PaymentWorks Initiator Training

Accounting & Fiscal Services

UCI Division of Finance and Administration | With U • For U

Agenda

- Introduction
- Why PaymentWorks?
- Payee Onboarding Process Map
- Accessing PaymentWorks
- Sending Invitations to Vendors
- Invitation Statuses
- Online Help and Troubleshooting
- Release and Email Notifications

Why Switch to PaymentWorks?

PaymentWorks

Help Eliminate Payment Fraud – Provides a secure electronic repository for collection of vendor documents

Ensures Compliance – PaymentWorks is a Business Identity Management platform that UCI is using to verify the payee's identity and ensure compliance

Trust our payee identity information – Vendor initiated registration and login allows secure ACH payment set up

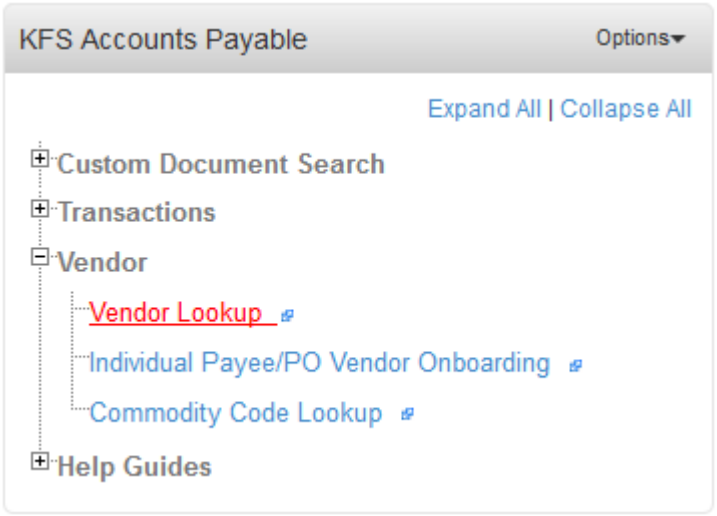
Easier updates for vendors – Self service vendor portal which will allow payees to update their information

Search For Payee in KFS

Continue to use KFS to check whether a vendor has already been onboarded. No need to onboard if they already exist.
Contact Vendor-Coordinator@uci.edu if unsure or for change instructions.

Tip: Use the Vendor Lookup link in ZotPortal on the Accounts Payable and Purchasing portlets, or when inside KFS use the Jump-To menu

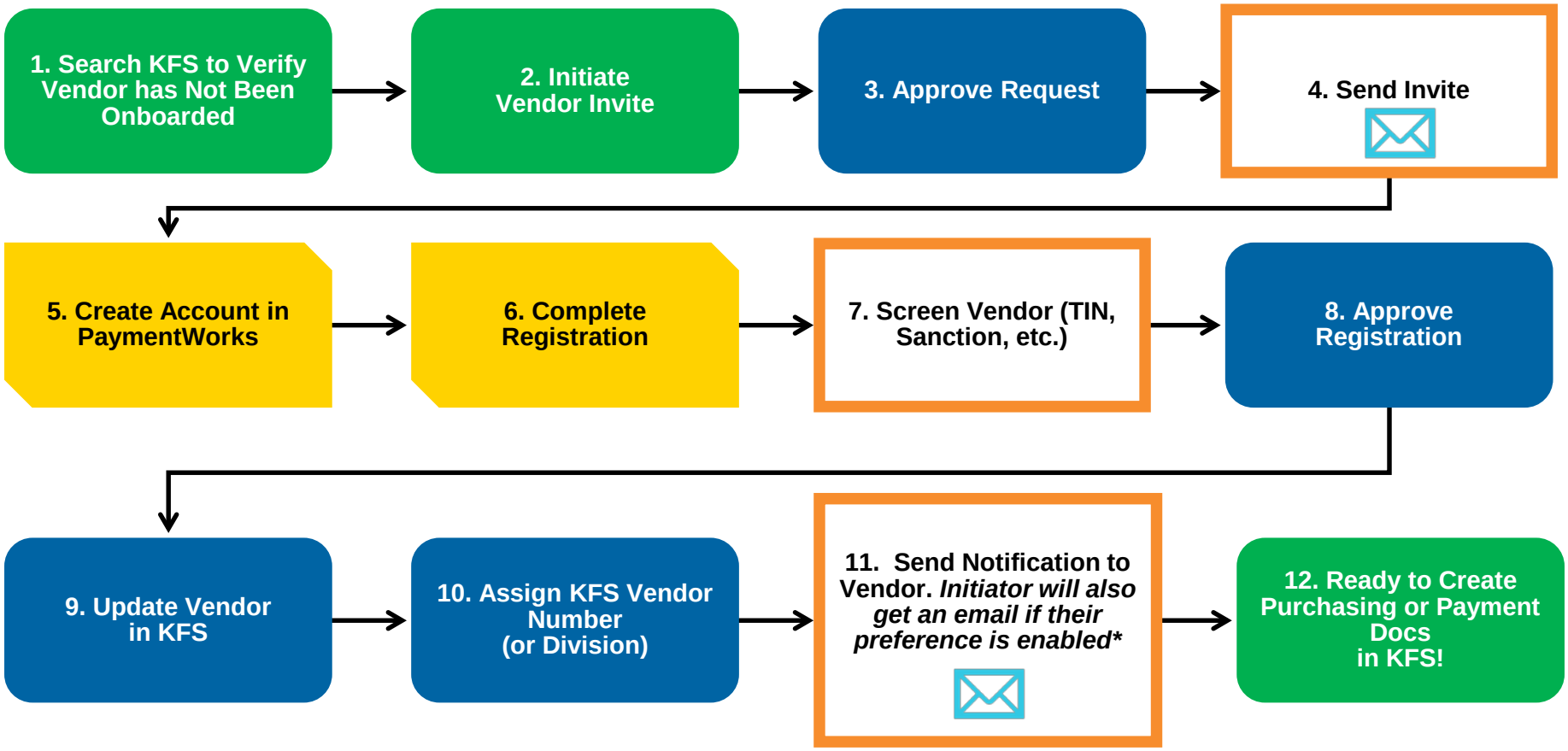
Onboard a vendor only if you need to add a new vendor to the KFS Vendor list



For PO vendors: Check Procurement's website to see if you can use an existing contracted supplier for the commodities you are purchasing

https://procurement.uci.edu > Procurement > Contract Suppliers

PaymentWorks Onboarding Process



Color Key

- Department Initiator
- UCI Vendor Coordinator
- Vendor
- PaymentWorks

Know Before you Onboard

Is it a DV or PO Vendor you will be paying?

- **Onboarding a vendor for reimbursement purposes? = DV Vendor**
  - Disbursement Voucher (DV) - Onboard
  - Travel & Event Management documents (TR, ENT, RELO)
    - Some individuals can be paid using the one-time payee, so don't onboard those individuals, unless paying via Foreign Wire
  - DV for Refunds (limited use)- Don't Onboard

- **KFS Purchasing = PO Vendor**
  - Requisition (REQS) or Purchase Order (PO) – Onboard
    - Try first checking with Procurement Services to see if an existing Contract Supplier can be used first & the Preferred Buying Method
  - PALCard- Don't Onboard

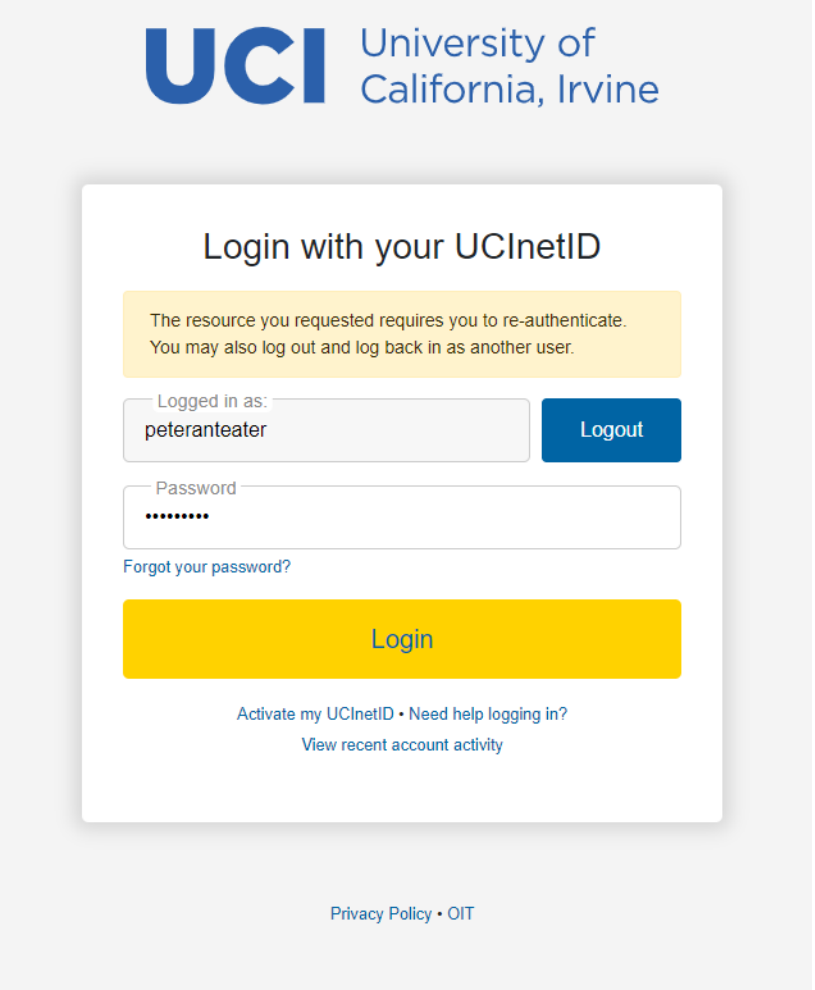
Logging Into PaymentWorks

Starting on Monday, Nov. 2, you will find the link in the KFS tab on ZotPortal:

