# Update On PaymentWorks

Since we have been using PaymentWorks to onboard vendors for 5 months now, below are some reminders and more information on how PaymentWorks should be used.

PaymentWorks was designed as a vendor on-boarding process for the university to add vendors to SAP, which has replaced the old paper form. It did not replace any other processes that were already in place. Before PaymentWorks, if you did business with or needed to pay a Non-US citizen, a Non-Resident Alien, and/or a Non-US Entity, and you were required to obtain appropriate documentation from that vendor/individual, you still need to collect that documentation. PaymentWorks was not designed to gather all documentation that may be needed for these types of vendors.

Searching for Vendors

You should continue to use SAP to search for vendors as SAP is our vendor database. PaymentWorks did not replace SAP and it is not a new vendor database. If a vendor submits two different addresses, as before, 2 vendor numbers will be created. You will not see both vendor numbers in PaymentWorks. You have to search for the vendor in SAP to find both vendor numbers and to ensure you are using the correct address on your documents. Relying only on the number that is populated in PaymentWorks may result in your document being rejected during the payment process as the address that was used was not the correct one.

When you are searching for vendors, make sure you are using screen XK03 and the UK Vendor Search tab. This is the only screen that should be using when searching for vendors in SAP. Using other screens will give you inaccurate search results, such as not finding any vendors or finding blocked vendors, which cannot be used.
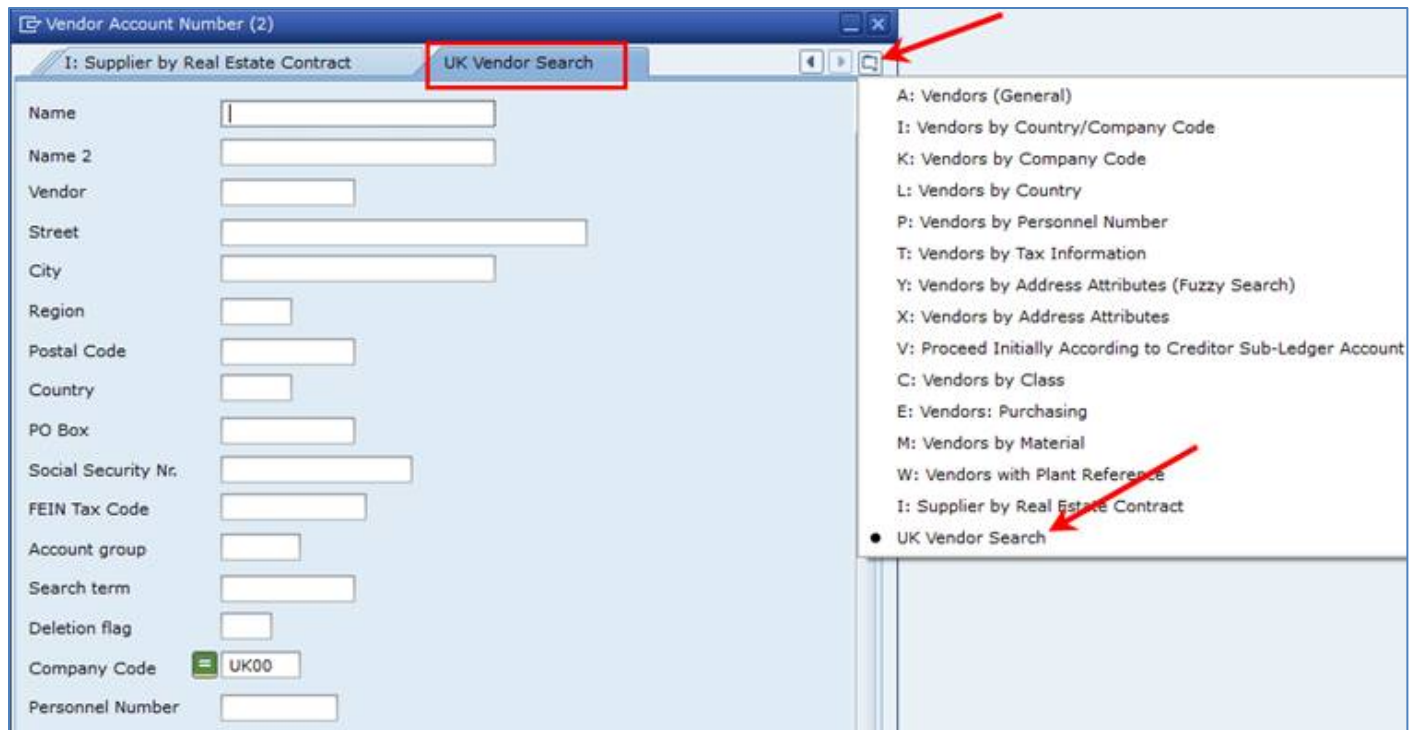
Registrations That Have Been Returned

When you see that a vendor's registration has been returned in PaymentWorks, there are usually only a few reasons that they have been returned.

1. The vendor is already in SAP with the same information that was provided in PaymentWorks and the registration was not needed.
2. The vendor has provided information that needs to be corrected before it can be approved and added to SAP.
3. The vendor's legal name and FEIN #/SSN are invalid or do not match IRS records and have to be corrected before added to SAP.

When a registration is returned, the vendor/individual is given instructions on what they need to do to correct their registration.

If you have questions on why a registration was returned to a vendor, you should contact Jody Reed in the Purchasing office, not PaymentWorks support.

Blocked Vendors

We no longer reactivate inactive or blocked vendors. If you need to use a vendor that has been blocked or you cannot find the vendor in SAP, you will need to send the vendor an invitation in PaymentWorks for them to submit their information to us through PaymentWorks.

Any issues you may have with vendors in SAP should be directed to Jody Reed in the Purchasing office, not PaymentWorks Support. PaymentWorks support is there to assist vendors in completing their registration if needed. They are not familiar with our SAP vendor database or how it works.

Existing Vendor Address Updates

If a vendor needs to have their address updated, you will need to send the vendor an invitation in PaymentWorks for them to provide their updated address to us through PaymentWorks. The updated address will be added to SAP with a new vendor number.

Employees

Employees should NOT be entering themselves into PaymentWorks for reimbursements, etc. Employees will be added to SAP/SRM using the Employee Perner Form that can be found on the Purchasing website at https://purchasing.uky.edu/ or the UK Forms page.

The only time an employee should be put into PaymentWorks is if they are requesting to be set-up as a UK Imprest Cash Custodian. If this is the case, you must use a campus address, not your home address, and you must also choose "UK Imprest Cash Custodian" as your affiliation with UK.

Miscellaneous

Please **DO NOT** send multiple invitations to the same vendor. This causes issues for PaymentWorks and the Purchasing office. If a vendor/individual needs assistance, PaymentWorks support can assist, usually with the original email request that was sent.

If a vendor's registration is showing "in-progress" and they are not sure what they need to do, they should contact PaymentWorks directly to submit a help ticket. PaymentWorks support is able to walk the vendor through the registration process and vendors are provided this information in their PaymentWorks email communications.

For departments who need assistance and support for onboarding or other vendor questions, email vendorhelp@l.uky.edu.

If a vendor has registered with UK through PaymentWorks and they need to update their address, please do not send them a second invitation for them to do so. Once they have registered with UK through PaymentWorks, all the vendor/individual needs to do is log back into their PaymentWorks account, update their address, and submit it to UK for it to be updated.