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PaymentWorks
Overview and Training

Agenda

- Introduction
- What is PaymentWorks?
- Benefits of Using PaymentWorks
- Payee Onboarding Process
- Demo – Sending Invitations to Payees
- Process Changes
- Vendor Information
- Additional Information – Training & Communication, Launch Plan
- Q&A

What is PaymentWorks?

PaymentWorks is a platform that verifies payee identity and automate the collection of payee banking details and tax ID information eliminating manual and paper-based processes.

PaymentWorks

Payee Onboarding Portal – Allow projects to invite individuals and businesses to complete an online onboarding process

Focus on Higher Education – Used at UCSD, UCLA, San Jose State University, Rutgers, and other Ivy League universities

Global Information Model – Core registration information (tax, address, payments, contact information) can be shared with all of the payee's clients that utilize this platform

Benefits of Using PaymentWorks

- **Eliminate Payments Fraud** – verification of identity

- **Ensures Compliance** – TIN verification, sanction list alerts and screenings

- **Trust Payee Identity Information** – information provided in a secure environment

- **Payee Management Solution –** self-service portal allows for payee driven updates; view payment status

- **Visibility to Payee Registration** – onboarding tracker

- **Streamlines Registration Process**– manual to automated verification process; replaces paper-based forms

Payee Onboarding Process

Roles and Responsibilities

Initiator (Project/Dept)
- Invites vendor
- Monitors invite status

Vendor / Payee
- Completes registration
- Updates vendor information
- Grants access to other company users

PaymentWorks
- Validation of TINs & verification of banking info
- Checks sanction lists
- Provide technical support

Accounts Payable
- Reviews and approves registration
- Creates or updates vendor record in financial system

Initiator (Project/Dept)
- Submits disbursement request or purchase requisition in MyRF

Payee Onboarding Process

Process Flowchart
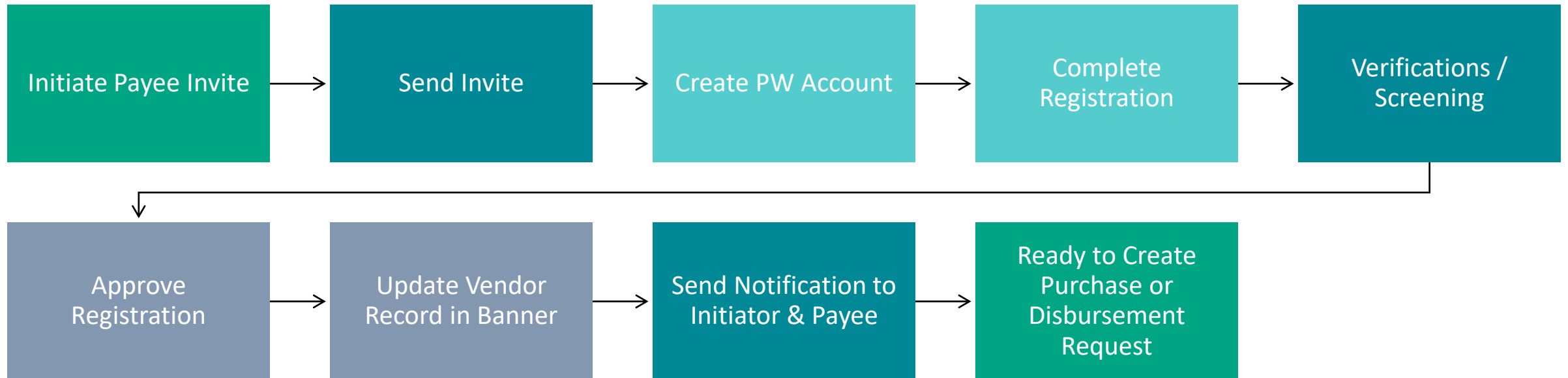
Initiator Role

MyRF users will have access to PaymentWorks.

Once users log in, the role defaults to the Initiator Role.

Invitations sent to first time payees only.

Initiator Responsibilities

INVITE SUPPLIERS

TRACK ON-BOARDING

⚠️ A valid vendor email address is required

How to Invite a Payee (Demo)

