

## **ePayables Frequently Asked Questions**

### **Is VISA credit card account acceptance a requirement?**

Yes. VISA credit card account acceptance is the preferred method of payment and part of an effort to reduce checks and eliminate inefficiencies and costs associated with paper. This will also expedite the receipt of payment and is more convenient than handling a check. Typically, VISA credit card account payments are deposited within 48 hours of payment processing compared to 7-10 days of processing a check.

### **Are there any fees associated with this ePayables electronic payment solution method of payment?**

Yes. Payments will be processed as credit card transactions so the standard merchant fees will apply.

There are no fees imposed by Hillsborough County or issuing bank.

### **Is it safe to keep the VISA credit card account number on file?**

Yes. The card account number is safe to keep on file as there are zero dollars on the card account until an invoice is approved for payment. Once approved, the VISA credit card account will be funded for the exact amount due and the vendor will receive a remittance, which is an electronic confirmation that the card account is ready to be charged. This technology makes keeping a card account on file completely safe.

### **What if the vendor's policy does not allow them to keep a credit card account number on file?**

An option is to maintain only the first 12 numbers of the card on file. For security reasons, the remittance advice, which authorizes payment, only identifies the last four digits of the card account. Upon receipt of the remittance advice, the vendor would have the complete card account information in order to process the transaction.

### **Will the net terms change? How soon will the vendor get paid?**

The vendor's terms will remain the same; however, they gain the float. Funds are typically deposited within 48 hours after processing the transaction.

### **How does this affect invoicing? What about credits and short-pays?**

Invoicing, current procedures and client contacts will remain the same.

### **The vendor requires a signed Card Authorization Form for every VISA credit card transaction. Can Hillsborough County fax this information along with the remittance advice?**

No. When Hillsborough County provides the vendor with the VISA credit card account, the vendor can provide their internal Card Authorization Form to Hillsborough County. This Card Authorization Form will then be signed and maintained with the VISA credit card account information.

The remittance advice is the vendor's ongoing authorization to process their card account for the exact amount indicated.

**How will the vendor receive the VISA credit card account number, expiration date and the 3 digit CVV2 value (found on the back of the card)?**

Hillsborough County will provide all that information directly to each vendor.

**Will the vendor receive payment for all of their company's locations?**

Yes. The vendor (by Payee Tax ID Number or FEIN) will be assigned a VISA credit card account number. On the ePayables enrollment form, the vendor can provide the e-mail addresses for contacts at each of their company's location. The remittance will identify the appropriate location by invoice number, date and amount.

**How will the vendor receive the remittance advice?**

The vendor can elect to receive the remittance advice via e-mail or fax. Hillsborough County can send the remittance to multiple e-mail addresses or to one fax number.