

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 CCBCC Online Payment Portal?

Go to the Coca-Cola Consolidated Online Payment Portal site at <http://www.cokeconsolidated.com>, click on Sales & Service, and select the CCBCC Online Payment Portal. Click on Sign Up then enter a customer account number and zip code to set up account(s) for payment.

The screenshot shows the login page for the Coca-Cola Consolidated Online Payment Portal. At the top left is the Coca-Cola logo with 'BOTTLING CO. CONSOLIDATED' below it. At the top right are links for 'Contact Us', 'FAQs', and 'Sign Up'. The main heading is 'Welcome to Online Payment'. Below this, it says 'Please enter your User ID and Password and click Log In.' and 'If you do not have a User ID and Password for Online Payment, please [sign up](#).' There are two input fields: 'User ID:' and 'Password:'. A 'Log In' button is below the password field. There are also links for 'Forgot your password?' and 'Forgot your User ID?'. At the bottom left are links for 'Home', 'Terms of Use', and 'FAQ's'.

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

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

The image shows a sample CCBCC Billing Statement and the Online Payment Portal sign-up page. The billing statement is on the left, and the sign-up page is on the right. Red and yellow boxes and arrows highlight the information needed for sign-up.

CCBCC BILLING STATEMENT SAMPLE Page 1 of 1

Coca-Cola Bottling Co.
Coca-Cola Bottling Co.
CONSOLIDATED
PO BOX 751287
CHARLOTTE, NC 28275-1287

123 FOOD CAFE
456 PLEASANT DAY DRIVE
PANAMA CITY FL 32401-3901 ← Customer's right Zip Code

BILLING STATEMENT

CALL FOR	800-837-8847	STMT DATE: 06/31/2015
PRODUCT DELIVERY	800-309-2663	ACCT NO: 00084 123457
MECHANICAL REPAIR	800-837-8847	
LEASED EQUIPMENT		

THE LAST PAYMENT RECEIVED: 06/06/2015
CHECK NO: 0003298 AMOUNT: \$23.75

DESCRIPTION	DATE	REFERENCE NO	AMOUNT
-------------	------	--------------	--------

Sign Up for Online Payment

Account Type: Debit Credit Card

Please enter the information shown on the Billing Statement.

Account Number: ← (Red box)

Zip Code: ← (Yellow box)

Submit Cancel

Home Terms of Use FAQs

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.

The screenshot shows the 'Accounts' page of the Coca-Cola Consolidated Payment Portal. At the top left is the Coca-Cola Bottling Co. Consolidated logo. At the top right, there are links for 'Contact Us', 'FAQs', and 'Sign Out', along with a user greeting: 'Welcome Hilda's! Last login on 09/04/2015 07:44:10 (CDT)'. Below the header is a navigation bar with 'Invoices', 'Accounts', 'Payments', and 'Profile'. The main content area is titled 'Accounts' and includes instructions: 'View a list of your active 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.' There is a '1-2 of 2' indicator and an 'Add Account' button. Below this is a table with three columns: 'Actions', 'Account', and 'Auto Pay Rules'. The table contains two rows of account data.

Actions	Account	Auto Pay Rules
	8199676	1
	8099697	None

At the bottom of the page, there are links for 'Home', 'Terms of Use', and 'FAQs'.

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?

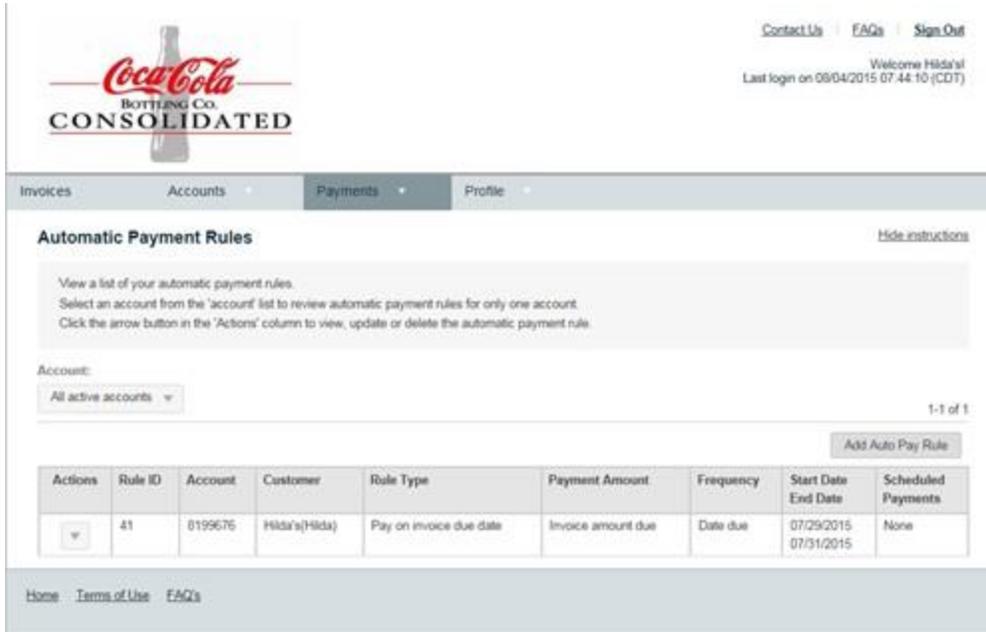
Yes, for Debit Card or ACH Payments, set up an automatic payment rule.

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.



The screenshot shows the user interface of the Coca-Cola Bottling Co. Consolidated online payment portal. At the top left is the Coca-Cola logo. On the top right, there are links for 'Contact Us', 'FAQs', and 'Sign Out', along with a welcome message for 'Hilda' and a last login timestamp. A navigation bar includes 'Invoices', 'Accounts', 'Payments', and 'Profile'. The main content area is titled 'Automatic Payment Rules' and includes instructions on how to view and manage these rules. Below the instructions is a dropdown menu for 'Account' set to 'All active accounts'. A table lists the existing automatic payment rules, with one rule visible for account 8199675. At the bottom of the page are links for 'Home', 'Terms of Use', and 'FAQs'.

Actions	Rule ID	Account	Customer	Rule Type	Payment Amount	Frequency	Start Date	End Date	Scheduled Payments
▼	41	8199675	Hilda's(Hilda)	Pay on invoice due date	Invoice amount due	Date due	07/29/2015	07/31/2015	None

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.