

PaymentWorks Initiator Role Procedure Guide

Accounts Payable 03/2021

Office of Financial Services (<https://www.uttyler.edu/finserv/trainingresources.php>)

The University of Texas at
TYLER

UT Tyler has partnered with PaymentWorks

PaymentWorks is a business identity management platform used to verify suppliers and payees identity's and to ensure compliance.

PaymentWorks mitigates the risk associated with manually collecting information by eliminating the collection of documents through fax, email, snail mail, or in person, and it provides a secure repository for all the information.

Supplier/payees are prompted to join and set up a user account in PaymentWorks. Once a supplier/payee record has been "connected" to PeopleSoft, you will receive an email notification that your supplier/payee has been approved and is ready to use.

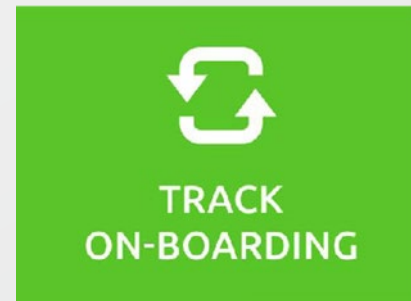
Vendor Onboarding Process

1. Campus Initiator <ul style="list-style-type: none">• Invites Payees and Suppliers*• Monitors Registration Status	3. PaymentWorks <ul style="list-style-type: none">• Verifies Tax ID & Addresses**• Verifies Banking Information• Checks for Financial Sanctions
2. Payees and Suppliers <ul style="list-style-type: none">• Completes Registration• Sets Up User Account	4. Disbursement Team <ul style="list-style-type: none">• Reviews entire record, including citizenship/country of origin• Reviews tax reporting status• Approves Vendor Record
* Note: A valid Payee/Supplier email address is required!	
**Note: Foreign Vendors and Vendors under Financial Sanctions may take additional review and time to process.	

Campus Initiator Role

UT Share/PeopleSoft support staff will have access to PaymentWorks. Once users log in, the Initiator Role will be assigned.

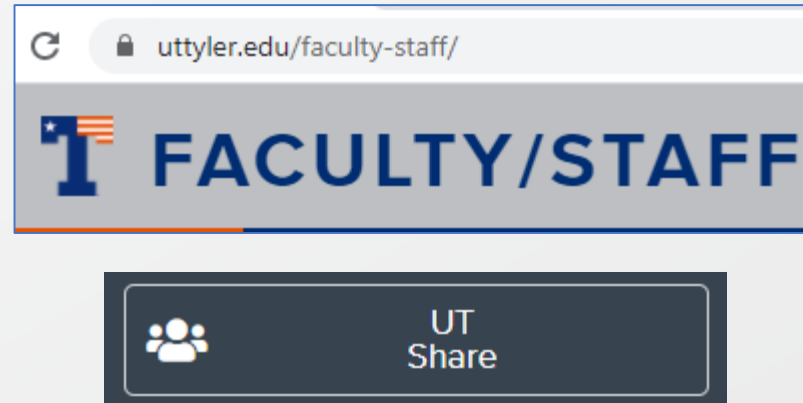
Initiator Responsibilities:



Note: Once a Supplier/Payee is in Connected status and has an assigned PeopleSoft vendor ID, everything else is done in PeopleSoft (reviewing addresses, entering Requisitions and Vouchers).

How to Navigate to PaymentWorks

From the UT Tyler Faculty/Staff homepage, click on the UT Share button.



