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Overview

Direct Payment Voucher is one of the university’s purchasing processes for goods and services. Before using this process, please review Ways to Pay to ensure the goods/services you would like to pay are eligible for this process. In addition, the supplier must be in the FTS database in order to complete the Direct Payment.

A Direct Payment Voucher is created in Financial Transaction Services (FTS) and when approved by the department Approving Official, it is distributed from FTS to the Common Finance System (CFS). Once in CFS, Payment Services will process the payment request.

This user guide demonstrates how to complete and approve a Direct Payment Voucher in FTS.

Training

For Finance systems access, employees are required to complete one of the courses based on their roles:

- Administrative staff are to complete the Introduction to Finance class (Course No.: FIN009).
- Approving Officials are to complete the Finance Overview for Managers class (Course No.: FIN007).

Enroll in a session by completing the Finance and Business Services Training form. Refer to Training and Tutorials for more information about training offered by Finance.

Request Access to FTS

After completing the required Finance course, access to Finance systems: CFS, FTS, and CFS Data Warehouse can be requested by completing the Finance Systems Access Request (a DocuSign form). Upload a copy of your training Transcript to the access request form. To obtain a copy, log into CSULearn Training Transcript through One.SJSU.edu.

Suppliers in FTS

Suppliers found in FTS are ones we currently conduct business with. If the supplier does not exist in FTS, then an invitation for them to register can be initiated by the department Requester when they select Supplier NEW in their Direct Payment. The university’s Payment Services will receive the request and formally send an invitation to the supplier to register in PaymentWorks.

PaymentWorks is a third party application used by the SJSU’s Payment Services to onboard new suppliers. The Requester can complete, upload backup documentation, and save the Direct Payment voucher in FTS, but it cannot be submitted for approval until the supplier has completed their registration.

Once the supplier is onboarded, the department Requester will be notified by PaymentWorks that the supplier is available, in the next business day, to select in their Direct Payment and submit voucher for approval in FTS.
Log into FTS

Use your SJSUOne account to login to FTS and with DUO app or FOB key. If you do not know your SJSUOne login information or need assistance with DUO, contact IT Help Desk for assistance- website: http://its.sjsu.edu/services/sjsuone/ email ithelpdesk@sjsu.edu / or phone 4-1530.

1. Go to one.SJSU.edu.

2. Search for and click on the FTS tile.

The SJSUOne login page displays.

3. Enter your SJSUOne ID and Password.

4. Click Log In button.

5. You will be prompted to confirm login with DUO app on your smartphone or with DUO FOB key.
FTS Main Menu

The Main Menu page displays a list of all Open Items and Items Pending Approval for the DeptIDs the user has access to.

The Main Menu page also displays other menus:

- **Travel** (All SJSU employees have access this module.)

- **Purchasing/Payments** (Depending on your system access.)

- **Transfers** (Depending on your system access.)

- **Other** (All SJSU employees have access to this module.)

- **Expense Adjustments** (Depending on your system access)

---

**Direct Payment**

**a. Create a Voucher**

From the Purchasing/Payments module in the FTS Main Menu:

1. Click the button to add new Direct Payment Voucher.
The Direct Payment Voucher page displays.

**Note:** Fields preceded by an asterisk indicate required fields.

The Direct Payment page has five sections:

- Header Information
- Supplier Information
- Contact Information
- Invoice Information
- Chartfields

**Header Information**

This section displays the following fields:

- **Status**: Begins with New.
  
  There are seven statuses in the Direct Payment process. For a description of each status, refer to the Voucher Statuses section in this guide.

- **Voucher No.**: A number will be assigned by FTS when voucher is saved.

- **Date**: Creation date

- **Comments**: Use this field to provide special instructions to Payment Services or additional information related to the voucher.
Supplier Information

2. Select the supplier from the Name dropdown menu (User Preferences List)

or

if supplier is not in your dropdown menu, then click on More.

If More is selected, User Preferences search criteria panel displays.
Search for the Supplier

4. In **Criteria** field, enter supplier's name (partial or full).

5. Click **Search**.

Matching results display.

