

PaymentWorks Frequently Asked Questions

Question 1: What is the new PaymentWorks Vendor Onboarding Solution?

Answer: PaymentWorks is the University's new cloud-based vendor onboarding solution. The application is integrated with the myNKU Portal allowing departmental users to access it utilizing their myNKU USER ID and password. It will replace the University's current paper-based vendor application which requires manual entries and updates.

Question 2: What is the main change for me as a departmental employee with regard to PaymentWorks?

Answer: The main change is simply to use the PaymentWorks invitation process to request a new vendor rather than the paper-based vendor application.

Question 3: What are the benefits by using PaymentWorks?

Answer: Utilizing a vendor onboarding application such as PaymentWorks allows the University to meet underwriters' requirements for validation prior to entry into the University's vendor database. It verifies sanctions and performs other compliance checks required for recipients of federal funding. It allows the University to move a currently tedious, manual process to an automated platform. Departments are empowered in the process and vendors utilize self-service in their registration and updates.

Question 4: How will vendor updates be managed?

Answer: A new vendor onboarded through PaymentWorks will have the ability to update their own information. This updates the NKU SAP vendor database.

Question 5: How will employees and students be set up as vendors?

Answer: The process to set-up an employee or student will not change. As a reminder employees and students will not be set up in PaymentWorks.

Question 6: What is the planned go-live date for PaymentWorks to be turned on?

Answer: PaymentWorks is planned to Go-Live on August 17, 2020. A Procurement Services listserv message will be distributed at the time of transition as well as the PaymentWorks link activated in myNKU Portal for departments. The paper-based vendor application will be removed from the Procurement Services website at the point of cutover.

Question 7: How long will it take for a vendor to be onboarded?

Answer: One of PaymentWorks' benefits is that of automation. Onboarding time depends on several factors, the primary of which being the vendor's completion of the registration process. That said, the onboarding process should not be longer than that for the current manual process and in most instances, will be shorter. Onboarding delays may occur if a vendor is found to have sanctions against them or other validation obstacles.

Question 8: Can I still use the paper vendor application from the Procurement Services home page to request a vendor be loaded?

Answer: No - PaymentWorks will completely replace the current paper-based vendor application. Any vendor or individual for whom a University vendor number is required must go through the automated onboarding process.

Question 9: What about foreign vendors and individuals?

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

Question 10: I have vendors or individuals who do not use e-mail, or simply cannot complete the vendor onboarding process for whatever reason identical to a typical vendor. What do I do in these cases?

Answer: Contact Procurement Services at PaymentWorksSupport@nku.edu for guidance if you have any vendors or individuals who cannot complete the vendor onboarding process for some reason.