



AVIDPAY SERVICES  
BUYER EDUCATION

# PAYMENT TYPES - OVERVIEW

## Virtual Commercial Card (VCC)

A VCC is a one-time use MasterCard pre-loaded with the required funds needed to successfully process the payment uploaded into the AvidXchange AvidPay network.

Suppliers accepting this form of payment must have a prior merchant services provider setup giving them the ability to process virtual card transactions.

The VCC provided for payment is processed in the same manner as a physical credit card. Using the supplier's POS device or computer based program, the virtual card details are entered manually in lieu of swiping a standard card.

## AvidPay Direct (APD)

APD is an enhanced payment option suppliers can elect for if they don't have the ability to process VCC payments and/or don't want to wait for a mailed paper check. As files are uploaded containing payments to suppliers within the APD Network, an enhanced direct deposit is pushed from the AvidXchange trust to the supplier's specified bank account.

An added benefit of this program is the **Invoice Accelerator (IA)** feature. Eligible suppliers have the ability to be paid early on qualified invoices. This is an optional benefit for suppliers and will have no impact on how buyers utilize the Avid system. For additional information on this feature please

visit: [Invoice Accelerator!](#)

\*If you're not currently utilizing our AvidInvoice service, your supplier invoices won't qualify for IA. Suppliers may be contacted on behalf of other buyers.\*

## AvidPay Custom Check

Paper checks are always available as a payment option for your suppliers.

AvidPay Custom checks are customizable to reflect how your normal check would appear as if created internally. We simply cut and mail the check on your behalf – when it clears, the funds draw directly from your HOA bank account.

# SUPPLIER ENROLLMENT

AvidPay Services contacts suppliers to ensure we identify all of their accepted payment methods. The goal of our supplier outreach program is to showcase the value of our electronic payment methods. Through education, our e-payment offerings are often readily accepted by suppliers as a faster and more secure opportunity to receive payment in lieu of a traditional paper check.

We have a variety of methods used to enroll suppliers in their preferred payment method, detailed below:

## JIT (Just In Time)

This type of call is provided to suppliers with no preferred payment method on record, but have a payment currently processing through the system.

The payment process will never be halted to identify a preferred payment method. However, we can modify payment method of pending payments from the default (check) to VCC if we confirm the supplier prefers payment via virtual card.

## AvidPay Direct

This type of call is provided to suppliers that received a JIT VCC enrollment call and state they don't have the capability to accept a virtual card payment, but are interested in an electronic payment option. An APD representative will discuss with the supplier in detail the program requirements and benefits. Additionally, the agent will securely collect all banking information through DocuSign to finalize the banking relationship between the supplier and our treasury department.

Payments will never be held in process due to a supplier's desire to enroll in the AvidPay Direct program. If setup isn't finalized by the processing cutoff time, the payment in question will default and be issued as a check. Setup will continue until complete and future payments to the newly enrolled supplier will be issued through the AvidPay Direct network.

## **\*Letter of Authorization (LOA)\***

While not required, having an LOA on file is extremely beneficial to our success. During supplier enrollment and payment processing, teams are occasionally asked for proof legitimizing the partnership with our buyers. Being able to quickly supply this official document can often alleviate any supplier concerns about who AvidXchange is and our purpose.

This document is typically created during the customer onboarding phase using a buyer's corporate letterhead, however, LOAs can be created/added/updated at any time by contacting [support@avidxchange.com](mailto:support@avidxchange.com).

# SUPPLIER ENROLLMENT – HOW WE SUCCEED!

The AvidPay Services team utilizes several measures to ensure our supplier enrollment programs are executed smoothly and successfully. Below are details on how we maintain our service expectations, instill consistency in our communication, and promote an overall quality experience for your suppliers.

## Data Verification

During the enrollment conversation, the below data points are collected and verified to ensure payment accuracy.

