



University of Massachusetts (UMass) Paymode-X ACH FAQ

What is Paymode-X ACH?

Paymode-X ACH is 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 20
- Paymode-X Basic ACH – NET30

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.

- 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

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 receive 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

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 in 1 of the following ways:

1. Customer Care Portal: <https://secure.paymode.com/px/login>
 - a. Select Customer Support on the drop-down menu in the top-right corner.
2. Priority phone line: 1-877-702-BOFA (2632)
3. Email: 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 in 1 of the following ways:

1. Customer Care Portal: <https://secure.paymode.com/px/login>
 - a. Select Customer Support on the drop-down menu in the top-right corner.
2. Priority phone line: 1-877-702-BOFA (2632)
3. Email: 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 Member Services to change to Paymode-X ACH Basic. They can be reached in 1 of the following ways:

1. Customer Care Portal: <https://secure.paymode.com/px/login>
 - a. Select Customer Support on the drop-down menu in the top-right corner.
2. Priority phone line: 1-877-702-BOFA (2632)
3. Email: memberservices@paymode-x.com

If you do not want to be enrolled Paymode-X ACH (Basic or Premium), reach out to Paymode-X Member Services. They can be reached in 1 of the following ways:

4. Customer Care Portal: <https://secure.paymode.com/px/login>
 - a. Select Customer Support on the drop-down menu in the top-right corner.
5. Priority phone line: 1-877-702-BOFA (2632)
6. Email: memberservices@paymode-x.com

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