Setting up your account for web based access

By using our web site account access you will now be able to view even more of your account. In addition to your statement you will be able to see transaction activity between statements and view your rental/service rates.

From the customer page on our web site click on "View Account in New Window". This will take you to our web account access site (Web*Flex)*

The first time you access your account through our web site you will be required to enter some information so we can set up your account. After you have done this the first time you will not need to do it again. Click this link to begin the registration process:

The following is the information you will need:

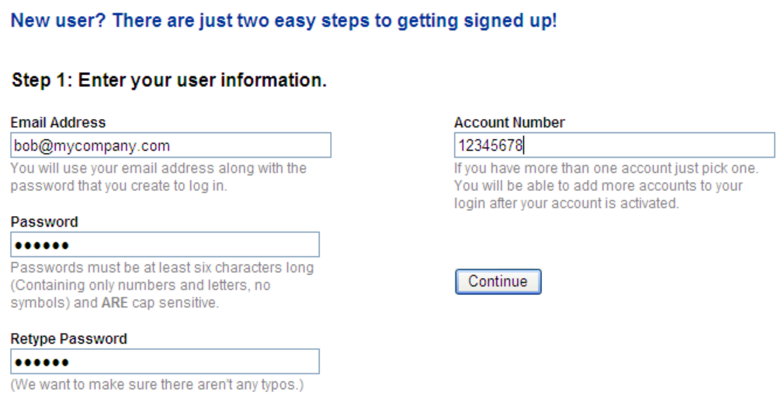
Email Address – this is the way we identify you within the system

Your account number with us – This may be different than the user ID you currently use to log into online statements. This is the account number from the account number box in the statement or invoice you receive from us. If you currently manage multiple accounts with us you can add the additional accounts after you have set up your first account.

Last payment amount – to help us verify you are selecting the correct account

Last statement amount – again, to help us verify.

You will be asked to create and verify a password the first time you log in.


New user? There are just two easy steps to getting signed up!

Step 1: Enter your user information.

Email Address
bob@mycompany.com
You will use your email address along with the password that you create to log in.

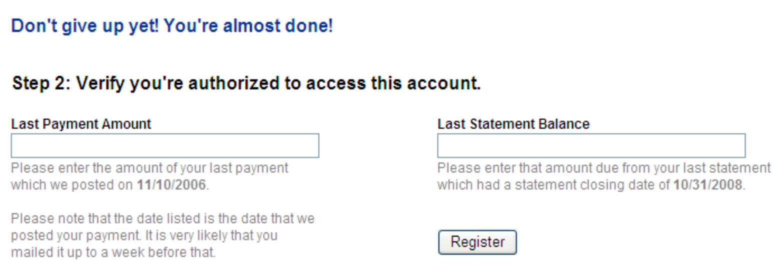
Password
••••••
Passwords must be at least six characters long (Containing only numbers and letters, no symbols) and **ARE** cap sensitive.

Retype Password
••••••
(We want to make sure there aren't any typos.)

Account Number
12345678
If you have more than one account just pick one. You will be able to add more accounts to your login after your account is activated.

Continue

After clicking "Continue" you will be asked to enter the account information we mentioned above so we can verify you are selecting the right account:


Don't give up yet! You're almost done!

Step 2: Verify you're authorized to access this account.

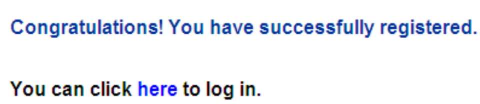
Last Payment Amount
Please enter the amount of your last payment which we posted on **11/10/2006**.

Please note that the date listed is the date that we posted your payment. It is very likely that you mailed it up to a week before that.

Last Statement Balance
Please enter that amount due from your last statement which had a statement closing date of **10/31/2008**.

Register

After you click "Register" you will be able to log into your account:

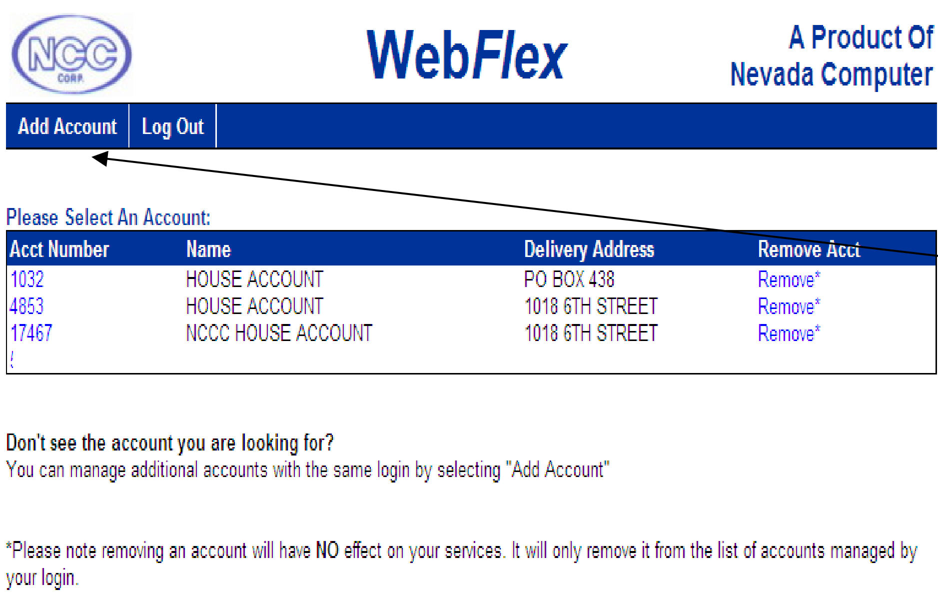

Congratulations! You have successfully registered.

