



VITAL COAT®
SHINGLE SHIELD MAX™
Payment Options Guide

Purpose

This guide explains the payment options available to Authorized Installers when ordering through the Vital Coat® Member Order Portal.

Which Option Should I Choose?

Option	What It Means	Use When
Credit Card	Pay now by card during checkout.	Use when the installer is ready to submit payment immediately.
ACH	Pay by approved bank transfer.	Use when ACH is available and bank/payment details are correct.
Invoice Payment	Submit using approved invoice terms.	Use only when the account is approved for invoice payment.
Quote / PO Request	Submit the cart for review before invoice processing.	Use when the order needs approval, quote review, or PO handling.

1. Overview of Payment Options

Authorized Installers may have multiple payment options available during checkout. Available options may include ACH, credit card, invoice payment, or a quote/PO request workflow.

Payment options may vary based on account status, approval, order type, or program requirements. Installers should review all payment details before submitting an order.

- Use the payment option that matches the account approval and order workflow.
- Do not submit duplicate orders if a payment or quote request appears delayed.
- Contact Vital Coat® support if the correct payment option is missing.

2. Paying by Credit Card

Credit card payment may be available during checkout. The installer enters card information through the secure checkout process and should confirm billing information before submitting payment.

- Use this option when paying immediately by card.
- Confirm cardholder, billing, and order information before submitting.
- Save receipts or confirmations for company records.

3. Paying by ACH

ACH payment may be available as an approved payment method. ACH processing may take additional time depending on bank processing and Vital Coat® fulfillment policies.



- Confirm bank/payment details before submitting.
- Allow for processing time when ACH is used.
- Contact support if ACH payment does not appear or fails.

4. Paying by Invoice

Invoice payment may be available for approved Authorized Installer accounts. Invoice payment should only be used when the installer is approved for that option.

- Use invoice payment only when available on the account.
- Follow invoice due dates and account terms carefully.
- Contact support if invoice payment should be available but does not appear.

5. Quote / PO Request Workflow

A quote or PO request is different from submitting a paid order. The installer builds the cart, uses the quote request option when available, and submits the request for review and approval.

If approved, Vital Coat® will process the order and send an invoice.

- Confirm product quantities, shipping details, and company information before submitting.
- Use quote/PO request when an order needs review or approval before invoice processing.
- Wait for approval or follow-up before assuming the order has been processed.

6. Before You Submit Payment

Before any payment or request is submitted, installers should carefully review the cart and account information.

- Confirm the correct products are in the cart.
- Confirm quantities are accurate.
- Confirm billing and shipping information.
- Confirm the selected payment method.
- Review subtotal, taxes, shipping, and total if shown.

7. Common Payment Issues

Most payment issues are caused by account approval, missing payment access, incorrect account login, browser issues, or incomplete billing information.

- Payment option not visible.
- Credit card declined.
- ACH payment error.
- Invoice option not available.
- Quote request submitted but no confirmation received.
- Duplicate account or wrong account type.
- Billing or shipping information is incorrect.



8. What to Do If You Need Help

Use the appropriate support path when a payment or checkout issue cannot be resolved inside the portal.

- Check the Order Portal Course for checkout steps.
- Review the Resource Library for updated payment instructions.
- Contact Vital Coat® support for account-specific payment issues.
- Include your name, company, account email, order details, and a short description of the issue.

9. Key Takeaways

- Payment options may vary by account approval and order workflow.
- Credit card and ACH are payment methods used during checkout.
- Invoice payment is for approved accounts.
- Quote/PO request is a review workflow, not the same as immediate payment.
- Always review the cart and payment method before submitting.
- Contact Vital Coat® support before submitting duplicate orders.