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KNOWLEDGE  
SERVICES

**PaymentWorks Initiator**

# Agenda



Overview

Search for a Supplier

Invite a Supplier

Review Invite Status

Track Onboarding

View Invoices

FAQs

Resources



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# Overview

# Overview

Why change Supplier management?

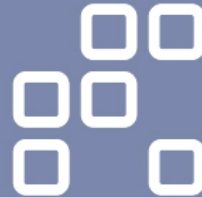


# Overview

## Previous Supplier Management



**Time  
Intensive**



**Inaccurate  
Data**



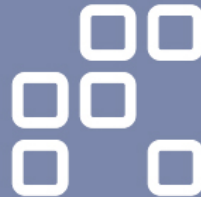
**Unsecured Info  
Exchange**

# Overview

## PaymentWorks New Supplier Management Provider



**Increased  
Productivity**



**Accurate  
Data**



**Secure  
Information**

# Overview



**Simplify**

# Overview

## Initiator Roles



INVITE  
SUPPLIERS



TRACK  
ON-BOARDING





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**Search for a Supplier**

# Search for a Supplier

It is crucial that new Suppliers are setup correctly, and a thorough search should be performed to avoid duplications.

## Step 1: Search UTShare

There are two screens that can be used to search for a supplier in UTShare, the

- **Supplier Information page**
  - Navigator > Financials > Suppliers > Supplier Information > Add/Update > Supplier
- **Review Supplier page**
  - Navigator > Financials > Supplier > Supplier Information > Add/Update > Review Suppliers

Note: Refer to the “Search for a Supplier” Job Aid.

# Search for a Supplier

## Step 2:

- Login to PaymentsWorks by navigating to:
  - [myapps.uta.edu](http://myapps.uta.edu) and click on the PaymentWorks icon.

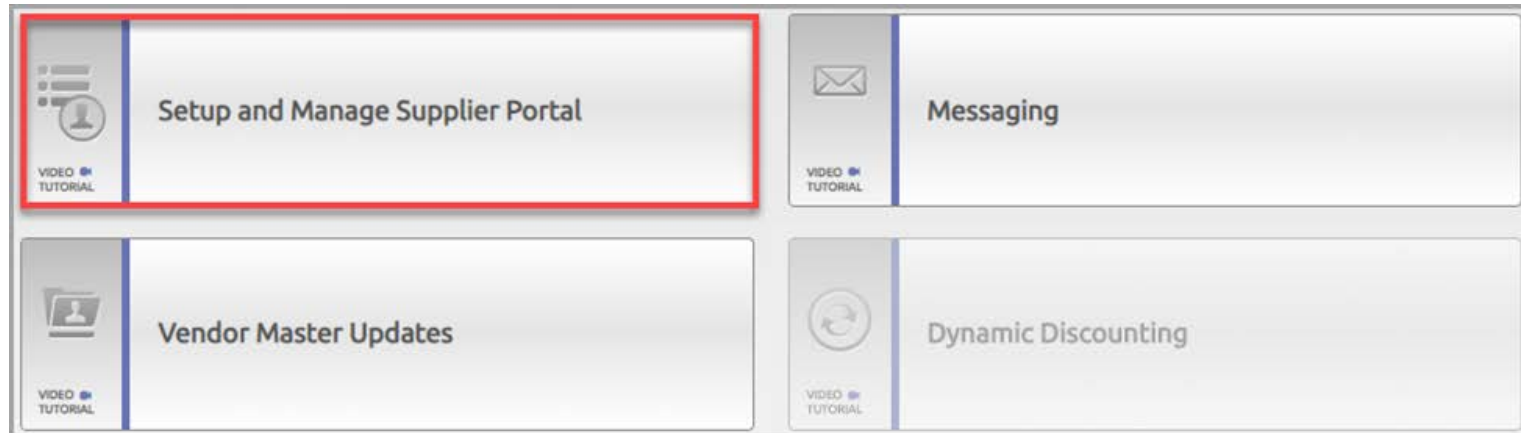


- Your single sign-on will allow you access, and PaymentWorks will open.

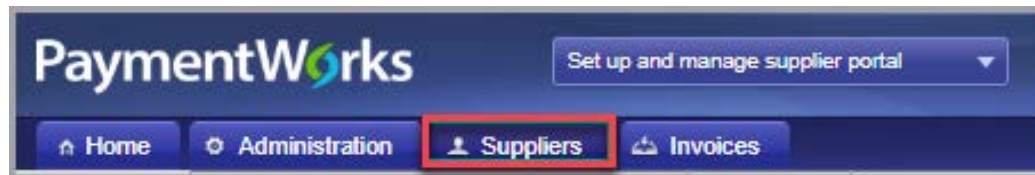
# Search for a Supplier

## Search for Supplier – Option 1

- Once logged into PaymentWorks, click on **Setup and Manage Supplier Portal**.



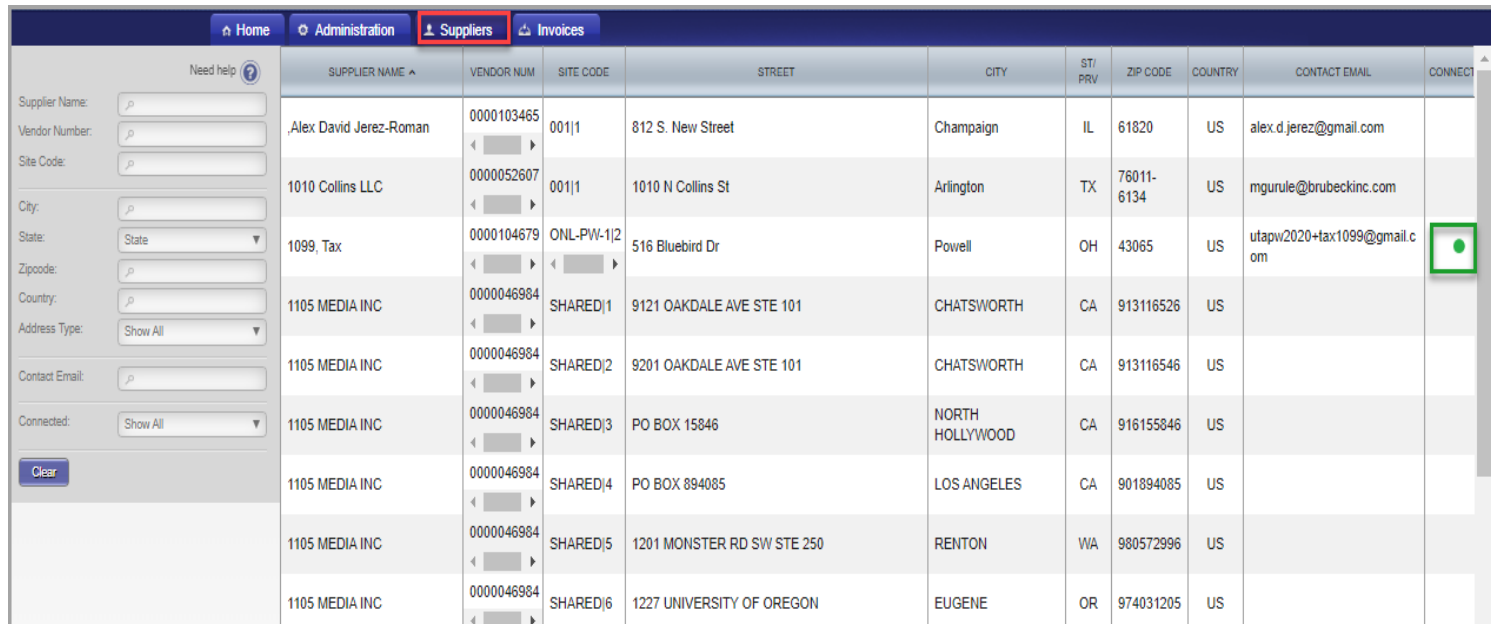
- Click on the **Suppliers** tab.




