

Frequently Asked Questions

How do I register to make payments online?

Select "Sign In & Register" on the BDO Resource Hub page and enter information into the required fields. You will be asked to provide your customer number and a current open invoice number.

Get Started Here

By clicking on the payment portal link below, you agree to the [online payment terms and conditions](#).

You understand that you are leaving BDO's site and going to a third-party provider. This third-party site will have its own terms and conditions. You are not required to use this service to make a payment.

SIGN IN & REGISTER 



Register

Begin your registration process to experience the BDO payment portal.

First Name Last Name

Email

Password 

Confirm Password

Phone Number

Invoice Number

Customer Number

I'm not a robot  reCAPTCHA
Privacy - Terms

I accept the [Terms & Conditions](#)

Register

[Click here for assistance with registration.](#)

If you are unable to register, please utilize live chat support or submit a support ticket on the BDO Resource Hub.

Where can I find my customer number and invoice number?

Your customer and invoice numbers can both be found on the upper right portion of your BDO invoice. Customer numbers are seven-digits, and invoice numbers are nine-digits.



2929 Allen Parkway
20th Floor
Houston, TX 77019-7100
Telephone: 713/960-1706
Fax: 713/960-9549

Company A
12345 Main St.
Grand Rapids, MI 49512

October 29, 2019
Invoice # 900123456
Customer # 9123456

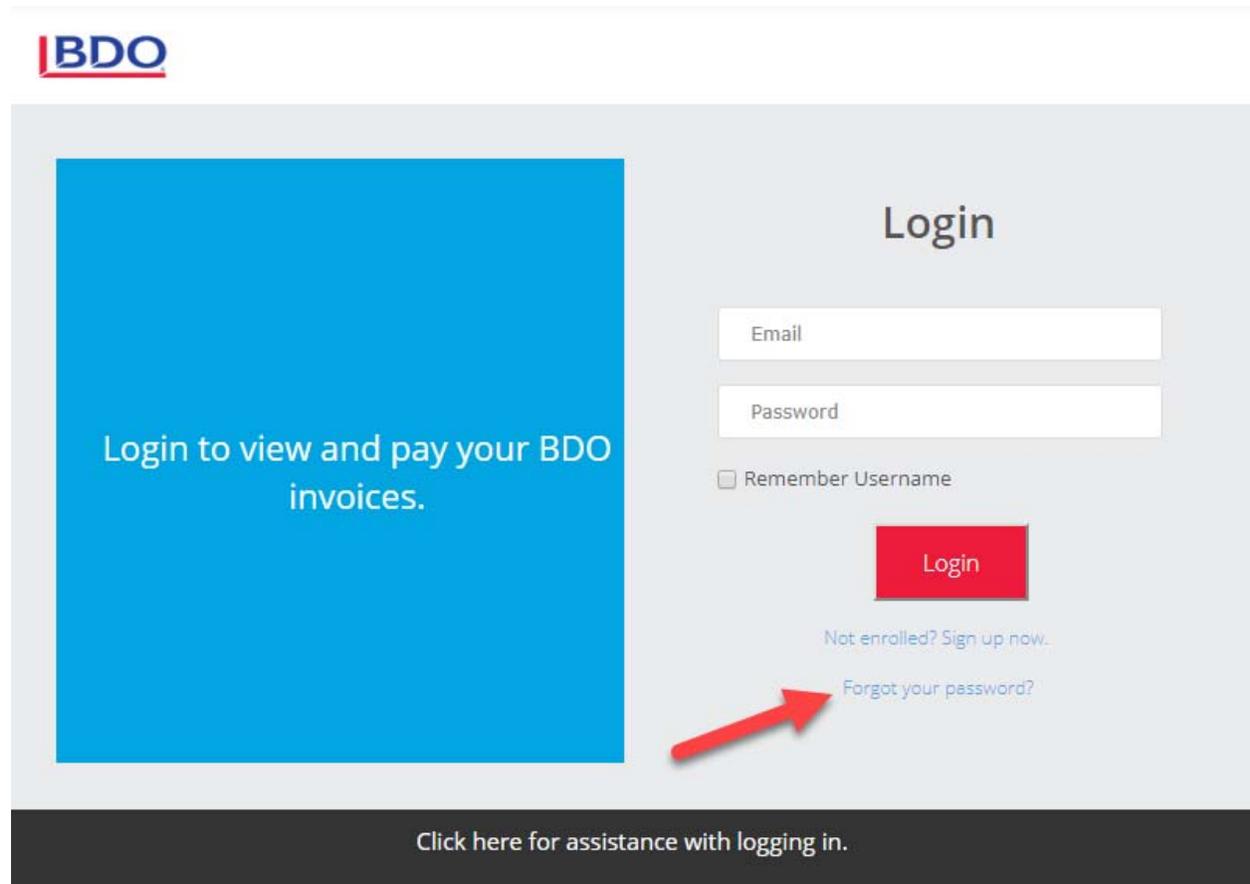
What are the requirements for a new password?

