Tracking Invitations
This status appears as soon as the invitation is sent.
This status appears when the vendor has opened the email but has not yet clicked the special invitation link.
This status appears when the vendor has clicked the special invitation link to begin the registration process.
This status appears when the vendor has verified their email address.
This status appears when the vendor has created an account.
This status appears if the vendor information has an error. The vendor must login, correct the error, and resubmit. For more details on this and any step, click the step description.
Clicking the step description will direct you to this page. Click View Message to learn about the error.

The popup will have the details. The vendor has also received this message in their email or can view on their PaymentWorks account.

The EIN entered in your registration is invalid.

An Employer Identification Number (EIN) is assigned by the United States Internal Revenue Service (IRS) for the purpose of tax administration. If you have received a message that your EIN does not match IRS records or your legal name, take the following steps:

1. Ensure that the EIN you have entered matches EXACTLY to the EIN on your most recent tax return, with no extraneous spaces, dashes, or other symbols. You can often find this information under Part 1 Taxpayer Identification Number (TIN) of your W-9. Correct, if necessary.
This status appears when all information has been reviewed and verified. The vendor has been approved, a vendor number has been assigned, and the vendor account is now in Banner.
This status appears when the information cannot be verified. The vendor is not approved, and the vendor needs to work with PaymentWorks to resolve the issue.
This status appears as soon as the invitation is sent.

INVITATION INITIATED
08/11/2022 9:55 AM

INVITATION EMAIL OPENED
08/11/2022 9:57 AM
This status appears when the vendor has opened the email but has not yet clicked the special invitation link.
This status appears when the vendor has clicked the special invitation link to begin the registration process.
This status appears when the vendor has verified their email address.
This status appears when the vendor has created an account.
This status appears if the vendor information has an error. The vendor must login, correct the error, and resubmit. For more details on this and any step, click the step description.
Clicking the step description will direct you to this page. Click View Message to learn about the error.

The popup will have the details. The vendor has also received this message in their email or can view on their PaymentWorks account.
This status appears when all information has been reviewed and verified. The vendor has been approved, a vendor number has been assigned, and the vendor account is now in Banner.
This status appears when the information cannot be verified. The vendor is not approved, and the vendor needs to work with PaymentWorks to resolve the issue.
All Statuses by Tracker Circle and Onboarding Step

First Circle: Invitation Initiation

- **Invitation Initiated** = Initiator sent an invitation.
- **Invitation Rejected** = Invitation was rejected by the initiator’s organization.
- **Invitation Cancelled** = Invitation was cancelled by the initiator or another payer user.

Second Circle: Invitation Approval

- **Invitation Pending Approval** = Invitation is awaiting approval from another payer user.
- **Invitation Approved & Sent** = Invitation was approved by the initiator’s organization or does not require approval from the initiator’s organization and was emailed to the payee.

Third Circle: Invitation Receipt

- **Invitation Email Opened** = Payee opened the email invitation.
- **Invitation Link Clicked** = Payee clicked on the link in the email invitation to register with PaymentWorks.
- **Email Verified - Invitation Received** = Payee set up an account with PaymentWorks and verified their email address.

Fourth Circle: Registration Submission

- **Registration in Progress (no NVR yet)** = Payee began to fill out an NVR.
- **Registration Returned - Pending Resubmission** = Payee’s NVR was returned and the payee needs to make changes and resubmit the NVR.
- **Registration Submitted** = Payee completed and submitted their registration form and this registration form is no longer pending review (the registration form was reviewed and approved or rejected by the initiator’s organization).
Fifth Circle: Registration Approval

- **Registration Submitted - Pending PaymentWorks Review** = Payee completed and submitted their registration form. PaymentWorks is reviewing the payee’s banking information.
- **Registration Submitted - Pending Payee Response** = Payee completed and submitted their registration form. PaymentWorks called the payee and left a message, and the payee needs to return the phone call.
- **Registration Submitted - Pending Internal Review** = Payee completed and submitted their registration form. PaymentWorks reviewed the bank account, and the registration is now waiting for internal review from the initiator’s organization.
- **Registration Resubmitted - Pending PaymentWorks Review** = Payee completed and resubmitted their registration form. PaymentWorks is reviewing the payee’s banking information.
- **Registration Resubmitted - Pending Payee Response** = Payee completed and resubmitted their registration form. PaymentWorks called the payee and left a message, and the payee needs to return the phone call.
- **Registration Resubmitted - Pending Internal Review** = Payee completed and resubmitted their registration form. PaymentWorks reviewed the bank account, and the registration is now waiting for internal review from the initiator’s organization.
- **Registration Rejected** = New vendor registration form was reviewed and rejected by the initiator’s organization.
- **Registration Approved** = New vendor registration form was reviewed and approved by the initiator’s organization.

Sixth Circle: Onboarding Completion

- **Registration Processed** = Information from the new vendor registration form was exported for integration into the organization’s ERP.
- **Onboarding Complete** = Payee is set up for payment. The new vendor registration is in the organization’s ERP and connected (linked) to the PaymentWorks application. The payee can view their invoice data in PaymentWorks.