# FIS ELECTRONIC ACCOUNTS PAYABLE PAYMENTS REFERENCE GUIDE

SANTA CLARA COUNTY OFFICE OF EDUCATION
DISTRICT BUSINESS AND ADVISORY SERVICES

| 1290 Ridder Park Drive, MC 252, San Jose, CA 95131; Phone (408) 453-6570; Fax (408) 453-6653

*Last Updated: February 2020*

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# RESOURCES

## Santa Clara County Office of Education

**Accounts Payable Support Team:**
Shanny Yam:            (408) 453-6883; shanny_yam@sccoe.org
Advisor (TBD):         TBD
Monica Montes:         (408) 453-6678; monica_montes@sccoe.org

**Technical Support:**
Lydia Cabrera:         (408) 453-4288; lydia_cabrera@sccoe.org
TDS Help Desk:         (408) 453-6726; tsb_helpdesk@sccoe.org

**General Information:**
DBAS Website:          https://www.sccoe.org/depts/bizserv/DBAS/Pages/default.aspx
DBAS Bulletins:        https://www.sccoe.org/depts/bizserv/DBAS/Pages/bulletins.aspx

## FIS (Vendor Support)

1. Who do I contact for vendor issues? IP.Jax.Payersupport@fisglobal.com
2. Who do I contact for vendor portal issues? IP.Jax.Payersupport@fisglobal.com
3. Who should my vendors contact for card questions? agp.jax.vendorenrollment@FISGlobal.com
4. What if a vendor wants to change their payment method? (877) 330-4950
5. Who should my vendors contact for multiple "swipe"? (877) 330-4930 or
Agp.Jax.VendorEnrollment@fisglobal.com

**FIS ELECTRONIC PAYMENT PROCEDURES**

I.  **INTRODUCTION**

The Santa Clara County Office of Education (SCCOE) has contracted with FIS Integrated Payables (FIS) to facilitate electronic (EFT) payments to vendors who choose to participate. Implementation of this program has necessitated a few updates in QCC financial system reports, screens, and procedures related to accounts payable (AP) processing. The following sections describe those changes as they relate to the school districts that use QCC.

Additional resources related to EFT payment processing, including Frequently Asked Questions (FAQs), are provided in Appendices A-D.[1]

II.  **AP PROCESSING PROCEDURES FOR VENDORS REGISTERED WITH THE FIS PROGRAM**

A.  **Vendor Status: EFT or Paper Warrant:** As shown in Figure 1, a vendor's status is shown in the Vendor Maintenance screen in QCC. The district may <u>temporarily override</u> a vendor's EFT status (issue a paper warrant) when needed for specific situations. (See Appendix B, "Generating paper AP warrants for vendors who are registered for Electronic Payment in QCC", for step-by-step instructions for implementing the temporary override.)

**Figure 1: EFT vs Paper Check Visible in Vendor Screen**



---
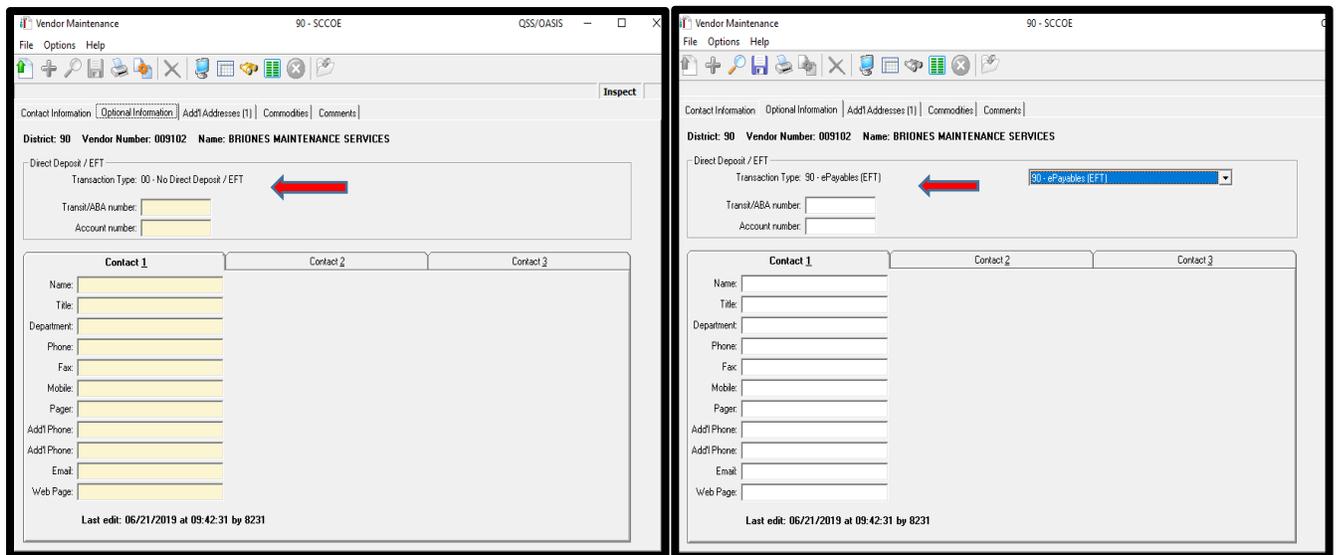
[1] The complete QCC/QSS "Accounts Payable Purchasing Manual," which provides detailed step-by-step instructions for inputting and processing AP warrants, is located in the Help+Video section of the QSS Control Center.

**B.** **Batch Processing:** In QCC, AP transactions are grouped into batches identified by four-digit batch numbers. The process for inputting payments to vendors receiving paper warrants or EFT is the same, and each batch may include both paper warrant and EFT payments.

**1.** <u>Open a batch and input all AP payments</u>. As noted above, inputting payments for vendors being paid via EFT is the same as for vendors receiving paper warrants.

2. <u>Run AP Prelist (Report APY500)</u>. This is one of the reports that shows whether payments were paid via EFT or paper warrant. Review this report for accuracy prior to releasing for payment. (See Figures 2a and 2b.)

3. <u>Release AP batches for payment</u>. Release AP batch for warrant printing and EFT processing.

4. <u>Run APY 250</u> after warrants/e-payments have been printed/processed. This report shows the "Warrant" number. EFT payments start with "98". (See Figure 3)

5. Remittance Advice forms, paper warrants, and EFT payments are auto-generated and archived in Laserfiche for district access. (See Figure 4)

**Figure 2a: FIS Payments on the APY500 (Deposit Type)**

**Figure 2b: FIS Payments on the APY500 (Total # of EFT Payments)**



```
Pages(Lines): 0/107 (4694)                                                    2/26/2019 2:14 PM
                              TOTAL DISTRICT EFT              408.80 ****        0.00            408.80
                              TOTAL DISTRICT PAYMENT       166,220.41 ****        0.00         166,220.41


092 SCCOE                    J93864         ACCOUNTS PAYABLE PRELIST      APY500   L.00.12 02/26/19 05:00 PAGE   107
APY Prelist                                 BATCH: 0329 AP FOR 2/25/2019        << Released for Payment >>

Vendor/Addr  Remit name                     Tax ID num  Deposit type      ABA num   Account num
  Req Reference  Date    Description                     Fnd Resc Y Objt SO Goal Func CstCtr Ste Mngr T9MPS     Liq Amt  Net Amount
--------------------------------------------------------------------------------------------------------------
006242/00   #85 LUKE D. FRIEND-PEREZ

     PV-920909 02/25/2019 FRIEND-PEREZ, L D WR 85433   750-0000-0-9870-00-0000-0000-000000-000-0000 NN               792.14
                                          TOTAL PAYMENT AMOUNT             792.14 *                              792.14



                                          TOTAL BATCH PAYMENT             792.14 ***        0.00                 792.14


                                          TOTAL DISTRICT CHECKS     2,824,172.18 ****       159.82          2,824,012.36
                                          TOTAL DISTRICT EFT              408.80 ****         0.00                408.80
                                          TOTAL DISTRICT PAYMENT          792.14 ****         0.00                792.14


                                          TOTAL FOR ALL DISTRICTS CHK:  2,824,172.18 ****    159.82         2,824,012.36
                                          TOTAL FOR ALL DISTRICTS EFT:       408.80 ****       0.00               408.80
                                          TOTAL FOR ALL DISTRICTS:     2,824,580.98 ****     159.82         2,824,421.16
                                          TOTAL USE TAX AMOUNT              739.03


   Number of checks to be printed:    473, not counting voids due to stub overflows.
   Number of EFT generated:             1
   Number of zero dollar checks:       4, will be skipped.
```