Access Onboarding Portal

through PaymentWorks link
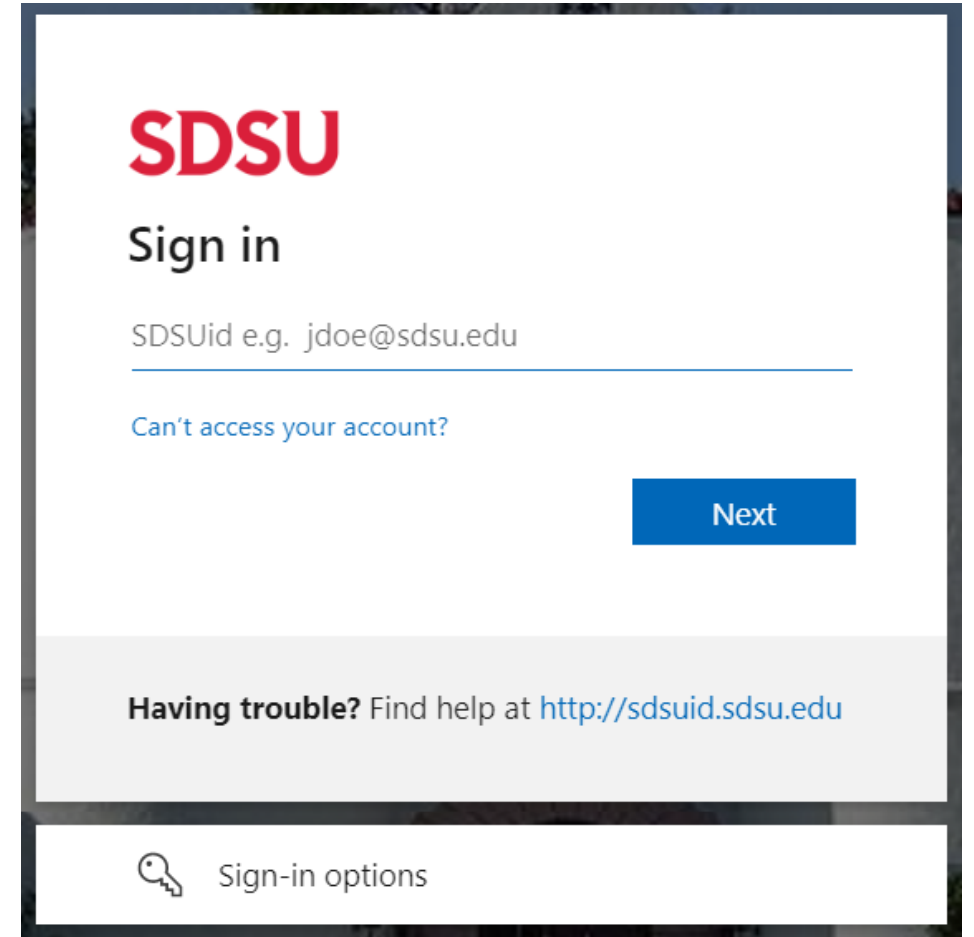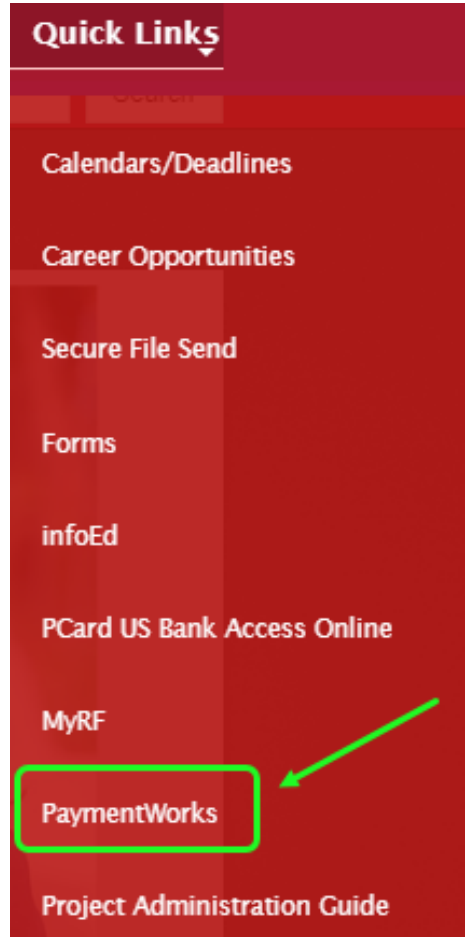
Payee Onboarding Invitation Email

Process Changes

	Current Process	PaymentWorks
New Payees Vendors	• Complete multiple forms (W9/VIF, Direct Deposit, Foreign National Information) • Send sensitive banking & tax info to the project via email • Contact multiple departments for payment status	• One online registration form to complete • Provides secure electronic repository for collection of vendor documents. • Check payment status at anytime
Projects Departments	• Email multiple forms or email links to payee • Send follow up emails for payee to complete or status	• Send vendor invitation link to register; No more paper forms • Reminder email notifications are automatically generated
Existing Vendors	• Emails project or Accounts Payable if banking info changes	• Receive an invitation to update information in secure environment • Vendor will complete registration in PaymentWorks

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Vendor Information

ONBOARDING COMPLETE
Vendor Number: SANTOU
Company Legal Name: San Diego Tourism and Hospitality
DBA: San Diego Old Town Trolley Tours
Registration Submitted By: Jake Perry (sdsurfpw2019+jakeperry@gmail.com)
04/28/2023 12:54 PM

PROGRESS	INVITATION DETAIL

Onboarding Progress

INVITATION INITIATED
Initiated by: Evan Rubin (erubin@sdsu.edu)
04/21/2023 2:16 PM

INVITATION APPROVED & SENT
04/21/2023 2:16 PM

EMAIL VERIFIED - INVITATION RECEIVED
Verified By: Jake Perry (sdsurfpw2019+jakeperry@gmail.com)
04/24/2023 9:41 AM

REGISTRATION SUBMITTED
Submitted By: Jake Perry (sdsurfpw2019+jakeperry@gmail.com)
1 submissions
04/24/2023 9:51 AM

REGISTRATION APPROVED
Approved By: Vendor Approver (sdsurfpw2019+vendorapprover@gmail.com)
04/28/2023 12:24 PM

ONBOARDING COMPLETE
Vendor Number: SANTOU
Company Legal Name: San Diego Tourism and Hospitality
DBA: San Diego Old Town Trolley Tours
Registration Submitted By: Jake Perry (sdsurfpw2019+jakeperry@gmail.com)
04/28/2023 12:54 PM

