



Vendor Enrollment Quick Reference Guide

INTRODUCTION

This Quick Reference Guide is designed to enhance the effectiveness of your vendor enrollment program and help you convey a consistent message to your vendors. It includes details on the Comdata ConnectPay E-Payables program and how it works, as well as how it benefits your vendors and how you can best address their questions or concerns.

COMDATA CONNECTPAY E-PAYABLES

The following section includes a brief overview of the Comdata ConnectPay E-Payables program. In addition to an overview, it provides details on how vendors will benefit by participating and how you can help ensure maximum success.

What is it?

Comdata ConnectPay includes electronic payables solutions that streamline the payment process and provide an alternative to costly manual check disbursements. With this program, you have the ability to reduce expenses and turn your department into a revenue generator.

You will electronically generate a unique, 16-digit Comdata MasterCard® account number for every vendor payable. The account number is assigned a specific dollar value, expiration date, CVC code, and an optional GL clearing account number or reference number. Your vendor will then process the transaction just like any other credit card payment.

For vendors who do not wish to accept MasterCard as payment, Comdata ConnectPay also includes the option to manage payments via the ComdataDirect Network. ComdataDirect uses Comdata's own network to provide an alternative payment solution, enabling settlement directly into the vendor's designated bank account without the need for the vendor to process the credit card.

How does it work?

The process of on-boarding vendors into the e-payables program begins with Comdata conducting a vendor match. The match confirms which of your vendors already accept MasterCard as a form of payment, as well as which vendors already accept those payments from Comdata. Those vendors that cannot accept MasterCard can be offered ComdataDirect, our straight-through e-payables option.

The results of the vendor match are then used to segment your vendor base. Vendors with a high level of spend or those vendors that provide a critical service to your organization are considered strategic. Comdata provides a dedicated staff to manage enrollment of strategic vendors by conducting phone call campaigns to these vendors on your behalf.

Vendors that are not considered strategic and have accepted MasterCard payments from Comdata in the past will be automatically enrolled in your virtual card program using the email address Comdata has on file. These vendors will receive a welcome message that includes a 6-digit account prefix. When a payment remittance is sent to the vendor via email, the account number is truncated for security. The vendor will simply combine the account prefix on file with

the account number provided in the remittance to create a complete 16-digit MasterCard account number. This payment is then processed just as any other credit card payment, and the vendor usually receives settlement within 24-48 hours, according to their agreement with the merchant processor. Comdata MasterCard account numbers have unique features that allow the vendor to process the transaction only one time for the exact amount of the approved payment.

Vendors that are not strategic and have accepted MasterCard payments in the past, just not from Comdata, will also be automatically enrolled in your virtual card program. These vendors will receive a welcome letter and payment details via U.S. mail. The mailing will contain a remittance advice and MasterCard account number, which can be processed just like any other credit card payment. Vendors are encouraged to visit Comdata's vendor portal to update their preferences and begin receiving payment details via email.

Throughout the vendor enrollment and on-boarding process, you will receive updates from Comdata regarding vendor participation, including those who decline. Vendors that decline participation in your virtual card program can be offered ComdataDirect as a non-MasterCard alternative.

How do my vendors benefit?

There are many benefits to participating vendors, including:

- Guaranteed payment through the MasterCard or ComdataDirect networks
- Improved financial controls, since checks can be lost or stolen
- Prompt settlement to help minimize payment delays, collection costs and disputes
- Detailed remittance information, including a list of invoices paid
- Maintained status as a preferred vendor
- Web-based portal for self-registration and information management
- Automated reminders to process outstanding payments
- Access to comprehensive network of rewards and business services

What support does Comdata provide?

Comdata has a dedicated vendor enrollment team to support your program. This team includes specialists who make calls and help manage strategic vendor enrollment and participation. The team also includes operations specialists who will assist with the distribution of payments, reminders for unprocessed payments, management of data, and other day-to-day aspects of your program. In addition, Comdata's team offers the PayForYou service. With PayForYou, payments to select vendors who accept payments only online or by phone are managed by

Comdata on your behalf. For details on eligible PayForYou vendors and spend criteria, please contact your Comdata representative.

