Supplier Portal
Frequently Asked Questions

Access and Passwords:

- How do I get set-up to view my payment status?
  
  Submit the ‘Supplier Portal Sign-Up Form’ [www.utsouthwestern.edu/supplier-portal](http://www.utsouthwestern.edu/supplier-portal)

- How do I add additional users from my company?
  
  See ‘Add an eSettlements Supplier User’ instructions. [www.utsouthwestern.edu/supplier-portal](http://www.utsouthwestern.edu/supplier-portal)

- How will I know my account is active in the Supplier Portal?
  
  You will receive an email with your user name and initial password.

- What is my user name? and/or What is my password?
  
  Contact the Administrator at your organization. If your administrator is unknown, send email request to [utswaccounting@utsouthwestern.edu](mailto:utswaccounting@utsouthwestern.edu).

- Does each person in our organization receive a separate login to access the portal?
  
  Yes, the Administrator at your organization will assign each user a separate user ID and password.

- There is a new person in my organization. How do they request access to the portal?
  
  They should submit a request to the Administrator at your organization. The Administrator will follow the ‘Add an eSettlements Supplier User’ instructions. [www.utsouthwestern.edu/supplier-portal](http://www.utsouthwestern.edu/supplier-portal)

Payment methods:

- How can I receive electronic payments?

  UTSW has an option of SUA payments or ACH Payments. Please go to our Supplier Portal page and complete one of the following forms. A new W-9 must accompany the form.

  - Single Use Account (SUA) Authorization Form
  - ACH Authorization Form

Updated 02/10/2017
**Remittance Information/Detail**

  [www.utsouthwestern.edu/supplier-portal](http://www.utsouthwestern.edu/supplier-portal)

**Invoice and Purchase Order or Payment Status:**

- I do not see my invoice listed on the Supplier Portal. Where do I send a copy?

  Please use this chart for all correspondence. The preferred method is email. Allow 7-10 business days to view the invoice in the Supplier Portal.

<table>
<thead>
<tr>
<th>University invoices with valid PO’s starting with 2</th>
<th>Hospital invoices and PO’s starting with 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:accountspayable@utsouthwestern.edu">accountspayable@utsouthwestern.edu</a></td>
<td><a href="mailto:hsapinvoicing@utsouthwestern.edu">hsapinvoicing@utsouthwestern.edu</a></td>
</tr>
<tr>
<td>UT Southwestern Medical Center Office of Accounting and Fiscal Services 5323 Harry Hines Blvd. MC 9028 Dallas, Texas 75390-9028</td>
<td>UT Southwestern Medical Center Hospital Accounts Payable 5323 Harry Hines Blvd. MC 9266 Dallas, Texas 75390-9266</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University invoices Grants or Contracts related – PO’s starting with RGC</th>
<th>University invoices with valid PO’s starting with 0 – related to physical plant projects.</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:postawardbilling@utsouthwestern.edu">postawardbilling@utsouthwestern.edu</a></td>
<td><a href="mailto:ppfinance@utsouthwestern.edu">ppfinance@utsouthwestern.edu</a></td>
</tr>
<tr>
<td>UT Southwestern Medical Center Sponsored Programs Administration 5323 Harry Hines Blvd. MC 9020 Dallas, Texas 75390-9020</td>
<td>UT Southwestern Medical Center Facilities Finance 5323 Harry Hines Blvd. MC 9029 Dallas, Texas 75390-9029</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University invoices (non-PO related)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier must correspond directly with each department contact. Each department is responsible for making payment arrangements to the supplier.</td>
</tr>
</tbody>
</table>

- What does financial sanctions mean?
  - If a vendor is on financial sanctions with the State of Texas they must contact the State Comptroller Warrant Hold Division at 800-252-5555 to inquire into the reason and or resolution.
  - If a vendor is on federal sanctions, they must contact 866-606-8220 to inquire into the reason and or resolution.
  - Once you are ‘cleared’ from financial sanctions, any outstanding payments are processed on our next pay cycle.
• I see my invoice in system but it is not paid. What does that mean?
  o There could be a discrepancy between the information on the PO and the actual invoice received. Contact the buyer to resolve the discrepancy.
  o Accounts Payable does not have proof of delivery/receipt of merchandise or the number of items received does not match the number of items on the invoice. Send proof of delivery to UTSWAccounting@UTSouthwestern.edu.
  o The approval process has not been complete.

  We research these on a regular basis. Please allow 30 days from receipt of invoice or goods (whichever is later) before making an inquiry. Send email requesting payment status to Administrative Customer Support at utswaccounting@utsouthwestern.edu. Include the invoice, PO number, your question and the best way to contact your company. We will get a response back to you after we have researched the issue.

• I cannot find any of my invoices listed.
  o Try typing in your invoice without any special characters or spaces.
  o All fields are case sensitive.
  o Try putting in a date range and leave invoice field blank. This will populate all invoices processed for your company during that period.
  o You can also leave invoice field and date field blank during the search. This will populate all invoices processed for your company.

• Is there a way to save my search results on my computer?
  o After you complete your search, click on the grid with a red dot located in the header of the table results. This will prompt you to save a spreadsheet to your computer. You can then sort or add notes as needed.

• I have multiple payment inquiries or I have a statement I want you to review, where do I send it?
  o Please use the Supplier Portal to research payment status information. If you have a question regarding a specific outstanding invoice or credit please send an email to Administrative Customer Support at utswaccounting@utsouthwestern.edu. In the email include the invoice and or PO # in question.

• How many years’ worth of data is available in the Supplier Portal?
  o Our database began on November 1, 2011.
Credits – Refunds:

We need to send the University a check for a credit or a credit memo, where do we send it?

<table>
<thead>
<tr>
<th>All University invoices or PO’s</th>
<th>Hospital invoices or PO’s starting with 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:accountspayable@utsouthwestern.edu">accountspayable@utsouthwestern.edu</a></td>
<td><a href="mailto:hsapinvoices@utsouthwestern.edu">hsapinvoices@utsouthwestern.edu</a></td>
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<td>UT Southwestern Medical Center Office of Accounting and Fiscal Services 5323 Harry Hines Blvd. MC 9028 Dallas, Texas 75390-9028</td>
<td>UT Southwestern Medical Center Hospital Accounts Payable 5323 Harry Hines Blvd. MC 9266 Dallas, Texas 75390-926</td>
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</table>

Supplier Information:

- My company has moved, our remit to address, our phone number or email address has changed.
  - Send email with an updated W-9 to utswaccounting@utsouthwestern.edu. You will be notified when your address has been changed. Please note: any payments already in process before the address change will still go to the old address. The best way to prevent this is to change to ACH payment method.

- My company name has change. How do I update?
  
  Send letter stating name change and the new W-9 to Administrative Customer Support utswaccounting@utsouthwestern.edu.

- Another company purchased my company. How do I update?
  
  Send letter stating name change, a letter of acquisition and the new W-9 to Administrative Customer Support at utswaccounting@utsouthwestern.edu.

Information about UT Southwestern:

- Are you tax exempt?
  - UT Southwestern is exempt for Texas Sales & Use taxes. Tax exemption is on the Supplier Portal page. [www.utsouthwestern.edu/supplier-portal](http://www.utsouthwestern.edu/supplier-portal)

- How often do we process payments?
  - We process payments on Mondays and Thursdays.
  - Checks are mailed the day they are processed. Please allow 5 business days for mail time.
  - Please allow 2-3 business days for ACH or SUA payments to post and be available for use.