Passwords must be between 8-16 characters in length and contain at least one of each of the following:

- Lower case letter
- Upper case letter
- Number
- Special character {!@#\$%&*().}

How can I retrieve my password?

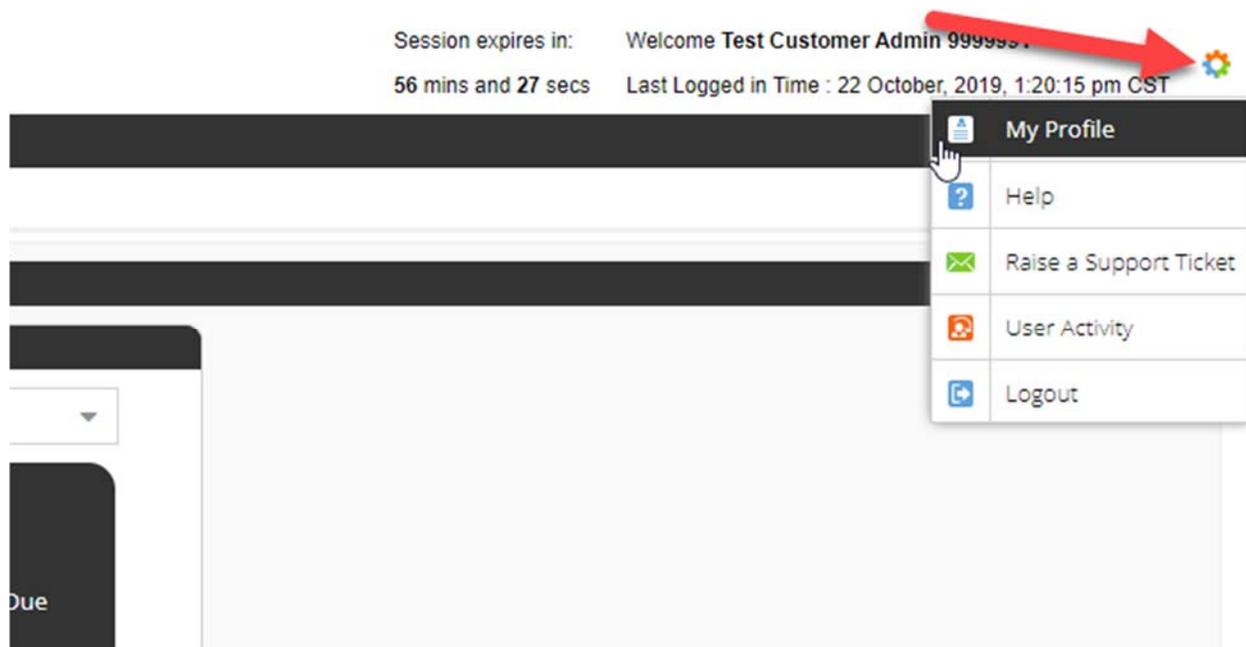
Navigate to the login page, enter your email address and select “Forgot your password?”. A link to reset your password will be provided via email.



