

## Job Aid: How to View Your Truescreen Billing

Please use this Job Aid to review your Truescreen invoices, or if you need more details about an invoice or overdue invoice notification you received.

If you'd like to confirm which invoices have been paid or need any additional invoicing assistance, please contact Truescreen by reaching out to Amy Spitko, Staff Accountant at Vertical Screen, Inc., at 888-291-1369 (Option 6, then 2, then 1), or by email at [ARDepartment@truescreen.com](mailto:ARDepartment@truescreen.com).

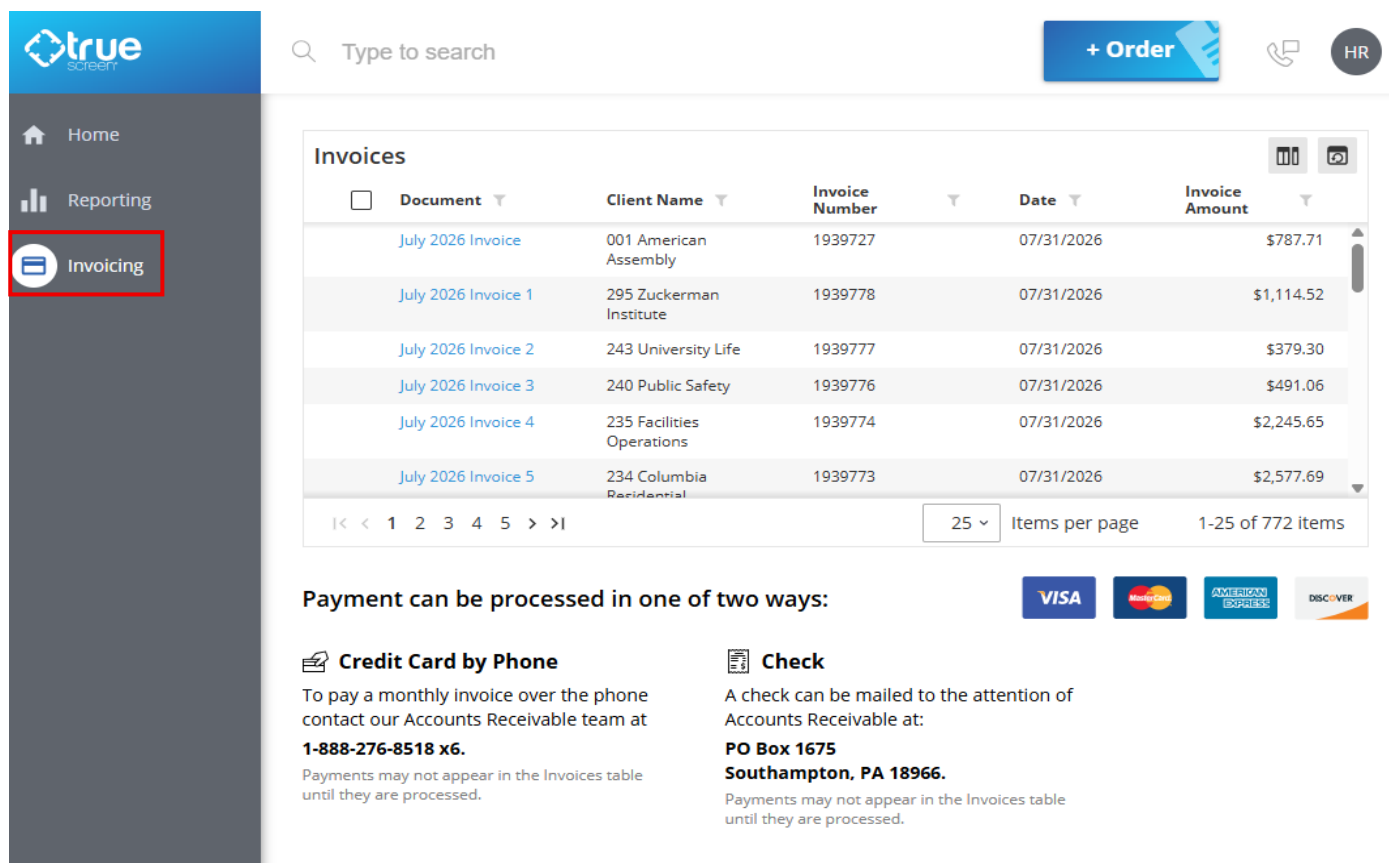
### Step 1: Login Into Truescreen

Using the single sign-on link:

