

PaymentWorks

Vendor/Supplier Role

Job Aid

Disbursements & Travel Services (DTS)
October 2025

UTSA Partners with PaymentWorks

In order to establish you or your company as a **payee** or **vendor** with UTSA, you must **first** register in PaymentWorks.

Vendors must use the hyperlink provided in the email sent by only a UTSA department.

A person who is knowledgeable about the company should be the one to complete registration form.

Note: PaymentWorks replaces the SIF (Supplier Information Form).

UTSA Partners with PaymentWorks cont.

As a state agency, UTSA is required to collect information from domestic and foreign vendors to procure or pay for goods or services through the completion of one of two IRS forms (W-9 or W-8BEN).

PaymentWorks mirrors these forms when the online registration process is complete.

For further clarification about your vendor status with IRS, please visit the following website for instructions.

- [IRS W-9 Form and Instructions](#)
- [IRS W-8 BEN Form and Instructions](#)

Note: The completion of hard copy IRS forms, as well as *Supplier Information Forms* are no longer required. You must complete the online registration process to become a UTSA vendor.

Naming Standards

- Used as a best practice in loading and maintaining suppliers in the vendor file for the sake of consistency and accuracy
- Improper or lax standards can cause significant degradation of the accuracy of information generated from the system, fines and improper tax reporting, and loss of control
- The naming conventions make it easier for development and maintenance teams to carry out their work

Naming Standards cont.

- The Company/Individual Name is the vendor's full name
- All names should be in upper case (SMITH, JOHN)
- Enter last, first name (SMITH, JOAN)
- Do not use punctuation, such as periods or commas, in business names
- Do not use abbreviations except when the last word in the company is CO, CORP, INC, LP or LLC
- Do not use the word “THE” in front of the name of an organization: for example, ~~THE~~ UNIVERSITY OF TEXAS

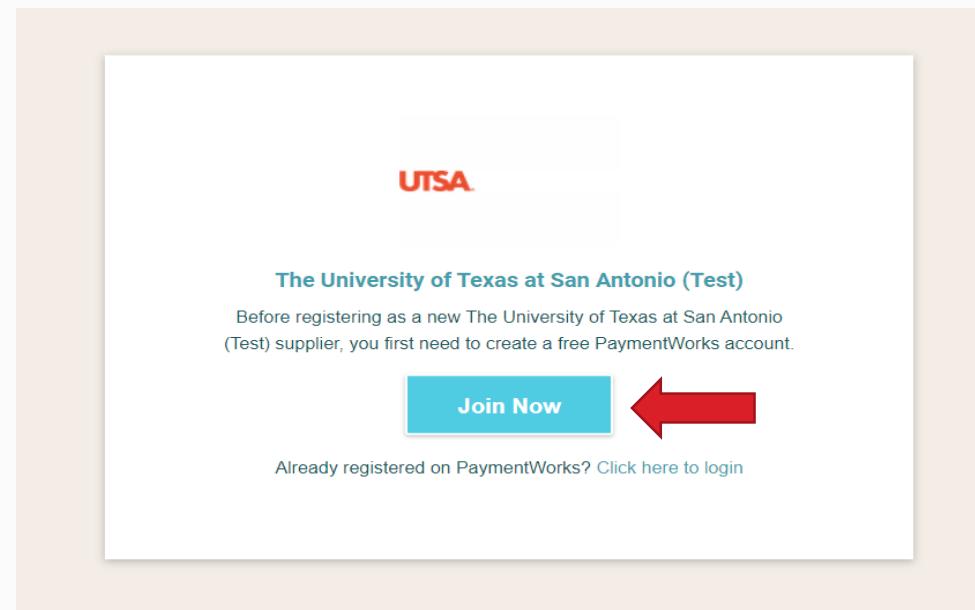
Naming Standards cont.

- Do not use abbreviations for vendors such as APA (American Payroll Association or American Psychology Association) or AARP (American Association of Retired Persons or American Association of Research Pathologists) where there may be confusion
- For vendors commonly known by their initials or an acronym, the initials or acronyms may be used rather than the full name. No spaces or acronym may be used rather than the full name. No spaces or periods are entered between the initials of a vendor

Vendor Registration in PaymentWorks

As a vendor conducting business with a UTSA department, you will receive an invitation requesting you or your company to participate in the PaymentWorks platform.

Click the **Join Now** button to begin the vendor onboarding registration process.

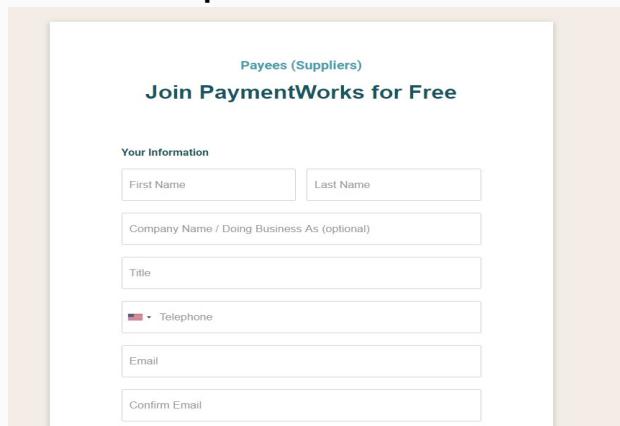


Vendor Registration in PaymentWorks

1. Complete your information:

- Contact name and title
- Company name
- Telephone #
- Email address
- Agree to terms

2. Create a password



Payees (Suppliers)
Join PaymentWorks for Free

Your Information

First Name Last Name

Company Name / Doing Business As (optional)

