Outstanding Invoices page displays invoices generated by a state regulator or NMLS and any failed payments.

**Agency Invoices**

Agency Invoices (also called Agency Fee Invoices or AFI) are created by regulators for individuals or companies, with a regulator-specified fee. Once an AFI is created, the company user assigned to receive License Item Created/Updated notifications will receive an email regarding the invoice. Emails are also generated if an invoice is,

- Cancelled
- Unpaid as of invoice due date
- Unpaid and overdue by 30 days

Invoices paid by credit card may be subject to a convenience fee in addition to the invoice amount.

**Repay Failed Payments**

In the event an ACH payment has been returned (e.g. for insufficient funds,) or rejected (i.e., the account is not setup to accept ACH debits,) for payment the user whose submitted the rejected payment will be required to repay the invoice. When an ACH payment fails, an email is sent to the user who submitted the payment. Failed payments can be repaid by either ACH or credit card. System access is restricted to accounts with failed payments and/or unpaid invoices that are over 30 days past due. These accounts remain restricted until the applicable invoices are paid.

**Definitions and Charts**

Not Applicable
How to Pay for an Outstanding Invoice

1. Click **Invoice** from the submenu. The *Outstanding Invoices* page will display.

2. Click the **View/Pay Invoice** icon to the left of each outstanding invoice (see *Figure 2*).

![Outstanding Invoices](image)

*Figure 2: Outstanding Invoices*

3. Click the **Repay Invoice** or the **Pay** button (see *Figure 3*).

![Failed Invoices](image)

*Figure 3: Failed Invoices*

4. Continue with payment screens.

Additional Resources

- Information Viewable in NMLS Consumer Access
- Paying an Invoices
- Payment Options
- Paying by ACH