Additional Information

- Training & Communication
  - **May 19** – Communication sent to existing vendors
  - **May 31, June 2 & 8** – Virtual walkthrough sessions
  - **Available Now** – Tools and resources available in Accounts Payable website
- Launch Plan
  - **June 15** – Adobe VIF, ACH and Foreign National Form links disabled
  - **June 19** – PaymentWorks is live
  - **June 20 thru 30** – Accounts Payable Office Hours
    - Monday 1pm – 2pm, Wednesday & Friday 9am – 10am
    - Link to office hours will be available in Accounts Payable website
- Q&A

Thank You

Accounts Payable Team

Jennie Davis, Administrative Support Coordinator
sdsurfap@sdsu.edu

Dulce Loo, Service Associate II
dloo@sdsu.edu

Femi de Ala, Supervisor
fdeala@sdsu.edu

Initiator Onboarding
[Training Video](#) and [Documentation](#)
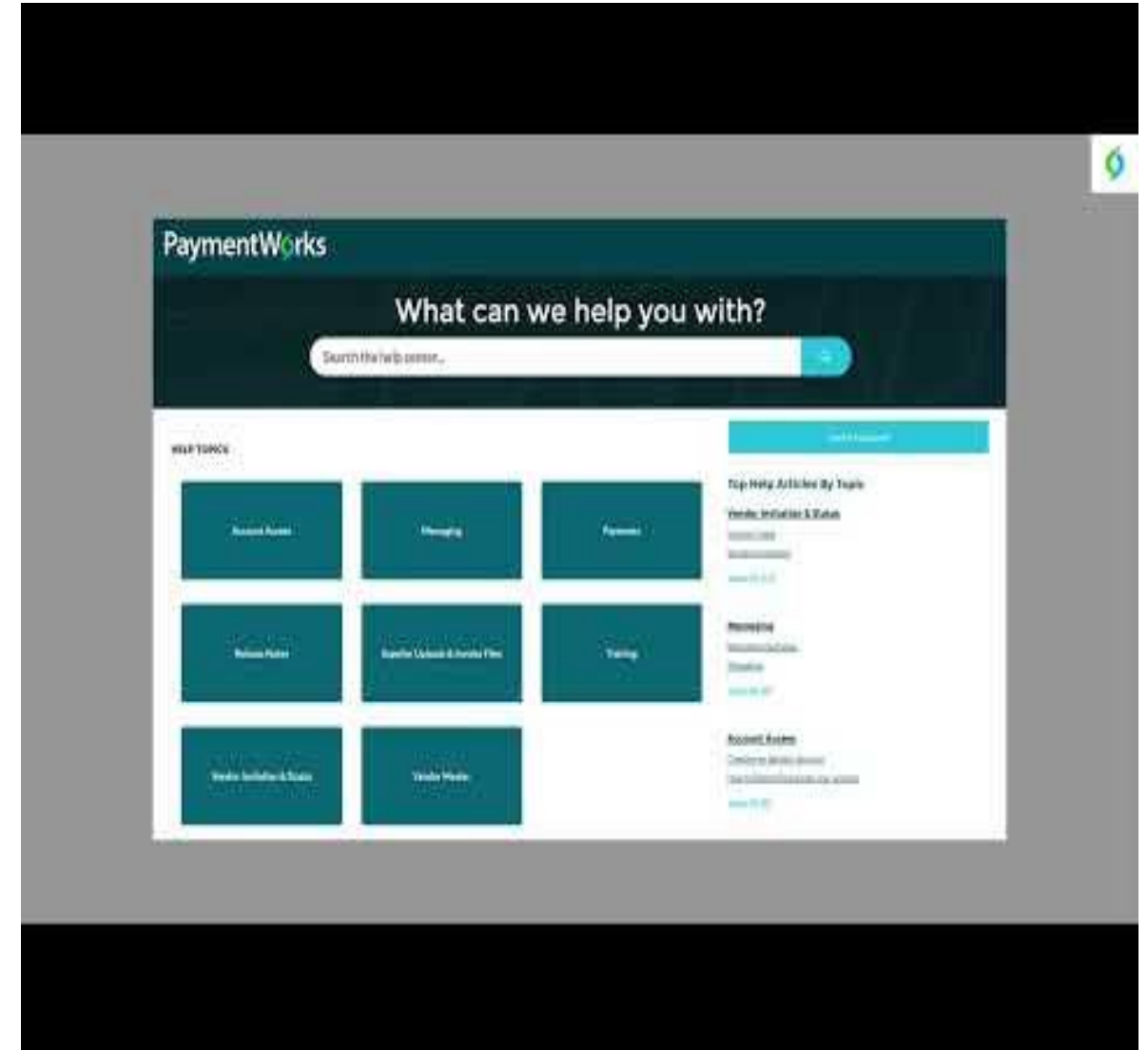
Searching for a Payee

Step 1:

Once logged into PaymentWorks, click on Vendor Master Updates.

Step 2:

Next click on the New Vendors tab.

