

MEI Customer Portal

Contents

Portal website:	1
Logging in	1
A. Linking accounts.....	4
Paying invoices	6
A. Pay with a new card	7
B. Using a saved card.....	9
Storing a card	11
Setting up Autopay.....	14
Forgot your password	17

Portal website:

<https://portal.meiusa.com/>

Logging in/Registering

1. Click Log In

Home

Quick Links

- [Quick Pay](#)
- [Log In](#)

Contact Us

Portal Help

- Call: 507-245-4181
- Email: ARMail@meiusa.com

MEI

- Website: www.meiusa.com
- Phone: 800-450-3060
- Product Support: 800-944-1811
- Fax: 507-245-4198
- Email: mei@meiusa.com

2. Enter your log in information or click [Register now](#) if this is your first time signing in.

Log in

Enter your account information.

Email

The Email field is required.

Password

The Password field is required.

Keep me logged in

Log in


[Forgot your password?](#)

Don't have an account?

[Register now](#) to view and pay your invoices.

Please contact MEI if you need additional help with login or registration.

3. Enter your name, email and a password.
4. Click Register

Home Payments Account

Register

Create a new account.

Name

Email

Password

Confirm password

Register

Need help?
Please contact MEI if you need additional help with login or registration.

Home

5. Click on the link in the email and click on [click here to log in](#) on the screen below.



Confirmation

Thank you for confirming your email. Please [click here to log in](#) to perform a first-time setup.

6. Enter your email and password
7. Click Log in



Log in

Enter your account information.

Email

Password

Keep me logged in

[Forgot your password?](#)

Summary:

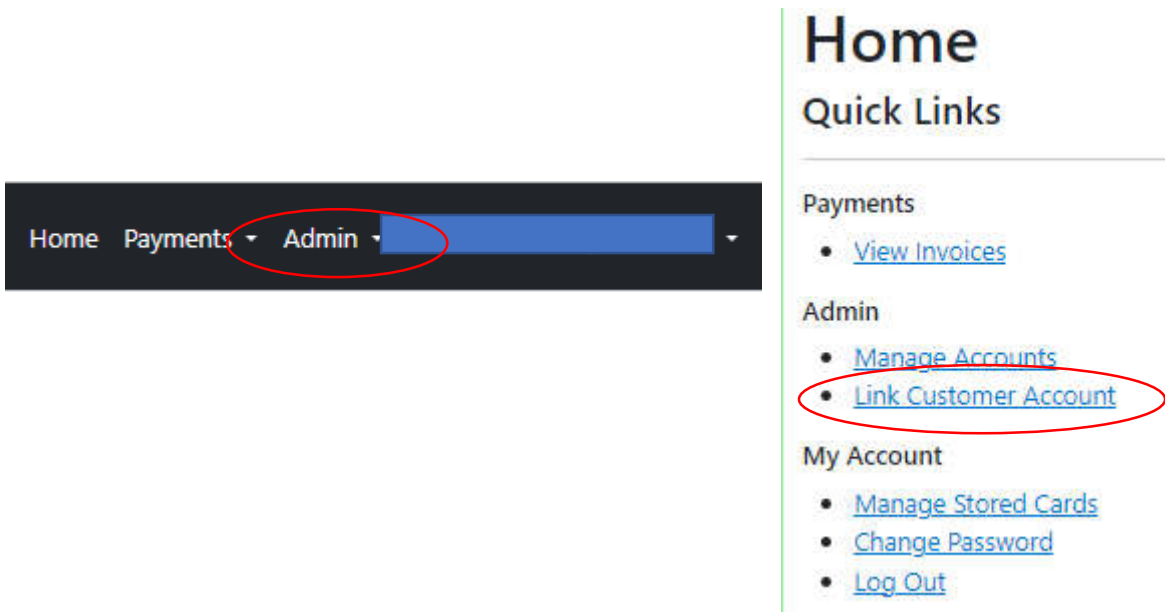
Open Portal <https://portal.meiusa.com/>

