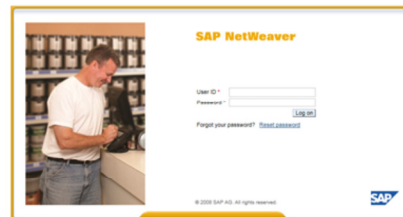


PPG e-Account

Go Live July 2015

PPG PPG Architectural Coatings

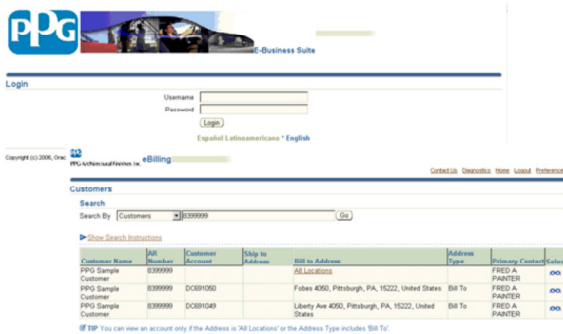
e/ACCOUNT



PPG Online Account Management Interface

Today: PPG eBilling

July 2015: PPG e-Account



PPG e-Business Suite

Login

Username:

Password:

Equal Opportunity Employer

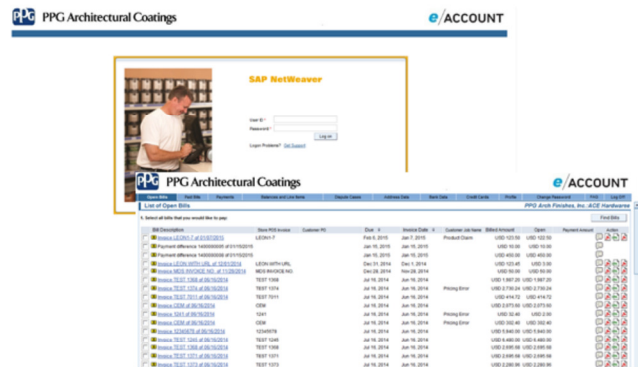
Copyright (c) 2008, One PPG Architectural Coatings, Inc. eBilling

Customers

Search By: Customers

Table with 7 columns: Customer Name, PPG Number, Customer Account, Ship to Address, Bill to Address, Address Type, Primary Contact.

Customer Name	PPG Number	Customer Account	Ship to Address	Bill to Address	Address Type	Primary Contact
PPG Sample Customer	00000000	00000000	Liberty Ave 4300, Pittsburgh, PA, 15222, United States	Liberty Ave 4300, Pittsburgh, PA, 15222, United States	Bill To	FRED A. PAINTER
PPG Sample Customer	00000000	00000000	Liberty Ave 4300, Pittsburgh, PA, 15222, United States	Liberty Ave 4300, Pittsburgh, PA, 15222, United States	Bill To	FRED A. PAINTER



PPG Architectural Coatings e/ACCOUNT

SAP NetWeaver

User ID:

Password:

PPG Architectural Coatings e/ACCOUNT

Table with 10 columns: Bill Description, Date, Bill Amount, Customer Name, Bill Type, Bill Status, Bill Date, Bill Due Date, Bill Paid Date, Bill Paid Amount.

Bill Description	Date	Bill Amount	Customer Name	Bill Type	Bill Status	Bill Date	Bill Due Date	Bill Paid Date	Bill Paid Amount
PPG Sample Customer	06/15/2015	1000.00	PPG Sample Customer	Standard	Open	06/15/2015	07/15/2015		
PPG Sample Customer	06/15/2015	1000.00	PPG Sample Customer	Standard	Open	06/15/2015	07/15/2015		

PPG's electronic billing service – **e-Billing** – will be transitioning to **e-Account in July**. While e-Account may look and feel a bit different, the same great functionality, accessibility and ease of use will remain.

Let's take a look at some of the features of the new PPG e-Account system.

