

MOOD MEDIA BILLING PORTAL



User Guide

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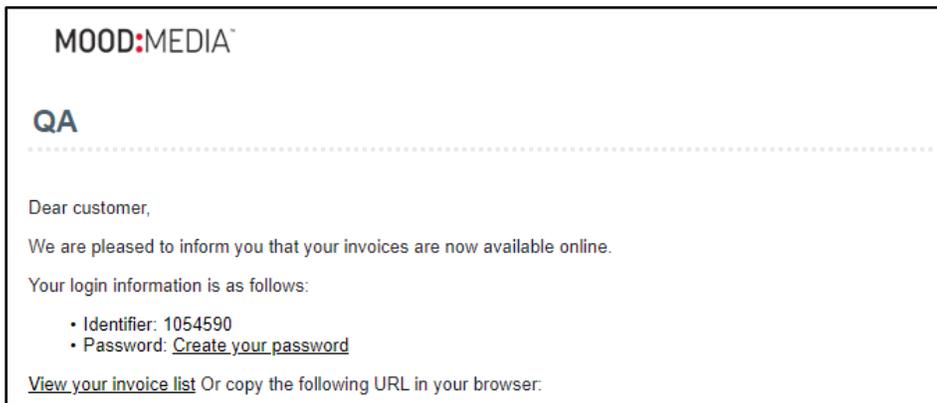
Key Features:

- View invoices online
- Pay invoices
- View payment history
- Download account statements

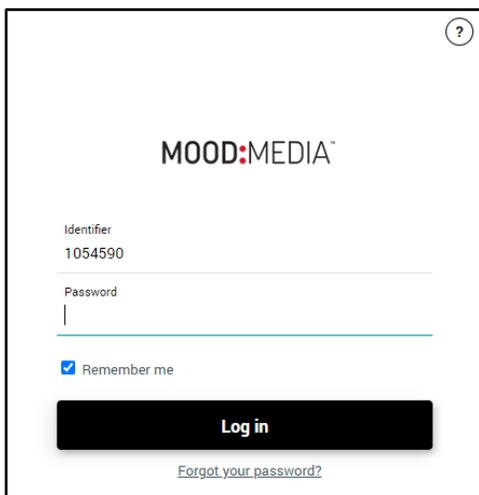
HOW TO ACCESS THE BILLING PORTAL

Welcome to the Mood Billing Portal! You'll be able to manage your billing needs from this website.

Users of this website will receive an email to set up their account. Click on the **Create your password** link and set up a password to begin. *If you need access to this site, please contact us via live chat or web form at support.moodmedia.com

