BCCHR WORKDAY TRAINING RESEARCH GRANTS

FACULTY OF MEDICINE

Jun 25, 2021

Land Acknowledgement:

***Traditional*:** In recognition of lands traditionally used and/or occupied by First Nations.

Ancestral: for land handed down to subsequent generations.

***Unceded*:** refers to land not turned over to the Crown by treaty or some other agreement.

xʷməθkʷəy̓əm
(Musquem)

Coast
Salish

səl̓ílwətaʔɬ təməxʷ
(Tsleil-Waututh)

Visit: https://native-land.ca/

Panel Introductions:

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BCCHR Training Overview:

❖ Open invitation to BCCHRI research community who may have questions around using UBC Workday Finance Research Grant Management and security roles

❖ Grants related security roles definition and role assignment

❖ How to assign additional grant manager – *Signing Authority*

❖ Other Distributed security roles – *Reference only*

❖ Submitted Questions received before June 21, 2021

❖ Grants Dashboard quick overview – *Time Permitting*

BCCHR Training Overview:

Questions during the session?

- ❖ Use the chat to ask questions. *Kelly Chan* will monitor Zoom live questions.

- ❖ If you prefer to ask your question via audio/video, please raise hands ✋ using Zoom's reaction icons.

- ❖ Included in today's presentation are 13 of your questions submitted before June 21st.

- ❖ General Q&A at the end of the presentation.

- ❖ Any questions not covered during the presentation will be included in the final presentation version to be distributed next week.

RESEARCH GRANTS
& SECURITY ROLES

Grant Related to Security Roles:

Principal Investigator	Administrative Principal Investigator	Grant Manager "approver role"	Grant Financial Analyst	Grant Recipient
Principal investigator (**primary researcher**) for grant. Allows view access to Grants Dashboard	Role assigned to the **department head for salary and fellowship awards**.	Role given to PI in general for **"approval authority"**. In cases of salary awards, Grant Managers are assigned to one-over-one as such PI may not have "approval authority"	Role given to provide "**view only" access** to individual grant. Typically this role should be assigned at the lab level for access to ledger balances without payroll detail	Role given to **recipient of grant for salary and fellowship awards**.

Other Grant Related Roles:

Department Billing Requester (Distributed role)	Research Finance Officer	Research Officer
Individual from the university community that **requests invoicing activities** for an award / grant.	Used to **designate the individual from Research Finance responsible for grant** (billing and other activities).	Used to **designate the individual from ORS/UILO who looks after set up of a grant in RISe**

PROCESS TO SETUP CONTINGENT WORKERS:

PRE-CHECK: Verify if the worker is currently setup as a Contingent Worker.

STEP 1: Identify your PI's home department

STEP 2: With PI's approval email the PI's **Department Administrator** or **HR professional** *requesting* *CWL Sponsorship* and *Contingent Worker* setup in Workday.

STEP 3: Include justification and access requirements.

STEP 4: Identify security role assignment. HR professional assigns a *Timekeeper role* only

CONTINGENT WORKER TASKS:

After delegation *and/or* Specific Role Assignment a Contingent Worker:	**CAN:** Initiate expense reports on behalf of UBC employee (faculty/staff)
	CANNOT: Initiate their own reimbursements. A contingent worker is reimbursed for their own expenses via A/P, invoice.
	CANNOT: Manage/supervise any UBC staff. Contingent Workers cannot be a Supervisor or Organizational Manager.
	CANNOT: Non-UBC employees cannot approve staff leaves or absences.
	CAN: With approval, a contingent worker can be granted a Grant Financial Analyst role to support PI's research lab financial.

