Customer Invoice Frequently Asked Questions (FAQ)

Where can I view my invoices?

You can view your invoices by logging into the Logically ConnectBooster portal (https://logically.connectboosterportal.com). All open invoices are listed on the dashboard. You can also navigate to the "Invoices" section to access current and past invoices.

How do I set up access to the payment portal?

Navigate to: https://logically.connectboosterportal.com

Click "request access" and fill out the form.

A Welcome email will be sent to you within 24 hours containing a link to set up your account. *Note that the links are only available for 24 hours.*

What are the accepted payment methods?

Details for payment options can be found at the bottom of your invoice. We accept various payment methods, including:

- Credit cards - *note that a fee may apply*
- ACH transfers
- Wire transfers
- Checks

How can I set up automatic payments?

You can set up automatic payments by logging into the customer portal, selecting "Auto pay," and set your payment preferences. If you need assistance, our billing team can help set this up for you.

Why is my invoice amount different from my monthly agreement?

The invoice amount may vary due to:

- Changes in quantities based on environment
- One-time charges (e.g., project fees, setup fees, etc)
- Overages (e.g., additional hours or data usage beyond the agreed threshold)
- For a detailed breakdown, please review the invoice details or contact our billing team at ar@logically.com.

I received a Fixed Fee invoice. What is this for?

The name of the service or project is listed in the gray header next to Project Name (above the fixed fee service line). Please contact us if you have additional questions or need help interpreting your invoice.

What should I do if I believe there's an error on my invoice?

If you notice an error, please reach out to us within 10 business days of receiving your invoice. You can email ar@logically.com. Our team is committed to responding to inquiries within 48 business hours.

Can I get a detailed breakdown of charges?

Yes, each invoice includes a detailed breakdown of services, licenses, and fees. If you require additional clarification, contact us, and we'll provide a comprehensive explanation.

What is the due date for payment?

The due date is listed on your invoice, typically 30 days from the invoice date. Late payments may incur fees as outlined in your service agreement.

How do I update my billing information?

Contact our billing department at ar@logically.com directly for assistance or changes to your billing information

Are there penalties for late payments?

Yes, late payments may incur a late fee of 1.5% of the outstanding balance per month, as specified in your agreement. Continued non-payment may result in suspension of services.

Can I request a copy of an old invoice?

Yes, past invoices can be accessed through the ConnectBooster portal. If you need assistance retrieving them, contact our billing team, and we'll email them to you.

What if I need to update my tax exemption status?

If your tax exemption status has changed or needs to be updated, email us your updated certificate at ar@logically.com. We'll adjust future invoices accordingly.

How do I terminate or change my services?

To make changes to your services or terminate your agreement, please contact your account manager or Logically Ambassador. Be sure to review the terms in your service agreement for notice periods and cancellation policies.

I need a copy of Logically's W9 and/or Certificate of Insurance. How can I request that?

Please send an email to ar@logically.com with a detailed request.

W9's will be provided within 24 hours.

Certificates of Insurance can take up to 5 business days to receive.

Who should I contact for questions not listed here?

For any additional questions or concerns about your invoice, please contact:

Email: ar@logically.com

Phone: 614-929-6869

Hours: Monday–Friday, 9 AM–5 PM EST