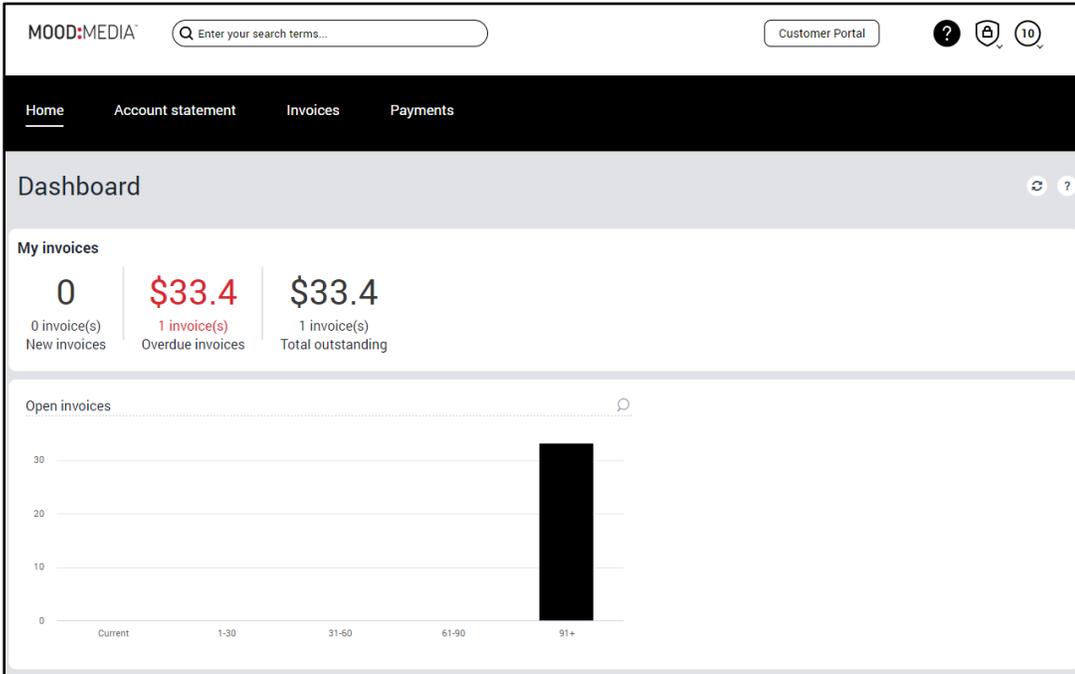


Access your account at the login screen using your **identifier number** (6 or 7 digits long) and your newly created password. If you forgot your password, use the **Forgot your password?** link to reset it.

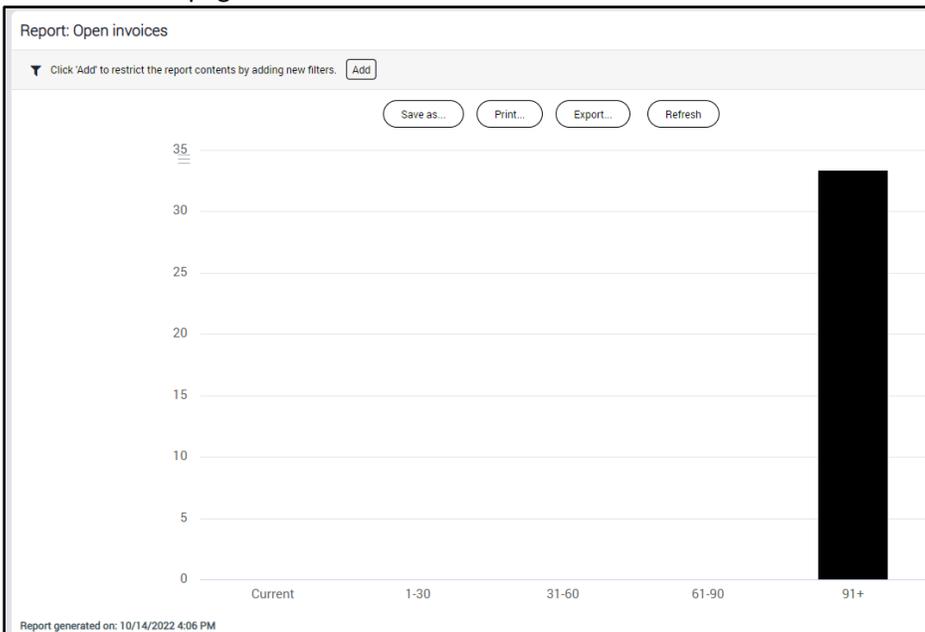


HOME TAB

On the home tab, you'll get a dashboard view of your account standing. You'll see things such as number of new invoices, overdue invoices, and total outstanding invoices.



To export this data, click on the magnifying glass on the bar graph. You will be able to export the graph in various formats on this page.



ACCOUNT STATEMENT TAB

On the account statement tab, you can view a list of your invoices, their invoice date, due date, invoice amount, download an account statement and more. You can also **make a payment** on your invoices from this tab.

Home Account statement Invoices Payments

Mood Media as of 10/14/2022
Found 1 invoices and 0 credit notes worth a total of USD 33.38

Pay Unschedule payments Reschedule payments

Document type	Invoice number	Invoice date	Due date	Due date	Days past due	Order number	Total amount	Payment status	Outstanding
<input type="checkbox"/> View PDF Invoice	56711484	3/1/2022	3/11/2022	3/11/2022	218		33.38	Open	33.38

Summary

Invoices (1)	33.38
Credit notes (0)	0.00
Total	USD 33.38

Edit AutoPay
Make a Lump-Sum Payment
Download Account Statement

Use the View PDF button on the left side to see a PDF version of your invoice to save to your computer or print out as you wish.

INVOICES TAB

On the Invoices Tab, you can view all available invoices on your account.

MOOD:MEDIA® Enter your search terms... Customer Portal ? ? ? ?

Home Account statement Invoices Payments

All 1 ?