What can I do to make the program successful?

You are in contact with your vendors on a regular basis and have the ability to present a positive impression of this important initiative. Your responsibility is to have a clear understanding of the program and place yourself in a position to communicate effectively about the program. Your interactions will compliment the other formal vendor enrollment activities.

Should you receive a request from a vendor to decline participation in the electronic payment program, please notify Comdata. The Comdata vendor enrollment team can contact the vendor on your behalf to provide alternatives or further address vendor objections.

ANSWERS TO COMMON VENDOR QUESTIONS

During your day-to-day activities, you may have an opportunity to discuss this payment program with vendors. The following section outlines commonly-asked questions you may hear from vendors and offers Comdata's recommended responses to best address them.

What do I do with the remittance advice?

If you received the remittance advice via email, you will use the 6-digit card account prefix (556766) and merge it with the Comdata MasterCard account number provided in the email remittance to process the payment through your credit card system. If the remittance was received via U.S. mail, simply process the account number provided through your credit card system as you would any other credit card payment.

What is the maximum number of allowable transactions that I can process on a card?

We have chosen to set ____ as the maximum number of times the card can be processed.

Note: Please see your program administrator for information about this limit.

If I lose the card information, what do I do?

You can contact our AP department to obtain the Comdata MasterCard account information for that specific invoice.

If the card number I entered does not work, what do I do?

Please confirm the card number you entered.

Note: If the information the vendor provides to you is correct, please contact your program administrator. All declines and error details can be seen on Comdata's iConnectData website by your program administrator or other designated personnel.

What charges will I incur by participating in the program?

This payment is processed like any other credit payment, and the agreement you currently have with your MasterCard processor in order to accept payments through their system is also applicable to these transactions. Should you have questions or concerns about these fees, I can have someone contact you to discuss other options.

Note: Comdata may be able to assist the vendor in receiving a lower rate by referring them to additional acquiring service providers or in some cases by moving the vendor to the ComdataDirect network.

Why do I have to run the card for the exact amount?

This is a security feature of the program.

How will I be notified that a Comdata MasterCard payment has been assigned to the invoice?

You will receive the remittance advice via mail or email. The remittance advice contains the details of the invoices being paid by that Comdata MasterCard.

If I have multiple invoices for payment, will a MasterCard account number be assigned to each invoice?

No. Each time we process payments, the system will aggregate all the records by vendor code, generating a single MasterCard account number valid for the total net paid amount on your remittance advice. Each invoice record is listed as a separate line item on the remittance advice.

How can I begin receiving payment notifications via email instead of mail?

You can enroll online to begin receiving payments via email rather than by traditional mail. Each payment you receive will include the web address and registration code you will need to update your preferences. You can also call 1-800-398-7117 to request the change.

What if a vendor wants to add charges or fees?

Some vendors may want to assess a small charge for “processing” or “handling” a virtual card payment. In some cases, you may be able to persuade the vendor to eliminate or lower this charge by communicating the value of participating in your e-payables program. In addition, Comdata’s vendor enrollment team may be able to assist the vendor with lowering their own processing fees, thereby reducing their incentive to levy additional charges.

If a vendor insists on maintaining a charge for taking your payments, Comdata encourages you to consider how the financial returns of your program could greatly outweigh this small additional charge.

RESPONSES TO COMMON VENDOR OBJECTIONS

Below is a series of statements you may hear from vendors with concerns about enrolling in the program. The responses provided will help you address and overcome these objections.

“We don’t want to keep the card account on file.”

The technology we are using will generate a new card number for each payment, so you are not required to keep a card on file. You will be sent a remittance advice via mail or email upon approval of a payment, which will include the MasterCard account number, expiration date, CVC number and exact amount of the payment. If you receive payments via email, the account number is truncated for security, and you will simply add the six-digit account prefix (556766) to the front of the number supplied in the email before processing the payment through your MasterCard point-of-sale device.

“We want to continue receiving checks.”

