workday.

Use Case Library

Product Summary

March 12, 2025

Contents

Use Case Library

Welcome to the Use Case Library! Here you'll find visual and high-level context for processes and day-to-day tasks as you use Workday. Each use case:

- Provides an overview and process flow or video showing how to perform a task.
- Identifies the roles involved, where applicable.
- Lists the Workday product areas used in the process, where applicable.
- Provides links to any other relevant content.

These use cases are a new area of content that we're exploring. We'd love to hear your thoughts about them. Please use the **Was this helpful?** option to provide feedback for any of the use cases in this library.

Use Case: Award Cost Reimbursable Spend to Billing

Audience

Financial professionals in these roles who are responsible for carrying out each step of the spend-to-billing process for an award-related cost reimbursable spend:

- Accountant
- Accounts Payable Specialist
- Award Billing Specialist
- Award Contract Specialist
- Customer Deposit/Payment/Refund Specialist
- Expense Report Specialist
- Payroll Specialist
- Settlement Specialist

Your organization might use different names for these roles.

Overview

Award Cost Reimbursable Spend to Billing is the process of spending on an award and being reimbursed by the sponsor for the spending. Cost reimbursable spends can include payroll and other types of expenditures such as supplier invoices or expense reports that you want to reimburse from the sponsor after incurring the cost.

This use case provides an example of the process and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Workday Product Area	Process Flow

Payroll | **Supplier Accounts** | **Expenses and other spend areas** | **Financial Accounting**

Grants Management

Settlement

Customer Accounts

Create spends with grant worktag

(Optional) Change budget date of spend

Reprocess award costs recalculates F&A and award revenue

New F&A

Workday calculates F&A and award revenue

F&A

Create sponsor invoice for direct cost + F&A

(Optional) Record letter of credit drawdown and apply payment

direct cost

Settle direct spend amount

Receive and apply payment from sponsor

(Optional) Print and send sponsor statements

Legend

Workday product areas | Start and end of process | Process steps | Workday internal processes | Process flow

Workday Proprietary and Confidential

Impacted Product Areas

- Customer Accounts
- Financial Accounting
- Grants Management
- Payroll
- Settlement
- Supplier Accounts
- Time Tracking

Workday Documentation Resources

For detailed information, see Process: Award Cost Reimbursable Spend to Billing.

For more information about Award Cost Reimbursable Spend to Billing, see: Grants Management Product Flow.

Use Case: Build Variance Reports Using an Excel Report Template

Audience

Financial professionals in these roles who are responsible for carrying out each step of the Build Variance Reports Using an Excel Report Template process:

- Financial Analyst
- Financial Planner

Your organization might use different names for these roles.

Overview

Variance reports compare planned and actual financial outcomes. You can use variance reports to analyze the difference between budgets or forecasts and actual performance. This use case provides an example of the steps involved in calculating the variance between different segments with different time elements using an Excel report template. There are many other ways to do your variance analysis.

Watch the video: 3m 50s

Impacted Product Areas

- Adaptive Planning, Modeling
- Adaptive Planning, Web Reporting
- Microsoft Excel

Workday Documentation Resources

For detailed information, see Example: Build a Variance Report Using a Report Template.

For more information about building variance reports, see:

- Add Variances to Matrix Reports
- Create a Variance Between Two Different Versions and Time Periods
- Display As a Percent of Actual Spend Against Budget

Use Case: Configure Academic Requirements and Policies

Audience

Advising Administrators in these roles, responsible for carrying out each step of the process for setting up Academic Requirements Configurations and Policies:

- Academic (Administrative) Coordinator
- Academic Advising Administrator
- Academic Advising Manager
- Associate/Assistant Registrar
- Director of Student Records
- University Registrar

Your organization might use different names for these roles.

