PaymentWorks Vendor/Supplier Role Job Aid

Disbursements & Travel Services (DTS)
September 2021

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.
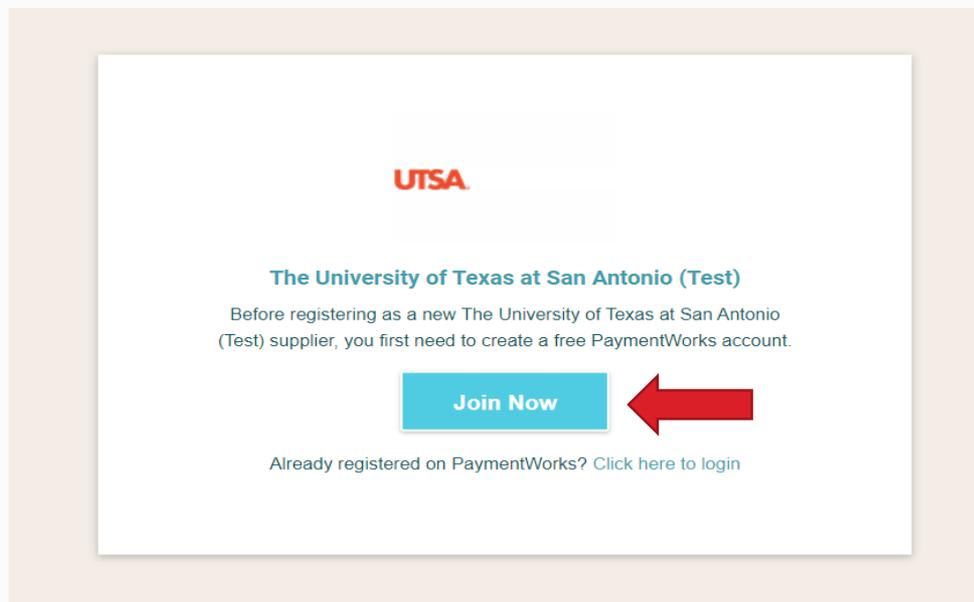
Vendor Registration in PaymentWorks

1. Complete your information:
   - Contact name and title
   - Company name
   - Telephone #
   - Email address
   - Agree to terms

2. Create a password

3. After submitting your information, **PaymentWorks Support** sends a confirmation email
   - Verify your email address within **72** hours to activate your account
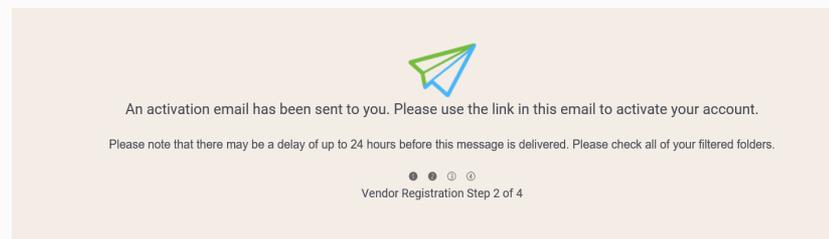
Vendor Registration in PaymentWorks

4. Sign in and complete the remaining registration information
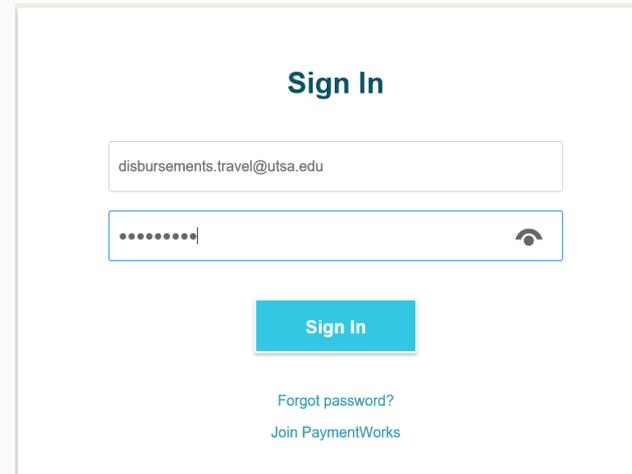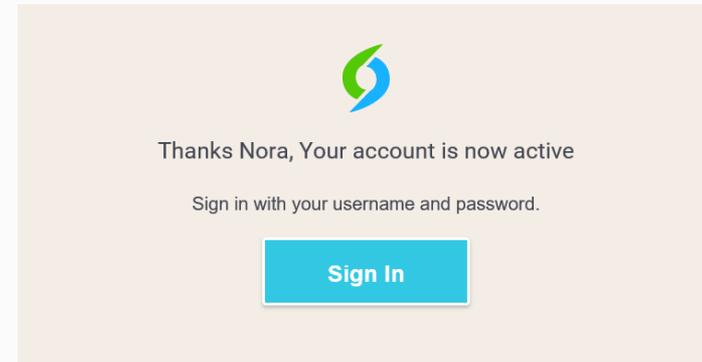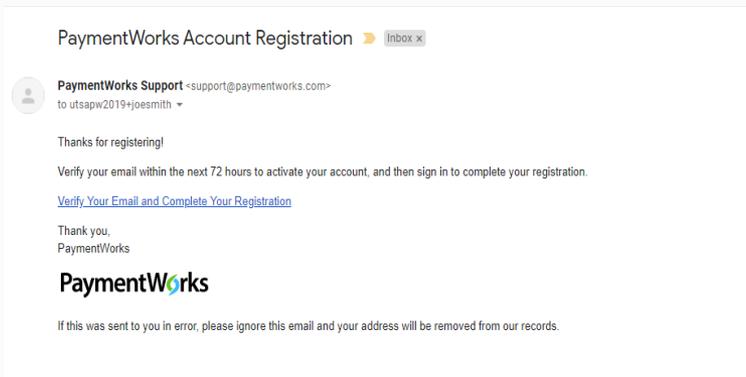
Vendor Registration in PaymentWorks

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.

