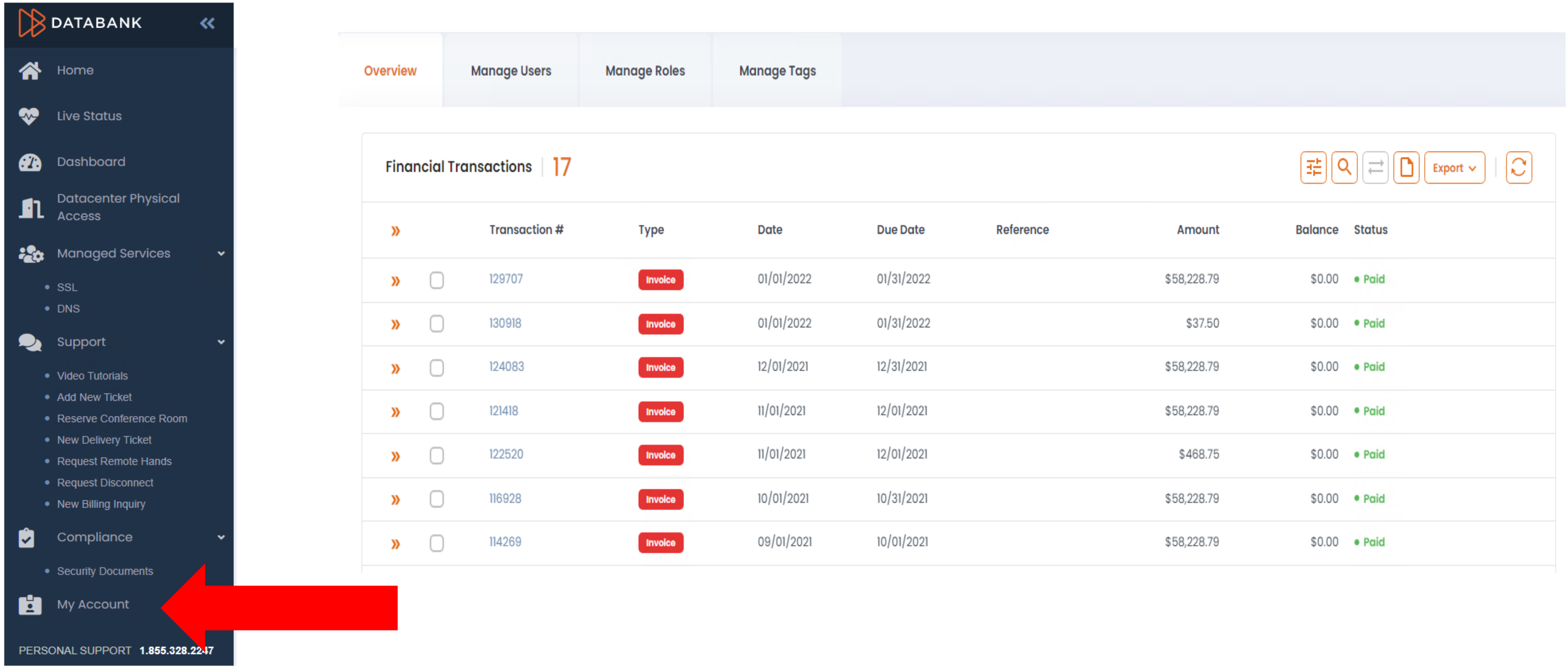
- Time frame allows you to set a particular date/date range/custom for various performance graphs throughout the portal.

- **Note:** *Set up for multiple account entry currently has to be done by DataBank Support. Please see page 19 to enter a ticket to request this on the Portal.*

How to View & Retrieve Invoices and Other Account Financials

My Account to view invoices, payments and credit memos

- After Logging In, Click the "My Account" link on the left menu bar. This exposes the list transactions. It defaults to invoices for the account that you chose on the top left (see previous page)

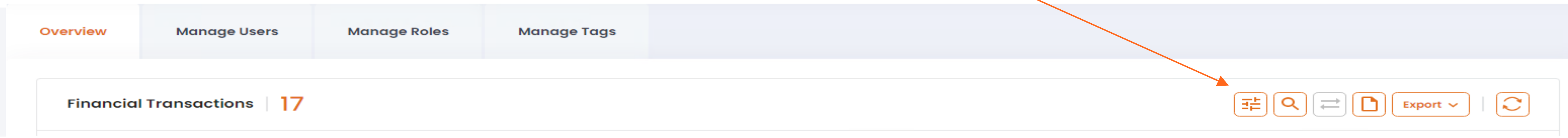


Transaction #	Type	Date	Due Date	Reference	Amount	Balance	Status
129707	Invoice	01/01/2022	01/31/2022		$58,228.79	$0.00	Paid
130918	Invoice	01/01/2022	01/31/2022		$37.50	$0.00	Paid
124083	Invoice	12/01/2021	12/31/2021		$58,228.79	$0.00	Paid
121418	Invoice	11/01/2021	12/01/2021		$58,228.79	$0.00	Paid
122520	Invoice	11/01/2021	12/01/2021		$468.75	$0.00	Paid
116928	Invoice	10/01/2021	10/31/2021		$58,228.79	$0.00	Paid
114269	Invoice	09/01/2021	10/01/2021		$58,228.79	$0.00	Paid

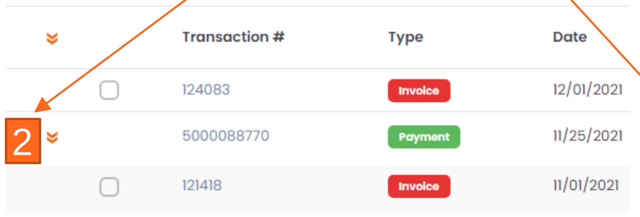
How to View & Retrieve Account Financials (cont.)

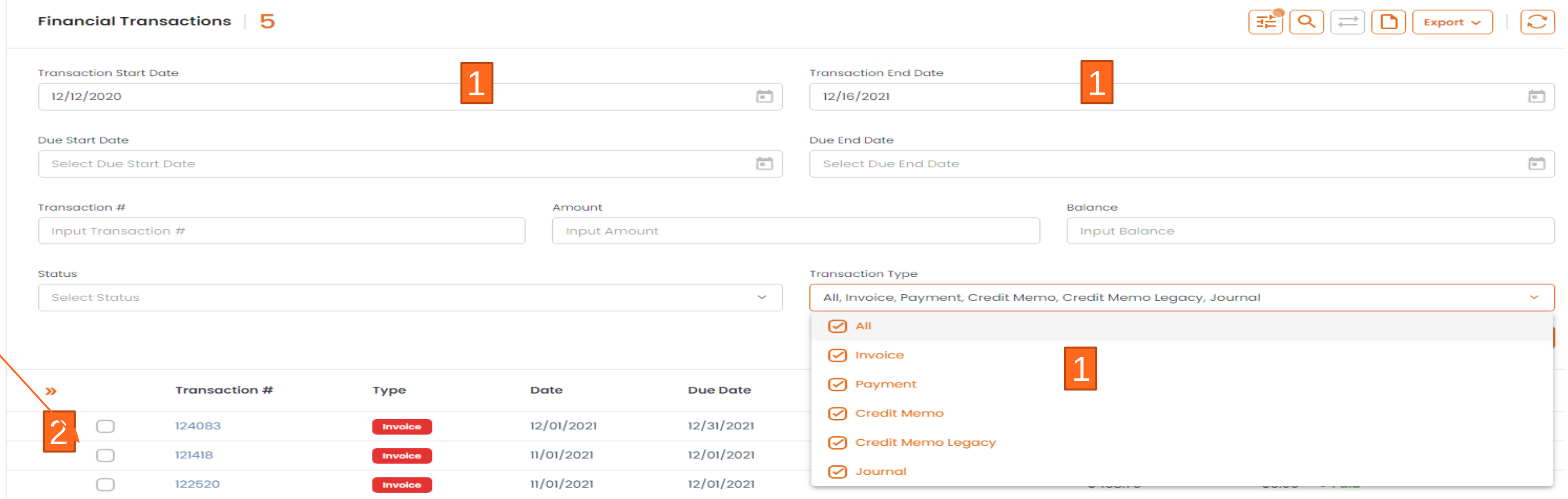
Advanced search

- A Transaction Type = an invoice, payment, credit memo, credit memo legacy, journal.
- To search for a particular transaction, click the filter icon.