Title

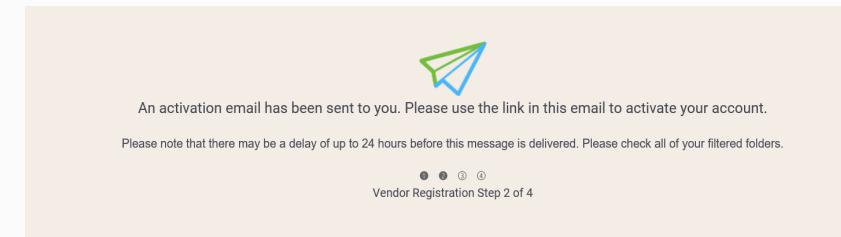
Telephone

Email

Confirm Email

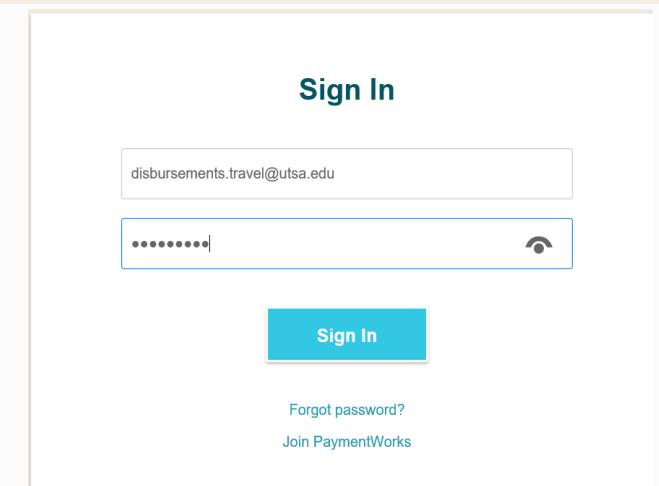
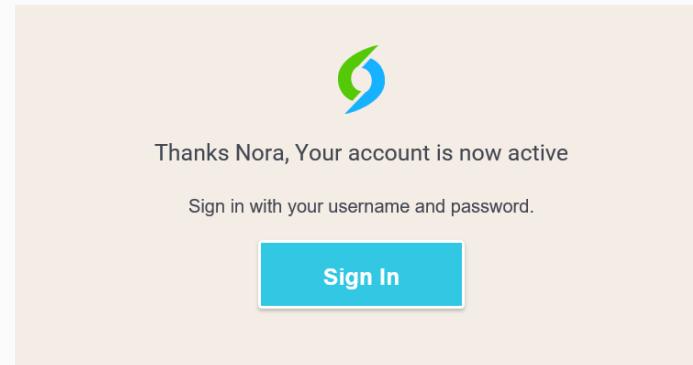
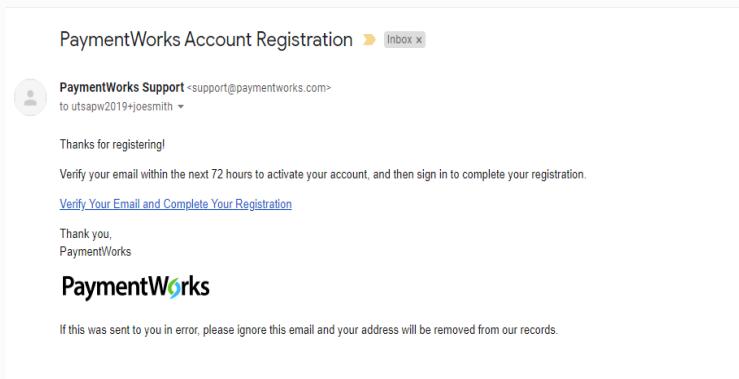
3. After submitting your information, **PaymentWorks Support** sends a confirmation email

- Verify your email address within **72** hours to activate your account



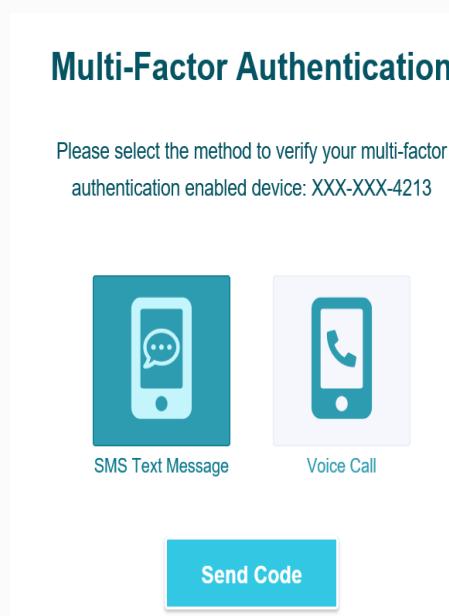
Vendor Registration in PaymentWorks

4. Sign in and complete the remaining registration information

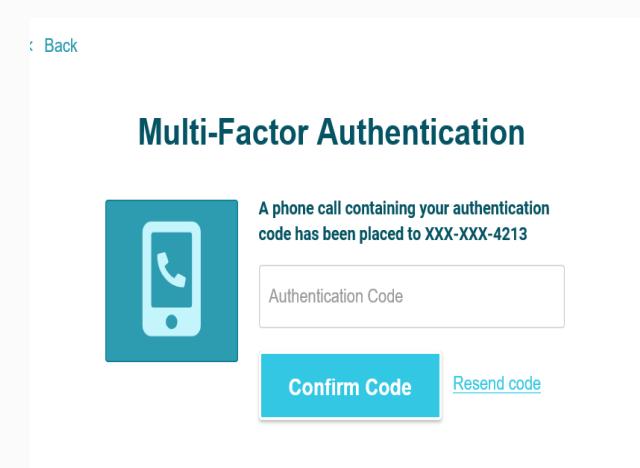


Vendor Registration in PaymentWorks

5. The process will prompt a multi-factor authentication step (phone call or text)



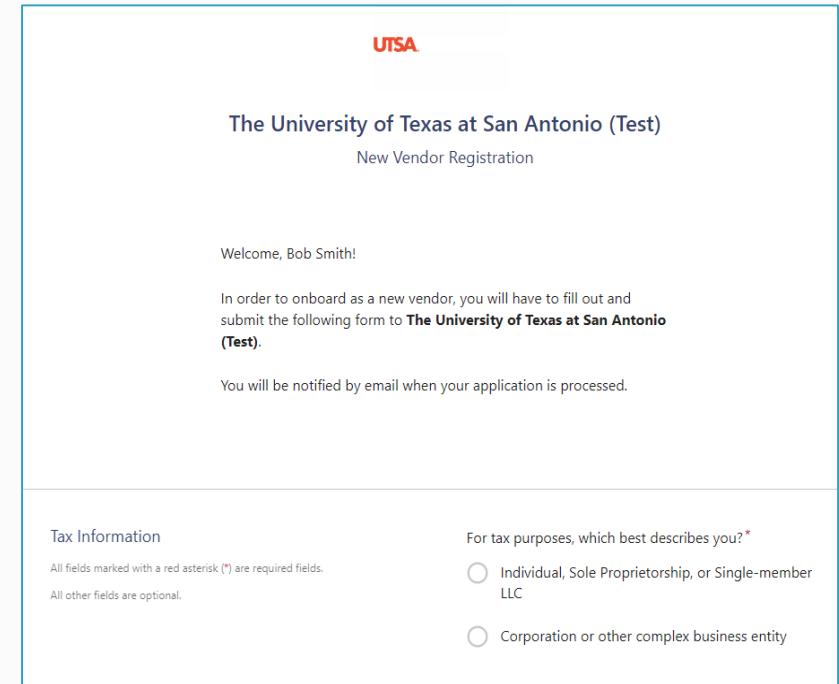
6. Confirm code



Complete New Vendor Registration

- Complete all required* fields from the registration form.
- Include company information, such as:
 - Company type and ownership type
 - TIN number or social security number
 - Tax classification
 - Accounts receivable contact

The next slides include screenshots of the information required to complete the form.



The screenshot shows a web-based vendor registration form for The University of Texas at San Antonio (Test). The form is titled "New Vendor Registration". It starts with a welcome message: "Welcome, Bob Smith!". Below this, it states: "In order to onboard as a new vendor, you will have to fill out and submit the following form to **The University of Texas at San Antonio (Test)**. You will be notified by email when your application is processed." The form includes a "Tax Information" section with a note: "All fields marked with a red asterisk (*) are required fields. All other fields are optional." It asks: "For tax purposes, which best describes you?*" and provides two radio button options: "Individual, Sole Proprietorship, or Single-member LLC" and "Corporation or other complex business entity".

Complete New Vendor Registration cont.