The screenshot shows the BDO login page. At the top left is the BDO logo. On the left side, there is a blue box with the text "Login to view and pay your BDO invoices." On the right side, the word "Login" is displayed above two input fields for "Email" and "Password". Below these fields is a checkbox labeled "Remember Username". A red button labeled "Login" is positioned below the checkbox. Underneath the "Login" button are two links: "Not enrolled? Sign up now." and "Forgot your password?". A red arrow points to the "Forgot your password?" link. At the bottom of the page, there is a dark grey bar with the text "Click here for assistance with logging in."

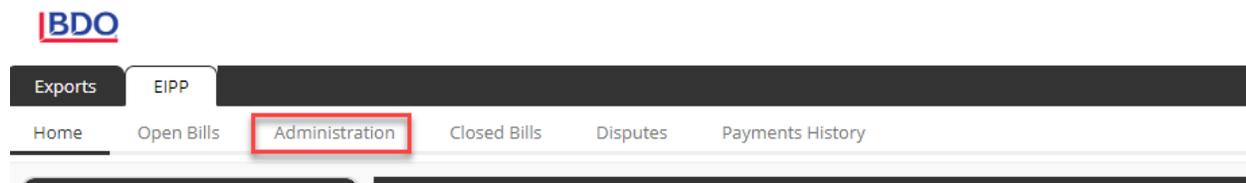
How do I change my password?

Log into the portal, select on the gear icon on the upper-right corner of your screen, and select My Profile. The screen that opens will allow you to change your password and update your personal settings.

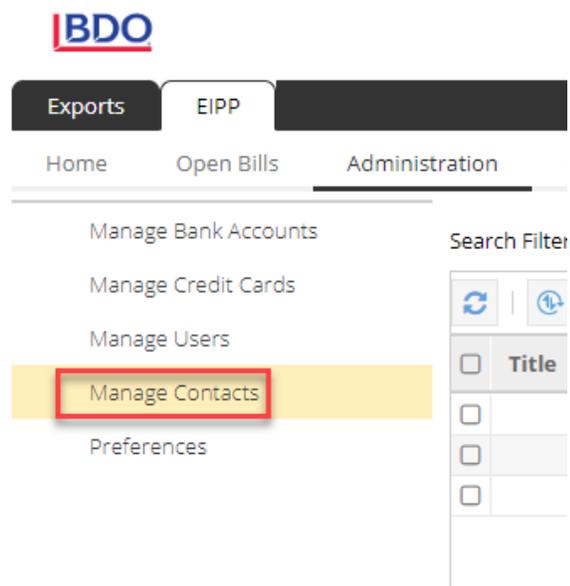


How do I add a new contact to my account?

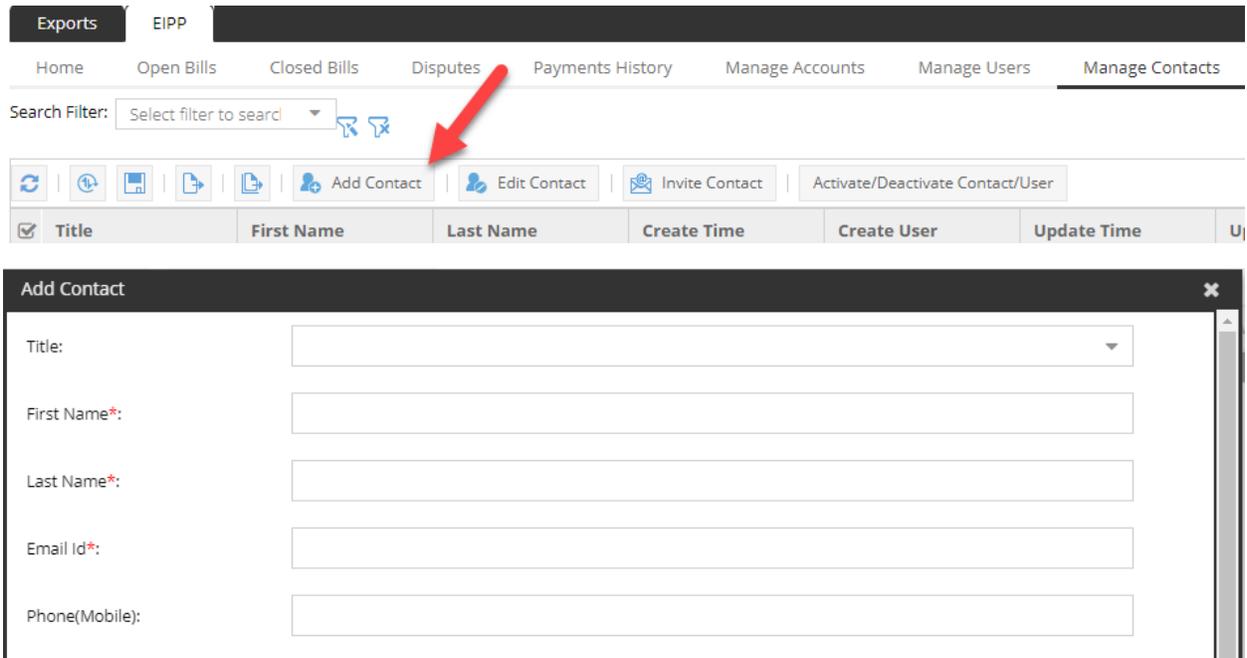
Log into the portal and select Administration at the top of the page.



