FAQ- PaymentWorks

If I have a No-Purch Contract, Do I have to send an invite to them through PaymentWorks?

No, currently only vendors who go through the requisition process must be set up through PaymentWorks. As a rule, if we will be paying the vendor they must be registered through PaymentWorks.

How do I know if a vendor we have done business with in the past is set up through PaymentWorks?

You will be able to see all onboarding vendors (invitations sent) through PaymentWorks. If an invitation is not sent please send one to them. You are able to search in PaymentWorks in the onboarding screen.

How do I set up a student/employee so they can be reimbursed?

PaymentWorks is NOT needed for this process. Students and Faculty/Staff are automatically loaded into Banner, and they must be manually updated in Banner by Accounts Payable. Please submit a request to accountspayable@sfasu.edu.

Do Prospective Employee need to register through PaymentWorks?

No, Prospective employees must submit their W9 to traveldesk@sfasu.edu for proper routing.

What if my department collects a W-9?

Please send an invitation through PaymentWorks.

What about vendors who are paid through a Purchase Voucher?
Any entity or person to receive a University vendor number must go through PaymentWorks.

What about foreign vendors and individuals?

Any foreign vendor or individual will also register through PaymentWorks if they are to receive a University Banner
ID number for a transaction. There are customized fields for each country and address format.

What is the main change for me as a departmental employee with regard to PaymentWorks?

The main change is simply to use the PaymentWorks invitation process to request new vendor entries rather than the paperbased vendor forms. PaymentWorks also empowers SFA users and provides visibility into the onboarding process.

What if a vendor has questions regarding PaymentWorks?

They may contact support@paymentworks.com

Who is my SFA contact during this transition?

Email vendors@sfasu.edu for any questions or concerns.