CE Statements Frequently Asked Questions

How do I add a new user to the CE website to access CE Statements?

1. Sign into our CE website and go to Your Account / Manage Users.
2. Note the orange Tutorial button for additional help
3. Click Add User
4. Complete new user form
5. Select "Yes" next to CE Statements Access
6. When complete click Add User
7. The new user will receive an email invite to sign into the CE website to access CE Statements

How do I give an existing CE website user access to CE Statements?

1. Have your Ecom site Admin sign on to the CE website
   (Contact CE if you're not sure who in your organization has the Ecom Admin role.)
2. Go to Your Account / Manage Users
3. Click on "Edit" next to the user you want to update
4. Under User Settings: check "Yes" next to CE Statements Access
5. Click Update User
6. The CE Statements button will appear in the top righthand corner when logged on.

How do I sign up for Emailed Invoices and Statements?

1. Go to Company Profile under your name in CE Statements
2. Check the box that says "Include PDF of Invoices & scheduled statements on all respective notifications"

How do I sign up for Mailed Invoices and Statements?

1. Go to Company Profile under your name in CE Statements
2. Check the box that says "Receive Paper Invoices & Scheduled Statements"

How do I turn off email notifications?

1. If you are on emailed invoices and statements – at least one user must have notifications turned on or the Admin will automatically receive notifications
2. Go to My Notifications under your name in CE Statements
3. Check the box that says "Receive Paper Invoices & Scheduled Statements"
4. Each individual user must turn his/her own notifications on/off

How do I set up bank and credit card information in order to make a payment?

1. Go to Payment Methods under your name in CE Statements
2. Click on "Add Bank Account" or "Add Credit Card"
3. Complete required information
4. Click on the I agree box
5. Click on "Add Bank Account" or "Add Credit Card"
6. Make sure to verify information to complete the process

How do I pay my invoices?

1. Click on the "Invoices" tab
2. Use the buttons to choose which invoices you want to pay or filter by Invoice Date or Due Date
3. To select all the invoices on a single page, click the Box directly under the "Pay" box
4. Make sure to click the "Mark for Payment" button BEFORE moving to a second page of invoices
5. Once you have selected all the invoices you want to pay, click the "Pay" button
6. Only use the "Pay All" button if you want to pay everything on your account
7. Select the payment method you want to use
8. Click on "Continue"
9. Complete Process

How do I print or save invoice copies?

Single Invoice

1. Click on the "Invoices" tab
2. Filter or search for the invoice # you want
3. Click on the invoice #
4. Click on View PDF
5. Print or save invoice

Multiple Invoices

1. Click on the "Invoices" tab
2. Filter by Invoice date or Due Date
3. To select all the invoices on a single page, click the Box directly under the "Pay" box
4. Or Select the individual boxes in front of the division listed
5. Click the "PDF" Button
6. Look for Banner that appears "Your PDF is ready to download"
7. Click on download
8. Open file
9. Save or print file

How do I find and print my statement?

How do you receive your statement?

Customers who have statements Mailed

1. Click on “Activities” tab
2. In search box, type “statement”
3. Click magnify glass
4. Hover mouse over paper clip
5. Click on PDF file that appears
6. Print statement

Customers who have statements Emailed

1. Click on “Activities” tab
2. Click on “My Notifications” tab
3. In search box, type “statement for “month you want””
4. Click magnify glass
5. Hover mouse over paper clip
6. Click on PDF file that appears
7. Print statement

How do I export a list of my invoices to Excel?

1. Click on the “Invoices” tab
2. Filter by Invoice date or Due Date to get selection or Click “All” button
3. Click next to “Export” button
4. Select which option you want to use
5. Look for banner that appears “Your invoice export is ready to download”
6. Click on “Download”
7. Open Invoice File that appears