1. Click Log In
2. Enter your log in info, or click Register now to complete the form
3. Enter your name, email and a password.
4. Click Register
5. Click on the link in the email and click on [click here to log in](#) on the screen below.
6. Enter your email and password
7. Click Log in

A. Linking accounts

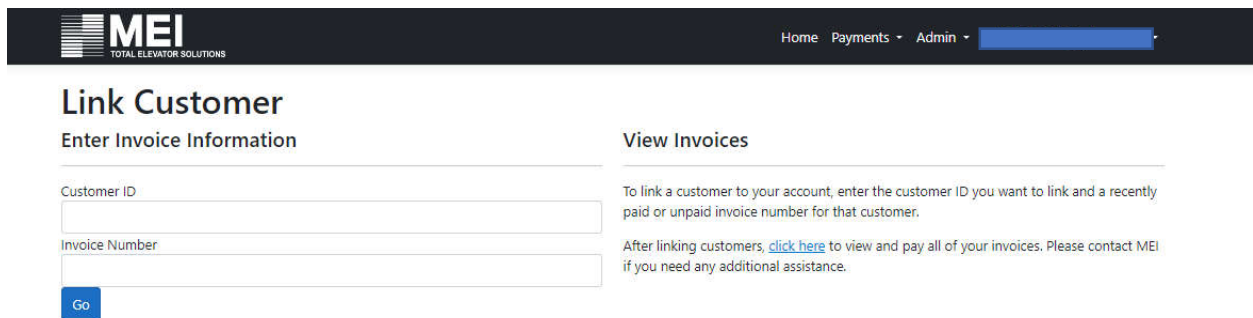
The first time you log in you will need to link your MEI account to the Log-In you just created. You will need an MEI invoice number (old or new) and your customer ID#.

1. If you have previously logged in, please use the dropdown next to the Admin tab and “Link Customer” or click on the quick link on the Home page under Admin



The screenshot shows the top navigation bar with 'Home', 'Payments', and 'Admin' tabs. The 'Admin' tab is highlighted with a red circle. To the right, the 'Home Quick Links' section is visible, with 'Link Customer Account' under the 'Admin' category also circled in red.

2. Enter your customer ID and an invoice number, click Go



The screenshot shows the 'Link Customer' form. On the left, there is a section titled 'Enter Invoice Information' with two input fields: 'Customer ID' and 'Invoice Number'. Below these fields is a blue 'Go' button. On the right, there is a section titled 'View Invoices' with a brief instruction: 'To link a customer to your account, enter the customer ID you want to link and a recently paid or unpaid invoice number for that customer.' Below this is a link: 'After linking customers, [click here](#) to view and pay all of your invoices. Please contact MEI if you need any additional assistance.'

3. If you were successful, the system will tell you the account has been linked successfully.
4. You may continue to link as many customer accounts as necessary
5. Once you have linked all the customers you need to, please click [here](#)

MEI
TOTAL ELEVATOR SOLUTIONS

Home Payments Admin

Link Customer

Enter Invoice Information

Customer linked successfully!

Customer ID

Invoice Number

Go

View Invoices

To link a customer to your account, enter the customer ID you want to link and a recently paid or unpaid invoice number for that customer.

After linking customers, [click here](#) to view and pay all of your invoices. Please contact MEI if you need any additional assistance.


You will now be logged into your account and you can see a list of your open invoices.

Summary:

1. If you have previously logged in, please use the dropdown next to the Admin tab and “Link Customer” or click on the quick link on the Home page under Admin
2. Enter the Cust ID and an invoice number, click go
3. If you were successful, the system will tell you the account has been linked successfully.
4. You may continue to link as many customer accounts as necessary
5. Once you have link all the customers you need to, please click [here](#)

Paying invoices

1. Find the invoice you would like to pay – you can filter invoices or just choose from the list
2. Click pay

Home Payments Admin

Invoices

Invoice Number: Filter

Invoice Number	Invoice Date	Due Date	Customer ID	Invoice Balance	
	12/14/2022	1/28/2023		1368.00	Review Pay
	12/15/2022	1/29/2023		246.00	Review Pay
	12/20/2022	2/3/2023		75.00	Review Pay
	12/20/2022	2/3/2023		935.00	Review Pay


There are 2 ways to pay your invoices.