Overview

Setting up academic requirements configuration and policies is a process that's required for evaluating students' completion of their educational objectives. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Academic Foundation

- Set Up Institution, Academic Units, and Academic Levels

Student Records and Curriculum

- Create Courses
  Create Course Definitions
  (Optional) Course Tags

- (Optional) Create Smart Lists

- Set Up Grading Policy

Academic Advising

- Configure Institutional Policy for Processing Academic Progress

- Create Student Eligibility Rules for Academic Requirements

- Create Academic Requirements

- Create Restricted Requirement Groups

Academic Progress Processing and Display

Reporting

- Set Up Academic Calendars

- Configure Academic Requirements

- Set Up Programs of Study and Program Area

- (Optional) Set Up the Display Policy for the Academic Progress Report

- Select Evaluate Academic Requirements Prior to Program Change for Evaluating Academic Requirements

- (Optional) Configure the Display Policy for Evaluating Academic Requirements

- Configure Profiles and Profile Groups for Viewing Student Profiles

- Set up the Academic Requirement Override Business Process for Overriding Academic Requirements

Legend

| Workday product areas | Start and end of process | Process steps | Prerequisites - - - → | Process flow → | Output |

Impacted Product Areas

- Academic Advising
- Academic Foundation
- Student Records and Curriculum Management

Workday Documentation Resources

For detailed information, see Steps: Set Up Academic Requirements.

For more information about the configuration of academic requirements and policies, see:

- Create Academic Requirements
- Create Restricted Requirement Groups
- Create Student Eligibility Rules
- Override Academic Requirements
- Setup Considerations: Academic Requirements
- Setup Considerations: Course Smart Lists
- Set Up Academic Progress Display Policy
- Set Up Academic Progress Processing Policies
- Set Up Academic Requirement Configurations
- Set Up Academic Requirements Evaluation Display Policy

Use Case: Create Invoices for Direct Intercompany Transactions
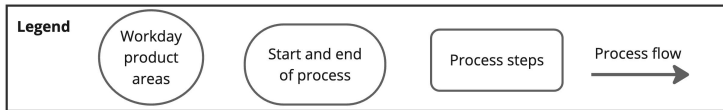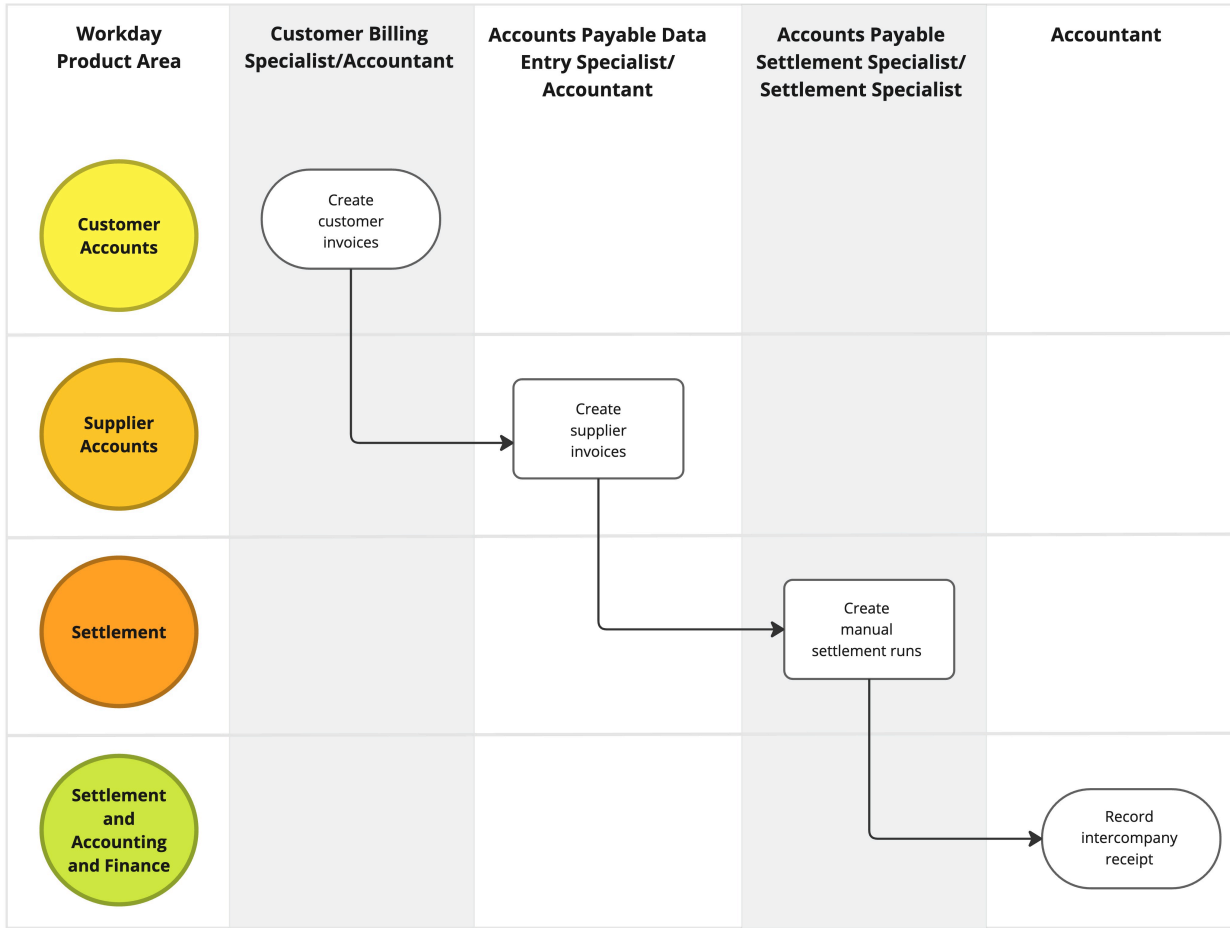
Audience

