Introductions/Partnership

- The UR Team
- The Eagle Productivity Team
• You’re all aware of changes: from a mainframe system that’s been in use for 40 years to a more current, cloud-based software we’re referring to as UR Financials.
• This change wasn’t made for the sake of keeping up with the latest and greatest technology; it was made because UR Financials offers many benefits.
• It’s a change in how you do your day to day tasks, but it’s a good and necessary change, and you’ll be well supported as you move forward with UR Financials.
You’ve taken the Intro to UR Financials eLearning, and that’s given you a basis for this training.

The eLearning touched on the benefits of the system: a lot of thought and research went into picking a system that was going to work FOR you and WITH you.

The big wins UR Financials provides are:

- **It’s fast**: Quick access to real-time information. No more having to wait for the reports you need. You can customize your landing screen with your favorites, like your most commonly-run reports or transactions.
- **It’s actionable**: You can take immediate action directly off any information on any screen using the tools and links right on your screen.
- **It’s drillable**: You can drill down to transaction-level details to get the information you need. That makes getting answers and investigating much easier!
These are the things we’ll be covering in class this morning:

• Creating a supplier request
• Adding a new supplier
• Maintaining supplier masters
• Scanning documents into the system
These are the things we’ll be covering in class this afternoon:

- Creating and correcting invoices
- Creating ad hoc payments
- Running reports
- Lastly, we’ll let you know the steps to take before switching over to UR Financials
- And remind you of where you can go if you need additional assistance
• Coming from the old system, you know all the concepts, you know the steps, you’re the experts in your jobs. You’ve seen the communications, been to the Demo Days, read the announcements, and some of you have even been involved in testing. You have the information.
• The new system isn’t changing the fundamentals of your job or job functions. It’s just changing the tool you’re using to get the job done.
• Now in training, we’re going to bring it all together so you can rest assured you will leave with the skills you need to make UR Financials work for you.
• We use a technique that leads to Active learning, using realistic exercises - the physical action of clicking along helps tie down the learning.

• It might feel awkward at first, but things are always difficult at the beginning. The repetition helps you set up patterns...and this leads to skill development.

• This is what content-mirrored is all about – this is why it works.

• My promise to you is that I won’t leave anybody behind:
  • Raise your hand if I’m going too fast, if you don’t see where I’ve clicked, or you have a question that is directly about something that I’m discussing.
  • Make eye-contact with or wave to a Facilitator if you have technical issues.
  • If you have a question about potential functionality or a business process, please raise your hand and ask! Don’t be shy.
Everyone in this training has their own role: what you see in training will reflect the permissions you have in the live environment, which means you won’t be able to perform all the activities, and there may be 5 – 10 minutes of downtime while the instructor takes other roles through their exercises.

But that doesn’t mean you shouldn’t stay engaged! Look on with a neighbor, watch the instructor, and feel free to take notes.

Why? Because your transactions affect your neighbors, and vice versa!

Things you do in the system affect those downstream of you, and things others do in the system affect you.

This is a great opportunity to see all the pieces fit together and you are encouraged to ask questions even if it’s in an area that you are not responsible for.

Please follow along for entire training:
- May be affected upstream or downstream
- Visibility into other roles in your department
- What you do affects them; what they do affect you
• You’re not alone – you’ll have plenty of support to guide you when you’re back at your desks, as well as a live session after this class you can attend to get your outstanding questions answered.
Your Work Day
• Because UR Financials is cloud based technology, you use the internet to gain access.
• If you need a browser upgrade or have questions, contact the Help Desk.
• You will launch the program right from the UR Financials website — in fact, you may find it helpful to bookmark the page.
• When you log in, you will use your NetID login and password.
• You’ll receive notification when your account is active.
• First, you must pass the assessment for this class! We’ll talk more about how to take the assessment at the end of class.
• Built into the system is automatic functionality that times you out after 20 minutes. So if you know you’ll be leaving your desk, or working on something else, make sure to save your work and exit UR Financials.
• You have a chance to reset the session timeout when you see a reset dialogue box pop up.
• We’ll walk you through adding your Favorites to your Home page next.
• One thing before we get into UR Financials and start clicking around.
• The very first time you login, you’ll see this Let’s Get Started screen.
• The Intro screen lets you know where everything is: Search, Navigate, Profile, and Inbox: all the things we’ll be covering in the exercise.
• So although you may not see it today, you’ll see it when you login to the live environment the very first time.
• You’ll just click the green Let’s get started button to start using the system.
Exercise: Tour of UR Financials

Scenario:

This is your first day using UR Financials and you want to get set up and ready to be productive…

Objective:

- Log in
- Explore the Landing Page
- Search for transactions
- Add Worklets
- Add Favorites

Roles:

- All

UNIVERSITY of ROCHESTER
Key Points

- Launch right from UR Financials website
- Use Workday logo to get back to homepage
- Don’t use Back button!
- Automatic system logout after 20 minutes: click Reset
  
  **Best Practice:** Click Sign Out under your profile, then close window with X in upper right corner

- Search: Type 3 letters of each word
- Add common processes to Favorites
Transition to UR Financials
• UR Financials contains tools enabling workflows and data validation rules that eliminate many manual processes, streamline approvals, and assist in accurate data entry.
• Some processes will still rely on external systems, but the automation and control UR Financials gives you, coupled with visibility into the complete audit trail of an invoice or payment, will go far in helping you optimize your daily activities.
• As part of AP, you will only use UR Financials for the functions you perform like creating Suppliers, creating non-PO Supplier invoices, making ad hoc payments, entering invoice adjustments, and providing customer service in answering questions or solving issues with invoices and payments.
• Fortunately, UR Financials security is role-based, and grants user access to only that functionality that applies to you.
In the Accounts Payables area, there are a number of defined roles with specific access to functionality in UR Financials – these don’t necessarily match your Job Description, but they do represent your role in UR Financials.
• One more role not mentioned here is the AP Analyst – this is a view-only role used across UR with the ability to drill into payment details.
How does UR Financials Affect You?