If the supplier is in FTS, then:

6. Click the ✅ to add supplier to use supplier for this transaction only

or

7. If the Supplier is **not** in FTS, then search for and select **Supplier NEW** (ID: 0000042333). Select this supplier ID when you've identified a supplier you intend to do business with **and** the supplier ID does not exist in FTS. You will be prompted to complete the invitation request form in PaymentWorks.
If a supplier other than Supplier NEW was selected, then skip to Step 13 (Contact Information section).

**Note:** The Supplier’s address will not display. Payment Services will determine the correct remittance address to send payment when they review the Direct Payment request and invoice.

If Supplier NEW was selected, pop-up message will appear requesting you to complete the invitation request form in PaymentWorks.

8. Click OK.

9. The PaymentWorks hyperlink appears. Click on the link to continue.
PaymentWorks window opens.

10. Click **Send Invitation**.
Invite New Vendor window displays.

11. Complete the following fields:

- **Company/Individual Name**
- **Contact E-Mail**
- **Verify Contact E-Mail**
- **Description of Service or Product**
- **Initiator Phone Number:** Department Requester (campus contact) phone number; not the supplier.

- **Personalized Message:** Optional. Enter a message or instructions to the Payment Services Vendor Maintenance Coordinator. This message will not be shared with the supplier.

12. Click **Send**.

Request is sent to Payment Services to formally invite supplier to register in PaymentWorks.
Contact Information

13. Select the Contact Name from the dropdown menu (User Preference List). Do not key in the name.

or

if name is not in list, select More.

*Note: The contact name must exist in the FTS database. The majority of the time, the contact person is the Requester who is creating the voucher. Email notification will go to the person selected in this section.

If name does not exist, please contact Finance Support at financeconnect@sjsu.edu for assistance.

If More is selected, the User Preferences page displays.
14. Enter the Employee ID for the **Requester** or enter name (full or partial).

If searching by name, then enter format as follows: Last name and comma (no space)

or

last name, comma, and first name (no space)

For example: Chan, or Chan,Amy

15. Click **Search**.

**Results display.**

16. Click the **✓** to add supplier to use supplier for this transaction only

or

click the **✚** to add supplier for this transaction and add it to your dropdown menu (User Preferences List) field for future use.

**Note:** *If name not found, please contact Finance Support for assistance.*

17. Enter phone number in **Phone** field.
Invoice Information

18. Select a description from the **Description** dropdown menu.

**Note:** If the description of the item/service to be paid is not in the dropdown menu, you **will not be able** to use a Direct Payment Voucher to pay it. Review [Ways to Pay](#) for the correct process to follow or contact Finance Support for assistance.

When Fees or Services is Selected in **Description**, a submenu will appear. Select Fees or Services type in submenu.
19. Enter the Supplier’s **Invoice No.** that is listed on the bill.

   **Important:** Do not enter special character such as #, $, %, _, / . If supplier invoice contains one, then omit it from entry.

20. Use the Calendar button to enter **Invoice Date**.

21. Enter the **Invoice Total**.

### Chartfields

Enter the chartfield string where expense is to be charged.

22. Use the button to display the dropdown menu for the fields or to hide them.

23. Select the required values in **Account, Fund, and DeptID** from dropdown menu.

   or

   if value is not in the dropdown menu, select **More** to search and select value from User Preferences.

   For **DeptID**, only the values you have access to will display.

24. Select **Program, Class, Project** (optional).
25. If applicable, click the + button to add a distribution line if there is more than one chartfield string sharing the expense

or

- to delete a distribution line.

**Note:** The distribution lines grand total must equal the invoice total.

*DeptID is restricted to user’s access.*

26. Click **Save Voucher** button to save the entries

or

**Cancel** to cancel the entire voucher. Cancelling the entire voucher will make the page read-only and no more changes can be made to it.

If Save Voucher was selected, a message box appears and displays the FTS Voucher number.

