Electronic Payments

Information about Electronic Payments (ePay) for expense reimbursements.

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Electronic Payments Enrollment Steps

Please follow the steps below to enroll in Electronic Payments.

Electronic Payments are for **expense reimbursements *only*** and should not be confused with Support Staff payroll via check or direct deposit.

Enrollment in Electronic Payments is mandatory.

1. Log into the Portal.
2. Go to your *My Expenses* page.
   See https://help.issny.org/books/electronic-payments/page/my-expenses-page for more information.
3. Go to your *Payee Details* page.
   See https://help.issny.org/books/electronic-payments/page/payee-details for more information.
4. Complete the *Tax Information* form.
   See https://help.issny.org/books/electronic-payments/page/payee-details-taxpayer-information for more information.
5. Complete the *Electronic Payment Setup* form.
   See https://help.issny.org/books/electronic-payments/page/payee-details-epay-enrollment for more information.

> ⚠ You will **not** be enrolled to receive electronic payments until both the *Tax Information* and *Electronic Payment Setup* forms are completed and they are both verified as valid.

Updated 04/08/25.

Electronic Payments User Information Security

ISS takes data security very seriously. Our system is built using industry standards in data security.

While ISS' system is not obligated to be PCI compliant, all taxpayer and banking information is handled and stored in a PCI compliant manner. This includes, but is not limited to: all data is encrypted at rest and in transit, sensitive information is never stored or transmitted as plain text, and no employee of ISS or its vendors has access to your information.

Additionally, only you can modify your taxpayer or banking information. It is not possible for ISS staff to complete either the *Tax Information* or *Electronic Payment Setup* (ePay) forms on your behalf.

What does PCI stand for?

The full acronym is PCI DSS and that stands for Payment Card Industry Data Security Standard. PCI is a set of rules and guidelines that businesses must follow in order to protect cardholders while supporting credit card transactions.

Updated 01/12/24

How do Expense ePay Deposits show on my bank statement?

Expense reimbursement payments (ePay) will show on your bank statement with the following Orig Co Name (Originating Company Name):

Independent Supp

Created 02/19/26.

International and Non-U.S. Residents and Banks

You must have a U.S. issued Taxpayer Identification Number (TIN) and a U.S. bank in order to use ePay.

Please discuss your international status with the Self-Direction Coordinator assigned to your case so that we can get you setup correctly and avoid unnecessary delays and confusion.

Tax Information

The Tax Information Form on the Portal is an electronic W9 and requires either an individual's Social Security Number (SSN) or an organization's Employer Identification Number (EIN). If you do not have one of these TINs, then you cannot complete the Tax Information Form on the Portal.

ISS still requires a tax form on file for you. Please complete either a W-8BEN for an individual or a W-8BEN-E for an organization and send the form to the Self-Direction Coordinator assigned to your case.

The W-8BEN and W-8BEN-E are utilized by individuals and entities to assert their non-U.S. status, thereby establishing their exemption from certain U.S. tax withholdings.

For the forms and more information on them, visit the IRS website (https://www.irs.gov/) at:

- W-8BEN: https://www.irs.gov/forms-pubs/about-form-w-8-ben
- W-8BEN-E: https://www.irs.gov/forms-pubs/about-form-w-8-ben-e

> ⚠ ISS Staff are unable to assist you with the completion of your tax forms. Visit the IRS website at https://www.irs.gov/ for more information and contact your tax or accounting professional if you have any questions.

Bank Information

Our bank, JP Morgan Chase, does not offer Global ACH so we, unfortunately, cannot provide that service to our users.

