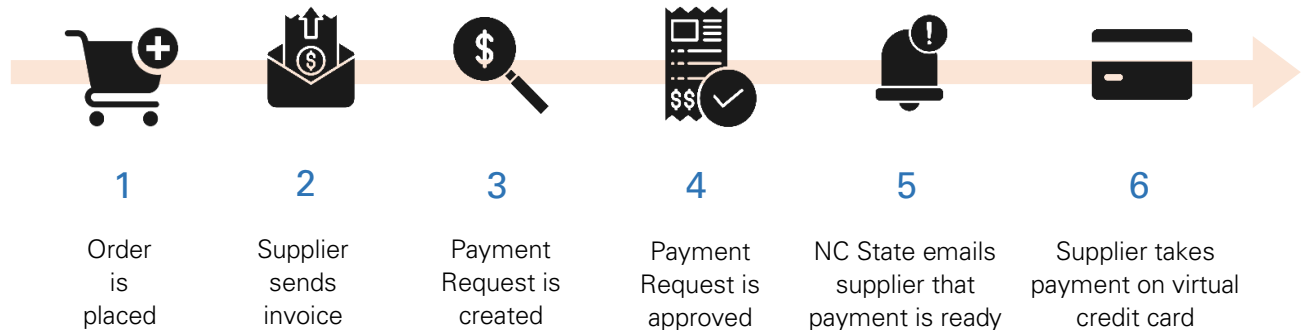


NC STATE

Virtual Payables Program



Most Frequently Asked Questions

Q1: I thought I was set up to receive ACH payments. Why am I being asked to enroll in Virtual Payables?

When vendors are added at NC State, an ACH is required to set you up in our system. However, virtual payables is the preferred payment method at NC State and recruitment happens for this program once you are in our vendor file.

Q2: Are there any fees for accepting credit card as the payment method?

Normal credit card processing fees that suppliers pay to their merchant bank apply. Please see your credit card processor for details.

Q3: Can I charge a credit card processing fee?

No. If your organization charges a fee in addition to the invoice amount, you cannot enroll in Virtual Payables.

Q4: When can I expect payment?

Payments are dispersed via the Bank on Tuesdays and Thursdays once approved by the campus department. To inquire about payment for a specific invoice, please contact the customer who placed the order.

Q5: How do I take payment once the remittance advice is received?

Payment should be processed on the supplier side via the normal credit card processing within 7 business days of receiving the remittance advice.

Q6: What if the remittance advice does not match the invoice amount?

Payment can only be taken for the exact amount listed on the remittance advice. Any other attempted amount will be declined. If there are any discrepancies between supplier invoice amount and remittance amount, please email ncsu_epay@ncsu.edu immediately with invoice details.

Q7: What if my processor has a monetary limit and I cannot process payment for the exact amount listed?

Please email ncsu_epay@ncsu.edu and our Virtual Payments Administrator can adjust your profile at the bank to allow the payment to go through.