- **KFS Accounts Payable**
  - Vendor
    - Individual Payee/PO Vendor Onboarding
- **KFS Purchasing**
  - Vendor
    - Individual Payee/PO Vendor Onboarding

Single Sign On (SSO)

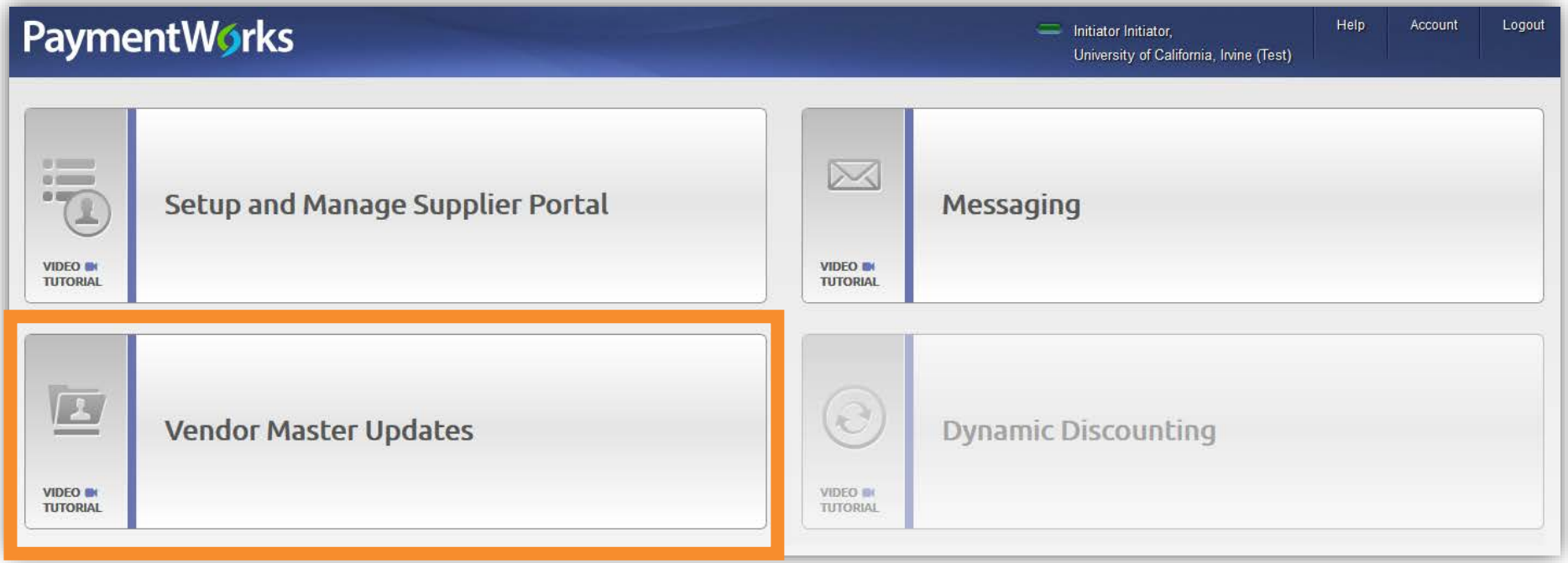
- Login with your **UCInetID** and **password**



PaymentWorks Vendor Onboarding

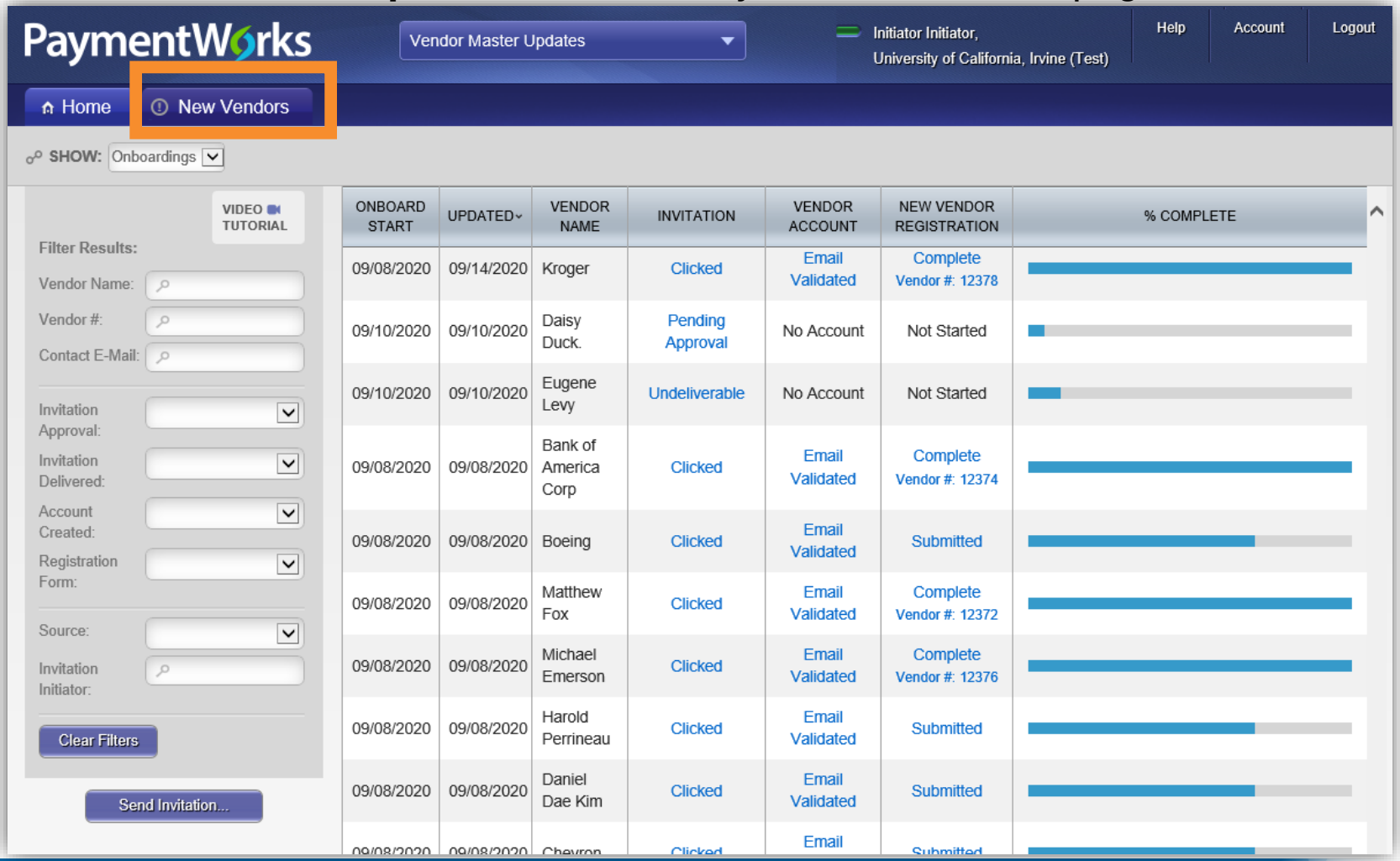
Step 1:

- From the PaymentWorks Homepage, Click on the **Vendor Master Updates**



PaymentWorks Vendor Onboarding

Step 2: The **New Vendors Dashboard** appears after selecting the **Vendor Master Updates** from the PaymentWorks homepage