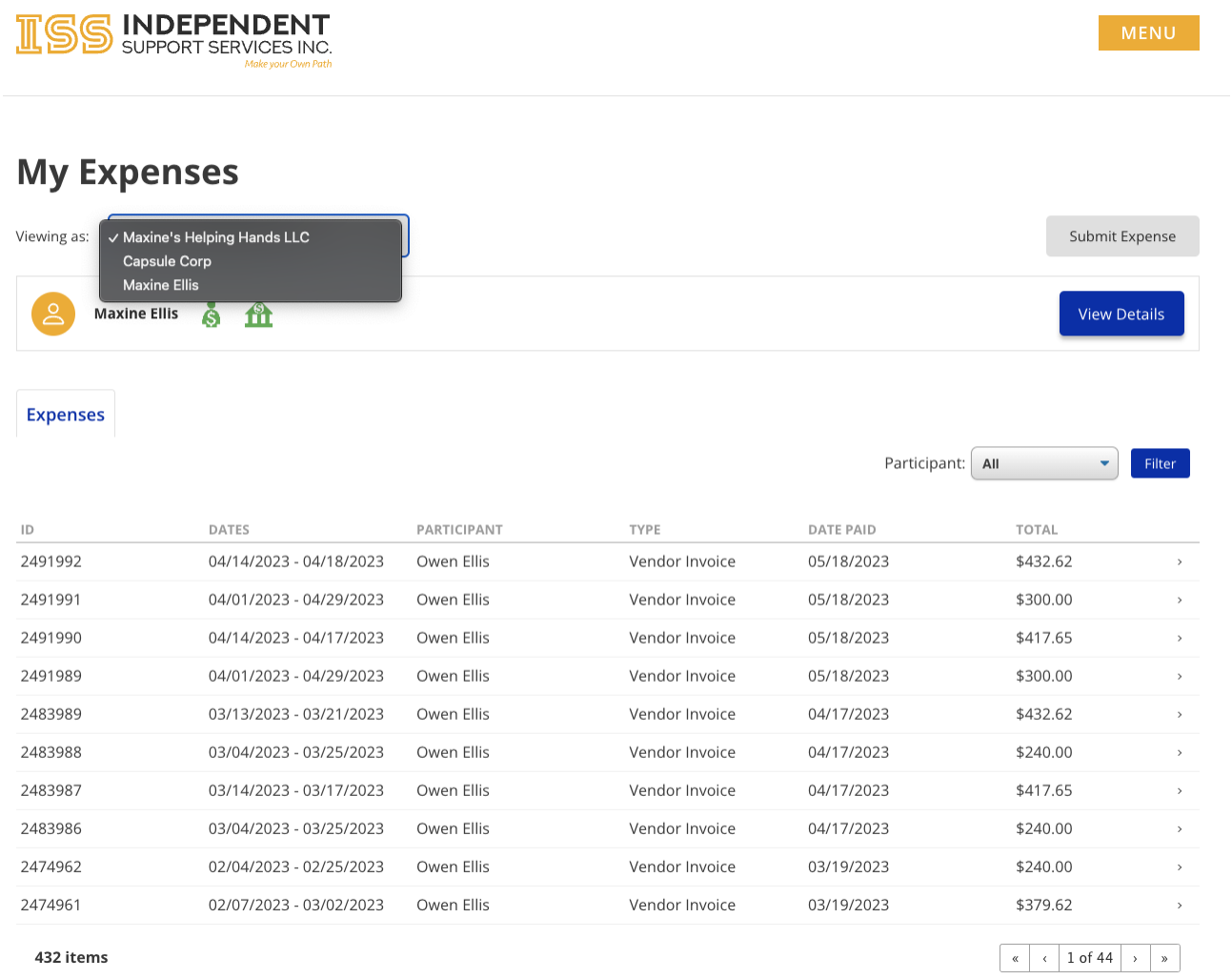
You must have a nine digit ABA (American Bankers Association) routing number to sign up for ePay and complete the banking form on our Portal.

If you do not have a U.S. bank, you will receive your reimbursements via mailed check.

Created 04/08/25.

My Expenses Page

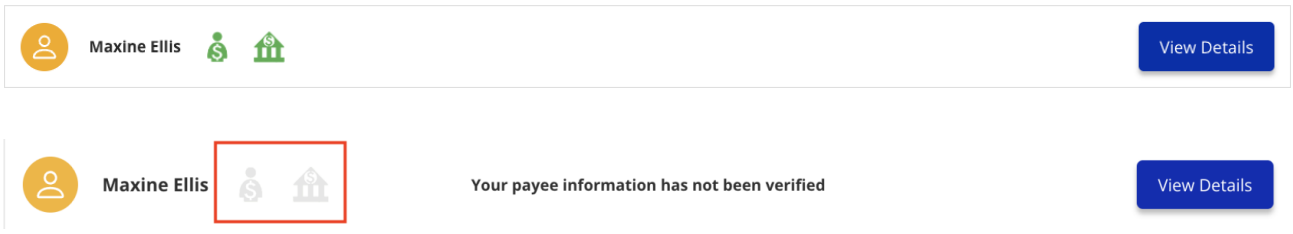
My Expenses



Viewing As

If your payee profile is associated with organizations that are also payees and you have the necessary permissions to submit expenses and set up payee and banking information, those organizations will appear in this dropdown. If there is only one payee profile, then the dropdown will not appear.

Payee Profile Summary



Payee Tax and ePay Status

On the Payee Summary bar, two icons appear. The first icon represents the **Payee Tax Status** and the second represents the **Payee ePay Status**. Each of these icons have 4 different statuses. These statuses are as follows:

- Gray - Information has not been submitted.
- Yellow - Information is currently being verified.
- Red - Information encountered an error while being verified.
- Green - Information has been verified as valid.

Hovering over the icons will display a tooltip reflecting the current status.

> ⚠ You will **not** be enrolled to receive electronic payments until both the *Tax Information* and *Electronic Payment Setup* forms are completed and they are both verified as valid.

View Details

The *View Details* button appears if you have access to view and submit tax and ePay information for a given payee profile.

