



## **Customer Payment Portal**

### **User Guide**

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## Introduction

UBEO Business Services has launched a new online payment portal to simplify and enhance your billing experience. Through this portal, you can:

- View open invoice balances.
- Download invoice copies.
- Pay invoices online.
- Set up autopay.

Moving forward, invoices will include a direct link to the portal for convenient online payment.

To ensure full access to your open invoices, your email address must be linked to your customer profile. Please contact us at [ARWest@ubeo.com](mailto:ARWest@ubeo.com) with your contact information to confirm that your email is correctly associated and that you are set up to receive invoices via email.

### Payment Options:

- Credit Card: A 3% processing fee applies.
- ACH Payment: No additional fees.

Access the portal here: <https://payments.ceojuice.com/ubeowest>

## How to Create a Login

Go to <https://payments.ceojuice.com/Identity/Account/Register?referer=ubeowest>

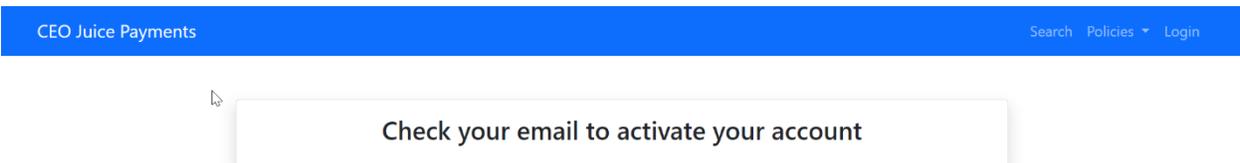
**Use your Microsoft account to log in**



**or register a new account**

Enter your email address and assign a password, use the email address that you currently receive invoices to, then select Register.

A validation email will be sent from help@ceojuice.com, to the email address you registered with, open that email (check junk folder if it is not in your inbox).



Click on the link in the email to confirm.

Confirm your email address - CEO Juice Payments Inbox x

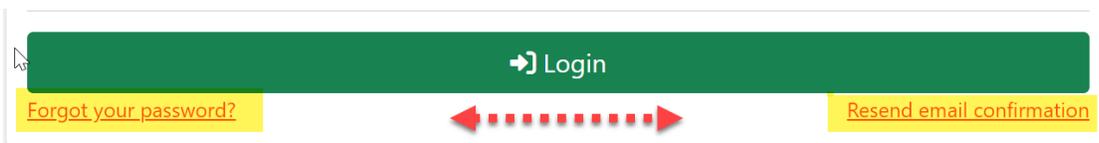


alerts@ceojuice.com  
to me ▾

Please confirm your email by clicking [here](#)



*\*If you did not receive your verification, email you can choose Resend email confirmation. After you have registered, if you have forgotten your password, you can choose Forgot your password.*



You can now login using those credentials

at <https://payments.ceojuice.com/Identity/Account/Login?referer=ubeowest>

**Login or [Create an account](#)**

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Log in using your Microsoft account

**or**

Remember me?

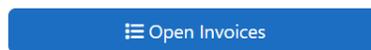
Note that the payment site requires a user's password be changed every 12 months. Additionally, the site will automatically log users out after one hour of idle time.

## How to View invoices

Once logged in your default homepage will be the below, where you can view a single invoice under invoice search, see all open invoices, save payment details, and manage your user profile.

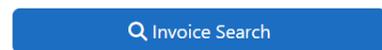


Log Out



Open Invoices

View your open invoices sent to you.



Invoice Search

If you have a few details, you can find an invoice that was not sent to you.



Saved Payment Details

View your saved payment details and autopay settings.



User Profile

Manage your user profile.

