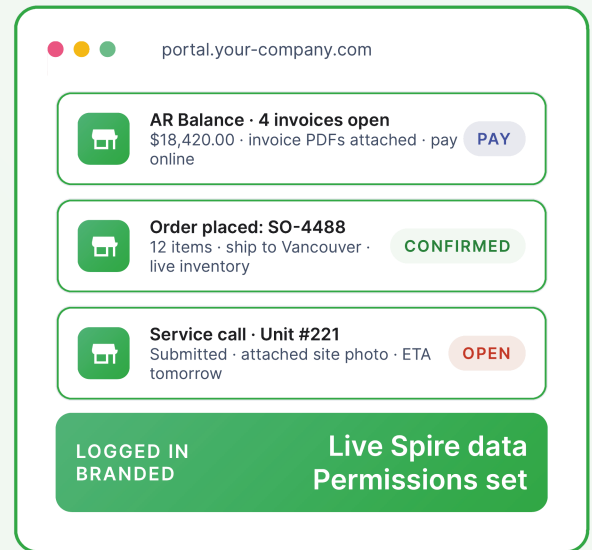


## CUSTOMER PORTAL

# Customers self-serve. Your team gets time back.

A secure, private portal where your customers see their invoices, request payment online, place orders, check inventory, track deliveries, request service, message your team, and manage their account — **without picking up the phone**. You decide what they see and do. Ingrid handles the rest, live from Spire.


**24/7**

Customer access  
Customers self-serve on their own time

**Secure**

Private portal  
Each customer sees only their own data

**Live**

Spire data  
AR, inventory, orders — never stale

**No**

Phone tag  
Email and call volume drops dramatically

## Three jobs. One front door.

## SELF-SERVICE

**1**

### Account & Payments

Customers see what they need — invoices, balances, history — and pay online without ever calling AR. Their pricing, their terms.

Open invoices	Full history
Online payment	Bank / card
Custom pricing	Auto-applied
Statements	On demand

**2**

### Orders, Inventory & Service

Customers do business with you on their schedule — check stock, place orders, upload docs, track deliveries, request service.

Live inventory	Before ordering
Self-service order	Order tracking
Doc upload	Tied to order
Service / warranty	Submit + track

**3**

### Messages & Insights

Two-way messaging and rich account dashboards keep customers informed — and give your team a single place to send updates.

Message center	Two-way
Customer metrics	Trend + history
Contacts on file	Visible
Branded portal	Mobile + desktop

## WHY IT MATTERS

# Less phone tag. More cash flow.

Customers don't want to call you any more than your team wants to be on the phone. The Customer Portal hands them the controls — they pay invoices online, place orders, check deliveries, request service, and find their own answers. Your team gets out of the inbox and back to work that actually grows the business.

## Why your team and your customers love it

- ✓ **Secure & private**  
Each customer sees only their own data. Permission-aware, encrypted in transit and at rest, fully audit-logged.
- ✓ **Online payment ready**  
Integrates with the payment processors you already use. Cash arrives sooner because customers can pay the moment they see the invoice.
- ✓ **One front door**  
Orders, payments, service requests, warranty claims, document uploads, message center — all in one place.
- ✓ **Live from Spire**  
AR balances, inventory, order status, contacts — pulled live from Spire, never stale, never out of sync.
- ✓ **Customer-specific pricing**  
Their pricing, their terms, their catalogue — automatically applied. Each customer sees the deal you actually have with them.
- ✓ **Customizable**  
Add the custom actions and functions your customers actually need. Configurable to your exact business processes.

## Ready to open the front door?

Watch a customer log in, see invoices live from Spire, pay one online, place a new order, and request a service call — in under two minutes.

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