



# hello Workday!

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## Manager-related Questions:

### Time Tracking

1. As a manager, will I receive reminders for approvals?
2. How will mentoring time be entered in Workday?
3. How will the pay period be managed during the cutover?
4. What if my direct report has a very flexible, non-standard seven-day workweek? How do they schedule PTO in the future without knowing what days of the week they will or won't be working?
5. On weekends, my direct report charges 1.5 hours to be on call, if needed. How do I enter those "subject to call" hours in Workday?
6. I am a manager, how do I change my employee's schedule in Workday?

### General

1. What are the benefits of Workday for Managers?
2. If I initiate a task in Workday and it's routed for approval, how am I kept up to date on the status of my task?
3. I see I can initiate a voluntary termination (resignation) in Workday, how should I handle an involuntary termination (resignation)?
4. As a manager, will I receive an email notification in my mailbox from Workday when I have a task that requires action?
5. How will I use Workday as a Manager?
6. How do Workday's organizational charts work?

### Recruitment

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## ***Time Off***

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## ***Security and Access***

1. [As a Manager, how many levels down the organization will I have visibility to?](#)
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## ***Onboarding***

1. [How will the Onboarding process work in Workday?](#)



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## Expenses

1. Currently, my team is paid through "petty cash" for some expenses. Will they be able to select that as an option to charge against?
2. How do I create spend authorizations for my employee to charge against?



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## Employee-related Answers:

### **General**

1. What is Workday?
  - a. Workday is a cloud-based, integrated, and intuitive system that replaces our current HR and financial systems, and enables employees and managers to easily and effectively initiate HR and financial transactions.
  
2. As an employee, how will I use Workday?
  - a. As of October 31, 2019, employees will begin to complete HR and financial actions using Workday, such as updating personal information (e.g., contact information, email, address, legal name), updating your talent profile (e.g., spoken language, job history, skills/experience, certifications), viewing your pay slip, entering time off (when applicable), submitting expense reports and applying for internal jobs. Super Users and HRConnect staff will provide support and answers to your Workday questions.
  
3. What are the benefits of Workday?
  - a. VNSNY's new HR and financial system is an intuitive system that operates much like a typical website; e.g., Amazon. Some key benefits of the system are listed below:
    - A. Intuitive employee self-service and elimination of many manual, paper-based forms that are used today
    - B. Information that can be accessed on any device at any time (e.g., Samsung tablets)
    - C. Automated workflows for approval
    - D. Real-time, accurate information (e.g., time off balances and forecasting, Organization Charts)
    - E. Simple, predictive "search" features (e.g., search for employee by first name)
    - F. Single system for HR and financial information
  
4. What systems will Workday replace?
  - a. Workday is replacing the following systems:
    - A. iCIMS (recruiting)
    - B. Aspen 360 (procurement)





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- C. Chrome River (expense)
  - D. Workbrain (time)
  - E. PeopleSoft HCM
  - F. PeopleSoft FIN
  - G. Oracle Talent Management
5. When I have HR-related questions, how will I receive support?
- a. For Workday-related questions, begin by reviewing the quick reference guides and videos available in the Workday Resource Site on the VNSNY Intranet. If you still need assistance, please reach out to a Super User. For HR-related questions not related to Workday, please submit your question via ASK HR on HRConnect.
6. When I search for an Organizational Chart, I'm not seeing what I expect to see (my team, dotted line reports, open positions)
- a. There are a couple of reasons why you may not be seeing what you expect, including:
    - A. Looking for a direct or dotted line report: Is the employee you are looking for noted as reporting to someone else in Workday? Search the employee's name and look at his or her profile to view the manager. If you believe they should report to you, work with HRConnect to have the position moved to your team.
    - B. Looking for an open position on your team: Does the open position have an availability date set into the future? Has it been approved by all approvers?
7. Where does my preferred name appear in Workday?
- a. The Worker Profile uses the preferred name. So, any organization chart will display the preferred name. If others search by an employee name, the preferred name will also display as a result.
8. Other than Agency Worker or Intern, what else will constitute a Contingent Worker?
- a. Consultants, Temps and Interns
9. As an employee, will my manager receive an email notification in their mailbox from Workday when they have a task that requires action?



