# Candex FAQ

1. **What type of payments are available through Candex?**

   - **Athletics – Game Day Services**
     - This category represents game day payments to individuals, typically game day officials (for soccer games, baseball, recreational, etc). Requisitioners are exclusive to Athletics.
   - **Honoraria**
     - An honorarium is a voluntary payment or gift made to an individual for a service where a fee is typically not required, such as a guest speaker. This type of payment is often made to a volunteer or guest speaker as a recognition of the role of the individual.
   - **Net (Print) Royalties**
     - This category refers to the royalty paid to authors (individuals) based on the actual revenue received from the sale of their works, after accounting for all costs and deductions. This approach contrasts with traditional royalties, which are calculated based on the retail price of the book. Requisitioners are mostly from RU Press. This category does not include Patent Royalties.
   - **Patient Actors**
     - Patient actors are individuals who are actors hired to portray patients to teach medical and nursing students how to conduct routine checkups, respond to patient issues, and diagnose symptoms. Requisitioners are exclusive to the medical school or health system.
   - **Travel – Non employee**
     - This category is for out-of-pocket travel reimbursements for non-employees. This does not include any expenses initiated in Concur.

2. **What documentation is needed before issuing a PO through the Candex punchout in RU Marketplace?**

   - **Athletics – Game Day Services:** Invoice including service, dates, and total amount
   - **Honoraria:** Event flyer, ICED form, offer of honorarium
   - **Net (Print) Royalties:** Invoice including print royalty, date, and total amount
   - **Patient Actors:** Invoice including service, dates, and total amount
   - **Travel – Non employee:** Trip related travel receipts

3. **Can I pay companies in these categories?**

   No, Candex is only for the payment to individuals who are not Rutgers employees. Companies must continue to be onboarded in PaymentWorks and issued a PO directly from Rutgers (no Candex).

4. **Can a supplier be a Rutgers employee?**

   No, all Rutgers employees must be paid via Payroll. All Rutgers-related emails as a supplier registration will be denied.

5. **How do I access Candex?**

   You can access Candex via RU Marketplace by clicking on the Candex punchout tile.

6. **Is there a minimum or maximum dollar amount in Candex?**

   No, there is no minimum or maximum but please contact the Procurement Help Desk if you have a PO to issue for over $10,000.

7. **What email address do I use in the punchout for the "Supplier's email"?**

   The requisitioner should enter the email address of the person they know. The supplier can add others, if needed, to complete the transaction.

8. **How are account codes managed?**

   Requisitioners would input an account string (project or G/L string) in the requisition just like they do any other requisition.

9. **Will I be notified if my supplier doesn't register?**

   You will get an email on Day 3 after PO issuance to Candex in cases where an order has yet to be accepted by the supplier.

10. **What's the average time for a transaction to process?**

    It's fast, once the supplier registers and requests for payment, funds are issued to the supplier within 5 business days of receiving funds from Rutgers University.

11. **What happens if the supplier enters incorrect bank information?**

    When they enter the bank details, the Candex Finance team is verifying those details.

    In the event an error was made, a supplier can log into Candex.com and make that change in their preference and settings. For any support and assistance, they can contact support@candex.com.

12. **If we need to recall/stop the payment, who do we contact? how is it processed?**

    If the request is still routing and not yet approved, contact the Procurement Help Desk to reject or cancel.

    If the request has been approved and issued to Candex, contact support@candex.com to cancel.

**13. How quickly does Candex respond to support requests?**

Candex support typically responds within 1 business day.

**14. Can I pay multiple people on one requisition?**

No, Candex is set up to be one requisition/PO per individual supplier.

**15. What does a supplier need to sign up?**

A supplier needs a valid email address and banking information. Candex uses the email as the registration method. The supplier also needs banking for electronic payment. No checks will be distributed through this process.

**16. What if a supplier does not have an email address?**

Candex requires an email address to process payments to suppliers.

**17. What if a supplier does not want to be paid in ACH?**

The supplier would still need to register in Candex and work directly with support@candex.com.

**18. How should I complete the description field?**

Enter a concise and searchable (for reporting) description. Note the supplier will see this on their payment notification. Using Honoraria as the example, a description could be, “Speaking Engagement for Cancer Research”. Visit Candex in RU Marketplace for more information.

**19. If the Requisitioner/Supplier has a question on the status of the order, who do they contact?**

support@candex.com

**20. What can I do if I cannot find the Category I need in Candex?**

The initial launch of Candex is for a limited number of categories. Please contact Procurement Help Desk if you would like to use Candex for additional scope beyond what is available today.

**21. Does tax documentation need to be completed prior to using Candex?**

No, this process is handled within the Candex platform after the supplier registers. Appropriate forms will be collected by Candex with the supplier based on their submission.

22. **Will the supplier be able to access tax documents related to payments through their profile? (This relates to 1099s)**

    1099s are issued by Candex to suppliers directly.