SECURITY ROLES:
HOW TO ASSIGN GRANT MANAGER OR GRANT FINANCIAL ANALYST & INITIATE VS APPROVER

How to assign additional Grant Manager – Training information

Log into Workday https://myworkday.ubc.ca/ *>> Under Announcements >> UBC workplace learning or Get help with Workday*

How to add additional Grant Manager & Grant Financial Analyst

Important Tips:

Please ensure you have either PI or Admin PI role assigned to the grants that you are trying to add; only PI or Admin PI has authority to add to do self-service adding additional security roles

If you would like to have someone else do this action on your behalf please open service now ticket with ISC with PI or Admin PI's approval and ISC team can assign on behalf of PI/Admin PI as required

Use the + sign to add employee or non-employee, anyone you wish to add must be either active UBC employee or Non-UBC employee who have been assigned as a contingent worker and have an active position in WD

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INITIATE ROLES – DISTRIBUTED ONLY ROLES:

The definition of an *Initiate Role* requires knowledge of policies, instructions & Workday Functionalities. The action required is to start a **business process.**

Workday Security Role	Description
Student Expense Report Initiator	Initiate expense reports in the Workday Expenses module for student expense reimbursements.
Cost Center Accountant	Decentralized responsibility for creating accounting journals and accounting adjustments.
Cost Center Financial Analyst (without payroll details)	Perform financial reporting functions for assigned cost centers. Examples include manager financial reporting and metrics, and spend analytics. No approval authority.
Cost Center Financial Analyst (with payroll details)	Perform financial reporting functions for assigned cost centers with view to payroll data. Examples include manager financial reporting and metrics, and spend analytics. No approval authority.
Department Asset Tracking Specialist	Register specific assets for department and initiates the disposal or transfer of assets.
Cost Center Receiver	Receives goods and services in Workday on behalf of other requestors in their unit/department without requiring delegations to be set-up. This role would typically be required if there is a central receiving location or store that is receiving goods and services on behalf of their unit/department.
Buyer	Perform sourcing functions for assigned organizations. Review purchases requisitions for tax, completeness, policy adherence.
Internal Service Delivery Data Entry Specialist	Create Internal Service Delivery transactions.

*For FoM, Cost Centre accountant roles are only assigned to FoM Finance team, all accounting journal voucher request should be submitted to Mednet:
https://mednet.med.ubc.ca/ServicesAndResources/Finance/JournalVouchers/Pages/home.aspx

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APPROVER ROLES – DISTRIBUTED ONLY ROLES:

The definition of an *Approver Role* requires knowledge of policies, instructions & Workday Functionalities. The action required is to **approve or send back a business process.**

Workday Security Role	Description
Program Manager	Primary manager for assigned programs. Access to program spend analytics. Approval authority for financial business processes.
Cost Center Manager	Primary manager for assigned cost centers. Access to cost center spend analytics. Approval authority for financial business processes.
Gift Manager	Primary manager for assigned gifts. Access to gift spend analytics. Approval authority for financial business processes.
Project Manager	Primary manager for assigned projects. Access to project spend analytics. Approval authority for expense, requisition, and timesheet business processes.
Grant Manager	Primary manager for assigned grants. Typically assigned to principal investigator (PI). Access to grant spend analytics. Approval authority for financial business processes
Finance Director	Approval authority for accounting journals greater than $15K. Access to cost center spend analytics.
Internal Service Provider Manager	Person assigned to the Internal Service Provider. Approves Internal Service Delivery transactions.
Gift Initiative Manager	Primary manager for assigned initiatives related to a gift. Access to initiatives spend analytics. Approval authority for financial business processes (only pertaining to specific gifts and is separately mapped.
Finance HCM Partner	This role is an additional level of approval for HR specific business processes i.e., job requisition, hire and add job/change job in addition to the budget manager approval. The intent of this role that it would be the Department or Dean's office level or higher to provide additional approvals.

Internal Service Deliver, ISD Transactions:

- Internal Service Provider (ISP) is typically a fee-for-service program *E.g. Animal Care Facility*

- Research Grants are never set up as ISPs

- Internal Service Delivery Data Entry Specialist

- ISD transactions are pre-approved or approved each transaction

- Supporting documentation

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Internal Service Deliver, ISD Transactions:

UBC Knowledge Base
CWL Login is required:

https://ubc.service-now.com/selfservice?id=kb_article&sys_id=2598ad4f1bd4a494b2eda8ecbc4bcb10&table=kb_knowledge

KB0016682 - *Article # KB0016682*

Initiate Internal Service Delivery Event

Revised by Barish Golland • 8mo ago • 123 Views • ★★★★★

Overview

The Internal Service Delivery Journal is an Operational Journal that is created when one department provides goods/services to another department.