**Figure 3: FIS Payments on the APY250 (Payment Sequence)**



```
                                                                                          1,470.08 *
90158718 O 001664 DEPARTMENT OF GENERAL SERVICES 90 02/26/19 02/26/19 860-5210-9-5800-00-0001-8100-509905-000-5300   1,225.00 *

90158719 O 001664 DEPARTMENT OF GENERAL SERVICES 90 02/26/19 02/26/19 860-5210-9-5800-00-0001-8100-509905-000-5300   1,225.00 *

90158720 O 001664 DEPARTMENT OF GENERAL SERVICES 90 02/26/19 02/26/19 860-5210-9-5800-00-0001-8100-509905-000-5300   1,225.00 *

90158721 O 000279 APPLE COMPUTER SUPPLIES        90 02/26/19 02/26/19 880-0664-0-4400-00-8600-2100-066488-000-6200   8,923.41 *

90158722 O 009579 COCHLEAR AMERICAS              90 02/26/19 02/26/19 810-6500-0-4368-56-5750-1130-322321-000-5600     446.54
                                                                     810-6500-0-4368-56-5750-1130-322720-000-5600     446.54
                                                                                                                      893.08 *

90158723 O 023308 FRESH & NATURAL INC.           90 02/26/19 02/26/19 800-0000-0-5819-00-0000-7100-712000-000-1100   1,740.33
                                                                     800-0000-0-5819-00-0000-7100-712000-000-1100     649.72
                                                                     800-0000-0-5819-00-0000-7700-800720-000-6100     559.94
                                                                     800-0000-0-5819-00-0000-7200-714000-000-4200      70.30
                                                                     800-0000-0-5819-00-0000-7200-714000-000-4200     115.48
                                                                     800-0000-0-5819-00-0000-7100-711000-000-1100     649.72
                                                                     800-0000-0-5819-00-0000-7100-711000-000-1100      59.27
                                                                     800-0000-0-5819-00-0000-7100-712000-000-1100      17.10
                                                                     890-0890-0-5819-00-7110-7700-760320-000-6200     415.47
                                                                                                                    4,277.33 *

90158724 O 004819 HA                                                 0-4300-00-7110-7700-760320-000-6200             750.00 *

90158725 O 013697 KE        EFT payment sequences start with         0-5299-00-0000-7200-713090-000-4300              40.14 *
                            "98XXXXXX"
90158726 O 001808 TR                                                 0-0-5817-00-0000-6000-716100-000-2205          47,712.52
                                                                     670-0000-0-5800-00-0000-6000-716100-000-2205   19,983.33
                                                                                                                   67,695.85 *

90158727 O 2561 WU, DAVID CHENG                  90 02/26/19 02/26/19 800-0000-0-5200-00-0000-7700-800720-000-6100     846.48 *

98000004 O 003179 LAKESHORE EQUIPMENT CO DBA     90 02/26/19 02/26/19 882-5640-0-4300-00-5750-3144-321890-000-5715     408.80 *
```

**Figure 4: Sample Remittance Advice**



SANTA CLARA COUNTY OFFICE OF EDUCATION          98000090   BATCH NO.   1637
1290 RIDDER PARK DRIVE, SAN JOSE, CA 95131
DISTRICT BUSINESS SERVICES                      90 SCCOE (COPYSC)
SCHOOLS COMMERCIAL REVOLVING FUND

| P.O. NUMBER | INV DATE | INVOICE DESCRIPTION | AMOUNT |
|---|---|---|---|
| PO791496 | 04/19/19 | 332 Ann Da          882-5640-0-6400-00-5750-3144-321890-000-5715 | 10,664.64 |

END OF REMITTANCE ADVICE

PAYMENT ISSUE DATE: 05/07/19     DISCOUNT TAKEN:     0.00     NET:     10,664.64

COUNTY OF SANTA CLARA PAYMENT ADVICE
SANTA CLARA COUNTY OFFICE OF EDUCATION

1290 RIDDER PARK DRIVE, SAN JOSE, CA 95131          PAYMENT NUMBER   98000090
DISTRICT BUSINESS SERVICES                          ISSUE DATE   May 07 2019
FUND 4760 SCHOOLS COMMERCIAL REVOLVING FUND
        90 SCCOE (COPYSC)

PAY EXACTLY
*********** TEN THOUSAND SIX HUNDRED SIXTY FOUR AND 64/100 DOLLARS

                                                    PAY THIS   $****10,664.64
                                                    AMOUNT
VENDOR#  007665
PAY TO   LIFT & TRANSFER SPECIALIST INC
         7893 BRENTWOOD BOULEVARD
         BRENTWOOD CA 94513          FILE COPY     THIS IS NOT
                                                   A WARRANT

III.    **DISTRICT PROCEDURES FOR FIS PAYMENT CANCELLATIONS**

A.    **Cancelling vCard (EFT) Payments**:  As with paper warrants, a school district will occasionally need to cancel ("block") an electronic payment. Several of the most common reasons include:

- The payment was issued in error, perhaps with the incorrect dollar amount, incorrect payee name, duplicate payment, etc.;
- The vendor has been removed from the electronic payment process; and
- The vendor's vCard has expired.

B.    **Initiating Cancellation of a vCard Payment:**  The District initiates the cancellation by calling and emailing the DBAS AP Support Team with the relevant payment information. DBAS will confirm receipt via email.

IV.    **DBAS PROCEDURES UPON REQUEST FOR FIS E-PAYMENT CANCELLATIONS**

A.    **Cancelling a vCard Payment**:

1.    Blocking a Payment: Upon receipt of the request or district approval for cancellation, the DBAS AP Support Team will check payment status on Comdata to confirm and "open" status and block the vCard within the FIS customer portal and QCC prior to it being settled (funds transferred to the vendor's merchant bank) (see Figure 5).

When a payment has been successfully blocked, the AP Support Team will send district the QCC cancellation screenshot with FIS card blocked confirmation email (see Figure 6) or a screenshot of the FIS customer portal showing the blocked payment.

2.    Payment Recovery: If the payment has already been settled, the SCCOE cannot block the payment, but will request payment recovery from Comdata via FIS. (An electronic form is available for this purpose and will be completed by SCCOE in collaboration with the district.)

B.    **Payment Refunds:** Payment refunds are initiated in the FIS portal where a card has expired or has been blocked and is then processed by Comdata. Refund reports are sent weekly to the SCCOE and the refunds are issued via ACH to SCCOE's Wells Fargo account approximately 10 days from the week the card(s) appear on the refund report.

Districts will receive a refund when DBAS cancels the payment in QCC.

C.  **Reissuing Payments:**  Once the issue has been resolved, the district will reenter the corrected payment for processing. This may be done upon confirmation that a card has been blocked (to avoid a time delay).

**Figure 5: FIS Card Settlement Screen**



**Figure 6: Card Blocked Notification**

D. **Payment Disputes:** Payment disputes may occur when the vCard has been processed, but discrepancies exist regarding the amount of the payment, the status of merchandise received, etc. Comdata works with MasterCard to recover the disputed funds on behalf of districts and the SCCOE.

Both refunds and return of funds from disputes will be by ACH into the Wells Fargo account. Both payments are sent by Comdata. The DBAS AP Support Team will monitor the status.

E. **Documentation**: The AP Support Team will provide the district with all back-up documentation in PDF format.

## V. RECONCILIATION PROCEDURES

### A. District Procedures

1. Electronic payments made to vendors will appear on the general ledger, cash, budget and other reports in the same manner as paper warrants.

2. The District will reconcile cash reflected in these documents with cash in the County Treasurer's report, as provided by the SCCOE.

