

CSFPF PaymentWorks FAQs:

Updated March 15, 2023

1. What is PaymentWorks?

PaymentWorks is a system that validates and verifies vendor information through an automated platform, reducing the Foundation's manual vetting time and eliminating potentially fraudulent vendors.

2. Who is involved in the PaymentWorks registration process?

- a. **Department** – Completes and submits a Foundation Check Request or Requisition Request with the vendor's email address to CSFPFAP@fullerton.edu
- b. **CSFPF's Accounts Payable** – Reviews submission, initiates invitation and approves the vendor's registration.
- c. **Vendor** – Completes a questionnaire providing business information and updates as necessary
- d. **PaymentWorks** – Verifies vendor's business information and provides technical support for vendors

3. Who needs to complete the PaymentWorks registration process?

All individuals and companies who will be paid through CSFPF's Accounts Payable must register through PaymentWorks except for the following:

- a. Current CSUF faculty, staff, and students who are receiving payment related to their job or study
- b. Prospective employees who are being reimbursed for travel expenses related to interviews or campus visits.
- c. Reimbursement relates to the payment made by CSFPF to an individual who incurred allowable and necessary business expenses on behalf of the University
- d. Individuals and entities who are being sent refunds. A refund refers to a payment made to return funds to an individual or company that previously paid the University

If you are unsure if the PaymentWorks registration process is required, CSFPF will determine when reviewing the Foundation Check Request or Requisition Request submission.

4. Will current CSFPF vendors need to register using PaymentWorks?

No. Although encouraged, the only time that current CSFPF vendors are required to register with PaymentWorks is if:

- a. Their last date of Vendor Data Record (VDR204) on file is more than two (2) years ago; or
- b. The vendor is interested in receiving electronic payments through ACH in the near future instead of a check

5. When should vendors be invited to PaymentWorks?

Ideally, new vendors should complete the registration process before goods and services are purchased/provided. **No vendor payments will be made until they register with PaymentWorks.**

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6. What if a vendor's information changed from what was previously verified in PaymentWorks?

Vendors registered through PaymentWorks can manage and update their information through their profile accounts. They can log in anytime to enter additional information and add users who can access their profiles. Updates will be reviewed and updated accordingly.

7. What are the benefits of using PaymentWorks?

Utilizing PaymentWorks allows the CSFPF to move a manual process of validating vendor information to an automated platform. PaymentWorks improves information gathering with a reduction in vendor setup time. PaymentWorks also perform TIN verification, sanction list alerts, and address validation. Vendors can utilize the self-service portal in their registration and updates.

8. How long will it take for a vendor to be registered?

One of PaymentWorks' benefits is automation. The registration time depends on several factors but mainly on the vendor's completion of their questionnaire. However, the registration process should not take longer than the current manual process and, more often, should be shorter. Registration and processing delays may occur if a vendor is found to have sanctions or validation issues.

9. Does a vendor still need to register with the Foundation if they are already registered with the University?

Yes, vendors are required to register with CSFPF's PaymentWorks platform.

10. Can I still use the VD204 form to request a new vendor setup?

No. PaymentWorks will replace the current manual vendor setup process. Any individual or company required to be registered as a CSFPF vendor must go through PaymentWorks.

11. How is the vendor registration process through PaymentWorks different from the previous process?

In the old process, a vendor completed the VD204 form. If corrections were needed due to the review, the vendor was required to fill and submit another VD204 form. With PaymentWorks, the vendor can update/correct their information directly on their PaymentWorks profile.

12. Can foreign vendors and individuals register through PaymentWorks?

Yes, any foreign vendors and individuals can register through PaymentWorks. There are customized fields that are specific to international vendors.

13. Who should I contact if the vendor has a problem?

If the vendor has technical issues using PaymentWorks, contact support@paymentworks.com. For all other questions regarding vendor registration with PaymentWorks, please send an email to CSFPFAP@fullerton.edu.