- **New Supplier Request Process**
  - More structured for internal control and consistency

- **Centralize Supplier Invoice receipts**
  - Invoice scanning done prior to data entry/submission
  - New Approvals done via workflows

- **Documentation attached to transactions**
  - Improved capture of approvals (audit trail)
  - One system to view invoices
  - Reduces requests for copies of documentation

- Moving to UR Financials has enabled some new processes that will bring improvements to the AP group.
- First, there is a new Supplier Request process that allows AP, Payroll, and ORACS to create requests for new suppliers. This will not only allow these two non-AP groups to initiate the process as soon as the need is known, but also allow for a two-level review and approval process in central AP that will ensure greater internal control and consistency.
- In the ideal world, all invoice activity would be tied to a Purchase Order...which would eliminate departments having to send AP the F4 forms with paper invoices. All paper invoices could be sent directly to AP from the Suppliers. But we aren’t quite there yet.
- Until then, the process for getting paper invoices to AP is the same. F4 Forms with invoices will be sent to AP from departments, and others with POs will be sent directly to AP from Suppliers.
- What’s different? AP will scan all invoices and other documentation received into OnBase prior to the data entry and submission in UR Financials. The document link from OnBase will be input into the created invoice.
- Having this documentation available in the invoice will:
  - Improve the capture of approvals from the F4 forms
  - Allow one system to view the invoices
  - Reduce requests for copies of documentation – since interested parties can obtain the documentation themselves
- Worth mentioning though is that UR Financials is not completely transforming all document retrieval. There are still lots of transactions where the documentation will not be centralized.
- You will still need to contact departments for specific documents (Pcard, FedEx, SOLO) or where the documentation is in another system altogether.
• UR Financials gives us an opportunity to define a new structure that will:
  – Meet financial reporting and management needs
  – Enable standardization of financial transaction coding
  – Provide greater transparency and easier access

• UR Financials is based on a new type of structure that meets financial reporting and management needs, enables standardization of financial transaction coding, and provides greater transparency and easier access to information.
• UR Financials is based on sound Accounting principles, the same ones you already know.
• But just as there is a new accounting structure, there are also many new terms used as part of the overall transition – you’ll learn a whole new language.
• The old Chart of Accounts has transformed into the FDM: Financial Data Model. That is the multilayered, relational structure used for accounting and financial reporting.
• You’ve probably already heard of Worktags, especially since you have already watched the Introduction to UR Financials eLearning. Worktags are what make UR Financials so robust: they’re the attributes you assign to financial events and objects that help define their purpose.
• Worktags help categorize financial data, such as by spend/revenue categories or Cost Center, making it easier to drill down to find specifics or to create granular reports.
• Since UR Financials allows multiple worktags, you will have more defined transactions, and therefore a multi-dimensional view of your data.
Worktags are used to define financial data, so any field in a transaction that has any influence on how financial data can be described will have a Worktag chosen.

This is an example of an Ad Hoc Payment (Invoice payment in FRS). You can see there are several places where a Worktag is used to describe and define this transaction: The Company, the Bank Account, the Spend Category, the Cost Center, the Operating program, the Fund.

This means that the particulars of this transaction could be found by reporting through any of these areas and drilling down into the details.

Worktags are the building blocks to providing a complete, multi-dimensional picture of financial operations.
In FRS, each of the separate entities that make up the UR was known as a Division. These entities are now known as a Company.

Today you are asked for an Account Number. In UR Financials, you will be asked for the FAO or Financial Activity Object. This new term will also be on all the forms we have across the company. Everyone needs to know this term.

FAOs all begin with two letters that indicate the type of Ledger account they represent.

There are 6 currently defined: GR (Grant); OP (Operating Program); DS (Debt Service); LN (Loan Program); PR (Project); and GF (Gift).

Each FAO has 3 inherited (or derived) Worktags that map a Fund, Cost Center, and Company for the FAO.

The Company for FAO is actually a validation Worktag. On any transaction line, the Company in the line must match the Company for FAO of the OP, Grant, Gift, etc.
- Business Process
  - Workflow that specifies how tasks will be routed
  - Standardizes who does what, when
  - Visibility into status of process: *where do things stand?*

- Business Process is visible right in the system: you can access it from any transaction.
  - System is built to follow the business process.
  - It’s a great way to see where you are in the process, and what’s next!
• Now that you’re familiar with the concept of Worktags, let’s look at how the FRS chart of accounts has been broadened and deepened in UR Financials.
• In FRS, you had Division, Ledger + Account, and Subcodes.
• In UR Financials, Division is now Company. For us, divisions and related affiliates will be represented as UR Financials Companies.
• That brings us to the FAOs: Financial Activity Objects. These are the Accounts, and you’ll choose one for every financial transaction. Once you choose an FAO, inherited worktags automatically populate (Fund, Cost Center (department), and Company for FAO). They’re derived, or inherited, meaning they populate based on which FAO is chosen. **Ledger Account in UR Financials refers to something very different to what we are used to in FRS.** We need to focus on FAOs rather than Ledgers going forward.
• **Subcodes** have been migrated and consolidated into Spend and Revenue Categories, and Ledger Accounts. You’ll see these in action as soon as we start doing transactions in UR Financials. Generally, you’ll pick either a Spend Category or Revenue Category, and a Ledger Account. Ledger Accounts will replace FRS subcodes.
• For AP however, all transactions will only have Spend Categories — that’s it!
There are some specific terminology changes for Accounts Payable that you need to get used to.

The two that are highlighted here are very important but not obvious. The Customer Invoice Number is now the Supplier Reference Number, and the Voucher Number is now the Supplier Invoice Number.

Like any change, it will become second nature very quickly – and we will use these new terms throughout the training.
• Validation: Rules have been set up in the system that require specific worktags on specific types of transactions or require certain fields to be filled out – even if they aren’t denoted by a red asterisk.
• For example, above, I tried to submit a new Supplier without entering the accepted currency.
• It gave me an red ERROR message, and told me what I needed to do.
• Think of it like a safety net: you can’t submit without the correct information entered!
• There are also orange Warning messages that won’t prevent you from proceeding with the transaction, but will remind you of something that is important you need to think about before moving forward.
Suppliers
You already know that thorough records for Suppliers is an important part of managing the Accounts Payable and procurement function.

Before an invoice can be processed, the Supplier must be set up in UR Financials.

Having duplicate suppliers can lead to duplicate payments, which is a current problem in FRS. The new UR Financials process reduces the number of people who can create and approve suppliers, and increases the number of approvals required before a new supplier is added. This will reduce the likelihood of duplicate supplier records and help to eliminate or keep duplicate payments to a minimum.