* Initiators will be defaulted to the New Vendors tab.
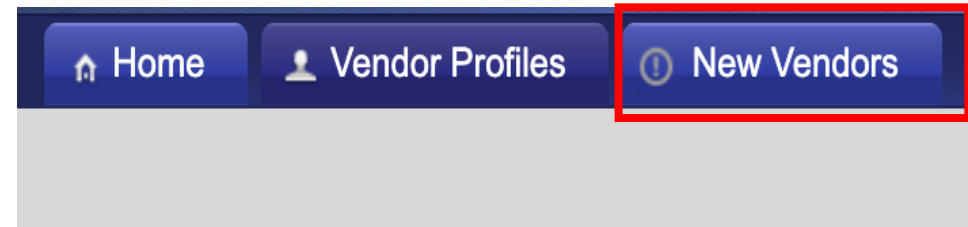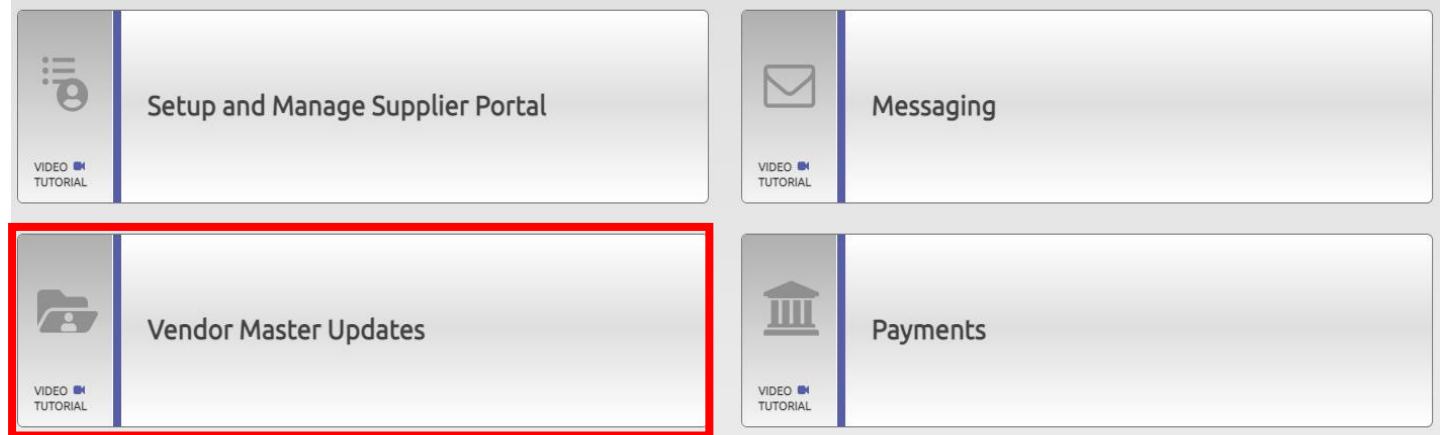
Searching for a Payee

A full repository of all invitations sent by users in your PaymentWorks instance.

Searching for a Payee

Step 3:

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

Next Steps:

This will bring any matching search results along with any corresponding information. If you do not see an invitation or any matches to your search, you will need to invite the Payee.

Inviting a Payee

Step 1:

Once logged into PaymentWorks. **Click on the Vendor Master Updates tile.**

Step 2:

Click on the New Vendors tab. Initiators will be defaulted to this page, all other users will be defaulted to the Vendor Profiles page.
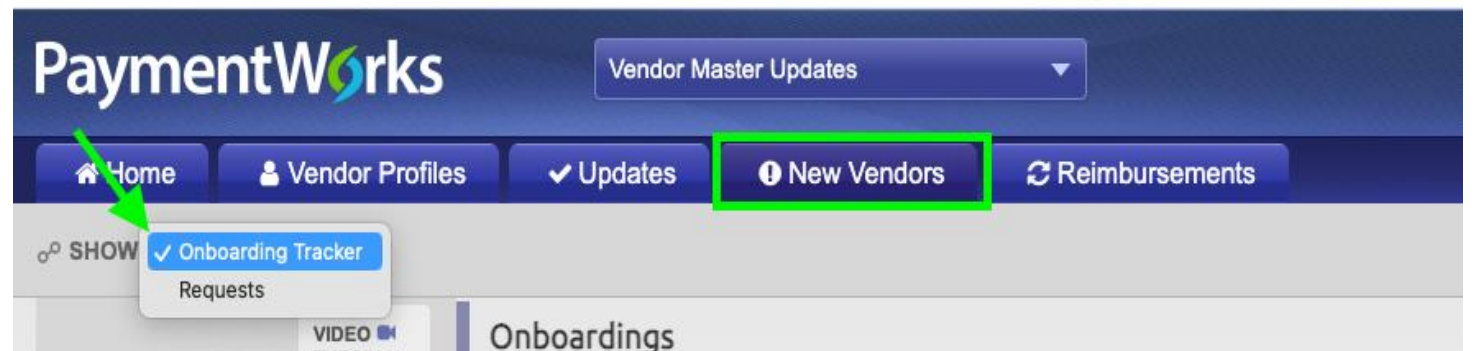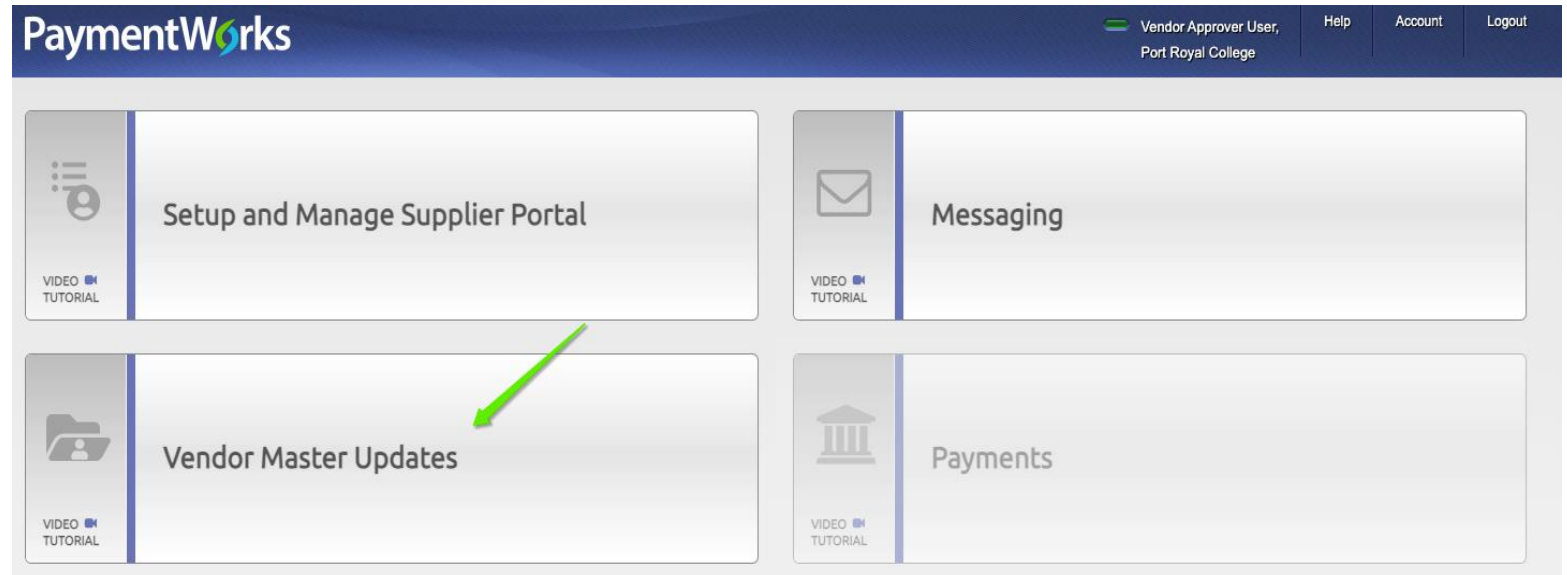
Inviting a Payee

