Frequently Asked Questions about Workday

Expenses

Q. **What expenses can I be reimbursed for through Workday?**
A. Workday Expenses will be used to manage all types of employee reimbursements such as:
   - office supplies
   - professional license fees
   - training materials
   - travel not associated with a travel card

Employees will continue to submit the [Bi-Weekly Mileage Summary for Personal Vehicle Usage form](#) to their supervisor, for entry into Kronos, to be reimbursed for mileage and parking not associated with travel.

Employees who utilize the Travel Card (TCard) will continue to request, process, and submit travel reconciliations using the [Travel Authorization and Expense Form](#). Functionality to incorporate TCard expenses and mileage and parking not associated with travel is in development, and will be implemented later in 2018.

Q. **What is a spend authorization?**
A. Spend authorizations provide employees pre-approval for anticipated purchase and travel expenses. It is an estimate of anticipated costs, and is reviewed and approved by the supervisor and cost center approver.

Q. **Is a spend authorization required?**
A. Yes. Approval is required prior to traveling for city business. The employee must submit a spend authorization and receive approval from the supervisor and the cost center approver.

Q. **What is an expense report?**
A. An expense report itemizes the expenditures for which an employee is requesting reimbursement. The employee will be reimbursed based on actual out-of-pocket expenses, and not the estimates provided in the spend authorization.

Q. **Can I create an expense report for future expenses?**
A. No. You cannot be reimbursed for future expenses.

Q. **When is an expense report due?**
A. For travel, the expense report is due within 30 calendar days of completion of the trip. Refer to [Fiscal Accountability Rule 10.8 – Travel](#) and the associated procedure.

Q. **Do I need to save my receipts?**
A. Yes. Receipts must be attached for each expense report line item, except for per diem.
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Q. How do I attach my receipts?
A. Receipts can be attached two ways:
  - Use the Workday mobile application to capture and submit receipts
  - Scan receipts to your desktop and attach the scanned receipt to your report

Q. I’m missing a receipt. What do I do?
A. You must request a duplicate receipt from the supplier or complete and submit the Substitute Receipt form. Navigate to the Financial Network on the city’s employee intranet to obtain the form.

Q. Who initiates and expense report?
A. The expense report can be submitted by the employee or by an authorized user on the employee’s behalf.

Q. Can I edit my expense report?
A. Yes, you can edit up until the final approval.

Q. Will per diem rates be loaded in Workday?
A. General Service Administration (GSA) per diem rates for meals and incidental expenses, for destinations within the 48 continental United States (CONUS), will be loaded in Workday.

Per diem rates for travel outside of the continental United States (OCONUS), which includes Alaska, Hawaii, U.S. territories and possessions, and foreign countries will not be loaded.

Q. When will I be reimbursed for my out-of-pocket expenses?
A. Reimbursement will occur once the expense report is submitted and has been reviewed and approved.

Q. Can I request a cash advance when traveling for city business?
A. Yes. Refer to Fiscal Accountability Rule 10.8 – Travel and the associated procedure.
Integration, Usability and Compatibility

Q. How does Workday integrate with other systems we use?
A. This table explains Workday's impact on the city systems already in place:

<table>
<thead>
<tr>
<th>Current System</th>
<th>Description</th>
<th>Replace or Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>PeopleSoft</td>
<td>PeopleSoft is the human resources, payroll, and accounting system used to record and maintain employee and financial information.</td>
<td>Replace</td>
</tr>
<tr>
<td>DOT</td>
<td>Denver One Team (DOT) is the city's intranet portal for employees and the gateway to the employee resources center, online tools and programs, city services, and more.</td>
<td>Under Review</td>
</tr>
<tr>
<td>Kronos</td>
<td>Kronos is the city’s official timekeeping system. Employees use Kronos to record hours worked, track exception hours, request time off, and view balances and accruals.</td>
<td>Interface</td>
</tr>
<tr>
<td>Questica</td>
<td>Questica is the city's budgeting software.</td>
<td>Interface</td>
</tr>
<tr>
<td>Maximo</td>
<td>Maximo is the Denver airport's (DEN) financial system. DEN will continue to use Maximo to monitor inventory.</td>
<td>Interface</td>
</tr>
<tr>
<td>Alfresco</td>
<td>Alfresco is the city’s document management system for financial document and content applications. This system stores invoices, journals, and other supporting documentation of financial transactions. Alfresco will remain the system of record for managing contract workflows as it currently does. However, as Workday Financials goes live on August 28, 2017, it will replace Alfresco for retention of financial documents.</td>
<td>Interface</td>
</tr>
<tr>
<td>NeoGov</td>
<td>NeoGov is the city’s human resource software which automates the hiring, onboarding, and performance evaluation process.</td>
<td>Interface</td>
</tr>
</tbody>
</table>

