

1. ***Who does and who doesn't need to complete the PaymentWorks onboarding process?***

Apart from the list below, all individuals and entities who are to be paid through Accounts Payable must complete the PaymentWorks onboarding process. This is true regardless of funding source and whether the payee is a new or existing vendor.

The following entities and individuals do not need to complete the PaymentWorks onboarding process:

- Current faculty, staff, and students who are being paid for something connected to their work or studies at Kent State (e.g., reimbursements, travel advances, gift card advances, petty cash reimbursements, awards, etc.)
- Prospective employees and students (including student athletes) who are being reimbursed for travel expenses related to interviews or campus visits
- Individuals and entities whose payments will be charged, in full, to agency indexes (i.e., indexes starting with an "8")
- Individuals and entities who are being sent refunds for such things as conference fees, rental space, etc.

To clarify, a reimbursement refers to a payment made by the university to an individual who incurred allowable and necessary business expenses on behalf of the university. A refund refers to a payment made to return funds to an individual/entity who previously paid them to the university.

2. ***When should we invite payees to register in PaymentWorks?***

The earlier, the better. It is advisable that departments invite vendors to register before purchases are made and services are provided, in order to ensure that prospective vendors follow university policies and procedures.

As of April 15, 2020, payment requests that are submitted without their vendors (both existing and new) having completed the PaymentWorks onboarding process will be returned to the initiating departments.

3. ***Will you open up pcards to allow us to pay for food and sponsorships so that the vendors don't have to register in PaymentWorks?***

No.

4. *How is PaymentWorks different for vendors not located in the US? Will this eliminate the need for the TINC?*

The PaymentWorks vendor registration form is dynamic, changing in response to the input provided by registrants. When vendors indicate that they are foreign individuals or entities, they are prompted to provide foreign tax information. We are asking vendors to attach a completed TINC form using the Choose File button under the W-8 header. If this process changes, we will update those instructions.

5. *Is PaymentWorks accessible in China?*

Yes, PaymentWorks is accessible in China. As PaymentWorks' servers are in the US, vendors who are in China may notice a delay while the web pages load. However, many vendors from China are successfully using PaymentWorks. If you have a vendor who cannot access the site, please let us know.

6. *Should an already-onboarded independent contractor be re-invited if they are providing different services than they described in their original onboarding registration?*

Vendors need only register one time. However, whenever a vendor's information has changed, whether it is the type of goods and services provided, address, tax classification, etc., they should login to PaymentWorks to update their profile.

7. *If a vendor hasn't responded to a PaymentWorks invitation, how do I resend the invitation?*

If you sent the original invitation:

- Go to Vendor Master Updates/New Vendors.
- Navigate to the vendor in question.
- Click on the link in the Invitation column.
- Click Resend Invitation.
- You can either resend to the same email address or enter a new address. If you enter a new address, you will see a new entry for that vendor. Please go into the first entry and click the Cancel Reminders box.
- When resending an invitation, we suggest contacting the vendor outside of PaymentWorks as well, so that they know that the invitation will be coming.

If you did not send the original invitation, contact Barb Biltz (bbiltz@kent.edu.)

8. *How long is an independent contractor “approved” in Paymentworks?*

Remember—PaymentWorks is not a replacement for the HR Independent Contractor workflow. All independent contractors must be approved by HR before they can be invited to PaymentWorks. Once an independent contractor—or any other vendor—has completed the PaymentWorks onboarding process, its registration with Kent State will stay active as long as we pay them at least once during any three-year period.

9. *What if a vendor’s information has changed from what was previously verified in PaymentWorks?*

Vendors whose information changes should login to PaymentWorks to update their profiles. They can also login at any time to enter additional addresses (e.g., if a vendor has more than one remit address) and add users who can access their profiles. PaymentWorks actively monitors sanction lists and will alert us if either a new or existing vendor is added to one.

10. *How do vendors contact PaymentWorks for help?*

When logged into PaymentWorks, vendors can access help resources by clicking on the Help link in the upper right section of the screen. If necessary, they can click the red Contact Support button to submit a help request.

11. *Can wildcards be used when searching PaymentWorks?*

No, wildcards cannot be used in PaymentWorks. However, you can search using partial names of vendors.