FoM Finance Accounts Payable Q&A Session

March 14, 2024

HOSTS: Andrew Glynn and Thomas Straley

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YEAR END

Like many provincial institutions, UBC operates on a financial calendar that runs from April 1 to March 31. Each year UBC's financial teams collaborate on a schedule of timelines and procedures to help guide the university community through the end of the fiscal calendar

Key Accounts Payable year end dates

3/28/24 2:30pm	**Cutoff for Supplier Invoice Approvals** – Supplier invoices (including SIR and EIB transactions) must be fully approved, or fully 3-way matched in order to be included in the period
3/28/24 2:30pm	**Cutoff for Expense Report Approvals** – Expense reports must be fully approved in order to included in the period
3/30/23 2:45pm	**Supplier and Ad Hoc Payment Activities Closed** – Final payment run for the 22/23 Fiscal period. Payments to resume on 4/5/23

invoice request. As well as the extent module will

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YEAR END – TIPS AND TRICKS

In order to support you in having a successful year end, here are the top reminders to support UBC processes.

1. **Supplier set-up requests**
   If there is a need to work with/pay a new supplier before year end, please ensure that supplier set-up requests are submitted as soon as possible. The "Find Suppliers" report in Workday is available to all users
2. **Purchase orders & requisitions**
   If a purchase order needs to be issued or updated (change order) before year end, ensure that requisitions are submitted as soon as possible. For any aged requisitions that are in draft – review and either submit or cancel
3. **Match exceptions & receiving**
   As soon as goods and services have been delivered, UBC staff and faculty should be logging in to Workday to confirm receipt. In most cases you do NOT need to wait for the invoice to be entered into Workday to create the receipt. This will allow invoices to be paid in a timely manner. All other match exceptions will be regularly addressed and cleared by the Buyers.
4. **Invoices**
   If any UBC invoices are sent to faculty or staff, these should immediately be submitted to Accounts Payable to help ensure that suppliers are paid on time. Invoices should be sent to ubc.invoices@ubc.ca
5. **Expenses – including UBC Visa card reconciliation**
   UBC Visa cards need to be reconciled on a monthly basis. The deadline for fully approved expense transactions is March 28, 2024, at 2:45pm.

this thankfully. But it's all things that that. Still hold

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Andrew Glynn

10:32:52
Why don't you open it up then?

10:32:59
Good morning everybody. Good to see so many people keen to. Here an update from Thomas here I think Thomas has a short presentation.

10:33:11
And then we'll go to Q&A like we usually do. This isn't a meeting that's dedicated to year end but I'm guessing that a lot of the questions might relate to year end just because of the timing.

10:33:23
So with that said, why don't I hand over to you Thomas and maybe you can just introduce yourselves in case any people have not been to these meetings before.

Thomas Straley

10:33:33
Okay, sounds good. Thank you so much, Andrew, and welcome everybody. My name is Tom Australia.

Andrew Glynn

10:33:33
Good.

Thomas Straley

10:33:41
I am the account payable manager for UVC. And we're here today to talk about all things that accounts payable getting getting our suppliers paid getting employees reimbursed.

10:33:52
That kind of thing. We do these calls. Usually twice a year. Would you one, in, in the early spring, I guess, I guess we can call that spring out of the sun is out.

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Thomas Straley

10:33:41
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10:33:52
That kind of thing. We do these calls. Usually twice a year. Would you one, in, in the early spring, I guess, I guess we can call that spring out of the sun is out.

10:34:04
And we do want in the fall. The one we do in this spring isn't specifically tailored to year end, but the timing usually just aligned very well.

10:34:15
So some of the topics will be on that and we've got some other updates in the AP space.

10:34:20
And then we always leave time for any QA, about any questions you may have. We typically try not to get too deep into the weeds on specific transactions.

10:34:33
You know, we can always have those conversations offline, but if we have those kind of general questions about how things flow through the AP process through invoices and expenses.

10:34:44
We can cover those today. You don't feel like you have to hold your questions all the way to the very end if there's something that is just burning a hole in your brain feel free to unmute yourself and we can ask that question or you can pop it into the chat because I'm in presentation mode.

10:35:02
I may not see your chat right away, but I will try to pull up the natural spot and just check in there and make sure that we don't see your chat right away, but I will try to pull up the natural spot and just check in there and make sure that we don't have anything.

10:35:11
So without further ado, we will get started here. Let me get screen share up.

10:35:20
Okay, looks like that is showing properly. So anyway, here we go. Topics we want to cover today.

10:35:28
So I've got a few items on financial year end, which is coming up in a couple weeks.

10:35:35
And then some more updates on the training that's available through the financial operations team. And probably what I'm most excited to talk about today, is our new module in work day for single-use payments in the AP phase.

10:35:52
And I cannot find.

10:35:57
Sorry, I cannot see my screen share. Are my screens advancing properly?

Andrew Glynn

10:36:02

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Andrew Glynn

10:36:02
No, Thomas, we're just still on the front page at the moment.

Thomas Straley

10:36:03
No. Okay, give me 2 things. Sorry, something is not.

10:36:11
There we go. Okay.

Andrew Glynn

10:36:12
There you go, yeah.

Thomas Straley

10:36:16
Okay, so First up on your end. Not should be new to anyone, but, Ubc's financial year end is on March 30 first this year.

10:36:28
And the calendar of all the sequence of closing events has been distributed. Definitely not gonna talk to everything on this slide because a lot of these are for the financial folks in the room.

10:36:42
But really I want to hone in on on the dates here on Thursday the 20 eighth that involve AP, and may have more of an operational impact.

10:36:52
The 20 eighth that involve AP, and may have more of an operational impact those of us in the room.

10:36:55
So from a big picture, you know, your end, is a pretty standard process, not a lot of changes.

10:37:01
Not a lot of changes, going into this year. Other than you can probably see just because of where the stat holidays fall this year that's happened once every 4 years where the Easter holiday falls right in the middle of our year end.

10:37:12
So some of the timelines do get a little compressed. What we're looking at in the AP space here again is on Thursday the 20 eighth is when the AP modules and work day clothes, that means supplier invoices.

FL Farrell Louie

10:37:19
Hmm.

Thomas Straley

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Thomas Straley

10:37:30
And by supplier invoices, we mean your traditional invoices as well as your supplier invoice request.

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As well as the extent module will close. What that means, is that on 2 30 on the 20 eighth All invoices entered into work day have to be fully approved.

10:37:51
If that is a non PO invoice or supply voice request, that means the work tag manager has to have approved that.

10:37:57
If you're looking at an invoice that is tied to a PO, you have to have the receipt done.

10:38:05
And if there are any 3 way or are there any match acceptance that are generated off that transaction. Those have to be resolved by 2 30 on the 20 eighth in order for that transaction to be captured in the in this year's fiscal period.

10:38:20
On the expense side, very similarly, the budget owner and the one over one, if applicable for that transaction.

10:38:29
Have to have approved that that expense by 2 30 in order for it to be in the current year's financial statements.

10:38:39
And then lastly, Actually, sorry, I've got. I will update that.

10:38:46
I've got the wrong date on there that 2 45 date should actually also be on the 20 eighth that is our final payment run for the fiscal year.

10:38:56
That shouldn't be that impactful this year again because we're going right to a staff holiday.

10:39:01
But in other years, it's important that we communicate at community that there are going to be a few days without payment.

10:39:09
I will update and correct that date, but we will do a final payment run on 2 48 2 45 on the 20 eighth.

10:39:17
And then payments will be suspended until the Tuesday when we return for the long weekend and then they will resume on their normal schedule.

10:39:28
Wanted to provide a few tips and tricks. Just things to be aware of as we get into year end.

10:39:36
You know, the good news, you may have seen this fly before, we, stabilized to the point that we are able to reuse this thankfully.

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10:39:45
But it's all things that that. Still hold true even 3 years into our work day journey.

10:39:51
So. Supplier setup request if you've got new suppliers or individuals that you're looking to pay before year.

10:39:59
The first step in that process is always to get the supplier set up done and as soon as possible.

10:40:08
You, there's not even a requirement, you know, if you only suspect that you may be working with someone, there's no harm, no foul, and getting them set up early in case you do end up using them.

10:40:20
Rather than waiting too late into the process. We'll talk about it a little bit later, but, we see on the AP side for, invoices that get submitted to us.

10:40:33
One of the number one reason that items don't go directly into work day is that supplier hasn't been set up.

10:40:38
And so we've got some administrative work to do that, otherwise physically we can't get that invoice into workday and routed into the proper hands for coding and approval.

10:40:48
Purchase orders and wrecks. If you if you have any procurement needs, new POs or changes to existing one for your end, please get those submitted as soon as possible.

10:41:01
If you've got any items that are sitting or any requisitions that are sitting in draft status, please review those and either submit those or cancel them.