- Enter the criteria in the search by date range, transaction number (e.g. invoice number) or type. Below is an example of a search for all payments for a particular date range. 1
- If you click the arrow 2 next to the transaction number, you can view the applied transactions.

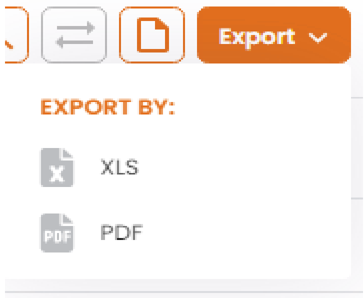


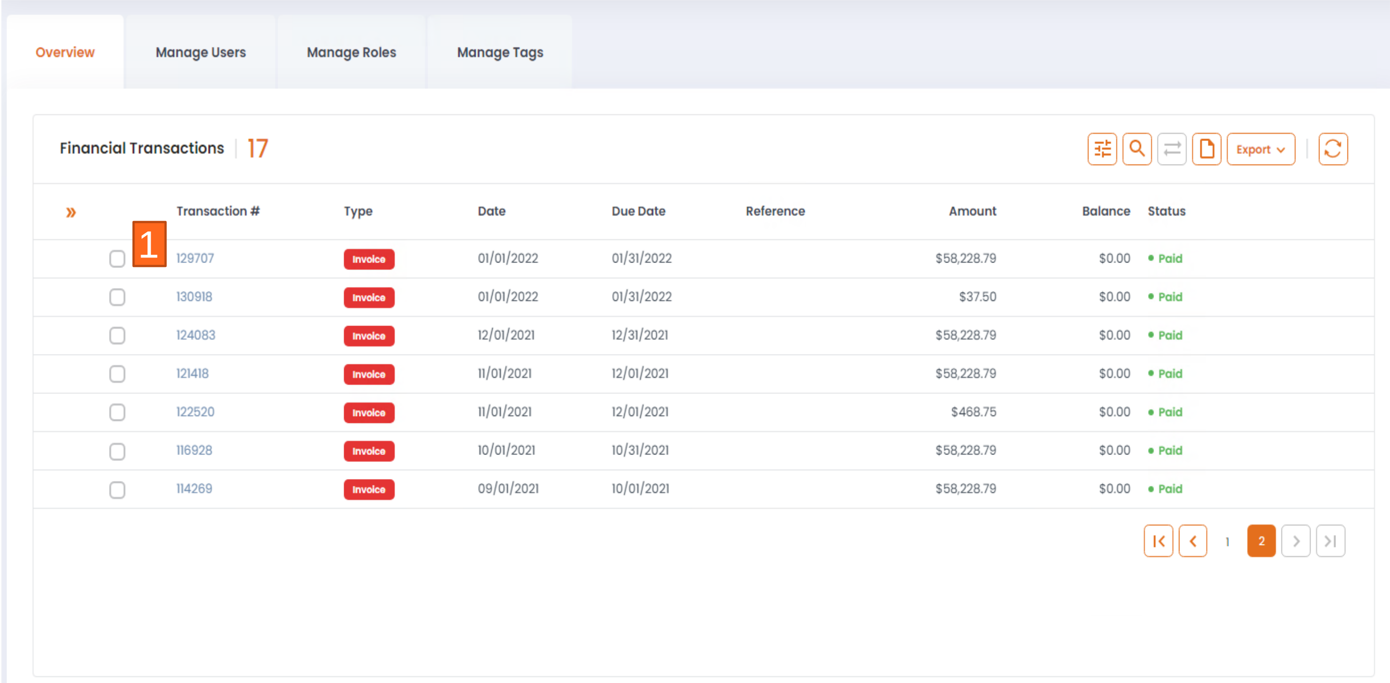


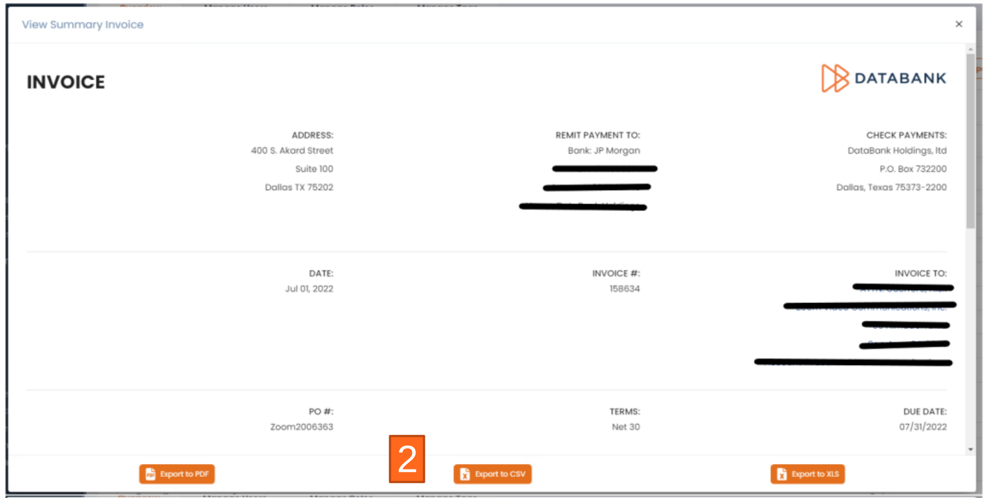
How to View & Retrieve Account Financials (cont.)

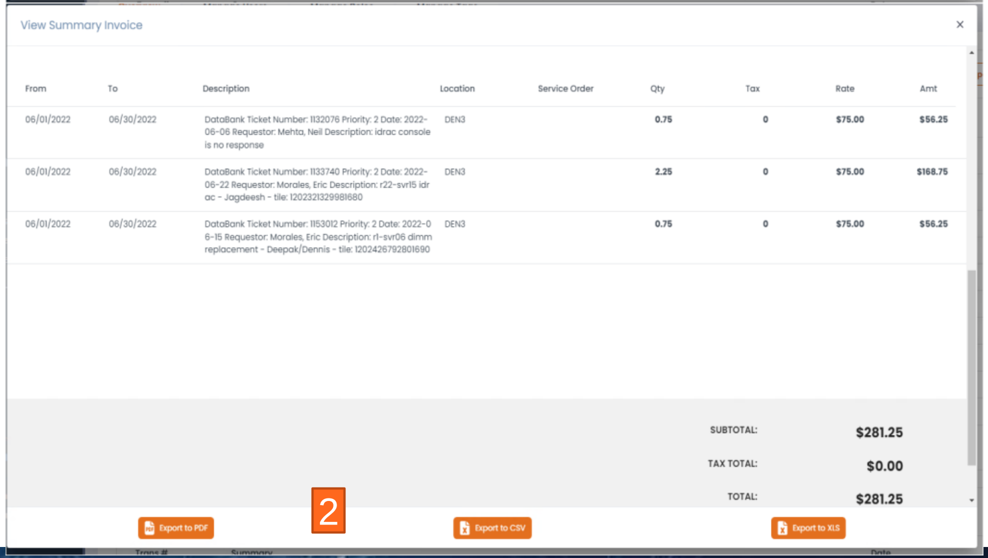
Viewing & Downloading Invoices, Credit Memos and Payment Images and Data

- Click the link to the transaction number you wish to view. 1
- You may download as a pdf or excel spreadsheet by clicking the link "Export". 2









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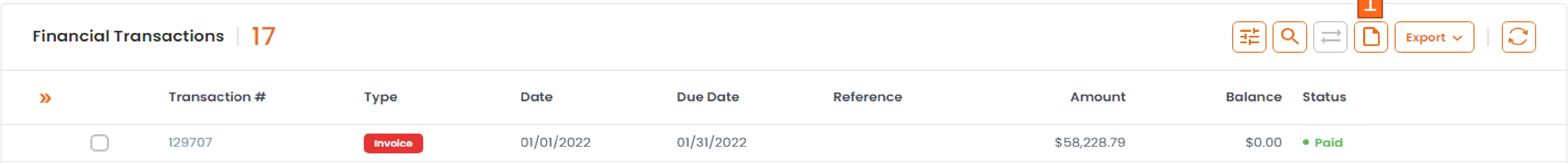
How to View & Retrieve Account Financials (cont.)

