DATABANK

Customer Portal Billing Navigation Guide

For Contacts with a Billing, Collections, or Administrator Role

My Account – Invoice & User Management

Compliance – Documentation

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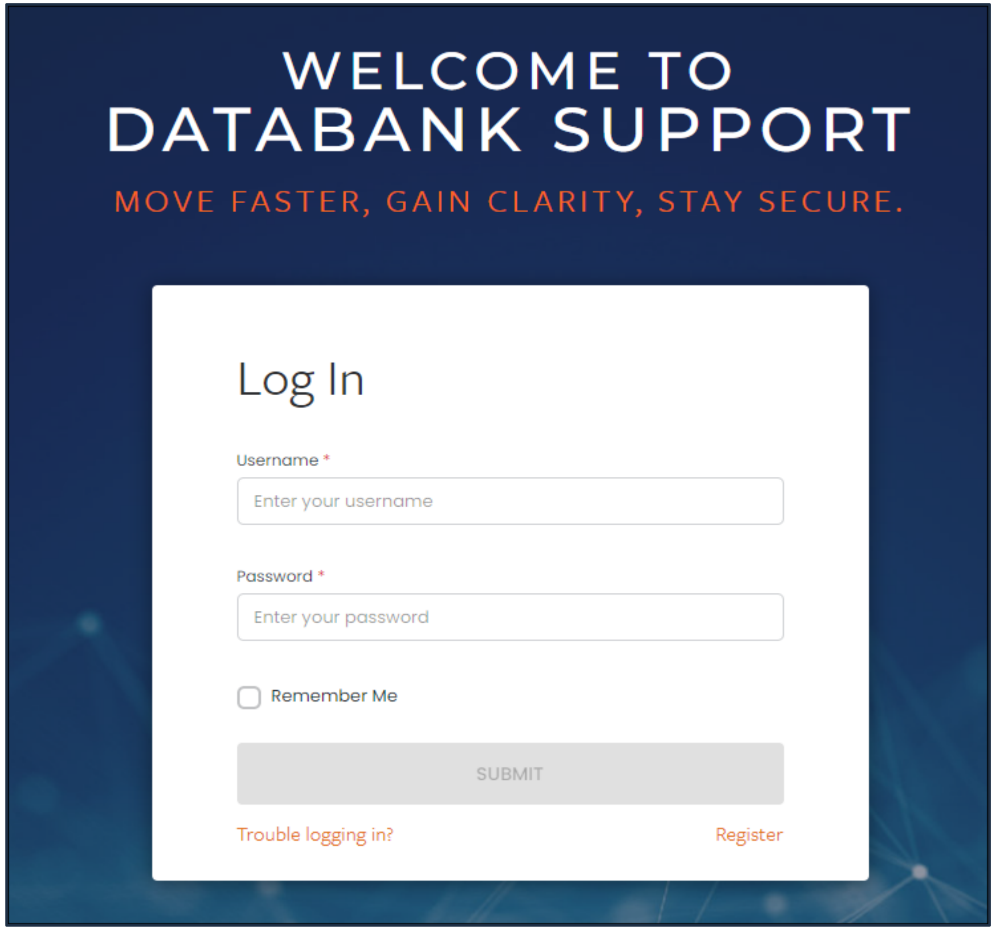
DataBank Portal Access

Logging in to the DataBank Customer Portal

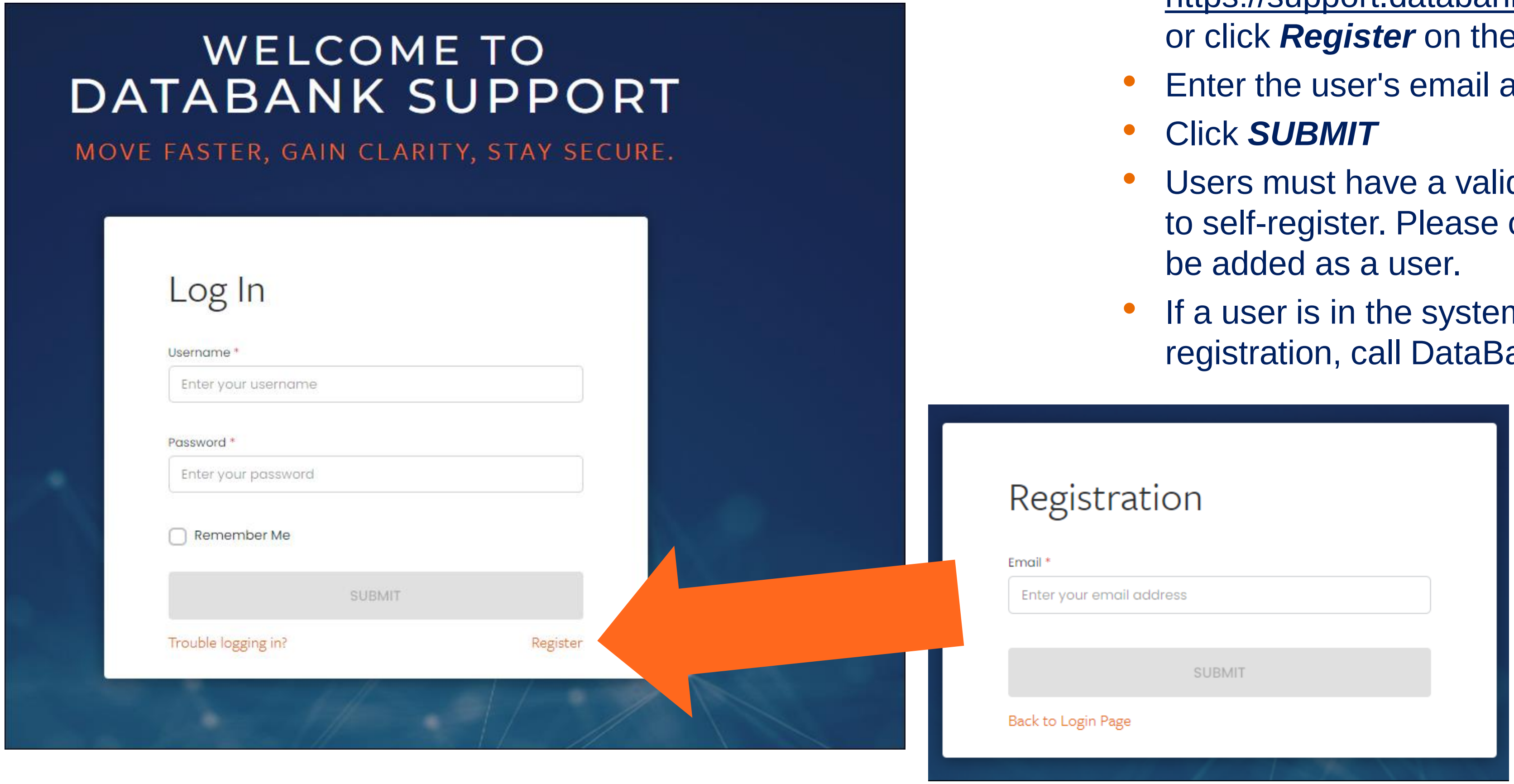
- https://support.databank.com
- **User ID:** Most often this is the user's email address (Custom IDs *can* be created upon registration.)
- **Password:** If forgotten, click "*Trouble Logging In*" to retrieve or reset.
- **Please note:**

  Users must have a valid email address on record with DataBank **and** the contact role designation of "Administrator" or "Billing" to access account financial information. Account Administrators may add users or change roles at any time.