**Invoice Search** opens a search page to view single invoices by entering the invoice number, invoice due date and postal code (you do not have to be logged in to view this page)

Search for an invoice or log in to see all of your invoices

Invoice Number

Invoice Date or Due Date

Postal Code (billing or shipping)

**Open Invoices** allows you to see all open invoices.

List of multiple invoices

Invoice Date	Due Date	Invoice Amount	Balance Remaining		
47111111 1 12/9/2024	1/8/2025	\$266.07	\$266.07	<input type="button" value="Pay this Invoice"/>	<input type="checkbox"/> Add to the batch pay queue
47111111 2 1/9/2025	2/8/2025	\$266.07	\$266.07	<input type="button" value="Pay this Invoice"/>	<input type="checkbox"/> Add to the batch pay queue
47111111 8 2/12/2025	3/11/2025	\$643.02	\$643.02	<input type="button" value="Pay this Invoice"/>	<input type="checkbox"/> Add to the batch pay queue

*If you get a message saying **Don't see the invoice you're looking for?** It is possible there are no open invoices, or you have registered with an email address that is not originally associated with that invoice. Please email [ARWest@ubeo.com](mailto:ARWest@ubeo.com) to confirm your contact information.*

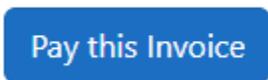
Don't see the invoice you're looking for? You can search by invoice number. Use the link above.

### How to Pay Invoices

Under Open Invoices, display all your companies' open invoices.

Invoice Date	Due Date	Invoice Amount	Balance Remaining		
4770011 12/9/2024	1/8/2025	\$266.07	\$266.07	<a href="#">Pay this Invoice</a>	<input type="checkbox"/> Add to the batch pay queue
4770012 1/9/2025	2/8/2025	\$266.07	\$266.07	<a href="#">Pay this Invoice</a>	<input type="checkbox"/> Add to the batch pay queue
4770018 2/12/2025	3/11/2025	\$643.03	\$643.03	<a href="#">Pay this Invoice</a>	<input type="checkbox"/> Add to the batch pay queue

To make a payment for one invoice, click on the blue box link named “Pay this Invoice” to open it up.



Displays the invoice details, download icon to obtain copy of invoice, and your two payment options.

Contract Invoice: 4724821  
 Invoice Date: 12/9/2024  
 Due Date: 1/8/2025  
 Invoice Amount: \$266.07

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CN28910-01

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Invoice Balance: \$266.07  
 Other Invoices: \$30,063.70 (5 invoices)

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[arwest@ubeo.com](#)  
[www.ubeo.com](#)

Payment Amount  
 \$ 266.07

**Card**

Amount	\$266.07
Fee : 3% Credit, 0% Debit	\$7.98
<b>Total</b>	<b>\$274.05</b>

**Bank**

Amount	\$266.07
Fee	\$0.00
<b>Total</b>	<b>\$266.07</b>

Click above to select payment by bank or card.

Routing Number \*

Account Number \*

Verify Account Number \*

Name on Account \*

Postal Code \*

Select your payment option, **ACH or Credit Card**, enter payment details, click **Pay** at the bottom to process payment. Note that you cannot overpay invoices, but you can short pay them.

Payment Amount

\$ 266.07

Card		Bank	
Amount	\$266.07	Amount	\$266.07
Fee : 3% Credit, 0% Debit	\$7.98	Fee	\$0.00
<b>Total</b>	<b>\$274.05</b>	<b>Total</b>	<b>\$266.07</b>

Card Number

Expiration Date

CVV

First Name

Last Name

Email

Postal Code

Automatically pay invoices from Main using these payment details.

**Pay \$16.36**

A payment confirmation number will pop up, and you will also be emailed a payment confirmation.

Thank You! Payment confirmation #: 8

## Paying multiple invoices with one payment

On the Invoice drop down tab choose *Open Invoices*. To pay more than one invoice at the same time choose *Add to the batch pay queue* for each invoice you want to pay, then choose payment amount above to open the payment screen.

Invoice Date	Due Date	Invoice Amount	Balance Remaining		
12/9/2024	1/8/2025	\$266.07	\$266.07	Pay this Invoice	<input checked="" type="checkbox"/> Add to the batch pay queue
1/9/2025	2/8/2025	\$266.07	\$266.07	Pay this Invoice	<input checked="" type="checkbox"/> Add to the batch pay queue
2/12/2025	3/14/2025	\$643.03	\$643.03	Pay this Invoice	<input checked="" type="checkbox"/> Add to the batch pay queue

ubeo BUSINESS SERVICES			
Invoice	4791328	\$643.03	
Invoice	4724821	\$266.07	
Invoice	4755982	\$266.07	
Total			\$1,175.17

[arwest@ubeo.com](mailto:arwest@ubeo.com)  
[www.ubeo.com](http://www.ubeo.com)

Payment Amount

\$ 1175.17

Card		Bank	
Amount	\$1,175.17	Amount	\$1,175.17
Fee : 3% Credit, 0% Debit	\$35.26	Fee	\$0.00
Total	\$1,210.43	Total	\$1,175.17

Routing Number \*

000000000

Account Number \*

000000000000

Verify Account Number \*

000000000000

The invoices you choose to pay are listed on the left and the total amount at the top, enter payment information below to complete.

