

# **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

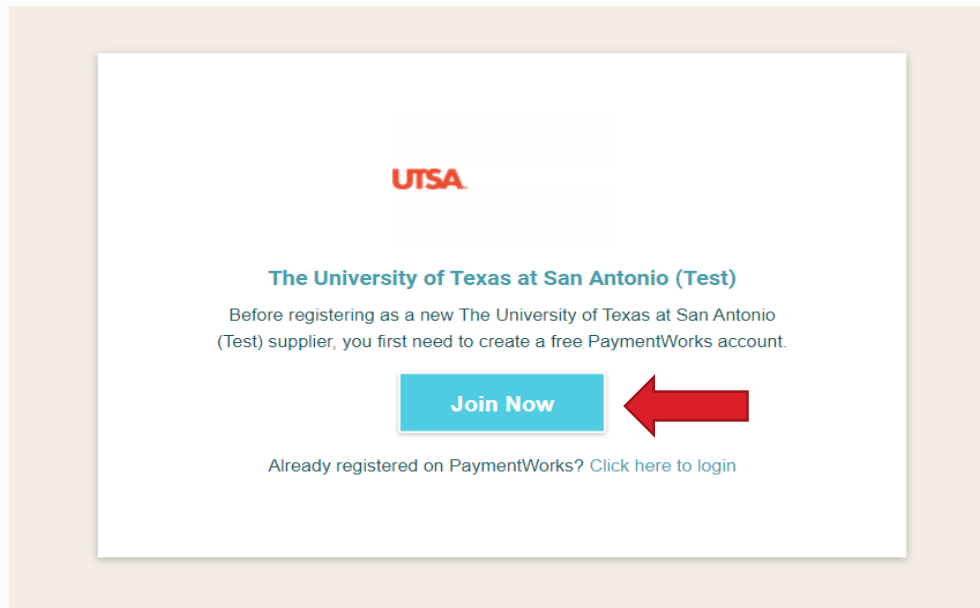
# Naming Standards cont.

- 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.

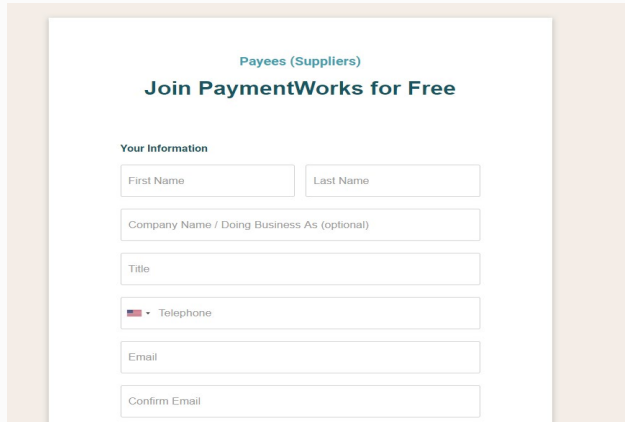


# Vendor Registration in PaymentWorks

## 1. Complete your information:

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

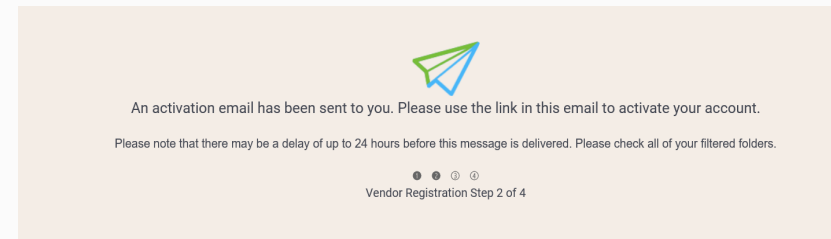
## 2. Create a password



The screenshot shows a registration form titled "Payees (Suppliers) Join PaymentWorks for Free". Under the heading "Your Information", there are several input fields: "First Name" and "Last Name" (side-by-side), "Company Name / Doing Business As (optional)", "Title", "Telephone" (with a country code dropdown), "Email", and "Confirm Email".

