



CHES WORKDAY ERP IMPLEMENTATION – FREQUENTLY ASKED QUESTIONS

The following questions were posed during our initial two weeks of training. Some of the questions have been paraphrased to achieve broad applicability. If you have questions about these FAQ or other questions, please reach out to your institution's Help/Service Desk for support. We will continue to add to this library as we learn more about Workday in our live environment.

Workday General Information

1. When will we get to access Workday?
 - a. Go-Live for Workday is December 17th. You will be able to access Workday on that day.
2. How will I access Workday?
 - a. Workday is accessed through each institution's portal system or website. Please reach out to your institution's Help / Service Desk if you are unable to log into Workday or have difficulty locating the login location for your institution.
3. Will we be able to access Workday from anywhere, or only from campus?
 - a. You can access Workday from anywhere. There is no VPN requirement. You may also utilize the Workday Mobile App.
4. How quickly can we download and start using the "Workday" App?
 - a. The app is available for download as soon as we go live. Please see the "Download the Workday Mobile App" Tip Sheet for more information.
5. What is available in the "Shortcuts" area of the menu?
 - a. In Workday, you can configure your shortcuts with tasks, reports, and external links.
6. Will managers receive an email or a Workday inbox notification?
 - a. Workday does provide push notifications to email inboxes when tasks are sent to our Workday inboxes. Users can disable this setting. We are creating a tip sheet to provide more information. Stay tuned.
7. What is "Close" for in the inbox messages?
 - a. Close is an option in your inbox when approving time sheets. Close simply means close out of this task in your inbox. You will need to return to the task and approve or send it back at another time.
8. Will the Workday inbox replace my email?
 - a. Workday's inbox is independent of your employee email. You will still have and use your employee email.
9. Should we log into Workday every day, or will we get prompts / notifications via email that there is something in Workday that needs our attention?
 - a. Workday can push notifications of inbox notifications to our email inboxes. You will need to log into Workday to complete the tasks. This push-notification setting can be disabled. We are creating a tip sheet to provide more information. Stay tuned.

10. Are managers expected to check the Workday Inbox throughout the day?
 - a. Yes, you are encouraged to check your Workday inbox regularly, throughout the day. The inbox is also available through the Mobile App. Workday can send push notifications to your email inbox and to your Workday mobile app to notify you when you have tasks to complete. We are creating a tip sheet to provide more information.
11. How do I know which apps are available or needed to perform actions?
 - a. Apps are configured and available by role. Click “View All Apps” to see what is available to you.
12. Can I add Google Calendar?
 - a. Currently, there is not an integration with Google Calendar.
13. Will we have access to a crosswalk of terminology from Banner to Workday?
 - a. Yes, there is a glossary of key terms on chess.edu as well as two Crosswalk Tip Sheets. These are located on the Training and Resources page.
14. Does “Time” refer to timesheet?
 - a. Yes, Time is the name of the application where time entry occurs. Many institutions refer to this as a timesheet.
15. What is the difference between “adjunct” and “part-time” faculty?
 - a. Some institutions use the term adjunct, and some use the term part-time.
16. Will there be integrations between employee profile information and Cornerstone, CNM’s LMS, and record of training?
 - a. CNM will integrate Workday with Cornerstone as the employee Learning Management System.
17. What employee information is visible to others in Workday?
 - a. Any coworker can search for you and see: name, title, contact information, department information, pronouns.
18. Will Workday be used to access things such as class rosters and schedules?
 - a. Right now, we are going live with Workday for HCM (HR and Payroll) and Finance. We will maintain our legacy system (i.e. Banner) for the Student Information System. The planned go-live for Student is 2025.
19. Will students be able to add their gender and pronouns also?
 - a. This feature is specific for employees currently. Student employees will be able to update this information. Students will gain this functionality when we go live with Workday Student.
20. What happens if you are both a student and an employee?
 - a. Employee functions will occur in Workday. Student functions will occur in Banner.
21. Can you have more than one emergency contact?
 - a. Yes. Alternate emergency contacts can be added, but one must be designated as primary.
22. Will use of other sites be discontinued, such as OnBase, Banner, TOMPro, and Parking services?
 - a. There may be limited uses of things such as OnBase. Banner will still be used for the Student Information Systems functions on our campuses. TOMPro will be discontinued. Please reach out to your institution’s Help/Service Desk to inquire about specific product functionality.
23. Will our employee IDs change, or will they be the same as we currently use? IDs impact how individuals log into library resources and other services.
 - a. Faculty and staff will be issued Workday ID numbers. Functionality of Employee ID Cards is institution specific. Please follow-up with your institution’s Help / Service desk with specific functionality questions.