Primary and Remittance Address:

Primary Address ←

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Country*
United States

Street 1*

Street 2

City*

State*
Select a State

Zip / Postal Code*

Remittance Address ←

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Same as Primary Address

Country*
United States

Remittance Address cont. and Additional Information:

Remittance Address ←

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Street 1*

Street 2

City*

State*
Select a State

Zip / Postal Code*

Additional Information ←

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Supplier Category*
Choose One

Ownership Type*
For more detail on the Ownership Type, please review this link
https://fmx.cpa.texas.gov/fm/pubs/payment/gen_prov/index.php?s=tins_codes&p=ownership

Choose One

Complete New Vendor Registration cont.

Additional Information cont.:

Additional Information ←

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Invoice Address
Will the address on your invoice be different from the remittance address above?*

Choose One

Conflict of Interest
Are you or are you aware of anyone at your company who is a current University employee?*

Choose One

Are you or are you aware of anyone at your company who is a former University employee?*

Choose One

Are you or are you aware of anyone at your company who is related to a University employee?*

Choose One

Payment Information
Do you offer discounted payment terms?

Choose One

Save And Exit **Submit**

Purchase Order Information, if applicable.:

Additional Information

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Purchase Order Information ←

Link to PO Terms & Conditions:*

<https://www.utsa.edu/purchasing/supplier-services/terms-purchase-order.html>

I have read the current purchase order terms and conditions. I understand it is my responsibility to review terms and conditions at the time of purchase as they may have been revised.

Please provide your email address for purchase order delivery.*

Please indicate the type(s) of insurance you will be providing (select all that apply)*

https://www.utsa.edu/purchasing/vendor_info.cfm

- Commercial General Liability Insurance
- Workers Compensation and Employers Liability Insurance
- Business Automobile Insurance
- Cyber/Privacy Liability Insurance
- Professional Liability or Errors and Omissions Insurance
- Personal & Advertising Injury Insurance
- General Aggregate Insurance
- Product/Completed Ops Insurance
- Contractor's Employee Dishonesty Insurance

Complete New Vendor Registration cont.

Diversity & Conflict of Interest Information, if applicable.:

Additional Information

All fields marked with a red asterisk (*) are required fields.
All other fields are optional.

Diversity Information ←

Are you a Federally certified diverse business? *

No

Are you a State of Texas certified historically underutilized business? *

No

Invoice Address

Will the address on your invoice be different from the remittance address above? *

Choose One

Conflict of Interest

Are you or are you aware of anyone at your company who is a current University employee? *

Choose One

Are you or are you aware of anyone at your company who is a former University employee? *

Choose One

Are you or are you aware of anyone at your company who is related to a University employee? *

Choose One

Complete New Vendor Registration cont.

Payment/Banking Information:

Payment Information

Payment Method for Domestic Vendors*

Please note, ACH is The University of Texas System's preferred payment method.

ACH/Direct Deposit (not available for non-US banks)

Will payments be forwarded to a financial institution outside the United States?*

No

Do you offer discounted payment terms?

No

Bank Validation File*

An image or PDF file can be used here containing one of the following:

- Letter on company letterhead
- Voided check
- Voided deposit slip
- Letter from your bank
- Copy of a bank account statement

Choose File

Email Address for Payment Notifications*



Bank Authorization*

Customers using PaymentWorks and the financial institution named herein are authorized to automatically deposit monies to my account

I Agree

Complete New Vendor Registration cont.

Bank Address:**Bank Address**

All fields marked with a red asterisk (*) are required fields.

All other fields are optional.

Country ***Street 1 *****Street 2****City *****State *****Zip / Postal Code ***

Draft saved 2/8/2021 3:24:16 PM

Save And Exit**Submit**

Complete New Vendor Registration cont.

Registration successfully submitted:

Submission Successful!

Your new vendor registration has been submitted successfully to The University of Texas at San Antonio.

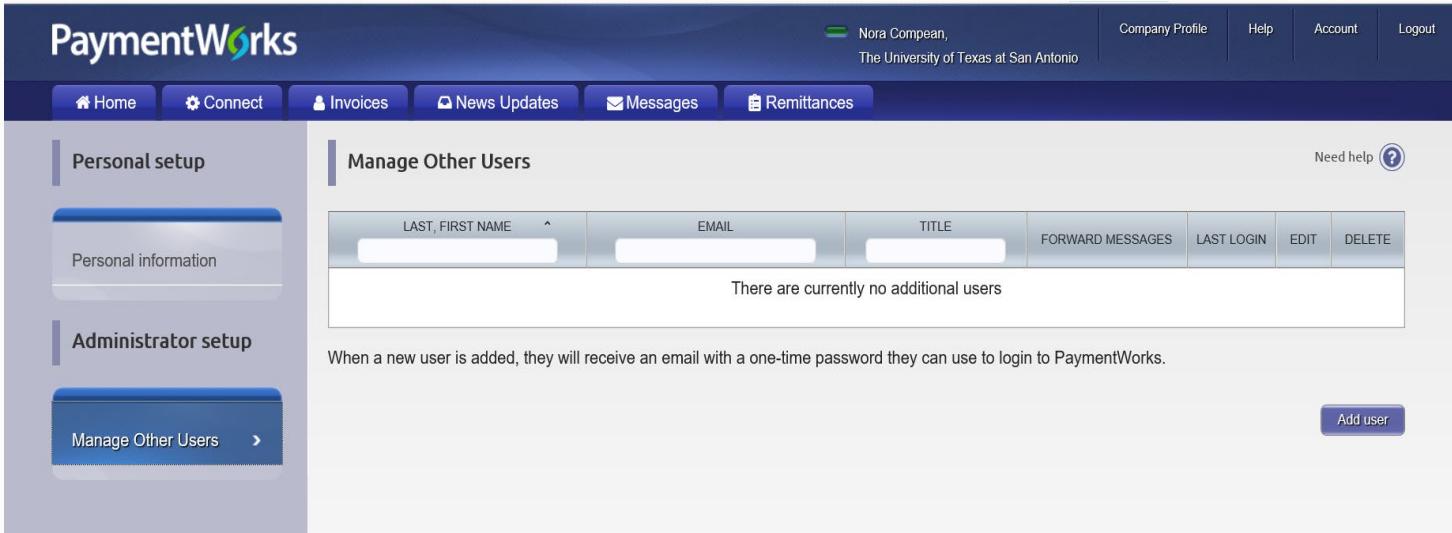
You will receive an email notification when your application has been approved.

Please note - this is not an authorization to perform services.

[Go To Your Dashboard](#)

Complete New Vendor Registration cont.

You may access your dashboard or sign in later using the vendor portal.



The screenshot shows the PaymentWorks vendor portal interface. At the top, there is a dark blue header with the PaymentWorks logo on the left and a user profile for 'Nora Compean, The University of Texas at San Antonio' on the right, along with links for 'Company Profile', 'Help', 'Account', and 'Logout'. Below the header is a navigation bar with links for 'Home', 'Connect', 'Invoices', 'News Updates', 'Messages', and 'Remittances'. The main content area has a left sidebar with 'Personal setup' and 'Administrator setup' sections, and a 'Manage Other Users' section. The 'Manage Other Users' section contains a table with columns for 'LAST, FIRST NAME', 'EMAIL', 'TITLE', 'FORWARD MESSAGES', 'LAST LOGIN', 'EDIT', and 'DELETE'. A message below the table states, 'There are currently no additional users'. At the bottom of the page, there is a note: 'When a new user is added, they will receive an email with a one-time password they can use to login to PaymentWorks.' and a 'Add user' button.