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

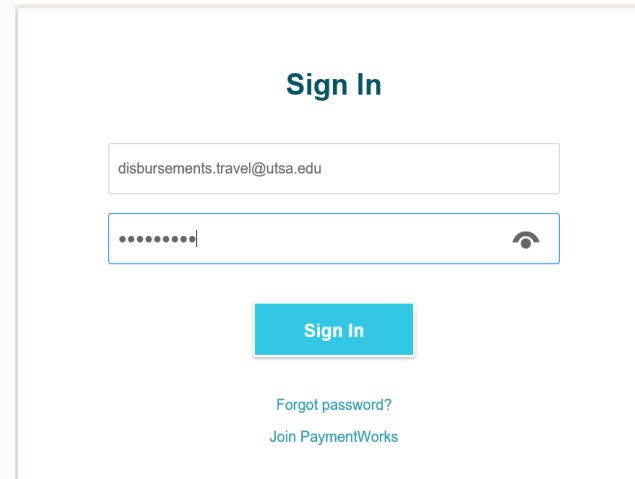
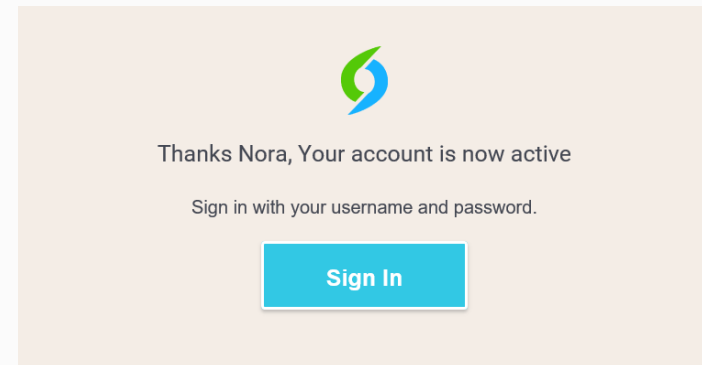
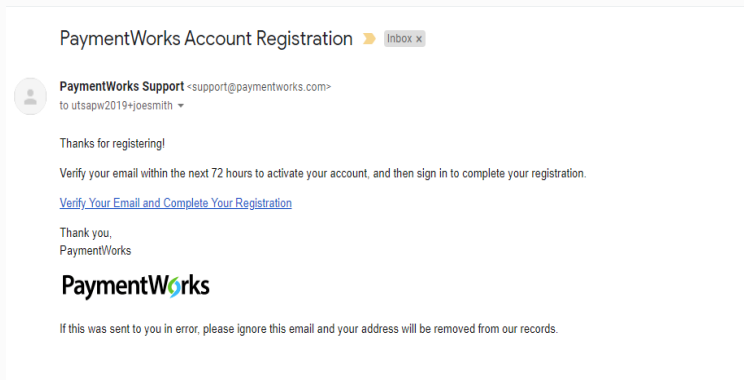
- Verify your email address within **72** hours to activate your account





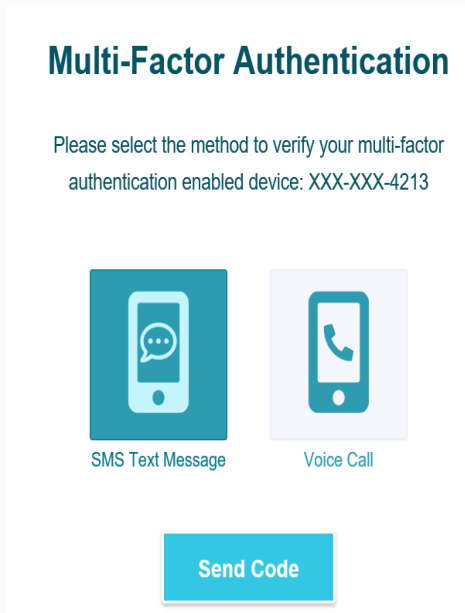
# Vendor Registration in PaymentWorks

## 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)



**Multi-Factor Authentication**

Please select the method to verify your multi-factor authentication enabled device: XXX-XXX-4213



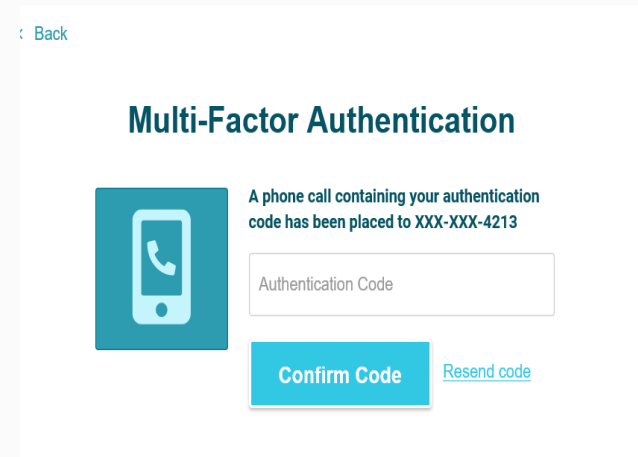
SMS Text Message



Voice Call


**Send Code**

6. Confirm code



[Back](#)