10:41:11
One of the work day requirements on the steps in the year end closed process is that we can't have any requisitions sitting in draft status as of close.

10:41:22
So anything that is in draft status that hasn't been canceled will have to be canceled centrally before we can continue on with the financial.

10:41:33
Year-end process. Your virus will be reaching out to you trying to talk to you to make sure that, that anything that's sitting there is sitting there for a reason and can be action, but when we do reach those final cutoff dates, if we haven't heard from back from you, we will need to cancel those requisitions.

10:41:55
Also kind of in the PO space, match exceptions and, and receiving. So.

10:41:59
As, your goods and services are being rendered or delivered, to you. Just reminded that you don't actually have to wait for the invoice to show up in work day in most cases to do that receiving.

10:42:11
If you've ordered a box of pens from Staples and they arrive, you can do that receiving right away.

10:42:18

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10:42:11
If you've ordered a box of pens from Staples and they arrive, you can do that receiving right away.

10:42:18
And then it really makes the the invoice on the back end it just a very smooth process it'll flow straight through into payment because the 3 way match can be completed.

10:42:31
If you do see match except just pop up in your inbox related to PO related invoices, please monitor those and action those timely because again if the item you're looking at is a match exception at your end close it will not be posted into this year's financials.

10:42:49
For invoices, again, we would just ask that all invoices be sent directly to the accounts payable team to ensure that we get our suppliers paid on time and we get added as many of the relevant transactions posted into this current fiscal year as possible.

10:43:05
And we've got the email address below where you can send those. There's, no need to wait on those.

10:43:14
If you do get an invoice, that's you from a supplier. If you do get an invoice sent to you from a supplier, so directly to that address, please refund it to us as soon as possible so that we can get it reviewed and into the system.

10:43:25
And then on expenses. Particularly our UBC visa cards, please make sure that these are, reconciled so that we don't have anything hanging over in the next fiscal year that would have to be accrued for.

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Then we've got the deadline, listed on there. I would say we are monitoring as closely.

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We are in actually very good shape. Across faculty medicine going into year end. But we also know that it's also a time of heightened use of those credit cards and an additional spend.

10:43:58
So we are generating a lot more activity than normal and we want to try to get as much of that onto the books as possible.

10:44:07
On invoices. Again, to the best of your ability, if we can get that supplier set up before the invoicing happens, everyone will be in a much better position to get that invoice paid timely and all the reporting that we need to have done accurately.

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And we're trying to get all the invoices set directly to the AP team. Asking our suppliers to reference either a valid UVCPO or the name of the individual requesting those goods and services.

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So sending those invoices directly to the AP team. Is the best way to make sure that everything is logged, tracked and reported.

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So that in the conduct of your end, we don't have anything sitting on a desk unaccounted for that there's visibility into everything and we can take the necessary actions if we actually aren't able to get it into work day, like we want to.

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10:44:47
So that in the conduct of your end, we don't have anything sitting on a desk unaccounted for that there's visibility into everything and we can take the necessary actions if we actually aren't able to get it into work day, like we want to.

10:45:02
Just a few quick, high level dos and dos on, the invoicing process and make sure we get our suppliers set up.

10:45:10
I know we have a lot of partner organizations, in the healthcare area, and sometimes it's hard to tell, you know, who's actually picking up the tab and who things are invoice to.

10:45:22
But any invoices that should be paid by UVC have to be billed to UVC.

10:45:28
We unfortunately cannot make payment to something that's built to Vancouver Coastal Health or PHSA.

10:45:36
Even if you see ultimately is picking up the tab for that it does have to be billed properly in order to get that paid.

10:45:43
And get those over to the AB team as soon as we can. On the do not side, again, we don't want to hold any invoices that are pending some kind of offline approval it's best to get those into the system where there's visibility and tracking on those.

10:46:00
Kind of more of the changes that we're still working through culturally at UVC that the big difference from our previous ERP.

10:46:11
Is that in the previous world you would only send AP the transactions that were approved for payment but now we're looking for all invoices need to get into the system and they can be either approved or denied in work day so that we have that record.

10:46:29
And then again, Please, please do not create invoices on behalf of your suppliers.

10:46:38
We do have a dedicated module and work day exactly for that purpose. That makes it a lot clearer as to the ownership and the authorship of an invoice when it comes in and if you've got any questions about that supplier invoice request process, we'll talk about that very briefly later because we have a great training session on that.

10:47:04
And then again, to expenses, just a few tips and tricks for successful year end. You know, where it makes sense to do.

10:47:14
Well, we have to that people try to consolidate their expense reports. So we see a high number of excess supports that are only for one line item.

10:47:23
There's certainly nothing wrong. With putting one line item per experience report, and in some cases that may make sense to do so.

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From the AP side, it actually does not matter to us. We review every single line item. So whether it's one line item on one expense report or the 100 line items on one, we will review that all.

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10:47:31
From the AP side, it actually does not matter to us. We review every single line item. So whether it's one line item on one expense report or the 100 line items on one, we will review that all.

10:47:42
But by consolidating, you really help out people downstream. You're helping out those those work tag owners.

10:47:50
You're helping out those one over one approvers. Because we definitely realize that those folks probably don't log in to work day every single day.

10:47:58
It may only be once or twice a week. And so we don't want we tried to get those consolidated ones into their hands so that we're not leaving a lot on the table if they miss one of their approval sessions.

10:48:12
And there at the bottom, you know, we, send out regular, reminder emails on Visa card reconciliation in the month of February and March, we increased the frequency of those email communications.

10:48:28
But we also don't want to be very clear about what we're communicating during that time because a lot of our the emails that come here from the credit card team are related to unfortunately suspension emails because the card is not reconciled But just to make sure that everyone's aware of what they have to work with, leading it to your end, we're also sending some non-suspension emails during this

10:48:51
time. Particularly once, once we get closer there, so you can see on March sixteenth, so actually in 2 days now, anyone with an unlimited transaction will just get a friendly reminder email that they have transactions tending that we need to get resolved prior to your end if at all possible.

10:49:13
Okay, I'm gonna pause just for a moment and see if we've got any questions. Or any comments or anything on the year end process?

Andrew Glynn
10:49:27
I don't see anything in the chat, Thomas, so what I'd suggest is we pause for a moment if anybody wants to just go off and ask a question, then please go ahead.

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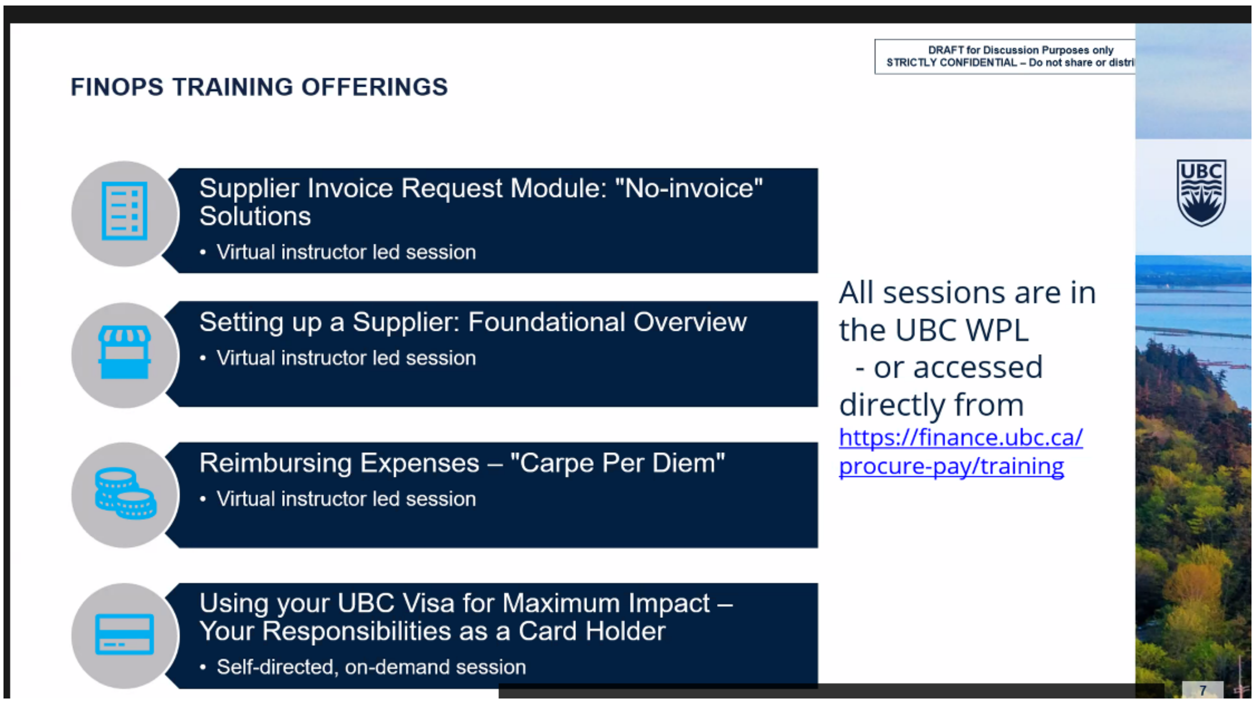

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AP COURSES: CAPPED at 25/session - Instructor led plus there are online self-led courses.

