

Supplier Recruitment Common Objections

Interchange Fees/Not equipped to accept card

Specialists will reinforce messaging around incentives and disincentives related to payment terms, and that acceptance of SUA provides the benefit of faster payments positively impacting days sales outstanding (DSO). They will inform suppliers that interchange rates differ by type of transaction, and recommend speaking with their merchant services provider to understand the supplier's set-up. Our specialists can also refer suppliers to our Chase Commerce Solutions merchant services group who can provide a payments analysis for their business.

Card accepting but will not process via SUA

specialists ask suppliers how they would be willing to accept card payments. Many suppliers accept card payments via phone or website, or at time of order. These payment instructions are provided to you throughout your campaign. You have the ability to manually generate SUA payments for these suppliers and gain additional card spend on your program.

Cannot store card number on file

Specialists let suppliers know that we offer J.P. Morgan SecureMail as a free optional service. Upon registration, suppliers will receive all subsequent SUA payment notifications via SecureMail, which include a complete 16 digit account number, card security code, and expiration date.