Note that you cannot short pay the total of the invoices when batch paying, you must pay the entire amount. This is because the system does not know which invoice you intend to short pay so it cannot be done.

## Schedule AutoPay

To set up autopay, click *Automatically pay invoices* at the bottom of the screen. Select the day of month you want the invoice to auto pay, end date, option to set a min. or max \$ amount, and assign what type of invoice/s can be included in the Autopay.

Automatically pay invoices from Main using these payment details.

Day of month Pay open invoices on this day each month. <input type="text" value="1"/>	End Date - Terminate the autoay after this date <b>No termination</b> <input type="text" value="mm/dd/yyyy"/>
Min/Max Amount Only pay invoices for amounts in this range (leave blank or zero for no limit) <b>No min</b> <input type="text" value="0.00"/>	<b>No max</b> <input type="text" value="1000000.00"/>
Auto-pay invoices of these types	
<input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Service Ticket
<input checked="" type="checkbox"/> Sales	<input checked="" type="checkbox"/> Other

Pay \$1,495.00

If there are no open invoices you can go directly to **Save Payment Details** from the landing page

## Saved Payment Details

Manage your saved payment info and auto-pay details here.

[Saved Payment Details](#)

1. Choose Payment Method
2. Enter Payment Details
3. Choose when to auto pay on due date of a specific day of the month, set termination date, a min or max dollar amount and choose types of invoices applicable to auto pay
4. Choose **Submit Auto Pay** at the bottom to save all payment details

Payment Method

ACH

Credit Card

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Routing Number \*

Account Number \*

Verify Account Number \*

Name on Account \*

Postal Code \*



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Your First Name \*

Your Last Name \*



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Auto-pay on  Due Date  Day of Month

End Date - Terminate the autopay after this date  mm/dd/yyyy

Min/Max Amount Only pay invoices for amounts in this range (leave blank or zero for no limit)

0.00  1000000.00

Auto-pay invoices of these types

Contract  Service  Sales  Other

Only invoices from ubeowest and sent to your email address will be paid with the auto-pay details.

\*\*\*NOTE - if you pay multiple vendors in the payment portal and you want auto-pay set up to pay all vendors, you must create 1 auto payment per vendor and this MUST be set up when you are actively paying an open invoice for that dealer by completing the *Automatically pay invoices* section at the bottom. In doing so, this tells the auto pay which vendor should be paid using that auto payment. If you don't have an auto pay for each vendor then the auto pays will likely fail.

Automantically pay invoices from Main using these payment details.

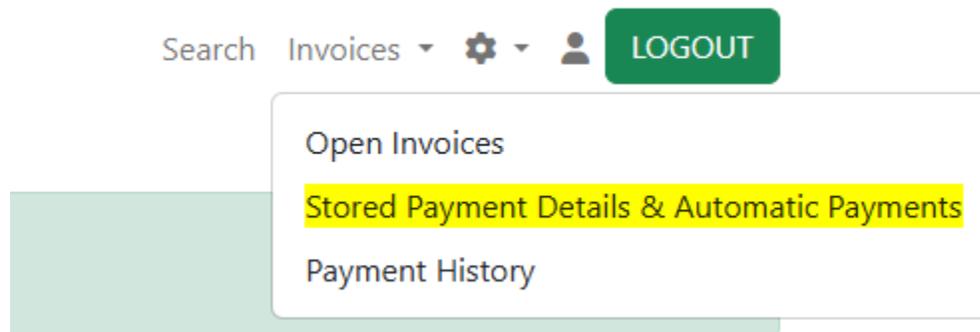
Day of month Pay open invoices on this day each month.	End Date - Terminate the autoay after this date
<input type="text" value="1"/>	<input type="button" value="No termination"/> <input type="text" value="mm/dd/yyyy"/>
Min/Max Amount Only pay invoices for amounts in this range (leave blank or zero for no limit)	
<input type="button" value="No min"/> <input type="text" value="0.00"/>	<input type="button" value="No max"/> <input type="text" value="1000000.00"/>
Auto-pay invoices of these types	
<input checked="" type="checkbox"/> Contract	<input checked="" type="checkbox"/> Service Ticket
<input checked="" type="checkbox"/> Sales	<input checked="" type="checkbox"/> Other