- Vendor name
- Vendor address
- Vendor contact information (email and/or phone)
- Credit card processing fees
- Credit card processing transaction limits

## Quality Assurance

The AvidPay Services team uses extensive quality assurance methods to confirm our high service level expectations are met. Below are examples of the tactics currently utilized:

- Written communication templates**
  - Promotes accuracy and uniformity of documentation delivered to suppliers
- Conversational scripts**
  - Maintains enrollment representative alignment and consistency when verbally enrolling suppliers
- Call monitoring and recording software**
  - Crucial for maintaining industry leading performance standards
- Continuing education**
  - Keeps our representatives fully informed on product and service updates to better serve our supplier database

# PAYMENT METHOD – FEES

| Payment Method                | Fees  |
|-------------------------------|---|
| Virtual Commercial Card (VCC) | <p>NO fees assessed by AvidXchange!</p> <p>*Suppliers are assessed interchange fees from their merchant services provider for accepting virtual card transactions.</p>  |
| AvidPay Direct (APD)          | <p>Tiered fee structure:</p> <p>1.55% of payment if under \$10,000;<br/>1.05% of payment if over \$10,000 up to \$25,000<br/>+ \$1.00 ACH Settlement Fee</p> <p>*Fee is capped at \$25,000; payments greater than \$25k will be assessed a maximum fee of \$263.50.</p> |
| AvidPay Custom Check          | <p>NO fees assessed by AvidXchange!</p> <p>*Check deposits may cause suppliers to incur fees from their financial institution if you place a stop payment on their check.</p>   |

# CREATION AND DELIVERY TIMELINE - VCC

## Virtual Commercial Card – VCC

### Day 1

Payment file received and all buyer approvals completed (if any) prior to 2pm EST.

#### What happens next?

- ❑ Payments matched against global supplier database - payment method determined
- ❑ ACH debit(s) initiated from your bank account for each individual payment
  - If your file contains 50 payments, your bank account will be debited 50 times for each individual payment
- ❑ Funds are placed into the AvidXchange trust account with Old North State.

### Day 2

Payment is available for the supplier in 1 of 2 ways, depending on the supplier's delivery preference.

#### What are the options for VCC delivery?

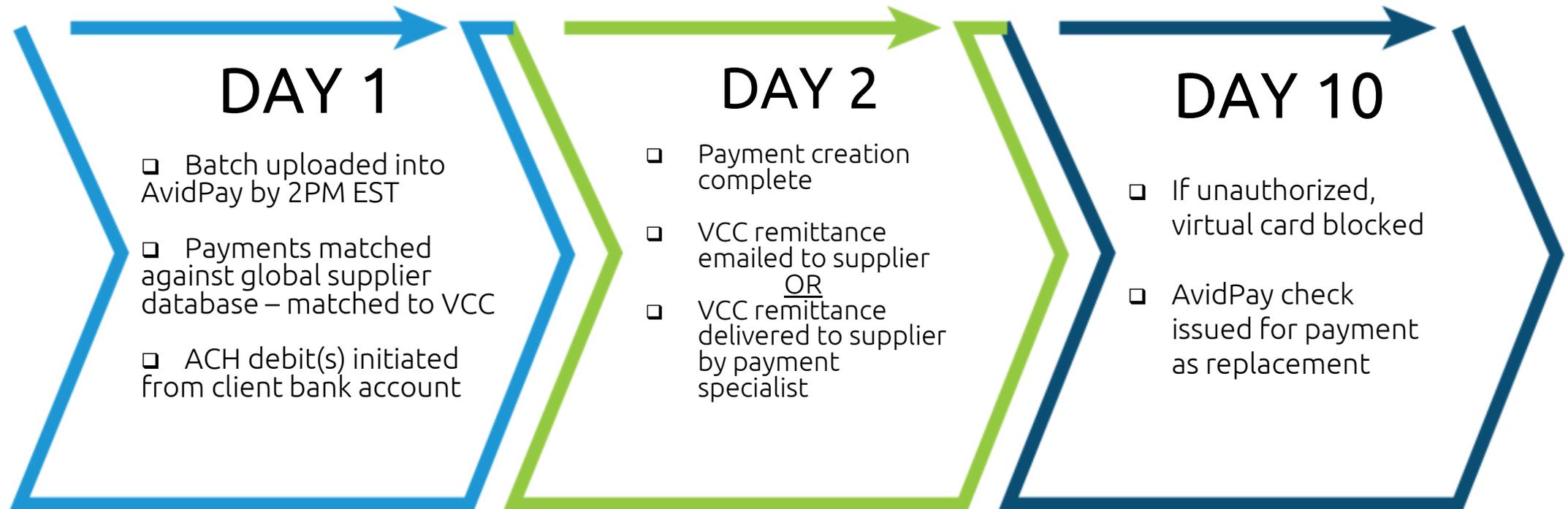
**Email Delivery** – Suppliers can elect to have their own work/personal email on file within the AvidPay network. On the 2<sup>nd</sup> business day once payment creation is finalized, our system will send a secure email to the supplier-provided email address. The email contains all pertinent information about the VCC to be used for payment (*all information passed in your payment file designating where the payment is to be applied*) along with contact information to our Customer Care team if they have any questions.

