



Antoni Luque Santolaria <aluque@sdsu.edu>

Invoice Issued

Frontiers Accounting Office <accounting@frontiersin.org>
Reply-To: Frontiers Accounting Office <accounting@frontiersin.org>
To: Antoni Luque <aluque@sdsu.edu>

Mon, Oct 4, 2021 at 8:21 AM

Dear Dr Antoni Luque

Please find attached a PDF copy of Frontiers invoice n. **2020-0302909-3** for:

1 x Article Processing Fee

Title "Empirical and theoretical analysis of particle diffusion in mucus", by Antonio Cobarrubia, Jarod Tall, Austin Crispin-Smith and Antoni Luque*, published in "Frontiers in Physics-Soft Matter Physics".

I would like to inform you that payment is due on **03 Nov 2021**, and your current outstanding balance is **USD 2490.00**.

To pay by credit card, please use the following link: <https://www.frontiersin.org/Accounting/OnlinePayment.aspx?PayKey=a2e6d16e-82af-4b98-b2bc-9929c5c67c59>

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.

Best regards,

Frontiers | Accounting Office
www.frontiersin.org | twitter.com/FrontiersIn
Avenue du Tribunal Fédéral 34, CH-1005 Lausanne, Switzerland
T 41(0)21 510 17 03

*** 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: CH260024324347968871J
Account n.: 243-479688.71J
BIC/SWIFT: UBSWCHZH80A

For USD payments:
IBAN: CH80 0024 3243 4796 8870 K
Account n.: 243-479688.70K
BIC/SWIFT: UBSWCHZH80A

Reason for Payment (required): 2020-0302909-3

BY PURCHASE ORDER

Please email (to accounting@frontiersin.org) or fax (to + 41 21 693 9201) 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 (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 8% 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

You are receiving this email regarding ongoing activities you have with Frontiers. If you think this was wrongly sent to you, please contact our support team at support@frontiersin.org

**2020-0302909-3.pdf**

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