Invoice Central
Electronic Invoice Presentment & Payment Application
Frequently Asked Questions (FAQs):

Question: What are the benefits of using Invoice Central?

Answer: Invoices and statements will be available within 24-48 hours of being produced without waiting for conventional mail. You can download data from the invoices to your own computer in various formats (HTML, PDF, Comma/Tab Delimited). Payments can be made and tracked online, without writing and mailing checks. Quick Pay discounts will be easier to obtain due to the faster turnaround time. Electronic messaging is easier on the environment than producing paper and engaging resources to process mail.

Question: How much does it cost me to use Invoice Central?

Answer: Nothing. We do not charge a fee for this service. You will however need to meet the following software requirements.

- Internet Browser
- Email Address
- High Speed Internet Connection – we do not recommend dial up
- Adobe Acrobat Reader – download for free at adobe.com

Question: Is my payment information secure?

Answer: Yes. **Invoice Central** uses the most secure encryption available and requires Internet browsers that use 128-bit encryption. Your confidential information is highly secure.

Question: What if I forget my password?

Answer: The system will provide a **Forgot Your Password?** link on the login screen. When you first signed into the system, you set up a security question, this will be used to authenticate you as a user and allow you to reset your password.

Question: Can a customer get a hard copy of an invoice as well as using Invoice Central?

Answer: If you are an **Invoice Central** user, then you will no longer get a hard copy invoice in the mail. You can, however, print as many copies as you like from the website, or download a softcopy to your computer.

Question: Can there be more than one user set up for one facility?

Answer: Yes, you will be able to add or remove users as you see fit to meet your processing needs.

Question: Can there be more than one user who can receive email notifications?

Answer: Yes, you will be able to add to or remove users from the email administration as you see fit to meet your processing needs. You can also determine what notices each user would like to receive.

Question: What is the online payment method? Are credit cards accepted?

Answer: The online payment method is an ACH debit. You are required to store your bank account information online in order to process payments. Credit Card payments are NOT accepted online at this time.

Question: How can I bring invoices into my A/P system?

Answer: **Invoice Central** includes an Export function that enables you to download invoice and payment information in standard formats for input in your A/P application. Simply choose Export from the main navigation bar. Optionally, you can work with us to integrate invoice data directly into your back office system. This takes some work on our part and yours, but it enables you to minimize human interaction and free your staff to work on exceptions, analysis and other tasks. If you are interested in this type of integration, email us at InvoiceCentral@redcross.org for further information.

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Question: If I place an order today with the ARC, how long will it be before I am able to access my invoice via Invoice Central for that order?
> **Answer:** Approximately 5-10 days depending on the day of order and the system processing calendar.

Question: How long is the emailing time for notification that my invoice is available on Invoice Central?
> **Answer:** Once the transactions have been processed, it is 24-48 hours for the email notification to be sent to the your email address

Question: What is the reduction in time if invoices are viewed via Invoice Central instead of US postal service?
> **Answer:** The difference is the entire mail delivery time since the invoices are available on *Invoice Central* no later than when the hardcopy invoice is received at the originating post office.
>
> Based upon US Postal Services quotes, mail being sent from Charlotte NC to:
> Los Angeles, CA takes approximately 3 – 4 days
> Dallas, TX takes approximately 3 - 4 days
> San Juan, PR takes approximately 4 - 5 days
> Chicago, IL takes approximately 3 days
> Philadelphia, PA takes approximately 2 days

Question: Who can I contact if I have questions about an order on my invoice?
> **Answer:** Every invoice will have a message at the bottom that states: "Questions regarding your order call:" this is the phone number and/or email address you will use for **order** questions.

Question: Who can I contact if I have questions about my invoice or Invoice Central?
> **Answer:** Within the IC application, there is online help available on the main menu bar – InfoCentral. You can also contact us via phone at (888) 316-4695 or email at InvoiceCentral@redcross.org .

Question: What do I need to do to change the main system administrator for our facility?
> **Answer:** You will need to contact InvoiceCentral@redcross.org and notify them of the necessary changes. Include the new administrator's name, email address, phone number and department name.