Step 3:

What to have in advance:

- Vendor Name
- Vendor's Email
- Payment reason

Click the Send Invitation button.

This will open up the Invite New Vendor form.

Note:

Anything marked with an asterisk is required.

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Inviting a Payee

Step 4:

On the Invite New Vendor form, fill out the required fields and **click "Send"**.
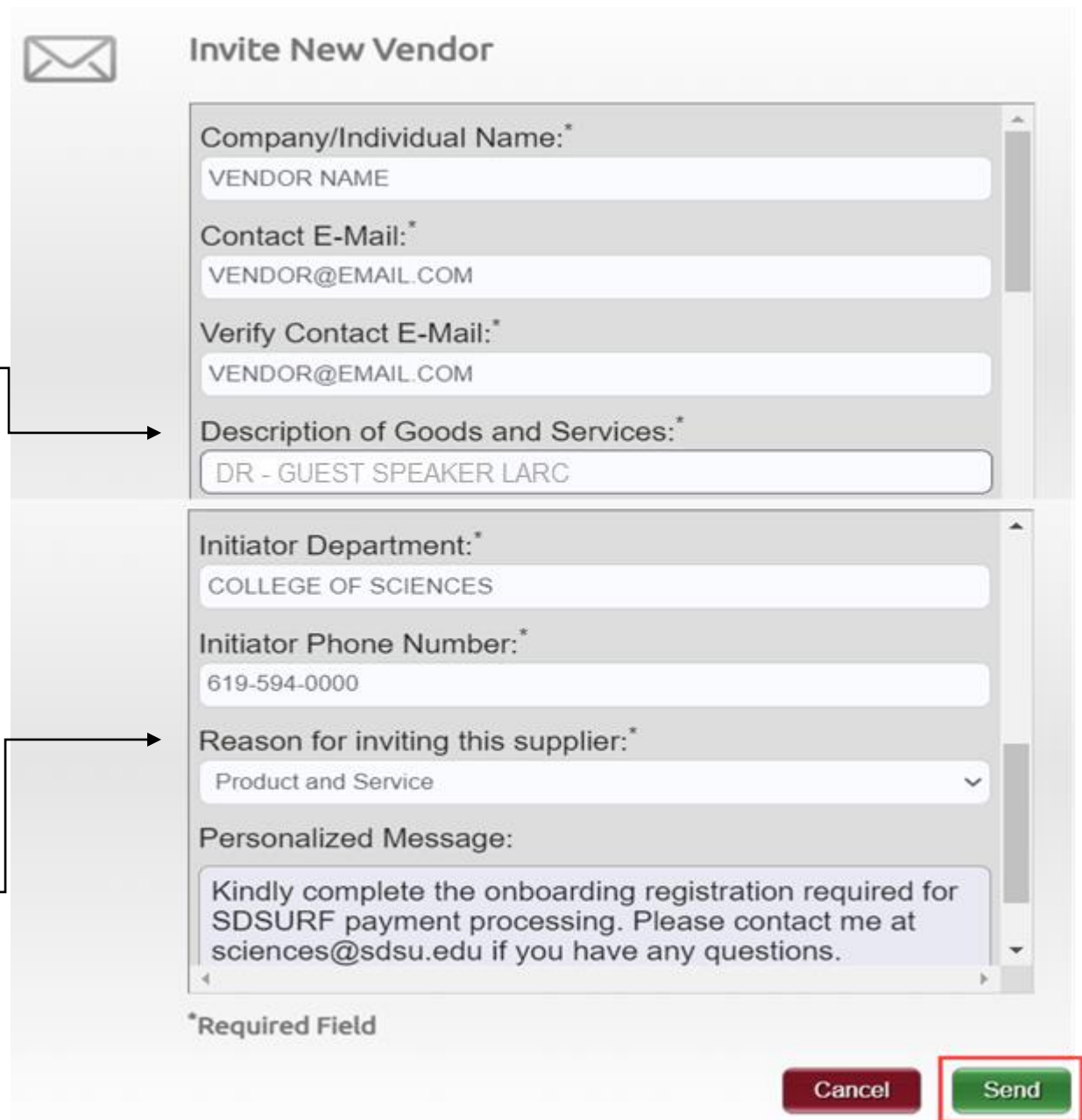
Description of Goods and Services:

