

NACCAS Invoice Payment User Guide

NACCAS has enabled the payment of invoices directly from a bank account. We created this guide to show you what you can expect to see when paying online.

Login to the NACCAS CRM. The link to login can be found on the NACCAS Home page and then <http://naccas.org/naccas/member-login>.



User Name:

Password:

Login

[Forgot your password?](#)

Select **Institution Invoices**.

Manage Users - (use this to assign rights for other individuals to input or upload data)	Click to Show Content...
Annual Reports	Click to Show Content...
Financial Reports	Click to Show Content...
Institutional Self Study (ISS)	Click to Show Content...
Online Applications	Click to Show Content...
Institution Invoices	Click to Show Content...
National Employment Database	Click to Show Content...

Click Here

Select the invoice you would like to pay by checking the box to the left of the invoice.

Institution Invoices Click to Hide Content...

Select the unpaid invoices you wish to pay by checking the box in the first column (you may select more than one invoice at a time). Click the 'Confirm and Pay Selected Invoices' button at the bottom. You will be taken to a screen to confirm the invoices and amount to be paid before being transferred to our secure payment processing system.

For additional information, please click the link below to view the 'Invoice Payment User Guide'

Invoices that you pay will appear with a status of 'Pending' for a few hours. They will then be marked as 'Paid'.

Invoices to show: Paid Unpaid Show All [Invoice Payment Help](#)

Slide

Select	Status	SchoolRef#	Invoice#	Description	Type	Amount	Amt Due	Date	Date Due
<input checked="" type="checkbox"/>	Unpaid	[REDACTED]	IN031270	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input checked="" type="checkbox"/>	Unpaid	[REDACTED]	IN031541	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	IN031261	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	IN031518	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	IN031262	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015

Records per page: 5 Records: 21 - 25 of 129 - Pages: 3 4 5 6 7

Total of Invoices Selected: \$2,064.00

Confirm and Pay Selected Invoices

A total will appear at the bottom of the page for each invoice selected to pay. To view more than 25 invoices, change the "records per page" to 50, 100, or 500. Like Excel, the column width may be increased or decreased by sliding the header line right or left.

When you are ready, select the **Confirm and Pay Selected Invoices** button. This takes you to the confirmation page.

By entering my banking information and clicking "pay with your check" on the next page, I authorize my payment to be processed as an electronic funds transfer or draft drawn from my account. If the payment is returned unpaid, I authorize NACCAS or its service provider to collect the payment and my state's return item fee by electronic funds transfer(s) or draft(s) drawn from my account. If this payment is from a corporate/business account, I make these authorizations as an authorized corporate representative and agree that the entity will be bound by the NACHA operating rules. [Click here to view your state's returned item fee.](#)

Important: The last field (ID Details) on the next form asks for either a drivers license or a tax ID. Please use your Federal Tax ID - it works better. If you decide to use a drivers license, it MUST begin with the 2 character state code (VA, NY, CA, TX, FL, etc) and then the license number (VA##### or NY#####).

Pay Invoices

Cancel

Total to be paid: \$0.02

SchoolRef#	Invoice#	Description	Amount Due	Date Due
████████	IN032430	N15015-00	\$0.01	07/24/2015
████████	IN032431	N15015-00	\$0.01	07/24/2015

Records: 1 - 2 of 2

After you select the **Pay Invoices** button the Pay by Check page will appear. All the fields are required with the exception of the check number.

Transaction Number
7f5fced1-fada-48c8-93a3-2bd1a234af88

Quantity	Item	Unit	Price
1	IN031288-7/1/2015-Sustaining Fee	\$1,032.00	USD 1032.00
1	IN031463-7/1/2015-Sustaining Fee	\$1,032.00	USD 1032.00
1	IN031304-7/1/2015-Sustaining Fee	\$1,032.00	USD 1032.00
		Total	USD 3096.00

Pay With Your Check

Customer Name

ABA/Bank Routing No.

Bank Account Type

Account Number

Check Number

Authorization Method

Address

City

State/Province

ZIP/Postal Code

Country

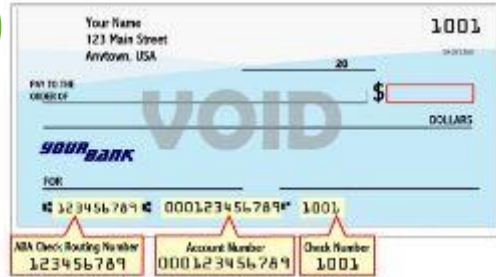
Phone

Email

ID Details

If using a driver's license as ID, please also include the state, e.g: TX123456789

Check Description



- ABA/Bank Routing No.
- Account Number
- Check Number - (Optional)

Name at the top of the check

9 digits

4-17 digits

Address on the check (no periods or suite number - spell Avenue or Street)

City is a single word (Sanantonio or Fortmeyers)

10 digits only (no dashes, spaces, or parenthesis)

Enter up to 5 email addresses to receive the receipt.
Example: yourname@gmail.com; myname@yahoo.com

Tax ID (no dash)

Driver's License number MUST start with your two character state code (VA, NY, CA, FL, etc.) then your license number (no dashes)

After you select **Pay With Your Check**, the system will process your payment as below:



NACCAS DEMO0041 Payment Page

Please stand by while your payment is processed
Please do not press the back button or close your browser

After your payment is processed, you are returned to the Thank You page where you can **Logout** or return to the **Home** page.