# Search for a Supplier

## Search for Supplier – Option 1

- The Supplier list is displayed.



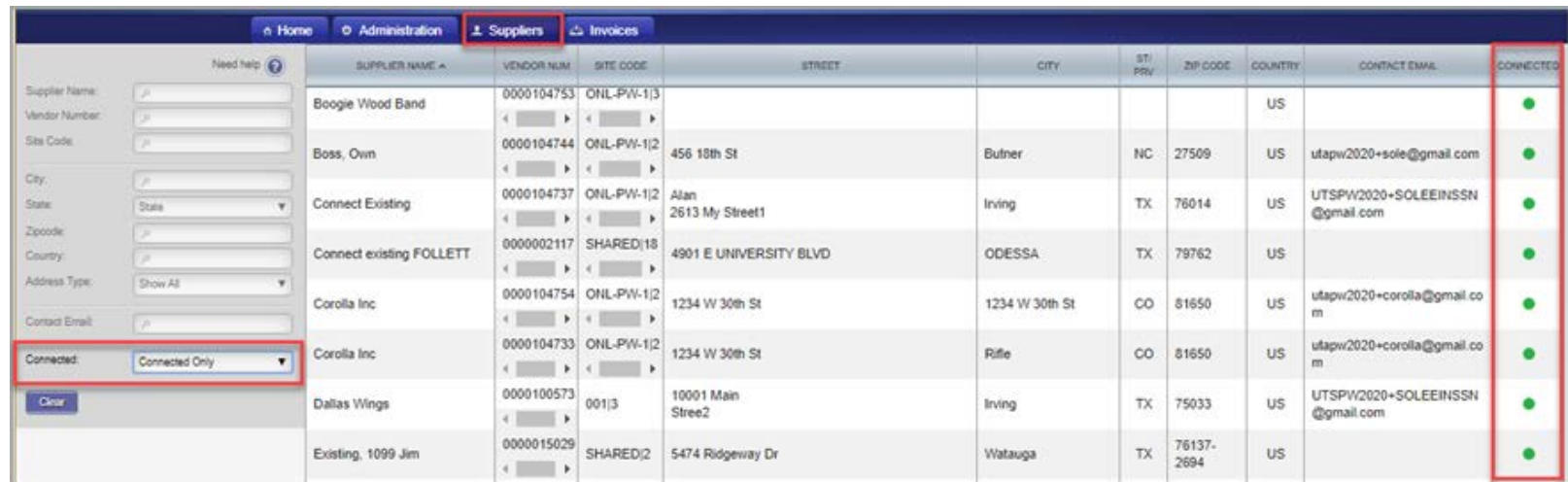
Need help ?										
Administration <b>Suppliers</b> Invoices										
Supplier Name										
SUPPLIER NAME	VENDOR NUM	SITE CODE	STREET	CITY	ST/PRV	ZIP CODE	COUNTRY	CONTACT EMAIL	CONNECT	
,Alex David Jerez-Roman	0000103465	001 1	812 S. New Street	Champaign	IL	61820	US	alex.d.jerez@gmail.com		
1010 Collins LLC	0000052607	001 1	1010 N Collins St	Arlington	TX	76011-6134	US	mgurule@brubeckinc.com		
1099, Tax	0000104679	ONL-PW-1 2	516 Bluebird Dr	Powell	OH	43065	US	utapw2020+tax1099@gmail.com		
1105 MEDIA INC	0000046984	SHARED 1	9121 OAKDALE AVE STE 101	CHATSWORTH	CA	913116526	US			
1105 MEDIA INC	0000046984	SHARED 2	9201 OAKDALE AVE STE 101	CHATSWORTH	CA	913116546	US			
1105 MEDIA INC	0000046984	SHARED 3	PO BOX 15846	NORTH HOLLYWOOD	CA	916155846	US			
1105 MEDIA INC	0000046984	SHARED 4	PO BOX 894085	LOS ANGELES	CA	901894085	US			
1105 MEDIA INC	0000046984	SHARED 5	1201 MONSTER RD SW STE 250	RENTON	WA	980572996	US			
1105 MEDIA INC	0000046984	SHARED 6	1227 UNIVERSITY OF OREGON	EUGENE	OR	974031205	US			

NOTE: There is a distinction between “approved” and “connected”. A vendor can be approved, but not connected. **Connected** means the application has been integrated by UT Share (PeopleSoft); a vendor created; and a confirmation sent back to PaymentWorks.

# Search for a Supplier

## Search for Supplier – Option 1

- To display **Connected** Suppliers ONLY, click in the “Connected” search field and select “Connected Only”. Verify the Supplier address is the same as the Supplier that you are searching for.



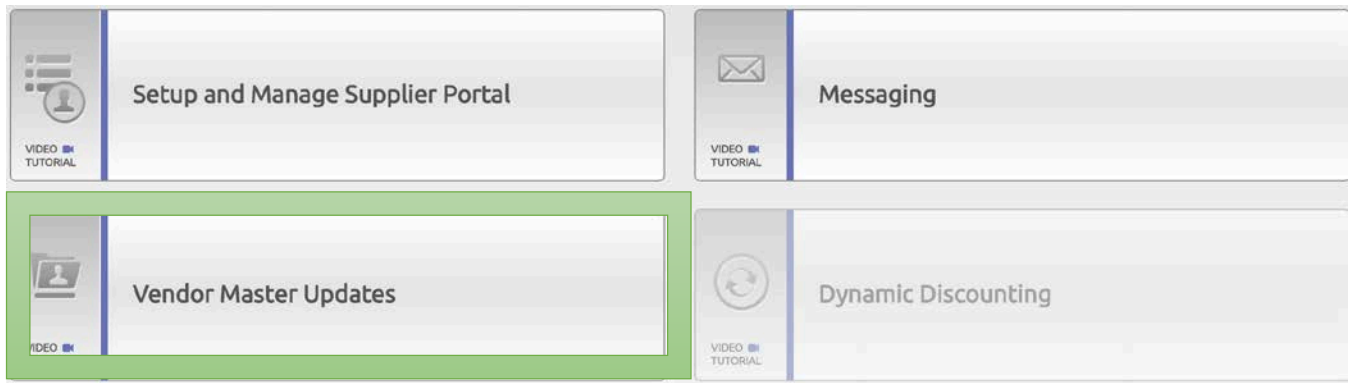
The screenshot shows a web application interface for searching suppliers. The 'Suppliers' tab is active. On the left, there is a search form with fields for Supplier Name, Vendor Number, Site Code, City, State, Zipcode, Country, Address Type, and Contact Email. A 'Connected' dropdown menu is set to 'Connected Only'. Below the search form is a 'Clear' button. The main area displays a table of suppliers with columns: SUPPLIER NAME, VENDOR NUM, SITE CODE, STREET, CITY, ST/PRV, ZIP CODE, COUNTRY, CONTACT EMAIL, and CONNECTED. The 'CONNECTED' column contains green dots for each supplier listed.

