

Finding the Right AP Virtual Card Payment Program for Your Business

Are you asking other solution providers the right questions when it comes to finding a virtual card/Accounts Payable (AP) program for your business? If you're seeing any red flags with your current provider (or you are starting your search for the first time), here are questions to ask other virtual card providers to see if they will meet your organization's payment needs.

AP Virtual Card Payment Program Comparison

Evaluation Questions	CommercePayments™	Other Provider Name
Do you have suppliers who automatically accept your particular AP card program? If yes, how many?	Yes, 3000+	
Is your software platform PCI compliant?	Yes	
Are enhancements made to your platform? If yes, then how often?	Yes; at least twice per year	
Do you use our input to further enhance your platform?	Yes	
Can custom reports be created, saved, automatically sent to recipients at scheduled times, and/or encrypted if need be?	Yes	
What formats can reports be saved in?	PDF, Excel, Comma-delimited, Pipe-delimited and Tab-delimited	
Is there a charge for assistance in creating custom reports?	No	
If I am receiving custom reconciliation files from my bank for check / ACH payments, can your platform mirror those reports?	In the majority of cases, we are able to mirror existing reconciliation files.	
Do you have a dedicated supplier enrollment team? If so, is it your staff or is it out-sourced?	Yes; Commerce employees	
What is the minimum spend threshold needed for you to call my suppliers to enroll them in your program?	Call down to \$10,000 in annual spend	
Are supplier enrollment calls recorded to protect Client/Supplier relationship?	Yes	

Do you offer ongoing Supplier enrollment?	Yes	
What managed services do you offer for facilitating payments on our behalf?	In-House team to facilitate manual supplier payments through supplier website or phone call	
Will we have a dedicated Implementation Manager?	A dedicated Implementation Manager guides you through the entire process	
What is the initial activation timeframe for supplier enrollment and go-live with the AP program?	Within 30-60 days from the kick-off / welcome call	
How much time will my staff need to allocate for this project during implementation?	Approximately 30 minutes per week	
Will we have a dedicated Account Manager specific to our AP card program?	Yes; AP card Account Manager is assigned prior to kick-off call	
What is the average Account Manager-to-client ratio for your AP card programs?	The average number of clients in each AM's portfolio is 26.2	
Do you offer a direct daily contact who partners with our Account Manager to support our program?	Yes, a dedicated Account Specialist who offers day-to-day, in-office support will be assigned to your program	
How often will we meet with our Account Manager?	You will have regular contact with your Account Manager and they will work with you to schedule onsite visits throughout the year.	
What is the average tenure of your Account Managers?	The average tenure for Commercial Payments Account Managers is 8.5 years	
How often would we receive a revenue share / rebate payment?	Revenue share paid each month	
Is there a minimum spend threshold in order to receive a revenue share / rebate payment?	No	
Are there any fees to utilize your AP card program?	No	
Do you provide our suppliers with your customer service number if they have any questions on how to process their payments?	Yes; Commerce's service phone number is on all AP card remittance advices	
How long is your contract term?	At will contract (30-day notice)	
Does this solution require changing our existing banking relationship?	No	
Does your solution offer a path for future efficiency upgrades?	Yes, Payment Hub (facilitates multiple payment types) and Invoice Automation and B2C payments	

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