   Special Note: *AP is paid out of different accounts by the districts. See example:*

   > *Fund 01- $1,000-paper warrants*
   >
   > *Fund 06-$1,200 – all electronic payment*
   >
   > *Fund 12-$1,200-paper warrants*
   >
   > *Fund 13-$1,100-paper warrants*
   >
   > *Total AP Payment is $4,500*

   *The total cash of $4,500 is transferred into the Commercial Revolving Account Fund 760. While the district knows the amounts by fund and whether those were paid via paper warrant or EFT, SCCOE only sees a $4,500 posting into the Commercial Revolving Account.*

### B. SCCOE Procedures:

1. The FIS profile is set up with an ACH debit. Upon receipt of the vendor file from TDSD, FIS retrieves these funds from SCCOE's Well Fargo bank account daily. The Wells Fargo bank account is linked to the commercial revolving accounts. The payment is posted in the new bank account associated with the electronic payment.

2. DBAS performs the cash reconciliation of the commercial revolving accounts and the bank statement once a month.

3. DBAS receives a rebate report once a month, which should reconcile to the amounts posted in the commercial revolving account.

4. The AP Support team records the rebate amount in the general ledger-Commercial Revolving Account with an "X". Then records the second entry on the same cash transfer without an "X" to transfer this amount from the general leger-commercial revolving account into the account provided by District 90.

### REQUIRED DOCUMENTS
- WAR420-AP Warrant Register
- SAP Journal Voucher Tape Interface (Cash from the GL to County Controller's GL)
- General Ledger (Cash in County Report)
- Bank Statements
- Monthly Controller Statements
- Rebate Report-FIS Global
- FIS Confirmation Email showing the total electronic payment for the day

## VI. EFT PAYMENT STATUS MONITORING

DBAS provides bi-monthly reports to all districts regarding the status of EFT payments. There are seven types of payment status:

1. Open = Card has not been swiped. Funds not retrieved. This is the only time a payment can be blocked/canceled.
2. Fully Settled = Card has been swiped. Funds have been retrieved. Settlement date is noted.
3. Blocked = Card was canceled/voided.
4. Expired = Payment is stale dated. Card payments stale date after 60 days.
5. Partially Settled = Card was swiped but the full payment amount was not taken.
6. Partially Expired = Card was swiped but the full payment amount was not taken and the remaining funds have stale dated.
7. Partially Settled/Expired = Same as #6 above except remaining funds have been blocked.

For ease of data analysis, this report is in Excel format and contains multiple tabs: first tab is a summary of each payment status by number and by dollar amount. Payment details are provided in subsequent tabs separated by payment status. The "Settled" tab will only show the prior month or month-to-day settled card payments.

# APPENDIX A

# FIS INTEGRATED PAYABLES

# ELECTRONIC ACCOUNTS PAYABLE PROCESSING

# FREQUENTLY ASKED QUESTIONS

| INTRODUCTION AND PURPOSE |
|---|
| **1.     Who is FIS?** |
| Fidelity National Information Services Inc. (FIS) is an international provider of financial services technology with focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, and outsourcing solutions. |
| **2.     Why has SCCOE contracted with FIS?** |
| The SCCOE has contracted with FIS to provide an electronic (virtual card) payment option that will reduce costs and potentially generate revenue (rebates) based on the volume and participation of vendors and districts in our AP transactions.  It will also facilitate SCCOE moving close to paperless transactions in vendor payments, while minimizing changes to districts' current AP processing procedures. |
| **3.     What is the difference between Automated Clearing House (ACH) and virtual card (vCard) transactions?** |
| With ACH payments, funds are directly transferred from one bank to another. |
| With vCard payments, transactions are electronically made via single-use, unique card numbers that are used in lieu of paper checks to securely pay vendors. The vCard payments are processed by the vendor similarly to the traditional credit or pay card payments, without a physical card or open line of credit being provided. |
| **4.     How does the SCCOE plan to use the rebate revenue?** |
| SCCOE intends to use the rebate revenue to support financial system enhancements for the benefit of business system customers, offset FIS services fees and fee increases from vendors, augment team resources as required and aid in replacing/upgrading system hardware and software. |

| | |
|---|---|
| **5.**      **How will the rebate be tracked?** |
| To facilitate transparency, SCCOE plans to establish a unique, locally-defined resource within SCCOE's General Fund to record the rebate revenue and associated expenditures and will keep school district updated on a regular basis. |
| **6.**      **Can a district opt-out of the FIS program?** |
| No. All district's on SCCOE's QCC system are automatically included in the FIS program. |

## ELECTRONIC PAYMENT SUPPORT (DISTRICT)

| |
|---|
| **7.**      **Who are the DBAS contacts for questions related to an electronic AP payment?** |
| •   Monica Montes (408) 453-6678; monica_montes@sccoe.org <br> •   Shanny Yam (408) 453-6883; shanny_yam@sccoe.org |

## ELECTRONIC PAYMENT SUPPORT (SCCOE DBAS AND TDSD)

| |
|---|
| **8.**      **Who do I contact for vendor issues?** |
| IP.Jax.Payersupport@fisglobal.com |
| **9.**      **Who do I contact for customer portal issues?** |
| IP.Jax.Payersupport@fisglobal.com |
| **10.**      **Who should vendors contact for card or ACH questions?** |
| agp.jax.vendorenrollment@FISGlobal.com |
| **11.**      **Who do I contact with questions about my invoices from FIS?** |
| Agp.Jax.Accounting@fisglobal.com |
| **12.**      **Is there a single point of contact at FIS Global for all vendor inquiries?** |
| 877-330-4950 or agp.jax.vendorenrollment@fisglobal.com |

## VENDOR ENROLLMENT

### 13.    How were vendors initially enrolled in this program?

In early 2019, FIS conducted a vendor campaign on behalf of SCCOE.  Vendors interested in receiving payments electronically, instead of by paper warrant, registered with FIS. Participation in this program is voluntary for vendors.

### 14.    How do I add a vendor that did not sign-up in the initial campaign but is now electing to participate?

SCCOE staff with appropriate access may add an ad hoc vendor through the customer portal to begin the process and provide a vendor number. When a vendor is added ad hoc, an email with a registration code is automatically sent to the vendor if an email address is provided, and if the "Send Email" box is selected. From there, the vendor may complete the registration process.

### 15.    How often will SCCOE ask FIS to re-campaign?

Re-campaign efforts will depend on volume and may typically be every 6 months or so.

### 16.    How does a vendor get a registration code with FIS?

FIS provides each vendor a unique registration code.

### 17.    What kind of banking arrangement does a vendor need to participate in the program?

The vendor needs a merchant account and a merchant terminal to process vCards.

### 18.    What fees does a vendor pay to participate in the FIS program?

The vendor pays no fees to FIS.  Vendors do pay an interchange fee to their merchant terminal provider.  This fee varies depending on who provides the terminal, and is usually 2%-5%.  Visa and Mastercard processing fees are usually around 2%-3%. Many businesses consider this fee the cost of doing business.

### 19.    How does a vendor un-enroll from FIS?

Contact FIS at ip.jax.payersupport@fisglobal.com.

| **20.** | **Who helps with vendor <u>email</u> address changes?** |
| --- | --- |
| Contact FIS at ip.jax.payersupport@fisglobal.com. | |

| **21.** | **Who helps with vendor <u>physical address</u> changes?** |
| --- | --- |
| The district is responsible for inputting physical address changes into QCC so the address will be correct in the payment file.  FIS cannot update vendor addresses. | |

| **22.** | **How is registration affected when vendors have multiple addresses and PO boxes?** |
| --- | --- |
| Each address is registered as a separate vendor.  The vendor numbering convention is an 11-digit number as follows:  3 digit district number (ex: 090 for SCCOE), 6 digit vendor #, 2 digit address code.<br><br>The FISCheck process automatically blocks e-payments to unregistered addresses for vendors and issues paper checks instead. | |

| **23.** | **How does FIS verify that the person that enrolls for a vendor is someone authorized to do that?** |
| --- | --- |
| It's been the experience that the AR Reps have the authority to switch payment methods. FIS has run into some situations where the AR Reps don't have this authority, but this volume is very low. When calling, FIS callers will ask if the AR Rep is the person that handles the payments for the remittance address listed. This is FIS's verification that they are speaking to the AR Rep that handles the account for the vendor FIS is calling on the behalf of. | |

| **24.** | **What should a district do if vendor did not register with FIS payment but receives FIS payment notification?** |
| --- | --- |
| Email DBAS to block the vcard and reissue the payment as a paper warrant. DBAS will also follow-up with FIS to investigate. | |

