



MOOD:FAQ

FREQUENTLY ASKED QUESTIONS

Q: What is Mood's Online Payment Portal?

A: Mood Media's Online Payment Portal is a web-based Oracle application, which provides you secure access to manage your accounts open AR. You can now view invoice and payment history, remit payment, and check the status of a disputed invoice!

Q: How do I create a new account?

A: There is no need to create a user account you can log in by using your account number and the bill to address zip code. If you do not know what your bill to account number is please view our how to read your invoice video.

[How to read your invoice](#)

Q: Can I have multiple User ID and Password on the Online Payment Portal?

A: No, we no longer support user ID's and passwords. You will log in with your Bill to account number and zip code located on your invoices.

Q: Are we able to add more than one email address on file to distinguish which invoices need to go to which email address?

A: Yes, to get your invoice distribution set up for e-invoicing with multiple distributions you need to email ARInfo@moodmedia.com. If you want all invoices to go to one email address you can click on the E-Invoicing link. This link takes you to our request form that you need to complete to get the invoices emailed.

[E-Invoice Request Form](#)

Q: How do I use the Online Portal?

A: There is an Online Payment Portal training guide [available on the portal home page] that will provide training for using our portal. It covers topics such as how to print invoices, view your account balance, and view invoice and payment activities.

Q: Can I pay my invoice online?

A: Yes, you can make payments in our online payment portal.

Q: What are acceptable payment methods?

A: Mood Media currently accepts the following two payment methods on our payment portal.

+ Credit Card (Visa, MasterCard, and Discover)

+ ACH

Q: Can I sign up for AutoPay on the Online Payment Portal?

A: Yes, once you log in you will see on the main page an area to sign up for AutoPay.

Q: Can I review my invoice and payment history?

A: Yes, click on the account tab and under the search section, update the status to closed; click go.

Q: Some of my invoices do not contain a hyperlink to the invoice view.

A: We will only show invoice copies online for a rolling 12 month period if there is an invoice copy needed beyond this time frame please contact us for a copy. Additionally, if the invoice is within the past 12 months period and the hyperlink is not available we are likely experiencing an issue, please contact us directly for the invoice copy at ARInfo@moodmedia.com.

Q: Who do I contact if I have questions regarding my recent invoice?

A: You can call our team with questions regarding your recent invoices at 1-800-426-1600 or email us at ARInfo@moodmedia.com.

Q: Why do I still see outstanding balance in my account after payment was made?

A: Payments made online via credit card or ACH will be reflected on your account the same day, if the payment is rejected by your bank, the receipt will be reversed the next business day. At this time, you are able to try the payment again. You may want to call your bank to determine why the payment was rejected by your bank. Please allow 5-7 business days for payments remitted by mail to be reflected on your account.

Q: Can my monthly statement be sent to an address different from where my invoices are being sent?

A: No, our system does not allow us to designate a mailing address that is different from what appears on the invoice.

Q: Where can I submit a billing address change request?

A: Please send your request to update your billing address to ARInfo@moodmedia.com. You should reference your account number, account name, and updated address information.

Q: How can I request assistance if I have a question regarding an invoice payment?

A: If you are unable to find the answer after reviewing the training guide you can send an email to our team with your questions please email ARInfo@moodmedia.com.

Q: What if I have technical issues while I am logged into the Payment Portal?

A: If you have technical issue with the portal, please contact the support team via email at ireceivablesupport@moodmedia.com

Q: Is my account information safe with Online Payment Portal?

A: Yes, the payment portal site uses HTTPS [Hyper Text Transport Protocol Secure] this means the data transmission is encrypted to and from web servers.

Q. My Question is not listed here -who do I contact?

A. If you have fully reviewed the Training Guide and your question is not listed in the FAQ section, please contact us 1-800-426-1600

Q. I do not know my billing zip code?

A. You can call or email the AR department to request your zip code. Please reference your billing account number for us to verify your account.

Q. How do I get multiple accounts under one account in the Mood portal?

A: To get your accounts setup email ARInfo@moodmedia.com we will get your accounts linked. Make sure to include the main account that you will be logging in with and the account/accounts that need to be linked.

