

PaymentWorks

UH System Vendor Management

Pam Muscarello, Director, Accounts Payable
October 8, 2020

The Business Identity Platform™

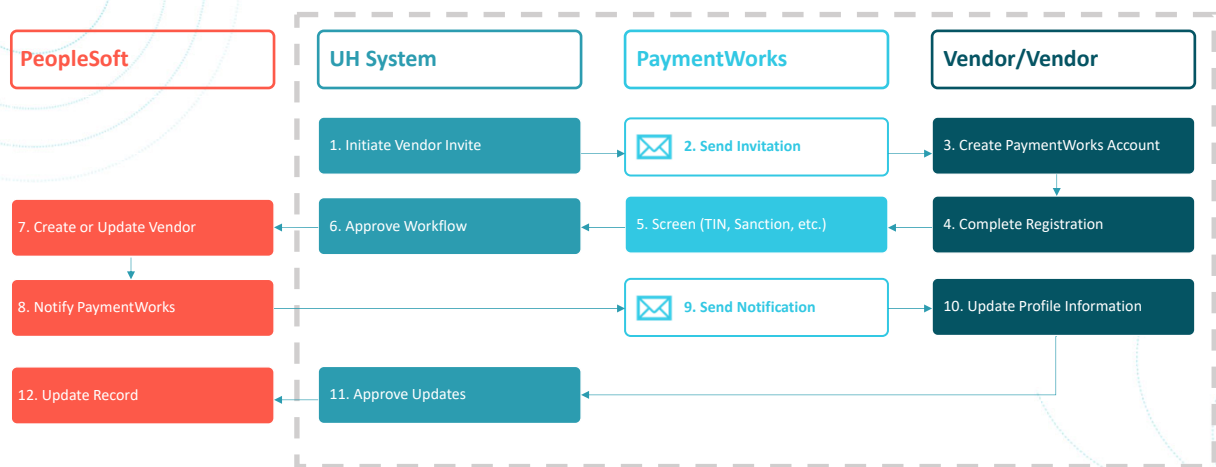
Meet The Vendor ID Team

- *Cissy Bean, AP Manager*
- *Chunling Lin, Vendor ID Specialist 2*
- *Nilda Vasquez, Vendor ID Specialist 1*
- *Jatarra Mayhue, Vendor ID Specialist 1*

What value does PaymentWorks bring to the UH System?



Vendor Onboarding: A Time-Saving Process

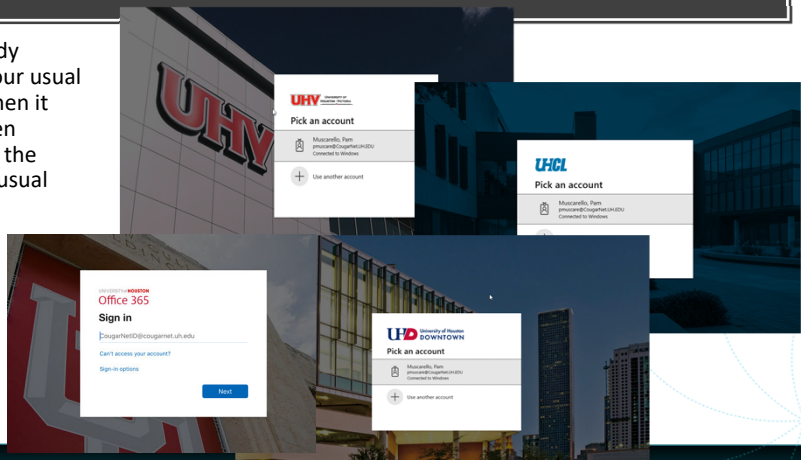
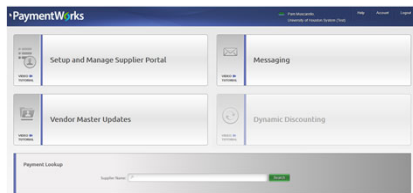


Roles

- **UHS Initiator**
 - *Invites Vendors*
 - *Monitors for Vendor ID Number*
- **Vendor**
 - *Completes their Info Online*
- **PaymentWorks**
 - *Collects and Validates Vendor Info*
 - *Drives to PS, not replace PS's Vendor Database*
- **UHS Vendor ID**
 - *Reviews documentation and validation file and determines if we can do business based on the info provided.*