Introducing PPG e-Account

- **PPG e-Account enables real-time customer interaction with PPG receivables software via the Internet**
- **Using PPG e-Account, PPG credit customers can:**
 - Access account activity and account balance
 - Review billing statements, including open invoices, account credits and payments
 - Export invoices as .pdf or .csv files
 - View PPG Paints, Dulux Paints and Betonel Store invoices with signatures
 - Initiate electronic payments using credit cards or checking accounts
- **PPG e-Account allows customers to collaborate virtually with PPG AR team**
 - View profile information (address, phone #, email address, etc.)
 - Update Banking and Credit Card information
 - Initiate dispute cases for invoices in question and track case status



Read Slide

Accessing PPG e-Account

- The PPG e-Account web address is:
https://eaccount.ppgnet.com/bd/public/frameset_top_html.jsp
- Creating a link or web favorite on your PC using this URL will make accessing PPG e-Account fast and easy
- Please update all existing links/favorites to eBilling using this web address for the new PPG e-Account system



Read Slide

PPG e-Account Interface

PPG e-Account Login Page

A screenshot of the SAP NetWeaver login page. On the left is a photograph of a man in a white t-shirt and jeans looking at a device. On the right, the text 'SAP NetWeaver' is displayed above a login form. The form has fields for 'User ID *' and 'Password *', a 'Log on' button, and a link for 'Forgot your password? Reset password'. At the bottom, there is a copyright notice '© 2008 SAP AG. All rights reserved.' and the SAP logo.

Here you see the user login page for the new PPG e-Account system.

The PPG e-Account support team will distribute your new User Name and system Password prior to system go live.

In the case that you forget or misplace your e-Account password, simply click on the 'Reset password' button found on the system login page...

PPG e-Account Login Page Password Reset

The screenshot shows the PPG e-Account Login Page Password Reset interface. At the top, there is a header with the PPG logo and 'PPG Architectural Coatings' on the left, and 'e/ACCOUNT' on the right. Below the header, there is a 'Logon Help' section with tabs for 'Personal information' and 'Confirmation'. A link 'Having trouble logging in?' is present. Below this, a form is displayed with the following fields: 'Logon ID: *', 'Last Name: *', 'First Name: *', and 'E-Mail: *'. Each field has a corresponding input box. At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The form is highlighted with a red border.

Reset Password

- Quickly reset e-Account password using Logon ID, Last Name, First Name and Email Address

You can then reset your password at any time by providing your Logon ID, Last Name, First Name and Email Address.

Once the request is submitted, a new system password will be emailed to you in just a few moments.

PPG e-Account - Open Bills Tab

PPG Architectural Coatings **e/ACCOUNT**

Open Bills | Paid Bills | Payments | Balances and Line Items | Dispute Cases | Address Data | Bank Data | Credit Cards | Change Password | Switch Account | FAQ | Log Off

List of Open Bills PPG Arch Finishes, Inc.

1. Select all bills that you would like to pay: Find Bills

<input type="checkbox"/>	Bill Description	Store POS Invoice	Customer PO	Invoice Date	Due	Customer Job Name	Billed Amount	Open	Payment Amount	Action
<input type="checkbox"/>	Invoice 1000219160		996302046061	Feb 11, 2015	Apr 15, 2015	996302046061	USD 10.50	USD 10.50		
<input type="checkbox"/>	Invoice 1000219695		996302046539	Mar 2, 2015	May 15, 2015	996302046539	USD 14.03	USD 14.03		
<input type="checkbox"/>	Invoice 1000152031		5596	Nov 18, 2014	Jan 15, 2015	996302043301	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000153042		5536	Oct 6, 2014	Dec 15, 2014	996302042059	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000153557		5570	Oct 31, 2014	Dec 15, 2014	996304044946	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000216208		996305034574	Mar 23, 2015	May 15, 2015	996305034574	USD 17.18	USD 17.18		
<input type="checkbox"/>	Invoice 1000219175		996305033079	Feb 9, 2015	Apr 15, 2015	996305033079	USD 17.18	USD 17.18		
<input type="checkbox"/>	Invoice 1000219696		996302046373	Feb 24, 2015	Apr 15, 2015	996302046373	USD 17.16	USD 17.16		
<input type="checkbox"/>	Invoice 1000216271		996305034753	Mar 27, 2015	May 15, 2015	996305034753	USD 19.70	USD 19.70		
<input type="checkbox"/>	Invoice 1000219150		996302045812	Feb 2, 2015	Apr 15, 2015	996302045812	USD 19.70	USD 19.70		

