

# PAYMENTWORKS FAQ

## How do I get a PaymentWorks account?

Every Johns Hopkins user (JHU and JHHS) can visit PaymentWorks by clicking on the portal link: <https://www.paymentworks.com/login/saml/?idp=jhu>.

Your account is tied to your JHED ID and is automatically created if this is the first time you're accessing the portal. It's important to use this link every time you access the portal, or you will not be logged in. If you create a bookmark for PaymentWorks, you will need to edit the URL to match the link address above.

## How is this process different from the old vendor add process?

In the old process, information was gathered by the requesting user and manually entered by processors in Procurement and Accounts Payable. In the new process, the requesting user provides some basic information and the vendor enters the remainder for review. Once reviewed, the information is automatically entered into SAP and vendor numbers are available in the PaymentWorks portal.

## Which forms are being replaced?

The Vendor Data Entry Sheet and Vendor Bank Information Form are no longer necessary for vendor additions.

## Which forms are not being replaced?

Any forms related to independent contractor setup (such as the Independent Contractor Certification, Independent Contractor Agreement and determination letter) are still required separately and should be sent to the relevant procurement group or accounts payable concurrently with the creation of your vendor invitation.

## How will I receive vendor numbers?

All requests you've made are displayed when you log in to the portal. If a vendor number has been assigned, it will be displayed in that table.

## How do I ask for a PO vendor number?

All suppliers will now be issued PO-capable vendor numbers if they indicate that they accept purchase orders. All suppliers will be issued a payment vendor number regardless of their responses. In cases where both are issued, the PO-capable vendor number will show on your request listing in PaymentWorks.

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## How are updates handled?

Vendors are able to access and update their own information within the PaymentWorks portal. Updates are conveyed to SAP electronically.

## Does this impact payment or shopping cart creation?

No, this is only a revision to the vendor maintenance process.

## Are any other features available through PaymentWorks?

Vendors will be able to use PaymentWorks to monitor their pending invoices and past payments.

## Who should I contact with questions?

Contacts remain the same for all vendor-related items:

- Accounts Payable – [apvendormaster@jhmi.edu](mailto:apvendormaster@jhmi.edu)
- JHHS – [jhssupplychain@jhmi.edu](mailto:jhssupplychain@jhmi.edu)
- JHU – [purchasing@jhu.edu](mailto:purchasing@jhu.edu)