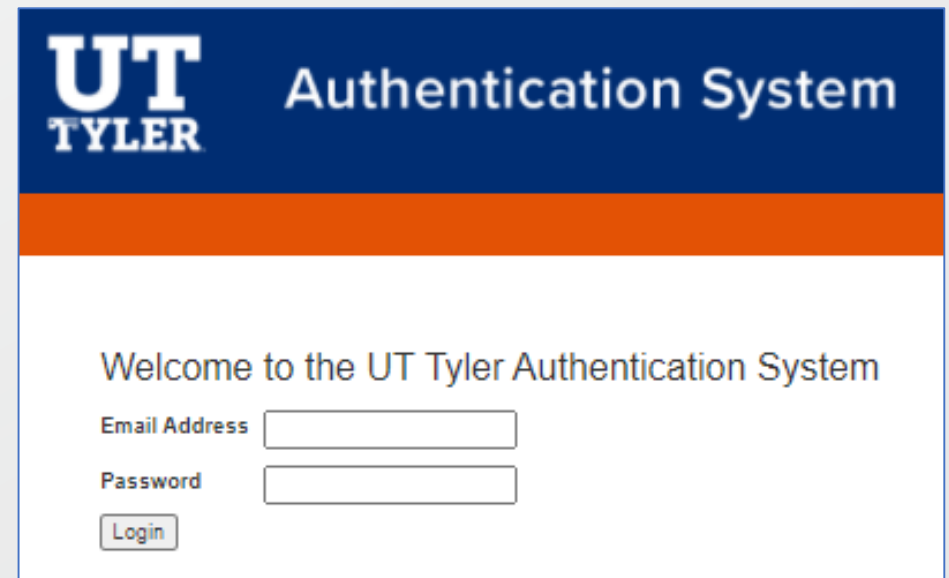
Scroll down the page and select the option for **PaymentWorks Login** from the list of web hyperlinks.

How to Navigate to PaymentWorks, cont.

You will be directed to the UT Tyler Authentication portal screen and be prompted to enter your single sign-on ID (UT Tyler email address) and Network Password.

When you enter the required information and click the "Login" button, you may receive the Authentication with DUO security screen.

When you have completed the DUO login, you will be directed to the PaymentWorks home screen.

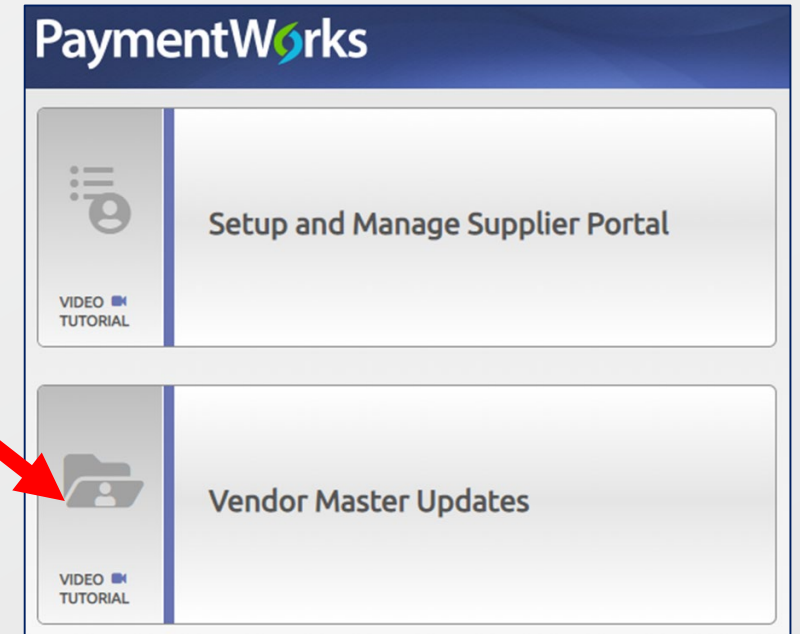
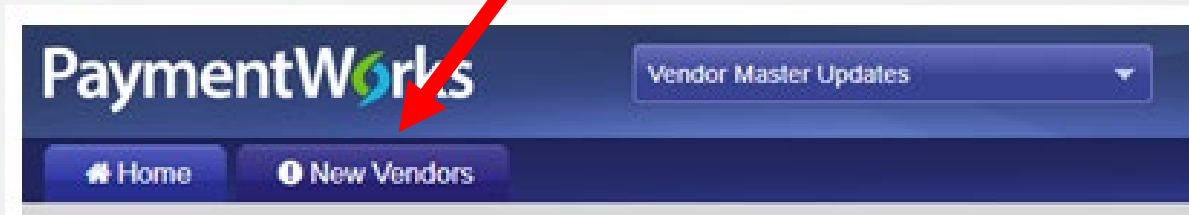


The screenshot shows the UT Tyler Authentication System login page. At the top, there is a dark blue header with the "UT TYLER" logo on the left and the text "Authentication System" on the right. Below the header is an orange horizontal bar. The main content area is white and contains the text "Welcome to the UT Tyler Authentication System". Below this text are two input fields: "Email Address" and "Password". A "Login" button is positioned below the "Password" field.

