Workday Expense

Frequently Asked Questions and Answers

Q. Will employees be able to create their own Spend Authorizations (SA) or Expense Reports (ER)?

A. Yes, employees will be able to create their own Spend Authorization (SA) or Expense Report (ER) even if they establish a delegate.

Q. How will we know who the Spend Authorization (SA) or Expense Report (ER) will route to?

A. There is always an audit trail, look at the Business Approval Process once either the SA or the ER is submitted. If you can't see where the SA or ER is in the process please contact an Expense Specialist.

Q. Are multiple Smart Tags allowed in the Spend Authorizations and Expense Reports?

A. Yes.

Q. What happens if someone submits an unallowable charge?

A. The responsibility falls on the approvers to monitor the submitted charges. However, the Expense Desk audits Expense Reports to check for adherence to policies.

Q. Will the information from the Spend Authorization carry over to the Expense Report?

A. At this point, the only information that carries over automatically from the Spend Authorization to the Expense Report is the Justification field information.

Q. Will the system force you to itemize for hotels and car rental?

A. Itemization for hotel and car rental is no longer required. Please make sure that you attach an itemized hotel and/or car rental receipt.

Q. Does the system require attached receipts?

A. Yes, please note that an attachment is also required on the Spend Authorization for conferences and conventions along with Grant specific authorizations.

Q. Can you submit a Spend Authorization with zero expenses?

A. No. A Spend Authorization that will have no reimbursable expenses should be made into a Complimentary Spend Authorization. This can be done by choosing Complimentary Travel in the Expense Item field. Workday will not allow a Spend Authorization with zero expenses so you will also need to add $1 or 1 cent to the Spend Authorization. It can be closed out once the travel has occurred and the traveler has returned.

Q. Does Workday have report writing capability?

A. Yes, reports are available. Please reach out to the Cost Center Manager in your department.

Q. Can the attachment section be optional?

A. It is optional for Spend Authorizations except when a grant Smarttag is used. Attachments are mandatory for an Expense Report.

Q. Are 100% cash advances allowable.

A. Yes, 100% of airfare charges are allowable and any other remaining charges can receive 80%. The only exception to the rule is for athletics and international group travel. They are eligible for 100% cash advances.

Q. Will PCARD transactions be loaded in the Expense Reports.

A. Yes, the transactions will be electronically fed into the cardholder's profile. The outstanding charge can be found by going to the "Create Expense Report" page and scrolling to the bottom. Be sure to select the charges so that they are automatically brought into the Expense Report.

Q. Can more than one delegate be set up for a traveler?

A. Yes, you can set up multiple delegates for one person.

Q. How many pages will you be allowed to attach in WD?

A. Unlimited.

Q. How long will things need to be saved in WD?

A. State of Florida mandates 5 years for record retention.

Q. Can you change the Smart Tag in the Expense Report from the Spend Authorization, using a different Smart Tag in each one?

A. Yes.

Q. How do you handle complimentary travel?

A. There is an expense type called "Complimentary" that would be added and some dollar amount should be entered.

Q. Will "Business Purpose" always be Travel if the expense type is travel?

A. Yes.

Q. Will student travelers need to do delegate to have someone else enter their spend authorizations and expense reports?

A. As long as the students are FAU employees they will need to delegate to someone else, or they will need to enter their own spend authorizations and expense reports. If they are not employees, please see the FAU Payment Types sheet for more information: http://wordpress.fau.edu/workday/wp-content/uploads/sites/11/2016/04/Expenses-PaymentTypes.pdf

Q. Will attachments be in PDF form?

A. PDF is the recommended attachment format.

Q. Will the delegate have to request that someone be put on a Smart Tag?

A. No, it will be built in the system based on the Organization chart for each department.

Q. Which rental car company should we use?

FAU has a contract with Enterprise/National. Please rent a compact car or justify a larger vehicle. Vehicles should be rented through the FAU-Enterprise/National portal found here: http://www.fau.edu/controller/travel/car_rental.php)

Q. Can a delegate use the delegation process to delegate to someone else if they are not available to do the travel? (Vacation for instance).

A. No, the delegate cannot use the delegation process to delegate their travelers to someone else. The responsibility will fall on the traveler to delegate to someone else.

Q. Are there alerts if something is entered wrong?

A. Yes, the system has alerts and errors built into it in order to identify incorrect or missing information.

Q. How can users make changes to a submitted Expense Report or Spend Authorization in Workday?

A. The manager/cost center manager can return things to the delegate/traveler, or the delegate/traveler can go in and change a spend authorization or expense report while it is in "In Progress" status. Once it is in "Approved" status no other changes can be made except for adding additional attachments.