SUPPLIER NAME	VENDOR NUM	SITE CODE	STREET	CITY	ST/PRV	ZIP CODE	COUNTRY	CONTACT EMAIL	CONNECTED
Boogie Wood Band	0000104753	ONL-PW-1 3					US		●
Boss, Ovin	0000104744	ONL-PW-1 2	456 18th St	Butner	NC	27509	US	utapw2020+sole@gmail.com	●
Connect Existing	0000104737	ONL-PW-1 2	Alan 2613 My Street1	Irving	TX	76014	US	UTSPW2020+SOLEINSSN@gmail.com	●
Connect existing FOLLETT	0000002117	SHARED 18	4901 E UNIVERSITY BLVD	ODESSA	TX	79762	US		●
Corolla Inc	0000104754	ONL-PW-1 2	1234 W 30th St	1234 W 30th St	CO	81650	US	utapw2020+corolla@gmail.com	●
Corolla Inc	0000104733	ONL-PW-1 2	1234 W 30th St	Rifle	CO	81650	US	utapw2020+corolla@gmail.com	●
Dallas Wings	0000100573	001 3	10001 Main Stree2	Irving	TX	75033	US	UTSPW2020+SOLEINSSN@gmail.com	●
Existing, 1099 Jim	0000015029	SHARED 2	5474 Ridgeway Dr	Watauga	TX	76137-2694	US		●

# Search for a Supplier

## Search for Supplier - Option 2

- Click on **Vendor Master Updates**.



- Click on the **Vendor Profiles** tab.



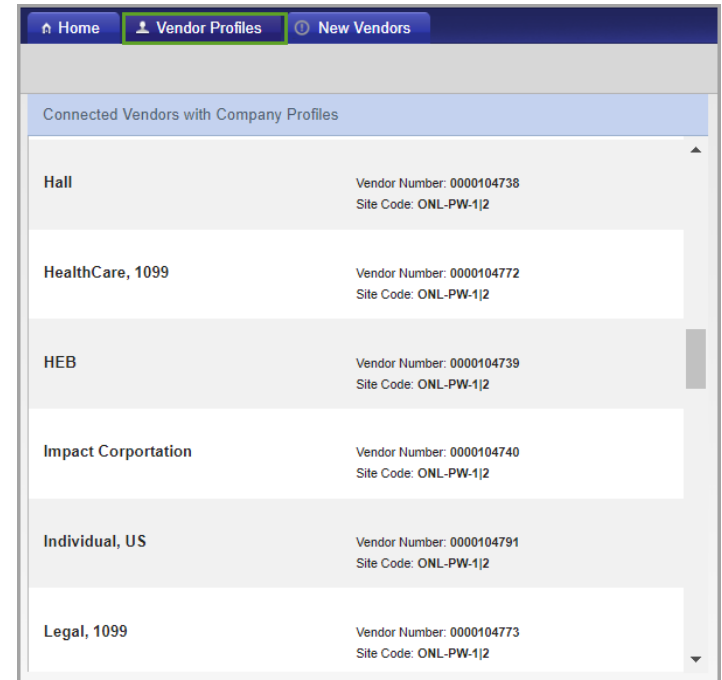
# Search for a Supplier

## Search for Supplier – Option 2

- The **Connected** Supplier list is displayed.
- Scroll through the Supplier list or enter the full or partial Supplier name in the Search field (upper right) and click **Search**.



A search interface element featuring a 'Need help' link with a question mark icon, a text input field containing the placeholder 'Enter Vendor Name', and a blue 'Search' button.



A screenshot of a web application interface showing a list of 'Connected Vendors with Company Profiles'. The interface includes a navigation bar with 'Home', 'Vendor Profiles', and 'New Vendors' tabs. The main content area displays a list of vendors with their names, vendor numbers, and site codes.

Connected Vendors with Company Profiles	
Hall	Vendor Number: 0000104738 Site Code: ONL-PW-1J2
HealthCare, 1099	Vendor Number: 0000104772 Site Code: ONL-PW-1J2
HEB	Vendor Number: 0000104739 Site Code: ONL-PW-1J2
Impact Corporation	Vendor Number: 0000104740 Site Code: ONL-PW-1J2
Individual, US	Vendor Number: 0000104791 Site Code: ONL-PW-1J2
Legal, 1099	Vendor Number: 0000104773 Site Code: ONL-PW-1J2

**NOTE:** **Connected** means the Supplier registration has been integrated by UT Share (PeopleSoft); a vendor number; and a confirmation sent back to PaymentWorks.