How to Invite a New Supplier or Payee to Register with PaymentWorks

Click on the **Vendor Master Updates** button.

Then click on the **New Vendors** tab.



How to Invite a Supplier or Payee, cont.

In the **"SHOW"** box,
select **"Onboardings"**

Click on the **Send
Invitation** button

home vendor Profiles

SHOW: Onboardings

VIDEO TUTORIAL

Filter Results:

Vendor Name:

Vendor #:

Contact E-Mail:

Invitation Approval:

Invitation Delivered:

Account Created:

Registration Form:

Source:

Invitation Initiator:

Clear Filters

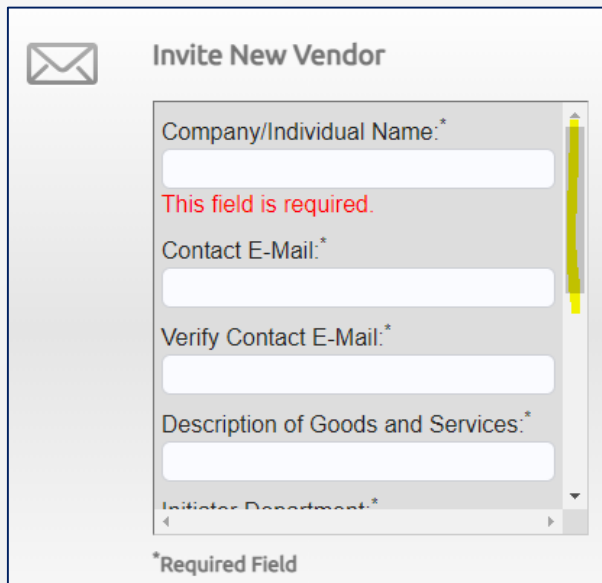
Send Invitation...



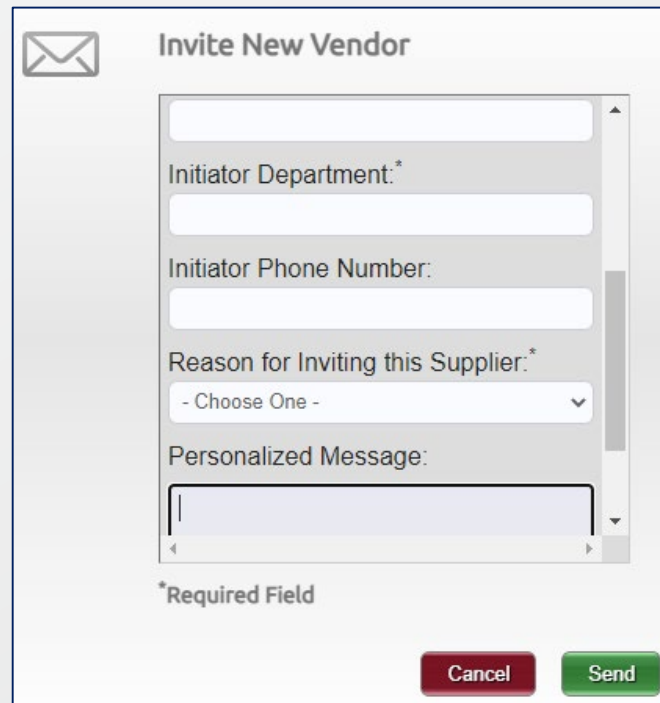
A Video Tutorial is
Available to help
You navigate screens.

