UVAFinance

Troubleshooting FAQs Overview

This Quick Reference Guide (QRG) is designed to answer some potential questions that may arise during the PaymentWorks registration process.

Procedure

Question: How will I know when the payee is connected?

<u>Answer</u>: The initiator will receive an email from PaymentWorks when the integration process is completed and a vendor number is assigned. You can also view the status on the onboarding screen.

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	VIDEO .	ONBIGARD START	UPDATED+	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENOOR RECISTRATION	N COMPLETE
Venezi Name		11/26/2019	11/26/2019	Registration Routing	Clicked	Ernall Validated	Complete Vendor #: 12349	-

Question: I got an error message when sending the Payee invitation which said, "An invitation was previously sent to this email address". What should I do?

<u>Answer</u>: PaymentWorks does not allow multiple invitations to be sent to a single email. Someone else may have previously sent an invitation to them. Search for the payee and click on the status of invitation column to see who initiated the initial invitation.

	Company/Individual Name:"	
	Contact E-Mail	
	An invitation was previously sent to this email address Verify Contact E-Mail: Invitationandi seption	
7	- Choose One -	
	Description of Products/Services:	
	"Required Field	

Question: My payee indicates that they did not receive the invitation. How should I proceed?

<u>Answer</u>: First, ask the payee to verify that the invitation did not inadvertently go into their spam folder. If this did not happen, initiators can resend an invitation. To do so:

• Click the status in the Invitation column.

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- If the status of the invitation says "Delivered", then you can resend the invitation. If the status of the invitation says "Clicked", the payee has already opened the link and cannot be sent a new one.
- At the bottom of the Invitation Details screen, click the "Resend Invitation" screen.

ONBOARD START	UPDATED~	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR RE	GISTRATION	% COMPLE	TE
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Initiator Phone N	umber :						\vee	/
						Disable Reminders 🛛	Resend Invit	ation ${f C}$

Question: I inadvertently entered the wrong email address for payee. What should I do?

<u>Answer</u>: Departments can correct and resend invitations with the following invitation statuses: Sent, Delivered, or Not Deliverable. To resend an invitation with the correct email address:

- Click on the invitation status.
- Then click on the "Resend Invitation" button.



- Enter the correct email address under "Contact E-Mail".
- Click on the "Send" button when finished.

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Description of Products/Services:	
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Question: My payee has not completed the forms. How they get any reminders sent to them?

<u>Answer</u>: The payee will receive emails until the registration is completed or the reminders are cancelled. Reminder emails are automatically generated each week for 5 weeks. Do not resend invitations unless the payee notifies you that they did not receive the initial email. The reminders are sent out on this schedule:

- 1st reminder 3 days
- 2nd reminder 7 days
- 3rd reminder 14 days
- 4th reminder 21 days
- 5th reminder 28 days

<u>Ouestion</u>: I have not received the vendor number. How can I find it?

<u>Answer</u>: You will receive your vendor number one the payee has been approved and sent to the ERP. You can also find the vendor number under the New Vendor Registration column on the invitation status screen.

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Question: My payee will no longer be used. Can I cancel the invitation reminders?

Answer: You can cancel the invitation reminders:

- Click on the invitation status.
- Then click on the "Cancel Reminders" button.

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• A confirmation screen will appear. Click on the OK button.

