

Departmental VISA Merchant Surcharging FAQs

Q. Am I required to get the registration number from a vendor showing a surcharge on their invoice?

No, as of February 2023 vendors are no longer required to register their intent to surcharge with VISA.

Q. Can the department pay a surcharge on an invoice?

Yes, the vendor must show the surcharge separately on the invoice. *Failure to comply with this requirement will result in JMU not paying the surcharge and registering a complaint, through the Commonwealth of Virginia Department of Accounts, with VISA.*

Q. Can the department send an invoice to Accounts Payable to avoid not paying a surcharge or at the request of the vendor?

No, if the vendor accepts VISA, the Commonwealth of Virginia and the university require that the vendor be paid by this method. Should the cardholder require a limit increase, there are procedures in place to address this.

Q. Can the department hold an invoice while the vendor works with VISA to register to assess a surcharge?

No, the Commonwealth of Virginia requires the University to meet the Prompt Pay requirement, and all payments must be made within 30 days of the receipt of the goods/services or date of the invoice, whichever is later.

Q. Is additional information available for departments to share with merchants not aware of these requirements?

Yes, this information was updated by VISA in 2024 and may be provided to merchants.