



FREQUENTLY ASKED QUESTIONS

- 1. My vendor/individual has questions or needs assistance on the portal or registration process, who should they contact?**

The vendor/individual should contact support under the “Help” icon after they log into their PaymentWorks account. PaymentWorks is supporting our vendors/individuals on behalf of Purchasing.

- 2. What is the employer code that my individual needs to provide on the OPERS form?**

The employer code for BGSU is 1631. We also provide this code in the instructions regarding the OPERS form directly on their online registration.

- 3. My individual is inactive, how do I reactivate them for payment?**

Individuals or Individual/Sole Proprietor/Single Member companies need to be reviewed by HR & Controller on an annual basis. This will allow us to comply with State and University guidelines. An Independent Contractor Agreement should be completed with the scope of services. The individual will need to complete a registration in PaymentWorks. The registration will route through HR, Controller and Purchasing before they are reactivated.

If the individual has already completed a registration in PaymentWorks and will need to be reactivated, please follow the [“Annual HR Controller Review Process”](#).

- 4. A vendor we have purchased from before is inactive. Why were they inactivated?**

Vendors that have not had any activity under their account for 2 years are inactivated. The vendor should complete a registration in PaymentWorks to update their company information so BGSU has accurate records. If they have already completed a registration and do not need to update an address or payment method, please contact Purchasing.

- 5. My vendor/individuals registration status says returned, I am unable to open the message.**

PaymentWorks or Purchasing has returned their registration for requirements or changes and the vendor has not taken action. Departments do not have the capability to view the returned message. Please open the registration and scroll to the bottom to view the comments from Purchasing for the reason for the return. See below for references.

Mar 5, 2021 11:37 AM

Request Status: **Returned**
[View Message](#)

Request Type: **Full**
Tags:

Bottom of the registration

🕒 2 days ago

By Vendor Forms

3/8/21-Returned for OPERS form.