Validations are placed on the data fields to ensure accuracy, and workflows route the new records for review and approvals automatically. This is more efficient than walking paperwork from desk to desk so multiple people can verify paper forms are filled out accurately to confirm the new supplier is needed.

The supplier record contains information such as legal name, remit to address, payment terms and types, Supplier Category, Supplier Groups, other classifications (like Minority/Women owned business), 1099 name (which can be different than the Supplier payee name), and contact information.

All this information is important for being able to evaluate supplier performance around key metrics like payment performance, billing, invoicing, and cost.
• Just as today, information about a new Supplier will come on an Invoice, from the submission of an F4 form, or as part of a Grant outbound sub-award agreement. Currently, AP manually creates all Suppliers (vendors in FRS).
• There are two methods in UR Financials that can be used to create a new Supplier record.
• The new Supplier Request process will allow many people to input new supplier information. There will always be two different review and approvals before a new supplier can become available.
• While UR AP Data Entry Specialist Seniors will initially use the Create Supplier Request process, once departments are more fully engaged in the process, AP will only need to create Suppliers using the Create Supplier event. However, this will most likely be reserved for suppliers that need to be set up quickly.
Creating a Supplier Request will allow the ORACS/Payroll to request a new Supplier directly in UR Financials rather than having to fill out forms and send them to AP, which streamlines this process for both groups.

• Of course, AP can still create requests as well.
• Unless a new Supplier needs to be created urgently, this will be the standard process.
• All Requests will be reviewed and approved by an AP Data Entry Specialist Senior (although an initiator cannot review and approve their own Request).
• Requests can be denied if the requested Supplier is determined to be a duplicate. Requests can be sent back to the requestor if documentation is not attached or there are other questions. In either case, a comment should be included explaining the reason for the action.
• Approved requests automatically initiate the Create Supplier workflow, and are then are given a final review and approval by the Supplier Administrator.
• Once Approved, the Supplier becomes active and available.
• Before we go into UR Financials and step through the screens, let’s talk a little about what you’ll see. Here’s a screenshot of a section of the Supplier Request form.

• It would appear that the only required field is the **Supplier Name** – which is the only field that has the red *. This is a free text field so be sure to key in the name correctly!

• But there are validations that will require other fields to be completed.

• The first is the **Supplier Category** field.

• There are only two selections available in the Supplier Category field. The first, and most commonly used, is **AP Trade**. AMEX BIP is only to be used for Suppliers that will be paid through American Express. There is a fairly involved application process for this type of account, and if this category is chosen, the AP Manager will need to review this request in order to approve this selection.
• The next validated fields are on the Contact Information tab. The Supplier Address has to be filled out prior to submission.
• This is important as this will contain the Remit to address that tells UR Financials where to send the check!
• The Address, City and Postal Code fields are all free text fields, so it is important to make sure the correct address is keyed in.
• The State field displays the full name of the state, not just the two-letter abbreviation, so you have the choice of either typing it in (caps are not needed) or you can search for the state’s name using the prompt.
• Every Supplier record has to have at least one primary address. Other addresses can be entered but one has to be named primary.
• By default, Billing, Remit To, and Shipping addresses are all populated from the Supplier Address field. Although AP is only interested in the Remit To address, and this field is not used for determining any other function, there is really no reason to remove the other designations.
• If tax information is known and/or needed, these fields will be filled in with the appropriate information.
• Tax Authority Form Type will either be Foreign National or 1099 MISC.
• TIN Type indicates whether this Supplier is a business entity (EIN) or an Individual (SSN or ITIN).
• The Tax ID number entry will need to match the TIN Type...for example:
  • The 9-digit Social Security number of an individual, or
  • The EIN number, which starts with two digits, followed by a dash (-), and then another seven digits.
• A validation has been created that will ensure that if a Tax ID number is entered, a TIN Type must also be identified!
• And last but not least, if it’s known that this Supplier wants payments through ACH, or there is anything else special or unusual about this Supplier, include that information in the Justification field.
• This is a free text field and there is no limit to what can be input here - just ensure it’s relevant to the Supplier request.
• Attaching documentation is very important in UR Financials.
• Because we are now routing our approvals electronically, rather than passing paper, it’s important to give the approver the information for why a particular task was requested or entered, as well as provide the reviewer/approver information they can use to check and/or verify that the keyed in entries are correct.
• A great check and balance!
• Before you submit for approval, be sure to scan and attach the complete documentation for a new Supplier.
• Once you have included all the information you know about this Supplier, it’s time to submit for approval simply by clicking the OK button.
• You will receive confirmation about the submission as well as the next steps your request will go through. In this example, you can see that the next step is Review Supplier Request, along with the date the review is due to be completed.
• All Supplier Requests are routed to the UR AP Data Entry Specialist Senior role for review.
• If the request was initiated by an AP DE Specialist Senior, it still routes to be reviewed by someone in that role...as the initiator cannot review their own request!
• There are four actions that can be taken for any review request. The first action is to move the request forward by filling in all the additional fields required and approving the request. We’ll talk about what these additional fields are in a minute.
• You can also Cancel – which cancels any of the changes that may have been entered in the current session.
• The next option is to Deny the request. This means that this request will not go forward. Perhaps it’s a duplicate request, or the Supplier already exists in the system.
• A comment providing the reason for the denial is required.
• If there is missing documentation or any other omission or incorrect entry, the option will be chosen to Send Back the request to the initiator for correction.
• A reason why the task is being sent back is required here.
• Once a Send Back is submitted, the initiator gets the task in their Inbox. The requestor can review the comment, make the needed corrections, and re-submit for approval.
• But before this new Supplier Request can be approved, there are several additional fields that must be filled in.
• Each of these fields has a validation that will require their entry before the request can be approved.
• These fields were not included in the Supplier Request screen and only appear once you have begun the Review process.
• The first of these required fields is the **Supplier Group**. Each Supplier must be assigned to at least one.
• There are limits to how many records can be displayed in prompt fields in UR Financials.
• Since there are many, many Suppliers, we want to put the Suppliers into Groups to make searching easier and faster.
• The one Group that each Supplier must be assigned to is the letter Group that matches the first letter in the Supplier name – you see here that for the Supplier Eagle Catering, the 1 E Group has been chosen (matching Eagle in the name).
• Other groups can be chosen to further categorize this Supplier. One example is 4 Purchasing System for those Suppliers that also need to be entered into the PMM system.
• Most Suppliers will be assigned the standard **Payment Term** of Net 30, unless there is a document from Purchasing that indicates a different negotiated term. In FRS, this was referred to as the Discount Code.