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- a. Yes. The manager's Outlook Inbox will receive an email with actions that the manager is required to complete in Workday.

## ***Time Tracking:***

1. Who is in scope for Workday's Time Tracking functionality?
  - a. All employees are in scope for Time Tracking functionality with the exception of exempt, full time, non-union, non-comp time eligible employees with scheduled hours  $\geq 36.25$  hours
2. I am an employee who will use Workday to enter my daily time. When do I need to submit my time report?
  - a. Best practice is to submit your time is on a weekly basis. Please adhere to deadlines set by the Payroll department
3. What if there is an issue with my time report and I need to make a correction?
  - a. Employees can make retro adjustments up to 4 weeks. Employees will need to resubmit their timesheet after making the adjustment for approval. Any retro adjustments beyond 4 weeks has to be processed by the Payroll department
4. What if my time report is not submitted on time or entered accurately?
  - a. If the timesheet is not submitted or approved by the deadline set by the Payroll department, you will not be paid until your timesheet is submitted and approved
5. What if I cannot submit my time report?
  - a. You will need to resolve the errors or warnings that appear on your timesheet so that you can submit your timesheet. Please send your request via ASK HR on HRConnect if you need additional support, and your request will be routed to the appropriate employee in Finance/Payroll to assist you.
6. I am a Time Tracking employee working through the night over the last day of the pay end date. How will I log my time in Workday?
  - a. If you work past midnight on pay end date, you will need to enter your work hours past midnight on the next date. You will be paid for all your work hours on Friday, pay end date on your time entry. Example: If you work from 8:00pm-8:45am, on Friday, pay end date, you will enter your hours from 8:00pm-



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12:00am on Friday and enter 12:00am to 8:00am on Saturday. You will be paid for 12hours for working on Friday, pay end date

7. How will I be paid based on my time sheet?
  - a. All hours submitted and approved on your timesheet will be paid. If the employee is eligible for overtime and shift differential, these pay components will be calculated based on start and end times that are entered by the employee
  
8. Could requesting time off impact my timesheet?
  - a. time off requested via the absence calendar and timesheet will appear on your timesheet
  
9. If I select the "Auto-fill from Prior Week" option to enter my time in Workday, what type of hours will be copied to my week? Will my PTO hours copy to my current week?
  - a. The time entry codes listed under Time Type will all copy to your current week's hours. Please review your timesheet carefully to make sure that you worked all the same hours in the current week as the week you are copying the hours from. Your PTO hours submitted in the prior will not copy to your current week
  
10. How do I enter my time if I have multiple jobs at VNSNY?
  - a. If you have multiple jobs, when you select time type, you will see multiple positions. Please select the position you need to report the hours for and report your work hours
  
11. If I am an IT employee, how do I charge my time to project time?
  - a. In Time Tracking, when you enter your time type, you will see the option to charge your time to Projects. If you are not in the IT department and you select projects, you will get an error.
  
12. How do I charge my time to various grants?
  - a. In Time Tracking, when you enter your time, you will see a grant option that you need to select if you need to charge your hours to grants. If you are not eligible to charge your time to grants, you will receive an error



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13. If I work for a cost center other than my home cost center, how do I charge my time to a different cost center?
  - a. In Time Tracking, when you enter your time, you will see cost center option that you need to select if you need to charge your hours to a cost center other than your home cost center
  
14. How do I bank my overtime hours for working on a holiday?
  - a. In Time Tracking, select Holiday Comp Time Earned to bank your hours worked on a holiday
  
15. How do I use my Holiday Bank hours?
  - a. In Absence you can submit time off Request and select Holiday Banked Used time off
  
16. How do I use my banked overtime (comp time) hours?
  - a. To use your banked overtime hours, under Absence, select Comp Time Used and enter your hours
  
17. Does the employee get locked out of editing prior time periods? If so what is the process for making changes?
  - a. Employees will have access to edit timesheets for two prior pay periods. The employee will be locked out of editing any time prior to the last two pay periods and will have to contact the Payroll department to intervene to edit time periods beyond the prior two time periods.
  