Thomas Straley

10:49:41
Yeah, okay. Sounds like we are good then. So then we will continue on with the presentation.

10:49:49
So, sorry, just trying to pull up my speaking notes here on this slide. So, the next topic we have today is talking about training.

10:50:00
The sub team last year started developing some instructor live training based on community feedback that sometimes the the KVAs that I see produces don't really tell the full story.

10:50:16
They're very helpful on which button to push and a full story. They're very helpful on which buttons to push in work day and how to do things, don't really tell the full story.

10:50:22
They're very helpful on which buttons to push and work day and how to do things, but sometimes the context, the decision points, the judgment calls weren't all there.

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So last year we did start a couple of courses. These are instructor led courses for the most part.

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They are smaller groups. The enrollment in the session is capped at 25 people per session.

10:50:40
So that it's more intimate setting. You can ask questions. We can have discussions on these topics.

10:50:47
Kind of working from the bottom up there because we we started last year with 2 courses on the visa credit cards and what the responsibilities are for that.

10:51:00
That was a great course that we've, fortunately gotten to the point on, there with enrollment dropping a little bit where that one is no longer instructor led that one is self serve.

10:51:16
You can take that any time you want to understand what exactly is going on in that credit card process.

10:51:17
And then in partnership with that one, we also did a course on reimbursing expenses. So whether it's the visa expenses or out-of-pocket, there's a course on that.

10:51:27
This one is still instructor lead. We have a dedicated trainer who hosts that either myself or one of my team leaders from AP will also be on that call to answer any questions.

10:51:38
And this course is really designed for faculty and staff who, who initiate expense transactions in work day, either for themselves or if they are serving as a delegate for someone else in the organization.

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Supplier request course

10:51:17
And then in partnership with that one, we also did a course on reimbursing expenses. So whether it's the visa expenses or out-of-pocket, there's a course on that.

10:51:27
This one is still instructor lead. We have a dedicated trainer who hosts that either myself or one of my team leaders from AP will also be on that call to answer any questions.

10:51:38
And this course is really designed for faculty and staff who, who initiate expense transactions in work day, either for themselves or if they are serving as a delegate for someone else in the organization.

10:51:53
This is a great class to understand what's going on there. He goes through the foundational overview of the policies and some of the functional workday requirements in order to get those expenses reimbursed.

10:52:09
And then recently we've, we've launched 2 new classes, one on setting up suppliers.

10:52:16
So anyone who needs to pay someone external to UBC, meaning not an employee, not a student.

10:52:24
This class may benefit you it walks through again the foundational overviews of the setup process what payment methods are available at UBC and talk to specific requirements, both statutory and policy-wise that we have in that setup process.

10:52:44
And then the very newest one is our supply invoice request module. So I mentioned it earlier, the supplier invoice request process, in work day is the one that UVC uses.

10:52:56
Whenever we have a case where we need to pay someone externally, but we don't have an invoice and there's no reasonable expectation that we would get an invoice for that transaction.

10:53:07
So the primary use cases for that are going to be, you know, if you've got a guest speaker coming and you need to perhaps reimburse them for their parking expenses.

10:53:18
Or maybe you're paying them a small token of appreciation. Maybe you have a sub grant award that you need to send money out for.

10:53:26
All these are kinds of cases. Where we might use that process because there's no reasonable expectation that the other party is going to send up an invoice here.

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So that, new class walks through that. We just want that one in February. Very new, but it also may be very helpful for a lot of people on this call because while we don't specifically talk to this topic in there because it is a class design for broader audience We also know that impact with medicine, we do have a lot of research subjects that we need to compensate or we need to

10:54:02
reimburse and this is the the perfect way to get that taken care of through this module and we can walk through that process.

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All the classes in here run by every 2 weeks. They're, tapped at 25 people per class to keep the class.

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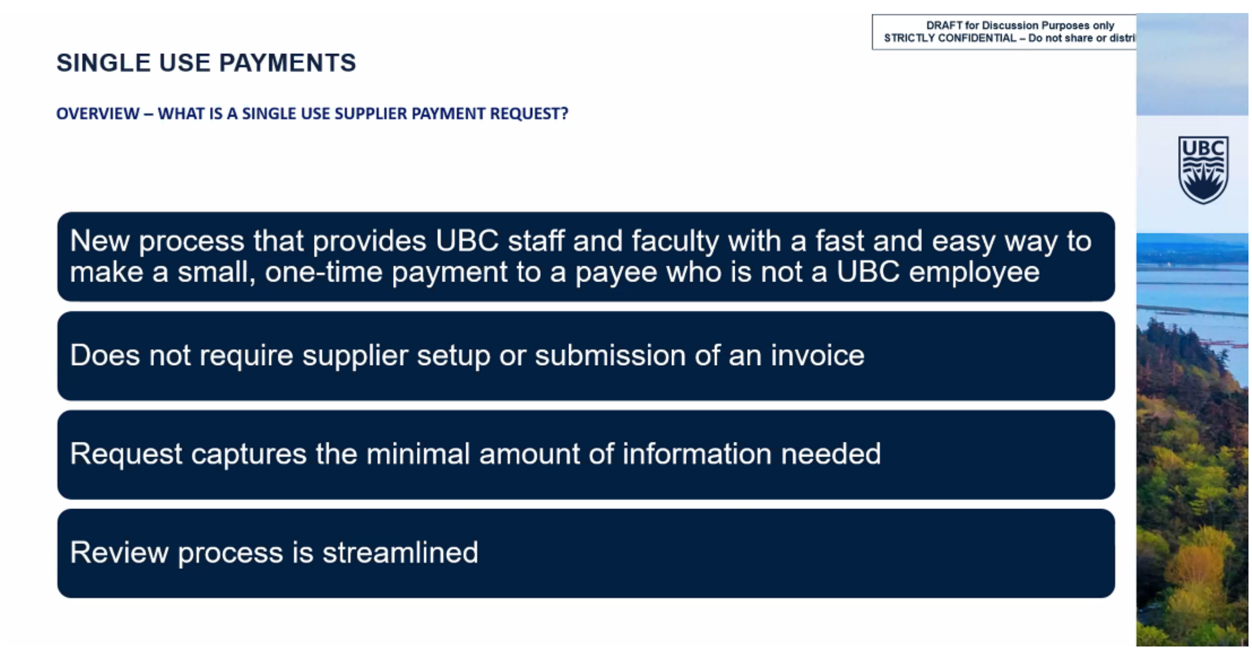

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10:54:10
All the classes in here run by every 2 weeks. They're, tapped at 25 people per class to keep the class.

10:54:19
And so some of them, particularly the new ones, do have a waiting list, but, these courses are really great.

10:54:25
We really enjoy spreading this knowledge and the education of the community and also with great. We really enjoy spreading this knowledge and this education out of community and also it's a great chance for us here at the central team to get the knowledge and this education out of the community and also it's a great chance for us here at the central team to get feedback on the processes.

10:54:36
Where we're always looking for areas of opportunity to make things better.

10:54:45
Okay, so I didn't do an intro leading slide to this, but, this is actually the bulk of what I have to talk about today and we may get a little bit into the weeds on this one.

10:54:57
A little more than normal, but very happy to say that as of February first we have launched a brand new module work day.

10:55:07
This has never been used before and the intended use here is for single use payment. So what exactly do you mean, do we mean by that?

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So one of the pieces of feedback that we've heard since work day launch from the community. That any time we are needing to make payments to to an EST for one time for nominal sums of money.

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The supplier setup process, the supporting voice request process, all all these different processes chained together.

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They were quite administratively burdensome. There were times when we only wanted to reimburse someone, $15 for their parking and yet their multiple steps, multiple information requests to get that done.

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So we took that feedback away and we developed a an expedited a streamlined process in order to get that money into the right hand.

10:56:01
So again, this is the new process. It's a fast and easy way to make this kind of small one day one time payments to outside parties not to UVC individuals.

10:56:13
You don't have to go through the supplier setup process. There is no need to submit an invoice.

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The process captures only the minimal amount of information that we need to capture. In order to get that payment through and still meet some of our reporting requirements.

