## 12/7/22 Agenda

<table>
<thead>
<tr>
<th>Topic</th>
<th>Today’s Agenda Item / Objective</th>
<th>Target Time</th>
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</thead>
</table>
| Welcome                                    | • Welcome/Agenda Overview  
• Project Overview  
• Engagement Activity                             | 10 min      |
| Supplier Diversity                         | • Supplier Diversity Champions Council Update                                                  | 15 min      |
| Updates on Top-of-Mind Topics              | • Key Items  
• Spend  
• Non-Catalog Requisitions  
• Match Exceptions  
• Reporting  
• Account Certification                           | 20 min      |
| Cross-Platform Support (CPS)               | • CPS Governance                                                                                  | 10 min      |
| Ongoing Stakeholder Engagement             | • Post-Stabilization Engagement  
• Stakeholder Support: 1-1 Time with Trainer                                           | 10 min      |
| Small Group Activity                       | • Staying in Touch in 2023                                                                      | 20 min      |
| Other Business and Wrap-Up                 | • Final Q&A                                                                                     | 5 min       |
Project Overview
Adopting the new processes and responsibilities that come along with this transformation project requires continued support and collaboration as we move through our individual and collective change journeys beyond the culmination of FST. In the new year, the Change Enablement & Continuous Improvement team and Finance leadership will continue to rely on School and Unit stakeholders to inform our strategies to continuously improve the adoption experience.

Thank you for your hard work and commitment!

<table>
<thead>
<tr>
<th>Assessment &amp; Planning</th>
<th>Go-Live</th>
<th>Current Phase</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Readiness</th>
<th>Hypercare</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2019 – December 2019</td>
<td>July 2022 – September 2022</td>
</tr>
</tbody>
</table>
Project Overview | The Change Journey

Current State

Certainty

Future State

Confidence

Competence

Chaos

Valley of Despair
We will be using the Mentimeter app to capture some of your responses today.

Scan the QR code with your smart phone camera to respond

OR

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Note: When putting in the code above, remember to put the space in between.
Supplier Diversity
Supplier Diversity | Supplier Diversity Champions Council Update

Challenge:

• A major challenge in increasing spend with small and diverse suppliers is the decentralized procurement model at UVA

• Transactions $10K or below are not processed/approved by central procurement so there is no ability influence outcome

• Suppliers, even those already under contract, struggle to find the best POC to pitch their product or service
  - Simply letting the supplier know which departments are the most frequent purchasers of their product/service has proved inadequate

Proposed Solution:

• More than a departmental POC, we need **departmental supplier diversity (SWaM) champions**
  - The champion is not necessarily the employee that enters the most orders in the UVA Marketplace, it’s the person that understands the value position of diversifying our supply base
  - Champions will participate in **quarterly meetings**

• In conjunction with the Champions initiative, we will roll out the **SupplierGATEWAY portal** which will assist in identifying potential suppliers
Updates on Top-of-Mind Topics
Spend – Non-Catalog Requisitions
As of November 21, we have begun utilizing Workday’s non-catalog order process for both Goods and Service lines, and Jaggaer for catalog orders.

• Launch was widely successful and has resulted in a significant decrease in match exceptions over the last several weeks

• Uncommon issue to be aware of: if an end user does not have an account in Jaggaer, the newly created purchase order will not successfully integrate to Jaggaer and be distributed
  • Solution: end user does their initial punchout into Jaggaer to create their account which will allow the successful transmission of the purchase order

• Changes from previous process:
  • Assign Cart function no longer available
  • Any favorites saved in Jaggaer cannot be used in Workday to create requisitions
    • The team is developing QRGs on processes that can replace or mimic the behavior of favorites

• Review the Create a Non-Catalog Purchase Request QRG for step-by-step instructions on the non-catalog order process
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Spend – Match Exceptions
### High Volume Invoice Cleanup Snapshot