- A. Pay with a new card
- B. Pay with a saved card

A. Pay with a new card

1. Enter your card information as listed below – all fields are required.
2. If you want to save this card, you can click the “Save this card for future use” box*. If you don’t want to save it, you can leave this blank and your card information will not be stored after this transaction.
3. Click Continue

*If you click this box, you will need to agree to the stored card information as well. This will pop up on the screen once the box is checked.

Home Payments Admin

Pay Invoice

Invoice

Customer Name	[Redacted]
Customer ID	[Redacted]
Invoice Number	[Redacted]
Invoice Date	4/1/2023
Due Date	5/1/2023
Invoice Balance	\$225.28
Invoice Amount	\$225.28

Enter Payment Information

Use saved card for this payment?
Choose...
[Use saved card](#)

Or enter new payment information:

Cardholder Name
First [Redacted] Last [Redacted]

Card Number
[Redacted]

Expiration
12 / 2029

CVV2 [Redacted] Postal Code [Redacted]

Email
[Redacted]

Save this card for future payments

Due to the increasing costs of credit card processing, we may apply a fee to credit cards.

[Continue](#)

[Back to List](#)

You will have one last opportunity to cancel your transaction before completing the process.

3. If you want to move forward, please click Pay Invoice.



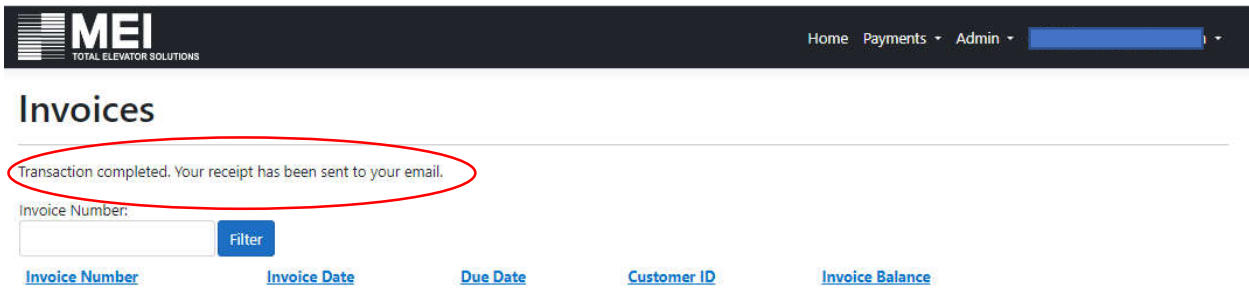
The image shows a screenshot of the MEI 'Confirm Payment' screen. At the top is the MEI logo with the tagline 'TOTAL ELEVATOR SOLUTIONS'. Below the logo is the heading 'Confirm Payment'. A table displays the following information:

Invoice Balance	\$225.28
Surcharge	\$6.75
Grand Total	\$232.03

At the bottom of the screen, there are two buttons: 'Pay Invoice' and 'Cancel'. The 'Pay Invoice' button is circled in red.

If your transaction was successful, you will see this message and you will receive a receipt in the email you provided on the payment screen.

*The receipt will not be sent to the email address you are logged in under.



The image shows a screenshot of the MEI 'Invoices' screen. At the top is the MEI logo with the tagline 'TOTAL ELEVATOR SOLUTIONS'. To the right of the logo are navigation links: 'Home', 'Payments', 'Admin', and a user profile dropdown. Below the logo is the heading 'Invoices'. A message is displayed: 'Transaction completed. Your receipt has been sent to your email.' This message is circled in red. Below the message is a search field for 'Invoice Number' with a 'Filter' button. At the bottom, there is a table with the following columns: 'Invoice Number', 'Invoice Date', 'Due Date', 'Customer ID', and 'Invoice Balance'.