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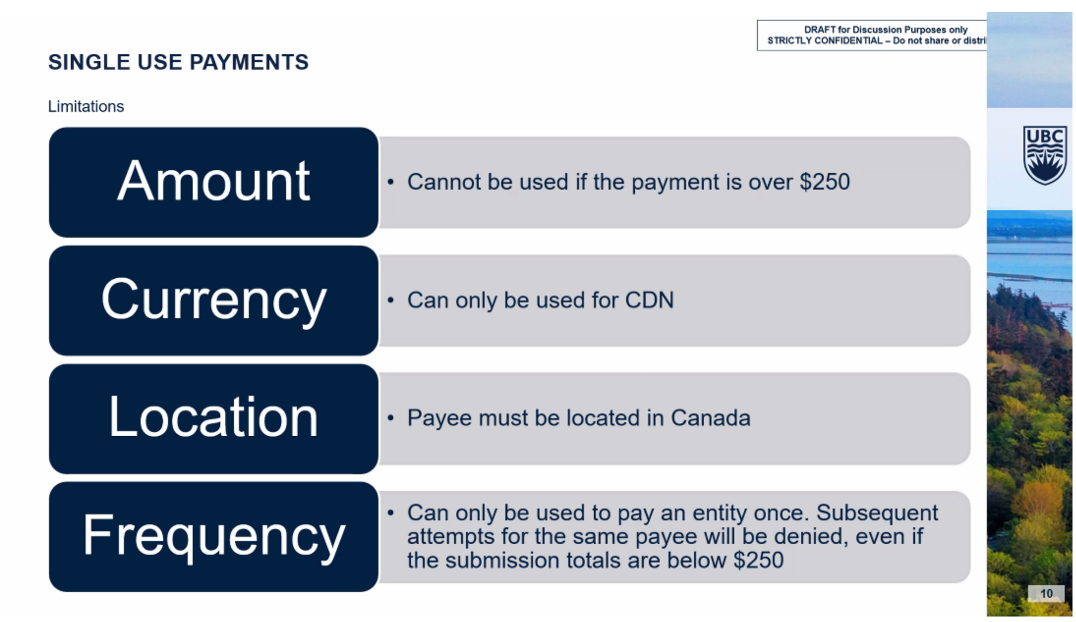

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You don't have to go through the supplier setup process. There is no need to submit an invoice.

10:56:18
The process captures only the minimal amount of information that we need to capture. In order to get that payment through and still meet some of our reporting requirements.

10:56:29
And on the AP side it has and a very streamlined review process.

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So kind of the use cases, that we intended this for. So it's got, got some kind of remuneration that you need.

10:56:48
So. Speaking fees, tokens of appreciation, research subject participation, these kinds of things, or if you're reimbursing for parking costs or meals, small dollar meals to visitors.

10:57:02
Is kind of the the intent here.

10:57:06
There are a few limitations, on this. So there is a, cap of $250 Canadian on this.

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It can only be used in Canadian dollars so you know unfortunately if we've got US visitors that need to get reimbursing US dollars we can't do that.

10:57:29
The pay that we're looking to pay through this MoD, this, module, they must be Canadian.

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That is to avoid some of the more complicated tax issues that we encounter. So we did have to limit it to Canada.

10:57:45
And with the frequency, again, this is for single use. Once we have paid the the individual that you're intending to pay you cannot pay that individual again through this process.

10:57:58
It doesn't mean that UVC can't pay them at all. It just means you would have to use one of the alternative processes if, if you came across a need to pay them a second time.

10:58:13
And again, on that same note, if you do find, that once you start using this module that you have someone that you do need to pay a second time, you are going through the full supplier setup process the second time.

10:58:28
Through when you have to pay that company or that individual. The information that we store in this single use module is not transferable into the general UVC supplier database.

10:58:43
They they are completely walled off from each other. So after we walk through this after you have some experience with it, if you do find yourself need to pay someone that second time, if they're, if they're already a supplier, then, you can get that, through either on the invoicing or the supplier invoice process.

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10:59:02
Again, they've already been used, so they've already been used once as a single use pay, you can't use them again.

10:59:09
If you're expecting multiple payments to this company or this person, you probably should go ahead and set them up as a supplier.

10:59:18
Or any of the other conditions that we've listed there.

10:59:25
So I'm gonna do a few, show a few quick screenshots to walk this through.

10:59:30
This is very detailed and normal. We don't get this far into the weeds on these calls, but, we're actually very excited about this process.

10:59:37
It will say a little bit lengthy, but then I'll also stop sharing for a minute and we'll actually go into work day and I'll show you what this looks like.

10:59:44
It is a very quick and easy form to fill out. So if you have a use case where it might be appropriate to pay someone one time, small amount, you go into work day, you would type in create requests.

10:59:57
Or you could go up here through the menu bar down into request.

11:00:03
You would create a request. And then from the pop up menu that shows up, you would select single youth payment.

Screen clipping taken: 3/14/2024 11:00 AM

11:00:03
You would create a request. And then from the pop up menu that shows up, you would select single youth payment.

11:00:12
Some of you may be familiar with this create request format. It's used for a lot of different tasks in workday and this is just the latest thing that we have added to that Create Request framework.

11:00:28
From there, you'll be prompted with a series of questions on there. You know, we're looking for a kind of a high level overview of why, what we're paying for here.

11:00:40
Are we reimbursing a visitor? Are we paying a token of appreciation of someone?

11:00:44
Why are we paying them? That information will get a bit stored with the with the work day transaction on on the ledger level.

11:00:53
There we're going through and we're just asking, okay, all we reimbursing the individual or are we not reimbursing the individual?

11:01:02
Is this reimbursement or is this payment? And that's important for us to know because that actually is going to dictate which, which spin category this gets posted to.

11:01:11
And then, although it seems like a little bit of duplication, we're also, in, the second box that popped up around the description of what the payment is for.

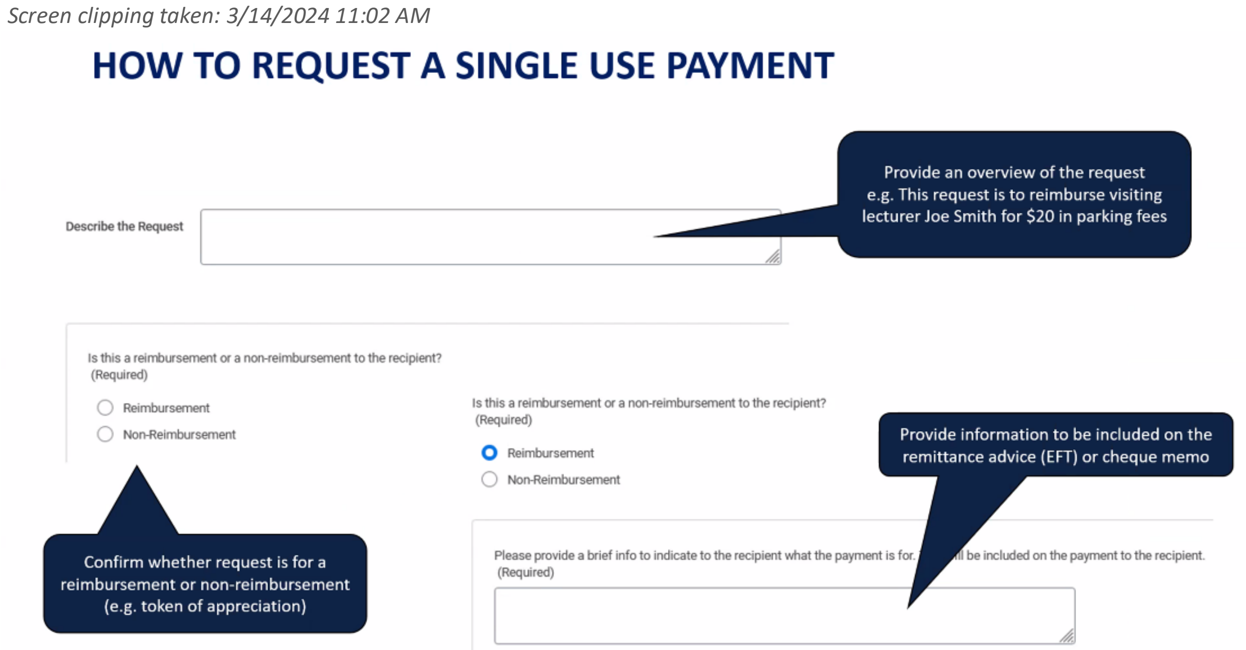
11:01:22
This actually shows up on the check payment to the check of the EFT payment to the payE, telling them why they're getting this payment.

11:01:31
That is one question that we do get a lot from our external parties and that SIR process that we talked about earlier.

11:01:38
And that SIR process that we talked about earlier because sometimes they're getting a payment from UVC and they've forgotten that they were getting that and so they're getting a payment from UBC and they've forgotten that they were getting that and so they're they're asking Why did you send me a check?