Thank you for your payment

Your receipt is below and will be emailed to you as well.

===== TRANSACTION RECORD =====

NACCAS DEMO0041
4401 Ford Avenue
Alexandria, VA 22302
United States
www.naccas.org

TYPE: Purchase

ACCT: Telecheck \$ 2,064.00 USD

CARDHOLDER NAME : Nice School
CARD NUMBER : ###1556
DATE/TIME : 17 Jul 15 15:38:20
REFERENCE # : 03 000093 M
AUTHOR. # : ET109915
TRANS. REF. : 55144c57-a183-4df3-8

Approved - Thank You 100

Please retain this copy for your records.

Cardholder will pay above amount to
card issuer pursuant to cardholder
agreement.

[Home](#) [Logout](#)

Should you see a **Transaction Not Approved** message, there should be an error code at the end.

Error Code	What to do
255	The Name, Routing, Checking number didn't match your check
594	A number field had punctuation - do not use dashes, spaces, periods, or parentheses
760	Your bank may not participate in the ACH program: contact your bank to verify or the Phone or Tax ID had punctuation: do not use dashes, spaces, or parentheses
787	Your bank has Declined the transaction as High Risk: contact your bank

Back at the Home page, you may select the **Pending** radio button to view invoices in processing. Allow two days (48 hours) for your account to update and the invoice to be marked "Paid."

Institution Invoices [Click to Hide Content...](#)

Select the unpaid invoices you wish to pay by checking the box in the first column (you may select more than one invoice at a time). Click the 'Confirm and Pay Selected Invoices' button at the bottom. You will be taken to a screen to confirm the invoices and amount to be paid before being transferred to our secure payment processing system.

For additional information, please click the link below to view the 'Invoice Payment User Guide'

Invoices that you pay will appear with a status of 'Pending' for a few hours. Then they will be marked as 'Paid'.

Invoices to show: Paid Unpaid Show All [Invoice Payment User Guide \(Click Here\)](#)

Select	Status	SchoolRef#	Invoice#	Description	Type	Amount	Amt Due	Date	Date Due
	Pending	[REDACTED]	[REDACTED]	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
	Pending	[REDACTED]	[REDACTED]	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	[REDACTED]	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	IN031518	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015
<input type="checkbox"/>	Unpaid	[REDACTED]	IN031262	Sustaining Fee	Invoice	\$1,032.00	\$1,032.00	07/01/2015	07/31/2015

Records per page: 5 Records: 21 - 25 of 129 - Pages: [3](#) [4](#) [5](#) [6](#) [7](#)

Based on the email addresses entered for the receipt, the recipient(s) will receive a payment confirmation, as below:

NACCAS Online Payment Confirmation

Order Information

Quantity	Item	Unit		Price
1	IN031270-7/1/2015-Sustaining Fee	1032.00	USD	1032.00
1	IN031541-7/1/2015-Sustaining Fee	1032.00	USD	1032.00
		Total	USD	2064.00

This order is now complete. Transaction approved!

Here is your receipt:

This transaction was processed in test mode.

```
===== TRANSACTION RECORD =====
NACCAS DEMO0041
4401 Ford Avenue
Alexandria, VA 22302
United States
www.naccas.org

TYPE: Purchase

ACCT: Telecheck          $ 2,064.00 USD

CARDHOLDER NAME : Nice School
CARD NUMBER      : ###1556
DATE/TIME        : 17 Jul 15 15:38:20
REFERENCE #      : 03 000093 M
AUTHOR. #        : ET109915
TRANS. REF.      : 55144c57-a183-4df3-8

      Approved - Thank You 100

Please retain this copy for your records.

Cardholder will pay above amount to
card issuer pursuant to cardholder
agreement.
=====
```

