PaymentWorks Instructions (short form)

Who must be invited to and register within PaymentWorks?

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.

PaymentWorks is the portal through which these vendors provide their business information, including legal names, tax identifications and filing statuses, payment preferences, physical and email addresses, contact names, diversity data, and more.

Vendors also use the portal to maintain their business information and check invoice payment statuses.

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.

Who is responsible for inviting vendors to PaymentWorks?

Each department is responsible for inviting its own vendors, ensuring that they have completed the onboarding process, and have registered the remittance address that appears on their invoices.

Vendors must complete the PaymentWorks onboarding process before they can be added to the vendor master file. Accounts Payable can only issue payment after a vendor has registered the remittance address that appears on their invoice. It is advisable that departments invite vendors to register before purchases are made and services are provided, in order to ensure that prospective vendors are in compliance with 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.

Has my vendor completed the PaymentWorks onboarding process?

1. Login to PaymentWorks (https://paymentworks.com/login/saml/?idp=kentstate).
2. Click on Setup and Manage Supplier Portal.
3. Click on the Suppliers tab.
4. Search for your vendor using the gray search section on the left.
5. How to read the search results:
   - A green dot in the CONNECTED column indicates that the vendor has completed the PaymentWorks onboarding process and has registered the address shown as a remittance address.
     - IMPORTANT If the remittance address shown does not match the one on the invoice, the vendor must add that address to their PaymentWorks profile. Email vendmgmt@kent.edu for assistance when this occurs.
   - An empty search result or a result that lacks a green dot in the CONNECTED column indicates that the vendor has not completed the PaymentWorks onboarding process.
6. If your vendor has not completed the PaymentWorks onboarding process, check to see if they have been invited to register.

Has my vendor been invited to PaymentWorks?

1. Login to PaymentWorks.
2. Click on Vendor Master Updates.
3. Click on the New Vendors tab. All vendors who have been invited to register with PaymentWorks in order to connect with Kent State are listed on this page.
4. Search for your vendor using the gray search section on the left.
5. If your vendor appears in the search results, they have been invited to register.
6. If your vendor does not appear in the search results, you must invite them.

How do I invite a vendor to PaymentWorks?

1. Login to PaymentWorks.
2. Click on Vendor Master Updates.
3. Click on the Send Invitation button that is beneath the gray search section on the left.
4. Complete the Invite New Vendor form with the following information:
   - Company/Individual Name - Vendors include both entities and individuals.
   - Contact E-mail - Vendor contact email address.
   - Initiator Phone - Your phone number.
   - Reason for Inviting the Supplier - Choose Product, Services, or Product and Services.
   - Independent Contractor - If your vendor is an independent contractor, you must obtain approval via the HR Independent Contractor workflow before inviting them to PaymentWorks. If your vendor is not an independent contractor, you may leave this box blank.
   - Description of Goods and Services - Provide a brief description of the goods and/or services that the vendor will be providing.
   - Personalized Message - Enter a message that will be included on the invitation. This field is limited to 280 characters, including spaces.
5. Click Send.

How do I check the status of my invitation and my vendor's registration?

1. Login to PaymentWorks.
2. Click on Vendor Master Updates and New Vendors.
3. Search for your vendor using the gray search section on the left.
4. As your invitation and the vendor's registration are processed, the statuses listed in the INVITATION, VENDOR ACCOUNT, and NEW VENDOR REGISTRATION columns will change.
   - Invitation
     - Pending Approval – Invitation is pending approval by Accounts Payable
     - Sent – Invitation has been emailed to the vendor
     - Delivered – Email has reached the vendor's inbox
     - Opened – Email has been opened
     - Clicked – Invitation link has been clicked
   - Vendor Account
     - Created – Vendor has created a PaymentWorks account
     - Confirmed – Vendor has verified its email address (clicked on the link that is sent to the vendor after it creates a PaymentWorks account)
   - New Vendor Registration
     - Submitted – Vendor has completed and submitted its registration form
     - Complete – Accounts Payable has approved supplier. Vendor number (Banner ID) will be displayed. At this point, you can initiate a purchase request or submit a payment request (which includes the vendor number) for that vendor.
5. Once your vendor has completed the vendor onboarding process, their vendor number (Banner ID) will appear in the NEW VENDOR REGISTRATION column. At that point, you can initiate a purchase request or submit a payment request (which includes the vendor number) for that vendor.

How do I use PaymentWorks to view invoice payment statuses?

1. Login to PaymentWorks.
2. Click on Setup and Manage Supplier Portal.
3. Click on the Invoices tab.
4. Search for your vendor using the gray search section on the left.
5. Invoices that have been keyed will appear in the search results at the right.
6. A STATUS will appear for each invoice:
   - Approved - The invoice has been keyed and will be processed on the check run that is listed in the SCHEDULED PAY DATE column.
   - Paid - The invoice has been paid as of the date listed in the ACTUAL PAY DATE column.
7. Click on invoices that show Paid statuses in order to view their check numbers (Payment Document #.)

How do I use PaymentWorks to view a vendor's profile?

1. Login to PaymentWorks.
2. Click on Vendor Master Updates and then click on the Vendor Profiles tab.
3. Search for your vendor in the search box that is in the upper right section of the screen.
4. Click on the name of your vendor to see the profile information:
   - Company Info – name, address, tax classification, etc.
   - Custom Fields – KSU-specific questions including whether the vendor accepts credit cards and whether it charges a fee for credit card payments