27. Click **OK** to continue.
The voucher is saved, a Voucher No. is assigned by FTS and the Status changes from New to Open in the Header Information section.

28. Record the **Voucher No.**

A new field appears. The **Approver** field displays after voucher is saved.
The DeptID entered in the Chartfields/Funding Source section drives the approval routing of the voucher.

29. Select the department Approver from the Approver dropdown menu. If the direct Approving Official for DeptID is not available, then select next Approver in the department organization (department/college/division).

**Note:** The Approver menu has additional names who are not part of your organization. These additional Approvers are Central Finance Approvers from Finance and Business Services. They display in the menu because they have access to approve requests for the entire university. They should not be selected in your voucher unless all Approvers in your organization is unavailable.

30. Approver Selected
31. Scroll to bottom of page and

A new section appears. The **File Upload** section displays at bottom of the voucher page.

Backup documentation is required to be uploaded with the Direct Payment Voucher.

**Important:** If you have not done so, click **Save Voucher** before uploading files; otherwise, data entered since the last save will not be retained.

32. Select a **Document Type**.

**Tip:** For easy identification and when multiple document types are involved, it is recommended to have one document type per file, instead of combining all documents into one file.

**Important:** Omit special characters such as #, $, %, @ from the file name. Also, the file size cannot exceed 10 MB.

33. Click **Choose File** button to select a file from your desktop.
34. Click + to upload next file, if any

or

− to delete file uploaded line.

35. After selecting file(s), click the **Upload Attachment(s)** button.

If upload is successful, a confirmation message will appear.

36. Click **OK** to continue.
The uploaded files display in the **Related Files** section. The Direct Payment ID will be added to the file name.

37. Click on hyperlink for file to view contents.

   or  

   click  to delete file.

38. When voucher is completed, click **Save Voucher**. Any entries made since the last save will be retained.

39. Select **Submit for Approval** when voucher is ready to be submitted for approval.

   or

   **Cancel** to cancel entire voucher. The page becomes read-only and Status field displays Cancelled.

**Note:** If **Supplier NEW** is selected as the Supplier, then you can only save the voucher and upload backup document files. The Direct Payment **cannot** be submitted for approval until the Supplier completes registration in PaymentWorks. Refer to **Supplier New: After Supplier is Onboarded** section for instructions.
Message appears if **Submit for Approval** is selected.

40. Click **OK** to proceed with submission

or

**Cancel** to return to page.

41. Request submitted for

Whether the request is submitted or cancelled, the action is recorded in the Status field with Requester's name and action date.

An email will be sent to the selected Approving Official to review the voucher and approve. The Approver has the ability to cancel, upload any additional backup documentation and change the approver; but cannot edit entries (e.g., change description, invoice no., or chartfields).

In order to edit the voucher, the Approver will have to cancel it. An email will be sent to the Requester that the voucher has been cancelled. From there, the Requester will create a new Direct Payment voucher with the correct information reflected and submit it for approval.

**Tip:** To save time on creating a new voucher, Requester can use the clone feature to duplicate the cancelled request. Refer to **Clone a Voucher** section in this guide for instructions.
The action completed by the Approver will be recorded in **Status** field, with Approver's name and date of action.

**Note:** If the voucher is greater than $50,000 or if the supplier is an Auxiliary (Associated Students, Research Foundation, Student Union, and Tower Foundation), a second approval is required from the Central Finance Officer in Finance. Status will display “CF Approval Needed”. An email will go to the CF Officer in Finance and Business Services requesting their review and approval.

### Direct Payment Voucher

<table>
<thead>
<tr>
<th><strong>Header Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>* Denotes a required field</td>
</tr>
</tbody>
</table>

| **Status:**  |
| Submitted by Amy M A Chan on 10/18/2020  |
| Approved by Kim Gamblin on 10/18/2020  |

| **Voucher No:**  |
| WVG006048  |

| **CFS Voucher No:**  |
| 10/18/2020  |

| **Selected Approver:**  |
| Kim Gamblin  |

| **Change Approver:**  |
| Kim Gamblin  |
| Update  |

| **Comments:**  |
| Guest speaker Charles Channel. He spoke at the Student Success event held on Sept. 30, 2020. Event was hosted by the Student Involvement clubs.  |
Approved transactions feed to CFS in a nightly batch process. The Status becomes Distributed and a new field CFS Voucher No. will displays by next day.

