

## Procedure to pay invoices online:

Go to <https://payments.ironmountain.com/> to make one time payments. Some comments and examples have been entered using red lettering in these instructions.

For your security Iron Mountain employees cannot accept Credit Card information via calls or email.

- First, select US portal.



*Information Protection and Storage*

### Welcome to Iron Mountain On-Line Payments Option.

The option to pay your bill online provides a fast and efficient method to pay your Iron Mountain invoice. This option is available to all Iron Mountain customers in both the US and Canada.

**Payment is accepted in both US Dollars and Canadian Dollars.**

**Please select the currency to make your payment.** [français](#)

US Dollars  
United States Customer

Canadian Dollars  
Canadian Customer

- Then provide the information on each field required.

Welcome to Iron Mountain Online Payments. The option to pay your bill online, which provides a fast efficient method to pay your Iron Mountain invoice, is available to Iron Mountain's physical and digital customers and Fulfillment Services customers. **Payment is only accepted in US dollars.** Please provide the following information:

Items in bold are required fields.

## Payment Method

### Select Payment Method\*



**Credit Card**



**Check**

### Credit Card

#### **Credit Card Type\***



#### **Credit Card Number\***

 (no spaces or hyphens)

Card Verification Number

What's this?

**DO NOT ENTER**

#### **Expiration Date\***

(mm yyyy)

Transaction Advice Addendum (TAA1)

 (Amex only)

## Customer Information

\*\*Only choose Medical Records if noted on your Invoice\*\*

### **Customer Type\***

Please enter your Customer ID as it is referenced on your invoice or statement.

### **Customer ID\***

**I1035**

### **First/Last Name\***

### **Company\***

**STATE OF IOWA**

### **Country\***

### **Street Address 1\***

Street Address 2

City/State/Postal Code\*

  

Phone Number

Email Address\*

Email Address Confirmation\*

#### Invoice Information

Invoice Number\*

LLN8741 – see note below for multiple invoices

(Maximum 22 characters)

Invoice Date\*

This information can be obtained from the hardcopy invoice you received. (Maximum 25 characters)

Dept ID/Card Member Ref.

SOIA/DAS3 – see note below for multiple Dept IDs

Please enter all invoices being paid. Consecutive Invoice Ranges can be entered, for example, AB12345-AB23456.

Add'l Invoice or Invoice Range

ENTER MULTIPLE INVOICES HERE

Add'l Invoice or Invoice Range

Add'l Invoice or Invoice Range

**Card Verification Number** – DO NOT ENTER. It is not required and sometimes won't let the transaction process if you do.

**Street Address** - Needs to match what is on the credit card statement. This is to prevent fraudulent use if someone has your card or card number only.

**Invoice Number** – Only 22 characters here. If you are paying multiple invoices, only enter the oldest one here. You can enter the rest of the ranges in the "Add'l Invoice or Invoice Range" fields.

**Multiple Dept IDs:** Those agencies that are paying invoices for multiple department IDs should list only their Dept ID. The remaining Dept IDs will be taken care of through the entry of individual invoices. Any questions about Dept IDs should be addressed to [nancy.wheelock@iowa.gov](mailto:nancy.wheelock@iowa.gov).

**Do NOT click on either box in the Automatic Payment Setup.**

**DO NOT CHECK THE BOX-** since your payment is one time only.

Click SUBMIT **once** and you would get the payment confirmation number when payment is success.

## DO NOT SET UP AUTOMATIC PAYMENTS.

### Automatic Payment Setup

If you do not want to set up Automatic Payment please skip to the payment section.

Iron Mountain can automatically charge your credit card or debit your bank account based on your monthly invoice(s). This charge will take place on or about the 10th of each month for the

Check here to enroll in Automatic Payment



You, the undersigned customer hereby authorize Iron Mountain to obtain payment of invoices (past or future) for Iron Mountain services under Customer's agreement with Iron Mountain. Iron Mountain may charge the account from time to time as shown on the invoices it issues to Customer, or upon expiration of the Customer's agreement with Iron Mountain for services invoiced since the preceding payment without requirement of Customer's signature. If Customer wishes to cancel its authorization for automatic payments, Customer may do so by notifying Iron Mountain at [aronlinepayments@ironmountain.com](mailto:aronlinepayments@ironmountain.com) at least 30 days prior to such cancellation becoming effective.

I agree to the above terms for Automatic Payment Setup



### Payment Receipt Information

Iron Mountain will send a payment confirmation to the e-mail address you provided for all one-time payments. If you enroll in automatic payments, Iron Mountain will provide a payment confirmation through your e-mail along with the terms of this automatic payment authorization. Payment receipts will not be sent for payments that are processed via your credit card or debiting your bank account based on your selection. Please refer to your invoice and credit card or bank statement for payment confirmation.

### Payment Amount

Amounts should be in US dollars. For example: 1500.00

Invoice Tax Amount\*

0.00

NO TAX - ENTER 0.00

Total Amount Paid\*

0.00

ENTER TOTAL AMOUNT OF INVOICE(S)

The processing may take a few minutes. Please do not resubmit.

Please e-mail all questions to Iron Mountain Accounts Receivable at [aronlinepayments@ironmountain.com](mailto:aronlinepayments@ironmountain.com).