

PaymentWorks Helpful Hints and Video

The purpose of this document is to list helpful hints for PaymentWorks Initiators.

Click to watch the [PaymentWorks Demonstration video](#).

How Long Does It Take to Process a Supplier in PaymentWorks?

After a Supplier has submitted the PaymentWorks new supplier registration form, the average processing time for the Supplier to be **connected** is 24-72 hours.

The average end-to-end processing (invitation to **connected**) time is five (5) days.

Will existing Suppliers need to be invited to create a PaymentWorks account?

Initially, the top 20 Suppliers (including MAV eSHOP suppliers) were invited by Disbursements. Disbursements will continue to send invitations to current existing suppliers for them to create an account with PaymentWorks.

If you find a Supplier who is approved in UTShare, but does not have a **connected** account or is not in the process of registration with PaymentWorks, you can send the Supplier a PaymentWorks invitation. The Supplier's new PaymentWorks account will connect to their current UTShare supplier profile.

What if the Supplier is needed for an emergency or needs to be "connected" quickly?

1. Send a PaymentWorks invitation to the Supplier.
2. **IMPORTANT** – Inform the Supplier **NOT** to choose "ACH" for the "Payment Method for US Vendors" under the "Payment Information" section.
 - a. Choosing ACH slows down the registration process.
3. The Supplier can change the Payment Method to "ACH" after being **connected**.

How should an APS (Authorization for Professional Services) be handled with PaymentWorks?

1. A PIF (Payee Information Forms) is no longer required.
2. At the beginning of making arrangements for the person to come to UTA, send a PaymentWorks invitation.
3. This will give the person time to complete the new supplier registration form, be approved and processed in UTShare, and **connected** in PaymentWorks.
4. Send the approved APS form that includes a statement that the person has been sent a PaymentWorks invitation to Payroll.

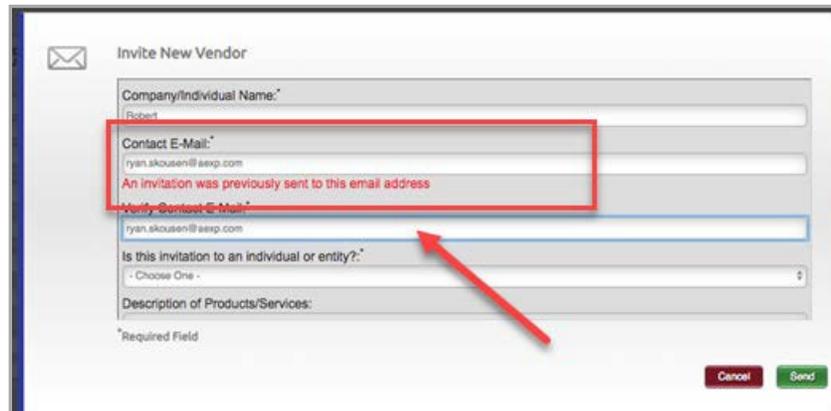
-
5. When you receive the **connected** confirmation email for the person, notify Payroll at payroll@uta.edu.

An existing Supplier needs to add or change an address.

1. An existing Supplier with no PaymentWorks account must receive an invitation from UTA to create an account with PaymentWorks.
2. If the Supplier has a PaymentWorks account, go to #3.
3. The Supplier will make the change in their PaymentWorks account and submit for approval by UTA Disbursements.

Creating an invitation you get “An invitation was previously sent to this email address.”

This indicates that someone else may have previously sent an invitation. PaymentWorks does not allow multiple invitations to be sent to a single email address.



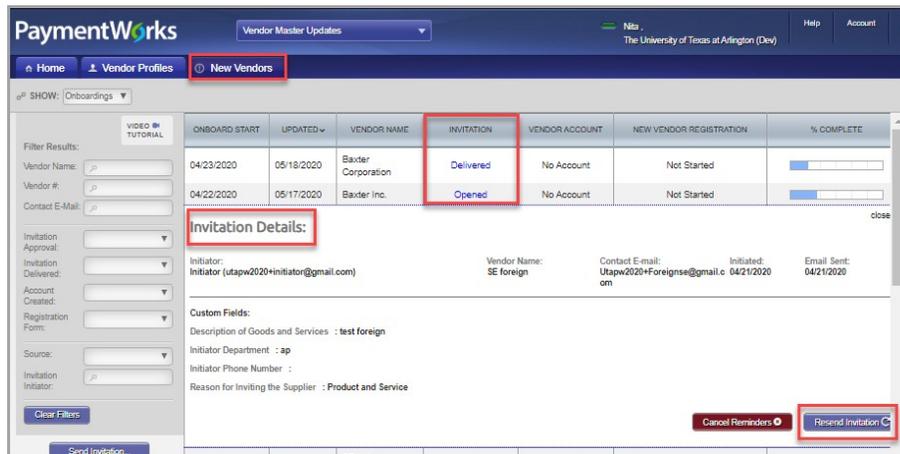
The screenshot shows a web form titled "Invite New Vendor" with an envelope icon. The form contains several fields: "Company/Individual Name:" with the value "Robert"; "Contact E-Mail:" with the value "ryan.skousen@aexp.com"; "Verify Contact E-Mail:" with the value "ryan.skousen@aexp.com"; "Is this invitation to an individual or entity?:" with a dropdown menu set to "Choose One"; and "Description of Products/Services:". A red box highlights the "Contact E-Mail:" field, and a red arrow points to the error message "An invitation was previously sent to this email address" displayed below it. At the bottom right, there are "Cancel" and "Send" buttons. A small asterisk and the text "Required Field" are visible at the bottom left of the form.

