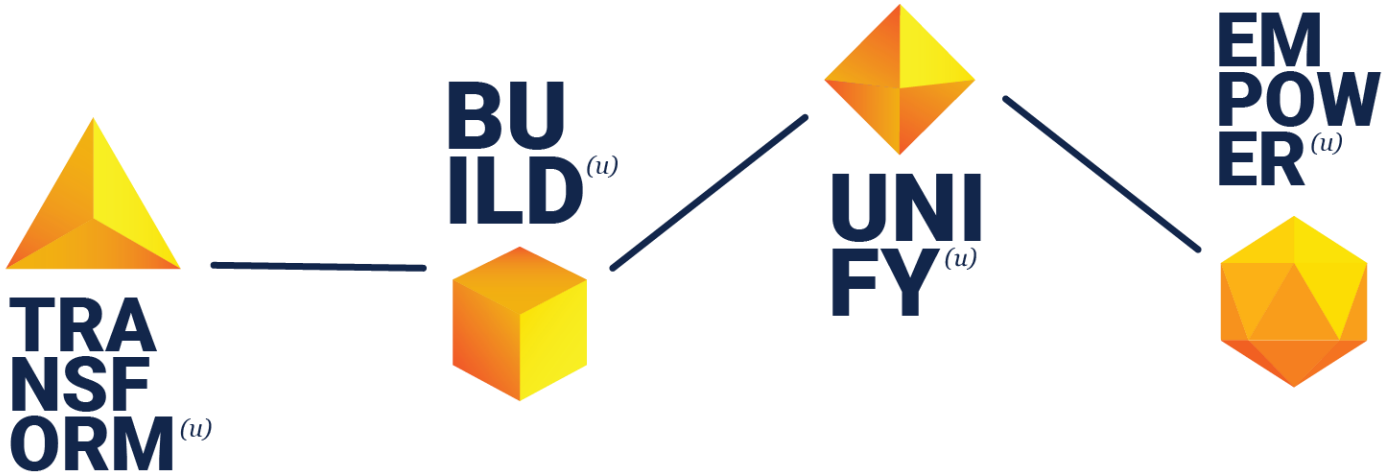
THE ENTERPRISE TRANSFORMATION | FINANCIALS

Managing Transactions and Approvals in Workday Seminar



CREATING THE NEXT®

Welcome and Introductions

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"The significant problems we face today cannot be solved at the same level of thinking we were at when we created them."
– Albert Einstein

Seminar Goals

- This seminar is a lecture-style offering.
- The content in today's course is the same as the accompanying web-based training: *Managing Transactions and Approvals in Workday*.
- Please hold your questions.

  Time is allotted at the end for Q&A.

Agenda

- Course Objectives
- Business Processes
- Inbox Management
- Approving Transactions
- Delegations
- Course Review and Questions
- Next Steps

Safe Harbor

The information delivered within this presentation was originally published in May 2019.

This information, while accurate at the time, is subject to change.

Course Objectives

By the end of this course, users will be able to:

- Navigate the Workday business processes.
- Identify key fields in the approval process.
- Create inbox filters to manage your actions.
- Manage and approve transactions.
- Set up delegations.

Course Purpose

- Users will learn what actions they can take while interacting with different business processes, how to approve transactions, manage their Workday inbox and delegate business process initiation and approval.

- This training includes information related to Workday Approvals. This training will not cover specific details around creating spend authorizations, requisitions, journals, and expenses. It does not cover policies related to identifying the appropriateness of each transaction or worktag.

Learning Methods

There are two types of learning methods that will be utilized during today's seminar:

Knowledge Checks

Instructors will ask users a question on a previously discussed Workday topic.

Demonstrations

Instructors will introduce a topic and show how to complete a process in Workday. Users will watch and reserve any questions for the Q&A portion at the end of the seminar

Business Processes

Business Process Functions

- Business Process functions define what you can **DO** in Workday.
- Specifically they define which roles can view and/or take action in the business process. Some examples of business processes include taking action on:

Spend Authorization

Expense Report

Requisition

Business Processes

Identify tasks that need to be completed for an event to occur

Determine the order in which they must be completed

Define which users are required for the process

Business Processes: Conditional Rules

- Conditional rules determine whether or not a specific action in the business process is necessary based on the outcome of one or more predetermined criteria. Examples of conditional rules include:
  - If a requisition is created for a purchase that costs more than $3,000, it will route to the business asset accountant for approval.
  - If a spend authorization is submitted for travel to an international destination, it will route to the International Travel Team for approval.

Business Processes: Validations

- Validations are rules that trigger an error or alert message upon submission of an invalid request.

- Validation logic controls data integrity by:

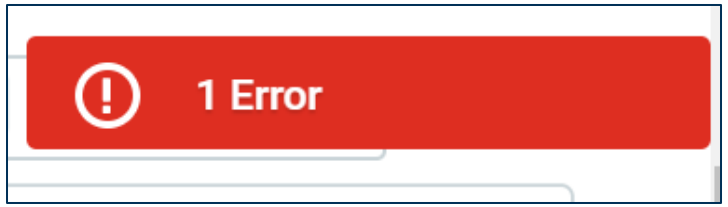
  - Requiring or preventing field population
  - Allowing or disallowing specific values based on the value of another field.

