

11/2 Fiscal Administrators Frequently Asked Questions

Purchase Orders & Supplier Invoices

➤ **Will we get a list of PO's that were closed and/or converted?**

This may be difficult as there is not a current mechanism in place to track what POs are closed and how to share this out with schools/units. The spend team is exploring ways to equip and engage schools/units to find out this information on their own without having to reach out to Central for guidance. We know what POs were converted and are looking into how this information can be found, more to come there.

➤ **Why can't I close a purchase order? When we send a request to "close" PO, this is basically the same as "finally close" PO that was done in Oracle system, is that correct?**

Workday does not currently provide the ability to segment security in such a way that prevents users from closing other buyers' purchase orders. While we have asked Workday for this enhancement, it has yet to be delivered. As a result, we cannot give that permission out. Regarding "finally closed" vs. "closed" - "Finally closed" does not exist in Workday. In other words, if you close a PO in Workday it can always be reopened. However, when you "close" a PO that does release the committed funds that were unused so it functions the same way as a "finally close" status, it is just reversible. We are actively working on a form in Workday to facilitate the PO closure process; eventually that form will need to be submitted rather than going through askfinance@virginia.edu.

➤ **Is there an open PO report that we can run in Workday?**

You can use the "Find Purchase Orders" report in Workday and input the search criteria that you need. When using this report, please be sure to change the "document date on or after" to an earlier year as it defaults to one month ago. There is also Track Purchase Orders which provides more worktag information than Find Purchase Orders depending on your needs.

➤ **We have multiple invoices that go into match exception because the invoice is applied to PO Line 1, even though the invoice clearly states the Line (not Line 1) to be applied to. How can we ensure that the invoices are being applied correctly when the invoice has more than enough detail?**

This is currently a critical flaw with our electronic invoicing partner which remains unresolved at this time. We are working with them to ensure that they take into account any PO line numbers provided by suppliers on their invoices. We are actively working on a resolution to this issue overall. In the meantime, if you can let us know through the [invoice correction form](#) we can correct the lines as long as it isn't paid.

➤ **Why after splitting an invoice to two worktags I get two POs?**

There are a couple of reasons why the PO may be getting split. If the deliver to address is different on the PO lines, it is going to split into multiple POs – one per deliver-to address. Another reason it might split is if you start your requisition by returning a cart from Workday, and then add more lines directly in Workday. Workday splits the requisitions into multiple POs based on where the lines originated – Jaggaer vs Workday. The reason is that catalog and non-catalog purchase orders are separate processes – one is done in Jaggaer while the other is performed in Workday.

➤ **How long does it take for invoices submitted to AP to show up in Workday?**

Please allow a week for invoices to show up in Workday if emailed (snail mail is longer). If emailed, it takes EDM, our invoicing partner, about 48 hours to process to Jaggaer, then another few days for UVA AP staff to process it. If you do not see the invoice in Workday in a week, check to see if it is in Jaggaer. If it is not in Jaggaer after a week, this invoice did not make it in and we recommend you reach out to your supplier.

➤ **We have vendors that will calculate the amount due for the goods and services and then apply a discount. Since the system is matching the lines on a PO to the lines on an invoice, how do we enter those discounts?**

If there is a mismatch due to the vendor adding a discount at the end of the invoice, submit an [invoice correction form](#) ASAP so we can fix it. In general, it is best for the supplier to apply the discount to the PO line unit price so the PO can match the invoice rather than adding it as a separate line on their invoice.

Purchase Orders and Invoices: Tips and Best Practices

- If you do not see an old PO converted, this will need to be recreated in Workday. This can be done by [creating a new purchase requisition](#) and in the memo field **specify the PO you are replacing**.
- To request for PSDS to close a PO, email askfinance@virginia.edu and **include the PO number** in the subject line of the email.
- If you have a match exception, **be proactive and identify the appropriate correction** in order to remediate the issue. This will significantly **help move the process forward in paying vendors** in a timely manner.
 - Review the [Match Exception Investigation and Correction QRG](#) to learn how to **locate and address** a supplier invoice match exception. It includes common scenarios and what course of action to take to correct match exceptions. The [Match Exceptions FAQ](#) answers **key questions** users may have when encountering a match exception. You can find these resources on the [UVA Finance Training Page](#) under the **Purchase Requisition** section.

Fund Balance

- **What reports can I run to see fund balance? Are the reports in Workday or are they in Qlik Sense?**

The reports you can run to see fund balance are the Fund Balance by Cost Center, Fund Balance with FDM, Fund Balance by Assignee, and Expendable Fund Balance (these are all Workday reports). We are going to accelerate the effort of centrally better defining how we are doing fund balances and which reports to run for different situations in order to better define what reports schools/units should run for future balances.

- **Is there a cash balance equivalent report?**

You can run the Expendable Fund Balance report in Workday; this is similar to the Cash Balance report.

- **Workday and Qlik reports do not show the same numbers; which is correct?**

It is important to understand the difference between Workday and UBI. Workday’s data is real-time while UBI’s data is a day behind when you are running reports. This can be the reason numbers might be different. Also depending on the report you are viewing, Workday and UBI may have included or excluded certain factors that would influence the numbers shown in the report. As mentioned above, we are looking into how to better define fund balances and which reports schools/units should run for future balances.

- **Wish there was a single report to go to for balances and commitments that shows correct balance.**

Most of the reports mentioned above should provide commitments and obligations; there isn’t just one report but variety to meet the needs of users. If you are looking for a detailed list of commitments and obligations, run the Spend Detail Report (Workday) or the Workday Journal Lines (UBI).

- **I do not understand why the Activity is not included in this report. It is very difficult to track balances and very time-consuming**

We recently developed a new fund balance report to see activity; you can run the Fund Balance with FDM report in Workday.