Invoice number starts with Invoice date equal to Due date equal to Order number starts with

Apply Add

Pay Download documents Refresh

Supplier company	Invoice date	Due date	Document type	Invoice number	Total amount	Outstanding	Currency	Payment status	Payment date
<input type="checkbox"/> View details MUZAK LLC	3/1/2022	3/11/2022	Invoice	56711484	33.38	33.38	USD		

Using the top-left **All** button, you can filter by open, paid, new, overdue invoices, and more. **All** invoices are shown by default.

You may also pay invoices from this tab. Simply check the box next to the invoices you would like to pay and click the **Pay** button.

Clicking **View Details** will take you to a page where you can view your invoice in PDF format and make a payment.

MOOD:MEDIA INVOICE

Page 1 of 1

MOOD: Mood Media
2100 S IH-35 Frontage Rd
Suite 200
Austin, TX 78704
(800) 345-5000
www.moodmedia.com

Invoice Number: 56711484
Invoice Date: 01-MAR-22
Invoice Type: RMR INVOICE
Account Number: 1054560

Bill To: CARLOS' RAMEN SHOP
123 FAKE ST
AUSTIN, TX 78747
United States

Location: CARLOS' RAMEN SHOP
123 FAKE ST
AUSTIN, TX 78747

Due Date: 11-MAR-22
Late Charge: 2.5%
Sales Person: USRMR3198205
Purchase Order: Net 10
Sales Order: USD
Payment Terms: USD
Currency: USD

Num	Description	Amount	Tax
1	MOOD MEDIA Recurring Services from 01-MAR-22 to 31-MAR-22	26.24	2.14
PAY YOUR BILL, VIEW OR PRINT YOUR INVOICE AND MANAGE AUTO PAY AT RECEIVABLES.MOODMEDIA.COM. THANK YOU FOR CHOOSING MOOD.		Transaction Fee	5.00
		Subtotal	31.24
		Sales Tax	2.14
		Total	33.38
		Payments	0.00
		Credits	0.00
		Balance Due	33.38

Invoice 56711484

PAY VIEW PDF QUIT

Summary

Supplier	MUZAK LLC	Total amount	33.38 USD
Invoice date	3/1/2022	Payments and credits applied	0.00 USD
Due date	3/11/2022 (+217 days)	Outstanding	33.38 USD

SHOW DETAILS

DETACH AND REMIT BOTTOM PORTION WITH PAYMENT. KEEP TOP PORTION FOR YOUR RECORDS.

PAYMENTS TAB

On the Payments Tab, can view all previously made payments.

MOOD:MEDIA Customer Portal ?

Home Account statement Invoices Payments

All ?

Refresh

Transaction date	Payment status	Payment reference	Number of invoices	Payment method	Payee	Total amount	Currency	Account number
There are no items to display								

HOW TO MAKE A PAYMENT

You are able to make Payments from either the Account Statement tab or the Invoices tab.

Navigate to the Invoices tab and check the box next to the invoices you would like to pay, then click **Pay**.

<input checked="" type="checkbox"/>	Supplier company	Invoice date	Due date	Document type	Invoice number	Total amount	Outstanding	Currency	Payment status	Payment date
<input checked="" type="checkbox"/>	View details	MUZAK LLC	3/1/2022	3/11/2022	Invoice	56711484	33.38	33.38	USD	

If you do not have a payment method on file, you must add one before making a payment. Select **Add a payment method** or choose an existing payment method. You may use **card**, **checking**, or **savings** accounts for payment.

Enter New Card

Card Number

Expiration MM / YY

CVC

I authorize MMNA - Muzak to send instructions to the financial institution that issued my card to take payments from my card account in accordance with the terms of my agreement with you.

Next Back

New ACH Account

Account Type

Name on Account

Routing Number (9 digits)

Account Number

Confirm Account Number

Next Back

You may choose to **Pay Now**, on the **invoice due date**, or on **specified date**. Confirm everything on this screen looks correct before clicking the **Pay** button.