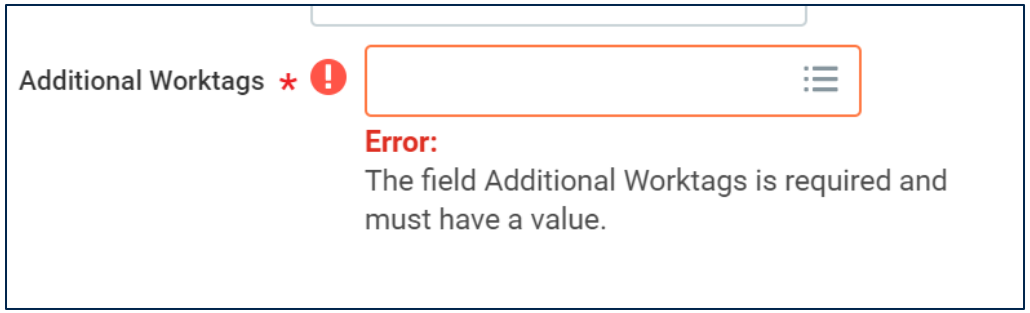
Business Processes: Validations

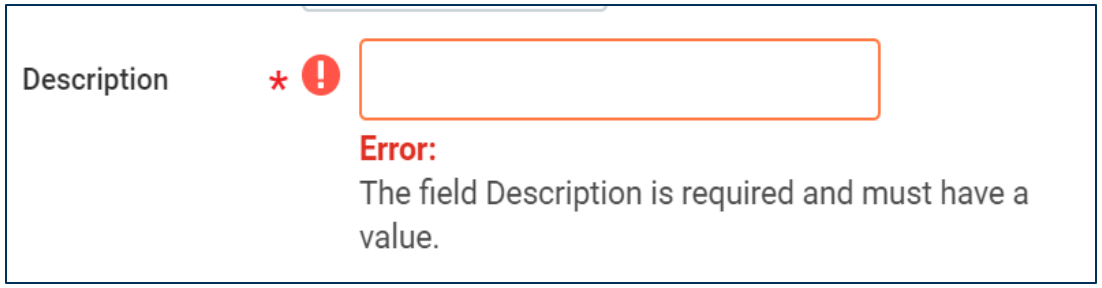
Examples include:

- An expense transaction is submitted without a Driver Worktag, which then prompts an error message.

- An accounting journal is submitted without a memo field and an error appears notifying the user that the memo field is required on Accounting Journals before they can be submitted.



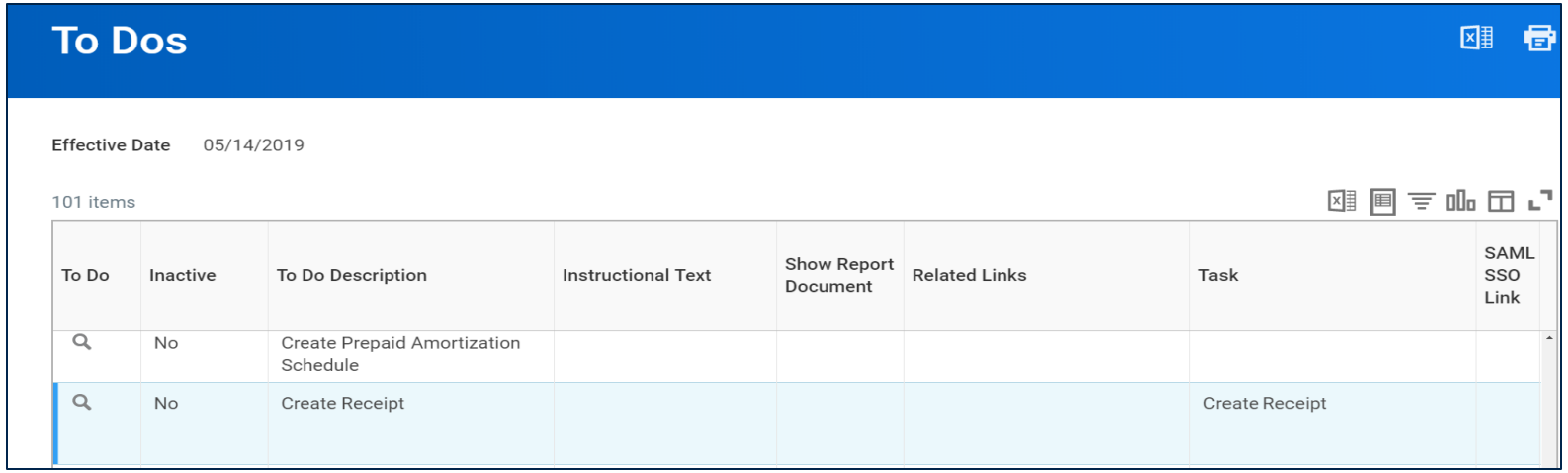




Business Processes: To-Do’s

- To-do's are reminders to complete an action in Workday. They can be part of business processes and must be marked complete before the workflow will advance to the next step.

- An example of a to-do is creating a receipt.



