

Administrative Fee Frequently Asked Questions (FAQs)

What is an administrative fee?

An administrative fee is a fee that is charged for the ability to make payment on your invoice when using credit card for payment. An administrative fee is not charged if you mail in your payment or pay via an automated debit to your checking account (ACH) using this same site. The administrative fee is not charged if you pay by credit card or ACH at the time of purchase.

Why am I paying an administrative fee to make payment?

A fee is charged so that we can continue to offer our customers convenient alternatives for making payment. To avoid paying the administrative fee you can mail check payment directly to us or pay via an automated debit to your checking account (ACH) using this same site.

Do you apply an administrative fee for all customers?

There are certain U.S. states that have fee restrictions. Therefore, the administrative fee will not be assessed if the customer's billing address is in the current state with fee restrictions.

I want to pay my invoice online, what are my payment options?

You can pay your invoice online by an automated debit to your checking account (ACH). Or for a nominal fee, you can pay with your credit card.

Is there a way I can avoid paying the administrative fee?

Yes! We accept paper checks. Simply mail your payment to the address located on this website or on your invoice remittance stub. You can also pay via an automated debit to your checking account for no additional fee. For future orders, you can also prepay with credit card or a debit to your checking account for no additional fee at the time of purchase.

Is the administrative fee refundable?

No. The administrative fee is not refundable. As a reminder, you can avoid paying the administrative fee by simply remitting payment to the address located on this website or an automated debit to your checking account on this site.

Who can I call if I have more questions about the administrative fee?

Call the customer accounting phone number located on this website and they will be happy to assist you.