The department requesting goods/services is called Requestor and the department providing goods/services is called Internal Service Provider (ISP).

An Internal Service Delivery transaction is initiated by the Internal Service Delivery Data Entry Specialist, which is a Workday security group assignment required to initiate this task. Unless the ISP is pre-approved, the transaction has to be approved by the ISP Manager and the Budget Owner.

If you are a member of the UBC IRP Program, click here for background information on Internal Service Delivery

All values in screenshots are for demonstration and training purposes and may not refer to actual data in Workday.

Workday Step-by-Step Instructions

Step 1: Search for "Create Internal Service Delivery" and click on the Create Internal Service Delivery Task

1a. Enter "Create Internal Service Delivery" in the search bar.

1b. Click on Create Internal Service Delivery task link to access the process.

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Journal Vouchers – JV's:

- Ad-Hoc transactions for error corrections and/or split payments/expenses

- Authorized and back-up documentation

- Not used to bill to external parties (i.e. PHSA)

- Journal Voucher Tool is located on MedNet:

  MedNet > Service & Resources > Finance > Journal Vouchers:
  https://mednet.med.ubc.ca/ServicesAndResources/Finance/JournalVouchers/Pages/Welcome.aspx

Cont'd...

Journal Voucher – *Tool:*

Journal Voucher Tool is located on MedNet:
MedNet > Service & Resources > Finance > Journal Vouchers:
https://mednet.med.ubc.ca/ServicesAndResources/Finance/JournalVouchers/Pages/Welcome.aspx

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External Billings:

- External legal entities outside of UBC operation
  e.g. PHSA

- UBC FOM Accounts Receivable

- Security role required to be assigned " Department Billing Requester":

UBC > Knowledge Base > Finance > Journal Vouchers:
https://ubc.service-now.com/selfservice?id=kb_article&sys_id=00a116ff1b4c205424c255b62a4bcb08&table=kb_knowledge

Cont'd...

External Billings:

UBC > Knowledge Base > Finance > Journal Vouchers:

https://ubc.service-now.com/selfservice?id=kb_article&sys_kb_id=1520c5c41b8534109068c992604bcb72

KB0016726 -

Create Customer Invoice

Revised by Mary Julkowski · 5h ago · 116 Views · ☆☆☆☆☆

The job aid below provides step-by-step instructions for completing this business process. For more comprehensive Workday instruction, including videos, please visit UBC's Workplace Learning Ecosystem (WPL). To submit feedback on this knowledge base article, submit a ticket by clicking the get help button.

Overview

Both Customer Billing Specialist and Department Billing Requestor can create Customer Invoice. Customer Invoices are created to record the sale of any Goods and Services.

All values in screenshots are for demonstration and training purposes and may not refer to actual data in Workday.
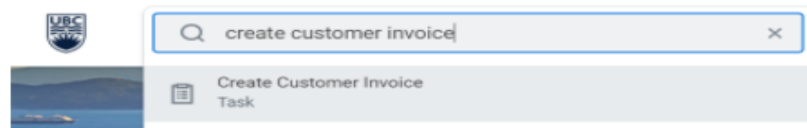
Workday Step-by-Step Instructions

Create an Invoice for a Customer

Step 1: Search for "Create Customer Invoice" and click on the Create Customer Invoice Task

1a. Enter "Create Customer Invoice" in the search bar.

1b. Click on Create Customer Invoice task link to access the process.

🔍 create customer invoice ✕

▤ Create Customer Invoice
    Task

Step 2: Enter the Invoice Details and Click Submit to Submit for Approval

Note: The Invoice information is categorized into the following sections.

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SUBMITTED QUESTIONS

YOUR SUBMITTED QUESTIONS

Q1 I get notifications of unpaid PHSA invoices that have been sent to Workday and that I approved on Workday.

Is there a central email contact address to which the PHSA finance person can be directed?

A1 UBC Accounts Payable can respond to inquiries:

For any supplier looking for an update on an invoice they can email or call

Suppliers: info.support@ubc.ca
Phone: 604-822-8200

? YOUR SUBMITTED QUESTIONS

Q2 How can I change or assign salary payments from various grants to students and research assistants? How can I change or assign salary payments ?