To Dos

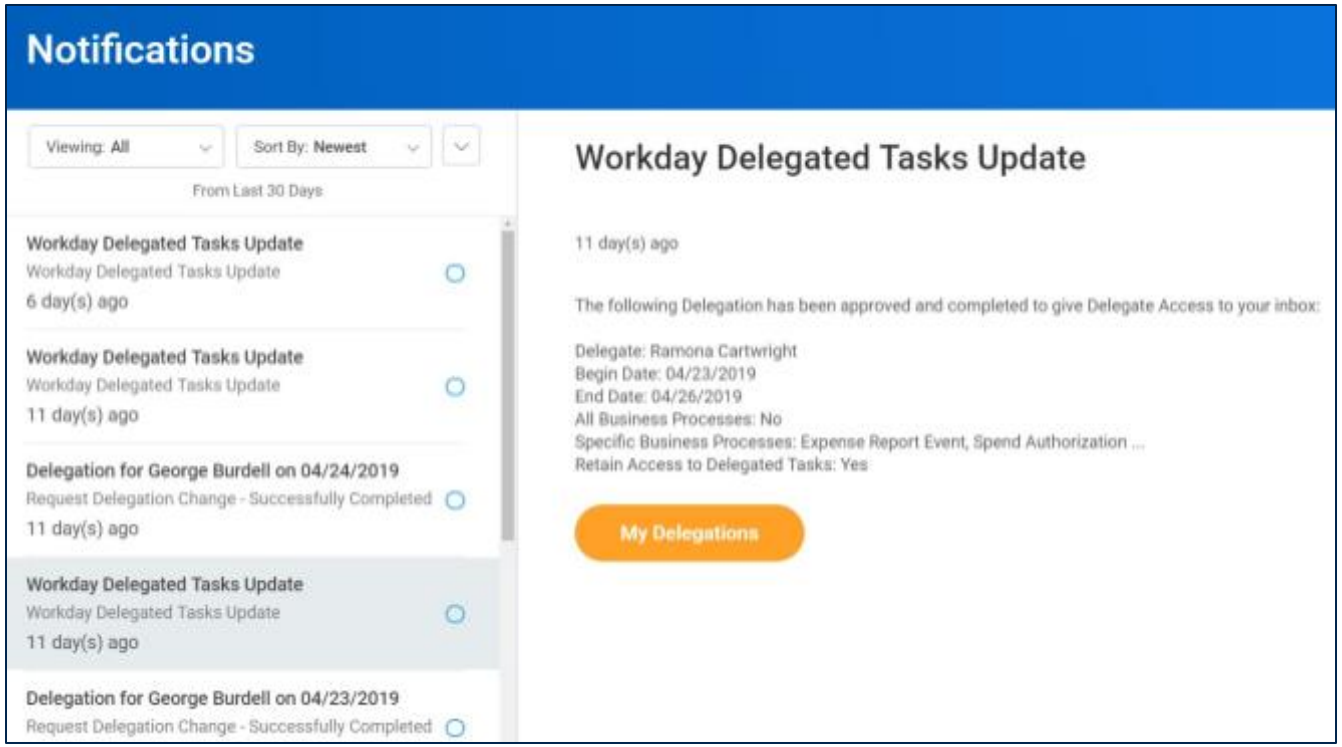
Effective Date 05/14/2019

101 items

To Do	Inactive	To Do Description	Instructional Text	Show Report Document	Related Links	Task	SAML SSO Link
	No	Create Prepaid Amortization Schedule					
	No	Create Receipt				Create Receipt	

Business Processes: Notifications

- Notifications are alerts that are purely informational and do not require an action to be taken.
- For example, a user will receive a notification when a business process that they have initiated has been updated.



Business Process Steps

Each business process is configured to control what actions can be made by different roles. These actions may include:

- Initiate
- Review
- Approve
- Send Back
- Cancel
- Correct

Initiation Step

Business processes always start with an Initiation step.

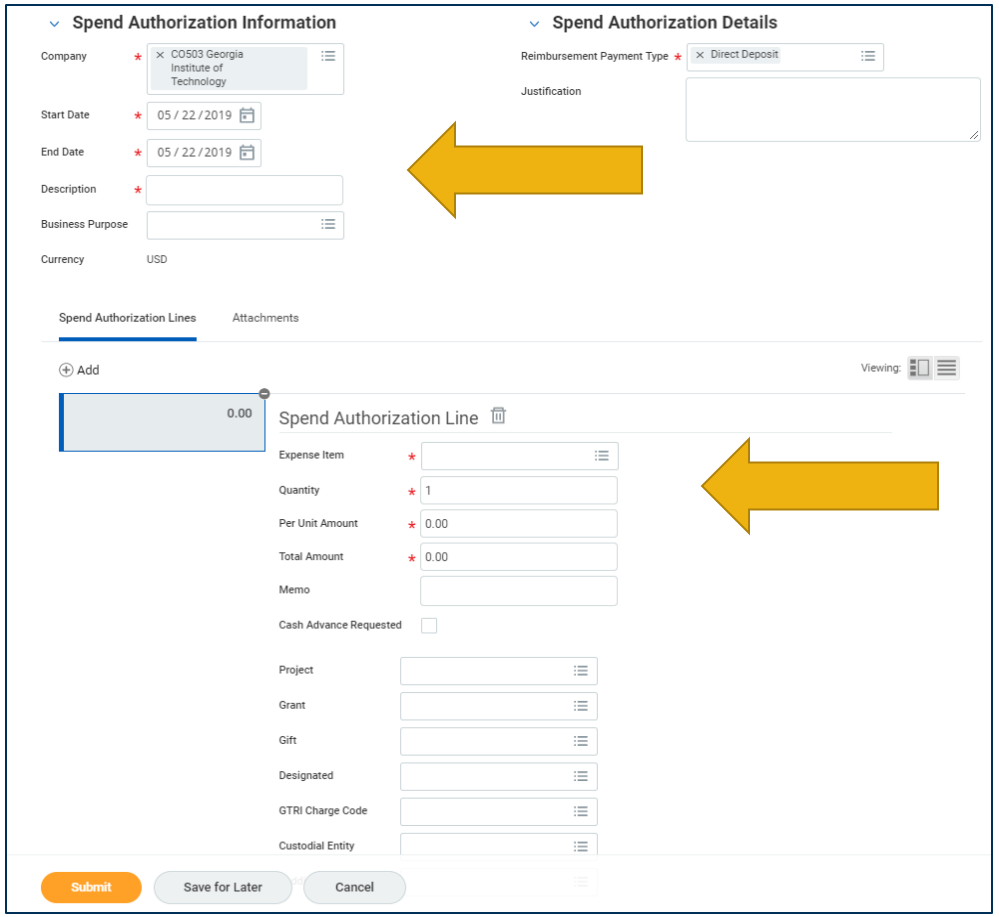
Selecting **submit** records the current actions taken for this step and enables the business process to continue to the next step.

This option **cancels** the current actions associated with the step and Workday does not save or submit data. The step still displays in your Inbox.