Financial professionals in these roles who are responsible for carrying out each step of the process for creating invoices for direct intercompany transactions:

- Customer Billing Specialist/Accountant
- Accounts Payable Data Entry Specialist/Accountant
- Accounts Payable Settlement Specialist/Settlement Specialist
- Accountant

Your organization might use different names for these roles.

Overview

Direct intercompany transactions occur when 2 companies within Workday conduct business with each other as a customer and a supplier. This use case outlines different tasks and user roles involved in the process of creating invoices for direct intercompany transactions. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Workday Product Area	Customer Billing Specialist/Accountant	Accounts Payable Data Entry Specialist/ Accountant	Accounts Payable Settlement Specialist/ Settlement Specialist	Accountant
Customer Accounts	Create customer invoices			
Supplier Accounts		Create supplier invoices		
Settlement			Create manual settlement runs	
Settlement and Accounting and Finance				Record intercompany receipt

Legend

Workday product areas — Start and end of process — Process steps — Process flow

Impacted Product Areas

- Customer Accounts
- Supplier Accounts
- Settlement
- Settlement and Accounting and Finance

Workday Documentation Resources

For detailed information, see Steps: Create Invoices for Direct Intercompany Transactions.

For more information about direct intercompany, see

- Setup Considerations: Direct Intercompany Activities.
- Direct Intercompany.
- Direct Intercompany Invoicing.

Use Case: Fulfilling a Report Request

Audience

Financial professionals in these roles who are responsible for creating reports in an organization:

- Centralized report writers
- Accountants and financial analysts

These role names may differ from those at your organization.