My Supplier did not receive the invitation. (Resend Invitation)

Initiators have the ability to resend an invitation; however do not resend unless the Supplier notifies you that the initial email was not received.

1. Verify that the Supplier has checked their spam/junk folder for the original invitation.
2. Click on the **Invitation status** in the Invitation column.

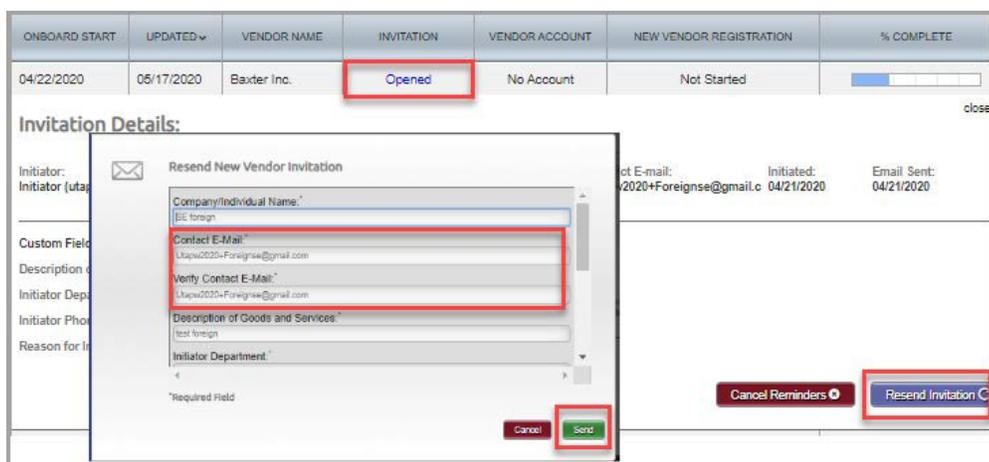
- At the bottom of the **Invitation Details** expanded screen, click the “**Resend Invitation**” button.



An incorrect email address was entered on the original invitation.

Initiators can correct and resend invitations with statuses of Sent, Delivered, and Not Deliverable. To resend the invitation with the correct address:

- Click on the **Invitation status** in the Invitation column.
- In the expansion pane, click on the “**Resend Invitation**” button.
- Enter the new email address in the “**Contact E-Mail**” and “**Verify Contact E-Mail**” fields.
- Click the “**Send**” button.



Note: If you send a new invitation to correct an email address, and the original invitation with the incorrect email address is still sending reminders, cancel the reminders for the original invitation.

My Supplier has not completed the new supplier registration form.

The Supplier will receive emails until the new supplier registration form is submitted, the reminders are cancelled, or the fifth reminder is sent. Automatically generated reminder email notifications are sent for a period of time starting from the date the email invitation is sent.

- 1st reminder – 3 days
- 2nd reminder – 7 days
- 3rd reminder – 14 days.
- 4th reminder – 21 days
- 5th reminder – 28 days
- Automatic reminders stop after the fifth (5th) reminder.

Note: Do not re-send an invitation, other than to correct an email address, unless the Supplier notifies you that they did not receive the initial invitation email.

I do not see the Supplier number.

When the Supplier has been approved and processed in UTShare, the Supplier number will be displayed in PaymentWorks, and the Supplier will be **connected**.

A Supplier cannot be used for purchasing goods and services until they are **connected** and listed in PaymentWorks on one of the following:

- **Vendor Profiles** tab
- **Suppliers** tab with a **green** dot in the “Connected” column.

I Need to Delete a Supplier Invitation or My Invited Supplier Will No Longer be Used. (Cancel Invitation)

1. Click on the Supplier’s **Invitation** status.
2. In the expanded window, click on the **Cancel Reminders** button.
3. A “proceed” screen will appear; click the **OK** button.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
04/22/2020	05/17/2020	Baxter Inc.	Opened	No Account	Not Started	<div style="width: 20%;"></div>

Invitation Details: close

Initiator: Initiator (utapw2020+initiator@gmail.com)
 Vendor Name: SE foreign
 Contact E-mail: Utapw2020+Foreignse@gmail.com
 Initiated: 04/21/2020
 Email Sent: 04/21/2020

Custom Fields:

Description of Goods and Services : test foreign

Initiator Department : ap

Initiator Phone Number :

Reason for Inviting the Supplier : Product and Service

Cancel Reminders
Resend Invitation

!

Are you sure you want to proceed?

Cancel
Ok