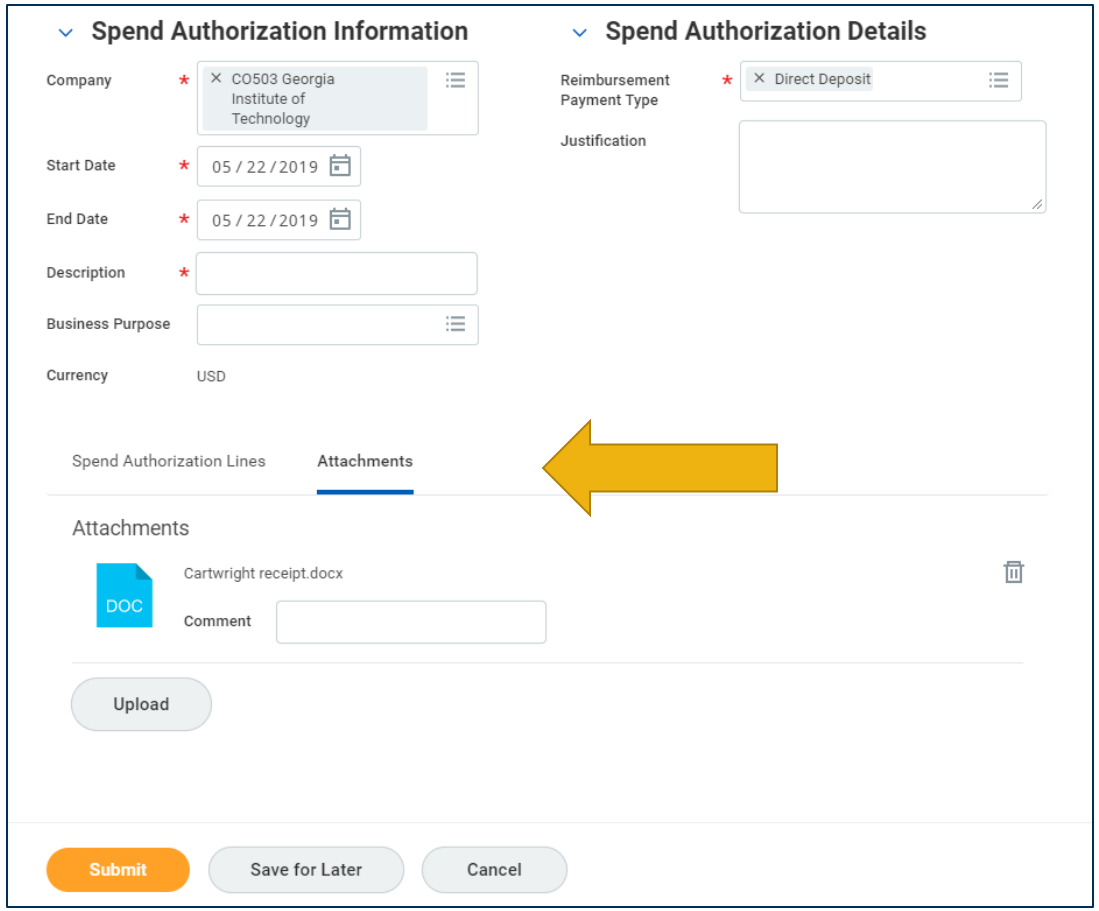
This action **saves** input for this step for review or changing later. Workday saves data temporarily, so that it reappears when you reopen the step. Workday doesn't submit the data until you actually select Submit.

Initiating a Transaction

Create Spend Authorization



Create Spend Authorization



Knowledge Check

What options does a user have once they have initiated a transaction?

A) Approve, Send Back, Deny
B) Submit, Cancel, Save for Later
C) Add Approver, Approve, Send Back

Knowledge Check

What options does a user have once they have initiated a transaction?

A) Approve, Send Back, Deny

B) Submit, Cancel, Save for Later

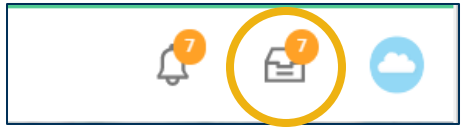
C) Add Approver, Approve, Send Back

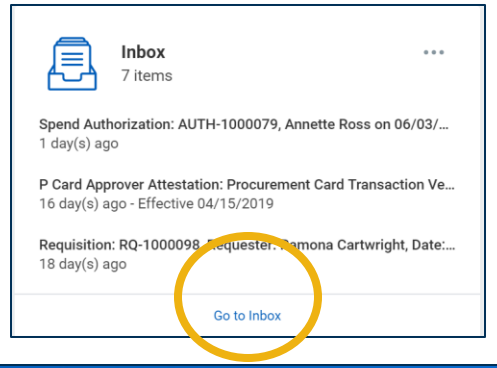
Inbox Management

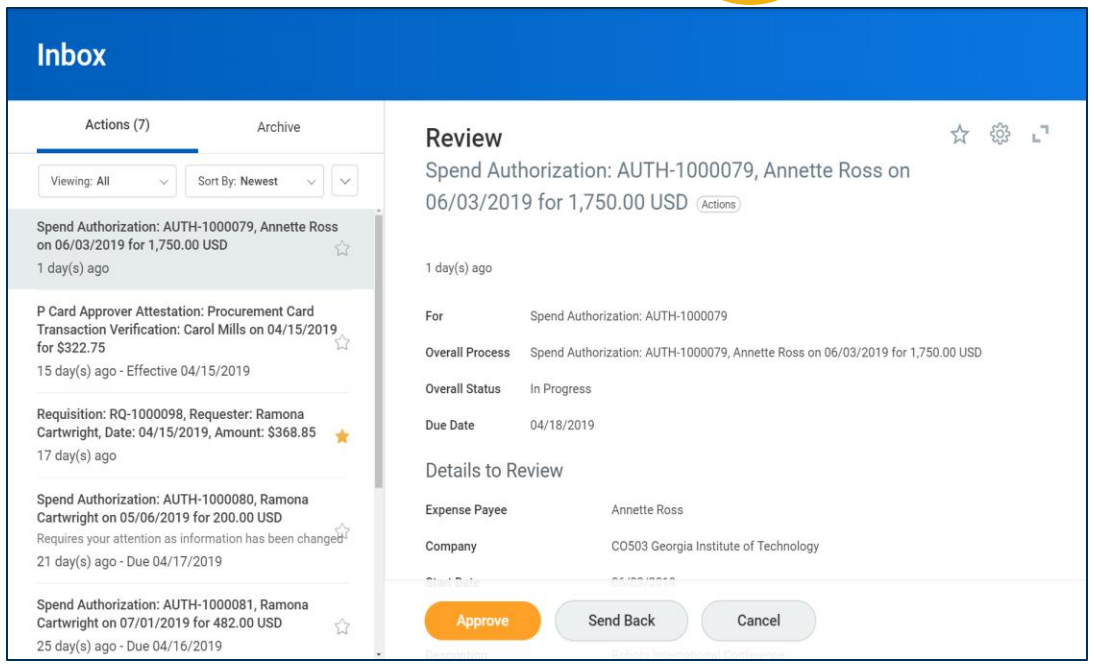
Inbox

- You can access most items that require action through the Workday inbox. The Workday inbox can be accessed through the Inbox Worklet on the Workday homepage or through the Inbox icon located at the top right near the profile icon.

- The Inbox contains a list of all transactions in the last 30 days that the user has either initiated or actively participated in.