Q. How can I search for data in Workday?
A. Workday allows you to search the system in a way similar to how you would use Google or Yahoo. You'll have to watch your spelling, though, as there's no auto-correct in Workday.

Q. Does the Favorites worklet allow me to access reports from both the financial and HR functionalities within Workday?
A. In your role within Workday, you have access to all the reports specific and necessary to your job requirements. As you set up your Favorites worklet, you’ll be able to customize it to attach all the reports you need, whether they are from Workday's HR functionalities, or, when implemented, Workday for financial processes as well.

Q. What is the difference between the inbox and the notification box?
A. The Workday inbox is where you will find items that require your attention and action, like an approval. Notifications inform you of something that occurred in a process of which you are a part, and are sent for your information only.

Q. How do request a Workday security role?
A. Security role requests must be sent through www.denvergov.org/SupportNow. To request a security role for human resources or payroll processes, navigate to the Human Resources service catalog and select Workday. The ticketing system does not yet have a specific service item set up for financial security role requests, so users are asked to submit a generic request through Support Now and assign it to FIN Workday Admin when prompted for an assignment group.
Frequently Asked Questions about Workday

Q. Is there an app (Android/iOS) available to employees that connects to Workday that will let us view pay slips or make changes via mobile device?

A. Yes, there is a Workday app for both Android and iOS! With the Workday app you will be able to view your information, such as your pay slip, and make changes to your information at any place, at any time.

Q. Is there a way to access the backend data in Workday to generate custom reports and queries?

A. Reports in Workday are available up-front without digging into tables of query data. Workday features extensive search functionalities, which allow users to perform searches and create reports from search criteria.

You can save search criteria for commonly-needed report information as favorites for easy access later. As an added bonus, clicking the Excel icon on the upper right-hand corner of every Workday report will download the report to an easy-to-analyze Excel spreadsheet.

Q. Will Workday be able to talk to the Alfresco system for pre-encumbrances as PeopleSoft does now?

A. Yes, Workday will be set up to talk to the Alfresco system. The requisitioner will create a requisition with a req type of CON and once approved, it will kick off the integration to Alfresco.

Q. Does Workday give us the ability to click into all the transactions and documents related to a specific transaction or line item?

A. Workday provides many ways to access the workflow and supporting documents for individual transactions. The reports function allows you to drill into an amount by allowing you to view all transactions that make up the amount. Additionally, the other screens within Workday provide many links that will take you directly to objects related to that transaction.

Q. What will happen to the historical data in PeopleSoft?

A. There will be a read-only view of historical records, including pay stubs and transactional records, in PeopleSoft once Workday is live for financial and purchasing processes. Employees will have access to this read-only archive for reference and reporting needs.

In addition, 2017 summary data will be converted from PeopleSoft to Workday for reference purposes. The switch from PeopleSoft to Workday does not change the city’s requirement to keep financial records for seven years.

Note: Alfresco is the enterprise content management (ECM) system the city uses to organize and store our financial and contractual documents. For pre-encumbrances, Alfresco automates the contract process from requesting, drafting, reviewing and approving city contracts. Once a pre-encumbrance is approved in the financial system, the financial system talks to Alfresco and initiates an expenditure standard workflow. Once the expenditure standard is fully executed (signed by the Mayor and Auditor), Alfresco talks to the financial system to update the pre-encumbrance. General Services, Purchasing establishes the contract encumbrance in the financial system at that point.
Frequently Asked Questions about Workday

Purchasing

Q. Are worktags the same as what is on req/po’s for supplier invoices?
A. Worktags are Workday's way of tracking the data that PeopleSoft tracked with chartfields. Worktags stay with the transaction throughout the process; from requisition through invoicing.