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Number of PO</th>
<th>Total Encumbered Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>CH40001 AS-College of Arts &amp; Sciences</td>
<td>282</td>
<td>$67,653.52</td>
</tr>
<tr>
<td>CH40002 AT-Intercollegiate Athletics</td>
<td>6</td>
<td>$3,676.88</td>
</tr>
<tr>
<td>CH40004 BU-Business Operations</td>
<td>10</td>
<td>$889.15</td>
</tr>
<tr>
<td>CH40005 CO-EVP-COO</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>CH40007 DA-Darden School</td>
<td>7</td>
<td>$6,103.59</td>
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<tr>
<td>CH40009 EN-School of Engineering</td>
<td>310</td>
<td>$66,538.60</td>
</tr>
<tr>
<td>CH40011 FM-Facilities Management</td>
<td>1587</td>
<td>$187,256.82</td>
</tr>
<tr>
<td>CH40016 MD-School of Medicine</td>
<td>1225</td>
<td>$479,159.08</td>
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<tr>
<td>CH40027 RS-VP for Research</td>
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<tr>
<td>CH40028 SA-Vice President for Student Affairs</td>
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<tr>
<td>CH40036 CP-School of Cont-Prof Studies</td>
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<tr>
<td>CH40037 LW-School of Law</td>
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<tr>
<td>CH40038 AR-School of Architecture</td>
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<tr>
<td>CH40044 NR-School of Nursing</td>
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<tr>
<td>CH40050 WS-Advancement and Alumni Engagement</td>
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<tr>
<td>#N/A</td>
<td>83</td>
<td>$27,300.15</td>
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<tr>
<td>(blank)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>3652</strong></td>
<td><strong>$945,510.88</strong></td>
</tr>
</tbody>
</table>

### Suppliers

- Fisher Scientific – pending confirmation of payment receipt
- Linde Gas & Equipment Inc – pending confirmation of payment receipt
- Daycon Products Company - pending confirmation of payment receipt
- Sigma Aldrich Inc - pending confirmation of payment receipt
- Ferguson Enterprises LLC - pending confirmation of payment receipt
- Azena (formerly Genewiz) – in progress
- Apex Systems – in progress
- Life Technologies – in progress
- Abcam – in progress
- Dell – in progress
- DLT Solutions – in progress
- Envigo RMS – in progress
- Medline – in progress
- Quartzy – in progress
- The Supply Room – in progress
- Apple – in progress
If you have a match exception, you will need to determine the cause of the exception and initiate the correction for the match exception:

To determine the cause of the exception:
1. From viewing the supplier invoice in Workday, you can see the reason for the match exception on the Invoice Lines tab in the Line Match Exception field.
2. Drill into the invoice lines (e.g., click the PO number to identify the quantity and/or price difference, review business documentation to view the original invoice) to better determine the cause of the variance.

To initiate the correction of the exception:
1. Initiate Change Order: If you need to increase the quantity of the Purchase Order, you can submit a Change Order request.

   OR

2. Initiate Invoice Correction: If you need to make significant changes such as changing the structure of the invoice or Purchase Order (needing to add or delete lines or adjusting the price), you will need to submit an Invoice Correction Form.

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**Best Practices**

- Ensure that **PO and invoice details** (full name of supplier, price, and quantity) match.
- Submit invoices in **PDF format**.
- Encourage suppliers to **pay attention to response emails to invoice submissions**, in case more information is needed.

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**Learning Resources**

1. **NEW:** Match Exception Investigation and Correction QRG
   - Walks Procurement Shoppers through **locating and addressing** supplier invoice match exceptions.

2. **NEW:** Match Exceptions FAQ
   - Answers key questions users may have when encountering a match exception.
We will be using the Mentimeter app to capture some of your responses today.

Scan the QR code with your smartphone camera to respond.

OR

Go to www.menti.com and enter the code 2262 6459

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Reporting
Updates on Top-of-Mind Topics | Reporting

The reporting updates below include **new reports and modifications** released in the month of November as well as **known issues** that the Reporting team is working on.

**Workday**

Significant Workday Reporting Updates:

- **Pay Period and Retro Pay Period Information** now available in selected Workday reports. This field will be added to UBI Workday Journal Lines once we are able to pull it through the warehouse.

- **Fund Balance Reporting** | The fund and ledger accounts that are included in Expendable Fund Balances have been selected. Expendable Fund Balance is the new version of the "Cash Balance Summary Report" that we had in UBI for Oracle.
  - UBI Fund Balance app will be available in Production no later than the 1st week of January.

- **Numerous other minor enhancements and defect resolutions**

**Known Reporting Issues in Workday currently under review or items of interest in Development:**

- **Spend Detail Report** | Hotel name from Expense Report does not pull into the Vendor/Payee field.

**UBI**

**Enhancements** are being made to the following UBI Reports:

- Workday FDM Reference
- Workday RAD
- Workday Journal Lines
- Workday Payroll Costing

**New Apps/Reports added to UBI:**

- Workday Account Certification Dashboard

**Items in UBI currently under review or development:**

- Workday Journal Lines
- Workday Budget vs Actuals
- Workday Fund Balance (expected release early January)
- Workday Delegations (On Hold - pending approval to release)
- Workday Payroll Costing
- Workday RAD

For more detailed information, review the new UVAFinance blog post, **Reporting & Analytics Release Notes: December 2.**
The **UBI & Workday Reports Inventory** is a new reporting resource. For a full list of Reporting-related resources, visit the [training webpage](#).

