

FAQ

Is it safe to pay my bills electronically?

Yes. Electronic Credit Card and eCheck payments use the same safe and secure network that financial institutions, businesses, and governments use to send and receive payments. Information is transmitted using secure encrypted methods.

What if there is a problem with an electronic payment?

For Credit Card transactions you will be immediately notified when the transaction is accepted or denied. If you have provided an email address or have signed up for Online Bill Organizer you will be sent a confirmation of the transaction. If you are paying by eCheck, an email confirmation will be sent, but it will take 2-3 business days for the transaction to be completed. If the account has insufficient funds, standard notification and return check fees that normally apply to a paper check will apply to your eCheck transaction.

What if I do not receive a receipt?

Your email service may have filters in place to block incoming spam and other automated systems. Check to see if the receipt is being held or quarantined by your email or filtering service. If you still cannot confirm the transaction you can check with your credit card issuer or financial institution or you can call Piedmont Pathology Associates customer service at 828.322.3572 during normal business hours.

How do I prove I made a payment if there is no paper trail?

Your Credit Card or Bank Account statement is considered proof of payment. You do not need a paper trail; electronic records carry the same legal standing as paper records. The Online Bill Organizer will also show that a payment has been received.

Will Check or Credit Card Payments sent through the mail show up in Online Bill Organizer?

No. Only online transactions will be reviewable in Online Bill Organizer. Checks mailed to Piedmont Pathology Associates will not be reviewable in Online Bill Organizer.

Does the system reflect my current balance?

The system is driven by the bills mailed or electronically presented by Piedmont Pathology Associates. Please allow 2-3 business days for credit card to be posted to your Piedmont Pathology Associates account. If a bill is generated within a few days of you making a payment, it is possible that you will receive a bill that does not reflect your most recent payment.

Will people have access to my bank account or credit card information?

No. Once you authorize or initiate an electronic payment, the payment is simply processed by the system. No credit card numbers are stored in the Piedmont Pathology Associates system. Transaction reference information is stored which will allow you and Piedmont Pathology Associates to confirm payment has been made.

How will I keep financial records if I do not have paper bills?

You can print a receipt at the time of the transaction.