**Note:** Record the CFS Voucher No. to use in inquiries to Payment Services.

CFS (Common Finance System) is the system used by Payment Services uses to process Direct Payment requests.

**Direct Payment Voucher creation is completed in FTS.**
b. Supplier New: After Supplier is Onboarded

If Supplier NEW was selected in the Direct Payment, the supplier will receive an invitation to complete their registration with PaymentWorks. After completion, the Initiator (person who filled out the PaymentWorks Invite New Vendor form) will receive an email informing them the supplier has been added to our supplier database and can be selected in FTS.

This is an email to the Initiator informing them the supplier has completed onboarding. The email includes the supplier’s DBA, legal name, and the CFS Supplier ID.

---

Registration Completed for RUTLAND TOOL & SUPPLY CO

PaymentWorks Support <no-reply@paymentworks.com>
To: SJSUPW+approval@gmail.com

RUTLAND TOOL & SUPPLY CO has completed the registration process and now is set up in the ERP system.

The following vendor number has been assigned:
0000000333

Vendor connected:
Company Legal Name - Rutland Tool & Supply Co.
Company DBA - RUTLAND TOOL & SUPPLY CO
Registration Submitted By - Melanie Rutland

For more information about this or other invitations in PaymentWorks, please go to the "Onboardings" page in PaymentWorks.

Best regards,
PaymentWorks Support

---

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1. After receiving the email confirming supplier has completed registration process, the Initiator (Requester) will return to the saved Direct Payment in FTS.

2. Update the Supplier Information to reflect the newly created supplier.

   Go to **More** in the dropdown to search and search by Supplier ID and select the supplier from User Preference List.

3. In **Approver** field, select Approving Official for your organization.

4. Click **SAVE**.

5. Click **Submit for Approval** to send request for approval.

   The Status will change from Open to Pending Approval.

---

After the Direct Payment is approved by the Approving Official, the request will feed from FTS to CFS. In CFS, Payment Services will process the Direct Payment.
c. Approve a Voucher

Approving Officials with access to the DeptID(s) selected in Chartfields/Funding Source section of the voucher can approve the Direct Payment Voucher.

Approving Official will receive an email notification to approve the Direct Payment Voucher in FTS.

The notification identifies the Requester, type of FTS request, and the FTS voucher number.

1. Click the hyperlink in email to log into FTS.

The SJSUOne login page displays.

2. Enter your SJSUOne ID and Password.

3. Click Log In button.
The Main Menu displays.

In the **Main Menu**, a list of **Open Items** and **Items Pending Approval** display. Only transactions associated to Approver’s department ID access will display.

- **Open Items** refer to requests created, but have not been submitted for approval yet.
- **Items Pending Approval** refer to requests that are ready to be reviewed and approved by an Approving Official.
Items Pending Approval

A list of requests needing approval is displayed in this section. Each line gives you the number of requests and type.

4. For Direct Payment Vouchers, click the hyperlink for Vouchers.

Only vouchers associated to your Department ID access will display.

5. Locate the Voucher ID referenced in the email.

6. Click the Voucher ID hyperlink for it.
Direct Payment Voucher page displays.

The Approving Official cannot edit the request, except to upload backup documentation.

In order to edit the request, the Approver will need to cancel it so the Requester can submit a new voucher.

If needed, the Approver who received the request can assign the request to another Approving Official. A notification will be sent to the newly selected Approver to approve request.

Approving Official can view uploaded backup documentation.

7. Click the hyperlink for a file to view contents.

8. After reviewing the voucher, select action:

   Approve Voucher

   or

   Cancel. The page becomes a read-only page and Status is Cancelled.
Whether the request is approved or cancelled, the action is recorded in Status field with Approver's name and date of action.

