Important!
You must check-in to receive credit in your training history

Three ways for you to check-in:
- Click link in Chat Box provided by facilitator
- Use QR code (open camera on your smart phone)
- Open your browser and type in the web address below

https://mytraining.utsa.edu/apps/checkin

If you get an alert that you are not enrolled in the class, please let your facilitator know.

Enjoy your class!
PaymentWorks
Vendor Onboarding Process

AM0591
Disbursements & Travel Services (DTS)
September 2021
Agenda

- Overview
- Roles and Responsibilities
- Initiator Role
- Navigate through PaymentWorks
- Search for Suppliers
- Invite a Supplier
- View Status of Onboarding Vendor Registration
- Tips & Tricks
- Online Help and Training Resources
What is PaymentWorks?

- Platform to automate the collection of payee banking details, eliminating manual, paper-based processes

- Allows payers and payees to exchange verified identity elements in a networked environment, eliminates payment fraud and ensures compliance

- Includes a vendor onboarding registration process
UT Shared Environment

UTShare campus cost-sharing with similar design and integration:

- UTSA
- UT Tyler
- UT System Administration
- UT Permian Basin
- UT El Paso
- UT Arlington
- UT Rio Grande Valley
Benefits

• Automated process
  ✓ Payee profile information updates is payee-driven; replaces the completion of SIFs (Supplier Information Form)

• E-Invitation
  ✓ Departments send e-invitation to prospective vendor initiating the onboarding process

• Identity proofing
  ✓ Verification of identity of the payee along with their banking information
Benefits cont.

• Additional verifications
  ✓ Compliance-related identity verification attributes, such as tax ID information, address, and monitoring of government sanction lists

• Viewable payment history
  ✓ Once supplier user accounts are set-up, vendors can view the last two calendar years of payment information

• Applicable to domestic and foreign vendors
  ✓ W9 and W8 BEN forms integrated
Roles & Responsibilities

Initiator Role (departments):
- Sends registration invitations to set up or update vendors using PaymentWorks
- Can access portal hyperlink in PeopleSoft within the UTSA Business Solutions Center tile

Supplier/Vendor Role (suppliers):
- Completes registration process
- Maintains and updates supplier information
- Grants system access to other users within the organization
- Can access portal hyperlink from DTS main page
Roles & Responsibilities cont.

• PaymentWorks Role:
  • Verification of TINs and banking information (contacts vendors)
  • Verification check of vendor financial sanctions

• Office of Research Integrity - Export Control Role:
  • Screening and approval of foreign vendors

• Back Office Role (DTS):
  • Approver of supplier registrations

*Note*: Vendors are approved within 24-72 hours; however, possible delays are contingent on expediency with which vendors complete registration and/or clearance of financial sanctions.
Vendor Onboarding Process

**Initiator**
- Invites Vendor
- Monitors Invite Status

**Vendor**
- Completes Registration
- Sets Up User Account
- Updates Company Information
- Grants Access to Company Users

**PaymentWorks**
- Verification of TINS
- Verification of Banking Information
- Checks for Financial Sanctions

**Office of Research Integrity – Export Control**
- Review and Approval of Foreign Vendors Only

**DTS**
- Approves Vendor
Initiator Role

PeopleSoft users will have access to PaymentWorks. Once users log in, the role defaults to the Initiator Role.

Initiator Responsibilities

- INVITE SUPPLIERS
- TRACK ON-BOARDING

⚠️ A valid vendor email address is required
How to Navigate to PaymentWorks

Initiator Role Navigation:

• Log in to UTShare/PeopleSoft and click on UTSA Business Solutions Center tile
How to Navigate to PaymentWorks cont.

Click on the PaymentWorks tile

• You may be prompted to use your SSO (Single Sign-On) to log in

• Once logged in, you can:
  • Search
  • Send invite to onboard vendor
How to Search for Suppliers
Search for Suppliers
Option 1

Once logged in to PaymentWorks, click on **Setup and Manage Supplier Portal** to send e-invitation to vendor.

Click on **Suppliers** tab.
Search for Suppliers Option 1 cont.

The Supplier list is displayed.

Note: A vendor can be approved but not connected. Connected means the vendors in PaymentWorks have successfully interfaced into PeopleSoft and Rowdy Exchange.
Search for Suppliers Option 1 cont.

To display **Connected** Suppliers ONLY, click on the **Connected** search field and select option **Connected Only**. Verify supplier address to ensure correct vendor is used.
Search for Suppliers Option 2

Go back to Home and click on Vendor Master Updates

Click on New Vendors tab
Search for Suppliers Option 2 cont.

