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

Yes, a vendor must provide their registration number to confirm they have completed the requirement to register with VISA to assess the surcharge.

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

Yes, provided the vendor registers with VISA to assess the fee. The vendor must show the surcharge separately on the invoice. *Failure to comply with these requirements 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 there additional information available for departments to share with merchants not aware of these requirements?

Yes, please reference the VISA Merchant Surcharging FAQ’s posted here or refer them to:

https://usa.visa.com/support/small-business/regulations-fees.html#2