**Multi-Factor Authentication**



A phone call containing your authentication code has been placed to XXX-XXX-4213

**Confirm Code**

[Resend 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 the 'New Vendor Registration' page for The University of Texas at San Antonio (Test). The page includes a welcome message to Bob Smith and instructions to fill out a form to onboard as a new vendor. Below the main text, there is a section for 'Tax Information' with a note that fields marked with a red asterisk (\*) are required. The 'Tax Information' section contains two radio button options for tax purposes: 'Individual, Sole Proprietorship, or Single-member LLC' and 'Corporation or other complex business entity'.

UTSA

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

Welcome, Bob Smith!

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.

**Tax Information**

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

For tax purposes, which best describes you? \*

☐ Individual, Sole Proprietorship, or Single-member LLC

☐ 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://fm.xcpa.texas.gov/fm/pubs/payment/gen\\_prov/index.php?s=tins\\_codes&p=ownership](https://fm.xcpa.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](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 \*

[Redacted Email Address] ✓

#### 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\*

United States

Street 1\*

[Redacted]

Street 2

City\*

Houston

State\*

Texas

Zip / Postal Code\*

77002

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 displays the PaymentWorks dashboard for a user named Nora Compean, The University of Texas at San Antonio. The dashboard includes a top navigation bar with links for Home, Connect, Invoices, News Updates, Messages, and Remittances. A left sidebar contains sections for Personal setup (Personal information) and Administrator setup (Manage Other Users). The main content area is titled 'Manage Other Users' and features a table with columns for user details and actions. The table is currently empty, indicating no additional users are present. A message below the table states that new users will receive a one-time password via email. An 'Add user' button is located at the bottom right of the main content area.

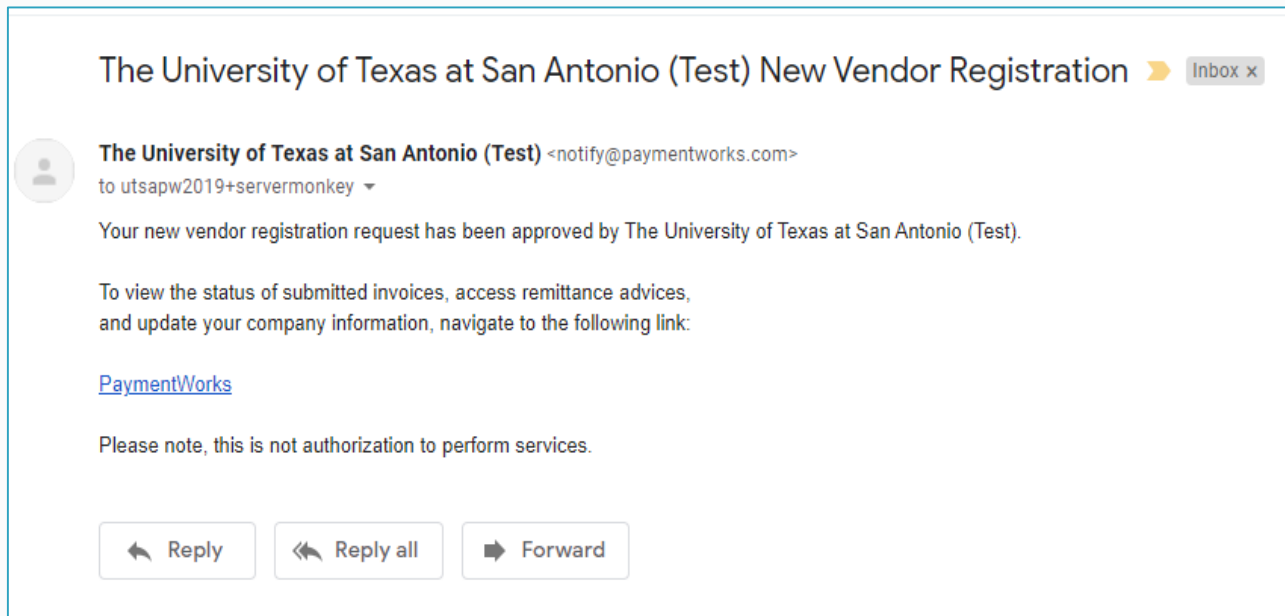
LAST, FIRST NAME	EMAIL	TITLE	FORWARD MESSAGES	LAST LOGIN	EDIT	DELETE
There are currently no additional users						

When a new user is added, they will receive an email with a one-time password they can use to login to PaymentWorks.

