“Ask Us Anything” FAQ Questions

Invoicing Questions	Answer
Is there a cheat sheet on how to release invoices in the new Workday? I release invoices for like scribe company and our cleaning company as well.	Yes – you may look up training guide Pro-J-05 in the Bridge training website.
Can you show what receiving for invoices will look like in Workday?	Yes – you may look up training guide Pro-J-05 in the Bridge training website.
I have a Subaward BPO in Workday. The supplier emailed an invoice, but I’m unclear how to “receive” it and approve for payment. Are these manually added to the BPO from GCA, if so, what is the timeline for these to show up in Workday?	Invoices are submitted by suppliers to **uwashington@ghxinvoicing.com** and will be uploaded by the system from there. Due to the unusually high volume of invoices due to FT, we cannot provide an average estimated timeline at this time.
How long does it take to pay invoices once they have been sent to GHX? How can we find payment details on invoices that were submitted through GHX?	To track supplier invoices, you may run the R1149 report and if the invoice shows a paid status, run the R1146 report to get the actual payment date and payment number and method
Once an invoice is emailed to uwashington@ghsinvoicing.com, how long does it take to appear in Workday? What is the training # that would direct us how to find and process that invoice in Workday? What happens to the invoice after the vendor emails an invoice to GHX invoicing?	Yes, Bridge training Pro-J-05 has instructions on receiving.
Which email address do vendors send their invoices to? Is this email uwashington@ghxinvoicing.com for both sub-contract and non-subcontract? Do departments get notified when the invoice was sent?	uwashington@ghxinvoicing.com Per the guidance on the For Suppliers webpage, non-subcontract, standard goods and services use the uwashington@ghxinvoicing.com email unless the supplier is integrated with GHX (suppliers should know whether they are integrated with GHX and this email does not apply); per the MRAM “July 13 Meeting Q&A Follow Up,” the same guidance was provided for subawards to use the use the uwashington@ghxinvoicing.com email as well.
Is there a size limit for attachments for invoices for BPOs?	Not to our knowledge.
I have a BPO from Ariba. One of the payments show check cleared by bank, which the vendor claimed they have not received payment and would like to request a front and back check copy. How and who should I contact for that information?	You may contact PCS Help for assistance at pcshelp@uw.edu

Please provide the email again, where the registered vendors who currently have BPO can email their invoices? Also, do they email the invoices to us first and then, we forward them to that email?	Per the guidance on the For Suppliers webpage, suppliers use the uwashington@ghxinvoicing.com email unless the supplier is integrated with GHX (suppliers should know whether they are integrated with GHX and this email does not apply). Suppliers do not need to email invoices to departments first, for converted BPOs and doing so may cause delays in processing. Suppliers should be encouraged to follow the guidance on the For Suppliers webpage.
How long does it take for a BPO invoice to be paid after the supplier emails it to Procurement? Also, is this how we will proceed temporarily or permanently?	The supplier should email the invoice to uwashington@ghxinvoicing.com rather than Procurement. This is our permanent Workday process going forward.
Are there inbox notices when an invoice is applied to an order, or are we expected to manually check orders so that we know when to receive. Also, is the timing of receipt important like it was in Ariba? And finally, do we account for tax or not when receiving against a blanket request?	See guidance above.
I have an outstanding invoice uploaded to Ariba. I received the invoice however there was not enough funds to reconcile. In order to pay the invoice, I would need to increase the BPO. How should I handle this?	It depends on what type of BPO it is. If it is a Non-Sub Award BPO, and the BPO is continuing, and additional invoices are expected, you should create a new BPO in Workday. If on a Sub Award, check to see if the BPO transitioned to Workday and then, you will either need to submit a change request through SAGE or request a new BPO through SAGE. Work with GCA or OSP.
I have a couple invoices for a BPO which the vendor submitted to me right before 6/30. They are anxious for the invoices to be paid. Should I submit these invoices via SIR?	If they are not for a sub award you can submit them via SIR or create a replacement BPO in Workday. Check with GCA or OSP if they want the invoices paid outside of the subaward BPO.
I have a couple invoices that have a BPO number on them. I searched in Workday for the BPO number but, nothing came up. Does that mean that particular BPO has not transitioned over?	Yes. If a non-subaward, the department should create a new BPO using the instructions linked on the Procurement Services Home page. For SubAwards, they need to work with OSP and GCA to request a new BPO in SAGE.
Please provide the e-mail to send invoices for already/previously established BPO's (in Ariba).	This answer is dependent on whether the BPO was a subaward and was converted into Workday. If the BPO is in Workday, suppliers follow the guidance on the "For Suppliers" webpage, which is to use the uwashington@ghxinvoicing.com