Q. How can I check the status of my department/agency’s requisitions?
A. To check the status of your requisitions, simply type find requisitions into the search box.

If you click into a completed requisition, you can also find the purchase order number (and a link to the purchase order) by scrolling all the way to the right.

Q. Which vendors are available for punchout procurement?
A. Punchout procurement is available for Dell, Grainger and Graybar. Staples and Faison are pending. Purchases from these vendors should be made using PCards until it is announced that punchout is operational for them as well.

Q. Will there continue to be a manual form for change orders with Workday?
A. Yes. Change orders will be processed using this form (PDF download), which can also be found on the Training and Job Aids webpage in the procurement section. Send your completed change order forms to contract.encumbrances@denvergov.org.

Q. Will there be additional training on purchasing?
A. Requisition eLearning modules are available on CityU, and purchasing job aids are online and will be added/updated as needed.

Procurement overview and labs will take place the week after go-live. For dates and times, check the training calendar.

Q. What should I enter in a blank when I’m prompted for the company?
A. You should always use CCD for the company field.

Q. Who should I name as the requestor when entering a requisition?
A. Since every city employee has the Workday security role of a requisition enterer (except for uniformed personnel), just use the name of whoever initiated the requisition. Use your own name if you are the person initiating the request. If you are entering a requisition on behalf of someone else, enter their name.

Q. How do I print out a copy of my purchase order from Workday?
A. From your purchase order screen, click on the printing runs tab. A printer-ready PDF copy of the purchase order will be there.

Q. When I enter a requisition that has shipping or freight costs, do I need to add a line for the shipping?
A. No. If you have shipping or freight charges, include the cost information in the memo field. On the Workday purchase order, the freight charges appear in the header of the purchase order and the buyer will enter them.

Q. Where can I find the city’s purchase order terms and conditions online?
A. The purchase order terms and conditions can be downloaded here (PDF download) or on the purchasing website under the “PO Terms and Conditions” tab.
Q. Since the terms and conditions of the purchase order are available online, do vendors have to click somewhere to indicate that they accept our terms and conditions?

A. No. Suppliers accept the city’s terms and conditions when they accept the purchase order. There is also a link to the terms and conditions on every city purchase order, so suppliers to easily access and review them.

Q. Can I obtain a purchase order report for all of my department/agency’s purchase orders in Workday, regardless of current status?

A. Yes. Simply type find purchase orders in the search box for a full list of your purchase orders.

Q. How do I find my PeopleSoft or Workday City Attorney Contract in Workday?

A. Use the CCD Find Supplier Contract report to find this information.
Frequently Asked Questions about Workday

Financial

Q. I'm involved with financial processes for my agency. When will I be able to train on these processes in Workday?

A. Training for Workday Financials is available through job aids, eLearning modules (CityU), and face-to-face/lab trainings sessions. Visit the Training and Job Aids webpage to learn more and see the most current training information.

Q. Will there still be prompt pay?

A. Yes. The implementation of Workday does not change the city's obligations under the Prompt Pay ordinance.

Q. What reports are available in Workday?

A. The ability to create reports in Workday is centrally managed. All departments/agencies will be able to run reports. The Workday reporting structure includes core set of reports that will work for all departments/agencies, and departments/agencies can use the filters and drilldown functions to get additional data that may be needed.

The list of available reports in Workday can be downloaded here. The list also appears under "Workday Financial Reports" on the Training and Job Aids webpage.

Q. Can a user have more than one role, for example, both agency accountant and cost center approver?

A. Yes, just like in PeopleSoft. However, a person cannot have two roles that would create a segregation of duties concern. Requests for security will be reviewed and approved to ensure this doesn’t happen.

