

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.

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 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
------	------------	-------------

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. 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.

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.

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.

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 number.

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 number.

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/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
---------	-----------------	----------

CLICKED – APPROVED 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
---------	-----------------	----------------------------

CLICKED – COMPLETED 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.
- **Johns Hopkins departments should NOT contact PaymentWorks directly** but instead contact Accounts Payable (JHU & JHHS/Affiliates) APVendorMaster@jhmi.edu and Purchasing (JHU) Purchasing@jhu.edu or Purchasing (JHHS/Affiliates) JHSSupplyChain@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.**