

IMLS Billing FAQ

Q. My credit card has always been on file, why aren't you paying my account with it?

A. We have transitioned to a new Membership system and for security reasons; your card number was not transferred to the new system. If you'd like to place your card on file go to <http://www.payimls.com> and log in. Click on "Update Your Member Profile." Then, from the Section List on the left, choose "Auto-Billing Authorization." Check the "Yes" box, then click "Save." Then from the menu on the left click on "Payment Information" and enter your card number and click "Update Profile." PLEASE NOTE: Simply entering your credit card information here will not pay an existing order.

Q. When I log in, I don't see anything. What is wrong?

A. You may be getting a page notification that says, "Profile Update Notification." To get past this simply click "Continue" then verify information and make any changes if needed. Click Update at the bottom of the page, and then click the blue Home button to refresh.

Q. I usually get billed for my admin or personal assistant, why are they no longer on my bill?

A. All admins and assistants are now billed directly. If you are a Broker, you can view these admin charges as well as any agents that have outstanding bills by logging in at <http://www.payimls.com> . From the home page, look for the grey box and click on "Pay Agent Dues." This will generate a list of admins in your office, as well as agents that need to pay. Check the box of the individuals you want to pay for and click "Pay Dues" at the bottom of the page. Enter the credit card information and click "Continue."

Also, the admins can log into their own account and print the order to be submitted for the office to cut a check. And finally, a payment profile can also be set up for them. Please refer to

Question 1.

Q. Why wasn't my invoice/order emailed to me?

A. We will be notifying you via email, newsletters, and messages on Paragon that your invoice/order is ready to be viewed and paid. You can login and pay from the Pay IMLS Button on the portal or log in to <http://www.payimls.com>. Remember, our invoice/orders will always be generated around the first

business day of the first month of each quarter and are due the last business day of the first month of that quarter.

If you have any billing questions or concerns, that can't be answered by simply logging into

<http://www.payimls.com> , please contact us at billing@intermountainmls.com .