How to Invite a Supplier or Payee, cont.

The **Invite New Vendor** screen will appear. Complete the blank fields and click the **Send** button. Use the scroll bar on the right side to access all blank fields.



The screenshot shows the top portion of the 'Invite New Vendor' form. It includes an envelope icon and the title 'Invite New Vendor'. The form fields are: 'Company/Individual Name:*' (with a red error message 'This field is required.' below it), 'Contact E-Mail:*', 'Verify Contact E-Mail:*', 'Description of Goods and Services:*', and 'Initiator Department:*'. A vertical scroll bar is visible on the right side of the form. At the bottom left, there is a legend: '*Required Field'.



The screenshot shows the bottom portion of the 'Invite New Vendor' form. It includes an envelope icon and the title 'Invite New Vendor'. The form fields are: 'Initiator Department:*', 'Initiator Phone Number:', 'Reason for Inviting this Supplier:*' (with a dropdown menu showing '- Choose One -'), and 'Personalized Message:'. A vertical scroll bar is visible on the right side of the form. At the bottom right, there are two buttons: 'Cancel' (red) and 'Send' (green). At the bottom left, there is a legend: '*Required Field'.

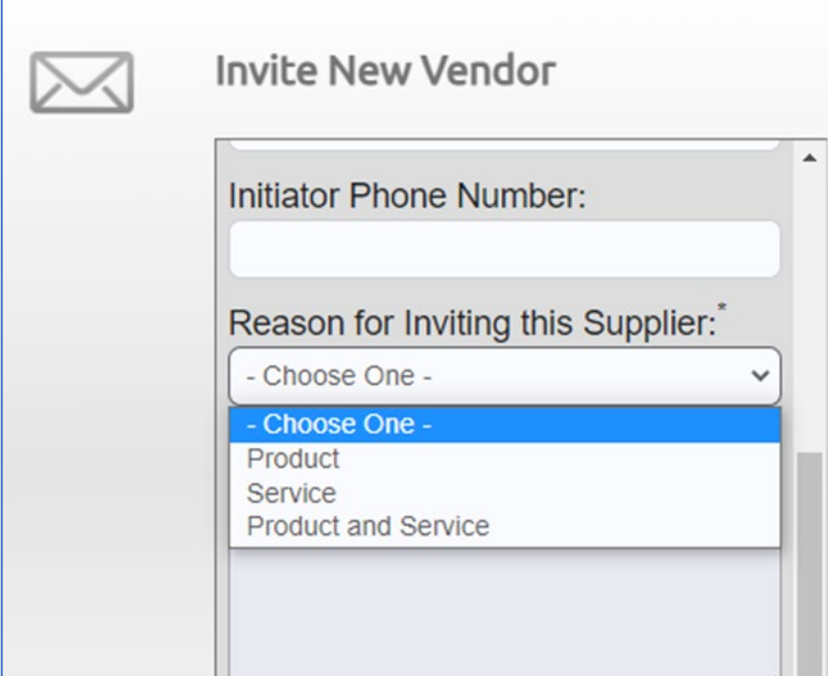
You may click the **Cancel** Button to back out And NOT send an Invitation.

How to Invite a Supplier or Payee, cont.

Please note, in the **Reason for Inviting this Supplier** box, the Dropdown options are:

- Product
- Service, or
- Product and Service

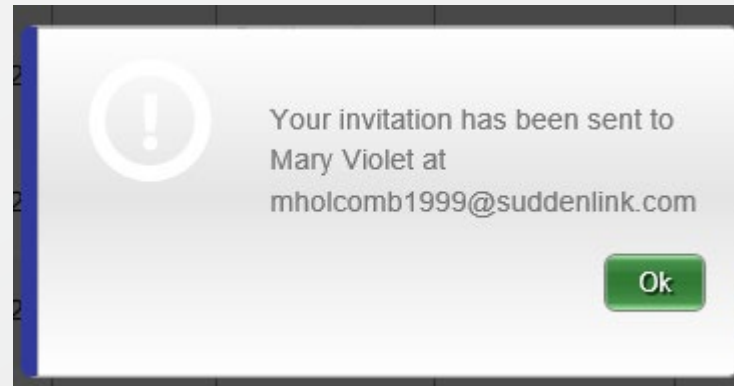
For other types of payments such as Student Awards or Human Research Subject payments, please use the “Services” option.