**Payment Specialist** – As payments become available to process, VCC payment remittances are distributed to teams of Payment Specialists located in Charlotte, NC.

Payment Specialists process payments in a variety of methods, such as:

- ❑ Speaking with the supplier's accounting department personnel
- ❑ Through automated IVR telephone systems
- ❑ Through one-time payment portals online
- ❑ Using virtual card authorization forms provided by the supplier

# VIRTUAL COMMERCIAL CARD



# CREATION AND DELIVERY TIMELINE - APD

## AvidPay Direct – APD

### Day 1

Payment file received and all buyer approvals completed (if any) prior to 2pm EST.

#### What happens next?

- ❑ Payments matched against global supplier database - payment method determined
- ❑ ACH debit(s) initiated from your bank account for each individual payment
  - If your file contains 50 payments, your bank account will be debited 50 times for each individual payment
- ❑ Funds are placed into the AvidXchange trust account with Old North State.

### Day 2

Funds are transferred from the AvidXchange trust account to supplier bank accounts.

**\*\*Important\*\*** - Although funds are transmitted to supplier banks on the 2<sup>nd</sup> business day, banks have varying electronic funds transfer availability schedules. However, all suppliers should have availability to their payment funds on the 3<sup>rd</sup> business day from file upload.

- ❑ On the 3<sup>rd</sup> business day, AvidPay Direct payment funds available in supplier bank accounts.
- ❑ On the 3<sup>rd</sup> business day, the supplier is sent a secure payment remittance receipt email from the AvidPay network. The email contains information passed from the payment file designating buyer origin and payment application. Additionally, contact information to our Customer Care team is provided if the supplier has any questions.
- ❑ On the 5<sup>th</sup> business day, the APD payment fee is debited from supplier bank accounts. Lastly, a receipt explaining the fee for the associated payment is emailed to the supplier.

# AVIDPAY DIRECT

## DAY 1

- ❑ Batch uploaded into AvidPay by 2PM EST
- ❑ Payments matched against global supplier database – matched to APD
- ❑ ACH debit(s) initiated from client bank account

## DAY 2

- ❑ Payment creation complete
- ❑ AvidPay Direct payment funds transmitted to supplier banks

## DAY 3

- ❑ Funds available in supplier bank accounts
- ❑ Remittance receipt sent to supplier email address

## DAY 5

- ❑ AvidPay Direct payment fee deducted from supplier bank accounts
- ❑ Payment fee receipt sent to supplier email address

# CREATION AND DELIVERY TIMELINE – CUSTOM CHECK

## AvidPay Custom Check

### Day 1

Payment file received and all buyer approvals completed (if any) prior to 2pm EST.