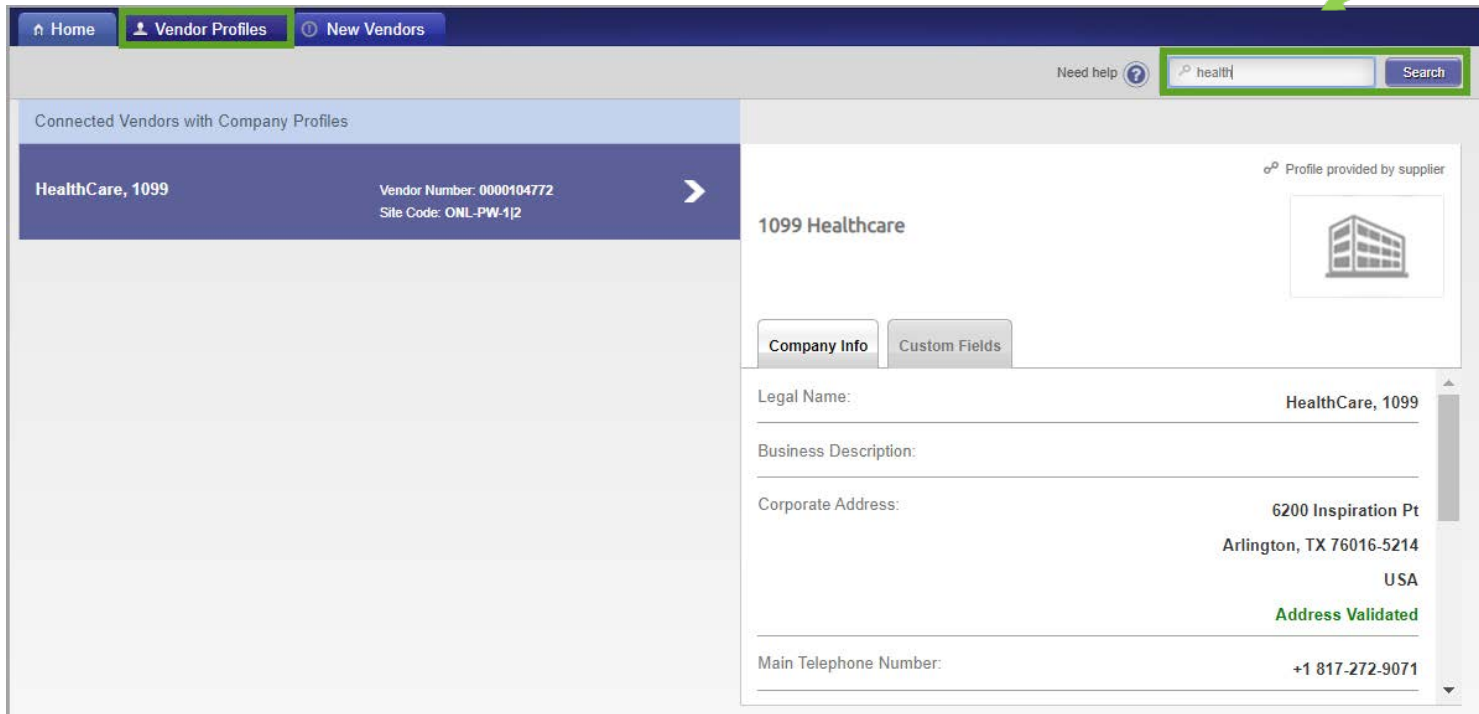


# Search for a Supplier

## Search for Supplier

- The specific Supplier information is displayed.

NOTE: Ensure the Supplier address is the same as the Supplier for which you are searching!!!



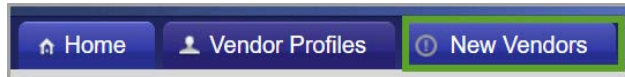
The screenshot displays a web application interface for searching suppliers. The top navigation bar includes 'Home', 'Vendor Profiles', and 'New Vendors'. A search bar in the top right corner contains the text 'health' and a 'Search' button. Below the navigation bar, the main content area is divided into two sections. The left section, titled 'Connected Vendors with Company Profiles', shows a list of vendors, with 'HealthCare, 1099' selected. The right section displays the detailed profile for '1099 Healthcare', including a company logo, a 'Company Info' tab, and various fields: 'Legal Name: HealthCare, 1099', 'Business Description:', 'Corporate Address: 6200 Inspiration Pt, Arlington, TX 76016-5214, USA', and 'Main Telephone Number: +1 817-272-9071'. A green arrow points to the search bar.

Field	Value
Legal Name:	HealthCare, 1099
Business Description:	
Corporate Address:	6200 Inspiration Pt Arlington, TX 76016-5214 USA
Main Telephone Number:	+1 817-272-9071

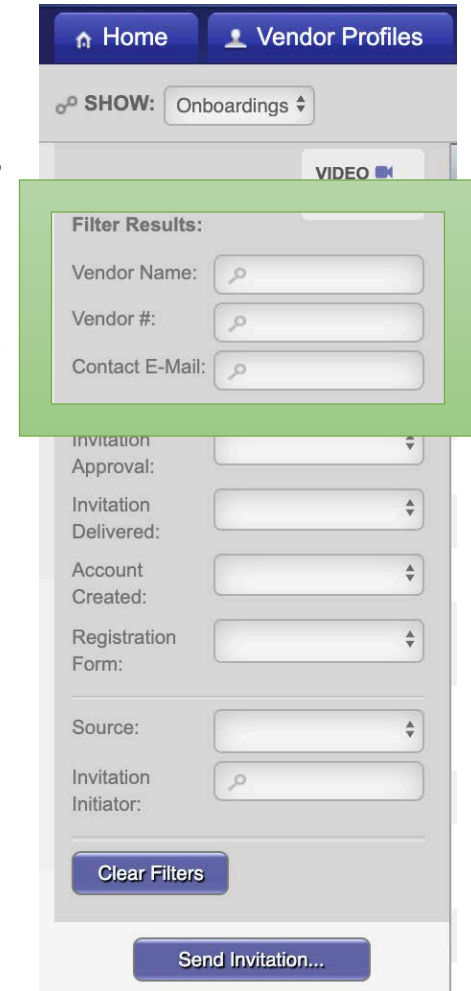
# Search for a Supplier

## Search for Supplier – Not Listed

- If the Supplier name is not found by Step 1 or Step 2, click on the **New Vendors** tab.



- In the **Filter Results** screen, search for the Supplier by Supplier name or email address.
- **If the Supplier name is found**, the Supplier has been invited and is in some stage of processing; however they are not a **Connected** Supplier and cannot be used for purchasing goods and services at the current time.
- **If the Supplier is not found**, a PaymentWorks invite should to be sent to the Supplier.

A screenshot of a web application interface. At the top, there are two tabs: 'Home' and 'Vendor Profiles'. Below the tabs, there is a 'SHOW:' dropdown menu set to 'Onboardings'. A 'VIDEO' icon is visible. The main content area is titled 'Filter Results:' and contains three search fields: 'Vendor Name:', 'Vendor #:', and 'Contact E-Mail:'. Each field has a magnifying glass icon. Below these fields are several dropdown menus for 'Invitation Approval:', 'Invitation Delivered:', 'Account Created:', 'Registration Form:', and 'Source:'. At the bottom, there are two buttons: 'Clear Filters' and 'Send Invitation...'. A green box highlights the 'Filter Results:' section, and a green arrow points from the text in the list to this section.



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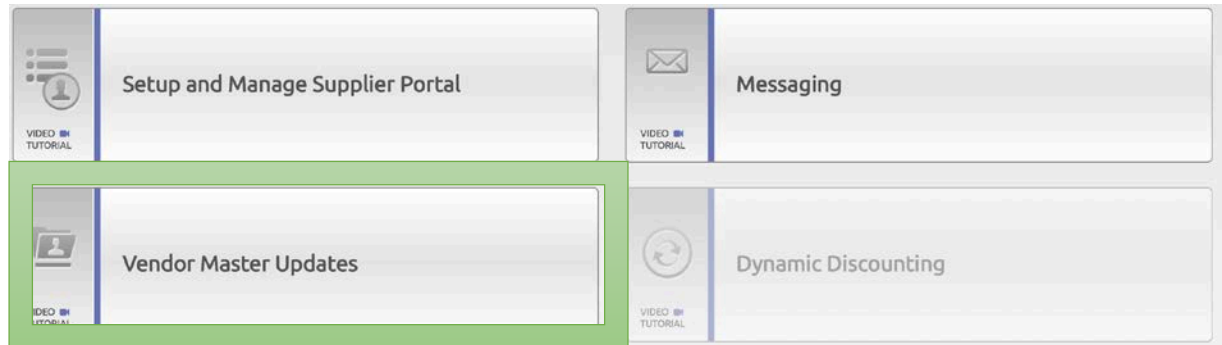
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**Invite a Supplier**