The new supplier list is displayed

- Scroll through the supplier list

*TIP! The supplier registration invitation has been sent by the department. Observe the different statuses of an invite.*
Search for Suppliers Option 2 cont.

The general supplier invitation is displayed. **Important:** Verify email address before selecting supplier.
Search for Suppliers
Not Listed

If a supplier name is not found using Option 1 or Option 2, click on the **New Vendors** tab.
Search for Suppliers Not Listed cont.

In the **Filter Results** screen, search by Vendor Name, Vendor ID or Contact E-mail.

If the supplier is found:
- The supplier has been invited and is in some stage of the registration process; however, still not connected and not available for use

If the supplier is not found:
- Then a PaymentWorks invite should be initiated
How to Invite a Supplier
How to Invite a Supplier

Click on **Vendor Master Updates**

Click on the **New Vendors** tab
How to Invite a Supplier cont.

Click on the **Send Invitation** button

A Video Tutorial is available to help you navigate screens.
How to Invite a Supplier cont.

The **Invite New Vendor** screen will appear. Complete the fields and click the **Send** button.

Note: The **personalized message** box has been disabled.
Naming Standards

The following are best-practice naming standards for creating suppliers in vendor files. These standards will provide consistency and accuracy when loading and maintaining suppliers in the vendor files.
Naming Standards

• 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

• The **Company/Individual Name** is the vendor’s full name. This may or may not be the legal name shown on the vendor’s W-9
Naming Standards cont.

- 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 where it may cause confusion, such as:
  • APA (American Payroll Association or American Psychology Association) or AARP (American Association of Retired Persons or American Association of Research Pathologists)

• 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
How to Invite a Supplier cont.

Initiator receives a confirmation once the invitation is sent.
Sample of Supplier Invitation

Initiator's name self-populates

Link to UTSA’s Vendor Portal included

Initiator’s email address self-populates

For help, supplier must contact PaymentWorks
Supplier Registration Process

- Suppliers are prompted to join and set up a user account in PaymentWorks

- After user account is set up, suppliers are asked to confirm an email address before completing the next step of the registration process (e.g., vendor name, address, SS# or TINS#, banking information, etc.)

- Once the registration process has been successfully completed and registration form submitted, suppliers will receive an e-confirmation
Existing Vendors

Existing suppliers must receive an invite from UTSA to:

- **Set up** a new user account in PaymentWorks
- **Update** current vendor information in PeopleSoft

Once user account is established, vendors must then login to their user account to:

- **Update** current vendor information in PeopleSoft

Once an invitation has been sent by a user, PaymentWorks does not allow other users to send additional invitations using the same email address. An alternate supplier email address is required to send new invites.
How to View Status of an Onboarding Vendor Registration
View Invite Status

Navigate to the **Vendor Master Updates** page

Click on the **New Vendors** tab

The supplier’s record indicates the status of the registration: **Delivered**
View Vendor Onboarding Status

On the **New Vendors** tab, you can track the status of the supplier’s registration invitation, vendor account and new vendor registration status.

A **Video Tutorial** is available to help you navigate screens.
How to View General Information of Onboarding Vendor Status

Click on the hyperlink in the **Invitation** column to view general status information of onboarding vendor. You can disable reminders or resend invitation from this screen.
## Invitation Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent</td>
<td>Your invitation to the vendor to register on PaymentWorks has been sent.</td>
</tr>
<tr>
<td>Delivered</td>
<td>The vendor has received the invitation at the provided email address.</td>
</tr>
<tr>
<td>Undeliverable</td>
<td>The vendor could not receive the invitation at the provided email address.</td>
</tr>
<tr>
<td>Opened</td>
<td>The vendor opened the email containing the invitation.</td>
</tr>
<tr>
<td>Clicked</td>
<td>The vendor clicked on the embedded link to create a PaymentWorks account.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>You have cancelled the invitation reminders from being sent to the vendor.</td>
</tr>
</tbody>
</table>
Vendor Account Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Account</td>
<td>The vendor has not yet created an account on PaymentWorks.</td>
</tr>
<tr>
<td>Registered</td>
<td>The vendor has created an account on PaymentWorks.</td>
</tr>
<tr>
<td>Email Validated</td>
<td>The vendor has verified their email address.</td>
</tr>
</tbody>
</table>
## Vendor Onboarding Registration Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>The vendor has not started filling in the registration form.</td>
</tr>
<tr>
<td>In Progress</td>
<td>The vendor has started filling in the registration form, but has not completed it.</td>
</tr>
<tr>
<td>Submitted - Pending PaymentWorks Review</td>
<td>The vendor has completed and submitted the registration form. PaymentWorks is now in the process of reviewing the vendor's banking information.</td>
</tr>
<tr>
<td>Submitted - PaymentWorks Waiting for Vendor Response</td>
<td>The vendor has completed and submitted the registration form. PaymentWorks has called the vendor and left a message, and the vendor needs to return the phone call.</td>
</tr>
<tr>
<td>Submitted - Pending Internal Review</td>
<td>The vendor has completed and submitted the registration form. PaymentWorks has reviewed the bank account, and the registration is now waiting for internal review from the initiator's organization.</td>
</tr>
<tr>
<td>Returned</td>
<td>The registration form was returned to the vendor to be corrected and resubmitted.</td>
</tr>
<tr>
<td>Approved</td>
<td>The vendor registration form has been approved.</td>
</tr>
<tr>
<td>Complete</td>
<td>The vendor registration process is complete and a vendor number has been generated to allow your organization to issue payments to the vendor.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The registration form for this vendor has been rejected by your organization.</td>
</tr>
</tbody>
</table>
Suppliers with Connected Status

