

## FAQ: Visa Spend Clarity for Business

### General

1. **What is the Virtual Cards Module?**

The Virtual Cards module, powered by Visa Payables Automation (VPA), allows Business Administrators, Business Cardholders, and Virtual Business Users to request Virtual Cards for single or multi-use.

2. **What is a funding account?**

The funding account is the physical card account used to generate virtual cards. Business Administrators enroll the cards and can designate them as funding accounts.

3. **Where do I enroll the funding account?**

Enroll cards and designate them as funding accounts in the self-registration portal when the company is created. As a return user, click Manage Cards in the Quick Links.

4. **How many virtual cards can be ordered by a Business Administrator using the funding card?**

As many as required by the company.

5. **What is the maximum limit of a virtual card?**

Up to the limit of the funding card.

6. **How long is a virtual card valid for?**

The business administrator has the option to setup the virtual card user and business cardholder with a single-use or multi-use virtual card:

- **Single-use cards** can only be authorized once.
- **Multi-use cards** can be used multiple times up to a designated limit.

7. **Can a virtual card be cancelled at anytime by a business administrator?**

Yes, navigate to the Virtual Cards module and click “**Cancel**” in the Actions column.

8. **Can a virtual card be attached to a mobile wallet?**

No, at this time, mobile wallet functionality is not available for virtual cards.

## Benefits

### 9. How does the Virtual Card functionality benefit my clients?

There are many benefits to incorporating Virtual Card functionality within the existing Visa Spend Clarity for Business platform. These include, but are not limited to:

- Offering clients a solution to safely provide single or multiple use cards without exposing the main funding card.
- Safeguard your funding card account with card limits and payment controls functionality.
- Give your Business Cardholders and Virtual Business Users flexibility to spend.

## Requesting or Issuing a Virtual Card

### 10. How do I request a Virtual Card?

Users with the Business Administrator role can request virtual cards for anyone in their company. Business Cardholders and Virtual Business Users can only request virtual cards for themselves.

### 11. Can a business administrator setup a virtual card with different currency?

Yes, during the creation of the virtual card, the business administrator can select the currency using the drop down menu.

### 12. Can multiple virtual cards be added for the same employee?

No, only one Virtual card can be added per employee

### 13. Who can create a virtual card?

Only the Business Administrator using the funding card.

### 14. Who can request a virtual card?

Existing Business Virtual Users and Business Cardholders

## Transactions & Reports

### 15. How do I view Virtual Card transactions?

The Virtual Cards module has a Virtual Card Transactions tab where you can view relevant virtual card transactions. This view is sortable and can be filtered by various criteria. From this view, Business Administrators can view virtual card transactions for all cards in their company. Business Cardholders and Virtual

Business Users can view all virtual card transactions for any cards requested by or for them.

**16. What Virtual Card Reports are available?**

The Virtual Card Request report is available to Bank Administrators only (CSM). This report provides an issuer-level view of all virtual card requests made for a specific time period. The Declined Transaction Details by Control report is available to Bank Administrators (CSM) as well as Business Administrators. This report provides a list of all transactions declined by a specific payment control within a specified date range.

**17. Who must the business virtual user contact for all virtual card transaction inquiries?**

The business virtual user and business cardholder must contact the business administrator for all inquiries.

**18. How will virtual card transactions be displayed on the CIBC statement?**

Virtual transactions will be displayed under the funding card number on the statement.

**19. Will virtual card transactions earn Aeroplan or Aventura points for the Business Plus account?**

Yes, the points will be accumulated on the account and will be assigned to the Reward Officer's profile.

**20. How will virtual transactions be monitored by the fraud monitoring department?**

Transactions completed using the virtual card will be monitored on the funding card using current CIBC Fraud Monitoring processes.

**21. How can virtual transactions be disputed?**

The user of the funding card can dispute the transactions made on a virtual card.

**22. How are merchant credits applied to a virtual card?**

Credits are applied to the funding card where the original purchase was made.

## Payment Controls

**23. Can I set payment controls on a virtual card account?**

Yes. Business Administrators can set payment controls on virtual card accounts.

**24. If I have payment controls set on the funding account and the virtual card, which set of payment controls take precedence?**

Payment controls set on the virtual card will always take precedence over payment controls set on the funding account.