Summary:

1. Find the invoice you would like to pay
2. Click the "Pay" icon
 - A. Pay with a new card
 1. Enter your card information as listed below – all fields are required.
 2. If you want to save this card, you can click the "Save this card for future use" box. If you don't want to save it, you can leave this blank and your card information will not be stored after this transaction.
 3. Click Continue
 4. If you want to move forward, please click Pay Invoice.

If your transaction was successful, you will receive a receipt in your email.

B. Using a saved card

1. Choose the desired card from the drop-down list – for security purposes, your card information will not be displayed on this screen if you choose from the drop down list.
2. Click Use saved card

The screenshot shows the MEI 'Pay Invoice' page. On the left, under 'Invoice', there is a table with the following details:

Customer Name	[Redacted]
Customer ID	[Redacted]
Invoice Number	[Redacted]
Invoice Date	4/1/2023
Due Date	5/1/2023
Invoice Balance	\$225.28
Invoice Amount	\$225.28

The main section is 'Enter Payment Information'. It features a dropdown menu labeled 'Use saved card for this payment?' with 'Choose...' selected. Below it is a blue button labeled 'Use saved card'. Further down, there is a section for 'Or enter new payment information:' with fields for Cardholder Name (First and Last), Card Number, Expiration (Month and Year), CVV2, Postal Code, and Email. A checkbox for 'Save this card for future payments' is present. A warning message states: 'Due to the increasing costs of credit card processing, we may apply a fee to credit cards.' At the bottom of this section are 'Continue' and 'Back to List' buttons.

3. Click Continue

You will have one last opportunity to cancel your transaction before completing the process.

4. If you want to move forward, please click Pay Invoice.

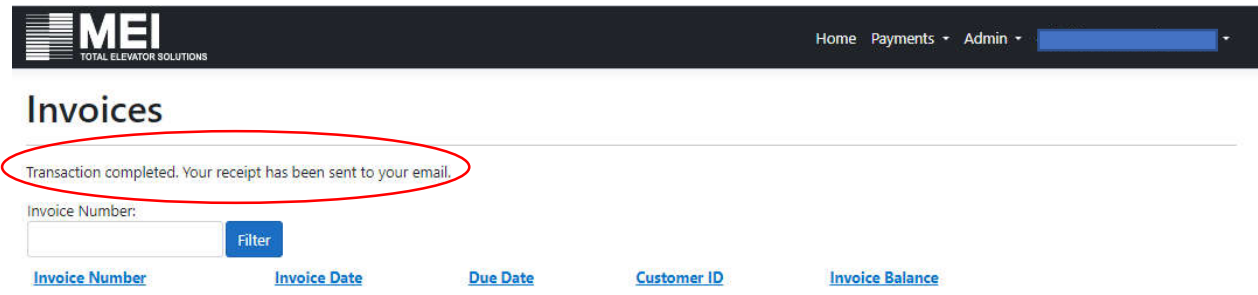
The screenshot shows the MEI 'Confirm Payment' page. It features a table with the following details:

Invoice Balance	\$225.28
Surcharge	\$6.75
Grand Total	\$232.03

At the bottom, there are two buttons: 'Pay Invoice' and 'Cancel'.

If your transaction was successful, you will see this message and you will receive a receipt in the email you provided on the payment screen.

*The receipt will not be sent to the email address you are logged in under.



The screenshot shows the MEI (Total Elevator Solutions) interface. At the top, there is a navigation bar with 'Home', 'Payments', and 'Admin' menus. Below this, the 'Invoices' section is displayed. A red oval highlights a message: 'Transaction completed. Your receipt has been sent to your email.' Below the message is a search field for 'Invoice Number' with a 'Filter' button. At the bottom of the screenshot, the headers of an invoice table are visible: 'Invoice Number', 'Invoice Date', 'Due Date', 'Customer ID', and 'Invoice Balance'.

