
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
- How do I add additional users from my company?
See 'Supplier Portal Quick Reference Guide' 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.
- 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

Payment methods:

- How can I receive electronic payments?
UTSW has an option of SUA payments or ACH Payments. Please email our Customer Support team for the appropriate form. Submit the completed form with a new, signed W-9.
UTSWAccounting@UTSouthwestern.edu

Remittance Information/Detail

- See the Supplier Portal Quick Reference Guide – Review Payment Information for instructions. 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.

University invoices with a valid PO	Hospital invoices with a valid PO
accounts payable@utsouthwestern.edu	hsapinvoices@utsouthwestern.edu
UT Southwestern Medical Center Office of Accounting and Fiscal Services 5323 Harry Hines Blvd. MC 9028 Dallas, Texas 75390-9028	UT Southwestern Medical Center Hospital Accounts Payable 5323 Harry Hines Blvd. MC 9266 Dallas, Texas 75390-9266

University invoices - Grants or Contracts related	University invoices with valid PO's related to physical plant projects.
postawardbilling@utsouthwestern.edu	ppfinance@utsouthwestsern.edu
UT Southwestern Medical Center Sponsored Programs Administration 5323 Harry Hines Blvd. MC 9020 Dallas, Texas 75390-9020	UT Southwestern Medical Center Facilities Finance 5323 Harry Hines Blvd. MC 9029 Dallas, Texas 75390-9029

University invoices (non-PO related)
Supplier must correspond directly with each department contact. Each department is responsible for making payment arrangements to the supplier.

- 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?
 - There could be a discrepancy between the information on the PO and the actual invoice received. Contact the buyer to resolve the discrepancy.
 - 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.
 - 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.
 - Try typing in your invoice without any special characters or spaces.
 - All fields are case sensitive.
 - Try putting in a date range and leave invoice field blank. This will populate all invoices processed for your company during that period.
 - 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?
 - 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 inquires or I have a statement I want you to review, where do I send it?
 - 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?
 - 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?

All University invoices or PO's	Hospital invoices or PO's
accountspayable@utsouthwestern.edu	hsapinvoices@utsouthwestern.edu
UT Southwestern Medical Center Office of Accounting and Fiscal Services 5323 Harry Hines Blvd. MC 9028 Dallas, Texas 75390-9028	UT Southwestern Medical Center Hospital Accounts Payable 5323 Harry Hines Blvd. MC 9266 Dallas, Texas 75390-926

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
- 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.

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