



## ***Payables Automation Initiative Supplier FAQ***

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### ***Program Strategy***

#### **1. Why has University of Windsor decided to pay suppliers by Visa card payments?**

- Our goal is to optimize our commercial card program in order to improve process efficiency and working capital management, as well as reduce the cost of processing paper cheques.
- This initiative also supports our green initiative by reducing our use of paper.
- Suppliers benefit from this strategy as well, since Visa payments provide consistent, predictable payments and allow for streamlined processes.

#### **2. What are the benefits to suppliers of receiving payment by Visa payment solutions instead of cheque or other payment methods?**

- More and more, suppliers are coming to realize that they can enjoy significant, tangible savings from accepting Visa payment solutions from their customers, including:
  - *Working Capital Management:* As an incentive, University of Windsor is agreeing to pay card accepting suppliers on approval of invoices, which may result in a significant acceleration of payment.
  - *Process Efficiency:* Suppliers can reduce internal processing and transaction costs by eliminating paper-based processes, including cheque processing and associated reconciliation efforts.
  - *Customer Acquisition and Retention:* By allowing University of Windsor to pay by Visa Commercial Card, suppliers provide a valued service which may be a determining factor in becoming or remaining a preferred supplier. Additionally, as other customers seek to concentrate spend, suppliers who offer flexible and beneficial payment solutions may receive increased revenue and strengthen their competitive advantage.

### **3. Can suppliers receive payment by EFT/ACH instead of card?**

- Our goal is to expand our commercial card program as much as possible in order to optimize the benefits we can achieve from process efficiency, working capital management, and spend visibility. As such, our preferred method is a Visa card payment.

### **4. Are there fees associated with receiving payment by Visa card payments?**

- The standard processing fees administered by a supplier's merchant acquiring bank will apply. We encourage suppliers to review their merchant account agreement and discuss ways to achieve the most favorable rates with their bank. Additional programs may be available to help reduce these fees based on the transaction size, level of data provided, and frequency of transactions processed.

## ***New Payment Process***

### **5. How will card payment change University of Windsor's current purchasing and payment process with suppliers?**

- The current processes for orders and invoices will remain the same. The only change will be to the payment process.
- In the future, you will receive an automated remittance notification email alerting you of the amount to charge and other pertinent details of the transaction. The new process will allow both suppliers and University of Windsor to streamline operations.

### **6. What is the process for being paid by University of Windsor's Payables Automation program?**

- Upon enrolment, a Supplier profile will be created and you will receive a Security Question and Answer email which you should retain. In the future, you will receive an automated remittance notification email alerting you of the amount to charge and other pertinent details of the transaction.
- Follow this link for more information about the [Visa Payables Automation Activation & Payment Process](#).

### **7. What is the CVV2 value?**

- **Proof that the credit card is in the right hands** – The 3-digit security code shown on the back of a Visa card lets suppliers know that the card is in the right hands

when the customer is not present during the transaction. The supplier's Point-of-Sale device/software may require this value to be entered.



### ***Additional Help***

#### **8. What do suppliers need to do to enroll in this program?**

- For those **suppliers who currently accept credit card payments**, they can begin this new payment arrangement by completing the below information (include multiple remittance addresses as appropriate) and send it to the University of Windsor Enrolment Team at [uwindsor@supplier-services.com](mailto:uwindsor@supplier-services.com) or by fax at 866-935-4843:

Company Name:	
Remittance Address:	
City:	
Province/State:	
Postal/Zip Code:	
Contact Name:	
Contact Title:	
Contact Phone:	
Remittance Email(s)*:	
Able to Process Credit Card Payments:	[YES] / [NO] - Visa Payables requires credit card processing.

\*This is either a Receivable Department email or designated person to process card transaction payments.

- Suppliers will then be provided with a Visa Commercial Card account number to use for payment. In the future, the supplier will receive an email notification indicating the charge amount and the remittance details for each payment. We also ask that suppliers include the appropriate invoice number(s) and/or purchase order number(s) when processing the transaction for our reference.

- For those **suppliers who are not currently set up with a merchant account**, click here: <https://www.chase.ca/en/lp/scotia-visitors> to arrange for basic Visa card acceptance or to learn more about Chase Paymentech CA, **Scotiabank's** preferred credit card service provider. You will need to provide your contact information along with Scotiabank transit number 66688 and a Chase Paymentech representative will reach out within 24-48 hours.

**9. Where can more information about accepting Visa card payments be found?**

- Comprehensive information is available on Visa.com at [https://www.visa.ca/en\\_CA/run-your-business/accept-visa-payments.html](https://www.visa.ca/en_CA/run-your-business/accept-visa-payments.html). Merchants will find materials related to card acceptance guidelines, Visa operating regulations, and Visa interchange fees.

**10. Who do suppliers contact with additional questions?**

- For enrolment support or questions about the University of Windsor Payables Automation program, please contact us at [uwindsor@supplier-services.com](mailto:uwindsor@supplier-services.com) or call 855-498-9374.
- For questions about payment status or to speak with a University of Windsor representative, please contact Charlie Simpkins—Procurement Manager, Finance or Rachel McRae – Controller at [vpa@uwindsor.ca](mailto:vpa@uwindsor.ca).