11:01:46
But through this new process you'll be able to tell them directly on the check or in the EFT. Here's why you're receiving this.

Screen clipping taken: 3/14/2024 11:02 AM



Screen clipping taken: 3/14/2024 11:00 AM

11:01:46
But through this new process you'll be able to tell them directly on the check or in the EFT. Here's why you're receiving this.

11:01:57
Oh, sorry, doubled up one.

Andrew Glynn

11:01:57
Hello, can I just pose one sec, Thomas? You've got a question in the Q&A and in the chat.

11:02:03
So just for I guess there are 2 different options here. I guess. You know, do we want to go with the chat or the QA?

11:02:10
Now I don't see the chat anymore but there was chat.

Thomas Straley

11:02:12
Oh, yep, see. Okay, so okay, yep, I can see the QA here.

11:02:20
So, yeah, so, so, yep, from, the, yeah, from, the, yeah, maximum, payment, that's told, yeah, $250 Canadian, not not a, but we can't do any any non-Canadian currencies here.

11:02:33
So it has to be $250. Maximum and in Canadian dollars. From Quentin is this 250 limit, on an annual basis.

11:02:45
No, that is the, the work day lifetime of that payee. So if we pay them $250.

11:02:54
This year, once that name is in the database. For this, they cannot be paid again.

11:03:01
It is explicitly for single-use payment.

Screen clipping taken: 3/14/2024 11:07 AM

Andrew Glynn

11:03:05
And then we've got one question Thomas in the QA as well. So I'm going to ask everybody for the rest of this session to put questions through the chat, not the Q&A.

11:03:14
So we know where to look for all the interaction. But in the Q&A, Joyce asks, How do I know when the supplier has been paid?

Thomas Straley

11:03:23
So on that one, and Josh, I assume we are talking about suppliers and not the single use, cause I think this question was a little bit older.

11:03:31
If, anytime you want to, if it's been paid, if you go into the, the invoice transaction in work day, if you have the security to see the transaction, you'll, you'll see on the header, it will actually tell, to tell you if they've been paid.

11:03:52
Or if they haven't been paid it should give you the payment date or the expected payment date on there.

11:04:00
If, if it's the single use payment that we're talking about there, it is very similar and I'll drill down into work day here shortly and show you what the actual screen looks like and you should be able to see the payment status on there.

11:04:20
Okay, I think we got everything in the chat. Those continue on here. Hey, we're just going step by step through the questions that you get asked.

11:04:31
In working on the single use process, but we'll pull up the screen live and work day too so you can see it's actually a very short and tweet little set of questions.

11:04:41
So next question we're, we're, checking to see if we're paying an individual, or a company, and then will either provide the individual's name, last name, first name, or the legal name, of the recipient of the single use payment.

11:04:57
It can be used for both. There's no limitation on paying a company or paying an individual.

11:05:04
We would say, you know, as a matter of best practice, you know, This really isn't intended for paying big companies big commercial retail companies.

11:05:15
So we probably wouldn't wanna be paying Dell or Staples, you know, those entities should be invoicing us.

11:05:21
But you know, in the medicine space, you know, there are a lot of doctors that are incorporated.

11:05:27
Yes, you could pay them under their individual or their corporations in this process. Either is totally fine.

Screen clipping taken: 3/14/2024 11:07 AM

11:05:21
But you know, in the medicine space, you know, there are a lot of doctors that are incorporated.

11:05:27
Yes, you could pay them under their individual or their corporations in this process. Either is totally fine.

11:05:35
From there you go into the work tag. You'll tell us how, what the dollar value of that single use payment is.

11:05:44
And then we've got to go get the address information on there. The address is needed, whether this is paid by check or pay by EFT, we still got to grab the address from you.

11:05:57
Again, more address requirements on their postal code. The one thing that you'll see on here and is very important and I'll touch on this in a moment is each of these is each of these pieces of the address are broken out in a separate field.

11:06:16
The province, the city, the the street address. Please don't combine them all into one because it throws off some of the validation.

11:06:23
And then from there we'll ask you how we want to pay these individuals. If you're paying a by check, then we don't need anything further from you if you're paying by EFT.

11:06:34
Then we ask a few more questions. You know, we, need to send that person an email notifying them that they are getting, they're receiving EFT transaction.

11:06:44
And then their banking info as well.

11:06:50
Once we've done that, or rather this is just a high level overview of the process, let's say we have streamlined this, we have made this as.

11:07:01
For lack of a better term non-finance, as we can. So you'll submit the request.

11:07:08
The request will be reviewed to make sure that we've got all the criteria covered. It'll go from there to the budget owner, whoever owns that work tag and from their payment will be generated.

11:07:21
Good go a little bit quickly through the this is more about some of the notifications that you would get along the process.

11:07:29
For those of you who have used the work day request framework before this, this is nothing new.

11:07:36
On there. But, for those of you who have done that before, just kind of this is what you can expect to see.

11:07:45
So. As this transaction flows through the process, you know, if it's, if your request is approved, denied or sent back, you'll get a notification of work day the little bell icon on there, will, will increment if something has happened.

Screen clipping taken: 3/14/2024 11:09 AM

11:07:45
So. As this transaction flows through the process, you know, if it's, if your request is approved, denied or sent back, you'll get a notification of work day the little bell icon on there, will, will increment if something has happened.

11:08:03
And then you can always go back in. To view your own request and you can see what the resolution, is it done is it in progress is it sent back.

11:08:16
If you get an item that's sent back, requesting for for revisions, you'll, see it in your workday inbox, not the bell icon, but the inbox.

11:08:27
And you can scroll down into the comment section and there should be more information on what exactly we need to update in order to get that through successfully.

11:08:40
If you do need to save something for later, you can definitely do that. You don't have to do this all in one go.

11:08:47
If you save it for later, it will still be sitting in your inbox whenever you get back to that transaction.

11:08:55
Again, just a different view of the same item there. If you do need to cancel it, you know, you decided not to pay that individual, you got to come back to it to another day.

11:09:07
From your inbox. This one is a little bit buried. You hit the gear icon, hit cancel, on there and then that, will no longer be in your inbox.

11:09:18
And then this is a little bit more on the back side, probably more for the finance folks, but.

11:09:24
These will appear in your ledgers in one of 2 places. So if during the course of that request.

11:09:34
You have selected reimbursement, then that gets posted to the other travel transportation then category. If you have selected non reimbursement.

11:09:46
Then it's going to post into the token of appreciation. That there's no user control over which Spencat is used beyond just selecting reimbursement or non reimbursement and it's going to land in one of those 2 spin categories.

11:10:01
Gonna pause just a second because I know we got some stuff in the Yeah.

Screen clipping taken: 3/14/2024 11:11 AM

Andrew Glynn

11:10:04
So Thomas, there's some questions in the chat, some good questions. So first of all, some clarity around this 2 50 limit.

11:10:12
Is that intended to be? Her annum or one time. So once you've gone up to the 2 50, can you pay that person again in the next year or never?

Thomas Straley

11:10:21
That is, it is never. So once you pay them once, that it is intended for single use.

Andrew Glynn

11:10:24
Okay.

Thomas Straley

11:10:28
And just so that we're very clear.

Andrew Glynn

11:10:30
So even, so just to clarify that, even if it's not up to the 2 50, if you pay somebody once and it's $50 you shouldn't be paying them again through this it's a one time regardless of amount but with a max of 250 is that right?

Thomas Straley

11:10:42
That is correct, Andrew. Yeah, that's exactly what what I was going to emphasize next is that you know if if you have you know particularly like with research subjects you know they may be coming in for 3 different sessions and the agreement is $50 per session.

11:10:58
You could pay them their first $50 through this process. But when you tried to pay them that second time, the system would notify you that unfortunately they've already had been paid their one-time payment.

11:11:11
They can't be paid through this process. Doesn't mean that UVC can't pay them.

11:11:14
It just means that at that point you're gonna have to go set them up as a supplier and then go through the the normal steps that we have established as of today.

Andrew Glynn

11:11:23

Screen clipping taken: 3/14/2024 11:11 AM

Andrew Glynn

11:11:23
And then the next question we got on that then Thomas is If one person pays somebody through this system and you don't deal with them, you know nothing about that and you come to pay them through the system, the system will prevent you from doing that because they've already been paid by somebody else, is that right?

Thomas Straley

11:11:40
That's correct. And the system will notify you when you submit it. It'll come back and say, you know, unfortunately they've already been paid through one time use, you'll need to go the supplier route going forward on that.

Andrew Glynn

11:11:50
And is this, I mean, is there a chance that we would see this as a pilot where it might be?

11:11:56
Changed in the future to allow more than one. I mean the research subject is an obvious area where you know, this could be useful, I think, but would typically involve more than one payment.

