



## Services and Billing FAQs

Matt G - 2017-03-16 - Billing

### General Billing FAQs

#### How am I able to pay my bill?

You can pay online, by phone, by fax or mail. Payments made via email are strongly discouraged due to PCI Compliance guidelines. ASI does not accept Diner's Club, Bank/ATM Cards or cash.

If you are interested in setting up an automatic credit card payment schedule, please contact your ASI Credit Manager at (800) 546-1350, prompt 1.

ASI accepts the following payment methods:

- Major Credit Cards: American Express, Discover, MasterCard , Visa
- Debit Cards with a major credit card logo
- Checks
- Money Orders
- Wire Transfer

#### Can I pay my bill online?

To pay online, you can go to the [ASI Account Manager](#).

#### Can I pay my bill by phone?

To pay by phone, call (800) 546-1350, prompt 1 or ask for your credit manager. Check by phone is not an available payment option.

#### Can I pay my bill by fax?

To pay by fax, send the fax to (215) 953-3045 or (215) 953-3945.

#### Can I mail in payment for my bill?

Yes, you can mail in a payment. Please send correspondence to the appropriate address below.

For US and International members:

- ASI c/o Credit  
4800 Street Road  
Trevose, PA 19053
- ASI  
P.O. Box 15017  
Wilmington, DE 19886-5017

For Canadian members:

- ASI  
P.O. Box 1998 STN A  
Toronto, ON M5W 1W9

### **How do I know when my next payment is due?**

You will see a schedule of payments on the last page of your invoice. If you have multiple services or products that are invoiced separately, there could be a different payment due date for each Invoice.

### **Can I schedule my payments monthly or quarterly?**

Yes, ASI offers monthly or quarterly payment options for membership and some products. If you wish to set up a payment schedule, let your Account Executive know when you place your order, or you can contact the ASI Member Services team or the ASI Credit and Collections team via telephone (800) 546-1350, prompt 1 or email [customerservice@asicentral.com](mailto:customerservice@asicentral.com). Monthly schedules require a credit or debit card for automatic deductions each month.

Quarterly payments can be set up automatically with a credit or debit card, or you can mail the remittance with your check or credit or debit card information. You can also check off the box on your remittance slip to attach the credit or debit card to your order for auto payment.

### **Are there any charges to pay monthly or quarterly?**

No, there are no additional fees to set up a payment schedule.

### **I have a question about a charge on my invoice or a charge I see on my bank statement, who should I contact?**

Please contact the ASI Members Services team or ASI Credit and Collections team, Monday through Friday 8 a.m. to 8 p.m. EST (800) 546-1350, prompt 1. We will be happy to answer any questions you may have about your billing, invoices or statements.

### **What if I forget when my next payment due date is?**

ASI sends out payment reminder emails to our members. These emails are typically sent to the Primary Contact and that person can designate others in the company to receive these reminders. The payment reminder emails follow this schedule:

10 Day Advance Reminder: An email is sent 10 days before the due date of an invoice. Even if you have a credit card attached for automatic payment, you may receive this reminder email.

Invoice Currently Due Reminder: An email that is sent to remind a member that an invoice is currently due.

45 day Past due Reminder: Once the 30 day payment due date is missed, a Reminder email will be sent.

90 days Past Due Reminder: Once the payment falls past this point, you should contact your Credit Manager as soon as possible to avoid termination of your membership and services.

## **Invoice FAQs**

### **When does ASI send invoices?**

ASI will send your renewal invoice for membership services approximately 45 days before your renewal date. The invoice will be mailed to your listed Billing address. ASI membership renews annually until you notify ASI in writing that you wish to end the membership. You should take note of the payment schedule on the last page of your invoice and set up a reminder on your accounting calendar for the future payment dates. The annual renewal invoice will be the only invoice sent.

Invoices will also be sent for products that are purchased separately, such as a magazine, catalog or advertising products. These invoices will be sent when the product is shipped or fulfilled and are payable within 30 days of issue date.

### **Why does ASI send a Statement of Account?**

A Statement of Account may be sent to a member if there are any open invoices on the account past 30 days.

