

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

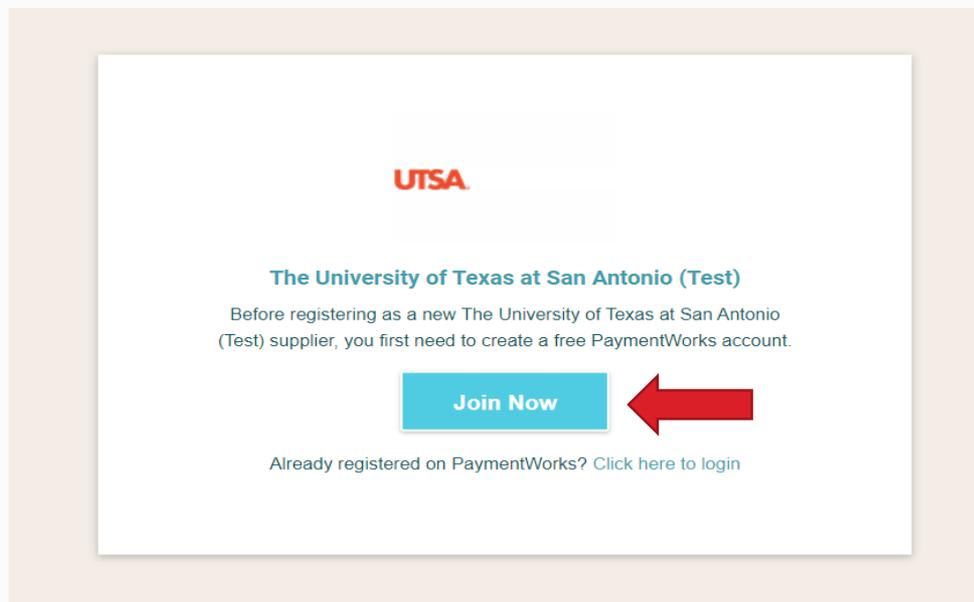
Naming Standards cont.

- 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

Payees (Suppliers)
Join PaymentWorks for Free

Your Information

First Name Last Name

Company Name / Doing Business As (optional)

Title

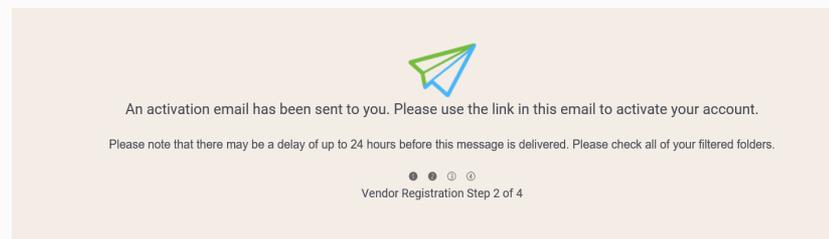
Telephone

Email

Confirm Email

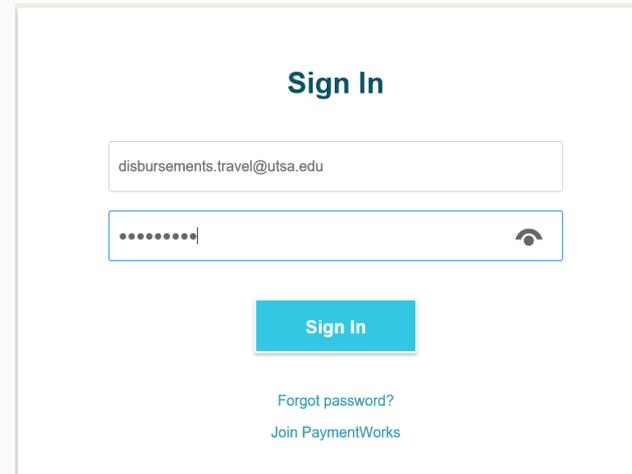
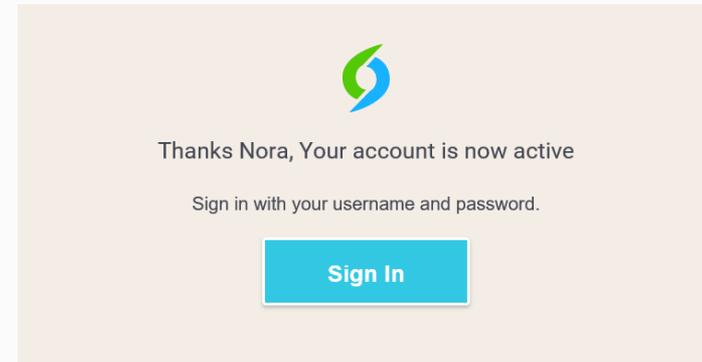
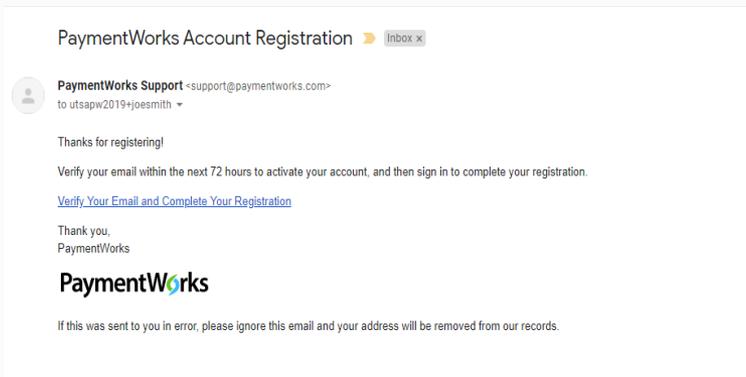
3. After submitting your information, **PaymentWorks Support** sends a confirmation email