Generating statements

- If you wish to see a statement of open transactions, unapplied balances, invoices, and credit, click "Generate Statement." 1



	Transaction #	Type	Date	Due Date	Reference	Amount	Balance	Status
	129707	Invoice	01/01/2022	01/31/2022		$58,228.79	$0.00	Paid

DataBank Holdings Ltd.
P.O. BOX 732200
Dallas, Texas 75373-2200

Open Invoices

Billing Address:
[redacted]

Account/Relation Number:[redacted]

Payment Terms
Net 30

Total Amount Due
$58,520.04

Past Due Balance
$0.00

* If your account has unapplied balances, please short pay your open invoices accordingly and/or email Collections@DataBank.com with instructions for how you wish us to apply these balances.

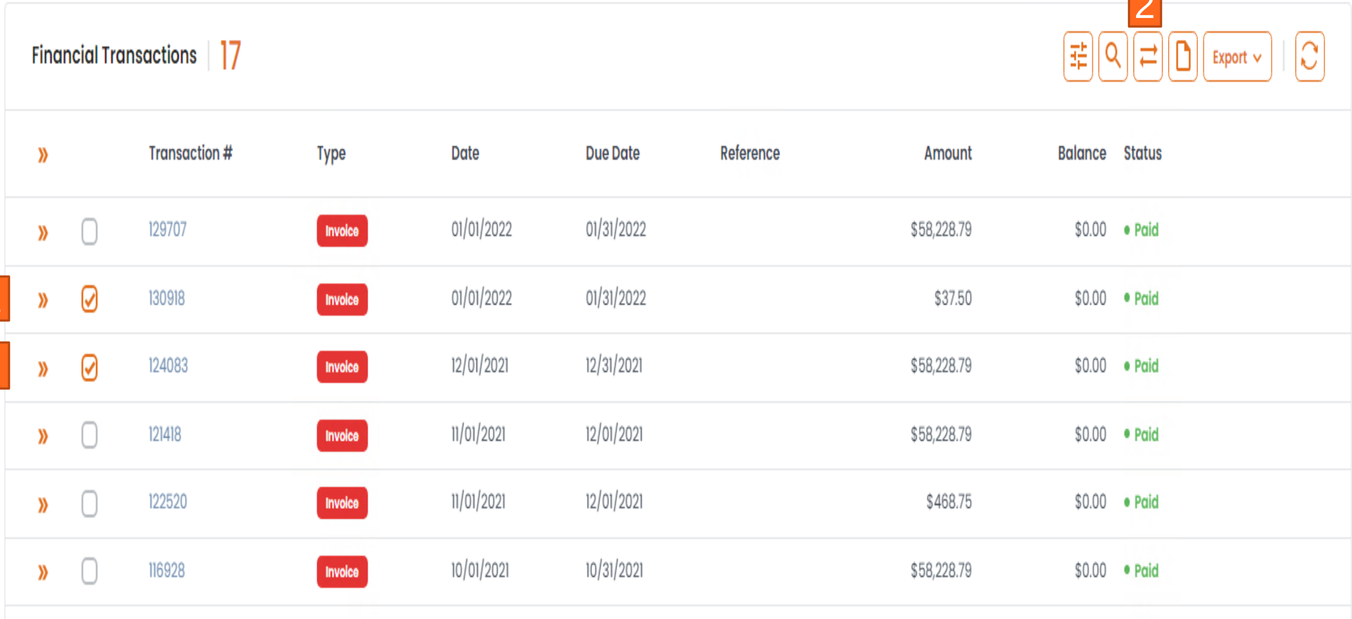
Date	Type	Number	Date Due	Charge	Payment	Journal	Credit	Remaining
7/1/2022	Invoice	155991	7/31/2022	$58,238.79	$0.00	$0.00	$0.00	$58,238.79
7/1/2022	Invoice	158634	7/31/2022	$281.25	$0.00	$0.00	$0.00	$281.25

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Unapplied Amount
$58,520.04	$0.00	$0.00	$0.00	$0.00	$0.00

How to View & Retrieve Account Financials (cont.)

Invoice comparison

- If you wish to compare current and past month invoices:
  - Select invoices you would like to compare by clicking the compare check box. 1
  - Click 'compare invoices' at the top of the blue header bar. 2

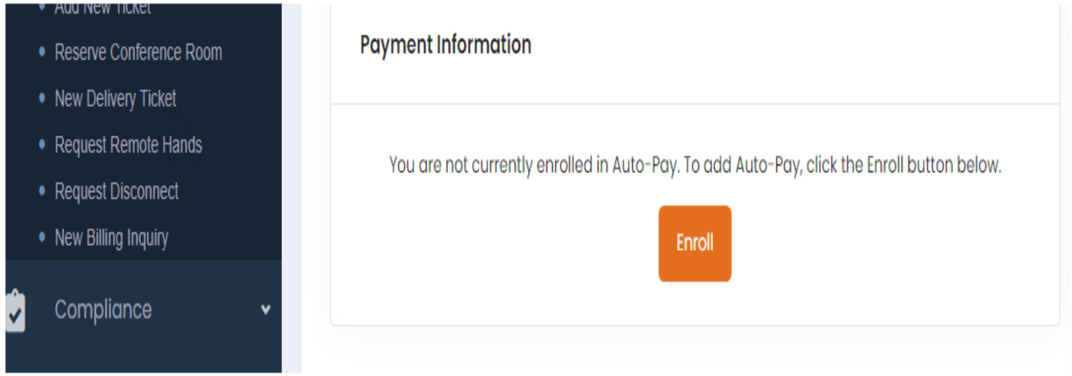


A New window will appear with comparison of requested invoices. An Excel option is also available. 3

How to Pay Invoices

Signing Up for Autopay

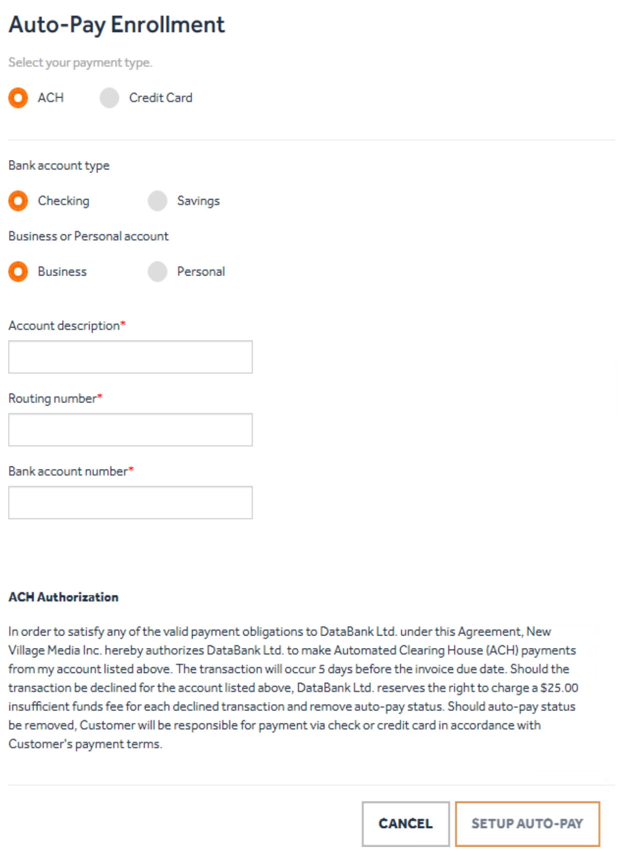
- You may choose to enroll in autopay to more efficiently pay your invoices. There are two forms of autopay: ACH and Credit Card
- IMPORTANT: If you have multiple BANs, each BAN must be enrolled individually.
- ***ACH Autopay does not have any fees.*** By signing up, you are giving permission for DataBank to debit your chosen bank account for payment of your invoice automatically each month.
- Credit Card Autopay has a 3.0% processing fee for invoices > than $5,000.
- **Your automatic payment date will be approximately 25 days from the date of the current invoice.**
- To enroll in autopay, you must be an Administrator or Billing Contact for the account. Click the BAN you wish to enroll at the top right then select My account and under Payment Information. Click Enroll.



