Invoice Central – FAQ

Q: What are the benefits of using Invoice Central?
A: Invoices are available within 24 hours. You can view, download, print, and export invoices. You can also make payments, check balances, and access invoice/payment history.

Q: How much does it cost to use Invoice Central?
A: It's free, no fees apply.

Q: What are the technical requirements?
A: Internet access, a valid email address, and a JavaScript-enabled browser (latest or previous version of Chrome, Edge, Firefox, or Safari).

Q: How do I enroll?
A: First, check if your organization is already enrolled and if there is a Primary Admin by emailing InvoiceCentral@redcross.org. Your Admin can assist with access.

If your organization is new to Invoice Central and you will serve as the Primary Admin—responsible for adding, inactivating, and updating users—complete the enrollment form at:
https://www.redcross.org/invoice-central/enrollment-form.html.

Q: Can multiple users be set up per facility?
A: Yes. The Primary Admin can manage user access including adding, inactivating and updating users.

Q: Can multiple users receive email notifications for the same account?
A: Yes. All users get New Invoice notifications by default. Other notification emails can be customized individually.

Q: What if I'm not receiving email notifications?
A: Contact InvoiceCentral@redcross.org to remove any potential blocks.
Then ask your IT team to allowlist/whitelist the following email addresses:
noreplyIC@fss.redcross.org and InvoiceDelivery@fss.redcross.org

Q: Is training available for new users?
A: Yes. If you require additional training after reviewing the video demos and/or user guide, training sessions are available upon request by emailing InvoiceCentral@redcross.org.

Q: What if I forget my password?
A: Use the Forgot Password/Reset Password button on the login screen.

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Q: Can I still receive paper invoices by mail?
A: Invoices will no longer be sent via postal mail. Instead, you'll be able to access them sooner through Invoice Central, where you can view, download via PDF, and print unlimited copies at your convenience.

Q: What online payment methods are available?
A: ACH and credit card (availability may vary per the customer's contract).

Q: What are the requirements for making ACH payments using a Business checking account?
A: We recently changed our payment processor. To ensure your payments are processed without interruption, please request that your bank whitelist the following Company ID's: PAYPAL, PAYPALMTCU, and PAYPALMTBU

Q: Is payment information stored securely?
A: Yes, payment information is stored securely and are NACHA compliant.

Q: Can invoices be integrated into my A/P system?
A: Yes. Integration via EDI, cXML or PDF is available. Contact InvoiceCentral@redcross.org to begin setup.

Q: Who do I contact for billing questions?
A: Please refer to the bottom of your invoice that contains phone and email contacts for billing inquiries.

Q: What if my organization wants to stop using Invoice Central?
A: Email InvoiceCentral@redcross.org to inactivate all users and remove access.

Q: How do I have my access to Invoice Central inactivated if I'm not a Primary Admin?
A: Contact your Primary Admin to inactivate your User ID. If you are unsure who that is, email InvoiceCentral@redcross.org.

Q: How do I change the Primary Admin for our facility?
A: Email InvoiceCentral@redcross.org.

Q: Who do I contact for Invoice Central related help or questions not listed in this FAQ?
A: Email InvoiceCentral@redcross.org.