Page 1 of 14

<input type="checkbox"/>	Credit Description	Date	Credit Amount	Available	Payment Amount	Action
<input type="checkbox"/>	Credit Memo 1800151899	Nov 13, 2014	(USD 37.00)	(USD 37.00)		

Select All | Deselect All | Download Selected Entries

Total Net Payment Amount: USD 129.47 | USD 0.00

2. 2. Select the payment method you want to use. You are paying with:

☒ ACH13 ☐ New Bank Details ☐ New Credit Card

Open Bills tab

- Display of all open items with bill description, due date, billed amount, open amount, payment amount
- Process payments by selecting invoices, bank information and confirming payment
- Download invoices, initiate dispute cases



OPEN BILLS TAB

Once logged into the e-Account portal, you will see all open invoices associated with your account. The default view displays all open items with bill description, invoice number, purchase order, invoice due date, job name, billed amount, open amount, payment amount and action. This list can be sorted by clicking on any of the column headers.

Payments can be processed within the Open Bills tabs by selecting all or individual open bills line items. Once all open invoices you would like to pay have been selected using the checkboxes, select which checking account or credit card you would like to draw funds from to process the total payment amount. Then simply scroll down and click 'Continue' to confirm payment. *Please note that customers in Canada must enter Canadian bank account information, while customers in the US and Puerto Rico must enter US bank account information.*

Open Bills can be downloaded in either PDF or Excel CSV format for invoice detail view, signature verification and other accounting practices by clicking on the PDF or CSV icons located within the 'Action' column. Dispute cases may also be initiated here by clicking on the 'Create Enquiry' flag...

PPG e-Account - Open Bills Tab Create Enquiry

The screenshot shows the 'PPG e-Account' interface. At the top, the PPG logo and 'PPG Architectural Coatings' are on the left, and 'e/ACCOUNT' is on the right. Below this is a navigation bar with tabs: 'Open Bills', 'Paid Bills', 'Payments', 'Balances and Line Items', 'Dispute Cases', 'Address Data', 'Bank Data', 'Credit Cards', 'Change Password', 'Switch Account', 'FAQ', and 'Log Off'. The 'Open Bills' tab is active. Below the navigation bar, the 'Enter Dispute Case' section is highlighted with a purple border. It contains the following fields and instructions:

- Enter Dispute Case**
- To create a dispute case for the following document, enter the required data.
- To send your inquiry, choose **Send**.
- To return to the overview, choose **Back**.

Bill or Credit	Date	Amount	Open
Invoice 99532045816 of 02-02-2015	Apr 15, 2015	USD 75.16	USD 75.16

Cause	Amount	Reference
Price Difference	75.16	

Comment:

Send **Back**

Open Bills tab - Enter Dispute Case


- Select cause of dispute, verify disputed amount, enter invoice reference, open field comments




OPEN BILLS TAB

After clicking on the 'Create Enquiry' flag, you will complete information like cause, disputed amount, reference, comment and select contact data before clicking 'Send' to submit your dispute.

PPG e-Account - Open Bills Tab


PPG Architectural Coatings



[Open Bills](#)
[Paid Bills](#)
[Payments](#)
[Balances and Line Items](#)
[Dispute Cases](#)
[Address Data](#)
[Bank Data](#)
[Credit Cards](#)
[Change Password](#)
[Switch Account](#)
[FAQ](#)
[Log Off](#)