Overview

When you get a request to create a report, review the report requirements, but before creating a new report from scratch, follow these guidelines in the order listed below:

1. Search for a similar report in your tenant.
2. If you can't find the report in your tenant, look for a similar report in the WDSetup tenant by browsing the available packages in the Configuration Catalog.
3. When you don't find a similar report in any tenant, create the new report.

```
Review Report      ──▶   Existing      ──No──▶   Report in        ──No──▶   Similar        ──No──▶   Develop Report
Requirements             report in              Configuration              available
                         tenant?                Catalog?                   report?
                           │                      │                          │                         │
                          Yes                    Yes                        Yes                         │
                           │                      ▼                          ▼                          ▼
                           │                  Migrate Report          Modify or Copy              Run the Report
                           │                      │                    Report                          ▲
                           │                      │                       │                            │
                           └──────────────────────┴───────────────────────┴────────────────────────────┘
```

Legend

| Start and end of process | Decision | Process steps | Process flow → |
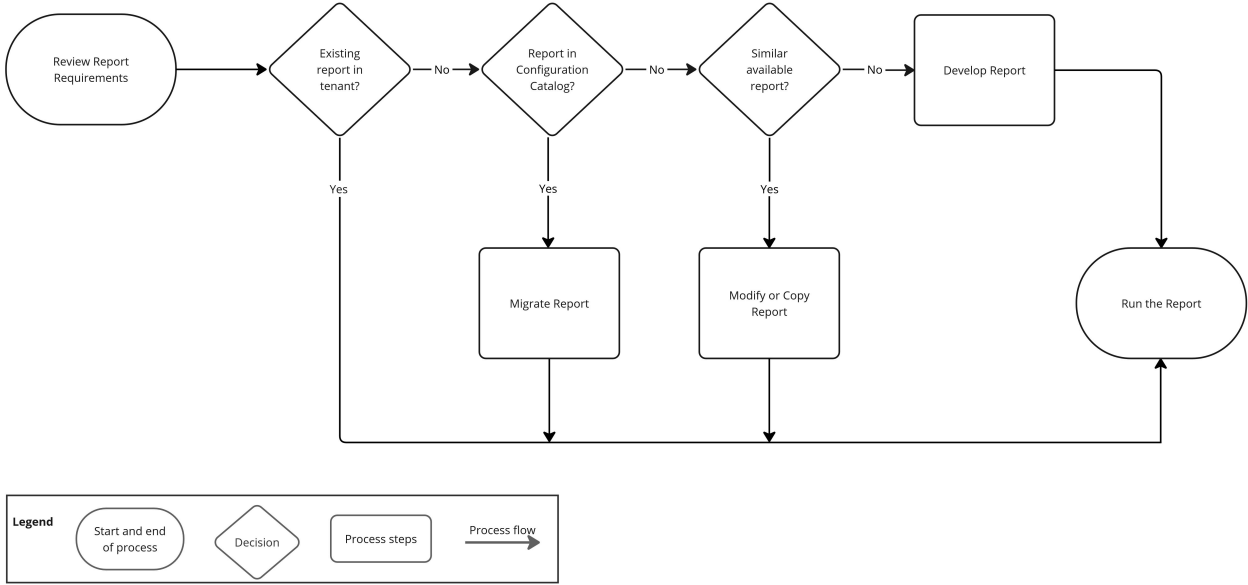
Impacted Product Areas

Reporting

Workday Documentation Resources

For detailed information, see Reference: Fulfill a Report Request.

For more information, see:

- Factors Impacting Report Performance.
- Concept: Selecting a Data Source.
- Concept: Indexed Data Sources and Fields.

