

# HELPFUL HINTS

»»» For Century & Catalyst Support

## GET IN TOUCH WITH US

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Our hours are Monday–Friday from 8am–5pm with the exception of holidays.  
If reaching out after hours, contact the Help Desk and we will respond as soon as available.

phone | 1-800-529-1950

email | [helpdesk@cbpnow.com](mailto:helpdesk@cbpnow.com)

## ORDER TONER AND SCHEDULE SERVICE CALLS ONLINE

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Set up an online account to schedule service calls, report meter readings, order toner and other supplies. Signing up is quick and easy!

### Follow these steps to get started

- 1 | Go to [www.cbpnow.com](http://www.cbpnow.com)
- 2 | Select [ **Customer Portal Login** ]
- 3 | Select [ **Don't have an account yet? Sign up** ]
- 4 | **Complete your contact information, company number, set a new password and select next**

## COMMON CUSTOMER QUESTIONS

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### Where do I send payment? *Billing Address*

*Please note that all checks should be sent to the following address:*

**Billing Address:** Century Business Products  
PO Box 1838  
Sioux Falls, SD 57101



## How else can I pay my bill?

*In addition to paying by mail, you can also pay online. Easily set up an account, view all open invoices, save your payment information, and schedule payments on the date that works for you!*

### Follow these steps to pay online

- 1 | Go to [www.cbpnw.com](http://www.cbpnw.com)
- 2 | Select [ **Payments Portal** ]
- 3 | Select [ **Sign up** ]
- 4 | Follow instructions in the **help@ceojuce.com** email you will receive.
- 5 | Contact Century: For detailed instructions or questions, call **1-800-529-1850**.

## What and where is my equipment ID number?

*Each machine has its own equipment ID number. The equipment ID NUMBER is located on the front of your machine on the metallic Century sticker.*

Your Equipment Number | 12345 (five digit number)


## How will I receive toner?

*Your toner may be delivered a few different ways: by your service technician or by a courier. Note that your service and support aren't changing! You will still be serviced by the same techs you know and trust.*

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