



## **V-Card Frequently Asked Questions (for Vendors)**

### **What are the benefits of receiving payment via a virtual credit card?**

Virtual credit cards are a faster, paperless, convenient method of receiving payment! With virtual credit card payments, there's no need to wait for a physical check to come in the mail and to deposit it at the bank. Once your payment is processed, the funds will be available to you the same day.

### **How does a vendor sign-up for payment via virtual credit card?**

Rancho Santiago Community College District (RSCCD) has partnered with FIS Integrated Payables to offer select vendors the option to receive electronic payment via a virtual credit card – now the quickest way to receive payment from us!

To sign-up for payment via virtual credit card:

1. Complete the Pre-Registration Form and submit it to [AP@rsccd.edu](mailto:AP@rsccd.edu).
2. After the form is processed, the vendor will receive an email from FIS Integrated Payables with instructions for registering.
3. Follow instructions to register. You will create a user account to access the FIS Integrated Payables Vendor Portal.

If you are a vendor we have not contacted and your business is interested in registering, please contact the RSCCD Accounts Payable Department to request a Pre-Registration Form.

### **Are there requirements for signing-up for payment via virtual credit card?**

Yes. The vendor must have the ability to process credit card payments. If a vendor is issued a virtual credit card payment, the vendor will receive a virtual credit card number, expiration date, and security code through a secure portal (FIS Integrated Payables Vendor Portal).

### **Are other electronic payment options such as ACH available?**

Virtual credit card is the only electronic payment option we can offer vendors at this time.

### **How does a vendor elect to stop receiving payments from RSCCD via virtual card and elect to receive a paper check?**

The vendor must contact FIS directly at 1-877-330-4950. Only persons authorized during the registration process are able to call, unregister for electronic payments, and elect to receive paper checks.

### **Do payments issued through a virtual credit card expire?**

Yes. FIS Integrated Payables will expire virtual card payments after 90 days automatically. Once the vendor receives payment via virtual credit card, the payment should be accepted in full by the vendor as soon as possible within the 90 days period. If a virtual credit card payment issued to the vendor expires,

the vendor may contact RSCCD Accounts Payable to request reissuance of payment. The process to receive a reissued payment may take 3 weeks.

**Can vendors partially accept virtual credit card payments, instead of accepting the payment in full?**

We advise vendors to accept payment in full instead of accepting virtual credit card payments increments. See question above related to expiration of virtual credit card payments.

**How do vendors know when they receive payments via a virtual credit card?**

Vendors are sent an email indicating they have a payment. The email is sent to the persons authorized during the registration process. Instructions are given as to how to retrieve the payment. Vendors can also call FIS for additional assistance at 1-877-330-4950. Below is an example of an email notification.

**Will payment advice be included with the virtual credit card payment?**

Yes. The vendor's invoice number and brief description of the payment will be displayed when the vendor logs into the FIS Integrated Payables Vendor Portal.

**What name will show up as the payor?**

The payor will show as **Orange County Department of Education**, which holds RSCCD's cash accounts. The email notification regarding virtual credit card payment will come from FIS Integrated Payables ([fisip.payments@e.fisglobal.com](mailto:fisip.payments@e.fisglobal.com)).

**If I have additional questions regarding this process, who can I contact?**

Please email questions to the RSCCD Accounts Payable Department at [AP@rsccd.edu](mailto:AP@rsccd.edu).