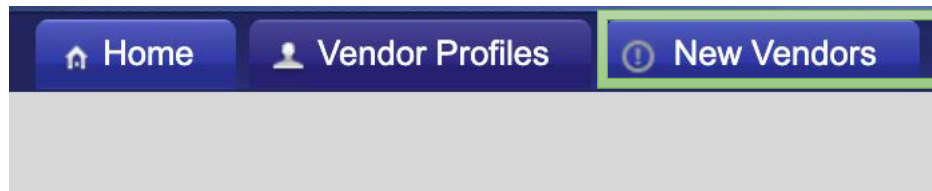
# Invite a Supplier

## Invite a Supplier

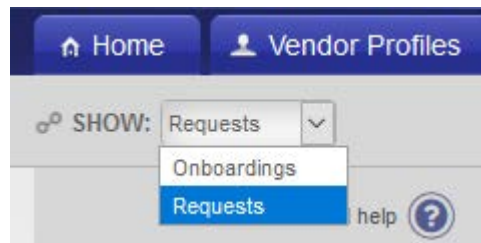
- In PaymentWorks, click on **Vendor Master Updates**.



- Click on the **New Vendors** tab.



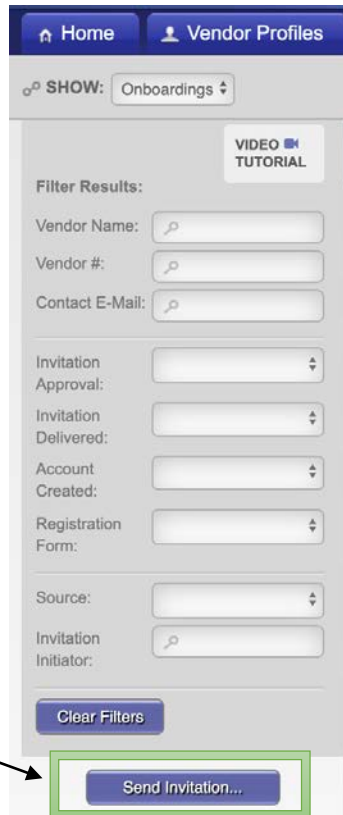
- It will default to the Request Page. Choose **Onboardings** from the drop down menu.



# Invite a Supplier

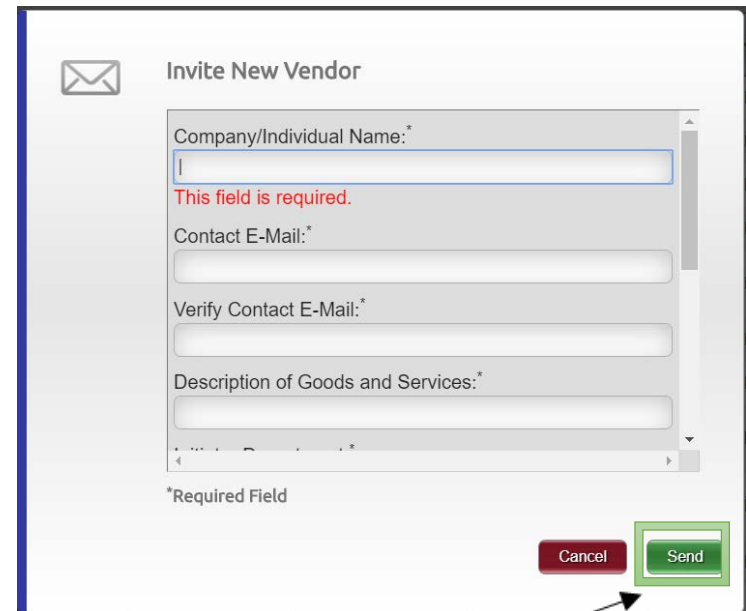
## Invite a Supplier

- Click on the **Send Invitation** button.



The screenshot shows the 'Vendor Profiles' page. At the top, there are navigation tabs for 'Home' and 'Vendor Profiles'. Below that, a 'SHOW: Onboardings' dropdown is visible. A 'VIDEO TUTORIAL' button is located in the upper right. The main area contains a 'Filter Results:' section with several search and filter fields: 'Vendor Name:', 'Vendor #:', 'Contact E-Mail:', 'Invitation Approval:', 'Invitation Delivered:', 'Account Created:', 'Registration Form:', 'Source:', and 'Invitation Initiator:'. At the bottom of the filter section, there is a 'Clear Filters' button and a 'Send Invitation...' button, which is highlighted with a green box and pointed to by an arrow.

- The **Invite New Vendor** screen will appear. Fill out the form and click the **Send** button.



The screenshot shows the 'Invite New Vendor' form. It features an envelope icon and the title 'Invite New Vendor'. The form contains several input fields: 'Company/Individual Name:\*' (with a red error message 'This field is required.'), 'Contact E-Mail:\*', 'Verify Contact E-Mail:\*', and 'Description of Goods and Services:\*'. At the bottom, there is a '\*Required Field' note and two buttons: 'Cancel' and 'Send'. The 'Send' button is highlighted with a green box and pointed to by an arrow.

# Invite a Supplier

## Sample Supplier Invitation



PaymentWorks

Dear <Supplier Name>:

In order for The University of Texas at Arlington to establish you or your company as a payee or vendor, please [click here](#) to register on [PaymentWorks](#). The University of Texas at Arlington supplier portal.

UT Arlington User has invited you to register as a new vendor to The University of Texas at Arlington.

Before you begin the registration process, be sure to have the following information available:

1. → A valid tax ID (either an EIN or SSN)
2. → If you wish to receive electronic (ACH) payments, you will need a copy of a voided check or bank statement.

Additional information about the University of Texas at Arlington payee/vendor requirements please email [accounts\\_payable@uta.edu](mailto:accounts_payable@uta.edu).

If you have any questions, please do not hesitate to reach out to [support@paymentworks.com](mailto:support@paymentworks.com).

Thank you for your support.

Sincerely,

The University of Texas at Arlington

# Invite a Supplier

## Supplier Registration

- The Supplier will be prompted to join PaymentWorks and create an account with basic information.
- After creating an account, the Supplier will have to confirm their email address before starting the new supplier registration form.
- Once the email has been confirmed, the Supplier will be able to complete the new supplier registration form.
- The Supplier will receive confirmation when their form has been submitted.



