

Billhighway FAQ

WHAT IS BILLHIGHWAY?

Billhighway is a cloud-based platform that helps nonprofits and associations manage their finances by automating all areas of their financial lifecycle. Headquartered in Troy, Michigan, Billhighway is the pioneer in bringing payment processing, online banking and accounting together in one transparent system to improve operational efficiency and financial performance. To learn more about Billhighway, visit www.billhighway.co.

Alpha Chi Omega partnered with Billhighway in 2010 to provide an online tool to assist in managing their chapters' finances. Your chapter's VP finance will create monthly statements for dues and fees which will be delivered via email. Members will be responsible for making payments directly to Billhighway using a variety of payment methods: online, by phone or via mail.

HOW DO I VIEW MY BALANCE?

Each member has her own account at [Billhighway](#), through which she has 24/7 visibility of payments, charges and activity.

Members will also receive a monthly statement via email. This statement will be sent to the email address reflected on the member's account.

Billhighway provides chapters with the software to bill and collect fees from Alpha Chi Omega members but does not determine fee amounts. For questions regarding how much you owe or fees that were assessed to your account, please contact your chapter's VP finance.

HOW DO I ACTIVATE MY ACCOUNT?

If you have not yet activated your account, navigate to the [Activate Your Account](#) page.

You will be prompted for your username, which is your email address listed in Lyre Links, the Alpha Chi Omega database.

Enter your activation code. If you did not receive your activation code email, you can request a new one by entering your email address and selecting *send me a new activation code*.

Next, you will create a password and re-enter it for confirmation. Once you click SUBMIT, you will have activated your Billhighway account.

HOW DO MEMBERS MAKE A PAYMENT?

All statements are sent via email to members. Billhighway will email member statements to the email address reflected in Lyre Links. Members can add one parent email address to their profile in Lyre Links that will import into Billhighway so that he/she also will receive a copy of these monthly statements.

To ensure that a payment is allocated to the right account, all members must pay their dues directly to Billhighway. Each member is responsible for paying her bill online, by phone or by mailing payment to the Billhighway processing center.

Pay Online

Billhighway accepts payments online by e-check, debit or credit card, and automatic payment draft. The PAY NOW option allows for quick and easy payment access!

Pay by Phone

With Billhighway's automated system you can make payments, verify your balance, check payment history or verify a chapter payment address. You will need your account number and zip code in order to use the automated system. The number to dial is 877-333-6007.

Pay by Mail

Billhighway
Alpha Chi Omega
PO Box 636751
Cincinnati, OH 45263-5674

Payments submitted by mail must have a remittance slip attached and the account number written on the check. Payments by mail typically take five business days to be processed. If you do not include a remittance slip, your payment could be delayed.

Remittance slips can be found by logging into your Billhighway account and navigating to the REPORTS > BALANCE DETAIL page. From this page, you will be able to select a PDF to print from the available invoices. Include the printed remittance slip with your check to the address listed above.

**Online e-check payments are recommended for faster processing.*

Payments will automatically apply to the oldest invoice on your account.

If you would like to pay a specific charge rather than the oldest invoice, you may do so by going to MY ACCOUNT > MAKE A PAYMENT. Choose I'D LIKE TO PAY A DIFFERENT AMOUNT and then SPECIFIC CHARGES. Simply click on the invoices you would like to pay and follow the steps to complete your payment.

PAYMENTS FOR DIFFERENT MEMBERS CANNOT BE COMBINED.

We do not have the ability to separate payments for multiple chapter members. Please submit individual payments for each member.

LATE FEES

Billhighway will assess a 5 percent late fee per invoice, with a minimum amount of \$1, on all invoices that are over five days past due.

CREDIT AND DEBIT CARD OPTIONS

Members can pay by credit or debit card, online or by phone.

USING BILLHIGHWAY - HINTS/TIPS

HOW DO I UPDATE MY PERSONAL PROFILE INFORMATION?

Lyre Links and Billhighway sync nightly! Update your information in Lyre Links and the updated information will appear in your Billhighway account the next business day.

WHAT IF I FORGOT MY USERNAME?

Your username is your email address. If you do not recall the email address you entered as your username, please contact the Client Care team for assistance at support@billhighway.com.

WHAT IF I FORGOT MY PASSWORD?

You can reset your password by clicking on the "Forgot your password?" link from the login screen. Verify the "Send me an Activation Code" button is selected. Once you get a new activation code, return to the "Forgot your password?" link and enter your email address, Billhighway account number and the new activation code to reset your password.

HOW DO I FIND MY ACCOUNT NUMBER?

Your account number is located on the top right corner of your Billhighway statement. Your account number will also appear on your account summary when you log into your Billhighway account. Your chapter's VP finance can also provide you with your Billhighway account number.

WOULD YOU LIKE TO RECEIVE A COPY OF YOUR DAUGHTER'S MONTHLY STATEMENT?

Members can add a secondary email address to their Billhighway account by updating their membership information in Lyre Links. This will allow you as a parent to receive a copy of your daughter's monthly statement.

CONTACTING BILLHIGHWAY

Their customer client support team is available to help with technical questions regarding your account.

Client Care hours: Monday - Friday 9 a.m. - 7 p.m. EST

By email: support@billhighway.com

By phone: 866-BILLHWY; 866-245-5499