How to Self-Register

Obtaining Portal Access

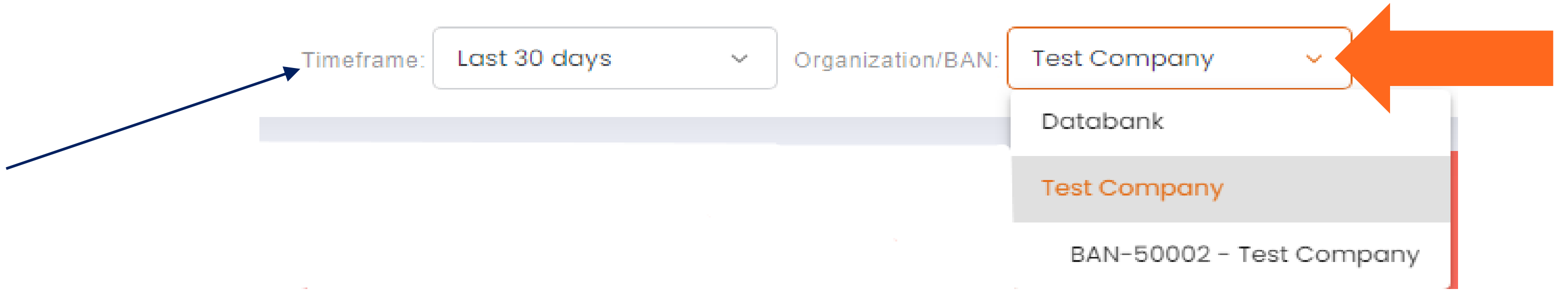


- https://support.databank.com/login/register
  or click ***Register*** on the login screen
- Enter the user's email address in the Username field
- Click ***SUBMIT***
- Users must have a valid email address on record with DataBank to self-register. Please contact the administrator on the account to be added as a user.
- If a user is in the system but is experiencing issues with registration, call DataBank Support at (855) 328-2247.

Accessing Multiple Accounts as a Single User

Changing the view to access a different account's information

- Many customers have multiple billing accounts or *BANs* (Billing Account Number). The portal supports a single login for multiple BANs under the same organization, provided the user is an authorized contact for the accounts on record.
- A user can toggle from one account to another by clicking the *Organization/BAN field* at the top right where the account name is displayed. If the user is authorized to more than one account or BAN, those results will appear in the list as available options. From here, the user can select the account view desired.

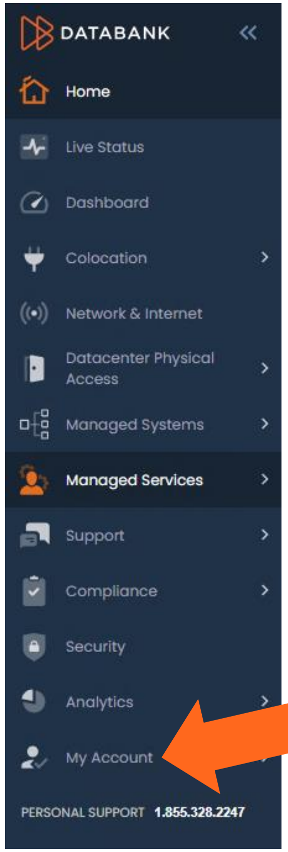


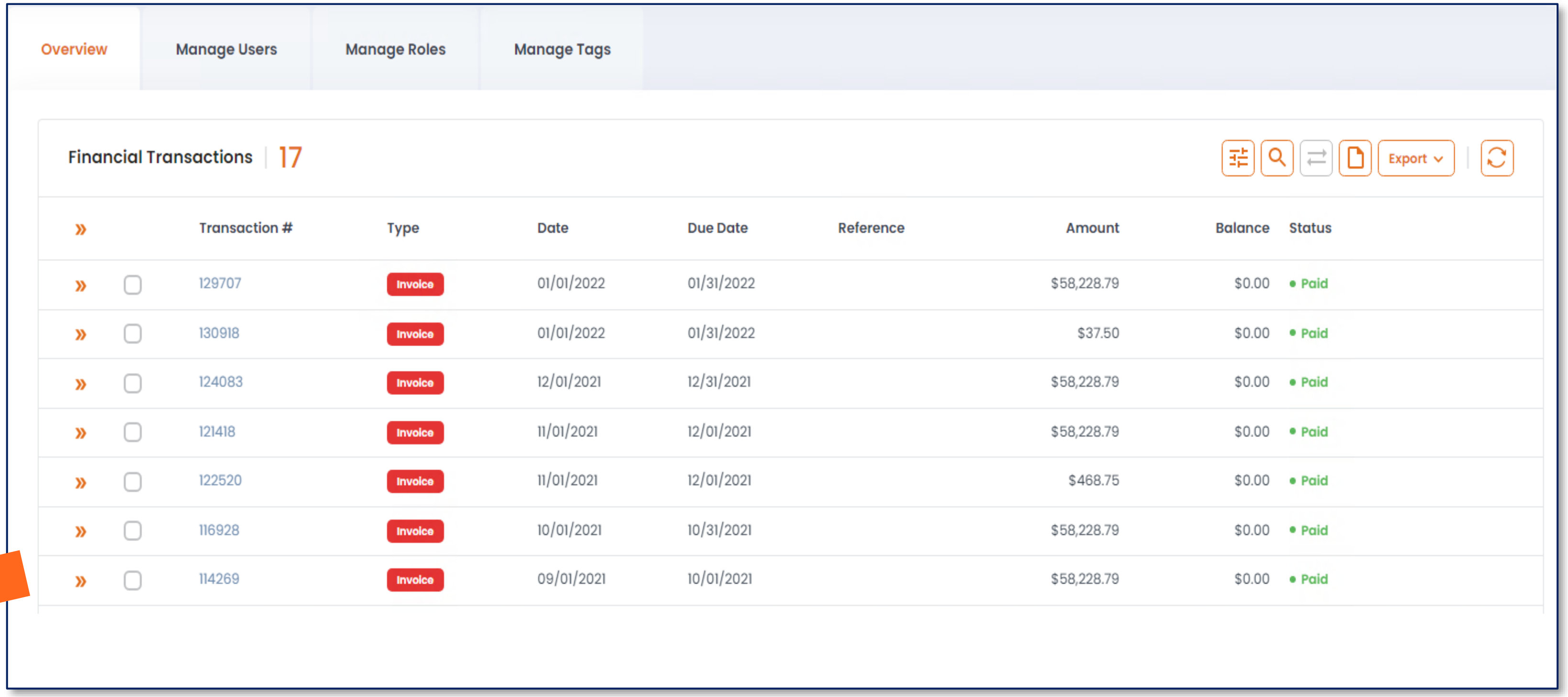
- The *Timeframe* dropdown allows a user to select a date or date range for the performance graphs throughout the portal.

How to View Invoices and Other Account Financials

My Account *allows a user to view invoices, payments, and credit memos*

- Upon successful login, click the ***My Account*** link on the left menu bar.
  - This displays the list of financial transactions.

