

## General Payment Terms Policy: Due upon receipt

**Ways to Pay:** The most convenient way to pay is through the [Client Portal](#). Offering you a more secure platform, the Client portal allows you to make payments, set up auto-drafts direct from your business bank account, and store payment methods in a 100% PCI compliant platform.

- **ACH and Credit Card Payments at:** <https://pim.myportallogin.com/>
- Mail checks payable to pim: c/o MCH Concepts  
P.O. Box 310  
Rockville, VA 23146

# pim Service Department

The pim Service Team is ready to assist you and can be reached in the following ways:

**Hours of Service:** Onsite and remote service is available 8:00am-5:00pm Monday-Friday and can be reached by phone, (804) 897-8347, or through our Client Portal at: <https://pim.myportallogin.com/>.

**After Hours:** (PASS – ProActive Afterhours Support Services) After Hours support service is available by calling (804) 897-8347, option 2.

Brief Overview of Our Service Level Agreement:

**1 hour response time for any service call, 24 hours/day.**

Please see the pim [Master Service Agreement](#) or your pim Sales & Service Proposal for details.