• There are several accepted payment types at UR:
  • Wire Manual should almost never be used as it’s expensive, and the Cash Manager would need to approve prior to creation.
  • AMEX BIP should only be chosen when it’s certain this is appropriate for this Supplier. Formal application must have been initiated and approved for this to be a selection, and thus any suppliers with this as an accepted payment type will need to be approved by the AP Manager prior to creation.

• One **Default Payment Type** must be chosen from the list of **Accepted Payment Types**...even if there was only one Accepted Payment Type selected.
Let’s talk a little about Payment Types.

There are several accepted payment types at UR:

- **Check**
  - Pay only 1 invoice on the check
- **Check Payroll**
  - Used by Payroll AP DES Srs for checks that need to be returned to them
- **ACH**
  - Electronic, settles in 2 days
- **ACH Manual**
  - Not automated, Supplier Invoice created by UR Cash Specialist
- **Foreign Draft Manual**
  - Contact UR Cash Specialist to have all funds and fees converted to USD

- **Foreign Draft Manual**, which means the Cash Specialists should be contacted in order to have all funds and fees converted to USD
- Two more types: Wire Manual and AMEX BIP (see next slide)
• Wire Manual is electronic and settles in minutes, but it’s expensive so not recommended for use.
• AMEX BIP should only be chosen when it’s certain this is appropriate for this Supplier. Formal application must have been initiated and approved for this to be a selection, and thus any suppliers with this as an accepted payment type will need to have one more approvals done by the UR AP Manager prior to creation.
• The last group of required fields are the currency selections.
• While the UR only makes payments to Suppliers in US dollars, these two fields do not default to USD and need to be manually entered.
Exercise: Create Supplier Request

Scenario:
Create and submit a new Supplier Request for a new lab vendor. Monitor your Inbox to review and approve a new Supplier Request.

Objective:
- Create a Supplier Request
- Submit for Approval
- Monitor Inbox
- Review and approve a Supplier Request

Roles:
- UR AP Data Entry Specialist Senior
Key Points

- Requests come from:
  - Invoices, F4 forms, ORACS
- Key Required fields
  - Name, Supplier Category, Address
- Attach all Documentation
- UR AP Data Entry Specialist Senior reviews and approves all requests
  - Additional fields: Supplier Group, Payment Terms and Payment Types, and Currency
- Approved requests go through Create Supplier event
  - Final review and approval
Knowledge Check

1. What do you enter in the search field to create a Supplier Request? ____________

2. Why might a Supplier Request be denied? ______

3. When is a Tax ID entered? ________________

4. Who approves Supplier Requests? ______

__________________________
• If a Supplier needs to be created quickly, this can be done by AP using the **Create Supplier** transaction. Both Supplier Administrators and UR AP Data Entry Seniors can execute this transaction.

• When a UR AP Data Entry Specialist Senior initiates Create Supplier, another UR AP Date Entry Specialist Senior will have to approve it before the final review and approval by the Supplier Administrator.

• The reviewer can also Deny the new Supplier, effectively canceling the record, or Send Back if additional information is needed for approval.

• Supplier Administrators do not need any additional approval to create a new Supplier.

• The Create Supplier process is a little different, which we’ll show you in a minute, because all required information is put in all at the same time on the same UR Financials screen.
While there are many more sections included in the Create Supplier screen than what we have seen in the Create Supplier Request transaction, there isn’t any difference in the actual amount of information that is required to be input. The only difference is that the input and approval steps are a bit more streamlined.

The Create Supplier transaction is split into two steps:

- In step 1, the initial screen looks much like the Review Supplier Request screen. It includes all the same required fields as we saw on the Supplier Request (Supplier Name, Supplier Category, and Payment Type information) and the fields that are required with validations as well (Supplier Group, Default Payment Terms, and Currency information).
- Once all the required information is filled in, click OK to proceed to step 2.
• We’ll see the entire Create Supplier screen in a minute when we go back into the system, but all the information entered on that initial screen is pulled into the Supplier and Tax Details and Payment Details sections of the main Supplier set-up screen, and all other additional information is found on separate tabs at the bottom.
• Contact Information: Address is required for all Suppliers, and the rules are the same here as for Supplier Requests.
• Settlement Bank Account information should only be referenced with the payment type of ACH. Since we are not automating ACH Manual or Wire Manual from UR Financials, there is no need to enter this confidential information into the system for those payment types.
• If it’s known at the time of creation that this Supplier will require a 1099 at year end, enter the Alternate Name. This is the name that the IRS has on file for the Supplier’s tax ID.
• And don’t forget, you need to scan any documentation you receive for this new Supplier and attach this documentation to the transaction.
• Default Supplier Payment Memo: Select Use Supplier Reference (this is the Invoice Number).
• Selecting this will ensure that the Supplier’s invoice number entered in the Supplier Reference field will appear on the Memo line of the Check (we’ll see this field later when we create Supplier Invoices).
• If you have one Supplier with different divisions (in different locations) with different Remit To addresses, such as Cardinal Syracuse, Cardinal Buffalo, etc., we need to create different Supplier masters for each division, but want to be able to show that they are part of the same overall company.
• The Parent is used only to consolidate Spend for all Related Suppliers. Billing will only happen at the Child level – for each individual supplier.
- **Alternate Name**: identifies the name the IRS associates with this Supplier’s tax ID
- **Alternate Name Usage**: purpose of the alternate name

- Usage type = 1099 MISC Recipient.
- May be different from the name the Supplier wants to appear on their checks.
Exercise: Creating a Supplier

Scenario:
Set up a new Supplier to pay an invoice. Monitor your Inbox and review a new Supplier set up by a UR AP Data Entry Specialist Senior

Objective:
• Create a New Supplier
• Monitor Inbox
• Review new Supplier and add a Supplier Group

Roles:
• UR AP Data Entry Specialist Senior
• Supplier Administrator
Key Points

- Create Supplier only used by AP
  - When Supplier needs to be set up quickly
- Same required information as Supplier Request
  - Additional fields available
- Documentation needs to be attached
- If 4 Purchasing System is added as a Supplier Group:
  - Add Supplier ID Number to Documentation
  - Provide Documentation to PMM
    Set up person
1. When would you use the Create Supplier task?