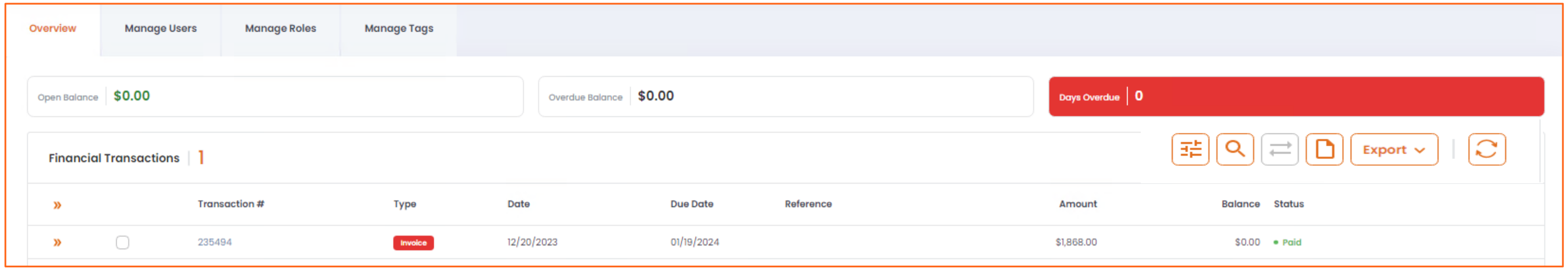




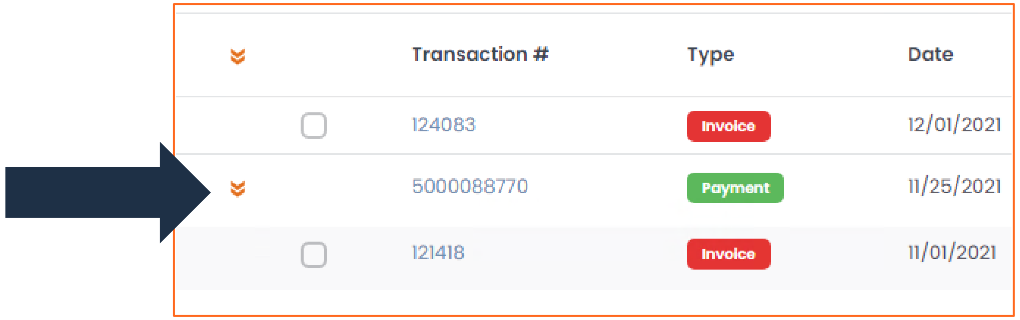
How to View Invoices and Other Account Financials (continued)

Advanced search

- Transaction Type may be invoice, payment, or credit memo.
- To search for a particular transaction type, click the filter icon.



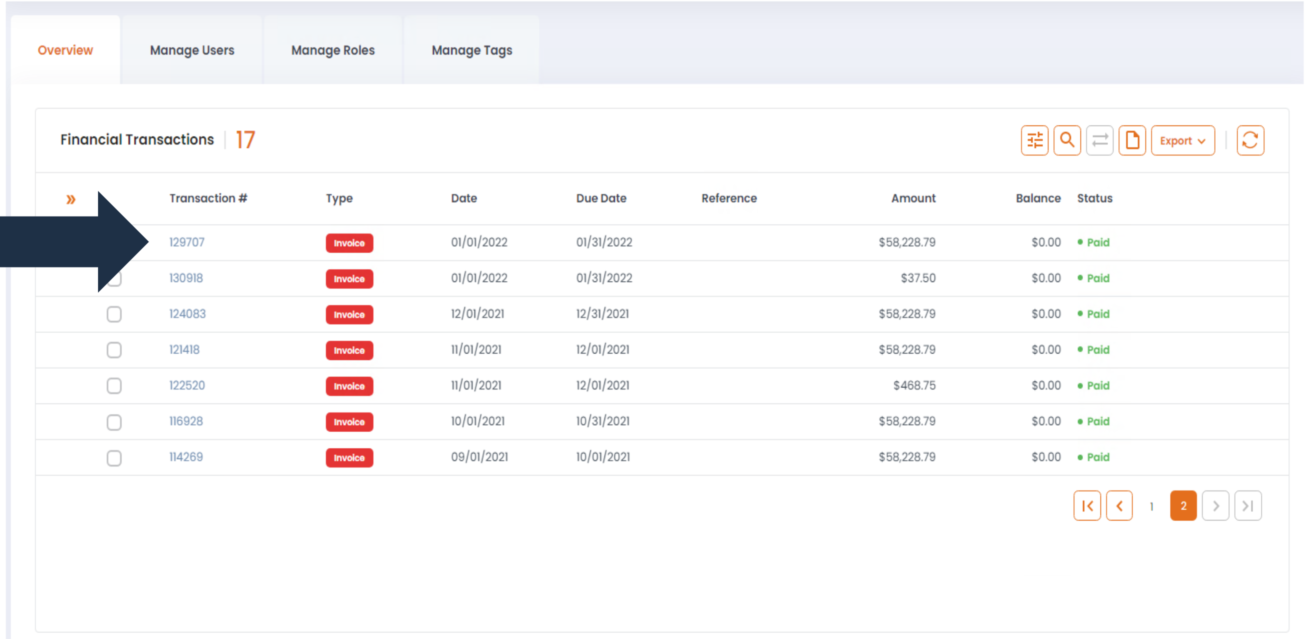
- Users can specify criteria in the filter section to limit the results displayed based on a date range, transaction number (e.g., invoice number), or transaction type.
- Click the » arrow next to a specific transaction number to view related payments or credits applied.



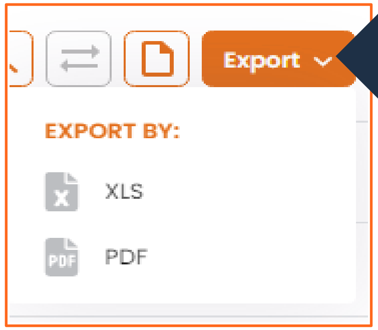
How to View Invoices and Other Account Financials

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

- To view a specific transaction, click the respective transaction #'s link.



- Download as a PDF or XLS by clicking the *Export* link:



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How to View Invoices and Other Account Financials

Generating statements

- To generate a statement of open transactions, unapplied balances, invoices, and credits, click *Generate Statement:*

Financial Transactions | 17

Export

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

Open Invoices

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

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 Invoices and Other Account Financials

Invoice comparison

- To compare current and past month invoices:
  - Select invoices by clicking the compare check box
  - Click ‘compare invoices’ at the top of the blue header bar

Financial Transactions | 17

Export

		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

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

Invoice Comparison

Export to XLS

x

invoice #	[redacted]	VS	invoice #	[redacted]
due date	12/31/2021		due date	01/31/2022
amount	$58,228.79		amount	$37.50

Item	Description	New Qty	Old Qty	New Rate	Old Rate	New Amount	Old Amount	Adjustment

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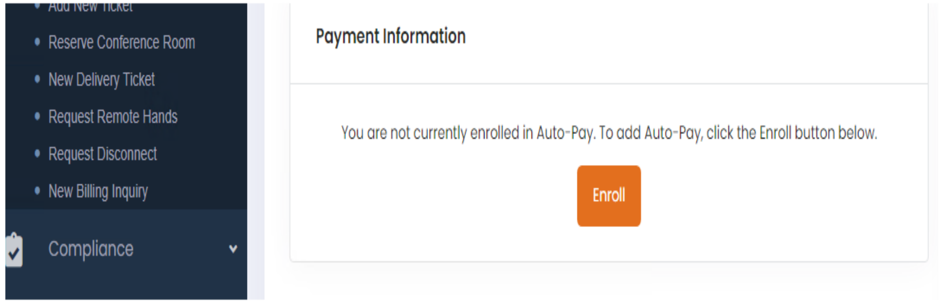
How to Enroll in Auto-pay

Enrolling in Auto-pay

- Opting to enroll in auto-pay is a highly efficient way to manage invoices and payments.
  - There are two forms of auto-pay: ACH and Credit Card
- IMPORTANT: If an account has multiple BANs, **each BAN must be enrolled individually**.
- ***ACH Auto-pay is free to use.*** By signing up, permission is granted to DataBank for debiting the provided bank account for payment of invoice(s), automatically, each month.
- Credit Card Auto-pay has a 3.0% processing fee for invoices totaling > than $5,000.
- **The automatic payment date will be approximately 25 days from the date of the invoice.**
- **To enroll:**
- Select the BAN you wish to enroll in Auto-pay at the top right of the screen, then select ***My Account*** and under Payment Information click ***Enroll***.