Select Manage Contacts from the menu that appears on the left side of the screen.



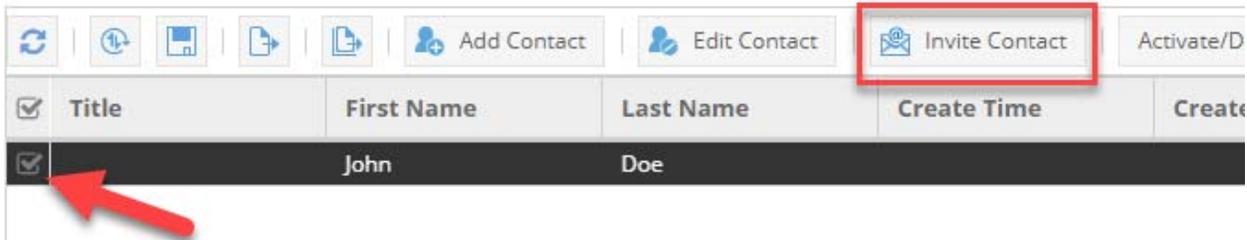
Select Add Contact, enter the first and last name and the email address of the contact, and click submit.



The screenshot shows the EIPP interface with the 'Manage Contacts' tab selected. A red arrow points to the 'Add Contact' button in the toolbar. Below the toolbar, a modal window titled 'Add Contact' is open, displaying the following form fields:

- Title: [Dropdown menu]
- First Name*: [Text input field]
- Last Name*: [Text input field]
- Email Id*: [Text input field]
- Phone(Mobile): [Text input field]

After the contact has been created, select their name and click Invite Contact.

