

Carrier (FAQ) Frequently Asked Questions

Question 1. Who do I contact for Web Support Issues?

Answer: Contact your assigned CE credit manager, whose name appears on your invoices. Or you can call the Web Support help desk at **1-866-559-3954** and **select option 1**. You can also email acctsvcs@unitedtranzactions.com

Question 2. I requested email or fax delivery of my documents through the website, but I am not receiving them in my inbox?

Answer: Check your Spam or Junk Mail inbox. Your email system may not recognize or allow delivery of these items. You can usually add the email address to your "Safe Senders" list to allow delivery. Check with your IT support for assistance.

Question 3. I checked the box to get invoices via email, but I also continue to get them by regular mail?

Answer: Please verify that you have checked only one box (email option) in the delivery options.\

Question 4. It's hard to find my list of invoices?

Answer: Click on the date box at the top of the column and it will sort in ascending or descending order.

Question 5. How do I print invoices or statements?

Answer: Click on the invoice or statement in the listing, the document will appear on the screen. Print the screen as you usually would from your web browser. Or click Create PDF and a PDF image will appear that you can save, print, email or fax.

To select multiple documents, select the documents you wish to save, print, email or fax by checking the columns labeled PDF. Then click Create PDF to generate all of your selected documents. You can then manage from your regular Adobe Reader.

Question 6. Can I download the invoices into the accounting or tracking system I currently use?

Answer: Currently you can download data into a (CSV) file that can be uploaded by most programs.

Questions 7. Why can't I see a particular invoice or credit memo?

Answer: Due to certain file creation rules, some items may not appear on your archive. Please contact your Credit Manager.

Question 8. My statements do not appear to be updated?

Answer: This archive provides an historical "snapshot" of your monthly statement and will not currently reflect changes, payments, etc. during the current month. Always refer to your most recent monthly statement for an accurate statement balance at that **month-end**. During the month, please contact your Credit Manager for your most current account status.

Question 9. If I pay weekly, why is the statement only updated once a month? Why can't the invoices be shown as paid?

Answer: This website is a supplemental tool for you to view your invoices, store, download, print, email and pay online. It is not intended to replace CE's internal operating system. Whenever in doubt, please contact your Credit Manager for the most current account status.

Question 10. What can I do if I don't get a payment confirmation?

Answer: Click on your "Pay History" link or contact your CE Credit Manager or call the Web Support help desk at **1-866-559-3954** and **select option 2**.

Question 11. Can I pay with a credit card?

Answer: No. Corporate policy restricts credit card use to Point of Sale (cash sales). You can easily setup payments to be made online using your checking account (ACH).