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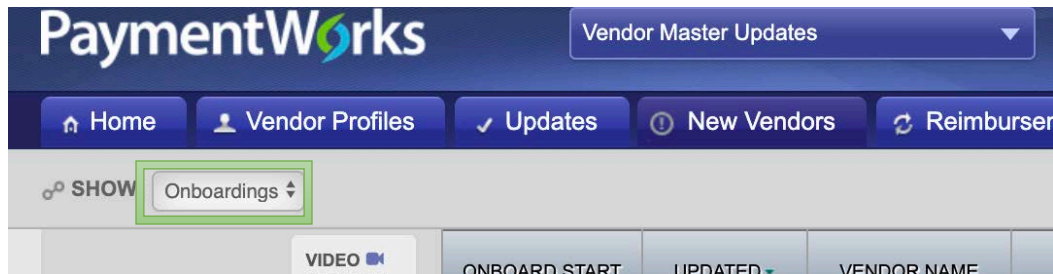
**Review Invite / Registration Status**



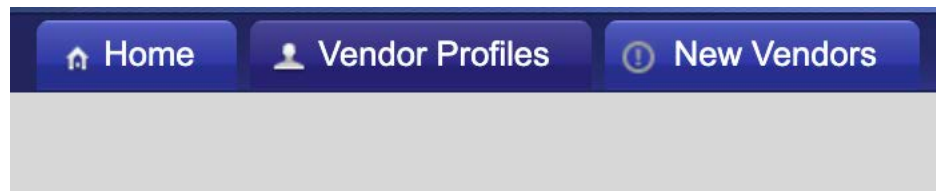
# Review Invite Status

## Review Invite Status

- Confirm you are on the **Vendor Master Updates** page in **Onboardings** view.



- Click on the **New Vendors** tab.



- The Supplier's record indicates the status of the registration.

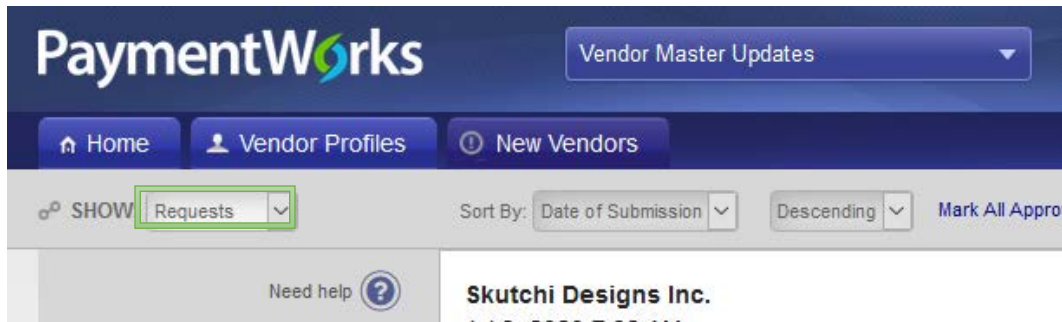
The screenshot shows the PaymentWorks interface with the "New Vendors" tab selected. The "SHOW" dropdown is set to "Onboardings". A table displays a supplier record for Toyota. The table has columns for "ONBOARD START", "UPDATED", "VENDOR NAME", "INVITATION", "VENDOR ACCOUNT", "NEW VENDOR REGISTRATION", and "% COMPLETE". The "INVITATION" status is "Delivered" and the "% COMPLETE" column shows a progress bar.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
12/05/2019	12/30/2019	TOYOTA	Delivered	No Account	Not Started	<div style="width: 20%;"></div>

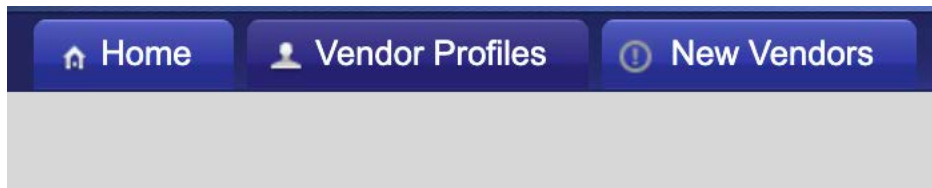
# Review Registration Status

## Review Registration Status after the submission

- Confirm you are on the **Vendor Master Updates** page in **Requests** view.



- Click on the **New Vendors** tab.



# Registration Status

The Supplier's record displays the request status after the submission of the registration.

SHOW: Requests | Sort By: Last Updated | Descending | Mark All Approved Requests as Processed

Need help ?

Filter Results:

Supplier Name: [Search]

Submitted within: All Dates

Request Status: Show All

Request Type: Show All

Resubmitted Only:

My Pending Approvals Only:

ID: [Search]

Clear Filters | CSV

<b>College Board</b> Jul 15, 2020 10:26 AM Request Status: <b>Approved</b> <i>Resubmitted</i> Request Type: <b>Full</b>
<b>Skutchi Designs Inc.</b> Jul 9, 2020 7:32 AM Request Status: <b>Pending</b> <i>Resubmitted</i> Request Type: <b>Full</b> Pending Approvers: <b>Vendor Approver</b>
<b>Donald Heald</b> Jul 9, 2020 9:39 AM Request Status: <b>Pending</b> Request Type: <b>Full</b> Pending Approvers: <b>Vendor Approver</b>

\*Click on the Vendor to see more details. If Request Status is: **Returned**, the Initiator can View the message and see why the registration was returned.

**LUMIBIRD INC**  
Jul 15, 2020 2:25 AM  
Request Status: **Returned** Request Type: **Full**  
[View Message](#)



# Track Onboarding

## Track Onboarding Status

- On the **New Vendors** tab, you can track the status of the Supplier's registration in the Invitation, Vendor Account, and New Vendor Registration columns.

The screenshot shows the 'New Vendors' tab with a table of onboarding records. The table has columns for ONBOARD START, UPDATED, VENDOR NAME, INVITATION, VENDOR ACCOUNT, NEW VENDOR REGISTRATION, and % COMPLETE. A red circle highlights the 'Invitation', 'Vendor Account', and 'New Vendor Registration' columns for the vendor 'Ashley Watson Laundry'. Red arrows point from these columns to their respective status lists below the table.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
04/22/2018	04/22/2018	Ashley Watson Laundry	Clicked	Email Validated	In Progress	<div style="width: 50%;"></div>

**Invitation column:**

- Pending Approval
- Opened
- Clicked
- Rejected
- Undeliverable
- Cancelled

**Vendor Account Column:**

- No Account
- Registered
- Email Validated

**New Vendor Registration column:**

- Not Started
- In Progress
- Submitted
- Returned
- Approved
- Rejected
- Complete
- Processed

# Track Onboarding

## Track Onboarding Status

- When you click the Supplier Invitation status link (blue), an expansion window displays the invite information.