Sending Invitation

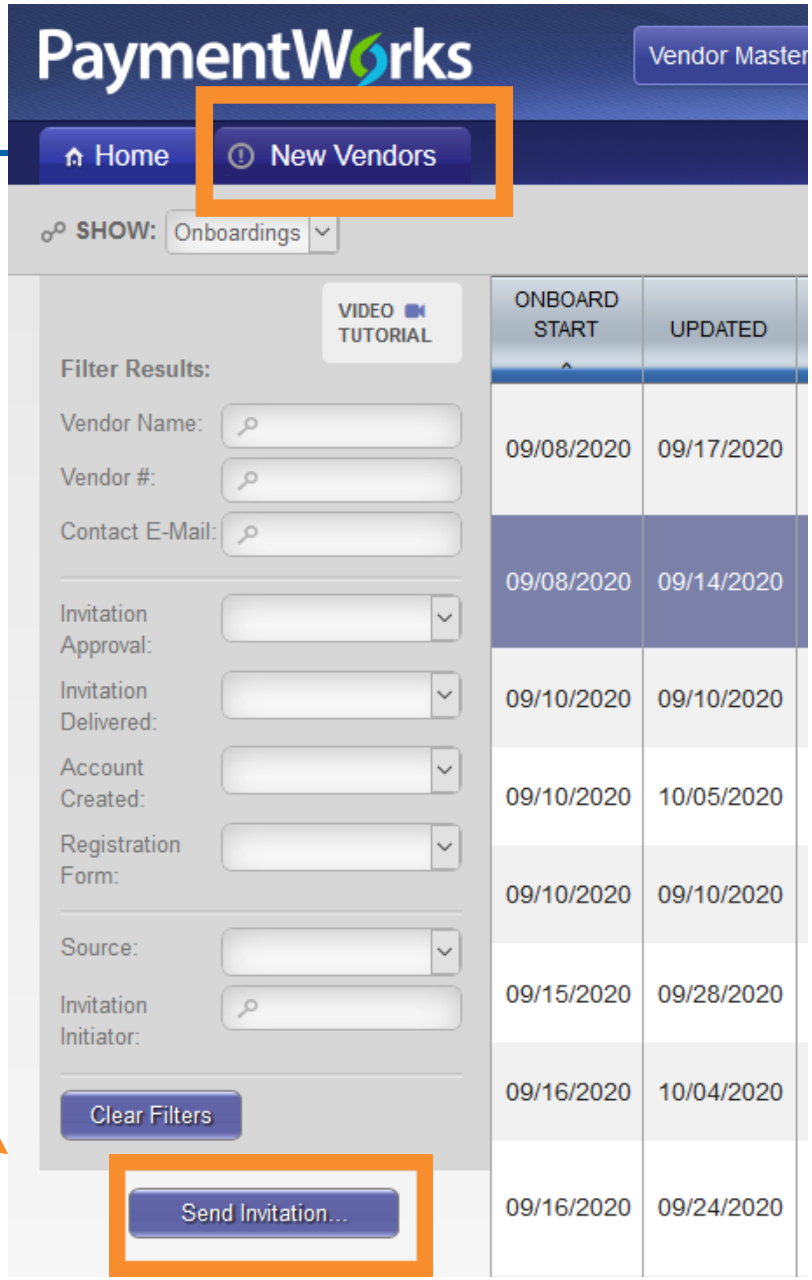
Step 3:

What to have in advance:

- Vendor Name
- Vendor's E-mail
- Payment reason

Click on Send Invitation button.

This will open up the Invite New Vendor form



Invite New Vendor

Step 4:

On the Invite New Vendor form, fill out the required fields and **click "Send"**

Description of Goods and Services:

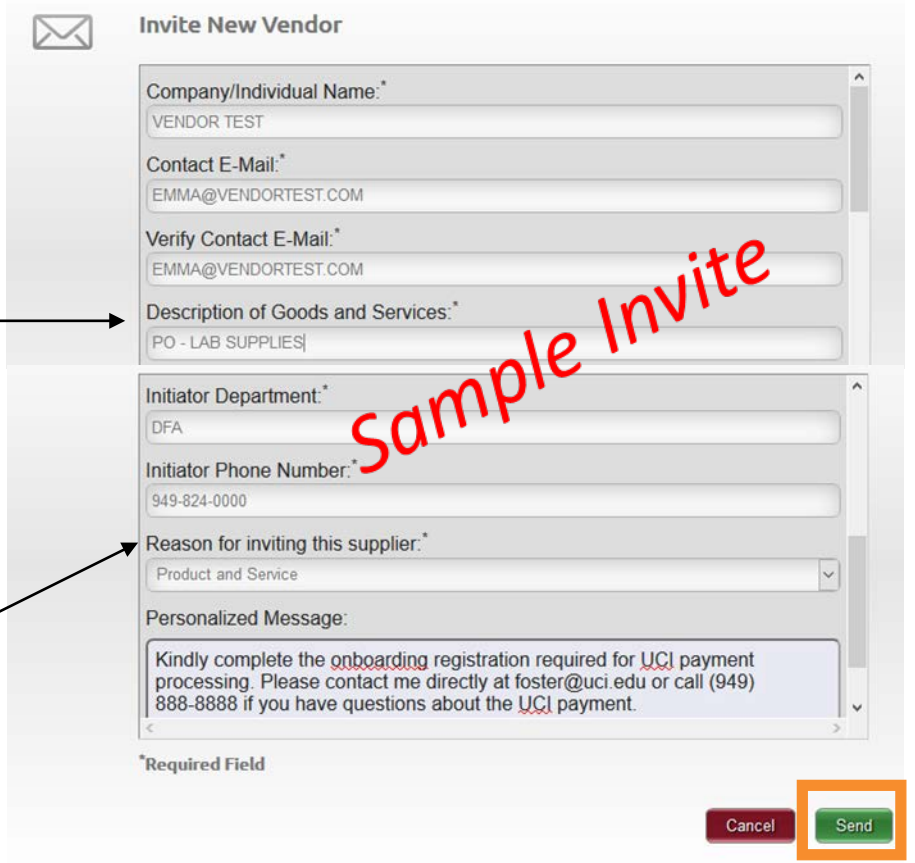
Indicate the Type of Supplier the Vendor Coordinator should record them as, by indicating how you will be paying the vendor (via Disbursement Voucher or Purchase Order).

Type "**DV"** or "**PO"** & **"-"** then add payment reason:

- **DV** – Honoraria, Research Participant, Award, Membership/Subscription dues, etc.
- **PO** – Supplier, Vendor Contract, Performance/Service agreement, Individual Contractor/Consultant agreement, etc.

Reason for inviting this supplier:

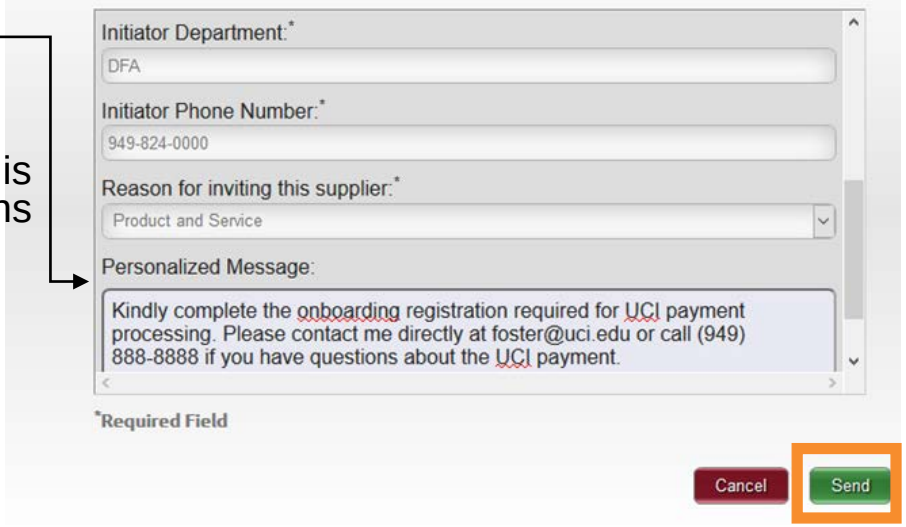
Dropdown limited to Product, Service, or both. If your payment does not meet either, by default please select both Product and Service.



Invite New Vendor

Personalized Message:

This field allows custom text to appear on the Vendor Invitation email that is sent to the vendor. This should be used to advise the vendor if there is a department contact they can refer their questions to

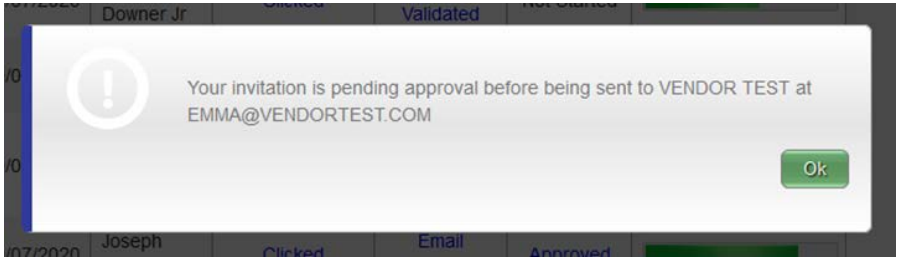


Either leave this field blank for sending

-or-

Use the following generic text:

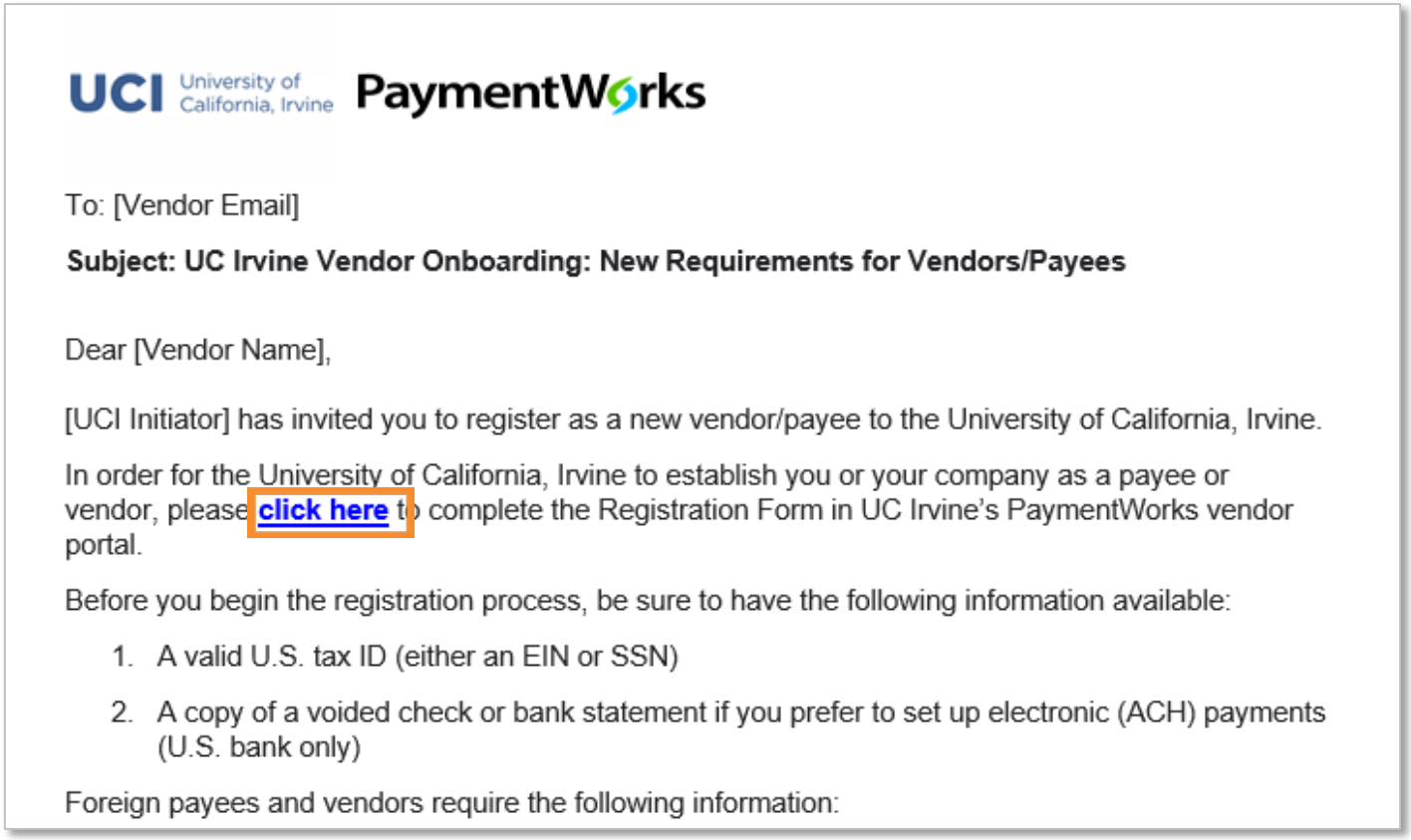
Kindly complete the registration for UCI Payment Processing. For further reference, you can also contact the department sending you the invitation [Initiator Name] directly at ---------@uci.edu



After clicking “Send” on the invitation, you will receive a confirmation that the invitation is pending approval (by the UCI Vendor Coordinator).

Vendor Onboarding Invitation Email

The UCI Vendor Onboarding invitation email is sent from PaymentWorks to the vendor. Once the vendor clicks the email link, the payee will be required to create a PaymentWorks account (no fee) in order to begin the UCI registration process. The Initiator's name will appear in the invite.



UCI University of California, Irvine PaymentWorks

To: [Vendor Email]

Subject: UC Irvine Vendor Onboarding: New Requirements for Vendors/Payees

Dear [Vendor Name],

[UCI Initiator] has invited you to register as a new vendor/payee to the University of California, Irvine.

In order for the University of California, Irvine to establish you or your company as a payee or vendor, please click here to complete the Registration Form in UC Irvine's PaymentWorks vendor portal.

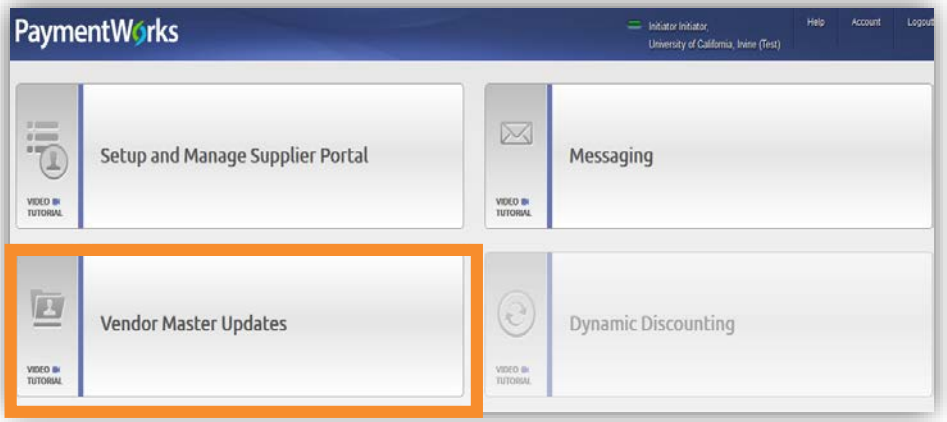
Before you begin the registration process, be sure to have the following information available:

1. A valid U.S. tax ID (either an EIN or SSN)
2. A copy of a voided check or bank statement if you prefer to set up electronic (ACH) payments (U.S. bank only)

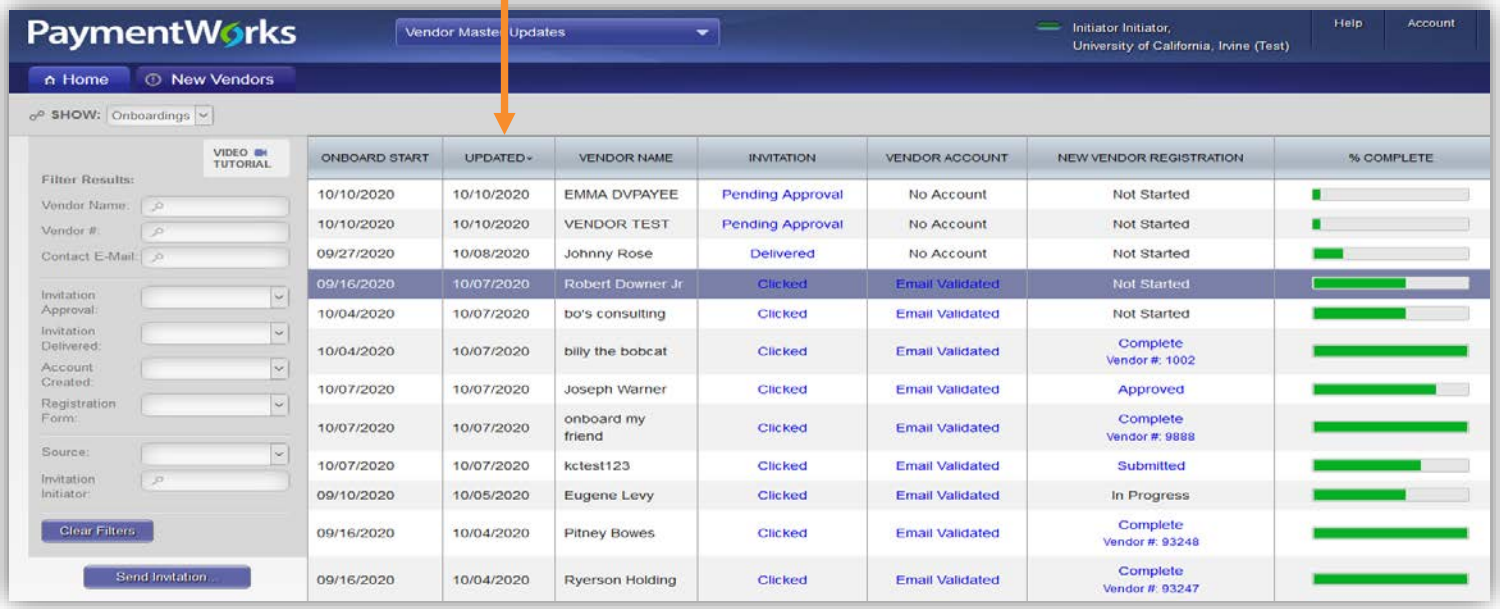
Foreign payees and vendors require the following information:

How to Check your Invitation Status

- Login to PaymentWorks
- Click on **Vendor Master Updates**
- Select the **New Vendors Onboarding** dashboard