List of Open Bills
PPG Arch Finishes, Inc.
Find Bills

1. Select all bills that you would like to pay:

<input type="checkbox"/>	Bill Description	Store POS Invoice	Customer PO	Invoice Date	Due	Customer Job Name	Billed Amount	Open \$	Payment Amount	Action
<input type="checkbox"/>	Invoice 1000219160		996302046061	Feb 11, 2015	Apr 15, 2015	996302046061	USD 10.50	USD 10.50		
<input type="checkbox"/>	Invoice 1000219095		996302046539	Mar 2, 2015	May 15, 2015	996302046539	USD 14.00	USD 14.00		
<input type="checkbox"/>	Invoice 1000152031		5596	Nov 18, 2014	Jan 15, 2015	996302043801	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000153042		5538	Oct 6, 2014	Dec 15, 2014	996302042059	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000153557		5570	Oct 31, 2014	Dec 15, 2014	996304044946	USD 17.00	USD 17.00		
<input type="checkbox"/>	Invoice 1000218208		996305034574	Mar 23, 2015	May 15, 2015	996305034574	USD 17.18	USD 17.18		
<input type="checkbox"/>	Invoice 1000219175		996305033079	Feb 9, 2015	Apr 15, 2015	996305033079	USD 17.18	USD 17.18		
<input type="checkbox"/>	Invoice 1000219696		996302046373	Feb 24, 2015	Apr 15, 2015	996302046373	USD 17.18	USD 17.18		
<input type="checkbox"/>	Invoice 1000218271		996305034753	Mar 27, 2015	May 15, 2015	996305034753	USD 19.70	USD 19.70		
<input type="checkbox"/>	Invoice 1000219150		996302045812	Feb 2, 2015	Apr 15, 2015	996302045812	USD 19.70	USD 19.70		

Page 1 of 14

<input type="checkbox"/>	Credit Description	Date	Credit Amount	Available \$	Payment Amount	Action
<input type="checkbox"/>	Credit Memo 1800151899	Nov 13, 2014	(USD 37.00)	(USD 37.00)		

[Select All](#)
[Deselect All](#)
[Download Selected Entries](#)

Total Net Payment Amount: USD 129.47 USD 0.00

2. 2. Select the payment method you want to use. You are paying with:

☒ ACH13
 ☐ New Bank Details
 ☐ New Credit Card

Open Bills tab

- Click 'Find Bills' button to search for invoices using a variety of search parameters



OPEN BILLS TAB

Back on the Open Bills tab, you may also search for invoices by clicking on 'Find Bills'...

PPG e-Account - Open Bills Tab

The screenshot shows the PPG e-Account interface. At the top, the PPG logo and 'PPG Architectural Coatings' are on the left, and 'e/ACCOUNT' is on the right. Below this is a navigation bar with tabs: Open Bills, Paid Bills, Payments, Balances and Line Items, Dispute Cases, Address Data, Bank Data, Credit Cards, Change Password, Switch Account, FAQ, and Log Off. The 'Open Bills' tab is selected. Below the navigation bar, the text 'PPG Arch Finishes, Inc.' is visible. The main content area is titled 'List of Open Bills'. On the left, there is a 'Search for Bills:' section with a 'Hide Search' button. The search options are:

- ☒ Display All Bills
- ☐ Text in Store POS Invoice: [text input]
- ☐ Text in Customer PO: [text input]
- ☐ Due Date: (Month/ Day/ Year) [month/year] To [month/year]
- ☐ Invoice Date: (Month/ Day/ Year) [month/year] To [month/year]
- ☐ Text in Customer Job Name: [text input]
- ☐ Bill Amount: [text input] To [text input]
- ☐ Open Amount: [text input] To [text input]

A 'Find' button is at the bottom of the search section.

Open Bills tab - Find Bills button

- Find bills by searching for invoice number, PO, due date, invoice date, job name, bill amount (range) or open amount (range)



OPEN BILLS TAB

Bills can be located by searching for invoice number, PO, due date, invoice date, job name, bill amount (range) or open amount (range).

Next, lets take a look at the Paid Bills Tab...

PPG e-Account - Paid Bills Tab

















PPG Architectural Coatings e/ACCOUNT

Open Bills | **Paid Bills** | Payments | Balances and Line Items | Dispute Cases | Address Data | Bank Data | Credit Cards | Profile | Change Password | FAQ | Log Off

List of Bills Paid or Payment Arranged

To display paid bills, select the appropriate search criteria:

