CUSTOMER PAYMENT PORTAL FAQ

1. What are my payment options?

- Payment via debit card or bank check.
- Payment via credit card. If you qualify for credit card payment, your card will be charged automatically after each delivery.

2. How do I sign up for Coke Consolidated Online Payment Portal?

Go to the Coca-Cola Consolidated Online Payment Portal site at http://www.cokeconsolidated.com, click on **Customers**, and select **Online Payment Portal**. Enter your Customer and click SUBMIT. Once redirected to the secure log in screen, you have the option to enter your User ID and Password or sign up.

3. How do I find my Customer Number and Zip Code?

Look on your Coca-Cola Consolidated Billing Statement, see sample below.

4. What is the Role of FIS Bank on the Coca-Cola Consolidated Payment Portal?

FIS provides the online site and security for payments.

5. Can I access all my accounts, using one login, to make payments for multiple locations?

Select Accounts, select manage accounts; select the 'Add Account' button to add a new account. Click the arrow button in the 'Actions' column for an account to update or remove the account, view the account's payment summary or related automatic payment rules, or add an automatic payment rule to the account.

6. What happens if my ACH payment fails or is rejected by my financial institution?

If your electronic ACH payment fails, you will be notified via email. Coca-Cola Consolidated reserves the right to collect on all returned payments.

7. Can I pay all my accounts using one business checking account or credit/debit card?

Yes. Select the same payment method for each invoice or payment.

8. Can I schedule my payment?
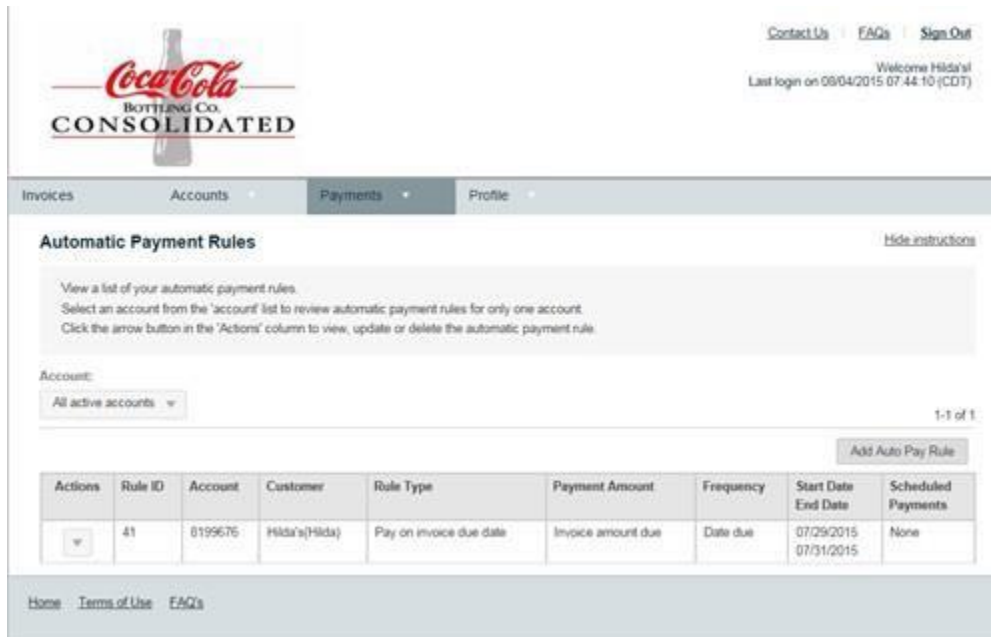
Yes, for Debit Card or ACH Payments, set up an automatic payment rule.

9. What is an automatic payment rule?

Payment rules can be set up for an account to automatically pay invoices on the due date.

10. How do I set up an automatic payment rule?

Select Payments on the home page, select Automatic Payment Rules.

11. Can I view my payment history for paid invoices?

Yes. From the home page, select Payments and select Payment Activity from the dropdown options.

12. How do I stop auto payments?

Remove the Auto Payment Rule associated with your account. Choose "Your Account", select Payments from the menu, and then select Actions and choose the Delete the auto pay rule option.

13. How do I cancel my enrollment for Online Payment?

Call the Coca-Cola Consolidated Accounts Receivable department at 1-800-777-2262.

14. What if I forget my login/password?

You can reset your login/password by selecting "Forgot your User ID" or "Forgot your password" and following the instructions.

15. How do I confirm that my payment has been made?

You will receive an email payment confirmation or select Payments on the Online Payment Site and choose Payment Activity option.

16. How do I update my credit or debit card information?

To update your credit/debit card number or expiration date select Payment Method, make the necessary changes, and click Update.

17. What happens if my online payment fails?

If your electronic payment fails, you will be notified via email. Coca-Cola Consolidated reserves the right to collect on all failed payments. Failure to pay within terms may cause an interruption of product delivery.

Have additional questions?

Please contact us at billing.dept@ccbcc.com or call 1-800-777-2262, from 8am to 5:00pm ET, Monday through Friday.