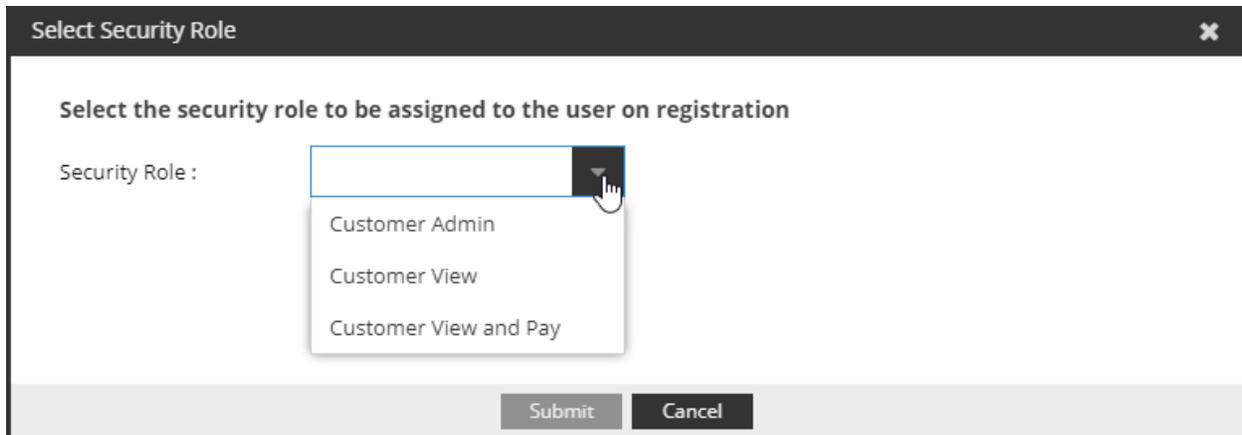


The screenshot shows the EIPP interface with the 'Manage Contacts' tab selected. The 'Invite Contact' button in the toolbar is highlighted with a red box. Below the toolbar, a table displays the following contact information:

<input checked="" type="checkbox"/>	Title	First Name	Last Name	Create Time	Create
<input checked="" type="checkbox"/>		John	Doe		

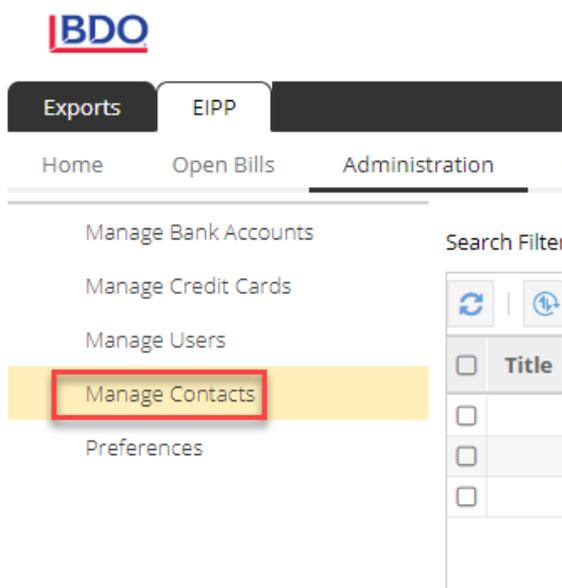
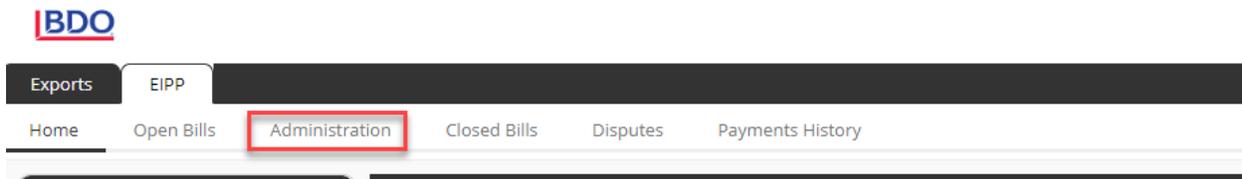
A red arrow points to the checkmark in the selection column of the table.

Select the level of security that you would like to grant the contact with and click submit. They will receive an email with a link to register and log in.



How do I remove a contact from my account?

If someone has left your company or organization, log in and navigate to the Administration page. Select Manage Contacts from the menu that appears on the left side of the screen. Select the name of the contact that you would like to remove and click Activate/Deactivate Contact. Change the contact's status from Active to Inactive and click submit.



Search Filter:

							Activate/Deactivate Contact/User
<input checked="" type="checkbox"/>	Title	First Name	Last Name	Create Time	Create User	Update Time	
<input checked="" type="checkbox"/>		John	Doe				

Activate / Inactivate Contact/User

Active Contact Inactive Contact

Submit **Cancel**

Who can I contact regarding a question on my invoice?

Log in and click the Contact Us tile on the home page. Enter a subject line and your questions in the body of the email and click send. The credit analyst assigned to your account will respond shortly.