Q: I received an Error: Insufficient privileges

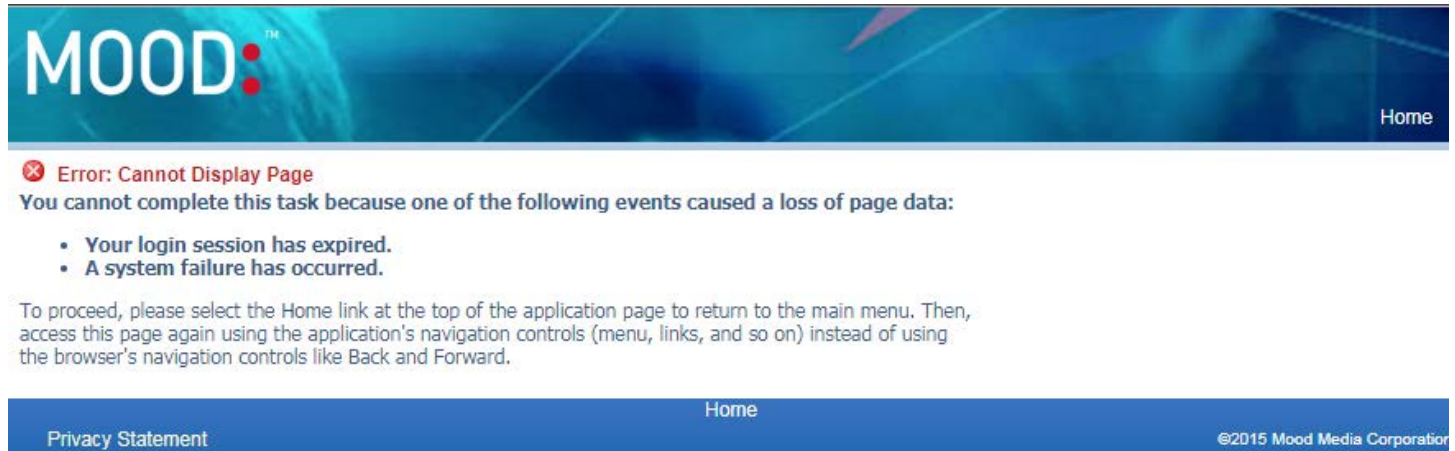
A: This error happens when you have more than one browser window open. Close one of the windows and reload the web page. If you are using Chrome you may need to close out of Chrome all together as Chrome has problems with closing processes.

✖ Error

You have insufficient privileges for the current operation. Please contact your System Administrator.

Q: I received an Error: Cannot Display Page

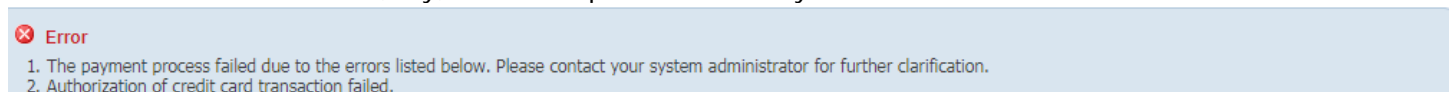
A: Your session to the portal expired for being open too long. Close out of your browser and log back in.



The screenshot shows the MOOD portal header with the logo and a 'Home' link. Below the header, an error message is displayed: 'Error: Cannot Display Page'. The message states: 'You cannot complete this task because one of the following events caused a loss of page data:'. Two bullet points are listed: 'Your login session has expired.' and 'A system failure has occurred.'. Below the bullet points, a paragraph of text reads: 'To proceed, please select the Home link at the top of the application page to return to the main menu. Then, access this page again using the application's navigation controls (menu, links, and so on) instead of using the browser's navigation controls like Back and Forward.'. At the bottom of the screenshot, a blue footer bar contains 'Privacy Statement' on the left, 'Home' in the center, and '©2015 Mood Media Corporation' on the right.

Q: I received an Error: Authorization of credit card transaction failed.

A: Check with your card carrier to see if you have enough funds available. Also check the billing address that you added to the card is the same address, city, state and zip code that is on your credit card account.



The screenshot shows an error message in a light blue box. It starts with a red 'X' icon followed by the word 'Error'. Below this, there is a numbered list of two items: '1. The payment process failed due to the errors listed below. Please contact your system administrator for further clarification.' and '2. Authorization of credit card transaction failed.'

Questions Regarding this content?

Please direct questions to ARInfo@moodmedia.com