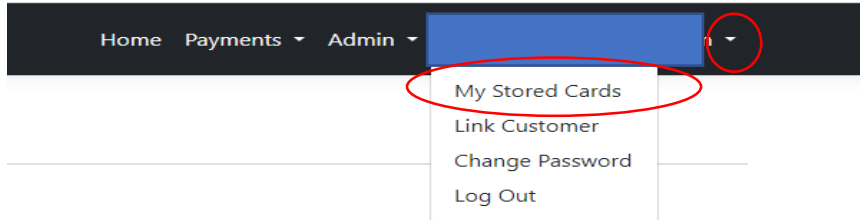
Summary

1. Find the invoice you would like to pay
2. Click the "Pay" icon
 - B. Using a stored card
 1. Choose desired card from drop-down list
 2. Click Used saved card
 3. Click Continue
 4. If you want to move forward, please click Pay Invoice

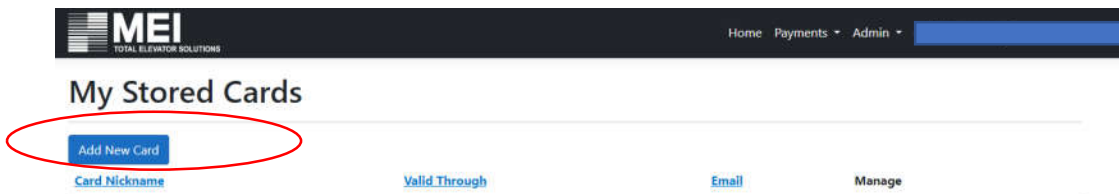
If your transaction was successful, you will receive a receipt in your email.

Storing a card

1. Log into your account
2. Click on the drop-down menu next to your email address
3. Click My Stored Cards



4. Click Add New Card



5. Enter Card nickname – this is optional, but encouraged if you are planning to store more than 1 card
6. Enter card information
7. Enter email address for receipts
8. Click checkbox
9. Click Load Card Information

Save Card

Enter Payment Information

Card Nickname (Optional)

Cardholder Name
First Last

Card Number

Expiration
12 / 2029

CVV2 Postal Code

56024

CVV2

999

Email

I hereby authorize Minnesota Elevator, Inc. (MEI), to initiate payments from the account listed above. It is understood that MEI is not responsible for errors resulting from receipt of incorrect card information or card changes not communicated, nor is MEI responsible for any charges incurred as a result of any returned transaction. It is also understood that MEI will charge our card a processing fee equivalent to, or less than, that of the fees they incur as a result of accepting credit card payments. We agree to reimburse MEI for any charges they incur as a result of returned transactions due to insufficient funds or any returned transactions for which they are not responsible. It is understood that all payments will be charged to the card on the day they become due, or the next business day. It is understood that remittance information will only be sent if an email address is provided to MEI when providing credit card information. If no email address is provided, no remittance will be sent. I certify that I am authorized to enter into this Agreement on behalf of the above-named account and that this agreement will remain in full force and effect until MEI receives a notification of change or a cancellation and agree to the relative Terms & Conditions. I agree to provide MEI with 30 days' advanced written notice of any changes to the above information or cancellation of this Agreement. I also authorize financial institutions to receive information (including confidential) necessary to successfully process these transactions.

Load Card Information

If your card was stored successfully, you will see this message and the card information on the My Stored Cards screen.

My Stored Cards

Successfully saved card information.

Add New Card

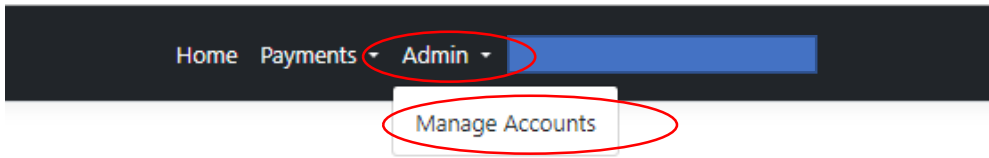
Card Nickname	Valid Through	Email	Manage
Visa ending in 0002	12/30		Update Remove

Summary:

