

**Frequently Asked Questions (FAQ)**

**Bank Account Information**

**Disputes**

**Payment Confirmations**

**Payments**

**System Access Information**

# One of my quarterly invoice payments was returned. What do I do?

Answer:

Verify that the latest EFT information is being used to submit payment. Keep in mind, C represents a checking account, S represents a savings account, 1 represents an ACH transaction, and 2 represents a wire transactions. The TPA recommends that you resubmit the payment, as it's not uncommon for a payment to be accepted on the 2nd attempt. If it is rejected again, please contact the TPA for further investigation.

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