FINANCIAL OPERATIONS

ACCOUNTS PAYABLE

AP DROP IN SESSIONS – Q&A

JULY 15, 2021

AGENDA

- Updates for ongoing items
- Gift cards/cash advances – current AP approach
- ISC ticket analysis
- ISC and Training

UPDATES

- **Invoice memo field** - the memo field on Workday invoices will now be included in email remittances on a *go-forward* basis for transactions initiated as of July. Previously this was present only on paper checks.

- **HR Assessment Form** - work continues on determining exactly when and how the HR assessment form is triggered in Workday.
  - It SHOULD trigger whenever the payee is set up as an individual (as opposed to a corporation) AND a spend category from the Alt: Services hierarchy is selected
  - It APPEARS as though other factors (possibly dollar amount and tax registration status) may be impacting this trigger when they should not

- **Student one-time payments** – the organization-wide call in session for this topic has been moved to the 2nd week of August in order to ensure that the large number of cross-functional panelists(HR/Payroll/Finance/Enrolment Services/Gradute Office) will be there to field questions

CASH ADVANCE/GIFT CARDS/RESEARCH PARTICIPATION PAYMENTS

- From the AP standpoint :
  - AP needs to be able to **CLEARLY** determine the amount paid to each recipient. For example - If we have $2,000.00 in gift cards or payments to research participants – is this 40 payments of $50? Or is this 2 payments of $1,000.00
  - If it is not clear how the funds are allocated, it may be necessary for AP to follow up with the end user to determine this
  - Particularly around Research Participation payments, the communication can be very sensitive. When making any inquiry regarding these items, AP will attempt to be very clear that we aren't necessarily asking for names, just a breakdown of how much was paid to each of the participants
  - **IF** it is clear that we have a payment of $500 or over to one individual, AP will need to get further information from the department(Name, Address, SIN) before we can proceed. If the individual payments under $500 for a specific individual aggregate to MORE than $500 for the year, the relevant information (Name, Address, SIN) should be reported to AP for issuance of a manual T4A form.
  - For gift cards issued to Employees – please report the amounts to Payroll as this must be included on the employee T4 for the year
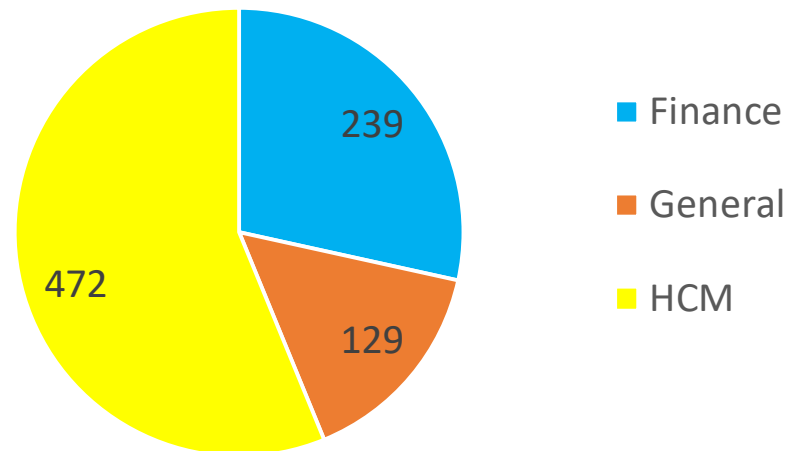
ANALYSIS OF ISC TICKETS

- ISC was kind enough to forward a listing of tickets received from Faculty of Medicine units during the mid-May to mid-June timeframe
- A review of those tickets was done, looking at the header-level description provided by the ticket creator in order to see what areas have the most frequent questions/issues :

ISC Tickets - Faculty of Medicine
May/June 2021

- Finance 239
- General 129
- HCM 472

ANALYSIS OF ISC TICKETS

Ticket Topics	# of tickets
Finance	239
AR	8
Credit card	12
Expense Report	31
FDM	39
Invoice	53
ISD	4
Procurement	17
Reporting	25
Supplier setup	38
Tax	10
JV	2
Grand Total	239

# of tickets	What was asked?					
Ticket Topics	How to/Training	Status Update	General	Update Transaction	Technical Issue	Grand Total
Finance	53	37	35	20	6	151
Credit card	5		4		3	12
Expense Report	12	3	11	3	2	31
Invoice	15	21	4	12	1	53
Procurement	9	4	4			17
Supplier setup	12	9	12	5		38
Grand Total	53	37	35	20	6	151

- Drilling down further into the details does provide some insight :
  - The number one issue, which does align with our shared experience, is Workday Training
  - Status updates are another frequent issue, although it is unclear from the data that we have if this is due to the user having the proper access and not knowing how to access this information, or if the user does not have the proper access
  - We are aware of the issues around supplier setup and are actively working with the ISC to develop the operational reporting that is needed in order to address challenges in that area

ISC RESPONSE ON TRAINING/ONBOARDING

- Based on the feedback we have received during this, and other sessions – we have brought to the ISC's attention, and received a response on the some key items :
  - **Onboarding** – in anticipation or a large number of new hiring for term start in September, onboarding materials are being revised to ensure that they are current and usable – including knowledge base articles and Workday courses. They anticipate that these will begin in August. Details are being cascaded through the Workday Super-User group that meets monthly
  - **Knowledge Base Articles** – ISC is working on the search capabilities of their Knowledge Base in order to deliver more targeted search results. This includes metadata tagging and better categorization of those articles. A survey is planned for September to help gauge the success of these efforts and better understand how the community is using the Knowledge Base and Search functionality
  - **Training** – Over the next 10 months, ISC will be starting targeted engagements with a number of faculties, including Faculty of Medicine. Details are still being worked out and will be shared at subsequent meetings that are being planned between ISC and FOM. Those engagements will be an opportunity to review themes specific to each Faculty and work collaboratively on solving any issues, including identifying any existing training/resources that could address any gaps.

Q&A

- .Open session for any additional questions or discussion

APPENDIX

- Service spend cats :

Accounting and Audit Services	Major Renovations | Over $50000	Installation Services | Over $5000
Advertising and Marketing Services	Minor Renovations	Investment Management Services
Athletic Services	Patenting | Non-Recoverable Patent Expense	Janitorial Services
Building Major Upgrades | Below $50000	Patenting | Recoverable Patent Expense	Laboratory Services
Building Major Upgrades | Over $50000	Performing Artists	Laundry Services
Building Renewals | Below $50000	Professional Development and Training	Leasehold Improvement | Below $50000
Building Renewals | Over $50000	Project Management Services	Leasehold Improvement | Over $50000
Catering	Property Management	Legal Services
Dental and Medical Services	Recruiting Services	Maintenance | Building
Digital and Creative Services	Recycling	Maintenance | Equipment
External Temporary Labour Backfill	Security Services	Maintenance | Grounds
Hazardous Waste Disposal	Strategic Consulting Services	Maintenance | Information Technology
Hospitality and Entertainment	Teaching Services	Maintenance | Vehicle
Information Technology Consulting Services	Token of Appreciation	Major Renovations | Below $50000

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