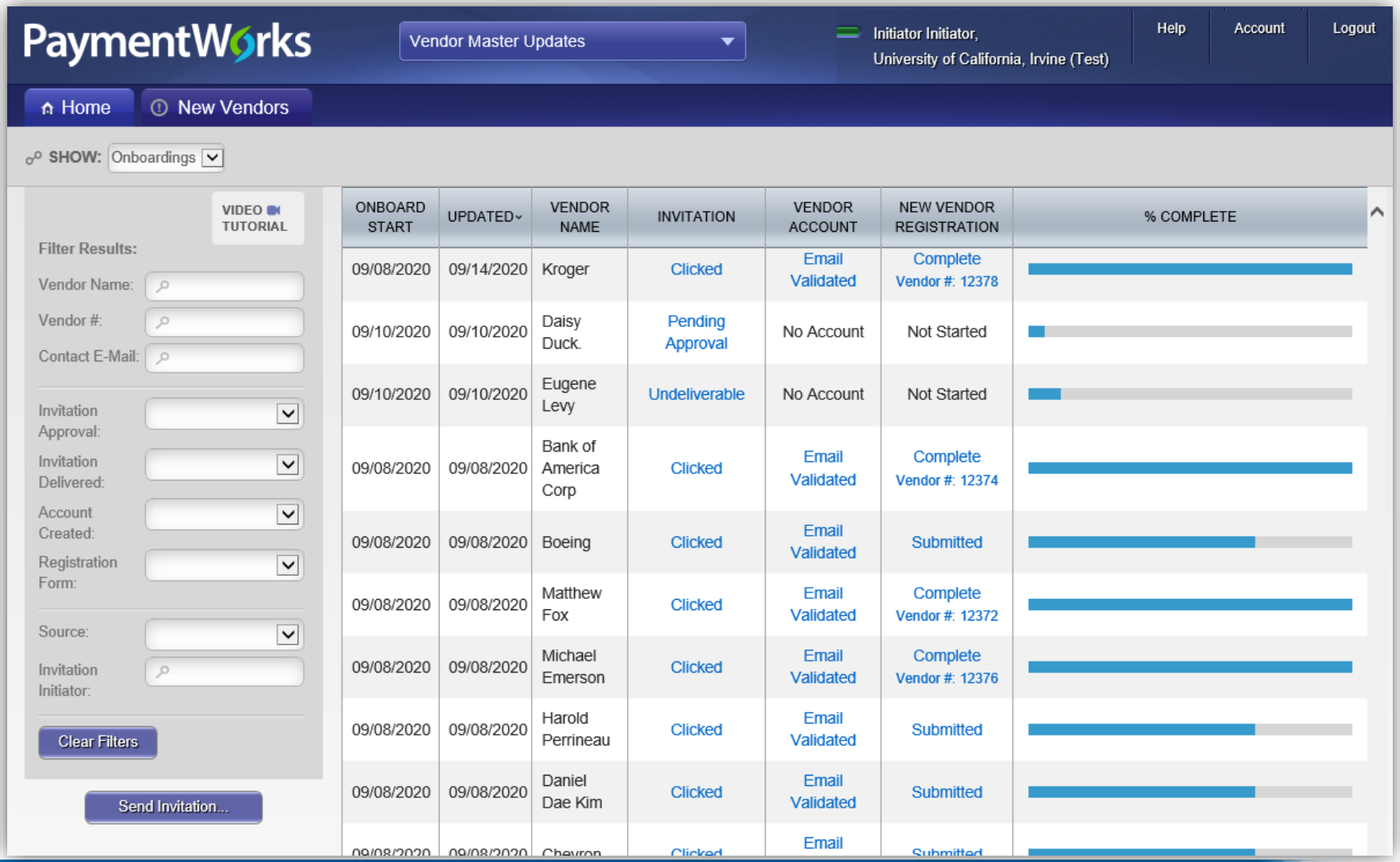


- Dashboard view defaults to the latest date order in the UPDATED column



How to Check your Invitation Status

(larger Image Example)



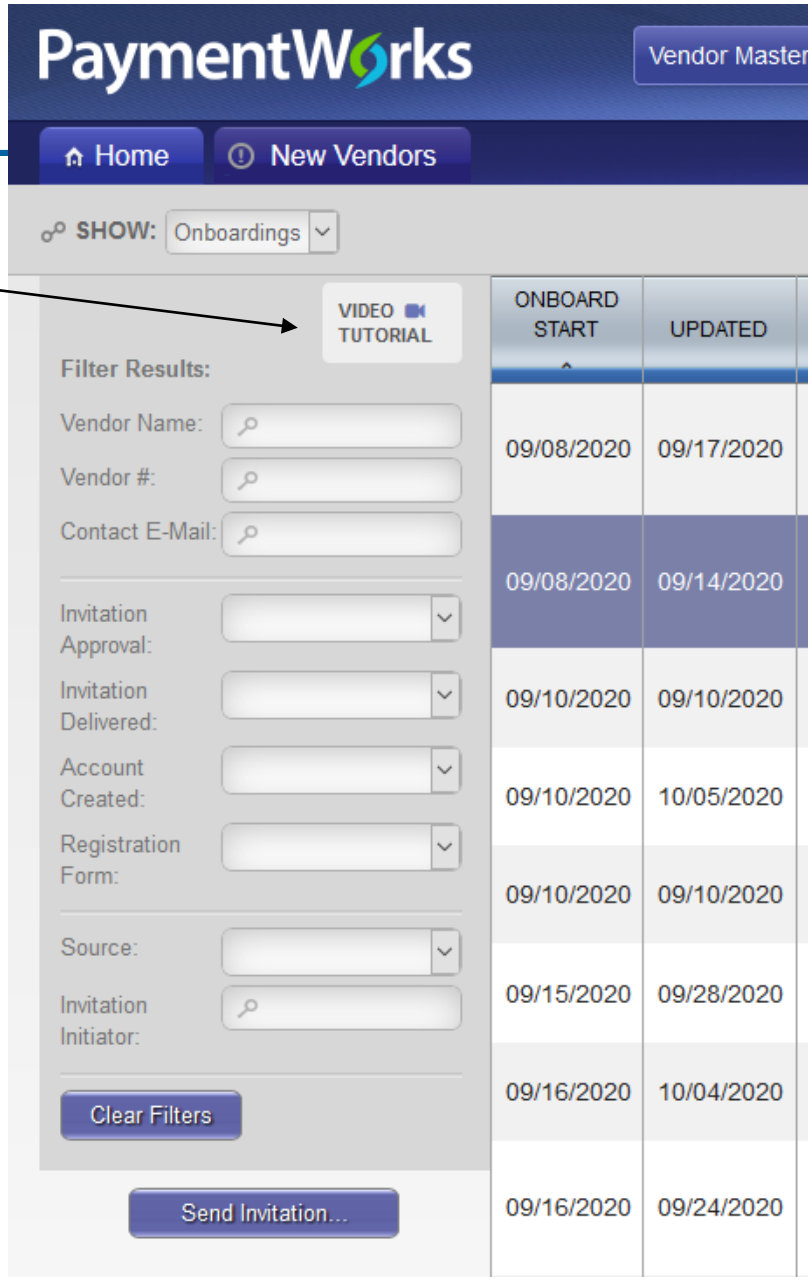
Invitation Status

For quick help, please watch the [Initiator Video (Link)]

When Checking the Invitation Status, use the filters to narrow your results and search as you type

Commonly Used Dashboard Search Fields:

- Invitation Initiator UCINetID
  - See only what one person sent out!
- Vendor Contact E-Mail
- Vendor Name