## IMPLEMENTATION

| **25.** | **How do vendors claim their payments?** |
| --- | --- |
| The Vendor can obtain the vcard payment through the email notification they received from FIS; or<br><br>The vendor can log into their account on the FIS portal to obtain the credit card information and claim the payment. | |

| | |
|---|---|
| **26.** | **Why would a vendor need multiple authorizations, and is this something we should offer?** |

FIS cards are issued as Exact Pay. This means the cards can only be processed one time for the exact amount. There are some vendors who are unable to process in one "swipe." Depending on the accounting system the vendor uses, they may need to process cards at a per invoice level. There are also vendors who may have a cap on how much they can process in one "swipe." FIS can open these cards for multiple authorizations. The vendor would just need to call or email Electronic Payments Support at the following points of contact: (877) 330-4930, or Agp.Jax.VendorEnrollment@fisglobal.com. Electronic Payments Support always verifies that the full amount of the card will be taken before opening any cards.

| | |
|---|---|
| **27.** | **In this context what does the word "swipe" mean considering vendors are receiving vCard?** |

Processing the card through their merchant terminal.

| | |
|---|---|
| **28.** | **What do we do if a vendor needs help claiming the payment?** |

FIS is responsible for vendor training.  Vendors should contact FIS at agp.jax.vendorenrollment@FISGlobal.com

| | |
|---|---|
| **29.** | **Who does a vendor contact if there is a problem with a payment amount?** |

The vendor should contact the District if there is a problem with a payment amount.  The District will then work with DBAS if the payment needs to be cancelled and reissued.

| | |
|---|---|
| **30.** | **Who do I contact for vendor complaints?** |

FIS Campaign Manager at IP.Jax.Payersupport@fisglobal.com

| | |
|---|---|
| **31.** | **What is the warrant sequence for payments to vendors that are receiving EFT payment?** |

EFT payments start with "98"

## VCARD PROCESSING

| | |
|---|---|
| **32.** | **How many days does it take vendors to receive payment?** |

Five days. A 3-day hold is set up with FIS to ensure the funds have been transmitted to Comdata prior to the vendor claiming the payment.

| **33.** | **How do vendors know the payment is from a specific district and how does that district know that the payment has been credited?** |

A payment remittance which contains district name, invoice number, and payment number is provided after vendor retrieve the card number through the payment notification.

Districts know that a payment has been settled by looking at the bi-weekly FIS Payment Status Report from DBAS.

| **34.** | **How does FIS avoid vCard payments from expiring?** |

FIS has a team dedicated to reaching out to vendors who have not processed their cards in 15 days. The team both calls and emails vendors. If a vendor for any reason cannot process a specific card, FIS will reach out to SCCOE to advise.

| **35.** | **Why would a card need to be blocked?** |

A card might need to be blocked for several reasons. These include the amount of the card being incorrect, the payment being a duplicate payment, or the vendor requesting to be removed from the program. If a card is blocked due to a vendor being removed from the program, the payment will need to be reissued as a paper warrant by district.

| **36.** | **What should I do if there is an open payment?** |

There will always be open payments as districts process AP daily or weekly, and it takes time for vendors to process payments. FIS has a team to follow-up with vendors who have a card open at the 15-day mark. If the vendor did not receive a payment notification or would like notification re-sent, email the request to DBAS with the email address that the vendor desires to receive payment notification. However, this is a one-time process. If the vendor would like to update his/her email permanently, he/she will need to contact FIS at 877-330-4950 or email FIS at agp.jax.vendorenrollment@fisglobal.com.

| **37.** | **When do vCards expire?  What happens if a payment was made by a district but not claimed by the vendor before the card expired?** |

vCards expire two months after a payment is made.  If the payment is made mid-month, the card expires at the end of following two full months.

If a vCard expires before the payment is claimed by the vendor, the payment cannot be claimed and the refund process starts.

**38.    Who can block a payment or recall a payment that has already been claimed?**

FIS and those with correct access to the Customer Portal may block payments that still have an "open" status. This level of access is tokenized for security. In addition to the assigned FIS team, there are designated staff at SCCOE with this level of access.

Once a payment has been settled, it cannot be recalled. Instead, the dispute process would be initiated.

**39.    DBAS sends biweekly reports to districts regarding the status of vCard payments.  Please provide status descriptions.**

There are 7 types of payment status:

- Open = card has not been swiped. Funds not retrieved. This is the only time a payment can be blocked/canceled.
- Settled = card has been swiped. Funds have been retrieved. Settlement date is noted.
- Blocked = payment was canceled/voided.
- Expired = stale dated. vCard payments stale date after 60 days.
- Partially settled = Card was swiped but the full payment amount was not taken.
- Partially expired = Card was swiped but the full payment amount was not taken and the remaining funds have stale dated.
- Partially settled/blocked = Same as "Partially Expired" except remaining funds have been blocked.

**40.    What should districts do with the biweekly reports?**

These are sent as a courtesy to the districts for informational purposes only. For ease of data analysis, this report is in Excel format, and it contains multiple tabs: first tab is a summary of each payment status with number and dollar amount. Payment details are provided in subsequent tabs separated by one tab for each status. Particular attention should be paid to the "blocked", "expired", and "partially settled".

**41.    What should I do if there is a blocked/expired payment?**

DBAS will cancel blocked and expired payments in QCC and will notify the district. Districts should contact DBAS if a discrepancy is noted. The district should ensure that payment is reissued, if necessary.

**42.    How does a district cancel an EFT payment?**

To cancel an EFT payment, the District should email DBAS with the request relevant information. No other paperwork is required.

**43.  Will SCCOE re-send a notice to a vendor whose vcard has not been settled?**

Contacting the vendor regarding unclaimed payments is FIS's responsibility. However, if the vendor did not receive a payment notification or would like notification re-sent, email the request to DBAS with the email address that the vendor desire to receive payment notification. However, this is a one-time process. If the vendor would like to update his/her email permanently, he/she will need to contact FIS at 877-330-4950 or email FIS at agp.jax.vendorenrollment@fisglobal.com

**44.  How can a district confirm that a vendor was paid and find payment date?**

Payment can be verified using the APY 500 and APY 250 reports in QCC.

**45.  What is a district supposed to do when it receives notice from DBAS of a blocked EFT payment?**

DBAS will cancel the payment in QCC.  The district should provide a replacement warrant to the vendor, if needed.

**46.  What does a district do when vCards (EFT payments) expire?**

"Expired" vCards are similar to stale-dated warrants. DBAS will let the district know to either reissue a paper warrant or another electronic payment to the vendor.

## DISPUTE PROCESS

**47.  What is the process after we complete the payment dispute form on-line? What is the recovery process for the disputed payment?**

Once the online dispute form has been submitted, Comdata works with Mastercard to have the refunds returned to us.

**48.  How are disputed payment identified in the FIS portal or related reports?**

Disputed payments cannot be identified in the FIS portal.

**49.  What is the time frame to receive money on the disputed payment?**

Disputes are rare, but when they do happen, the dispute process can take up to 160 days.

| | |
|---|---|
| **50.** | **How are funds from a disputed payment returned to us? Who is payment payable to?** |
| The funds are paid to SCCOE via ACH just like the refunds | |

## REBATES

| | |
|---|---|
| **51.** | **When is the rebate report sent?** |
| The report is sent approximately on the 2nd of the month. | |
| **52.** | **What format is the rebate report in?** |
| Excel | |
| **53.** | **When is the rebate money sent?** |
| Rebates are issued approximately on the 20th of the month | |
| **54.** | **Who should we contact if there is an issue with rebates?** |
| Email Electronic Payments Support at Agp.Jax.VendorEnrollment@fisglobal.com. They will contact Comdata to determine the issue and get resolution. | |

# Quick Guide – Generating paper AP warrants for vendors who are registered for Electronic Payment in QCC

Please follow these simple instructions to generate a paper AP warrant for a vendor who is registered to receive electronic payments – FISGlobal vcard and (coming soon) ACH.

