

Now Available: Workday FAQs in UService

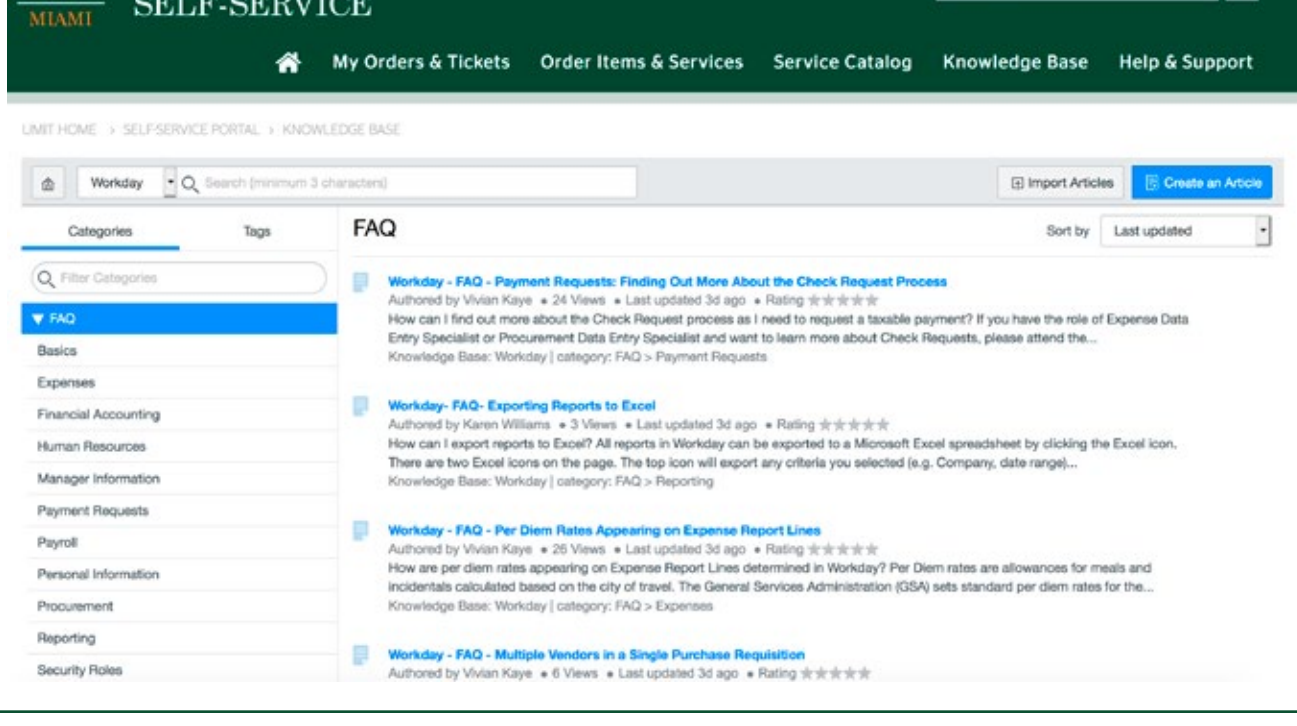
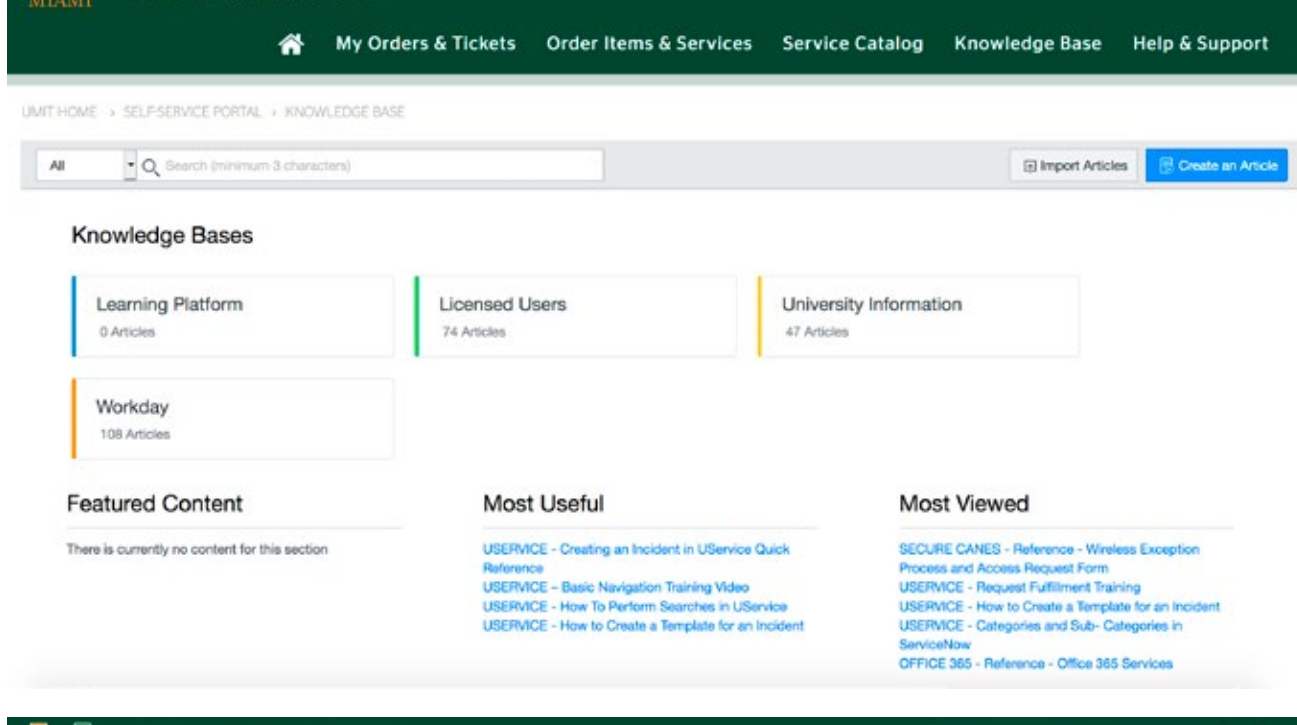
Over 100 updated Workday FAQs across 15 categories—from Expenses to Time off to Training, and more—can now be accessed via the [Self-Service portal within UService](#), UM's service management system (once in UService, click on "Knowledge Base" then "Workday" to access the Workday FAQs).