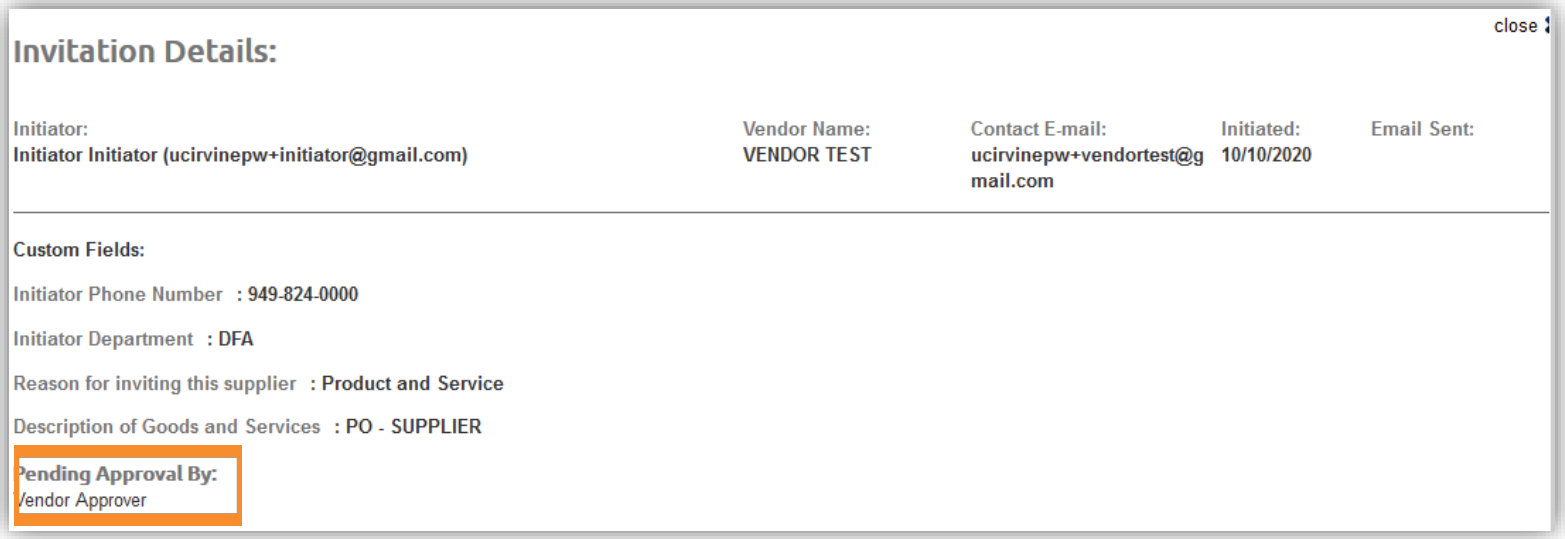
Invitation Tracking

Review the Onboarding Invitation status on the New Vendor dashboard to track the vendor registration and onboarding completion.

- Once the Initiator submits the Invite request, the INVITATION status is “Pending Approval”

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Pending Approval	No Account	Not Started	

- Click on “Pending Approval” to review the Invitation Details. Close to collapse.



Review Invitation Status

When the Vendor Coordinator approves the invite request, the INVITATION status changes

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Delivered	No Account	Not Started	

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Opened	No Account	Not Started	

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Clicked	No Account	Not Started	

When the vendor registers in PaymentWorks, the VENDOR ACCOUNT status changes

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Clicked	Registered	Not Started	

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/10/2020	10/10/2020	VENDOR TEST	Clicked	Email Validated	Not Started	

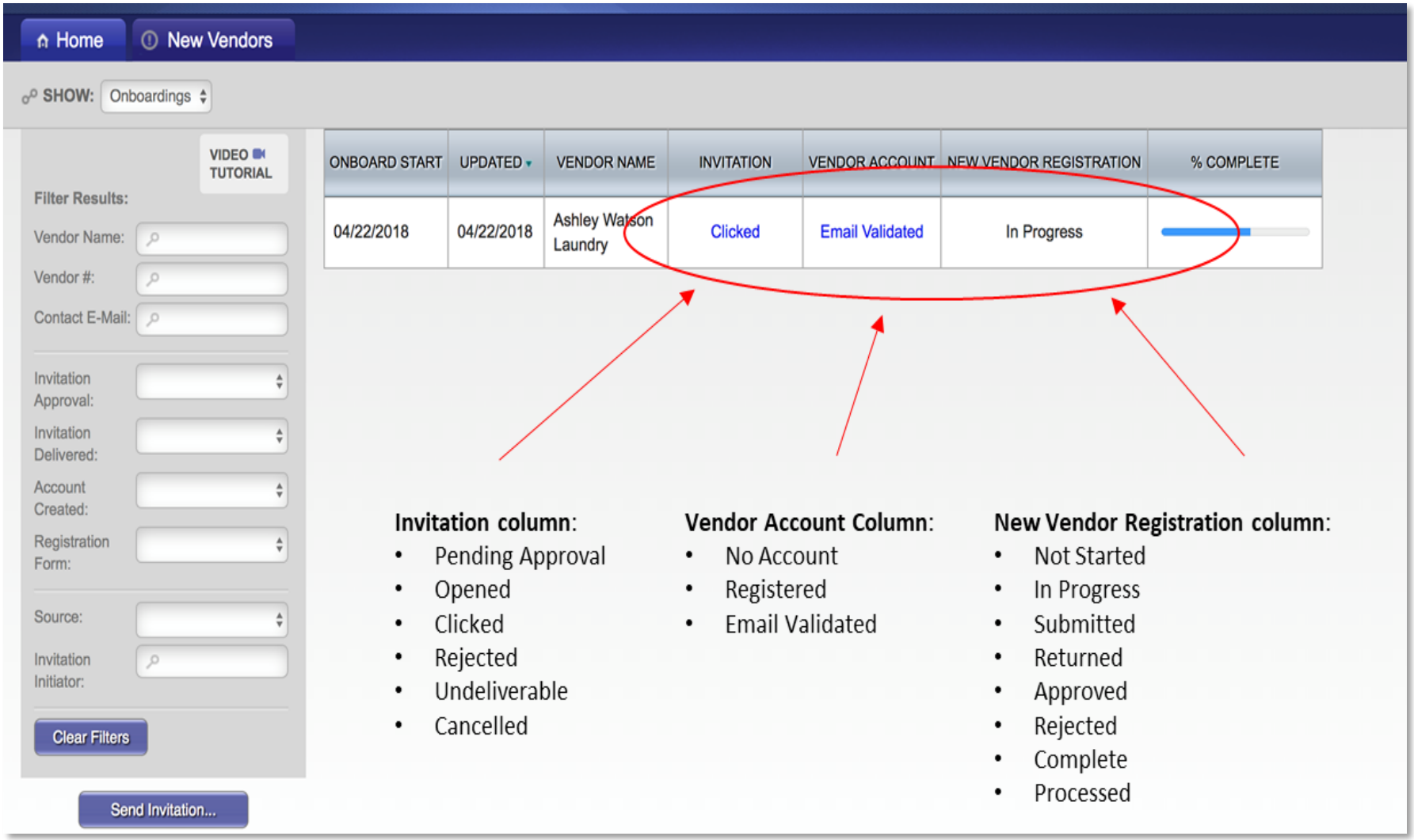
Review Invitation Status

- The NEW VENDOR REGISTRATION status changes based on the vendor's registration activity.

ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
10/07/2020	10/07/2020	kctest123	Clicked	Email Validated	Submitted	
09/10/2020	10/05/2020	Eugene Levy	Clicked	Email Validated	In Progress	
09/16/2020	10/04/2020	Pitney Bowes	Clicked	Email Validated	Complete Vendor #: 93248	
09/16/2020	10/04/2020	Ryerson Holding	Clicked	Email Validated	Complete Vendor #: 93247	
10/03/2020	10/04/2020	Iron Mountain	Clicked	Email Validated	Approved	

- When the New Vendor Registration status is Complete with the KFS Vendor number (parent -0). This indicates that the vendor/payee is now in KFS.
- Go to KFS to view full vendor information or initiate eDocs

Review Onboarding Status



Onboarding Status

Invitation Statuses

Status	Explanation
Pending Approval	Invitation is in the Vendor Coordinator queue for review.
Sent	Acknowledges that the invitation was sent. If status remains over 2 days, the email address needs to be validated.
Delivered	Invitation was delivered to the vendor's email.
Opened	Vendor opened the invitation email.
Clicked	Vendor read the invitation email and clicked the link to create a PaymentWorks account.
Rejected	Vendor Coordinator rejected the invitation request.
Undeliverable	Invitation delivery was unsuccessful. This usually indicates the contact email address was invalid.
Cancelled	The invitation has been cancelled.

Onboarding Status

Vendor Account Statuses

Status	Explanation
No Account	Vendor has not used their invitation nor click the link to create a PaymentWorks account.
Registered	Vendor account was created but not activated.
Email Validated	Vendor has created and activated their account.

Onboarding Status

New Vendor Registration Statuses

Status	Explanation
Not Started	Vendor has not entered information on their registration.
In Progress	Vendor started entering information on the registration but has not submitted.
Submitted	Vendor 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 on the dashboard.
Approved	The registration has been approved by the Vendor Coordinator.
Rejected	Vendor rejected the registration.
Processed	The registration has been entered by the vendor and sent to your campus vendor coordinator for entry into KFS.
Complete	The vendor record has been created in KFS, and the vendor number has been issued. The KFS vendor number will appear under “New Vendor Registration”.