- 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)

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.

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

The screenshot shows the UTSA New Vendor Registration page. At the top, the UTSA logo is displayed in red. Below it, the text reads "The University of Texas at San Antonio (Test)" and "New Vendor Registration". A personalized welcome message says "Welcome, Bob Smith!". The main body of the page contains instructions: "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)**." and "You will be notified by email when your application is processed." At the bottom, there is a section titled "Tax Information" with a note: "All fields marked with a red asterisk (*) are required fields. All other fields are optional." To the right of this section, a question asks "For tax purposes, which best describes you?*" with 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*
[Text Field]

Street 2
[Text Field]

City*
[Text Field]

State*
Select a State

Zip / Postal Code*
[Text Field]

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*
[Text Field]

Street 2
[Text Field]

City*
[Text Field]

State*
Select a State

Zip / Postal Code*
[Text Field]

Additional Information ←

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

Supplier Category*
Choose One

Ownership Type*
Choose One

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

Payment Bank Code*
[Text Field]

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 ▼

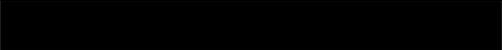
Do you offer discounted payment terms?

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*
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.

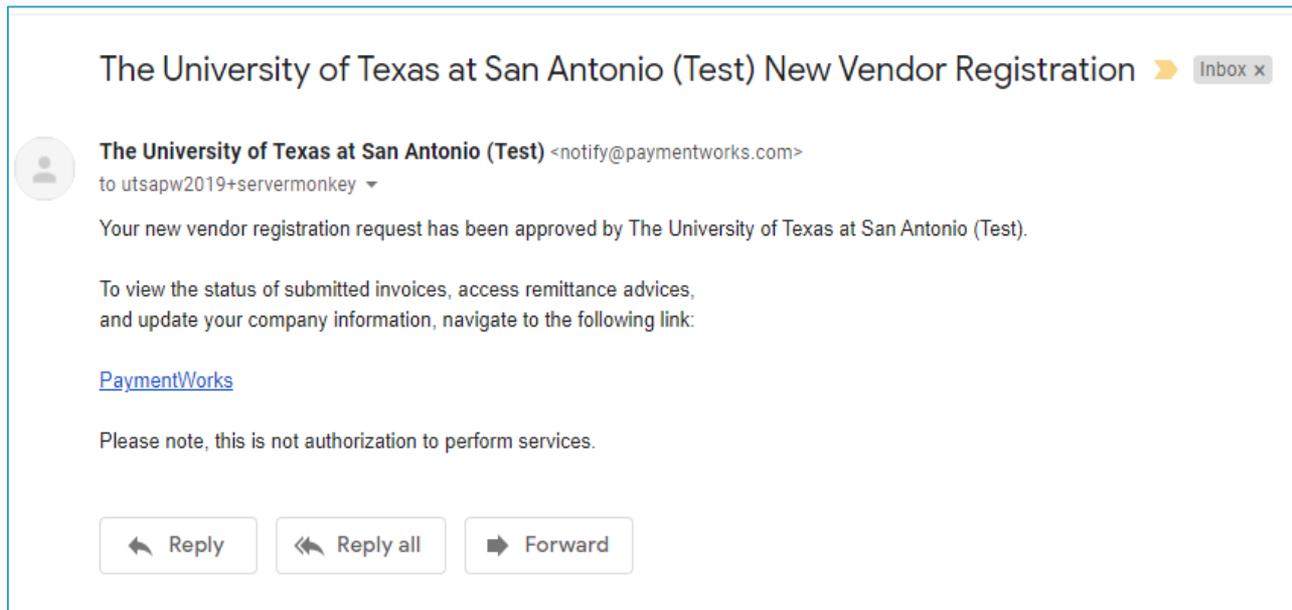
You may access your dashboard or sign in later using the vendor portal.

