



Dear Valued Business Partner,

We have implemented a new initiative to pay our vendors electronically and have partnered with Tyler Technologies, powered by Nvoicepay to issue our payments. Nvoicepay is a leader in Accounts Payable automation with benefits that include faster, more secure payments, detailed remittance information and outstanding supplier support.

Please take a moment to enroll with Nvoicepay through the link provided below. Once enrolled, a confirmation of your enrollment will be emailed to you.

Enrollment Link: <https://vendors.nvoicepay.com/enroll/CityLakeSaintLouis>

We understand you may have questions and Nvoicepay's Payment Support Team is ready to assist. Their team can be reached at vendorsupport@nvoicepay.com

Thank you for your time and attention to this matter.

Sincerely,

Renee M. Camp CPA
Finance Director



Nvoicepay FAQ

Q: Who is Nvoicepay & why are they contacting me?

A: We have elected Tyler's AP Automation solution, powered by Nvoicepay as our electronic payment provider. Going forward, we will be using them to pay our vendor invoices electronically. You've received an enrollment letter from them on our behalf so you can enroll to receive electronic payments.

Q: What if we still want to receive check payments?

A: Moving to electronic payments will expedite your receipt of payment, while also eliminating the risk of a check being lost in the mail. If you still want to receive check payments, please notify Nvoicepay that this is your only option.

Q: Are there any fees associated with this payment service?

A: Your typical Mastercard processing fees apply (according to the agreement you have with your merchant provider), but Nvoicepay does not charge our vendors any additional fees for using their services.

Q: Should I send Nvoicepay my invoices going forward?

A: No. The billing end of your payment process will not change—please continue to bill your invoices as you do today.

Q: When can I expect to receive payments?

A: Card Payments: Nvoicepay will send you a detailed remittance advice within one business day after your customer authorizes payment (Remittance instructions are delivered to the email address(es) provided during enrollment). Login to the Payment Command Center to obtain a single-use virtual card number and payment details and process your payment immediately.

ACH/EFT Payments: Once your banking information has been received and validated, Nvoicepay will send you a detailed remittance advice within 1 business day after your customer authorizes payment. Funds will deposit into your account within 2-3 bank days from customer authorization (banking standard). Note: ACH enrollments are generally completed within 5-10 business day

Q: Why should I choose this over a check?

A: Apart from receiving your payments faster, you'll be provided your own payment portal. Here you can view your payment history, download payment data, print remittance copies, and change or update your administrative information.

Q: Who should I send my signup info to?

A: Please forward all enrollment forms to Nvoicepay. Enrolling electronically is the fastest way to get enrolled. Please use the below link and complete your enrollment, or you can fax in your enrollment to 888.371.3080 or email it to vendors@nvoicepay.com. Electronic Enrollment URL: <https://vendors.nvoicepay.com/enroll/CityLakeSaintLouis>

Q: I'm already signed up—I have a payment/account/portal question:

A: Please forward all payment inquiries on to Nvoicepay—they have an entire department dedicated to payment support and supplier services.



Phone: 877-626-6332

Email: vendorsupport@nvoicepay.com

