

## FAQ

### How do I sign up for invoiceXcel?

Just contact us and let us know you are interested. If you are eligible, we will send you an enrollment link which takes less than 10 minutes to get started. Once approved, you will be up and ready to receive funds in as little as 1 day.

### How does invoiceXcel work?

invoiceXcel is very easy to use. Once your account is active, log in at invoiceXcel.com, select the invoice(s) that you seek to sell and submit them. You will receive payment on eligible invoices in as little as one day, with same day options available. We even have an “autoXcel” feature, where all of your eligible invoices are automatically submitted.

### How much money will I receive?

You will receive up to 100% of the face value of your invoice, minus a small discount and fees. If we purchase less than 100% of the face value of your invoice, the balance, less fees and any amount due invoiceXcel is deposited into your account. All fees and the discount rate are shown prior to confirmation.

### Is this a loan?

No, it is not a loan; it is not debt to you.

### Can I upload my own invoices?

Please contact invoiceXcel to discuss: [contact@invoiceXcel.com](mailto:contact@invoiceXcel.com) or 888. 626.6593



### Can I select any number of invoices for early payment?

Yes, you can select from one to all of your eligible invoices, or use our “autoXcel” feature. This automatically submits all of your eligible invoices for early payment.

### Will I see the total cost before submitting my invoice?

Yes. You will see the rate, how much is advanced and the amount that you will receive when the invoice payment is received from your customer. If you choose “autoXcel,” you will receive recurring statements via email.

### How do I receive the funds?

The funds transfer electronically into your designated bank account, which you assign during the enrollment process.

### When do I receive the balance of the invoice?

You will receive the balance once we receive payment from the customer. This may be minus fees and amounts otherwise due invoiceXcel.

## How does the customer pay?

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Your customer deposits money into the designated invoiceXcel collection account. During the enrollment process, we may ask you to inform the customer of this account reassignment.

## Are all of my invoices eligible for early payment?

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To be eligible, invoices in total must exceed \$1,000 and have the expected due date more than 5 days from date of submission.

## Does invoiceXcel impact my credit rating?

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No, this is not an extension of credit and we do not report your use of this service to any credit agency.

## Will my customer know that I am receiving early payment?

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We may ask you to inform the customer's Accounts Payable department to pay into this new account.

## Is this non recourse?

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Yes, this is non recourse. invoiceXcel is responsible for customer insolvency, while you are responsible for a commercial dispute, such as less than expected money received or money arriving late from the customer.

## How much does invoiceXcel cost?

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invoiceXcel is as low as 1/3 the cost of the competition – and there are no hidden fees. You will be charged an interest rate based on days paid early.

## What fees will be assessed to me?

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Common fees include an Annual Use Fee, which is paid on first month of sign up and annually thereafter. This nominal fee varies and is based on your advance line of credit. This fee will be waived yearly if you sign up for our "autoXcel" feature. The Wire Fee is an option for faster payment, not for all wires. The payment fee is for unsold invoices. No fee for ACH. All fees are detailed in your enrollment documents.

## What happens if I accidentally hit submit on an invoice?

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Please immediately contact our support team at 888.626.6593 or email [support@invoiceXcel.com](mailto:support@invoiceXcel.com).

## What if I do not see the funds in my account within 4 days?

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Please call our support team at 888.626.6593 or email [support@invoiceXcel.com](mailto:support@invoiceXcel.com). A representative will help you right away.

*Please note that your invoiceXcel customer agreement takes precedence over any information listed in the preceding materials.*

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## About invoiceXcel

invoiceXcel was launched by Seaport Global and directly benefits from Seaport Global's diversified and institutional capital raising expertise. Seaport Global is a full service, mid-sized investment bank offering capital market advisory, sales, trading and research services. Headquartered in NYC and New Orleans, Seaport Global has over 375 employees in offices across the US and Europe.



[www.seaportglobal.com](http://www.seaportglobal.com)