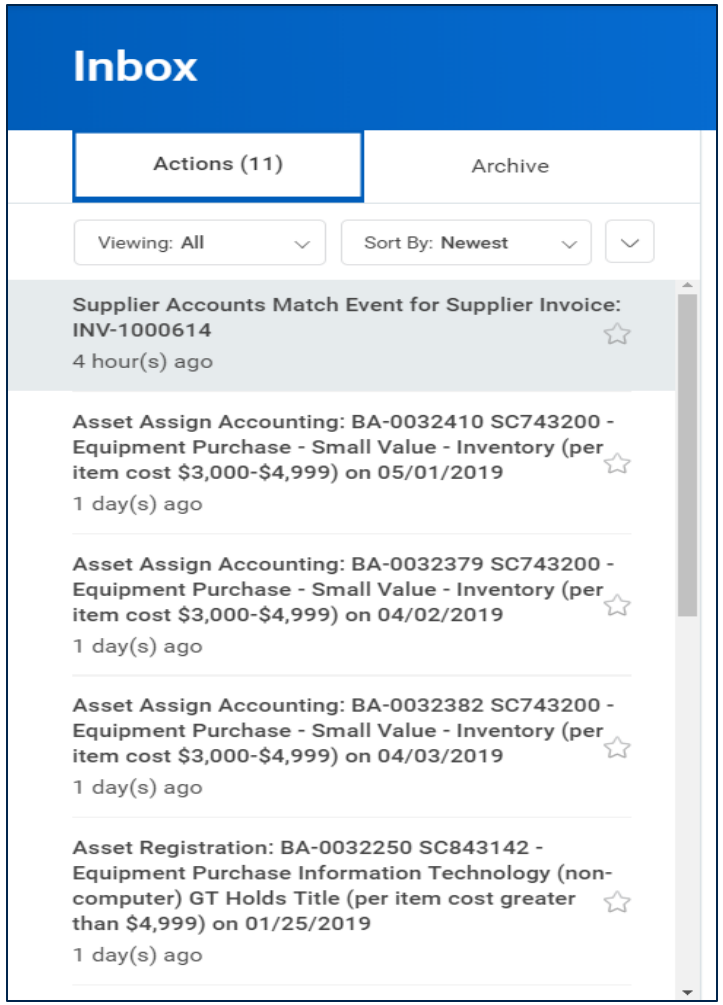




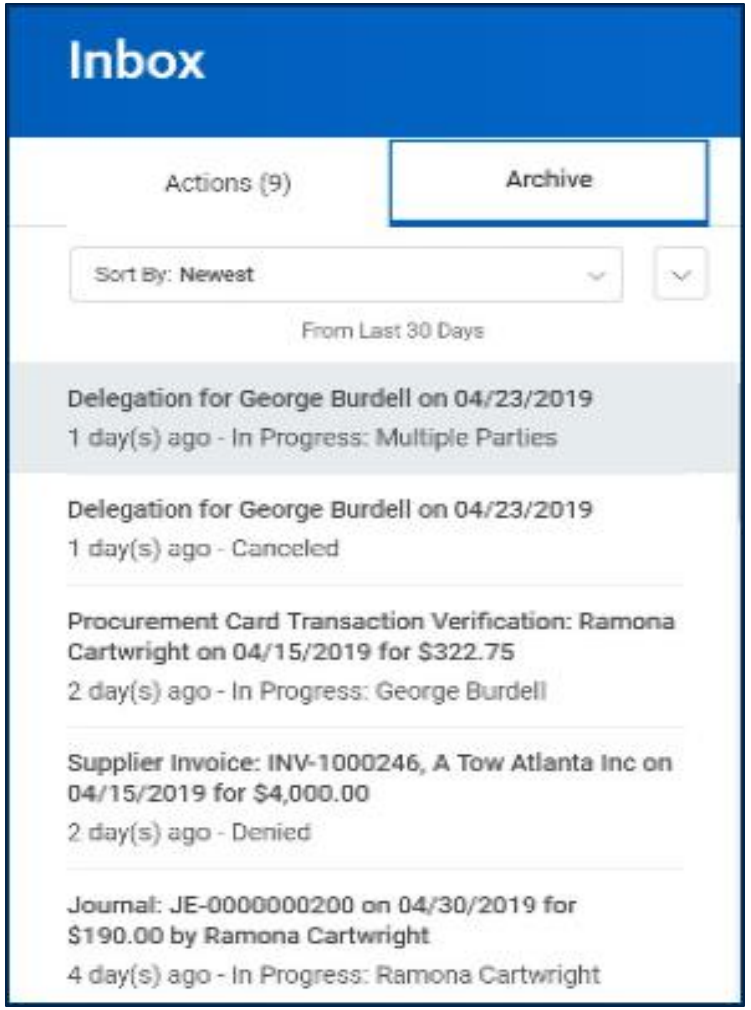
Inbox Actions

- Actions displays business process tasks, approvals and your to do's in chronological order.

- In this example, the employee selects the Actions tab and reviews their 11 actions that require their action.



