

## Departmental VISA Merchant Surcharging FAQs

### **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>