



City of East Lansing

The Home of Michigan State University

Instructions:

1. Complete all of the fields below.
2. Include a copy of your W-9 upon submission.
3. Return form by:

Email: financeinvoices@cityofeastlansing.com
Fax: (517) 337-2156

Mail: City of East Lansing, Purchasing
 410 Abbot Rd
 East Lansing, MI 48823

City Contact Person/Department	
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Criteria	
Company Name	
Doing Business As	
Contact Name	
Email	
Main Office Phone	
Main Office Fax Number	
Physical Address (No PO Box)	
City, State, Zip Code	
Tax Identification Number/Social Security Number	

Accounts Receivable Contact Name (if different than above)	
Phone	
Email	

The Company has a physical location within the limits of:

Payment Accepted - Complete your preferred method	Virtual Card Payment (VCN)	ACH	Check
Email for Remittance Information			
Bank Routing Number			
Bank Account Number			
Pay to the order of			
Remittance Address			
City			
State			
Zip Code			

Organization Type	
If Other, please indicate	

Vender is:	Yes or No
Minority Owned - African American, Asian, Hispanic, Women Owned, Other (indicate all that apply)	
A Small Business	
Excluded from receiving Federal contracts per sam.gov	

Vendor Offers Equal Benefits to Employees	Yes or No
Vendor Offers Benefits to Employees	
If yes, please indicate if vendor offers (or would offer) benefits to domestic partners	

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 our preferred form of payment for 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 card number? Card numbers are sent to you via secure email from Card.Payables@53.com. This email is encrypted. The supplier must create a password to log in to retrieve the encrypted information.

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.

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 card number? Process the payment through your normal POS or merchant terminal as you would for any other credit card payment. The email you receive from 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 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
- **Who do I talk to about questions?** Please contact Fifth Third Bank at 1-855-877-3875 or via email at CardPayablesVendorSupport@53.com