



Frequently Asked Questions - **KEITH E-Z PAY**

1. **What is Keith E-Z Pay?** Keith E-Z pay is a new automated payment plan that automatically pulls invoice payments from your checking account as your invoices become due.
2. **Are COD customers eligible?** Yes. COD invoices are sent to your bank for processing the day the order is delivered. An email is sent to the customer the next day outlining the payment amount processed and invoice details.
3. **I am a COD customer, how do I get my adjustments made to invoices at the time of delivery?** Since COD invoices are processed for payment the day of delivery, adjustments have not yet been processed through the system. However, once the adjustment is worked (generally within one day), the credit amount will be deducted from your next invoice.
4. **How do I know what is being processed for payment?** Customers with terms are notified by email 48 hours prior to their invoices coming due with invoice numbers and amounts that have been selected for payment. The email includes contact information in case the customer wants to make changes or needs to cancel the scheduled payment.
5. **Is there any cost to me?** No. Keith E-Z Pay is a free service.
6. **How do I sign up?** You can sign up by filling out one simple form, attaching a voided check and returning it to our credit department.

Frequently Asked Questions - **KEITH PAY**

1. **What is Keith Pay?** Keith Pay Online is Ben E. Keith's new on-line bill paying website.
2. **How does it work?** Customers are set up with a confidential user name and password. When customers sign on to the website, they are able to preview all open invoices on their account. They can then select any that they would like to pay.
3. **Am I eligible if I have multiple accounts?** Yes. Keith Pay Online allows you to review all your accounts separately and pay from all or just one as needed.
4. **May I use more than one bank account?** Yes. Keith Pay Online allows you to use up to three different bank accounts.
5. **Can I review my invoices before paying them?** Yes. Keith Pay Online has an added benefit allowing customers to view imaged copies of their invoices with a simple click of the mouse.
6. **How do I sign up?** You can sign up by filling out one simple form, attaching a voided check and returning it to our credit department.