#### What happens next?

- Payments matched against global supplier database - payment method determined

**\*\*Funding is NOT debited from your account for AvidPay Custom checks\*\***

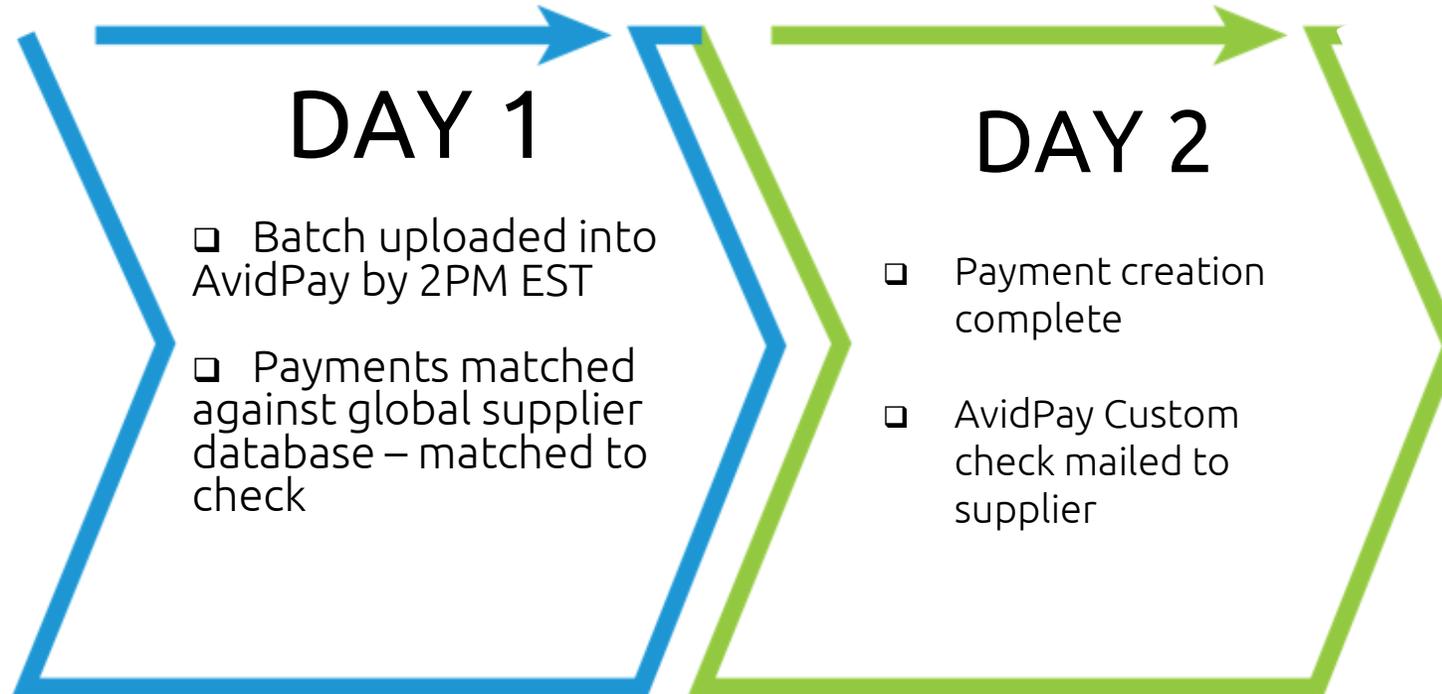
### Day 2

Check is mailed to the supplier.

AvidPay Custom checks are printed using check stock configured to visually appear as if issued directly from your bank account with a stub containing information provided in your payment file.

**\*\*Important\*\*** - AvidPay checks are mailed via USPS and subject to their delivery standards. When uploading a payment that requires faster delivery, please contact [support@avidxchange.com](mailto:support@avidxchange.com) to discuss available options.

# AVIDPAY CUSTOM CHECK



# PAYMENT REMITTANCE SAMPLE

## AvidPay Direct

Dear Accounts Receivable at (VENDOR NAME),

Your payment of **\$XX.XX** from (CLIENT ENTITY/PROPERTY NAME) is ready to be processed.

An ACH payment on behalf of (CLIENT NAME) has been initiated for the invoice(s) listed below for the total payment amount indicated to the account ending in XXXX. The ACH transaction detail of this payment should appear as 'AvidPay CKXXXX' on your bank statement and will be available in the next 1-2 business days. This information may vary based on your bank.

Payment Number - XXXXX (Check Number)

|  |   |
|--|---|
| <b>Customer</b><br>Client<br>Entity/Property | <b>Vendor</b><br>Vendor Name<br>345 Broad St<br>Anywhere, CD<br>67894 |
|--|---|

| Invoice No. | Invoice Date | Description | Gross   | Discount | Net                              |
|-------------|--------------|-------------|---------|----------|----------------------------------|
| XXXXXX      | XX/XX/XXX    |             | \$XX.XX | \$X.XX   | \$XX.XX                          |
|             |              |             |         |          | <b>Total Payment \$XX.XX USD</b> |

If you have any inquiries regarding this payment, please [click here](#) for more information. If you need to speak with someone, please contact us at 704-971-8165.

We want your reaction on receiving this payment! Please [click here](#) to provide feedback in a short survey.

To learn more about how we can help automate your Invoicing or Payment process, please visit us at [www.AvidXchange.com](http://www.AvidXchange.com).