How to Pay Invoices

Signing Up for Autopay

- Select the desired autopay type, fill in the required fields, and click “Set Up Autopay.



Auto-Pay Enrollment

Select your payment type.

ACH Credit Card

Bank account type

Checking Savings

Business or Personal account

Business Personal

Account description*

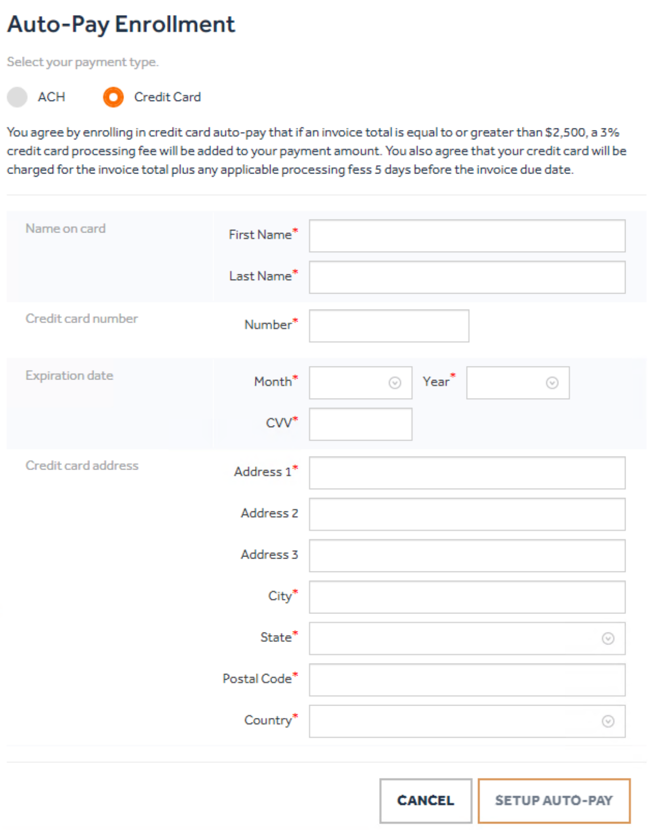
Routing number*

Bank account number*

ACH Authorization

In order to satisfy any of the valid payment obligations to DataBank Ltd. under this Agreement, New Village Media Inc. hereby authorizes DataBank Ltd. to make Automated Clearing House (ACH) payments from my account listed above. The transaction will occur 5 days before the invoice due date. Should the transaction be declined for the account listed above, DataBank Ltd. reserves the right to charge a $25.00 insufficient funds fee for each declined transaction and remove auto-pay status. Should auto-pay status be removed, Customer will be responsible for payment via check or credit card in accordance with Customer's payment terms.

CANCEL SETUP AUTO-PAY



Auto-Pay Enrollment

Select your payment type.

ACH Credit Card

You agree by enrolling in credit card auto-pay that if an invoice total is equal to or greater than $2,500, a 3% credit card processing fee will be added to your payment amount. You also agree that your credit card will be charged for the invoice total plus any applicable processing fess 5 days before the invoice due date.

Name on card — First Name*, Last Name*

Credit card number — Number*

Expiration date — Month*, Year*, CVV*

Credit card address — Address 1*, Address 2, Address 3, City*, State*, Postal Code*, Country*

CANCEL SETUP AUTO-PAY

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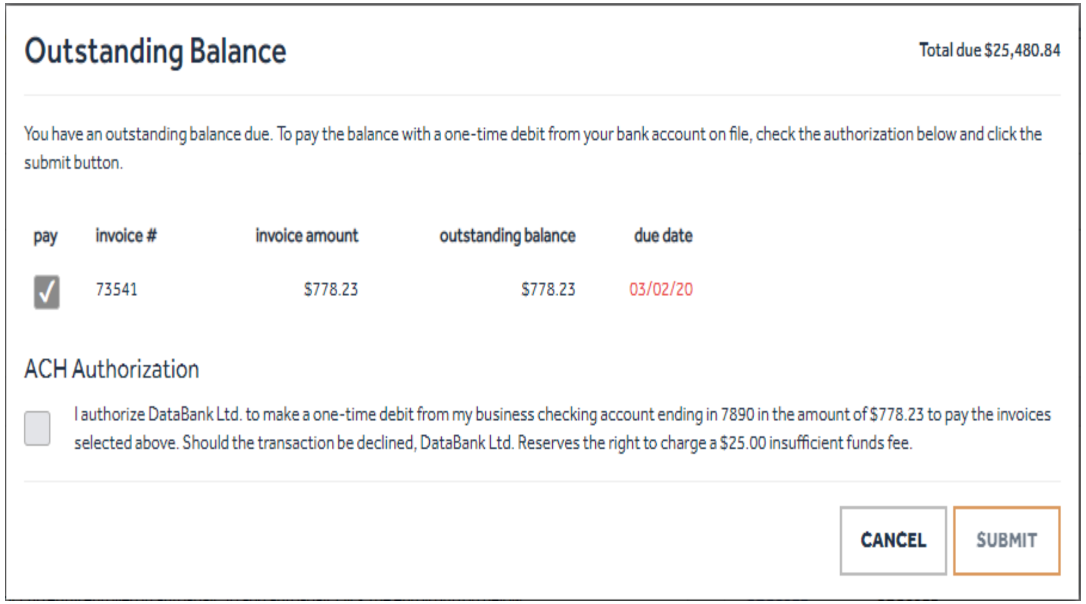
How to Pay Invoices

Signing Up for Autopay

- After selection, you will have the option to pay the outstanding balances with your selection. PLEASE NOTE: All open invoices will be listed individually. Any invoices that are past due cannot be unselected and would be automatically set up for autopayment within 48 hours with the enrollment. *HOWEVER: If you choose to not pay past due balances, you may cancel, and your autopay enrollment will still complete.*
- Any current invoice can be deselected for immediate payment. Those would then be scheduled to be paid around 25 days after the invoice date for that invoice.
- You may de-enroll in Autopay at any time. The system will provide a de-enroll option on the My Account Screen.

ACH



Outstanding Balance

Total due $25,480.84

You have an outstanding balance due. To pay the balance with a one-time debit from your bank account on file, check the authorization below and click the submit button.

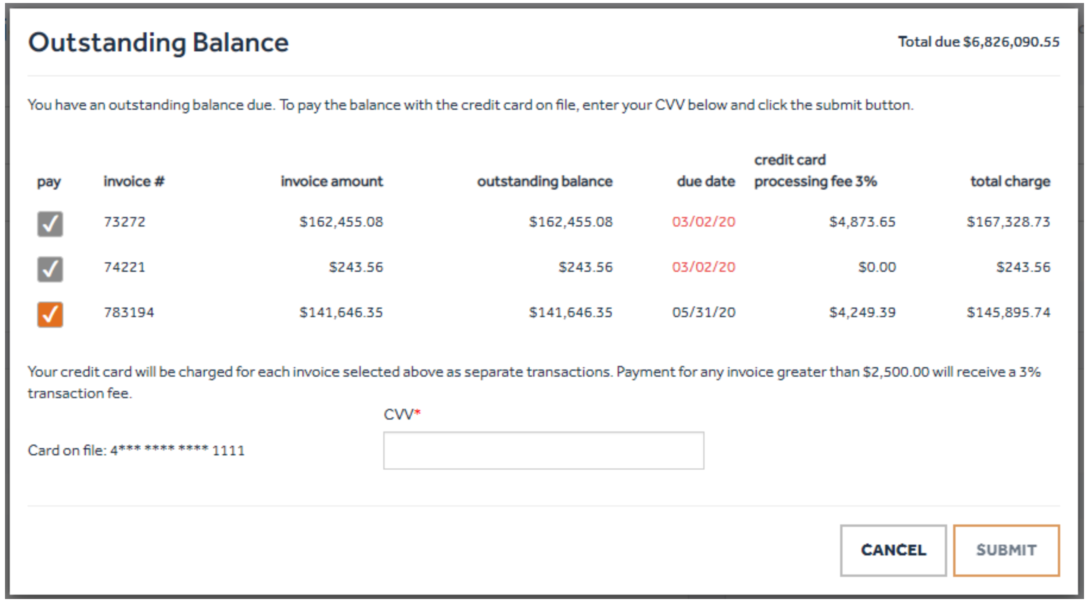
pay	invoice #	invoice amount	outstanding balance	due date
✓	73541	$778.23	$778.23	03/02/20

ACH Authorization

I authorize DataBank Ltd. to make a one-time debit from my business checking account ending in 7890 in the amount of $778.23 to pay the invoices selected above. Should the transaction be declined, DataBank Ltd. Reserves the right to charge a $25.00 insufficient funds fee.

