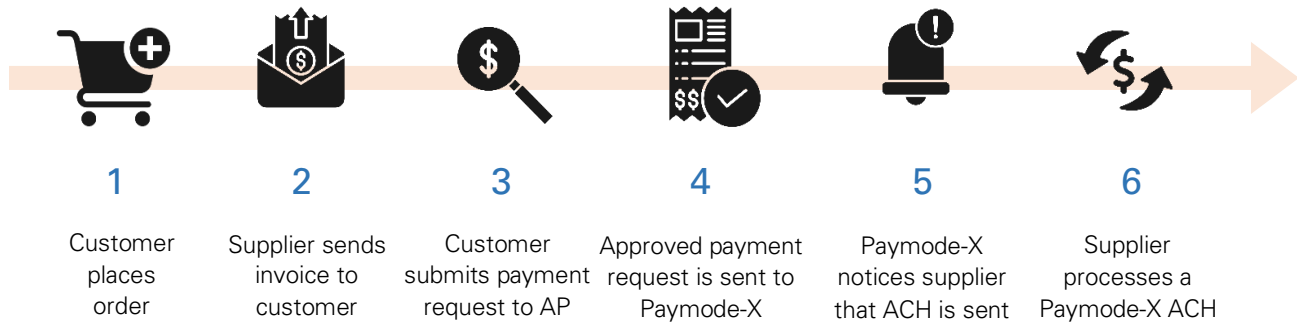


# NC STATE

## Paymode-X Program



## Most Frequently Asked Questions

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### Q1: What is Paymode-X?

Paymode-X is a program that NC State is using to facilitate a transition from paper checks to electronic ACH payments. Benefits include:

- Fast and secure payments delivered directly to the Supplier's bank account
- Comprehensive remittance detail and receivables processing
- Visibility to payment progress via payment tracker
- Enhanced security around sensitive bank and account information

### Q2: What costs are associated with Paymode-X?

There is a network use fee assessed to Suppliers for each transaction received through the network. The network use fee is a Paymode-X cost. All questions related to the network fee should be directed to the Paymode-X team at 1-800-331-0974 or via email at [enrollment@paymod-x.com](mailto:enrollment@paymod-x.com) who can help answer any question you might have.

### Q3: Is Paymode-X required?

Enrollment in Paymode-X is not required at this time.

### Q4: Who signed our company up for this service?

An authorized user in your organization enrolled in Paymode-X. The Paymode-X team can provide that information to you and help you locate the details in the Paymode-X portal. The Paymode-X Vendor Advocate team can be reached at 1-800-331-0974 or at [enrollment@paymode-x.com](mailto:enrollment@paymode-x.com).

### Q5: We are already giving your company a discount, does this replace those?

Paymode-X is not a discount program and would not replace any established agreements in place with us. The network use fee is paid to Paymode-X to receive your funds electronically with full remittance detail in a format of your choice. The Paymode-X team can provide you with details around how to make the most of the receivables solution.