



Frequently Asked Questions

How do I sign up for eBilling?

Email us this request at ebilling@pgwautoglass.com with your AR# or Customer Number.

Who can I call for help?

For updating account information and processing payments please call the Helpdesk at 1-800 250-5073. For statement related inquiries please call Dispatch at 1-800-782-3304.

Who is my credit representative?

Contact the credit department at 1-800-782-3304 and a representative will be assigned to assist you with your account.

Who can I contact if I need to place an order?

Please call the ordering department at 1-888-774-2886.

How is the discount amount calculated?

If the invoice is being paid within the discount period the discount amount is already being calculated in the total of the payment.

What happens to disputed invoices?

Disputed items will be sent to your credit representative and sales team for review. If you have any questions, you may also call your local office.

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

Yes, but this is strongly discouraged since you have access to make online payments.

Can I request a “Password Reset”?

Yes, you can click on “Forgot Your Password” at the login screen.

What time are “Payments” processed?

Manual Credit Card payments are submitted in real time. Autopay credit card payments run at 11:00PM EST.

ACH payments can be cancelled if we are notified before 3:00PM EST. If you need to cancel a payment or process a refund that was submitted in error please call 1-800-250-5073 or email us at ebilling@pgwautoglass.com.