BILLTRUST
CUSTOMER FAQ

WHITE CAP

BILLTRUST CUSTOMER FAQ

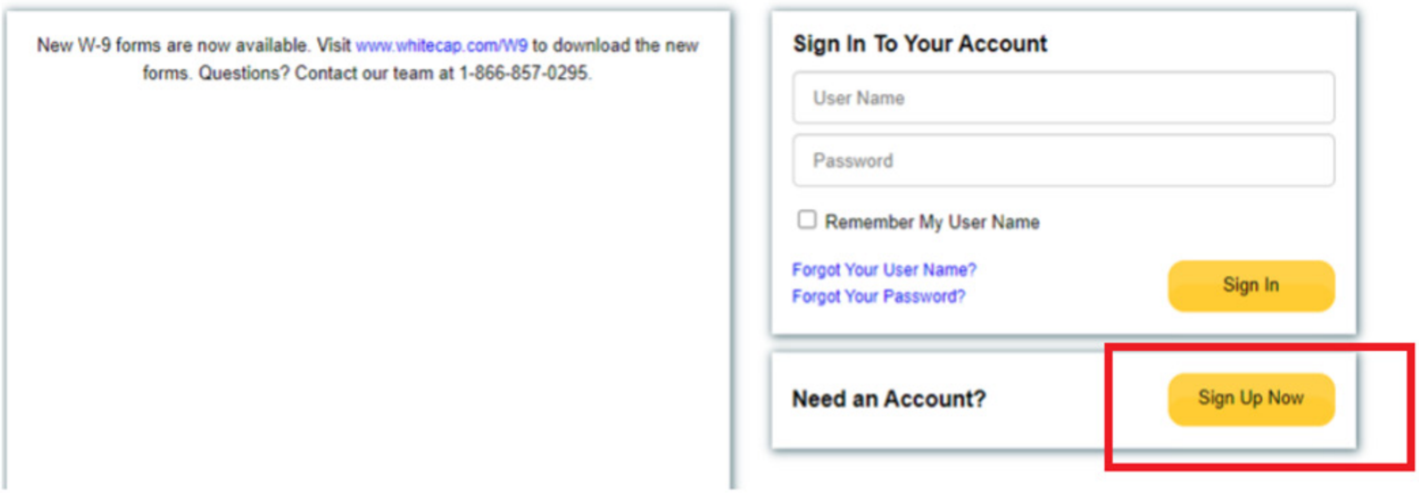
TABLE OF CONTENTS **PAGE**

Click the text below to jump to the topic

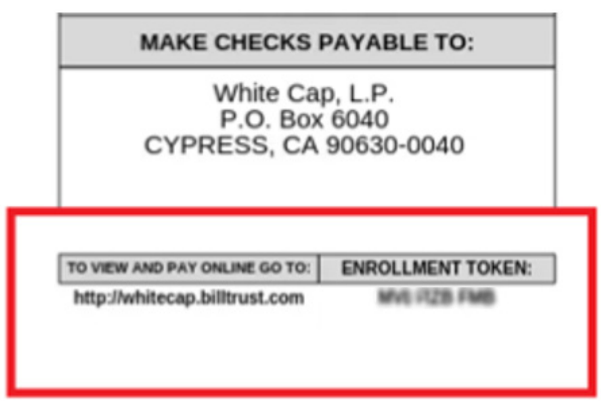
BILLTRUST CUSTOMER FAQ

HOW DO I ENROLL IN BILLTRUST.COM?

- http://whitecap.billtrust.com
- Click on "Sign Up Now" button.

