RECEIVING PAYMENTS THROUGH CANDEX

TEXAS TECH UNIVERSITY

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From: Texas Tech (via Candex)

Subject: Action Required: Accept Payment

Research Participation - Study

Lubbock, Texas | PO#: P1130407

From

Texas Tech University

Request Payment (1)

To: john.smith@outlook.com

A payment of 40.00 USD is authorized to you.

Items:
• Research Participation - Study

Click here to get paid.

Texas Tech Industries uses Candex to engage and pay its valued and trusted partners without going through a cumbersome setup process

Candex allows business to engage and exchange payments in a compliant way without cumbersome setup in each other's financial systems

View FAQs

Support at support@candex.com

CANDEX

RECEIVE AN E-MAIL FROM CANDEX

1. **Receive an Email:**
   Payees will receive an e-mail from Candex to collect their payment.

2. **Email Reminders:**
   Reminder emails will be sent regularly to the payee every:
   1, 2, 4, 7, 10, 14, 17, 21, and 28 days until the payment is accepted

* It is not uncommon for the e-mail to be sent to spam/junk mail, so please be sure to check these folders in your e-mail mailbox.

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CANDEX ACCOUNT CREATION

1. **Create an Account:**
   If you have received an e-mail from Candex, you will be required to create an account to provide your entity and banking information.

   Account creation is required only for the first-time payment. All other future payments through Candex will not require an account setup until a dollar threshold is reached.

   The Candex account will allow payees to update their entity and banking information and track the status of their payments.

   * Phone Number must be 10 Digits (no dashes)

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PAY TO DETAILS: ENTITY & BILLING INFO

1. **Entity and Billing Information:**
   Once a Candex account has been created and the payee logs in, they will be brought to a homepage where they can locate their pending payments.

   Payees must select a "**Pay to**" destination to route the funds to their respective bank.

   *First-time payees will be prompted to add their entity and banking information. This is a secured site.

   To add these details, the payee must select the payment under the "**Orders**" section on the left navigation bar.

ENTITY & BILLING INFORMATION

1. **Entity Information:**
   Recipients must enter their Name, Country, Address, Tax Classification, and W9 tax form. A W9 Tax form can be downloaded by selecting "**download**" next to the W9 field. Uploading the W9 tax form is a requirement.

2. **Banking Information:**
   Recipients must provide the banking institution where they would like the payment deposited. The Bank Name, Country, Currency, Account Holder, Account Number, and ACH Routing information must be provided.

   Intermediary banking details can be provided if you intend to use a foreign national bank to deposit the funds.

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REQUEST YOUR PAYMENT

John Smith

- My Activity **1**
- My Requests
- Order Feed
- Settings

ORDERS

- Research Participation - St **1**

Request Payment

search   (?) Sign out

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PO# P1130407

Invite Finance

After you request payment and Candex verifies your banking information, Candex will invoice Buyer. Payment terms are 5 days from the date Candex invoices Buyer and Candex will pay you within 3 business days of receiving payment from Buyer.

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Pay To: (US / USD) John Smith ▾

Account: Citibank: ********291

Bill To:
Candex Solutions Inc
420 Lexington Avenue, Suite 300
New York, NY 10170

Tax ID #: 45-2805653

Deliver To:
Texas Tech
United States

Item (USD)	You Get	Tax
Research Participation - Study	40	0
	40	

Total Amount	40
Tax	-
Due to You	**40**

Submit   **Skip for Now**

John Smith
Online

1. **Pay To:** After entering your entity and banking information, payees must select their name under the "Pay To" field.