	For SubAwards, they need to work with OSPand GCA to request a new BPO in SAGE. For Non Sub Awards, the department creates the replacement BPO in Workday and includes a comment referencing the old BPO# and the GHX email address, uwashington@ghxinvoicing.com
Once we email the invoices on BPOs, do we need to go into Workday to reconcile after like Ariba?	Once the invoice is uploaded to Workday, the department will have to Receive and then it will go through an approval process that can include Central AP, a Grant Manager, and a PI before the invoice is paid.
One of my vendors received their Blanket PO yesterday, and today emailed an invoice to me. Shouldn't the vendor submit the invoice to Workday or is there a new process with go live?	Per the guidance on the "For Suppliers" webpage, suppliers use the uwashington@ghxinvoicing.com email unless the supplier is integrated with GHX (suppliers should know whether they are integrated with GHX and this email does not apply). UW is using a feature from GHX called eInvoicing and the email is to support that GHX eInvoicing feature (thus, there is no process for suppliers to email invoices to Workday or log into Workday).
If a BPO is issued to a "network" company but, then we receive invoices from multiple locations within their network, is this allowable? Or will we need to issue separate BPOs to each location (I assume it depends on whether they share a TIN?) Same company name, different addresses on the invoices.	Much like Ariba, suppliers can determine how a company or different areas of a company transact with UW. Some are large companies with a single procurement intake point and single invoicing or Accounts Receivable team, while others are divided by mailing locations or divisions, and whether they choose to use the legal entity Taxpayer ID Number (TIN) or a subsidiary TIN. When asking for quotes, etc., it could be beneficial to review the locations available in Workday (if access allows) and point the supplier to the "For Suppliers" webpage if they have additional questions and need to contact supplier administrators at UW for clarity.
Could we get a better understanding of the approval flow for when it's set-up but also, for when we're paying invoices?	We are currently researching this question and look forward to having a definitive answer soon.
Could you please go over what the action steps are for SIRs after they are submitted in Workday? Particularly after the approval is completed?	We are currently researching this question and look forward to having a definitive answer soon.
PRO CARD	
As Linde Gas does not have a catalog anymore, the only way we can issue them PO's now is to get a quote each time. We aren't supposed to pay by ProCard, but it's far easier than getting custom quotes for each order with the volume we do. What other options do we have? Question about not being able to use ProCard for Linde orders. Lynn to get back (Kris Blow also requested that this information be shared with the group).	We are currently researching this question and look forward to having a definitive answer soon.

I am starting to work on ProCard reconciling but did not finish. Can we save and come back later?	Unfinished verifications should show as a draft. To find drafts, see guide on the ProCard web page here under “ProCard News”: https://finance.uw.edu/ps/how-to-buy/procurement-card
WORKDAY BPOS	
BPOs with services have a start and end date, will Workday provide us with expiration notifications?	We are currently researching this question and look forward to having a definitive answer soon.
Is it possible to transfer receiver on Workday BPOs?	We are currently researching this question and look forward to having a definitive answer soon.
Will we receive notification at some point before BPO expires (Ends)? Such as Ariba used to send us notification at set days before?	We are currently researching this question and look forward to having a definitive answer soon.
How do we add funds into existing BPO?	A change order will need to be issued in order to do this. In Workday, only Procurement Contract Managers can create change orders or close PO’s. An intake form is in process for this so that campus may submit requests to Procurement.
Do you have a document step-by-step to show how to create a new BPO?	Blanket requests are now a type of requisition. The entry for BPO will be the same as the other requisition types. Refer to job aid PRO-J-05 Requisitions for Requisition Requesters UWA and web page for requisition here: https://finance.uw.edu/ps/how-to-buy/workday/non-catalog-purchase-orders
How do we enter Ariba BPOs into Workday?	There is a training guide on the Procurement homepage at: https://finance.uw.edu/ps/
We are trying to create a BPO in Workday and it is giving us an error on the end date, which I thought you said wasn't needed.	An end date is required. Workday does not have a Final Invoice Date as Ariba did, however.
Are there warning notices sent by the system when orders are getting low on funding or approaching an end date?	We are currently researching this question and look forward to having a definitive answer soon.
In the new Workday Blanket PO request, do we have the ability to make modifications - change dates, add funds, add contacts/editing users - after it's been fully approved? Also, a lot of subaward POs have been converted. Are those Workday POs now open to subrecipients for invoicing? Their status says "issued" and it is unclear what it means.	Changes in Workday may only be done by the Procurement Contract Managers. You can submit those requests to our team directly. Subaward changes and requests will come from OSP to Procurement. A PO status of “Issued” means that it has been sent to the vendor and is available for invoicing.
Does Workday have an option to send email reminders about low available balance or the BPO ending soon?	We are currently researching this question and look forward to having a definitive answer soon.