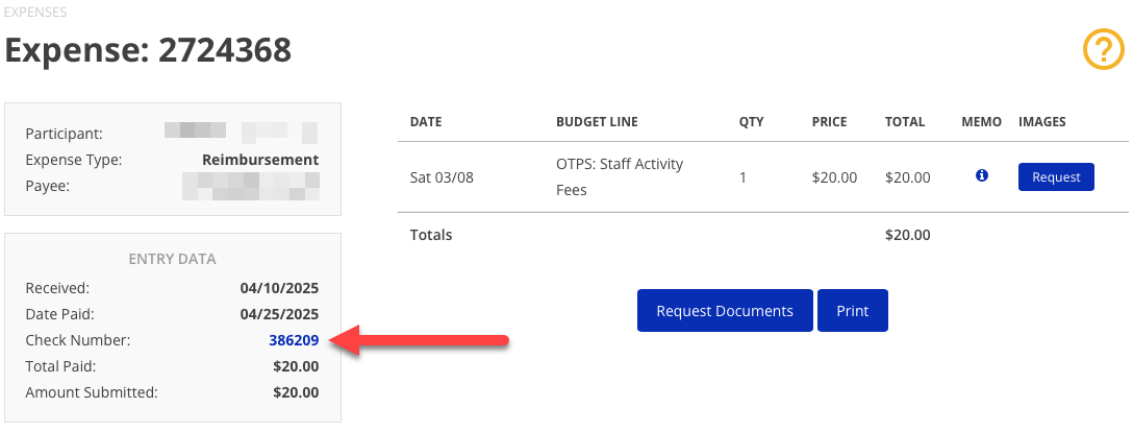
If you do not have access to this button, contact websupport@issny.org to set up the correct permissions on your account.

Updated 01/12/24

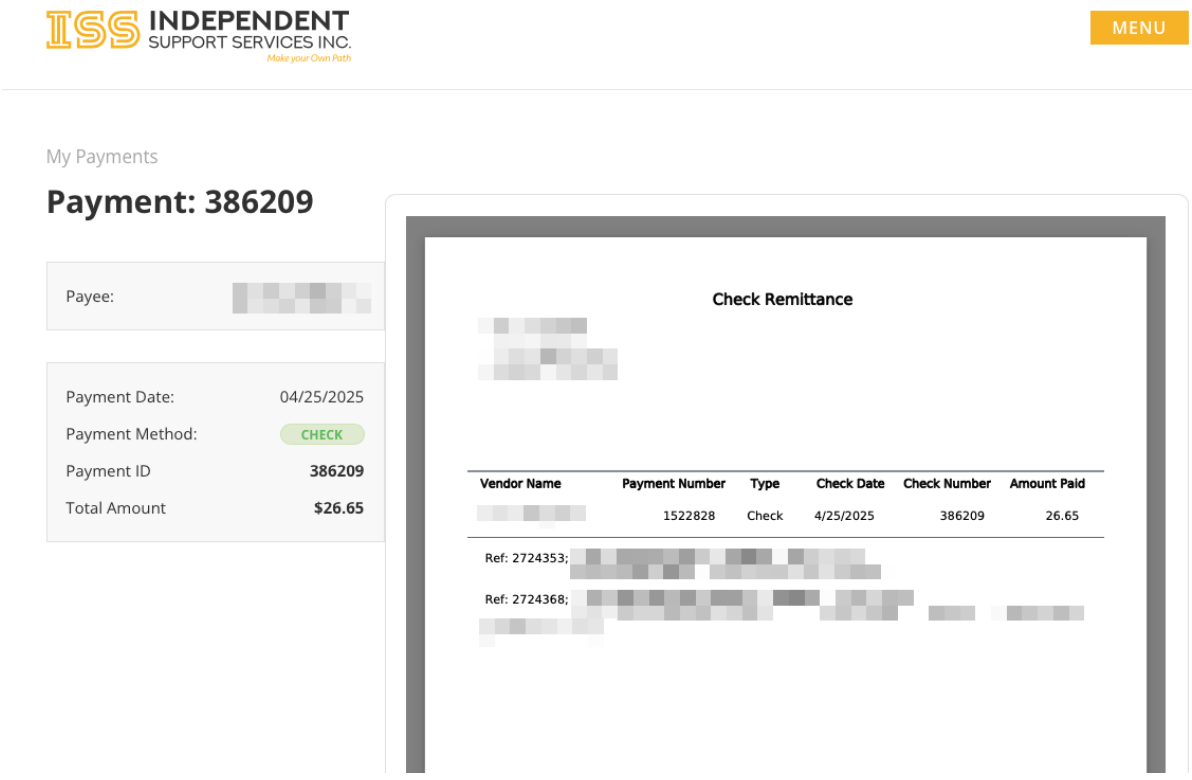
Disclaimer: All names displayed in the above screen shots are fictional characters. No identification with actual persons (living or dead) is intended or should be inferred.

My Expenses Page - Link to Payments

When viewing an Expense on your My Expenses page, you can click the check number.



The My Payments page will open and show your payment information.

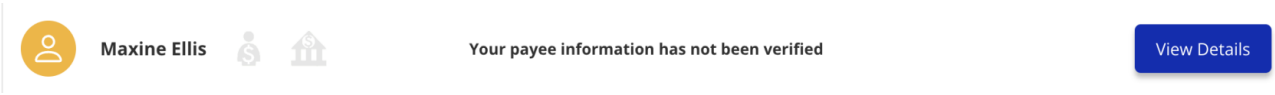


Created 10/21/25.

Payee Details

To view or edit the Payee Profile Details, click *View Details*. Only you can view the associated information.

