

# Vendor F.A.Q.

## Frequently Asked Questions | Payment Method Transition



**Q: Who is Nvoicepay & why are they contacting me?**

A: We have elected Nvoicepay as Payment Automation Provider. Going forward, we will be using them to pay our vendors electronically. You've received an enrollment letter from them on our behalf—to receive electronic payments, please complete the form and return to them.

**Q: What happened to just receiving check payments?**

A: Moving to electronic payments will expedite your receipt of payment, while also eliminating the risk of a check being lost in the mail.

**Q: What are the fees affiliated with their service?**

A: Your typical card processing fees apply, but Nvoicepay does not charge our suppliers any additional fees for using their services.

**Q: Should I send Nvoicepay my invoices going forward?**

A: No. The billing end of your payment process will not change—please continue to bill your invoices as you were prior to the transition.

**Q: Is this mandatory?**

A: The service is not mandatory; however, electronic payments are our preferred method of payment going forward & we strongly encourage all suppliers to enroll.

**Q: Who should I send my signup info to?**

A: Please forward all enrollment forms to Nvoicepay. Enrolling electronically is the fastest way to get enrolled. Please use the below link and complete your enrollment.

<https://vendors.nvoicepay.com/enroll/LSCCommunications>

**Q: Why should I choose this over a check?**

A: Apart from receiving your payments faster, you'll be provided your own payment portal. Here you can view your payment history, download payment data, print remittance copies, and change or update your administrative information.

**Q: I'm already signed up—I have a payment/account/portal question:**

A: Please forward all payment inquiries onto Nvoicepay—they have an entire department dedicated to payment support and supplier services.

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