Sometimes a credit card will expire and the invoice will be unpaid until the new credit card information can be obtained from the member. This will result in an open invoice that may trigger a Statement of Account to be sent. To update their credit card information, members can contact the ASI Member Services team at [customerservice@asicentral.com](mailto:customerservice@asicentral.com).

### **How do I obtain a copy of my invoice?**

To obtain a copy of an invoice, contact ASI Member Services or ASI Credit and Collections at (800) 546-1350, prompt 1 during business hours (8am - 8pm, ET, Monday through Friday).

## **ASI Online Account Manager FAQs**

### **How can I access my ASI Account Manager?**

You can access your ASI Account Manager by going to [billpay.asicentral.com](http://billpay.asicentral.com).

### **How can I get my ASI Account Manager login info?**

To get your ASI Account Manager login info, please email [ASI Member Services](mailto:ASI Member Services).

### **Why am I getting an error message when I try to log in?**

Login errors typically occur when a member forgets their changed or updated password, or there are issues with the server.

Please call 800-546-1350 option 1 to request your log in info, or email [ASI Member Services](mailto:ASI Member Services).

If you know your username, you can select Forgot Password and it will be sent via email to the Primary contact on the account.

- *Company level log in:* Only provided to Primary Contact or the authorized person named by the Primary contact.
- *Individual log in:* Individuals can also log in to view/update/change their own information, but they will not be able to login at Company level & view all company

information. This is restricted to the Primary contact.

### **What can I do via my ASI Account Manager?**

You can change company and employee contact information, update general information, pay/view invoices, update your member profile and request an ASI Connect report.

### **What is the function of the Overview tab in ASI Account Manager?**

The Overview Tab, whether you click on the left or top tab, will show your general information as when you first logged in. Displays all published data: Ship/Bill-to Addresses, Communication and Employees. In each section, clicking on View, Modify or Add will redirect you to the corresponding tab in ASI Account Manager for editing.

### **How can I update my profile on ASI Account Manager?**

You can update your profile by going to the Profile tab in ASI Account Manager. All company information marked as primary in ASI Account Manager will be shown as the primary information. Clicking on the "+" sign right will enable you to View, Modify and or Add the information that is displayed in this section. You can also just check the boxes for the published demographic information that applies to your company.

### **How long does it take for the Member Profile to update?**

You can make changes to your Company information via the ASI Account Manager. The changes will update right away in ASI's program and are reviewed by ASI's Information Update Department.

*For Suppliers:* Profile updates can take 24-48 hours to be visible in ESP. If the changes are made before 2pm EST, they are usually visible after 2pm the following day.

### **What is the function of the Address tab?**

The Address tab displays all of the addresses marked as 'GOOD' in ASI's call center. In this tab, you can add, edit and/or delete addresses. You can also select which addresses you want to publish, use for billing and/or use for shipping.

### **What is the function of the Communications tab?**

The Communications tab displays all of the phone and fax numbers, email addresses and web addresses listed for the company. In this tab, you can add, edit and/or delete any information.

### **What is the function of the Employees tab?**

The Employees tab displays a list of employees with an active relationship with the company. In this tab, you can add, edit and/or delete any employees and their contact information. Changes to the Employees tab are reflected in ASI's call center.

### **How can I pay a bill through ASI Account Manager?**

To pay your bill through ASI Account Manager, please take the following steps:

- Go to the Pay My Bill tab
- Scroll past the invoices listed to access the payments area
- Enter your credit card information (as well as store and save it for future orders)

- Click on the Pay Now button.

### **What is the function of the Invoices tab?**

The function of the Invoices tab is to view invoices, make payments and view your payment history. Within the Invoices section, there are three tabs: Pay My Bill, Invoice History and Payment History.

- The *Pay My Bill* tab displays all of the Active orders listed on the company that have not been invoiced yet. Scroll past the invoices listed and you will see where you can make payments. You can also store or save credit card for future orders, as well as retrieve, delete, change or clear credit card information you had already stored in this tab. The option to print receipts is currently not available.
- The *Invoice History* tab displays all of the orders with an Invoice. By clicking on each invoice number, you can get detailed information on that specific invoice. In this tab, you can also export the invoice information to an excel (.csv) or word file.
- The *Payment History* tab shows the history of payments per Order.

