University of Massachusetts (UMass) Paymode-X FAQ

What is Paymode-X?
Paymode-X is a digital disbursement option (ACH) UMass offers to entity suppliers. It is the largest and fastest-growing electronic payment network, where more than 385,000 members exchange payments and remittance electronically. Paymode-X offers 2 different memberships:
• Paymode-X Basic/Standard
• Paymode-X Premium

What is Paymode-X Basic/Standard?
You get the following features and benefits:
• Payment notification via email 24 hours prior to receipt
• Mitigation of risk of payment fraud, account takeover and email compromise
• Access to audited payment detail 24 x 7
• Ability to update account information online
• Payment Tracker

What is Paymode-X Premium?
You get all the benefits from Paymode-X Basic along with:
• Rich remittance detail in a format of your choice
  • Excel, CSV, CTX, XML, BAI.v2, 835, email, or custom AR file
• Voice-enabled mobile app for easy access to payment information
• Request payment status online
• “My Payers” functionally to track and trend your largest customers
• Ability to easily share critical documents via the portal, such as W-8 & W-9
• Searchable graphical and list views of payment data
• Ability to submit invoices electronically, track status, and prioritize customer follow-up by invoice age or amount
• Vendor Connect – enables Payers in the network to find your business
• Vendor Spotlight – Advertise with Paymode-X

What are the net terms for Paymode-X with UMass?
• Paymode-X Basic – net terms 45 days
• Paymode-X Premium – net terms 20 days

Are there any fees associated with Paymode-X?
• Paymode-X Basic – No.
• Paymode-X Premium – Yes, there is a network use fee assessed to suppliers for each transaction received through the network. The network use fee is a Paymode-X cost. This fee can be deducted from payment or a monthly direct debit. All questions related to the network fee should be directed to Paymode-X Enrollment Team. They can be reached at: 800-331-0974 or enrollment@paymode-x.com. This is not a UMass fee.
How do I enroll in Paymode-X with UMass?

- **For Paymode-X Basic** - An authorized user in your organization will contact the Paymode-X Enrollment Team. They can be reached at: 800-331-0974 or enrollment@paymode-x.com
- **For Paymode-X Premium** - An authorized user in your organization can enroll through the following website: https://www.paymode.com/umass

What information is needed during the enroll process with Paymode-X?

- A valid email address
- Your company's US tax ID number (EIN)
- Your company's bank account and transit routing number

Who do I contact for Paymode-X enrollment questions?

Contact Paymode-X Enrollment Team – This team can assist with any questions about the enrollment process and setting up vendor membership. They can be reached at: 800-331-0974 or enrollment@paymode-x.com

Who do I contact for Paymode-X post enrollment questions?

Contact Paymode-X Member Services – This team can answer any questions post-enrollment about a vendor’s membership details, how to process payments, and pull reports. They can be reached at: 877-443-6944 available Monday – Friday 8:00 AM – 8:00 PM EST or memberservices@paymode-x.com

What to do if you are not receiving the payment notification emails?

All Paymode-X payment notifications and reminders are sent from memberservices@paymode-x.com. First check your spam/junk folders and filters to ensure you are allowing memberservices@paymode-x.com as a trusted email.

If you are still having issues, contact Paymode-X Member Services. They can be reached at: 877-443-6944 or memberservices@paymode-x.com

Can I have multiple users setup to received the payment notifications?

Paymode-X allows you to have multiple users receive payment notifications in the event the primary contact is out of the office. It is suggested you have at least one additional contact who can received these notifications.

Can I charge a Paymode-X Premium fee on my invoices?

If your organization charges a fee in addition to the invoice amount, you cannot enroll in Paymode-X Premium.

It is recommended that you reach out to Paymode-X Enrollment Team to change to Paymode-X Basic. They can be reached at: 800-331-0974 or enrollment@paymode-x.com.

If you do not want to be enrolled Paymode-X Basic, reach out to UPST@umassp.edu to be switched to check (net terms 60 days).
Who do I contact if I am having trouble with receiving my Paymode-X payments or need to make changes to payment option?
University of Massachusetts Unified Procurement Services Team (UPST) at UPST@umassp.edu