

## Welcome!

First, we would like to thank you for being a client of Delaware Business Incorporators, Inc. Many of you have been with us since 1986 when we started. THANK YOU FOR YOUR LOYALTY. Beginning June 1, 2020, we will be using a new Customer Relationship Management (CRM) and accounting system called Striven. The Striven software replaces our NetSuite software. Because of this change to a new software system, how you pay our invoices and view monthly statements has changed slightly. This step-by-step Help Guide explains in detail the various sections and uses of the [Delaware Business Incorporators' Customer Portal](#).

Here is a summary of the new features available on our Customer Portal:

- New Customer Portal to easily manage your account including setting up payment profiles, paying invoices, printing invoices/statement and more.
- We've updated our invoice and statement formats by adding a little color and rearranging the data fields.
- You will now get an email notification with a link letting you know that we've posted an INVOICE in your account.
- Use your mobile phone, desktop or tablet. It's quick and easy to login with your login email and password.

## What Is A Customer Portal?

A Customer Portal provides insight and information into your account. It makes it easier for you to connect with us. Our [Customer Portal](#) provides the following benefits to you:

- Approve sales orders/estimates online (sign electronically)
- Setup and manage payment profiles, i.e. credit cards and e-Check ACH details
- Administer Auto-PAY in your account
- Pay invoices
- Receive and share messages, documents, and important information with our staff
- Submit "To Do" tasks to our staff
- See order progress and history (tasks, orders, transactions)
- Get 24/7 access - not just during business hours



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Thank you for your business patronage. Our Customer Portal, CRM and Accounting system is powered by Striven -- a powerful ERP/CRM cloud-based software system. All Rights Reserved. Copyright 1986-2020. Prepared May 1, 2020.