



## University of Massachusetts (UMass) Paymode-X ACH FAQ

### What is Paymode-X ACH?

Paymode-X ACH a digital disbursement option UMass offers to entity suppliers. It is the largest and fastest-growing electronic payment network, where more than 500,000+ members exchange payments and remittance electronically. Paymode-X ACH offers 2 different secure electronic payment options: Paymode-X **Premium ACH** and Paymode-X **Basic ACH**

### What is Paymode-X Premium ACH?

You get all the benefits from Paymode-X Basic (next question) 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” functionality 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 is Paymode-X Basic ACH?

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 are the net terms for Paymode-X with UMass?

- Paymode-X Premium ACH – net terms 20 days
- Paymode-X Basic ACH – net terms 45 days

### Are there any fees associated with Paymode-X ACH?

All questions related to Paymode-X network fee should be directed to Paymode-X Enrollment Team. They can be reached at: 800-331-0974 or [enrollment@paymode-x.com](mailto:enrollment@paymode-x.com).

- Paymode-X **Premium ACH** – Yes, there is a network use fee assessed to you for each transaction received through Paymode-X. The Paymode-X network use fee is a Paymode-X cost. This is not a UMass fee!
- Paymode-X **Basic ACH** – No.

### **How do I enroll in Paymode-X ACH with UMass?**

An authorized user in your organization can contact Paymode-X Enrollment Team. They can be reached at: 800-331-0974 or [enrollment@paymode-x.com](mailto:enrollment@paymode-x.com)

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

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

### **Can I have multiple users setup to receive 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.

### **Who do I contact for Paymode-X ACH 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](mailto:enrollment@paymode-x.com)

### **Who do I contact for Paymode-X ACH 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](mailto: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](mailto:memberservices@paymode-x.com). First check your spam/junk folders and filters to ensure you are allowing [memberservices@paymode-x.com](mailto: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](mailto:memberservices@paymode-x.com)

### **Can I charge a Paymode-X ACH 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 ACH Basic. They can be reached at: 800-331-0974 or [enrollment@paymode-x.com](mailto:enrollment@paymode-x.com).

If you do not want to be enrolled Paymode-X ACH (Basic or Premium), reach out to [treasurer\\_epay@umassp.edu](mailto:treasurer_epay@umassp.edu) to start the deactivation process. You will be switched to check (net terms 60 days).

### **Who do I contact if I am having trouble with receiving my Paymode-X ACH payments or need to make changes to payment option?**

UMass Treasury Office at [treasurer\\_epay@umassp.edu](mailto:treasurer_epay@umassp.edu)