Complete New Vendor Registration cont.

Once your online registration is approved by UTSA, you will receive an email confirmation.

The University of Texas at San Antonio (Test) New Vendor Registration   

 The University of Texas at San Antonio (Test) <notify@paymentworks.com>
to utsapw2019+servermonkey ▾

Your new vendor registration request has been approved by The University of Texas at San Antonio (Test).

To view the status of submitted invoices, access remittance advices, and update your company information, navigate to the following link:

[PaymentWorks](#)

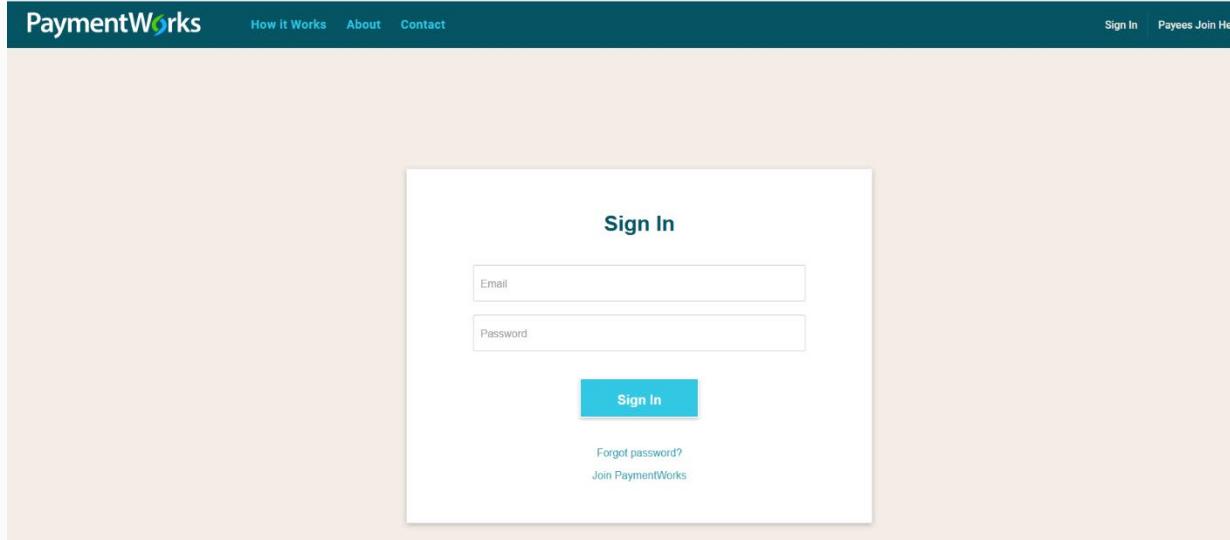
Please note, this is not authorization to perform services.

Sign in Using the Vendor Portal

Access your user account through the [Vendor Portal](#) to update or change vendor information.

You may also grant access to additional company users.

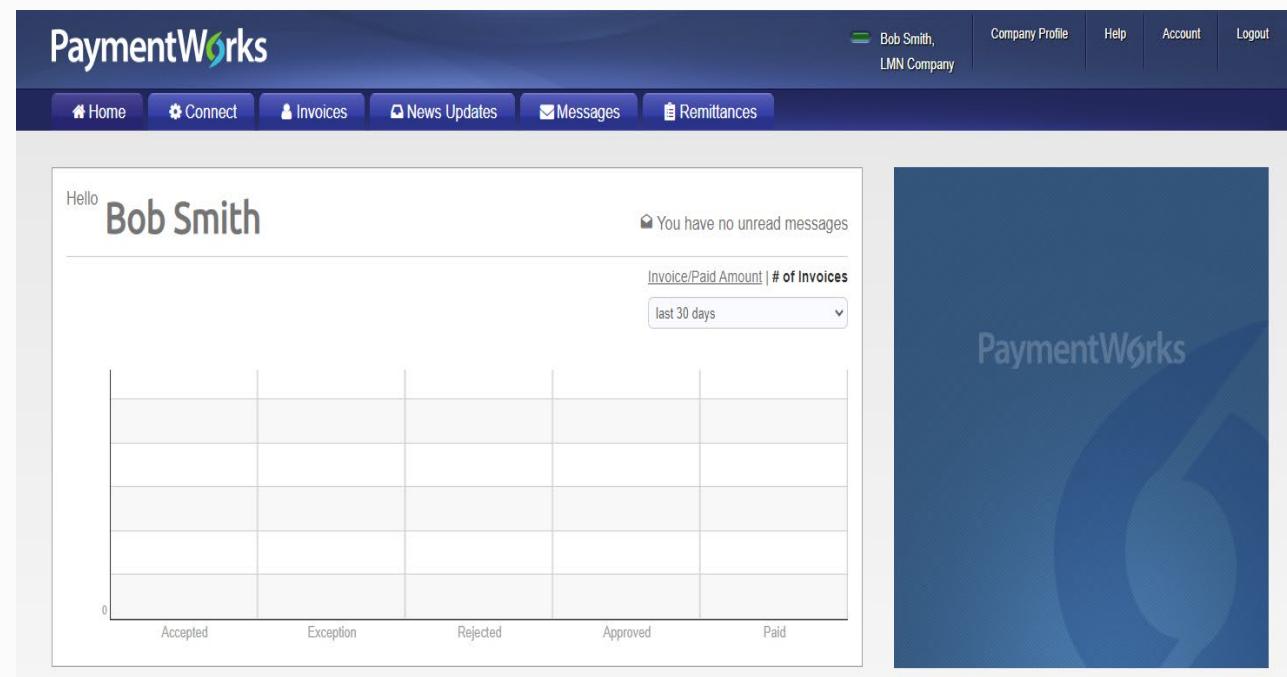


Note: The multi-factor authentication step is enabled every time you login.

Vendor Portal

The vendor portal homepage contains six tabs:

1. Home
2. Connect
3. Invoices
4. News Updates
5. Messages
6. Remittances



The screenshot shows the PaymentWorks vendor portal homepage. At the top, there is a dark blue header bar with the PaymentWorks logo on the left and a user profile on the right. The user profile shows "Bob Smith, LMN Company". To the right of the profile are links for "Company Profile", "Help", "Account", and "Logout". Below the header is a navigation bar with six tabs: "Home", "Connect", "Invoices", "News Updates", "Messages", and "Remittances". The "Home" tab is currently selected. The main content area is titled "Hello Bob Smith". It displays a message: "You have no unread messages". Below this is a search bar with the placeholder "Invoice/Paid Amount | # of invoices" and a dropdown menu set to "last 30 days". The main content area features a grid with five columns labeled "Accepted", "Exception", "Rejected", "Approved", and "Paid". The grid has a single row with a value of "0" in the "Accepted" column. The background of the page is a light blue gradient with a large, faint "PaymentWorks" watermark.

Vendor Portal

The system will prompt you to a quick tour:

PaymentWorks Quick Tour

Start the full tour or use the links to navigate to a specific topic.