A2

Option 1: Future and Retro-Active: Work with your HR Professional to re-assign cost allocation from old grants to new grants or any other worktag; this will ensure that both HR Cost Allocation records align with financial salary distribution.

Option 2: Payroll Accounting Journal. This option is only recommended for retro-active for one-time purpose or to clean-up in order to close a small balance. Create journal voucher to move salary from one worktag to another worktag. Follow how to submit Journal for Faculty of Medicine Journal Process on Mednet (Page 23)

YOUR SUBMITTED QUESTIONS

Q3 Are there restrictions on who can apply for certain roles (Grant Fin Analyst vs. Grant Manager) based on job description, level, or training required prior?

A3
A. No, all Finance security roles are submitted through department to FoM Finance on a batch process exception of Grant Manager and Grant Financial Analyst

B. For both Grant Manager and Grant Financial Analyst security roles, the request should be submitted to ISC with a PI approval along with Grant ID Number.

C. If you hold approval roles, recommendation is take a Budget Manager training courses on Canvas (available through WD login under announcement page).

Understanding Workday Security Roles : https://ubc.service-now.com/selfservice?sys_kb_id=51250a3c1b2fe4d05edd43b4bd4bcba6&id=kb_article_view&sysparm_rank=6&sysparm_tsqueryId=16b107a31b30b850ba8f539f034bcb0e

Q4

Which roles can pay invoices directly to PHSA departments and how is this achieved?

A4

a. Supplier invoice submission

https://ubc.service-now.com/selfservice/?id=kb_article&sys_id=d0075c431b90bc109068c992604bcb6d&table=kb_knowledge

b. Central AP is the only area that can process and arrange payments for UBC

Q5 Which roles can manage a credit card tied to a specific grant?

A5

a. Credit card holder can delegate credit card reconciliation
   How do I delegate tasks?
   https://ubc.service-now.com/selfservice?sys_kb_id=3dd3f8a11b6c3c500dbaec21b24bcbeb&id=kb_article_view&sysparm_rank=2&sysparm_tsqueryId=9fc2b8bf1bfcb0105edd43b4bd4bcbf3

b. Delegation of expense claim initiation
   How do I delegate expenses or initiate as an expense delegate?
   https://ubc.service-now.com/selfservice?sys_kb_id=dd256f421b45ecd024c255b62a4bcb67&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=0d23b0331b30f0105edd43b4bd4bcb0c

Cont'd...

? YOUR SUBMITTED QUESTIONS

A5

a. Credit card holder can delegate credit card reconciliation
How do I delegate tasks?

https://ubc.service-now.com/selfservice?sys_kb_id=3dd3f8a11b6c3c500dbaec21b24bcbeb&id=kb_article_view&sysparm_rank=2&sysparm_tsqueryId=9fc2b8bf1bfcb0105edd43b4bd4bcbf3
sparm_tsqueryId=0d23b0331b30f0105edd43b4bd4bcb0c

Cont'd...

? YOUR SUBMITTED QUESTIONS

A5

b. Delegation of expense claim initiation

How do I delegate expenses or initiate as an expense delegate?

https://ubc.service-now.com/selfservice?sys_kb_id=dd256f421b45ecd024c255b62a4bcb67&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=0d23b0331b30f0105e

Search Knowledge » Workday (Knowledge Base) » Workday Basics

KB0016627 -

How do I delegate expenses or initiate as an expense delegate?

👤 Revised by Marie Rohmova · 📅 6mo ago · 👁 206 Views · ☆☆☆☆☆

The job aid below provides step-by-step instructions for completing this business process. For more comprehensive Workday instruction, including videos, please visit UBC's Workplace Learning Ecosystem (WPL). To submit feedback on this knowledge base article, submit a ticket by clicking the get help button.

Overview

You can assign a delegate(s) to initiate and edit your Expense Reports on your behalf, for a specified period of time. The delegate will have access to view your previously created expense reports and your UBC credit card transactions.

