



# Oracle Bill Management

## FAQ + Troubleshooting Guide

Please review this information before contacting Safelite for help with Oracle Bill Management, as you may find answers to your questions and get the assistance you need more quickly. Search for key words by clicking “Control + F” on a PC or “Command + F” on a Mac.

### Frequently Asked Questions

<b>What is Oracle Bill Management?</b>	Oracle Bill Management is Safelite’s secure online platform for viewing, printing and paying invoices and printing statements.
<b>How will I use Oracle Bill Management?</b>	You will use the system to pay invoices from Safelite, review your account and print invoices and receipts.
<b>How will I access Oracle Bill Management?</b>	All users on your account will receive a <i>Welcome Email</i> with instructions on registering and logging in to Oracle Bill Management. Each individual will be required to set up multi-factor authentication for secure access. Save the <i>Welcome Email</i> and bookmark the URL to access Oracle Bill Management on an ongoing basis.
<b>How will I learn how to use Oracle Bill Management?</b>	Reference the following help documents for detailed instructions on navigating the system and managing payments: <ul style="list-style-type: none"><li>• <b>Getting Started in Safelite’s New Bill Management System</b> [<a href="#">Job Aid</a>   <a href="#">Video</a>]</li><li>• <b>Managing Payments in Safelite’s New Bill Management System</b> [<a href="#">Job Aid</a>   <a href="#">Video</a>]</li></ul>
<b>Will I have to re-enter our company information?</b>	Your company and user information will transition into Oracle Bill Management, but please take a moment to confirm all the details are correct the first time you log in the system.

	When you first log in, you will also need to re-enter your payment information (bank account transfer/ACH or credit card).
<b>I entered my password incorrectly too many times and now my account is locked. What should I do?</b>	If your account is locked after accidentally entering your password incorrectly too many times, please wait 30 minutes before attempting to log in again.
<b>How many users can we have on our account?</b>	We recommend 2-3 users that include an account contact and a billing contact, and one person designated as the primary contact.
<b>How can I add or remove users from our account?</b>	Contact the Commercial Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a> .
<b>Can more than one person at my company use the same login information?</b>	For security purposes, each individual user who needs access to Bill Management at your company should have their own login.
<b>Are we required to use Oracle Bill Management?</b>	No, you will receive invoices from Safelite in the same way you always have and can pay them in the way you prefer. However, iReceivables will no longer be available as a payment option.
<b>Am I required to set up multi-factor authentication?</b>	Yes, this is required to access Oracle Bill Management. We take data security very seriously and are using the industry's best technology to protect both our organizations and our data. Using multi-factor authentication strengthens our data security while also improving the ease of use of our systems.
<b>Will invoices be sent to me differently?</b>	Invoices will continue to be delivered by mail or email depending on your preference.

<p><b>How will I pay an invoice in Oracle Bill Management?</b></p>	<p>Reference the following help document on managing payment:</p> <ul style="list-style-type: none"> <li>• <a href="#">Managing Payments in Safelite's Bill Management System Job Aid</a></li> <li>• <a href="#">Managing Payments in Safelite's Bill Management System Video</a></li> </ul>
<p><b>How should I dispute a transaction or handle a billing discrepancy?</b></p>	<p>Continue to dispute transactions as you do today, by working with the Commercial and Client Services teams to resolve invoicing discrepancies.</p>
<p><b>What records will be available in Oracle Bill Management?</b></p>	<p>All open transactions and billing records from August 27, 2024, and moving forward will be visible in your Oracle Bill Management account.</p>

## Oracle Bill Management Troubleshooting

CHALLENGE	SOLUTION
<p><b>Did not receive Welcome Email</b></p>	<ol style="list-style-type: none"> <li>1. Please wait 3-5 business days from initial request to Safelite to add a contact to your commercial account.</li> <li>2. Check spam and junk email folders for the email from <a href="mailto:customer@portalusers.safelite.com">customer@portalusers.safelite.com</a>.</li> <li>3. If email has not arrived, please contact the Commercial Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a>.</li> </ol>
<p><b>Can't log in</b></p>	<ol style="list-style-type: none"> <li>1. Click "Forgot My Password" on the login page.</li> <li>2. Follow the instructions to reset password and log into the system.</li> <li>3. If problems persist, contact the Commercial Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a>.</li> </ol>
<p><b>Can't find link to access Oracle Bill Management</b></p>	<ol style="list-style-type: none"> <li>1. Locate the initial <i>Welcome Email</i> or go to <a href="https://customerportal.safelite.com">https://customerportal.safelite.com</a>.</li> </ol>

<p><b>Oracle Bill Management will not come up when I click on URL/ type in URL</b></p>	<p><i>It is recommended you use a supported browser to access any Oracle Cloud applications. We do not recommend accessing on a smart phone.</i></p> <ol style="list-style-type: none"> <li>1. Check <a href="#">this page</a> to view the list of supported browsers.</li> <li>2. Confirm you are attempting to access the correct URL by locating your <i>Welcome Email</i>.</li> <li>3. Check your browser settings to ensure they are set to accept cookies and pop-ups from: <ul style="list-style-type: none"> <li>o <a href="https://www.cloud.oracle.com">https://www.cloud.oracle.com</a></li> <li>o <a href="https://www.oraclecloud.com">https://www.oraclecloud.com</a></li> <li>o <a href="https://customerportal.safelite.com">https://customerportal.safelite.com</a></li> <li>o <a href="https://id.portalusers.safelite.com">https://id.portalusers.safelite.com</a></li> </ul> </li> <li>4. Contact your organization’s IT department for further troubleshooting.</li> </ol>
<p><b>Can’t see billing records/ some records are missing</b></p>	<ul style="list-style-type: none"> <li>• To request any records from <u>before</u> Aug. 27, 2024, contact the Commercial Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a>.</li> <li>• If you can’t see billing records from <u>after</u> Aug. 27, 2024, contact the contact the Commercial Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a>.</li> </ul>

**If you need assistance:**

<b>If you need:</b>	<b>Do this:</b>
<p><b>Oracle Bill Management – Account Support</b></p> <ul style="list-style-type: none"> <li>• Login issues</li> <li>• Managing payments</li> <li>• Add or remove users on account</li> <li>• Updating account information</li> </ul>	<p>Reference the following help documents for detailed instructions on navigating the system and managing payments:</p> <ul style="list-style-type: none"> <li>• <b>Getting Started in Safelite’s New Bill Management System</b> [<a href="#">Job Aid</a>   <a href="#">Video</a>]</li> <li>• <b>Managing Payments in Safelite’s New Bill Management System</b> [<a href="#">Job Aid</a>   <a href="#">Video</a>]</li> </ul> <p>If your issue is not addressed in the help documents above, contact the Commercial</p>

	Billing Department at <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a> .
<b>Billing Support:</b> <ul style="list-style-type: none"> <li>• Change the way you are invoiced</li> <li>• Request records from prior to Aug. 27, 2024</li> <li>• Dispute a transaction</li> </ul>	Contact Safelite’s Commercial Billing Department at: <ul style="list-style-type: none"> <li>• 800-835-2092 (choose option 1 for departments, then option 1 for commercial billing)</li> <li>• <a href="mailto:commercialbilling@safelite.com">commercialbilling@safelite.com</a></li> </ul>