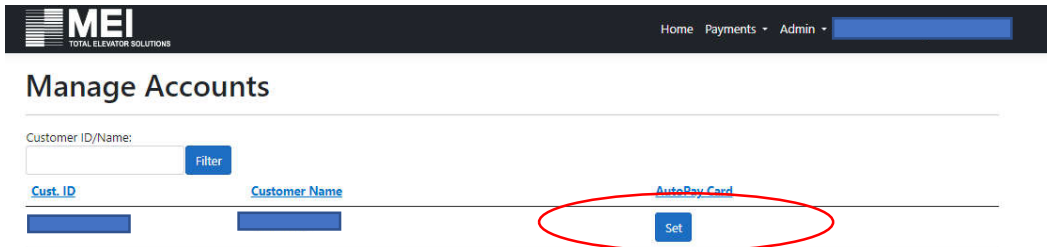
- 1. Log into your account**
- 2. Click on the drop-down menu next to your email address**
- 3. Click My Stored Cards**
- 4. Click Add New Card**
- 5. Enter Card nickname – this is optional, but encouraged if you are planning to store more than 1 card**
- 6. Enter card information**
- 7. Enter email address for receipts**
- 8. Click checkbox**
- 9. Click Load Card Information**

Setting up Autopay

1. Log into your account
2. Click on the Admin drop-down menu
3. Click Manage Accounts



4. Find the customer account you want to set up on autopay
5. Click Set



6. Enter Card nickname – this is optional, but encouraged if you are planning to store more than 1 card
7. Enter card information
8. Enter email address for receipts
9. Click checkbox
10. Click Continue

Enter Payment Information

Use a saved card?

Choose... ▼

Use saved card

Or enter new payment information:

Card Nickname (Optional)

Cardholder Name

First Last

Card Number

Expiration

12 / 2029

CVV2 Postal Code

999 56024

Email

I hereby authorize Minnesota Elevator, Inc. (MEI), to initiate payments from the account listed above. It is understood that MEI is not responsible for errors resulting from receipt of incorrect card information or card changes not communicated, nor is MEI responsible for any charges incurred as a result of any returned transaction. It is also understood that MEI may charge our card a processing fee equivalent to, or less than, that of the fees they incur as a result of accepting credit card payments. We agree to reimburse MEI for any charges they incur as a result of returned transactions due to insufficient funds or any returned transactions for which they are not responsible. It is understood that remittance information will only be sent if an email address is provided on the payment screen. If no email address is provided, no remittance will be sent. I certify that I am authorized to enter into this Agreement on behalf of the above-named account and that this agreement will remain in full force and effect until MEI receives a notification of change or a cancellation and agree to the relative Terms & Conditions. I agree to provide MEI with 30 days' advanced written notice of any changes to the above information or cancellation of this Agreement. I also authorize financial institutions to receive information (including confidential) necessary to successfully process these transactions.

Due to the increasing costs of credit card processing, we may apply a fee to credit cards.

