

What do we do if an item is out of stock for GFS?

In Workday, all items on the GFS website are listed in real time. For all items you will be able to see what is in stock and not available at the time of ordering. If items are out of stock a yellow banner will pop up and alert that the product is not available.

What do we do if an item is misplaced or not on the delivery truck?

Unfortunately, that is human error and not something that we can prevent from happening. In this case, you will need to contact the supplier and request a refund of the item(s).

Will you be reaching out to suppliers with the new invoice inbox email?

Yes! We have already stated communications with all UCH suppliers that the new invoice inbox email is invoices@uchinc.org.

How long will we have Coupa to process December invoices we receive in January?

For any December invoice received please send them to invoices@uch.coupahost.com.

Is there a manual that can be printed off for reference?

Employees are encouraged to print out the available job aides! These job aides can be found by following the path W:/ > Workday > Procurement.

How do you find Job Aids?

The path for the Job Aids is as follows: W:\ > Workday > PROCUREMENT

Can we approve invoices and POs from the mobile app?

Yes. This will be available when we go live on 1/3/2023.

How do managers approve employee requests?

You will approve your employee requests from your inbox located at the top right of your Workday page. All approval notifications for Workday will be found here.

When can we start creating POs for 2023?

PO's can start being made when we go live in Workday 1/3/2023.

When can we start ordering through Workday?

Ordering through Workday will begin when we go live on 1/3/2023.

Do you recommend putting a start and end date for blanket POs?

You can. While it is not a requirement, if it helps you better track your PO that is fine.

When do you receive blanket POs?

You will want to wait until you receive a match exception invoice notification in your inbox and then receive the PO.

Will we need to know the pricing for GFS when placing orders?

NO. The pricing is available on the GFS website when ordering.

Will we be able to change the spend category for special events?

Yes. This can be changed before you submit the requisition.

Can we buy alcohol through GFS for community happy hour?

NO. This is considered a one-off purchase, these will need to be made in store where alcohol can be purchased.

Is Sherwin Williams no longer a punchout?

At the time of go live 1/3/2023 they are not. Once we get the hang of our more popular punchouts we will begin the process of adding some of the others we use.

Our bus driver gets gas at Sam's Club and brings the receipt back. How do we go about getting gas if we do not have a credit card for specific stores?

A separate UCH Mastercard will be provided for communities for gas purchases. When you receive the new credit card, you will no longer need specific store cards. Then you will enter the Mastercard purchase on an expense report.

Will my maintenance person need a username and password for Workday?

Yes. All buyers for UCH will need a username and password.

Will my vendors be in Workday?

All vendors that have been actively used or entered in Coupa within the last 12 months will be added into Workday by go live 1/3/23. Any vendors older than 1 year will need to have a new vendor request entered to see their vendor in Workday.

Who do we create blanket Po's for?

A blanket PO should be created for any supplier providing a monthly or quarterly service.

How does a non-po backed invoice get processed?

A non-po backed invoice will go to the community for PO creation once it is entered by AP. With Workday we are hoping to keep those invoices to a minimum.

If I find appliance cheaper at Lowes, can I purchase them there instead of the punchout?

One of the things we are trying to get is standardization of the units in our communities. This will lead to lower pricing for everyone, so we are asking you to use our preferred suppliers as much as possible.