Logging In

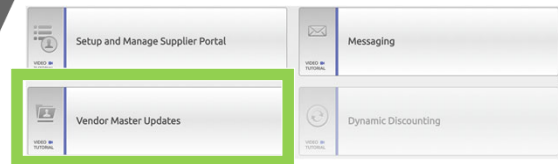
TIP: If you are on a machine and already logged in to other applications with your usual UHCL, UHD, UHV, or UH credentials, then it will simply bring you to the main screen below. Otherwise, you will see one of the screens to the right. Log in with your usual credentials



Search For Vendor

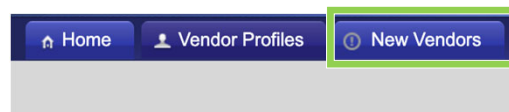
Step 1:

- Once logged into PaymentWorks, click on Vendor Master Updates.



Step 2:

- Next click on the New Vendors tab.



Search For Vendor

Step 3:

- Under Filter Results, you can now search for the vendor via their email address or vendor name.

Next Steps:

- This will bring up the request and provide you a status of it. If no results are found, you will need to invite the vendor.

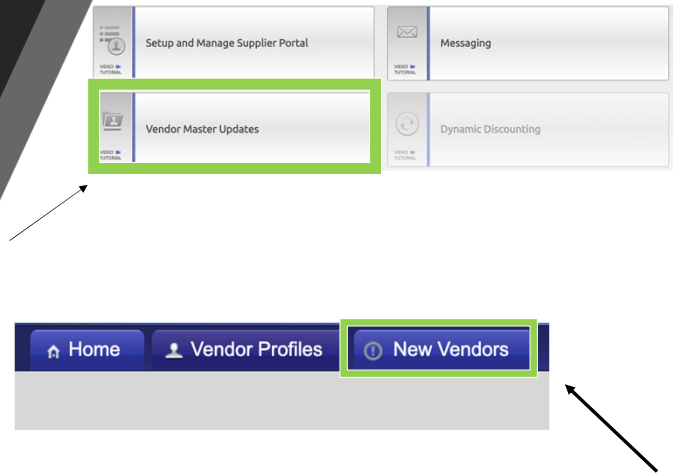
Inviting a Vendor

Step 1:

- Once logged into PaymentWorks, click on Vendor Master Updates.

Step 2:

- Next click on the New Vendors tab.



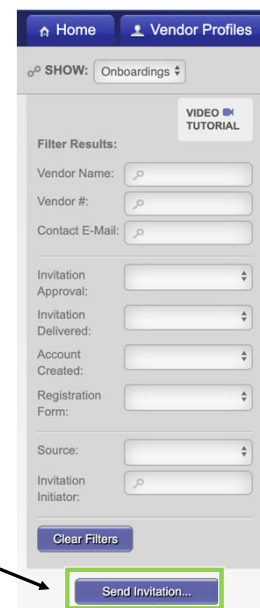
Inviting a Vendor

Step 3:

- Click on Send Invitation button.

[Initiator Video \(Link\)](#)

<https://www.youtube.com/watch?v=FUvTtbGmxoY>



Inviting a Vendor

Step 4:

- Invite screen will appear. Fill out the form and click “send” button when completed.
- A confirmation that the invitation has been sent will pop up, click “Ok”.

The screenshot shows a web form titled "Invite New Vendor". The form fields include:

- Company/Individual Name: Henry the 5th
- Contact E-Mail: mrskille5@hotmail.com
- Verify Contact E-Mail: mrskille5@hotmail.com
- Description of Goods and Services: Support
- Initiator Phone Number: 214-303-8620
- Personalized Message: Please use [PaymentWorks](#) to become a Beck vendor!

 At the bottom right of the form are "Cancel" and "Send" buttons. A red diagonal watermark "Sample Invite" is overlaid on the form. Below the form is a confirmation message box that says "Your invitation has been sent to Henry the 5th at mrskille5@hotmail.com" with an "Ok" button.

Sample Vendor Invitation

Sample email that is sent to Vendor after invitation is sent.

UNIVERSITY of
HOUSTON PaymentWorks
SYSTEM

Dear Daffy Duck:

Pam Muscarello has invited you to register as a new vendor to University of Houston System (Test). The System includes the University of Houston (UH), UH-Downtown, UH-Clear Lake, and UH-Victoria.