11:12:09
Is it being looked at that way or is it, is this a fixed thing?

Thomas Straley

11:12:14

Screen clipping taken: 3/14/2024 11:12 AM

Thomas Straley

11:12:14
It's definitely something we would look at in the future. Andrew, for the moment it is one time, but we're looking to see, you know, how it's used across the organization, you know, what the benefits are because there are a lot.

11:12:26
The the one time used on the $250 limit on there the reason that those were put in place is to help satisfy some of the risks that we're taking on here and to satisfy some of the concerns that were raised by internal audit by tax and by research finance.

Andrew Glynn

11:12:46
Right.

Thomas Straley

11:12:46
But that said, you know, we'll, look at this after a period of time and see how it's being used and see if.

11:12:55
If we need to tweak those requirements, based on what's actually happening.

Andrew Glynn

11:13:00
Alright, there were a couple more questions. So I think the answer this one is no. Do you have to submit a void check when you're making a payment through this?

11:13:09
I think the answer is no, right?

Thomas Straley

11:13:10

Screen clipping taken: 3/14/2024 11:13 AM

Thomas Straley

11:13:10
That is correct and that's probably my the thing I'm happiest to be able to say here.

11:13:16
And one of the reasons for that for the 250 cap is that we have got some buy in such that in the boy check will not be.

11:13:23
Required for this. You will not be asked for it. All you'll need to do is enter the payee banking information into this module and you know again assuming it meets all the criteria about one-time use and dollar amount.

11:13:35
Then we can pay them by EFT here without the bank stamp, without the void check on there.

11:13:42
The one thing we wanted to add to that though, that even though it is not a requirement. For your own.

11:13:49
Purposes, you know, as you're looking to pay people. It's not a bad idea to to get that information from them to to get a copy of it, even electronic copy.

11:14:02
The reason why and one thing that we want to highlight is the risk to anyone that uses this is that in the Canadian EFT banking standard.

11:14:10
There is no validation in the banking system for the name of the person that you are paying. When you enter an account number, the money will go to that account number even if the name of the person that you intended to pay was different.

11:14:26
So if I put in account number 1, 2, 3, 4, 5, and and I wanted to pay Andrew Glenn if Andrew G is not the not the owner of cat 1 2 3 4 5 and whoever was the owner of a cat 1 2 3 4 5 just got that payment it doesn't validate again the names for us So it's very critical that when you're entering those those banking details that we

11:14:52
don't have typos there because there's not going to be a way to check to validate for you the payment will go to whoever that account holder is.

11:14:59
Assuming it's a valve account. Again, if it's not a dollar account with that bank, it will bounce back to the banking system and we will investigate.

11:15:07
But if if you typo into a legitimate or a valid bank account with that organization, the money is gone.

Andrew Glynn

11:15:15
Alright, there's one final question in the chat Thomas if somebody goes to make a single use payment and cancel it for whatever reason does that still leave it open for you, one more time?

Thomas Straley

11:15:26

Screen clipping taken: 3/14/2024 11:15 AM

Thomas Straley

11:15:26
It depends on how far down the process we get. So, when, and actually about Stop this share moment.

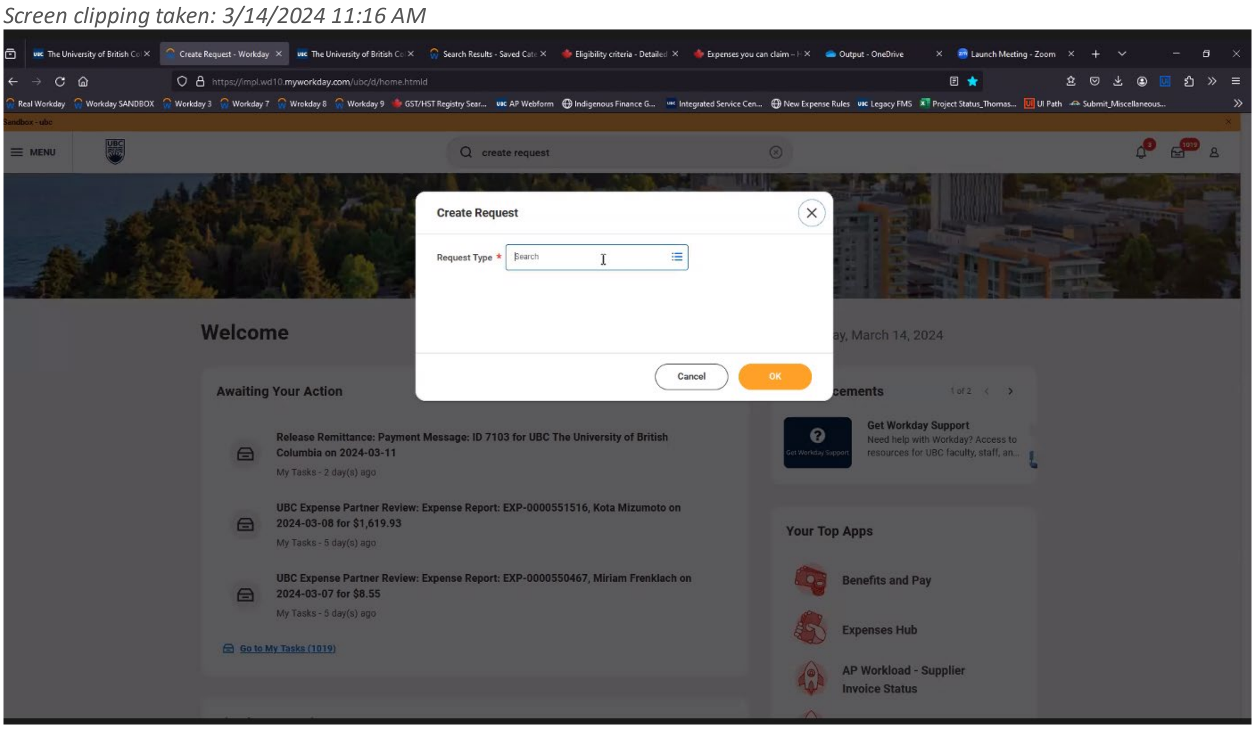
11:15:37
I will jump in to work day. 2 s here to get the test environment. So yeah, the short answer is it depends on how far we get down in the process.

11:15:48
Some places you can cancel and reinitiate that other places. It's a little bit more difficult.

11:15:54
Let me. New screen share.

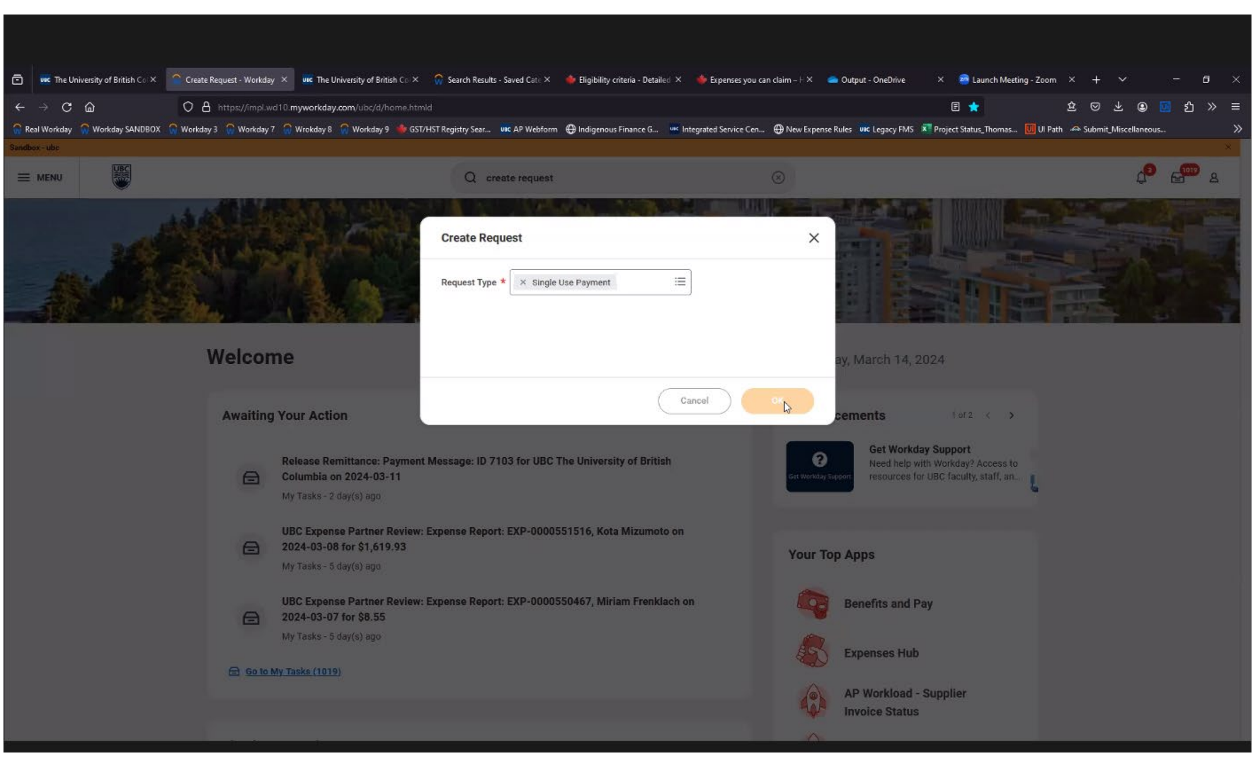
11:16:00
Okay, I know those screenshots were were a bit lengthy there, but we wanted to make sure that everyone had those in a document

