



## FREQUENTLY ASKED QUESTIONS – VENDORS

### **What are the benefits of using PaymentWorks?**

PaymentWorks enables vendors to provide sensitive information in a secure format and eliminates the need for departments to gather information. Vendors will now be able to provide information electronically through PaymentWorks and will also have a secure portal to update their ACH banking information and/or remit addresses as needed. PaymentWorks will assist the university in validating information provided by vendors, collecting socio-economic category and certifications if applicable, and allow vendors the ability to check their payment status.

### **I am having trouble with PaymentWorks, who can I contact for help?**

When logged into PaymentWorks, vendors can access help resources by clicking on the Help link in the upper-right section of the screen. If necessary, use the "[Contact Support](#)" option to submit inquiries and/or to report issues.

### **I need to make a change to my banking information and/or remit address, what do I do next?**

All vendor updates will be managed through PaymentWorks. Existing vendors who wish to update their address, identity information, or ACH banking details will process changes in PaymentWorks.

### **Can I submit my invoices in PaymentWorks?**

Vendors cannot upload invoices into PaymentWorks. You should contact Accounts Payable at [accountspayable@pacific.edu](mailto:accountspayable@pacific.edu) to inquire about the invoice submission process.

### **Can I see the payment status of my invoices in PaymentWorks?**

You can access your PaymentWorks profile and review the invoice payment status by accessing the Invoices tab.

### **What if my company already has a PaymentWorks account?**

If your company is already registered with PaymentWorks be sure to request the invitation be sent to that same email address. When you receive the email invitation, the system will automatically place your registration form into your PaymentWorks account. From there, you can complete the registration form. Or, if the invitation is emailed to a different email, you can login to your PaymentWorks account and complete the registration there.

### **What if my company is already established with Pacific and has received payments, do we still need to register?**

Yes, all existing vendors in Banner will need to re-register through PaymentWorks in order to manage their company information such as remit addresses, phone, banking etc.

### **What is a Single Use Account (SUA) payment?**

Pacific uses the J.P. Morgan Single-Use Accounts (SUA) program for accelerated payments. This is an electronic payment solution whereby Pacific pays participating vendors via virtual credit card instead of check (the SUA is a 'virtual' credit card). This payment approach allows suppliers to be paid within ten days

(versus net 45) upon receipt in Accounts Payable, eliminates paper and reduces processing costs and time. Please note that the SUA program will not impact use of the Procard program already in place at Pacific.

### **I am a foreign supplier, what do I need to know?**

Foreign vendors must follow the following steps:

1. Process invitation with their ITIN (International Tax Identification Number)
2. IF, foreign vendor does not have ITIN, please contact Purchasing Office ([purchasingpacific.edu](http://purchasingpacific.edu)) for the next steps on completing registration
3. Follow instructions from Purchasing
4. Once ITIN is received/assigned, foreign vendor must come back to PaymentWorks to reflect ITIN.
5. VENDOR IS RESPONSIBLE TO KEEP PROFILE CURRENT

### **What are all the payment methods are available to choose from?**

- Virtual Card (SUA) - Net 10 upon receipt in A/P
- Electronic ACH – Net 45
- Paper Check – Net 45
- Wire (for International Vendors only) – Net 45

### **How should I enter my name or business name in the system?**

For all name fields, enter legal name or business name as registered with the IRS.

Pacific prefers the use of mixed case format, with a leading upper-case letter followed by lower case, ex: John Smith

### **How does PaymentWorks validate banking information? Will I be contacted?**

PaymentWorks uses various methods and industry-leading software to validate vendor's banking information. In some occurrences they will still need to speak with someone listed on the account and yes, you may receive a phone call to confirm your details.