Payee Onboarding

January 29, 2019
Texas State University Rollout Plan

Rollout will be in 3 phases:

• Phase 1 – Specified Users testing
• Phase 2 – Buyers on campus
• Phase 3 – Entire campus
What Is PaymentWorks?

• PaymentWorks is a cloud-based onboarding application for automating the vendor registration process
• Departmental users are empowered to extend invitations to vendors to register and have visibility into the onboarding process
• Vendors can register and maintain their own information through an assigned self-service account
• Currently utilized at a number of higher education institutions including Johns Hopkins, Sam Houston, Tufts, Rice, Cornell, etc.
Onboarding Process

SAP

Purchasing

Supplier ID
Supplier Information
Supplier Updates

Information:
- Tax Forms
- Bank Validation
- Certificates

Updates

Departments

Suppliers

Manual Tasks
- TIN Check
- Sanction Check
- Create ERP Supplier Record
- Scan and Save Forms
Onboarding Process

Automated Tasks
- TIN Check
- Sanction Check
- Create ERP Supplier Record
- Data & Forms Saved
- Export Controls

SAP

Purchasing

Departments

Approvals

Supplier ID

Invites

ERP

PaymentWorks

New Suppliers Updates

Suppliers
Time Intensive

Inaccurate Data

Unsecure Info Exchange
Onboarding Process

**SAP**
1. Initiate Vendor Invite
2. Approve Request
3. Approve Updates
4. Create PW Account
5. Complete Registration
6. Screen (TIN, Sanction, etc)
7. Notify University
8. Approval Workflow
9. Create or Update Vendor
10. Notify PaymentWorks
11. Send Notification
12. View invoices, remittances
13. Update Profile Information
14. Push Updates to University
15. Approve Updates
16. Update Record

**TEXAS STATE**

**PAYMENTWORKS**
3. Send Invitation
6. Screen (TIN, Sanction, etc)
7. Notify University
11. Send Notification
14. Push Updates to University

**SUPPLIER**
Initiator Roles

- Invite Suppliers
- Track On-boarding
Onboarding Video
Logging In

Use of computer and network facilities owned or operated by Texas State University requires prior authorization. Unauthorized access is prohibited. Usage may be subject to security testing and monitoring, and affords no privacy guarantees or expectations except as otherwise provided by applicable privacy laws. Abuse is subject to criminal prosecution. Use of these facilities implies agreement to comply with the policies of Texas State University.
Inviting a Payee

- Setup and Manage Supplier Portal
- Vendor Master Updates
- Messaging
- Dynamic Discounting
Inviting a Payee
Inviting a Payee
### Invite Status

<table>
<thead>
<tr>
<th>ONBOARD START</th>
<th>UPDATED</th>
<th>VENDOR NAME</th>
<th>INVITATION</th>
<th>VENDOR ACCOUNT</th>
<th>NEW VENDOR REGISTRATION</th>
<th>% COMPLETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/03/2018</td>
<td>12/03/2018</td>
<td>Student ABC</td>
<td>Delivered</td>
<td>No Account</td>
<td>Not Started</td>
<td>Green</td>
</tr>
</tbody>
</table>
Dear <SUPPLIER NAME>:

In order for Texas State University to establish you or your company as a payee or vendor, please click here to register on PaymentWorks, Texas State University's supplier portal.

Ashley Watson has invited you to register as a new vendor to Texas State University.

Your personalized message to the vendor will go here

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. If you wish to receive electronic (ACH) payments, you will need a copy of a voided check or bank statement.

Additional information about the Texas State payee/vendor requirements can be found here.

If you have any questions, please do not hesitate to reach out to support@paymentworks.com.

Thank you for your support.

Sincerely,

Texas State University
Payee Process Overview

Texas State University

Texas State University uses PaymentWorks to share payment information with suppliers.
Payee Process Overview

Payees (Suppliers)

Join PaymentWorks for Free

Personal Information

First Name

Last Name

Company Name / Doing Business As (optional)

Title:

Email:

Confirm Email

Telephone

Create Password

Password
Payee Process Overview

Thanks for registering!

Verify your email within the next 72 hours to activate your account.

Verify Your Email

Thank you,
PaymentWorks

PaymentWorks

If this was sent to you in error, please ignore this email and your address will be removed from our records.
Tracking Onboardings

- Invitation column:
  - Sent
  - Delivered
  - Not Deliverable
  - Opened
  - Clicked
  - Self Registered

- Account Column:
  - Email Validated
  - Created
  - Confirmed
  - No Account

- New Vendor Registration column:
  - Submitted
  - Approved
  - Processed
  - Complete
  - Rejected
  - Invitation/Reminders Cancelled

- Onboard Start: 04/22/2018
- Updated: 04/22/2018
- Vendor Name: Ashley Watson Laundry
- Invitation: Clicked
- Vendor Account: Email Validated
- New Vendor Registration: In Progress