If you are unable to access this button, contact websupport@issny.org to setup the necessary permissions on your account.



The *Payee Details* window displays the Payee tax status and the ePay status on the left side. The blue button at the bottom of the page will direct you to the next step needed to set up ePay, including filling out the *Taxpayer Information*.

Payee Details

ME

Maxine Ellis

Payee Unverified

ePay Not Enrolled

Tax Information

Enroll for ePay

Taxpayer Information

Payee has not submitted tax information

To become eligible for payments, please enroll using the button below.

Complete Tax Information

You will **not** be enrolled to receive electronic payments until both the *Tax Information* and *Electronic Payment Setup* forms are completed and they are both verified as valid.

Updated 01/18/24

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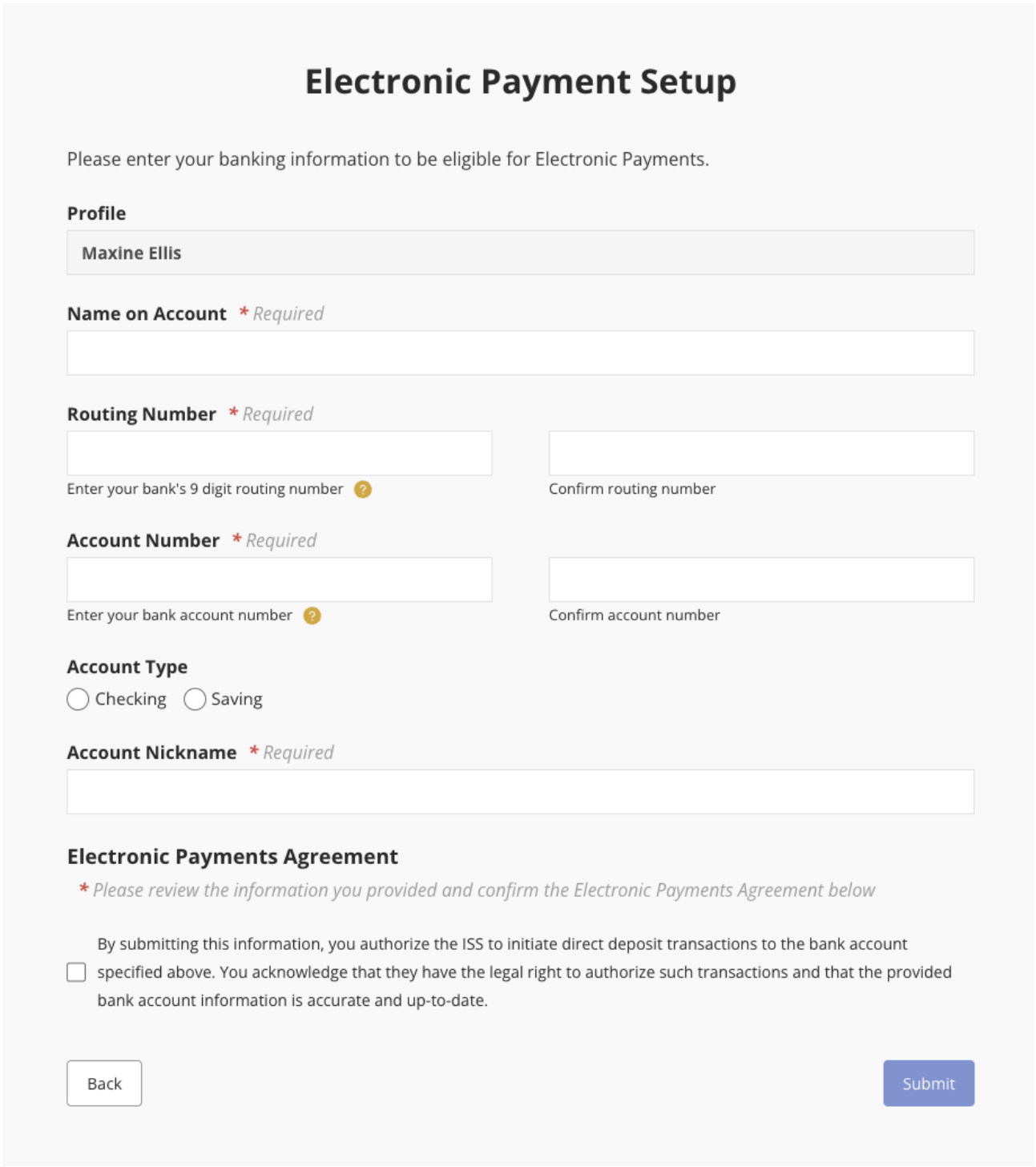
Payee Details - ePay Enrollment