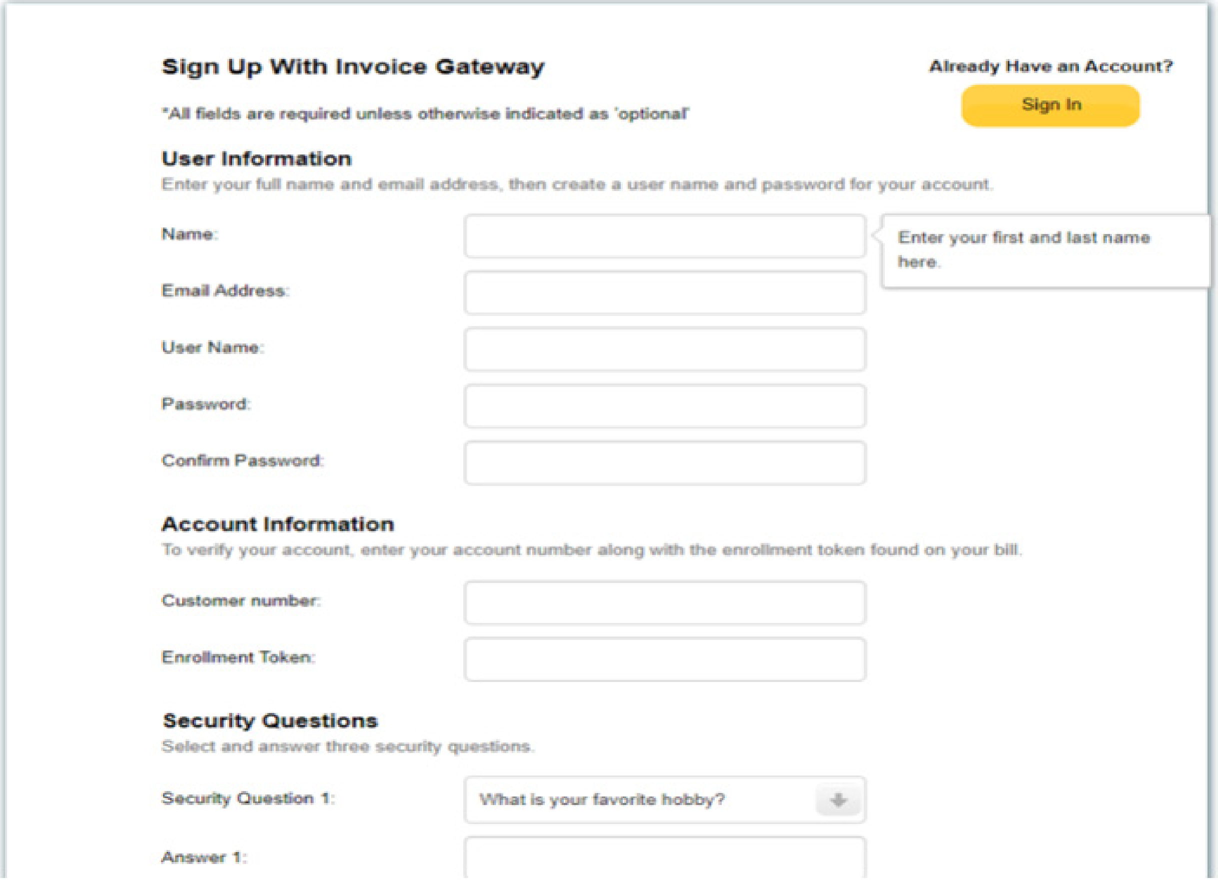


*You will need your Enrollment token located on your Invoices & Statements



BILLTRUST CUSTOMER FAQ

- Fill out the enrollment information and click Sign Up at the bottom.