[Start the Tour >](#)

[Or Choose a Topic](#)

[Update Company Profile](#)

[Invoice Status/send Inquiry](#)

[Messaging](#)

[Remittance](#)

[Account Management](#)

[Connecting to Customers](#)

Company Profile

Your Company Profile is located at top right corner of the homepage. This is where you can make any account or vendor updates or changes.



PaymentWorks

The University of Texas at San Antonio Company Profile Help Account Logout

Marketing Information >

Business Details

Tax Forms

Remittance Addresses

Bank Accounts

The following public information is visible to all payers in the PaymentWorks network

Company Name (DBA):	The University of Texas at San Antonio
Corporate Address:	1 Utsa Cir, San Antonio, TX 78249-1644
Telephone:	[REDACTED]
Primary Account e-Mail:	disbursements.travel@utsa.edu
Website URL:	www.utsa.edu
Business Description:	All goods and services as applicable.

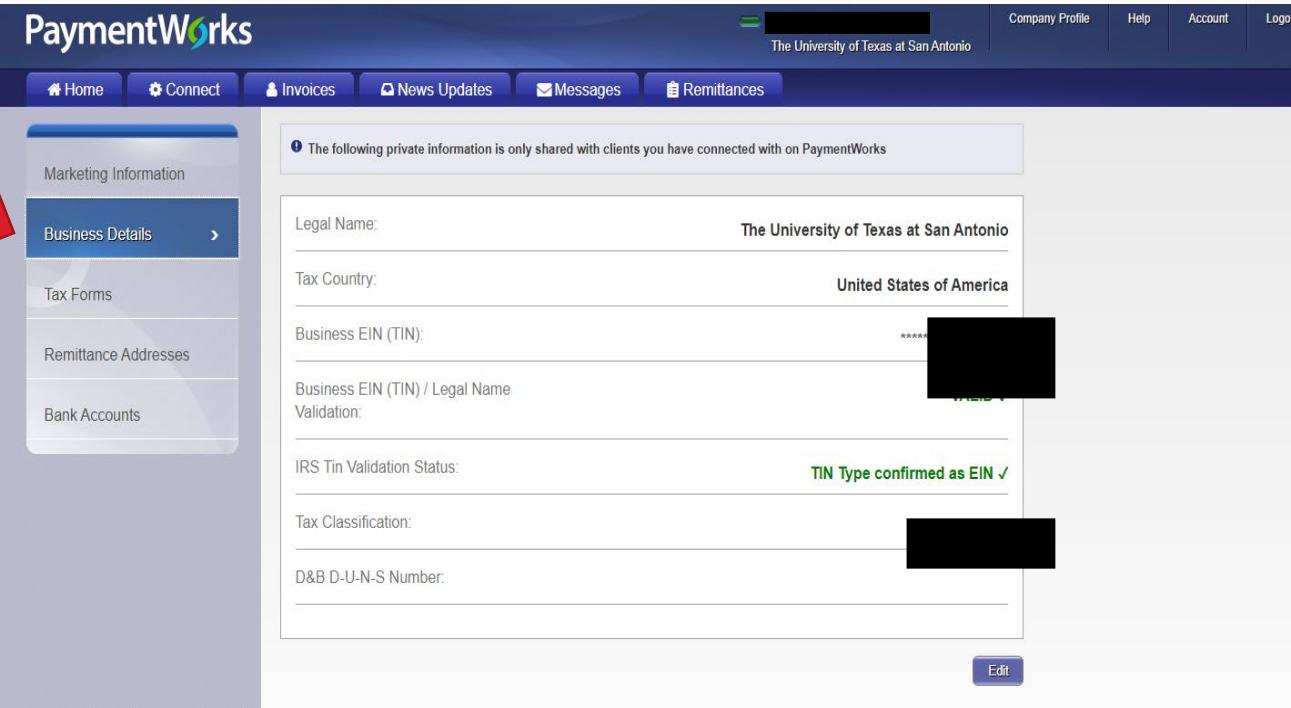
Edit

Logo: Select an image:

Browse

Company Profile

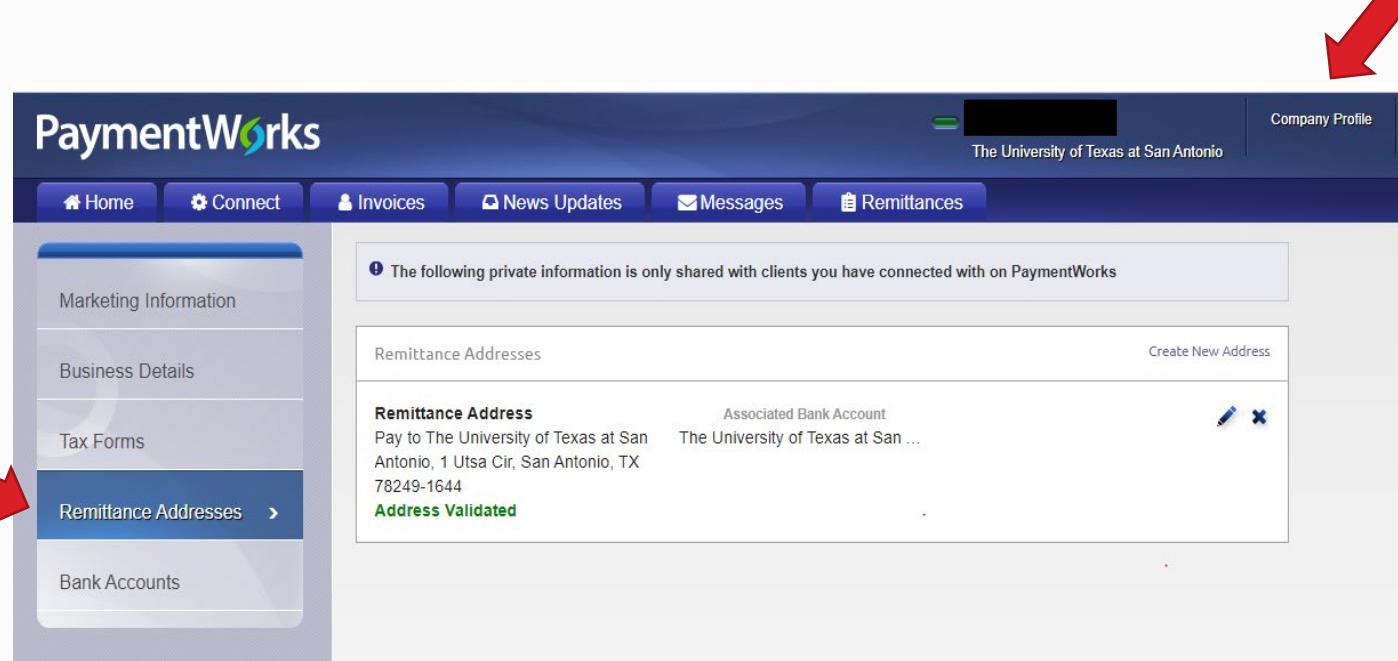
Under **Business Details**, you may edit or update general company information.