Payment to MUZAK LLC

Payment Method

Type	Card/account number	Expiration date
<input checked="" type="checkbox"/> Card	xx4444	12/2025

Add a payment method

Payment Timing

Choose the date to make this payment:

Pay now
 On the due date of the invoice (or today if the due date has passed or is not applicable)
 On the following date

Payment Summary

Please review the summary of the selected invoices before proceeding to payment:

Invoice number	Invoice date	Due date	Total amount	Remaining amount	Reason for partial payment	Payment amount
56711484	3/1/2022	3/11/2022	33.38	33.38		33.38 USD
Total						33.38 USD

To guarantee the highest information security standards, we have entrusted the transaction security to our payment service provider. All data passed between our site and our provider is encrypted.

LUMP-SUM PAYMENT

Alternatively, if you would like to make a **lump-sum payment** (specified dollar amount), from the Account Statement tab check the box next to the invoice(s) you would like to make payment on and click **Lump-Sum Payment**.

The screenshot shows the 'Account statement' tab with a table of invoices. One invoice is selected, and a red box highlights the 'Make a Lump-Sum Payment' button in the Summary panel.

Document type	Invoice number	Invoice date	Due date	Due date	Days past due	Order number	Total amount	Payment status	Outstanding
Invoice	56711484	3/1/2022	3/11/2022		218		33.38	Open	33.38

Summary

Invoices (1)	33.38
Credit notes (0)	0.00
Total	USD 33.38
Selected Total (1)	
Invoices (1)	33.38
Credit notes (0)	0.00
Remaining	USD 33.38

Buttons: Edit AutoPay, **Make a Lump-Sum Payment**, Download Account Statement

Enter the amount you would like to pay and click OK.

The dialog box prompts the user to enter an amount in USD and provides 'OK' and 'Cancel' buttons.

Make a lump-sum payment ? x

Amount (USD)

OK Cancel

Then, follow the same prompts as shown in the **How to Make a Payment** above.

HOW TO SETUP AUTOPAY

To setup Autopay, navigate to the **Account Statement** tab and click the **Edit Autopay** button.

The screenshot shows the 'Account statement' tab with the 'Edit AutoPay' button highlighted in the Summary panel.

Document type	Invoice number	Invoice date	Due date	Due date	Days past due
Invoice	56711484	3/1/2022	3/11/2022		218

Summary

Invoices (1)	33.38
Credit notes (0)	0.00
Total	USD 33.38

Buttons: **Edit AutoPay**, Make a Lump-Sum Payment, Download Account Statement

You must **add a payment method** before setting up autopay. If you do not have a payment method on file, add one before proceeding.

Once a payment method is added, check the box next to the payment method you wish to use for autopay.

AutoPay Setup for CARLOS' RAMEN SHOP

Use AutoPay to set up automatic payments.
AutoPay will pay your open invoices on their due date or on the early discount expiration date.
Manually scheduled payments and disputed invoices are not included in AutoPay processing.

Payment Method

Type	Card/account number	Expiration date
<input checked="" type="checkbox"/> Card	xx4444	12/2025

[Add a payment method](#)

To guarantee the highest information security standards, we have entrusted the transaction security to our payment service provider. All data passed between our site and our provider is encrypted.

[Enable AutoPay](#) [Quit](#) [Privacy Policy](#) | CC-

If everything looks correct, click the **Enable Autopay** button on the bottom left-hand corner of the page. Once enabled, your invoices will be paid on a regular basis as they are available. To view **Payment Status** of your invoice(s), check the **Payment Status** column on the **Account statement** tab. Hover over the (i) icon, if available, for more information.

***NOTE: Enabling Autopay will also make a payment to your outstanding invoices.**

HOW TO DISABLE AUTOPAY OR USE ANOTHER PAYMENT METHOD

To disable autopay or to use another payment method for autopay, click the **Edit Autopay** button on the Account Statement tab.

Home Account statement Invoices Payments

Mood Media as of 10/14/2022
Found 1 invoices and 0 credit notes worth a total of USD 33.38

[Pay](#) [Unschedule payments](#) [Reschedule payments](#)

Document type	Invoice number	Invoice date	Due date	Due date	Days past
<input type="checkbox"/> View PDF Invoice	56711484	3/1/2022	3/11/2022	218	

Line 1-1/1

Summary

Invoices (1)	33.38
Credit notes (0)	0.00
Total	USD 33.38

[Edit AutoPay](#)
[Make a Lump-Sum Payment](#)
[Download Account Statement](#)

On the next page, you will be able to change your payment method or **Disable Autopay** if you wish.