We love your hats, Daffy! Be a vendor with UH System!

In order for us to establish you or your company as a payee or vendor, please [click here](#) to register on PaymentWorks, UH System's supplier portal.

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. The University of Houston System strongly recommends ACH direct deposit setup for all vendors except for foreign institutions. You will need a copy of a voided check or bank statement.
3. The University of Houston System Vendor Setup Supplemental Form is required as part of the registration process. Please [click here](#) to download, complete and upload this form in the "additional information" section of the registration.

If you have questions regarding billing, invoices, or payment information, please visit <https://uh.edu/office-of-finance/vendor/>, which includes a link to Payment Information (for vendor payment inquiry), Contacts for Payment Information, and Contacts for Vendor Setup Questions.

If you have questions regarding the PaymentWorks platform or specific aspects of the registration process, please email support@paymentworks.com.

Thank you for your support.

Sincerely,

University of Houston System (Test)

Vendor Setup Supplemental Form

**University of Houston System-PaymentWorks
Vendor Setup Supplemental Form**

Thank you for connecting with us as a vendor. Please complete this form and upload to PaymentWorks. We recommend that you keep a copy of this completed form, as the PaymentWorks system requires a reupload if we need to return the setup to you for additional information. Upload this blank form if you have nothing to enter on it.

- The University of Houston System **strongly recommends an ACH (Direct Deposit)** setup for all vendors in the United States. Please complete the information on the PaymentWorks site to identify your ACH information and **complete the following** in reference to that information.
 - Will these payments be forwarded to a financial institution outside the United States? Yes No
If "YES," also complete the ACH (Direct Deposit) Payment Destination Confirmation (Form 74-227).
 - Electronic submittal of this form attached to the PaymentWorks registration constitutes approval of this statement associated to the ACH information provided:**
I authorize the Texas Comptroller of Public Accounts to deposit my payments from the state of Texas to my financial institution electronically. I understand that the Texas Comptroller of Public Accounts will reverse any payments made to my account in error. I further understand that the Texas Comptroller of Public Accounts will comply at all times with the National Automated Clearing House Association's rules. (For further information on these rules, please contact your financial institution.)
- If your Tax Classification is:**
 - "Individual,"** University of Houston System and/or the State of Texas requires your affiliation for various reporting purposes (check all that apply):
 State of Texas Employee: State Agency Number _____ Employee ID (if UH) _____
 Student: Student ID _____
 ___ Regent
 ___ None of these
 - "Partnership,"** the State of Texas requires for two of your partners the SSNs or ITIN-based number if a partner is an individual or the EINs if a partner is a business entity:
 Name: _____ SSN/ITIN or EIN: _____
 Name: _____ SSN/ITIN or EIN: _____

* 1a. Check "YES" or "NO" to indicate if direct deposit payments to the account information designated in the PaymentWorks account to which this form will be uploaded will be forwarded to a financial institution outside the United States. If "YES," also complete the ACH (Direct Deposit) Payment Destination Confirmation (Form 74-227). Form 74-227 can be found online at http://cpa.ebu.edu/home-of-finance/governance/vendor_why74-227.pdf
 1b. For the State of Texas Comptroller's office, this section must be completed in its entirety, and no alterations to the authorization language will be accepted.

The Business Identity Platform™

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Review Invite Status

Step 1:

- Confirm you are on the Vendor Master Updates page.

Step 2:

- Click on the New Vendors tab.

The screenshot shows the PaymentWorks interface. At the top, there is a navigation bar with 'Vendor Master Updates' selected. Below it, there are tabs for 'Home', 'Vendor Profiles', 'Updates', 'New Vendors', and 'Reimburse'. The 'New Vendors' tab is highlighted with a green box and an arrow. Below the navigation bar, there is a table with columns for 'VIDEO', 'ONBOARD START', 'UPDATED', and 'VENDOR NAME'.

Tracking Onboarding

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
- Rejected
- Approved
- Processed
- Complete

- On the Vendor Master Updates page, click on the New Vendors tab.
- Here is where you can track the status for Vendors.

Tracking Onboarding

INVITATION

Tracking Onboarding
Invitation Statuses

<u>Status</u>	<u>Explanation</u>
Undeliverable	Invitation delivery was unsuccessful. This usually indicates the contact email address was invalid.
Cancelled	The invitation has been cancelled.
Opened	Vendor has opened the invitation email.
Clicked	Vendor has received the invitation email and clicked on the link to get started.