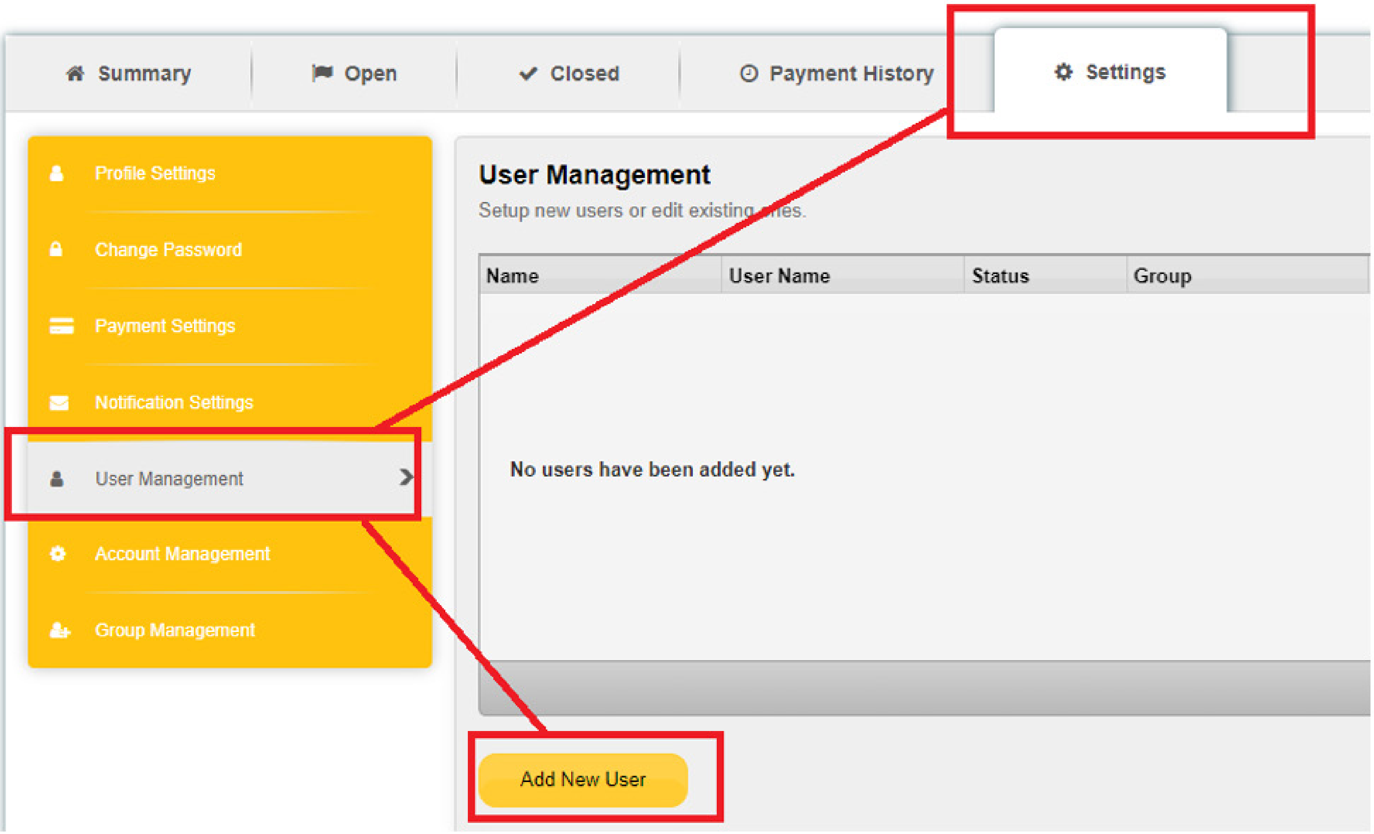


- An activation email will be sent to you. Click the link in the email to activate the account.
- Click "Return to Sign In" to access your account.

BILLTRUST CUSTOMER FAQ

HOW DO I REMOVE AND ADD USERS TO MY ACCOUNT?