The screenshot shows a web form titled "Invite New Vendor" with an envelope icon. It contains two main input fields: "Initiator Phone Number:" with an empty text box, and "Reason for Inviting this Supplier:*" with a dropdown menu. The dropdown menu is open, showing the following options: "- Choose One -", "Product", "Service", and "Product and Service". The "Product" option is currently selected and highlighted in blue.

How to Invite a Supplier or Payee, cont.

The campus Initiator will receive a confirmation message inside PaymentWorks after an Invitation has been sent.

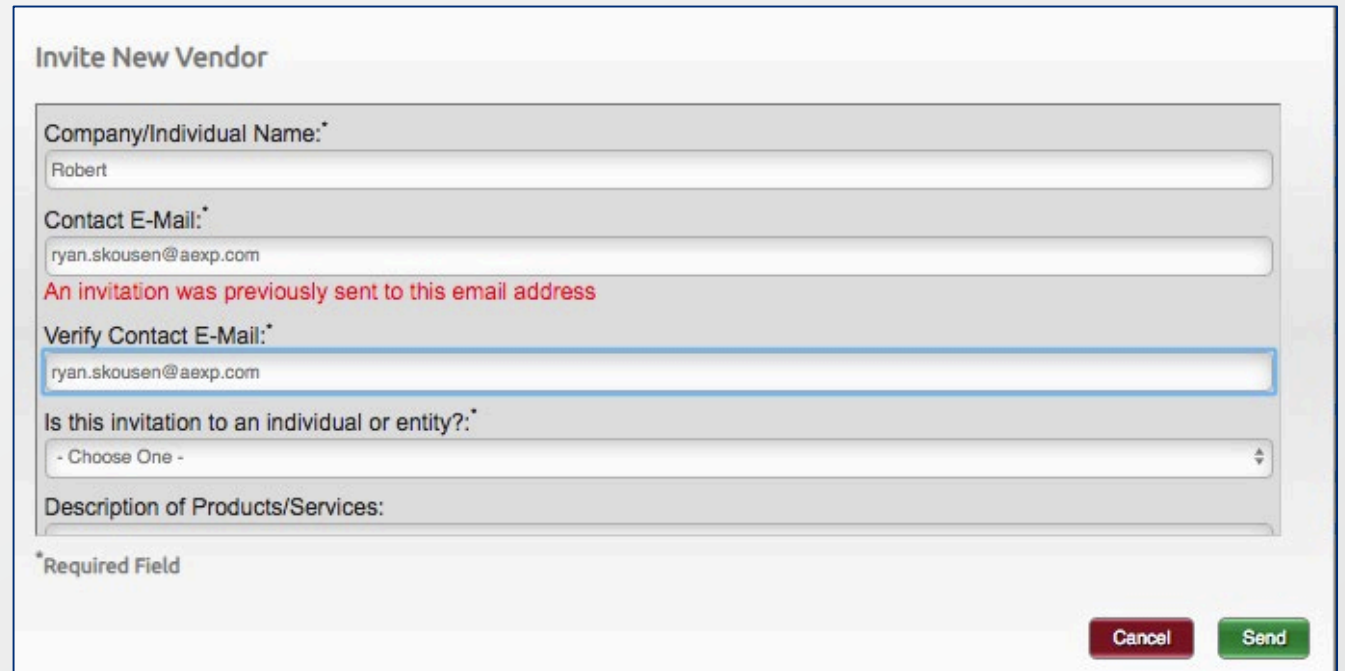


Please note that if an incorrect or bad email address is used, you will receive an error message instead of a confirmation message. Often it may be due to an extra blank space copied over with the email address.

How to Invite a Supplier or Payee, cont.