## Virtual Card

Dear Accounts Receivable at (VENDOR NAME),

Your payment of **\$XX.XX** from (CLIENT ENTITY/PROPERTY NAME) is ready to be processed.

The invoice(s) listed below has/have been authorized by (CLIENT NAME) on XX/XX/XXXX to be charged to the following MasterCard number for the total payment amount indicated. We require that you process the MasterCard number shown below for the total payment amount. If you have any inquiries regarding this payment, please [click here](#) for quick answers to our most asked questions. If you need to speak with someone, please contact us at 704-808-7891.

Cardholder Name – (CLIENT NAME)  
Card Address –  
Credit Card Number – XXXX-XXXX-XXXX-XXXX  
Credit Card Expiration Date – XX/XX  
Credit Card Type - MasterCard  
CVC 2 Code - XXXX  
Payment Number - XXXXX (Check Number)

|  |   |
|--|---|
| <b>Customer</b><br>Client<br>Entity/Property | <b>Vendor</b><br>Vendor Name<br>345 Broad St<br>Anywhere, CD<br>67894 |
|--|---|

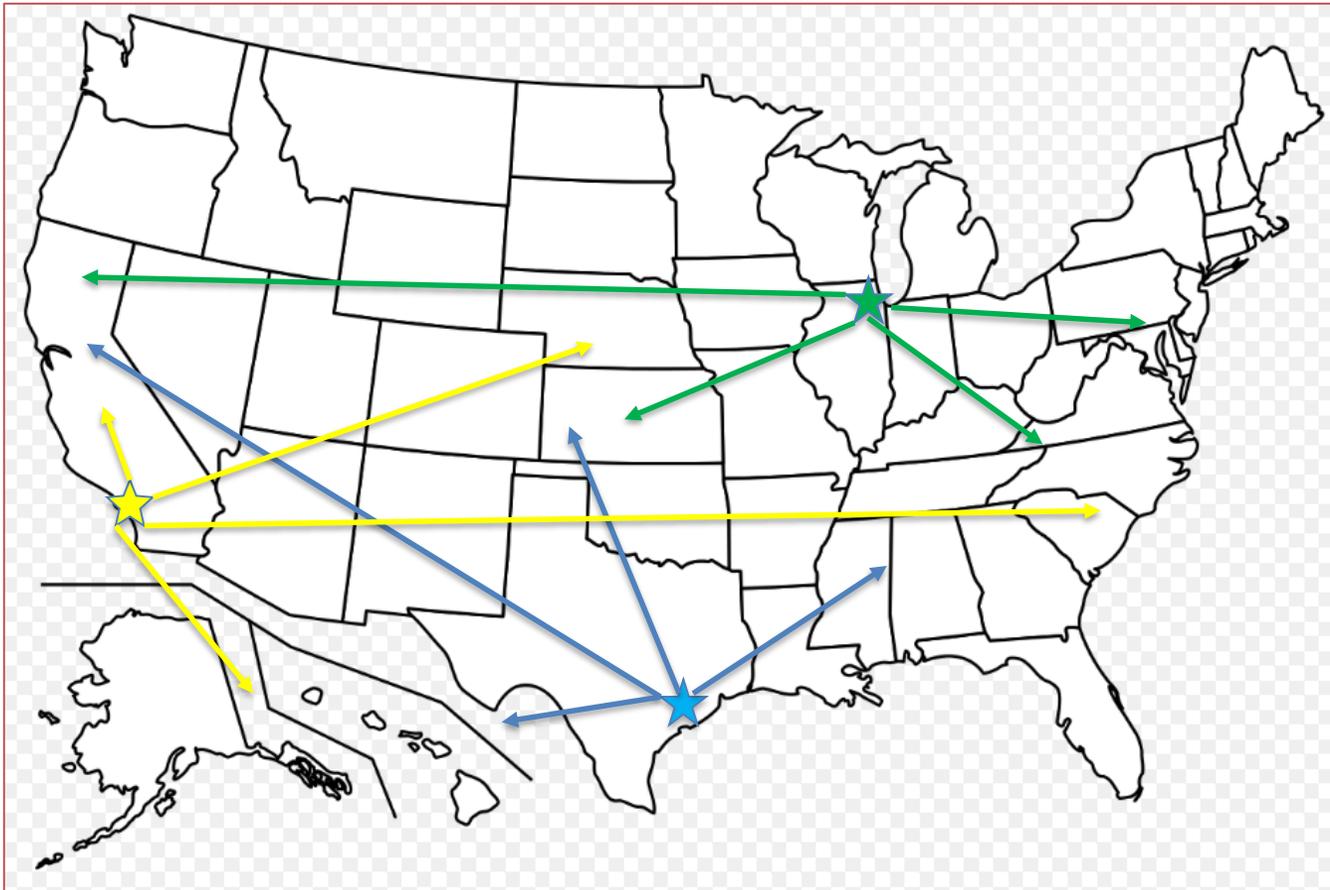
| Invoice No. | Invoice Date | Description | Gross   | Discount | Net                              |
|-------------|--------------|-------------|---------|----------|----------------------------------|
| XXXXXX      | XX/XX/XXXX   |             | \$XX.XX | \$X.XX   | \$XX.XX                          |
|             |              |             |         |          | <b>Total Payment \$XX.XX USD</b> |