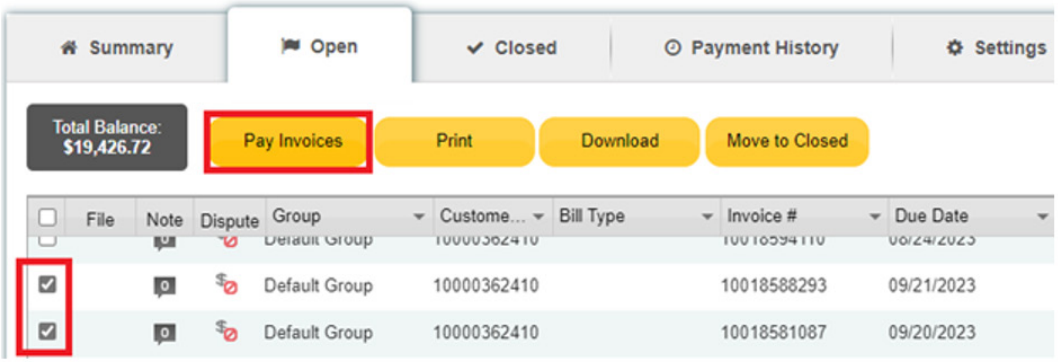
- Settings > User Management



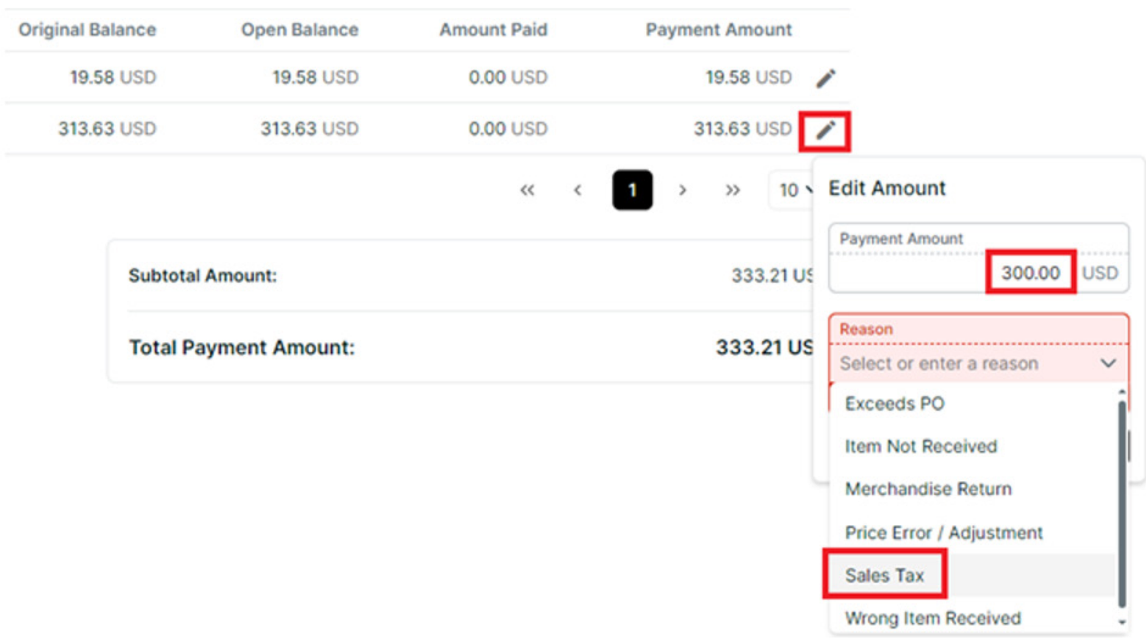
BILLTRUST CUSTOMER FAQ

HOW DO I PAY INVOICES?

- Select the invoice(s) you want to pay with the radio buttons
- Click “Pay invoices” then follow the prompts



- If needed, you can send a receipt to a different e-mail or schedule the payment in advance
- To short pay or overpay an invoice, click the pencil icon then enter the new payment amount
- You can select a reason from the drop-down list or enter a custom one

