Online Bill Pay FAQs

What information do I need in order to pay my bill?

- Invoice Number(s)
- Company Name
- Payment Amount
- Financial Institution Routing and Valid Checking Account Numbers

Is my personal information secure when paying my bill online?

Yes. O.U.P.S. is committed to protecting the privacy and security of your payment data. Therefore, O.U.P.S. selected a third party payment provider. More specifically, the online payment option used by O.U.P.S. is provided, processed and managed by CBOSS through its Central Payment Portal (CPP). Upon acceptance of our Privacy Policy, you will be directly connected to CBOSS' CPP and your payment information will be entered directly through its portal over an SSL-encrypted connection. CBOSS will then facilitate the authorization of your payment request through the applicable payment network (i.e., banks or direct pay processors). CBOSS has been validated as a PCI-DSS compliant service provider. It has received several certifications that attest to its level of commitment for secure transaction processing. CBOSS is certified under PCI-DSS and it has also received certifications for SSAE-16 and ISO 27001 compliances, both of which address CBOSS' operating and security controls. For more information regarding the security of the Central Payment Portal (CPP), please visit the following links http://www.cboss.com/securepayments and http://www.cboss.com/cpp that can be found on the CBOSS website at www.CBoss.com

What are the advantages of online bill pay?

- No check writing
- Safe and secure
- Save money on checks and postage
- Immediate receipt of payment that you can print out
- Make a payment anytime, 24/7/365
- Cut down on paper clutter
- It's convenient. And best of all it's ***FREE***

When will my payment be deducted from my account?

Funds are generally received by our bank within 24-48 hours of the transaction, but it is recommended that you verify receipt with your bank.

When will my payment be applied to my account?

Payment will be applied to your account as soon as administratively possible once the funds are confirmed by the bank.

What if my E-check payment is rejected by the bank?

Returned or rejected E-check payments, caused by insufficient funds in the account or incorrect account information, usually results in fees and/or penalties imposed by the bank. Bank fees charged to Ohio Utilities Protection Service for rejected E-checks will be invoiced back to the customer following notification from the bank. Customer will also be responsible for any fees and/or penalties imposed by their bank because of a rejected E-check. **IMPORTANT:** THE FUNDS MUST BE AVAILABLE ON THE PAYMENT DATE TO AVOID NON-SUFFICIENT FUND FEES OR PENALTIES.

Will I be charged a fee if my E-check payment is declined or returned?

Yes, electronic payments are subject to our standard returned and declined check fee. Please confirm your account and routing number when entering information. Incorrect information can cause your payment to be declined.
Please note that E-checks must be drawn from a U.S. financial institution. We do not accept checks drawn on banks outside the United States, checks drawn on savings accounts, or credit card checks. Payments made through these methods are subject to returned check fees.

Can I edit or cancel payments online?

You can edit a payment transaction at any time up until the "confirm" option is selected. Once that box is selected the transaction is complete and ready to print a receipt. Please review your transaction before selecting the "confirm" box near the bottom left corner of the Confirm Payment Information page. Transactions cannot be cancelled or deleted once they have been submitted. Please email oupsar@oups.org for any questions regarding a change or correction in your transaction.

Why do I need to re-enter my company and bank information for each transaction?

The CBoss CPP does not retain an individual's company or banking information. Therefore, you must enter this information each time you log in to pay an invoice electronically.

Can I pay multiple invoices?

You can pay multiple invoices through our website; however, only one (1) invoice per transaction is accepted. If you are paying multiple invoices, a separate transaction for each invoice is required in order to ensure that your payment is applied correctly. For additional invoices, print the receipt for your first invoice payment from the print receipt page. Then go back to the top of the page and click on the word "here" in the sentence "To pay another invoice, click here". You will then be redirected back to the pay an invoice page where you can then enter the information for the next invoice payment. A receipt will be generated for each invoice payment.

How much does it cost to pay my invoice online?

There is no charge to use the E-check payment service to pay your invoice online.

Will I receive confirmation that my payment has been made?

Customers can print a copy of their transaction directly from the Pay an Invoice Print Receipt page. There is also the option to have the receipt emailed directly to you. Simply enter a valid email address on the Enter Payment Information page and check the Email Receipt box.