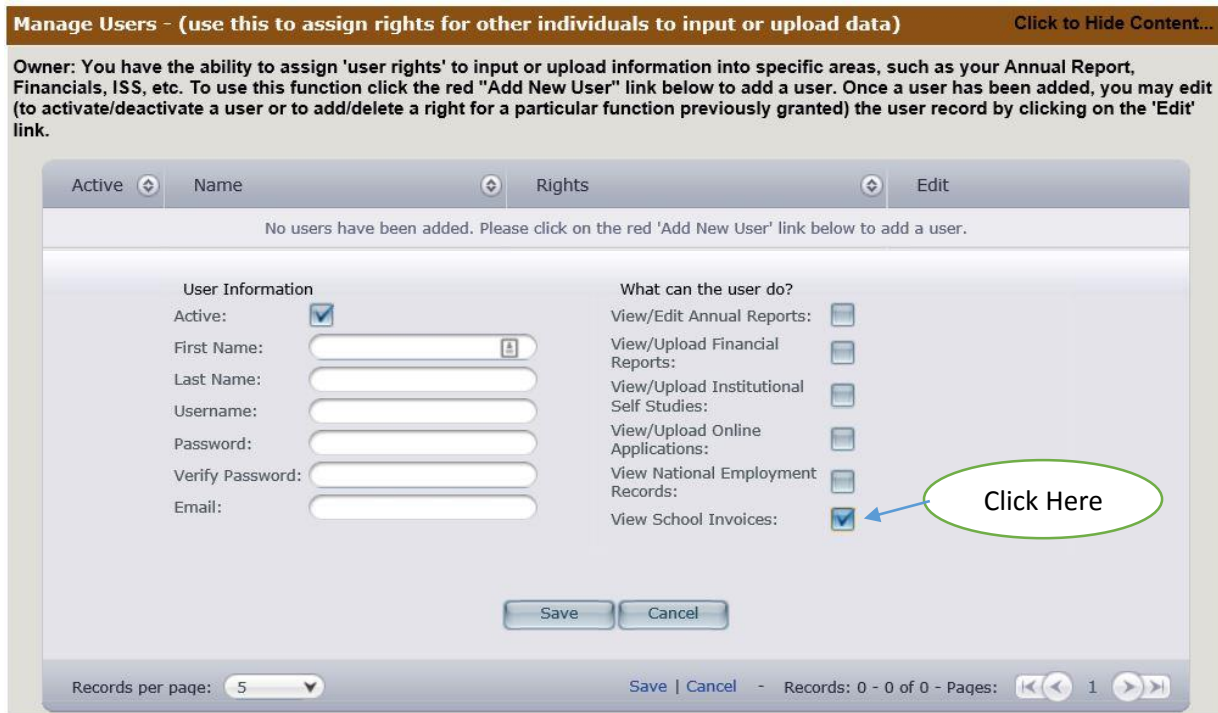
A

To authorize someone else to pay invoices:

1. Select **Manage Users** at the top of the home page.
2. Add or edit a user



3. Put a check mark next to **View School Invoices**. Enter the Individuals name and login information.



Frequently Asked Questions

- 1) Where is my banking information stored?
 - a. The banking information entered on the **Pay With Your Check** page is not stored by NACCAS. The page is hosted by First Data, a global leader in online payment processing. The data provided is encrypted with the highest level of protection and security.
- 2) How long will it take for my payment to be reflected on my account?
 - a. Please allow up to 48 hours for your payment to be reflected as “Paid” on your account.
- 3) Can I still make payment by paper check(s)?
 - a. Yes, but we prefer schools make their payments via the CRM “online payment” system, which provides the user a receipt of their transaction.
- 4) Can I make payments by credit card?
 - a. Yes. Please contact the AR Clerk to make payments by credit card. (703) 600-7600 x131
- 5) When is the online payment system available?
 - a. The online payment system is available 24/7, except when offline for maintenance. Advance notice will be provided when the system is scheduled for maintenance.
- 6) When will funds be debited from my account?
 - a. Funds are withdrawn from customers’ accounts within 2 banking days.
- 7) What happens if my payment is returned NSF?
 - a. If funds are not available our service provider (First Data) will contact the customer for payment.
- 8) Will I have to re-enter my banking information to make future payments?
 - a. Yes
- 9) Can I pay other invoices via the member login portal?
 - a. Yes. Any invoice you receive from NACCAS can be paid via the portal.
- 10) How many years of invoice history is available via the portal?
 - a. Invoice history is available from 2012.
- 11) What happens if I pay the wrong invoice?
 - a. The school invoice section reflects all invoices by reference number under the schools owner identification. If you pay the wrong invoice by mistake, you can seek reimbursement from the affiliated school, or submit a request to NACCAS requesting transfer of the payment. The request to NACCAS must be sent via traceable means, and signed by the school owner or administrator.
- 12) I didn’t receive an email receipt of my payment. Can NACCAS provide me a copy?

- a. We can provide a receipt of the total paid, but it will not include a list of the invoices paid.
- 13) The NACCAS Customer Relationship Management Systems works best in Microsoft Internet Explorer. If you are using an **Apple Mac or an iPad** and have issues with the website, we have a solution for you.

Mac: You can make the Safari browser work like Internet Explorer.

1. In Safari, Select **Preferences**
2. Select the **Advanced** tab
3. At the bottom of the Advanced tab, Check **Show Develop menu in the menu bar**
4. Select the **Develop** menu
5. Select **User Agent**
6. Select **Internet Explorer 10.0**
7. Login

iPad: You can make the Google Chrome browser (free in iTunes) work like Internet Explorer.

1. In Chrome, go to the NACCAS CRM Login page
2. Select the three dots on the top right
3. Select **Request Desktop Site**
4. Login