Inbox Archives

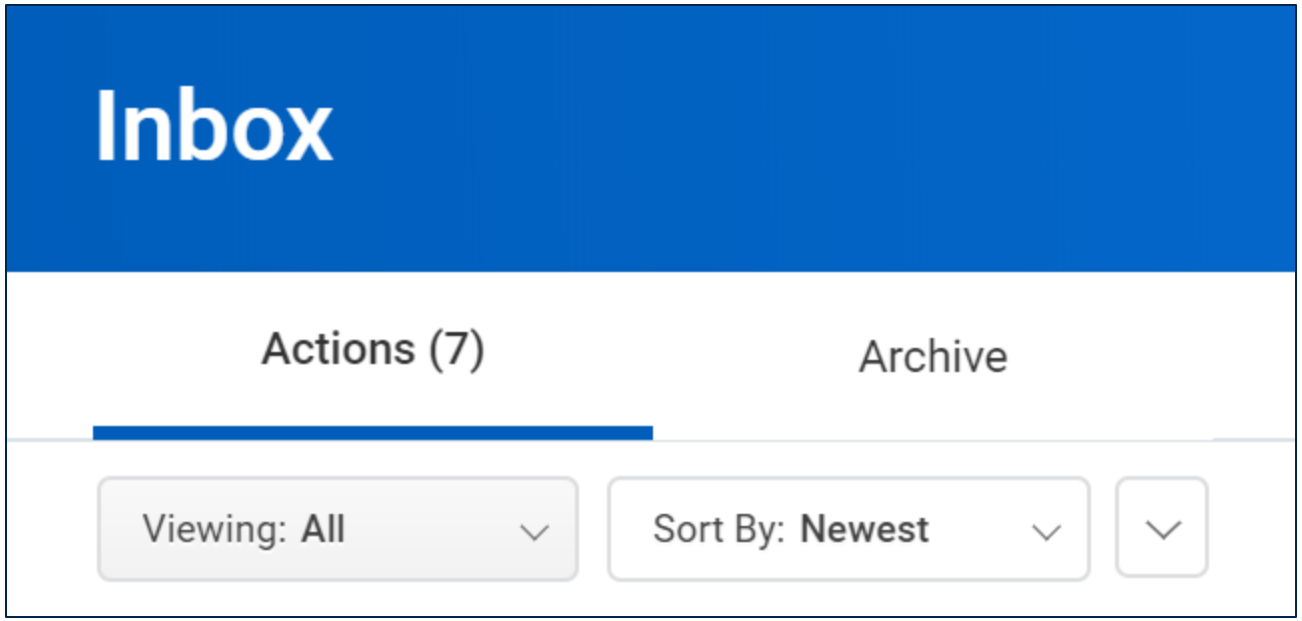


- Archive displays initiated business process tasks and completed action items from the last 30 days.
- Under the Archive tab any user can access past business processes and review their status.

Inbox Filter

- The inbox filter feature can be used to assist with management of Inbox tasks. They allow a user to display a subset of the total Inbox tasks, based on defined criteria.

- By default, a user's Inbox will always be set to Viewing: All.

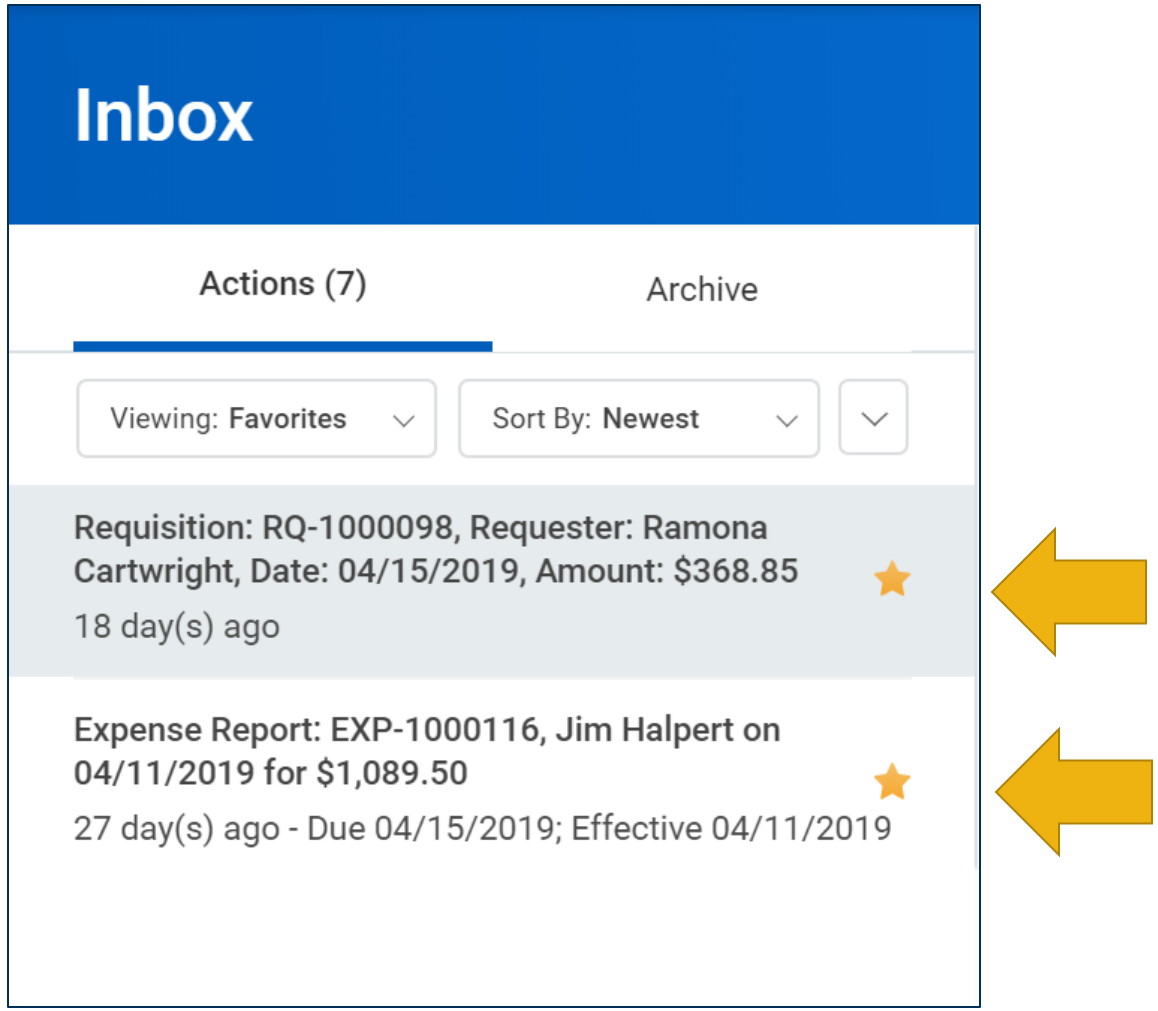


Viewing Favorites

- One of the features of the inbox filter includes ability to select and view favorites.

- In this example two items are Selected as Favorites as per the Highlighted star.

- George has selected the view Favorites option to only view the Items he selected as Favorites.



Demonstration: Creating Inbox Filter

Scenario:

Leslie Knope wants to create an inbox filter to show the Expense Reports for ERP.

To create an inbox filter:

- Select the Create Inbox Filter task from the search bar and enter the description.
- Select the business process and the common tasks.
- Go to Inbox and select the filter.
- The Inbox now displays only the selected filter.