Screen clipping taken: 3/14/2024 11:16 AM



Screen clipping taken: 3/14/2024 11:16 AM

WORKDAY DEMO - Single USE PMT



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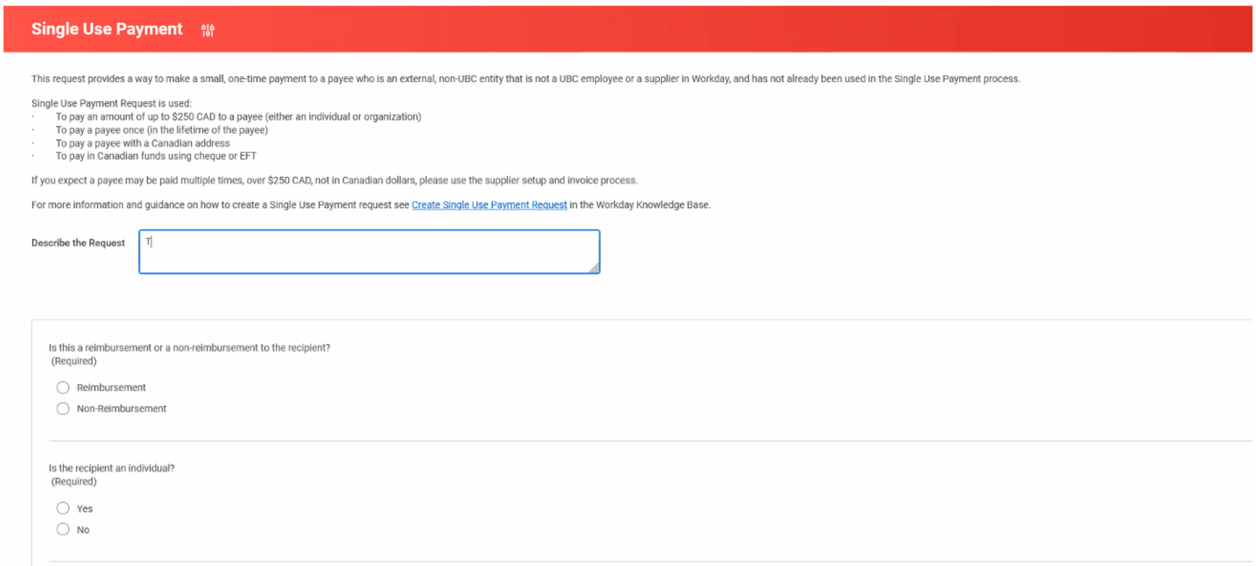

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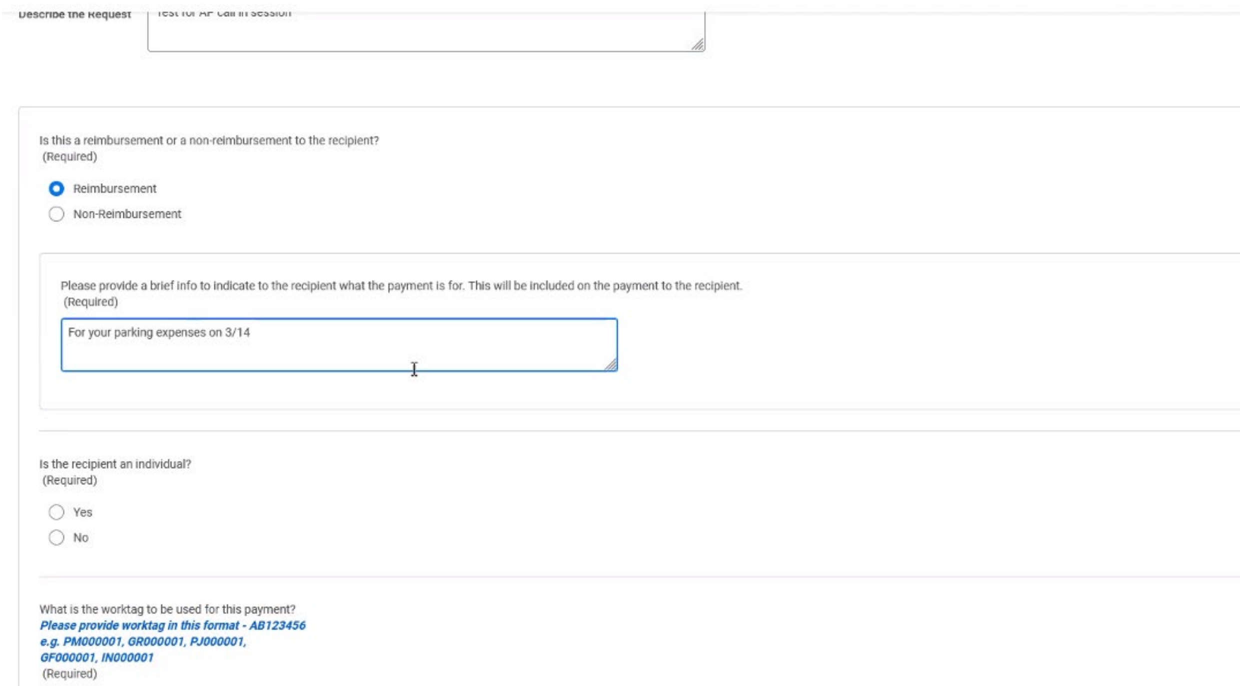

Screen clipping taken: 3/14/2024 11:17 AM

Thomas Straley

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11:15:48
Some places you can cancel and reinitiate that other places. It's a little bit more difficult.

11:15:54
Let me. New screen share.

11:16:00
Okay, I know those screenshots were were a bit lengthy there, but we wanted to make sure that everyone had those in a document that they could see, but I'll show you this what this looks like in workday test environment and it is really quite straightforward.

11:16:16
So. If I am an individual who needs to make this small one time payment, I will create a request.

11:16:28
And then I will come down. Can you see there are numerous requests types in here we use this we reuse this.

11:16:37
Framework for many things. Single-use payment.

11:16:44
And here's going to prompt what was all kind of sliced and diced in the in the PowerPoint deck.

11:16:50
We would describe the request.

11:16:58
We would say, okay, you know, this is I'm reimbursing someone.

11:17:04
Or your parking. Expensive on

11:17:12
Are we going to pay an individual or a company? I'm just gonna say no.

11:17:20
That is, unfortunately that question does get asked. Wise in a way it's a work day limitation that we're making the best of that we can.

11:17:40
We get the work tag.

Screen clipping taken: 3/14/2024 11:18 AM

11:17:40
We get the work tag.

11:17:50
$15.

11:18:18
Done if it was EFT, we'd want to put where's the remit device going to.

11:18:41
And then done, your request is submitted. We are leveraging some automation here. So unfortunately, I can't show you all, the interim steps that flow through here, because it does go.

11:18:56
Go through a second set of validation software that we're running. But when you get a successful once the review is done on that, and it's successful you would get.

11:19:15
Your transaction would look like.

11:19:26
It would look like this. This is this is what would look like in in work day once once the validation with all all the review is done.