Status: In Process | Period: Last 12 Months | Find | Extend Search

Bill Description	Due	Billed Amount	Arranged	Status	Payment Method	Action
Invoice LEON WITH URL 6/11/2012/2014	Dec 1, 2014	USD 123.45	USD 3.00	Web Payment Arranged	Bank Collectn	  
Invoice MDS INVOICE NO. of 11/28/2014	Nov 28, 2014	USD 50.00	USD 50.00	Web Payment Arranged	Bank Collectn	  
Invoice GL DIRECT TEST 3 of 03/12/2014	Nov 28, 2014	(USD 20.00)	USD 20.00	Web Payment Arranged	Bank Collectn	  
Invoice TEST 1374 of 06/16/2014	Jun 16, 2014	USD 2,730.24	USD 2,730.24	Web Payment Arranged	Bank Collectn	  
Invoice TEST 1245 of 06/16/2014	Jun 16, 2014	USD 6,480.00	USD 6,480.00	Web Payment Arranged	Bank Collectn	  
Credit memo CEM of 02/06/2014	Jun 16, 2014	(USD 1,728.00)	USD 1,728.00	Web Payment Arranged	Bank Collectn	  
Invoice TEST 1378 of 06/16/2014	Jun 16, 2014	USD 410.40	USD 410.40	Web Payment Arranged	Bank Collectn	  

Paid Bills tab

- Display of paid bills either processed or in process
- Search for paid bills using various search criteria
- Action buttons - Cancel payment, display paid bill (PDF), display paid bill (CSV)



PAID BILLS TAB

The e-Account Paid Bills tab displays all paid bills that have been submitted for processing, or are completely processed. As with the Open Bills tab display, this view can be sorted by clicking on any of the column headers.

You can search for bills directly from this tab using the basic search criteria of status, either in process or processed, and period of payment.

Additional search criteria to help locate a bill using bill description, bill amount, paid amount or payment method can be used by clicking on 'Extended Search'.

You can also download paid bills in CSV/PDF format to review payment details, same as the Open Bills tab.

PPG e-Account - Payments Tab



PPG Architectural Coatings e/ACCOUNT

Open Bills Paid Bills **Payments** Balances and Line Items Dispute Cases Address Data Bank Data Credit Cards Profile Change Password FAQ Log Off

List of Payments

To display the list of payments, select the appropriate search criteria:

Status: In Process Period: Last 12 Months Find Extend Search

Payment Description	Used On	Payment Amount	Payment Method	Action
Bank Collectn	Mar 3, 2015	USD 1,520.40	Bank Collectn	 

Download CSV

Payments tab

- Display of payments with the status 'processed', search for payments using various search criteria
- Action buttons - Cancel payment, display payment (PDF), display payment (CSV)

PAYMENTS TAB

The Payments tab within PPG e-Account displays all payments that have submitted for processing, or are completely processed. The Payment display can also be sorted by clicking on any of the column headers.

As with paid bills, you can search for payments directly from this tab using the basic search criteria of status, either in process or processed, and period of payment.

Additional search criteria to help locate a payment using bill description, bill amount, paid amount or payment method can be used by clicking on 'Extended Search'.

You can download paid bills in CSV format to review payment details.

PPG e-Account - Balances and Line Items Tab

PPG Architectural Coatings **e/ACCOUNT**

Open Bills | Paid Bills | Payments | **Balances and Line Items** | Dispute Cases | Address Data | Bank Data | Credit Cards | Profile | Change Password | FAQ | Log Off

Balances and Line Items *PPG Arch Finishes, Inc.*

To see the items for a particular period, click on the corresponding amount.

Fiscal Year : 2015 Currency: USD

Balances					Sales	
Month	Debit	Credit	Balance	Accumulated Balance	Display Sales	Sales
01/2015	USD 5,779.70	USD 79,523.39	(USD 73,743.69)	USD 1,076,922.96		USD 3,000.50
02/2015	USD 65,505.02	USD 1,284,150.97	(USD 1,218,645.95)	(USD 139,722.97)		USD 6,789.00
03/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
04/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
05/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
06/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
07/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
08/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
09/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
10/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
11/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
12/2015	USD 0.00	USD 0.00	USD 0.00	(USD 139,722.97)		USD 0.00
Total	USD 71,284.72	USD 1,363,674.36	(USD 1,292,389.64)	(USD 139,722.97)		USD 9,789.50

Print | Excel | CSV

Balances and Line Items tab

- Display of overall monthly debits, credits balance and accumulated balance
- Sales window displays all invoices less credit memos for each period




BALANCES AND LINE ITEMS TAB


The next e-Account tab, Balances and Line Items displays monthly debits, credits, balance and accumulated balance, again sortable by any column.

All Balance and Line item information displayed in this tab can be downloaded in CSV/PDF formats, as well as printed directly from this tab.

