



BANKING & ACCOUNTING OPERATIONS QUARTERLY NEWSLETTER #36.2 DECEMBER 2023

Workday Finance is HERE!!! – Part 3 Deposit FAQs

Happy Holidays to ALL!

As 2023 comes to an end, UW has reached the 6-month mark of launching Workday Finance! Although it has been a roller coaster ride, BAO would like to celebrate and recognize all the work that each employee of UW has put to launch Workday Finance and work towards a path to sustainment. The work is not finished yet, but it is important to reflect on what has been accomplished so far and celebrate.

There are still many questions regarding deposits with Workday and in this newsletter, BAO and CCATS would like to address some of the FAQs that have been asked the last 6 months.

Deposit FAQs with Workday

How do I make a deposit?

Check deposits can be made in two ways:

- Deposits for Workday Customer Invoices can be sent to BofA Lockbox
- Deposits for all other checks can be sent to UW Finance Shared Services in various methods

Cash Deposits must be taken to UW HUB Cashier's Office

Additional information on instructions can be found on BAO's Website below:

<https://finance.uw.edu/bao/cash-receivables/checkcash-deposits>

Do I have to send checks to the BofA Lockbox?

If the check received is for a Workday Customer Invoice, it is highly recommended that it is sent to BofA Lockbox. When checks are sent to the lockbox, there is an integration

between BofA and Workday to auto apply the check deposit directly to the Workday Customer Invoice. This greatly reduces the manual work to apply cash on to the Workday Customer Invoices and speeds up the process to close out the outstanding invoice.

What happens when I send a check to the lockbox that is NOT for a Workday Customer Invoice?

If a check is sent to the BofA lockbox, and it is NOT for a Workday Customer Invoice, the department will need to create a new Workday Customer Invoice. Due to the complexity of cash application for lockbox deposits, it is required that Workday Customer Invoices are created for checks processed through the lockbox.

What happens if a check for a Workday Customer Invoice is not sent to the lockbox, rather to UW Finance Shared Services?

Checks sent to UW Finance Shared Services will be deposited into UW's bank account as received, however, departments will need to fill out the Cash Remittance Form and notate the Workday Customer Invoice number (CI-####) on the form. Then the cash application will be processed in the order it is received. This is a manual process and could cause delays in closing out the Workday Customer Invoice.

Are all checks received at the BofA Lockbox auto applied to Workday Customer Invoices?

Auto cash application of Workday Customers Invoices occur only when the Workday Customer Invoice number is provided along with the check payment. As long as the CI-#### is provided with the payment, BofA has instructions to provide the CI-#### when processing the deposit. The CI-#### then gets sent as an integration to Workday for the auto application.

Why do I experience checks being returned when sent to the BofA Lockbox?

The most common reason that a check is not being processed at BofA Lockbox is that the payee's name on the check does not reference University of Washington. Per [UW's Cash Handling Policy](#), all checks processed in UW's bank account are required to reference any of UW's name conventions:

All checks must be payable to University of Washington for acceptance

- Abbreviations of University of Washington are acceptable
 - Ex) UW, UofW, Univ of Wa

- Checks payable to University of Washington and department name is acceptable
 - Ex) UW Department XYZ
- Checks payable only to department name is **NOT** acceptable
 - Ex) School of XYZ, Department XYZ
- Checks payable to “Washington University” are **NOT** acceptable
- All unacceptable checks must be referred back to the maker
 - Request a new check made payable to University of Washington
- For additional information, please [click here](#)

Although updates are needed to the UW Cash Handling Policy, this particular policy will remain. Please note that this policy has been in place since 2018.

How do I claim deposits made to UW Finance Shared Service or UW HUB’s Cashier’s Office?

Deposits sent to the central locations at UW must be claimed by completing the new **Cash Remittance Form**. This replaces the old Cash Transmittal Form (CT Form) that was utilized in the legacy system.

Where do I get the necessary worktags to fill out the Cash Remittance Form?