Tracking Onboarding

Invitation column:

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New Vendor Registration column:

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- Rejected
- Approved
- Processed
- Complete

ACCOUNT SETUP

Tracking Onboarding
Account Statuses

<u>Status</u>	<u>Explanation</u>
No Account	Vendor has not used their invitation to create their account.
Registered	Vendor account was created but not activated.
Email Validated	Vendor has created and activated their account.

Tracking Onboarding

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:

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Vendor Account Column:

- No Account
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New Vendor Registration column:

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

REGISTRATION

Tracking Onboarding

Registration Statuses

<u>Status</u>	<u>Explanation</u>
Not Started	Vendor has not entered information on their registration.
In Progress	Vendor has started entering information on the registration but has not submitted.
Submitted	Vendor has submitted their registration.
Returned	The registration has been returned to the vendor in order for a correction to be made. The vendor will be emailed directly with the requested correction. They will also receive a message in their "Messages" tab.
Rejected	The registration has been rejected.
Approved	The registration has been approved.
Processed (in Phase 2 only)	The registration has been processed and sent to your system of record.
Complete	The vendor has been notified of their approval, the vendor record has been created, and the vendor number has been issued. The vendor number will appear under "New Vendor Registration".

Tracking Onboarding

VIDEO #	ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOU	NEW VENDOR REGISTRATION	COMPLETE
	11/26/2019	11/26/2019	Registration Routing	Clicked	Event Vantage	Complete Vendor # 12349	

When you see the Vendor# under the New Vendor Registration column, this indicates the Vendor is available to use. This will actually be the UHS Vendor ID that we set them up under for use in PeopleSoft!

Sample Initiator Confirmation

Will I get an email when a vendor is finally approved/setup? Yes, if you enable messages!

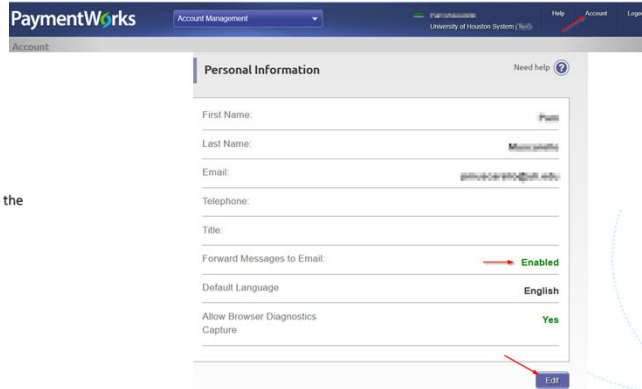
Johnathan Rose has completed the registration process and now is set up in the ERP system.

The following vendor number has been assigned:
0000012345

Vendor connected:
Company Legal Name - Rose, Johnathan
Company DBA - Johnathan Rose
Registration Submitted By - Johnny Rose

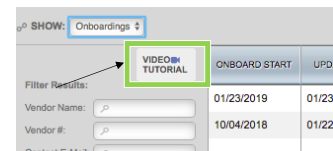
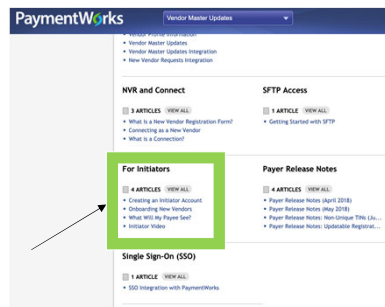
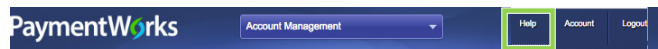
For more information about this or other invitations in PaymentWorks, please go to the "Onboardings" page in PaymentWorks.

Best regards,
PaymentWorks Support



Online Help

- At the top right corner of your PaymentWorks screen, you can click on "Help".
- Now if you scroll all the way down, on the bottom left you will see Initiator help section.
- You can also click on the video tutorial button on your onboarding screen.



Troubleshooting: Invite Error

Error when sending Vendor invitation.
“An invitation was previously sent to this email address”

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

Troubleshooting

My vendor did not receive the invite

- Verify that the vendor has checked their spam folder

Initiators have the ability to re-send an invitation. To resend invitation:

- Click the status in the Invitation column.
- At the bottom of the Invitation Details screen click “Resend Invitation” button.

