

## Frequently Asked Questions

This document represents FAQs from the FTS-PaymentWorks Supplier overview webinar that was hosted by Finance on April 28 and May 1, 2020.

### Selecting Suppliers in FTS

**Q:** If the supplier is already in FTS, do I need to select one of the new Supplier IDs?

**A:** No, select the supplier that is in FTS.

**Q:** If supplier exists in FTS, how can I confirm I am selecting the correct one when the address field no longer exists on the Requisition and Direct Payment Voucher?

**A:** The department Requester can use the Header Comments field of their Requisition or Direct Payment to clarify which vendor they want to use and provide supplier's address for verification purposes. If there are any questions, please contact FinanceConnect at [financeconnect@sjsu.edu](mailto:financeconnect@sjsu.edu) or 4-1558.

**Q:** What Supplier ID do I select in my Requisition if the supplier is in FTS and the purchase price is more than \$50,000? Do I select Supplier TO BID?

**A:** If the supplier is in FTS, then select them from the list so we know which supplier is your preferred one. The Procurement team will determine if the requisition needs to go to bid. If the supplier is not listed in FTS or you don't have a supplier preference, then select Supplier TO BID and the Procurement team will handle the rest.

### Invitation to Supplier to Register

**Q:** Who sends the invitation to the Supplier to register with SJSU?

**A:** When Supplier NEW is chosen, the invitation is sent by the Initiator (the department requester who is completing the Requisition or Direct Payment in FTS). If Supplier TO BID or Supplier No \$ Value is selected on the Requisition, then the Procurement team will handle the invitation.

**Q:** What information do I need for the invitation process?

**A:** You need the supplier's name (this will either be a company name or an individual's name) and a contact email address.

**Q:** You went live with PaymentWorks on April 28. Will you still process Vendor Data 204 Forms that were sent to Accounts Payable prior to go-live?

**A:** Yes, if the Vendor Data 204 Form was submitted to the Payment team before the go-live date.

## **Status of PaymentWorks Invitation**

**Q:** How do I check the status of my supplier invitation?

**A:** You will be receiving an email when the supplier has completed their onboarding with SJSU, so this shouldn't be a major concern for department users. We also have a Vendor Maintenance Coordinator keeping track of new invitations and registration forms and they will help keep the process moving forward. Eventually, we will be adding a tile to one.SJSU so that requesters can check the status of their invitations themselves, if the supplier has been non-responsive. However, all new invitations should be initiated in FTS and should be linked to an active Requisition or Direct Pay transaction.