

# Member Guide to Using Billhighway

# About Billhighway

Billhighway is a financial management solution for fraternities and sororities. It helps officers handle dues, budgeting, billing, and donations. Billhighway will send monthly statements via email for dues and fees. Members can pay through Billhighway online, by phone, or by mail.

## How to Get Started

### 1. Access your Billhighway account

You will have your own Billhighway account that you will use to check your balance and payment activity, view your statements, and make payments.

To access your Billhighway account, you will sign in to the [Alpha Xi Delta Member Portal](#) with your FSID login. Once logged into your organization's portal, you will be able to access Billhighway by clicking "Billhighway" in the navigation bar or the "b" icon.

If you need help logging in, please reach out to [support@chapterspot.com](mailto:support@chapterspot.com) for assistance.

### 2. Add Billhighway to your email address book

Add [support@billhighway.com](mailto:support@billhighway.com) to your address book to ensure you will receive statements. This will prevent them from going to your junk/SPAM folder.

### 3. Turn on account alerts

Once you log in to your account, navigate to **My Account > Account Alerts** to turn on account alerts and to receive reminders via text and/or email before your payment is due. If you have multiple Billhighway accounts, you will need to turn them on for each one.

### 4. Update your online bill pay information

If you use your bank's online bill pay service to make your dues and fees payments, you will need to log into your bank account and update your online bill pay with the following Billhighway information:

- Billhighway Account #: You can find your Billhighway account # by logging into your account (it will be in the upper right corner of the screen). Your account number is also on your monthly statement.
- New payment mailing address (*found on the remittance portion of your Billhighway statement*).

# About Your Account

## Accessing Your Account

### Active Members

Members will access Billhighway directly from the [Alpha Xi Delta Member Portal](#) with your FSID login and can skip this step!

### Parents & Alumna/Suspended Members

Alumna or Inactive Members (Suspended, Released, etc.) can make a payment using the [Pay Now](#) page. They will need the account number and email address associated with their account. Their account number is on their Billhighway Statement.

## View Your Account Balance

Each member has their own Billhighway account where you will have 24/7 visibility to your payments, charges, and activity on your account(s).

Members will also receive a monthly statement via email. This statement will be sent to the email address reflected on the member's account. Members can add one additional email address to receive their monthly statements as well. Most of the time, this is a parent or someone who would benefit from seeing their Billhighway account balance.

**Monthly statements are typically sent on the same day every month and corresponding charges are due by the due date listed on your statement to avoid late fees.**

*Billhighway provides chapters with the software to bill and collect fees from members but does not determine the fee amounts. For questions regarding how much you owe or any fees that were assessed to your account, please contact your chapter finance and operations vice president.*

# How to Make a Payment

## All members must pay their dues directly through Billhighway.

This will ensure that the payments are applied to the correct account and balance. Each member is responsible for paying their bill online, by phone, or by mailing it to the Billhighway processing center (*the address can be found on your remittance slip*).



### PAY ONLINE

Members and parents can log in and pay by check, debit or credit card, or automatic payment draft. Parents, Alumna or Inactive Members (Suspended, Released, etc.) can use [Pay Now](#) for quick and easy access!



### PAY BY PHONE

Use Billhighway's automated phone payment system at 1.866.245.5499



### PAY BY MAIL

Simply mail to the address shown on the remittance portion of your statement. The remittance slip is found at the bottom of your monthly statement.

Payments made by mail typically take 5-7 business days to be processed. To prevent delayed processing, you must include your Billhighway account number in the memo field of your check or include your remittance slip from your invoice. Make checks payable to Billhighway or your organization, as listed on your statement.

**Autopay:** Your payment will automatically deducted from your account on the due date of all future invoices.

**Payments will automatically apply to the oldest invoice on your account.** If you would like to pay a specific charge rather than the oldest invoice, you may do so by going to **My Account > Make My Payment**. Choose "I'd like to pay a different amount" and then "Select Specific Charges." Simply click on the invoices you would like to pay and follow the steps to complete your payment.

**Payments for different members & accounts cannot be combined.** We cannot apply a payment across multiple chapter members. Please submit individual payments for each member and account.

**Late Fees:** Members will be assessed a late fee on all invoices that are over the # of days past due noted on your statement. Contact your chapter finance and operations vice president if you have questions on this.

# Billhighway Tips

## How do I find my account number?

Your account number is located in the top right corner of your Billhighway statement. Your account number also appears in the top right corner of your account summary when you log into your Billhighway account. Your chapter finance and operations vice president can also provide you with your Billhighway account number.

## Want reminders on upcoming bills?

Once you log in to your account, navigate to **My Account > Account Alerts**. From there, you can set up your email address, add additional email addresses (ex. for a parent/guardian), and phone numbers (*for text alerts*) to receive a reminder before the due date in case you haven't paid your balance yet.

## What if I forgot my password or username?

**Members** will access their Billhighway through to the [Alpha Xi Delta Member Portal](#) and will need to reach out to [support@chapterspot.com](mailto:support@chapterspot.com) for assistance accessing their username or password for their Alpha Xi Delta Member Porta account.

**Parents or other authorized payers** can make a payment using the [Pay Now](#) page. They will need the account number and email address associated with the member's account.

## How do I make a payment if I am an Alumna or Inactive member with a balance due?

Alumna or Inactive Members (Suspended, Released, etc.) can view their balance and make a payment using the [Pay Now](#) page. They will need the account number and email address associated with their account. Their account number is on their Billhighway Statement.

## Contacting Billhighway

We are here to help with any technical questions regarding your account!

**Client Support hours:** Monday – Friday, 9:00 a.m. - 7:00 p.m. EST

**By email:** [support@billhighway.com](mailto:support@billhighway.com)

**By phone:** 1.866.BILLHWY (866-245-5499)