

PO vPay (e-Pcard) Card Change: Frequently Asked Questions

Top Takeaways:

- Citi has been chosen to replace American Express as GE's Corporate Card provider for Travel & Purchasing cards, including virtual payment cards used by SSS for purchasing.
- There should be no process change for suppliers. They will receive a virtual card number on their PO print (emailed or via XML interface) once a PO is approved, as they do today.
- Purchases made using vPay will continue to be settled centrally in GE Corporate operating unit, then charged back to GE Businesses via IBS

Recent News

What will happen to GE Corporate Cards or Pcards now that GE plans to form three industry-leading, global public companies focused on the important growth sectors of aviation, healthcare and energy?

The GE card program transition from American Express to Citi cards will continue as planned. We will coordinate program and process changes with the businesses and communicate any changes to the business sourcing teams, buyers, requestors and suppliers as needed.

Transition Timing and Communication

When is each business currently using SSS vPay on PO transitioning to Citi?

The transition will occur in 2 waves:

Phase 1 – Aviation, Global Research and Healthcare – March 2022

Phase 2 - Power & Renewables - April 2022

How will suppliers be informed of this change?

Supplier's will receive an initial communication from GE to notify them that the change is coming. Citi's supplier enablement team will send a second communication ahead of the transition date, then follow up after the cutover to let them know the change is complete.

Where should suppliers go for help if they have questions or problems with their virtual cards?

For questions regarding Citi's virtual card program, suppliers can reach Citi via phone number or email: 1-877-345-6923 or GE@info14.citi.com.

For questions related specific GE PO's/credit card transactions should be directed to the [Helpdesk](#).

vPay FAQ's

If have a PO that was issued with an AMEX card prior to the transition, can I still charge the card or will a new one be issued?

GE will continue to accept charges for existing American Express cards until they are expired (usually 75 days after PO approval). You can use your AMEX card till it expires, which is the same process today. Any new POs generated after the transition will have a Citi card. No specific action is needed by the requestor in this case.

What will happen for PO's that have AMEX cards that are still valid but already swiped?

The SSS team will obtain a list of fully charged Purchase Orders from AMEX and these POs should be finally closed.

I have partially charged the AMEX card on the PO and need to charge the balance of the PO – can I do that?

Yes, you may continue to use the card if it is still valid. Otherwise, see below.

What will happen for PO's that have AMEX cards that have expired?

- **For PO's issued with AMEX cards that were fully charged and have expired**, the SSS team will obtain a list from AMEX and these POs should be finally closed.
- **For PO's issued with AMEX cards that are expired after the transition date but never charged**, a new Citi card will be issued. Prior to transition a new AMEX card will be issued. Please contact your requestor/buyer if needed.
- **For PO's issued with AMEX cards that are partially charged**, the SSS team will provide a reconciliation before the transition and advise which should be finally closed. The GE business should issue a new PO for the partial amount.

What if the order is canceled? Will the card be canceled?

We are working on an automated interface so that if the entire PO is cancelled in SSS, a card cancellation request will be initiated from SSS to Citi. If the PO is modified so that one or more lines are cancelled on the order, we will issue a modify request to reduce the card amount as needed. This is new functionality that is being developed and will be available for UAT testing prior to go-live.

Will there be a customer service number and email for buyers to contact when there are declined cards?

Questions on specific SSS PO's/credit card transactions should be directed to the requestor/buyer on the Purchase Order. They in turn will contact the SSS PCT if needed.