Suppliers with a **connected** status have successfully interfaced with PeopleSoft and Rowdy Exchange. **Connected** vendors will display a **green** dot in the **connected** column.

Click on **Need Help** to assist with navigating screens.
Viewing of Invoices

Initiators and vendors have access to view vendor payments (invoices) for the last two calendar years (2019 and 2020) with a UTSA01 location.

- Additional **detail** payment information for all vendor locations remains housed in PeopleSoft.

Select the **Invoices** tab to view invoice payments.
Viewing of Invoices

Window will expand when clicking on the invoice line

Site Code: UTSA01 1 (Mapped to location and sequence address in PeopleSoft)

Note: Payment updates are immediate but may encounter a small delay due to server data exchange. Vouchers created before a vendor update, will retain old information. Vouchers created after a vendor update, will reflect vendor update.
Supplier Reminders

• Onboarding vendors receive emails until the registration is complete or reminders are cancelled

• From the date the invite is submitted, reminder email notifications automatically generate as follows:
  ✓ 1\textsuperscript{st} Reminder – 3 days
  ✓ 2\textsuperscript{nd} Reminder – 7 days
  ✓ 3\textsuperscript{rd} Reminder – 14 days
  ✓ 4\textsuperscript{th} Reminder – 21 days
  ✓ 5\textsuperscript{th} Reminder – 28 days
Setting up UTSA as a Vendor

- Contact DTS to setup UTSA as a vendor on other similar automated platforms.

- DTS will establish user accounts on behalf of UTSA.
Tips & Tricks
Tips & Tricks

Do not re-send an invitation unless the supplier notifies you that the initial email was not received.
  - Remember to check the vendor onboarding status before resending an invite

You can resend an invite only if the Invitation column status is on Sent, Delivered, Opened or Clicked and if the Vendor Account column states No Account.

You can correct an email address on an invite by clicking on the Resend Invite button and entering the correct email address.
Tips & Tricks cont.

- Cancel/Disable reminders for the first invite when correcting a supplier email address; otherwise you will continue to generate reminders.

- You cannot delete an invite, but you can disable it.

- If a supplier will no longer be used, you can cancel/disable the invite by disabling the reminders.
TIP! Tips & Tricks cont.

Suppliers in an **approved** status and properly interfacing with PeopleSoft and Rowdy Exchange will display a **connected** status with a vendor number.

- Suppliers in **connected** status have setup user accounts

Foreign vendors without a TIN must first contact [DTS](#) to request a temporary TIN.

- TINs are required for account set-up
Online Help

Located at the top right corner, **Help** is available to assist you with navigating and moving between screens.

A tile **For Initiators** within the **Help** feature also displays on the page.
Online Help cont.

PaymentWorks homepage and onboarding pages contain video tutorials to assist with navigating through the online platform. Click each button to view them.
Online Help cont.

For questions regarding the PaymentWorks platform, please use the Help feature and then click on the Contact Support button.
Contact Information

For supplier questions:
- PaymentWorks:
  - Vendors knowledge base support website
  - Click on Contact Support button

- Disbursements & Travel Services
  - Email: disbursements.travel@utsa.edu

For security role access:
- UTS
  - Email: techcafe@utsa.edu
Training Resources

- Initiator Role Job Aid
- Vendor Role Job Aid
¡DEMO time!
Thank you for attending class

Please complete the electronic evaluation form

Go to: https://mytraining.utsa.edu/apps/evaluations

- Click ‘Load classes’ (orange tab)
- Click the name of the class you took today
- Click ‘Start Evaluation’
- Click ‘Give Feedback’
- IMPORTANT ‘1’ is LOW and ‘7’ is HIGH

Please add your comments in the open comment box at the end.
Thank you!

The University of Texas at San Antonio

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