UR Financials FAQ Job Aids

As of January 14, 2015

Version 7
Frequently Asked Question Job Aids

1. How Do I Log On to UR Financials?
2. I Press the Login Button, But Can’t Logon?
3. I Can Logon, But Nothing Shows?
4. I Can Logon But Have the Wrong Access
5. I Can’t Access The Scanned Supplier Invoices
6. How Do I Create A Shortcut for UR Financials?
7. How Will I Get My Monthly Ledger Reports?
8. My FY15 Data Didn’t Convert Properly?
9. How Do I Request A New FAO?
10. Who Do I Submit A Journal Entry To?
Frequently Asked Question Job Aids

11. What Systems Are Converting to Workday Terms?
12. If I Don’t Have Cognos, How Do I Get UR Financials Access?
13. Where Can I Get Help With The Grants Design?
15. How Are Pcards Handled in UR Financials?
16. Did Any Systems Convert Their Data?
17. Is There A Spend/Revenue Category Dictionary?
18. How Will FY2016 Budgets Be Loaded?
19. The New Bank Deposits Aren’t Available?
20. When I Log In, I Get The “Processing” Circle
Frequently Asked Question Job Aids

21. How Do I request CUMSAL or historical COGNOS Data?
22. I’m a Non-Company Level User and Can’t Access Supplier Invoices?
23. I Can’t Access Blackboard to Take the Certification?
24. When Will The Remaining Converted Data Be Loaded?
25. What Happened to My Ledger 0 Account?
26. How Long Do Reports Stay in My “W:” Drive?
27. Using the Financial Data Converter (FDC), It Doesn’t Work
28. Can You Explain the Different Reporting Roles?
29. For Approvers Only: Can I Get An Email for Outstanding Approvals?
1. How Do I Log On to UR Financials?

- Point them to website

UR Financials Logins

UR Financials uses SaaS technology, also known as “the cloud,” and requires the use of an Internet browser to gain access. This is Production and not a testing environment.

1. To access the Production tenant, select the Start UR Financials button.
2. Certified users will be able to log in using their NET ID and password.

Start UR Financials
2. I Press the Login Button, But Can’t Logon?

• Have user try again using their NetId. Some individuals have a different NetId from their HRMS id. Have them try both.

• Check to see if they have met qualifications for production access: (1) COGNOS access form (2) ILT training certification

• Still problems? Have them call Help Desk x52000
3. I Can Logon, But Nothing Shows?

• This most likely is a browser compatibility issue. See UR Financials logon screen for browsers that are compatible.

• Still problems? Call Help Desk x52000

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Desktop Browser Compatibility Update for Internet Explorer

Coming In September 2016:
For Internet Explorer 9.x: Upon the release of Workday 27 (September 10, 2016), Workday will officially support IE9 only with the use of the Workday Open Frame add-on.

Instructions on how to install the add-on are located at the bottom of the UR Financials logon page.
4. I Can Logon But Have the Wrong Access

- Check their user access as follows:

  - **Non-Company Level User:** Run the “FAO Budgetary Balance Summary - Monthly Ledger by FAO (NCL)”
    - View the “My Organization” – this should contain FAOs that they have access to
    - View the “My Organization Hierarchies” – this should contain Cost Centers that they have access to

- Note: Company level users will NOT see anything in the “My Organization” or “My Organization Hierarchies” fields
4. I Can Logon But Have the Wrong Access

• Check their user access as follows:

• **Company Level User:** Run the “FAO Budgetary Balance Summary”
  – View the “Company” or “Company Hierarchy” selection – this should contain company(s) that they have access to
4. I Can Logon But Have the Wrong Access

• If a user has the wrong access, they need to complete a Workday userid change request form found on the website

• Assist them so that they have completed the form correctly
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Security Forms

Below are common Security Forms that may be necessary as part of the implementation of UR Financials. Download and follow the instructions provided.

UR Financials Workday Access Form

This request form should be used if you are a new UR Financials user or if you are adding/deleting permissions to data within UR Financials. Click on the link and provide your NETID credentials. Please complete the form and choose the PRINT option. This form needs to be signed by your manager, and depending on the permissions requested (e.g., Grant access — Jeff Sullivan will need to sign; total University access— Doug Wylie will need to sign) you will need to forward your completed request for authorization. For a description of roles, please refer to this table:
4. UR Financials Userid Request Form

- Name, etc. are auto populated
- Should be used only for reporting access (For core user roles, select “Other” in role drop down list)
- Must be signed by requestor and their manager
- Sent/scanned and emailed to the address on the bottom of the form
5. I Can’t Access The Scanned Supplier Invoices

• If a user tries to access a supplier invoice via the Workday link, they need to have access to certain OnBase folders.