**NEW: UBI & Workday Reports Inventory**

- Provides an overall list of **commonly used financial reports** broken out by category
- Represents an initial list of reports – this inventory will be **expanded and updated** to include **new reports as they become available**

We want to hear from you! Please reach out to Linda Leshowitz at [lcb5t@virginia.edu](mailto:lcb5t@virginia.edu) with any suggestions for reports that should be added to this inventory.
We will be using the Mentimeter app to capture some of your responses today.

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Account Certification
Updates on Top-of-Mind Topics | Account Certification

The Account Certification-related resources below have been recently developed. For a full list of Account Certification-related QRGs, visit the training webpage.

NEW: Account Certification FAQ
• Provides answers to common questions and links directly to relevant resources, including QRGs

NEW: Workday Account Certification Dashboard (UBI)
• Allows for robust filtering and views of Account Certification statuses, including a Cost Center filter that includes projects and grants
• Allows users to view the next person or persons in the workflow regardless of status, as well as Account Certification volumes by unit, preparer, and approver and monthly trends on volume and on-time performance

REMINDER: November Account Certification Deadline Moved to January 20
The multi-funding source (MFS) engine is not running properly and is not expected to deliver correct accounting information until mid-December. We await a fix from our Workday partners, and therefore did not generate November Account Certifications on 12/1. We hope to have Account Certifications distributed by 12/15 and are extending the deadline for November Account Certification to close of business on 1/20.
We will be using the Mentimeter app to capture some of your responses today.

Scan the QR code with your smart phone camera to respond.

OR

Go to www.menti.com and enter the code **2262 6459**

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Cross-Platform Support (CPS)
The Cross Platform Support (CPS) governance structure will provide ongoing oversight of the Workday Ecosystem from FST Go-Live. Coordination among levels will occur through direct reporting lines and formal communications.

**Cross-Platform Support (CPS) | Governance Structure**

**UVA-Workday Contract Coordinator**
Director of PSDS

**Governance**
Melody, John, Virginia, Christina

**Coordination**
Bill A, Augie M, Adam W, Teresa W, Gabriela G., Lisa E, Angela K, HR Change Leader

**Support**
Jill Simpson

**Support**
Sarah Fleming

**Operations**
Sue Clements, Syed Mahmood, Kelli O'Dell, Crystal Tapia, Jackie Tucker, Mark Anderson, Aarati Sonkusare, Lorie Powell

**Services**
Andrew Sallans, Gabriela Garcia Largen, Tracy Smith, Joey Carls, Christian Deck

**Reporting & Analytics**
Mark Anderson, Tim Capezzone, Forrest Swope, Ashley Bagby

**Foundation Data Model Governance Group**

**Voices of the Communities**

**Stakeholder feedback**, collected both formally and informally, will **inform decision-making** at every level of the structure above and will continue to be a **vital source of real-time information**.
While RAPID roles should be defined for all decisions, documentation only required for Tiers 1 and 2. Decisions will be made by the functional and technical teams, when possible. However, should there be a functional decision that requires escalation, the following proposed governance structure will be utilized:

### Does the decision impact one or more of the following:

- **CROSS-FUNCTIONAL**
  - Carries implications tenant-wide for HCM, Finance, ITS, IRA organizations

- **COORDINATION**
  - Requires significant alignment of efforts and communication among HCM, Finance, ITS, IRA organizations

- **BUDGET**
  - Requires significant expenditure of financial resources to execute

- **IMPACT TO STAKEHOLDERS**
  - Impacts a large group of HCM, Finance, or other stakeholders or has high impact on current functionality

#### TIER 1 DECISIONS

- **Requires** RAPID documentation
  - Decide: Governance group
  - Agree: Coordination group
  - Recommend: Advisory Entities
  - Input: Support Teams, VOC

#### TIER 2 DECISIONS

- **Requires** RAPID documentation
  - Decide: Coordination group
  - Agree: Advisory Entities
  - Recommend: Support Teams
  - Input: VOC

#### TIER 3 DECISIONS

- **Does not require** RAPID documentation
  - Decide: Coordination group, Advisory Entities
  - Recommend: Advisory Entities, Support Teams
  - Input: Support Teams, VOC
## Cross-Platform Support (CPS) | Decision-Making Framework

