HR

Q: How well does Workday handle multiple/concurrent positions?

A: UBC employees who have multiple positions will be able to view their employment information in their Workday profile, and they have the option to toggle between each position to view their related job details. Pay and accruals will be specific to each position, however, any benefits that are applicable to both positions will be displayed on both positions.

Q: Will the Workday positions and locations info be automatically updated in the UBC directory, and will that be replaced too?

A: We are still looking at how to best integrate this into the current Workday directory so that it is automatically updated in one place, however, it may not be available for go-live.

Q: Will you move old T4 forms from previous years by an employee?

A: The only T4s that will be available on Workday will be for the year 2020. Older T4s will be accessible to staff members and HR personnel who normally have access to old information on PeopleSoft and can be requested if needed. There are not many requests for previous years, but we will be in a position to provide that for you.

Q: Will pensions show in the benefits page?

A: Yes they will. We are still doing some configuration on pensions, but you will have access to some of your pension information through Workday as well.

Q: Will Workday replace PAT?

A: Yes, Workday will replace PAT. As it is one of the systems that is commonly used across the community, the information from PAT will be converted over into Workday.

Q: How does the org chart and workflows work if a position has multiple managers?

A: There are two ways you can have multiple managers. The first way, for example, is within Student Housing in their food services department. They have two or three managers that manage large groups of employees. As all managers truly manage this group of employees, despite the employees working in varying locations, all managers will be assigned to the Supervisory Organization(s) to allow for those

managers to have true insight into their entire team. So anytime an employee puts in a request that require an approval, it will go to both of the managers. They can choose within their department whether they get together to make a decision on that employee request, or they can choose to approve requests specific to work location Once one manager approves the request, it comes out of the other manager's Workday inbox.

Another example is where you have one job position but you report into two different departments. An example of this is within our Development, Alumni and Engagement areas. Often an employee has a manager within DAE, but also a manager within a faculty/department. In these instances, the Secondary Manager is assigned as a Matrix Manager. The Matrix Manager will be on some business process approval workflows, but will also have full insight into the employee's job data.

Q: Can a supervisor of staff review employee data and how deep can they go?

A: Within Workday, the definition of Manager in the Supervisory Organization is the ability to make decisions around hiring and performance managing. In Workday, based on this definition, a unionized supervisor will not be assigned as a Manager to a supervisory organization. While Supervisors will have limited access to employee data in Workday, they will still be responsible for providing day-to-day supervision of the team they supervise.

A manager of staff can review job related details that is required for their roles. However, they will not be able to see information such as the employee's dependents or other personal data. They will be able to see address and phone number for emergencies.

Q: Will professional development also be captured in Workday as currently in PAT?

A: Yes it will be captured in Workday and there will be a time-off tracking option for employee who are out of the office due to conferences, training, professional development, etc.

Q: Can you set up more than one account for your pay? For example, split pay into different accounts?

A: No. You are able to share one account for your UBC compensation. You can split your expenses into a different account, but your pay will still go to one account.

Q: Can we get a demo of how new staff appointments are made?

A: The IRP offers monthly HR call-in sessions which demonstrates recruitment, hiring and change job processes.

Q: Will the old HRMS people system be accessible after go-live? Or will it be retired?

A: There may be accessibility to PeopleSoft for some users, but this is still yet to be determined because we are working to find the best way for the appropriate people to have access to the right information that they require.

Q: For an individual that left UBC and came back, will a new history and profile be created or will it use the previous profile?

A: Workday will use the previous profile. We will be able to tell that an employee has been here before, looking at their social insurance number, and a couple of other key employee data pieces that indicate they are a returning employee. On the page indicating key dates, the original hire date will show up even if the employee has left. New employee information such as the new hire date and length of service will be updated on the original profile.

Q: Do you have any contingency plan if Workday doesn't work?

A: We will continue to use PeopleSoft for HR processes.

Q: How will Workday handle sick time requests for M&P employees who are out of the probationary periods? These employees don't have a bank to deduct from.

A: This is up to the department to determine how they would like to leverage Workday Absence. While Workday won't 'accrue' sick leave for M&P who have passed probation (to be in line with the medical leave provisions), it is still recommended that the departments track sick time so that there is a record of their absences in Workday. However, these absences won't deduct from the bank on Workday.

Q: Will an employee have access to Workday after their appointment ends? For instance, their employee ends in December, but they want to download their tax forms.

A: Yes the individual will have access to their employee information once they have left UBC on Workday with former employee access to certain information and documents such as tax forms.

Q: Will staff be able to see their vacation request approved for other individuals they work with, in order to coordinate?

A: Individuals will not be able to see vacation request from their team members, and only their manager will have access to this information. There has been a recent update with Workday where you are able to see your colleague's approved time off, so we are currently looking into information that is appropriate for team members to see. For example, a medical leave may not be appropriate for your colleagues to see, however, vacation and professional development time-off may be appropriate.

