Frequently Asked Questions

How do I register to make payments online?

Select "Sign In & Register" on the BDO Resource Hub page and enter information into the required fields. You will be asked to provide your customer number and a current open invoice number.

If you are unable to register, please utilize live chat support or submit a support ticket on the BDO Resource Hub.

Where can I find my customer number and invoice number?

Your customer and invoice numbers can both be found on the upper right portion of your BDO invoice. Customer numbers are seven-digits, and invoice numbers are nine-digits.

BDO

2929 Allen Parkway
20th Floor
Houston, TX 77019-7100
Telephone: 713/960-1706
Fax: 713/960-9549

Company A
12345 Main St.
Grand Rapids, MI 49512

October 29, 2019
Invoice #   900123456
Customer #   9123456

What are the requirements for a new password?

Passwords must be between 8-16 characters in length and contain at least one of each of the following:

- Lower case letter
- Upper case letter
- Number
- Special character {!@#$%&*().}

How can I retrieve my password?

Navigate to the login page, enter your email address and select "Forgot your password?". A link to reset your password will be provided via email.
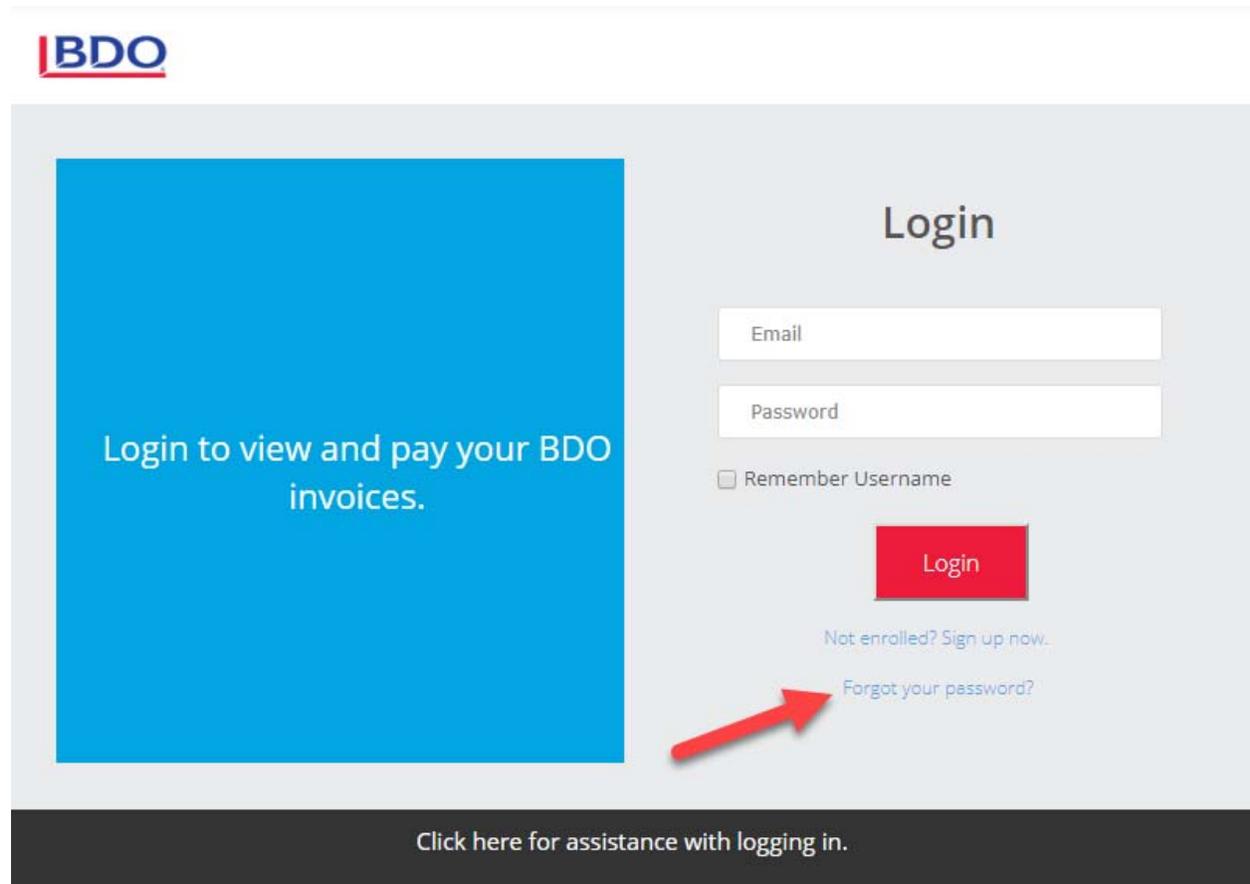
How do I change my password?

