PAYMENTWORKS TERMINOLGY

INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION
Cancelled	No Account	Not Started

CANCELLED means you have cancelled your vendor request. This cannot be deleted and will not disappear. Paymentworks is a tracking system.

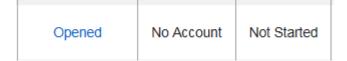| Invitation Rejected	No Account	Not Started

INVITATION REJECTED means Accounts Payable rejected your vendor request and this individual should provide a message with the reason the vendor was rejected or requesting additional information from you. If you have questions about the rejection, contact Accounts Payable at ap_paymentworks@tennessee.edu.

Sent	No Account	Not Started

SENT means your email was sent to the Vendor to register with PaymentWorks <u>but</u> the email has not been delivered. Please allow the email servers to deliver the emailed invitation.

Delivered	No Account	Not Started

DELIVERED means your Vendor invitation email was delivered to the vendor <u>but</u> the email was <u>not</u> opened.

Opened	No Account	Not Started

OPENED means your Vendor invitation was delivered to the vendor and the email was opened <u>but</u> the vendor has <u>not</u> validated their email address to start their vendor registration.

Clicked	Email Validated	Not Started

CLICKED – NOT STARTED means your Vendor invitation was delivered to the vendor and the email was opened, and the vendor has validated their email address <u>but</u> they have <u>not</u> started their vendor registration.

Clicked	Email Validated	In Progress

CLICKED – IN PROGRESS means your Vendor invitation was delivered to the vendor, the email was opened, the vendor has validated their email address <u>but</u> they have <u>not</u> completed their vendor registration.   The vendor will need to COMPLETE their registration, SAVE and SUBMIT/SEND their registration so Accounts Payable can start their review/approval process of the vendor number.

Clicked	Email Validated	Submitted

CLICKED – SUBMITTED means an email was delivered to the vendor, the email was opened, the vendor has validated their email address, the vendor has completed their vendor registration and submitted to the university. Accounts Payable has received the vendor request to start their review/approval process of the vendor number.

Clicked	Email Validated	Returned

CLICKED – RETURNED means an email was delivered to the vendor, the email was opened, the vendor has validated their email address, the vendor has completed their vendor registration and submitted to PaymentWorks, but Accounts Payable required additional information/documentation from the vendor before approving the vendor request. Accounts Payable sent an email directly to the vendor through Paymentworks detailing what is required.

Clicked	Email Validated	Approved

CLICKED – APPROVED means your vendor request has been approved. Once the vendor number is provided the vendor will be a registered University of Tennessee Paymentworks/SAP vendor which will allow the vendor to update their own information. NOTE: Our payment process does NOT change.

Clicked	Email Validated	Complete Vendor #: 1035113

CLICKED – COMPLETED means your vendor request has been approved and PaymentWorks & SAP have generated/synced the vendor number provided to be used immediately. The vendor is now a registered University of Tennessee Paymentworks/SAP vendor which allows the vendor to update their own information and check status of their processed invoices. NOTE: Our payment process does NOT change.

ADDITIONAL NOTES TO REMEMBER:

- Until the vendor submits their registration, Accounts Payable cannot start our process. **IF the status is waiting for the vendor to do their part,** we suggest you follow up with your vendor and request they complete, save and submit their Paymentworks Vendor registration.
- Please note, support@paymentworks.com should **ONLY be contacted by the Vendor** to help with their PaymentWorks account/ registration issues.
- **University of Tennessee departments should NOT contact PaymentWorks directly** but instead contact Accounts Payable ap_paymentworks@tennesee.edu for further assistance.

- **NOTE:** PAYMENT PROCESS DOES NOT CHANGE