AutoPay Setup for CARLOS' RAMEN SHOP

Use AutoPay to set up automatic payments.
AutoPay will pay your open invoices on their due date or on the early discount expiration date.
Manually scheduled payments and disputed invoices are not included in AutoPay processing.

Payment Method

AutoPay is currently enabled on your account.

Type	Card/account number	Expiration date
Card	xx4444	12/2025

[Use another payment method](#)

[Disable AutoPay](#) [Quit](#) [Privacy Policy](#) | CC-J-AS-W01

HOW TO DOWNLOAD AN ACCOUNT STATEMENT

To obtain an **Account Statement**, navigate to the **Account statement tab** and click the Download Account Statement button on the right side of the page. You can choose to view it as a .csv or .pdf file.

The screenshot shows the 'Account statement' tab selected in the navigation menu. The main content area displays 'Mood Media as of 10/14/2022' with a sub-total of USD 33.38. Below this is a table of invoices with columns for Document type, Invoice number, Invoice date, Due date, Days past due, Order number, Total amount, Payment status, and Outstanding. A single invoice is listed with number 56711484, dated 3/1/2022, due 3/11/2022, and 218 days past due. A 'View PDF' button is visible next to the invoice. On the right side, a 'Summary' panel shows 'Invoices (1)' for 33.38 and 'Credit notes (0)' for 0.00, with a total of USD 33.38. At the bottom of the summary panel are buttons for 'Edit AutoPay', 'Make a Lump Sum Payment', and 'Download Account Statement'.

HOW TO UPDATE CONTACT INFORMATION

To update your contact information, click the User Settings icon on the top-right of the page and select **Personal Information**.

The screenshot shows the top navigation bar of the Customer Portal. It includes a search bar with the placeholder text 'Enter your search terms...', a 'Customer Portal' button, and three icons: a question mark, a shield, and a '10' badge. Below the navigation bar, the 'Account statement' tab is selected. The main content area displays the word 'Dashboard' and two icons: a refresh icon and a question mark icon.

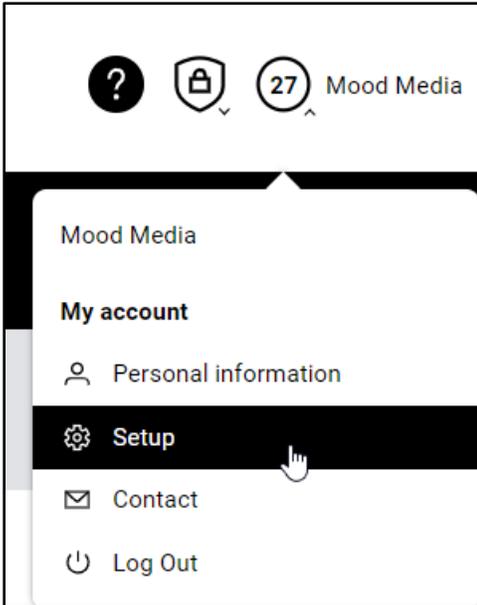
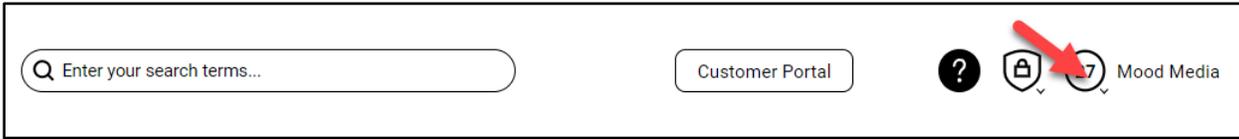
To update your email, edit the **Email Address** field. Click **Save** after making your changes.

The screenshot shows the 'Personal setup' page for 'CARLOS' RAMEN SHOP'. The 'Email address' field is highlighted in yellow and contains the text 'EnterEmailHere@domain.com'. The page includes a 'Save' button and a 'Cancel' button. The 'Identifier' field is set to '1054590'. The 'Department' is set to 'Primary account' and the 'Profile' is set to 'O2C - Customer'. The 'General information' section includes fields for Company, Salutation, First name, Middle name, Last name, Full name, and Additional information. The 'Creation date' is 'Monday, August 8, 2022 11:24:20 AM', the 'Last login date' is 'Friday, October 14, 2022 4:33:19 PM', and the 'Last welcome email send date' is 'Friday, October 14, 2022 11:59:59 AM'.

