

# pim Finance Department



General Payment Terms Policy: Due upon receipt

Five Ways to Pay:

- Make checks payable to: ProActive Information Management
- ACH: Email [finance@proactive-info.com](mailto:finance@proactive-info.com) for details
- Bill.com Payment Network I.D.: 0192131032656766
- PayPal available through our Customer Portal: <https://pim.myportallogin.com>
- Credit Card Payments – request a payment link or to setup recurring payments at [finance@proactive-info.com](mailto:finance@proactive-info.com)

General Invoicing Policy:

Invoices will be generated and emailed from within our customer portal per the following conditions:

PRODUCT	ONBOARDING	MONTHLY RECURRING CHARGES	LABOR	PROJECT
SMS	Billed as of date of execution	Billing begins on date of execution	Billed at ticket completion/weekly*	
FITS	Billed as of date of execution	Billing begins on date of execution	Billed at ticket completion/weekly*	
VM / COLO / ECHO / ENTERPRISE EMAIL	Billed as of date of execution	Billing begins month of project completion		Billing begins month of project completion
PRE-PURCHASED LABOR ONLY		Billing begins on date of execution		
NON-CONTRACT LABOR			Billed hourly at \$150/hr approximately two weeks after ticket completion	

All Monthly Recurring charges are billed 1 month in advance. Questions can be directed to your client concierge or by emailing [finance@proactive-info.com](mailto:finance@proactive-info.com)

\*Outside pre-purchased labor contract