- Filter Results:
  - Vendor Name:
  - Vendor #:
  - Contact E-Mail:
  - Invitation Approval:
  - Invitation Delivered:
  - Account Created:
  - Registration Form:
  - Source:
  - Invitation Initiator:

- Show: Onboardings
## Tracking Onboardings

The is now open and available for use

<table>
<thead>
<tr>
<th>ONBOARD START</th>
<th>UPDATED</th>
<th>VENDOR NAME</th>
<th>INVITATION</th>
<th>VENDOR ACCOUNT</th>
<th>NEW VENDOR REGISTRATION</th>
<th>% COMPLETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/03/2018</td>
<td>12/04/2018</td>
<td>Student ABC</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete Vendor #: 0000148469</td>
<td></td>
</tr>
</tbody>
</table>

The is now open and available for use.
# Invite Statuses

<table>
<thead>
<tr>
<th>Onboard Start</th>
<th>Updated</th>
<th>Vendor Name</th>
<th>Invitation</th>
<th>Vendor Account</th>
<th>New Vendor Registration</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/05/2018</td>
<td>12/05/2018</td>
<td>Test Vendor 1</td>
<td>Pending Approval</td>
<td>No Account</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/05/2018</td>
<td>11/08/2018</td>
<td>Michael Giuffre Student US</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>11/05/2018</td>
<td>11/08/2018</td>
<td>Michael Giuffre Student Foreign</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/07/2018</td>
<td>11/08/2018</td>
<td>Konica Minolta</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>11/08/2018</td>
<td>11/08/2018</td>
<td>Insight Direct USA</td>
<td>Sent</td>
<td>No Account</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/02/2018</td>
<td>11/06/2018</td>
<td>FL Technical</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td>Complete Vendor #: 0000150526</td>
</tr>
<tr>
<td>10/31/2018</td>
<td>11/06/2018</td>
<td>Digitas</td>
<td>Cancelled</td>
<td>No Account</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/05/2018</td>
<td>11/06/2018</td>
<td>Henry Schein</td>
<td>Sent</td>
<td>No Account</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>10/25/2018</td>
<td>11/05/2018</td>
<td>Ahead LLC</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Processed</td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>11/05/2018</td>
<td>Spalding</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>11/05/2018</td>
<td>Spalding</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>11/01/2018</td>
<td>Spalding</td>
<td>Cancelled</td>
<td>No Account</td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>

---

**Filter Results:**

- Vendor Name:
- Vendor #:
- Contact E-Mail:
- Invitation Approval:
- Invitation Delivered:
- Account Created:
- Registration Form:
- Source:
- Invitation Initiator:

**Send Invitation...**

**Clear Filters**
Search for a Payee

• Use the search on the Onboardings page and enter the payee’s email address.

• This will bring up the request and you can provide the status of the request. If the request has been completed, you can provide the payee ID.

Note: Initiators will only be able to search/view the invitations that they have sent.
Troubleshooting – I cannot send the invite. “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
Troubleshooting – I entered the wrong email address

- Departments can correct and re-send invitations with the following invitation statuses: Sent, Delivered, Not Deliverable
- By clicking on the invitation status, you will be given action options: Cancel Reminders, Resend Invitations
Troubleshooting – My payee has not completed the forms

• The payee will receive emails until the registration is completed or the reminders are cancelled

Note: Reminder email notifications are automatically generated, 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
Troubleshooting – I haven’t gotten my ID

- You will receive your payee ID once the payee has been approved and sent to the ERP

<table>
<thead>
<tr>
<th>ONBOARD START</th>
<th>UPDATED</th>
<th>VENDOR NAME</th>
<th>INVITATION</th>
<th>VENDOR ACCOUNT</th>
<th>NEW VENDOR REGISTRATION</th>
<th>% COMPLETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/03/2018</td>
<td>12/05/18</td>
<td>Student ABC</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>11/30/2018</td>
<td>12/05/18</td>
<td>Archibald Print Shop</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>10/12/2018</td>
<td>12/04/18</td>
<td>C&amp;W Facility Services Inc</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>11/08/2018</td>
<td>11/30/18</td>
<td>Konica Minolta</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>11/29/2018</td>
<td>11/29/18</td>
<td>Ivoclar</td>
<td>Clicked</td>
<td>Email Validated</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
Troubleshooting – My payee will no longer be used

Invitation Details:

Initiator: Shawn McCarthy (shawn.mccarthy@paymentworks.com)  
Vendor Name: Shawn McCarthy  
Contact E-mail: pawodemo+inv@gmail.com  
Initiated: 04/19/2018  
Email Sent: 04/19/2018

Custom Fields:
Vendor Type : PO

| 04/19/2018 | 10/18/2018 | Shawn McCarthy | Cancelled | No Account | Not Started |
Resources

Departmental questions for vendor onboarding can be sent to:

- vendorrequests@txstate.edu
- Phone: 512-245-2521

PaymentWorks Platform and supplier questions can be sent to:

- support@paymentworks.com

PaymentWorks Initiator Documentation:

- Sending and Tracking Invitations
- YouTube video for Initiators
Approval Notification

- Notifications occur once a day
- Types:
  - Invitation
  - Registration
  - Vendor Update

You have a Pending [Invitation] Approval in PaymentWorks

A new vendor invitation has been submitted by <INITIATOR_NAME> and requires approval before it can be sent. You are one of the prospective approvers for this invitation.

