Online Payment Portal FAQ

Answers to common questions about registration, account access, and payments through the PKF O'Connor Davies online payment portal, powered by Paymentus.

For all other inquiries, use the "Questions?" form at pkfod.com/online-payment/ or call (914) 341-7093 and leave a voicemail for a return call.

Getting started

How do I access the payment portal?

Visit pkfod.com/online-payment/ and select "Pay Now." Choose the option that works best for you:

One-time payment: Select "Pay Now" under "Make One Time Payment" to pay without registering.

Registered account: Select "Register Now" to create a profile where you can save payment information and manage multiple client accounts. If you are already registered, use the "Login" form. After registering, add your client account using the Enrollment Token provided on your invoices and statements.

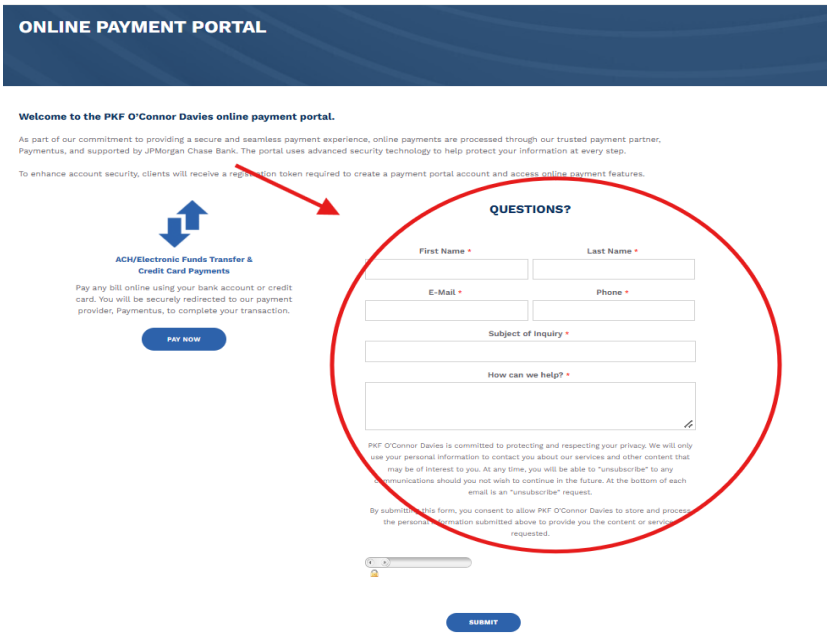
For the best experience, use Google Chrome. You may encounter issues when using Microsoft Edge.

How do I request an enrollment token?

1. Visit the Online Payment Portal page and locate the "Questions?" form shown below.

2. Complete the required fields, indicate that you need an enrollment token, and select "Submit."

You may also call (914) 341-7093 and leave a voicemail. Our Accounts Receivable team will return your call.



Account access and payment setup

Why am I receiving "Account Not Found" during enrollment?

Check that there are no extra spaces before or after your Client Number or Enrollment Token. Enter the full Client Number, including the first seven digits and the three digits that follow. Enrollment Tokens are case-sensitive. Enter your token exactly as shown on your invoice or statement, including uppercase and lowercase letters, with no extra space before or after it. If the error continues, submit a request through the website's "Questions?" form or leave a voicemail at (914) 341-7093.

Do I need an enrollment token if I have already registered?

No. Sign in using your existing login credentials.

Can I manage multiple client accounts under one login?

Yes. Each client account has its own unique Client Number and Enrollment Token.

1. Sign in and select "Accounts" from the sidebar, then select "Add Account."
2. Enter the Client Number and Enrollment Token for the account you want to add. If you have multiple engagements, add each account separately using its corresponding Client Number and Enrollment Token.
3. Review the Payment Authorization Terms and select the agreement checkbox.
4. Select "Add Account" to finish. Repeat for each additional account.

How do I select an invoice for payment?

1. Sign in and select "Pay My Bill" from the sidebar.
2. Select the plus (+) sign next to the invoice you want to pay.
3. Follow the prompts to complete your payment.

The plus sign changes to a minus (−) sign after you select an invoice. Select the minus sign to remove it from your payment.

How do I pay a different amount?