[Add user](#)

# Complete New Vendor Registration cont.

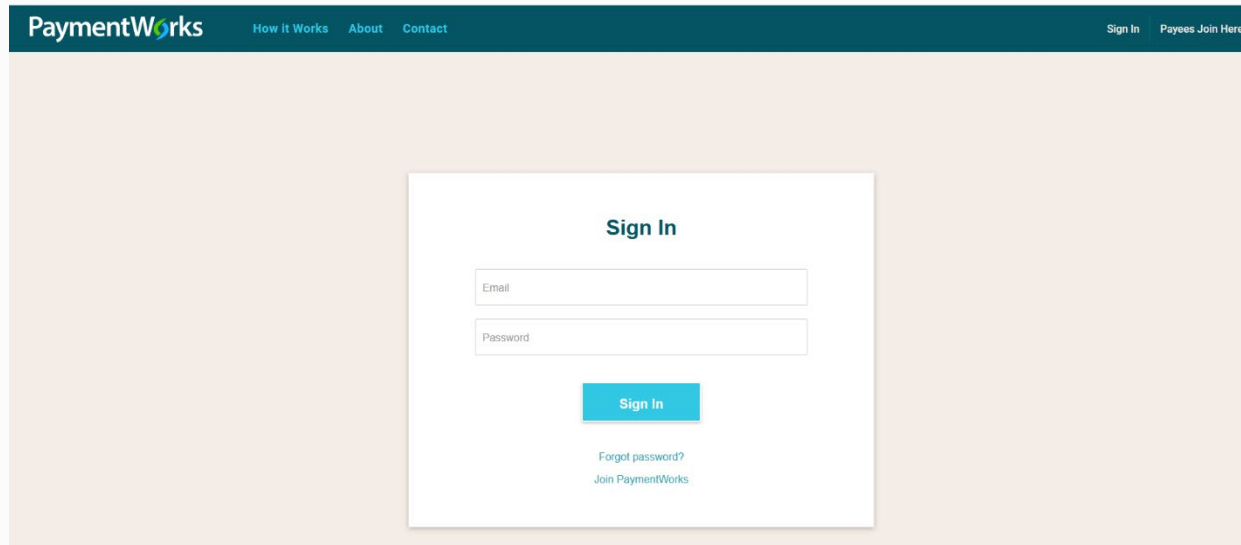
Once your online registration is approved by UTSA, you will receive an email confirmation.