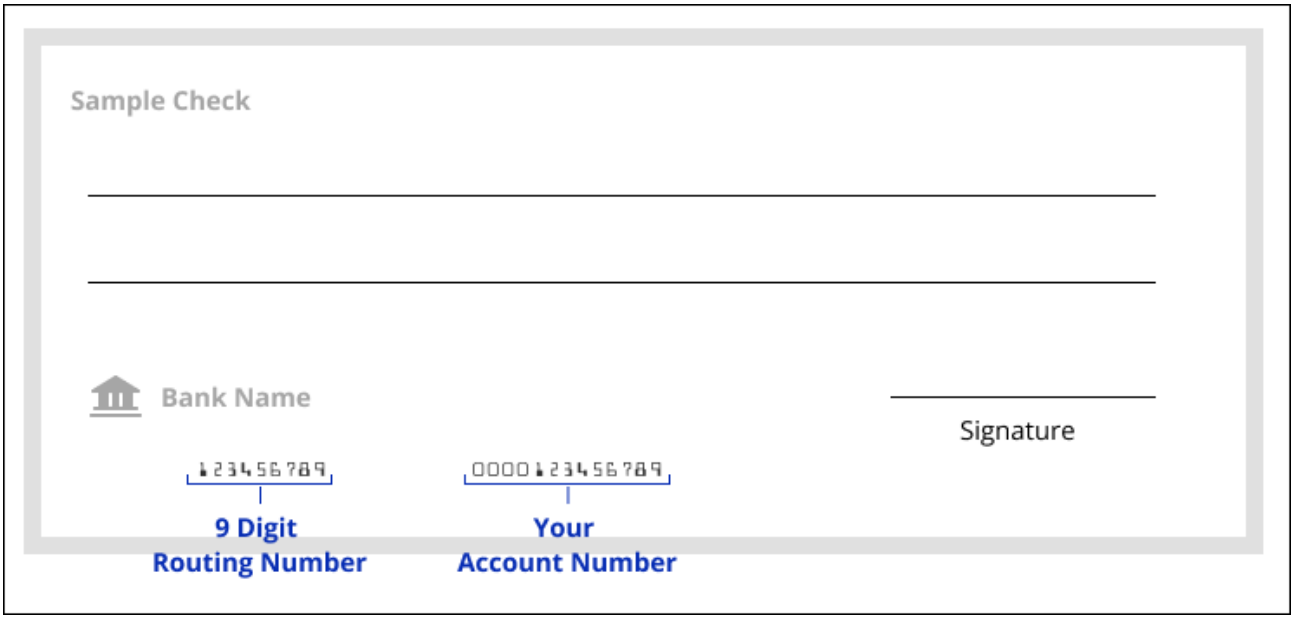
ePay Enrollment may be filled out after completing the *Tax Information* form.

From the My Expenses page, select *View Details* to open the Payee Details screen. Then click the *Enroll for ePay* button on the left.

Once finished filling out the *Electronic Payment Setup* form, click *Submit* to save changes and submit the form.



You will need your bank's routing and account number. Below is an example of where you would find these on a check.



Once you submit the *Electronic Payment Setup* form

- It will take up to seven calendar days for the ePay indicator to update as verified or not.
- Every form submission will restart this clock.
- ISS will send our bank a pre-note which will confirm your banking information.
- This pre-note is a zero dollar transaction. You will not receive any electronic payment at this time.
- ISS will receive a notification from the bank if your information is not verified. The icon on your Portal will be red.
- If we do not receive a failure, your ePay status on the Portal will be updated to verified. The icon on your Portal will be green.

Tips and More Info

- The *Profile* showing at the top of the form is automatically entered based on what ISS has in our system for you. That information is not sent to the bank.
- The *Name on Account* is limited to 120 characters. Only the first 22 characters will be sent to the bank. This is set by the industry standard file format used to transmit your data securely to the bank. You don't need to do anything, the system will automatically truncate what you enter.
- Your bank *Account Number* must be five or more digits long. Our form will not accept anything less than five digits. It must be all numbers.
- *Account Nickname* is the label you create for the banking information you're submitting. You can create any nickname you feel is appropriate.
- If your *Routing Number* or *Account Number* begins with a zero, please enter it. Our system does not strip leading zeros. What you enter will be submitted.

⚠ You will **not** be enrolled to receive electronic payments until both the *Tax Information* and *Electronic Payment Setup* forms are completed and they are both verified as valid.

Updated 04/15/26.

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Payee Details - Taxpayer Information



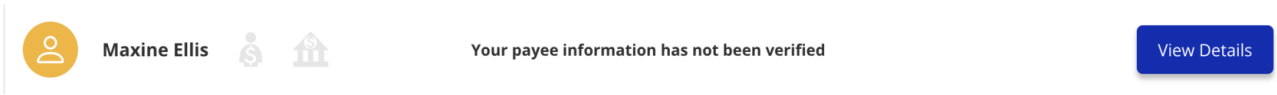
Before you can enroll in ePay, you must first complete the *Tax Information* form.

ACH regulations require that ISS knows that we are sending money to the correct person or organization. The way to do that is with a W-9, which is what our *Tax Information* form is.