Pay \$1,495.00

### Change Existing AutoPay

You can change and view details of your existing auto pays by following the steps below.

1. At the top of the portal screen select Stored Payment Details & Automatic Payments



2. This screen will show the auto pays that you have set up and for which vendors. In the example below there are two auto pays.

3. Click Change auto-pay to change details on the auto pay such as scheduled run date, invoice minimum and maximums, etc. You can also see the payments that have run under this auto payment when you click to change the details. This is especially helpful when you want to validate which invoices have been paid by autopay and which have not.

Manage your stored payment details and authorized automatic payments

Add Auto Pay details for ubeowest

Card - 0459      Card Exp. Dec 2027      Change auto-pay      Cancel auto-pay      Delete Payment details

Pay on Invoice due date  
Only pay invoices with a balance of \$5,000.00 or more.

Contract Invoices     
  Service Invoices     
  Sales Invoices     
  Other Invoices

Email: [REDACTED]      Created: 5/20/2025      Updated: 5/20/2025  
 Type: cc      Card #: 0459      Exp: [REDACTED] 12:00:00 AM  
 Payment details can not be changed. If you need to change the bank or card details, please cancel this autopay and add a new one.

**Edit Autopay details**

Submit Auto-Pay

Only invoices from ubeowest and sent to your email address will be paid with the auto-pay details.

Auto-pay on  Due Date     Day of Month

End Date - Terminate the autopay after this date No termination mm/dd/yyyy

Min/Max Amount Only pay invoices for amounts in this range (leave blank or zero for no limit)

Min 5000.0000     
 No max 1000000.00

Auto-pay invoices of these types

Contract     
  Service     
  Sales     
  Other

Payments

Date	Amount	Invoice	Response

## Security and PCI DSS

Our payment site uses the merchant gateway NMI, which exceeds industry security standards. NMI is a PIC SSC participating organization focused on stronger security, proactive risk management and continuous improvement. NMI has maintained PCI DSS Level 1 certification since 2005 and was one of the first non-bank organizations in the world to hold cross-region compliance. NMI is audited annually by independent security assessors to ensure we're adhering to the industry's highest level of certification and PCI standards. NMI is listed on Visa's [Global Registry of Service Providers](#) and Mastercard's [Compliant Service Provider List](#).

### NMI Security and Reliability.

**Disaster recovery** - NMI is built to withstand local and global events. We have a number of data centers in North America, the UK and Europe. NMI's infrastructure is carefully designed to avoid single points of failure, allowing for continuous service and unrivaled survivability. NMI only use service providers that maintain at least two physical fiber entry points into their data centers, plus diverse and multiple paths into their own core networks.

**Uptime** - NMI's committed to aim to detect and resolve issues before they impact transaction processing. NMI checks availability from points all over the world every five minutes or less, and their entire infrastructure is monitored around the clock to alert NMI's engineers of potential trouble.

**Penetration testing** - NMI's constantly testing their systems to ensure they're secure. They perform rigorous automated vulnerability scans several times a month on both their internet-facing and internal infrastructure. A team of on-staff experts and independent third parties also perform intensive penetration testing every six months.

**Secured access** - The NMI network has been built with minimal access to outside networks and the internet. Internally, NMI use a series of highly segmented networks so only specific servers can communicate with each other. Access between network segments is highly restricted by robust firewall rules.

**Vulnerability Management** - All internet-facing and internal infrastructure is updated as soon as security patches are made available by the vendor.

**Distributed Denial of Service mitigation** - NMI use a leading third-party DDoS mitigator that quickly scrubs malicious internet traffic when needed.

More information referring NMI's PCI DSS responsibility matrix can be found [here](#).