*Note: This process is to be used for a one-time payment only.  If a vendor has registered with FIS to receive electronic vcard payments, then this process must be used for any additional payments to generate paper warrants.  The vendor must unregister with FISGlobal to be permanently set to receive paper warrants.*

The **Override Direct Deposit (Override DD)** flag can be found when creating a new AP batch or inspecting any existing AP batches.  This flag is used to suppress any electronic payments entered into the batch and force a paper warrant.

To access the *Override DD flag*, first open AP Batch Maintenance under Finance > AP / Purchasing:
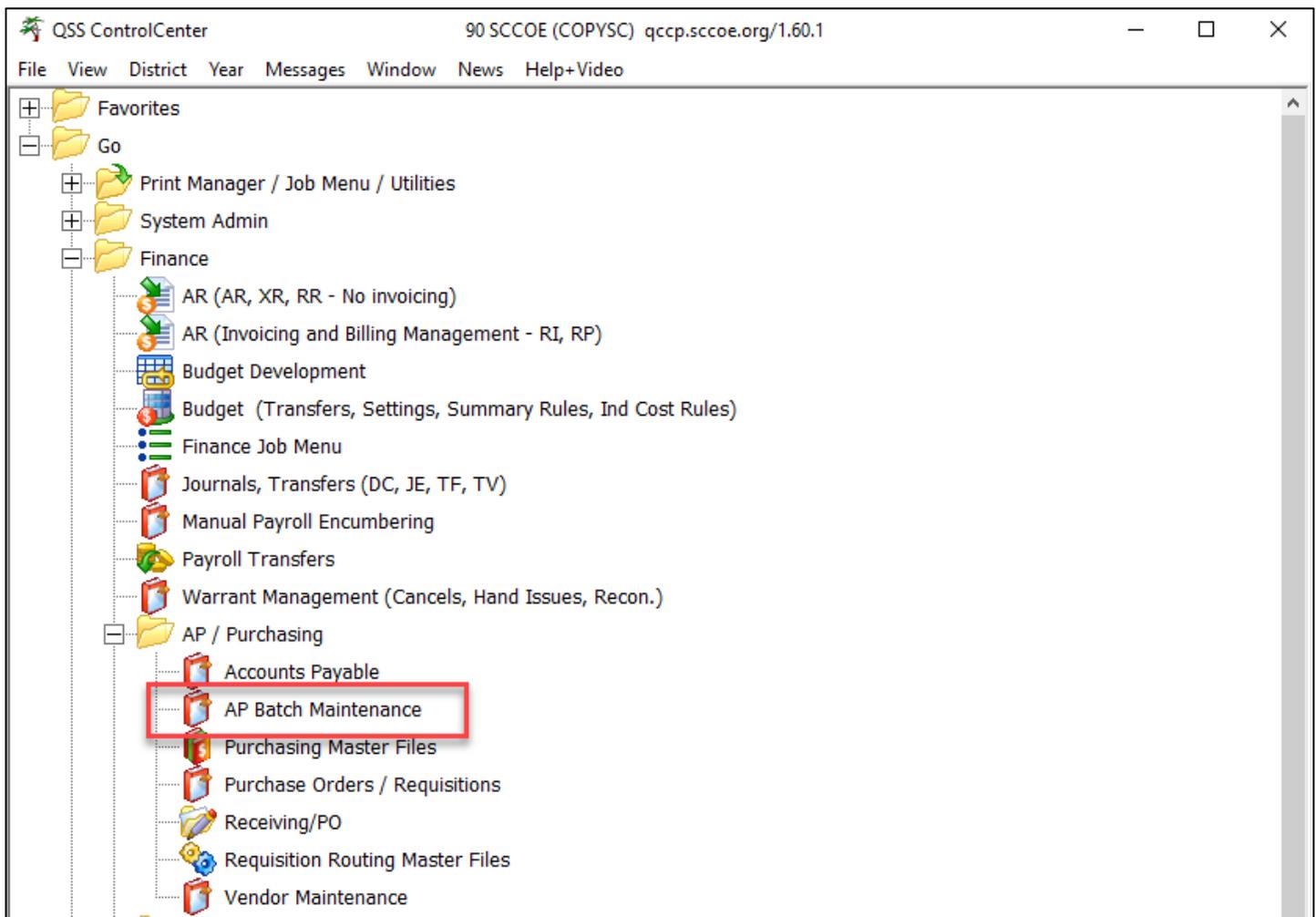
## How to Override DD on a New Batch

To enable Override DD for a new batch, click **Add Batch 1 to 8999**, set any Description, click to enable **Override DD,** and then save the batch. Once Override DD is enabled, any AP payment entered into this batch will produce a paper warrant:
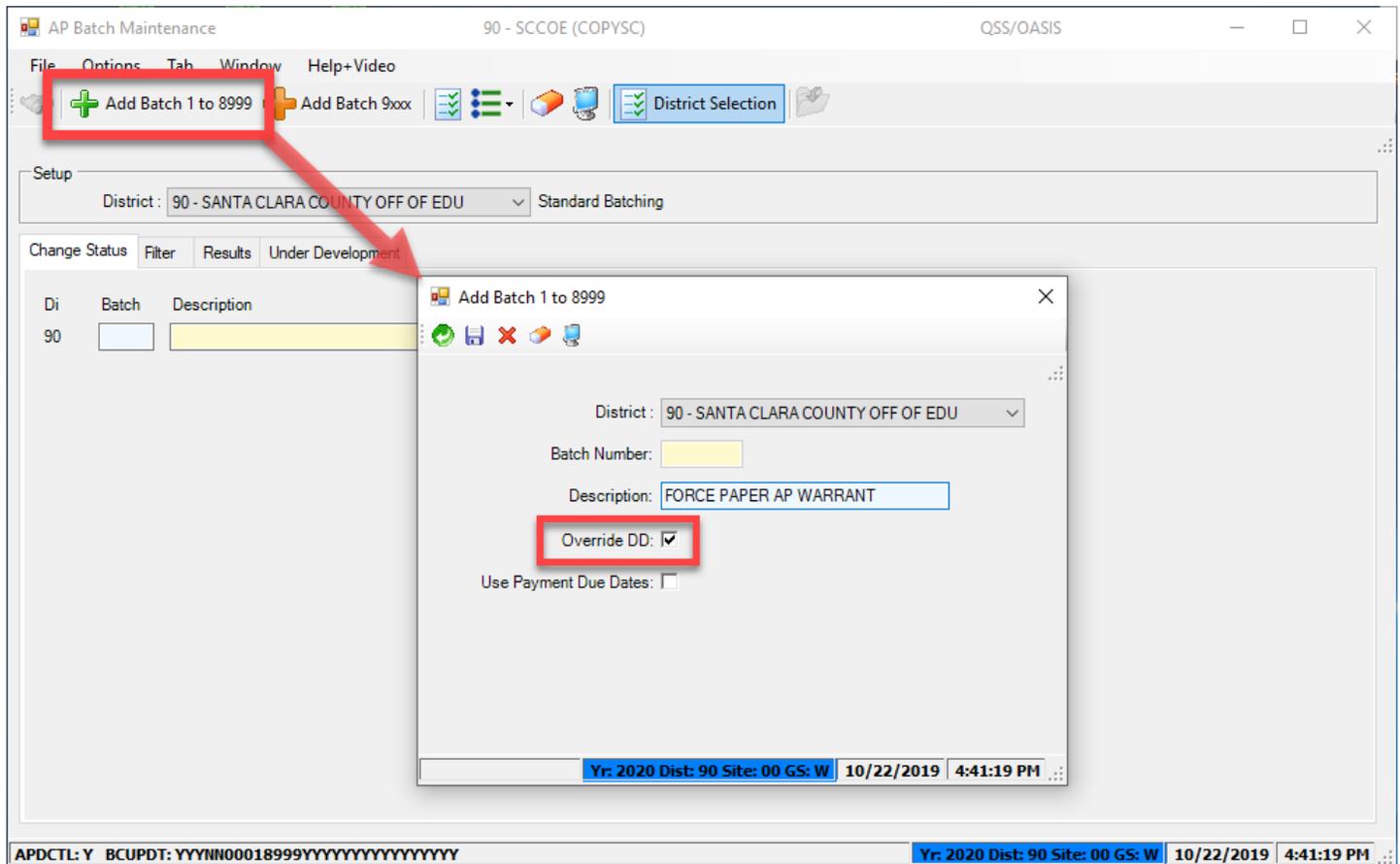
**How to Override DD on an Existing Batch**

If a batch already exists with payments ready to be paid and you need to apply the **Override DD** flag, please follow these steps.

