

## **Electronic Invoices and Payments - Frequently Asked Questions**

### **Security**

#### **What security measures are in place for online payments?**

There are several measures in place to ensure your online payments are secure.

- You will use a unique user name and password to log in to the secure customer portal
- We retain no bank account information on our servers
- Our payment processing partner (Sage) is PCI compliant
- Any potentially sensitive information is encrypted for security
- We use industry standard SSL encryption on our site

### **Contact**

#### **Who should I contact if I have questions about electronic invoices and payments?**

For questions about electronic invoices and payments, contact Customer Service by calling 800-348-2886 Option 2 or by email at [envservice@osv.com](mailto:envservice@osv.com).

### **Payment Method**

#### **What methods of payment can I use to pay my invoice online?**

**Bank Accounts:** All online payments can be made using your checking or savings account. If you are using your checking or savings account, you will need your bank account number and routing number to set up the payment method.

**Credit Cards:** Credit cards can be used to make online payments for certain invoice types, which includes: books, pamphlets, curriculum, websites and Parish Apps. Credit Card payments are not an option for Offering Envelope invoices.

**I am unable to enter my bank's routing number. Will I still be able to submit a payment online using my bank account?**

Only organizations with banking institutions in the United States that have 9 digit routing numbers will be able to submit payments online and enroll in automatic payments.

**How can I reinstate the payment method on my account after an unsuccessful transaction?**

When a transaction is unsuccessful, for reasons such as entering an incorrect bank account or routing number, the payment method will be disabled. You can restore the payment method by selecting Edit on the Payment Methods screen and entering the correct information. You also have the option to Delete the disabled payment method and add a new bank account.

**Payments**

**Will my payment be processed on the same day that I submitted it online?**

Payments submitted by 11:00 PM ET (Eastern Time) will be processed the same day. Payments submitted after 11:00 PM ET (Eastern Time) will be processed the next day.

**Will I receive confirmation when I make a payment online?**

A confirmation email will be sent to the Billing Admin(s) when you schedule payments online.

### **Can I make a payment for an amount that is different than the Balance Due amount?**

Payments submitted online will automatically use the Balance Due amount of the selected invoice.

### **How will I know when my payment was processed?**

An email will be sent to the Billing Admin(s) when your payment has been processed.

### **When will my payment appear on my bank statement?**

Funds will need to be available on the scheduled payment date. Depending on your bank, it may take a few business days before the payment transaction appears on your statement.

### **How will payments appear on my bank statement?**

You will see a withdrawal from your bank on your statement and it may be noted as an ACH, EFT or Automatic Debit Withdrawal.

### **Can I cancel a scheduled payment?**

Scheduled payments can be canceled if they are still in the Pending status.

### **Why doesn't my credit card appear in the payment method drop down when I am paying an invoice?**

Payments can be made using a credit card for certain invoice types, which includes books, pamphlets, Curriculum, websites and Parish Apps. Payments for Offering Envelope invoices can only be made using a checking or savings bank account.

## **Paperless Invoices and Communications**

### **How can I switch to paperless invoices?**

You can enroll in paperless invoicing under Invoices which is located under the Billing menu.

### **Will I receive any invoices after I have elected to go paperless?**

Once you've enrolled in paperless invoicing you will no longer receive paper invoices in the mail. The invoice is available to download as a PDF in the customer portal. An email will be sent to staff members in the Billing Admin role as notification that an invoice is ready to view in the customer portal.

### **How do I make a change to the email address(es) that are receiving invoice and payment communications?**

Invoice and payment communications are emailed to staff members in the Billing Admin role. If a staff member in this role has a new email, they can change their email under their profile while logged in. If they are unable to log in they can contact customer service at 800-348-2886.

## **Automatic Payments**

### **What invoices will be paid when I enroll in Automatic Payments?**

You will be able to choose the invoices that should be enrolled in automatic payments by selecting each invoice type, or by selecting to enroll all invoices.

### **How long will it take for Automatic Payments to go into effect?**

The automatic payment enrollment will go into effect immediately for upcoming invoices that are not within three days of the invoice due date. You will be prompted to schedule a payment for any invoices that are within three days of the due date, or past due.

### **Will I need to use the same payment method for all of my invoices when I enroll in Automatic Payments?**

You may choose a payment method for each type of invoice or choose to have all invoices paid using a single payment method.

### **Will I receive confirmation when I enroll in Automatic Payments?**

An email will be sent to the Billing Admin(s) confirming the automatic payment enrollment.

### **Once I have enrolled in Automatic Payments, when will the payments be processed?**

The automatic payment process will schedule invoices three days in advance of their due date and an email reminder will be sent. The payment will then be processed on the invoice due date.

### **Can I still schedule payments while enrolled in Automatic Payments?**

Any unpaid invoice can be scheduled for a payment while you are enrolled in Automatic Payments.

### **Why hasn't my invoice been paid when I am enrolled in Automatic Payments?**

Automatic Payments will apply to invoices up to three days prior to the due date. If the enrollment date for Automatic Payments was within three days of the due date, the payment for that invoice will need to be scheduled separately.

### **If I cancel automatic payments, when will it go into effect?**

Automatic Payments will be canceled immediately. Any pending payments will still be processed as scheduled unless the payment is canceled.