Note: If you are a foreign vendor without a TIN number, contact Disbursements & Travel Services to request a temporary TINs.

Complete New Vendor Registration cont.

Primary and Remittance Address:

Remittance Address cont. and Additional Information:

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.:

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) ⌄

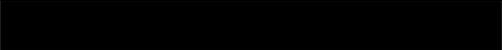Will payments be forwarded to a financial institution outside the United States?*

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*

United States

Street 1*

███████████████████████ ✓

Street 2

City*

Houston ✓

State*

Texas

Zip / Postal Code*

77002 ✓

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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.

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 ➤ Inbox ×

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.

↩ Reply   ↩ Reply all   ➡ Forward

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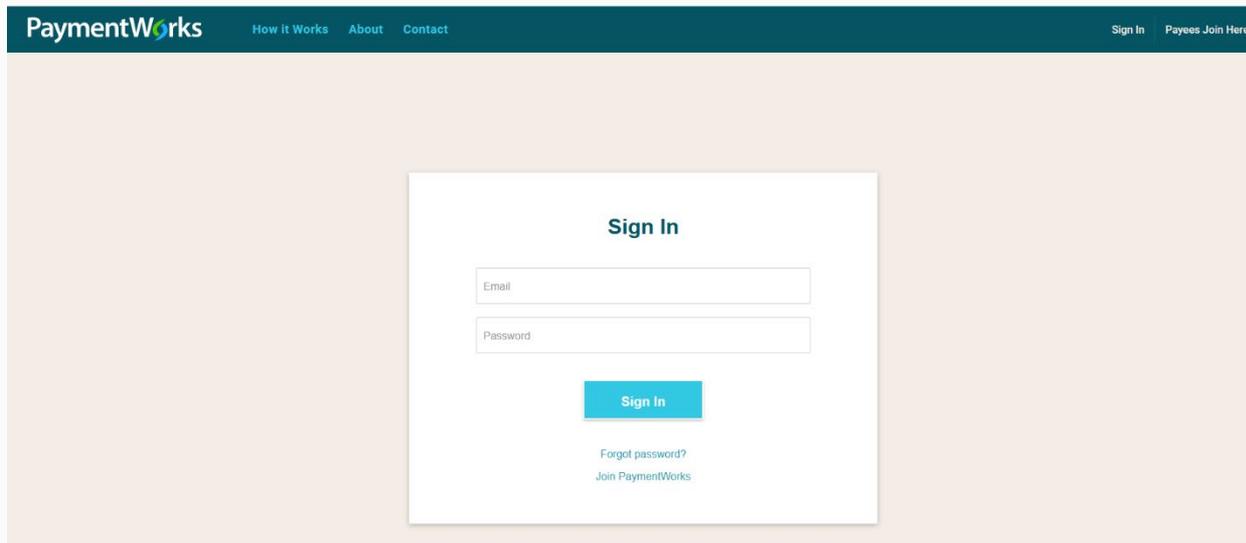
Note: The multi-factor authentication step is enabled every time you login.

Vendor Portal

The vendor portal homepage contains six tabs:

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

Vendor Portal

The system will prompt you to a quick tour:
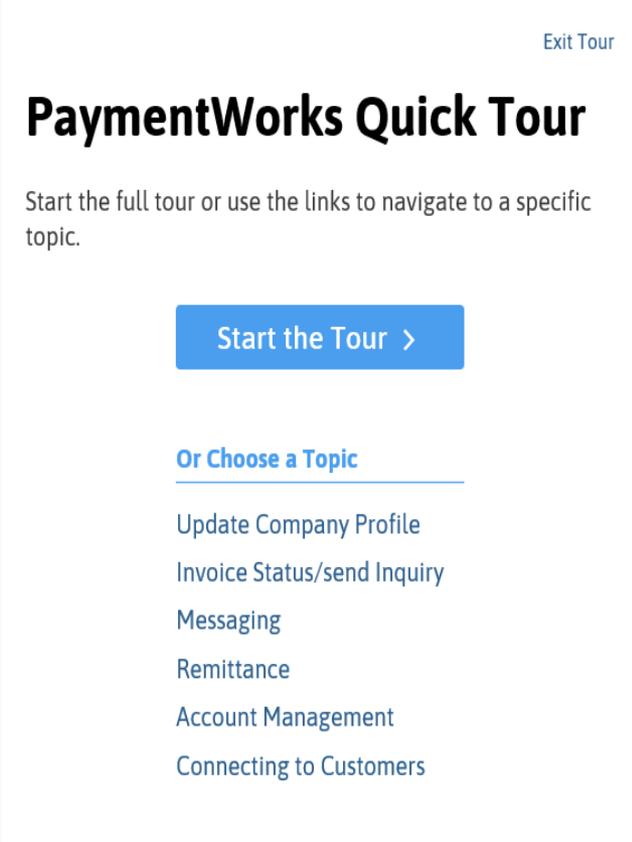
PaymentWorks Quick Tour

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.

Company Profile

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

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.

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.

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.

Account

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

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.

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.

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.

TIP! 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