

# Fifth Third Card Payables - Frequently Asked Questions

**What is the program?** Card Payables is an electronic accounts payable program where you will receive a “virtual” card number (VCN) to pay for goods or services. This VCN is a new form of payment and replaces the current method used for payment of invoices or expenses. Each virtual credit card account number is only valid for the one payment and expires after each use.

**Why is this program good for me?** The program benefits you as one of our preferred suppliers in a number of ways.

- You get paid sooner – suppliers will receive the VCN by email the day after payment approval.
- Because it is an electronic process, it reduces your processing costs related to statements and accounts receivable collection efforts.
- It strengthens our relationship by showing your support for our strategic initiatives.

**How do you send me the account number?** Account numbers are sent to you via secure email from [Card.Payables@53.com](mailto:Card.Payables@53.com).

**How do I open the secure email and retrieve my payment information?** Please visit <https://res.cisco.com/websafe/help?topic=FAQ> for more information.

**Who do I talk to if I have problems accessing the attachment or processing your VCN?** Please contact Fifth Third Bank at **1-855-877-3875** or via email at [CardPayablesVendorSupport@53.com](mailto:CardPayablesVendorSupport@53.com).

**How do I read and obtain my payment details?** After registering on the site and logging in, you should open the payment detail attachment in Notepad as a text file. If you wish to print the information, we suggest you change the page layout on the file from portrait to landscape or cut/paste the detail into Excel.

**What do I do once I get the account number?** Process the payment through your normal POS or merchant terminal as you would for any other account number without the card. The email you receive from [Card.Payables@53.com](mailto:Card.Payables@53.com) will include:

- Full 16 digit virtual account number
- Approved payment amount
- Validity period/Expiration Date and CVC
- All invoice level information you need to apply the payment
- Contact information for any questions

**When will I get my first payment?** Generally, you should get your first payment on this program within the next 30 to 60 days but it depends upon the timing of your next approved payment from our company.

**Why have I not received a confirmation or payment email yet?** Please ensure that your email system will allow [Card.Payables@53.com](mailto:Card.Payables@53.com) and your firewall is not blocking this email address.

**What if the account fails to process my payment?** Failed payments can be caused for a number of reasons. In the event your account fails, please double check the following:

- You entered the correct 16 digit account number
- You entered the correct account expiration date
- You entered the exact transaction amount identified specified on the payment notification.
- You posted the transaction between the account begin and end date
- You entered the correct CVC

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