<table>
<thead>
<tr>
<th>RAPID Roles</th>
<th>Names of Individuals or Entities</th>
</tr>
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</table>
| **Input:**      | • Finance, HCM, ITS, and IRA Support Teams  
| Provide feedback and input to the recommendation | • Advisory Groups: Operations, Services, Reporting & Analytics  
|                 | • Coordination Group             |
| **Recommend:**  | • Finance, HCM, ITS, and IRA Support Teams  
| Gather input and make the proposal | • Advisory Groups: Operations, Services, Reporting & Analytics             |
| **Agree (Veto):** | Tier 1: Governance Group  
| Review recommendations—then agree or exercise veto authority | Tier 2: Coordination Group |
| **Decide:**     | Tier 1: Governance Group  
| Make the formal decision | Tier 2: Coordination Group |
| **Perform:**    | • Finance, HCM, ITS, and IRA Support Teams ```
Ongoing Stakeholder Engagement
In 2023, members of a diverse array of stakeholder groups will continue to actively engage in conversations around ongoing improvement of Workday Financials adoption and system enhancement:

**All Pods**
- Meets **bi-weekly**
- **Open topic** discussions with representatives from Workday Support, Change Enablement/Continuous Improvement, and AskFinance present to guide all meetings
- Purpose: to learn what **issues are top of mind for stakeholders** across Schools and Units

**Fiscal Administrators**
- Meets **monthly**
- **Operational focus**
- Purpose: to **discuss issues brought up in All Pods, implications** to Schools and Units, and **possible strategies to address** these issues

**Business Officers Council**
- Meets **quarterly**
- **High level updates & consensus building**
- Becomes a version of the Steering / Advisory Group
- Plug into Associate Deans regular meetings, Research Roundtables, et al
- Purpose: to **answer questions and understand School/Unit needs**

**Continuous Improvement (CI) Focus Groups**
- Meets **Ad hoc**
- **Business Process focus** (Cross-Functional Finance Collaboration)
- Purpose: to achieve a deep dive understanding of an issue, identify **opportunities for improvement and brainstorm solutions** with a representative sub-set of stakeholders
In order to continue to **collaborate with School and Unit stakeholders** and better **understand their experience adopting Workday Financials**, the Change Enablement & Continuous Improvement team will conduct **Listening Tours** in early 2023. Prior to the end of 2022, Change Partners will meet with Change Leaders to provide more information about the tours.

**What** are Listening Tours?
- A *series of conversations* between the Change Enablement & Continuous Improvement team and representatives from Schools and Units

**Why** is the team conducting Listening Tours?
- *To understand Schools’ and Units’ strategies for building system knowledge, challenges, and areas for which additional support is needed*

**When** will they take place?
- *January 2023-March 2023; more details on exact dates to come*
1:1 Time with a Trainer opportunities have replaced office hours. Stakeholders may sign up for appointments with UVAFinance training team members through December for assistance with specific questions.

Session Topics:
- Accounting (Payroll)
- Procurement
- Expense
- Reporting
- Account Certification
- Accounting Journals
- Purchase Orders/Invoices
- Ad Hoc Bank Transactions

Session Frequency:

<table>
<thead>
<tr>
<th>Week</th>
<th>10/31</th>
<th>11/7</th>
<th>11/14</th>
<th>11/21</th>
<th>11/28</th>
<th>12/5</th>
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<tbody>
<tr>
<td>Week of</td>
<td>8</td>
<td>9</td>
<td>16</td>
<td>2</td>
<td>6</td>
<td>2</td>
</tr>
</tbody>
</table>

Top 5 Represented Schools & Units:
1. Medicine (33%)
2. SEAS (16%)
3. Arts & Sciences (14%)
4. Provost Office (9%)
5. Architecture (7%)

1-1 Time with a Trainer Sign-Ups:
- Account Certification, Accounting Journals, Accounting Adjustments, Customer Accounts, or Ad Hoc Bank Transactions
- Purchase Requisitions, Purchase Orders, Supplier Invoice Requests, or Invoices
- Payroll Costing Allocations, Payroll Accounting Adjustments, or HCM Subtasks for Payroll Costing
- Expense Reports or Gift Requests

Data as of 12/5/22
Small Group Activity
Throughout 2022, the project team has worked to offer a variety of communications to stakeholders across Grounds. Below is a sample of the ways stakeholders have stayed informed over the past year:
WE want to hear from YOU!

Use the Padlet link in the Zoom chat to share what you want to see more of in Finance communications in 2023!

Tip: Click the “+” button to add a post. Title your post in the subject field. Then, write the body of the post in the box below the subject line.
Thank you!