Indicate the how you will be paying the vendor (via Disbursement Request or Purchase Order).

Type "DR" or "PO" & "-" then add payment reason:

- **DR** – Honoraria, Research Participant, Award, Membership/Subscription dues, Guest Speaker, Travel Reimbursement, etc.

- **PO** – Vendor Contract, Performance/Service agreement, Independent 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

Company/Individual Name:*
VENDOR NAME

Contact E-Mail:*
VENDOR@EMAIL.COM

Verify Contact E-Mail:*
VENDOR@EMAIL.COM

Description of Goods and Services:*
PO - LAB SUPPLIES

Initiator Department:*
COLLEGE OF SCIENCES

Initiator Phone Number:*
619-594-0000

Reason for inviting this supplier:*
Product and Service

Personalized Message:
Kindly complete the onboarding registration required for SDSURF payment processing. Please contact me at sciences@sdsu.edu if you have any questions.

*Required Field

Cancel   Send

Inviting a Payee

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

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Invite New Vendor

Company/Individual Name:*

VENDOR NAME

Contact E-Mail:*

VENDOR@EMAIL.COM

Verify Contact E-Mail:*

VENDOR@EMAIL.COM

Description of Goods and Services:*

DR - GUEST SPEAKER LARC

Initiator Department:*

COLLEGE OF SCIENCES

Initiator Phone Number:*

619-594-0000

Reason for inviting this supplier:*

Product and Service

Personalized Message:

Kindly complete the onboarding registration required for SDSURF payment processing. Please contact me at sciences@sdsu.edu if you have any questions.

*Required Field

Cancel   Send

Reviewing Invitation Status

Step 1:

From the New Vendors tab in the Vendor Master Updates file, look at the Onboarding Tracker.

Note:

All statuses update in real time.

Each bubble will have multiple statuses available.

What's the Status of My Vendor?

Step 1:

Once logged into PaymentWorks, click on Vendor Master Updates and then click on the New Vendors tab.

Step 2:

Under the Filter Results section, type your name in the Invitation Initiator field to display only the invitations you sent.

*The vendor registration statuses will be displayed by default based on the most recent activity.

Onboarding Statuses

Statuses Explained by Area

1	Invitation Initiation
2	Invitation Approval
3	Invitation Receipt
4	Registration Submission
5	Registration Approval
6	Onboarding Completion

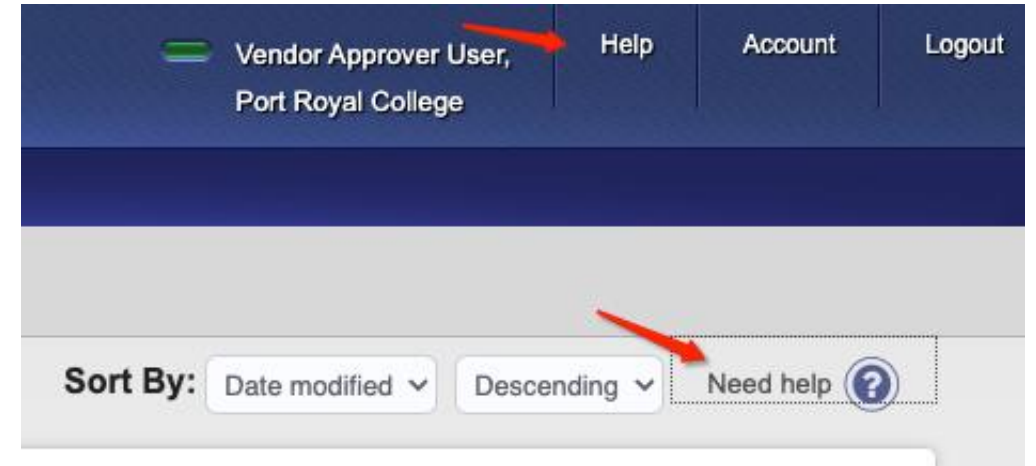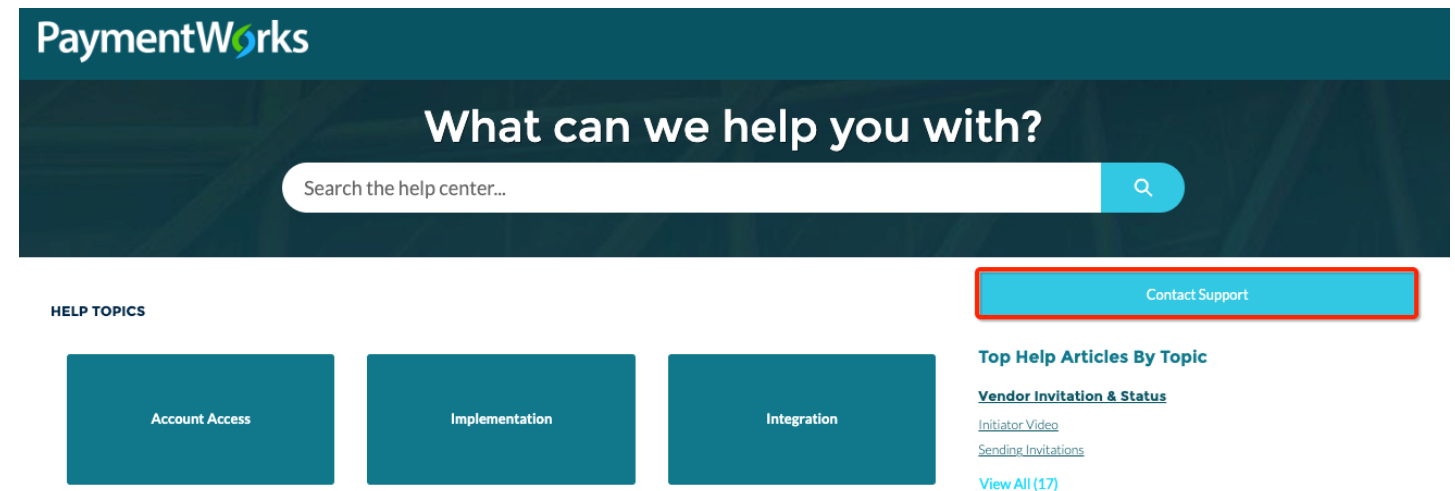**SDSU** | Research Foundation

