The Controller’s Office has been reviewing your Workday Help Desk tickets regarding your Accounts Payable questions being submitted. Below please find the top “7” most common requests for information related to Workday Supplier Accounts Payable processing.

Please Note: All Workday Accounts Payable job aids (self-help tools) can now be accessed via the FAU Controller’s website under Accounts Payable: http://www.fau.edu/controller/accounts-payable/index.php

1. **Create Supplier Request:**
   This task can be done via the Create Supplier Request task and is used when creating a new supplier (vendor) in Workday. Please see job aid included on the Controller’s website.

   Before completing the Create Supplier Request task in Workday, send the supplier a Form W-9 (Domestic) or a Form W-8 (international) via email to complete. Then please complete the Create Supplier Request task in Workday when either of the forms are returned to you from the new supplier. Make sure to attach the form in the Attachments section when finalizing the Create Supplier Request task. An attachment can also include the Employee/Independent Contractor checklist where applicable. Please do **NOT** write the Social Security Number on the checklist.

   An ACH request will have to be completed as was done in all instances prior to July 2015. The link is still the same (https://vpas.fau.edu) and will be set up as a To-Do when creating the new supplier request. Please follow the instructions per the link in Workday. **Our goal is to have 98% of our suppliers paid via ACH this year!** The Create Supplier Request will be completed within 2 - 5 days from the submitted request.

2. **Submitting Invoices:**
   Please send all invoices to the following email address: accountspayable@fau.edu.

   All Supplier invoices must route to the Controller’s Office for payment unless a department has decided to process the invoices in Workday using the “accounts payable specialist partner_fau” role where the invoice will be included as an attachment as part of the process.

3. **View a Supplier or Find Supplier Invoice task:**
   This task can be done via the View Supplier or the Find Supplier Invoice task in Workday. The supplier invoices that have been processed for the said supplier will all be listed (whether Approved, In Progress, Cancelled or Draft).

   **Note:** When typing a supplier into Workday, make sure the supplier’s name is the same as it was written in Banner. Check for spelling and abbreviations. Suppliers may have their entire name, a parent company, a DBA, or an abbreviation listed based on the information that was originally entered into Banner.

4. **Payment Types:**
   We have prepared a job aid to assist you when trying to figure out how to request a payment in Workday. Please see the latest Payment Types Document job aid included on the Controller’s website. This aid lists items like how to request Stipend, Royalty, Participant Cost, Independent Contractor, Employee (non-travel/moving), pCard non-travel payments and finally all scenarios of Travel
reimbursements (including Pre-Hire). Please make sure you get this aid as it is extremely helpful when understanding how to process a Payment Request.

5. **Payment Requests:**
Please review the Payment Requests-Create Requisition job aid along with the Payment Types job aid to see how to process your Payment Request. Please see job aid included on the Controller’s website. You will need to create a requisition to be able to do a Payment Request. For Requisition Type, please make sure to select Payment Request. All required documentation will need to be attached in the Attachments section or it will be sent back to the initiator of the request to add before processing can occur. Please make sure that all travel receipts are attached when submitting for non-employee travel reimbursement. Also, you will need an expense treatment on the requisition when doing a travel request. Please enter it into the additional worktag area.

A requisition will be needed for each individual. For checks, there will be 1 check per occurrence. If needed, in the comment section, make a notation that the check will need to be picked up by the department.

Note: All **employee** reimbursements for travel will need to be done via the Create Expense Report module. All other **employee** reimbursements (i.e., Stipend, Participant costs, other) will need to be done via a Payroll request.

6. **Create a Receipt task:**
Please use the Create a Receipt job aid for use when creating an acknowledgement that a good or service has been received. Please see job aid included on the Controller’s website. The Workday Receiving function is a confirmation showing physical receipt of goods or services within a department or unit. The person conducting the Receiving affirms that ordered items are correct, in good condition, and in accordance with requirements of the purchase order. Failure to create a goods or services receipt after items/services are delivered will result in a payment delay. The supplier cannot receive a check payment until the receipt task is completed. This means that you will have to input the quantity amount for the goods that were received or the total dollar amount for the services that have been rendered in order for the Create Receipt task to be complete.

Acceptable attachments to support the receiver are packing slips for goods or signed quotes for services that are rendered. A department signed copy of the supplier invoice is also acceptable as the attachment.

Many of the users have mistakenly thought that this task was simply to add the invoice or sales receipt to the file. Please do not hit the submit button from your Workday inbox until the create receipt task is final. You will get 2 notices that this task needs to be done at all times.

7. **Payments:**
Payments to suppliers are set up to be paid using the payment terms that our suppliers have on their invoices. Current Supplier Invoice payments are estimated to be 14-15 days from approval date. This is because we are auditing each report for accuracy since Workday GO-Live. All ACH payment advices are being sent to the supplier and/or employees via email once payments have been processed.

Link to submit Workday AP Ticket – [https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=9486](https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=9486)