Tasks included in this Job Aid:

1. Expense Delegation: Assigning a delegate(s) to initiate and edit your Expense Reports on your behalf.
2. Initiating as a Delegate: Switching accounts to those who have made you a delegate and completing tasks on their behalf.
3. Create Quick Expenses for your Delegator as a Delegate: Create Quick Expense with the Workday Mobile App and Reassign them to the Delegator

The Alternate Delegate is necessary in order to route items when the delegate is part of a transaction in which the approver is potentially approving a sensitive item for themselves (e.g. a compensation change). This is automatically set to the delegate's manager. If the Alternate Delegateshould be a different person, please change the assignment.

Please note that this Alternate Delegate will only have transactions routed to them in special situations, they will not be able to start any processes on your behalf.

If more than one delegate is required to start a process on your behalf - this can be set up by adding multiple individuals in the Delegate field.

Q6 What is the difference between a customer invoice and supplier invoice?

A6 A Customer invoice is a UBC invoice requesting payment from our customers for UBC services or products. Also known as Accounts Receivable (incoming funds).

A Supplier invoice is Expense module to send payment to our suppliers/vendors. Accounts Payable or Supplier invoices are what UBC owes to vendors for services or products purchased (outgoing funds).

Cont'd...

YOUR SUBMITTED QUESTIONS

A6	QUESTION	PROCESS
	Have Invoice but No PO	If you have an invoice and no PO : -Ensure the coder/requestor full contact info is on the invoice -Submit the invoice to ubc.invoices@ubc.ca
	Have No Invoice *or* No PO	Create a supplier Invoice Request https://ubc.service-now.com/selfservice?sys_kb_id=d0075c431b90bc109068c992604bcb6d&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=624ae7231bf4b850ba8f539f034bcb2c
	Have an Invoice and there is a PO	If you have an invoice and there is a PO# : -Ensure the coder/requestor full contact info is on the invoice -Submit the invoice to ubc.invoices@ubc.ca

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? YOUR SUBMITTED QUESTIONS

Q7

After I request a PO for purchasing equipment, where can I find the invoice of the purchase in Workday?

A7

From the Search Bar there are multiple search options:

1. Enter full PO number

2. Enter "Find Purchase Order".

3. If the invoice has been submitted to AP, search the invoice by Supplier invoice number *or if you have access, by vendor*.

   a. Search: "Find Supplier Invoice"

   b. Search: PO #

   c. Search by Other criteria, E.g. Supplier Invoice Number.

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? YOUR SUBMITTED QUESTIONS

Q8 How often should I reconcile my P-card in order to avoid over-limit issues?

A8
- Be aware of your credit card limit amount, the reconciliation does not release monthly credit limit balance, it is only reset once UBC makes payment to corporate credit card vendor.

Reconcile transactions: https://ubc.service-now.com/selfservice?id=kb_article&sys_id=b0b034a31b7e68d01cfdeac3b24bcbe4&table=kb_knowledge

Reconcile Cash Advance: https://ubc.service-now.com/selfservice?id=kb_article&sys_id=d23bb4971b9430509068c992604bcb5e&table=kb_knowledge

Cont'd…

YOUR SUBMITTED QUESTIONS

Cont'd...

A8

- P-Card/Visa Card are paid monthly, card holders can reconcile when transactions appear in their Workday accounts. If a temporary increase is needed, you will need to request within Workday.

- The UBC Visa and PCard transactions will be reconciled using Workday Expense reports

- The card statements will continue to be paid centrally monthly

- Transactions will be loaded into Workday daily and appear in Cardholder's Workday accounts to be reconciled

- Transactions can be reconciled individually or grouped on Expense reports

- Monthly statements are automatically paid centrally

  - Significant advantage is no more late charges

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? YOUR SUBMITTED QUESTIONS

Q9

How do I cancel expense report requests that were mistakenly created?

A9

Cancel feature

- **How do I view, change, or cancel an expense report?**
  https://ubc.service-now.com/selfservice?sys_kb_id=bb51f4291bb124d047cfffbf034bcb87&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=8d678b631b70b850ba8f539f034bcb9a

❓ YOUR SUBMITTED QUESTIONS

A9

https://ubc.service-now.com/selfservice?sys_kb_id=bb51f4291bb124d047cfffbf034bcb87&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=8d678b631b70b850ba8f539f034bcb9a

Search Knowledge » Workday (Knowledge Base) » myWorkday - Travel & Expenses - Expense Reporting

KB0016813 -

How do I view, change, or cancel an expense report?

