

Business Administrator Forum

November 27, 2018

9:00 – 10:30 AM



WAKE FOREST
UNIVERSITY

401 A/B Benson University Center



Welcome

Workday Feedback

➤ What We Heard

Presenter: Melissa Clodfelter

➤ What Has Happened Since - Workday Enhancements Roadmap for Finance

Presenter: Nathan Anderson, Director of Finance Systems

General Accounting Update

Presenter: Marnie Matthews, Controller

Mid-Year Close

Presenter: Jolene Cox, Manager, General Accounting

Update on Changes in Procure-to-Pay Process

Presenter: Kim Crewey, AVP, Financial Operations

Workday Tips & Tricks – Round Table Exercise

*Facilitator: Bridgett Clancy, Learning & Development Specialist,
Finance Systems*



Workday Feedback



- **Reminder of Questions**

- What has surprised you most about the system?
- What is working well or has improved in the system?
- What is most challenging for you in the new system?
- What additional training would you like to receive to assist with you making your day-to-day operation more efficient?

- **Development of Themes**

- The raw data was recorded in a google sheet by question and then categorized based on fixes, training, and future optimizations.
- Themes were developed from the data. Overarching themes are crafted from data points that are shared multiple times or held strong agreement within the groups.

- **Where has this information been shared?**

- Executive Sponsor
- Workday Steering Committee
- Project Office
- Project Leads
- Members of Finance and Human Resources



Highlights of your feedback, by theme:

General Resource Constraints
Workday Support Center, x5100
Terminology
Workday Inbox

All Areas Delegations
Reporting

HCM Student Hiring
One Time Payment
Hiring Process

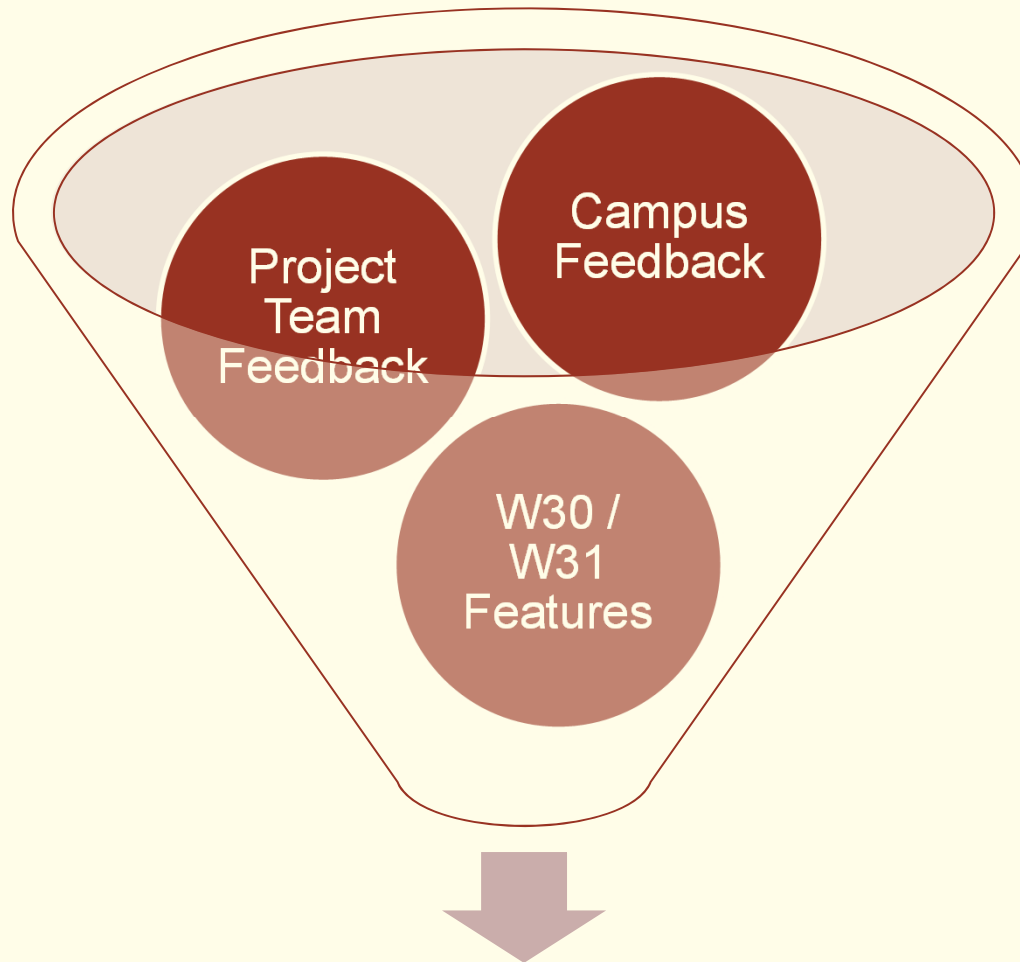
Finance Access & Security
CCM0 Role
Invoices, Expense Reports,
and PCard reconciliations
Journal Entries
Payroll