CANCEL SUBMIT

Credit Card



Outstanding Balance

Total due $6,826,090.55

You have an outstanding balance due. To pay the balance with the credit card on file, enter your CVV below and click the submit button.

pay	invoice #	invoice amount	outstanding balance	due date	credit card processing fee 3%	total charge
✓	73272	$162,455.08	$162,455.08	03/02/20	$4,873.65	$167,328.73
✓	74221	$243.56	$243.56	03/02/20	$0.00	$243.56
✓	783194	$141,646.35	$141,646.35	05/31/20	$4,249.39	$145,895.74

Your credit card will be charged for each invoice selected above as separate transactions. Payment for any invoice greater than $2,500.00 will receive a 3% transaction fee.

CVV*

Card on file: 4*** **** **** 1111

CANCEL SUBMIT

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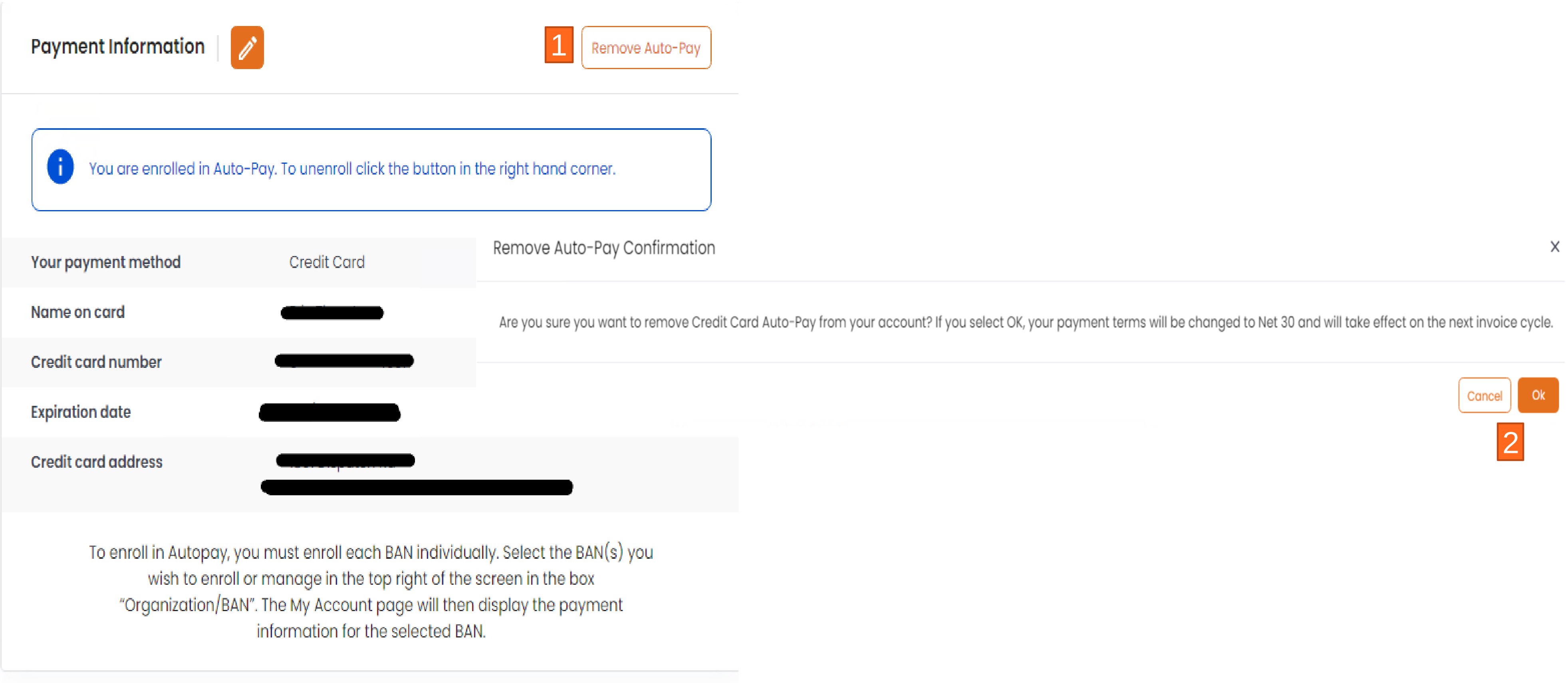
How to Pay Invoices

De-Enroll from Autopay

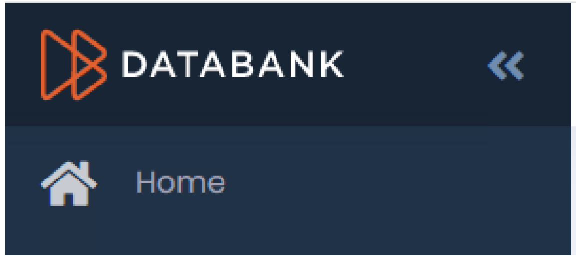
- You may de-enroll in Autopay at any time. Select My Account and look for the payment information box on the dashboard. Select the edit icon as shown, click the “Remove Auto-Pay” 1 button and follow the prompt to confirm. 2