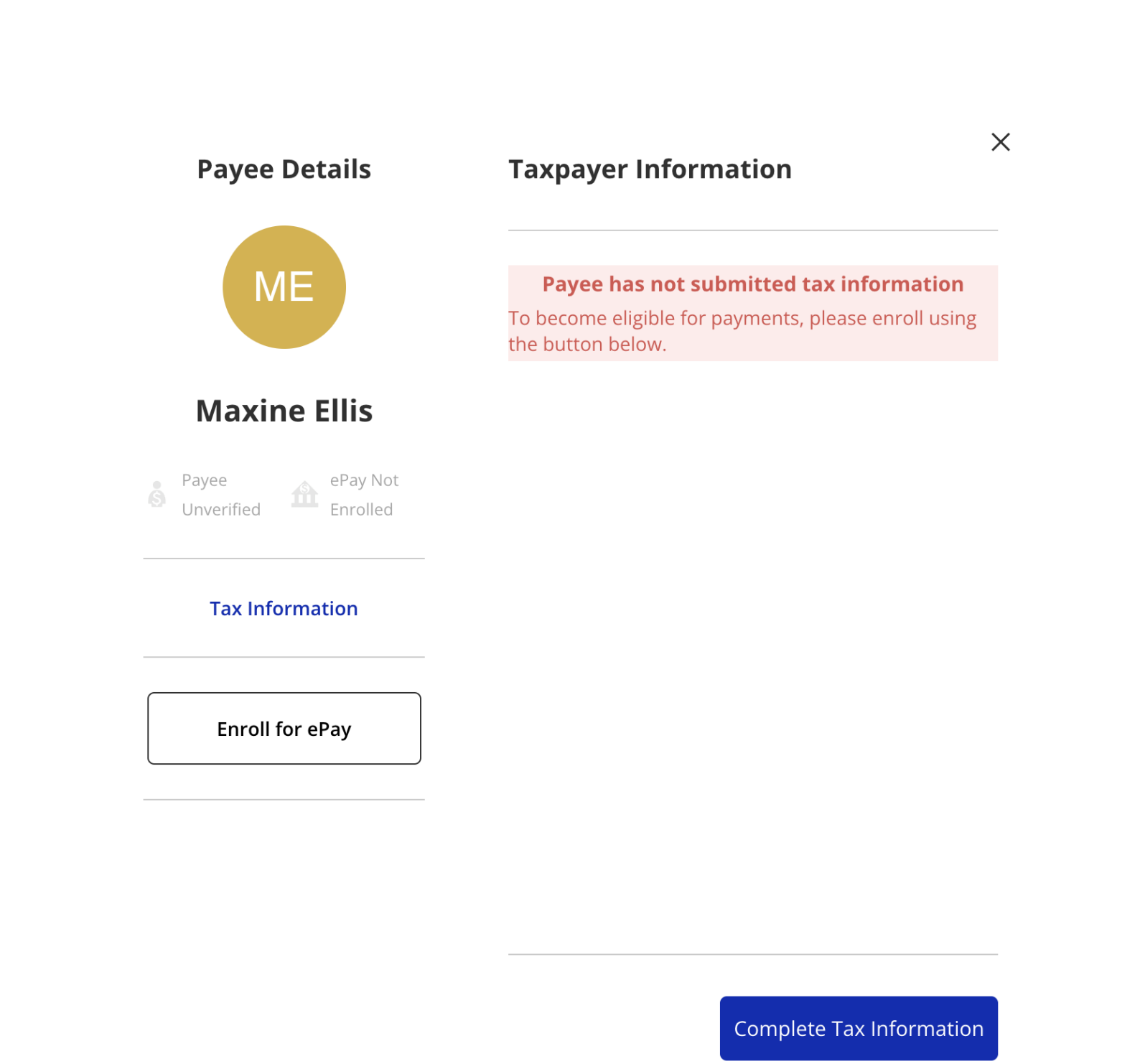
Completing this form does not mean you will receive tax documents from ISS unless you are providing services that require a 1099. The IRS requires that ISS has proof of who you are so that we do not have to withhold money for taxes.

If you provide services that require a 1099, you must complete the *Tax Information* form in order to receive payment for those services.

From the My Expenses page, select *View Details* to begin enrollment.