Time Entry and Absence

1. At CNM, do all hourly / non-exempt employees have to enter time on December 19?

- a. Yes – if hourly / non-exempt employees are not approved for time off, they will need to log in to enter and submit time. Supervisors must approve time entry for this period, as well to ensure employees are paid appropriately.
2. At CNM, if employees had time off approved through TOMPro, does this time off need to be re-entered into Workday?
 - a. Approve Time Off requests for Dec. 17-Dec. 19 are being imported into Workday and do not need to be re-entered. Time off requests for time after Dec. 19th needs to be re-entered into Workday for approval.
3. Can we change time entry after it has been submitted? After is has been approved?
 - a. Time that has submitted but not approved can be cancelled or changed. Approved time may be changed and resubmitted. Time entry changes for previous pay periods may have pay consequences.
4. How would I submit exact times. For example, on an 8am-4pm shift, I only want to take off 2-4pm.
 - a. Hourly time entry varies by college, and some require only the total hours worked for the day. Use comment boxes to indicate hours off when requesting absence.
5. In what increments of time can time be entered and time off be requested?
 - a. Please see the policies for your specific institution for time entry and time off increments.
6. Will official Human Resources forms, such as FMLA, be submitted through Workday or just available for download?
 - a. Leave of absence is coordinated through the HR office for each institution. Contact your institution’s HR representatives as needed for additional information.
7. Can managers edit the time entered for employees?
 - a. There is not an “edit timesheet” button; but as a manager, you can enter time for a worker which will override the employee’s previous entries.
8. Will Absence types remain the same?
 - a. The Types of time off and leave available to employees are determined by the institution’s internal policies.
9. Is the system programmed for a “work week” assuming staff work 8 hours per day, 5 days per week?
 - a. Workday defaults to 8 hours per day. Employees select the work days for which they will work and which they will be on leave.
10. Are there time categories for on-call hours, snow days, and other special types of work hours?
 - a. Each college determines the types of hours available. Please refer to your institution’s policies and procedures regarding these types.
11. Is it possible to block off days on the calendar to prevent employees from requesting time off on specific days?
 - a. It is not possible to block days on the calendar for this purpose.
12. When are timesheets due?
 - a. Timesheet submission deadlines may vary by school, but the dates will be determined by the timeline necessary to run payroll. Please follow-up with your institution’s HR office for more information about the time submission and approval deadlines.
13. Does the move to Workday mean that paper time sheets are no longer acceptable?
 - a. Yes, all time entry must be completed through the Workday system. Managers will approve in the Workday system.
14. Will all leave requests be approved through the Workday system?
 - a. Yes, all leave for all employee types, will be approved through Workday.

15. Does the employee receive a notification when the manager approves absence requests?
 - a. Approvals are noted on the leave and absence calendars with green check marks. Notifications are received on the home screen.
16. Do both exempt and non-exempt enter their time in Workday?
 - a. Only hourly / non-exempt employees enter time in Workday. Exempt / salaried employees will enter leave requests in Workday.
17. Is it required to disclose why I am taking sick leave?
 - a. No, except where institutional policy may specify additional paperwork is required.
18. What if someone needs to request Professional time. Do we no longer need to do that?
 - a. There is no longer this leave type. Employees will have regular pay for hours worked.
19. Will others be able to see when an employee is out of the office? How do managers view team time off?
 - a. Managers will be able to see details of leaves and peers in your work group will be able to see your time off only with no detail. Additional reports in My Team Management can display upcoming absences. Employees will not see time off for their supervisors and higher.
20. Is there a default schedule viewable? How would I view coverage for my department?
 - a. Managers can review Team Time Off Reports.
21. Will there be overtime slips to track for audit purposes?
 - a. Managers can pull a report of overtime details.
22. Do employees need to enter holiday time scheduled by the College?
 - a. Employees do not need to enter holiday time. These hours are automatically entered into Workday.
23. How do we submit time off for jury duty?
 - a. Jury duty is a leave type. When you create the leave request, one of the options available will be jury duty.
24. Are leave balances being brought into the Workday system?
 - a. Yes, leave balances are moving into Workday. Additionally, employees can predict leave balances into the future to plan future leave requests.
25. As faculty enter time off, how do we divide out contact, office, and other hours?
 - a. Use the note to add those details. Contact your college for specific process information.
26. If a faculty member requests time off, where is the substitute's name entered?
 - a. Place the substitute's name in the Leave Notes.
27. If an hourly employee forgets to clock in one day, can the employee submit their time the next day?
 - a. This policy is institution specific. Employees will follow the policies and procedures established by their institutions. Please reach out to your institution's HR office for more information.
28. Can supervisors and employees at some institutions customize their ongoing schedules if they work alternative work schedules (ex. 4 10-hour shifts, or 12-8pm).
 - a. The employees will enter the 8 or 10 hours per shift, as appropriate. Alternative schedules can be declared by employees.
29. Once an exempt employee has requested leave, and it is approved, are there any additional steps?
 - a. Once leave is approved, the employee does not need to perform any additional action.
30. If I accidentally approve time entry, is there a way through the business process to return that time for correction?