# 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.

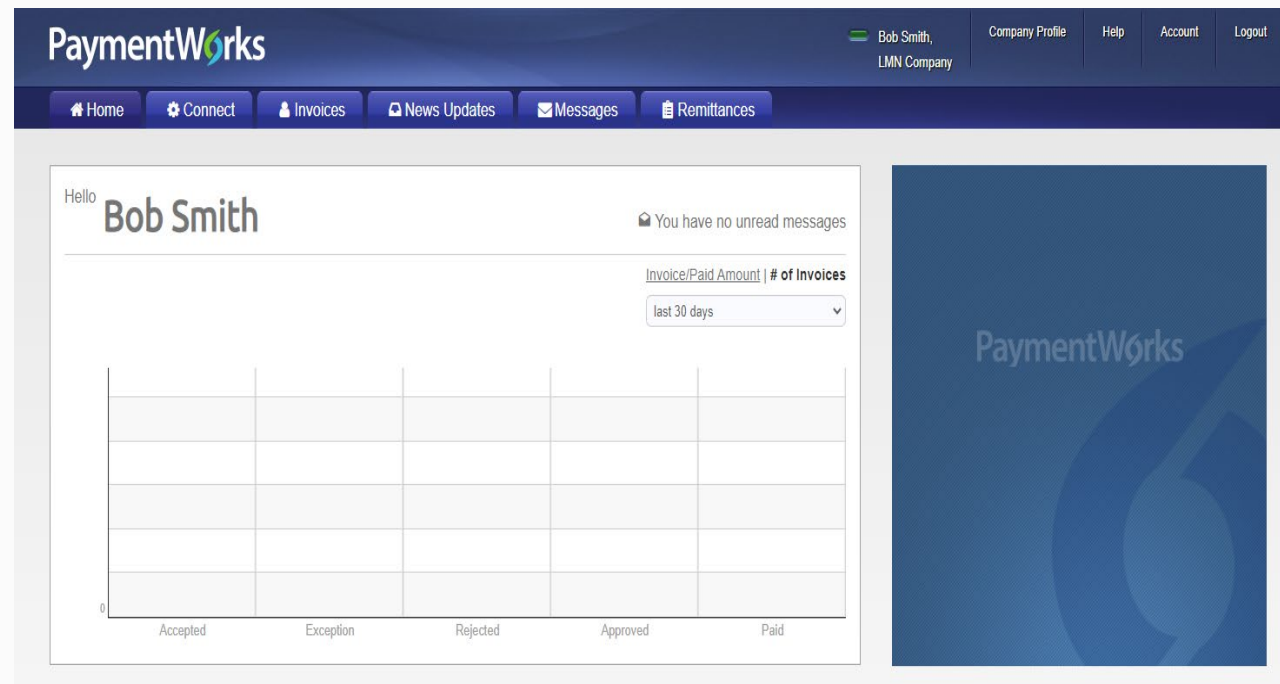
A screenshot of the PaymentWorks website's sign-in page. The page has a dark teal header with the 'PaymentWorks' logo on the left and links for 'How it Works', 'About', 'Contact', 'Sign In', and 'Payees Join Here' on the right. The main content area is a light beige color. In the center, there is a white rectangular box with a light gray border. Inside this box, the text 'Sign In' is centered at the top. Below it are two input fields: 'Email' and 'Password'. Under the 'Password' field is a blue 'Sign In' button. At the bottom of the box, there are two links: 'Forgot password?' and 'Join PaymentWorks'.

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

# Vendor Portal

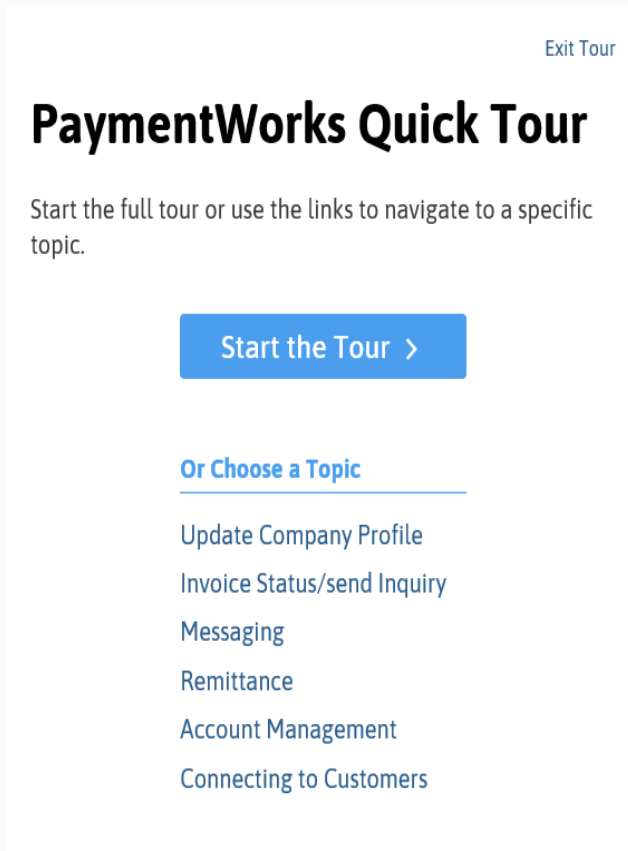
The vendor portal homepage contains six tabs:

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



# Vendor Portal

The system will prompt you to a quick tour:



The screenshot shows a web interface for a 'Quick Tour'. At the top right is a link 'Exit Tour'. The main heading is 'PaymentWorks Quick Tour'. Below it is a paragraph: 'Start the full tour or use the links to navigate to a specific topic.' There is a large blue button with the text 'Start the Tour >'. Below the button is a section titled 'Or Choose a Topic' with a horizontal line underneath. Under this section is a list of links: 'Update Company Profile', 'Invoice Status/send Inquiry', 'Messaging', 'Remittance', 'Account Management', and 'Connecting to Customers'.