👤 Revised by Mary Julkowski • 📅 5mo ago • 👁 135 Views • ★★★★★

The job aid below provides step-by-step instructions for completing this business process. For more comprehensive Workday instruction, including videos, please visit UBC's Workplace Learning Ecosystem (WPL). To submit feedback on this knowledge base article, submit a ticket by clicking the get help button.

Overview

You can perform the following operations in Expense Report:

(I) View My Expense Reports – You can, at any time, view Expense Reports you have submitted, saved, completed, or cancelled.

(II) Change My Expense Reports – The change option is available until an Expense Report has been settled (paid). Change should be used if you submitted an Expense Report that had errors (e.g. Duplicate expense, wrong Worktags, etc). Changing an expense report will rescind the transaction and require you to resubmit the transaction from the beginning of the approval process.

(III) Cancel My Expense Reports – Canceling an Expense Report should be done if the Expense Report was created in error. A cancelled expense report cannot be changed or resubmitted.

Review UBC Workday Quick Reference Guides "How do I create an out of pocket expense report?" and/or "How do I create an expense report (VISA Reconciliation)?" for more details and instructions for Creating an Expense Report.

Please refer to the Digitization Standard Policy for UBC guidance on electronic imaging and records.

All values in screenshots are for demonstration and training purposes and may not refer to actual data in Workday.

Q10

How can I create a PDF of the PO in order to send to company?

A10

• PDF is available if you have access to particular PO in question, this can be downloaded from WD

• Within PO header there is option for PDF, far right top corner

View Purchase Order

•Please note your FoM buyer does create the PO and send to the vendor with the requestor included in the email when the order is placed.

? YOUR SUBMITTED QUESTIONS

Q11 Do I still need to do a P-card reconciliation if I ordered items through Workday with a P-card?

A11 A. Yes, you will need to reconcile your P-Card in Workday. All transactions charged to your P-card will show up in Cardholder's Workday accounts.

YOUR SUBMITTED QUESTIONS

Q12 How can I request an invoice from my supplier if I used a P-card for
the transaction but wasn't given an invoice?

A12
A. Contact your supplier and request copy

B. If you need a copy of the transaction, you can connect with the supplier and ask if they can send it directly to your email. It's important if a supplier provides an invoice for a charge paid through credit card the invoice clearly states "Already Paid by credit card". We have had a few instances when a paid invoice has been accidently re-submitted to AP, which can result in duplicate payment.

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YOUR SUBMITTED QUESTIONS

Q13 What is UBC Invoice Standards?

A13 https://finance.ubc.ca/procure-pay/private/pay/private/invoicing-standards

Cont'd…

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YOUR SUBMITTED QUESTIONS

Cont'd...

A13

Workday requires that every supplier invoice submitted for payment must have _Bill To: UBC_. If UBC is not referenced in the *Bill to* section, the invoice will be cancelled and recycled back to the requestor.

UBC Information:
A "Bill to" line of either:
- University of British Columbia (or UBC)
- University of British Columbia-Okanagan (or UBCO)

A valid UBC Purchase Order number. If no Purchase Order was issued, the name of the UBC requestor. Please note that UBC students are not permitted to place orders on behalf of the university.

- If a UBC PO is issued for the purchase, **the invoice line items must match the PO line items exactly** for those items that are being billed.
- In the event that we are unable to match the supplier invoice to our PO, it will either delay payment, or the invoice may be returned to the supplier, unpaid, with a request to rebill accordingly.

Other information:

1. Transferring Funds (JVs): cover via ISD and JV content of PPT

2. Creating Customer invoices and Supplier invoices
   a. Job aids

3. Managing, approving and checking hours for hourly employees

   a. Work with your department administrator for guidance

4. Assigning/removing roles for Programs (PMxxxxxx):

   a. Submit request through department administration for finance security roles
      exception of grants (Grant manager and GFA should go to via ISC for
      add/removal with PI approvals)
   b. Department sends in for FoM approval and submission are done via batch
      process to ISC to be loaded, the load is done on a bi-weekly basis
   c. Any urgent request on exception basis are to be sent into Brian
      Kwok (Brian.Kwok@ubc.ca) who will escalate through FoM/ISC accordingly.

