

Invitation and Vendor Registration Status Explanations

The information below will offer insight into the various invitation stages, which are sent to vendors from your PaymentWorks account. The statuses below each heading are examples of what can be found under each column of the Onboardings tab in the New Vendors section of PaymentWorks.

Invitation Statuses

- **Sent** - Your invitation to the vendor to register on PaymentWorks has been sent.
- **Delivered** - The vendor has received the invitation at the provided email address.
- **Undeliverable** - The vendor could not receive the invitation at the provided email address.
- **Opened** - The vendor opened the email containing the invitation.
- **Clicked** - The vendor clicked on the embedded link to create a PaymentWorks account.
- **Cancelled** - You have cancelled the invitation reminders from being sent to the vendor.
- **Pending Approval** - The invitation must be approved by your organization before it can be sent to the vendor.
- **Invitation Rejected** - The invitation has been rejected by your organization and the invitation will not be sent to the vendor.

Vendor Account Statuses

- **No Account** - The vendor has not yet created an account on PaymentWorks.
- **Registered** - The vendor has created an account on PaymentWorks.
- **Email Validated** - The vendor has registered and verified their email address.

New Vendor Registration Statuses

- **Not Started** - The vendor has not started filling in the registration form.
- **In Progress** - The vendor has started filling in the registration form, but has not completed it.
- **Submitted - Pending PaymentWorks Review** - The vendor has completed and submitted the registration form. PaymentWorks is now in the process of reviewing the vendor's banking information.
- **Submitted - PaymentWorks Waiting for Vendor Response** - The vendor has completed and submitted the registration form. PaymentWorks has called the vendor and left a message, and the vendor needs to return the phone call.
- **Submitted - Pending Internal Review** - The vendor has completed and submitted the registration form. PaymentWorks has reviewed the bank account, and the registration is now waiting for internal review from the initiator's organization.

- **Returned** - The registration form was returned to the vendor to be corrected and resubmitted.
- **Approved** - The vendor registration form has been approved by your organization.
- **Processed** - The details of the vendor registration form have been sent to other internal systems used in issuing payments.
- **Complete** - The vendor registration process is complete and a vendor number has been generated to allow your organization to issue payments to the vendor.
- **Rejected** - The registration form for this vendor has been rejected by your organization.