[\[https://shibboleth.columbia.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https://interface.verticalscreen.com/SP\]](https://shibboleth.columbia.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https://interface.verticalscreen.com/SP)

**Note:** If you don't have access to Truescreen or invoicing, you should contact the Background Check team at [hrcs-bc@columbia.edu](mailto:hrcs-bc@columbia.edu)

1. After you log in to Truescreen, select **Invoicing** from the left-hand sidebar.



**Invoices**

| <input type="checkbox"/> Document   | Client Name               | Invoice Number | Date       | Invoice Amount |
|-------------------------------------|---------------------------|----------------|------------|----------------|
| <a href="#">July 2026 Invoice</a>   | 001 American Assembly     | 1939727        | 07/31/2026 | \$787.71       |
| <a href="#">July 2026 Invoice 1</a> | 295 Zuckerman Institute   | 1939778        | 07/31/2026 | \$1,114.52     |
| <a href="#">July 2026 Invoice 2</a> | 243 University Life       | 1939777        | 07/31/2026 | \$379.30       |
| <a href="#">July 2026 Invoice 3</a> | 240 Public Safety         | 1939776        | 07/31/2026 | \$491.06       |
| <a href="#">July 2026 Invoice 4</a> | 235 Facilities Operations | 1939774        | 07/31/2026 | \$2,245.65     |
| <a href="#">July 2026 Invoice 5</a> | 234 Columbia Residential  | 1939773        | 07/31/2026 | \$2,577.69     |

Payment can be processed in one of two ways:

 **Credit Card by Phone**

To pay a monthly invoice over the phone contact our Accounts Receivable team at **1-888-276-8518 x6**.

Payments may not appear in the Invoices table until they are processed.

 **Check**

A check can be mailed to the attention of Accounts Receivable at:

**PO Box 1675  
Southampton, PA 18966.**

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## Step 2: Locate Your Invoice Using Your Invoice Number.

- Once you have logged in, you will see the Truescreen Home Screen. Click the **Filter** button next to **Invoice Number** to open a small window. Type the invoice number (or copy and paste it), then press **Enter** on your keyboard.



Type to search

+ Order

HR

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| <input type="checkbox"/> | Document            | Client Name               | Invoice Number | Date       | Invoice Amount |
|--------------------------|---------------------|---------------------------|----------------|------------|----------------|
|                          | July 2026 Invoice   | 001 American Assembly     |                |            | \$787.71       |
|                          | July 2026 Invoice 1 | 295 Zuckerman Institute   |                |            | \$1,114.52     |
|                          | July 2026 Invoice 2 | 243 University Life       |                |            | \$379.30       |
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5

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Items per page

1-25 of 772 items

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VISA

MasterCard

AMERICAN EXPRESS

DISCOVER

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### Step 3: Locate Your Invoice

After you enter your invoice number in the filter field and press **Enter**, you will see a link under **Document** (on the left) in the **Invoice** window to download the Excel invoice spreadsheet.



Type to search

+ Order

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Clear All Filters

| <input type="checkbox"/> Document | Client Name                     | Invoice Number                                                                       | Date | Invoice Amount |
|-----------------------------------|---------------------------------|--------------------------------------------------------------------------------------|------|----------------|
| July 2025 Invoice 29              | 204 The School at Columbia Univ | <input type="text" value="1795542"/> <div>Reset Filter</div> <div>Apply Filter</div> |      | \$543.60       |

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25 Items per page

1-1 of 1 items

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VISA

MasterCard

AMERICAN EXPRESS

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#### Step 4: Downloading Your Invoice

5. Once you open the spreadsheet, located under **Document** in the **Invoices** window, you'll find a detailed Truescreen invoice showing which background package was billed, the subject (candidate), and other additional details. You'll also see two options for how your payment can be processed.



Type to search

+ Order

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Clear All Filters

| <input type="checkbox"/> Document | Client Name                     | Invoice Number | Date       | Invoice Amount |
|-----------------------------------|---------------------------------|----------------|------------|----------------|
| July 2025 Invoice 29              | 204 The School at Columbia Univ | 1795542        | 07/31/2025 | \$543.60       |

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Items per page

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