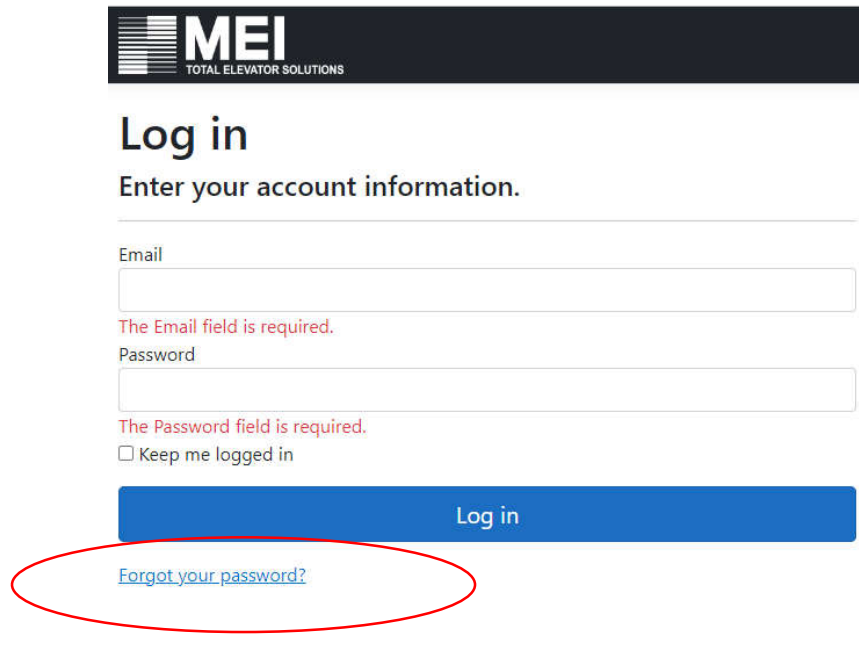
Continue

Summary:

- 1. Log into your account**
- 2. Click on the Admin drop-down menu**
- 3. Click Manage Accounts**
- 4. Find the customer account you want to set up on autopay**
- 5. Click Set**
- 6. Enter Card nickname – this is optional, but encouraged if you are planning to store more than 1 card**
- 7. Enter card information**
- 8. Enter email address for receipts**
- 9. Click checkbox**
- 10. Click Load Card Information**

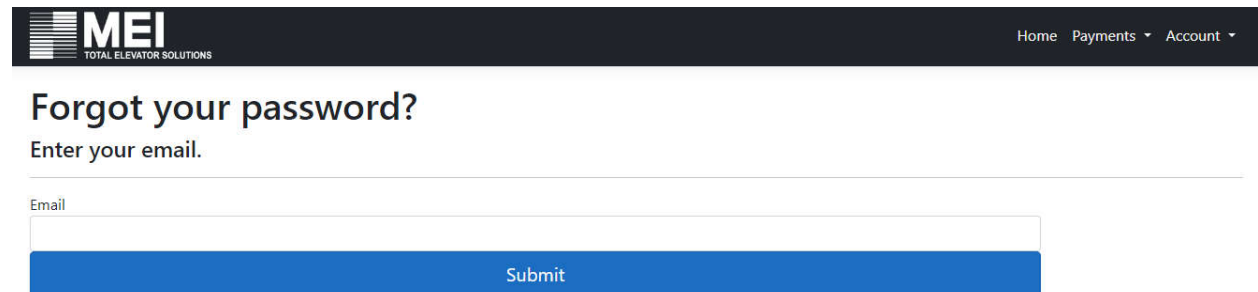
Forgot your password

1. Click [Forgot your password](#)



The screenshot shows the MEI login page. At the top left is the MEI logo with the text 'TOTAL ELEVATOR SOLUTIONS'. Below the logo is the heading 'Log in' and the instruction 'Enter your account information.'. There are two input fields: 'Email' and 'Password'. Below the 'Email' field is a red error message: 'The Email field is required.'. Below the 'Password' field is a red error message: 'The Password field is required.'. There is a checkbox labeled 'Keep me logged in' which is unchecked. A blue 'Log in' button is positioned below the form. Below the button, the link '[Forgot your password?](#)' is circled in red.

2. Enter your email



The screenshot shows the 'Forgot your password?' page. At the top left is the MEI logo with the text 'TOTAL ELEVATOR SOLUTIONS'. At the top right are navigation links: 'Home', 'Payments', and 'Account'. Below the logo is the heading 'Forgot your password?' and the instruction 'Enter your email.'. There is a single input field labeled 'Email'. Below the input field is a blue 'Submit' button.

3. Click on the link in your email to reset your password
4. Enter new password, confirm new password
5. Click Reset

Reset password

Reset your password.

New password

Confirm password

Reset

6. Click [Click here to log in](#)

Reset Password Confirmation

Your password has been reset. [Click here to log in.](#)

Summary:

1. Click [Forgot your password](#)
2. Enter your email
3. Click on the link in your email to reset your password
4. Enter new password, confirm new password
5. Click Reset
6. Click [Click here to log in](#)

For Portal related questions, please call us at