

## Billing FAQ

Invoices are generated the next business day after the report is sent. Invoices are sent as a PDF attachment via email; if there is more than one invoice generated daily there will be multiple attachments to the transaction email. It is important that we have the correct billing email address to avoid delays in processing invoices. The left section of the chain of custody is reserved for customer information with a billing email section. Please feel free to contact us to update account information at your convenience. Statements are generated once per month at the customer's request; the invoices will be listed in date order. Payment can be in form of check, wire transfer, ACH or via credit card on our website.

### **Check** - Remit check to the bank lockbox:

Eurofins CEI, Inc.

PO BOX 1478

Carol Stream, IL 60132- 1478

### **Online:** Online Payment Portal - Accepts Credit Card and ACH payments

Use this link to access - <https://regions.billeriq.com/ebpp/EurofinsCEI/>

Please include remittance on payment or email to [cei-ar@eurofinset.com](mailto:cei-ar@eurofinset.com)

*Note: it is important to use this Eurofins CEI link for payments; each business unit has a unit specific link.*

- Eurofins CEI cannot provide automatic credit card processing; the account holder must initiate all transactions; this ensures data security and protects the client from unexpected charges.
- All changes to projects, reports and invoices must be in writing. To make this process more convenient for our clients, we typically send out an email detailing the solution and a reply to the email confirms the change.
- All company and project information is confidential. We will not supply any information to anyone other than a member of the company requesting the work. We must have written permission from someone in the company before we can discuss results, payments or even what kind of testing was performed.
  - For all billing questions, copies of invoices and statements, certificates of insurance, W-9's, and general accounting issues email: [cei-ar@eurofinset.com](mailto:cei-ar@eurofinset.com)