The screenshot shows the PaymentWorks interface with a blue header bar. The header includes the PaymentWorks logo, a search bar, and navigation links: Home, Connect, Invoices, News Updates, Messages, Remittances, Company Profile (which is highlighted in blue), Help, Account, and Logout. A red arrow points to the 'Business Details' link in the sidebar. The main content area has a light gray background. A message box at the top states: 'The following private information is only shared with clients you have connected with on PaymentWorks'. Below this, the 'Business Details' section is displayed. It contains fields for Legal Name (The University of Texas at San Antonio), Tax Country (United States of America), Business EIN (TIN) (redacted), Business EIN (TIN) / Legal Name Validation (redacted), IRS Tin Validation Status (TIN Type confirmed as EIN ✓), Tax Classification (redacted), and D&B D-U-N-S Number (redacted). An 'Edit' button is located at the bottom right of the form.

Company Profile

Under **Remittance Addresses**, you may update remittance addresses by using the **pencil** icon to add a new address, or by clicking on the **x** to remove an old address.



The screenshot shows the PaymentWorks application interface. At the top, there is a navigation bar with links for Home, Connect, Invoices, News Updates, Messages, and Remittances. The 'Remittances' link is highlighted. On the left, a sidebar menu includes Marketing Information, Business Details, Tax Forms, and a selected 'Remittance Addresses' item with a sub-link. The main content area displays a message about private information being shared with connected clients. Below this, a 'Remittance Addresses' section shows a single entry: 'Pay to The University of Texas at San Antonio, 1 Utsa Cir, San Antonio, TX 78249-1644' with an 'Address Validated' status. To the right of this entry are 'Create New Address' and edit/ delete icons (pencil and 'x').

Company Profile

Under **Bank Accounts**, you may update banking information by using the **pencil** icon to add a new address, or by clicking on the **x** to remove an old address.



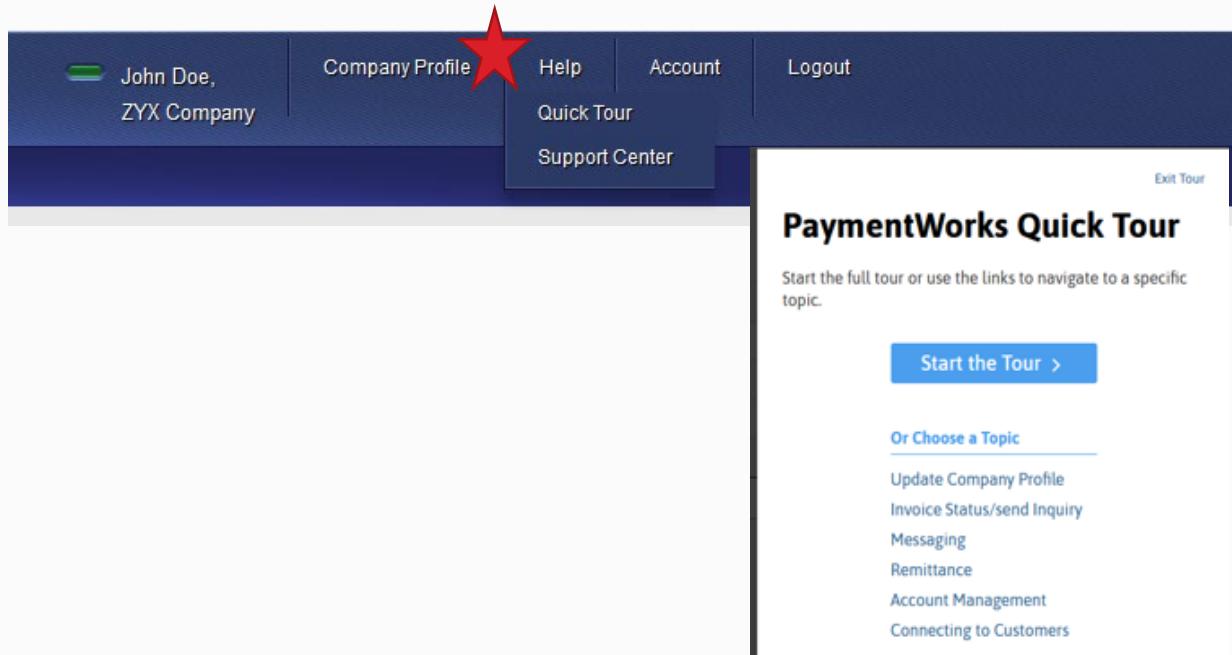
The screenshot shows the PaymentWorks interface for managing company profiles. At the top, there is a navigation bar with links for Home, Connect, Invoices, News Updates, Messages, Remittances, Company Profile, Help, Account, and Logout. The Company Profile link is highlighted. Below the navigation bar, a sidebar on the left contains links for Marketing Information, Business Details, Tax Forms, Remittance Addresses, and Bank Accounts. The Bank Accounts link is also highlighted with a blue background. The main content area displays a table of bank accounts. The table has columns for NAME ON ACCOUNT, ACCOUNT NUMBER, EDIT, and DELETE. The first row shows a redacted name and account number, with a [show] link, a blue pencil icon for EDIT, and a red 'x' icon for DELETE. A red arrow points to this 'x' icon. At the bottom of the table area is a blue 'Add Account' button.

NAME ON ACCOUNT	ACCOUNT NUMBER	EDIT	DELETE	
[REDACTED]	[REDACTED]	[show]		

Add Account

Quick Tour Help Link

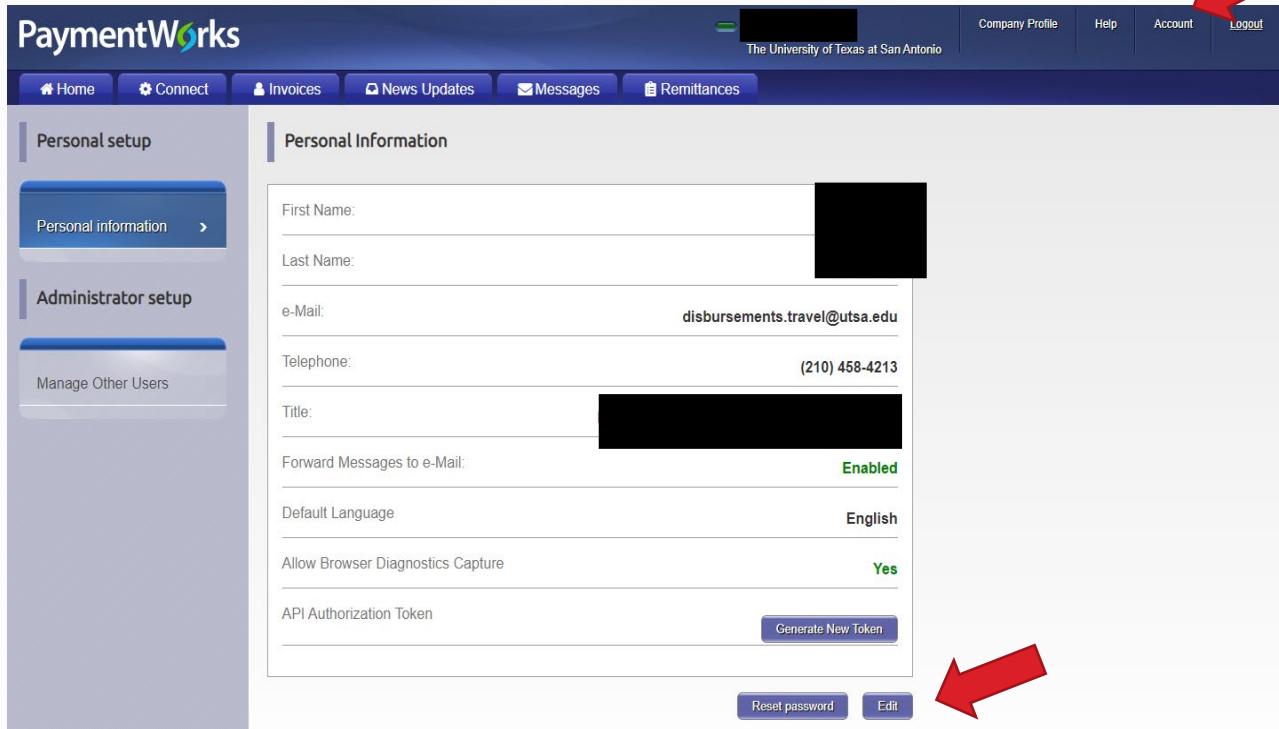
To learn more about PaymentWorks, access the quick tour option under the **Help** link located next to Company Profile.