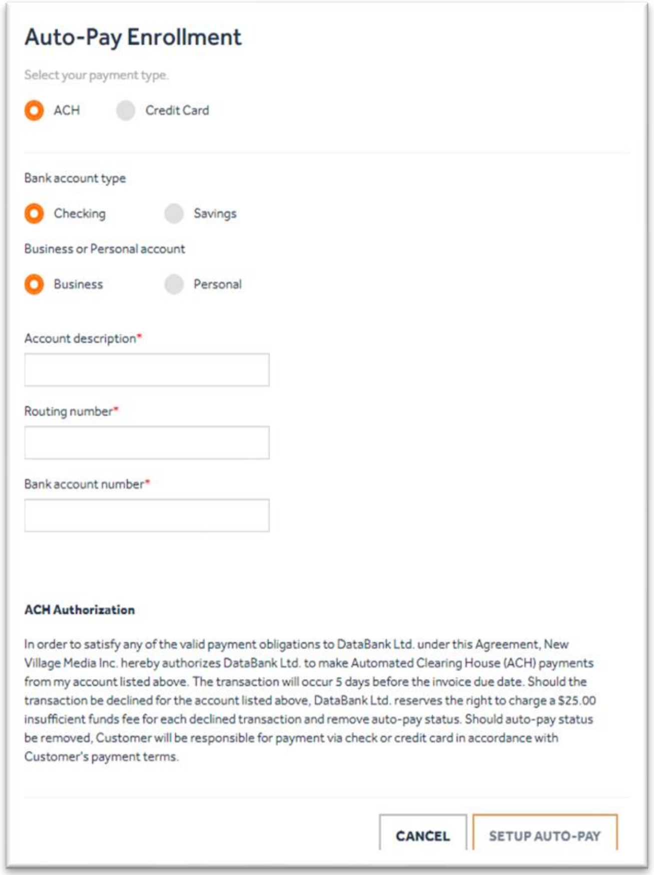


To enroll in auto-pay, users must have a valid email address on record with DataBank and the contact role designation of "Administrator" or "Billing." Account Administrators may add users or change roles at any time.

How to Pay Invoices

Enrolling in Auto-pay

- Select the desired auto-pay type, fill in the required fields, and click *Set Up Auto-pay*:



Auto-Pay Enrollment

Select your payment type.