18. How do I request and enter overtime in Workday?
  - a. Overtime is based on In and Out times. It is automatically calculated by the system
  
19. What if I have not reached the overtime threshold but enter overtime in Workday?
  - a. There is no overtime threshold configured in the system. Overtime calculations are based on employee's start and end times. If the employee works above and beyond their scheduled hours and is eligible for overtime hours, WD will calculate overtime hours and once approved by their manager, they will be paid for overtime hours. If the manager needs to approve overtime hours prior to



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employee working overtime hours, then they should work this out directly with his/her manager

20. How do I cancel my approved time off request to report work hours or vice versa?

- a. In Absence, you need to select, "Correct my Absence", delete the time off that was already approved and then report your work hours on time entry if you are eligible for time tracking
- b. If you reported work hours and you instead took a day off, you will need to delete your work hours on time entry and submit your time off request via Absence

21. I'm a salaried employee, but also an "on call." Where do I track my "on call" time?

- a. CHHA and Hospice employees will enter their On-Call hours in HCHB if that's where they are currently entering time. All other employees that are eligible for On-Call will enter it in WD. On-Call time entry code will only appear as an option for eligible employees only

22. Where do I capture my comp time?

- a. If you are eligible to bank your overtime hours, you should see, "Overtime Hours Banked as Comp Time Earned" time entry code to bank your overtime hours as comp time

23. How do we correct our timesheets for hours submitted in the past, in Workbrain?

- a. If the timesheet correction results in an employee receiving more or less pay or if it impacts their PTO accruals, the manager will have to send an email to Payroll department who will then handle the retro adjustments manually in Workday.

24. On weekends, I charge 1.5 hours to be on call if needed. How do I enter those "subject to call" hours in Workday?

- a. If your direct report is eligible for "subject to call," then it will appear as a time entry code option that the employee can enter directly.

**Time Off:**

1. Why do I have to use Workday to manage my time off?



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- a. Because your time off is paid through Workday, and your time off balance will be kept in Workday
2. What kind of notification does an employee receive when their time off request is approved?
  - a. You will receive a notification once your manager has approved or denied time off request or correction
3. Are the time off hours deducted from the balance when it is requested?
  - a. No. Your time off balance will be deducted on the actual day that you requested once it is approved
4. Can time off be requested after I actually take the time off (retroactively)?
  - a. Employees can make retro adjustments up to 4 weeks in time tracking. Employees will need to resubmit their timesheet after making the adjustment for approval. Any retro adjustments beyond 4 weeks has to be processed by the Payroll department
5. What access does my Manager have to my time off?
  - a. The manager has the same access to time off as the employee. They can submit and approve time off on an employee's behalf
6. How far in advance can time off be requested?
  - a. You can submit your time off up to one year in advance
7. Will I have the ability to modify my time off request?
  - a. Yes employees can modify, correct or change their time off Request via the Absence Calendar
8. How will Paid Sick Time and Short Term Disability interact with Family Medical Leave (FMLA)?
  - a. 1199 Employees: An employee approved for short-term disability (STD) leave will use accrued sick time during the waiting week, then 1/3 of sick time and receive STD payments from 1199. If the employee is eligible for FMLA, this leave will run concurrent with the STD leave.



