

### **What is QuickFee Connect?**

QuickFee Connect is PB Mares' secure online payment portal, allowing you to pay your invoices quickly and easily via ACH (bank transfer) or credit card. QuickFee Connect enables clients to view outstanding invoices, make payments using various methods (ACH, credit card, financing), and set up automatic recurring payments. The portal is secure and user-friendly, ensuring a seamless payment experience.

### **Why is PB Mares using QuickFee Connect?**

We use QuickFee Connect to simplify invoice payments. It offers faster processing, improved security, and convenient access to your account balance.

### **How do I access the portal?**

You can access the QuickFee Connect portal by clicking the ***Click Here to Pay*** link in your invoice e-mail or by visiting our [PB Mares Online Payment Portal](#). Either option lets you pay as a guest or log in to your registered account.

### **How are invoice notifications sent?**

Invoice notifications are sent via e-mail.

### **Do I need to create an account?**

No account is required. You can access the portal directly from our website and submit payment without logging in.

### **What payment methods can I use?**

ACH / Bank Transfer and Credit Card.

### **Is my payment and personal information secure?**

Yes. QuickFee Connect uses secure encryption to protect your information.

### **Can I pay multiple invoices in one transaction?**

Yes. You can submit one payment for the total amount due. Please reference all invoice numbers or include a note indicating which balances you're paying.

**Can someone else submit payment for me?**

Yes. A third party, such as a bookkeeper or payables department, may submit payment on your behalf. Just ensure your name or business name is included so we can apply the payment correctly.

**What if I don't see my invoice listed in the portal?**

Invoices are e-mailed directly from PBMares. If you don't see an expected balance, check your e-mail inbox and spam folder. If needed, contact us to confirm your billing contact information is up to date.

**What if I make a mistake when submitting payment?**

If you pay the wrong amount or select the wrong method, contact us immediately at [accountsreceivable@pbmares.com](mailto:accountsreceivable@pbmares.com) or call (800) 296-7244 so we can correct or reapply the payment.

**How long does it take for my payment to be applied?**

Payments are typically posted to your account within one business day. If your invoice balance still appears after that time, please contact [accountsreceivable@pbmares.com](mailto:accountsreceivable@pbmares.com) or call (800) 296-7244.

**How will I know my payment went through?**

A confirmation e-mail will be sent immediately after your payment is submitted.

**Can I set up automatic payments?**

Yes, QuickFee Connect allows clients to set up automatic recurring payments for services such as monthly retainers. This feature helps clients stay organized and ensures timely payments.

**What are the benefits of using QuickFee Connect?**

- Real-time visibility of invoices and payments
- Flexible payment options (ACH, credit card, financing)
- Reduced administrative tasks
- Secure and user-friendly portal
- Automatic recurring payments
- Environmentally friendly and cost-effective

**Who do I contact if I have questions about my invoice or payment?**

Please e-mail our Accounts Receivable team at [accountsreceivable@pbmares.com](mailto:accountsreceivable@pbmares.com).