

**PGW eBilling**  
**Frequently Asked Questions**  
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## **GENERAL QUESTIONS**

### **Who can I call for Help ?**

**PGW eBilling Helpline is at 1-800-250-5073**

**Or you can send an email to [ebillinghelpdesk@pgwglass.com](mailto:ebillinghelpdesk@pgwglass.com)**

**Or click CONTACT US link in the eBilling system**

### **How much will eBilling cost me?**

**eBilling is FREE to all customers.**

### **Is eBilling secure?**

**Yes; eBilling uses the most secure encryption available and requires Internet browsers that utilize 128-bit encryption, secure sockets. You can be confident that your confidential information is secure!**

### **Will PGW have access to my bank account and remove payments?**

**No. PGW has no access to a customer's banking information. Payments through eBilling are initiated by the customer and sent through Electronic Funds Transfer (E.F.T.) to PGW's bank in Pittsburgh.**

### **If I am on eBilling, can I also send checks once in a while for payment?**

**It is not recommended as this will cause inaccuracies in the invoices presented on eBilling. If a payment is sent in the mail, there is no way to identify those invoices designated to be paid by that payment until the payment is cleared through the bank. As a result, they would still show as open on your account even though you sent the payment in.**

## **What do I do if I have a question on how to use the application?**

**There are 2 options for getting help with eBilling. You can use the “Contact Us” feature available within the eBilling application to send your question to a PGW eBilling Representative. Or, you can use the toll free number, 800-250-5073, Option #2, to contact the eBilling Help Desk.**

## **Will I continue to receive paper statements and paper invoices?**

**No. With eBilling, you will have access to this information in an electronic form on the eBilling web site. From there, you have the option to print your statements and invoices. Separate invoices and statement will no longer be sent by mail.**

## **How do I sign up for eBilling?**

**Contact your local PGW Sales Representative or call the toll free number: 800-250-5073 (option 3) to begin the enrollment process.**

## **How do I view my invoices?**

**Under billing on left hand side**

**Choose Invoices**

**You may enter an invoice number to look for a specific invoice, choose “status” (all open invoices, disputed invoices, and closed invoices).**

**You may also choose date ranges (1-1-2010 to 1-31-2010) and/or you can choose Invoice group (pending, on hold, ready to pay)**

**Continue**

## **How do I view invoice detail?**

**Under billing on left hand side**

**Choose Invoices and select criteria – continue**

**Click on eyeglasses under view**

## **How do pay my invoices?**

**Under billing on left hand side**

**Choose Invoices and select criteria – continue**

**Click on check boxes to the left of the invoice(s) or click on the check box at the top of the invoice list to pay all invoices on that page.**

**Choose PAY NOW for immediate payment, Schedule a payment for a future date or add an invoice to an already scheduled payment.**

## **How do I print my invoices?**

**Under billing on left hand side**

**Choose Invoices and select criteria – continue**

**Checkmark invoices you would like to print**

**Click on PRINT at the top right hand side of the page**

## **How do I export my invoices?**

**Under billing on left hand side**

**Choose Invoices and select criteria – continue**

**Checkmark invoices you would like to export**

**Click on DOWNLOAD at the bottom right hand of page**

## **PASSWORD QUESTIONS**

### **Do I create my own password for eBilling?**

**Yes. Upon enrollment you will be issued a general password for login to the eBilling web site and prompted to change your password to a personal choice.**

### **Can I request a “Password Reset”?**

**There are 2 options for resetting passwords for eBilling. You can use the toll free number, 800-250-5073 Option #1, to contact an eBilling Help Desk Representative. Or, you can send an Email to [ebillinghelpdesk@pgwglass.com](mailto:ebillinghelpdesk@pgwglass.com) (or click Contact Us in the application). Be sure to indicate your eBilling Login ID Number.**

## **APPLICATION QUESTIONS**

### **How do I request additional access?**

**Send an Email to [ebillinghelpdesk@pgwglass.com](mailto:ebillinghelpdesk@pgwglass.com) (or click Contact Us). Indicate your eBilling Logon ID and the additional access that you are requesting. The confirmation will be returned to the email address that the request came from. If you are not the owner of the business, please copy the owner on your request so we can be assured that they are giving their approval.**

## **PAYMENT QUESTIONS**

### **How do I “Cancel a Payment”?**

**You must call the PGW eBilling Help Desk at 1-800-250-5073 (option #2) or email the [ebillinghelpdesk@pgwglass.com](mailto:ebillinghelpdesk@pgwglass.com) before the payment processing time (2PM EST Monday – Friday.)**

**Credit Card payments can not be cancelled.**

### **What time are “Payments” processed?**

**Credit Card payments are processed immediately**

**Daily Monday thru Friday, at 2:00 pm EST**

**Saturday and Sunday payments will be processed on Monday**