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- b. MAP and UFT Employees: An employee approved for short-term disability (STD) leave will use accrued PTO during the waiting week, then will exhaust any available frozen sick time, thereafter, the employee will be paid STD benefits based on 60% of scheduled work hours and this will be topped up with available PTO.
9. Can I use Paid Sick Time to extend my Maternity Leave of Absence?
- a. Accrued sick time or frozen sick time may be used only while disabled or recovering from the delivery of a child.
10. How is Paid Sick Time different from my vacation and personal holidays?
- a. Please refer to answers to question 12 on when and how sick or frozen sick time may be used.
11. Can Paid Sick Time be used for funeral leave?
- a. No, this time may not be used for bereavement.
12. Can I roll Paid Sick Time over into the next year?
- a. Unused sick time or frozen sick not exceeding the maximum limit will roll over to the next year.
13. If I don't use my Paid Sick Leave (Frozen Sick) during the calendar year, do unused days get paid out?
- a. No, unused sick time or frozen sick time do not get paid out. However, unused sick or frozen sick time gets rolled over to the next year
14. If I leave the company and don't use all my Paid Sick Time, do unused days get paid out?
- a. VNSNY does not payout unused sick time when you leave the company
15. I am a per diem per visit employee, where and how do I enter my NYC Sick Time?
- a. You need to enter your NYC Sick time in Workday either via your timesheet or via the absence calendar.
16. Can I correct absence from the past in the last pay period?
- a. Yes, you can. Please contact Payroll for further assistance.





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17. Will VNSNY migrate approved PTO to Workday?

- a. Yes. This includes frozen sick time (if applicable) and all future approved requests approved in Workbrain by October 25<sup>th</sup>, 2019.

18. Will my prior leave balance be carried forward into Workday?

- a. Yes, it will.

19. How will Leaves of Absence (e.g. maternity leave, etc.) be handled in Workday?

- a. Although most employees can initiate a Leave of Absence request in Workday, you are encouraged to call HRConnect for support on initiating a Leave of Absence

## **Security and Access**

1. Who can view an employee's emergency contact information?

- a. Your manager and HR can view your emergency contacts.

2. Will volunteers also use Workday?

- a. Volunteers, like all contingent workers, will be in Workday. Whether they can use WD depends on whether they have been given a network ID, which depends upon their role. Some Contingent Workers have a network ID and others do not.

3. How safe is my personal data in Workday?

- a. Our systems, powered by Workday, maintain a comprehensive security program designed to ensure the security of your data, protect against security threats or data breaches, and prevent unauthorized access to your data. Recurring and frequent audits validate Workday's safeguards.

4. Is there any time I will not be able to access Workday?

- a. Workday performs regular, planned weekly maintenance starting around 2:00 AM Eastern US Time each Saturday. Workday is typically accessible within 4 hours after the downtime begins. Every month, there is an extended maintenance period that starts at the same time but lasts up to 8 hours. Users actively using Workday in the remaining 15 minutes before the maintenance window starts will be notified within the system how much time they have left so they have an opportunity to complete their work.





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5. How long before Workday times out?

- a. 15 minutes

## **Talent**

1. How will we use the feedback function?

- a. As part of the performance management cycle, managers have the option to capture feedback on direct reports through Workday. HR will communicate more about the tools available to managers and employees in January (after Go-Live) and as we move through our annual performance management processes.

2. Will my prior performance reviews be migrated?

- a. Yes, all employees and managers will now have an ImageNow worklet in Workday from which they can access their performance reviews in ImageNow. Please note that this icon may not be available until sometime after go-live. If you need a copy of a performance appraisal prior to that, please submit your request via ASK HR on HRConnect.

## **Go Live**

1. When will I begin using Workday?

- a. On October 31, 2019 Workday will become the system of record for all employee information. Users can access Workday beginning on this day.

## **Training**

1. How will I learn to use Workday?

- a. As an employee, you will receive quick reference guides (QRGs) and videos outlining how to complete your tasks using Workday. Super Users and HRConnect staff are always available to provide support to you when you have questions.

## **Photos**

1. Does my Workday photo have to be public?

- a. Yes. Employee photos in Workday are public, and are an employee's official VNSNY photo. Photos cannot be updated by the employee.

2. Why is my photo in Workday from my badge and not the one I chose in Outlook?



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- a. To meet photo guidelines and establish a consistent photo on October 31st, photos from badges have been loaded into Workday.

## ID

1. How does a new employee receive their login and password?
  - a. Please send your request via ASK HR in HRConnect if you need a login and password.