The new easy-to-use platform within UService provides a keyword search function, the opportunity to flag a process for further review, and also provides the opportunity to leave feedback about each FAQ.

"What are the Cost Center Hierarchy levels?" "What does ZDNU before a Worktag indicate?" Answers to these and your other most frequently asked questions can be easily examined at this new hub.

FAQ pages on the Workday website will be removed by October 15, and UService will be the only access. Begin using the new Self-Service portal within UService today.

Samples of the new FAQs access can be viewed below.



Workday Ask the Experts Webinar Recording – Expenses Enhancements

On September 13, the recent Expenses enhancements were reviewed in detail during a Workday Ask the Experts webinar. During this half-hour session, the following enhancements were outlined:

- New Expense Reports look and feel
- Streamlined send-back process
- Consistency between desktop and mobile experience
- Common errors to be avoided



The webinar recording is now available in ULearn. Click on the image to the right to watch the webinar.

Now Available: Find Internal Service Deliveries by Organization Report

The Workday team is pleased to announce that a Find Internal Service Deliveries by Organization report is now available.

This new report allows Cost Center Managers and Senior Business Managers to view Internal Service Delivery, Internal Service Provider, Worktags, and Amounts themselves, without needing to reach out to Central Offices for this information.

Samples of the new report request form can be viewed below.

FIN-P2P-Find Internal Service Deliveries by Organization Actions

Organization

Internal Service Provider

Document Date on or After

Document Date on or Before

Internal Service Delivery Status

FIN-P2P-Find Internal Service Deliveries by Organization Actions

Organization Cost Center: CC: Commitment Document Date on or After 08/01/2019

152 Items

Internal Service Delivery	Internal Service Delivery	Company	Internal Service Delivery Status	Internal Service Provider	Document Date	Delivery Date
Q	Internal Service Delivery: ISD-0000019	200 Academy	Approved	Supply Center	08/01/2019	08/01/2019
Q	Internal Service Delivery: ISD-0000019	200 Academy	Approved	Supply Center	08/01/2019	08/01/2019
Q	Internal Service Delivery: ISD-0000093	200 Academy	Approved	Supply Center	08/02/2019	08/02/2019

Reminder: Nominate a Workday Super User Today!