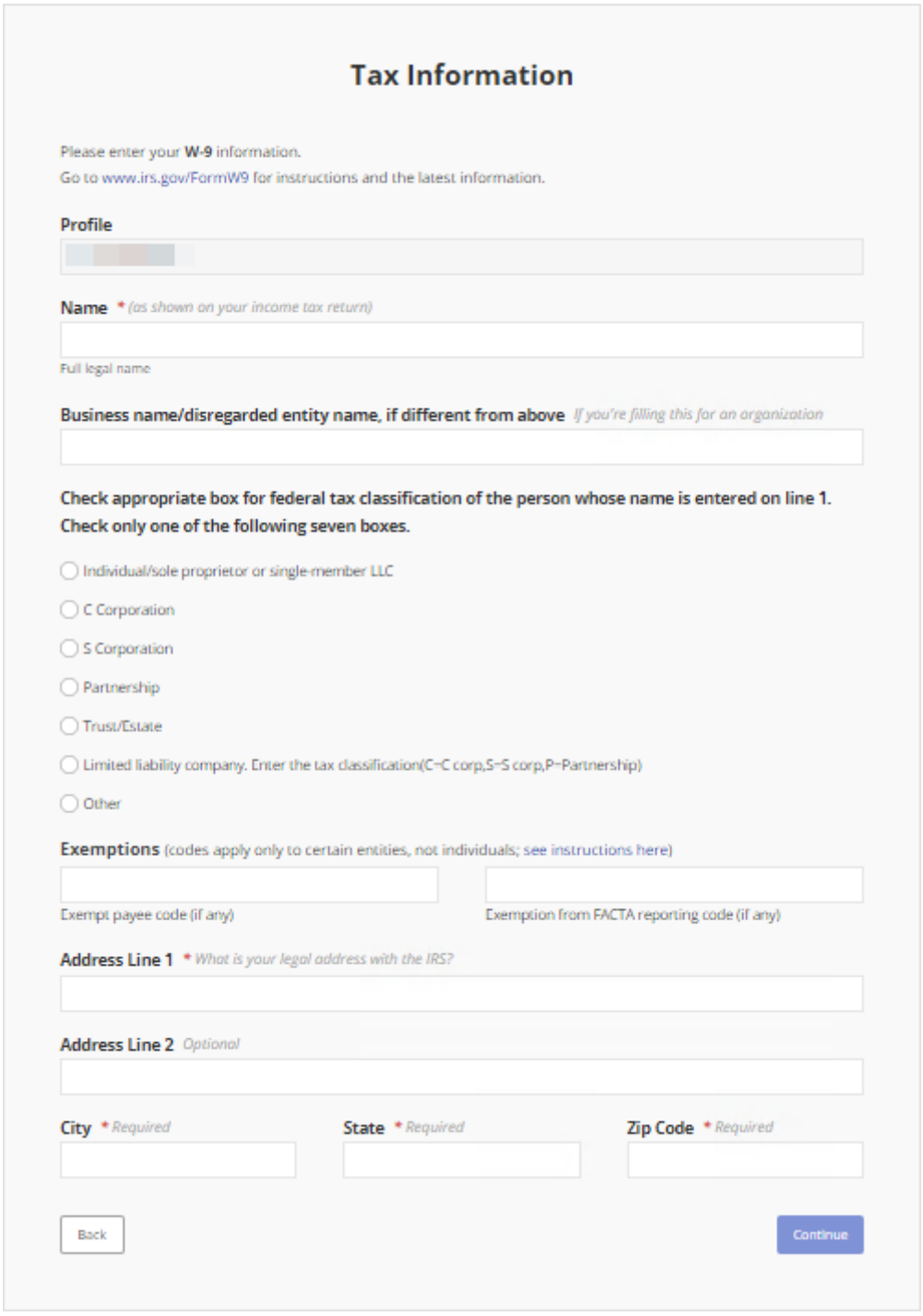


Once the Payee Details window appears, click the blue *Complete Tax Information* button at the bottom right of the screen to begin filling out the *Tax Information* form.



ISS Staff are unable to assist you with the completion of your tax information form. Visit the IRS website at https://www.irs.gov/forms-pubs/about-form-w-9 for more information and contact your tax or accounting professional if you have any questions.

Fill out the form and select *Continue* on the bottom right to advance to the next page.



Complete the second page of the form. Once finished, click *Submit* at the bottom right of the page.

Tax Information (continued)

Taxpayer Identification Number

Please select your TIN type

(•) **SSN - Social Security Number** ( ) **EIN - Employer Identification Number**

SSN - Social Security Number * *Required*

XXX XX XXXX

Enter your Social Security Number

XXX XX XXXX

Confirm Social Security Number

Certification * *Please read and check the following boxes to confirm your enrollment*

Under penalties of perjury, I certify that (check):

☐ 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

☐ 2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

☐ 3. I am a U.S. citizen or other U.S. person (defined below).

☐ 4. The FACTA code(s) entered on this form (if any) indicating that I am exempt from FACTA reporting is correct.

Certification instructions:

You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For Real Estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Click here to sign * *Required*

Date

MM/DD/YYYY

Sign up for Electronic Payments? * *Choose one*

( ) Yes, sign me up for Electronic Payments ( ) Not now

Back

Submit

Once you submit the *Tax Information* form

The IRS will validate the information you provided on the form. If your information matches the IRS' records, your Payee Tax status will change to verified on the Portal.

This usually happens very quickly, but it does depend upon the IRS' e-Services availability, how many times you have tried to submit your information, and how many requests have been made from ISS that day.

Tips and More Info

- The *Profile* showing at the top of the form is automatically entered based on what ISS has in our system for you. That information is not sent to the IRS.

> ⚠ You will **not** be enrolled to receive electronic payments until both the *Tax Information* and *Electronic Payment Setup* forms are completed and they are both verified as valid.

Updated 07/02/24

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Tax and ePay Forms - Possible Errors and Messages

Electronic Payment Setup Form Message - Possible Processing Delay

Possible Processing Delay
An E-Pay processing attempt did not succeed. The system will auto retry but there may be a slight processing delay.

This means that the service the ISS Portal needs to submit your banking information to is currently busy. Your form submission has been received and there is no error. It will be sent as soon as connectivity is restored. There may, however, be a delay in your information being verified as a result.

Created 04/18/24.