## Expenses

1. Can I bundle more than one expense on a line, e.g. all my parking fees for the day?
  - a. For auditing purposes, we would ask that expenses not be bundled up and entered on a per transaction basis. For example: Local Parking / Tolls on 11/01/2019: \$1.50 for parking, would be one expense line item. Local Parking / Tolls on 11/01/2019, \$11.09 for EZ Pass, would be its own expense line item.
2. Is mileage excluded from the \$14.99 receipt cap on expenses?
  - a. Mileage does not have a receipt capturing requirement. When employees are submitting mileage, they are providing the number of miles driven per day and entering that number. The system will calculate based on the IRS annual mileage reimbursement rate. Mileage totals should be submitted per day.
3. If I change the cost center in an expense report, will the budget holder get visibility/approval?
  - a. No. This is the same practice that is in place now. Reports are routed to the person's supervisor for approval. A summary report is sent to cost center owners when charges are sent to their cost centers.



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## Manager-related Questions:

### *Time Tracking'*

1. As a Manager, will I receive reminders for approvals?
  - a. Managers will receive reminders for approvals on pay end date
  
2. How will mentoring/preceptor time be entered in Workday?
  - b. RN Preceptor time will be entered in HCHB and there is a rate associated with it. Sr. Rehab time will be entered into Workday because there is no rate assigned to those hours.
  
3. How will the pay period be managed during the cutover?
  - c. Time entry for the entire pay period from 10/26-11/9 will be entered in Workday. Emails should be sent to Finance - Payroll for any retro adjustments to hours entered in Workbrain prior to October.
  
4. What if my direct report has a very flexible, non-standard seven-day workweek. How do they schedule PTO in the future without knowing what days of the week they will or won't be working?
  - d. Please use the employee's most common/consistent work schedule and then make updates based on that. LOA (such as PTO) aligns with that work schedule
  
5. On weekends, my direct report charges 1.5 hours to be on call, if needed. How do I enter those "subject to call" hours in Workday?
  - e. If your direct report is eligible for "subject to call," then it will appear as a time entry code option.
  
6. I am a manager, how do I change my employee's schedule in Workday?
  - f. Managers can click on Time and Absence, Review My Team's Schedule to view their employee's schedule.
  - g. To change the schedule, managers can select Add Event, Assign Work Schedule and select the schedule they want to assign



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## General

1. What are the benefits of Workday for Managers?
  - a. Benefits of Workday for Managers include:
    1. Robust manager self-service (e.g., initiate transfers, promotions, compensation changes for your direct reports)
    2. Elimination of many manual, paper-based forms that are used today.
    3. Actions that require your approval are automatically routed to your Workday inbox and sent to your email
    4. Dashboards and robust real-time reporting capabilities on your team (e.g., increased visibility across your team, including compensation)
2. If I initiate a task in Workday then it's routed for approval, how am I kept up to date on the status of my task?
  - a. Once a manager initiates a task, such as transferring an employee, the task is routed for approval. Upon submitting the request, Workday will usually show who is "Up Next" in the process flow. After that, the manager can view the current real-time status of the business process at any time by going to their Workday Inbox, selecting "Archive" and finding the request, then clicking on the "Process" tab. You will also usually receive a notification when a request has been fully approved.
3. I see I can initiate a voluntary termination (resignation) in Workday, how should I handle an involuntary termination (resignation)?
  - a. Please continue to contact HRConnect via ASK HR on any involuntary terminations.
4. As a manager, will I receive an email notification in my mailbox from Workday when I have a task that requires action?
  - a. Yes. The manager's Outlook Inbox will receive an email with actions that the manager is required to complete in Workday.
5. How will I use Workday as a Manager?
  - a. Workday will provide capabilities for managers to successfully and easily manage their teams, including\*:
    1. Creating Positions and Job Requisitions



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2. Onboarding activities for new hires
3. Internal transfers and promotions
4. Compensation Changes
5. Voluntary exits
6. View and approve time off
7. Standard Reporting & Dashboards

\*List not fully inclusive of all activities that will be completed using Workday.