Knowledge Check

The Inbox Filter assists a user with the management of Inbox tasks by allowing a user to display a subset of the total Inbox tasks, based on defined criteria.

True

False

Knowledge Check

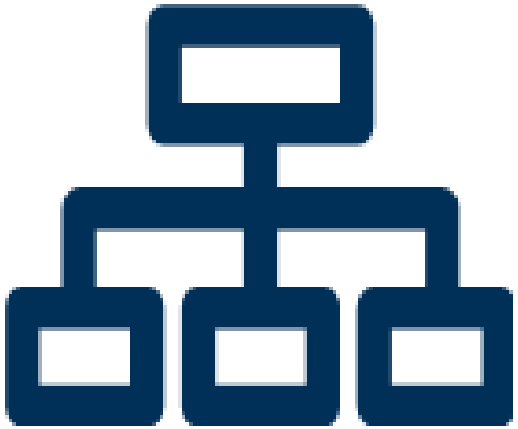
The Inbox Filter assists a user with the management of Inbox tasks by allowing a user to display a subset of the total Inbox tasks, based on defined criteria.

True

False

Approving Transactions

Transaction Workflows



- Transaction workflows in Workday provide transparency over financial transactions.
- Reminder: A business process begins with an initiator.
- Once the initiator submits that transaction it moves forward to the next step.

Cost Center Manager

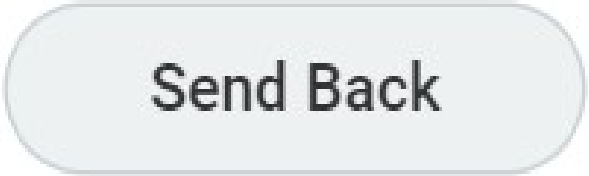
- In Workday, the Cost Center Manager is responsible for fiscal management of funds for a cost center. They provide financial approval on transactions and examine availability of funds and necessary documentation.
- Certain Cost Centers may have multiple Cost Center Managers. If multiple Cost Center Managers exist, all transactions are routed to a pooled approval queue that can be managed by use of inbox filters to organize workflows.
- The role of Cost Center Manager is commonly assigned to staff with finance and accounting duties.

Driver Worktag Manager

- The Driver Worktag Manager is responsible for fiscal management of funds for a driver worktag. The driver worktag manager approves transactions, examines for appropriateness and allowability of spend.
- There may only be one person with this role per Worktag, and this individual should not be the same as the Cost Center Manager. The Driver Worktag Manager should be the individual that oversees how funds are used and is not required to have finance or accounting duties.
- Approvers can easily view the process history of a transaction including who is involved in the transaction and who is assigned to the next approval step.

Approval Options

Selecting approve moves the transaction to the next step in the process until it is complete.



Sends the process back to the initiator to make edits and will re-route to all approvers once re-submitted.

This selection terminates the process. Once a process is denied, it does not continue to the next step. All Workday data is restored to its state before the business process was initiated.

Approval Options (cont.)

Cancel

Select this button if you are not ready to complete the approval and wish to come back to it later. The step still displays in your Inbox.

Save for Later

This action saves input for this step for review or changing later. Workday saves data temporarily, so that it reappears when you reopen the step. Workday doesn't submit the data until you actually select Submit.

What to Pay Attention To

- Verify the **business purpose** as this information is used to generate reports and spend analysis.
- Confirm that the correct **worktags** are used.
- Determine the **appropriateness of the purchase**.
- Verify the **documentation** including the detailed receipts and any other supporting materials and determine that it is appropriate for the transaction.
- Review **comments** entered by the initiator or other approvers and enter comments as necessary to the transaction.

Examples of Approval Actions

Demonstration: Cancel Transaction

Scenario:

A Cost Center Manager is reviewing their inbox and selects a Spend Authorization to review. While reviewing the transaction, they are interrupted by another matter.

- Spend authorization is a pre-approval for travel
- Select Spend Authorization to review transaction
- Pay attention to:
  - Business Processes
  - Spend
  - Worktags
  - Documentation
- Action: Cancel

Demonstration: Approve Transaction

Scenario:

As the Cost Center Manager, you are responsible for reviewing an Expense Report for approval.

- Expense reports are generated after a user incurs an expense
- Pay attention to:
  - Business purpose
  - Appropriateness of spend
  - Worktags
  - Documentation
- Action: Approve
- Next step in the process

Demonstration: Send Back Transaction

Scenario:

As the Cost Center Manager, you are reviewing an accounting journal to correct the expense ledger account and determined additional documentation is needed.

- Accounting journals are detailed records of financial transactions.
- Pay attention to:
  - Business purpose
  - Appropriateness of transaction
  - Documentation
- Action: Send Back for additional documentation

Finding Specific Transactions

- Looking for a specific transaction you initiated or approved?

- Remember you can use the Workday search bar and enter
- "Find _____" report such as:
  - Spend authorizations
  - Expense report
  - Assets
  - Awards
  - Journals
  - Receipts
  - Supplier Invoice Requests
  - Supplier Invoices

Knowledge Check

Where can you find your transactions after they have been submitted?

A) Inbox Archive
B) Find _____ report using the search bar or a worklet
C) Search the transaction number in the search bar
D) All of the above

Knowledge Check

Where can you find your transactions after they have been submitted?

A) Inbox Archive
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Delegations

About Delegations

- Delegation is the act of giving designated workers the ability to perform tasks and business processes in Workday on another worker's behalf.

- As a delegation is intended for temporary scenarios (e.g. Initiator will be on vacation), the identified period within the delegation request should be no more than 30 days. If a permanent role change is required, a security role request must be submitted through ServiceNow.

Types of Delegations

- There are two types of delegations that can be assigned:

- **Initiation**: You learned earlier that every business process begins with an initiation step. An assigned delegate may initiate a business process acting on behalf of the person requesting the delegation.

- **Approve**: The assigned delegate may also approve transactions acting on behalf of the person requesting the delegation.

Delegations & Eligibility

- A user can request a temporary delegation to allow another user known as a Delegate to initiate or complete inbox tasks or for selected processes on their behalf.
- The following business processes are eligible for initiation delegation:
  - Spend Authorization
  - Expense Report
  - PCard Verification
- Once the delegation request is complete, the Delegate can initiate the process on behalf of the Initiator.

