



BILLGO[™]
EXCHANGE

Frequently Asked Questions

What is BillGO Exchange?

BillGO Exchange is a centralized platform that allows businesses to receive same-day digital bill payments with greater speed, ease and security. There are no additional costs to join and no disruption to existing payment systems.

How does BillGO Exchange work?

When customers pay bills through their bank's online bill pay service, financial institutions route payments through electronic biller directories. By joining BillGO Exchange, businesses are listed in BillGO's electronic biller directory and can receive payments electronically within minutes instead of waiting 7 to 10 days for a paper check.

Are there any fees or contracts to join BillGO Exchange?

No, there are no sign-up fees, recurring fees or long-term contracts. You choose when and how to use the service.

When will my money be available after a payment is processed?

Payment details are posted to your secure BillGO Exchange portal on the same day the payment is made, and all payments are 100% guaranteed once you select approve and the payment is processed.

What payment methods does BillGO Exchange support?

BillGO Exchange offers virtual cards as a secure, real-time electronic payment option, as well as ACH direct deposit, which is typically received within 1 to 2 days.



I love BillGO, you are way better than any other company I deal with. I will be recommending this option to my customers.

- Julie McGreevy, Accounts Receivable, Copy Fax



What is a virtual card and how does it work?

A virtual card is a one-time-use digital credit card with a unique 16-digit number for each payment, adding an extra layer of fraud protection. It is processed the same way as a traditional credit card and requires no new technology or additional cost.

Does BillGO Exchange require software installation or system changes?

No, there is no software to install and no system reconfigurations required. You can continue using your current workflow and payment processor, and BillGO will send email alerts when a payment is ready.

Does BillGO sell or share my data?

BillGO will never sell your data to third parties. It is only shared with financial partners to facilitate the secure processing of your payments.

How do I get started with BillGO Exchange?

You can set up your account in less than 2 minutes by visiting billgo.com and clicking "Get Started," or you can call (855) 773-6919 to speak with an enrollment specialist who will walk you through the process.

Boost your payments processing performance –
and your company's bottom line.

Join today



(855) 773-6919



<https://billgo.com>



We process a lot with BillGO, especially single-use cards, and it's been a big help during this time of growth. The growth of the company has brought complexities, and with BillGO we're recognizing how simple it is to consolidate our accounts and make those changes. It's been really eye-opening. I have nothing but good things to say about BillGO—it's going to be a long relationship for sure.

- McKell Brock, Director of Accounts Receivable, Pie Barker Fire and Safety



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