Once action is selected, it cannot be changed.

**Note:** If the voucher is greater than $50,000 or the supplier is an Auxiliary (Associated Students, Research Foundation, Student Union, and Tower Foundation), a second approval is required from the Central Finance Officer in Finance. Status will display “CF Approval Needed”. Email will go to the CF Officer in Finance and Business Services requesting their review and approval.

Approved transactions feed to CFS in a nightly batch process. Distributed will display in the Status field by next day.

**A CFS Voucher No.** assigned after the feed from FTS to CFS.

**CFS (Common Finance System) is what Payment Services uses to process Direct Payment requests for payment.**
Backup Documentation After Voucher is Approved

a. Upload a File

Additional backup documentation related to the Direct Payment Voucher can be uploaded any time after it has been approved or distributed.

1. Locate the Direct Payment Voucher to clone by using the Search feature. Refer to Search for a Voucher section in this guide for instructions to find a voucher.

The selected Direct Payment Voucher page displays.

2. Scroll to the bottom of the page and click the File Upload section.

3. Select Document Type.

4. Select File from desktop.

5. Click Upload Attachment(s) button.
Message confirming file(s) have been uploaded displays.

**Note:** Allow up to 15 minutes for the hyperlink of the uploaded files to appear in the voucher.

6. Refer to the View Backup Documentation section of this guide for viewing uploaded files.

---

**b. View Backup Documentation**

1. Locate the Direct Payment Voucher to clone by using the Search feature. Refer to Search for a Voucher section in this guide for instructions to find a voucher.

The selected Direct Payment Voucher page displays.

2. Scroll to the bottom of the page and click the Support Documents section.

3. Click the Document Retrieval button.
OnBase imaging system page displays. OnBase is our third party document storage system.

4. Under Documents section, a list of files associated to the Direct Payment Voucher can be found.

   Each document file shows information such as the document type, the Direct Payment Voucher ID, CFS Voucher ID, date and time file was uploaded.

5. Click on a file to view content.
Voucher Statuses

There are eight statuses in the Direct Payment Voucher process:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Voucher is created, but not saved.</td>
</tr>
<tr>
<td>Open</td>
<td>Voucher is saved, but has not been submitted for approval.</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Voucher has been submitted by the Requester to the department Approving Official for review and approval.</td>
</tr>
<tr>
<td>Approved</td>
<td>Department Approving Official approves the voucher.</td>
</tr>
<tr>
<td>CF Approval Needed</td>
<td>After department Approver approves the voucher and if the Direct Payment is greater than $50,000 or if the supplier is an Auxiliary (Associated Students, Research Foundation, Student Union and Tower Foundation) a second approval is required from the Central Finance Officer in Finance.</td>
</tr>
<tr>
<td>CF Approved</td>
<td>Central Finance Approver has approved a voucher for greater than $50,000 or if supplier is an Auxiliary.</td>
</tr>
<tr>
<td>Distributed</td>
<td>Approved voucher is loaded to CFS overnight.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>Voucher is cancelled either by the department requester, department Approving Official, or the Central Finance Officer.</td>
</tr>
</tbody>
</table>
Features

a. Search for a Voucher

1. From the Main Menu, click the search for Direct Payment Voucher.

Direct Payment Voucher search fields display.

2. Enter a value in one or more fields:
   - Voucher ID is the FTS voucher number (prefix WV)
   - CFS Voucher ID is the voucher number assigned after request feeds from FTS to CFS
   - Supplier Name
   - Supplier Number
   - Name is the Requester name.
   - Status

3. Click Go.
Search results display.

4. Click the hyperlink for **Voucher ID** to view request.

**Direct Payment Voucher** displays.
5. To return to the search result list, click Search tab.

Search results display.

6. Select next voucher to view.

b. Clone a Voucher

The Clone feature allows the Requester to duplicate voucher that is in Pending Approval, Distributed or Cancelled status.

1. Locate the Direct Payment Voucher to clone by using the Search feature. Refer to Search for a Voucher section in this guide for instructions to find a voucher.
The selected **Direct Payment Voucher** page displays.