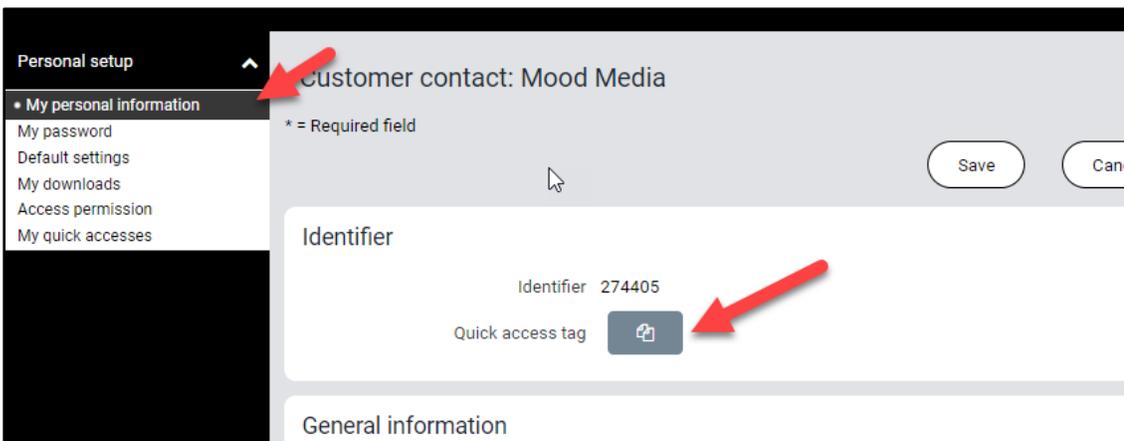
You may also change your invoice delivery method from this page.

HOW TO LINK ANOTHER BILLING ACCOUNT

1. Log in to your main account. On the upper right-hand side of the screen, click this icon and select **Setup**



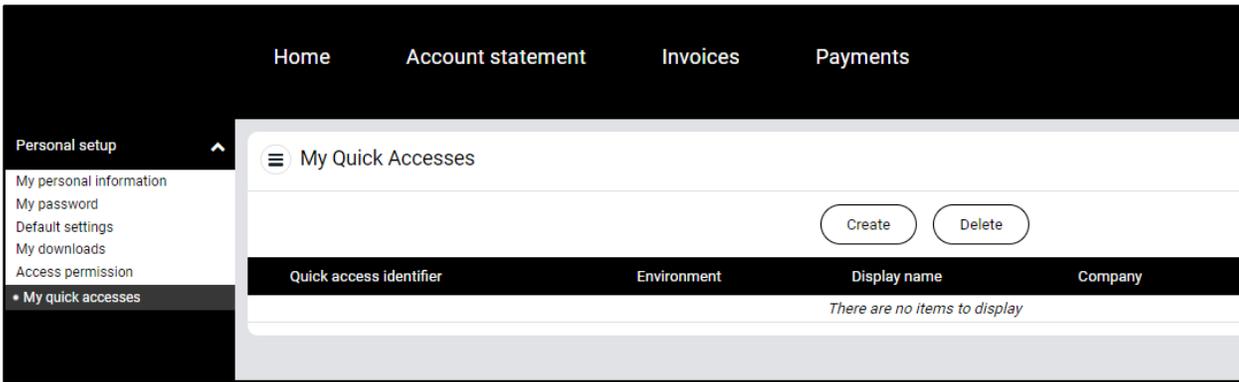
2. On the left side of the screen, select the **My personal information tab** and then click the **Quick access tag** button to copy the information you need to your clipboard. You may want to paste it somewhere like a notepad until you complete the next steps.



