

# Paperless Billing: Receive invoices and statements through email, not postal mail!

Eastern now offers you the option to enroll in paperless billing. Policies enrolled in paperless billing will not receive invoices or statements through postal mail, but instead through email.

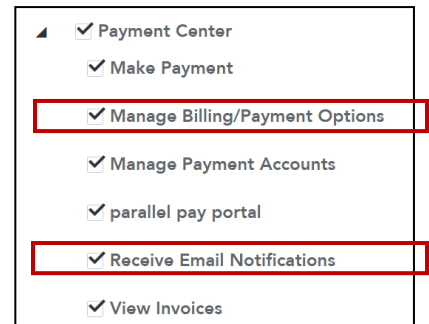
- Invoices and statements are published on [www.easternalliance.com](http://www.easternalliance.com)'s Payment Center, regardless of a policy's enrollment status.
- Policies cannot receive these documents through both postal mail and email.
- Once enrolled, all of your policy's website users who have permissions in the Payment Center to "Receive Email Notifications" will receive your policy's invoices and statements through email. These documents will be sent as PDF attachments to the email notification.
- To receive invoices and statements through email, two conditions must be met:
  - At least one user must have permissions to "Receive Email Notifications" (see below).
  - The policy must be enrolled in the paperless billing option (see below).
- All users with access to the Payment Center can view your policy's enrollment status. However, only users with permission to "Manage Billing/Payment Options" are able to adjust your policy's enrollment status.

The following instructions will guide you through the enrollment process.

## 1. MAKE SURE YOUR PERMISSIONS ARE SET

Ask your [www.easternalliance.com](http://www.easternalliance.com) administrator(s) to check if your user permissions are set to "Receive Email Notifications" and "Manage Billing/Payment Options" (see example on the right). This can be verified and adjusted by your administrator in the Manage Users section, "Payment Center" category.

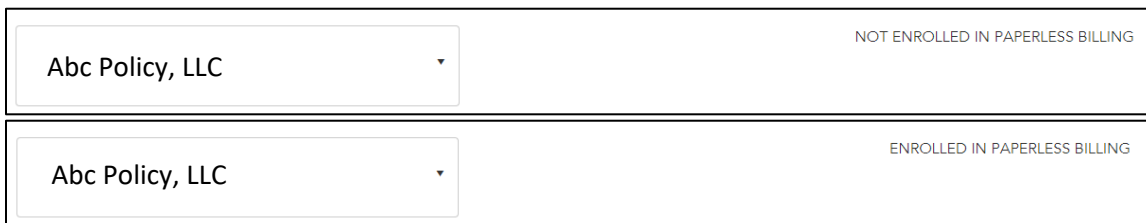
- For your policy to receive invoices and statements through email, at least one user must have "Receive Email Notifications" permissions at all times.
- There is no limit on how many users can receive notifications.
- As individuals join and leave your organization, or emails change, it is vital to update this information through Manage Users.



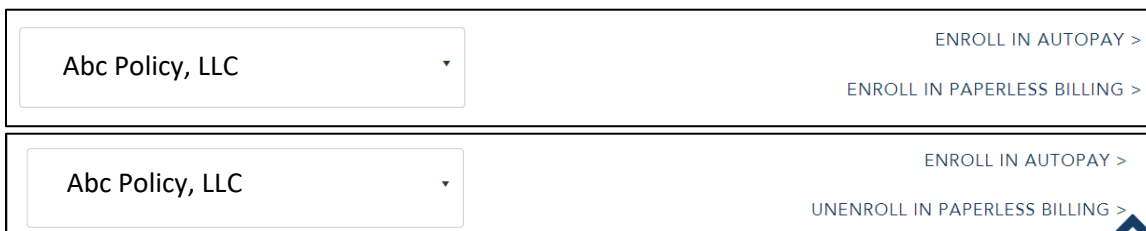
## 2. VERIFY YOUR POLICY'S PAPERLESS BILLING STATUS

Once you have permission, access the Payment Center through the drop-down menu under your name in the top-right corner of the website. Within the Payment Center, your policy's enrollment status is listed at the top-right corner.