Please contact your Shared Environment for the required worktags for the deposit that has been made. Otherwise, please submit a UW Connect Finance ticket.

Why does the Cash Remittance Form accept certain worktags?

If there are any additional worktags, such as a gift (GF) worktag, that needs to be provided for your deposit, please notate in the comment section of the form.

How do I know the status Cash Remittance Form I submitted?

Couple of ways this can be done:

- Respond back to the UW Connect Finance that was created with the submission and request for an update
- Review the Find Ad Hoc Bank Transaction R1434 report in Workday
 - Instructions on how to access this report can be found in the previous newsletter: [BAO Newsletter #36.1 dated 9/22/2023](#) -

Workday Finance is HERE!!! - Part 2

Please note that it may take a couple of business days to process the Cash Remittance Form by CCATS. For additional questions, please email ccats@uw.edu.

Why can't I view the Unclaimed Deposit Report R1248 in Workday?

Due to the company hierarchy placed on the UW Main BofA Concentration Bank Account, departments will not be able to view the custom report in Workday, unless the user has access to the "All Companies" hierarchy. Therefore, this report is currently being emailed to the mailman list daily_bao_ach_wire@uw.edu. Please note that BAO has to manually download this report and send it out daily by email. Our commitment is to get it out by 10AM daily. If you still have not subscribe to this list, you can subscribe below:

https://mailman12.u.washington.edu/mailman/listinfo/bao_daily_ach_wire

Why is my deposit still listed on the report, even though I already submitted the Cash Remittance Form?

There could be two reasons why the deposit is still listed:

- Due to backlog, the Cash Remittance Form has not been processed by CCATS
- The Cash Remittance Form has been processed by CCATS, however, BAO has not reconciled the particular deposit. Once the deposit is reconciled, the deposit will be removed from the report

If this is the case for your deposit, please email back to the UW Connect Finance ticket of the Cash Remittance Form submission.

ADDITIONAL WORKDAY RELATED NEWSLETTERS

[BAO Newsletter #35 dated 4/28/2023](#) - Preparing for Workday Finance #3 - Workday and Deposits

[BAO Newsletter #35.1 dated 5/31/2023](#) - Preparing for Workday Finance #4 - Workday and Deposits

[BAO Newsletter #35.2 dated 6/28/2023](#) - Preparing for Workday Finance #5 - Workday and Deposits

[BAO Newsletter #36 dated 7/6/2023](#) - Workday Finance is HERE!!!

[BAO Newsletter #36.1 dated 9/22/2023](#) - Workday Finance is HERE!!! - Part 2

BAO FAQs

Where do I take my deposits for processing?

Workday Invoiced Checks

- Mailed to BofA Lockbox:

Post Office Remittance Address:

University of Washington
P.O. Box 744675
Los Angeles, CA 90074-4675

Overnight Courier Mail Only:

Bank of America Lockbox Services
Lockbox 744675

Non-Workday Invoiced Checks

- Campus Mailbox 354965
- Dropped off at Schmitz Hall 129 or UWMC Cashier's Office
 - o Must be dropped off with a sealed deposit bag.

Cash Deposits

- HUB Cashier's office: Open Tuesdays and Thursdays from 9am to 1pm

Are there any changes to how I can receive ACH/WIRE deposits?

UW bank account information to receive ACH or WIRE payments does not change with Workday Finance. Workday Invoice remittance will have UW's bank account information written on the invoice for customers to send ACH or WIRE payments to. If units need to receive ACH or WIRE payments for a non-Workday Invoice payment, units can fill out this UW Connect webform: [ACH/WIRE Instructions Request](#)

How do I get other employees added to this mailman list?

- Please share BAO's mailman list FA_BAO subscription to receive updates and newsletters sent out by BAO
 - o https://mailman12.u.washington.edu/mailman/listinfo/fa_bao

To review previous newsletters, please visit <https://finance.uw.edu/bao/resources/bao-newsletter>

BAO is committed to providing campus departments with high-quality customer services. Please send your feedback or suggestions to bankrec@uw.edu to help us improve our services.

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