Log into the portal, select on the gear icon on the upper-right corner of your screen, and select My Profile. The screen that opens will allow you to change your password and update your personal settings.
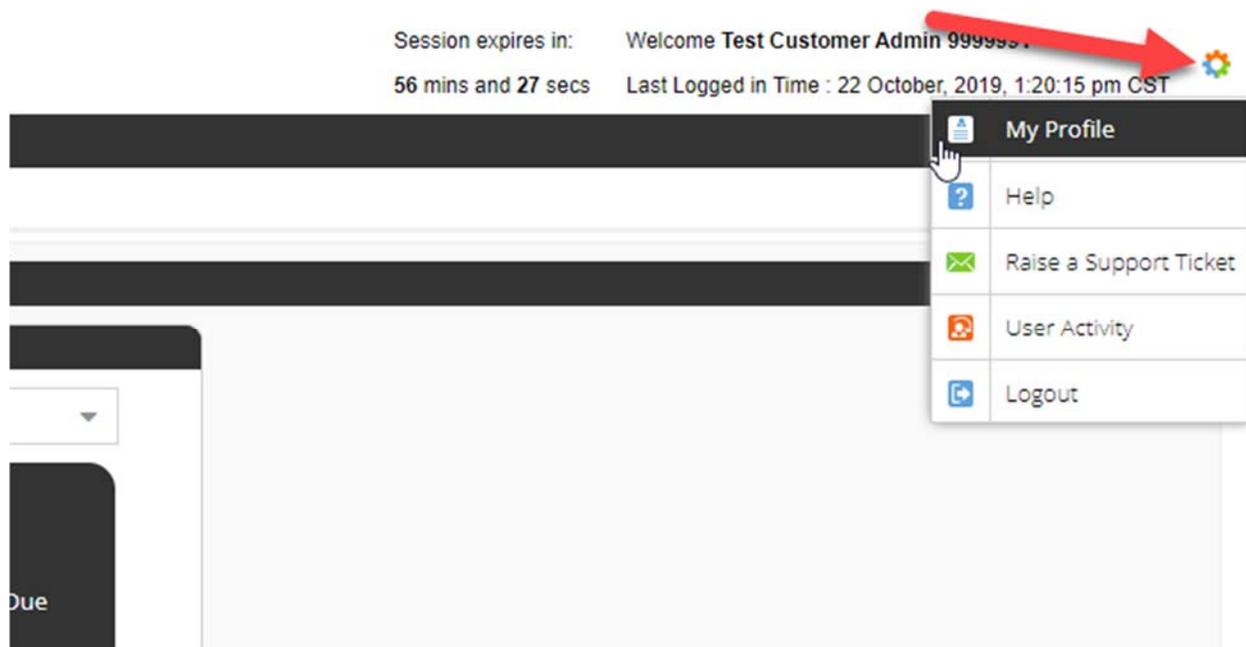
How do I add a new contact to my account?