04/20/2020	05/01/2020	Invitation template test3	<b>Opened</b>	No Account	Not Started	<input type="checkbox"/>
------------	------------	---------------------------	---------------	------------	-------------	--------------------------

**Invitation Details:** close

Initiator: Andy Feiner (andy.feiner+utarlingtondev@paymentworks.com)	Vendor Name: Desc Good Service 3	Contact E-mail: andy.feiner+utadesogs3@paymentworks.com	Initiated: 05/01/2020	Email Sent: 05/01/2020
---	-------------------------------------	--	--------------------------	---------------------------

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Personalized Message:  
Testing

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Custom Fields:

Description of Goods and Services : Goods

Initiator Department : Math

Initiator Phone Number : 6175008085

Reason for Inviting the Supplier : Service

# Track Onboarding

## Invitation Status

Status	Explanation
Sent	Email has been sent.
Delivered	Email has reached supplier's inbox.
Opened	Vendor has opened the invitation email.
Clicked	Vendor has clicked the invitation link to get started.
Rejected	Supplier has rejected the invitation request.
Undeliverable	Invitation delivery was unsuccessful.
Cancelled	The invitation has been cancelled.

# Track Onboarding

## Vendor Account Status

Status	Explanation
No Account	Vendor has not used their invitation to create their account.
Created	Supplier has created a secure PaymentWorks account.
Email Validated	Supplier has verified their email address.

<b>Account Details:</b> <span style="float: right;">close</span>			
User Name: Andy Feiner	User E-mail: andy.feiner+utadescgs3@paymentworks.com	Company Name: Desc Goods Serv 3	Account created: 05/01/2020
<hr/>			
<b>Account Details:</b> <span style="float: right;">close</span>			
User Name: Andy Feiner	User E-mail: andy.feiner+utadescgs2@paymentworks.com	Company Name: Desc Good Service	Account created: 05/01/2020

# Track Onboarding

## Registration Status

Status	Explanation
Not Started	Supplier has not entered information on their registration.
In Progress	Supplier has started entering information on the registration but has not submitted.
Submitted	Supplier has submitted their registration.
Returned	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.
Processed	Registration has been processed and sent to UT Share for approval.
Approved	Registration has been approved.
Rejected	Accounts Payable has rejected the registration.
Complete	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.



# Track Onboarding

## Supplier Approved for Purchasing

- When the Supplier is:
    - Listed on the **Vendor Profiles** tab, OR
    - Listed on the **Suppliers** tab with a **green** dot
- the Supplier is available to use for purchasing goods and/or services at UTA.

Vendor Profiles | New Vendors

Connected Vendors with Company Profiles

Vendor Name	Vendor Number	Site Code
Hall	0000104738	ONL-PW-1J2
HealthCare, 1099	0000104772	ONL-PW-1J2
HEB	0000104739	ONL-PW-1J2
Impact Corporation	0000104740	ONL-PW-1J2
Individual, US	0000104791	ONL-PW-1J2
Legal, 1099	0000104773	ONL-PW-1J2

Administration | Suppliers | Invoices

Supplier Name:

Vendor Number:

Site Code:

City:

State:

Zipcode:

Country:

Address Type:

Contact Email:

Connected:

Clear

SUPPLIER NAME	VENDOR NUM	SITE CODE	ADDRESS	EMAIL	CONNECT
Alex David Jerez-Roman	0000103465	001 1	812 S. New Street	mail.com	
1010 Collins LLC	0000052607	001 1	1010 N Collins St	ckinc.com	
1099, Tax	0000104679	ONL-PW-1J2	516 Bluebird Dr	999@gmail.c	●
1105 MEDIA INC	0000046984	SHARED 1	9121 OAKDALE AVE STE		
1105 MEDIA INC	0000046984	SHARED 2	9201 OAKDALE AVE STE		
1105 MEDIA INC	0000046984	SHARED 3	PO BOX 15846		
1105 MEDIA INC	0000046984	SHARED 4	PO BOX 894085		
1105 MEDIA INC	0000046984	SHARED 5	1201 MONSTER RD S		
1105 MEDIA INC	0000046984	SHARED 6	1227 UNIVERSITY OF		



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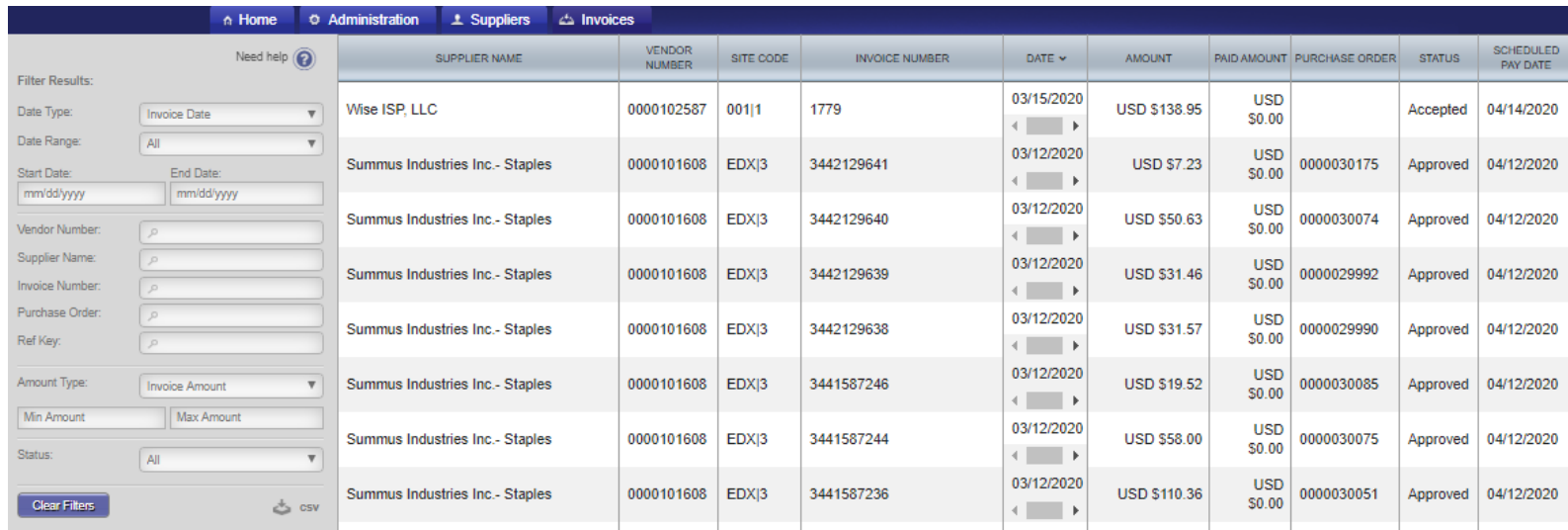
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[View Invoices](#)

# View Invoices

## View Invoices

- All Supplier invoices and remittances that have been loaded into PaymentWorks from UTShare (last 90 days) can be viewed by clicking on **Setup and Manage Suppliers Portal** and then the **Invoices** tab.
- Connected Suppliers are able to view their own Invoices inside PaymentWorks.



The screenshot displays the 'Invoices' tab in the PaymentWorks system. On the left, there is a 'Filter Results' panel with various search criteria. The main area shows a table of invoices with columns for Supplier Name, Vendor Number, Site Code, Invoice Number, Date, Amount, Paid Amount, Purchase Order, Status, and Scheduled Pay Date.