- a. Prior to the submission deadline, managers can enter time off for workers to make corrections or overwrite previous time entries. The Manager cannot make changes from the approval screen.
31. How is leave without pay handled?
- a. This is a leave type and is dependent upon institutional policy. Contact your Human Resources office for additional information.
32. At CNM, there are lab techs that have 'unpaid' time. How is that entered / accounted for?
- a. Hours are paid on an hourly basis. You do not need to put in leave with no pay; only put the hours worked.
33. Do we track our lunch breaks each day?
- a. This depends on the institution and how time is entered. Please follow your institution's policies for recording hours worked.
34. Can flex time be requested through Workday for CNM faculty?
- a. Use the comment box to note that flex time is requested. There is not a separate button or leave type for flex time.
35. Do I need to change my view since I have multiple roles?
- a. There is no need to change view when you have multiple roles. You can enter time using the Time App, request leave using the Absence App. You do not need to switch back and forth between views. Workday knows when you are submitting time for yourself or approving someone else's time by use of the apps.
36. How are contingent workers paid?
- a. Contingent workers are paid through accounts payable.

Faculty and Other Employment Contracts

1. What is Period Activity Pay?
 - a. Period activity pay are period-based contracts for payment. These are often for faculty overload, adjunct and part-time faculty pay, and similar.
2. Where do I access faculty contracts and Personal Action Notices?
 - a. Contracts for term-by-term teaching will appear in the employee's inbox.
3. When will contracts be received through Workday?
 - a. This timeline varies by school. Please reach out to your HR Office for more information.
4. Will course release project contracts for full-time faculty appear in Workday?
 - a. No.
5. How are Service Contracts or Professional Services Contracts handled?
 - a. This is dependent upon institutional policies and procedures. Please check with your institution's HR office.
6. Does Period Activity Pay replace FLAC on MyCNM?
 - a. Yes. No more waiting for it to pop in MyCNM. It will go straight to your Workday inbox.
7. I have a class starting Dec. 19. Would I have to 'agree' to the contract using Workday instead of FLAC on MyCNM?
 - a. Yes. Intercession classes are pushed into Workday, so you will agree in Workday.

Pay and W2 Information

1. With the system changing to Workday, will we only have one W2 from Workday? Or will we have to get W2s from both systems?

- a. W2s will be available in Workday by searching for “My Tax Documents.” This will include historical information.
2. What happens to all our historical pay slips?
 - a. Pay slips will migrate from Banner to Workday.
3. On pay stubs, will we be able to see a breakdown of pay types (ex. base salary, overload pay, project compensation, holiday pay)?
 - a. Compensation will have all visibility to include hourly, period activity, etc. The compensation area will include all details. It will also correspond to which course is taught.
4. At CNM, will we still receive our paystubs in an email? Will it be a locked PDF? Do we need to re-sign up for electronic W2?
 - a. CNM employees will continue to receive paystubs via email. Tax documents including W2s will be available electronically as well.
5. Is the CNM Ingenuity organization switching from PAYCom to Workday?
 - a. Ingenuity will still use PayCom for non-CNM staff.
6. Who do we contact if we have questions about our pay?
 - a. This process does not change. Consult your HR office for income questions.
7. Is there a way to see current cost account information from which employees are being paid and to change the account distribution?
 - a. This can be done through costing allocation. The distribution process is at the worker level. The split must exist on the person role before Payroll finalizes. If the employee was in the legacy system, the split should exist in Workday.

