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PaymentWorks Supplier Onboarding Status Quick Guide

PaymentWorks provides the Onboarding Tracker to increase visibility to the current status of your supplier request. To access this information, click on 'Vendor Master Updates' and use the below reference material to understand where your request is in the process.

Details View:
The Details View is available for every invitation submitted in PaymentWorks. This view includes three tabs depending on where the vendor is in the onboarding process. The Details View will show when you click on the arrow on the bottom of each invitation. The three tabs are explained below.

Progress Tab - Created when the onboarding is initiated. This tab provides the current status of the vendor onboarding and the remaining steps until the onboarding is complete.
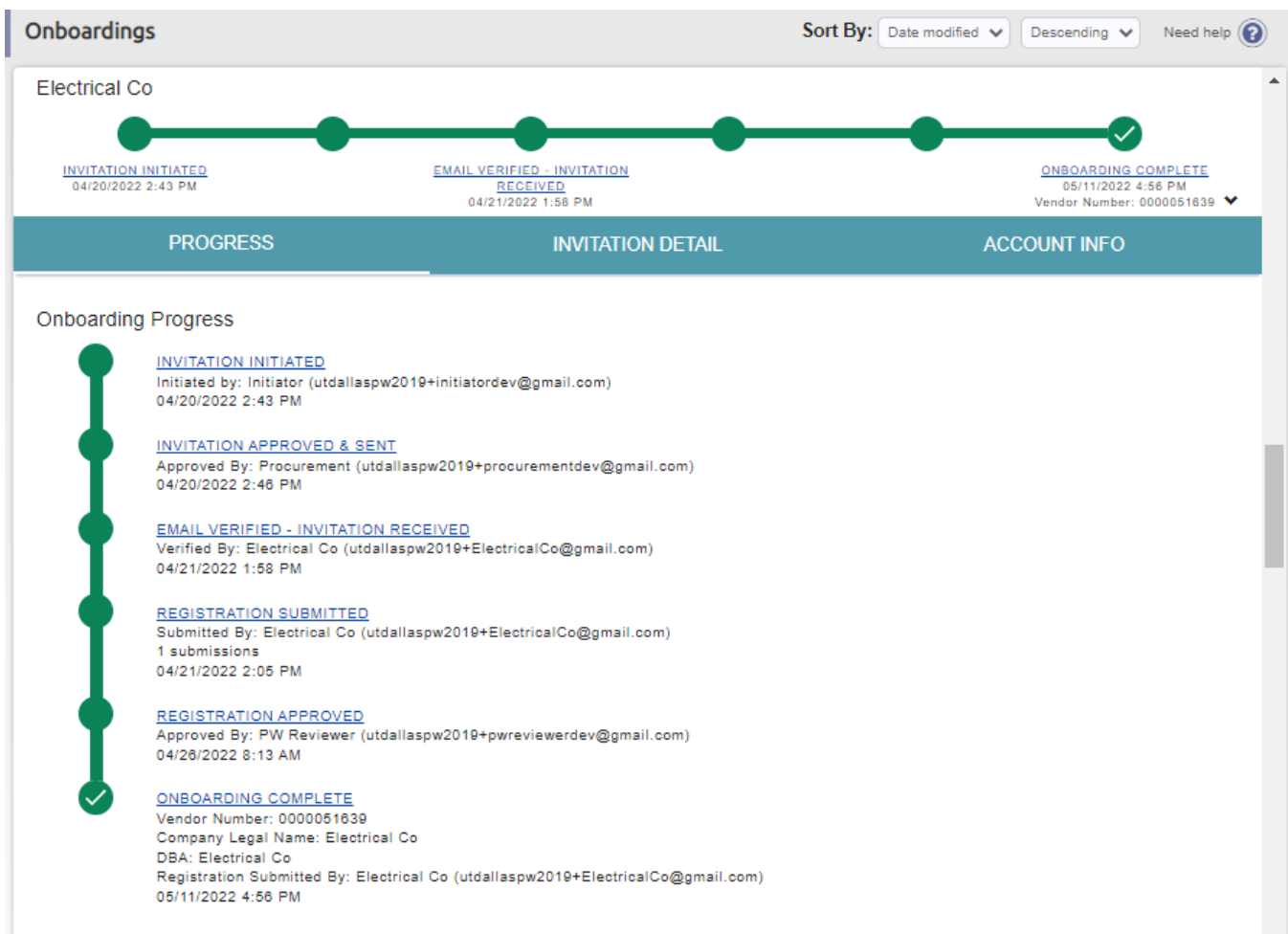
Invitation Detail Tab - Created when the onboarding is initiated. This tab provides all the information provided on the invitation when it was initiated. This tab also includes the message provided if an invitation is rejected under the Approval History section.

 Account Info Tab - Created when the payee verifies their account. This tab includes information on how the vendors account was created in the system.

! Important: Please note the supplier will receive reminder email notifications automatically if they have not completed their registration form. Please do not re-send invitations unless the payee notifies you that they did not receive the initial email.

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