

PreferPay Frequently Asked Questions

Q: Is the payment portal secure?

A: The payment portal has privacy and security safeguards in place to protect your information. The payment portal also conforms to industry security standards (such as: requirements of the Gramm-Leach-Bliley Act (GBL), the Payment Card Industry Data Security Standard (PCI-DSS) and the rules governing the ACH Network (NACHA).) Always remember to only log on to the payment portal from a personal or non-public computer.

Q: Why am I having trouble logging in?

A: Please ensure the information you are entering is correct and that you are logging in within 10 days of receiving the email.

Q: Where can I find information about the payment methods being offered?

A: Each payment method has a "More Info" link located at the bottom the payment tile. Please click on the link to obtain a description of the how the payment method works.

Q: How will I know that I have completed the process?

A: A payment receipt page will display after you have submitted your payment and you will receive a confirmation email as well.

Q: How long do I have to complete the payment method selection?

A: You will have 10 calendar days to submit through the online portal process. After 10 days, your access will expire, and a check will be issued and mailed to the address you provided USN.

Q: My address that is displayed in the payment portal is not correct.

A: If you have chosen check as your payment method, you can update your address in the payment portal that you want the check mailed to.

Q: The name displayed in the payment portal is incorrect.

A: Please contact USN Customer Service to make any corrections.

Q: Can I change my payment method?

A: Once you have completed the payment method selection process, it cannot be changed.

Q: How long will it take to receive my payment?

A: The time to receive your payment depends on the payment method selected. Direct to Debit Card is the fastest method, which could be received in as fast as 30 minutes, whereas check could take up to 10-15 days depending on mailing times.

Q: When I try to access the payment portal, I am receiving a page that says I am locked out.

A: You have exceeded your login attempts with incorrect information or your site access has expired. Your check has been mailed to the address you provided USN.

Q: I have not received my payment.

A: If you have not received your payment within the quoted timeline for the payment method, please contact USN Customer Service.

Q: I chose direct deposit as my payment method, why do I not have my funds yet?

A: Direct deposit payments only process when the Federal Reserve is open, the Federal Reserve is not open on weekends and federal holidays. When using the quoted timeline, please allow time to account for weekends and federal holidays.

Q: Can I access this site from my mobile device?

A: Yes, you can access the site from your mobile phone or personal tablet to select your payment method. For security purposes, it is recommended that mobile phones and personal tablets should have a firewall, as well as antivirus software installed. Message and data usage fees may apply; check with your wireless provider for more information.

Q: Is there a limit to the amount I can be paid by each payment method?

A: Financial Limits for Each Payment Type are:

Check: No Limit

Direct Deposit: \$14,000

Direct to Debit: \$15,000

Q: When I click the link, why is the payment portal is not loading?

A: The recommended browser to use for the payment portal is Chrome. If you are using another browser, please try again with Chrome.

Q: I selected direct deposit and received a phone call, what is this?

A: If you are receiving a direct deposit of more than \$5,000 Commerce bank will call and confirm your account information. This is a safety precaution to prevent fraud. Three separate attempts to answer the phone call is allowed before funds will be returned.

Q: I selected direct to debit but the funds are not transferring to my card.

A: Many banks have a limit on how much money can be transferred onto a debit card, you can contact your bank to find out what that amount is and sometimes that can be increased. Typically, there is no limit for an ACH or direct deposit transfer.

Recurring Specific Questions

Q: How can I update my saved payment method?

A: You will receive an email notifying you when a payment is on the way, in that email it will provide a link that you can use to update your payment method.

Q: How long do I have to update my saved payment method?

A: You have 6 hours to use the link provided to update your method, otherwise the payment will process using the current payment method on file.

Q: What happens if my payment method is not valid or if my payment declines?

A: If your payment is not able to be processed for any reason, notification will be sent to US Nursing. US Nursing will send a new email for the payment, using the link in the new email you will be able to update your payment method.

Q: I worked a strike with you several months ago, what should I do if I have a saved payment?

A: We recommend that you update your information if you have not worked for 90 days or longer, many of our clinicians experienced returned funds due to expired debit cards, new account information.