

FIS VCards Frequently Asked Questions (FAQ)

How did vendor VCards payment start?

When OCDE contracted with FIS to facilitate our AP payments, OCDE supplied districts current vendor list to FIS. Upon receipt of that information, letters were sent to all the vendors for registration and at that time, the vendor selected their form of payment. They selected from three options...VCards, ACH or check.

How does vendor stop VCards and get payment with check?

Vendors (not district) must contact FIS directly at 1-877-330-4950 requesting block on that card. Only persons authorized from original registration of vendor are able to call, unregister, and block this card. Once card is blocked at FIS, default goes to "check" status.

How do I make sure vendor that has blocked VCard does not get reissued another Vcard?

District upon notification from OCDE of VCard being blocked can go into the FMS system and remove that vendor from "Electronic" payment. This will then indicate that future payments will be a "check".

How do VCards become expired?

FIS will expire cards after 90 days automatically.

How do I receive funds back on expired or blocked VCard?

A check will be sent from Comdata to OCDE for expired or blocked VCards. OCDE will receive an email notification (with applicable VCard data) that a check should be received within 10 days. At that time, OCDE will contact each applicable district and request a check cancellation form (each VCard in OCDE system does have a check number attached to it for reference). Once OCDE receives the check, below are the steps to complete this process:

- 1. OCDE must have **all** cancel forms from districts included in refund check. Check cannot be processed if all cancel forms have not been received due to the way the funding is handled for cash reconciliation purposes and maintaining FMS system VCard status*
- 2. OCDE Disbursements department will process the VCard cancel*
- 3. OCDE will now create a journal entry to Credit object 9110 (Cash) and debit object 9910, which is a suspense account.*
- 4. OCDE will create an Abatement/Cash receipt form for each applicable district so that District Accounting can deposit Comdata check. This will now give you back the cash that was reversed out in item #3 and offset and clear object 9910. Ultimate entries from all this process will be just like a normal cancel returning funds to district.*
- 5. District Accounting will be sending districts a copy of the journal voucher created in #3 and the Abatement/Cash receipt and SC1 receipt created in #4.*
- 6. Districts will now receive final email from OCDE indicating that cancel has been processed and District Accounting has deposited funds into their respective cash account. The email will further indicate that if not already done so, to uncheck this vendor "electronic" payment in FMS*
- 7. OCDE IT department will now update VCard status from "VCard paid" to VCard returned"*
- 8. Districts at this time can now re-issue payment that will be in "check" form*

How are partial payments due to over payments that are returned from FIS handled?

OCDE is only informed of a partial payment return when Comdata sends the backup detail for refund check that should be received within 10 days. Detail will indicate actual payment minus any amount drawn down and indicate remaining balance on card (vendor overpaid) to be refunded. Because the vendor has already drawn down on entitled funds on this payment, no cancel can be processed. Once check received from Comdata, OCDE will do the following process:

- 1. OCDE will create an Abatement/Cash receipt form for each applicable district so that District Accounting can deposit Comdata check. Because this is a partial payment refund, OCDE will locate the original pseudo/object that payment was originally charged and that will be where OCDE will reflect this refund.*
- 2. District Accounting will be sending districts a copy of the Abatement/Cash receipt and SC1 receipt*

How do Districts receive monthly Rebates from FIS for vendors using VCard payments?

OCDE will receive an email from FIS in summary form by District for amount of Rebate. Once check is received from Comdata, OCDE will do the following process:

- 1. OCDE will create a "TR" source document that will be depositing the monthly Rebate into the respective district's general fund. The funds will be a Debit 9110 (cash) and Credit 8699 (misc income)*
- 2. District Accounting will be sending districts a copy of the "TR" source document*

If District sends a VCard cancel to Disbursements, will they immediately process it.

No...there is a process to maintain the way the funding is handled for cash reconciliation purposes and maintaining FMS system VCard status. The cancel will be held until OCDE receives notification from Comdata that the funds are being returned. Once check is received, then OCDE will start the process as indicate in "How do I receive funds back on expired or blocked VCard?"

Can OCDE Disbursements offer any help to a district to see if a VCard is settled (vendor took funds)?

Yes.....currently the Disbursement Manager does have access to FIS and with VCard amount, we can see if the vendor actually settled the payment and they are paid in full.

How do vendors know they have payment ready on VCard?

Vendors are sent an email indicating they have a payment. Email is sent to persons that were originally set up at initial FIS registration process. Instructions are given as to how to retrieve the payment. Vendor can also call FIS for additional assistance at 877-330-4950

Can vendor only draw down increments of payment?

No...vendor are advised to and should settle full amount of payment

How do districts handle call from a vendor that did not sign up for VCard and always received check and now they are receiving a VCard?

You should not be getting those phone calls in the future but the initial problem arose from this comment from FIS when we were receiving several calls from vendors in January 2019:

“The vendors identified were a part of our auto-registration segment of vendors. These vendors are a select population that already accept card from other clients, and have been actively processing within the last 60 days in our database. Vendors that are registered in this fashion behind the scenes are sent an email notification upon registration to the vCard program.”

*Guidance was given that these vendors needed to contact FIS directly and request to be unregistered and to blocked payment. OCDE receives notification from Comdata that the funds are being returned. Once check is received, then OCDE will start the process as indicate in **“How do I receive funds back on expired or blocked VCard?”***

Are ALL phone calls recorded by FIS when a vendor calls?

Yes, this way they have a documented conversation of what the vendor is asking. Actually, FIS records all phone calls they receive and they do indicate that at the beginning of a conversation. This helps district and OCDE in the event that we need to follow-up with FIS on what vendor is telling district.

For example, we had a vendor complaining to a district that they talked to FIS several times to Block a payment and OCDE indicated to district that we had not seen any return. As it turns out, the vendor had settled the card and had been paid in full so, there were not funds to return.