Log into the portal and select Administration at the top of the page.
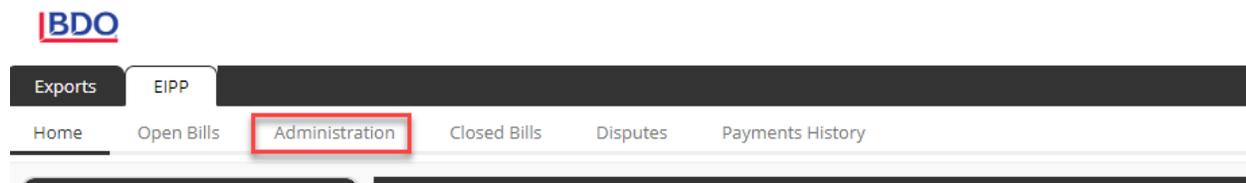
Select Manage Contacts from the menu that appears on the left side of the screen.
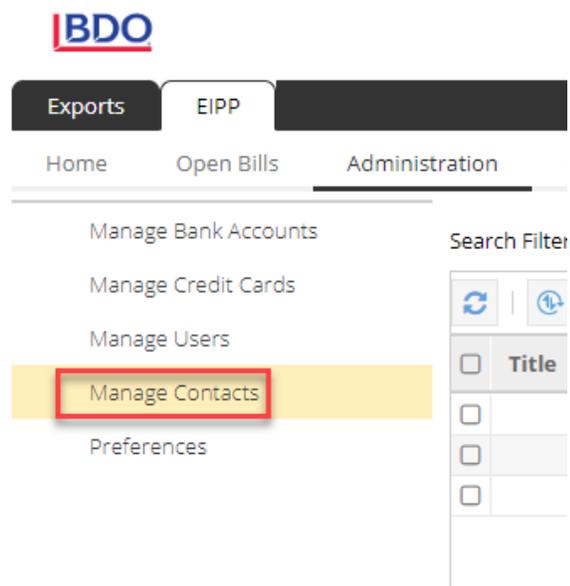
Select Add Contact, enter the first and last name and the email address of the contact, and click submit.
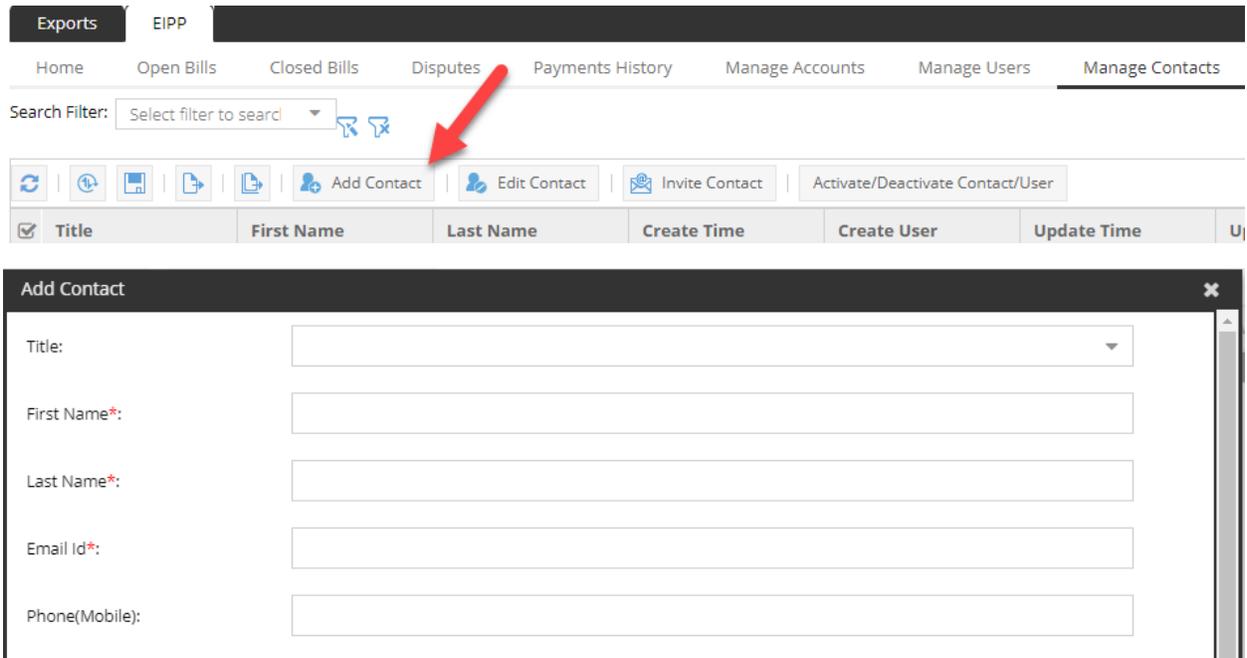
After the contact has been created, select their name and click Invite Contact.
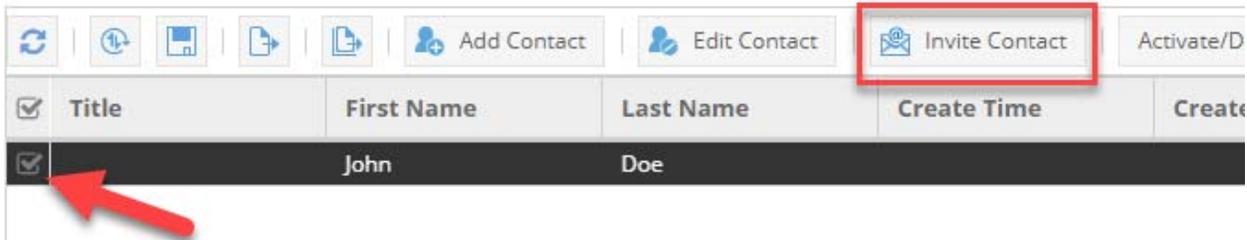
Select the level of security that you would like to grant the contact with and click submit. They will receive an email with a link to register and log in.
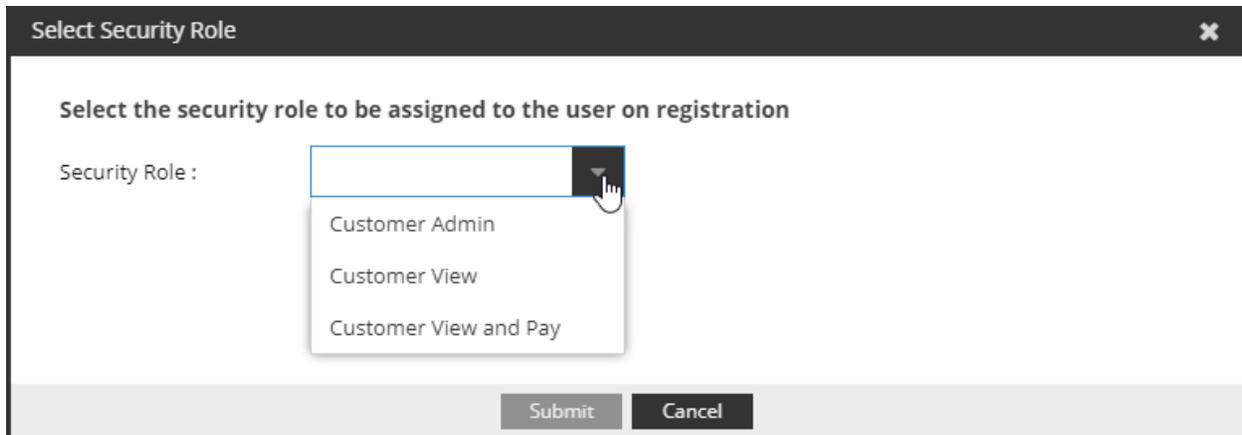
How do I remove a contact from my account?

