University of Kentucky
Purchasing Division

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PaymentWorks Frequently Asked Questions (FAQs)

Question 1: What is the new PaymentWorks Vendor Onboarding Solution?

Answer: PaymentWorks is the University's new cloud-based vendor onboarding solution. The application is integrated with the myUK environment allowing departmental users to access it utilizing their myUK ID and password. PaymentWorks supports the entire application platform, including vendors requiring registration support. It will replace the University's current paper-based vendor application which requires manual entries and updates.

Question 2: What are the benefits by using PaymentWorks?

Answer: Utilizing a vendor onboarding application such as PaymentWorks allows the University to meet underwriters' requirements for validation prior to entry into the University's vendor database. It verifies sanctions and performs other compliance checks required for recipients of federal funding. It allows the University to move a currently tedious, manual process to an automated platform. Departments are empowered in the process and vendors utilize self-service in their registration and updates.

Question 3: How was PaymentWorks selected to be the contracted provider?

Answer: PaymentWorks was selected as the successful awardee though a competitive Request for Proposals (RFP) process as required by Kentucky law. PaymentWorks provided the best value product in relation to the University's needs and in comparison to others who responded to the solicitation.

Question 4: What is the main change for me as a departmental employee with regard to PaymentWorks?

Answer: The main change is simply to use the PaymentWorks invitation process to request new vendor entries rather than the paper-based vendor application. PaymentWorks also empowers UK users and provides visibility into the onboarding process.

Question 5: What is the planned go-live date for PaymentWorks to be turned on?

Answer: PaymentWorks is planned for go-live on or close to August 14, 2018. A Purchasing listserv message will be distributed at the time of transition as well as the PaymentWorks link activated in myUK /Enterprise Services for departments. The paper-based vendor application will be removed from the Purchasing website at the point of cutover.

Question 6: Has PaymentWorks been pilot-tested for the University before go-live?

Answer: Yes, a group of department testers who typically work with vendor application requests as part of their daily work participated in pilot testing. The pilot testers helped validate processes and workflow and offered helpful feedback based on their operational knowledge.

Question 7: Can I still use the paper vendor application from the Purchasing home page to request a vendor be loaded?

Answer: No - PaymentWorks will completely replace the current paper-based vendor application. Any vendor or individual for whom a University vendor number is required must go through the automated onboarding process.

Question 8: How will I search to see if a vendor is already in the University's vendor database?

Answer: Continue to perform searches as you do currently to determine if a vendor is already in the University's vendor database. This may include checking directly within your Shopping Cart / Requisition or PRD using vendor search tools. You can also use SAP T-code XK-03 for direct searches (help guide available on the Purchasing website under the Learning and Training Resources tile).

Question 9: What about UK student orgs, UK Imprest (petty cash) custodians, and UK Employees seeking reimbursement?

Answer: Any entity or person to receive a University vendor number must go through PaymentWorks. The onboarding form entries are customized depending on the vendor type including UK Student Organizations and Imprest (petty cash) Custodians.

UK employees seeking reimbursement will continue to use their PERNER number as a reference to establish an 8XXXXXX number. A special form is available on the Purchasing website to request this. UK employees seeking reimbursement will not use PaymentWorks.

Question 10: What about foreign vendors and individuals?

Answer: Any foreign vendor or individual will also register through PaymentWorks if they are to receive a University vendor number for a transaction. There are customized fields for each country and address format.

Question 11: I do orders or PRDS for students and foreign staff with W8-BEN forms. How will they be affected?

Answer: Send the PaymentWorks invitation to all entities/persons. The registration form has customized entries for every University vendor type.

Question 12: How long will it take for a vendor to be onboarded?

Answer: One of PaymentWorks' benefits is that of automation. Onboarding time depends on several factors, the primary of which being the vendor's completion of the registration process. That said, the onboarding process should not be longer than that for the current manual process and in most instances, will be shorter. Onboarding delays may occur if a vendor is found to have sanctions against them or other validation obstacles.

Question 13: Will current SAP/SRM/PRD vendors need invitations sent to them to be reloaded into PaymentWorks?

Answer: No, any active vendor number will remain in the University's database; only *new* vendor registrations need invitations sent to them.

Question 14: How will vendor updates and changes be managed?

Answer: All vendor updates will be managed through PaymentWorks. This will feed into and update the University's vendor database.

Question 15: Can I fill out the form on behalf of the vendor or individual receiving a vendor number?

Answer: No - Since the onboarding process requires an email invitation and the vendor to complete and attest to their own information, it can only be done by the company or individual being onboarded.

Question 16: I use the One-Time vendor functionality in PRD to pay individuals. Will I use PaymentWorks for this now to get them a vendor number?

Answer: PaymentWorks does not affect how you utilize One-Time vendor functionality in PRD. The only change is to utilize PaymentWorks for any new vendor registrations where you previously used the paper vendor application.

Question 17: I have vendors or individuals who do not use e-mail, or simply cannot complete the vendor onboarding process for whatever reason identical to a typical vendor. What do I do in these cases?

Answer: Contact Purchasing at vendorhelp@l.uky.edu for guidance if you have any vendors or individuals who cannot complete the vendor onboarding process for some reason.