The screenshot shows a dark blue header bar with the following navigation links: 'John Doe, ZYX Company', 'Company Profile', 'Help' (which has a red star icon above it), 'Account', 'Logout', 'Quick Tour', and 'Support Center'. A dropdown menu is open over the 'Help' link, showing 'Quick Tour' and 'Support Center' as options. To the right of the header, a white sidebar is titled 'PaymentWorks Quick Tour'. It contains the text 'Start the full tour or use the links to navigate to a specific topic.' and a blue 'Start the Tour >' button. Below this, a section titled 'Or Choose a Topic' lists several options: 'Update Company Profile', 'Invoice Status/send Inquiry', 'Messaging', 'Remittance', 'Account Management', and 'Connecting to Customers'.

Account

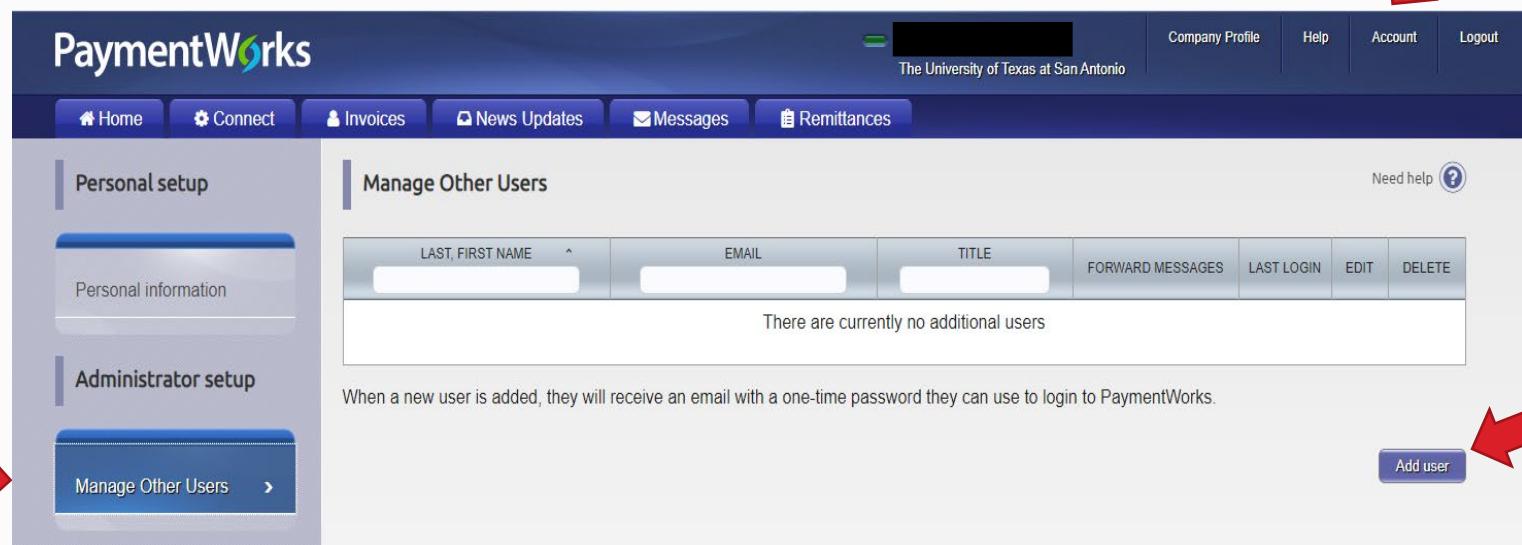
Use the **Account** link to update personal setup information or reset your password.



The screenshot shows the PaymentWorks account setup interface. The top navigation bar includes links for Home, Connect, Invoices, News Updates, Messages, and Remittances. The header also displays 'The University of Texas at San Antonio' and links for Company Profile, Help, Account, and Logout. The main content area is titled 'Personal Information' and contains fields for First Name, Last Name, e-Mail (disbursements.travel@utsa.edu), Telephone ((210) 458-4213), Title, Forward Messages to e-Mail (Enabled), Default Language (English), Allow Browser Diagnostics Capture (Yes), and API Authorization Token. A 'Generate New Token' button is also present. The sidebar on the left lists 'Personal setup' (Personal information, selected), 'Administrator setup' (Manage Other Users), and other links like Home, Connect, Invoices, etc.

Account

Use the **Account** link to access the **Manage Other Users** section to add company users.

