

# New Payment Process Implementation: Executive Sponsorship Letter to Suppliers

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## **Subject: UPS Transition to New Payment Process**

Dear Valued Supplier,

To enhance efficiency and streamline our operations, UPS will begin utilizing Corpay, a third-party company, for supplier payments. Corpay's solution will provide suppliers with secure payment options and detailed remittance advices.

### **Timeline**

The implementation will begin in Q2 2025 and will be rolled out in multiple phases.

### **Impact**

There will be no changes to the existing source-to-pay processes, ensuring your buying and invoicing channels remain unaffected. However, Corpay will contact you to offer other optional services.

### **What to Expect Next**

A member of Corpay's team will contact you soon to discuss available options. Additionally, a dedicated support team is ready to answer any questions you may have in the meantime.

- Email: [UPS\\_Supplier\\_Support@Corpay.com](mailto:UPS_Supplier_Support@Corpay.com)
- Phone: (855) 329-8660

We value your partnership, and we look forward to working with you on this important initiative.

Thank you,  
UPS Procurement

# Corpay Implementation: Draft Frequently Asked Questions (FAQs)



## What is Corpay Payments Automation?

The [Corpay Payments Automation](#) platform helps UPS pay suppliers more efficiently while providing suppliers with secure payment method options and remittance advices in the format that work best for them. It was named [one of the best finance products for 2021](#) by G2.com.



## What payment method options are available to suppliers?

- **Virtual Card:** Single-use virtual card number equipped with:
  - Detailed remittance advice via email, which includes full invoice details
  - Remittance to clear open invoices within supplier Accounts Receivable systems with optional utilization of an automated CTX 820 file
  - Access to Corpay's Payment Command Center, where suppliers can view invoice and payment history, download full payment data, print past remittances, and update administrative information
  - "Preferred Vendor" status with UPS
- **Pay For You:** Concierge payment solution where Corpay agents pay suppliers via card on UPS' behalf through phone, IVR, or website.
- **Corpay Direct:** Payment solution that eliminates manual card processing and offers a low-cost, hands-free alternative with fixed-rate fees, helping suppliers get paid faster.
- **ACH Payments:** Low-cost payment solution for suppliers and for UPS.



## Are there any fees associated with this payment service?

Corpay [does not charge additional merchant fees](#). However, usual card processing fees apply (according to the supplier's agreement with their merchant processor).



## Can suppliers continue to receive check payments?

As part of this transition, we are encouraging suppliers to accept electronic payments (i.e., Virtual Card, Corpay Direct, ACH). UPS is seeking to pay suppliers electronically and is phasing out mailed paper checks. Electronic payments are faster, safer from a fraud perspective, and eliminate the risk of delayed or missing checks.



## Do suppliers send invoices to Corpay going forward?

No. Suppliers should continue to bill UPS in the same manner as today. UPS will review and approve invoices per our normal procedures and then forward to Corpay for payment.



## When can suppliers expect to receive payments?

- **Virtual Card Payments:** Corpay typically sends a remittance advice within 1 business day after UPS authorizes payment and suppliers can then process the payment immediately.
- **Corpay Direct:** Corpay typically sends a remittance advice and deposits funds into the supplier's account within 1 business day.
- **ACH / EFT Payments:** After UPS authorizes the supplier's payment, Corpay typically sends remittance advice within 1 business day and deposits funds into the supplier's account within 2-3 bank days. Allow 5-10 business days for Corpay to validate first-time enrollment or account update requests.