The 'Sales' window within the e-Account Balance and Line Items tab displays all the invoices less credit memos for each period, allowing you to quickly view your total purchases for each month.

PPG e-Account - Dispute Cases Tab


PPG Architectural Coatings



[Open Bills](#)
[Paid Bills](#)
[Payments](#)
[Balances and Line Items](#)
[Dispute Cases](#)
[Address Data](#)
[Bank Data](#)
[Credit Cards](#)
[Profile](#)
[Change Password](#)
[FAQ](#)
[Log Off](#)

List of Dispute Cases

To display dispute cases, select the appropriate search criteria:

Status

Period
 Last 12 Months

Case ID	Bills	Amount Disputed	Cause	Status	Created On
180000000000		USD 40.00	Price Difference	New	January 14, 2015 16:05:00
180000000022		USD 418.80	Price Difference	In Process	January 26, 2015 20:55:17
180000000024		USD 356.40	Price Difference	New	January 27, 2015 16:08:26
180000000026		USD 180.00	Price Difference	New	January 30, 2015 13:42:52
180000000028		USD 1,000.00	Price Difference	New	February 3, 2015 16:43:20
180000000029		USD 123.50	Wrong Product	In Process	February 4, 2015 16:08:16
180000000033		USD 2,730.24	Price Difference	New	February 9, 2015 16:15:59
180000000035		USD 113.00	Price Difference	New	February 10, 2015 12:56:17
180000000036		USD 130.00	Price Difference	New	February 10, 2015 13:07:31
180000000040		USD 2,000.00	Price Difference	New	February 20, 2015 16:16:09
180000000041		USD 3,304.50	Price Difference	New	March 2, 2015 14:17:03
180000000042		USD 3,333.00	Price Difference	New	March 2, 2015 15:05:02

Dispute Cases tab

- Display list of all Dispute Case with Case ID, Bills, Amount Disputed, Cause, Status of Case and Date Created



DISPUTE CASES TAB

The Dispute Cases tab within PPG e-Account displays a list of all Dispute Cases with Case ID number, Bills, Amount Disputed, Cause, Current Case status and Date Created.

This display list may also be sorted by clicking on any of the column headers.

Displayed items on this page can be filtered using the two dropdown menus near the top. Status can be filtered to either 'Open' or 'All' dispute cases, and Period can be filtered to the Last 30 Days, the Last 12 Months (default page view), the Last 5 Years, or Unlimited, showing your entire history of dispute cases.

PPG e-Account - Address Data Tab

PPG Architectural Coatings

e/ACCOUNT

Open Bills Paid Bills Payments Balances and Line Items Dispute Cases Address Data Bank Data Credit Cards Profile Change Password FAQ Log Off

Address Data

Responsible Contact Person

Address

Company
ACE Hardware
Name 2 Field
9406 CHERRY TREE DR

Contact Data

US 412-434-4000
wdoug@ppg.com
aig@ppg.com

Address Data tab

- Display customer contact information, including Name, Address, Telephone and Fax Numbers, and Email Address

ADDRESS DATA TAB

This tab displays your current contact information, including Company Name, Address, Telephone Number(s), Fax Number and Email Address.

Changes to any of this information can be made by contacting the PPG e-Account Helpdesk, which we will cover shortly.

PPG e-Account - Bank Data/Credit Cards Tabs

PPG Architectural Coatings **e/ACCOUNT**

Open Bills | Paid Bills | Payments | Balances and Line Items | Dispute Cases | Address Data | **Bank Data** | Credit Cards | Change Password | FAQ | Log Off

Bank Details 0000500065 - PPG Arch Finishes, Inc.

Responsible Contact Person

Country: US

Edit

PPG Architectural Coatings **e/ACCOUNT**

Open Bills | Paid Bills | Payments | Balances and Line Items | Dispute Cases | Address Data | **Bank Data** | **Credit Cards** | Change Password | FAQ | Log Off

Credit Cards PPG Arch Finishes, Inc.

Responsible Contact Person

Card Type	Card Number	Expires (MM/YYYY)	Cardholder	Credit Card Description
American Express	1234 5678 9101 1111	02/2019	test	test

Edit

Bank Data/Credit Cards tabs

- Display Bank Account and Credit Card information used to process payments/receive credits



BANK DATA/CREDIT CARDS TABS

These tabs display your current Bank Account and Credit Card information used to process payments and receive credits.