**Did your card decline? Don't worry!** Card expiration is one of several security features for this payment and we can assist you with getting your payment processed immediately. Simply contact us at (704) 971-8170 and Dial 1 for Payment Services.

We want your reaction on processing this payment! Please [click here](#) to provide feedback in a short survey.

# BEST PRACTICES - MAILING TIME

Per USPS service standards, check mailing times will vary depending on origin versus destination. Checks mail from 3 printing facilities located in Chicago, IL, Houston, TX, and Los Angeles, CA. As a best practice, please keep in mind the below estimated mailing times to ensure payments are given sufficient time to be received prior to invoice due date.



| Destination     | Estimated Mail Time |
|-----------------|---------------------|
| Local           | 3-5 business days   |
| Mid U.S.        | 6-7 business days   |
| Coast to Coast  | 7-9 business days   |
| Alaska & Hawaii | 14-18 business days |

- ★ Houston, TX
- ★ Chicago, IL
- ★ Los Angeles, CA

# BEST PRACTICES - PAYMENT ACCURACY

In addition to varied mailing standards, processing times for each supplier will differ. Our ability to promptly and accurately process payments depends on the accuracy of data included in AvidPay uploads. Common reasons for payment processing delays include, but are not limited to the following reasons:

- Incorrect invoice information
- Incomplete invoice information
- None/Missing Invoice
- Incorrect payee
- Incorrect supplier address

Payment files uploaded into AvidPay are not editable by AvidXchange employees. If a payment file contains errors included but not limited to the above examples, AvidXchange employees cannot make adjustments to payee names, invoices to be paid, or payment address. Our Customer Care team is readily available to assist buyers with voiding payment files and/or specific payments uploaded into AvidPay.

# PAYMENT FOLLOW UP - VCC

## VCC – How do we follow up with VCC payments?

Once a VCC payment is available to process, the virtual card is kept open and available for 10 calendar days. If a holiday falls during this time, we will make necessary adjustments to the SLA to allow for business closings.

**Email delivery** – The AvidPay Services Analyst Team monitors all VCC payments emailed to suppliers. During the SLA, this team sends follow up emails and reaches out to suppliers via telephone to ensure payments are processed.

**Payment Specialist delivery** – Payment Specialists monitor the completion of all VCC payments assigned to their ownership. If necessary, multiple follow up calls are made to the supplier to ensure payments are processed successfully.

**\*\*Important\*\*** - If a supplier doesn't process a VCC payment by the end of the 10 day SLA, the payment will be converted to a check and mailed to the supplier.

# PAYMENT FOLLOW UP – CUSTOM CHECK

## AvidPay Custom Check – How are custom check followed up on?

- ❑ Buyers utilizing a custom AvidPay model have check payments created and issued by AvidXchange, however the layout and bank account information imprinted on the check belongs to the buyer. When checks of this nature are received and deposited by suppliers, funds are drawn directly from the client bank account.
- ❑ Since this type of check clears directly from the buyer bank account, AvidXchange is unable to perform any follow up procedures because we do not have visibility into buyer accounting systems or bank records. Outstanding AvidPay Custom checks must be followed up on by the buyer.