## 6. How do Workday's organizational charts work?

- a. Workday's real-time organization charts allow anyone to view reporting relationships across the entire VNSNY hierarchy. Organization charts are updated real-time: as soon as a job change, promotion, or employee exit is effective, the organization chart has already been updated.

### **Recruitment**

#### 1. What is a job requisition?

- a. A job requisition serves two purposes in Workday. It is an important part of the headcount governance process as it represents a documented approval to backfill a position or approval for a new position. It also is the way the system will notify HR and Recruiting (if applicable) to begin the staffing process.

#### 2. If there are mass changes in employee information in Workday (e.g., new positions allocated in the annual budget), then will managers need to execute these changes?

- a. HRConnect will be able to assist in these cases. Please submit your request via ASK HR on HRConnect to initiate this process.

#### 3. Can I open a job requisition for another manager?

- a. A Manager's Manager or above the Manager in the Management Chain can open the job requisition. Also, a Manager can delegate this task to another manager. A Manager cannot open a job req for any manager that isn't in their chain of command or has not been delegated.



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## **Time Off**

1. I'm a manager. What should I do if my direct report exceeds their allowed leave balance?
  - a. Workday will prevent employees from submitting their time off request if they exceed their allowed balance.
2. As a manager, will I receive an email notification when an employee requests time off?
  - a. Managers will receive an email notification when an employee requests time off
3. How do we manage seniority when approving vacation requests for union employees?
  - a. There is a report managers can run that will show all requests, who requested, the person's seniority date, and when the request was made. We have a PTO Approval Grid just like we had in Workbrain. Employees that are part of the PTO Grid Approval process will continue to do so. The same submitters and approvers will have access to this PTO Grid.
4. I'm a manager. Do I have to track my employees' sick time?
  - a. Managers can track any time off taken by the employee in Workday.
5. Are there recommended PTO reports for large teams where there will be more information than the absence calendar? Can they show the hours requested also?
  - a. At this time we have one report for managers. This report is available under Time and Absence worklet. The name of the report is "time off & Leave Calendar." Managers can click on the day to see details such as hours for their employees. PTO Grid report is also available to PTO Grid approvers.
6. I'm a manager with several direct reports. Will I receive an alert when an employee has an "unplanned" absence?
  - a. Yes managers will receive an alert if their direct report exceeds 6 or more unplanned absences in a year.

## **Security and Access**

1. As a Manager, how many levels down the organization will I have visibility to?
  - a. Managers will be able to view detailed data for any employee who reports up through them (down to any level).



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2. What business processes can I delegate?
  - a. Users can delegate to superiors, subordinates and peers. After Go Live, you can view the actions that you can delegate by going to: Inbox-> My Delegations -> Click in the “For Business Process” field to see the options. Also, there is a quick reference guide on Delegations if you need more detail.
  
3. Will a manager/supervisor retain their access to perform a task even when that task has been delegated?
  - a. Yes. Managers retain their access to perform tasks after they have been delegated.

## **Reporting**

1. What types of reports can I access in Workday?
  - a. Workday provides real-time reports and dashboards on your team, including headcount and talent information.
  - b. Most historical data from our legacy systems will not be converted into Workday. As such, Workday’s historical data will be limited at go-live, but will continue to increase as time goes on.

## **Onboarding**

1. How will the Onboarding process work in Workday?
  - a. Workday will create a better onboarding experience for new hires. Once employees are hired, they will receive access to Workday on their start date to begin completing onboarding activities. New hires will receive an email notification to access Workday and view their onboarding checklist. Onboarding activities will vary by country, but may include:
    1. Update personal information (e.g., home address, emergency contact, etc.)
    2. Complete Talent Profile (e.g., language, job history, skills/experience, certification)
    3. Update Direct Deposit



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## Expenses

1. Currently, my team is paid through "petty cash" for some expenses. Will they be able to select that as an option to charge against?
  - a. If employees were previously paid through their departments petty cash, they will continue to do so; however, these types of employees never did submit expense reports as they paid through petty cash.
  
2. How do I create spend authorizations for my employee to charge against?
  - a. See VNSNY's current policy.