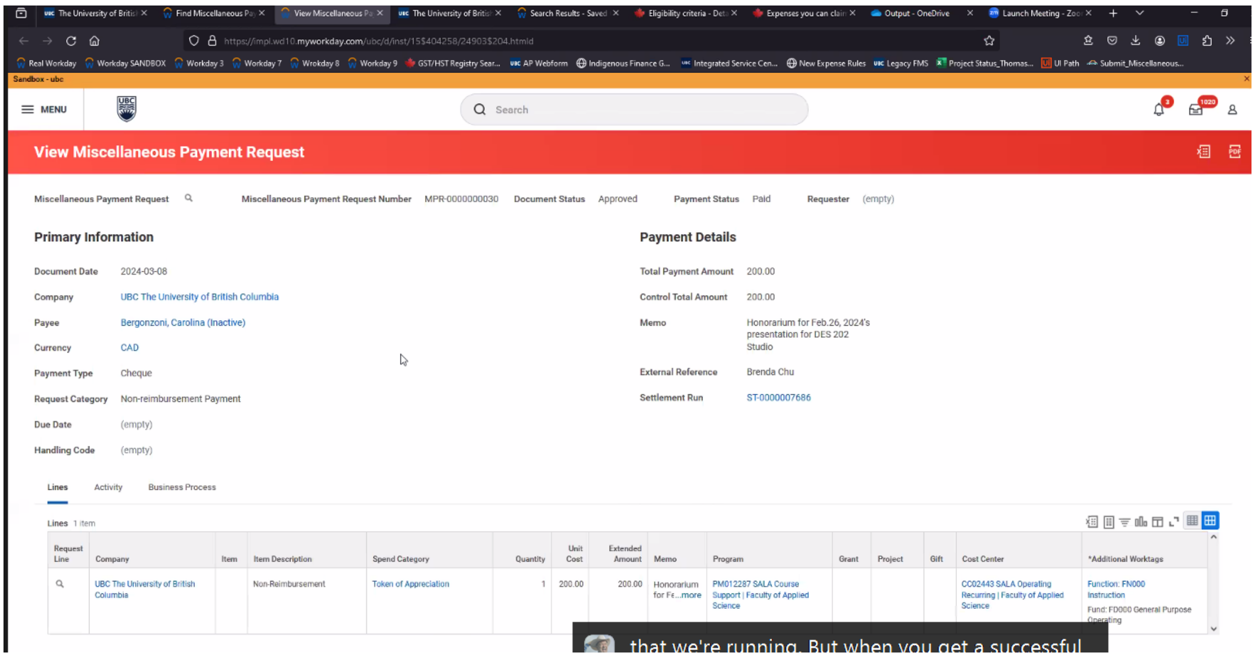
11:19:36
So you can see here there's the payee. The currency. The dollar amount.

11:19:44
Whatever memo that you put in again, this would this would appear on the check or in the the EFT email remittance that goes through.

11:19:54
George, I think you had a question about of the payment status. It'd be right up here.

11:19:58

Screen clipping taken: 3/14/2024 11:20 AM



Screen clipping taken: 3/14/2024 11:19 AM

11:19:44
Whatever memo that you put in again, this would this would appear on the check or in the the EFT email remittance that goes through.

11:19:54
George, I think you had a question about of the payment status. It'd be right up here.

11:19:58
Once it gets paid. And then the line item detail here along the bottom. My view looks slightly different than the one you would see just because of some of the security roles, but, basically anyone here who would have who would have visibility into ledgers for that particular program code.

11:20:19
Would be able to see this. On here.

Screen clipping taken: 3/14/2024 11:20 AM

EFT sent daily,

11:20:19
Would be able to see this. On here. The other thing that's critical for probably the people approving these is right here.

11:20:30
This external reference field. This is the name of whoever submitted that initial request. So we're not looking at my submission, but this is a from someone else.

11:20:39
So if the. Whoever has approved who the work tag owner is for PMO 1 2 2 8 7 if they have questions about why is this getting paid what is this They'll know exactly who the contact on there should they have any questions on that.

11:20:56
And again, as we mentioned too, these are not net 30. These will pay out once once it is approved.

11:21:03
By the work tag owner. These will pay at the next available opportunity. EFT payments are run daily.

11:21:14
Check is twice a week. So this will end up with payment very quickly.

11:21:21
Sharing actually we got a question in the chat. From Renee, where do we look to see what the check number is on there?

11:21:30
Let me, let's range here back up.

Screen clipping taken: 3/14/2024 11:21 AM

11:21:30
Let me, let's range here back up.

11:21:33
And again, I'm gonna point you to a place Renee. I'm not a hundred percent sure if what I'm telling you is active because of the security role but when I'm looking for the check number I will drill down into activity.

11:21:49
And then there, I'm seeing the transaction reference, which should be the check number. But I'm not, I'm not a hundred percent sure what the security is around this activity tab.

11:22:01
So I will, a note to take that away, and validate that.

Screen clipping taken: 3/14/2024 11:22 AM

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SINGLE USE PAYMENTS

Key Considerations

- Before starting, confirm that supplier can accept payment in Canadian dollars via EFT or check
- A void check is not required, however it can be very useful in ensuring that you have the correct banking information
- Confirm supplier address matches Canada Post format
- Payment will process once fully approved – at the next available EFT or check run – NOT Net 30
- Worktags are for program, project, grant and gift only. Activity worktags are not supported in this process
- The request can only be used to pay a payee once (in the workday lifetime of the payee)

Screen clipping taken: 3/14/2024 11:22 AM

11:22:01
So I will, a note to take that away, and validate that.

11:22:16
Okay, give me just a moment. A few other closing remarks on. We'll use payment. And again, just, to kind of wrap up on here, just a few key considerations as you're using this process.

11:22:34
Make sure that the, call them supplier, actually the payee can accept. Payment in Canadian dollars and EFT or check.

11:22:42
Again, boy check is not required. However, it's not a bad idea to ask for a copy of that just so that you can double triple check to make sure that you're entering that banking information correctly.

11:22:56
That next point about the Canada Post format, that one is, very, very critical. The one of the validations that we're doing is the address that you're inputting.

11:23:05
We are checking that against Canada Post. And if it doesn't map with Canada Post prescribed format, it is going to come back to you for revision.

11:23:14
On the form itself we do include a link to the Canada Post website where you can check for valid websites we highly suggest that you check that before you submit those because it'll play yourself a lot of frustration.

11:23:28
We're paying upon approval next available if to your check run. The available work tags and this one are the standard program project grant gift.

11:23:39
And actually call center is accessible too. I don't know if there are a lot of people that are in, on the call, they're using activity code work tags, but unfortunately those are not supported through this process.

11:23:52
And again, in current state, this request. Can only be used to pay a pay you once.

11:23:59
In their work day lifetime. If you need to pay them a second time, that second time would have to be through an alternative.

11:24:10
So just, wanted to provide more, is kind of like, an opinion to the guideline, you know, just where, this puts us in cases where we need to send payment outside the organization.

11:24:20
So we're not paying an employee. And what all our options are. So again, not, going to go through this line by line, but this will be available as part of a slide deck.

11:24:30
When you can use which type of payment request and all the conditions on that. Again, this is for paying outside entities if money is moving outside UBC

Screen clipping taken: 3/14/2024 11:24 AM

11:24:30
When you can use which type of payment request and all the conditions on that. Again, this is for paying outside entities if money is moving outside UBC.

11:24:43
If we're looking to pay staff or students, again, we have employee reimbursements or student reimbursement.

11:24:51
Also on the payroll HR side. They have a one time payment module. And we do apologize for the how close those names are together.

11:25:03
There's one time payment through payroll. There's single use payment through AP.

11:25:11
Yeah, sorry. Those are very, very close in name, but we did the best we could with that.

11:25:18
Okay, that is actually all I have. I see we've got something else in the chat here.

11:25:25
So question from Jimmy about what a send be required for token of appreciation of single use payment.

11:25:34
No, we will not be requesting the SIN on these payments. That is one of the One of the reasons for the load dollar threshold of $250 on there is to ensure that we do not find ourselves in a position where we have to issue a T for a.

11:25:50
And so that allows us to not have a, in this case. We really are asking for only the most necessary information to generate this payment and also post and to BBC's financial systems.

Andrew Glynn

11:26:09
Okay, thanks Thomas

Screen clipping taken: 3/14/2024 11:26 AM

ALTERNATIVE PAYMENT METHODS – STAFF/STUDENTS

	Employee Expense Reimbursement	Student Expense Reimbursement	One-time Payment
Use	To reimburse employees for out of pocket expenses	To reimburse Students for out of pocket expenses	To pay an employee a one time amount (e.g. honorarium)
Amount	Varies	Varies	Varies
Workday Process	Create Expense Report	Create Expense Report for Non-Worker*	Request one-time payment

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ALTERNATIVE PAYMENT METHODS – NON UBC ENTITY

	Single Use Payment	Supplier Invoice Request	Non-PO Invoice	PO Invoice	Cash Advance
Use	To make a one time payment	Request payment without invoice, or request reimbursement for non-UBC payee	Pay supplier invoices	Pay supplier invoices	When other payment methods may not be available or appropriate
Supplier Setup Required?	No	Yes	Yes	Yes	No
Amount	Up to $250	varies	Up to $3500	Over $3500	varies
Jurisdiction	Canada	Canada, US, International	Canada, US, International	Canada, US, International	Canada, US, International
Workday Process	Request Single Use Payment	Supplier Invoice Request	Submit invoice to ubc.invoices@ubc.ca	Submit invoice to ubc.invoices@ubc.ca	Request Cash Advance/Spend Authorization, ...le expense

alternative. So just, wanted to provide more, is

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