ACH Credit Card

Bank account type

Checking Savings

Business or Personal account

Business Personal

Account description*

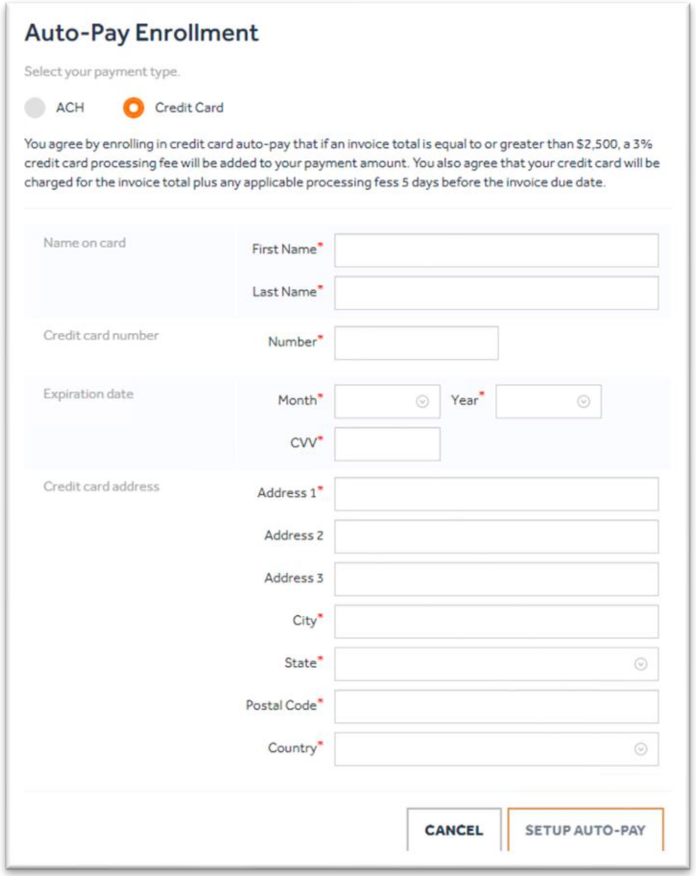
Routing number*

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*

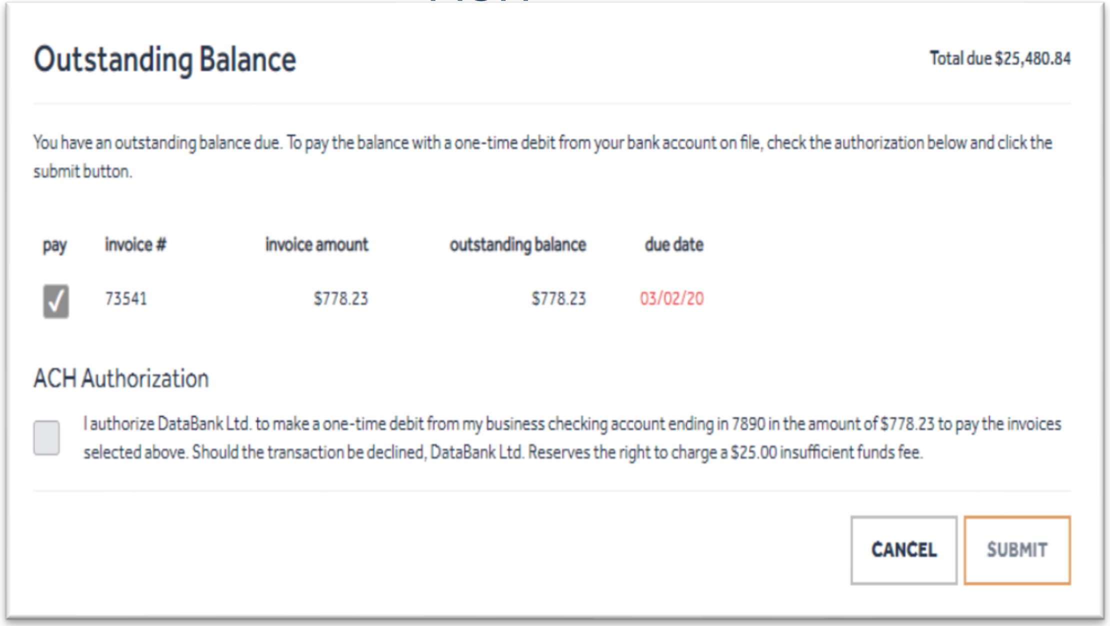
CANCEL SETUP AUTO-PAY

How to Pay Invoices

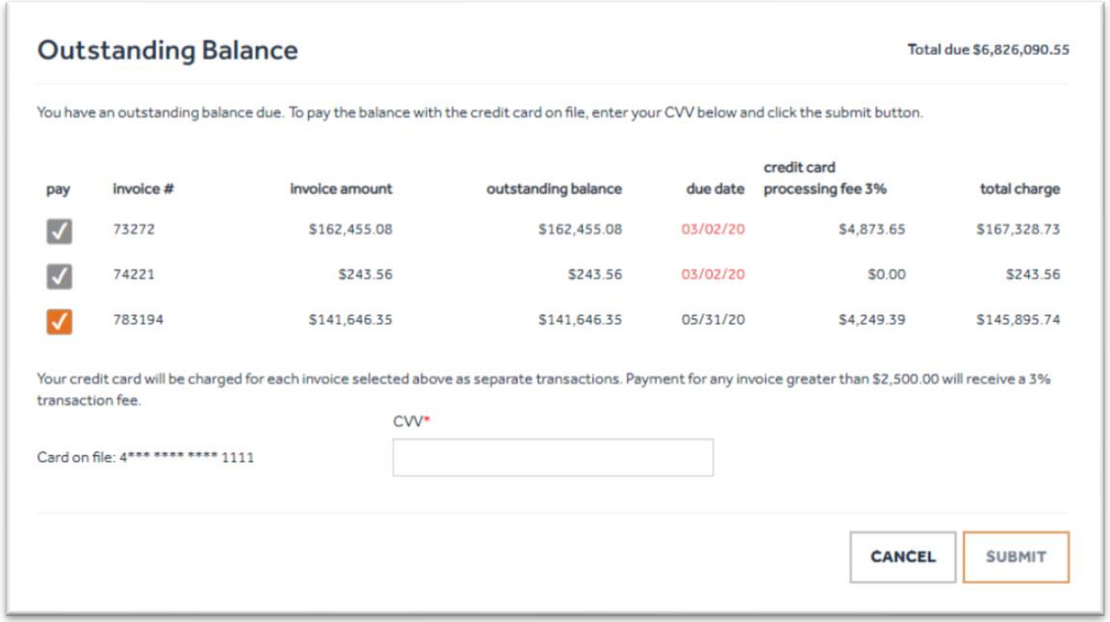
Enrolling in Auto-pay

- After selection, there will be an option to pay any outstanding balances.
    - **PLEASE NOTE**: All open invoices will be listed individually. Any invoices that are past-due may NOT be deselected and would be automatically batched for auto-payment within 48 hours of successful enrollment.
- Any *current* invoice (not yet due) **may be deselected** for immediate payment. Those would then be scheduled to be paid around 25 days after the invoice date for that invoice.
- De-enrollment in Auto-pay may be processed at any time. The system will provide a de-enroll option on the My Account Screen.

ACH



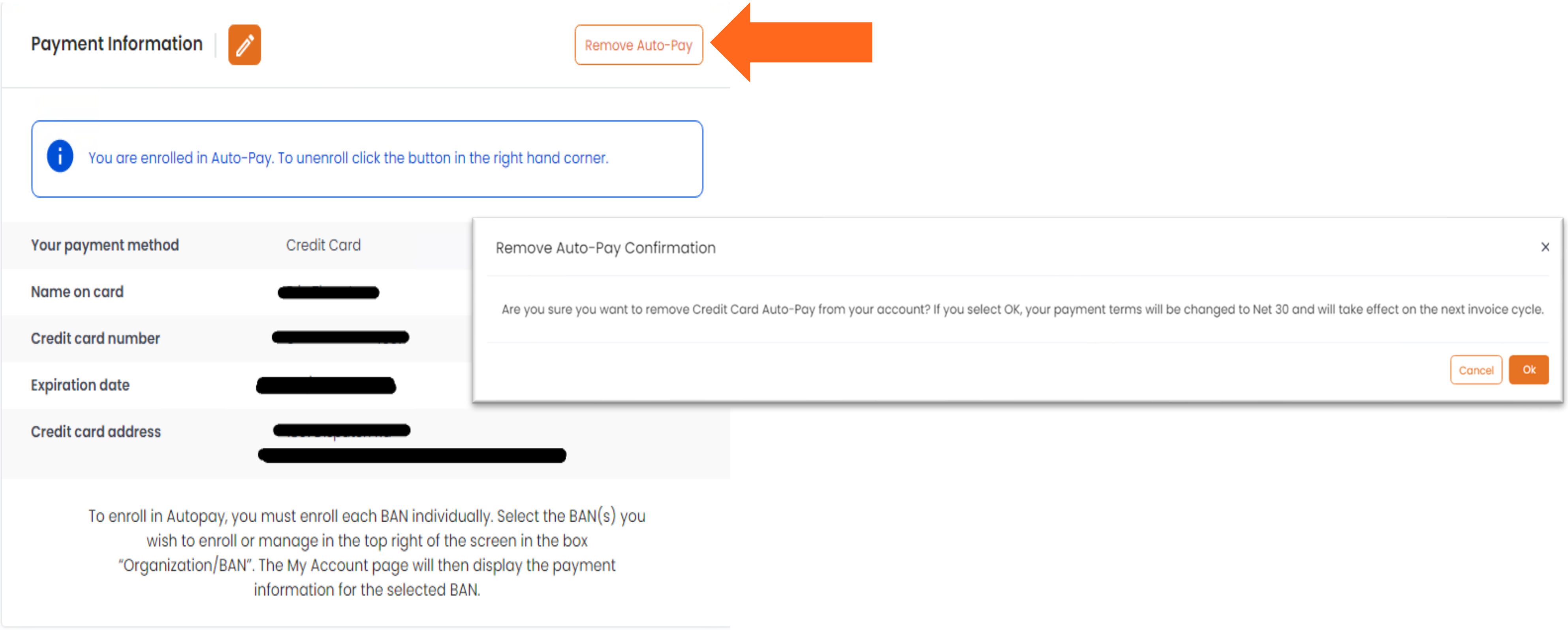
Credit Card



Auto-Pay De-Enrollment

De-Enroll from Auto-pay

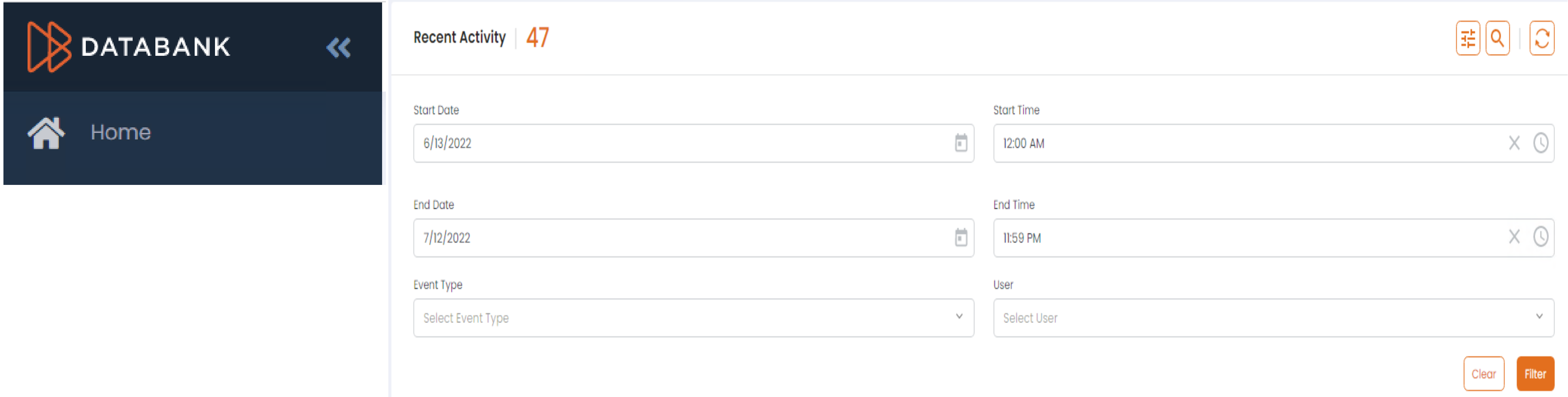
- De-enrollment in Auto-pay can be processed at any time. Select *My Account* and look for the payment information box on the dashboard. Select the edit icon as shown, click the *Remove Auto-Pay* button and follow the prompt to confirm:



Auto-Pay History

Auto-pay Enrollment History

- All auto-pay enrollment, de-enrollment, or change activity can be seen in **Recent Activity**.
- Click the ***Home*** button on the left menu bar and scroll through the various dashboard options to see “Recent Activity."
  - Click the filter option at the top right to limit results by date range, event type, or user.

