From: Frontiers Accounting Office <xxxxxxxxxx@frontiersin.org>

To: xxxxxxx@netscape.net, xxxx.xxx@lf1.cuni.cz

Sent: Tuesday, March 26, 2024 at 05:39:23 PM GMT+1

Subject: Invoice Issued - MS 1332900

Dear xxxx xxx

Please find attached a PDF copy of Frontiers invoice n. 2023-1050055-5

for:

1 x Article Processing Fee

Title “Traumatic stress symptoms, mental splitting and burnout in health care professionals: a crosssectional study”, by xxxxxxx xxxxxxx and xxxx xxx\*, published in “Frontiers in Psychiatry-Public Mental Health”.

ArticleId: 1332900

I would like to inform you that payment is due on 25 Apr 2024, and your current outstanding balance is USD 3295.00.

To pay by credit card, please use the following link:

<https://www.frontiersin.org/Accounting/OnlinePayment.aspx?PayKey=8e8ccc72-688b-4d10-acf8-00d8ee3eee43>

See the Payment Options and Frequently Asked Questions below for any billing and payment issues that might arise. If you think there might be a mistake, or you do not agree with the bill, consider refusing payment, or have any other query about this invoice, please do not hesitate to contact me at accounting@frontiersin.org.

\*\*\* BE AWARE OF SCAM ATTEMPTS - PLEASE READ \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

There has been a recent surge in fraud attempts against Frontiers authors. Please be alert if someone contacts you from a fake email address that pretends to be a Frontiers Staff member providing you with a fake invoice or payment instructions.

 \* Frontiers will always contact you from a @frontiersin.org or @frontiersin.com email address.

 \* We never amend payment details via email.

 \* You will always find the accurate invoice in your user account on our website. If you don't have one yet, please register with this email address. You will find them in My Frontiers > My Invoices

If you have any doubt or believe to have followed the wrong instructions, please reach out to us at xxxxxxxxxx@frontiersin.org

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Best regards,

Frontiers | Accounting Office

[www.frontiersin.org](http://www.frontiersin.org) | twitter.com/FrontiersIn Avenue du Tribunal Fédéral 34, CH-1005 Lausanne, Switzerland T 41(0)xx xxx xx xx

\*\*\* OTHER PAYMENT OPTIONS \*\*\*

BY CHEQUE

Please write your cheque in favor of "Frontiers Media SA", and mail it to the following address:

Frontiers Media SA, Avenue du Tribunal-Federal 34, 1005 Lausanne, Switzerland

BY DIRECT BANK TRANSFER

Beneficiary address: Frontiers Media SA, Avenue du Tribunal-Federal 34,

1005 Lausanne, Switzerland

Bank address: UBS Switzerland AG, Place St Francois 16, CH-1003, Lausanne, Switzerland

For Euro payments:

IBAN: CHxxxxxxxxxxxxxxxxxxx

Account n.: xxx-xxxxxx.xxx

BIC/SWIFT: UBSWCHZH80A

For USD payments:

IBAN: CHxxxxxxxxxxxxxxxxxxxxxxxx

Account n.: xxx-xxxxxx.xxx

BIC/SWIFT: UBSWCHZH80A

Reason for Payment (required): xxxx-xxxxxxx-x

BY PURCHASE ORDER

Please email (to xxxxxxxxxx@frontiersin.org) your Purchase Order to have the invoice re-issued accordingly. An email address is required for electronic delivery.

\*\*\* FREQUENTLY ASKED QUESTIONS \*\*\*

WHY DO I RECEIVE THESE REMINDERS?

Invoice and payment notifications are sent to the designated payer of the invoice. For article publishing fees, the corresponding author(s) is always in CC, and all co-authors will also be in copy on overdue payment notices. Reminders will automatically stop when the payment is received and matched to your invoice (if properly referenced).

THE PAYMENT HAS ALREADY BEEN MADE, WHY MORE REMINDERS?

Payments can be verified only when received, not when ordered to the bank, procurement office, or Accounts Payable. If you think that the delay is now excessive or unjustified, then it is possible that verification is hindered due to a missing reference number on the transaction details. Please kindly send me a proof of payment.

ANOTHER OFFICE/PERSON IS IN CHARGE OF PAYMENT, CAN YOU SEND THE REMINDERS TO THEM INSTEAD?

If you passed the invoice along for processing, we encourage you to update the payment information. Log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the “Email this invoice to“ section.

HOW DO I MODIFY THE BILLING ADDRESS?

Log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the “Billing Address“ section.

HOW DO I ADD OTHER INFORMATION NEEDED BY MY INSTITUTION?

To display on the invoice other information such as your reference, VAT or Purchase Order number, etc, log on to your Frontiers account, drag the mouse over your name and select >Invoices>View Details >Modify Payer, then edit the "Your Reference" section.

HOW DO I BECOME A REGISTERED USER?

If the invoice was issued and emailed directly to your attention, please consider registering at [www.frontiersin.org](http://www.frontiersin.org) (with same email address) to have access to full features and functionality. Registration is completely free for anyone!

CAN I HAVE AN INVOICE IN ANOTHER CURRENCY?

While we cannot issue invoices in another currency, we do accept cheques cut in USD, GBP and CHF. Please convert the amount due according to the processing day’s current exchange rate. Upon request we can add the converted amount to the "Your Reference" section on the invoice.

CAN I SPLIT THE FEES WITH MY CO-AUTHOR(S)?

Yes! Please contact accounting@frontiersin.org and provide, for each

party: a full billing address, an email address for electronic delivery (preferably of a Frontiers registered user), and the desired amount to be paid by each party.

IS VAT (VALUE ADDED TAX) APPLICABLE TO MY ORDER?

According to Swiss tax law, the standard 7.7% VAT must be applied only for services billed to Swiss or Liechtenstein residents or organizations. Purchase Orders with a billing address from all other countries should not include any VAT.

WHY DID I RECEIVE DIFFERENT INVOICES FOR THE SAME ITEM?

A new version is generated upon every invoice modification, and it is denoted by the last digit suffix on the invoice number. A higher version number supersedes all previous versions (as an example, n.

2012-1234567-4 replaces 2012-1234567-3). We consider the invoice settled regardless of the version indicated in the payment, but please ensure that multiple payments are not initiated.

WHAT IF MY PAPER DOES NOT GET PUBLISHED?

In the rare instances where manuscripts are found to not meet our criteria for publication after acceptance, and are rejected after invoice payment has been made, rest assured that we provide a full refund of the article processing fees. Note that this does not apply for papers that are retracted post-publication.

W1.1/E3v03

If you encounter any technical issue, contact xxxxxxx@frontiersin.org, with cIB6nRmdzgxNuA2 as reference.