

# FISCAL ADMINISTRATORS

Areas to Monitor / Q&A: November 2024

## Summary

## Workday Expense Cleanup Project

**Question: Is there a report the departments or expense ambassadors can run to see the list?**

Answer: You can run the "Find Expense Report" or Expense Reports → Exception - Aging (Days) → Report.

**Question: What format should suppliers submit their invoices in?**

Answer: They must send invoices in a **PDF format**. If invoices are submitted as .docx, they are rejected. With auto-reply, there is a message that says PDF format is required and that they need to resend it if they sent a Word doc.

**Question: When an invoice is submitted to the Vendor-Invoices email, how long should it take for it to be loaded into Workday for processing?**

Answer: Our current processing time is around 13 days. However, there may be further delays if there's something wrong with the invoice.

**Question: Why are invoices being entered 2-3 weeks later?**

Answer: There are several factors that may cause a delay in invoice processing. 1) The invoice is missing key information, 2) The purchase order is closed or otherwise unable to be transacted against, 3) The invoice was received in the wrong format. We're continuing to step through learning the new tool we implemented in August as well.

## Nimbello (OCR) Update, Invoices & Auto-Reply

**Question: At what point should we reach out to Askfinance when an invoice hasn't been posted?**

Answer: Give it at least two weeks, and at that point, the Solution Center team should be able to view and advise from the Askfinance ticket submitted.

**Question: When the PO is new and the invoice is submitted in PDF form until after or close to the payment date, how can we address these in a timely manner with vendors?**

Answer: While a supplier may stipulate payment terms like "immediate" or "Net 30", they may be in the system as Net 45 or some other payment term that doesn't match.

**Question: For invoices that don't appear in Workday after a couple weeks that have also been sent to Askfinance, should they be sent to vendor-invoices as well (to ensure they're paid)?**

## Stop Payments

~~Answer: All invoices that need processing should be sent to vendor invoices only.~~

**Question: Is the Stop Payments form used to stop payments for payroll checks, or do those requests need to go through a different channel?**

Answer: This form is for AP-related payments only - those that are associated with an invoice or a supplier invoice request.

**Question: Is this form for checks written only by Rectors & Visitors?**

Answer: If the transaction exists in Workday (Supplier Invoice or Supplier Invoice Request), even if UPG funds are being used, this form should be used.

## Quick Links

**UVAFinance Website**

<https://uvafinance.virginia.edu>

**UVAFinance Blog**

<https://uvafinance.blogspot.com>

