



University of Massachusetts (UMass) Recipient Select Plus (RSP) FAQ

Effective: 6/6/2024

What is Recipient Select Plus (RSP)?

RSP is a new platform that gives you the power to choose how you would like to receive a payment. A variety of payment choices are available to suit your needs.

- U.S. domestic payment options: Zelle, PayPal or US ACH
- Cross-border foreign payment options: PayPal

Are there any requirements to receive RSP payments from UMass?

You must be an individual supplier using an email address that is 30 characters or less.

What is the UMass payment term when using RSP?

UMass offers a NET30 payment term for RSP compared to NET45 for Checks.

How do I enroll with UMass to receive my payments by RSP?

A new UMass individual supplier is required to complete their payment information as part of the registration process.

An existing individual supplier will need to log into the [UMass Supplier Portal](#) to update their payment option to RSP, ensuring the email address is 30 characters or less.

What will UMass do with my email address?

UMass will use the email address only when making payments via RSP and to communicate payment information.

Are there any fees to receive money using RSP?

UMass does **NOT** charge any fees to send money. We recommend confirming with your bank, credit union, or emerging payment types ([PayPal/Zelle](#)) as to what fees they may charge.

How long does it take to receive money with RSP?

Once the invoice payment terms are met and the payment is made, money sent is typically available to an enrolled recipient as follows:

- Zelle typically within 1 hour but can take up to a day
- PayPal typically within 1 – 5 hours but can take up to a day

- Direct Deposit (ACH) 1-3 business days

What happens when UMass sends my payment via RSP, and I have not enrolled with RSP?

Once UMass initiates payment to you, you will receive an RSP invitation email to the email address you supplied UMass stating you must create a profile. The profile verifies your identity and allows you to choose your preferred method of payment. Additionally, you will receive a second email stating the University of Massachusetts has sent you a payment, you have 14 days to log into your profile and accept your payment.

If you take no action, the RSP payment will be returned to UMass and the Treasurer's Office will take the steps to reissue payment.

If I choose Cross-Border payment via PayPal, what currency will I receive?

Cross-Border payment via PayPal will be sent by the University in US dollars (USD). However, currency conversion will be determined by PayPal's rules. Please see [PayPal](#) for currency conversion exclusions and restrictions that might affect your payout.

What if I accidentally deleted the email telling me to enroll with RSP?

If the initial email notification is deleted, you will receive reminder emails on day 3, 8 and 13.

Why has my name not changed in the RSP portal when I have updated my name in the UMass Supplier Portal?

In the RSP Portal, you cannot update your name, email address, SSN or date of birth without creating a new profile; in order to update this data, you will need to delete or request deletion of your current profile, and request a new invitation to register.

Please contact the UMass Treasury Office at Treasurer_ePay@umassp.edu.

Who do I contact if I am having trouble with creating or updating my RSP account or receiving my RSP payments?

Please contact the UMass Treasury Office at Treasurer_ePay@umassp.edu.

Who do I contact if I am having trouble with UMass Supplier Portal selecting RSP as a payment option?

Existing individual suppliers will need to log into the [UMass Supplier Portal](#) to update their payment option on their profile.

Please contact the UMass Unified Procurement Services Team (UPST) at UPST@umassp.edu.