1. Select "Pay My Bill" from the sidebar.
2. Select the plus (+) sign next to "Other Amount," which shows an amount due of $0.00.
3. Enter the amount in the "Payment Amount" field and follow the prompts to complete your payment.

Can I make a payment without creating an account?

Yes. Select "Pay Now" under "Make One Time Payment." You can complete a payment without registering. If you would like to save your payment information or manage multiple client accounts under one profile, select "Register Now" instead.

How do I save a payment method to my profile?

To save a payment method, you must have a registered profile. Sign in and select "My Wallet" from the sidebar. Select "Add Payment Method," then follow the prompts to enter and save your payment information.

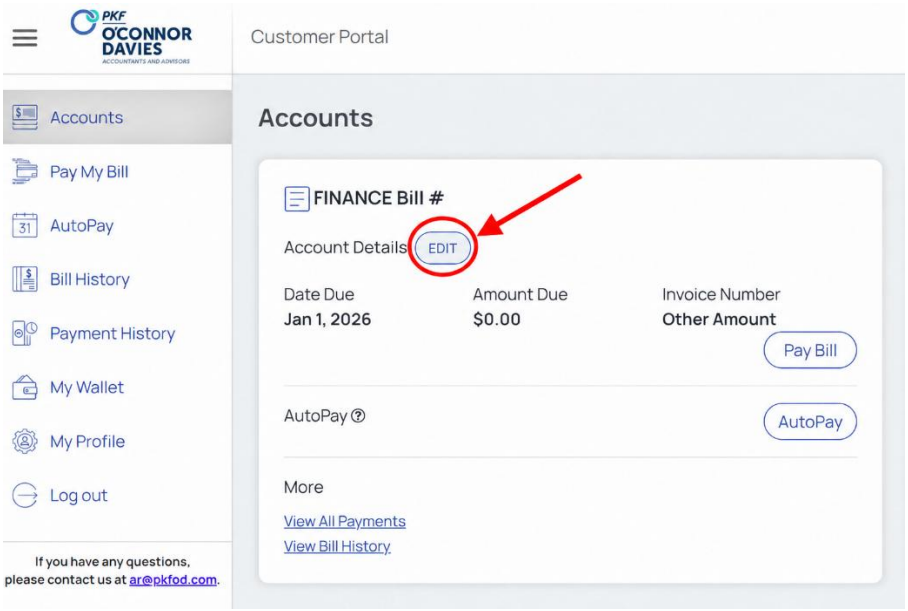
Payment questions and troubleshooting

Can I request wire instructions for international payment?

Wire instructions are available upon request for international payments only. Submit a request through the website's "Questions?" form or call (914) 341-7093 and leave a voicemail.

Why does an existing account show "Account Not Found"?

Removing the affected client account from your profile and adding it again may resolve this error. Before removing the account, have its Client Number and Enrollment Token available. Under "Accounts," select "Edit," then select "Remove Account." Follow the steps in Question 5 to add the account again. If the error continues, submit a request through the website's "Questions?" form or call (914) 341-7093 and leave a voicemail.



What if I receive "Account Not Found" during a one-time payment?

Confirm that your Enrollment Token matches the engagement you want to pay and is associated with the entity selected for payment. If the issue continues, submit a request through the website's "Questions?" form or leave a voicemail at (914) 341-7093 so we can review the information and help you complete your payment.

What if I receive an "Unexpected Error" or an email-related error?

Submit a request through the website's "Questions?" form or leave a voicemail at (914) 341-7093. Include the exact error message and a brief description of what you were trying to do so we can review the issue.

What if I reach the maximum number of payments for a payment method?

Our team can reset the payment limit for your payment method. Submit a request through the website's "Questions?" form or leave a voicemail at (914) 341-7093. Include the exact error message in your request.

How do I obtain a copy of an invoice?

To request a copy of an invoice, use the website's "Questions?" form or call (914) 341-7093 and leave a voicemail. Include your Client Number, invoice number, or both. Our Accounts Receivable team will follow up.

Who can help me complete a payment?

Our Accounts Receivable team can help you complete payment. You must provide your Client Number and the email address currently registered on the account. Submit a request through the website's "Questions?" form or leave a voicemail at (914) 341-7093 so we can return your call.