



Realtime Electronic Payments



Understanding Vendor Payment Exceptions

REPAY GUIDE

When payments don't happen as expected, or require manual intervention, it is important to understand the process for managing each exception. No matter the cause, exceptions can lead to payment delays which can damage vendor relationships and incur costly fees.

Our guide covers common exceptions and the steps to mitigate them.

Vendor Address Change

A vendor's address may change for myriads of reasons. Relocation, restructuring, fraud, or updates to the "remit-to" address mean payments need to be redirected.

Once you have verified the change request, you can proceed with updating the vendor's address. Simply change it in your ERP or system of record so the new address is submitted along with your next payment group.

Following this process automatically updates it within REPAY's system.

Note, if an open payment needs to be re-routed to a new address, REPAY can update the address temporarily, but to make the change permanent, it must be updated on your end. If the address isn't updated in your ERP, REPAY's system will continue to send the payment to the old address.

Fight Fraud:
Verify all address
changes before
making them!

Virtual Card Cancellation

There are several valid and strategic reasons for needing to cancel a virtual card, often tied to security, fraud prevention, or changes in payment needs.

Cancelling a virtual card depends on the status of the payment and when it was issued.

Virtual card cancellation scenarios:

- The balance must equal the approved amount, or be greater than zero to be cancelled.
- Pending posting virtual cards cannot be cancelled.
- Processed virtual cards cannot be cancelled.

If a virtual card transaction qualifies for cancellation, contact payableshelp@repay.com with the details. Refunds can be issued if funds are still available on the card.



Payment Group Cancellations

Did you find an error in your payment group or need to make an addition?

Any payment group that has not been approved can be cancelled. You can do this from within your ERP.

However, if a payment group has already been approved, the funding process must run its course before cancelling.

Cancelled payment groups often experience two-day bank holds to ensure the funds are good.



Stop Payments on Checks

If a check is lost or stolen, or has incorrect information, you should consider a stop payment.

Stop payments can be placed when checks are in an open status - or - not paid. In these instances, the payment is cancelled and the funds refunded to your operating account.

To initiate a stop payment, contact payableshelp@repay.com with the transaction information.

Check Disputes

If a check transaction is being challenged, it is possible to file a dispute. Disputes are often related to fraud.

Let's consider this example.

A vendor claims they didn't cash the check you sent, but the system shows it as paid. First, request the cleared check image from REPAY to review. Upon review, you find the signature doesn't match that of the authorized signor.

It's time to file a dispute by notifying payableshelp@repay.com.

- An affidavit, along with the check image, must be submitted within 60 days of issuance.
- The issuer's bank will dispute with the depositor's bank.

From investigation to credit issuance, the dispute process can take 10 to 90 days.

Learn More

REPAY's team of Payments Specialists is focused on assisting with every AP payment scenario. Contact payableshelp@repay.com or your primary REPAY contact for any questions.

We also encourage you to check out our [Business Payments Knowledge Base](#) for quick answers to commonly asked questions.



repay.com/vendor-payment-automation