We have made it a corporate initiative to reduce the number of checks we issue in order to streamline our processes, reduce concerns of check fraud, and decrease the time it takes for us to pay our vendors. Many vendors are comfortable with this process and are finding it much easier than processing a check. In the future, our goal is to align ourselves with vendors who accept electronic payments in order to create a stronger partnership.

Note: If the vendor continues to resist, please contact Comdata. Comdata’s vendor enrollment specialists may be able to assist the vendor with other options that enable their continued participation.

“We have different people who process payments, and I don’t want to give you a single person’s email address.”

Many of our other vendors have established a general email box in their accounts receivable department that several people can access to process payments. You may wish to speak to your IT personnel and have this set up.

“We don’t feel there are benefits to participating.”

There are many benefits to participating vendors, including:

- Guaranteed payment through the MasterCard or ComdataDirect networks
- Improved financial controls, since checks can be lost or stolen
- Prompt settlement to help minimize payment delays, collection costs and disputes

- Detailed remittance information, including a list of invoices paid
- Maintained status as a preferred vendor
- Web-based portal for self-registration and information management
- Automated reminders to process outstanding payments
- Access to comprehensive network of rewards and business services

“The processing fees cost too much.”

We understand that there is a fee associated with receiving this form of payment. However, I can put you in touch with a strategic specialist to discuss other options that may help you reduce your costs.

Note: Comdata may be able to assist the vendor in receiving a lower rate by referring them to additional acquiring service providers or in some cases by moving the vendor to the ComdataDirect network.

REMITTANCE SAMPLE – EMAIL

This is an example of the email remittance your vendors will receive.

Remittance Advice Sample

Subject: **Electronic Payment Advisory from (Company Name of Buyer) - ACTION REQUIRED**

From: Company Name of Buyer
Contact Name (A-P Issuer)
Buyer's Address
Buyer's Telephone Number
Buyer's Fax Number
Buyer's Email Address

To: SUPPLIER: Supplier name
PAYMENT#: Payment Number

The invoices listed below have been authorized by (Company Name of Buyer) on 04/07/2009 to be charged to the following MasterCard number for the Total Net Paid amount indicated:

MASTERCARD#: XXXXXX0004614223 EXP: 09/2012 Security Code: 583

Inv Date	Invoice Number	Gross Amt	Discount Amt	Net Amt Paid
04/06/2009	13648	\$1.00	\$0.00	\$1.00
<i>Comments: For Supplies ordered on 04/06/2009 by Joe N.</i>				
04/06/2009	464789	\$1.00	\$0.00	\$1.00
<i>Comments: Payment due 04/23/2009</i>				
04/07/2009	879464	\$1.00	\$0.00	\$1.00
<i>Comments: Jim Smith Travel</i>				
Total Net Paid:			\$3.00	

We recommend that you process the MasterCard number shown above once for the full "Total Net paid" amount. If you have questions about this remittance advice or processing the payment, please contact (Company Name of Buyer) using the contact information shown above.

REMITTANCE SAMPLE – MAIL


This is an example of the letter and remittance your vendors will receive.

COMPANY LOGO HERE

PAYMENT ADVISORY FROM <COMPANY NAME>

From: <COMPANY NAME>
 <ADDRESS>
 <CITY, STATE ZIP>
 <PHONE>
 <EMAIL>

To: <VENDOR NAME>
 Payment Number: <PAYMENT NUMBER>



The invoices listed below have been authorized by <COMPANY NAME> on <DATE> to be charged to the following MasterCard number for the Total Net Paid amount indicated.

MASTERCARD: <5523452345678901> EXP: <12/12> Security Code: <567>

Invoice Date	Invoice Number	Gross Amount	Discount Amount	Net Amount Paid
03/27/2012	1207714071	\$691.19	\$0.00	\$691.19
03/31/2012	1208980396	\$49.44	\$0.00	\$49.44
04/07/2012	1208228992	\$6.46	\$0.00	\$6.46
04/11/2012	1209451680	\$2,891.73	\$0.00	\$2,891.73
04/11/2012	1209453609	\$494.16	\$0.00	\$494.16
04/11/2012	1209457984	\$5.22	\$0.00	\$5.22
Total Net Paid				\$4,138.20

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