You can click here to log in.

Once you are registered you will not have to go through this process again.

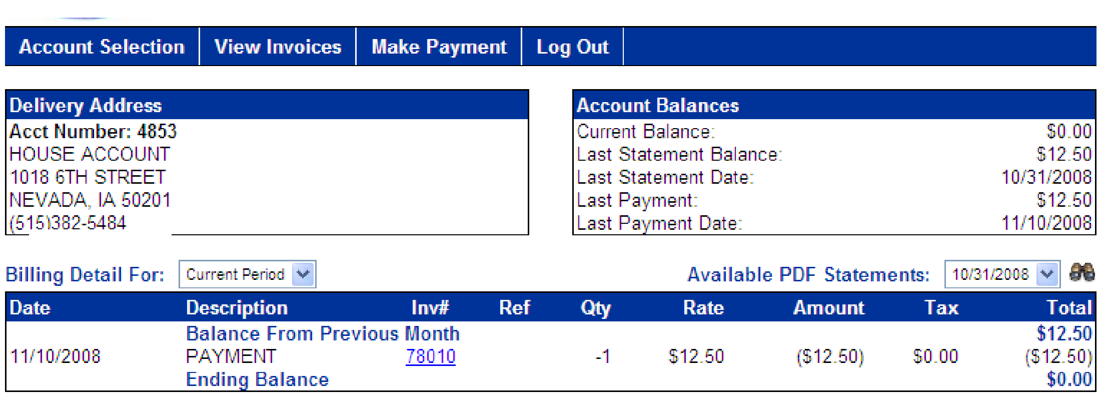
Now you can log into your account to view your account information and statements.

After logging in you select the account you wish to view. If you manage multiple accounts there will be more than one account in the list.



If you have more than one account with us, such as a MailFlex account, you can add that account by selecting the Add Account button. You will be asked for the same information as the main account (Account number, last statement amount, and last payment amount)

After you have selected the account you wish to view the main account screen will be displayed:

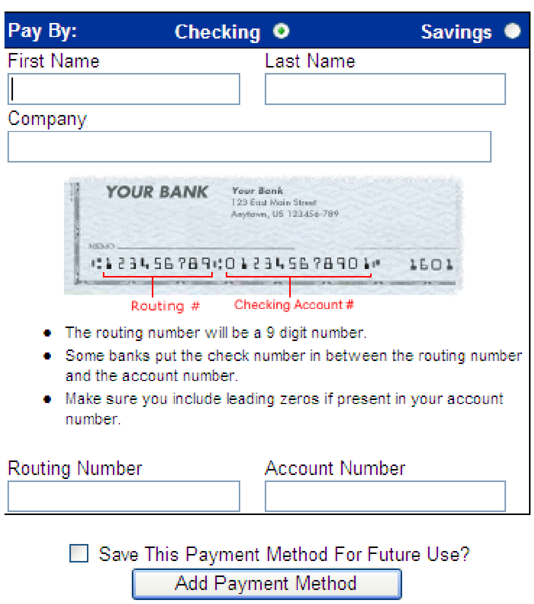


Once logged into your account you will see the statement feature:

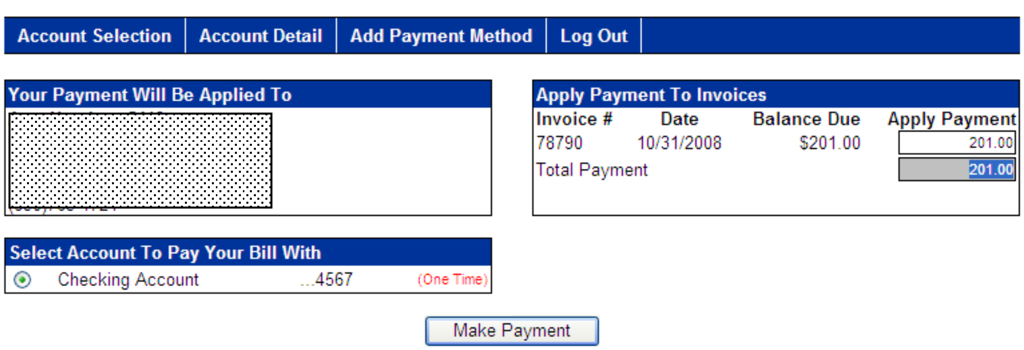
By clicking on the drop down arrow you can select current or previous statements to view. After you have selected the statement date that you want to view, click the binocular icon to view the documents.

Making Payments using web site account access

The main difference between making a payment using web site access and using the previous online statement option is *if you manage multiple accounts the payments must be entered for each account, not one lump sum.* This will help us more accurately apply the payments to your account as we won't have to assume what account you are making payments for. Additionally, if you are a customer that is billed using invoices you can select which open invoices you are paying, again this will improve the accuracy of applying the payments to your account.



To make a payment, click the "Make Payment" option on the main account screen. Then you will need to enter your bank information. You can optionally have the system remember your information for future payments.



Next enter the amount you wish to pay. In our example we are paying invoice 78790 for 201.00.

Then click the Make Payment button