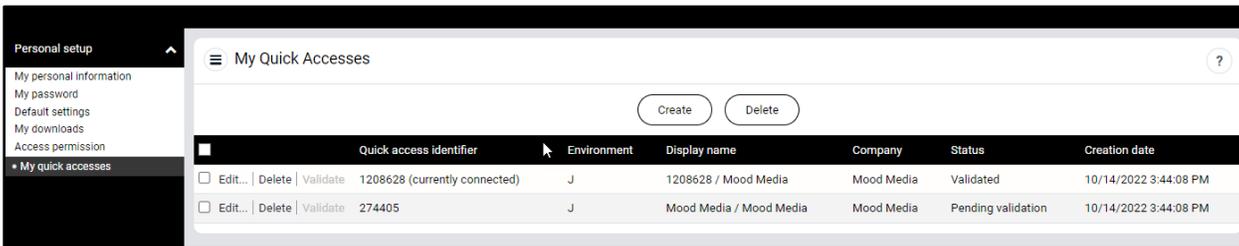
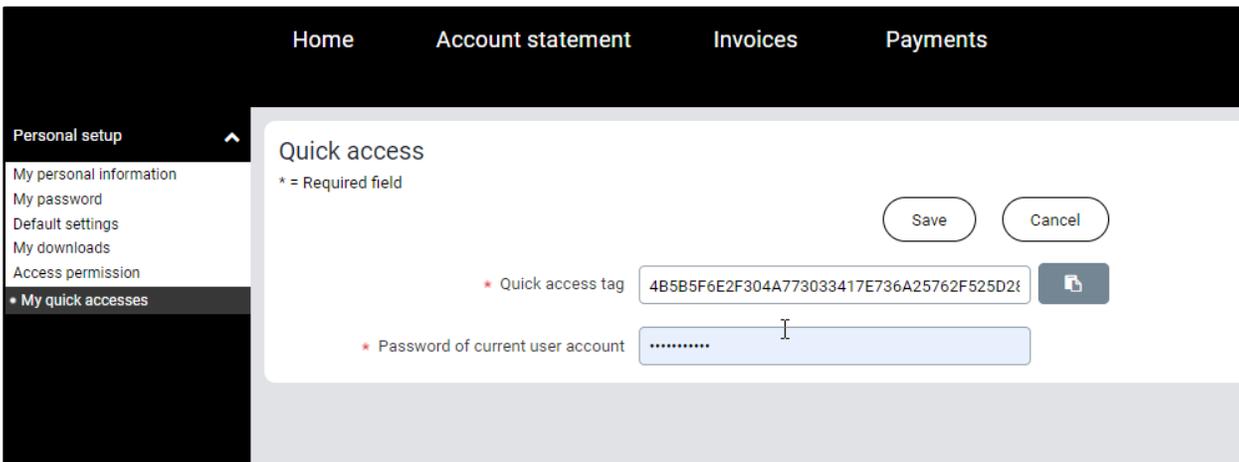
3. **Log out of your main account** and **login to the billing account you wish to tie to your main account.**

**If you do not have access to your other billing account, please contact our customer service department for access.*

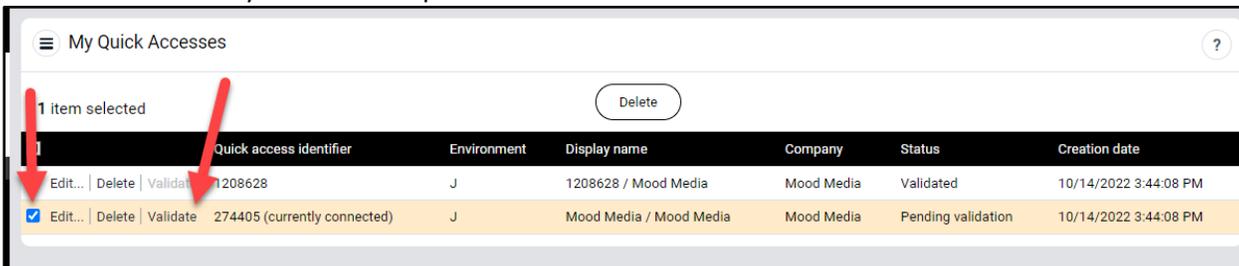
Open the setup menu again and select the **My quick accesses** option as shown below.



4. **Create** a new quick access. **Paste** in the **quick access link** you copied from the other account and enter the password for the other account and click the **Save** button. Your screen should look similar to the below screenshot.



5. Log back into the first account and go to the setup menu and then the Quick accesses option. Select the Validate link next to the "currently connected" option.



6. Enter the password to validate the account.

Quick access ?

* = Required field

Please enter your password to validate the following quick access:

Quick access identifier 20012848\$274405

Quick access environment J

Quick access display name Mood Media / Mood Media

* Password of current user account

After these steps has been completed, you can quickly switch back and forth between the two accounts.