Is approval necessary if the Supplier Administrator creates a Supplier?

When is a Settlement Bank Account needed on a Supplier record?
• Just like today, information can come in from a variety of sources when something needs to be updated on a Supplier record.
• Could be their Remit To address has changed, or a Supplier has provided an email address for the electronic Remittance business process.
• Sometimes the change is to the Supplier status. The Supplier has gone out of business, or in running a report you notice that a Supplier hasn’t been used for 2 years. In FRS, the Retention Months would be changed, but in UR Financials, the Status will be set to Inactive.
• The Supplier Administrator has the main responsibility for this task. A UR AP Data Entry Specialist Senior can also update the Supplier Master, but it will require a review and approval by the Supplier Administrator.
• Changing status to inactive does not delete the Supplier record. It merely ensures it cannot be used. In fact, in UR Financials, there is currently no way to delete a Supplier Master. They can be Inactivated and Canceled, but not deleted.
• If there is an issue with a Supplier that requires us to hold payments, it can't be done by changing the Supplier status to Hold. The Hold status affects Purchasing activity and is not applicable to AP. This is a gap in the system’s functionality that will be enhanced in a future release.

• The work around to hold all payments is a two-step process. The first step is to set the Supplier Group to *On Hold*. This group must be added and *all others must be removed* in order to ensure that payments are not sent.

• Step two is a filter applied to the Settlement run which excludes payments to any Supplier in the *On Hold* Supplier Group.

• This process is dependent on both conditions being met.

• If only one invoice for a Supplier must be held for payment, that is done by a different process, which we'll discuss a little later.
What if you need to add a new Supplier Group to a large list of Suppliers? Or what if after running a report, you have a long list of Suppliers to Inactivate as they haven’t been used in a significant period of time?

It would be very time consuming to have to update each Supplier individually.

UR Financials has an **EIB** or **Enterprise Integration Builder** process that allows for the updating of many records at one time.

An XML spreadsheet can be created to upload the change(s) that need to be made into UR Financials.

We aren’t going to show you how this works today. If you run into a reason to use this process, contact the AP Manager, who will help you work through the process.
For those times when information about a Supplier needs to be updated, the Supplier Administrator will create a Supplier Change transaction.
• While you can certainly select just one or two options if you wish, it’s easier to just choose Select All, and get the entire Supplier record in Edit mode.
• This ensures that any modifications you need to make can be made at one time.
Exercise: Maintaining Suppliers

Scenario:
Find Suppliers in order to update their master records

Objective:
- Find Supplier
- Choose Edit Related Action
- Update Remittance information
- Put a Supplier On Hold for payment
- Inactivate a Supplier

Roles:
- UR AP Data Entry Specialist Senior
- Supplier Administrator
Key Points

- Maintain Supplier master to keep information current
  - Notified by same process as today
- Supplier Administrator is key role
  - UR AP Data Entry Specialist Senior can also maintain
- Inactivate Suppliers to prevent use
  - Out of business
  - Not used based on review
  - Doesn’t delete the Supplier
- Use On Hold Supplier Group not Hold status
  - Prevents payments to the Supplier
Knowledge Check

1. If an UR AP Data Entry Specialist Senior maintains a Supplier master who needs to approve? ______________________

2. How do you ensure a Supplier can no longer be used? ______________________

3. Does setting the Status to Hold prevent payment being made to a Supplier? Please explain. ______________________

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• Just like today, all paper invoices (both PO and non-PO) will be scanned into OnBase.
• A link to each document is included in the Invoice record in UR Financials and viewed from one system.
• For PCard, FedEx, and SOLO (supplier on-line ordering) invoices, individual departments will be required to retain any and all supporting documentation just as they do today.
• The documentation that is sent to AP for Ad Hoc Payments will be scanned (not into OnBase) and the PDFs attached to the payment transaction.
• Providing documentation is required, and not only improves approval time (since the approver can easily open the attachment to verify all information is accurate and has the proper signature(s)), but also provides a more robust audit trail for both internal and external audits.
• And one more benefit to you...it will reduce the need for others to request copies of documentation from you. They can see it for themselves!
This flow diagram shows how each type of payment request (Supplier Invoices or Ad Hoc) and its accompanying documentation will be handled:

- **Electronic PO Invoices** will automatically be fed into the PMM system via the EDI 810 feed.
- **Paper-based PO Invoices** will be mailed to AP where they will be scanned into OnBase and then entered manually into the PMM system.
- There is an Integration that runs daily to move all matched PMM Invoices into UR Financials. For PO Invoices entered manually, the link to the Invoice scanned into OnBase is also transferred to the invoice in UR Financials in a Document Link field.
- **Paper Non-PO Invoices** from Suppliers and Departmental F4 forms will also be mailed to AP, scanned into OnBase, and then entered into UR Financials, including the link to the scanned document in OnBase.
- For all requests for **Ad Hoc Payments** that come to AP on Forms F7, F8, or F34, these are scanned (not to OnBase) and attached directly to the payment transaction in the system.
- **Electronic Non-PO Invoices** from Pcard, FedEx, and SOLO are made available in XML files. The AP group moves the files from each source location to a UR Server. The SOLO file is swept into UR Financials automatically and the Pcard and FedEx files will need to be uploaded using the sFTP (secure file transfer protocol) process into the system. Departments will continue to be responsible for keeping all documentation as they do today.
Supplier Invoices
Accounts Payable continues to work on these best practice initiatives.

All paper Supplier Invoices should be sent to AP – either directly from Suppliers (with PO included on them) or from departments using the F4 form along with the Invoice.

The eRFP was only designed to be an interim solution until we replaced FRS and transitioned to departmental initiation of Supplier invoices.
- It will be discontinued approximately one week prior to Go-live.
- Unfortunately, since departmental initiation will not be available at go-live due to security reasons, departments will need to go back to the paper F4 (RFP) forms until the capability is rolled out in a future release.