• **Users HAVE to use Internet Explorer version 9 or higher**

• Have the user fill out the form via the website link under the tab “Forms” then “Security Forms”

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**Supplier Invoice Viewing Permission Form**

This form request allows the user to view stored PDFs of Supplier Invoices within UR Financials. If you have actively used AP Doc Viewer or Unity Client, then you should not have to complete a form as your permissions were carried over.

If you are a first time user, please complete the form, including signatures, and scan/send or return to URFinancialsSupportTeam@ur.rochester.edu or send the paper version to Box 278966 Attn URFinancials Support.

If you have any questions please contact the University IT Helpdesk at 275-2000.

**Note:** This viewer will ONLY work with Internet Explorer browser.
5. Request Form for Viewing Supplier Invoices

- User must complete the form
- Approval by supervisor
- Scan form and email to the address highlighted on the form
5. Request Form for Viewing Supplier Invoices

• When UnivIT Help desk confirms access is granted, click on a Document Link on a Supplier Invoice.
  – If your default browser is not Internet Explorer:
    • right click on the URL to copy it, open IE and paste the URL

– Log into OnBase using your NetID and password and your document will open
5. Request Form for Viewing Supplier Invoices

- Not all Supplier Invoices will have Document Links
  - Supplier OnLine Ordering invoices are received electronically
  - Departments are responsible for retaining their supporting documentation
  - After reviewing departmental records, Departments should contact Supplier or ask AP for help (AccountsPayable@finance.rochester.edu)
5. Request Form for Viewing Supplier Invoices

• Not all Supplier Invoices will have Document Links
  – PMM electronic invoices must be requested from the supplier
  – Departments should contact supplier or ask AP for help
    (AccountsPayable@finance.rochester.edu)
  – First check to see if there is an attachment tab, if there is one
    look there for your supporting docs
5. Request Form for Viewing Supplier Invoices

• Not all Supplier Invoices will have Document Links
  – If not SOLO or an electronic PMM invoice, there are some PMM invoices that must be requested from AP
    • The Invoice Number will be < 4965500
  – First, check to see if there is an attachment tab, if there is one look there for your supporting docs; otherwise contact AP
6. How Do I Create A Shortcut for UR Financials?

• We really want users to go via the website so we can post any FAQs, etc. there before they log on.
• Here is the best way to create a shortcut to the website logon screen:
  • Go to the UR Financials website
  • Click on the “UR Financials Login” tab
  • Depending on the browser, click on “Add to Favorites”
  • Now, accessing the Logon screen can be 2 clicks away to gaining access to UR Financials
7. How Will I Get My Monthly Ledger Reports?

• There are multiple monthly ledger reports available
• Type “Monthly Ledger” in the Workday Search box to get a listing of monthly ledger reports
• There are also versions of the monthly ledger that print landscape 8 ½ by 11 inch paper. These reports are identified by the words “Printable Version”
• To get your monthly ledger report, you will need to run the report each month in UR Financials. They will not be delivered to your university mail stop
8. My FY15 Data Didn’t Convert Properly?

• Per the FRS to Workday crosswalks on the website, each sub code was mapped to only one Spend or Revenue Category based on how it was generally used in FRS
• Not all of your subcodes will map to the proper place
• To correct this, you can complete a journal entry form and submit it to your divisional finance office for entry into UR Financials
• The same pertains to FY15 budget data. Budget amendments can correct misaligned budget data
9. How Do I Request A New FAO?

- The Workday FDM request form is available on the Finance Forms website.
- Complete the form, get the appropriate approvals, and submit to your divisional finance office.
9. How Do I Request A New Spend Category?

- The Workday FDM request form is available on the Finance Forms website.
- Complete the form, get the appropriate approvals, and submit to your divisional finance office.
- Spend/Revenue Categories require approval by the Data Governance committee.
10. Who Do I Submit A Journal Entry To?

- Divisional finance offices are responsible for entering the majority of journal entries