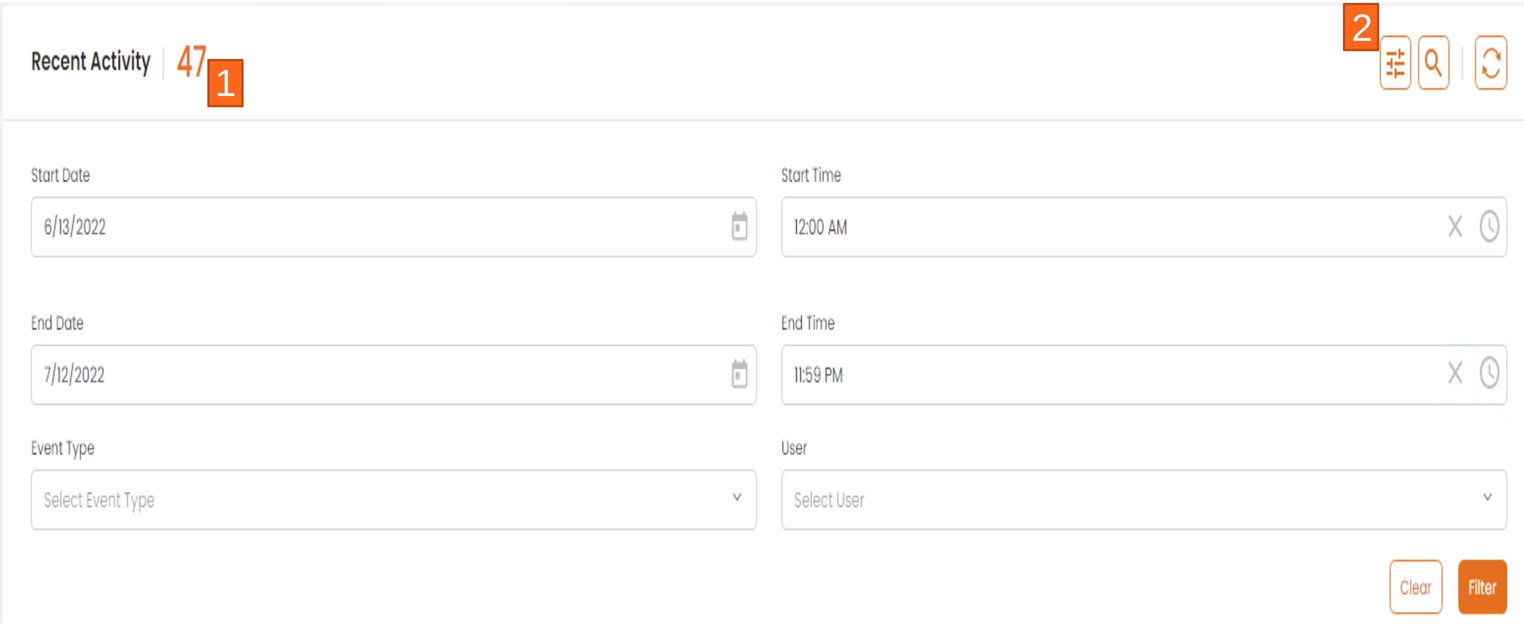


Autopay History

Seeing Autopay Enrollment History

- All autopay enrollment, de-enrollment, or change activity can be seen in recent activity.
- Click the home button on the left menu and scroll through the various dashboard options to see "Recent Activity." 1 Click "Filter By" 2 at the top right to search by date range, event type or user. Paymentinfo Autopay history.



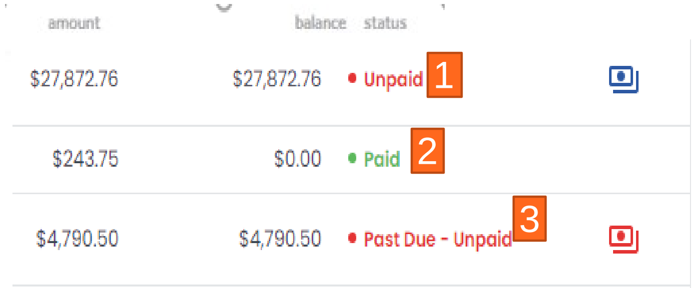


How to Pay Invoices

Paying Individual Invoices

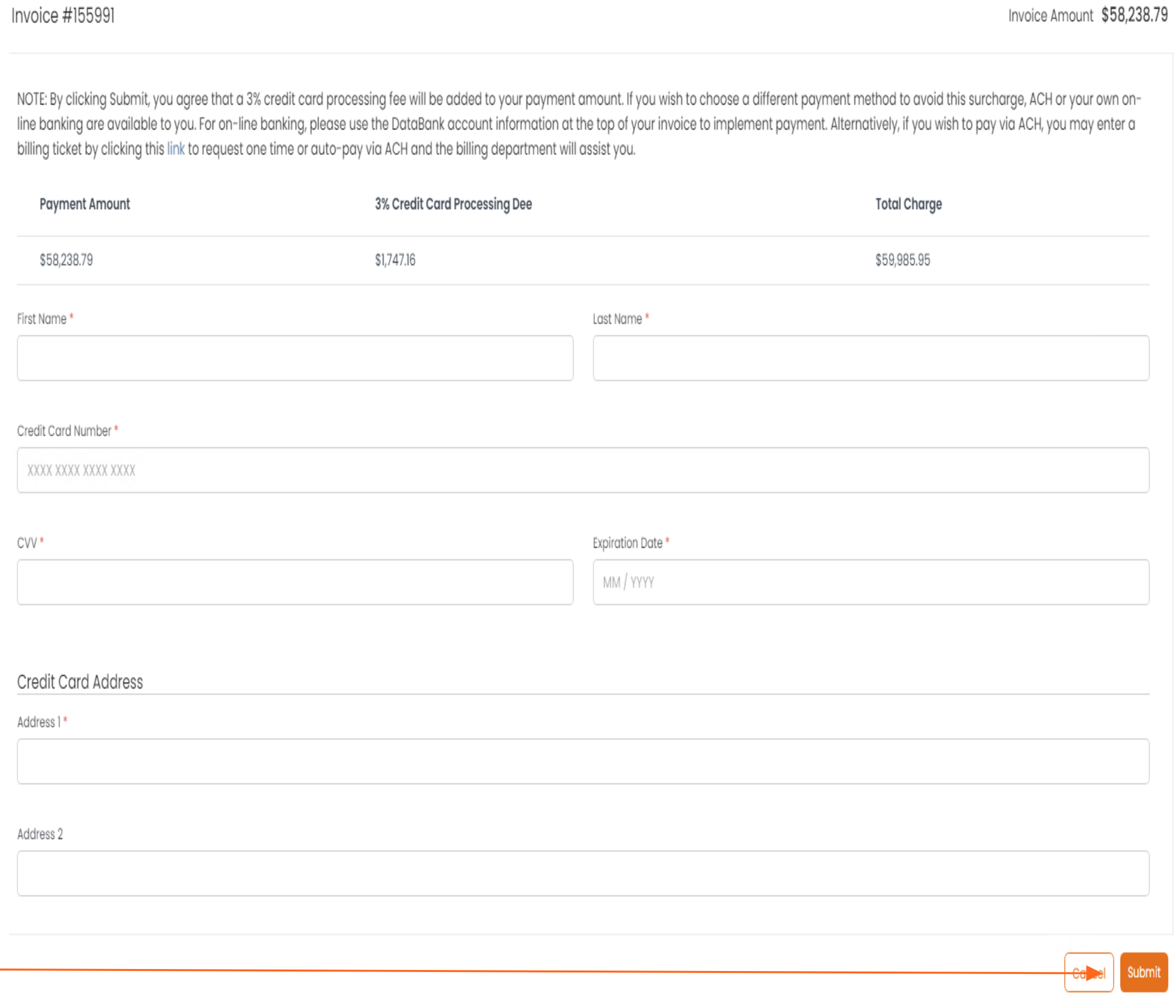
Invoice Status icons:

- Open invoice 1
- Paid invoice 2
- Past due invoice 3



To pay invoice online (**Currently Credit Card is the only option for one-time payment**)

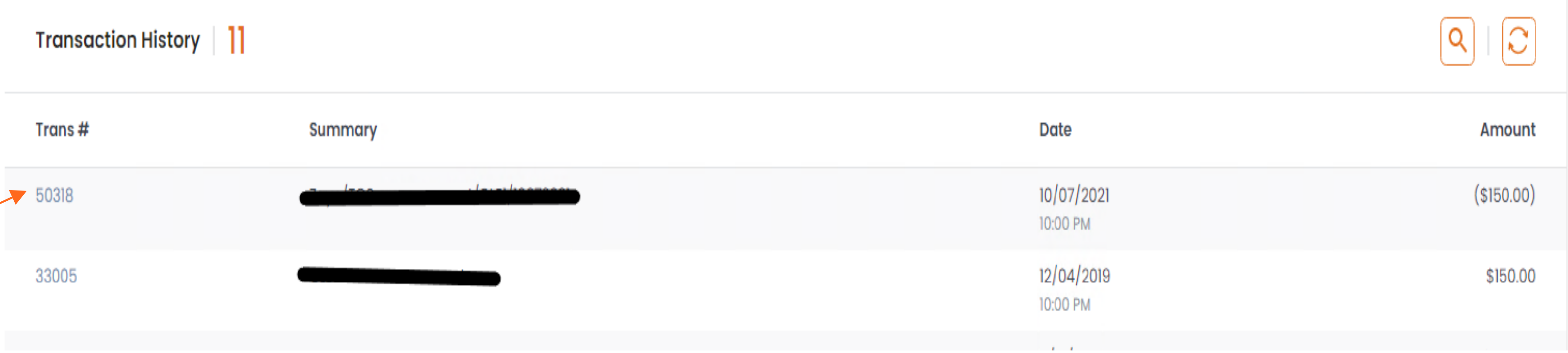
- Click/select on pay icon
- Fill out required fields:
  - Personal Information
  - Card information
  - Billing address
- Press submit