For the Paper PO Invoices, there needs to be a verification using the 3-way match:
- PO information matches across the Receipt and Invoice and the Receipt and Invoice information matches as well.
- Once these are verified as a match, the status is changed in PMM to ‘Match’ and Invoice information can feed into UR Financials via the integration.

If the Invoice is covered under a Blanket PO, a 2-way match is all that can be done – the Invoice has the Blanket Order number on it, but that is still better than no PO.

The ideal state would be to have all Invoices tied to a PO, so let’s talk a little about how PO-based invoices will be handled.
• The electronic PO Supplier Invoices are first fed into the PMM system via the EDI 810 feed.
• Paper PO Supplier Invoices are entered into PMM
  – $10K approval requirements remains
  – Expired / Exceeded Blanket Order invoices will be held for departmental follow-up
• PMM matched Supplier Invoices moved to UR Financials via PMM Matched Invoice Integration

- Electronic PO Supplier Invoices (EDI 810) fed into PMM
- Paper PO Supplier Invoices entered into PMM
  - $10K approval requirements remains
  - Expired / Exceeded Blanket Order invoices will be held for departmental follow-up
- PMM matched Supplier Invoices moved to UR Financials via PMM Matched Invoice Integration

• If the amount to be paid is over $10,000, approval needs to be obtained from the departmental contact on the PO.
  - Those invoices should be saved as Draft.
  - If the approver is a PMM user, route through PMM to obtain approval. Otherwise you will need to contact the department directly to get written approval.
• And just like today, any invoice sent on an expired Blanket Order must be held until departmental follow-up is done and the order is extended.
• We are also enforcing the process of holding any invoice that causes a Blanket Order to exceed its maximum dollar limit.
  - These need to be addressed by the department who will need to raise the limit on the Blanket Order before payment can be made.
• Once all required conditions are met (either match and/or approval), the invoice can have the status set to “Match”.
• All matched invoices will then be moved to Workday via the PMM Matched Invoice Integration.
• While the ideal state is for all invoices to be tied to a PO, the reality is that many will not be – so let’s talk about non-PO based Supplier Invoices.
Departments will send non-PO Supplier Invoices to AP.

All PCard, FedEx and SOLO (supplier on-line orders) invoices will be available in XML format:
- Uploaded or swept automatically into UR Financials.

Invoices with trackable Spend Categories:
- Purchasing will receive a report and advise department that these should be placed using PO.
- Plant and Debt Accounting review & approve invoices.
- Divisional Finance approval should be on the form.

Invoices scanned into OnBase prior to entry.

- Departments will send non-PO Supplier Invoices accompanied by F4 Forms to AP for payment.
- All Pcard, FedEx, and SOLO (supplier on-line orders) invoices will be available in XML file format.
  - When AP is notified a file is available, they will need to go to the appropriate website and download the file to the UR server, same as today.
  - SOLO files will be automatically swept into UR Financials.
  - Pcard and FedEx files will need to be uploaded into UR Financials using a batch process.
- Non-PO Invoices that have Spend Categories tied to capital will trigger a notification to Purchasing so they can be counseled on the use of Purchase Orders for capital purchases.
  - Currently, there is no way to do this automatically in FRS so this is definitely an improvement!
  - Plant and Debt Accounting will also review to ensure proper records and tracking for the asset and to calculate depreciation. These invoices will also need to be approved by Divisional Finance.
  - The goal is to ensure that all purchases of capital equipment is done via a Purchase Order.
- Most Supplier invoices will be scanned into OnBase before being entered into UR Financials. The document link from OnBase will be copied into the Document Link field on each Supplier invoice.
  - Supplier Invoices created by UR Cash Specialists will need to be scanned and then attached in UR Financials directly, as the Cash Specialists won’t use OnBase.
• AP will only need to manually enter non-PO Supplier Invoices into UR Financials – all others will be done through integrations.

• There are some additional fields available in the system than you had in FRS that will provide richer information, better ability to find invoices, and better audit capability.
Before we get into the system, let’s take a look at the Create Supplier Invoice fields you will be using.

- **Control Total Amount**: Manually entered and used to validate total amount of all Invoice lines.
  
  *Control Total Amount* = total amount of this Invoice (all Invoice lines will total up to this amount).
  
  While this is not required, it is best practice to enter this before entering all the lines.
  
  When you are done entering the lines, the Total Invoice Amount should exactly match the Control Total Amount.
  
  Good check to make sure you accurately entered all information correctly from the invoice.
• **Supplier Reference Number** (FRS Invoice Number) – this is the invoice number on the Supplier invoice. It will be put in the Payment Memo field for invoices paid by check.
• Remember we selected Use Supplier Reference in the Default Supplier Payment Memo when we set up the Suppliers. This is how it’s used on the invoice.
• **External PO Numbers** are used only if there are PMM Purchase Order numbers.
Other Reference Information

- **Document Link**: URL link to scanned invoice in OnBase
- **Header Memo**: Enter non-PO reference info eg: GPO# or IY#

• **Document Link** (from OnBase) – copy and paste into this field the URL to the scanned document in OnBase.
• **Header Memo** – use this field to enter non-PO reference information such as the GPO number or IY number. It will also contain the Merchant Name from the PCard integration or the Order Confirmation number from SOLO integrations.
• These are the required fields that determine the budget that will be paying for this work. You need to enter **Spend Category** (subcode) and **FAO** (Ledger + Account) worktags.

• When an FAO (and in this case it’s an OP) is chosen, automatically the Company for FAO, the Cost Center, and Fund worktags are also included here. These should not be removed.
Alternates to mailing a check

- **Handling Codes**: Provide sort and disposition instructions for checks.

  - Handling codes are used to provide sort and disposition instructions for checks. While this isn’t the preferred method of disbursement, it is sometimes used for special circumstances.
  - The checks get sorted by Handling Code so the check processors know what to do.
  - Those sorted in the Mail Back group, for example, get sent back to the department that requested the check.
  - Immediate Check or Pick-Up could be used for special circumstances, such as awards that will be handed out directly, or other special reasons.
  - And Patient_50 and Patient_91 indicate the type of envelope that should be used for the check.
Mail backs are used when a department needs to handle the delivery of a check themselves.

