



Subscriber Frequently Asked Questions

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I am a new subscriber; can I access the service immediately?

Some subscriptions require agency approval and depending on the type of subscriber access (service) you've requested, you may need to await notification of approval via email. To determine if documentation is required for approval, please reference the emailed subscription receipt for instruction. To expedite the approval process, be sure you submit all required documents as soon as possible. In general, approval should take no longer than two weeks.

Why am I receiving a \$95 invoice?

The annual subscription fee is \$95. All subscription accounts are automatically renewed on your initial customer account registration date *unless* we've received your cancellation request before renewal. You may still cancel your subscription after your account has been auto-renewed by emailing your cancellation request to subscriptions@alabamainteractive.org and including your customer account number. You will receive an automatic ticket number in an auto-reply and one of our Customer Support agents will reply once your request has been processed.

I have forgotten my password, how do I reset it?

You may call our Customer Support team at 866.353.3468 to have your password reset or email subscriptions@alabamainteractive.org. Please have your customer account number on hand.

How many users am I allowed?

All accounts are allowed up to ten active users, per \$95 subscriber fee. If more are needed, you may request another subscription/fee by emailing your request to subscriptions@alabamainteractive.org including your customer account number. You will receive an automatic ticket number in an auto-reply and one of our Customer Support agents will reply once your request has been processed.

How do I update my users?

You may email your update to our Customer Support team including your customer account number subscriptions@alabamainteractive.org. To de-activate a user, include the username(s) you would like to make inactive. To add a user, include the first and last name of the user, the user's email address and the user's phone number. From the information received, we will create a unique username and temporary password. You will receive an automatic ticket number in an auto-reply and one of our Customer Support agents will reply once your request has been processed.

How do I add a service to my current subscription?

To add a service to an existing subscriber account, you should email your request(s) to subscriptions@alabamainteractive.org including your customer account number. Per usage fees apply to new services; however, there will be no additional \$95 subscription fee.

How do I cancel my subscription?

To cancel your subscription, it is required we have your request in writing. Cancellation requests are not verbally accepted via phone. You should email your request to subscriptions@alabamainteractive.org including your customer account number. You will receive an automatic ticket number in an auto-reply and one of our Customer Support agents will reply once your request has been processed.

How do I update my billing information, physical address and/or customer account point of contact?

Only your account Customer Administrator has access to update billing information online by accessing our Customer Database: <https://cmbs-admin.soltn.cdc.nicusa.com/al/cust-admin/login.html>. If you do not know who your account Customer Administrator is or if you need to update your account Customer Administrator, you may email your inquiry or request to subscriptions@alabamainteractive.org including your customer account number.

How do I retrieve my invoice?

All users have access to retrieve invoices online; however, only the designated billing contact will receive billing and invoice notifications via email. To retrieve invoices online you may access the following link: <https://cmbs-admin.soltn.cdc.nicusa.com/al/cust-admin/login.html>. If assistance is needed, please see the following link: http://www.alabama.gov/PDFs/CDB_Functions_Customer_User.pdf.

I received my invoice and need more detail; where can I find transaction details?

You may retrieve your Billing Summary Report at any time by accessing our Customer Database: <https://cmbs-admin.soltn.cdc.nicusa.com/al/cust-admin/login.html>. The Billing Summary Report will provide slightly different information depending upon the service. All charges are dated and time-stamped based on the data request, list the username that requested each transaction and include a confirmation number. Depending on the service, further transaction/data detail can be found in the service application's Transaction History report.

Can I pay my invoice online?

Yes, your account Customer Administrator has access to pay one or multiple invoices online if your account is in good standing by accessing our Customer Database:

<https://cmbs-admin.soltn.cdc.nicusa.com/al/cust-admin/login.html>. If your account has been suspended due to non-payment, please mail a check to the remittance address on your invoice or you may call and pay your invoice in full via phone for immediate re-activation.

Where do I mail checks to pay my invoice?

Please submit all checks to the remittance address on your invoice and make all checks payable to Alabama Interactive, LLC:

Wells Fargo/Alabama Interactive
PO Box 934357
Atlanta, GA 31193-4357

How do I set up auto-pay using my credit card or checking account?

Your Customer Administrator may access our Customer Database and set up auto-pay online at any time at no additional charge: <https://cmbs-admin.soltn.cdc.nicusa.com/al/cust-admin/login.html>.

All auto-payments are processed on the 10th of every month, for the previous month's transactions. All credit card types are accepted. If you are setting up ACH auto-pay and your bank account only allows identified or authorized debits, please be sure to provide your bank with the Alabama Interactive Originator ID number. This number can be located in the service application billing information section or you may email billing@alabamainteractive.org to request the Originator ID number.

If I setup auto-pay, will I be issued a receipt?

No, you will not receive or be issued a receipt. If your *payment cannot be successfully processed*, you will receive an invoice with an amount to pay. If your *payment is processed successfully*, you will receive an invoice with a "do not pay" amount.

I have general questions regarding my invoice; who do I contact?

You may email billing@alabamainteractive.org including your customer account number, with any billing inquiries.