



DMP Dealer Account provides real-time access to your Digital Monitoring Products, Inc. (DMP) account, and it's available at your fingertips 24/7, 365 days/year. You can reprint and download your DMP invoices. And, you can conveniently and securely schedule ACH payments and view software licenses. DMP Dealer Account is simple and safe. And, best of all, it will save you time and money. Below are some frequently asked questions to help you better understand this service.

How does it work?

DMP Dealer Account provides you with a dashboard of important information about your account. You can easily reprint or download DMP invoices, conveniently and securely pay invoices and review the status of software licenses.

How much does it cost?

It's FREE! DMP Dealer Account can create savings for you because it allows you to manage your cash flow by scheduling payments. You also save on postage, check stock, and envelopes. No more stop payments and checks to re-write for checks lost in the mail.

How do I sign up and begin using DMP Dealer Account?

If your company has not used DMP Dealer Account, contact your DMP Accounts Receivable representative. If you don't know who that is, simply call 800-641-4282 and ask to speak with someone in Accounts Receivable.

If your company is already using DMP Dealer Account, the administrator of DMP Dealer Account can easily invite you to begin using the system.

Can I have access to multiple dealer accounts?

Yes. Contact your DMP AR representative to set this up or call 800-641-4282.

Will my invoices still be emailed to me?

Yes, they will. However, DMP Dealer Account stores all your DMP invoices in one convenient place.

Can I make payments through DMP Dealer Account?

YES! It's simple, safe, and secure to make ACH payments via DMP Dealer Account. Simply set up a bank account to pay from — this is a one-time process — then select the invoices you wish to pay. You can schedule payments to be made today or anytime in the future. DMP Dealer Account even calculates and automatically applies any available early-pay discount.

Can I cancel a payment?

Yes, scheduled payments can be cancelled prior to processing. To view all scheduled payments, click on "Scheduled" under the "Invoices" menu.

Is my account information safe?

Yes, when you submit your bank information, it's encrypted using industry-standard protocols to a secure data center that's PCI DSS Level 1 compliant and SSAE 16 certified. Banking data is not stored on DMP servers.

If I schedule a payment for today, will it come out of my bank account today?

No, all payments are processed via ACH. Typically, ACH payments are withdrawn from your bank account on the next banking business day after the "Pay On" date you entered. This is the case as long as you have "authorized" the payment before 5 p.m. CST.

For example, assume today is 8/16/yyyy. If you authorize a payment with a "Pay On" date of 8/16/yyyy before 5 p.m. CST, your payment will be withdrawn from your bank account and deposited into DMP's on the next banking business day (depending on your bank's processing schedule). Payments with a "Pay On" date of 8/16/yyyy that are authorized after 5 p.m. CST will be delayed one banking business day.

Will my invoices look the same online?

The online reprinted invoice isn't an exact copy, although you will have a hard time finding the differences from the ones that are emailed to you.

Can I print and save my invoices?

Yes, they are available as PDFs to print and download.

Continued, Next Page

How are my invoices organized?

When you select the drop-down “Invoices” menu, there are four options. All unpaid invoices are in the “Open” menu. Invoices scheduled for payment will also appear in the “Open” menu, but they cannot be selected for payment. Payments scheduled for a future date can be managed in the “Scheduled” menu. Paid or closed invoices are in the “Paid” menu. The last 12 months of “Paid” invoices are available. The “Payments” menu includes payments made via Dealer Account.

How can I search for a specific invoice?

Use the “Invoice Date Filter” to search by date. Or, you can use the “Search” filter box to search a specific date or alpha and numeric characters. When you are finished with your search, select the “Clear” button to remove the “Invoice Date Filter” or the “Search” box filter.

Who can I contact for user support?

Contact your DMP AR representative or call: 800-641-4282.

My software license is out of support. What should I do?

Contact your DMP AR representative or call: 800-641-4282.

What will I receive when my software license support is nearing expiration?

Support renewal invoices are generated 30 days prior to support renewal expiration. At that time, company Admins, License Managers and everyone on the License Contact list will receive an email reminder with a link to the support invoice.

The email will be sent from No-Reply@DMP.com. Please make sure to white list this email address in your spam filter.