



## Frequently Asked Questions & Answers (FAQ)

### eVA Vendor Registration Fees, Transaction Fees, and Invoices

#### 1. Is it true that eVA vendor registration fees have been permanently discontinued?

Response: Yes, The Department of General Services, Division of Purchases and Supply (DGS/DPS) permanently discontinued vendor registration fees as of 07/01/2009. This means that vendors will not have been charged a fee for eVA registrations and registration renewals that occur after 06/30/2009.

eVA-registered vendors will, however, be required to pay any outstanding registration and registration renewal fees that were invoiced for periods prior to 07/01/2009. If you have questions about the eVA registration policy, please contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 for billing related calls or by email (eVACustomerCare@dgs.virginia.gov).

#### 2. What are the current vendor transaction fees?

Response: The current vendor transaction fees are as follows:

For new orders issued July 1, 2014 or later, the vendor transaction fee will be as follows:

- 1%, capped at \$500 per order eVA-Registered DMBE\*-Certified Small Businesses
- 1%, capped at \$1,500 per order eVA-Registered Businesses That Are **NOT** DMBE\*-Certified Small Businesses

Vendor transaction fees are assessed only when a vendor receives an order. The specific fee is based on the vendor's registration status and DMBE\* certification as recorded in eVA on the date the order is issued. Vendor transaction fees are not adjusted when DMBE\* backdates a certification or a certification renewal. Vendor transaction fees are not adjusted when DMBE\* awards a certification or a certification renewal retroactively.

#### 3. How frequently are eVA invoices issued?

Response: eVA invoices are issued bi-monthly.

- Vendors with company names that begin with the alphabet characters "A" thru "J", numbers, and special characters receive invoices in January, March, May, July, September, and November.
- Vendors with company names that begin with the alphabet characters "K" thru "Z" receive invoices in February, April, June, August, October, and December.

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### 4. How do I access the eVA Billing and Payment Portal?

Response: To access the eVA Billing and Payment Portal::

- Go to [www.eVA.virginia.gov](http://www.eVA.virginia.gov)
- Click on BILLING
- Click on Invoice Details, Payments, & Reconciliation Reports
- Enter your Account Number and any valid eVA Invoice Number
- Click on Payments

### 5. How can I find out about a payment I made that is not showing on my invoice?

Response: The most common cause for payments not showing on an invoice is a timing issue, where payments are received and posted to an account after the end date of the current billing period. You can validate receipt and posting of payments received after the end date of the current billing period by visiting the eVA on-line Billing & Payment Portal (See # 4):

If your payment does not show on your invoice or on the Billing & Payment Portal, contact eVA Customer Care by telephone (866-289-7367 or 804-371-2525) and select option 2 for billing related calls or by email ([eVACustomerCare@dgs.virginia.gov](mailto:eVACustomerCare@dgs.virginia.gov)).

### 6. How can I obtain additional information about a purchase order listed on my invoice?

Response: The eVA on-line Billing & Payment Portal will allow you to view and print the details for any purchase order listed on your invoice. Log in to the Portal as described in #4 above and use the Search By P.O. Number option.

### 7. How can I get additional information I need to reconcile my invoice?

Response: DGS/DPS has developed an invoice reconciliation report that you can download from the eVA Billing & Payment Portal by following these steps: Log in to the Portal as described in #4 above and click on Account Reconciliation Reports and follow the prompts

### 8. How can I find out why I did not receive an invoice when I know I received orders or there was other account activity during the current billing period?

Response: To improve efficiency, we do not generally issue invoices until the total aggregated eVA account balance is \$5.00 or more. As a result, a customer may not receive an invoice during a billing period when there were orders received or other account activity. Further, a customer may receive an invoice that includes fees assessed for a prior billing period when those fees were not previously invoiced because the aggregated account balance was less than \$5.00.

### 9. Why did I receive an invoice for an amount less than \$5.00 when the eVA billing threshold is \$5.00 or more?

Response: As a courtesy, we issue eVA invoices for account balances less than \$5.00 (including \$0.00) to document payments received during the current billing period.

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### 10. How can I get a copy of a previously-issued invoice?

Response: To view or print copies of previously-issued invoices, log in to the Portal as described in #4 above and click on the View/Print option for the invoice you wish to view or print. Note: If the invoice was issued in a prior calendar year, select that year from the drop-down box in the upper right corner of the screen.

### 11. Why does my invoice include fees for orders my company received during a different (prior) billing period?

Response: To improve efficiency, we do not generally issue invoices until the total aggregated eVA account balance is \$5.00 or more. As a result, a customer may receive an invoice that has fees assessed for a prior billing period when those fees were not previously invoiced because the aggregated account balance was less than \$5.00.

### 12. How can I get an invoiced fee corrected because there was a change to the order amount after the purchase order was issued?

Response: eVA buyers are required to issue change orders if the order amount changes after the original purchase order was issued. When a change order is issued, the appropriate eVA fee adjustment will automatically be reflected on the next eVA invoice you receive. To request a change order, contact the buyer that issued the original purchase order.

### 13. How do I get a W9 form for the Commonwealth of Virginia?

Response: To obtain a signed Commonwealth of Virginia W9 form:

- Go to [www.eVA.virginia.gov](http://www.eVA.virginia.gov)
- Click on BILLING
- Click on W9 Form From Commonwealth

### 14. Can I pay my invoice by Credit Card?

Response: Yes, you can pay online with a MasterCard, VISA or Discover cards. Log in to the Portal as described in #4 above and click on the Pay Online with Credit Card here link.

### 15. What is a purchase order ending with a V-2, V-3, etc.?

Response: Change Orders are designated by adding a version number such as V-2 to the original purchase order number. The higher the version number, the more recent the version of the Purchase Order.

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### **16. The Commonwealth has not paid me yet, why do I have to pay the eVA transaction fee first?**

Response: Transaction fee invoices are generated in the first billing cycle following the date the Purchase Order is issued by the buyer. This is the point at which the supplier has received all related primary benefits of the eVA System. These benefits include, but are not limited to, the ability to access all state agency (and most local government) business opportunities from a single web portal, the ability to submit electronic bids via the eVA Quick Quote System, the opportunity to create an electronic store front in the eVA eMall, and standardized purchase order formats.

### **17. My company is still being invoiced for eVA registration fees for one or more registration periods prior to July 1, 2009. What happens if I don't pay these old fees?**

Response: All vendors with outstanding registration and registration renewal fees that originated prior to 07/01/2009 are required to pay those fees. This ensures that all vendors are being treated equally. Vendors that don't pay these past due fees are subject to the Delinquent eVA Fee Collection Policy. To access a copy of this Policy:

- Go to [www.eVA.virginia.gov](http://www.eVA.virginia.gov)
- Click on **BILLING**
- Click on Delinquent eVA Fee Collection Policy