The screenshot shows the PaymentWorks user interface. At the top, the logo 'PaymentWorks' is on the left, and the user's name 'Nora Compean, The University of Texas at San Antonio' is on the right, along with links for 'Company Profile', 'Help', 'Account', and 'Logout'. Below the header is a navigation bar with buttons for 'Home', 'Connect', 'Invoices', 'News Updates', 'Messages', and 'Remittances'. The main content area is titled 'Manage Other Users' and includes a 'Need help?' link. A table with columns for 'LAST, FIRST NAME', 'EMAIL', 'TITLE', 'FORWARD MESSAGES', 'LAST LOGIN', 'EDIT', and 'DELETE' is shown, but it is empty. Below the table, a message states: 'When a new user is added, they will receive an email with a one-time password they can use to login to PaymentWorks.' An 'Add user' button is located at the bottom right of the main content area. On the left side, there is a sidebar with 'Personal setup' and 'Administrator setup' sections. Under 'Personal setup', there is a 'Personal information' button. Under 'Administrator setup', there is a 'Manage Other Users' button with a right-pointing arrow.

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

Complete New Vendor Registration cont.

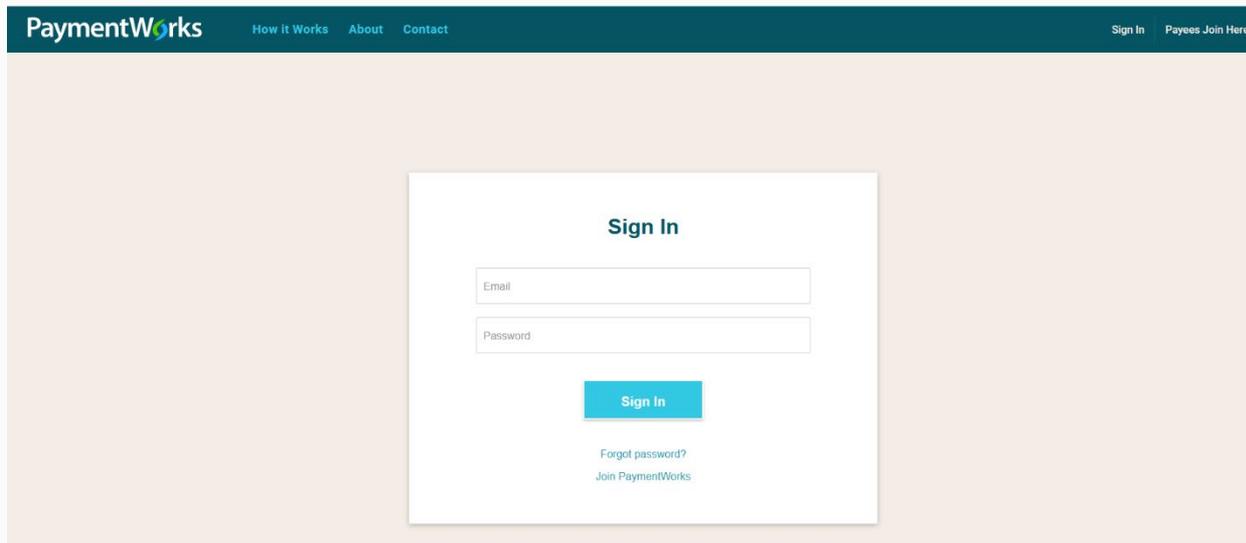
Once your online registration is approved by UTSA, you will receive an email confirmation.



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.



The screenshot shows the PaymentWorks Vendor Portal sign-in interface. At the top, there is a dark teal header with the PaymentWorks logo on the left and navigation links for 'How It Works', 'About', and 'Contact' in the center. On the right side of the header, there are links for 'Sign In' and 'Payees Join Here'. The main content area is a light beige color. In the center, there is a white sign-in box with the title 'Sign In' in bold. Below the title are two input fields: 'Email' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom of the sign-in box, there are two links: 'Forgot password?' and 'Join PaymentWorks'.