2. Scroll to the bottom of the page and click the **Clone Voucher** button.
Direct Payment Voucher is cloned.

In Header Information, the Status field of the new voucher is Open and a new Voucher No. is assigned.

All the data from the original is copied over to the new, except for uploaded backup documentation.

3. Refer to the Create a Voucher section of this guide for instructions to completing the new request.

**Note:** On the cloned voucher, the Invoice Number must be different than the original. If the new Invoice Number is the same as the original, then we recommend adding a letter at the end of the number. Example:

The original Invoice Number is 1234, then the Invoice Number on the new (cloned) Direct Payment should be 1234A or 1234-A.
PaymentWorks

PaymentWorks is a third party application used by the university’s Payment Services to onboard new suppliers.

a. Monitor Supplier Registration

The department Requester can monitor the status of the registration in FTS. If there are any questions, please contact the Supplier Maintenance Coordinator in Payment Services at 408-924-1648 or trinh.le@sjsu.edu.

1. In FTS, click on the icon.

2. Enter Supplier New in Supplier Name field.

3. Click Go.

Results display. Only requests within your DeptID access will appear.

4. Click the Voucher ID hyperlink to view request.
5. Click the **PaymentWorks** hyperlink.

The PaymentWorks window open. This page will display all invitation requests submitted by you.

<table>
<thead>
<tr>
<th>Header</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onboard Start</td>
<td>The date invitation request was submitted by the department Requester in PaymentWorks.</td>
</tr>
<tr>
<td>Updated</td>
<td>The last date action was taken by the vendor or the Payment Services Vendor Maintenance Coordinator.</td>
</tr>
<tr>
<td>Vendor Name</td>
<td>This is the name you provided for the vendor; it might differ from the legal or DBA name submitted by the vendor.</td>
</tr>
<tr>
<td>Invitation</td>
<td>This shows the status of the invitation email that was sent to the vendor. Click on the hyperlink to view the invitation details.</td>
</tr>
<tr>
<td>Vendor Account</td>
<td>This shows the status of the vendor’s PaymentWorks account.</td>
</tr>
<tr>
<td>New Vendor Registration</td>
<td>This shows the status of the SJSU registration form.</td>
</tr>
<tr>
<td>% Complete</td>
<td>This status bar shows the approximate progress of the vendor onboarding process.</td>
</tr>
</tbody>
</table>
b. Registration Statuses

Invitation

There are six types of statuses for Invitation. Click on a link to view account details for supplier.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Approval</td>
<td>The invitation request is awaiting review by Payment Services; the vendor has not received any email notification yet.</td>
</tr>
<tr>
<td>Invitation Rejected</td>
<td>Payment Services has cancelled the invitation request and may have documented the reasoning in the Approval History log.</td>
</tr>
<tr>
<td>Sent</td>
<td>The email has been sent, but delivery has not been confirmed.</td>
</tr>
<tr>
<td>Delivered</td>
<td>The email was received; no action has been taken by the vendor.</td>
</tr>
<tr>
<td>Opened</td>
<td>The email was opened, but the link has not been clicked.</td>
</tr>
<tr>
<td>Clicked</td>
<td>The email was opened and the link was clicked; the vendor has been prompted to create an account or complete the SJSU registration form (depending on whether they have used PaymentWorks with another university.)</td>
</tr>
</tbody>
</table>

The Invitation Details page display for the selected invite. Additional comments from the AP Vendor Maintenance Coordinator will be displayed in the Approval History section.

Invitation Details:

Initiator: Sara Tipton (sara.tipton@sjsu.edu)  
Vendor Name: LAW OFFICES OF STERLING HARWOOD & ASSOCI | Contact E-mail: SJSUPW+W3154@gmail.com  
Initiated: 01/23/2020  
Email Sent: 01/23/2020

Custom Fields:

Description of Service or Product: Attorney Services
Initiator Phone Number: 4089241569

Approval History:

Jan 23, 2020 1:51 PM: Approved by Sara Tipton <sara.tipton@sjsu.edu> (Vendor Approver)
Message: None
The **Invitation Details** include the vendor’s contact email.