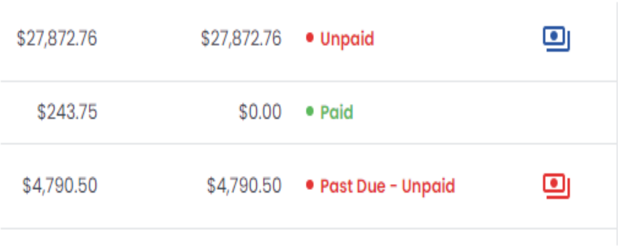


Making a One-time Payment

Paying Individual Invoices

Invoice Status icons:

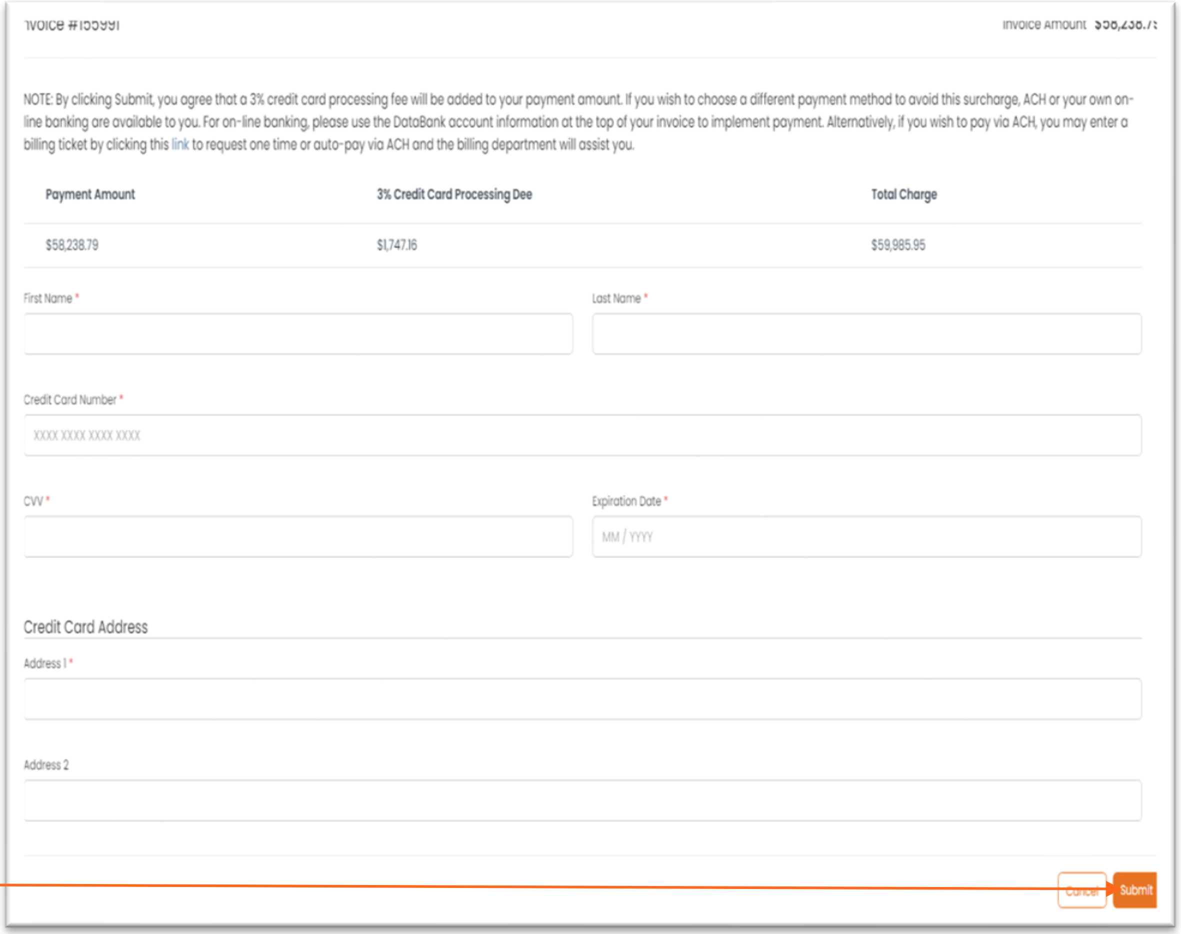
- Open invoice
- Paid invoice
- Past due invoice



Paying Online:

(Credit Card is the only payment method accepted for one-time payments)

- Click on the **pay** icon
- Fill out required fields:
  - Personal Information
  - Card information
  - Billing address
- Click *Submit*



****Please note any Credit Card payment over $5,000 will be assessed a 3% surcharge .***

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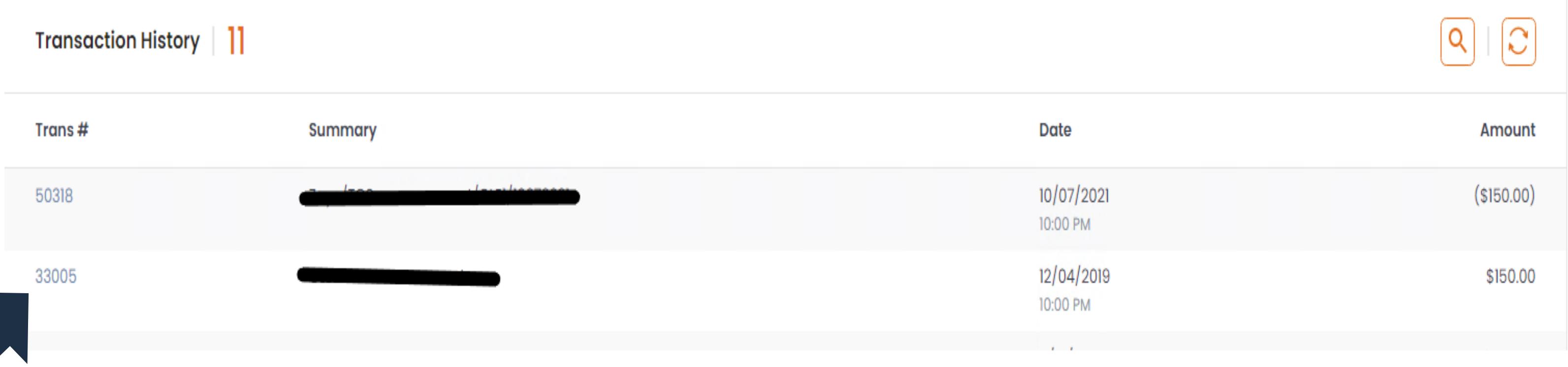
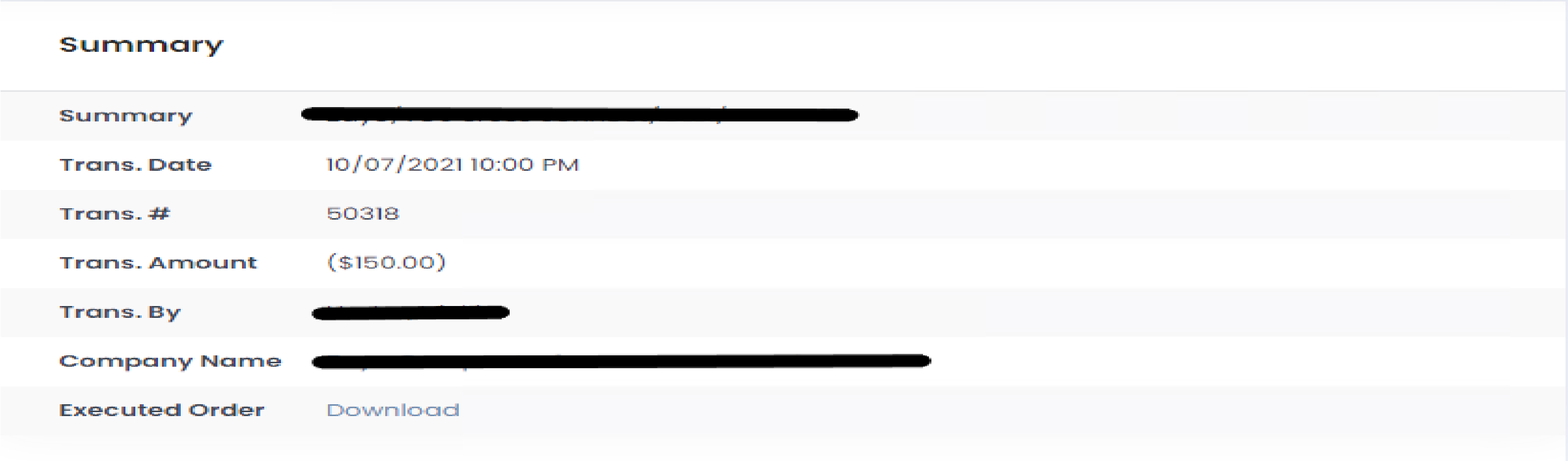
Transactional History

- The transactional History section contains a list of all completed financial transactions.
- Icon allows you to search by amount.
- Click on the *Trans#* link to get more in-dept details on order.
- After clicking a particular transaction, the summary view will load, and the user will have the ability to download completed online orders.





