

FIS-WEB.COM Credit/Debit Card Payments

Frequently Asked Questions (FAQ) & Instructions

Thank you for using our online credit and debit card payment gateway for secure internet payments for our evaluation and translation services. We are providing some helpful explanations and instructions below to help guide you through the online payment process and form. If you have any questions following your online credit or debit payment and after reading this document, please feel free to inquire at info@fis-web.com.

The Foundation for International Services, Inc. has developed an online secure payment form and process with our credit card gateway processor, Elavon, Inc. (www.elavon.com) (the authorized credit card processor for Costco). This online payment process is for clients who are (1) making "prepayment" for services (i.e. individuals and some organizations), as well as those (2) organizations, schools, companies and law firms "paying on account" based upon services already provided and for which an invoice has been submitted.

Following are the key fields in each form you will see in the process and an explanation of what information is being requested. **Fields marked with an * (asterisk) are required** and the payment will not process without this field being completed.

Field/Term

Explanation

[**Make a Payment**] This **RED** button link is on all website pages and directs the user to the initial FIS payment short form.

FIS Short Payment Form

S.O. Number This optional number (if known) is the **Sales Order Number** associated with the service request. This number can be provided to prepayment clients after submitting the documents and is generated when the project is initiated in our system. This number is also known as our evaluation number or project number. The S.O. number is also typically listed on the invoice for clients paying on account and will be 9-digits long. Invoiced clients making payments from statements of account should enter the 6-digit invoice number into this field.

Subject Name* Enter the first name and last name(s) of the person (**as listed on the application of service**) related to the service being sought (or was sought for invoiced clients), or for translation projects, you can enter the Project Name if that was provided on an invoice. This field will help you and FIS better identify the service file for which payment is being made.

Description This optional field can be used to insert additional payment information, matter/ file numbers, or anything else that will be meaningful for the client.

Amount * Enter the total amount for the service(s) quoted to you, or as indicated on the invoice associated with the S.O. Number above. The payment should be entered showing both dollars and cents such as 175.00. There is no need to enter the \$ symbol.

+ The + (PLUS) sign will add another set of short form fields for invoiced clients paying more than one invoice. Prepayment clients do not need to select the + sign.

[Submit] This [Submit] button will redirect the basic information to the credit/debit card processor's (Elavon) secure payment gateway known as Virtual Merchant (<https://www.myvirtualmerchant.com>). All payment information will be made on the Virtual Merchant secure payment site. You can confirm that the site is secure as the URL will start with <https://> as opposed to <http://> and you should be able to see the "lock" symbol in your browser.

Virtual Merchant Payment Form

(Note: The FIS graphic should show on the top of the payment page)

Order Section:

Credit Card Number * Enter the Visa, MasterCard, or Discover Card number for the credit or debit card.

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Expiration Date *(MMYY) Enter the 2 digit month and year of the expiration date on your card. Example: March 2012 would be entered as 0312.

Amount * This amount should be the same as the total amount submitted on the FIS form and should have automatically transferred from the submitted FIS form.

Security Code * This should be the 3 digit number on the back of the credit/debit card on the same line as the signature block.

Invoice Number If payment is for a few invoices, the invoice numbers can be added here, but they are optional.

Description You can add some additional text to help clarify the purpose of the payments, which will also be viewable on the receipts you and FIS will receive.

Billing Address:

Company This optional field will allow the user to enter the client company/organization name if desired.

First Name * Enter the first name as listed on the credit or debit card

Last Name* Enter the last name as listed on the credit or debit card

Address1* Enter the billing address for the credit or debit card

Address2 Enter the optional second line of the billing address for the credit or debit card

City * Enter the City name associated with the billing address for the card

State/Province * Enter the State or Province name associated with the billing address for the card

Postal Code* Enter the Zip or Postal Code associated with the billing address for the card

Country Enter the Country name associated with the billing address for the card

Phone Enter the phone number to which you would like to be contacted if there is a problem with the online payment. (This is an optional field)

Email * Enter the email address to which you want the completed transaction receipt to be sent.

[Process] This button will submit the form information to the credit card processor (Elavon). You should receive a response from Elavon as to whether the payment transaction was approved or declined. You would also receive an email with this information.

Please Note: Your credit card and or bank statement will most likely record your transaction under the name of "FIS WEB COM", which is the online merchant payment used by the Foundation for International Services, Inc. If you have any questions regarding the credit or debit card payment transaction, please direct them in writing to payments@fis-web.com or write to: Controller, Foundation for International Services, Inc., 14926-35th Avenue West, Suite 210, Lynnwood, WA, 98087

For more information, read our [Terms & Conditions](#) and [Privacy Policy](#) on our website: www.fis-web.com