



MARQUETTE UNIVERSITY

Virtual Pay/Payment Plus Initiative Supplier FAQ

Program Strategy

1. Why has Marquette University decided to pay suppliers by electronic Visa card payments, also known as Virtual Pay?

- Our goal is to optimize our commercial card program in order to improve process efficiency, as well as reduce the cost of processing paper checks.
- This initiative also supports our green initiative by reducing our use of paper.
- Allow our suppliers to benefit from Visa payments which provide consistent, predictable payments and allow for streamlined processes and expedited payment terms.

2. What are the benefits to suppliers of receiving payment by Visa payment solutions instead of check 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, Marquette will update the payment terms for suppliers who participate in our payables automation card program to NET15, versus our NET45 for check & ACH, which may result in significant payment acceleration.
 - *Process Efficiency:* Suppliers can reduce internal processing and transaction costs by eliminating paper-based processes, including check processing and associated reconciliation efforts.
 - *Customer Acquisition and Retention:* By allowing Marquette University 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 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. Using ACH with Net 45 day payment terms does remain an acceptable option however.

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 Marquette University'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.
- With the new payment process suppliers will receive an email notification for each payment instructing them how to obtain the card account, the amount to process using the supplier's Point-of-Sale device/software, and other pertinent details of the transaction.
- The new process will allow both suppliers and Marquette University to streamline operations.

6. What is the process for being paid by Marquette University's Payment Plus program?

- Suppliers will receive an automated email notification for each payment. These emails will contain a link to a secure web portal where the supplier will obtain the unique Visa credit card account number, the amount to charge, and the other pertinent details of the transaction needed to process and reconcile the payments. The credit card account number will change with each payment so suppliers will not be required to keep this information on file.

- We ask that suppliers include the appropriate invoice numbers and/or purchase order numbers when processing the transaction.
- Follow this link for more information about the [Payment Plus activation and 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 Marquette University Enrollment Team at marquette.edu@supplier-services.com or by fax at 866-935-4843:

Company Name:	
Remittance Address:	
City:	
State:	
Zip Code:	
Contact Name:	
Contact Title:	

Contact Phone: ^t	
Remittance Email*:	

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

^t By providing us with a telephone number for a cellular phone or other wireless device, including a number that you later convert to a cellular number, you are expressly consenting to receiving communications — including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system — from us and our affiliates and agents at that number. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls for non-marketing purposes. Calls and messages may incur access fees from your cellular provider.

- Suppliers will then receive an automated email notification for each payment. These emails will contain a link to a secure web portal where the supplier will obtain a unique Visa credit card account number, the amount to charge, and the other pertinent details of the transaction needed to process and reconcile the payments. The credit card account number will change with each payment so suppliers will not be required to keep this information on file. 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**, to arrange for basic Visa card acceptance, they should contact their corporate banking service provider or contact our preferred credit card service provider, Elavon. Elavon is a bank card acquirer that specializes in business-to-business transaction processing. Suppliers can reach Elavon Account Manager **Dawn Beedy** at **612.412.8905** or by email at dawn.beedy@usbank.com. Once this step is completed suppliers should contact the Marquette University Enrollment Team at marquette.edu@supplier-services.com or call 866-963-7296 to complete the remaining steps as noted above.

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

- Comprehensive information is available on Visa.com at <https://usa.visa.com/support/small-business/regulations-fees.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 enrollment support or questions about the Marquette University Payment Plus program, please contact us at marquette.edu@supplier-services.com or call 866-963-7296.

- For questions about payment status, or to speak with a Marquette University representative, please contact the Marquette University purchasing department at supplierinfo@marquette.edu.