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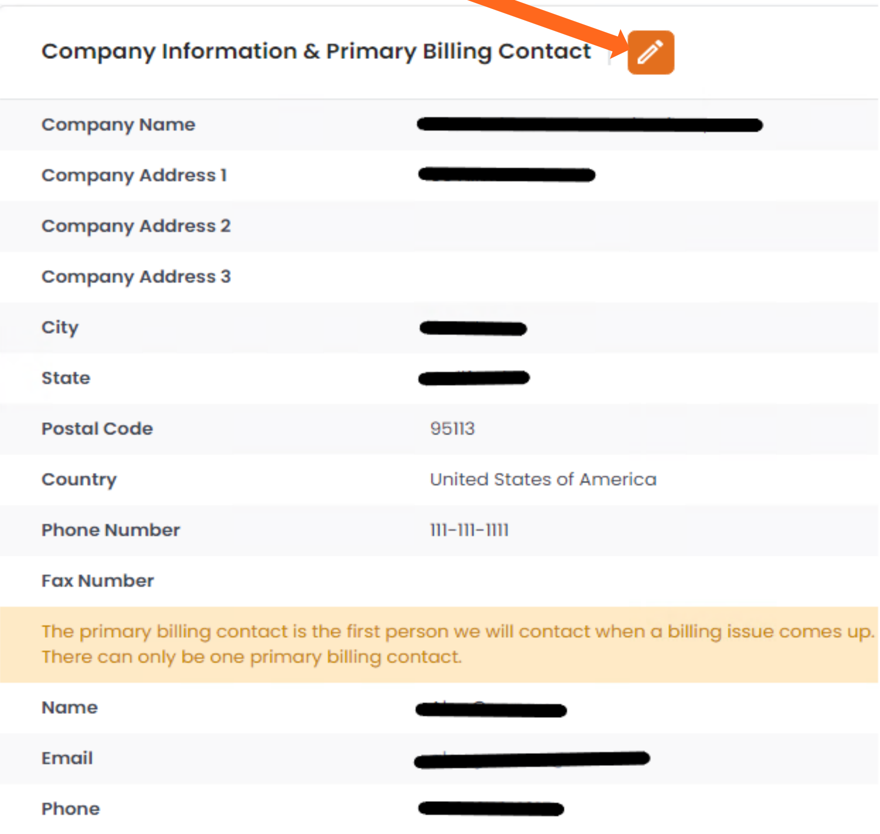
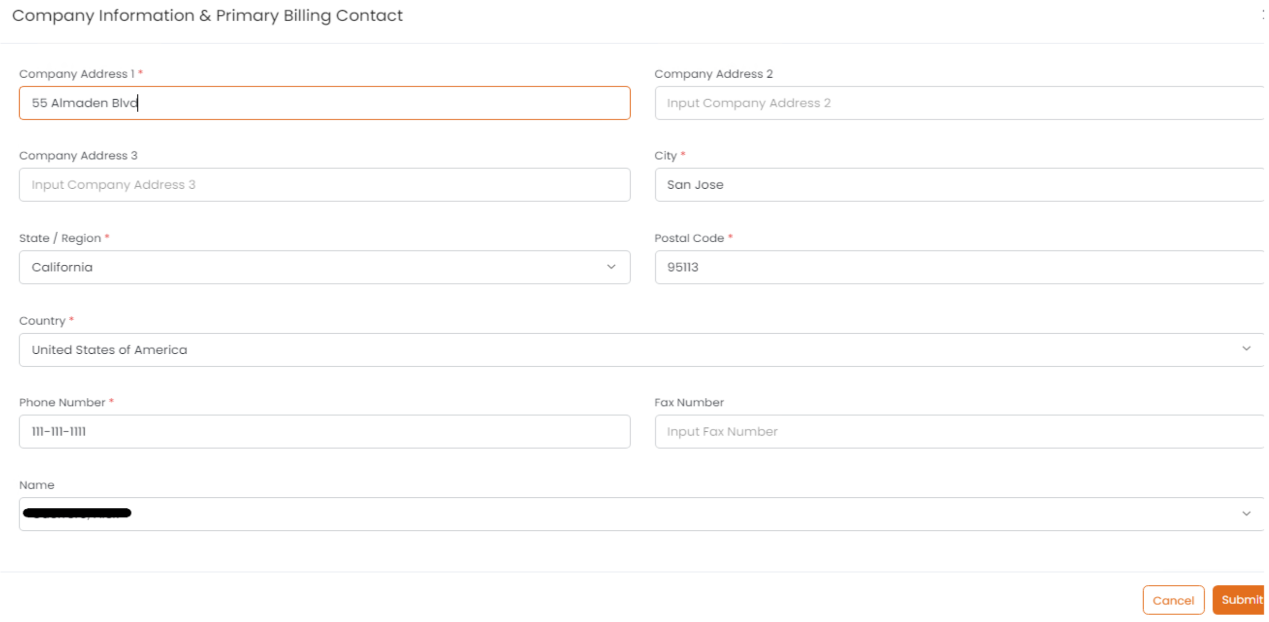
Editing Primary Recipient of Emailed Invoices

For users with an Administrator or Billing Contact designation, primary contact information can be edited by selecting the icon on the "Company Information & Primary Billing Contact" section.



Clicking the icon will open a pop-up dialog:



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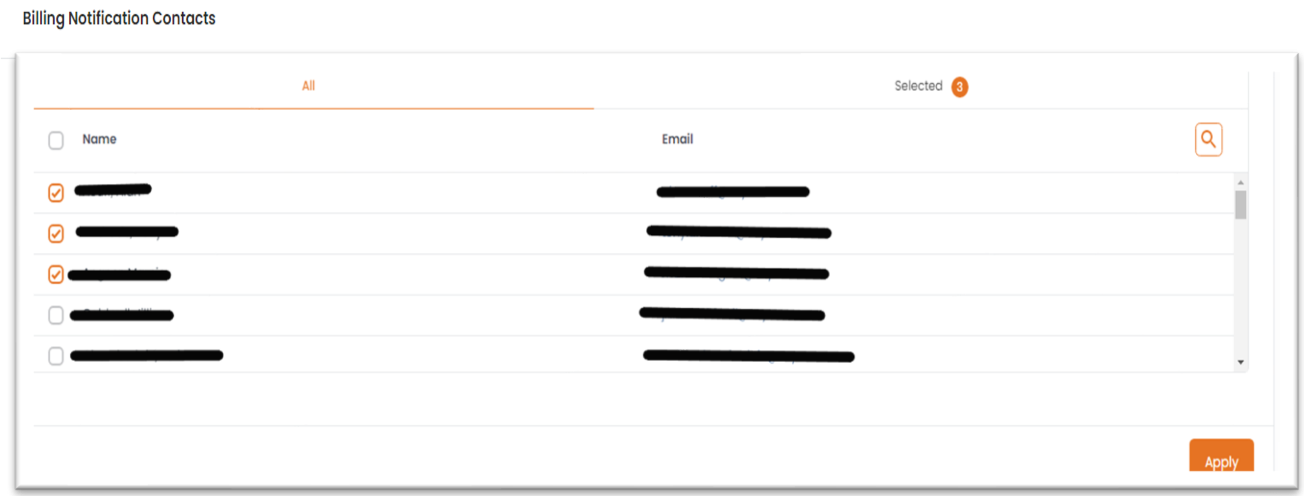
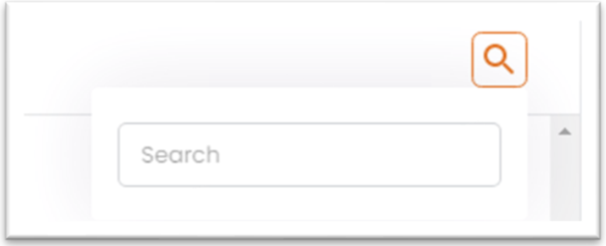
Billing Notification Contacts