Error result when sending a Payee invitation. “An invitation was previously sent to this email address”

PaymentWorks does not allow multiple invitations to be sent to a single email address. Someone else may have previously sent an invite.



The screenshot shows a web form titled "Invite New Vendor". The form contains several input fields and a dropdown menu. The "Company/Individual Name:" field contains the text "Robert". The "Contact E-Mail:" field contains "ryan.skousen@aexp.com" and has a red error message below it: "An invitation was previously sent to this email address". The "Verify Contact E-Mail:" field also contains "ryan.skousen@aexp.com". Below this is a dropdown menu for "Is this invitation to an individual or entity?:" with the option "- Choose One -". At the bottom of the form, there are two buttons: "Cancel" (red) and "Send" (green). A legend at the bottom left indicates that an asterisk (*) denotes a "Required Field".

How to Invite a Supplier or Payee, cont.

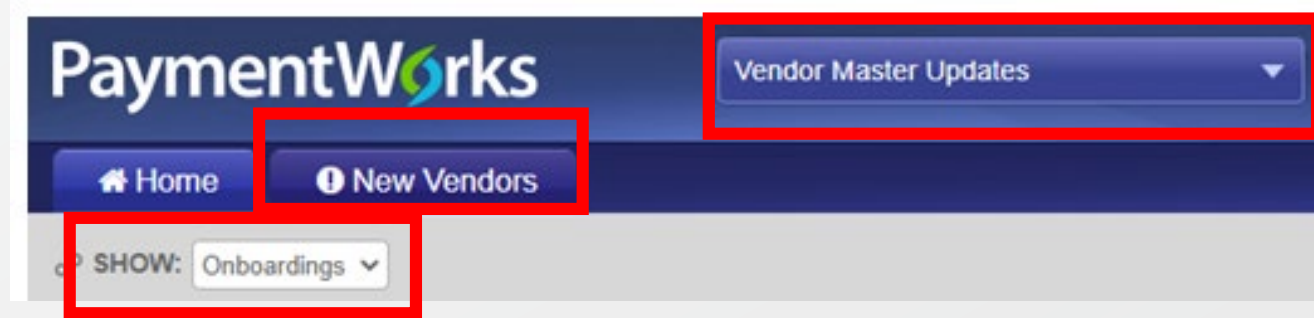
Existing Suppliers and Payees

Existing suppliers and payees must also be invited by UT Tyler to:

- Register to set up a new user account in PaymentWorks
- Update their existing payment information (addresses, bank accounts, etc.)
- Review the status of their payments

Viewing Supplier/Payee Registration Status

Navigate to the **Vendor Master Updates** page and Select **Onboardings** from the **SHOW** dropdown list.



Click on the **New Vendors** tab. A record will show an initial status of **Delivered**.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
03/15/2021	03/15/2021	Kressie Kemp	Delivered	No Account	Not Started	<div style="width: 20%;"></div>

* Newly approved vendors in PaymentWorks are sent to PeopleSoft every 15 minutes.

Viewing Supplier/Payee Registration Status

On the **New Vendors** tab, you can track the status of **Invitations**, **Vendor Accounts**, and **New Vendor Registrations**.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION^	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
03/04/2021	03/15/2021	TYLER ISD	Opened	No Account	Not Started	
ONBOARD START	UPDATED	VENDOR NAME	INVITATION^	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
03/05/2021	03/15/2021	RXPREP	Clicked	Email Validated	Complete Vendor #: 0000101990	

Viewing General Onboarding Payee Information

Click on the hyperlink in the **Invitation** column to view the general status information of an onboarding payee.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION [^]	VENDOR ACCOUNT	NEW VENDOR REGISTRATION
03/04/2021	03/15/2021 ◀ [] ▶	TYLER ISD	Opened	No Account	Not Started

Note: From this screen you may **Cancel** email reminders or **Resend** an Invitation after clicking the hyperlink.