The directions are clear on what to enter in Workday to "link" a BPO from Ariba to Workday, if the dollar amounts stay the same. However, what additional notes are required if the old BPO needs more funds added?	Additional funds should be added via change order, rather than to the initial replacement BPO. This is to make the audit trail and added scope trail clear for accounting purposes.
SUBAWARDS	
For Subawards at UW Bothell, is the process the same as OSP at UW Seattle? Did the Ariba open subaward BPO for UW Bothell get converted to Workday by PCS?	There is not a separate different process for UW Bothell or UW Tacoma subawards. They were included in the conversion effort, but you should still check them in Workday to ensure they converted correctly.
What is the process of new subawards? Please show live or screenshots. Do we create a new account in Workday first, like we did in Ariba? Would that be in the “Create Requisition?” Or is there a “Create Supplier?”	A subrecipient must be both a Supplier and a Subrecipient in Workday. Follow instructions on adding a new Supplier. The subrecipient must also be designated as a subrecipient in Workday. If your subrecipient is not designated as a subrecipient in Workday, send an Award Portal request to Grant & Contract Accounting (GCA) to request designation of a new subrecipient. Note: Entity must already be a Supplier in Workday. If the subrecipient is not in SAGE, have your subrecipient complete the New Subrecipient Entity Certification Form, then send that form to OSPsubs@uw.edu.
I thought there was a team re-entering the Subawards that had been in place at the end of Ariba? Are we responsible for re-entering all of our own Subaward BPOs?	As part of the data conversion at go-live, Workday Supplier Contract & PO were created for open, active subaward BPOs in Ariba. The Workday PO number is the same as the Ariba BPO number. Please note, there were some Supplier Contracts and/or POs that could not be automatically created. Procurement and OSP are working on a process to address these situations and will communicate details as soon as possible. Please do not create a PO in Workday. Subaward POs have their own business process.
When I find a subaward BPO in Workday, how do I look up invoices (assuming issued) associated with the subaward? Is it in any of the actions tabs?	You can type the supplier's invoice number in the Workday Search field and the SI Invoice number will come up if the invoice has been submitted. The purchase order will also show as partially invoiced, and you can see the invoice number on the line-item detail.
What do we do if a subawardee submitted an invoice in Ariba, but it's not been paid yet?	Please contact PCS Help (pcshelp@uw.edu) and they can check payment status for you and determine if the invoice needs to be resubmitted.
SUPPLIERS	
For new supplier/vendors for whom we have submitted a request to be added to Workday, what is the email address that they will receive instructions from? We want to let them know ahead of time so they can be sure to get setup properly in the system.	The invite is issued from UW supplier administrators but the sending email could be more than one or could change in the future, and should not be relied upon as permanent. Suppliers can be informed that the invitation is 1) issued with a subject line of “Invitation to Join the University of Washington Supplier Community,” 2) is UW-branded to avoid an appearance of spam, and 3) includes the name of the supplier in the email content as it was identified by the unit in the Supplier Request Form.

	Suppliers who submit an unsolicited registrations (i.e. the link to register was obtained without a Supplier Request Form and therefore without an official invitation from supplier administrators) are not processed.
If an active vendor was transferred into Workday, were their previous settings for payment transferred as well?	Yes. Additional payment options exist in Workday for supplier accounts that were converted into Workday if the supplier was transacting with UW Medical Center and associated clinics (this would not have been always visible in legacy systems). Keep in mind suppliers request changes to payment methods or enroll in different payment options often, and can change over time; the most current information is available in Workday (the Supplier Search report was frozen when supplier data froze on 6/2/2023 and is now considered stale).
FOREIGN SUPPLIERS/BUSINESS	
Do we need to convert to foreign dollars for travel reimbursement to Canada?	We are currently researching this question and look forward to having a definitive answer soon.
Could you provide the weblink for the secure portal we used to use in Ariba for foreign national information, etc.? It used to be a direct link in Ariba, so we do not have it.	We are currently researching this question and look forward to having a definitive answer soon.
We often purchase supplies from a foreign supplier for shipment to a foreign supplier. The variety of delivery location were not in Ariba. Has this been addressed in the new process? Additionally, foreign supplier to foreign site made for erroneous charges of use tax. How does the new process mitigate this?	We are currently researching this question and look forward to having a definitive answer soon.
GENERAL WORKDAY	
Will there be more information on how to cancel PO's? A form would be nice	Yes, a UW Connect intake form is in process and will be deployed, soon.
Provide crosswalk list link for spend categories?	We are currently researching this question and look forward to having a definitive answer soon.
Is there a list of the Spend Codes and descriptions available for procurement (similar to the old object code list)? The list available in Workday is all spend codes including transfers, central office only codes, etc., which is 1423 records long.	We are currently researching this question and look forward to having a definitive answer soon.
What is the difference between new supplier and new customer request?	A Supplier is a business entity (external to UW) that sells goods and services for a price to a customer. UW-registered suppliers are those entities or individual contractors which have provided their federally-registered information for verification and been approved for use in Workday as part of the procure-to-pay process.

