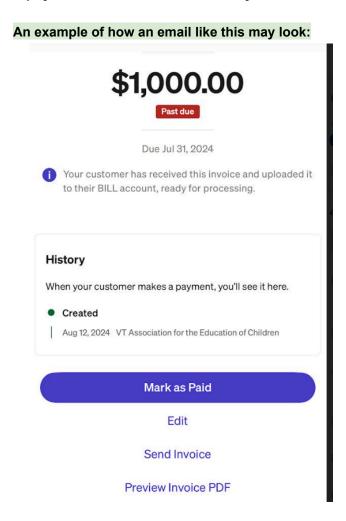
### Receiving Payments from Bill.com FAQs

- -You may have set up direct deposit for your bill.com account after following the instructions and connecting to VTAEYC to receive your payments electronically.
- -You may receive email updates from bill.com on payments that are in process if you are waiting for a paper check
- -We have some frequently asked questions regarding payments through bill.com

# 1. I am waiting for my payment and I received an email that I have a past due amount, do I have to do anything?

- No, this information is for VTAEYC staff only.
- "Past Due" means the date of the payment on VTAEYC's spreadsheet has passed. It is in the VTAEYC system to be paid.
- Editing the payment, creating an invoice, or marking it as "received" or "paid" will <u>cancel</u> your payment and VTAEYC will not be able to pay you until the payment comes back into our system.



#### 2. My payment says it is "approved", why haven't I received it?

- Our payments go through many steps before they are sent. "Approved" means that our staff have reviewed, entered the payment information and approved the payment.
  - o After approval, payments are sent to our finance and operations team to pay out
  - o Payments are released by our Finance staff after a final review is made.
  - Once released, payments are processed by Bill.com and checks mailed or the payment is made by direct deposit.
    - Please note, the entire process can take 4-6 weeks
    - The wait time is shorter if you are signed up for direct deposit
    - For more information on direct deposit, please email info@vtaeyc.org

# 3. I got an email saying my payment would arrive around a certain date, but I still haven't received it, is it still coming?

- Bill.com sends estimated dates based on USPS info, these are estimates and not guaranteed dates of arrival. Checks typically take 7-10 business days (m-f) to arrive but have been known to be longer in some cases.
  - Checks originate in Texas so there may be longer wait times.
  - o Weather, events, etc can affect the mail and delivery times
  - o Checks come in very generic blue and white envelopes from Bill.com
  - Direct deposit will eliminate these wait times

#### You may get an email that looks like this:



You've got money on the way from VT Association for the Education of Children!



\$600.00

Total amount

Invoice # Grants 072024

Memo

0

Inv Grants 072024

Delivery method

The check will arrive around 08/28/24. This date is an estimate based on USPS delivery speed

View Pet

## 4. I did not wait for an invite from VTAEYC and set up a bill.com account on my own. OR

### I have an account that is the same information that this account will use. What should I do?

- If you set up without an invite from VTAEYC, you will not be connected to us and we cannot pay you directly.
- To fix this, you will need to find your Payment Network ID (PNI)
  - o To find your Payment Network ID in your bill.com account
    - 1. Log into your account and select Settings
    - 2.Select Network under Company Profile
    - 3.Select My Network Profile and note your Payment Network ID (PNI) 16 digit number
    - 4.Give your Payment Network ID (PNI) to VTAEYC via email info@vtaevc.org
  - VTAEYC will send you an invite to connect from this Payment Network ID

# 5. I was approved to receive a bonus, grant, or award, it feels like it has been a long time, do I need to do anything?

- The award process from start to finish goes through many steps. We tell awardees that the process in its entirety can take **8-12 weeks**.
- The way that VTAEYC receives funds to be able to award these payments is a meticulous process, and it does take time to go through the steps.
- Our staff works hard to make this process as timely as possible
- We appreciate your patience during this process