The screenshot shows the BDO account dashboard. At the top right, it displays 'Session expires in: 52 mins and 45 secs' and 'Welcome Test Customer Admin 9999991'. The main navigation bar includes 'Exports', 'EPP', 'Home', 'Open Bills', 'Closed Bills', 'Disputes', 'Payments History', 'Manage Accounts', 'Manage Users', 'Manage Contacts', and 'Preferences'. The dashboard features several widgets: 'Company A' with address '5300 Patterson Avenue SE, Grand Rapids, MI, USA'; 'Last Payments Details' showing 'Total Amount Paid: USD 1,500.00' and 'Payment Date: 11/13/2019'; 'Amount Due By Aging Buckets' bar chart with values: 0.00 (0-30 days), 0.00 (31-60 days), 6,298.00 (61-90 days), 1,300.00 (91-120 days), and 2,490.00 (121+ days); 'Filter Payables By Aging Buckets' showing 'Bill Amount Due: USD 10,788.00' and 'Number of Bills Due: 5'; and a row of action tiles: 'Search an Open Invoice', 'Manage Payment Methods', 'Setup Auto Payment', and 'Contact Us' (highlighted with a red arrow).

How can I view a copy of an open invoice?

Log in to your account and navigate to the Open Bills page. Select the invoice and click View Invoice, and a pdf copy of the invoice will be available.

Home **Open Bills** Closed Bills Disputes Payments History Man

General Instructions

Search Filter:  

    **View Invoice**  Pay Selected Bills  Setup Auto Pay

<input type="checkbox"/>	Customer Number	Customer Name	Invoice Number	Invoice Amount	Payment
<input type="checkbox"/>	9999991	Company A	111222334	5,000.00	
<input checked="" type="checkbox"/>	9999991	Company A	111222333	3,000.00	
<input type="checkbox"/>	9999991	Company A	111222332	2,500.00	1000.0
<input type="checkbox"/>	9999991	Company A	111222331	2,000.00	500.0
<input type="checkbox"/>	9999991	Company A	111222330	1,000.00	

What forms of payment are accepted through the payment portal?

Invoices can be paid via electronic check or credit card. BDO accepts Visa, MasterCard, American Express, and Discover.

How do I add a new payment method to my account?

Log in to your account and select the Manage Payment Methods tile on the home page.

BDO Session expires in: 51 mins and 37 secs Welcome Test Customer Admin 9999991 Last Logged in Time: 20 November, 2019, 10:20:14 am CST

Exports EIPP

Home Open Bills Closed Bills Disputes Payments History Manage Accounts Manage Users Manage Contacts Preferences

Company A

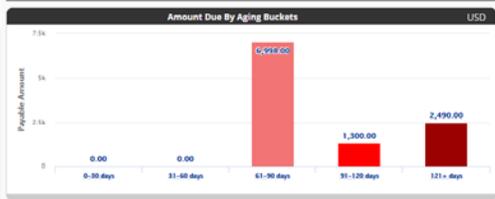
5300 Patterson Avenue SE
Grand Rapids, MI, USA

Last Payment Details

Total Amount Paid : USD 1,500.00
Payment Date : 11/13/2019
Total No. of Bills Paid : 1

Company A - 9999991 Change Customer

Amount Due By Aging Buckets USD



Filter Payables By Aging Buckets

Filter by Due Dates Bucket: Total Past Due

Bill Amount Due: USD 10,788.00
Number of Bills Due: 5

Pay above with  


Search an Open Invoice


Manage Payment Methods


Setup Auto Payment


Contact Us

Select Add under the bank account or credit card section enter the required information. Your new payment method will be added to your account and saved for future use.

Bank Accounts

Accessible by Merchant: ▼
 Select Payer: Company A-999999

<input checked="" type="checkbox"/>	Customer Number	Account Number	Account Holder's Name	Routing Number	Bank Name	Bank Country	Accessible By...	Saved On
<input checked="" type="checkbox"/>	999991	XXXXX6789	PNC Test	111000614	PNC Test	US	Yes	10/30/2019 12:42:57

Page 1 of 1

Credit Cards

Accessible by Merchant: ▼
 Select Payer: Company A-999999

<input type="checkbox"/>	Customer Number	Card Description	Card Expiry Month	Card Expiry Year	Card Holder Name	Accessible By Merchant
<input type="checkbox"/>	999991	AMEX-XXXX-0005	04	2020	Company A	Yes
<input type="checkbox"/>	999991	VISA-XXXX-1111	01	2020	Company A Company A	Yes

Can I schedule recurring payments?