To review and approve the invitation, please go to the PaymentWorks Onboarding view [https://www.paymentworks.com/app/new_vendors/onboardings/p/1/s/modified/o/1].

Best regards,

PaymentWorks Support
<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Date</th>
<th>Request Status</th>
<th>Request Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do Not Use Vendor</td>
<td>Jan 24, 2019</td>
<td>Approved</td>
<td>Partial</td>
</tr>
<tr>
<td>Do Not Use Vendor</td>
<td>Jan 23, 2019</td>
<td>Connected</td>
<td>Full</td>
</tr>
<tr>
<td>Avis Budget Group, Inc.</td>
<td>Jan 14, 2019</td>
<td>Pending</td>
<td>Full</td>
</tr>
<tr>
<td>Follett Higher Education Group</td>
<td>Dec 7, 2018</td>
<td>Approved</td>
<td>Full</td>
</tr>
<tr>
<td>Hertz Corporation</td>
<td>Dec 5, 2018</td>
<td>Approved</td>
<td>Full</td>
</tr>
</tbody>
</table>
Validation File: [Click to Download]

Email address for payment notifications: remittanceprocessing@avisbudget.com

[Reject] [Approve] [Return to Vendor]
Invitation Approvals

Approvals for sending invitation has been enabled for Texas State. This means that all invitations will require approval before being sent out. For example, if the invitation is to an entity, sending approval is required from someone in the **Buyer** role, as shown below.

![Invitation Approval Step 1](image-url)

**Invitation Approval Step 1**

<table>
<thead>
<tr>
<th>RULE</th>
<th>APPROVER</th>
<th>EDIT</th>
<th>DELETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this invitation to an individual or entity? equals Entity</td>
<td>Buyer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Step Approver If No Rules Match:** None
Vendor Update Approvals

- Updates submitted by Texas State suppliers must be approved before they are sent to SAP. Approval on all Vendor Updates is required by someone in Procurement/Vendor Maintenance role.
- In cases where a supplier changes information related to their bank account, a second approval by someone in the Buyer role is required prior to Procurement/Vendor Maintenance approval.

![Update Approval Step 1]

Update Approval Step 1

<table>
<thead>
<tr>
<th>RULE</th>
<th>APPROVER</th>
<th>EDIT</th>
<th>DELETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Group equals Bank Account</td>
<td>Bank Confirmation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add Approver...

Step Approver If No Rules Match: None

![Update Approval Step 2]

Update Approval Step 2

<table>
<thead>
<tr>
<th>RULE</th>
<th>APPROVER</th>
<th>EDIT</th>
<th>DELETE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval Always Required</td>
<td>Procurement/Vendor Maintenance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Add Approver...

Step Approver If No Rules Match: None
Registration Approvals

• When registrations are received by Texas State, they may require up to four approvals before the status of the registration will be changed to **Approved**.
  • Foreign vendors in particular will be reviewed and approved in three steps:
    • First, the registration must be approved by members of the Payroll & Tax Compliance and Research Integrity and Compliance roles.

<table>
<thead>
<tr>
<th>Registration Approval Step 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>RULE</td>
</tr>
<tr>
<td>Are you or your company based outside of the United States? equals Yes</td>
</tr>
<tr>
<td>Are you or your company based outside of the United States? equals Yes</td>
</tr>
</tbody>
</table>

**Step Approver If No Rules Match: None**
Registration Approvals, cont.

- Second, the registration must be approved by someone to whom the IT role is assigned.
- Finally, as with all registrations, it must be approved someone in Procurement/Vendor Maintenance role.

<table>
<thead>
<tr>
<th>Registration Approval Step 2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RULE</strong></td>
<td><strong>APPROVER</strong></td>
</tr>
<tr>
<td>Are you or your company based outside of the United States? equals Yes</td>
<td>IT</td>
</tr>
<tr>
<td>Are you or your company based outside of the United States? equals Yes</td>
<td>IT</td>
</tr>
</tbody>
</table>

**Step Approver If No Rules Match: None**

<table>
<thead>
<tr>
<th>Registration Approval Step 3</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RULE</strong></td>
<td><strong>APPROVER</strong></td>
</tr>
<tr>
<td>Approval Always Required</td>
<td>Procurement/Vendor Maintenance</td>
</tr>
</tbody>
</table>

**Step Approver If No Rules Match: None**