Viewing General Onboarding Payee Information

close

Invitation Details:

Initiator: Mary Holcomb (mholcomb@uttyler.edu)	Vendor Name: TYLER ISD	Contact E-mail: Yolonda.Moore@tylerisd.org	Initiated: 03/04/2021	Email Sent: 03/04/2021
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Personalized Message:
Please take a few minutes to register with the vendor record system. Thank you.

Custom Fields:

Description of Goods and Services : Record Requests

Initiator Department : Public Information

Reason for Inviting this Supplier : Service

Initiator Phone Number : 903-565-5836

Cancel Reminders ✕ Resend Invitation ↻

Examples of Invitation Statuses

Status	Explanation
Sent	Email invitation has been sent.
Delivered	Email has reached payees inbox.
Opened	Payee has opened the invitation email.
Clicked	Payee has clicked the invitation link to get started.
Rejected	Payee has rejected the invitation request.
Undeliverable	Invitation delivery was unsuccessful. A different email address is required.
Cancelled	The invitation has been cancelled.

Examples of Vendor Account Status

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

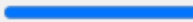

Examples of New Vendor Registration Statuses

Status	Explanation
Not Started	Payee has not entered information into their registration questionnaire.
In Progress	Payee has started entering information but has not Submitted the form.
Submitted	Payee has Submitted their registration form to PaymentWorks.
Returned	The registration form has been returned to the Payee for a correction to be made. The Payee will receive an email detailing what information must be corrected.
Processed	The registration form has been processed by PaymentWorks and sent to UT Tyler A/P processing team for review and approval of the new account.
Approved	A/P has reviewed and conditionally approved the payee account.
Rejected	A/P has rejected the payee account and it's no longer valid (i.e.: "dead").
Complete	A/P 2 nd review has final approved the payee account and it's ready to upload and be connected to PeopleSoft where a Supplier ID number is assigned.

Supplier / Payees with Connected Status

You may verify whether your payee is complete and Connected to PeopleSoft two different ways!

1. Navigate to **Vendor Master Updates**, then click on the **New Vendors** tab. Select **Onboardings** from the "SHOW" field. You will see a listing of all Onboarded payees. You may narrow the list down by entering or selecting different options in the criteria bar to the left (i.e.: search for a specific "**Vendor Name**" or search for only Completed "**Registrations Forms**").

SHOW: Onboardings		ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
Invitation Delivered:	Yes	03/04/2021	03/18/2021	Matthew Parnell	Clicked	Email Validated	Complete Vendor #. 0000103260	
Account Created:	Yes	02/10/2021	03/18/2021	Sarah Stokke	Clicked	Email Validated	Complete Vendor #. 0000103264	
Registration Form:	Complete			RUFFNECK			Complete	

Supplier / Payees with Connected Status

2. Navigate to **Setup and Manager Supplier Portal**, then click on the **Suppliers** tab. When the page completes refreshing you will see list of Supplier/payees. You may narrow the list down by entering or selecting different options in the criteria bar to the left (i.e.: search for a specific **"Supplier Name"** or search for only **"Connected"** records.

Need help ?		SUPPLIER NAME ^	VENDOR NUM	SITE CODE	STREET	CITY	ST/ PRV	ZIP CODE	COUNTRY	CONTACT EMAIL	CONNECTED
Supplier Name: <input type="text"/>	Vendor Number: <input type="text"/>	Adam Testerman	0000103420	ONL-PW-1 2	6804 N Bellefontaine Ave	Gladstone	MO	64119-1139	US	ADAM.TESTERMAN@GMAIL.COM	
Contact Email: <input type="text"/>	Connected: <input type="text"/> Connected Only <input type="text"/>	Brianne Borden	0000103368	ONL-PW-1 2	131 Deer Creek Dr	Aledo	TX	76008-3901	US	CONTACT@YOGAFORALLMUSICIANS.COM	
<input type="button" value="Clear"/>		Brinkmann Instruments Inc dba	0000103393	ONL-PW-1 2	9250 Camden Field Pkww	Riverview	FL	33578-0522	US	CUSTOMERSUPPORT@METROHMUSA.COM	