Frequently Asked Questions
Troubleshooting, Help Center & Customer Support

Help Center & Customer Support

Use the Help button in the top right of the screen or click on the Need Help symbols to access the Help Center and to find articles related to Onboarding.

Create a Support ticket using the Contact Support button in the Help Center

Scenario 1

Situation: My payee deleted their emailed invitation or did not receive their emailed invite.

Solution:

First ,verify that they payee has checked their spam or junk folder

Initiators can resend invitations.

To resend:

- Click the status in the Invitation Receipt bubble (third bubble)

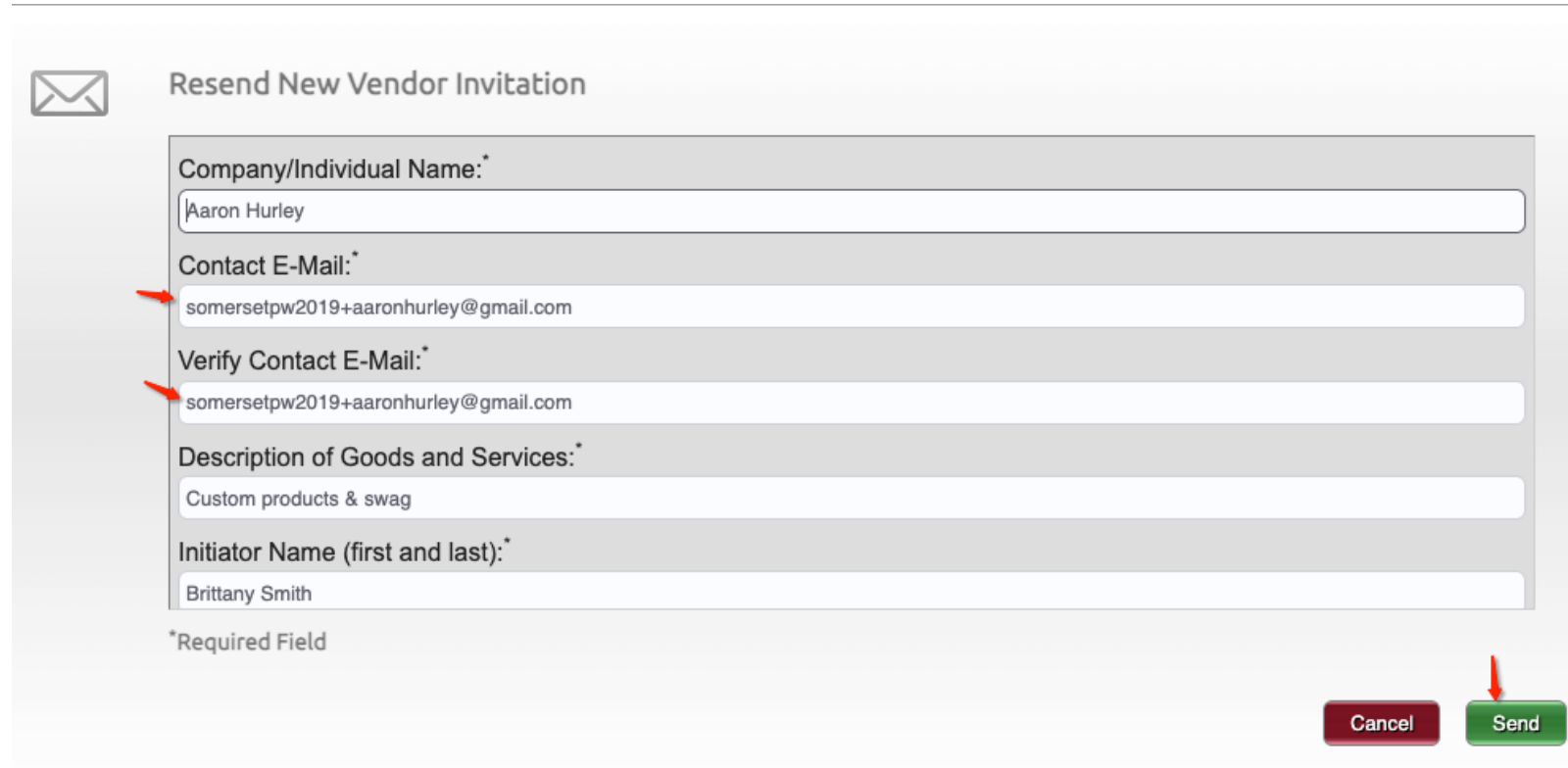- Click Resend Invitation button

Scenario 2

Situation: I entered the wrong email address or made a typo.

Solution:

Departments can correct and resend invitations until the Payee creates their account.

To resend 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.

Resend New Vendor Invitation

Company/Individual Name:*
Aaron Hurley

Contact E-Mail:*
somersetpw2019+aaronhurley@gmail.com

Verify Contact E-Mail:*
somersetpw2019+aaronhurley@gmail.com

Description of Goods and Services:*
Custom products & swag

Initiator Name (first and last):*
Brittany Smith

*Required Field

Cancel   Send

Scenario 3

Situation: My payee has not completed their form to register.

Solution:

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

Reminder email notifications are automatically generated, do not resend 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