The next Workday Super User Certification series is ready to launch, and Tuesday, October 1, is the last day to nominate a candidate. Super Users are those team players who are especially effective in their respective tracks at advancing Workday productivity, reducing errors, and promoting operational efficiency.

Managers, if there's a player on your team who you believe fits the Super User bill please [click here](#), or on the image below, to nominate. Only managers can nominate candidates.

If you are a skilled Workday user and want to increase your skillset, ask your supervisor to nominate you for this exciting program!



- **Workday Super User Certification Program Details:**
- **Procurement Data Entry Specialists (PDES):** This Workday role processes purchases on behalf of others in Workday. Click here to review the schedule for the Procurement Data Entry Specialist Track.
- **Expense Data Entry Specialists (EDES):** This Workday role processes expense reimbursements on behalf of others in Workday. Click here to review the schedule for the Expense Data Entry Specialist Track.

Now Available: Close Visibility for POs

A new enhancement was recently made to allow you to see who closed a Purchase Order (PO) within a new "Additional Information" column. Previously, if a central office closed a PO, the Process History tab would indicate that they had taken that action. Yet, if any role other than a Central Office role, such as Procurement Data Entry Specialist (PDES), closed the PO, that information would not have been included.

Now, information about who closed the PO is included in the Additional Information column, as shown below:

Goods Lines Process History Integrations Attachments Printing Runs

Goods Lines: 2 items

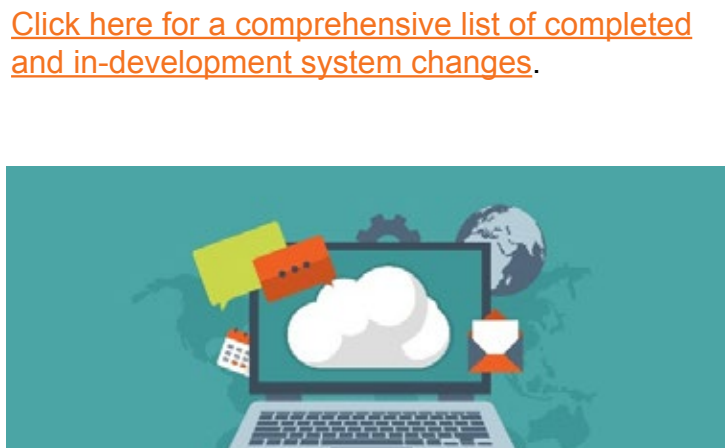
Goods Order Line	Additional Information	Line	Item and Category
Q	Closed on 09/18/2019 01:48:46.450 PM Closed by	1	Item Item Description: BAYLEY-4 COMPLETE KIT Spend Category: SC08219 - Instructional Supplies
Q	Closed on 09/18/2019 01:48:46.450 PM Closed by	2	Item Item Description: Freight Spend Category: SC08219 - Instructional Supplies

Coming Soon: Open Enrollment for 2020 'Canes Total Rewards

Open Enrollment for your 2020 'Canes Total Rewards begins Monday, October 14 and runs through Friday, November 1, 2019. All benefit elections will automatically roll over, except for Flexible Spending Accounts. Once the Open Enrollment period launches, you will be invited to click the link on your Workday page to review and update your benefits.

System Changes

[Click here for a comprehensive list of completed and in-development system changes.](#)



Important Links

- [Log in to Workday](#)
- [Training Resources](#)
- [Frequently Asked Questions](#)
- [Communications](#)



Role-Based Resources

Role-based resources, including relevant tip sheets, reports, and training options, have been updated and are available for the following Workday roles:

- [Accountant](#)
- [Cost Center Manager](#)
- [Cost Center Sponsored Program Manager](#)
- [Deposit Specialist](#)
- [Expense Data Entry Specialist](#)
- [ISP Analyst](#)
- [ISP Manager](#)
- [Procurement Data Entry Specialist](#)
- [Receiver](#)

To learn more information specific to other Workday roles, please click [here](#).

If you have questions related to Workday, please contact the UM Service Desk at: (305) 284-6565 or help@miami.edu.

Connect



We value your feedback. Got an idea to share? A Workday item you'd like to know more about?

To subscribe to this message, please contact us at: workday@miami.edu using the subject line "Subscribe to Workday Update."