2. Payees can see the amount that will be paid to them just above the "**Submit**" button.

3. Questions regarding the payment amount should be deferred to the individual responsible for your payment.
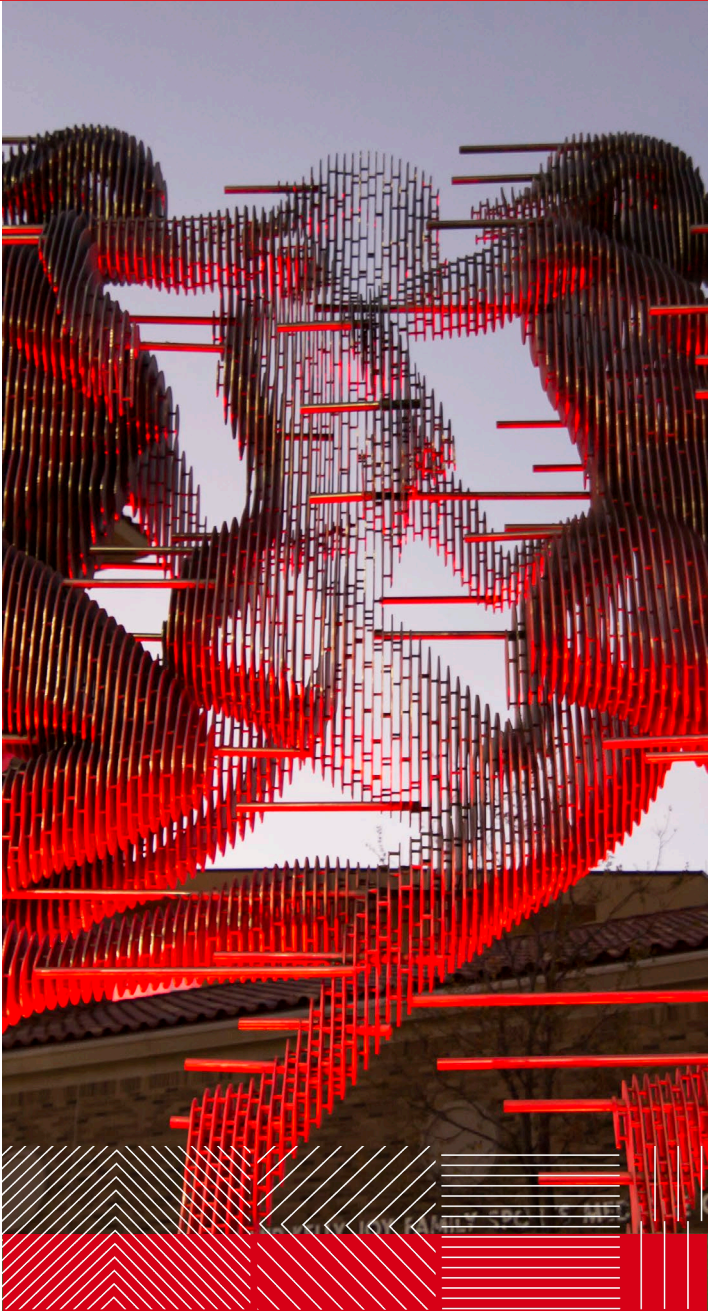
4. Select "**Submit**" to request your payment.

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WHAT'S NEXT?

Payee Submits Request to Collect Payment	→	Candex Collects Payment from TTU	→	Candex Sends Payment to Payee

On the next page, see how you can check the status of your payment.

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CHECKING THE PAYMENT STATUS

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CHECK YOUR PAYMENT STATUS

1. **Checking Payment Status:**
   Once a payment request has been submitted, payees will immediately receive the payment status screen. Payees can log into their Candex account to check the payment status at any time.

   Payees must select the payment in question under "**Orders**" on the left navigation bar to check the "Payment Details," which has the most up-to-date payment status.

   If the Payment Details tab does not appear, simply select the " < " icon in the top right corner and select "Payments" to access the payment details.

UPDATING PROFILE INFORMATION

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UPDATE YOUR PROFILE

1. **Update Your Profile:**
   Payees needing to update their entity or banking Information may go to the "Settings" option in the navigation bar on the left.

   Once "Settings" is selected, additional options are listed for the payee to choose from. However, they must select the "**Entities**" option if they wish to update their entity and banking details.

REQUESTING A CHECK

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REQUESTING A CHECK

TTU recommends payment via ACH transfer as it is the quickest and most efficient approach. However, if you would still like to be paid by check, you will need to contact the Candex Customer Support team (support@candex.com).

A Candex account will still need to be created, and payees will be required to provide their entity information. Candex performs compliance/AML/Sanction Screening, etc. before a check can be issued.

Candex Support will require the following information as well from the payee.

Bank Name: Paper Check
Beneficiary Name: XXXXXXX
Account #: 000000
ACH Routing #: 000000000

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QUESTIONS/ SUPPORT

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QUESTIONS/SUPPORT

Candex Technical Support:

1. support@candex.com

Payment Questions:

1. Individual responsible for your payment (first.last@ttu.edu)
2. Payment Strategies@ttu.edu

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