Supplier Portal
Frequently Asked Questions

Access and Passwords:

• How do I get set-up to view my payment status?
  See Supplier Portal Sign-Up Form.

• How do I add additional users from my company?
  See ‘Add an eSettlements Supplier User’ instructions.

• How will I know my account has been created in the Supplier Portal?
  You will receive an email with your user name and initial password.

• What is my user name?
  Contact the Administrator at your organization. If you do not know who that is please send email to utswaccounting@utsouthwestern.edu and request the name.

• 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.

• I forgot my password. Who should I contact?
  Contact the Administrator at your organization. If you do not know who that is please send email to utswaccounting@utsouthwestern.edu and request the name. If you are the organizational Administrator please send email and we will assist you with your request.

• 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.

Payment methods:

• How do I receive electronic payments?
  UTSW has an option of ACH payments or SUA Payments. Please complete one of the following forms and follow the instructions included on the form.

  ACH          Single Use Account (SUA)
Invoice and Purchase Order or Payment Status:

- I don’t 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 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>accounts <a href="mailto:payable@utsouthwestern.edu">payable@utsouthwestern.edu</a></td>
<td><a href="mailto:hsapinvoices@utsouthwestern.edu">hsapinvoices@utsouthwestern.edu</a></td>
</tr>
<tr>
<td>UT Southwestern Medical Center</td>
<td>UT Southwestern Medical Center</td>
</tr>
<tr>
<td>Office of Accounting and Fiscal Services</td>
<td>Hospital Accounts Payable</td>
</tr>
<tr>
<td>5323 Harry Hines Blvd., MC 9028</td>
<td>5323 Harry Hines Blvd., MC 9266</td>
</tr>
<tr>
<td>Dallas, TX 75390-9028</td>
<td>Dallas, TX 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</td>
<td>UT Southwestern Medical Center</td>
</tr>
<tr>
<td>Sponsored Programs Administration</td>
<td>Facilities Finance</td>
</tr>
<tr>
<td>5323 Harry Hines Blvd., MC 9020</td>
<td>5323 Harry Hines Blvd., MC 9029</td>
</tr>
<tr>
<td>Dallas, TX 75390-9020</td>
<td>Dallas, TX 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</td>
</tr>
<tr>
<td>department is responsible for making payment arrangements to the</td>
</tr>
<tr>
<td>supplier.</td>
</tr>
</tbody>
</table>

- I was told I was on financial sanctions. What does that mean?
  - If on financial sanctions with the State of Texas contact the State Comptroller Warrant Hold Division at 800-252-5555 to inquire into the reason and or resolution.
  - If on federal sanctions contact 866-606-8220 to inquire into the reason and or resolution.
  - Once you are ‘cleared’ any outstanding payments will be processed on our next pay cycle. If you receive written verification that you have been ‘cleared’ you may email that to utswaccounting@utsouthwestern.edu.
• 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. Click here for a buyer list.  
  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 accountspayable@utsouthwestern.edu.  
  o The approval process has not been complete.  
  o We research these items 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 can’t find any of my invoices listed.
  o Try typing in your invoice without any special characters or spaces.
  o Try putting in a date range and leave invoice field blank. This will populate all invoices processed for your company during that time 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 do I request a Pre-Payment  
  o These are only processed for special orders.  
  o Requests must be pre-approved by Purchasing. See the purchasing buyer list for your specific buyers contact information.

• How many years’ worth of data is available in the Supplier Portal?  
  o Our database was started 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>
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<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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  Dallas, TX 75390-9028 | UT Southwestern Medical Center  
  Hospital Accounts Payable  
  5323 Harry Hines Blvd., MC 9266  
  Dallas, TX 75390-926 |

Supplier Information:

- My company has moved, our remit to address, our phone number or email address has changed.
  - Send email 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. See [this link](#) for further instructions on changing to ACH.

- My company name has change. How do I update?
    
  Send letter stating name change and the new W-9 to Administrative Customer Support at utswaccounting@utsouthwestern.edu. We will notify you if we have any further questions and when the update has been made.

- My company was purchased by another 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. We will notify you if we have any further questions and when the update has been made.

Information about UT Southwestern:

- Are you tax exempt?
  - UT Southwestern is exempt for Texas Sales & Use taxes. [Exemption certificate](#)

- 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.