

LEARN ABOUT INVOICING & PAYMENTS

Get to know your invoice



FIRST THINGS FIRST – IMPORTANT INVOICE INFORMATION?

After receiving your first invoice, be sure to review all of the following:

- Company name
- Company address
- Tax registration number (if applicable)
- Currency
- Payment remittance information
- Purchase order number (if applicable)
- Recipient email address(es)
- Service locations
- Monthly recurring charge amounts
- Other charge amounts
- In-country invoicing (if applicable)
- Due date



CHOOSE YOUR INVOICE FORMAT

- Standard delivery is a pdf document sent via email.
- You can request Excel, CSV and other electronic formats by submitting a billing inquiry through EnvisionDX or speaking with your Customer Success Manager (CSM).



KEEP YOUR CONTACTS UP TO DATE

- Helps you to receive, process and pay invoices on time.
- Makes sure payment reminders are not missed.
- Many clients choose to use a distribution list to ensure continuity.



CHOOSE THE PAYMENT OPTION THAT WORKS BEST FOR YOU

- Refer to the remittance section of your invoice for your options.
- Log in to your account in **EnvisionDX** for additional details



AVOID LATE FEES

- Payments are due on or before the due date listed on the invoice.
- Courtesy emails will notify you of upcoming due dates.
- Payment reminders will let you know when invoices are past due.
- Submit any billing claims via **EnvisionDX** as soon as possible after receipt of an invoice to allow time for review and avoid late fees over disputed amounts on your next invoice.



COMMUNICATE WITH US SECURELY

- We take your data security seriously.
- Use **EnvisionDX** to communicate with us securely

IMPORTANT

We will never ask you to change banking or contact information via email, instead refer to the “Important Messages” section on page 1 of your invoices for any changes in that respect.

RESOURCES

Find a quick tutorial for claims and inquiries [here](#).

NEED FURTHER HELP?

Reach out to your CSM (contact information available in **EnvisionDX**).



TOP TIP

Log in to our client portal, **EnvisionDX**, to view or download your invoice or to submit a billing inquiry or claim.

If you do not have an **EnvisionDX** login, contact your company's account administrator or submit a request [here](#).