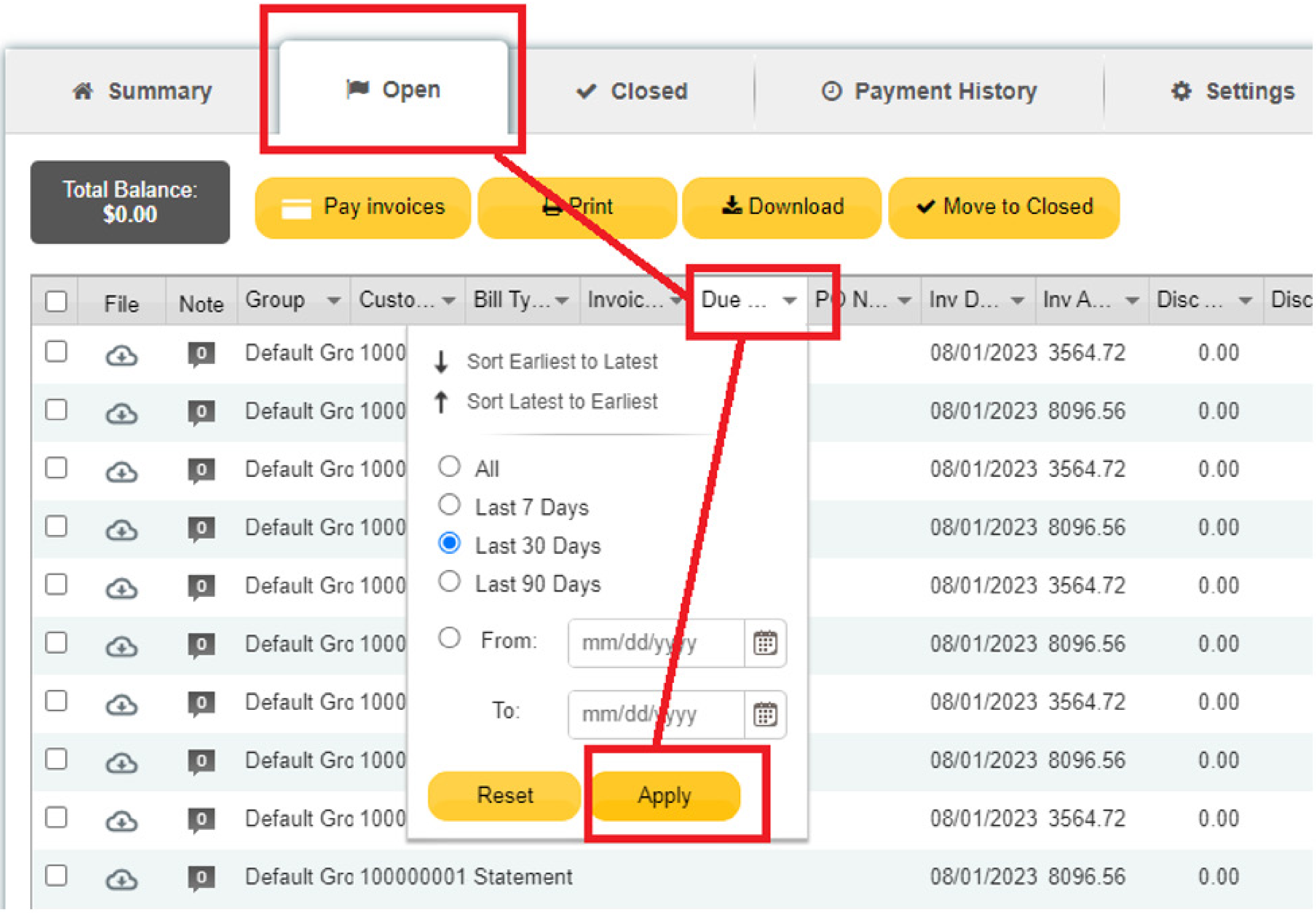


- In Review column on the Open tab displays a “Y” for items in research by our team

BILLTRUST CUSTOMER FAQ

HOW DO I FILTER AND MAKE SPECIFIC PAYMENTS?

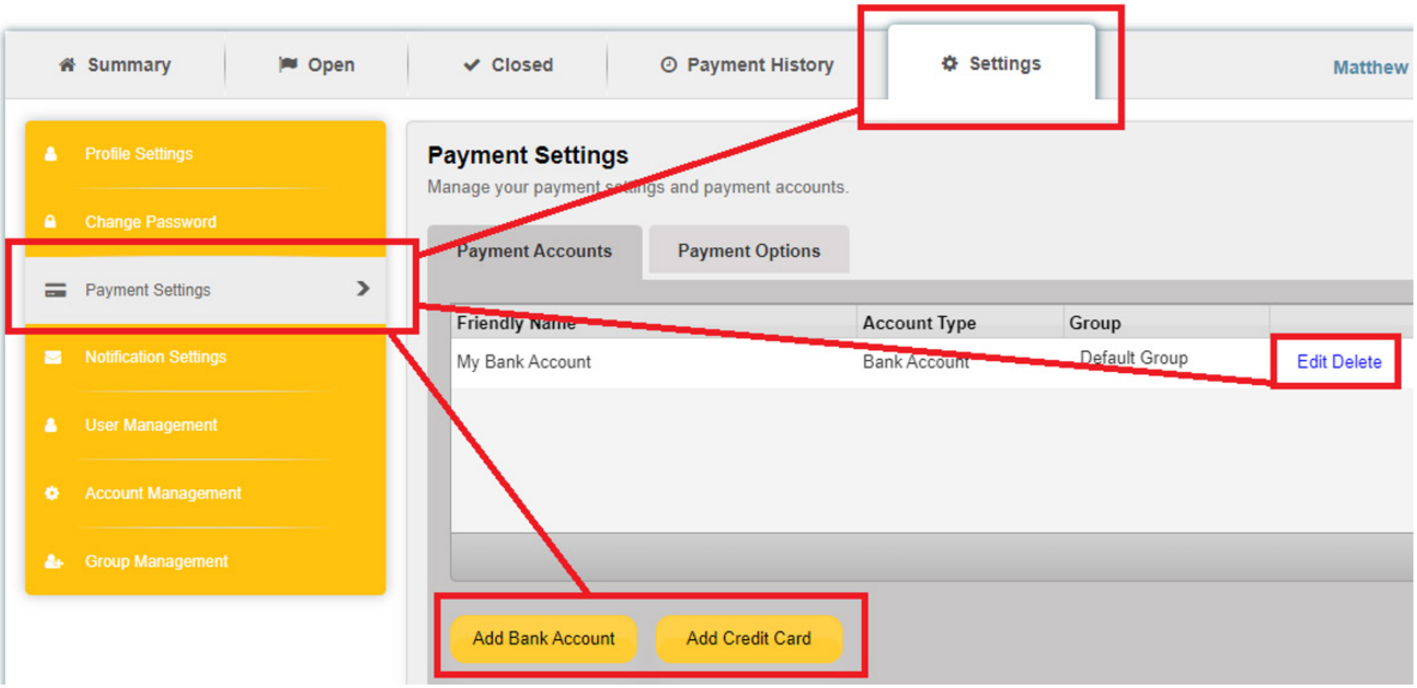
- Click on Open Tab
- Use the drop arrow filter on any of the headers
- Set your filter parameters (Date, Job, Amount, etc.) and click Apply