<table>
<thead>
<tr>
<th>Company Number</th>
<th>Company Description</th>
<th>Contact</th>
<th>Send Journals To</th>
<th>Supporting Documentation Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>010</td>
<td>Central Administration</td>
<td>Cheryl Bennett, Karen Lombard-Bryce</td>
<td>Submit to the Budget Office</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>020</td>
<td>River Campus</td>
<td>Cheryl Bennett, Roger Smith, Karen Lombard-Bryce</td>
<td>The Student Services departments (Admissions, Enrollment, Financial Aid, Athletics, Residential Life, etc.) should email the original excel Journal Entry form, signed scanned pdf JE form &amp; supporting documents to <a href="mailto:ASEjournalentry@rochester.edu">ASEjournalentry@rochester.edu</a>. The rest of Company 020 including the Library, Facilities and Auxiliary Operations journal entry forms should be submitted to the Budget Office.</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>021 and 022</td>
<td>ASE</td>
<td>Roger Smith, Andy Dillenbeck, Tony Green</td>
<td>Email the original excel Journal Entry form, signed scanned pdf JE form &amp; supporting documents to <a href="mailto:ASEjournalentry@rochester.edu">ASEjournalentry@rochester.edu</a></td>
<td>Stored in Workday. Departments will continue to follow the University Record Retention policies and maintain original documents for audit purposes.</td>
</tr>
<tr>
<td>023</td>
<td>Simon School</td>
<td>JC Stevens</td>
<td>All journal entry requests should go straight to the divisional finance office</td>
<td>Stored in Workday or Divisional Finance Office SharePoint site</td>
</tr>
<tr>
<td>024</td>
<td>Warner</td>
<td>Tracy Korts</td>
<td>Submit forms and supporting documentation to the Warner Finance Office</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>030</td>
<td>ESM</td>
<td>Shannon Ozkum</td>
<td>All journal entry requests will continue to be made to the ESM Financial &amp; HR Services office</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>040</td>
<td>SMD</td>
<td>Jeff Blass</td>
<td>Forward approved entries (scanned and hard copy) to Patrice Beadle. If she is unavailable, her out-of-office message will provide alternate instructions.</td>
<td>Stored in Workday for manual entries Stored in URMC server for automated adobe forms process.</td>
</tr>
<tr>
<td>050</td>
<td>SMH</td>
<td>Patty Stevens</td>
<td>Please send hard-copy journal entry forms (including supporting documentation) which have been reviewed and signed by the appropriate Departmental personnel to Patty Stevens, Box 278894.</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>060</td>
<td>SON</td>
<td>Kelly Talarczyk</td>
<td>Email approved journal entry form along with supporting documentation to <a href="mailto:Brenda_Evarts@urmc.rochester.edu">Brenda_Evarts@urmc.rochester.edu</a></td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>070</td>
<td>MAG</td>
<td>Kim Hallatt</td>
<td>The MAG will have staff request Journal Entries to our staff accountant Patti Walker</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>080</td>
<td>University General</td>
<td>Cheryl Bennett, Karen Lombard-Bryce</td>
<td>Submit to the Budget Office</td>
<td>Stored in Workday</td>
</tr>
<tr>
<td>090</td>
<td>HSD</td>
<td>Kathy Strojny</td>
<td>HSD has set up a journal entry mailbox “Journal_CM090” to accommodate electronic submissions of the journal entry forms. A hard copy of the signed journal entry form and supporting documentation should be sent to Donna Dawley, Box 706.</td>
<td>Stored in Workday or in MC Finance Department</td>
</tr>
<tr>
<td>091</td>
<td>URMFG</td>
<td>Mary Brooks</td>
<td>URMFG has set up a journal entry mailbox <a href="mailto:journal_CM091@URMC.Rochester.edu">journal_CM091@URMC.Rochester.edu</a> to accommodate electronic submissions. All hard copy journal submission will be sent to our PO Box - MFG.</td>
<td>Stored in Workday URMFG batch journal supporting detail will be stored in the divisional journal entry file cabinet</td>
</tr>
<tr>
<td>092</td>
<td>EIOH</td>
<td>Thomas Smith</td>
<td>Send Tom Smith (<a href="mailto:thomasis_smith1@urmc.rochester.edu">thomasis_smith1@urmc.rochester.edu</a>) an e-mail providing a brief description of what needs to be done</td>
<td>Stored in Workday</td>
</tr>
</tbody>
</table>
11. What Systems Are Converting to Workday Terms?

• With the exception of ISIS, FAMIS, and Vivarium all other systems are converting to Workday terms
• Finance forms need to be complete starting January 1st (see website for exact date) using the new Workday terms
• Forms completed in old FRS terms will be returned to the requester starting in early January
• SOLO vendor websites have been converted to Workday terms
12. If I Don’t Have Cognos, How Do I Get UR Financials Access?

- Complete the UR Financials Security Request Form on the website under the “Forms” tab
- Name, etc. are auto populated
- Must be signed by requestor and their manager
- Sent/scanned and emailed to the address on the bottom of the form
13. Where Can I Get Help With The Grants Design?

• If questions arise regarding any of the following Grants Management design, please work with the ORACS staff, a senior, or a manager on the following topics:
  • Cost Share
  • Subcontracts
  • Award Budgeting
  • Sponsor Billing

- On the UR Financials website under the “Tools” tab, the Reports crosswalk identifies Workday reports that are similar to FRS/COGNOS reports

<table>
<thead>
<tr>
<th>Report Crosswalk by Security Group for Non-Company-Level (NCL) Department Users</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Report</strong></td>
</tr>
<tr>
<td>FAO Budgetary Balance Summary - Monthly Ledger by FAO (NCL)</td>
</tr>
<tr>
<td>FAO Budgetary Balance Summary - Monthly Ledger Project w LTD (NCL)</td>
</tr>
<tr>
<td>Find Journal Lines Details - Data Extract (NCL)</td>
</tr>
<tr>
<td>Find Journal Lines Details (NCL)</td>
</tr>
</tbody>
</table>
15. How Are Pcards Handled in UR Financials?

