

Rejected PaymentWorks Invites

This guide covers PaymentWorks invitation requirements, required Personalized Message information, invitation approval statuses, and procedures for managing and resubmitting rejected invitations.

Role: PaymentWorks Invite Initiator

Frequency: As needed

PaymentWorks Invite Requirements

1. Invite Fields

Enter the name of the individual or business for which you expect a vendor record to be created.

Whenever possible, send the invitation directly to the person who will complete and maintain the vendor registration.

Invite New Vendor

Company/Individual Name: Joe's Pub

Contact E-Mail: sls232.work+A3@gmail.com

Verify Contact E-Mail: sls232.work+A3@gmail.com

Is this for a University of Kentucky employee reimbursement?:
If yes, please use this link for further instruction: www.uky.edu/Purchasing/docs/employeeperforms.pdf
Yes - please stop and click CANCEL below.

*Required Field

Cancel Send

Important: If the recipient is not the appropriate contact, cancel the invitation and resend it to the person responsible for completing and maintaining the registration. Forwarding behavior should be avoided where possible.

2. Personalized Message

A Personalized Message is required for every invitation.

Important: The Personalized Message field has a 280-character limit.

If your message exceeds this limit, refer to **D-06 PaymentWorks Invitation Personalized Message Guide** for additional templates and guidance.

Invite New Vendor

sls232.work+A3@gmail.com

Is this for a University of Kentucky employee reimbursement?:
If yes, please use this link for further instruction: www.uky.edu/Purchasing/docs/employeeperforms.pdf
Yes - please stop and click CANCEL below.

Personalized Message:
Ag Sciences is sending you a PaymentWorks invite for catering services related to the Farmers of Kentucky event. Per Quote #001, register as Joe's Pub at 100 Main St. Enter a separate remit address if listed on your invoice. Contact us if incorrect.

*Required Field

Cancel Send

The Personalized Message must include reference to:

1. Reason for Invite (*Event name, purchase type, service, or payment reason*)
2. Supporting Document (*Quote, invoice, Scope of Work (SOW), contract, etc.*)
3. Who Is Being Onboarded (*Expected individual or business name*)
4. Expected Location (*Address expected for the transaction*)
5. Vendor Action (*Instruct the vendor to contact your department if any expected information is incorrect before registering*)
6. Vendor Status and Reason for Invitation (*new vendor, existing vendor update, correction of existing information, or other business purpose for the registration request*)

3. Personalized Message Template

[Department Name] is sending you a PaymentWorks invite to [establish, update] your vendor information for [event name, purchase type, service, or payment reason]. Per the [quote, invoice, SOW, contract, or other supporting document], please register as [expected individual or business name] using [expected address/location]. Contact us if incorrect.

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4. New Send Message

After clicking **Send**, the following message will appear:



Your invitation is pending approval before being sent to [Vendor Name] at [Email Address].

Managing Rejected Invitations

1. New Status: Invitation Pending Approval

This status indicates the invite has been submitted to Procurement Services for review and has not yet been sent to the vendor.



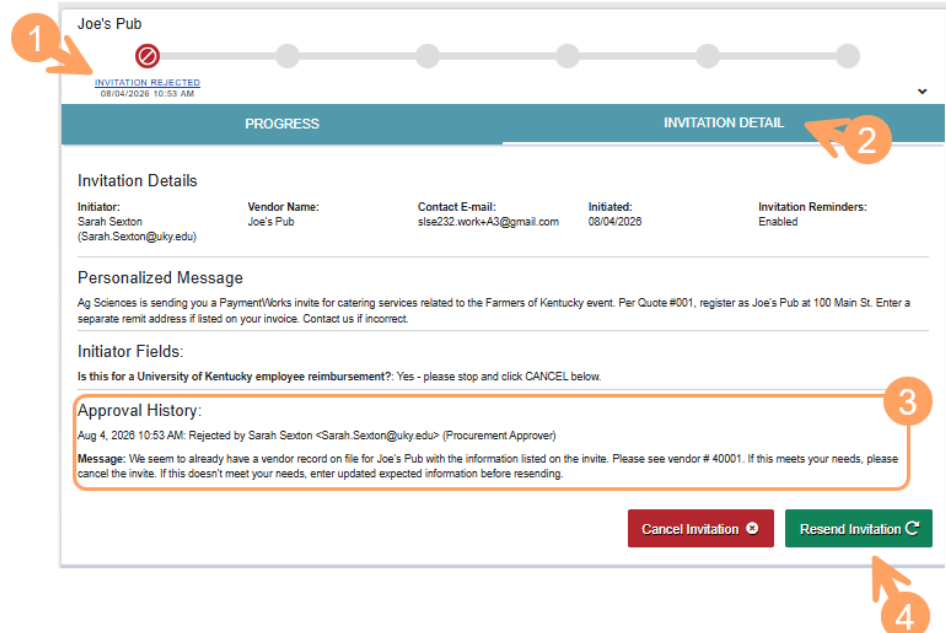
If urgent, contact **VendorHelp@uky.edu** and provide the email address the invitation was sent to.

2. Review Invitation Rejection

If an invitation is rejected, a message will be provided explaining the reason and any required action.

Depending on the reason, you may need to:

1. Correct and resubmit the invitation.
2. Review an existing vendor record identified by Procurement Services.
3. Cancel the invitation and use the existing vendor record.



To Review a Rejected Invitation

1. Open the rejected invitation.
2. Select the **Invitation Detail** tab.
3. Review the rejection comment.
4. Resend or cancel the invitation as needed.

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3. Resend Invite Instructions

To resend a rejected invitation, you must make at least one change to the invitation.

If you receive the message:

"At least one field must be changed in order to resend a rejected invitation."

Add a space to the **Company/Individual Name** field and make any other necessary updates before resubmitting.

5. New Approval History Message

When an invitation has been approved and sent, review the Approval History Message located under Invitation Details.

This message provides tips and best-practice recommendations when all requirements have been met but improvement opportunities remain.

Important: This message is visible only to the inviter. The vendor cannot see it.