BILLTRUST CUSTOMER FAQ

HOW DO I SAVE PAYMENT INFORMATION?

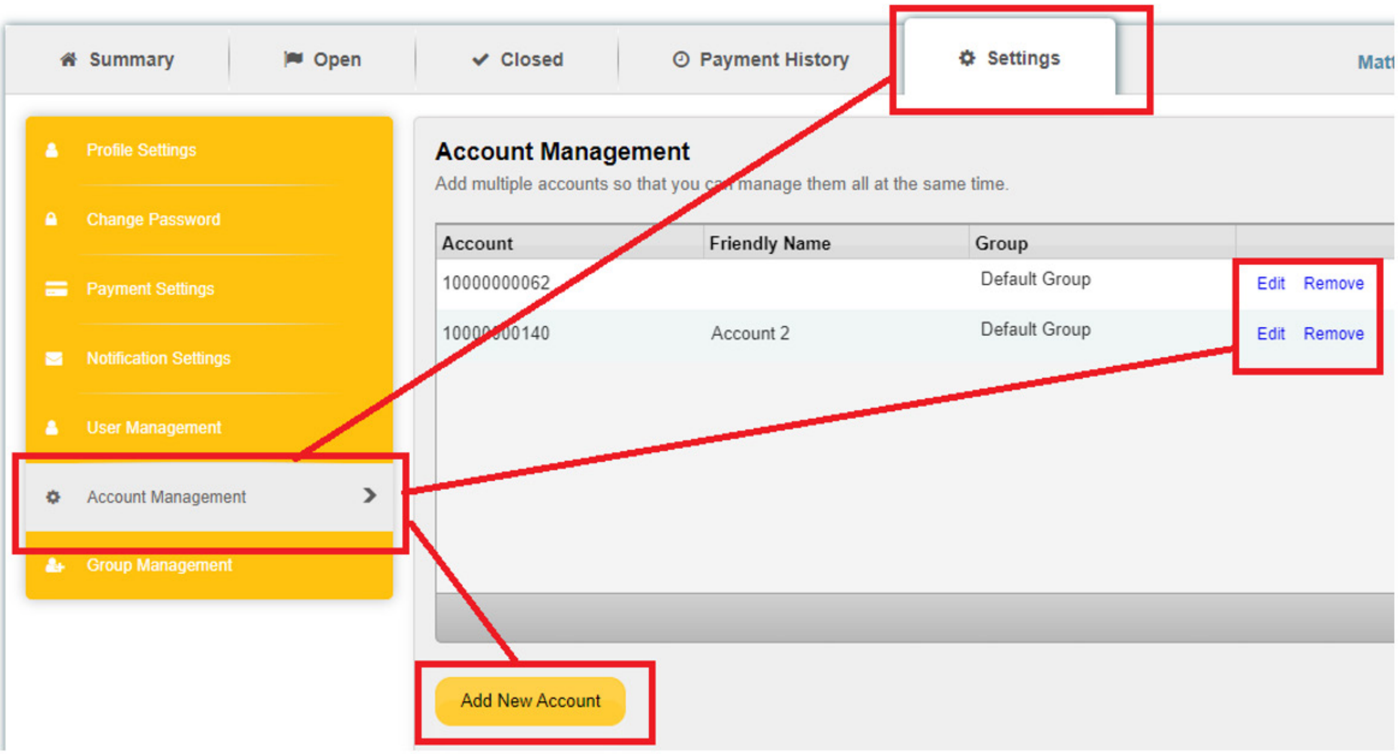
- Click on settings tab
- Click on Payment Settings
- You can add, edit, or delete payment information



