PAYMENTWORKS TERMINOLGY

Pending Approval	No Account	Not Started

PENDING APPROVAL means you are awaiting for your Affiliate Level Purchasing Approver to approve your invitation to the vendor. Once this individual approves your vendor request, an email from "Paymentworks on behalf of Johns Hopkins Enterprises" will be sent to the vendor requesting them to validate their email and start our vendor registration to update or create their vendor number in our SAP/Paymentworks systems.
Paymentworks Affiliate Level Purchasing Approvers

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 your Affiliate Level Purchasing Approver rejected your vendor request and this individual should provide a message with the reason the vendor request was rejected or this individual may be requesting additional information from you. If you have questions about the rejection, contact your Affiliate Level Purchasing Approver. Paymentworks Affiliate Level Purchasing Approvers

Sent	No Account	Not Started

SENT means your Vendor invitation was approved by your Affiliate Level Purchasing Approver and an email was sent to the Vendor to register with Paymentworks but the email has not been delivered to the vendor. Please allow the email servers to deliver the emailed invitation.

Delivered	No Account	Not Started

DELIVERED means your Vendor invitation was approved by your Affiliate Level Purchasing Approver and an email was delivered to the vendor but the email was not opened by the vendor. The vendor will need to open the email, validate their email address to begin their vendor registration. If time has passed and status has not changed, we suggest YOU follow up with the vendor and request they begin the vendor process through Paymentworks. If the VENDOR is having difficulty with their Paymentworks vendor registration, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not our Johns Hopkins Departments.

Opened	No Account	Not Started

OPENED means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, an email was delivered to the vendor and the email was opened but the vendor has not validated their email address to start their vendor registration. The vendor will need to validate their email address to begin their vendor registration. If time has passed and status has not changed, we suggest YOU follow up with the vendor and request they begin our vendor process through Paymentworks. If the VENDOR is having difficulty with their Paymentworks vendor registration, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not Johns Hopkins Departments.

Clicked	Email Validated	Not Started

CLICKED – NOT STARTED means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, an email was delivered to the vendor and the email was opened, the vendor has validated their email address but they have not started their vendor registration. The vendor will need to begin their vendor registration. If time has passed and status has not changed, we suggest YOU follow up with the vendor and request they begin our vendor process through Paymentworks. If the VENDOR is having difficulty with their Paymentworks vendor registration, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not Johns Hopkins Departments.

Clicked	Email Validated	In Progress

CLICKED – IN PROGRESS means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, an email was delivered to the vendor, the email was opened, the vendor has validated their email address but they have not completed their vendor registration. The vendor will need to COMPLETE their registration, SAVE and SUBMIT/SEND their registration so Purchasing/AP can start their review/approval process of the vendor request. If time has passed and status has not changed, we suggest YOU follow up with the vendor and request they begin our vendor process through Paymentworks. If the VENDOR is having difficulty with their Paymentworks vendor registration, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not Johns Hopkins Departments.

Clicked	Email Validated	Submitted

CLICKED – SUBMITTED means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, 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 Johns Hopkins. Purchasing/AP has received the vendor request to start their review/approval process of the vendor request. If time has passed and status has not changed, we suggest YOU contact APVendorMaster@jhmi.edu **and** Purchasing@jhu.edu (JHU) JHHSSupplyChain@jhmi.edu (JHH/Affiliates) for assistance with your vendor request status.

Clicked	Email Validated	Returned

CLICKED – RETURNED means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, 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 Johns Hopkins **but** Purchasing and/or AP requires additional information from the vendor before approving the vendor request. Purchasing/AP sent an email directly to the vendor through Paymentworks detailing what is required and the vendor has not yet responded. If the VENDOR is having difficulty making the changes that were requested within their Paymentworks vendor registration, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not Johns Hopkins Departments. If time has passed and status has not changed, We suggest YOU follow up with the vendor and request they SAVE the changes and resubmit their Paymentworks vendor registration.   Until the vendor SAVES the changes within Paymentworks and resubmits/resend their vendor registration, Purchasing and AP cannot start our review/approval process. If your Department has additional questions about the "returned" vendor request, please contact APVendorMaster@jhmi.edu **and** Purchasing@jhu.edu (JHU) JHHSSupplyChain@jhmi.edu (JHH/Affiliates) for assistance.

Clicked	Email Validated	Approved

CLICKED – APPROVED means your vendor request has been approved. Please allow at least 15-30 minutes for Paymentworks & SAP to generate and sync the vendor numbers. Once the Vendor Number is provided the vendor will be an approved registered Johns Hopkins Paymentworks/SAP vendor which will allow the vendor to update their own information on their account and the vendor can check status of their processed invoices. **NOTE: Our payment process does NOT change.**   If the "Approved" status has not changed after 1 business day, we suggest YOU contact APVendorMaster@jhmi.edu **and** Purchasing@jhu.edu (JHU) JHHSSupplyChain@jhmi.edu (JHH/Affiliates) for assistance with correcting the glitch in the system and to provide the Vendor Number.

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. This vendor number can be used immediately. The vendor is now a registered Johns Hopkins Paymentworks/SAP vendor which allows the vendor to update their own information on their account and check status of their processed invoices. If the VENDOR has difficulty updating their Paymentworks Account information, the VENDOR should contact support@paymentworks.com for further assistance. NOTE: Paymentworks Support is strictly for the VENDOR ONLY, not Johns Hopkins Departments.

NOTE: Our payment process does NOT change.

IF the invoice you are trying to pay, provides the vendor's current and correct remittance address and this information does NOT match SAP, the vendor will need to revise their account information in their Johns Hopkins Paymentworks account and SAVE the changes and submit/send so our system can be updated and your department can submit your invoices for payment.

IF the invoices provide the vendor's old remittance address information, the vendor will need to revise the old invoices **or** provide written documentation of their current payment address so your department can attach that written document along with the invoice as your back up documentation and then submit for payment.

ADDITIONAL NOTES TO REMEMBER:

- Until the vendor submits their registration, Purchasing and Accounts Payable (AP) cannot start our review/approval 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 their part, SAVE the information 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.

- **Johns Hopkins departments should NOT contact PaymentWorks Support directly** but instead contact Accounts Payable (JHU & JHHS/Affiliates) APVendorMaster@jhmi.edu **and** Purchasing (JHU) Purchasing@jhu.edu or Purchasing (JHHS/Affiliates) JHHSSupplyChain@jhmi.edu for further assistance.

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

- The Bank Form and current Official Bank Documentation to verify the banking instructions are **REQUIRED when requesting payment** by TREASURY and/or NON EMPLOYEE TRAVEL REIMBURSEMENTS receiving ACH/Domestic Wires **or** International Wire payments. **This is a Treasury requirement**.

- Once the Vendor is an APPROVED (completed status) and a registered Paymentworks/SAP vendor, the Vendor is responsible to UPDATE their own account information. Accounts Payable and Purchasing can no longer manually update the vendor file information.