


# SUPPORT NEEDS DURING NEW VENDOR ONBOARDING

	Department	New Vendor		Purchasing Division
				
Onboarding Process	Sends Invitation	Part 1: Receives Email Invitation / Creates Account	Part 2: Completes/Submits Registration Form	Review, Approval/Rejection, Final Onboarding
Common Questions or Support Needs That May Arise During Onboarding Phase	Question(s) whether needed vendor number is already available in SAP Vendor Master Data to use	Issues with receiving email invitation	Technical issues completing the online registration form	"Pending Internal Review" Invitation (Remember: this simply means registration is under review and awaiting one or more validations)
	Invitation response email address already in use	Issues logging in through the email invitation	Online registration form requirements	"Returned" Invitation (Remember: this typically means the vendor is instructed to correct their registration and re-Submit)
	Duplicate/multiple invite(s) sent in error		Password reset needed for access	Questions regarding remit-to address loads
			Updating address on an existing account (post onboarding)	Questions locating SAP Vendor Master Data number after Approval (Remember, after dashboard shows "Approved", number will appear in Vendor Master Data in approximately one-half day)
			Update payment type (post-onboarding)	
Responsible Support Provider	Department self-empowers via Purchasing Learning Resources page, Vendor FAQs (1st resource), vendorhelp@l.uky.edu (2nd resource)	Vendor contacts PaymentWorks Support - Access instructions provided in PaymentWorks email communications		Department self-empowers via Purchasing Learning Resources page, Vendor FAQs (1st resource) vendorhelp@l.uky.edu (2nd resource). It's important the department not contact PaymentWorks Support.