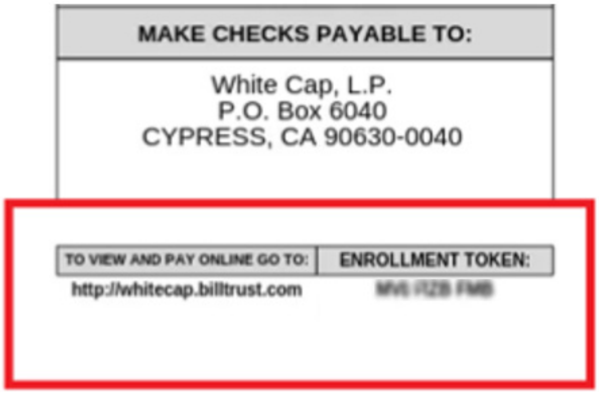
BILLTRUST CUSTOMER FAQ

HOW DO YOU LINK MULTIPLE CUSTOMER ACCOUNTS UNDER ONE USER?

- Click on Settings Tab
- Click on Account Management
- You can Add, edit, or remove different customer accounts.



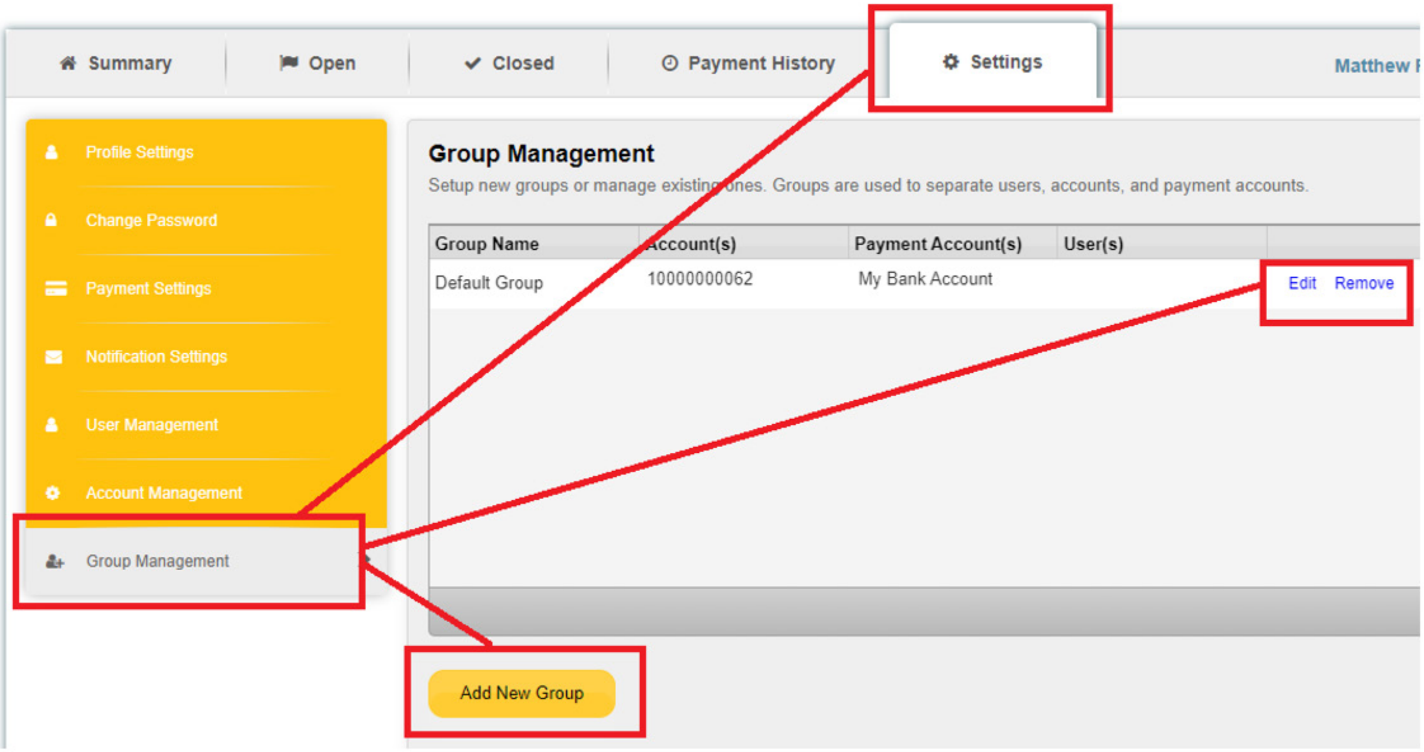
*You will need your Enrollment token located on your Invoices & Statements