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GRANTS DASHBOARD OVERVIEW

Research Grant Dashboard – *Quick Overview*:

ISC Knowledge Base:

Search Knowledge » Workday (Knowledge Base) » Finance Tasks - Research Grants - Grants

https://ubc.service-now.com/selfservice?sys_kb_id=5a23a8af1bed2c9027278556cc4bcbe1&id=kb_article_view&sysparm_rank=1&sysparm_tsqueryId=78788c791b38bc10ba8f539f034bcb1d

Top 5 Reasons for send backs:

1. EFT/ACH requests**:**
- Missing completed EFT/ACH form or the form is incomplete
- Required backup documentation (e.g. physical void cheque or stamped bank letter) is not provided by **requestor**

2. Address update requests:
- Overwriting existing address details, instead of adding a new address. This will cause other errors for the supplier specialist when processing the address update request.

3. GDS requests are**:**
- Missing completed GDS form or incorrect form attached
- Incorrect IBAN/BIC information is provided on the GDS form.

4. PST:
- Requestors are selecting "PST registered" without providing a PST number.

5. External supplier requests - send-back rate for these is 100%. Reasons are:
-EFT/ACH or GDS form missing and required back documents are not attached.
- Suppliers are changing the default net 30 payment terms to net 10 and due upon receipt. UBC's default payment terms are net 30.
-Many suppliers are not checking back the supplier portal to monitor the progress of their requests, missing important comments from the supplier specialist team about missing information or documents.

The process for EFT/ACH requests has been in place since before Workday go-live. Information on where to point users for resources on the above processes can be found under Attached Materials below. Gaps that exist in knowledge base articles and the Finance website will be addressed.

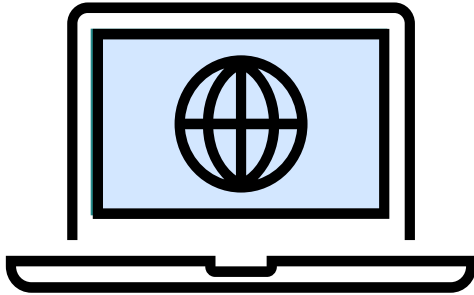# SUPPLIER SET-UP: COMMON CONCERNS FOR RECYCLE:

MATERIALS & LINKS:

1. **EFT/ACH requests**: refer to the [Vendor Information Changes](#) page on the Finance website for the required forms that have to be completed and signed and the required documents that have to be attached to the request.

2. **Address update requests:** refer to [Knowledge Base Article KB0016754](#) for how to request address update requests.

3. **GDS requests:** refer to [Global Disbursement Service (GDS)](#) page on the Finance website for the required form that has to be completed and signed and the required information that has to be provided.

4. **PST**: If a supplier is PST registered, please provide the PST number.

5. **External supplier requests:** refer to [Knowledge Base Article KB017107](#). This article has to be made available on a webpage that is not CWL protected so external suppliers can access it.

Important Links & Contact Info:

FINANCE RESOURCES FOR WORKDAY
https://finance.ubc.ca/
https://finance.ubc.ca/finance-resources-workday

UBC RESEARCH FINANCE TEAM CONTACT LINKS:
https://finance.research.ubc.ca/
https://finance.research.ubc.ca/sponsor-policies
https://finance.research.ubc.ca/policies-guidelines
https://finance.research.ubc.ca/training-resources

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Q&A

The Power of Choice

- Equipment
- Instruments
- Apparel
- Lab Supplies
- Chemicals
- Production & Safety
- Furniture
- Life Science Products
- Clinical Products
- Chromatography

New lab resources

7% rebate program

- Bundling of equipment
- Special discounts
- 7% rebate on lab start-up order
- Rebate as credit for future purchase of VWR private label basic instrument and consumables

New Lab Checklists

Don't forget a thing! Save time by ensuring you have all the furniture, equipment, and supplies you need from the start.

