

# 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](http://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.

## 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 ARE A CURRENT PROSOURCE CLIENT PORTAL USER

The "Pay" button in the ProSource Client Portal only appears when you have an outstanding invoice.

#### PATH A: CURRENT PROSOURCE CLIENTS

1. Log into [portal.getprosource.com](http://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 client portal email address
5. Add your preferred payment methods

#### PATH B: NEW PROSOURCE CLIENTS

1. Go directly to [billing.getprosource.com](http://billing.getprosource.com)
2. Create your Alternative Payments account using your company email address
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.

#### 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)

## QUICK SETUP GUIDE

1 Check if you have a current invoice in the portal

A YES: Use [portal.getprosource.com](http://portal.getprosource.com) → My Invoices → Pay button

OR

B NO: Go directly to [billing.getprosource.com](http://billing.getprosource.com)

✓ Create an account with your company email address & add payment methods

## 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](https://portal.getprosource.com) or directly at [billing.getprosource.com](https://billing.getprosource.com).

**Important:** The setup process depends on whether you are a current or new ProSource client.

### Choose Your Setup Path:

#### PATH A: CURRENT PROSOURCE CLIENTS

1. Log into [portal.getprosource.com](https://portal.getprosource.com)
2. Click "My Invoices"
3. Click the "Pay" button
4. Create Alternative Payments account

#### PATH B: NEW PROSOURCE CLIENTS

1. Go directly to [billing.getprosource.com](https://billing.getprosource.com)
2. Click "Create Account"
3. Use your company email address
4. Set up your payment methods

**Why two paths?** Existing ProSource clients are encouraged to use the ProSource Client Portal as this provides greater access to valuable client information. New clients may not have access to the ProSource Client Portal just yet but may need to setup a payment account/method to pay for an open invoice.

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. **NOTE:** Enrollment in auto-pay is automatic for RECURRING monthly services, but NEVER for product or project invoices.

For assistance with automatic payments, contact our billing team at [billing@getprosource.com](mailto: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

### PROSOURCE BILLING TEAM

Phone: 888-948-7767 Ext 2

Email: [billing@getprosource.com](mailto:billing@getprosource.com)

### ALTERNATIVE PAYMENTS SUPPORT

Email: [customersuccess@alternativepayments.io](mailto: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