Exit 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.

The screenshot shows the PaymentWorks homepage for The University of Texas at San Antonio. The top navigation bar includes links for Home, Connect, Invoices, News Updates, Messages, and Remittances. On the right, there are links for Company Profile, Help, Account, and Logout. A red arrow points to the 'Company Profile' link. The main content area displays the 'Company Profile' form, which includes fields for Company Name (DBA), Corporate Address, Telephone, Primary Account e-Mail, Website URL, and Business Description. The form is titled 'The following public information is visible to all payers in the PaymentWorks network'. The 'Edit' button is located at the bottom right of the form. Below the form, there is a section for the Logo, with a placeholder image and a 'Browse' button to select a new image.

# Company Profile

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

The screenshot shows the PaymentWorks interface. The top navigation bar includes links for Home, Connect, Invoices, News Updates, Messages, and Remittances. The left sidebar contains links for Marketing Information, Business Details (highlighted with a red arrow), Tax Forms, Remittance Addresses, and Bank Accounts. The main content area displays the 'Company Profile' page for 'The University of Texas at San Antonio'. A red arrow points to the 'Company Profile' link in the top navigation bar. The profile information includes:

- 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]
- D&B D-U-N-S Number: [Redacted]



An 'Edit' button is located at the bottom right of the profile information section.



# 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.

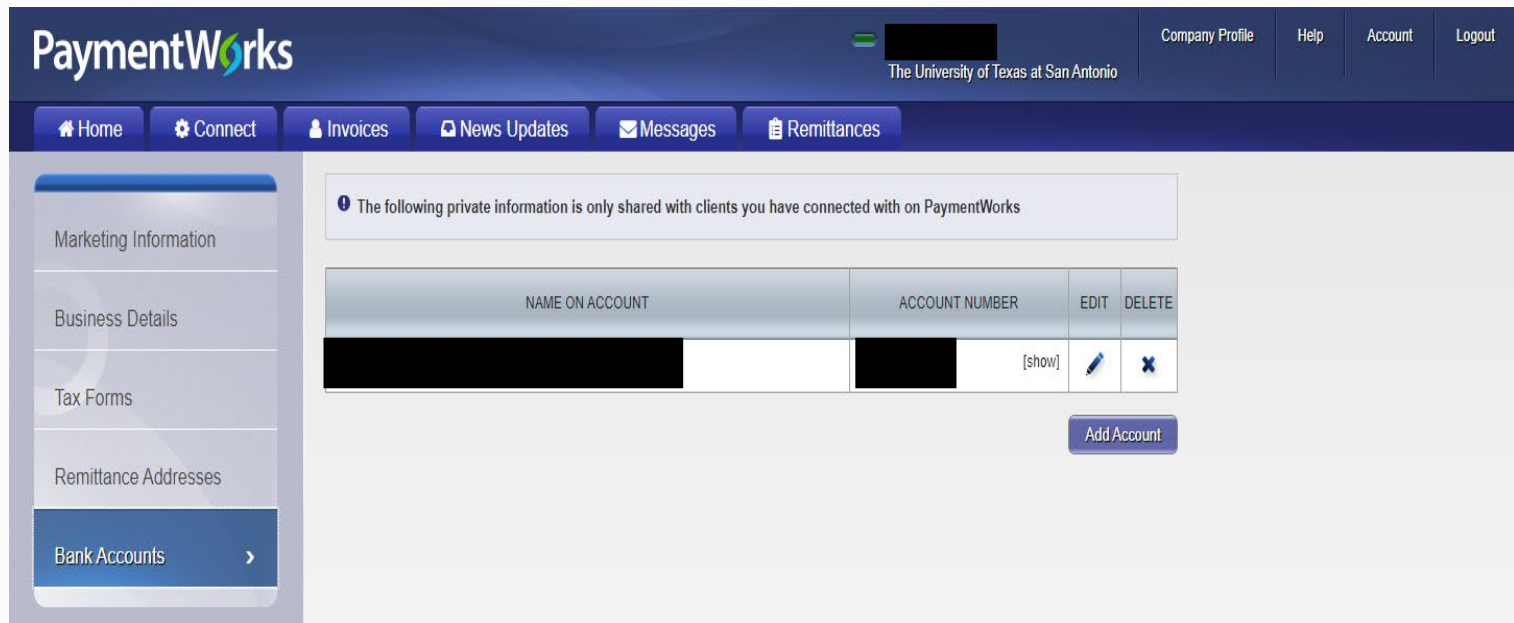
The screenshot displays the PaymentWorks web application interface. The top navigation bar includes the PaymentWorks logo, a user profile dropdown, and a 'Company Profile' link. Below this is a secondary navigation bar with links for Home, Connect, Invoices, News Updates, Messages, and Remittances. The left sidebar contains a list of menu items: Marketing Information, Business Details, Tax Forms, Remittance Addresses (highlighted with a red arrow), and Bank Accounts. The main content area shows a notification about private information sharing, followed by a section titled 'Remittance Addresses' with a 'Create New Address' link. A table lists remittance addresses, including one for 'Pay to The University of Texas at San Antonio'. The table has columns for 'Remittance Address' and 'Associated Bank Account'. A red arrow points to the 'x' icon in the table, indicating the removal of an address. The status 'Address Validated' is shown in green text.