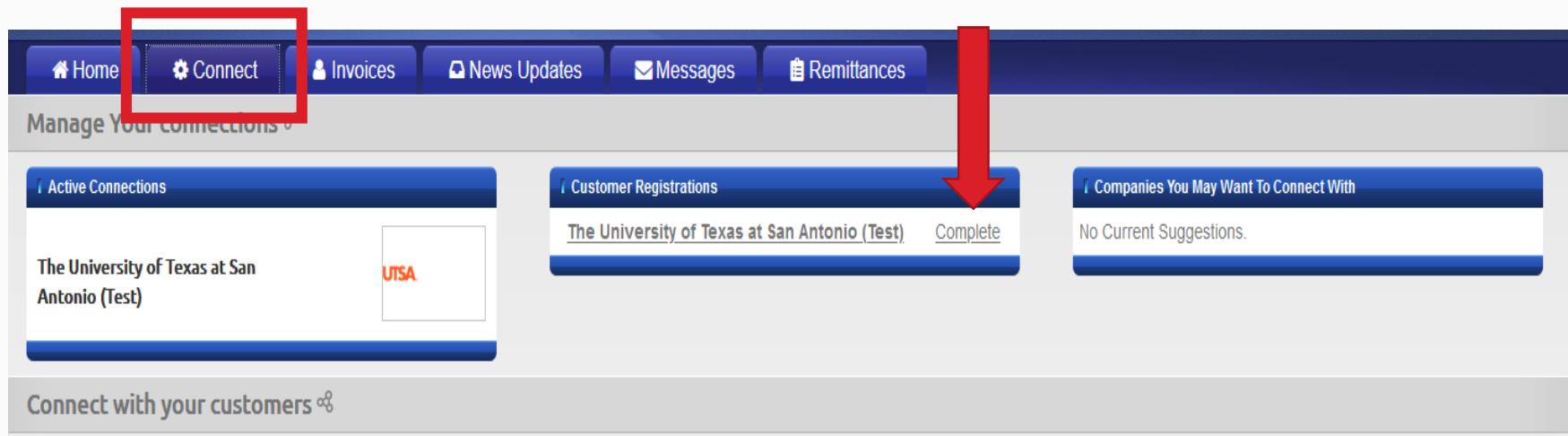


The screenshot shows the PaymentWorks web interface. At the top, there is a navigation bar with links for Home, Connect, Invoices, News Updates, Messages, and Remittances. On the right side of the top bar are links for Company Profile, Help, Account, and Logout. The main content area has a sidebar on the left with sections for Personal setup (Personal information) and Administrator setup (Manage Other Users). The main content area is titled "Manage Other Users" and contains a table with columns for LAST, FIRST NAME, EMAIL, TITLE, FORWARD MESSAGES, LAST LOGIN, EDIT, and DELETE. A message at the bottom of the table states, "There are currently no additional users." Below this message, a note says, "When a new user is added, they will receive an email with a one-time password they can use to login to PaymentWorks." At the bottom right of the main content area is a blue "Add user" button. A red arrow on the left side of the screenshot points to the "Manage Other Users" link in the sidebar. A red arrow on the right side points to the "Add user" button.

Checking the Status of your Registration

Click on the **Connect** tab to view status.

If the online registration is successfully completed, a **Complete** status under Customer Registrations section is noted.



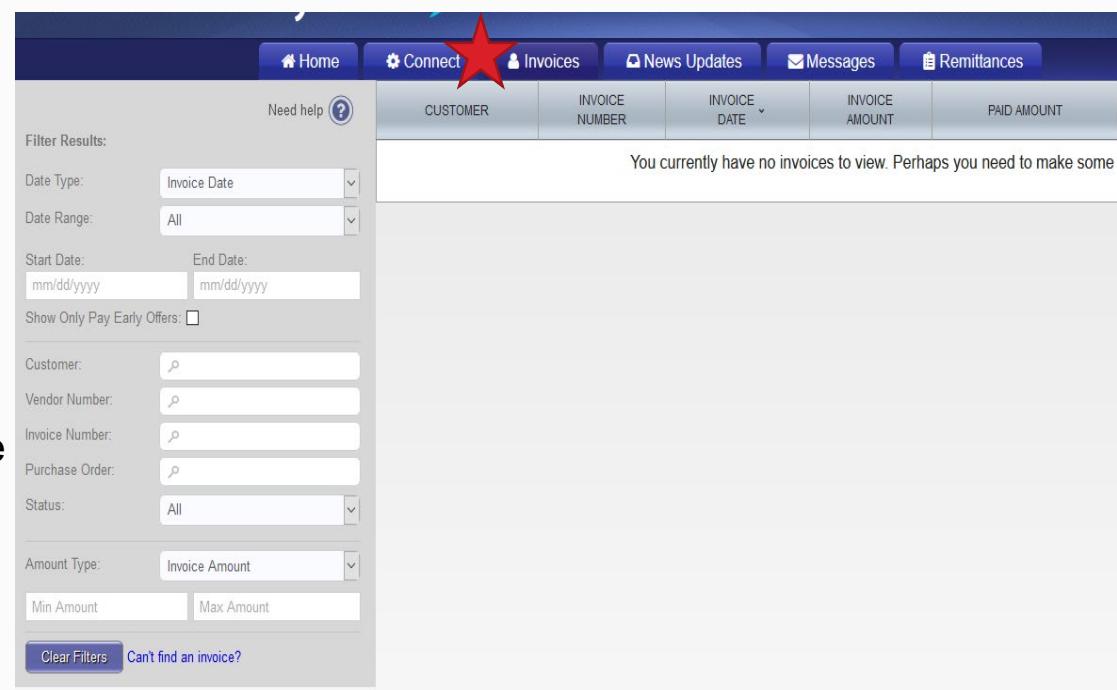
The screenshot shows the 'Manage Your Connections' page. At the top, there are tabs: Home, Connect (which is highlighted with a red box), Invoices, News Updates, Messages, and Remittances. Below the tabs, there are three main sections: 'Active Connections', 'Customer Registrations', and 'Companies You May Want To Connect With'. The 'Active Connections' section shows 'The University of Texas at San Antonio (Test)' with a 'UTSA' logo. The 'Customer Registrations' section shows 'The University of Texas at San Antonio (Test)' with a 'Complete' status. The 'Companies You May Want To Connect With' section says 'No Current Suggestions.' A red arrow points to the 'Complete' status in the 'Customer Registrations' section.

Invoice Tab

Vendors can view invoice payment information using the **Invoice** tab.

Information such as:

- Customer name
- Invoice number
- Invoice date
- Invoice amount
- Invoice paid amount
- Purchase order number
- Invoice status
- Scheduled payment date



Note: Existing vendors with user accounts **may** view the last two years (2019-2020) of invoice payment information.

Remittances Tab

View remittance address information by selecting the **Remittances** tab.

The screenshot shows the PaymentWorks software interface. At the top, there is a dark blue header with the "PaymentWorks" logo on the left and a user profile with the name "Nora Compean, The University of Texas at San Antonio" on the right. The header also includes links for "Company Profile", "Help", "Account", and "Logout". Below the header is a navigation bar with tabs: "Home", "Connect", "Invoices", "News Updates", "Messages", and "Remittances". The "Remittances" tab is highlighted with a red star. The main content area has a light gray background. On the left, there are several search and filter fields: "Date Range" (set to "All"), "Start Pay Date" and "End Pay Date" (both empty), "Customer Name" (empty), "Pay Document #" (empty), "Min Total Amt" and "Max Total Amt" (both empty), a "Clear" button, and a "csv" download link. The central area contains a message: "You have no remittances to view. Perhaps you haven't made any connections or none of the invoices which appear under the Invoice tab have been paid and have an associated payment document number. Click Connect to proceed." At the bottom left, there is a link "Can't find a remittance?".



Tips & Tricks

- 📌 A PaymentWorks representative may contact you or your company directly to verify banking information.
- 📌 The **ACH** (Direct Deposit) option is only for banks that are based in the United States. ACH is the best payment option to expedite payment.
- 📌 The **Wire Transfer** payment option is reserved to pay **foreign vendors** that do not bank in the United States. A UTSA department may contact you to verify the SWIFT code.



Tips & Tricks cont.

- 📌 If you update your information, the system may require you to attach a new copy of your company's Insurance Certificate or Diversity Certificate.
- 📌 You may experience further delays or require additional clearances, if your company TINS is flagged with a domestic or foreign **Financial Sanction** or **State vendor hold**.
- 📌 You must complete the online registration process with UTSA, even if you participate in a similar platform with another University, State agency, or organization.

Contact Information

Contact PaymentWorks when you:

- Experience issues navigating the platform
- Forget your user name
- Need to reset your password

PaymentWorks:

- ✓ [Submit ticket through the vendor knowledge base PaymentWorks website](#) (click on hyperlink)
- Then, click on **Customer Support** button

[Contact Support](#)