Q: Will retirees have access to their pension and benefits through Workday?

A: Yes, these former employees will have their own profile as a retiree, where they will be able to go into Workday and be able to see their pension and retiree information.

Q: Will the employee details and functions on Workday be available for contractors on assignment with UBC?

A: Yes, contract employees will fall into a category in Workday called 'Contingent Workers.' Those that do require Workday access are setup and given the appropriate level of security within Workday as Contingent Workers. Contractors will continued to be paid via submission of a supplier invoice to UBC which will be paid through Accounts Payable in Workday.

Q: Will mandatory UBC safety training be included here?

A: Yes we are working to build in the on-boarding process into Workday for employees. Once the employee is hired, they will go through the onboarding process which will include their benefits, contact information, tax forms as well as mandatory training courses for new employees to UBC and courses. Certification from training will also be included in Workday, where managers will receive reports from employee compliance training.

Q: Will Workday accounts be auto-populated when an employee is hired? Or is that the responsibility of the Supervisor?

A: Once the hiring process is completed, there is a step in Workday that will create an account for the new employee. However, the supervisor or manager will have to provide on-boarding support to the employee on Workday and their account.

Q: When adding or changing banking info – do we need to upload a void check or other proof of banking information?

A: No, you do not need to upload a void cheque. You will need to manually input your account information into Workday. Help text will be provided in Workday on which numbers are transit, account, branch to ensure you are inputting the correct information.

Q: If an employee went to leave and returned to work, how will Workday determine the year of seniority for vacation entitlement?

A: In Workday, there are certain leaves in which your seniority continues, and certain leaves in which seniority does not continue to accrue. The accruals vary from employment group to employment group with different rules that apply to each, there may be a need for manual adjustment, but we are working to get the system to determine this automatically based on the leave type.

Q: Will student employees have access to Workday.

A: Yes, students who are employed with UBC are considered employees and they will have same employee access on Workday.

Q: Will you be able to deal with part-time positions?

A: Yes, part-time positions are processed within Workday. For salary employees, their hours and pay are calculated automatically, however, for hourly staff, you will need to enter hours worked.

Q: Will staff performance review data be available to prospective supervisors?

A: We are not including employee performance management in terms of performance reviews at this time. Reference checks as part of recruitment will continue to be required to occur outside of Workday, as per the current process.

Q: UBC job postings are currently displayed in HRMS, where will they be displayed in Workday?

A: The job postings will be on your homepage under recruitment in Workday, where you can search for positions within UBC.

Finance

Q: What checks are in place to avoid duplicate payments to vendors (e.g. supplier sent both electronic data to WD and paper invoice)?

A: Workday is able to check to see if suppliers have sent duplicate invoices with the same invoice number and will send a notification if this happens.

Q: Can purchase orders belong to multiple people? Or is search function only available to the individual that initiated the request?

A: A purchase order belongs to the individual who made the purchase requisition request, however, you can add somebody into the approval chain if required.

Q: How will research subject payments be handled/recorded in Workday? (cash/near cash incentives such as gifts and cards)

A: The process will stay the same. There are a number of different ways of doing it, and in some cases, gift cards can be expensed by the Principal Investigator if necessary.

Q: What is the process for disputing an invoice?

A: We have a match exception process where if the price was different than what was on the purchase order, the invoice will go into exception and will be routed to either the requester or the buyer in a lot of cases. Next steps will take place offline where there will be a follow-up with the supplier to get a possible credit note issued.

Q: What if we get invoices sent to use directly? What do we do with them?

A: These invoices should be sent to Accounts Payable in Financial Operations. You can either scan, email it or send it via campus mail into accounts payable which will get entered into Workday, and then returned to your department for coding and approval, all through Workday.

General

Q: How is accounts receivable? My department we sell permits, and we sell/ we receive money for receiving on campus. I haven't seen anything about that aspect of our finance yet.

A: For accounts receivable, on day one of go-live, we are going live with a limited scope. We don't have a consolidated AR process across the university today - everyone has their own process , some have different systems, so for day one of go-live, we are starting with those units who are currently using PeopleSoft Accounts Receivable, so that's Energy and Water services, UBC Service Levy, and the Faculty of Medicine. After that time, we are going to evaluate how that's going and then build on the transformation roadmap to start bringing other units into Workday into that accounts receivable process.

Q: Can workday display Canadian spelling?

A: Unfortunately, it is cloud-based software that is the same version as all other Workday customers, and since Workday is an American product, the spelling will remain American. There are some configurable finance processes, so we will see some spelling updated with Canadian spelling such as 'cheque.' If it can be configured by UBC, then it will use Canadian spelling.

Q: Could you please share how many years of history will be moved into Workday from PeopleSoft?

A: We are working to finalize those details in one year, but what will move over are original start dates or hire dates for employment and are currently looking at transferring one year work history data.