How to Pay Your One Time Fees (OTFs)

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Use this process to pay your one-time fees (OTF).

NOTE: We cannot begin your implementation or add your project to our schedule until we have received your payment.

You will receive the invoice to pay your one-time fees within 5 business days of signing your Order Acknowledgement Form (OAF) and Statement of Work. Please note that this is a manual process, so we appreciate your patience while our AR team processes your information and issues your invoice.

Key Things to Know:

- Managely invoices are sent by email to the individual you have designated as your primary billing contact. If you need to change your billing contact, please submit a case via the Customer Support Portal.
- Invoices are sent from the email address perennial_AR@boldgroup.com. Please mark this as a safe sender in your email client so your organization doesn't miss a Managely invoice.
- If you have not received your invoice within 5 days of signing your OAF, please contact your account rep or Bold Group's sales department.
- Once your payment is complete, your Managely implementation will be assigned to a Project Manager from Bold Group's Professional Services team. You can expect to hear from your project manager within 7 days of making your payment.

Create an Account on Managely's Billing Portal

The first time logging in, you will need to register and create an account

1. Locate your **Registration Key** at the bottom of the email you received from Bold Group's AR team or at the bottom of your Managely invoice. The Registration Key is a code specific to your account, and you will need this code to register and set up your account in the Managely Billing Portal.

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2. Visit the **Managely Billing Portal** at https://sobilling.managelyapp.com and click **New Customer Registration** on the Log in screen.

3. The **New Customer Registration** form will pop up, and you can enter your info and **Registration Key** into the Customer # field to create your account. Click **Create** when done.