SUPPLIER NAME	VENDOR NUMBER	SITE CODE	INVOICE NUMBER	DATE	AMOUNT	PAID AMOUNT	PURCHASE ORDER	STATUS	SCHEDULED PAY DATE
Wise ISP, LLC	0000102587	001 1	1779	03/15/2020	USD \$138.95	USD \$0.00		Accepted	04/14/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3442129641	03/12/2020	USD \$7.23	USD \$0.00	0000030175	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3442129640	03/12/2020	USD \$50.63	USD \$0.00	0000030074	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3442129639	03/12/2020	USD \$31.46	USD \$0.00	0000029992	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3442129638	03/12/2020	USD \$31.57	USD \$0.00	0000029990	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3441587246	03/12/2020	USD \$19.52	USD \$0.00	0000030085	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3441587244	03/12/2020	USD \$58.00	USD \$0.00	0000030075	Approved	04/12/2020
Summus Industries Inc.- Staples	0000101608	EDX 3	3441587236	03/12/2020	USD \$110.36	USD \$0.00	0000030051	Approved	04/12/2020

# View Invoices

## View Invoices

- There is no change in the current payment process, and all vouchers (payments) can still be viewed in UTShare.
- Click anywhere on a PaymentWorks invoice line, and an expansion window opens displaying additional information.

Julissa Sanchez (Vendor Number: 0000104417; Site Code: SHARED 1) <span style="float: right;">close</span>									
Invoice #	February 2020 Stipend - State	Date	04/22/2020	Invoice Amount	USD \$20.00	Actual Paid Amount	USD \$20.00	Purchase Order	Ref Key
STATUS	PAID	Scheduled Pay Date	04/23/2020	Actual Pay Date	04/23/2020	Pay Document #	1000208036	Status Code	paid

Note: Payment updates are immediate in UTShare but may be delayed appearing in PaymentWorks depending on the schedule exchanging data between UTShare and PaymentWorks. The finalized exchange time has not been determined yet.



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**FAQs**

# FAQs

## **How do campus users invite Suppliers to register with PaymentWorks?**

- Single sign-on login is available through the UTA Apps page (<https://myapps.uta.edu>)

## **How do I submit a Payee Information Form (PIF) for an Authorization for Professional Services (APS)?**

- A hardcopy Payee Information Form is no longer required.
- Send a PaymentWorks invite to the individual.

# FAQs

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

- Yes, Disbursements will send invites to current existing suppliers for them to create an account with PaymentWorks.
- The Supplier's new PaymentWorks accounts will connect to their current UTShare Supplier profile.
- UTShare payment processing will not change.

# FAQs

## **An existing Supplier needs to add or change an address?**

- An existing Supplier must receive an invite from UTA to create an account with PaymentWorks.
- The Supplier will make the change in their PaymentWorks account and submit for approval by UTA Disbursements.

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

- PaymentWorks does not allow multiple invitations to a single email address.



# FAQs

## **Can I resend an invite?**

- Yes, but do not re-send an invitation unless the Supplier notifies you that the initial email was not received.

## **Can I delete an invite?**

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

## **My Supplier will no longer be used.**

- You can cancel the invite by cancelling the reminders.

# FAQs

## Can I correct an email address on an invite?

- Yes. If you need to change or correct the Supplier email address, you can click on **Resend Invite** and enter the correct email address.
- You can resend an invite only if the Invitation column status is Sent, Delivered, Opened, or Clicked.
- If you send a new invite to correct a Supplier email address and the first invite with the incorrect email address is still sending reminders, you can cancel the reminders for the first invite.

# FAQs

## **My Supplier has not completed the forms in PaymentWorks.**

- The Supplier will receive emails until the registration is completed or the reminders are cancelled.
- From the invite submitted date, reminder email notifications are automatically generated:
  - 1<sup>st</sup> Reminder – 3 days
  - 2<sup>nd</sup> Reminder - 7 days
  - 3<sup>rd</sup> Reminder – 14 days
  - 4<sup>th</sup> Reminder – 21 days
  - 5<sup>th</sup> Reminder – 28 days

# FAQs

## You do not see a 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**” which means you can order goods and/or services from them.



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**Where to Get Help**

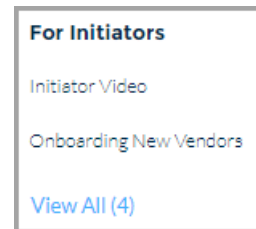
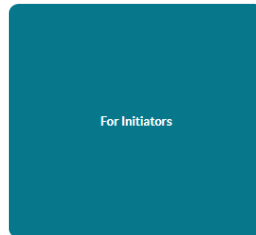
# Online Help

## Online Help

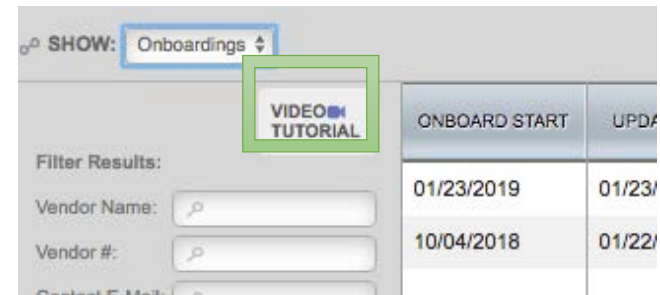
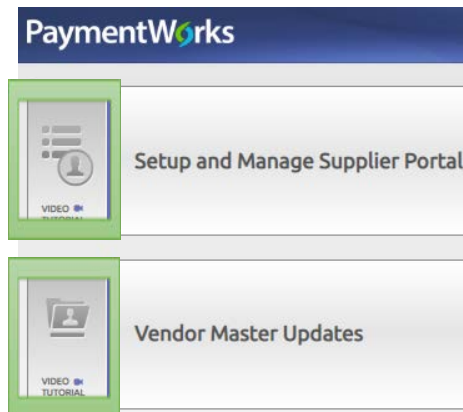
- At the top right corner of the PaymentWorks screen, click on “Help.”



- A “For Initiators” tile and help section are also displayed on the page.



- The PaymentWorks’ Home and Onboarding pages contain video tutorial buttons.



# More Information

## Policy, Procedures and Official University forms:

- Web page: <https://www.uta.edu/policy/>

## Supplier Questions

- PaymentWorks:
  - Email : [support@paymentworks.com](mailto:support@paymentworks.com)
- UTA Accounts Payable:
  - Email: [accounts\\_payable@uta.edu](mailto:accounts_payable@uta.edu)

## UT Share Support & Help:

- <https://uta.service-now.com/selfservice>
- 817-272-2155

# More Information

## Training Resources:

- Visit Business Affairs Training and Development web page:  
<https://www.uta.edu/business-affairs/training/>
  - Register for UT Share Classes
  - Join Business Affairs Listserv
  - View and/or Print UT Share Training Materials
    - Training Guides
    - PowerPoints
    - Job Aids
  
- PaymentWorks Documentation
  - BTS Training & Support website
    - **Business Apps** tile
    - **PaymentWorks** tile