Onboarding Guidelines

- Do Not send invitations to yourself.
- Payments to UC employees are considered taxable income and typically must be processed through the payroll system.
- Students do not need to be onboarded as vendors, to be paid with a Disbursement Voucher (DV).
- In some rare circumstances, UC employees or students may be onboarded as a vendor but special approval may be required by the relevant campus authority. (See the UCI Vendor Onboarding website for clarity)

Troubleshooting

The vendor/payee 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 until the vendor clicks the PaymentWorks registration link.
- Do not re-send invitations unless the payee notifies you that they did not receive the initial email:

- Vendor Invitation Email automatic reminder schedule:
  - 1st reminder – 3 days
  - 2nd reminder – 7 days
  - 3rd reminder – 14 days
  - 4th reminder – 21 days
  - 5th reminder – 28 days

Troubleshooting

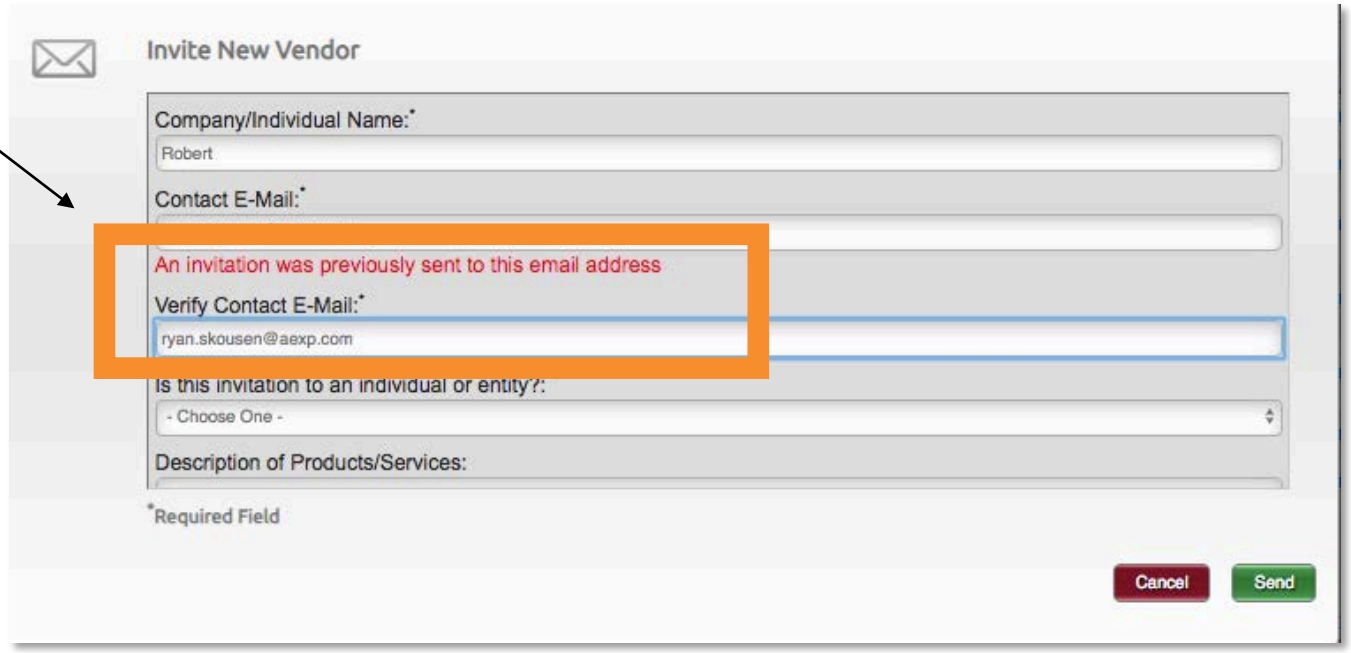
How will I know when the vendor onboarding is complete in KFS?

- You can check the status on the New Vendor Onboardings dashboard if the status indicates “Complete”.
- The initiator will receive an email from PaymentWorks when the onboarding process is completed and a KFS vendor number is assigned.

Troubleshooting

Error when sending Payee 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.



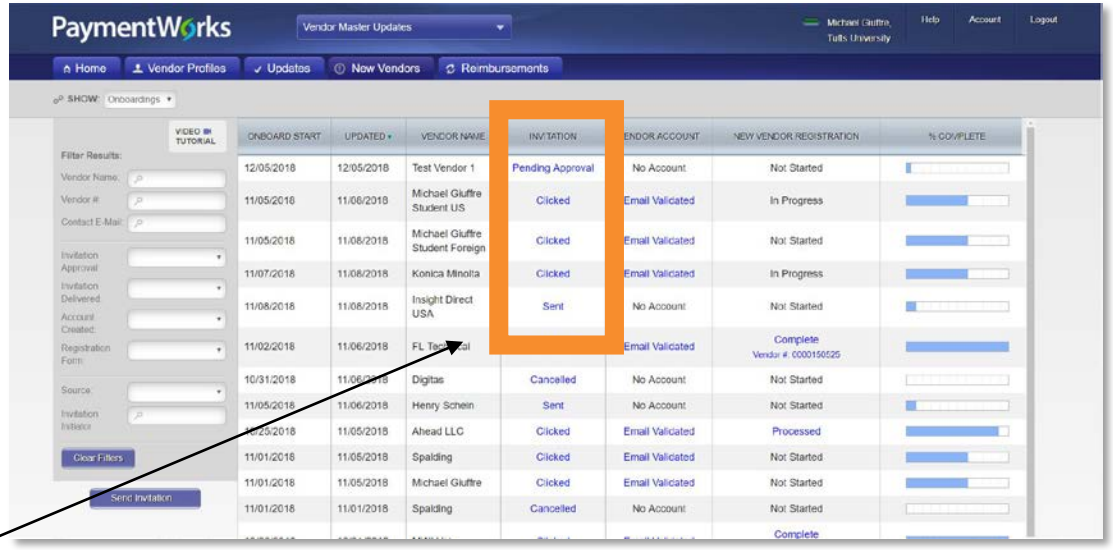
Troubleshooting

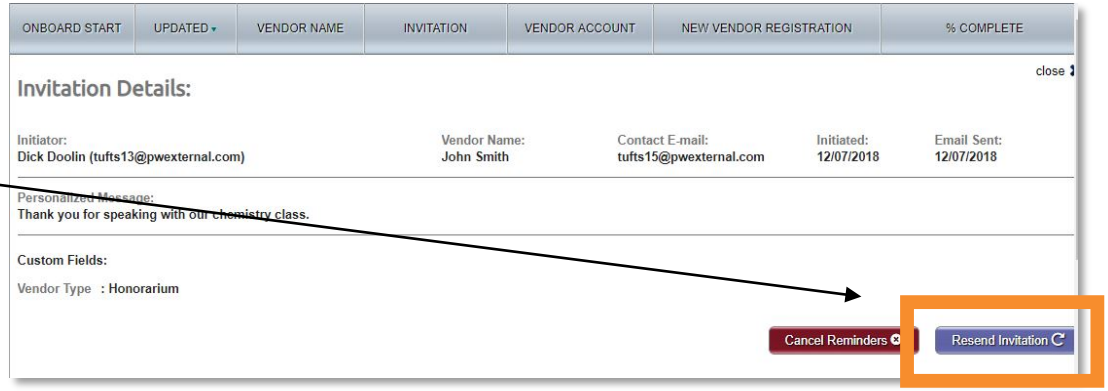
My payee did not receive the invite …

- Verify that the payee 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 popout click “Resend Invitation” button.
- Resend requests will also route for Vendor Coordinator approval.