- 4th reminder – 21 days

- 5th reminder – 28 days

PaymentWorks Account Registration Reminder Inbox ×

PaymentWorks <do-not-reply@paymentworks.com>   Sat, Apr 8, 6:09 PM (10 days ago)
to sdsurfpw2019+danlevy ▾

Thanks for registering!

It's been 1 day since you registered. Please click on the following link within the next 72 hours to activate your account, and then sign in to complete your registration.

Verify Your Email and Complete Your Registration

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.
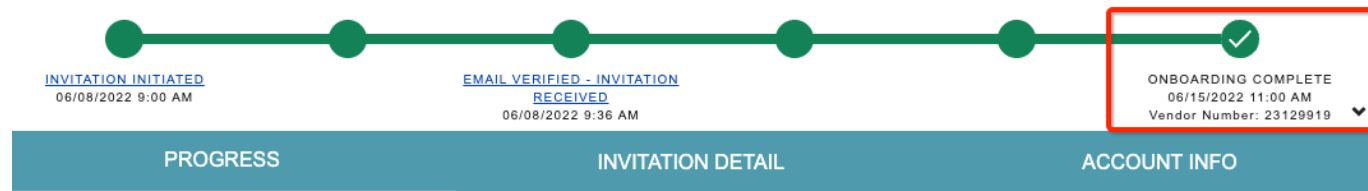
Scenario 4
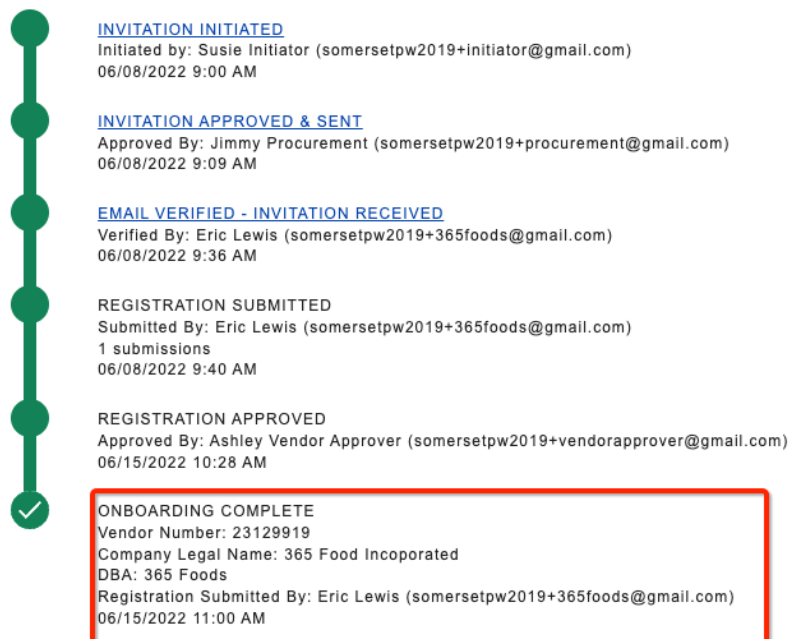
Situation: I haven't received my vendor number.

Solution:

You will receive your Vendor # once the payee has been approved and sent to the ERP

Scenario 5

Situation: I no longer need to invite this payee, OR *My payee is no longer needed* OR *How do I cancel an invitation?*

Solution:

- Click on the invitation status.

- Then you will want to click on the "Cancel Invitation" button.

- A confirmation screen will appear, click on the "OK" button.

This step can only be done up until the payee creates their account, once created you cannot cancel the invitation.

Scenario 6

Situation: I want to stop sending reminders to my payee OR *My payee has asked me to stop sending reminders*

Solution:

- Click on the invitation status.

- Then you will want to click on the "Disable Reminders" button.

- A confirmation screen will appear, click on the "OK" button.