Use these handy checklists to make sure you have all the essentials for your lab.

Product Checklists

- Furniture
- Equipment
- Instruments
- Lab Chemicals
- Life Science
- Plasticware & Glassware
- Lab Supplies

Slide 34 – **Add following line on top of invoice diagram** :   The procurement process is that a PO be issued for any purchase of good /service over $3500 (**Clinical teaching payments is covered under the clinical memo process .)

Add the following after slide 34 as part of continuing info

Payments above $3,500

For all purchases above $3,500 a purchase order (PO) or a PO exemption is required.

Once a purchase order has been issued a vendor may begin sending invoices for the goods or services as they are provided. Please keep the following items in mind when billing to UBC:

- Review the list of all invoicing standards
- Please email all invoices to ubc.invoices@ubc.ca. Sending copies to the requestor, even in duplicate by cc, will result in delays in payment.
- The invoice must match to the PO on a line item basis. If we are unable to determine a match, payment will be delayed, or the invoice may be returned to the supplier with a request to rebill accordingly, before payment can be processed.

- All PO-based transactions are authorized in Workday. Then the system will do a three-way match analysis (comparing the Purchase Order, Invoice, and Receipt). If the three items match on a quantity and price basis (within tolerances) the invoice will then be sent for payment based on the payment terms.

A list of PO exemptions may be found here. For more questions on PO exemptions please contact your buyer.

Paying a company outside of North America?

Review information on the Global Disbursement Service used by UBC to make international payments.

If an invoice has been submitted and it has been recycled due to PO Exemption # and approval , then please do the following :

- For purchases under $75,000 , a buyer can assist . However it's important to note when requesting :
- Advise of the exemption # (info in the link)
- Advise the reason for the exemption
- If there is additional supporting info , do include the info.

All questions asked during the presentation. Some answers due to the length were not transcribed.

1. Is the only way to have a lab manager to have access to pay roll is Grant Manager? Is there was way to give access to payroll without signing authority?

   Answer: No, only way is through the Grant Manager. However, testing out this new role called "Payroll viewer role"… more information to come

2. If we have two grant managers on a grant (signing authorities) when we submit expenses, are we able to choose who to approve the expense?

   Answer: No, cannot choose. Both managers will receive the notification. Best is to work out an arrangement between the Managers about who approves what

3. An expense was approved through my grant but I didn't approve it. How did this happen?

   Answer: Potentially grant expense was pre-approved… Researcher was asked to send this situation to **Mike** to investigate

4. If our team regular works on different grants, is there a way to indicate the grant when they're submitting the hours?

   Answer: No, cannot put hourly wages against grants.

5. How long does it take for external vendors to receive cheques after an invoice is paid?

   Answer: Turnaround time for invoice payments is net 30 days from date of the invoice assuming all the coding and approvals are in place.

6. Is it possible to find the cheque number from Workday for tracking purposes?

   Answer: Search for the invoice number and on the far right of the screen will be the cheque number. If there are questions, please email Anna.

7. Is there a way to be notified once the vendor has been paid?

   Answer: Yes, the vendor and requester gets an email once the payment is complete

8. Where can we go put in requests for these features would like considered for future updates?

   Answer: Absolutely, please put in an ISD ticket as all tickets are reviewed.

9. Is there a way to search for or created a report for cheques by reconciliation status? Once the cheque is sent, how can I search to see if the cheque is deposited?

   Answer: This might be a cash status of the cheque which will be tied to the UBC bank account so it might go to Treasury. Please open ticket and they'll find an answer.

10. What's the exemption code for PHSA invoice over $3500?

11. Is there a place to see a list of suppliers?

12. But if we pay by Pcard does the invoice still need to indicate UBC?

    Answer: No, it's not necessary because Pcard is a credit card.

13. If an invoice was billed to UBC and then we realize it actually needs to be paid from our PHSA account (our research group has both UBC and PHSA grants), do you know if that is a problem for PHSA?

14. Is there a published list of training courses recommended for grant managers and analysts?

    ACTION – remind Allison to provide this in the slidedeck sendout (credit card, budget manager training, etc)