Hey, I'd love to get paid, but where's the invite?

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
12/05/2019	12/05/2019	Test Vendor 1	Pending Approval	No Account	Not Started	
11/05/2019	11/05/2019	Michael Guffe Student ID	Closed	Email Verified	In Progress	
11/05/2019	11/05/2019	Michael Guffe Student Group	Closed	Email Verified	Not Started	
11/01/2019	11/05/2019	Kenna Service	Closed	Email Verified	In Progress	
11/08/2019	11/08/2019	Jorge Ched USA	Not	No Account	Not Started	
11/03/2019	11/03/2019		Email Verified		Complete	
10/31/2019	11/05/2019	Logan	Cancelled	No Account	Not Started	
11/05/2019	11/05/2019	Henry Schain	Not	No Account	Not Started	
11/05/2019	11/05/2019	Ariana LLC	Closed	Email Verified	Processed	
11/01/2019	11/05/2019	Spelling	Closed	Email Verified	Not Started	
11/01/2019	11/05/2019	Michael Guffe	Closed	Email Verified	Not Started	
11/01/2019	11/01/2019	Spelling	Cancelled	No Account	Not Started	
					Complete	

SPAM??

Troubleshooting

Entered the wrong email address

Departments can correct and re-send invitation with the following invitation statuses: Sent, Delivered, Not Deliverable. To re-send invitation with the correct email address:

- Click on the invitation status.
- Then click on the "Resend Invitation" button.
- Enter correct email address under "Contact E-Mail"
- Click on the "Send" button when finished.

I would love to place this order, but your email doesn't work...

Troubleshooting

My vendor has not completed the forms

- The vendor will receive emails until the registration is completed or the reminders are cancelled.
- Reminder email notifications are **automatically** generated, do not re-send invitations unless the vendor notifies you that they did not receive the initial email

Don't nag me, your system is already following up!

- 1st reminder – three days
- 2nd reminder – seven days
- 3rd reminder – 14 days
- 4th reminder – 21 days
- 5th reminder – 28 days

Troubleshooting

Maybe later...

My vendor will no longer be used

- Click on the invitation status.
- Then you will want to click on the “Cancel Reminders” button.
- A confirmation screen will appear, click on the “OK” button.

UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
<p>ils: close</p> <p>external.com)</p> <p>Vendor Name: John Smith Contact E-mail: tufts15@pexternal.com Initiated: 12/07/2018 Email Sent: 12/07/2018</p> <p>with our chemistry class.</p> <p>am</p>					
<p>Cancel Reminders <input type="button" value="Resend Invitation"/></p>					
29/2018	Kristen Buckley	Delivered	No Account	Not Started	<input type="text"/>
27/2018	Matt McVey Test 2	Cancelled	No Account	Not Started	<input type="text"/>

! Are you sure you want to proceed?

**When Will I
Need To Use
PaymentWorks?**

- **To Invite New Vendors to UH**
- **To allow a current vendor to add or change their Remittance Address**
- **To allow a current vendor to add or change their ACH**

Questions you may have...

- **Does PaymentWorks have our current vendor file already?**
 - *Yes, but only for reference.*
- **Will our current vendors have to re-register in PW?**
 - *It is not required unless they need to make a change to the vendor file. However, we will eventually ask vendors that we actively use to setup through PaymentWorks for their protection and ours.*

Questions you may have...

- **Do we have to setup a current UHS vendor through PW to pay to them?**
 - *No.*
- **What if a vendor has multiple email addresses?**
 - *One vendor often will. If they are the same tax ID, then they will still be one vendor in our system and PW will keep straight which email address setup each ACH and remittance address.*

Summary

- ***As a UHS Initiator, you can now:***
 - ***Invite Vendors***
 - ***Troubleshoot vendor invite issues***
 - ***Monitor for Vendor ID Number***

Questions?

Contacts:

Pam Muscarello, 713-743-3515, pmuscarello@uh.edu

Cissy Bean, 713-743-8711, mlbean@central.uh.edu

VendorID@uh.edu

support@paymentworks.com

Additional Resources:

<https://uh.edu/office-of-finance/ap-general/>

PaymentWorks

- [Initiator Video \(an introduction to the initiator role\)](#)
- [Initiator Handbook](#)
- [Initiator Training](#)
- [PaymentWorks Vendor Registration Supplemental Form](#)