# Stoner Electric Group Payment Portal Instructions

Stoner Electric now has a payment portal for service customers to pay invoices online.

The website is https://dpm.billeriq.com/ebpp/STONERGROUP/

There are two ways to utilize the payment portal to view and pay invoices, enroll and pay now.

**Enroll**

1.  Frequent customers can enroll to use the payment portal.



  a.  In order to enroll in the payment portal you will need your account number and the zip code we have on file associated with the billing address.

  i.  The account (customer) number can be found in the upper right corner of service invoices



  ii.  The zip code associated with the billing address in our system is shown in the "BILL TO" section on service invoices.



2.  On the "Account Setup" page, enter the account number and zip code.
3.  Then click the "I'm not a robot" box and the green "Validate" button

4. The portal will then ask you to verify the company name and enter some basic information to complete your account setup.

a.
## Account Setup

**PROFILE**  LOGIN & PASSWORD  TERMS OF SERVICE  PAYMENT ACCOUNTS

5. After the enrollment has been completed an email will be sent to activate the account.
6. Once the account is activated you can then log into the portal using the username and password that was just created.
7. Your account on the Stoner payment portal will show all unpaid invoices*.

### Home

**Customer Number**

[View Invoice]

| Invoice | 81035 |
| Statement Date | 4/6/2022 |
| Due Date | 4/6/2022 |
| Amount Due | $206.00 |

*Payment Amount
$ 206.00

*Payment Method  ⊕ Enter

*Pay Date
6/5/2023

⊙ Continue to Payment

8. Customers have the option to pay one or multiple invoices at a time.
9. If a payment method was not added during the enrollment process, it can be added now. The payment method options are "bank account" or "credit card".

*Invoice data in the Stoner payment portal will be updated once a week. Invoices paid using the portal will show in the payment history. Invoices that are paid outside of the portal (for example - paid via check) could still show as unpaid in the payment portal.

## Pay Now

1.  Occasional customers can use the "Pay Now" function to pay one or more invoices.
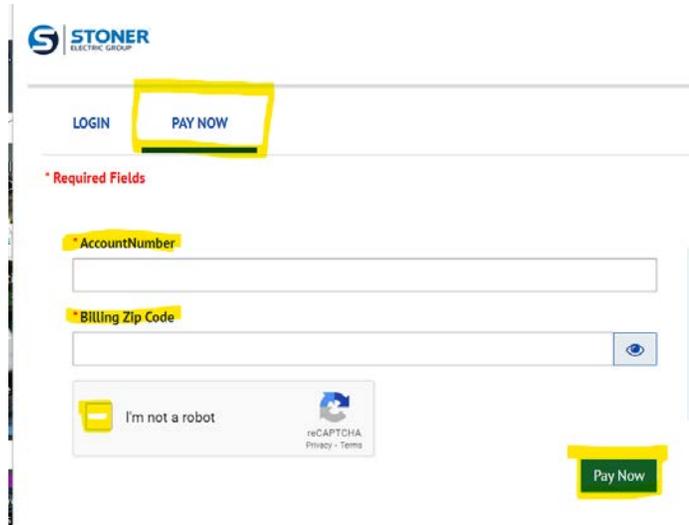


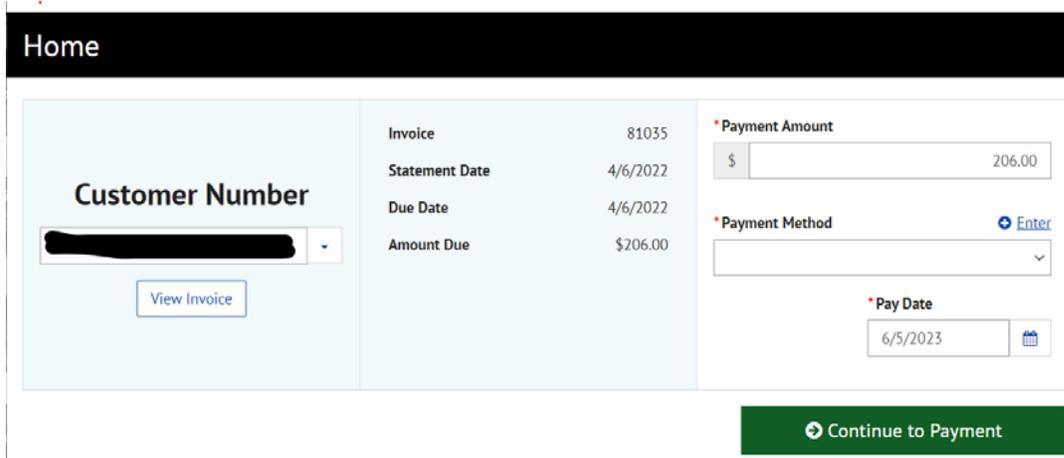2.  Enter the account number found (customer) number found in the upper right corner of service invoices



3.  Enter the zip code associated with the billing address in our system that is shown in the "BILL TO" section on service invoices.



4.  Your account on the Stoner payment portal will show unpaid invoice(s)* for you to select and pay.



    *Invoice data in the Stoner payment portal will be updated once a week. Invoices paid using the portal will show in the payment history. Invoices that are paid outside of the portal (for example - paid via check) could still show as unpaid in the payment portal.

Frequently Asked Questions –

- Is there a fee associated with using the Stoner Payment Portal?
    - No, Stoner has provided this as a tool for our customers and will not be passing any associated fees along to customers.
- Do I have to pay our unpaid invoices using this portal?
    - No, use of the portal is voluntary.
- Can I reset the username and password for our account?
    - Yes, contact ar@stonergroup.com with your Stoner account number and request a reset.
- What if I do not see all of the unpaid invoices that are shown on the statement that we received?
    - The portal will only show unpaid invoices for service work.
    - It does not include large construction invoices or invoices for monitoring agreements.
    - If you need a copy of an invoice, please contact us at ar@stonergroup.com
- What if the portal shows invoices that were paid via check instead of the using the payment portal.
    - We will make every effort to ensure that the portal shows the most accurate information weekly. However if the information shown is not correct after 7 business days, please contact us at ar@stonergroup.com to let us know.
- Is our payment information secure?
    - Stoner cannot see customer payment account information used or stored in this portal. The only information shown will be the last 4 digits.