Can you tell us what (if any) important issues your team is experiencing from your perspective?	Use of UW Connect Finance has presented a significant learning curve, and all teams communicating within UWCF are bringing patience to their daily activities, utilizing office hours, and trying different methods of doing things within Connect to attempt to streamline and become as efficient as possible as soon as possible. We are definitely, learning together!
Are there advisors from PCS on the training teams?	One of our training team members was formerly on the PCS team, and both work closely with PCS (they are under the same manager) to create content.
The job aids/user guides are very helpful. Will report information be added to them as well? Example: an ER disappears after moving away from the draft. We learned that we have to run a report to find them. The job aid/user guide currently does not have this information.	The job aids are being updated frequently by the FT team
How can we look up contracted vendors to know who is on the catalog?	The catalog web page lists all the suppliers that have a catalog available in Workday at https://finance.uw.edu/ps/how-to-buy/ariba/catalog-purchases
If a vendor doesn't have a catalog that it used to, how do we order if we don't know prices?	You would obtain a quote from the vendor. If there is specific pricing, you may also contact the Procurement contract manager for that contract for assistance.
For questions regarding Workday such requisitions, existing BPO and etc., can we still send an inquiry to pcshelp@uw.edu?	Yes
Is there an office supply catalog that has been loaded into Workday, yet?	Yes, Guy Brown is currently a catalog vendor in Workday.
Is there a list of items that are exempt and require a justification? We have been using Lab Supplies (SC1092) and some were asked for a justification and some were not.	There is not a specific list; it depends on several factors: the vendor, the budget, the item being purchased, etc.
This meeting is helpful but what we all need is video training of "How To Do" several tasks related to procurement, invoicing, subawards, etc. Have an instructor show in Workday the steps to do a task. Some of the job aide documents don't have what it looks like in Workday.	We will provide this feedback to our training team and, also Financial Transformation.
How soon should we expect to hear back when we email PCS Help?	We are currently researching this question and look forward to having a definitive answer soon.

How do we know something has had central review? We have submitted two reqs: One under $10k that immediately generated a PO. Another over $10k that appears done, but we do not see a PO.	You may check the "Process History" tab for the routing status. A PO number will also appear in the "Sourcing" column on the line items when a PO has been issued.
What email address should we use to send additional questions?	pcshelp@uw.edu
If you close an order in Workday, does that liquidate any remaining encumbrance on the budget?	We are currently researching this question and look forward to having a definitive answer soon.
Can you please kindly link the webpage to sign up for the procurement updates?	https://finance.uw.edu/ps/resources/news-and-outreach
After we complete the order and a PO has been issued, how does the PO number transmit to the vendor?	All Purchase Orders are transmitted via email by Workday except catalog vendors, which are sent electronically via GHX.
If we have an urgent PO stuck in "draft" status, should we cancel and order on ProCard instead?	Contact the contract manager to correct the PO in order to avoid duplicate orders.
Which email should I give to my vendor?	PCS (Procurement Customer Service) Help: pcshelp@uw.edu (Note: this is not the email address for invoices to be sent to.)
OTHER	
How can we order Digi-Key now? They used to be catalog. We imported the item list to purchase so that we don't have to enter each items (sometimes we have 50 + items). I am assuming it is non-catalog order. Can we import the items in Workday?	You may order directly from Digi-Key on a purchase order using a quote.
When we used P2Is, a submitter could enter the contract in the P2I in Ariba. In Workday, if we need a contract signed do we attached the unsigned contract in Workday? What key notes should we enter so that Goods and Services can sign the contract to pay the individual?	We will have a contract review intake form available to campus soon (currently in progress). Until then, the contract review process for P2I is to manually send them via Connect or email to Procurement.
Sorry, this is not BPO related, but can you please direct me on how to process Honorariums?	Use the Miscellaneous Payment Request for honoraria. Refer to job aid AP-J-01 How to Perform Miscellaneous Payments in Workday in UW Connect Finance Portal and the web page is here: https://finance.uw.edu/ps/how-to-pay/payments-to-individuals

Can payments be made to former employees (within 12 months) via an Expense Report, or do they need to be rehired?	We are currently researching this question and look forward to having a definitive answer soon.