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

Vendor Portal

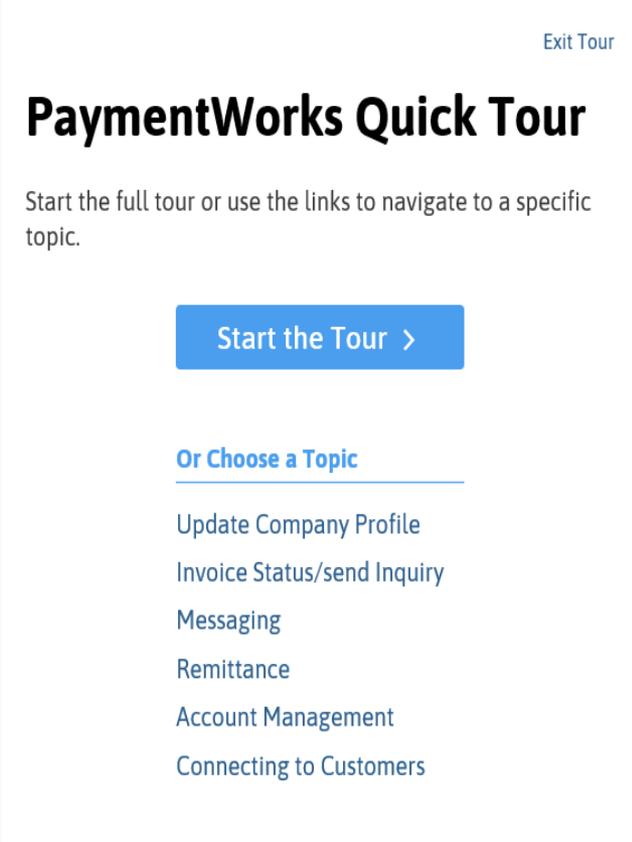
The vendor portal homepage contains six tabs:

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

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 user information on the right: "Bob Smith, LMN Company" with a green status indicator, and 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 main content area is divided into two sections. The left section is a dashboard for Bob Smith, featuring a "Hello Bob Smith" greeting, a message icon indicating "You have no unread messages", and a table header for "Invoice/Paid Amount | # of Invoices" with a dropdown menu set to "last 30 days". Below the header is a grid with five columns labeled "Accepted", "Exception", "Rejected", "Approved", and "Paid". The right section is a large blue graphic with the PaymentWorks logo and a stylized circular arrow.

Vendor Portal

The system will prompt you to a quick tour:



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.



PaymentWorks

The University of Texas at San Antonio

Company Profile Help Account Logout

Home Connect Invoices News Updates Messages Remittances

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:



Company Profile

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

The screenshot displays the PaymentWorks interface for a user associated with The University of Texas at San Antonio. The top navigation bar includes links for Home, Connect, Invoices, News Updates, Messages, and Remittances. The main content area is titled 'Company Profile' and contains a sidebar on the left with options: Marketing Information, Business Details (selected), Tax Forms, Remittance Addresses, and Bank Accounts. The main content area shows the following information:

- 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 main content area.

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 interface. The top navigation bar includes 'Home', 'Connect', 'Invoices', 'News Updates', 'Messages', and 'Remittances'. The left sidebar contains 'Marketing Information', 'Business Details', 'Tax Forms', 'Remittance Addresses', and 'Bank Accounts'. The main content area shows a notification about private information sharing, followed by a 'Remittance Addresses' section with a 'Create New Address' link. A table lists a remittance address for 'The University of Texas at San Antonio' with an 'Associated Bank Account' and a status of 'Address Validated'. A pencil icon and an 'x' icon are visible next to the address entry.

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.