Delegations (Proxy)

1. Is there an option to proxy?
 - a. This feature is called “Delegation” in Workday.
2. What is Delegation?
 - a. Like the “Proxy” feature in Banner, Delegation allows users to assign others to complete approvals on the employee’s behalf.

Travel and Procurement Cards

1. Whose responsibility is it to complete Spend Authorizations (travel requests)?
 - a. This responsibility is dependent upon institutional policies and procedures. It is possible for travel coordinators or others to submit spend authorizations on behalf of travelers.
2. How do travel requests work for students?
 - a. An employee will create the travel request for the student. Please follow-up with your institution’s procurement office for more information.
3. The new spend authorization (travel request) process requires us to budget meals for breakfast, lunch, and dinner. What are the current rates for these meals?
 - a. These rates vary by school and location. Please contact your school’s procurement office for more information.
4. Can employees seek reimbursement for airfare, hotel, etc. and not use a procurement card?
 - a. Employees can be reimbursed according to institutional policy. For more information, please contact your procurement office.
5. Do we do expense reports for mileage?
 - a. Yes. First, create a spend authorization, before the travel happens. Reimbursement rates are set.

6. What happens if a P-card transaction is declined, and the traveler must use their own card or pay cash?
 - a. This will rely on specific institutional policy. Please work with the manager / supervisor or the accounting office. Documentation will be required for all expenses.
7. Does Workday replace Bank of America (Works) for P-card reconciliation?
 - a. For the current time period, please submit P-card reconciliation both through Workday and through Works. This will be re-evaluated later.
8. Is there a “cheat sheet” that can be used to complete monthly p-card reports?
 - a. Yes, there is a crosswalk list of accounts for department budget managers. P-card expenses will integrate in Workday, daily.
9. At my institution, faculty program heads utilize P-cards to purchase supplies before the beginning of the semester and to open “Open PO” accounts for faculty with main local suppliers. Will all of this be completed through Workday? Previously, we submitted a PO request with our department administrative assistants.
 - a. A requisition must be completed in Workday for these purchases. Institution-specific policy will determine who / how to initiate this process.
10. Can expense reports remain open if waiting for an additional receipt? If the expense report is not closed, will funds be released for the receipts that have been declared?
 - a. Expense reports can be saved as a draft, and the entered information will be retained. If the employee is to be reimbursed, the employee will want to submit as quickly as possible. Keep track of the spend authorization number so that another expense report can be submitted later and noted to also apply to the same spend authorization.
11. Can I charge P-Card expenses to someone else’s accounts?
 - a. Yes. This process will follow institutional policies and procedures.
12. Where do I find P-Card purchases?
 - a. The Credit Card Transactions Not Expensed Report shows purchases in a given date range.
13. Will there be additional training for how to submit travel requests?
 - a. We will be offering additional training and support in January. For institution-specific travel policies and procedures, please reach out to your supervisor for more information.
14. What is an expense report?
 - a. Expense reports are used to request reimbursement for travel and to indicate if procurement card items are received.

Budgets and Purchasing

1. Will all the cost center codes be changing? If so, when will we receive them?
 - a. Yes. This information will be available at go-live for Finance in January.
2. Will “create a requisition” request create a PO for the vendor?
 - a. The requisition is not the same as the PO. The requisition is created first and goes through an approval process. Once approved, the Purchasing office will create the Purchase Order for goods.
3. How is a Purchase Order issued?
 - a. The buyer will issue the purchase order after the requisition is fully approved.
4. Who is responsible for creating a “receipt”? Purchasing, or department admins?
 - a. Receipts can be created by the employee, the shipping and receiving department, an administrative assistant, or the purchasing office.
5. When would a requestor create receipts for services Pos that are charged monthly throughout the fiscal year?

