

## Receiving Payments from Bill.com FAQs

-You may have set up direct deposit for your bill.com account after following the instructions and connecting to VTAEYC to receive your payments electronically.

-You may receive email updates from bill.com on payments that are in process if you are waiting for a paper check

-We have some frequently asked questions regarding payments through bill.com

### **1. I am waiting for my payment and I received an email that I have a past due amount, do I have to do anything?**

- No, this information is for VTAEYC staff only.
- “Past Due” means the date of the payment on VTAEYC’s spreadsheet has passed. It is in the VTAEYC system to be paid.
- **Editing the payment, creating an invoice, or marking it as “received” or “paid” will cancel your payment and VTAEYC will not be able to pay you until the payment comes back into our system.**

**An example of how an email like this may look:**

The screenshot displays a Bill.com invoice interface. At the top, the amount **\$1,000.00** is shown in large black font, with a red "Past due" label below it. Underneath, the due date is listed as "Due Jul 31, 2024". A blue information icon (i) is followed by the text: "Your customer has received this invoice and uploaded it to their BILL account, ready for processing." Below this is a "History" section with the heading "History" and the text "When your customer makes a payment, you'll see it here." A single entry is shown: a green dot next to "Created", followed by a vertical line, the date "Aug 12, 2024", and the text "VT Association for the Education of Children". At the bottom of the interface are four buttons: a large blue "Mark as Paid" button, a smaller blue "Edit" button, a blue "Send Invoice" button, and a blue "Preview Invoice PDF" button.

## 2. My payment says it is “approved”, why haven’t I received it?

- Our payments go through many steps before they are sent. "Approved" means that our staff have reviewed, entered the payment information and approved the payment.
  - After approval, payments are sent to our finance and operations team to pay out
  - Payments are released by our Finance staff after a final review is made.
  - Once released, payments are processed by Bill.com and checks mailed or the payment is made by direct deposit.
    - Please note, the entire process can take 4-6 weeks
    - The wait time is shorter if you are signed up for direct deposit
    - For more information on direct deposit, please email [info@vtaeyc.org](mailto:info@vtaeyc.org)

## 3. I got an email saying my payment would arrive around a certain date, but I still haven’t received it, is it still coming?

- Bill.com sends estimated dates based on USPS info, these are estimates and not guaranteed dates of arrival. Checks *typically* take 7-10 **business days (m-f)** to arrive but have been known to be longer in some cases.
  - Checks originate in Texas so there may be longer wait times.
  - Weather, events, etc can affect the mail and delivery times
  - Checks come in very generic blue and white envelopes from Bill.com
  - Direct deposit will eliminate these wait times

**You may get an email that looks like this:**

**bill**

**You've got money on the way from VT  
Association for the Education of Children!**



**\$600.00**

Total amount

Invoice #  
Grants 072024

Memo  
Inv Grants 072024

Delivery method  
The check will arrive around 08/28/24. This date is an estimate based on USPS delivery speed

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[View Details](#)

**4. I did not wait for an invite from VTAEYC and set up a bill.com account on my own.  
OR**

**I have an account that is the same information that this account will use.**

**What should I do?**

- If you set up without an invite from VTAEYC, you will not be connected to us and we cannot pay you directly.
- To fix this, you will need to find your Payment Network ID (PNI)
  - To find your Payment Network ID in your bill.com account
    - 1. Log into your account and select Settings
    - 2. Select Network under Company Profile
    - 3. Select My Network Profile and note your Payment Network ID (PNI) 16 digit number
    - 4. Give your Payment Network ID (PNI) to VTAEYC via email [info@vtaeyc.org](mailto:info@vtaeyc.org)
  - VTAEYC will send you an invite to connect from this Payment Network ID

**5. I was approved to receive a bonus, grant, or award, it feels like it has been a long time, do I need to do anything?**

- The award process from start to finish goes through many steps. We tell awardees that the process in its entirety can take **8-12 weeks**.
- The way that VTAEYC receives funds to be able to award these payments is a meticulous process, and it does take time to go through the steps.
- Our staff works hard to make this process as timely as possible
- We appreciate your patience during this process