

**Troubleshooting FAQs Overview**

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

**Procedure**

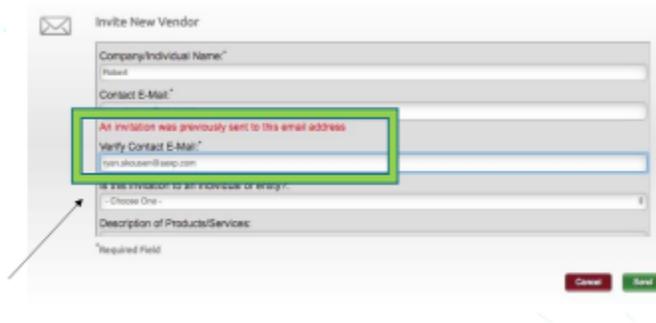
**Question:** How will I know when the payee is connected?

**Answer:** 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.

VIDEO # TUTORIAL	ONBOARD START	UPDATED	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
	11/26/2019	11/26/2019	Registration Routing	Clicked	Email Validated	Complete Vendor #: 12349	<div style="width: 100%;"></div>

**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?

**Answer:** 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.

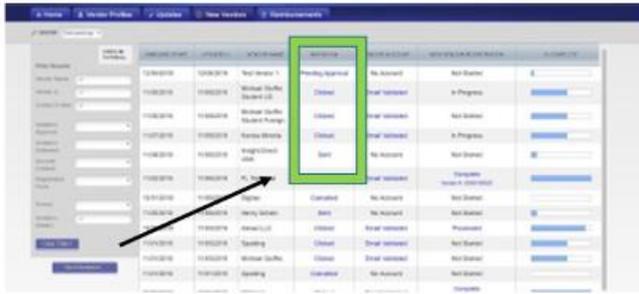


**Question:** My payee indicates that they did not receive the invitation. How should I proceed?

**Answer:** 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:

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- Click the status in the Invitation column.



- 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 REGISTRATION	% COMPLETE
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Invitation Details: close

Initiator: [Redacted] Vendor Name: White House Florals Contact E-mail: [Redacted] Initiated: 04/05/2022 Email Sent: 04/05/2022

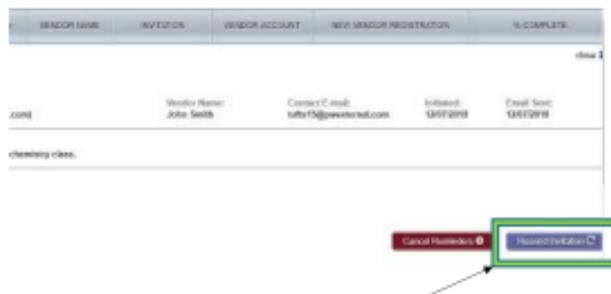
Custom Fields:  
Registration Form : Supplier  
Initiator Department : Library  
Initiator Phone Number : [Redacted]

Disable Reminders Resend Invitation

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

**Answer:** 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.



The screenshot shows a web form titled "Resend New Vendor Invitation". The form contains several fields: "Company/Individual Name\*", "Contact E-Mail\*", and "Verify Contact E-Mail\*". The "Contact E-Mail\*" and "Verify Contact E-Mail\*" fields are highlighted with a green box. Below these fields is a dropdown menu labeled "Choose One" and a text area for "Description of Products/Services:". At the bottom of the form, there are two buttons: "Cancel" and "Send". The "Send" button is highlighted with a green box and an arrow pointing to it.

**Question:** My payee has not completed the forms. How they get any reminders sent to them?

**Answer:** 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:

- 1<sup>st</sup> reminder – 3 days
- 2<sup>nd</sup> reminder – 7 days
- 3<sup>rd</sup> reminder – 14 days
- 4<sup>th</sup> reminder – 21 days
- 5<sup>th</sup> reminder – 28 days

**Question:** I have not received the vendor number. How can I find it?

**Answer:** You will receive your vendor number once 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.

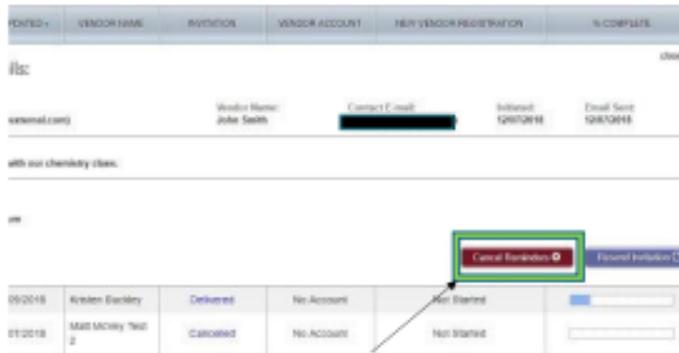


VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
States ABC	Clicked	Email Validated	Complete Vendor # 20076442	<input type="checkbox"/>
Archibald Plast Shop	Clicked	Email Validated	Complete Vendor # 20076451	<input type="checkbox"/>
CAW Facility Services Inc	Clicked	Email Validated	Complete Vendor # 20076448	<input type="checkbox"/>
Kosco Minnie	Clicked	Email Validated	Complete Vendor # 20076433	<input type="checkbox"/>
			Complete	<input type="checkbox"/>

**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.



DATE	VENDOR NAME	INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION	% COMPLETE
05/2018	States ABC	Clicked	Email Validated	Complete Vendor # 20076442	<input type="checkbox"/>
05/2018	Archibald Plast Shop	Clicked	Email Validated	Complete Vendor # 20076451	<input type="checkbox"/>
05/2018	CAW Facility Services Inc	Clicked	Email Validated	Complete Vendor # 20076448	<input type="checkbox"/>
05/2018	Kosco Minnie	Clicked	Email Validated	Complete Vendor # 20076433	<input type="checkbox"/>
05/2018	States ABC	Clicked	Email Validated	Complete Vendor # 20076442	<input type="checkbox"/>

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