Fund Balance: Tips and Best Practices
<ul style="list-style-type: none"> • If you are using the Assignee Worktag to manage balances, run the Fund Balance by Assignee report in Workday.

- To view current or projected **fund balance**, you can **run the following reports** in Workday: Fund Balance by Cost Center, Fund Balance with FDM, Fund Balance by Assignee, and Expendable Fund Balance Summary

Reporting

➤ Will there be any training on how to use Qlik to its fullest?

We are looking into how to enhance and provide further training for UBI. In the meantime, there are a variety of resources on the [UBI Community](#) for Qlik Sense (UBI Analytics) that you can review. For those new to Qlik Sense, check out the [Qlik Sense online training](#) that provides basics on navigation and functionality.

➤ What is Workday RAD? Where can I find the Workday RAD UBI Qlik Sense App?

Workday RAD is a one stop shop that includes post award information and grants spend for grants administrators. It is available in the [UBI Hub](#) under the Finance and Research subject areas.

➤ Where can I find a BBA equivalent report?

The Fund Balance reports mentioned above can be used as BBA like reports as well as you can run in UBI the Budget vs Actuals or Workday RAD for Grants. There is also the Grants Balance Available in Workday. It is difficult to replicate the old UBI report but we will be working with users groups to determine what a BBA 2.0 report will look like.

➤ Where can I find a repository updated for when new reports are created, or edited, or the difference between UBI and workday for the same data?

For recent reporting updates such as new reports created or enhanced, go to the [Finance Reporting and Analytics Release Notes](#). For frequently asked questions on what reports to run, check out the [Day in the Life of a Fiscal Administrator \(Reporting FAQ\)](#). We will also be working on an inventory of reports that will have more detailed descriptions that users can review to help find the report they need to run.

➤ How can I save my report for later?

There are several ways you can save a report if you want to access it later. If you want to rerun the same report, you can either add it to your shortcuts in Workday or you can favorite the report. To add shortcuts, review the [Workday Navigation ORG](#). To favorite a report, review the [Reporting Functionality in Workday ORG](#).

Reporting: Tips and Best Practices

- [Day In The Life Of A Fiscal Administrator \(Reporting FAQ\)](#) – this guide matches up 1-2 reports with the most frequent daily questions that Fiscal Administrators and business officers need to address; offers a slimmed-down digest of go-to reports
- **Workday RAD in UBI** replaces the Research Admin Dashboard previously available
 - Provides **one-stop financial reporting** for post-award Sponsored Programs for Grants Managers and Analysts
 - Currently contains **Award Attributes, Grant Balances Available, and Expenditure Details**
 - Workday RAD will **evolve** to include additional features over the remainder of the fiscal year
- Leverage the [Reporting Resources](#) page as it **serves as a hub** for reporting resources such as **updates** on new reports or enhancements, **reporting FAQ, training** and more.
- For detailed list of commitments or obligations, run the **Spend Detail Report (Workday)** or **Workday Journal Lines (UBI)**.

Account Certification

➤ **What if there was activity that results in a \$0 balance?**

If the Account Certification is for a Designated DN99999 and you see a 0.00 in the total column, that is probably due to either Adaptive budget seeding (penny in, penny out – to set up the CC in Adaptive) during cutover or something that hit “Suspense” with the new FDM mapping and was moved in the same fiscal period (e.g., July). You can review to make sure that is what it is, and you can approve. To narrow ledger accounts to find those with an activity balance, review this [page](#). *Please note: If there are ongoing charges hitting DN99999, you will need to make sure to move that charge. If it is an ISD, contact the Internal Service Provider. If it is payroll, you will need to adjust the payroll costing allocation.*

➤ **Can I attach documentation to ISDs in Account Certification similar to supplier invoices?**

Not at this time, this is a system limitation that we have shared with Workday. Currently, you can only attach supplier invoices to account certifications. For steps on how to do this, review the [Attaching Documentation on Supplier Invoices QRG](#).

➤ **Is there a way to “go back” to address problems noted from the previous month?**

Preparers are prompted with To Do Steps to remediate variances and will have the task show up in their Account Certification dashboard until it is marked as resolved. Therefore, you can find your unresolved

variances in your Account Certification dashboard; there is not a current report for tracking variances. If you would like to inquire or send a suggestion for a new report, please send a note to askfinance@virginia.edu.

➤ **Is there a report that I can run that will list YTD outstanding line items?**

To monitor planned expenses, you can run the Details for Account Certification report in Workday but change the Ledger from Actuals to Obligation. For more details, refer to this [page](#).

➤ **What is the best way to view attached documentation for Account Certifications?**

The best practice to see attachments is to drill back to the source transaction to see supporting details as we have not found a way to pull attachments in the Details for Account Certification report. For further guidance on how to drill into transactions for account certification, refer to this [page](#).

Account Certification: Tips and Best Practices
<ul style="list-style-type: none"> • To get an account certification view, export the Details for Account Certification report to Excel but still keep the report up in Workday; this will help you drill into transactions you need more information on. The downloaded Excel sheet can also help to “track” what lines you reviewed; for more details refer to this page • You do not need to verify every line if it was approved beforehand. • If you see revenue ledger accounts for Grants, you can ignore the Grant Revenue FAs; for guidance and details refer to this page. • For guidance and details on reconciling Projects and multi funding source reclassification entries, refer to this page • Review the Account Certification FAQ, Workday Corrections Decision Tree, and other Account Certification resources • Make sure to click the “Save for Later” button in the Account Certification to save your progress and avoid losing any changes you made. Learn more account certification tips on the Account Certification FAQ page.