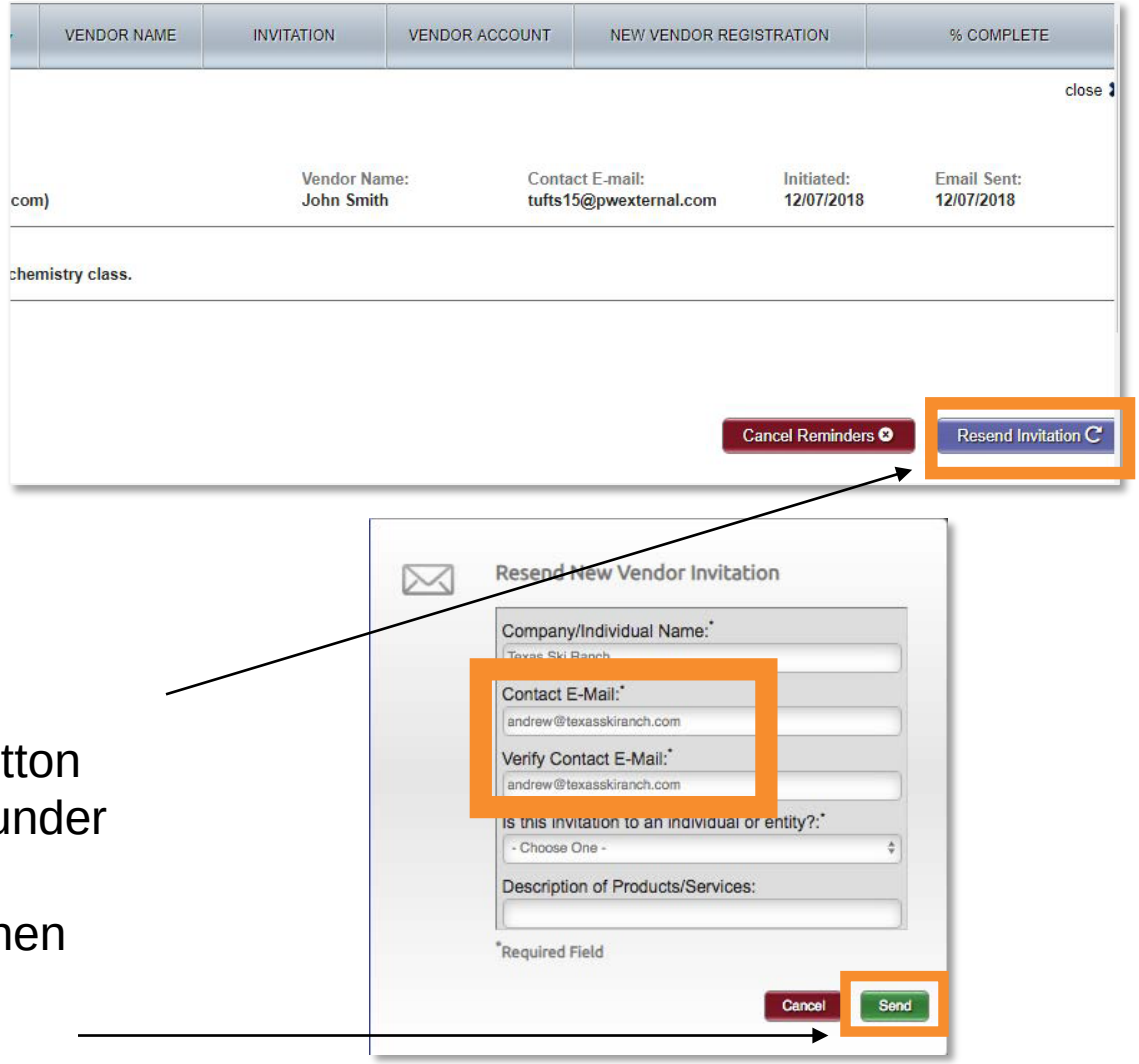
Troubleshooting

Entered the wrong email address

You can correct and re-send invitations with the following invitation statuses: Sent, Delivered, Not Deliverable.

To re-send invitation with the correct email address:

- Click on the invitation status.
- Select “Resend Invitation” button
- Enter correct email address under “Contact E-Mail”
- Click on the “Send” button when finished.



Troubleshooting

Who can I contact for inquiries, issues or support?

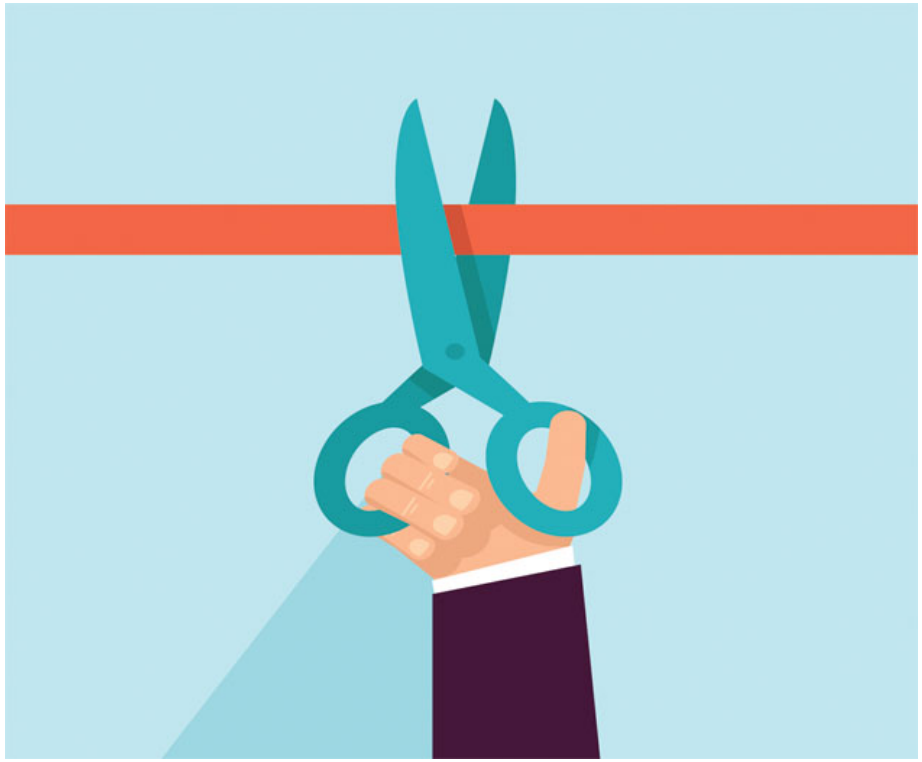
- For questions regarding the UCI vendor onboarding and registration process, contact the UCI Vendor Coordinator at vendor-coordinator@uci.edu.

- For questions regarding the PaymentWorks platform, or if you or the vendor are experiencing problems with using the PaymentWorks portal, contact support@paymentworks.com.

PaymentWorks Official Go Live

- PaymentWorks will go into production for the entire campus on **Monday, Nov. 2, 2020**.

- KVO will not be decommissioned until all pending vendor onboarding requests are completed, but you will not be able to use it to onboard new vendors.



PaymentWorks Email Notifications

In order to receive an email when your vendor has been onboarded (final stage), you'll need to edit your PaymentWorks Account (Personal Information).

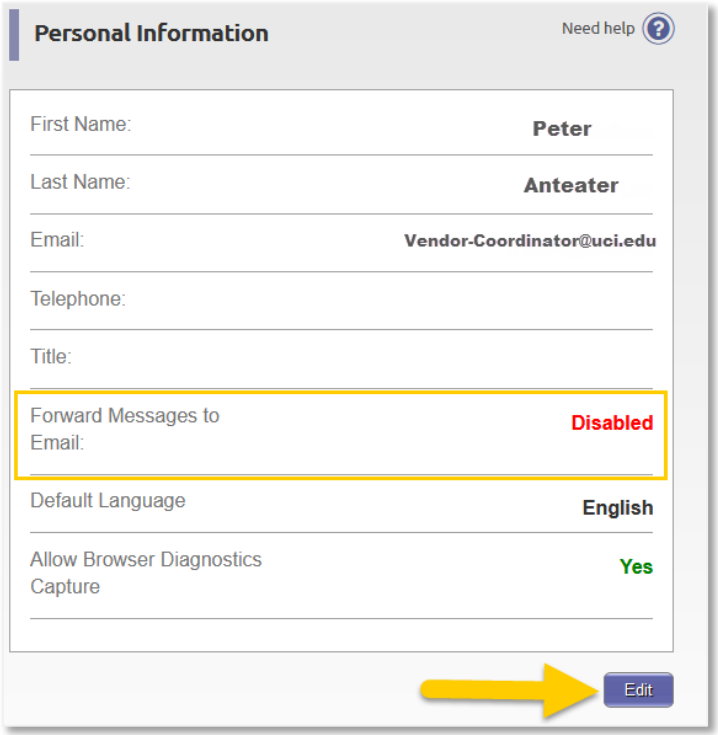
- By default, this email setting is off.

1) Go to your Account in PaymentWorks.
2) Select to Edit your Personal Information.
3) Check the box for "Forward Messages to Email". Save changes!

PaymentWorks Email Notifications (steps)

1)

2)



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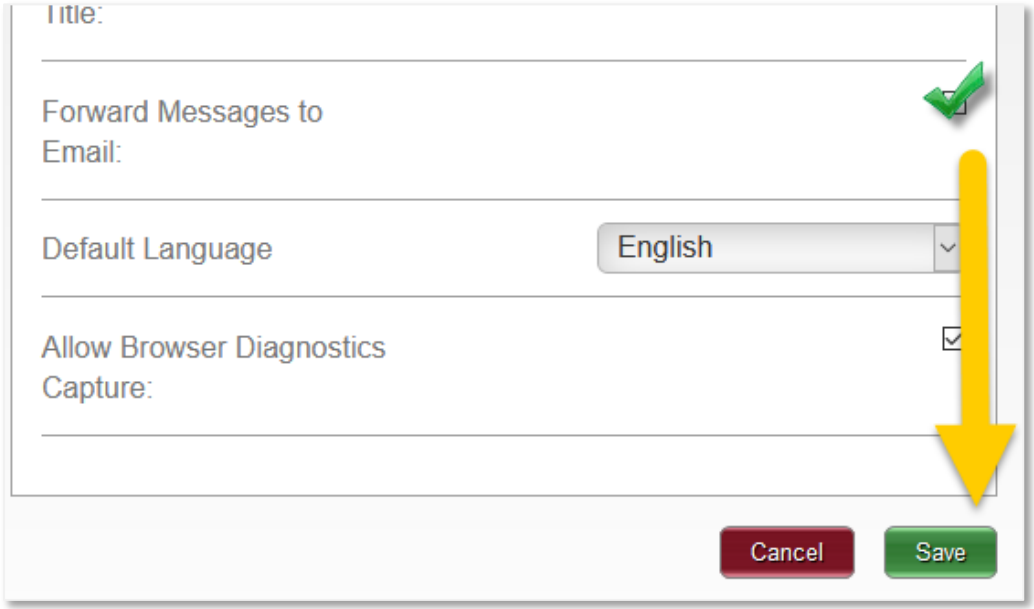

Have Questions?

For more information, contact us at
vendor-coordinator@uci.edu

Or check the FAQ on our website at:
https://accounting.uci.edu/vendor-onboarding/

UCI Division of Finance and Administration
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