- a. If a requestor does not submit a receipt when the goods and services are provided, the Accounts Payable will notify the Requestor and Shipping and Receiving that they need to create a receipt when an invoice is received. Goods should be receipted by either the requestor or shipping and receiving once they are received. Services should be receipted once the invoice is received by the requestor.
6. Will there be a training for PO revisions?
 - a. Yes. Be on the lookout for additional training topics in January.
7. Are current vendors in Banner being transferred to Workday?
 - a. Yes, all active, current vendors in Banner are being imported into Workday.
8. Can we search Workday for the Banner Vendor Code?
 - a. No. Search by the supplier name.
9. How is a new vendor created?
 - a. This is handled by the purchasing admin and accounts payable office. W-9 information is needed. Please follow-up with the accounts payable office at your institution.
10. What is the legal authority to spend at the cost account level?
 - a. The authority to spend budget is at the ledger account level, not the spend category level. Workday will look at the total available budget for all a department's discretionary funds when determining if a transaction has sufficient budget. For example, if a department has \$3,000 budget in Travel and \$5,000 budget in Training, Workday views that department's budget as \$8,000 when performing a budget check.
11. Will training on the ad hoc payment process be available?
 - a. Yes. Specific information on this topic will be provided at the department level for specific cases.
12. If I am a cost center manager, will I have this role separately for particular accounts or for all accounts under my position?
 - a. Any cost center you have access to will show under the organization.
13. Will it be possible to pull old data for previous budget activity?
 - a. We will load activity for FY23 Year-to-Date. Moving forward, data will be in Workday. Previous data will have to be accessed in Banner.
14. How will Journal Entries occur in Workday?
 - a. You will send a request for a journal entry to accounts payable to move the expense.
15. What is the difference between a temporary and permanent budget adjustment?
 - a. This functionality and utilization are specific to schools. Contact the accounting office for more information.

Assets

1. How can I look up equipment inventory?
 - a. You can use the "Find Assets" report in workday. Other reports are also available, depending on the specific information being sought. Reach out to your finance office for more information.

HR and Hiring

1. Can we tell from reports which positions are vacant?
 - a. Yes. There is an "Open Positions" report that is available to appropriate security roles.
2. The Invite to Apply function, is that so you can see someone on indeed.com, Zip Recruiter, former applicant, etc.?
 - a. This can display internal and external potential applicants.

3. If the primary recruiter is on leave, can other authorized HR staff member(s) access the primary recruiter's functions to complete the hire?
 - a. Yes. Authorization is achieved by assigning as a "delegate."
4. Can anyone / department create job requisitions or can only those in HCM roles?
 - a. Managers and HR Partners can create job requisitions.
5. Will managers schedule interviews?
 - a. Yes, managers can schedule interviews.

Training, Tip Sheets, and Support

1. What are Tip Sheets and how do I access them?
 - a. Tip Sheets on key topics and processes in Workday are available on the chess.edu website under Training and Resources. Translations are available for Spanish and Vietnamese for many key topics.
2. Will there be instructions for entering time, other than the on-demand video?
 - a. The "Entering Time in Workday" Tip Sheet provides step-by-step instructions for entering time. The tip sheets are available on the chess.edu website under Training and Resources.
3. What trainings are available?
 - a. We have a complete training schedule with descriptions available on the chess.edu website on the Training and Resources page. Training is available for All Employees (Staff), All Faculty, All Managers, and many other role-based topics. The training schedule is updated frequently, so please see that page for the most up-to-date information or reach out to your institution's Training Representative(s).
4. Will student employees also receive training?
 - a. Yes, student employees will be notified of the need to complete the All Employee Training to ensure they are prepared to complete their time entry and other tasks in Workday.
5. Will student employees need to enter time when there are no hours worked?
 - a. No. They will not enter time if they do not have hours.
6. When do we anticipate further training on additional topics will be available?
 - a. We are continuing to evaluate future training need and demand. Please be on the lookout for communication from your Training Representative(s) about upcoming topics and dates in January 2023. To request training on a topic, please reach out to your institution's Help / Service Desk.
7. Will there be additional documentation to walk through steps for making a budget adjustment?
 - a. Yes, there is a tip sheet for this! Tip sheets are available on the chess.edu website under Training and Resources. Please visit this page for a complete line-up of available tip sheets.
8. When will we receive training on hiring?
 - a. Additional, functional-area specific training will be available in January.
9. Who will I contact if I get stuck or need help?
 - a. Each institution is providing Workday support through its existing Help / Service Desk. Please reach out to your institution's support team with questions.
10. I only work on weekends. Will there be anyone available to help when this goes live?
 - a. Yes. There will be a team assisting when we go live. Please reach out to your institution's Help / Service Desk for assistance.
11. How will on-call sheets work at SFCC?
 - a. On-call sheets will continue to be mailed.