Remittance Address	Associated Bank Account	
Pay to The University of Texas at San Antonio, 1 Utsa Cir, San Antonio, TX 78249-1644	The University of Texas at San ...	 

Address Validated

# 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.



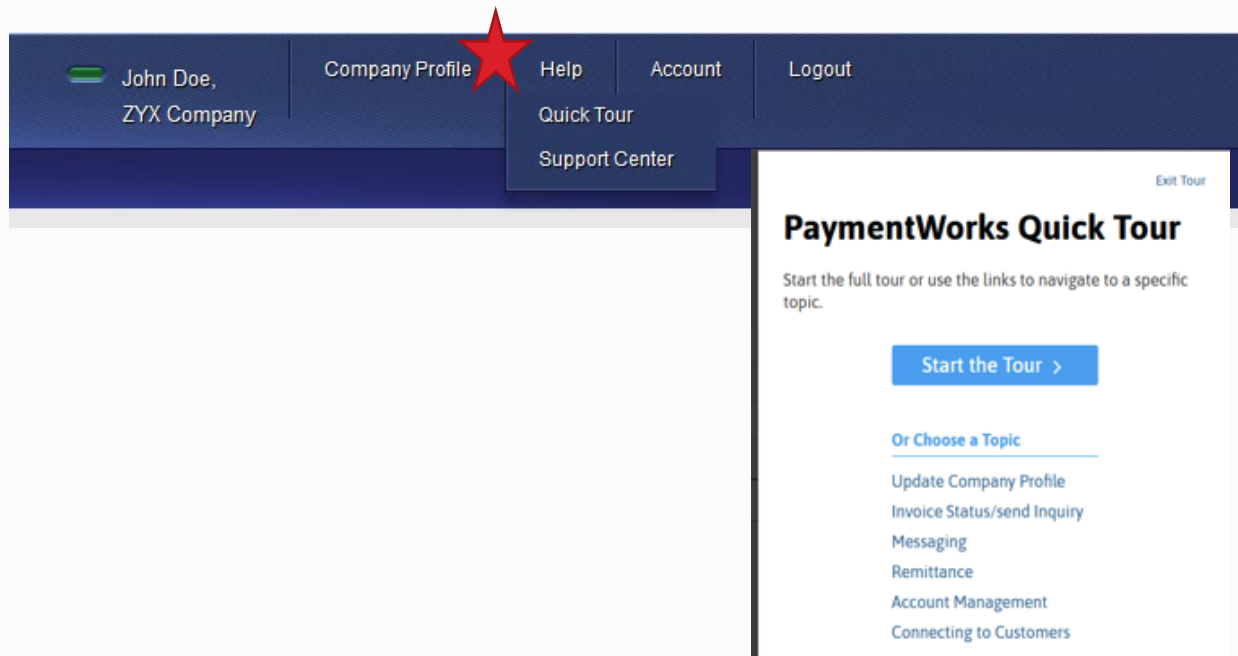
The screenshot displays the PaymentWorks web application interface. At the top, the header includes the PaymentWorks logo, a user profile icon, and navigation links for Company Profile, Help, Account, and Logout. Below the header is a secondary navigation bar with links for Home, Connect, Invoices, News Updates, Messages, and Remittances. On the left side, a sidebar menu lists various sections: Marketing Information, Business Details, Tax Forms, Remittance Addresses, and Bank Accounts. A red arrow points to the 'Bank Accounts' link in this sidebar. The main content area shows a table of bank accounts with columns for NAME ON ACCOUNT, ACCOUNT NUMBER, EDIT, and DELETE. A red arrow points to the 'x' icon in the DELETE column of the first row. Below the table is an 'Add Account' button. A privacy notice at the top of the main content area states: 'The following private information is only shared with clients you have connected with on PaymentWorks'.