Q. How will funding be unencumbered from a Spend Authorization?

A There are 3 ways to unencumber Spend Authorizations:

1. **When creating an Expense Report, click on the "Final Expense Report for Spend Authorization" box if it is the last Expense Report you will be creating from the Spend Authorization.**
2. **Connect each expense line of the Spend Authorization to the Expense Report.**
3. **Close the Spend Authorization when finished.**

Q. Will the delegate be able to see a full list of Spend Authorizations or Expense Reports?

A. Yes, the delegate can find spend authorizations or expense reports via Workday delivered reports such as My Spend Authorizations or My Expense Reports.

Q. Can delegates add an airline if it's not on the list in Workday?

A. No. Please use the "Other" option if an airline is not in Workday and then enter the name of the airline in the Memo field.

Q. What is the best way to make sure that my expenses are saved when I work on my expense reports? Some of my expense reports have many lines and I don't want to lose the data I enter.

A. We recommend that you frequently click the Save for Later button, even if you intend to enter more expenses during the same session. After saving your report, you simply click Edit Expense Report to continue working on your report. However, Workday takes a snapshot of your expense report every 2 minutes. If you enter expense lines and lose your connection, you can recover the most recent version by selecting Yes, Use Recovered Changes when opening the report. You'll still need to reenter the data lost between the times the snapshot was taken and when Workday went down, which should be minimal. The best practice is to Save for Later and save regularly.

Q. Why do I receive errors that I'm missing information when I try to submit my expense report?

A. Expenses that are out-of-compliance with FAU's travel policies can return errors. After you click Submit, Workday validates that you included all required information, and the expenses comply with FAU's travel and expense policy. If you are missing information necessary to the Expense Report, you will receive an error.

Q. If I use my Pcard to cover expenses for someone else, will I need a Spend Authorization?

A. Yes. The individual traveling will need a Spend Authorization and the Pcard holder will need one. Whenever someone travels on behalf of FAU they will need a Spend Authorization. Pcard travel charges will be processed on an Expense Report and will need a Spend Authorization number to connect to the Expense Report.

Q. What is the "Additional Worktags" box in a Spend Authorization or Expense Report?

A. The "Additional Worktags" field ties to the Smart Tag and it will fill in automatically based off the Smart Tag. The field is a required field and provides useful information for reporting purposes.

Q. Are all the approvers determined by the Smart Tag?

A. Yes, the approval business process is based on the Smart Tag.

Q. How do PCARD charges feed into the Expense Report?

A. PCARD charges will be automatically feed into Workday based on an electronic feed from the Bank. They can be accessed by going to "Create Expense Report" at the bottom of the page.

Q. How do you know once a Spend Authorization or an Expense Report is fully approved?

A. It will be in "Approved" status. An individual could also go into their inbox and look in their Archive to see the status of a Spend Authorization or Expense Report.

Q. What will happen if someone inputs an expense higher than the per diem rate? A meal for instance?

A. Workday precludes the traveler from inputting an expense higher than the per diem, except for international travel.

Q. How will I know what charges are reimbursable and which are Pcards in an Expense Report?

A. On the top right screen in an Expense Report you will notice an area that says "Company Paid" which is the Pcard charges area. You will also notice a "Reimbursement" section which will be the reimbursable charges.

Q. How are non-employees reimbursed?

A. Please see the FAU Payment types sheet for more information: http://wordpress.fau.edu/workday/wp-content/uploads/sites/11/2016/04/Expenses-PaymentTypes.pdf

Q. Can delegates decide how specific they want to be in terms of information that is entered into the Spend Authorization and Expense Report?

A. They should be as specific as possible.

Q. Does the traveler approve their travel after it's been submitted?

A. No, the traveler's manager approves the Spend Authorization and the cost center manager approves the Expense Report.

Q. What is the "Project" option in the Spend Authorization or Expense Report?

A. The Project field ties to the Smart Tag. If the Smart Tag is a Project Smart Tag then this field will populate.

Q. Why can't I see where the Spend Authorization or Expense Report is in Workday?

A. The FAU Expense Desk has the ability to see where Spend Authorizations/Expense Reports are in the process, but the general FAU population does not have the role in order to view the process. If you are ever unsure where something is please reach out to the Expense Desk and we will inform you of where it is.

Q. Where can I find out international per diem rates?

A. Please visit the FAU Controller's Office page in the External Links section to find the rates. Once you click on the link go to "Federal Foreign Per Diem Rates" and use both links to find the amounts. http://www.fau.edu/controller/travel/external.php

Q. How much can a traveler spend on their hotel room when traveling?

A. In the state of Florida a traveler must only choose rooms that are $150 before taxes per night. If no room for that rate can be found a justification is allowable. One common justification is if the traveler stays at the hotel in which the conference or the event was held. However if it is a State of Florida agency or university event no justification is allowable if State Appropriated funds are used.

Q. Why am I asked to remove additional per diem meals to travelers that were not provided by the event in which they attended?

A. FAU domestic per diem meals are based on the time of travel. Breakfast is allowable from before 6am through 8am, lunch before noon through 2pm, dinner before 6pm through 8pm. If meals do not fall within these times the traveler will not be allowed to claim those meals.