Training Reports
Hiring Process
Open Labs
In-depth / Next Level



What has happened since gathering this information?

- Development of the Business Optimization Process (Get this info from PMO; 2-week process at end of Oct, engaging PMO, Leads, Finance Systems, and other campus constituents to identify “what are the issues / what to fix” so that the Leads can determine “how to fix it”)
 - Post Launch Workday Enhancement Request (Part of the BOP)
 - [Workday HCM enhancements list](#) with new and upcoming enhancements
 - [Hiring Managers webpage](#) for navigating the Workday Recruitment Process along with a flow chart
 - Video learning to supplement job aids
 - More Open Labs
 - Extended Workday Support Center and x5100 through Thanksgiving
 - Financial Services’ weekly update to campus constituents expanded to include Workday related news and Workday Tips & Tricks
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Enhancements List



- BPO - Spend Workflows
 - Discussing approval levels with others schools
 - Expense Report BP discussion planned with the SBAs on 11/29 (specifically around the HCM Manager approval step)

- Reporting Enhancements
 - Prompt selection improvements
 - Formatting and report field additions based on campus feedback



- Data Clean-up
 - Correcting integration mappings
 - Fixing some conversion data
 - Adding custom validations
- Training
 - Developing new reporting classes
 - Reviewing job aids for updates
 - Providing targeted departmental / school / topic training sessions



General Accounting Update

Presenter: Marnie Matthews, Controller



Mid-Year Close

Presenter: Jolene Cox, Manager, General Accounting



Update on changes in the Procure-to-Pay Process

Presenter: Kim Crewey, AVP, Financial Operations



Historical Context:

- Procurement and AP report to separate leadership
- Focused heavily on transaction processing and managing volume
- Low utilization of strategic sourcing organization
- Manual and paper intensive processes with little data visibility

Future Vision:

- Create a singular procure-to-pay organization
- Increased focus on valued added review and process efficiency
- Strategic sourcing organization positioned as a highly utilized partner
- Transparent processing: data visibility with accurate and timely reporting



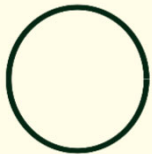
Restructure Procurement & AP into a P2P Organization



Organize a Search Committee for the position of Senior Director, Procurement & Payment Services