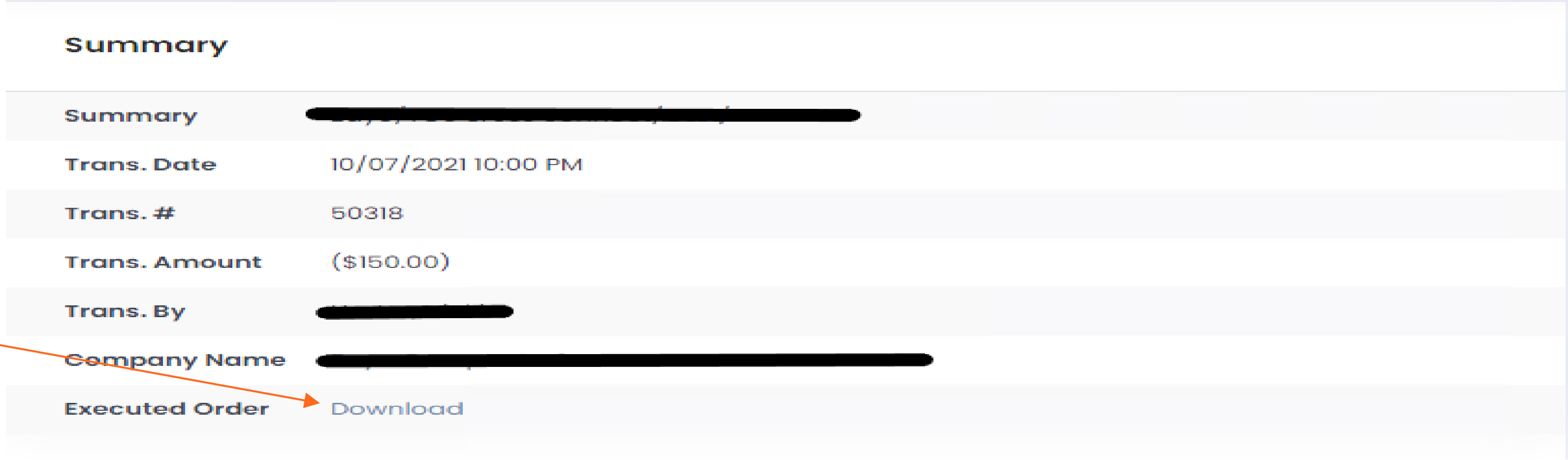


Please note for any Credit Card payment over $5,000 there will be a 3% surcharge

Transactional History

- On the transactional History section has list of all completed transactions.
- Icon allows you to search by amount.
- Click on the Trans# link to get more in-dept details on order.
- Next page will have a summary view, and you will be able to download completed online requested orders. (Completed Call-in/In-person order requests, are available upon request)





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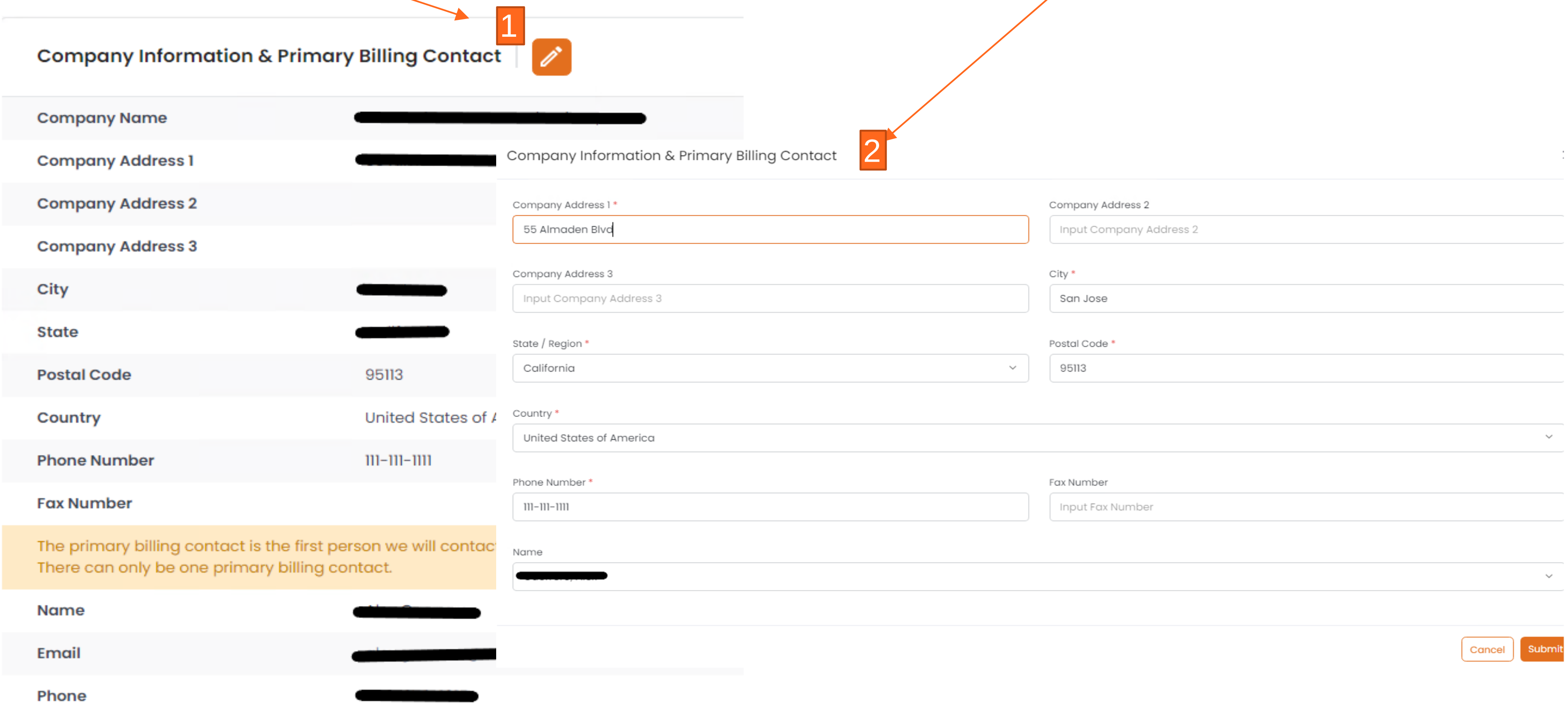
Editing Primary Recipient of Emailed Invoices

As an Administrator or billing contact you can change primary contact information by selecting the icon 1 in the "Company Information & Primary Billing Contact" section found at the bottom right of the page as illustrated below. This will open a popup dialog. 2



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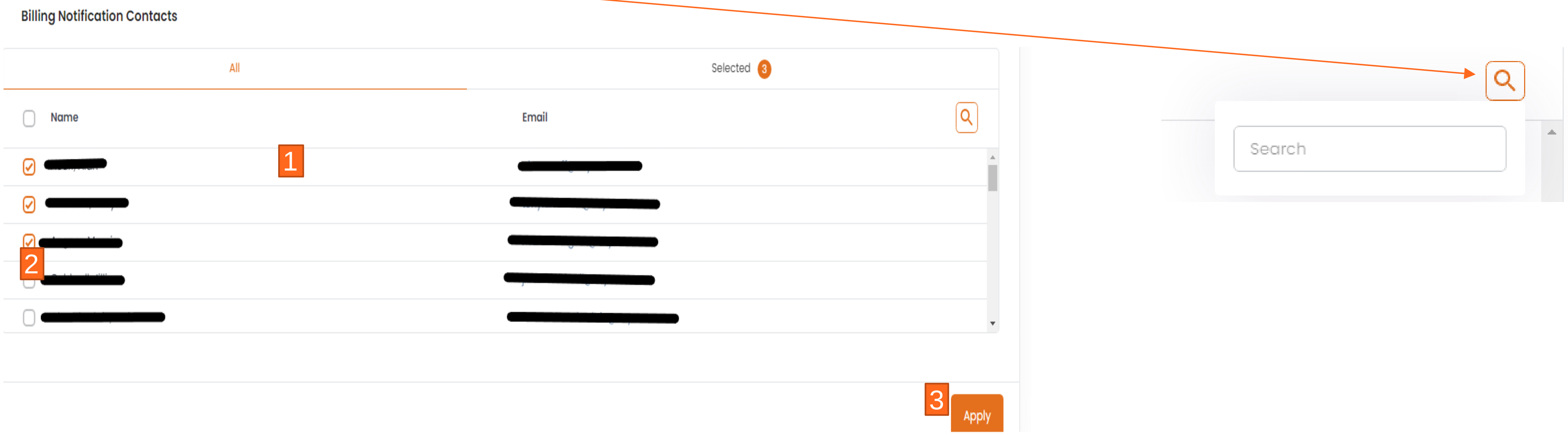
Billing Notification Contacts

- Under My Account tab you can update Billing Notification Contacts. Select "All" link 1 to pull up list of contacts, click on checkbox 2 that corresponds to contact you would like to add and hit "Apply" link 3 to update. The icon allows you to search for a specific person by name.



