



Q: Who is Nvoicepay & why are they contacting me?

A: We have elected AP Automation powered by Nvoicepay as our ePayments provider. Going forward, we will be using them to pay our supplier invoices electronically. You will receive an enrollment letter from them on our behalf so you can enroll to receive electronic payments.

Q: What if we still want to receive check payments?

A: Moving to electronic payments will expedite your receipt of payment, while also eliminating the risk of a check being lost or delayed in the mail. If you still want to receive check payments, please notify Nvoicepay that this is your only option.

Q: What are the fees affiliated with their service?

A: Your typical card processing fees apply, but Nvoicepay does not charge our suppliers any additional fees for using their services.

Q: Should I send Nvoicepay my invoices going forward?

A: No. The billing end of your payment process will not change—please continue to send the City of Brisbane your invoices as you were prior to the transition.

Q: Is this mandatory?

A: The service is not mandatory; however, electronic payments are our preferred method of payment going forward & we strongly encourage all suppliers to enroll.

Q: Who should I send my signup info to?

A: Please forward all enrollment forms to Nvoicepay. Enrolling electronically is the fastest way to get enrolled. Please use the below link and complete your enrollment, or you can fax in your enrollment to 888.371.3080 or email it to **vendors@nvoicepay.com**

Electronic Enrollment URL: <https://vendors.nvoicepay.com/enroll/CityofBrisbane>

Q: Why should I choose this over a check?

A: Apart from receiving your payments faster, you'll be provided your own payment portal. Here you can view your payment history, download payment data, print remittance copies, and change or update your administrative information.

Q: When can I expect to receive payments?

A: **MasterCard Payments:** Nvoicepay will send you a detailed remittance advice within one business day after the City authorizes payment. Remittance instructions are delivered to the email address(es) provided during enrollment. Login to the Payment Command Center to obtain a single-use virtual card number and payment details. Process your payment immediately.

ACH/EFT Payments: Once your banking information has been received and validated, Nvoicepay will send you a detailed remittance advice within 1 business day after the City authorizes payment. Funds will be deposited into your account within 2-3 bank days from customer authorization (banking standard). Note: ACH enrollments are generally completed within 5-10 business days.

Q: I'm already signed up—I have a payment/account/portal question:

A: Please forward all payment inquiries onto Nvoicepay—they have an entire department dedicated to payment support and supplier services.

Phone: 877-626-6332

Email: vendorsupport@nvoicepay.com