If your user permissions do not allow you to enroll in paperless billing, you will see either "NOT ENROLLED IN PAPERLESS BILLING" or "ENROLLED IN PAPERLESS BILLING" on the Payment Center screen:



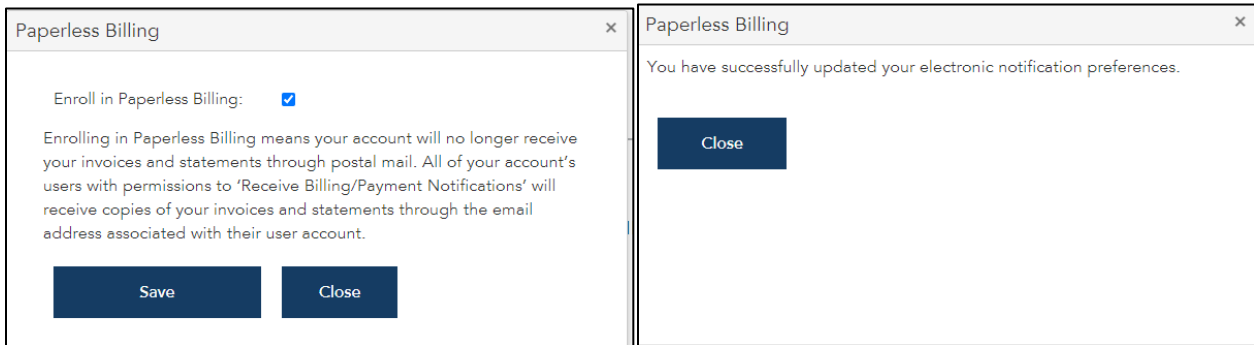
If your user permissions enable you to enroll in paperless billing, you will see either "ENROLL IN PAPERLESS BILLING" or "UNENROLL IN PAPERLESS BILLING" on the Payment Center screen:



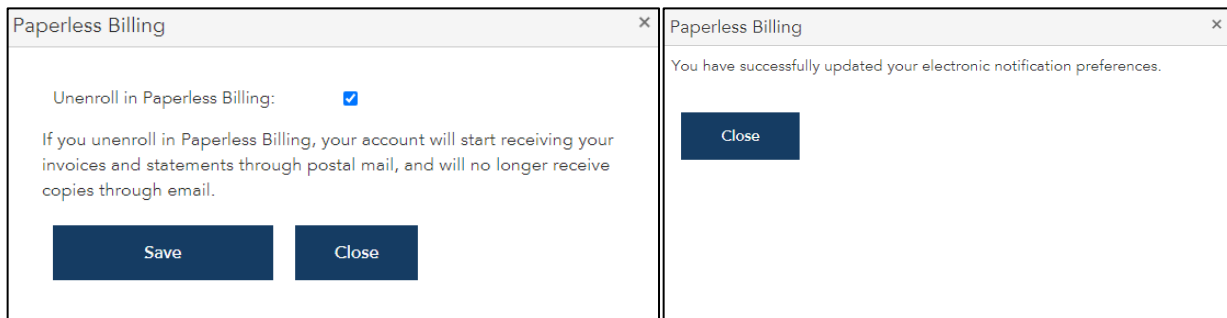
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## 3. ENROLL OR UNENROLL IN PAPERLESS BILLING

To enroll, click on the “ENROLL IN PAPERLESS BILLING” link at the top-right corner of the Payment Center screen. On the pop-up message, check the “Enroll in Paperless Billing” box and click on the “Save” button. Click the “Close” button on the confirmation message.



To unenroll, click on the “UNENROLL IN PAPERLESS BILLING” link at the top-right corner of the Payment Center screen. On the pop-up message, check the “Unenroll in Paperless Billing” box and click on the “Save” button. Click the “Close” button on the confirmation message.



## 4. RECEIVE EMAIL NOTIFICATIONS

All users with permissions to receive Payment Center email notifications will receive your policy's invoices and statements through email. These documents will be sent as PDF attachments to the email notification. Invoices and statements will also be published in the Payment Center. Notifications regarding any scheduled electronic payments (EFT) will also be emailed to these users. There is no limit on the number of users who can receive these notifications; however, at least one user must have “Receive Email Notifications” permissions at all times.