This process has been more clearly defined with the advent of UR Financials. Here are some acceptable mail back reasons:

- Patient-related insurance refunds
- Human Resources gratuity payments
- Payee with foreign address
- Prize/award payments (only if handed to recipient)

All other mail back reasons must be approved by Divisional Finance.

Ensure:
- Check mail back reason is designated
- Divisional Finance approval is on RFP form prior to submitting

Mail backs are used when a department needs to handle the delivery of a check themselves.

This process has been more clearly defined with the advent of UR Financials. Here are some acceptable mail back reasons:

- Patient-related insurance refunds
- Human Resources gratuity payments
- Payee with foreign address
- Prize/award payments handed personally to recipient

You’ll simply input the mail back handling code during the ad hoc payment or Supplier Invoice task, and the checks will be sorted and delivered to the designated place.

Just make sure that you have an approval before submitting.
Exercise: Creating Supplier Invoices

Scenario:
A vendor has sent an Invoice for work done and you need to create a non-PO Supplier Invoice

Objective:
- Create Supplier Invoice
- Save for Later
- Find Supplier Invoice
- Submit for Approval

Roles:
- UR AP Data Entry Specialist Senior
Key Points

- Scan all documentation into OnBase before entry into UR Financials
  - Copy link in Document Link field
- Use Control Total Amount field as verification of accurate entry on Invoice lines
- Ensure that Company in Header matches at least one of the Invoice Lines
- Enter Invoice # in Supplier Reference Number field
Knowledge Check

1. Link to document scanned in OnBase is copied into what field? ____________________

2. Enter the invoice # into which field? ______ ______________________

3. When will Supplier Invoices from PMM be integrated into UR Financials? ______________________
Recurring Invoices
• Currently, every month you upload a file into FRS for all the recurring payments for things like vehicle leases and rental of office space.
• In UR Financials, that process will be much simpler. Each recurring invoice will be created in the system and will automatically create an invoice on a monthly schedule with no user intervention.
• And if something changes - the rent has been raised, the office space is now being used by another department, a new vehicle is being leased so the payment is different - the UR Recurring Supplier Invoice Specialist can make updates to the existing recurring invoice quickly and easily.
• At go-live, all current recurring payments will already have been created...so making updates will be the only tasks you will be initially responsible for.
• Each recurring invoice will be created initially with both a meaningful Contract Name and Overview description.
• These don’t need to change when a contract is updated.
There are three key fields to update for recurring invoices.

- **End Date**: Indicates end of contract term
- **Total Amount**: Amount authorized to invoice
- **Close Contract**: Stops automated invoices

Once the contract is over, click the check box next to **Close Contract**.
Exercise: Correct Recurring Invoice

Scenario:
A Cost Center is leasing one more motorcycle over a longer term, so the recurring invoice needs to be increased to cover the additional unit.

Objective:
- Find a Recurring Supplier Invoice
- Update a Recurring Supplier Invoice

Roles:
- UR Recurring Supplier Invoice Specialist
Key Points

- Automatic invoices created every month
- No intervention unless something changes
- Correct recurring invoices to change:
  - End Date
  - Extended Amount
  - Total Amount
  - Spend Category
  - FAO
Today making changes to invoices – even before settlement – is a mostly manual process. Except for a couple of dates you can update online, in FRS, you have to delete the original invoice and upload a new one using the batch process.

While that is still easier than making adjustments afterwards, it certainly isn’t painless.

In UR Financials, as long as an invoice hasn’t settled, you will be able to cancel or make corrections directly.

Let’s say a Department calls to tell you that even though they sent a F4 form, they decided to pay via credit card and so don’t need the invoice anymore, or it’s discovered that the payment is a duplicate. You just go into UR Financials and cancel the Supplier Invoice.

Or if, during the course of a review, you realize there was a typo made in the dollar amount, or FAO, or a department calls to tell you they got the Spend Category wrong on the form or the Due date was wrong – as long as the invoice hasn’t settled, it’s simple to make the correction. And it saves having to make an adjustment later!

You may also be asked by a department to Hold a Payment that has already been made.

There’s no need to delete the payment. Just Hold it until the issue is resolved and then release again!
The first step to processing changes to payments prior to settlement is to find the Supplier Invoice...you need to ensure that you are making the change to the correct invoice.

Once you have identified the right invoice, you then choose the appropriate action to take.
Once settlement has happened, you have no choice but to make an Invoice Adjustment to correct something that was paid incorrectly.

Notification of an error is made the same way as today: the department or supplier will call or email, or it will be caught during an internal review.

Other changes (FAO, Spend Category) need to be done via Journals and should be requested by the Cost Centers to their Divisional Finance.
So what are the steps to processing an adjustment?

First, you will use the Find Supplier Invoice report to find the specific invoice that needs the adjustment.

Once you have found the correct Supplier Invoice, verify that the Adjustment hasn’t already been made by one of your colleagues – you don’t want to create a duplicate.

The field Supplier Invoice Adjustment only appears if an Adjustment(s) has been made – otherwise you don’t see this field at all.

You can click on the link to the Adjustment to see exactly when it was done, and the specifics of the adjustment.
• Once you are ready to make the Adjustment, use the Related Action option to **Create Adjustment**.
• This will pull in all the correct information from the original invoice, making entry simpler and more accurate.
• Enter the required change and submit.
• What if you can’t find the Supplier Invoice? This may be the case particularly when we first go live.
• If you have *any* questions, ask your Supervisor! This is very important – it’s better to ask and get the help you need in order to do the process correctly. You may even be alerting us to a bigger problem that would need to be corrected. So don’t suffer in silence!
Exercise: Adjustments to Invoices

Scenario:
River Campus wants to hold one payment due to a dispute over the work done by a vendor, and a vendor did not apply the 10% discount required so we need to correct the overpayment.