Tips & Tricks and FAQ

- ✓ The payee will receive emails until the registration is completed or the reminders are cancelled.
- ✓ PaymentWorks automatically generates reminder emails for a supplier/payee who has not clicked on the link in the invitation.
- ✓ Do not re-send invitations unless the payee notifies you that they did not receive the initial email.
 - 1st reminder – three days
 - 2nd reminder – seven days
 - 3rd reminder – 14 days
 - 4th reminder – 21 days
 - 5th reminder – 28 days

Tips & Tricks and FAQ

- ✓ If a supplier/payee will not be used after an invitation has been sent, you can cancel the invite by cancelling the reminders.
- ✓ Do not resend an invitation unless the supplier/payee notifies you that the initial email was not received.
- ✓ You can resend an invite only if the **Invitation** column status shows **Sent, Delivered, Opened, or Clicked.**

Tips & Tricks and FAQ, cont.

- ✓ You can correct an email address on an invite by clicking on the Resend Invite button and entering the correct email address.
- ✓ Cancel reminders for a first invite when you must correct a supplier/payee email address, otherwise the initial email address will continue to generate reminder emails.
- ✓ A supplier/payee invitation cannot be deleted but it can be cancelled.
- ✓ Supplier/payees in an Approved status and properly interfaced with PeopleSoft will display a connected status with a PeopleSoft vendor number.

Tips & Tricks and FAQ, cont.

- ✓ Foreign supplier/payees without an IRS issued tax ID (TIN) must first contact the A/P team to request a temporary TIN. TINs are required for PaymentWorks account setup.
- ✓ Foreign Vendors and Vendors under Financial Sanctions may take additional review and time to process.
- ✓ If you are asked by a third party to set UT Tyler up on a similar automated or electronic payee platform, contact the Accounts Payable team. The Accounts Payable team in coordination with the UT Tyler Legal office will establish user accounts on behalf of UT Tyler.

PaymentWorks Online Help

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

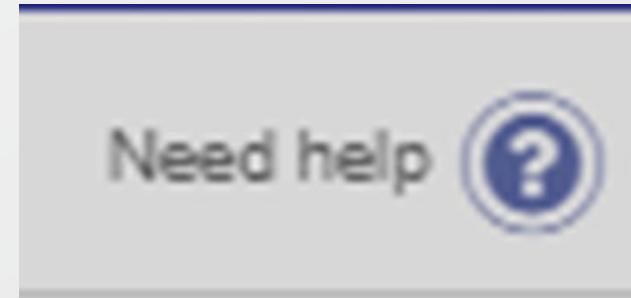
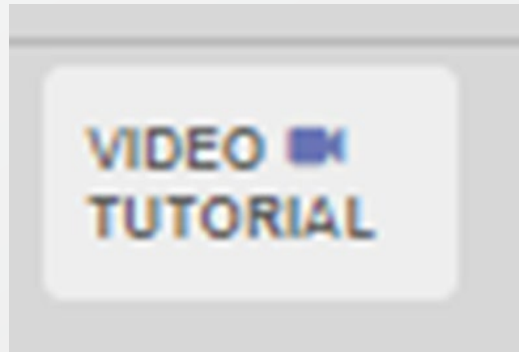


- ✓ After clicking on the **Help** button, you will see a tiles specifically **For Initiators** well as a list of **Help** topics to review.



PaymentWorks Online Help, cont.

- In addition, there are many **Video Tutorial** links and **Need Help** links located throughout the PaymentWorks system.



Contact Information

- ❖ For UT Tyler **Initiator** PaymentWorks access:
 - Email: ctroyer@uttyler.edu
- ❖ For supplier/payee questions about the **PaymentWorks** platform:
 - Email: support@paymentworks.com
 - Please do NOT send a supplier/payee this procedure guide. It is only for UT Tyler support staff/Initiators.
- ❖ For supplier/payee questions about items on the Registration Questionnaire:
 - UT Tyler Accounts Payable team Email: Accounts_Payable@uttyler.edu