NAME ON ACCOUNT	ACCOUNT NUMBER	EDIT	DELETE
[REDACTED]	[REDACTED]	[show] [pencil icon]	[x icon]

[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.



# Account

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

The screenshot shows the PaymentWorks user interface. At the top right, a red arrow points to the 'Account' link in the navigation bar. On the left sidebar, a red arrow points to the 'Personal information' button under the 'Personal setup' section. At the bottom right of the form, a red arrow points to the 'Reset password' and 'Edit' buttons. The main form area is titled 'Personal Information' and contains the following fields:

- First Name: [Redacted]
- Last Name: [Redacted]
- e-Mail: disbursements.travel@utsa.edu
- Telephone: (210) 458-4213
- Title: [Redacted]
- Forward Messages to e-Mail: Enabled
- Default Language: English
- Allow Browser Diagnostics Capture: Yes
- API Authorization Token: [Redacted] [Generate New Token](#)

At the bottom of the form are two buttons: [Reset password](#) and [Edit](#).

# Account

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

The screenshot shows the PaymentWorks user interface. At the top, a navigation bar includes links for 'Company Profile', 'Help', 'Account', and 'Logout'. A red arrow points to the 'Account' link. Below this is a secondary navigation bar with icons for 'Home', 'Connect', 'Invoices', 'News Updates', 'Messages', and 'Remittances'. On the left, a sidebar menu has two sections: 'Personal setup' (with 'Personal information') and 'Administrator setup' (with 'Manage Other Users'). A red arrow points to the 'Manage Other Users' option. The main content area is titled 'Manage Other Users' and contains a table with columns: 'LAST, FIRST NAME', 'EMAIL', 'TITLE', 'FORWARD MESSAGES', 'LAST LOGIN', 'EDIT', and 'DELETE'. The table is currently empty, displaying the message 'There are currently no additional users'. Below the table, a note states: '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 area is an 'Add user' button, which is highlighted by a red arrow.

LAST, FIRST NAME	EMAIL	TITLE	FORWARD MESSAGES	LAST LOGIN	EDIT	DELETE
There are currently no additional users						

When a new user is added, they will receive an email with a one-time password they can use to login to PaymentWorks.

Add user

# 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 displays the UTSA Business Affairs portal interface. At the top, a navigation bar contains several tabs: Home, Connect, Invoices, News Updates, Messages, and Remittances. The 'Connect' tab is highlighted with a red rectangular box. Below the navigation bar, the main content area is divided into three sections. The first section, 'Active Connections', shows 'The University of Texas at San Antonio (Test)' with a UTSA logo. The second section, 'Customer Registrations', shows 'The University of Texas at San Antonio (Test)' with a status of 'Complete'. A large red arrow points from the 'Connect' tab to this 'Complete' status. The third section, 'Companies You May Want To Connect With', shows 'No Current Suggestions.' At the bottom of the page, there is a footer that reads 'Connect with your customers' with a small icon.

# 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

Need help ?

CUSTOMER INVOICE NUMBER INVOICE DATE INVOICE AMOUNT PAID AMOUNT

You currently have no invoices to view. Perhaps you need to make some

Filter Results:

Date Type: Invoice Date

Date Range: All

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy

Show Only Pay Early Offers: ☐

Customer:

Vendor Number:

Invoice Number:

Purchase Order:

Status: All

Amount Type: Invoice Amount

Min Amount:  Max Amount:

Clear Filters Can't find an invoice?

*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.

**PaymentWorks**

Nora Compean,  
The University of Texas at San Antonio

Company Profile Help Account Logout

Home Connect Invoices News Updates Messages **Remittances**

Need help ?

Date Range: All

Start Pay Date: mm/dd/yyyy End Pay Date: mm/dd/yyyy

Customer Name:

Pay Document #:

Min Total Amt Max Total Amt

Clear

Can't find a remittance?

CSV

CUSTOMER NAME	PAY DOCUMENT #	PAY DATE	TOTAL AMOUNT
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 <a href="#">Connect</a> to proceed.			





## 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