To add or change banking or credit card information, simply click the 'Edit' button within these tabs.

Reminder: Customer in the US and PR must use US Bank Accounts, customers in Canada must use Canadian Bank Accounts.

PPG e-Account - Change Password Tab

The screenshot shows the PPG e-Account interface. At the top, there is a header with the PPG logo and 'PPG Architectural Coatings' on the left, and 'e/ACCOUNT' on the right. Below the header is a navigation bar with several tabs: 'Open Bills', 'Paid Bills', 'Payments', 'Balances and Line Items', 'Dispute Cases', 'Address Data', 'Bank Data', 'Credit Cards', 'Change Password' (which is highlighted), 'FAQ', and 'Log Off'. Below the navigation bar, the 'Change Password' section is displayed. It contains three input fields labeled 'Old Password', 'New Password', and 'Repeat Password'. A 'Save' button is located at the bottom left of the form. The text 'PPG Arch Finishes, Inc.' is visible in the bottom right corner of the form area.

Change Password tab

- Allows customer to change password directly without contacting e-Account Helpdesk
- PPG e-Account passwords do not expire, a good idea to change frequently for security
- PPG e-Account password parameters:
 - Minimum length - 8 characters
 - At least one number
 - At least one CAPITAL letter
 - At least one lower-case letter
 - At least one special character



CHANGE PASSWORD TAB

The Change Password tab allows you to change your e-Account password at any time, for any reason without contacting the e-Account Helpdesk.

Although you will never be forced to reset your e-Account password due to system expiration, it is a good idea to change your e-Account password frequently to keep your online account secure.

Please keep the e-Account system password requirements that you on the screen in mind when changing your PPG e-Account password.

PPG e-Account - FAQ Tabs

The screenshot shows the PPG e-Account web interface. At the top, the PPG logo and 'PPG Architectural Coatings' are on the left, and 'e/ACCOUNT' is on the right. Below this is a navigation bar with tabs: Open Bills, Paid Bills, Payments, Balances and Line Items, Dispute Cases, Address Data, Bank Data, Credit Cards, Change Password, **FAQ** (highlighted with a red box), and Log Off. The main content area is titled 'Change Password' and includes a 'Save' button. Below this, there is a section titled 'FAQ' with a list of links: Search for paid bills, Analyze payments, Contact us, Open Bill, Open Credit, Paid Bill, Offset Credit, Change address or payment data, What time are Payments processed?, and How do I add an additional Bank Account?.

FAQ TAB

Clicking on the e-Account FAQ Tab will open a new browser window in which you will see three very helpful additional tabs: FAQ, Are You a New User?, and Glossary

The FAQ Tab in the new window, seen here, houses a wide variety of Frequently Asked Questions, and answers, ranging from 'What internet connection speed is recommended?' to 'How do I cancel a payment?'. This resource will be very helpful when learning the new PPG e-Account system as you will find answers to many questions that may come up here only a few clicks away.

The next tab in the new window is 'Are you a new user?'. Within this tab you will find additional introductory information that will come in handy when setting up and beginning to use the new PPG e-Account system.

And last but not least, the 'Glossary' tab, which displays key e-Account term definitions. This tab will be helpful if you encounter a term within PPG e-Account that is new, or slightly different than one that was used within the old PPG eBilling system.

If a question still remains after utilizing these handy online help tools, additional help is available via our local, dedicated PPG e-Account support representatives...

PPG e-Account Customer Support

Need Help?

- **Email a PPG e-Account Support Representative:**
eaccountservice@ppg.com
- **Contact the PPG e-Account Helpdesk: 1-844-746-8615**
 - Hours of Operation: M-F 8:00AM - 5:00PM EST
- **French/Spanish language support available**



The dedicated PPG e-Account Support team can be reached one of two ways.

First, you can email the Helpdesk at eaccountservice@ppg.com, and an e-Account Support Representative will provide timely, expert support 24 hours a day.

Alternatively, you can reach the e-Account Helpdesk via telephone during normal business hours if preferred, and our dedicated e-Account Support Representatives will provide immediate assistance. Please note that French and Spanish language support is available via email or telephone!

Thank You!

PPG e-Account Support Team