

Billing System Enhancement

EFFECTIVE DECEMBER 1, 2025

WHAT'S HAPPENING

ProSource has integrated Alternative Payments as our new billing platform. This enhancement provides you with modern payment capabilities while maintaining access through your familiar ProSource Client Portal at portal.getprosource.com.

This new integration enables our clients to make and manage payments with much greater flexibility, including the ability to store or modify payment methods, view and download past invoices and much more.

We are asking that all clients create and link their Alternative Payments account. Existing automatic payment clients are also being asked to follow this process to verify their payment information has transferred correctly.

IMPORTANT DATES

December 1, 2025 - New payment portal goes LIVE. All processing will be activated with Alternative Payments.

March 1, 2026 - Existing recurring monthly services will require automatic debit by either ACH, or Credit card. Client initiated payments will no longer be accepted for recurring services but will continue for non-recurring invoices like purchases and projects.

ACTION REQUIRED - CHOOSE YOUR PATH

IMPORTANT: YOUR SETUP PATH DEPENDS ON WHETHER YOU HAVE A CURRENT INVOICE

The "Pay" button in the ProSource Client Portal only appears when you have an outstanding invoice. Choose the appropriate setup path below.

PATH A: IF YOU HAVE A CURRENT INVOICE

1. Log into portal.getprosource.com
2. Navigate to My Invoices section
3. Click the "Pay" button next to any invoice
4. Create your Alternative Payments account using your portal email
5. Add your preferred payment methods

PATH B: IF YOU HAVE NO CURRENT INVOICE

1. Go directly to billing.getprosource.com
2. Create your Alternative Payments account using your portal email
3. Add your preferred payment methods
4. Your account will sync with the ProSource Client Portal

ACH PAYMENT USERS

Contact your bank to whitelist Originator ID:
8263863381

Required before processing ACH payments through the new system.

QUICK SETUP GUIDE

- 1 Check if you have a current invoice in the portal

- A YES:** Use portal.getprosource.com → My Invoices → Pay button

OR

- B NO:** Go directly to billing.getprosource.com

- ✓** Create account with portal email & add payment methods

NEW CAPABILITIES

- Make payments online 24/7
- Store multiple payment methods
- Set up automatic payments
- Download payment history

PAYMENT OPTIONS

- ACH Transfer (No fees)
- Credit Cards (2.9% fee)
- Debit Cards (2.9% fee)
- American Express (3.5% fee)



CONNECTING YOUR ACCOUNT PROPERLY

This feature enhancement provides a more robust billing experience based on client feedback. Access it through the ProSource Client Portal at portal.getprosource.com or directly at billing.getprosource.com.

Important: The setup process depends on whether you have a current invoice due.

Choose Your Setup Path:

PATH A: YOU HAVE AN INVOICE DUE

1. Log into portal.getprosource.com
2. Click "My Invoices"
3. Click the "Pay" button
4. Create Alternative Payments account

PATH B: NO CURRENT INVOICE

1. Go directly to billing.getprosource.com
2. Click "Create Account"
3. Use your portal email address
4. Set up payment methods

Why two paths? The "Pay" button in the ProSource Client Portal only appears when you have an outstanding invoice. If you don't see this button, use the direct link to billing.getprosource.com to set up your account.

When creating your account, use the same email address associated with your ProSource Client Portal account. We recommend using the "Password login Experience" for initial setup. For details, review the [Alternative Payments Login Guide](#).

Once connected, you'll be able to manage payment methods, download historical invoices, and quickly pay future invoices whether you access through the portal or the direct link.

PAYMENT OPTIONS & AUTOMATIC PAYMENTS

Automatic Payments

To set up or verify automatic payments, add your preferred payment method(s) to the "Payment methods" section of your Alternative Payments dashboard.

- **Already enrolled in AutoPay:** Your payment information has been transferred. Please log in to verify your payment methods are correct.
- **Not enrolled in AutoPay:** You can enroll through the Preferences section after creating your Alternative Payments account.

For assistance with automatic payments, contact our billing team at billing@getprosource.com

ACH Transfer

Free, convenient, and secure. Enter your bank account details in the payment dashboard for quick and easy invoice payments.

Bank whitelisting required
Originator ID: **8263863381**

Credit / Debit Cards

Visa, MasterCard, Discover: **2.9% convenience fee**
American Express: **3.5% convenience fee**

Fees are added within the dashboard and not collected by ProSource. Card details are securely saved for future use.

SUPPORT & CONTACT INFORMATION

While we expect this change to be seamless, there could be a few snags. Please bear with us if there are any, and don't hesitate to reach out for assistance.

PROSOURCE BILLING TEAM

Phone: 888-948-7767 Ext 2

Email: billing@getprosource.com

ALTERNATIVE PAYMENTS SUPPORT

Email: customersuccess@alternativepayments.io

Support: Live chat available in your customer dashboard

TECHNICAL SUPPORT

Questions about the platform?

Alternative Payments is available to help with dashboard navigation and technical issues.

BILLING QUESTIONS

Invoice or payment inquiries?

Our ProSource Billing Team is ready to assist with all billing-related questions.

Remember: If your bank requires whitelisting for ACH debits, please whitelist Originator ID: 8263863381 before processing payments.

Thank You

Thank you for your patience during this platform upgrade and enhancement.
We appreciate your understanding and support.