In the AP Batch Maintenance tab, click on the Filter tab. In the Filter tab, input any search criteria to find any batch that needs the Override DD flag, then click the Binoculars to search. For this example, I needed to apply the Override DD flag to batch number 576:

From the Results tab, verify the batch that needs to have the flag changed:
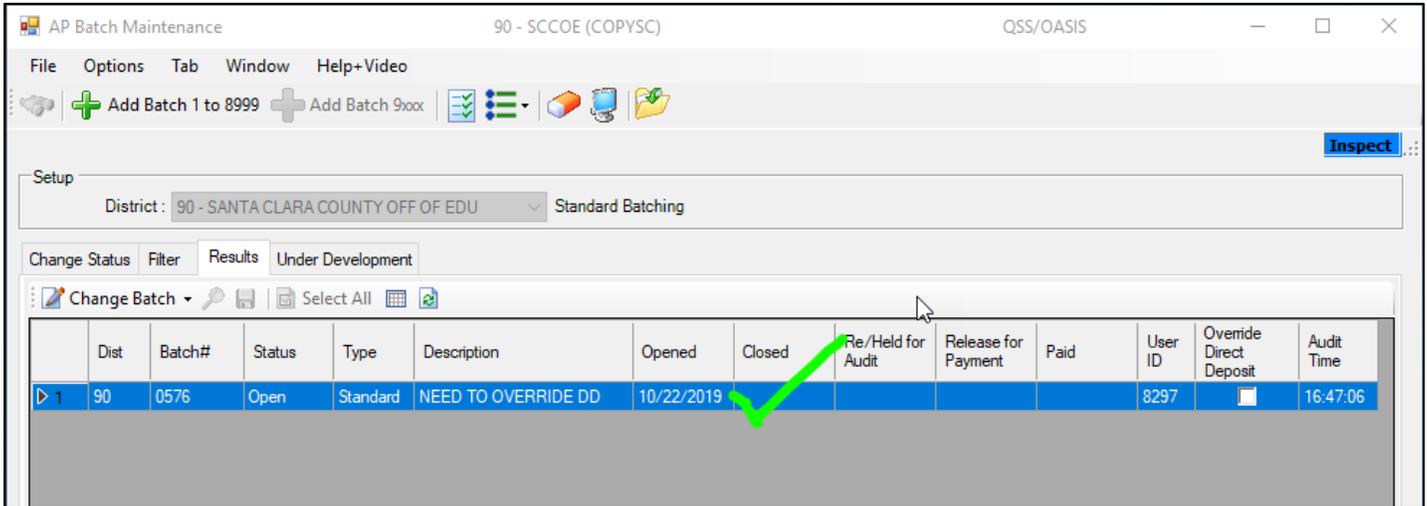


Click **Change Batch > Modify batch description/Override DD**:
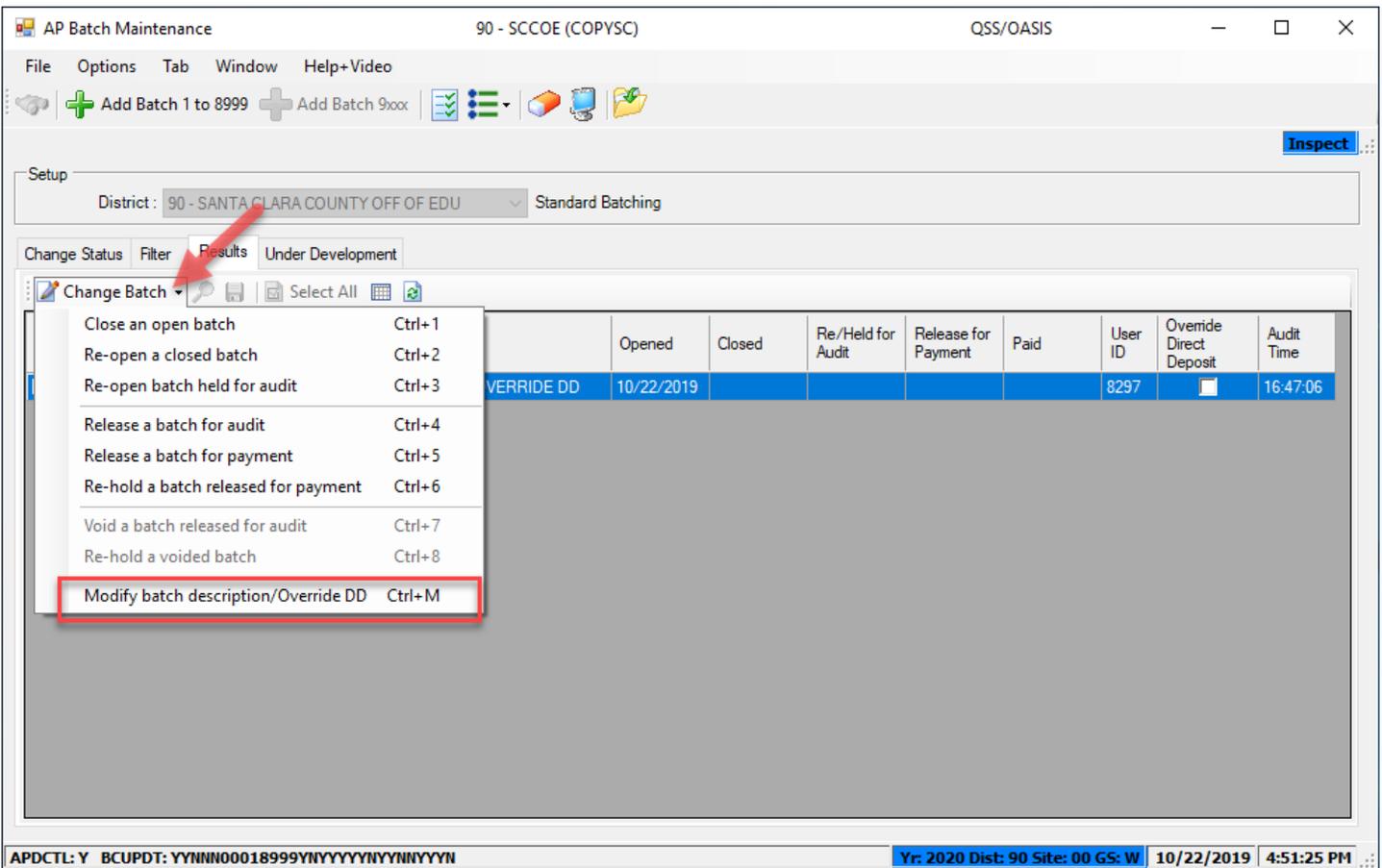
Click the checkbox to Override Direct Deposit, then the **Save** icon. This will save the batch to honor the **Override Direct Deposit** flag:

# COMDATA®

# Online Dispute Smart Form Quick Steps

# Contents

## Overview

In an effort to streamline MasterCard disputes, Comdata has developed a new Online Dispute Smart Form within iConnectData (ICD).

The Online Dispute Smart Form is dynamic in the sense that it generates a unique form with required information based on your selected reason for dispute. These specific forms can help you and Comdata understand the necessary information needed to file your dispute. You can also download a PDF of the dispute after it is submitted for your records.

This document is intended to walk you through filing a dispute through ICD using each of the unique forms.

**Note:** If you are the company administrator, you may submit dispute forms through the secure ICD website on the cardholder's behalf without obtaining a signature. Doing so confirms that you have a relationship with the cardholder and that the transaction is being disputed by the authorized user. Submitting the dispute via a secure site satisfies the MasterCard signature requirements.