On the Pay My Bill and Payment History tabs, if you would like to view and/or print invoices, you may get a security message from internet explorer (a pop-up window asking a Yes and No question). Click on "NO" in order to view/print any invoices. You only need to do this one time; if you click yes, you will get an error message and will not be able to view the invoices.

The view or print option is only available with Internet Explorer 8.0 or higher at this time.

### **Can I change my password in ASI Account Manager?**

Yes, the primary contact is given a specific login with an initial password. If the password is forgotten, please contact ASI Member Services at (800) 546-1350, option 1 and it will be reset to the default password that was set up by ASI. The primary on the account will receive a notification email.

If you have logged in successfully and want to change your own password, click on the "Change Password" link located on the left hand side under the "Account Settings".

### **Can I update my Company Name?**

Yes, you can request to receive a Company Name Change form by clicking on "Request Company Name Change". A pop-up window will display a form to be filled out. After entering your information, requests go directly to ASI's Information Update Department. This can only be requested by the Primary Contact on the account.

### **How can I receive a free Credit Connect Report?**

You can request to receive a free Credit Connect Report by clicking on "Request Credit Connect Report". A pop-up window will display a form to be filled out. After entering your information, requests go directly to ASI's Information Update Department. This can only be requested by the Primary Contact on the account. On this tab, the members can request a free Credit Connect Report. Order the report and add the promotion code: FREE. Links to

ASICreditConnect.com and report requests go directly to ASI's Customer Service Dept. Please allow a 24 - 48 hour turn around for the report to be sent. The report will be sent only to the Primary Contact on the account or their authorized person.

### **How can I get a list of who is reporting me on Connect?**

To see which suppliers have reported on your company, fill out the form on the [ASI Central Connect](#) page.

### **How do I build my ASI Connect credit?**

You can use the [Building Credit Form](#) to ensure as many suppliers as possible are reporting on their transaction with your company.

### **How can I report problems or give any feedback?**

To report problems or give feedback, you can click on "Feedback/Report Problems". This request goes directly to ASI's Information Update Department.

### **Can I access ASI Central via ASI Account Manager?**

Yes, in ASI Account Manager, click on the [ASICentral.com](#) link on the bottom left.

### **What are the technical issues which may occur while using ASI Account Manager?**

On The Pay My Bill and The Payment History tabs, if you would like to view and/or print invoices, you may get a security message from internet explorer; a pop-up window asking a Yes and No question will appear. Click on "NO" in order to view/print any invoices. You only need to do this one time; if you click yes, you will get an error message and will not be able to view the invoices.

### **Why am I not able to edit, add or view any of the data in my ASI Account Manager?**

You should be able to edit in all browsers. If you are using a PC, please try using Internet Explorer 8 or higher.

### **I am not a member, but I have an active order with ASI; can I access ASI Account Manager to make a payment?**

You will need to wait until you are a member to use ASI Account Manager. Please contact the ASI Member Services team at (800) 546-1350, option 1 or email: [customerservice@asicentral.com](mailto:customerservice@asicentral.com).

### **I am a Canadian member. Can I access ASI Account Manager?**

Yes, you can access the same functionality as an ASI member within the USA.

### **Manage ASI Services FAQs**

#### **Can I add products or services to my ASI account?**

Yes, you are able to upgrade your account or add additional services at any time! Please contact your ASI Account Manager at 800-546-1350, prompt 4 or make a selection from the [ASI Store](#).

## **Can I remove products or services from my ASI account?**

Yes, you are able to remove services or cancel your account. Please contact your ASI Account Manager at 800-546-1350 for more information.

You are able to:

- **Delist:**

Delisting means you no longer wish to be an ASI member. To delist, please contact your ASI Account Manager at 800-546-1350, prompt 5.

ASI allows a grace period for distributors (6 months) and suppliers (3 months) to return as an ASI Member without reapplying for membership.

To reinstate your membership, please contact the ASI Member Services Team at (800) 546-1350, option 1 or by email at [customerservice@asicentral.com](mailto:customerservice@asicentral.com)

- **Downgrade:**

ASI has a variety of services to choose from if you wish to change your level of ASI resources to better fit your company's needs.