

# General/Customer Service

This section will assist you with any questions you may have about:

- Where do I find my due date on my Invoice?
- Where do I find the invoice number?
- Where do I find my account number?
- How to request Biometrics appointment?
- How do I change the Administrator in my account?
- If the person that originally signed the contract is no longer in the company. Who can cancel or do changes on behalf of the company?
- What is the setup time for my order?
- Can a Vault Networks employee add a credit card to my account?
- How to open a ticket (Customer Service, Billing, Support, or Abuse)?
- How can I add contacts?
- How do I remove contacts?
- How do I place an order?
- How do I cancel my service(s)?
- How do I see what email is used to receive VN communications?