Recurring payments can be scheduled by logging in and selecting Setup Auto Pay on the home page.

Session expires in: 49 mins and 35 secs | Welcome Test Customer Admin 9999991 | Last Logged in Time: 20 November, 2019, 10:20:14 am CST

Company A: 5300 Patterson Avenue SE, Grand Rapids, MI, USA

Total Amount Paid: USD 1,500.00 | Payment Date: 11/13/2019 | Total No. of Bills Paid: 1

Amount Due by Aging Buckets

Bucket	Amount Due (USD)
0-30 days	0.00
31-60 days	0.00
61-90 days	4,999.00
91-120 days	1,300.00
121+ days	2,490.00

Filter Payables by Aging Buckets

Filter by Due Dates Bucket: ▼ | Total Past Due: ▼

Bill Amount Due: USD 10,788.00 | Number of Bills Due: 5

Pay above with:

Select "Enable Auto Pay" and enter the payment frequency, start date, payment limit, and credit card or bank account that you would like the payment processed from.

Enable/Disable Auto Payment ✕

Customer * :

Auto Pay* : Enable Auto Pay Disable Auto Pay

Payment Frequency* : Start Date* :

Payments will be automatically initiated on the same day every month from the Start Date.

Auto Pay Limit* : Limit Amount:

Payment Type* : Card/Bank Account* :

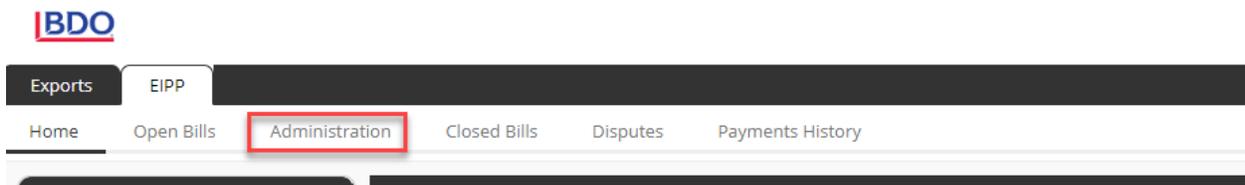
Alternate Payer Enabled:

Fields marked with * are mandatory

Auto payments will continue to be processed based on the selected frequency until you have disabled auto pay.
By not specifying a limit amount, a payment will be processed in the amount of all open invoices on your account.
Enabling the Alternate Payer option will apply your payment to invoices for all related customers.

How do I add a new customer to my account?

Log into your account and select the Administration tab.



Select Manage Users from the menu that appears on the left side of the screen.



Exports | EIPP

Home | Open Bills | Administration

Manage Bank Accounts

Manage Credit Cards

Manage Users

Manage Contacts

Preferences

Search

Select the user that you would like to add the new customer to and click the Request Access to a Customer button.

BDO

Exports | EIPP

Home | Open Bills | Closed Bills | Disputes | Payments History | Manage Accounts | **Manage Users** | Manage Contacts | Preferences

Search Filter:

<input type="checkbox"/>	Customer Number	Customer Name	Title	First Name	Last Name	Username	Email	Customer Number	Customer
<input type="checkbox"/>	9999991	Company A		Jane	Doe	70602_multCust_testbdo19@g...	testbdo19@gmail.com		
<input checked="" type="checkbox"/>	9999991.99...	Company A...		Test Customer	Admin 9999991	bdo_customer_admin_9999991	pranit.kadam@highradius.com		

Enter the customer number and an unpaid invoice number for the customer that you would like to add and click submit.

Request Access to a Customer ✕

Customer Number*:	<input type="text" value="9999994"/>
Invoice Number*:	<input type="text" value="444111225"/>

You will receive a notification stating that the customer has been successfully added. Log out and log back in to view invoices for the new customer.

Which browser versions are supported for the portal?

Supported browsers include Chrome versions 42 to 52 and Internet Explorer 11.

I am having issues viewing the portal on my tablet or phone.

The portal is not compatible with mobile devices.