Objective:
- Find a Supplier Invoice
- Hold for Payment
- Create Invoice Adjustment

Roles:
- UR AP Data Entry Specialist Senior
Key Points

- Before Supplier Invoices settle:
  - Cancel
  - Correct
  - Hold Payments

- After Supplier Invoices settle:
  - Create adjustments

- Find Supplier Invoice > Select Related Action
Knowledge Check

1. What is the first step to making a change or adjustment to a Supplier Invoice?

2. Why would you cancel a Supplier Invoice?

3. What does the End Date on a Recurring Supplier Invoice indicate?
• Called Invoice Payments in FRS, and about 90% of them will be put into the system by Integrations. This includes patient refund activity, refunds from the Hospital and Medical Faculty Group (MFG), or student refunds from ISIS – several thousands per month.
• AP will be notified about these payments if they are rejected, such as if the wrong zip code was used.
• The rest will be requested from the various departments using F4 forms.
• In order to process an Ad Hoc Payment, the payee must first be set up as a Supplier.
• Handling Codes are limited.
• A Settlement run is made daily for Ad Hoc Payments.
• If the request for an Ad Hoc Payment uses a trackable Spend Category, it must be created as a Supplier Invoice.
• There is a validation in the system that will not allow any Spend Category that references capital purchases to be paid using an Ad Hoc Payment.
• For Ad Hoc Payments, we assume that payment is made immediately, so there are no Payment Terms needed.
• There are only certain types of payment types available and that depends on what is being paid!

- Assumes payment is immediate, no payment terms
  - Payment due date can be set to a specific date
- Limited uses
  - Integrations
  - F4 Forms
• You must choose a bank account where the payment will be coming from.
• For Ad Hoc Payments only, the UR Controlled Disbursement account will be used.
**Handling Codes:** Provide sort and disposition instructions for checks

- Handling codes are used when the requestor either doesn’t want the check mailed to the recipient or has special instructions.
- Remember, checks get sorted by Handling Code so the check processors know how to disposition them.
- For example, Mail Back and Pick Up checks don’t get mailed.
  - And those checks sorted in the Patient_50 or Patient_91 code get put into special envelopes depending on which one is selected.
• The **Memo** field is not required by the system, but it’s important to include.
• The notation that is entered here prints out in the remittance section of the check and identifies what this payment is for.
• The information in the field on the F4 form called Invoice Number or Remit Description should be entered here.
• It can be up to 74 characters long.
• **NOTE:** This is specific to Ad Hoc Payments. For Supplier Invoices, the Supplier Reference Number (only 27 characters) that prints on the checks will be visible in the Memo field.
Exercise: Creating Ad Hoc Payments

Scenario:
Create the Ad Hoc Payments for insurance refunds for two patients

Objective:
- Create Ad Hoc Payments
- Include Handling Code

Roles:
- UR AP Data Entry Specialist Senior
Key Points

- Payee must be set up first as a Supplier
- Only non-trackable Spend Categories can be used
- If Handling Code is used, must use Payment Type of Check Separate
Knowledge Check

1. Can an Ad Hoc Payment be used with a trackable Spend Category?

2. What is the only bank account used for Ad Hoc Payments?

3. What is the memo field used for on an Ad Hoc Payment?
Reporting
• There is a strategy in place to help us transition from FRS to UR Financials as smoothly as possible.
• UR Financials will be the primary reporting tool, replacing FRS and the Cognos Financial Data Warehouse on January 1, 2015, although COGNOS and other applications will still be available.
• In order to help with a mid-year transition, UR Financials will be loaded with summary-level FRS data from the first half of fiscal year 2015 (July 1, 2014 to December 31, 2014).
• No historical data will be loaded into UR Financials.
• Cognos Financial Data Warehouse will be frozen January 2015. After go-live, users can continue to access Cognos in the same manner as today if they need historical information.
Both standard and custom reports available
  – Access based on role
Enhanced flexibility
  – Use UR Financials tools to sort and filter
  – Export to Excel or save as PDF
Save common reports to your Favorites...

A lot of work has gone into identifying the standard reports available and creating custom reports for your use in the new system.

Access is based on your role and need for the report.

It will be possible to ask for additional reports.

Reporting in UR Financials is flexible with many tools to help sort, filter, and drill into information.

Exporting to Excel or saving a report to PDF is also possible.

You can also save your favorite reports to your Favorites.
• Each report has one or more prompts which allow you to make selections to filter the data you want returned.
• Prompts with a red asterisk mean that this selection is required to be able to run the report.
• There’s nothing more frustrating than getting a set of report prompts to return just the right set of data...and then the next time you run it, you can’t remember what you put for all the prompts.

• You are able to **Save Filters**, which saves – and remembers – the prompts for you.

• You can have as many Saved Filters as you need – almost like having many reports in one!
Sorting and Filtering

- Double-click on a column to sort: Down arrow sorts Descending; click Up arrow to sort Ascending.

- Just like Excel: Use as many filters as needed to find the record(s) you need.
• While not all reports have all the features seen here, if the information is blue, it’s clickable.
• Which information is available in a blue link depends on your permissions.
• A blue link means that more information is available.
• Click a number to see all the transactions underneath...can get right down to the Journal entry.
Here is a list of useful reports in the AP area.

- It’s a combination of standard (or delivered) and Custom reports.
- The ones highlighted are the ones we will be showing you in our next exercise.
Exercise: Running Reports

Scenario:
Run various reports and explore general reporting functionality

Objective:
- Confirm payment with Find Payments (Excluding Customer Payments) report
- Check Supplier Invoice status using Find Supplier Invoice report
- Research Supplier On Hold using Find Supplier report

Roles:
- All

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Key Points

- Customize using saved filters
- Access based on role
- Export to Excel to further customize, or save as PDF
- Can also use UR Financials tools to sort and filter
Wrap up and Next Steps
Transition to UR Financials
Your Work Day
  – Toured UR Financials
  – Created and Maintained Suppliers
  – Created non-PO Supplier Invoices
  – Made Supplier Invoice Adjustments
  – Made Ad Hoc Payments
Reports
If you need help

- **UR Financials Website**
  - Information central for the new system: FAQs, contact info for Project Champions, resources

- **Quick Reference Cards**
  - Introduction to UR Financials, Accounts Payable

- **Student Guide from class**

- **Last option:**
  - Ask your AP Supervisor or AP Manager
Next Steps: Prior to Go Live

- You will be notified when your account is active
- Criteria:
  - Pass the assessment for this course
  - Assessment is located on Blackboard LMS
- To prepare:
  - Continue practicing at scheduled sessions and/or at your desk using the UR Financials Login link given
  - The AP Manager will communicate when entry to UR Financials can begin
  - Bookmark UR Financials login page
Thank You!

Evaluations and Assessment