PaymentWorks
Vendor Onboarding Process

AM0591
Disbursements & Travel Services (DTS)
February 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 – **Go LIVE date February 22**
- UT Tyler
- UT System Administration
- UT Permian Basin
- UT El Paso

*Note:* UT Arlington and UTRGV implemented PaymentWorks earlier in 2020
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 and 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.

Navigate to the left pane menu

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

• Once logged in, you can:
  • Search
  • Set-up or update vendor information
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.
The Supplier list is displayed.

**Search for Suppliers Option 1 cont.**

<table>
<thead>
<tr>
<th>Supplier Name</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Country</th>
<th>Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alex David Jerez-Roman</td>
<td>Champaign</td>
<td>IL</td>
<td>61820</td>
<td>US</td>
<td><a href="mailto:alex.d.jerez@gmail.com">alex.d.jerez@gmail.com</a></td>
</tr>
<tr>
<td>1010 Collins LLC</td>
<td>Arlington</td>
<td>TX</td>
<td>76011-6134</td>
<td>US</td>
<td><a href="mailto:mgaurie@brubeckinc.com">mgaurie@brubeckinc.com</a></td>
</tr>
<tr>
<td>1099, Tax</td>
<td>Powell</td>
<td>OH</td>
<td>43065</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>CHATSWORTH</td>
<td>CA</td>
<td>913118526</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>CHATSWORTH</td>
<td>CA</td>
<td>913118546</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>NORTH HOLLYWOOD</td>
<td>CA</td>
<td>916155846</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>LOS ANGELES</td>
<td>CA</td>
<td>901894085</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>RENTON</td>
<td>WA</td>
<td>980572996</td>
<td>US</td>
<td></td>
</tr>
<tr>
<td>1105 MEDIA INC</td>
<td>EUGENE</td>
<td>OR</td>
<td>974031205</td>
<td>US</td>
<td></td>
</tr>
</tbody>
</table>

*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.

![Image of supplier invitation details]

**Invitation Details:**

- **Initiator:**
  - Kelly Wiley-Rock (kelly.rock@utsa.edu)

- **Vendor Name:**
  - Griselda Perez Robles

**Custom Fields:**

- **Reason for Inviting this Supplier:** Product and Service
- **Initiator Phone Number:** 210-458-4375
- **Initiator Department:** Diana Lomas / COLFA
- **Description of Goods and Services:** All applicable goods and services
- **Approval History:**
  - Feb 12, 2021 11:21 AM: Approved by Kelly Wiley-Rock <kelly.rock@utsa.edu> (Vendor Approver)
  - Message: None
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

**TIP!**

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

Dear <SUPPLIER NAME>:

FirstName LastName invites you to register as a new vendor for The University of Texas at San Antonio (UTSA). Before you begin the registration process, be sure to have the following information available:

1. A valid tax ID (EIN or SSN)
   - If you are a foreign vendor and are not set up with an ITIN, contact Disbursements and Travel Services to request a temporary ITIN.
2. ACH (direct deposit) information
   - To expedite payments, direct deposit is recommended; otherwise, paper checks will be mailed and may take up to a week longer to produce.

To establish yourself or your company as a UTSA payee or vendor, you must register in PaymentWorks. UTSA's supplier portal. After completing your registration, you will receive an email asking you to verify registration information to activate your account. UTSA will process your account for approval.

UTSA will notify you in a second email once your registration is approved. Upon approval, you can log in to PaymentWorks to view payment status information and access “Help: Take a Quick Tour” to assist you with navigating your vendor account. Job aids are also available to assist you.

### Submitting Your Invoices

Submit your PO-related invoices to Disbursements and Travel Services for payment processing. Please include the relevant PO number on the invoice. If your payment is not processed within 30 days, please email Disbursements and Travel Services.

Submit your non PO-related invoices to [Initiator's email address] for payment processing. If your payment is not processed within 30 days, please email [link to same email].

If you have questions regarding PaymentWorks or the registration process, please email the PaymentWorks support team.

Sincerely,

The University of Texas at San Antonio
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 and 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 an invitation has been sent by a user, PaymentWorks does not allow other users to send additional invitations using the same email address
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 cancel 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>Email has been sent.</td>
</tr>
<tr>
<td>Delivered</td>
<td>Email has reached supplier’s inbox.</td>
</tr>
<tr>
<td>Opened</td>
<td>Vendor has opened the invitation email.</td>
</tr>
<tr>
<td>Clicked</td>
<td>Vendor has clicked the invitation link to get started.</td>
</tr>
<tr>
<td>Rejected</td>
<td>Supplier has rejected the invitation request.</td>
</tr>
<tr>
<td>Undeliverable</td>
<td>Invitation delivery was unsuccessful.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The invitation has been cancelled.</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>Vendor has not used their invitation to create their account.</td>
</tr>
<tr>
<td>Created</td>
<td>Supplier has created a secure PaymentWorks account.</td>
</tr>
<tr>
<td>Email Validated</td>
<td>Supplier has verified their email address.</td>
</tr>
</tbody>
</table>

**Account Details:**

<table>
<thead>
<tr>
<th>User Name: Andy Feiner</th>
<th>User E-mail: <a href="mailto:andy.feiner+utadesogs3@paymentworks.com">andy.feiner+utadesogs3@paymentworks.com</a></th>
<th>Company Name: Desc Goods Serv 3</th>
<th>Account created: 05/01/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Account Details:**

<table>
<thead>
<tr>
<th>User Name: Andy Feiner</th>
<th>User E-mail: <a href="mailto:andy.feiner+utadesogs2@paymentworks.com">andy.feiner+utadesogs2@paymentworks.com</a></th>
<th>Company Name: Desc Good Service</th>
<th>Account created: 05/01/2020</th>
</tr>
</thead>
</table>
Vendor Onboarding Registration Status

- **Registration Status**

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>Supplier has not entered information on their registration.</td>
</tr>
<tr>
<td>In Progress</td>
<td>Supplier has started entering information on the registration but has not submitted.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Supplier has submitted their registration.</td>
</tr>
<tr>
<td>Returned</td>
<td>Registration has been returned to the supplier in order for a correction to be made. The supplier will be emailed directly with the requested correction. They will also receive a message in their “Messages” tab.</td>
</tr>
<tr>
<td>Processed</td>
<td>Registration has been processed and sent to UT Share for approval.</td>
</tr>
<tr>
<td>Approved</td>
<td>Registration has been approved.</td>
</tr>
<tr>
<td>Rejected</td>
<td>Accounts Payable has rejected the registration.</td>
</tr>
<tr>
<td>Complete</td>
<td>Accounts Payable has approved the Supplier. Supplier has been notified of their approval; the supplier record has been created, and the vendor number has been issued.</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.
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: UTSA011 (Mapped to location and sequence address in PeopleSoft)

Note: Payment updates are immediate but may encounter a small delay due to server data exchange.
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:
  ✓ 1st Reminder – 3 days
  ✓ 2nd Reminder – 7 days
  ✓ 3rd Reminder – 14 days
  ✓ 4th Reminder – 21 days
  ✓ 5th 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.

If a supplier will no longer be used, you can cancel the invite by cancelling the reminders.

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.

You can resend an invite only if the **Invitation** column status is on **Sent**, **Delivered**, **Opened**, or **Clicked**.

You cannot delete an invite, but you can cancel it.

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

For supplier questions:
   • PaymentWorks:
      ✓ Email: support@paymentworks.com
   • Disbursements & Travel Services
      ✓ Email: disbursements.travel@utsa.edu

For security role access:
   • UTS
      ✓ Email: techcafe@utsa.edu