**Invitation Details:**

- **Initiator:** Sara Tipton (sara.tipton@sjsu.edu)
- **Vendor Name:** LAW OFFICES OF STERLING HARWOOD & ASSOCI
  - **Contact E-mail:** SJSUPW+31543@gmail.com

**Vendor Account**

There are three types of statuses for the Vendor Account. Click on a link to view the account details for supplier.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Account</td>
<td>The vendor has not created an account.</td>
</tr>
<tr>
<td>Registered</td>
<td>The vendor has created an account, but they have not clicked on the link in the activation email to complete the registration process.</td>
</tr>
<tr>
<td>Email Validated</td>
<td>The vendor has created an account and verified their email address.</td>
</tr>
</tbody>
</table>

**Vendor Account Details** page displays.

<table>
<thead>
<tr>
<th>Account Details:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User Name:</strong></td>
</tr>
<tr>
<td><strong>User E-mail:</strong></td>
</tr>
<tr>
<td><strong>Company Name:</strong></td>
</tr>
<tr>
<td><strong>Account created:</strong></td>
</tr>
</tbody>
</table>
New Vendor Registration

There are seven types of statuses for the New Vendor Registration Form. Click on a link to view account details for supplier.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Started</td>
<td>The vendor has not started the SJSU registration form.</td>
</tr>
<tr>
<td>In Progress</td>
<td>The vendor has started the SJSU registration form, but has not submitted it for PaymentWorks review and Payment Services review.</td>
</tr>
<tr>
<td>Submitted</td>
<td>The vendor has completed the SJSU registration form and it is currently under review by PaymentWorks and/or Payment Services.</td>
</tr>
<tr>
<td>Returned</td>
<td>PaymentWorks or Payment Services has sent the SJSU registration form back to the vendor, usually because there is a discrepancy. The form will stay in “Returned” status until they resubmit it.</td>
</tr>
<tr>
<td>Rejected</td>
<td>This status is very uncommon. PaymentWorks or Payment Services has rejected the SJSU registration form; follow up with Payment Services to determine the reason why the form was rejected.</td>
</tr>
<tr>
<td>Approved</td>
<td>The SJSU registration form has been approved by PaymentWorks and Payment Services, but it is still pending integration with CFS. You can follow up with Payment Services if this status doesn’t change within 24 hours.</td>
</tr>
<tr>
<td>Completed</td>
<td>The SJSU registration form has integrated with CFS and a connection has been made between CFS and PaymentWorks. The CFS Supplier ID will be listed in PaymentWorks for your reference.</td>
</tr>
</tbody>
</table>
References

Direct Payment: https://sjsu.edu/fabs/services/p2p/pay/direct-payment.php


One.SJSU: one.sjsu.edu

Payment Services: https://www.sjsu.edu/fabs/services/p2p/contact-us.php

Ways to Pay: https://www.sjsu.edu/fabs/services/p2p/pay/index.php

Forms

Finance System Access Request (DocuSign):
https://account.docusign.com/oauth/auth?response_type=code&scope=all%20click.manage%20me_profile&client_id=2CC56DC9-4BCD-4B55-8AB0-8BA60BAE1065&redirect_uri=https%3A%2F%2Fapp.docusign.com%2Foauth%2Fcallback&state=%7B%22authTxnId%22%3A%224c1f3b27-1d24-4768-9887-be053658c99d%22%2C%22back%22%3A%22%2Ftemplates%2Fdetails%2F2d79f440-a0f4-4db0-ac22-0cbc18385656%22%7D#/username

Finance and Business Services Training Request (DocuSign):
https://docs.google.com/forms/d/e/1FAIpQLSdfva6G_Yhn1phesjGz_NCu1O2HMB06aTLoWZQI_tSrRĦA/viewform?usp=sf_link

Contact

If you have any questions, please contact Finance Support at financeconnect@sjsu.edu or 408-924-1558.