The following verbiage regarding this rule is located on each form:

"We certify that this information was obtained via a secure website, and is being disputed by the authorized user."

## Dispute Process

Before you can process a dispute, you must run a Real Time Transaction History report in iConnectData (ICD) to locate the appropriate transaction(s). To access this page:

- **Old ICD (www.iconnectdata.com/login/init): Reporting > Real Time Transaction History**
- **New ICD (https://w6.iconnectdata.com/Login/init): Manage > Transactions > Real Time Transaction History**

1. On the Transaction History page, enter the required information to run a report. Note that only Posted transactions can be disputed. Select **Submit** when finished.

2. Select the checkbox next to the transaction(s) you want to dispute and then select **Initiate Dispute**. **Note:** You can only dispute multiple transactions for one card.

**3.** Select one of the eight dispute reasons and then select **Dispute**.
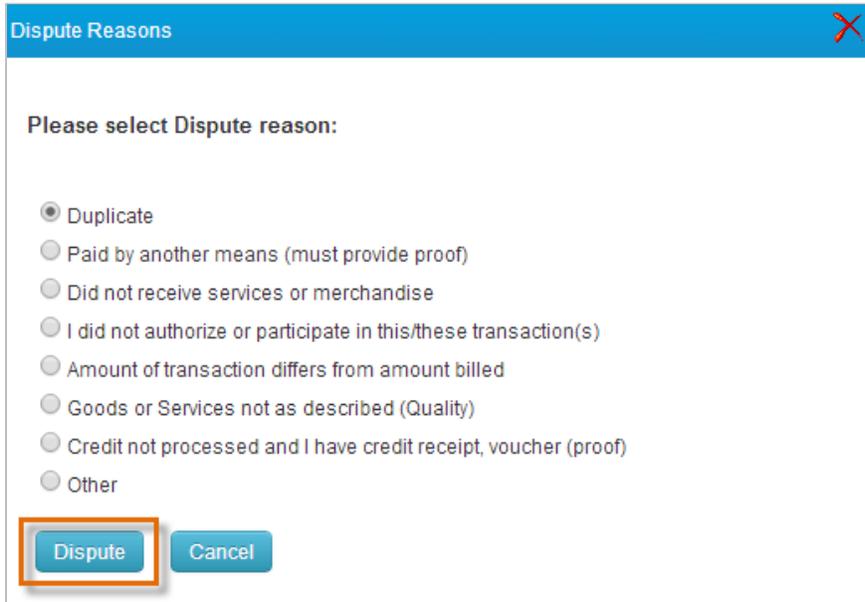


**4.** Your contact information auto-populates at the top of each form. The remainder of the form is entirely customized to your selected dispute reason. Each required field (denoted by a red asterisk) must be completed.
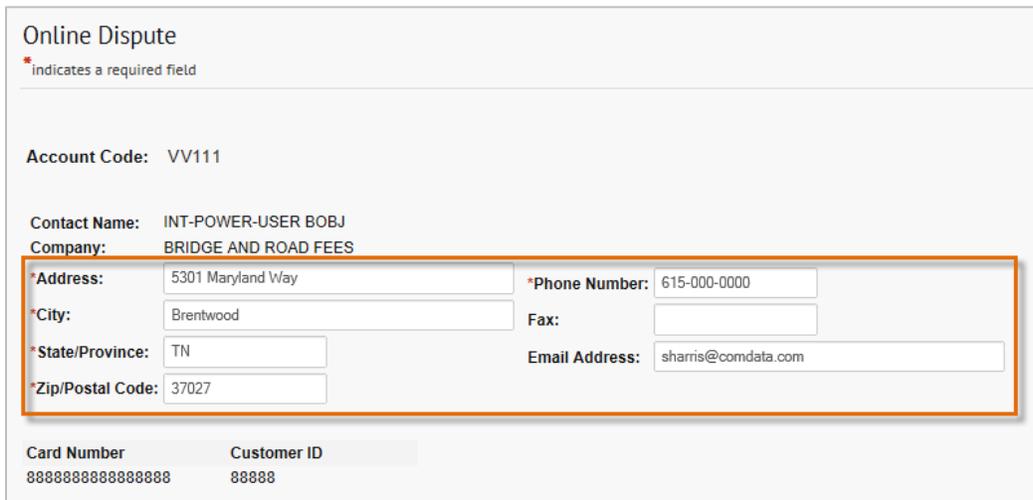


For a list of each dispute reason and their descriptions, see the following page. For image examples of each form, see the Appendix.

**Note:** If documentation is needed to support your claim, it must be received by Comdata within ten days of the initiated dispute. Please print the form and mail or fax (615-376-8742) it along with any supporting documentation to the address at the bottom of the form or e-mail to support@comdata.com.

| Dispute Reason | Description |
|---|---|
| Duplicate | Select this option if a duplicate transaction displays on the RTTH report. The transactions must be the same date, same amount, and from the same merchant. If the date, amount, and merchant name are different, the form automatically directs you to **Paid By Another Means**. The logic is, the disputed transaction was previously paid on the same card.<br><br>The form requires you to identify the valid transaction and the duplicate transaction. |
| Paid by Another Means | Select this option if you paid by another means/alternate payment.<br><br>The form requires you to enter the date, amount of alternate payment, and any number associated with the alternate payment (check number, card number, etc.). Documentation (copy of a cleared check, cash receipt, Bank Card Statement, etc.) may be required to support your claim on short notice.<br><br>Although not required, you may contact the merchant to determine why they would not issue a credit. If so, you will need to enter the contact date and reason provided. |
| Did Not Receive Services or Merchandise | Select this option if the item purchased was not received on the expected date.<br><br>The form requires you to select if you participated in the transaction, describe the item purchased, and enter the date of expected delivery. Although not required, it's best practice to contact the merchant for resolution, and describe the results of that conversation on the form. |
| I Did Not Authorize or Participate in this/these Transaction(s) | Select this option if you noticed some fraudulent transactions in the RTTH report. **Note:** This is the only option that allows you to dispute multiple transactions for the same reason at the same time. If this is not applicable, please dispute each transaction individually.<br><br>The form provides three options:<br><br>1. **My card was lost/stolen at the time of the disputed transaction.** Select this option to fill out additional information as to the circumstances surrounding the fraudulent card use, (date card went missing, start date of unauthorized transactions, if police were notified, etc.). This information will help Comdata better understand the situation, so appropriate action can be taken.<br><br>2. **My card was in my possession at the time of the disputed transactions.** Select this option if the card was in your possession at that time of the unauthorized transaction. This option can also be used if the card *number* was used fraudulently while the card was in your possession.<br><br>*(continued on next page)* |

| Dispute Reason | Description |
| --- | --- |
| | 3. **The card was misused by the employee assigned to the card.** Select this option if an employee or authorized user caused the fraudulent transaction(s). Then, specify if the employee or authorized user was terminated and the date of termination. |
| **Amount of Transaction Differs from Amount Billed** | Select this option if you noticed the amount of a transaction is not what you authorized. <br><br> The form requires you to enter the correct amount. <br><br> Although not required at this time, you may need to provide proof of the amount difference on a short notice. For best practice, print the form and mail/fax it along with any supporting documentation to the Comdata address at the bottom of the form or e-mail to support@comdata.com. |
| **Goods or Services not as Described (Quality)** | Select this option if the quality of the purchased item is not as described on the invoice or at the time of the transaction, or if the merchandise was received damaged. Disputes regarding Terms and Conditions fall under this reason as well. <br><br> The form requires you to specify if the cardholder participated in the transaction **(Yes/No)**, if it was a face-to-face transaction, provide details on why the merchandise was not received as expected, any attempt made to resolve with the merchant, and any attempt made to return the items. <br><br> An Expert Opinion (third-party opinion from an expert in the related field) supporting your claim may be required on short notice. For best practice, print the form and mail/fax it along with any supporting documentation to the Comdata address at the bottom of the form or e-mail to support@comdata.com. |
| **Credit not Processed and I have Credit Receipt, Voucher (proof)** | Select this option if you were supposed to receive a credit for the transaction and have proof that credit is due. <br><br> The form requires you to enter the date the credit was issued, and the cancellation number (if applicable). Documentation (credit slip, voucher, cancellation number, etc.) is also required to support your claim. If you do not have supporting documentation, then select the dispute reason that best describes *why* you are due credit. |
| **Other** | Select this option if your dispute reason is not provided. The following message displays: <br><br> *"If your dispute does not fall under any of these dispute reasons listed, please contact Customer Service, 800-741-4040 or email: support@comdata.com."* |

5. Once you've completed the form, select **Submit** at the bottom of the page. A PDF of the form generates. Please save and print this for your records. You will also receive an e-mail confirmation from iConnectData.com that your dispute has been received.

