

# Notification email to be sent by VCU users to payees

Subject: **New Payment Process from Virginia Commonwealth University– Introducing Candex!**

Dear VCU Payee,

VCU has recently partnered with Candex, a trusted and secure third-party payment system, to streamline our payment procedures and enhance the efficiency of our financial transactions. As a valued individual payee of VCU, you will receive an invite to register with Candex to receive your future payments promptly and seamlessly. So, in an effort to expedite payments, we use Candex to engage and pay our infrequent small dollar payments. You will receive an email from Candex where you can initiate your payment from VCU.

## **Benefits of working with Candex:**

- **Fast & Simple** – Only 1 minute registration compared to the usual multi-step, setup process required by VCU
- **Easy & Innovative** - User-friendly portal with real-time updates and transparent payment schedule
- **Less worry** - Candex streamlines the payment process to ensure payments are made on time
- **Candex has you covered** - A designated support team available to help solve any issue
- **Candex will pay you** within a week of completing and accepting your payment without any additional cost!

## **How does it work:**

- You will receive an email from Candex informing you that you have a payment on behalf of VCU in the Candex platform, with a link to get paid
- The email will include a description and the amount authorized to you, excluding tax
- Once you click “Get Paid” you will enter your entity and banking information and then click “Submit”
- Candex will invoice VCU, once approved for payment, Candex will submit payment
- To view a video of this process, please click [HERE](#)

If you are not familiar with Candex and how it works, please feel free to review the seller guide and/or the help section. If you need any support throughout, please feel free to reach out to support@candex.com. Please note that you can change your language settings on the platform when you register.