BILLTRUST CUSTOMER FAQ

HOW DO YOU DEFINE WHAT USERS HAVE ACCESS TO WHICH CUSTOMER ACCOUNTS?

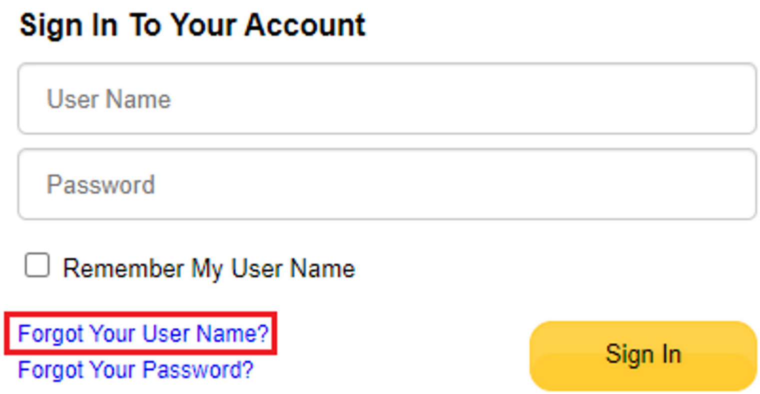
- Click on Settings Tab
- Click on Group management
- Add, edit, or remove groups and which users are in each group



BILLTRUST CUSTOMER FAQ

I'M TRYING TO ENROLL BUT RECEIVE A MESSAGE THAT THIS ACCOUNT WAS ALREADY ENROLLED?

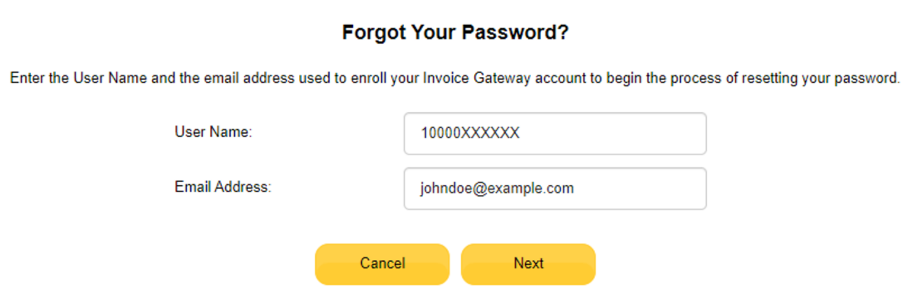
- Your company may already have a Billtrust account
- You can use the "Forgot Your User Name" feature on the login page:



- If this doesn't work, contact Billtrust@whitecap.com to help you complete registration or reset your company's account

I HAVE A WHITE CAP ACCOUNT BUT THE USER NAME/EMAIL ADDRESS CANNOT BE FOUND?

- WhiteCap.com and White Cap Billtrust logins are now separate
- If you previously viewed invoices or made payments through WhiteCap.com, click "Forgot Password" to create a new password and use your account number as your username



- If this doesn't work, contact Billtrust@whitecap.com to provide you with your login information or reset your account