## Transaction Online Dispute Processing Form

Date: 06/11/2014

| | | | |
|---|---|---|---|
| Account Code: | VC111 | Customer ID: | 88888 |
| Contact Name: | INT-POWER-USERBOBJ | E-mail: | SHARRIS@COMDATA.COM |
| Company: | COMDATA | Phone Number: | 615-370-7251 |
| Address: | 5301 Maryland Way | Fax Number: | |
| City/ST/Zip: | Brentwood / TN / 37027 | | |

| Card Number | Customer ID |
|---|---|
| XXXXXXXXXXXX8131 | 88888 |

### Valid Transaction Listing

| Transaction Date | Posted Date | Transaction Number | Posted Amount | Recon Amount | Approval Code | MCC | POS | ARD / Merchant Name |
|---|---|---|---|---|---|---|---|---|
| 04/08/2014 06:42:56 | 04/08/2014 07:00:06 | 200004 | 100.00 | 100.00 | 50001 | 4215 | 1 | 050000000000000000000025 AIR SERVICES |

### Disputed Transaction Listing

| Transaction Date | Posted Date | Transaction Number | Posted Amount | Recon Amount | Approval Code | MCC | POS | ARD / Merchant Name |
|---|---|---|---|---|---|---|---|---|
| 04/08/2014 07:00:07 | 04/08/2014 07:00:07 | 200006 | 100.00 | 100.00 | 0 | 4215 | 10 | 050000000000000000000033 AIR SERVICES |

**Reason Code:** Duplicate

The same transaction was charged 2 or more times.

We certify that this information was obtained via a secure website, and is being disputed by the authorized user.

Any documentation required to support your claim must be received within 10 days:

Comdata, Inc.
5301 Maryland Way
Brentwood, TN 37027
Attn: Research Dept.

or

Fax Legible Copy to: 615-376-8742
Attn: Research Dept.

## Appendix

### Duplicate

Transaction Listing: (Please select one Valid transaction and Duplicate transaction(s) within the same Authorization date.)

| Valid | Duplicate | Transaction Date | Posted Date | Transaction Number | Posted Amount | Recon Amount | Approval Code | MCC | POS | ARD Merchant Name |
|---|---|---|---|---|---|---|---|---|---|---|
| ◉ | ☐ | 04/08/2014 06:42:56 | 04/08/2014 07:00:06 | 200004 | 100.00 | 100.00 | 00001 | 4215 | 1 | 05000000098000000000025 AIR SERVICES |
| ○ | ☐ | 04/08/2014 07:00:07 | 04/08/2014 07:00:07 | 200006 | 100.00 | 100.00 | 0 | 4215 | 10 | 05000000000000000000033 AIR SERVICES |

Reason for Dispute: Duplicate

The same transaction was charged 2 or more times.

### Paid by Another Means

Reason for Dispute: Paid By Another Means

\* Please list the date and amount of alternate payment, as well as any number/cardnumber/check number that would help identify that payment.

\*\*\*Note: Please send documentation within 10 days to the address or fax below, to support your claim that you paid for this transaction using another form of payment. (Ex. Copy of check or bank transfer, cash receipt, or credit card transaction detail, etc.)\*\*\*

Before processing a dispute for payment by another means, you may wish to contact the merchant in an attempt to resolve. If you have already done so, please document your attempt and specify what the merchant stated as to why they would not issue a credit.

I contacted the merchant on: _____ (mm/dd/yyyy)

Please explain in detail why the merchant would not issue a credit.

## Did not Receive Services or Merchandise

Reason for Dispute: Did not receive services or merchandise

\* I/the cardholder participated in this transaction, but did not receive the Goods or Services.
○ Yes  ● No

\* Describe the item not received:

\* The last expected date of delivery was: [              ] (mm/dd/yyyy)

You may wish to contact the Merchant for a resolution prior to filing this dispute. If you have already done so, please describe the result of your attempt to resolve this issue with the merchant.

## I Did Not Authorize or Participate in this/these Transaction(s)

*Option 1*

Option #1  ☑ My card was lost/stolen at the time of the disputed transaction(s)

On what date was the card lost/stolen? [              ] (mm/dd/yyyy)

I did not participate in any transaction on or after: [              ] (mm/dd/yyyy)

\* Were police notified?  ○ Yes  ● No  If yes, date notified: [              ]
(mm/dd/yyyy)

\* Briefly explain the circumstances surrounding the fraudulent use of the card.

Do you have any knowledge of the person(s) who may have used your card? If yes, who?

You must check this box if it applies:

\* ☐ Neither I, nor anyone authorized by me, used this card for the disputed transactions listed on this form.

*Option 2*

Option #2    ☑ My card was in my possession at the time of the dispute transaction(s)

　　　　　* ☐　Neither I, nor anyone authorized by me, used this card for the disputed transactions listed on this form.

*Option 3*

Option #3    ☑ The card was misused by the employee assigned to this card.

　　　　　* Was the employee terminated?　○ Yes　● No

　　　　　* If yes, date of termination: [            ]
　　　　　(mm/dd/yyyy)

## Amount of Transaction Differs from Amount Billed

**Reason for Dispute:**  Amount of transaction differs from amount billed

* The transaction amount billed shows   $ 100.00,  however, the transaction amount should be [            ]

***Note: Although not necessary at this time, you may have to provide proof of the amount difference on a short notice. Best practice is to print a copy of this dispute form, and mail or fax this documentation to the address below now, and retain a copy for your records for at least 60 days.***

*(continued on next page)*

## Goods or Services not as Described

**Reason for Dispute:** Goods or Services not as described (Quality)

\* Did the cardholder participate in the transaction?   ○ Yes   ⦿ No

\* This transaction was:   ○ Face-to-face   ⦿ Non-face-to-face

NOTE: Please make sure you have provided all of the information requested below.
\*\*\*\*\*Any missing details may delay your dispute.\*\*\*\*\*

\* Provide details about what was purchased and how the merchandise was damaged upon delivery or not suitable for the purpose
   for which it was intended or why the merchandise (or service) is not as described, defective, or incompatible.

\* An attempt must be made to resolve with the merchant. Please include the specific details of this attempt including when the merchant was contacted,
   and why the merchant refused to correct the problem or issue credit. Note: The merchant must be given the opportunity to correct the problem prior
   to initiating a dispute.

\* An attempt to return all "tangible" merchandise must be made. Please provide the details about the return of (or attempt to return) the merchandise.
   If there were NO tangible items to return, please state that.

Although not required at this time, if you have an Expert Opinion to corroborate and explain how the item or service performed by the first merchant was negligent, or not
as described, or any other supporting documentation to substantiate your claim, please print this dispute form, and fax or mail along with supporting documentation
to the address below within 10 days of the dispute, and retain a copy for your records. (Expert opinion must be written on expert's professional letterhead,
or validated by other information that would demonstrate that the opinion is that of a recognized Expert or Professional.)

## Credit Not Processed and I have Credit Receipt, Voucher (Proof)

**Reason for Dispute:** Credit not processed and I have credit receipt, voucher (proof)

\* When was credit to be issued?  [                    ]  (mm/dd/yyyy)

Cancellation number (if applicable):  [                    ]

\*\*\*Note: Supporting documentation (Ex. Credit slip, voucher, cancellation number, etc.) is required for this dispute reason.
Please print this dispute form and send it along with documentation to support your claim that credit is due, to the address below within 10 days.
If you do not have this documentation, please select another dispute reason based on "why" you are due a credit.\*\*\*

# COMDATA

www.comdata.com  | support@comdata.com | 1.800.741.4040