If someone has left your company or organization, log in and navigate to the Administration page. Select Manage Contacts from the menu that appears on the left side of the screen. Select the name of the contact that you would like to remove and click Activate/Deactivate Contact. Change the contact's status from Active to Inactive and click submit.

Who can I contact regarding a question on my invoice?

Log in and click the Contact Us tile on the home page. Enter a subject line and your questions in the body of the email and click send. The credit analyst assigned to your account will respond shortly.

How can I view a copy of an open invoice?

Log in to your account and navigate to the Open Bills page. Select the invoice and click View Invoice, and a pdf copy of the invoice will be available.

What forms of payment are accepted through the payment portal?

Invoices can be paid via electronic check or credit card. BDO accepts Visa, MasterCard, American Express, and Discover.

How do I add a new payment method to my account?

Log in to your account and select the Manage Payment Methods tile on the home page.

Select Add under the bank account or credit card section enter the required information. Your new payment method will be added to your account and saved for future use.

Can I schedule recurring payments?

Recurring payments can be scheduled by logging in and selecting Setup Auto Pay on the home page.

Select "Enable Auto Pay" and enter the payment frequency, start date, payment limit, and credit card or bank account that you would like the payment processed from.

How do I add a new customer to my account?

Log into your account and select the Administration tab.
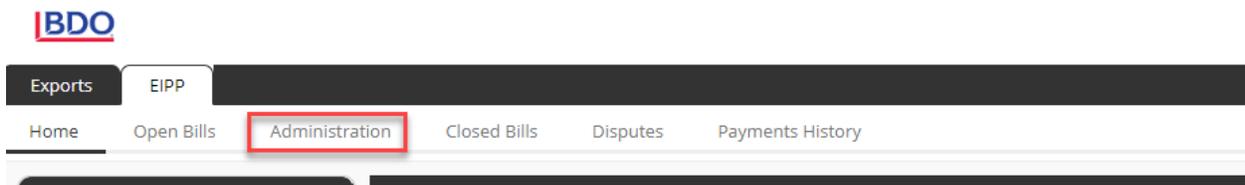
Select Manage Users from the menu that appears on the left side of the screen.

Select the user that you would like to add the new customer to and click the Request Access to a Customer button.

Enter the customer number and an unpaid invoice number for the customer that you would like to add and click submit.

Request Access to a Customer ✖

Customer Number*: 9999994

Invoice Number*: 444111225

Submit   Cancel

You will receive a notification stating that the customer has been successfully added. Log out and log back in to view invoices for the new customer.

Which browser versions are supported for the portal?

Supported browsers include Chrome versions 42 to 52 and Internet Explorer 11.

I am having issues viewing the portal on my tablet or phone.

The portal is not compatible with mobile devices.