Begin development of a Vision and Mission Statement for the P2P organization



On-Board the Senior Director, Procurement & Payment Services



Become a strategic and trusted partner for the campus community



Workday Tips & Tricks

Round Table Exercise



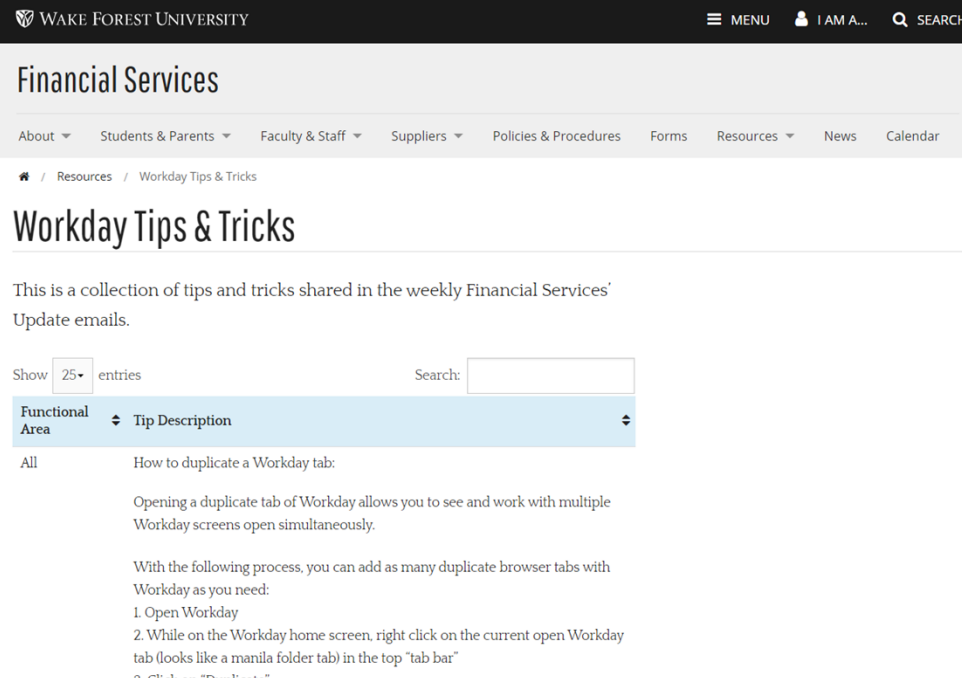
- Want to pick up some Workday tips and tricks? Follow these resources
 - Weekly Financial Services' Update emails
 - Workday Financials / Payroll Tips & Tricks website: <https://finance.wfu.edu/resources/workday-tips-tricks>



This Financial Services communication provides regular updates in the spirit of continuous improvement for finance functions. The information is sent to groups who are closest to these processes, but please feel free to share it with others.

Do you have a Finance or Workday question or need assistance with a Finance task? Review one of the step-by-step [Job Aids](#), consult your school or department's [Power User](#), or call the Workday Support Center hot line at x5100.

| KEY DATE | INFORMATION | CONTACT |
|----------------------------------|---|-------------------------------|
| REPORTING | | |
| | We are aware of an issue with the payroll obligation amounts for some employees where the obligation for the remainder of this fiscal year is too low by one or more months. This results in the available to spend shown on reports being too high. We are awaiting an update from Workday to get this corrected, but currently do not expect to receive this until the end of this month. | Workday Support Center, x5100 |
| WORKDAY TIPS & TRICKS | | |
| | Supplier Invoice Request As some of you may have noticed, there are a couple of updates that have been made to Supplier Invoice | |



WAKE FOREST UNIVERSITY

Financial Services

About Students & Parents Faculty & Staff Suppliers Policies & Procedures Forms Resources News Calendar

Resources / Workday Tips & Tricks

Workday Tips & Tricks

This is a collection of tips and tricks shared in the weekly Financial Services' Update emails.

Show 25 entries Search:

| Functional Area | Tip Description |
|-----------------|---|
| All | How to duplicate a Workday tab: Opening a duplicate tab of Workday allows you to see and work with multiple Workday screens open simultaneously. With the following process, you can add as many duplicate browser tabs with Workday as you need: 1. Open Workday 2. While on the Workday home screen, right click on the current open Workday tab (looks like a manila folder tab) in the top "tab bar" 3. Click on "Duplicate" |



- At your tables, spend 10-15 minutes discussing tips and tricks that you have picked up along your Workday journey.
 - Log your tips and tricks
 - At the end of the discussion, each table can share their top tips with the entire group