Invoice Delivery and Payment Options

Invoice Delivery Options

1. **Invoice Central:** A self-service, web-based portal where you can view, download, print, and pay invoices: Benefits include but are not limited to:
   - Enrollment instructions provided – User Guides, training videos, online live web support sessions.
   - Print or download PDF invoices.
   - Real-time Invoice tracking and account balances.
   - Stay Informed with email alerts (includes portal link):
     - New invoice email notifications.
     - Invoice due reminders.
     - Payment confirmations.
   - Make payments; the system can store disbursement sources.
   - Customers manage users; password resets.

2. **PDF Delivery by email**: Immediately after your invoice is generated, a PDF attachment will be emailed to the designated email address contact(s) you have provided.
   - Quick Pay link included in email.
   - IC adoption is also available for this delivery type.

3. **Print Mail:** Once your invoice is generated, it will be mailed via USPS to the billing name and address identified on your account.
   - Not available for Print Mail customers.

4. **New Electronic file delivery** (cXML, EDI & PDF): Automatically deliver invoice file to your AP Portal. You can enroll in Invoice Central with this invoice delivery type. The initial set-up is simple; less than one hour.
   - Customer IT resources are needed to provide credentials.
   - Set up process instructions provided. Customer SFTP/SSH Connection information required.
   - Schedule a time via email, to test the connection with Red Cross invoicing team at InvoiceCentral@redcross.org

Invoice Payment Options

1. **Invoice Central:** Users with payment permissions can:
   - Set up payment disbursement information (ACH/Credit Card).
   - Initiate, approve, and release payment.
   - View real-time payment status to avoid duplicate payments.
   - Payment confirmation is provided.

2. **New Quick Pay: One-time payment option**
   - Customers will receive a link in their PDF delivery email.
   - Clicking on the link will open the payment page, pre-populate your customer account ID and your invoice number when the page opens.
   - Complete the form including adding the disbursement source and amount (ACH/Credit Card).
   - Once submitted, you will receive an email containing your confirmation number for your payment.
   - Pay one invoice at a time.

3. **Pay by phone:** Make payment by calling the phone number on your invoice.

4. **Pay by check:** Send your payment through US Mail using the lockbox address on your invoice.

American Red Cross

InvoiceCentral@redcross.org

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