



# Customer Service Web Portal

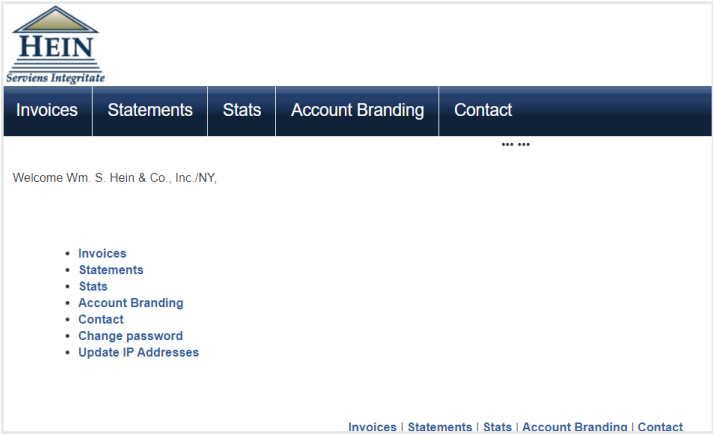
**Save Time with the Portal**

Once you have submitted the Customer Service Web Portal access form, we will send you your access information, including a link to the site as well as your customer number and username. You will be prompted to set up your own personal password the first time you sign into the site.

## Getting Started

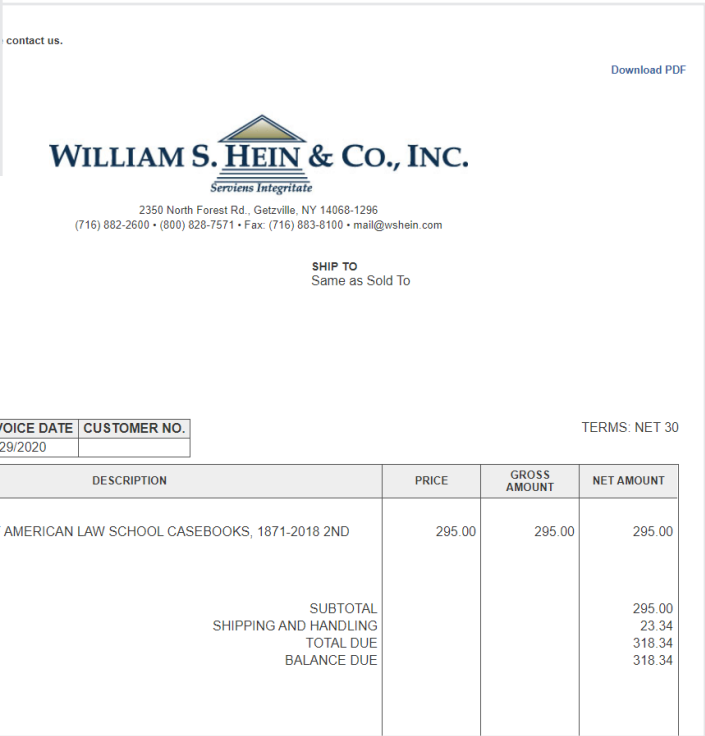
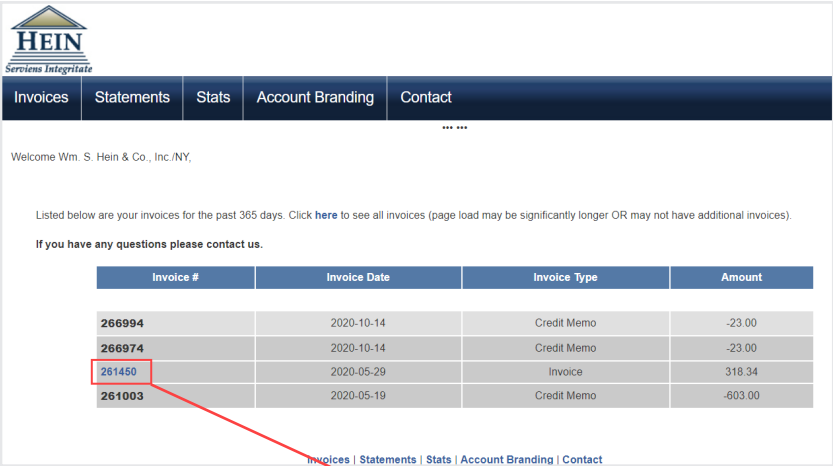
Once you log into the Customer Service Web Portal, you will be directed to the welcome page. From this page, you will have the option to view:

- 1. Invoices
- 2. Statements
- 3. Stats




# 1 Invoices

The invoices page allows customers to view, download, and print all invoices from the past 365 days.



## 2 Statements

The statements page allows customers to view, download, and print billing statements from the past 365 days.



Logout

InvoicesStatementsStatsAccount BrandingContact

Welcome Wm. S. Hein & Co., Inc./NY,

Listed below is your statement information for open invoices in the past 365 days. Click [here](#) to see statement information for all open invoices including more than the past 365 days (page load may be significantly longer BUT you may not see any additional invoices).

If you have any questions please contact us.

TRANS. CODES: SVC - Late Charge \* UCSH - Cash Received (Not Applied to an Invoice)  
INV - Invoice \* CMEM - Credit Memo \* ADJ - Adjustment \* PMT - Payment

Invoice #	Invoice Date	Trans	Original Amount	Credit/Debit	Current Balance
261003	2020-05-19	CM	-603.00	0.00	-603.00
261450	2020-05-29	INV	318.34	0.00	318.34
266974	2020-10-14	CM	-23.00	0.00	-23.00
266994	2020-10-14	CM	-23.00	0.00	-23.00
Total Current		Total Past 30	Total Past 60	Total Past 90	Total Past 120
0.00		0.00	0.00	0.00	-480.74
Invoice Amount		Service Charge	Credit Amount	Please Pay	Total Due
318.34		0.00	-799.08	This Amount ->	-480.74

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## 3 Stats

This page allows customers to view monthly usage stats for their institution/organization.

The statistics are overall account level stats broken down by month based on hits, article requests, page views, and sessions (visits).

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Welcome Wm. S. Hein & Co., Inc./NY,

Please find the HeinOnline monthly usage stats for your institution below. The statistics are overall account level stats broken down by month based on hits, article requests, page views, sessions (visits), and searches.

Please visit the [HeinOnline Knowledge Base](#) for more information about HeinOnline usage stats.

If you have any questions, please contact [holsupport@wshein.com](mailto:holsupport@wshein.com).

Download CSV

Month	Hits	Articles	Visits	Page Views	Searches
2021-02	11576	1474	379	1316	835
2021-01	7827	880	204	1092	484
2020-12	12622	1582	299	1786	879
2020-11	8648	1279	326	1061	558
2020-10	12631	1500	458	1657	1115
2020-09	11483	1448	402	1326	1066
2020-08	11981	1586	323	1779	989
2020-07	27543	2646	438	5162	1800
2020-06	19318	2353	363	2365	1383
2020-05	5991	754	214	872	398

## Set Up Access Today!

Visit <https://www.wshein.com/customer-service-web-portal/> to request your Customer Service Web Portal Access. For any additional questions regarding the online web portal, please contact our Customer Service team at [customerservice@wshein.com](mailto:customerservice@wshein.com).