PAYMENTWORKS TERMINOLGY

<u>PENDING APPROVAL</u> 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.

INVITATION	VENDOR ACCOUNT	NEW VENDOR REGISTRATION
Cancelled	No Account	Not Started

<u>CANCELLED</u> 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
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<u>INVITATION REJECTED</u> means your Affiliate Level Purchasing Approver 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 your Affiliate Level Purchasing Approver.

Sent	No Account	Not Started
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<u>SENT</u> means your Vendor invitation was approved by your Affiliate Level Purchasing Approver and an 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.



<u>**DELIVERED**</u> 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.

Opened N	o Account Not Started
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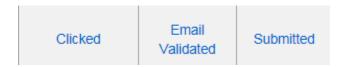
<u>**OPENED**</u> means your Vendor invitation was approved by your Affiliate Level Purchasing Approver, an email was delivered to the vendor and the email was opened <u>but</u> the vendor has <u>not</u> validated their email address to start their vendor registration.

Clicked	Email Validated	Not Started
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<u>CLICKED – NOT STARTED</u> 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 <u>but</u> they have <u>not</u> started their vendor registration.

Clicked	Email Validated	In Progress
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<u>CLICKED – IN PROGRESS</u> 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 <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 Purchasing/AP can start their review/approval process of the vendor number.



<u>CLICKED – SUBMITTED</u> 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 number.



<u>CLICKED – RETURNED</u> 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/AP required additional information/documentation from the vendor before approving the vendor request. Purchasing/AP sent an email directly to the vendor through Paymentworks detailing what is required.

Clicked	Email Validated	Approved
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<u>CLICKED – APPROVED</u> means your vendor request has been approved. Please allow at least 15-30 minutes for Paymentworks & SAP to generate/sync the vendor number. Once the vendor number is provided the vendor will be a registered Johns Hopkins Paymentworks/SAP vendor which will allow the vendor to update their own information and check status of their processed invoices. NOTE: Our payment process does NOT change.

Clicked	Email Validated	Complete Vendor #: 1035113
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<u>CLICKED – COMPLETED</u> 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 Johns Hopkins 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, Purchasing/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, 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.
- <u>Johns Hopkins departments should NOT contact PaymentWorks directly</u> but instead contact Accounts Payable (JHU & JHHS/Affiliates) <u>APVendorMaster@jhmi.edu</u> and Purchasing (JHU) <u>Purchasing@jhu.edu</u> or Purchasing (JHHS/Affiliates) <u>JHHSSupplyChain@jhmi.edu</u> 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.