



## Frequently Asked Questions

This guide addresses frequent, financial inquiries you may have about your Frontline services.

- ❓ **Can we use a credit card to pay our invoice?**
  - ➔ At this time, we do not have the capability to make credit cards a form of payment. We are talking to our banking partners about this capability and will notify you if/when it becomes available.
- ❓ **We need a current W-9. Where can we acquire it?**
  - ➔ A copy of our W-9 can be found [here](#).
- ❓ **Do I have to sign a new contract this year?**
  - ➔ Most contracts renew automatically and allow you to have a continuously active subscription. For those contracts that do not automatically renew, your Frontline Renewal representative will reach out and provide any documents required to allow for uninterrupted service.
- ❓ **Can you include every product on the same invoice?**
  - ➔ Yes. Please contact the billing department at [billing@frontlineed.com](mailto:billing@frontlineed.com) to discuss your request. Depending on the anniversary dates of each service, we may require you to execute a document that brings each solution onto the same renewal schedule.
- ❓ **Why are you contacting me on a bill that has a due date so far away?**
  - ➔ To allow for a continuous, active subscription, we strive to send invoices to our clients within 30 days of the anniversary date. This allows our customers to make any adjustments to their service level and make appropriate financial arrangements to ensure the invoice is paid in a timely manner.
- ❓ **Can you change the date on the invoice?**
  - ➔ No. Invoice dates are important for both client and Frontline recordkeeping, serving as a key reference point for contracts, service agreements, vendor payments, etc.
- ❓ **Who is our billing contact?**
  - ➔ Our billing team can be reached at [billing@frontlineed.com](mailto:billing@frontlineed.com) to address your questions. Each member of the billing team is knowledgeable and will be able to help with your request.
- ❓ **What is our PO#?**
  - ➔ Our billing system is strictly contract based and does not allow for PO tracking. While we make every effort to ensure the accuracy of our billing, the invoice-to-PO tracking/matching process is considered an internal client responsibility. This applies to vendor portal invoice entry as well.