**\*\*Important\*\*** - Unprocessed VCC payments converted to check are issued as standard AvidPay checks and mailed to the supplier. The AvidPay Services Analyst Team will identify and categorize the payment as either *Utility* or *Non-Utility*. During payment follow up, the analyst team will confirm with the supplier delivery of the check, verify mailing address and answer any questions about the payment's application if necessary. Below are the current timelines for follow-up initiation of each payment category:

**Utility Payments** - Follow up begins 14 calendar days after mailing.

**Non - Utility Payments** - Follow up begins 21 calendar days after mailing.

# PAYMENT RESEARCH - BUYER CONTACT

As payments are processed and/or followed up on, occasionally, additional information or buyer approval is required to complete a payment or refund. Requests are sent from a central research email address ([avidpaypaymentresearch@AvidXchange.com](mailto:avidpaypaymentresearch@AvidXchange.com)) to ALL buyer contact(s) provided by your company. Our communication process is standard for all buyers; if your company has multiple contacts handling specific properties, suppliers, etc. we kindly request you prioritize research requests accordingly as they're received.

Below are the most common requests:

## Additional Information

- Invoice/Account number, Unique pin/identifier
- Federal Tax ID
- Vendor contact information

## Refund Approval

- Full Refund
- Partial Refund

## Address Change Approval

- Vendor requests check payment to be sent to different address

**\*\*Important\*\*** - This email address is only to be used for outbound information/approval requests specific to the payment(s) involved.

General inquiries must be submitted to [support@AvidXchange.com](mailto:support@AvidXchange.com) to create a support ticket.



The image shows an example of an email template from AvidXchange. The email is addressed to a buyer contact and contains the following text:

Good Morning/Afternoon,

(Vendor Name) informed AvidXchange that the payment below cannot be processed with the invoice and/or account information provided.

**Payment Details:**

**Payment Number:** (1234)

**Payment Type:** VCC

**Vendor Name:** (Vendor Name)

**Payment Amount:** (\$x.xx)

**Property Name:** (ABC Place Apartments)

**Invoice Number:** (456789)

To re-attempt your payment, please provide:

A) A copy of the invoice image **OR**

B) (Analyst will identify additional information needed to complete the payment)

Thank you for taking a moment to review your payment and provide advisement. If you have any additional questions, kindly reply only to this e-mail. Creating a new e-mail will break the e-mail trail and potentially delay payment resolution.

Sincerely,

AvidXchange Employee

*For General Inquiries outside of this payment, contact:*

[support@avidxchange.com](mailto:support@avidxchange.com)