Q. Will financial teams be able to run queries in PeopleSoft after Workday goes live?

A. Yes, you will be able to continue to run queries in the both PeopleSoft report and production environments. And, yes, transactional data will continue to be updated in the production environment through the overnight processes. The PeopleSoft report environment will continue to be available for some time after we go-live with Workday for financial processes.

Q. Is there a source for information about how Workday worktags correspond to PeopleSoft chartfields?

A. Crosswalks with exactly that information are online here and will be updated as they become available.

Q. Can we use the Additional Worktags field for what are now program codes/class codes?

A. The Additional Worktags field includes all worktags that exist in Workday (with the exception of those that are in their own column, like cost center, fund, project, and grant). In Workday, the program/class codes are a different worktag, depending on its usage: program, external program, event, location, region, or project.

Q. How will agencies request a new worktag?

A. Requests for new worktages will go through The Controller's Office. The process should be similar to today's process for account code requests.

There is no specific time of year that worktags must be requested or approved; they can be handled on an as-needed basis.

Q. Will we still be able to use a journal upload template in Workday, such as what we are using for PeopleSoft today?
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A. Yes, you will be able to upload a journal via a template spreadsheet! However, you won’t use the same template that you use today.

HR and Payroll

Q. Should managers save a copy of the previous year’s PEPR, so that managers don’t have to re-create the document from scratch in Workday?

A. It is our recommendation that you print a copy or save a PDF of this year’s PEPR. Since the performance review form in Workday will not mirror our current form, past PEPR’s will not be transferred to Workday. However, all performance reviews completed in Workday will be available to reference as is the case now in PeopleSoft. Check out the Performance Review & Merit Increase Information page for more information.

Q. Can I access pay stubs that were issued prior to the Workday implementation?

A. Yes, the PeopleSoft system will be available in a read-only mode after we transition to Workday and you will be able to access your old pay stubs. Your pre-Workday pay stubs will not be accessible in Workday, but the PeopleSoft system will store them if you need historical pay information.

Q. With Workday, can employees still receive a payslip in the mail?

A. Since everyone can securely access, view and manage their personal information (which includes payslips) anytime, from anywhere, and on any device, the city will no longer need to mail payslips to employees! With Workday, all that personal information will be kept out of the mail every two weeks!

Q. Does Workday affect how employees apply for Family Medical Leave?

A. The application process for Family Medical Leave is not impacted by Workday.

Q. How do I manage W-2 delivery methods in Workday?

A. To opt in or out of a paper W-2 for your 2017 and subsequent pay years, you will need to click the Pay worklet in Workday and navigate to My Tax Documents to change your W-2 delivery method.

Q. Can On-Call employees and contractors utilize Workday?

A. Yes! Every employee will use Workday to manage their pay-related information, and personal information including home addresses, mobile phone numbers, emergency contacts and more.

Q. How is Workday used to process the transfer of an employee within a department/agency, or from one department/agency to another?

A. The manager who is transferring the employee out will initiate a transfer by using the My Team Worklet in Workday. An HR analyst will then process changes associated with the cost center and fund/org information as needed. Finally, the Budget Management Office will assign a pay group to the transferred employee as appropriate.

Q. What information is available to me on my Workday payslip?

A. The online payslips in Workday feature an abundance of information, including breakdowns for deductions, overtime, and other hourly codes. For a handy tour of your Workday payslip, visit the Payroll Division’s ‘Your Paycheck’ site.

Note: It’s important for employees to review their payslips each pay period, especially if they have made a change to their benefit deductions, direct deposit information, or something else that affects their paycheck. Currently, the city mails payslips to the employee’s current mailing address who do not have access to the city network to ensure they have the chance to review. A payslip is not a pay check. An employee’s net pay is deposited into his/her account(s), and the payslip is the receipt.
It is also important to note that you will see a difference between the payslip you see online, the payslip you see on your mobile device and the payslip you print out. Your online payslip includes a full detail of all your deductions, your city benefits, and your withholding status. Your mobile payslip and your printed payslip may only feature a summary of your deductions. But not to worry! You can always view a full list of deductions by logging into Workday and viewing your payslip online."