- Under the ***My Account*** tab, Billing Notification Contacts may be updated.
- Select ***All*** to pull up list of contacts,
  - click on the check box that corresponds to contact to be added and hit ***Apply*** to update.
    - The icon allows you to search for a specific person by name:



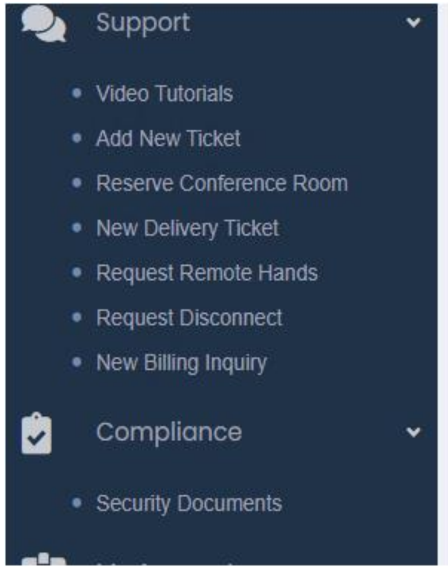


- **Note**: All contacts with the billing role are ***automatically enrolled*** to receive billing notifications including invoice emails. Any other user contact role must be *added* to the notification list to receive copies of invoices or any other type of billing communication via email.

Viewing and Downloading Documents

Compliance*: Security, accounting and insurance documents*

- Security Documents are available under the Compliance Link:



Title	Upload Date	Actions
2022_DataBank_W9_(400).pdf	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	12/14/2021 03:40 PM	⋮
COI zColo UK Liability WC 12102021.pdf	12/14/2021 03:40 PM	⋮

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- Our W-9 and Certificate of Insurance documents are also located in this area. You may need to scroll to the next page.
- **Please note:** For missing documents, contact your Account Manager.

Billing Inquiries and Invoice Questions

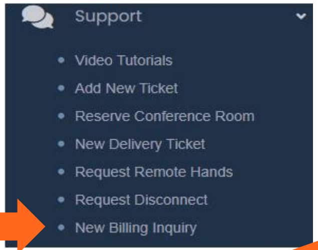
- All billing related inquiries (including invoice questions, disputes, or contract questions) require a Billing Ticket.
  - There are two ways to open a ticket with the billing team:
    - Open a Support Ticket through the portal
    - Email BillingInquiry@databank.com
- All collections inquiries regarding collections, payment questions, or credit memo application instructions, as well as payment remittance advices should be sent to the Collections team via email.
    - Collections@databank.com

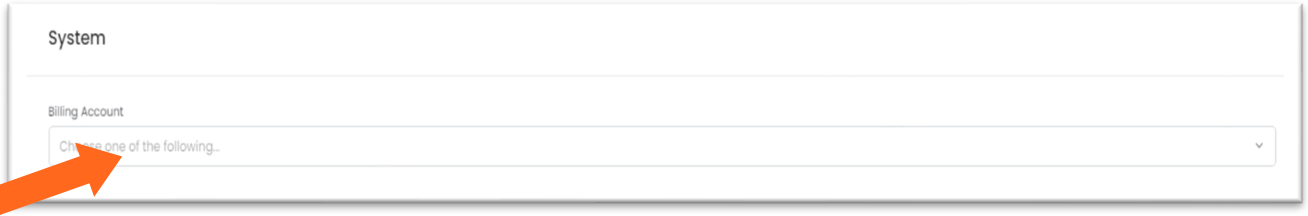
- **IMPORTANT**: Please include company name and/or account number and the respective contract or invoice number in the subject line. Please include a brief description in the body of the message containing the most important details for the inquiry.

- **SECURITY NOTE**: If someone emails DataBank asking for invoice related information and they are not an authorized billing, collections, or administrator contact, the DataBank billing team will be unable to assist them directly until the account's administrator authorizes the person via the portal.

How to Create A Billing Inquiry Ticket

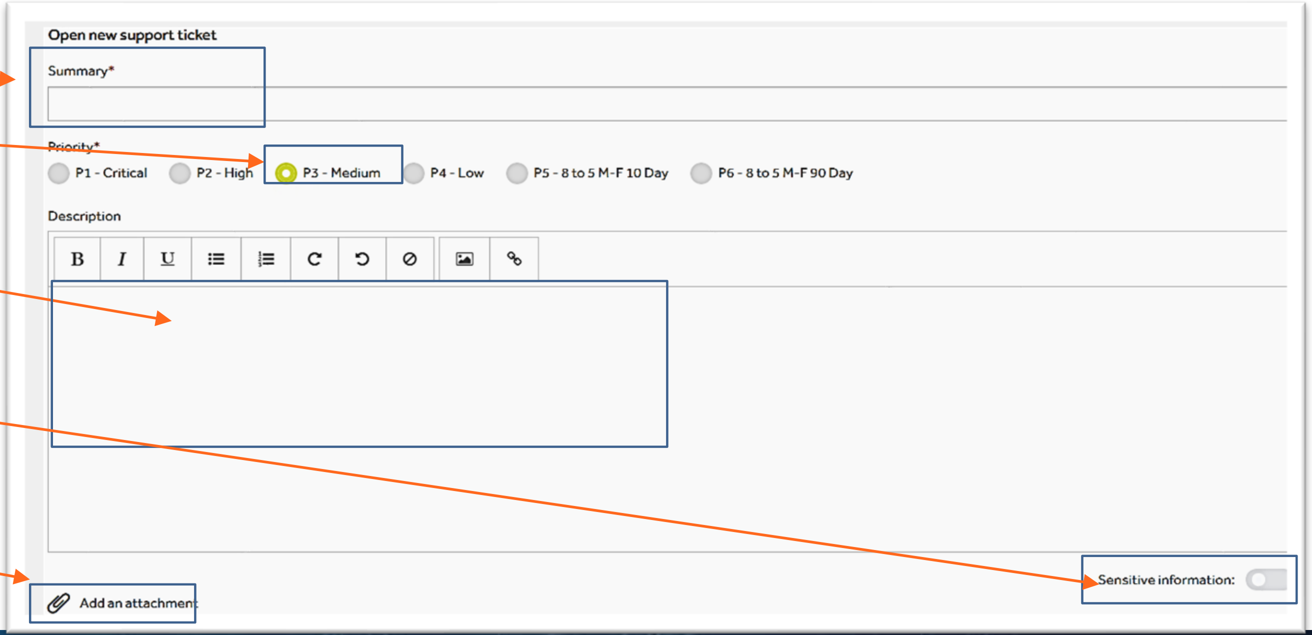
- On the left menu, under **Support**
  - select ***New Billing Inquiry***.





- Select the BAN (Billing Account) if applicable.
  - Add additional subscribers to receive ticket updates to the ticket by searching, and then clicking each name.

- Complete the required ticket fields:
  - Summary
  - P3 is the default priority for billing tickets
    - (other priorities are for <u>physical service </u>support.)
  - Provide description of the inquiry.
    - **Copy/Paste of emails or images is supported*
  - Turn on "sensitive information" toggle if desired, to encrypt the information.
  - Attach file(s) if needed.
  - Click ***Submit*** at the bottom of the page.



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Thank you!