704.971.8170

Example  
Template

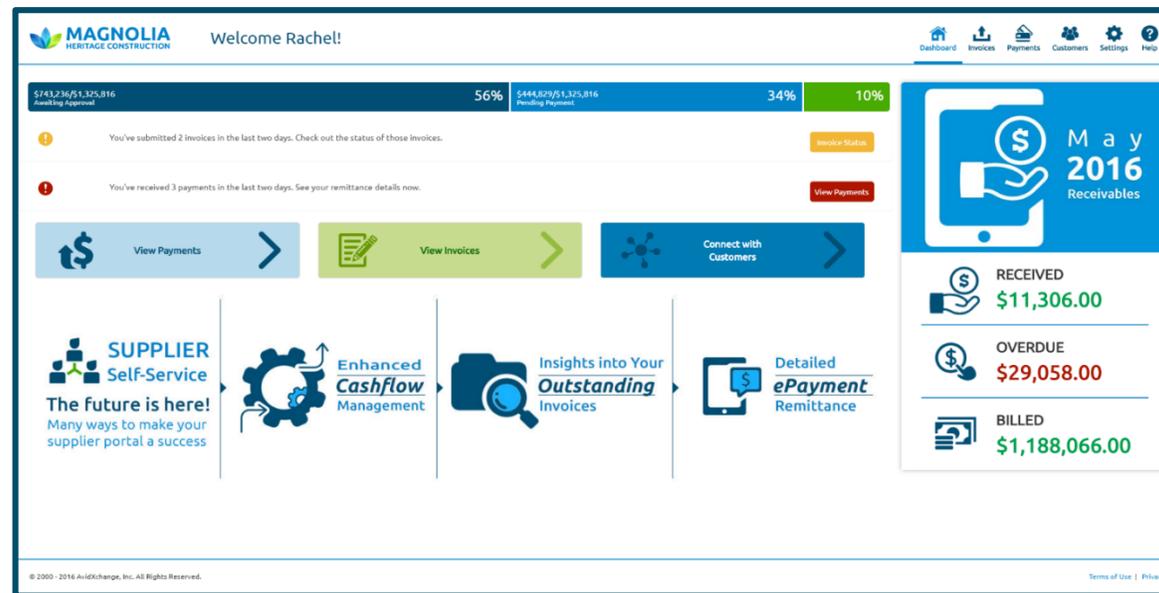


# AVIDXCHANGE CASHFLOW MANAGER™ DETAILS

## Suppliers can access:

- Invoice details
- Invoice images
- Payment remittance details
- Payment status
- Optional early payment program to support cash flow needs

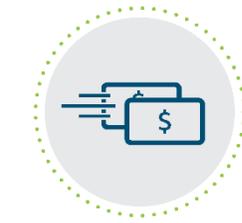
AvidXchange enrolls and supports suppliers for Cashflow Manager. Currently, suppliers of customers utilizing our AvidPay & AvidInvoice services are able to see the above information. If you have any questions or need more information, please reach out to [support@avidxchange.com](mailto:support@avidxchange.com).



Increased Visibility



Decreased Inquiries



Faster Payments

# CUSTOMER CARE

AvidXchange employs best in class support groups across every department all with one common goal – to provide our buyers and suppliers with consistent quality experiences. It is our pleasure to provide assistance, insight and education for all products and services. We want you to feel confident and encourage you, as well as your suppliers, to take full advantage of your support teams!

## Customer Care – Contact Information

### Hours of Operation:

Email – 8am-8pm EDT

Phone – 8am-8pm EDT

### Buyers:

Email us! – [support@AvidXchange.com](mailto:support@AvidXchange.com)

Call us! – (704) 971-8170

### Suppliers:

Email us! – [supplier@AvidXchange.com](mailto:supplier@AvidXchange.com)

Call us! – (704) 971-8170

## Best practices when contacting Customer Care:

In your subject line include keywords for your request –

Examples:

- Proof of Payment
- Payment Status
- Void/Refund Payment
- Overnight payment

Include as much detail as possible about payment:

- Check/payment number
- Vendor Name
- Invoice number
- Amount

*If possible, send a screenshot from your portal!*

**\*\*Important\*\*** - AvidXchange Customer Care teams prioritize all incoming cases on a best effort basis. However, we do realize certain requests have more impact on your daily operations and need to be treated with a higher sense of urgency. If you have any urgent matters regarding expediting payments, canceling/voiding payments, disconnection issues etc. please include an indicator in your case email subject line such as 'Critical, Urgent, Shutoff, Disconnection' to help our team better prioritize your case!

# IMPORTANT SERVICE TIMELINES

| Service Area  | Timeline Expectation  |
|---|---|
| VCC → Check - Conversion due to supplier non-processing | Direct email delivery – 10 calendar days from VCC availability<br>Payment Specialist delivery – 24hrs from being informed by supplier of non-acceptance   |
| Support Case - Preliminary Response                     | Standard Cases – 24-48 Hours<br>Urgent Cases – 12-24 Hours  |
| Proof of Payment - Support Case Required                | Proof of payment is typically provided within 24-48 hours<br><br>*Contingent upon the type and number of payments involved*   |
| Stop Payment → Reissue – Support Case Required          | Per our standard practice - Stopping payment to void or reissue typically takes 3-5 business days to complete. Timeframe varies as determined by volume, internal approval workflow requirements, and approval deadlines.   |
| Stop Payment/Void → Refund – Support Case Required      | Per our standard practice – Payments refunded in full/partial typically arrive within 3-5 business days. The refund line item should appear on your statement from 'Old North State Trust.' Timeframe varies as determined by volume, internal approval workflow required, and approval deadlines.  |
| Payment Research Inquiry – Buyer Response Required      | If the AvidPay Services Team requires assistance to process a payment or refund, <u>2</u> buyer contact attempts via email will be initiated over a 10 business day period. If no response is given, the payment will be refunded and voided in the system.<br><br>*As a best practice, we highly recommend responding to payment research requests within 24-48 hours to ensure timely payment processing* |



POWER OVER YOUR PAYABLES