Tax Information Form Error - Daily Limit

Please retry in 24 hours. There is a daily limit on how many times a validation attempt may be made on any single Taxpayer ID Number (TIN: SSN/EIN). We must validate your Name and TIN match IRS records, but your daily retry limit has been reached.

ISS is only allowed a certain number of requests per day across all our users. Therefore we had to limit how many attempts each user is allowed. If you get this error, you have reached that limit. If that occurs, you will have to return in **24 hours** and try again.

If you keep trying after getting this error, you are resetting that 24 hour clock. You need to wait the full 24 hours before you try again.

Updated 03/22/24.

Tax Information Form Error - Duplicate TIN Matching Request

Duplicate TIN Matching request.

The IRS defines TIN as Taxpayer Identification Numbers. TINs are either an individual's Social Security Number (SSN) or an organization's Employer Identification Number (EIN).

The IRS defines a "duplicate" as either attempts with exactly the same TIN, or exactly the same Name, plus the same first five TIN digits. The IRS does this to prevent their TIN Matching service from being used inappropriately.

ISS is only allowed a certain number of "bad requests" per day across all our users so continued errors in submissions will cause you to not be able to complete this process today. If that occurs, you will have to return in 24 hours and try again.

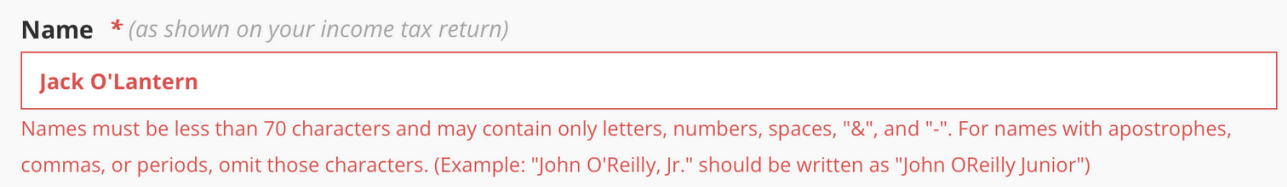
Updated 10/10/24

Tax Information Form Error - Special Characters

If you receive an error message that says:

Names must be less than 70 characters and may contain only letters, numbers, spaces, "&", and "-". For names with apostrophes, commas, or periods, omit those characters. (Example: "John O'Reilly, Jr." should be written as "John OReilly Junior")

See screenshot below:



The IRS only allows up to 70 characters for your name or your Organization's name.

The IRS will only accept letters, numbers, and the following special characters: spaces ( ), ampersands (&), and hyphens or dashes (-).

If your name or your Organization's name contains any other special characters such as commas, periods, or apostrophes, you need to omit those special characters.

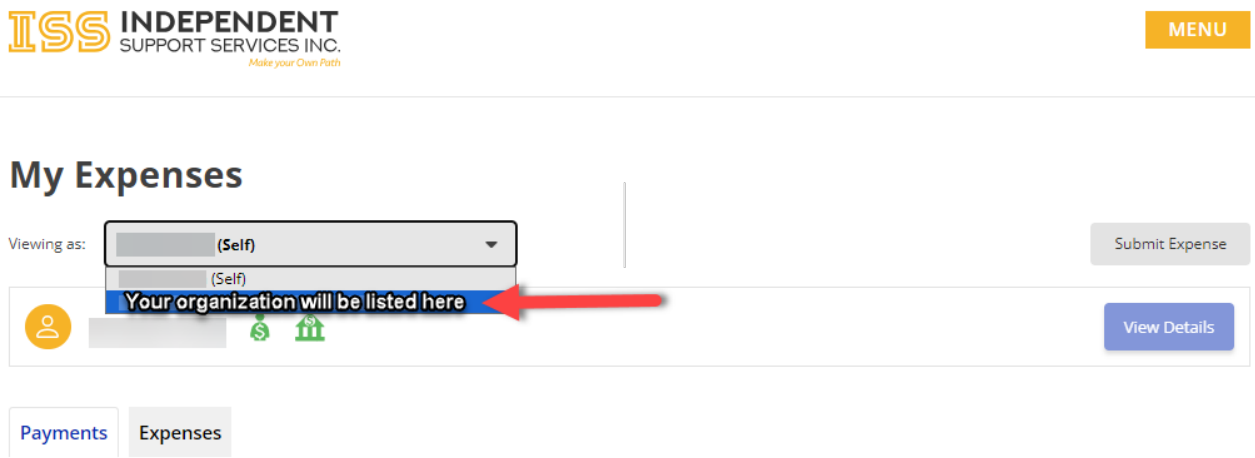
Created 06/21/24.

Viewing My Expenses page as an Organization

If you have a corporate association that was submitted and approved, you will have permission to view your organization's *My Expenses* page.

From the *My Expenses* page, click on the *Viewing as:* drop down menu and select the organization that you want to review.

Once the organization is selected, the page will update so you can view the organization's details and expenses.



Not seeing your Organization?

If you do not see an association to an organization, please reach out to the Self-Direction Coordinator assigned to your case so they can assist you with the application process.

Updated 04/08/25.

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