- Note: All contacts with the billing role are automatically enrolled to receive billing notifications including invoice emails. Any other contact role must be added to the notification list to receive copies of invoices or any other type of billing communication via email.

Obtaining Common Documents

***Compliance**: Security, accounting and insurance documents*

- Security Documents are available under the Compliance Link

Title	Upload Date	Actions
2022_DataBank_W9_(400).pdf 1	04/15/2022 10:09 AM	⋮
COI zColo LLC Property 12102021.pdf	12/14/2021 03:42 PM	⋮
COI zColo LLC Liability WC 12102021.pdf	12/14/2021 03:41 PM	⋮
COI zColo France SAS Property 12102021.pdf	12/14/2021 03:41 PM	⋮
COI zColo France SAS Liability WC 12102021.pdf	12/14/2021 03:41 PM	⋮
COI DBH Liability WC 12102021.pdf 2	12/14/2021 03:40 PM	⋮
COI zColo UK Liability WC 12102021.pdf	12/14/2021 03:40 PM	⋮

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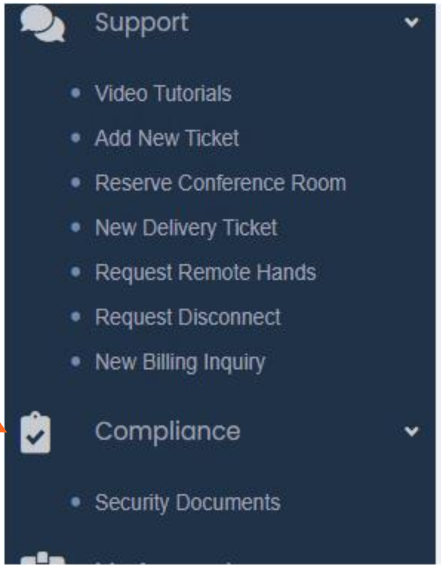

- Our W9 document 1 and Certificate of Insurance is also located 2 in this area
- Please note if you do not see the document, you are looking for, page forward 3 . If not available, contact your Account Manager.

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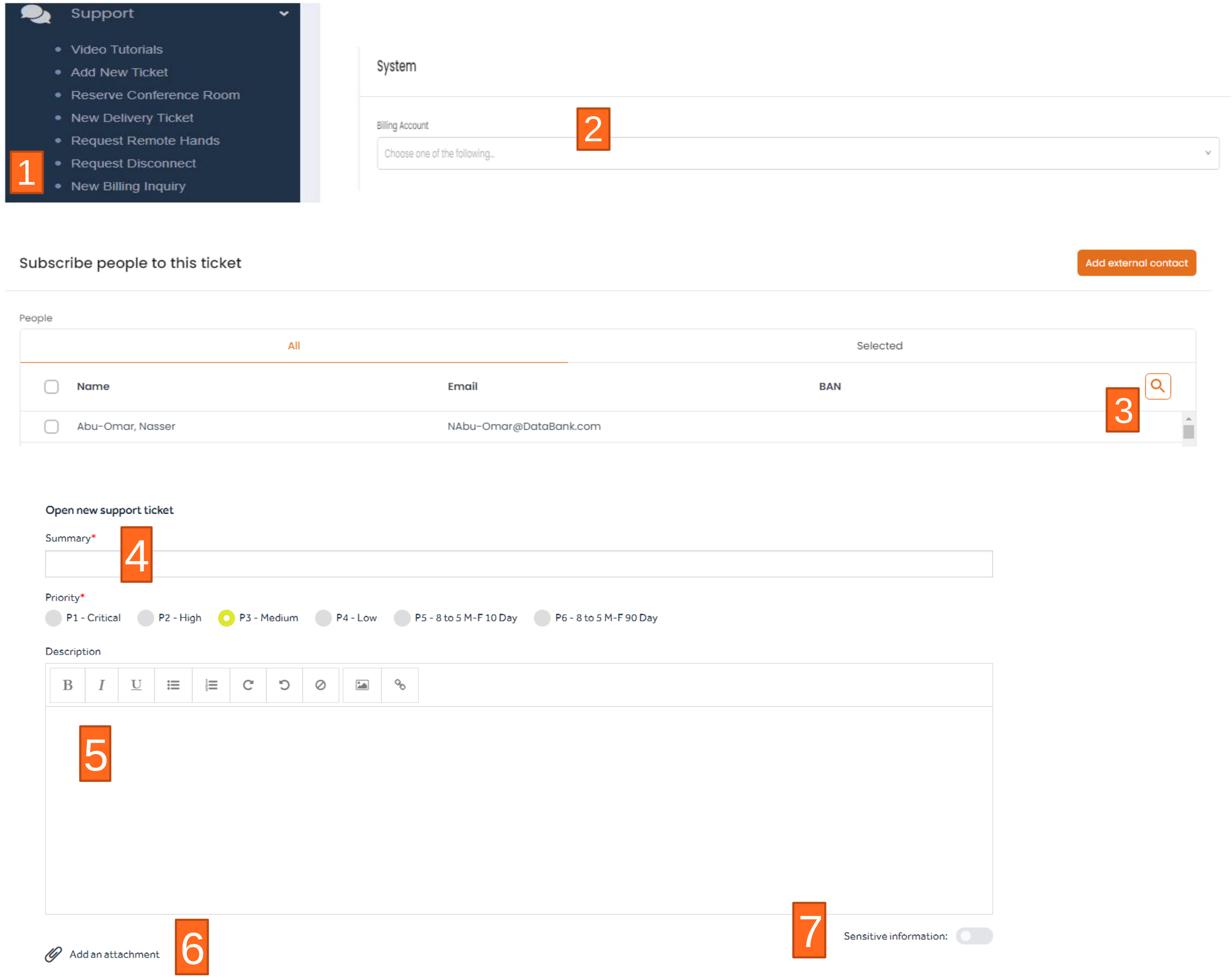
Billing Inquiries and Disputes

- All inquiries regarding billing including disputes, payment questions, credit application questions, or even contract requires a Billing Inquiry Ticket to be opened. There are several ways to do this.
  - Open a Support Ticket through the portal
  - Email BillingInquires@Databank.com. IMPORTANT: Include your company name, and/or invoice number and/or account number in the subject line of your email along with a short summary of the problem. The body of your email should contain the details of your inquiry.
  - SECURITY NOTE: If someone from your company emails us and is not an authorized billing, collection or administrator contact, that person will either have to provide two recent invoice numbers and the main email where invoices are sent OR the administrator will have to authorize the person.

How to Create A Billing Inquiry Ticket

- Under Support select New Billing Inquiry 1
- In Billing Account select the affected BAN (Billing Account) if you know it. 2
- Add additional subscribers to the ticket by searching and then clicking each name. Subscribers are people you want to also to receive ticket updates. 3
- Fill out:
  - Summary of the ticket 4
  - P3 is the default priority for billing tickets (other priorities are for physical service support).
  - Provide description of the ticket. Copy/Paste of emails or images is supported. 5
  - Attach file if needed 6
  - Turn on "sensitive information" toggle 7 if applicable. This encrypts the information.
- Press submit at the bottom of the page.



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Customer Metered Metrics

Coming soon!!!
Link for Bandwidth
Link for Power
Link for Cloud

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Thank you!

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