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:

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<tr>
<th>General</th>
<th>Resource Constraints</th>
<th>All Areas</th>
<th>Delegations</th>
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<td>Workday Support Center, x5100</td>
<td>Terminology</td>
<td>Reporting</td>
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<td>Workday Inbox</td>
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<td>Finance</td>
<td>Access &amp; Security</td>
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<td>Hiring Process</td>
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<td>Invoices, Expense Reports, and PCard reconciliations</td>
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<td>In-depth / Next Level</td>
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Workday Feedback:
What Has Happened Since

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
Workday Feedback: Developing the Enhancements List

- Project Team Feedback
- Campus Feedback
- W30 / W31 Features

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

• Reporting Enhancements
  o Prompt selection improvements
  o Formatting and report field additions based on campus feedback
Workday Feedback: Key Enhancements List Themes

- **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

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Update on changes in the Procure-to-Pay Process

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**Procure-to-Pay Today vs. Tomorrow**

**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
Next Steps for P2P at WFU

- 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
- Become a strategic and trusted partner for the campus community

On-Board the Senior Director, Procurement & Payment Services
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
Workday Tips & Tricks: Roundtable Exercise

- 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