Workday AP Questions & Answers (FAQs)

Q. Will there be I# in Workday?

A. No, Workday will replace I# with supplier# which will start with SUPP_INV that generates when you use Create Supplier Invoice or Supplier Workbench.

Q. Where do you go to look up the payment history of a supplier?

A. The payment history can be found under Find Supplier Invoices or View Supplier.

Q. Where can you find the supplier information (address, Tax ID, etc)?

A. You can find any information about the supplier in View Supplier.

Q. What happens if someone submits an invoice with the wrong information?

A. You can cancel if the invoice is in draft status and the person awaiting action can send the invoice back before the approval.

Q. Can you check to see if an invoice was already paid?

A. Yes, you can go into Find Possible Duplicates.

Q. Will AP need to send and receive the approval email to the department before submitting an invoice in workday?

A. **No, after you create the invoice Workday will automatically route the invoice to the appropriate department for approval.**

Q. Will negative assurance apply in workday?

A. **No.**

Q. Does the system require attached invoice?

A. **Yes, always attach the supplier invoice at all times.**

Q. Are Payment Requests still allowed in Workday?

A. **Yes, they will be handled via Request Ad Hoc Goods or Services. Please remember that you will need to select a requisition type of "Payment Request" to route it properly for processing. Proper attachment documentation is also required.**

Q. Will vendor travel as well as student and employee travel be handled thru the expense module in workday, if not how will vendor travel be done in workday?

A. **Yes, Student and Employee travel will be processed through the expense module. Invoices received with vendor travel expenses will be process by Accounts Payable.**

Q. Can the attachment section be optional?

A. **No, it is required for the cost center manager to approve the invoice. If you forget to attach the document you can always go back into the invoice and edit.**

Q. Can workday process a duplicate invoice?

A. **Yes, there is a built in compare that will not allow you to process the same invoice number twice.**

Q. Can you change the SmartTag on a Purchase order?

A. **Yes, but only when creating the Supplier Invoice.**

Q. Can workday process Finance and Research Corporation transactions?

A. **Yes, you can change the company when creating the invoice in Create Supplier or Supplier Workbench.**

Q. Who will be scanning the invoices into workday?

A. **The invoices will be uploaded by the AP clerk. The departments also still can scan and send to the Controller's Office by using the accountspayable@fau.edu link.**

Q. Are the approvers determined by the SmartTag?

A. **Yes, the approval business process is based on the SmartTag.**

Q. Can you delegate your work to another AP clerk in workday?

A. **Yes, if you are out for a few days or weeks you can delegate your work to whom you choose.**

Q. Can you create a prepaid invoice in workday?

A. **Yes, you can create the invoice and then create the prepaid amortization schedule.**

Q. What are SmartTags?

A. **Cost Center, Fund, Grant, Project, Business Unit, location and Program. Formerly known as Index.**

Q. How do you change or add tax to an invoice if it requires it?

A. **When creating an invoice in Create Supplier Invoice you have the option to add tax under invoice lines.**

Q. Will attachments be in PDF form?

A. **Attachments can be in PDF form.**

Q. After the invoice has been submitted can you see the next awaiting process?

A. **Yes, you can click on the invoice in your inbox (archives) and then click on process to view.**

Q. What is ACH in Workday?

A. **EFT.**

Q. How will be P-CARD be handled in Workday?

A. PCARDs will be handled as expense items and will be loaded directly into the cardholder's profile. The line item data loads into an expense report for processing in Workday. The PCARD charges will be brought in electronically and will route as needed.

Q. Where can you find the encumbrance in Workday?

A. Yes, thru Find Purchase Order.

Q. Is Workbench the only way to find the purchase order in Workday?

A. You can locate the Purchase order under Find Purchase Order or View Supplier.

Q. Can you have more than one SmartTag?

A. Yes, In Create Supplier Invoice or Supplier Workbench you can click to the left at the plus (+) to add additional lines with different SmartTags.

Q. Can you split the invoice on 2 or more Purchase order if needed?

A. Yes, when you go to Supplier Workbench to locate the purchase order you can choose 2 or more purchase order needed to complete the invoice process.

Q. In workday, is it the same procedure to get the ACH for the vendor?

A. Yes.

Q. If there is a new vendor, what is the process for setup in workday?

A. All FAU staff would have to submit a request to add a new supplier via Create Supplier

Request. This is then routed to the Settlement Desk so that they can set up the new vendor.

Q. If the PO needs to be increased, will there be a notification to the AP clerk not to enter the invoice?

A. No, the AP clerk would need to do the research to see the balance on the PO, once you've seen that the fund are depleted

Q. I heard the due dates/pay dates on the invoices will be what is noted on the invoice, is this correct?

A. The invoice date is going to be the received date that AP received it for processing.

Q. How about when invoices are logged/scanned in the controller's office, are they still going to be sent to me for processing and completing as it is now?

A. You will be assigned the Departmental AP specialist role and all invoices will be sent to you for processing in Workday.