



Memo

Date: September 23, 2024
To: Parish and school business managers
From: Christine DiMartino, Sr. staff accountant, Office of Finance
Re: Customer statements

In January 2024, the area of accounting at the Chancery upgraded our computer software. As a result of the implementation of our new software, customer statements were not mailed to parishes, schools and Catholic centers for several months.

Beginning in June, statements were emailed to all locations for the period ending May 31, 2024. Statements will be emailed by the 15th of the month for the previous month's activity.

Our new statements list all unpaid invoices(credits) and show any payments (credits applied) received during the previous month.

Please note the following:

- Payments you schedule at the end of the month in BILL may still appear on your statement. BILL takes three to five days from the time you schedule a payment to process and send our office the funds.
- We have added a new email address for all billing and statement questions. The email address is fin-bi@archatl.com. A team member will answer your questions as soon as possible.
- If you have not received a statement, please email our office as soon as possible so we can correct our records.

Please feel free to email our office with any questions.