Delegations & Eligibility (cont.)

- The following business processes are eligible for approval from the Inbox tasks:
  - Spend Authorization
  - Expense Report
  - PCard Verification
  - Accounting Journal
  - Purchase Order
  - Requisition
  - Accounting Adjustment
- Once the delegation request is complete, the Delegate can complete any Inbox tasks (e.g. Approvals, To Do's, etc.) on behalf of the person requesting the delegation.

Demonstration: Manage Delegations

Scenario:

Set up delegations so that for one week your employee can both initiate and approve spend authorizations and expense reports.

- Set up delegations to initiate and approve the following:
  - Spend Authorizations
  - Expense Reports
- Complete the following fields:
  - Begin/End Date
  - Delegate Name
  - Processes to Delegate
- Select submit to complete transaction and move to next step

Demonstration: Acting as a Delegate

Scenario:

Review your notifications and highlight that you are assigned to act as a delegate and initiate and approve spend authorizations and expense reports.

- Delegate receives notification
- Reviews Delegation Box
- Switch Account to “act on behalf of” by selecting from profile
- Review delegation dashboard and act on delegate’s behalf

Knowledge Check

Which process is eligible for initiation delegation?

A) Accounting Journal

B) Accounting Adjustment

C) Spend Authorization

D) Purchase Order

Knowledge Check

Which process is eligible for initiation delegation?

A) Accounting Journal

B) Accounting Adjustment

C) Spend Authorization

D) Purchase Order

Course Review

Course Review

- Navigate the Workday business processes
- Identify key fields in the approval process
- Create inbox filters to manage your actions
- Manage and approve transactions
- Set up delegations

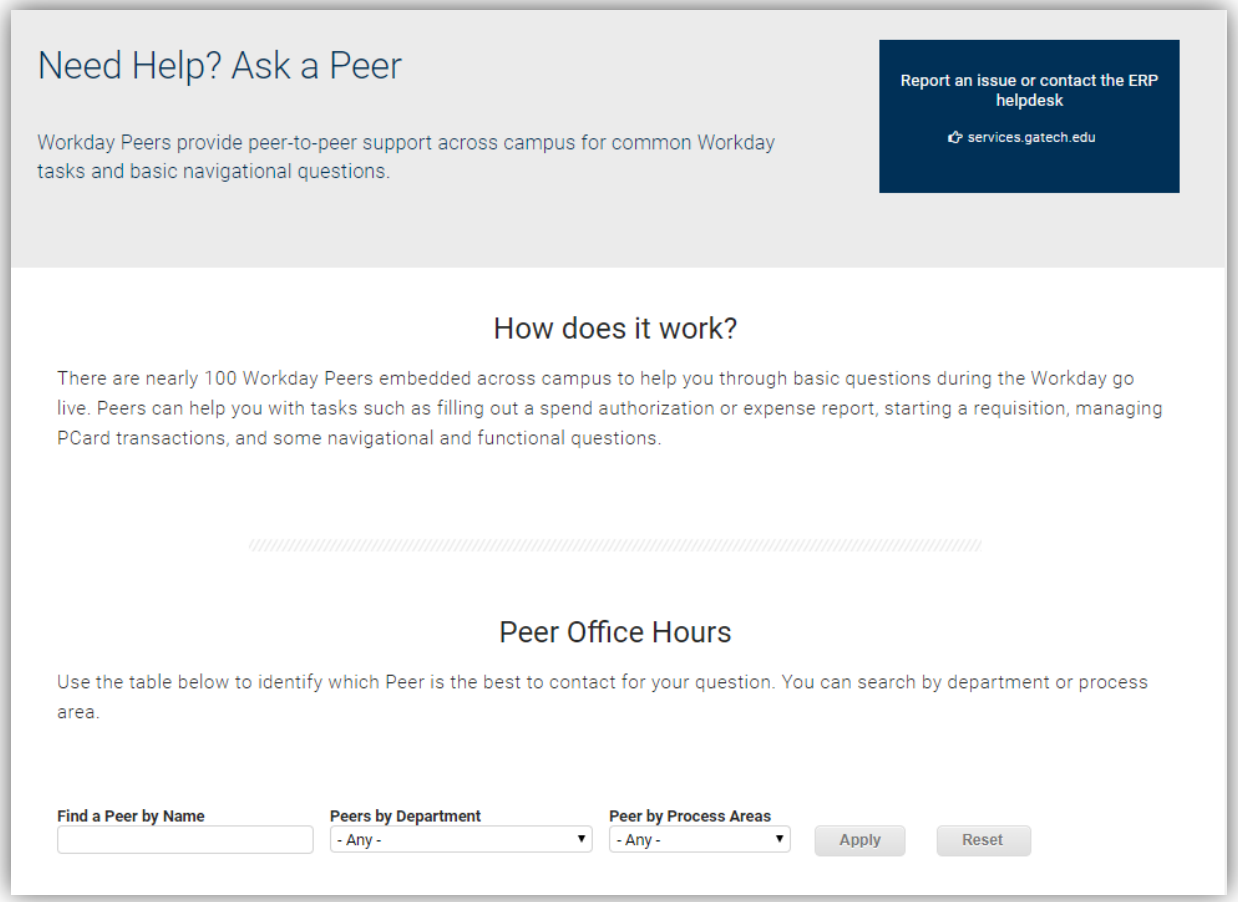
Questions?

Next Steps & Resources

- Visit the **Services & Support Portal for Financials Administration** at services.gatech.edu/financials.
  - Submit the **Request Help** form to log a new ticket or contact the Financials Service Desk Monday-Friday from 8:00am-5:00pm at **404-385-5555** or erp.ask@gatech.edu.
  - Access Workday FAQs, Tips and Tricks, and job aids via the Portal search bar or the tiles organized by Business Service.

Next Steps & Resources

- **Ask a Peer**
  - Workday Peers provide peer-to-peer support across campus for common Workday tasks and basic navigational questions.
  - Find a Workday Peer by Department or Process Area at transformation.gatech.edu/ask-a-peer.




THANK
YOU