

## 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 there additional information available for departments to share with merchants not aware of these requirements?**

**VISA information for merchants is currently under review and once updated, a link to this information will be provided.**