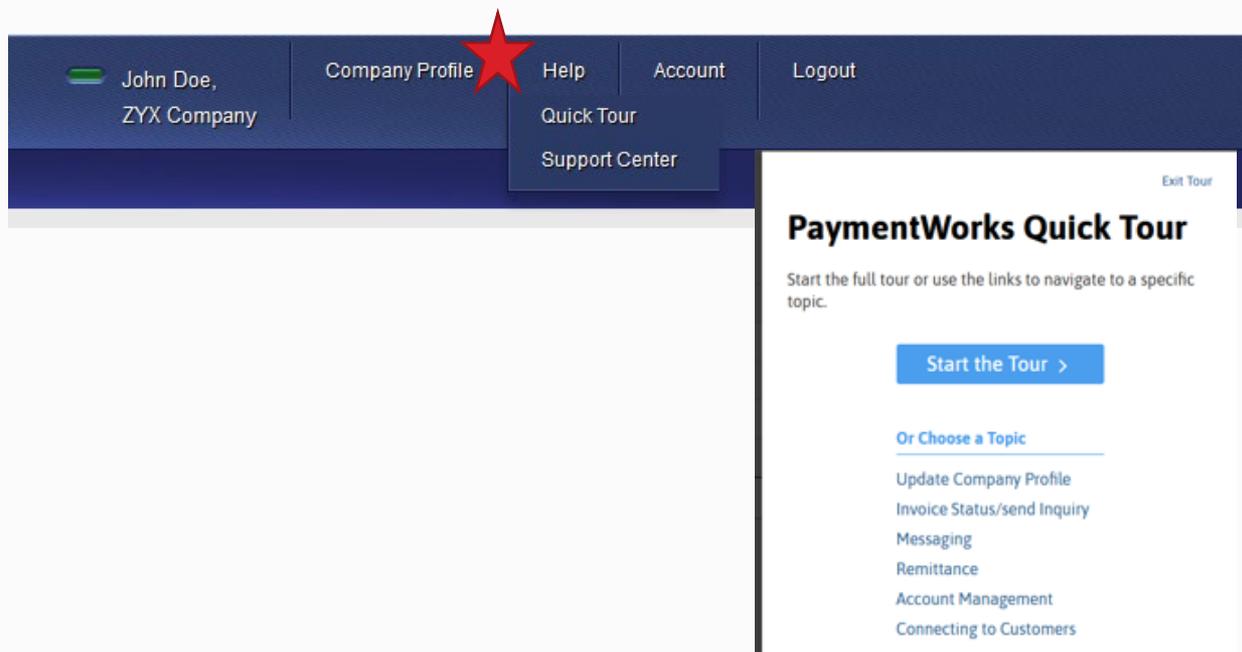
The screenshot displays the PaymentWorks interface. The top navigation bar includes the logo, user information, and links for 'Company Profile', 'Help', 'Account', and 'Logout'. Below this is a secondary navigation bar with 'Home', 'Connect', 'Invoices', 'News Updates', 'Messages', and 'Remittances'. The left sidebar contains a menu with 'Marketing Information', 'Business Details', 'Tax Forms', 'Remittance Addresses', and 'Bank Accounts' (highlighted with a red arrow). 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. Below the table is an '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 displays the PaymentWorks user interface. At the top, a dark blue navigation bar contains the following items from left to right: a user profile for "John Doe, ZYX Company", a "Company Profile" link, a "Help" link, an "Account" link, and a "Logout" link. A red star is placed over the "Help" link. A dropdown menu is open under "Help", showing "Quick Tour" and "Support Center". Below the navigation bar, a white panel titled "PaymentWorks Quick Tour" is visible. It includes an "Exit Tour" link in the top right corner, a main heading "PaymentWorks Quick Tour", and a sub-heading "Start the full tour or use the links to navigate to a specific topic." Below this is a blue button labeled "Start the Tour >". Underneath the button is a section titled "Or Choose a Topic" with a list of links: "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 displays the PaymentWorks user interface. At the top, the 'Account' link in the navigation bar is highlighted with a red arrow. The left sidebar shows the 'Personal setup' menu, with 'Personal information' selected and indicated by a red arrow. The main content area is titled 'Personal Information' and contains a form with 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] (with a 'Generate New Token' button)

At the bottom of the form, there are two buttons: 'Reset password' and 'Edit', both of which are pointed to by a red arrow.

Account

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

The screenshot shows the PaymentWorks interface. At the top right, the 'Account' link is highlighted with a red arrow. On the left sidebar, the 'Manage Other Users' option under the 'Administrator setup' section is highlighted with a red arrow. In the main content area, the 'Add user' button is highlighted with a red arrow.

PaymentWorks The University of Texas at San Antonio

Company Profile Help **Account** Logout

Home Connect Invoices News Updates Messages Remittances

Personal setup

- Personal information

Administrator setup

- Manage Other Users**

Manage Other Users Need help ?

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: '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, indicated by a red arrow pointing to the word 'Complete'. The 'Companies You May Want To Connect With' section 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

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 ?

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 Connect to proceed.			

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?](#)



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