• Pcards are handled the same in UR Financials as they were in FRS
• The main difference is that the Merchant name will be in the “Header Memo” which replaces the FRS Ref1 field in most instances
• They still will have a supplier of USBank
16. Did Any Systems Convert Their Data?

- As of January 5, 2015, both HRMS and PMM converted their data to Workday terms.
- If the conversion was incorrect, work with the systems support groups for the respective system for the correction process.
- As of January 12, 2015, the OASIS system will convert their data to Workday terms.
17. Is There A Spend/Revenue Category Dictionary?

• We are in the process of developing one
• A draft version will be posted to the UR Financials and Finance websites in January
18. How Will FY2016 Budgets Be Loaded?

• Both the River Campus IBS and the Medical Center web budget applications have been converted to accept Workday terms
19. The New Bank Deposits Aren’t Available?

• The new bank deposit forms are on order
• You can continue to use the old deposit forms but put the new Workday terms in the box at the bottom of the old form
20. When I Log In, I Get The “Processing” Circle

• Most likely, it requires you to clear what is call the “Cache”
• Depending on which internet browser you use, there are different procedures to do so
• Please contact the IT Help Desk for assistance at x52000
21. How Do I request CUMSAL or historical COGNOS Data?

- If you need access to CUMSAL data, please use the COGNOS user request form.
- If you need to access historical financial data in COGNOS (earlier than January 1, 2015), use the same COGNOS user request form.
- Starting January 1, 2015, the COGNOS user request form should NOT be used for gaining access to the UR Financials (Workday) system. Complete the UR Financials Request form described in question #4.
22. I’m a Non-Company Level User and Can’t Access Supplier Invoices?

- If you are a Non-Company Level user, you can view supplier invoices in UR Financials by using one of the Journals reports (i.e. Find Journals)
- Once run, select the magnified glass icon on the right of the journal that was created by a supplier invoice. At the top of the screen, click on the supplier invoice
23. I Can’t Access Blackboard to Take the Certification?

• Please contact the IT Help Desk at x52000
24. When Will The Remaining Converted Data Be Loaded?

• We expect that the remaining converted data will be available in production as follows:
  • November data - by Friday, January 16th
  • December data - by Friday, January 30th
  • Grants data - by Friday, January 30th
25. What Happened to My Ledger 0 Account?

- When FRS Accounts were mapped to Workday FAOs, most ledger 0s were combine with their sub-ledger counterpart.
- If you still have a standalone FAO that used to be a ledger 0, chances are they are not visible on the standard report filters.
- To view balances, the “UR All Accounts” value must be added to the “Ledger and Account Summaries” filter.
26. How Long Do Reports Stay in My “W:” Drive?

- You can store up to 10 reports in your “W:” drive in Workday.
- When you try to store the 11th report, the oldest report is deleted from your “W:” drive.
27. Using the Financial Data Converter (FDC), It Doesn’t Work

• Whatever you put in on the FRS side will return the appropriate Workday terms (i.e. Spend/Revenue Category)
• When determining which Spend or Revenue Category to use, review the updated job aid on the website under the “Tools” tab called “UR Financials Ledger Accounts, Spend & Revenue Category Listing”
28. Can You Explain The Different Reporting Roles?

There are 4 primary reporting roles that are in Workday:

1. Company Financial Analyst – access to the entire company/division
2. Cost Center Financial Analyst – access to the entire cost center/department. This role is nice in that if any new FAOs are attached to that cost center, no security changes are needed. The Cost Center Financial Analyst automatically gains access to the FAOs for that cost center
3. UR FAO Analyst – access to an FAO
4. Grant Financial Analyst – access to the award and grant information. Note that access to the FAO financial information is available with any of the above 3 roles. This role goes deeper in the award data and grant attributes

The only time that a user should have both a Cost Center Financial Analyst role and a UR FAO analyst role is if the FAO is not in the Cost Center that the user has access to.
29. For Approvers Only: Can I Get An Email for Outstanding Approvals?

- This FAQ is only for transaction approvers in Workday (Company Costing Managers, Controllers)
- To be notified by email when an approval is needed, go to the “Change Preferences” link
- Scroll to the bottom, and for notifications for approvals, select “Immediate”.

![Image of Workday interface showing change preferences and immediate notifications]