Use Case: Order to Cash Period Close

Audience

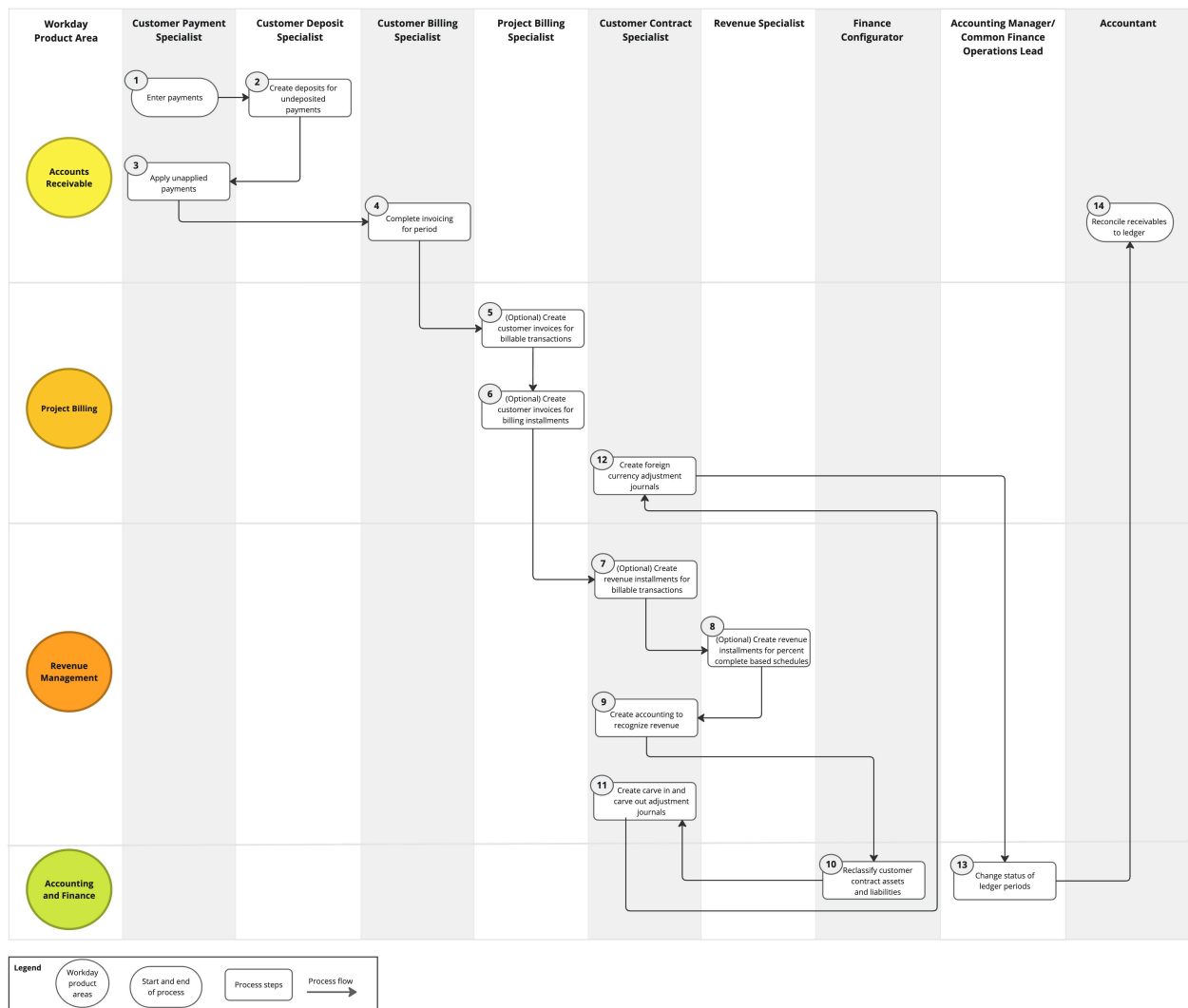Financial professionals in these roles who are responsible for carrying out each step of the order to cash process during a period close:

- Accountant
- Common Finance Operations Lead
- Customer Billing Specialist
- Customer Contract Specialist
- Customer Deposit Specialist
- Customer Payment Specialist
- Project Billing Specialist
- Revenue Specialist

Your organization might use different names for these roles.

Overview

Order to Cash Period Close is a process for receiving payments, completing invoicing, recognizing revenue, and accounting for goods and services during period close. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Legend

Workday product areas — Start and end of process — Process steps — Process flow

Workday Proprietary and Confidential

Impacted Product Areas

- Accounting and Finance
- Accounts Receivable
- Project Billing
- Revenue Management

Workday Documentation Resources

For detailed information, see Process: Order to Cash Period Close.

For more information about Order to Cash Period Close, see:

- The Next Level: Period Close.
- Period Close Product Flow.

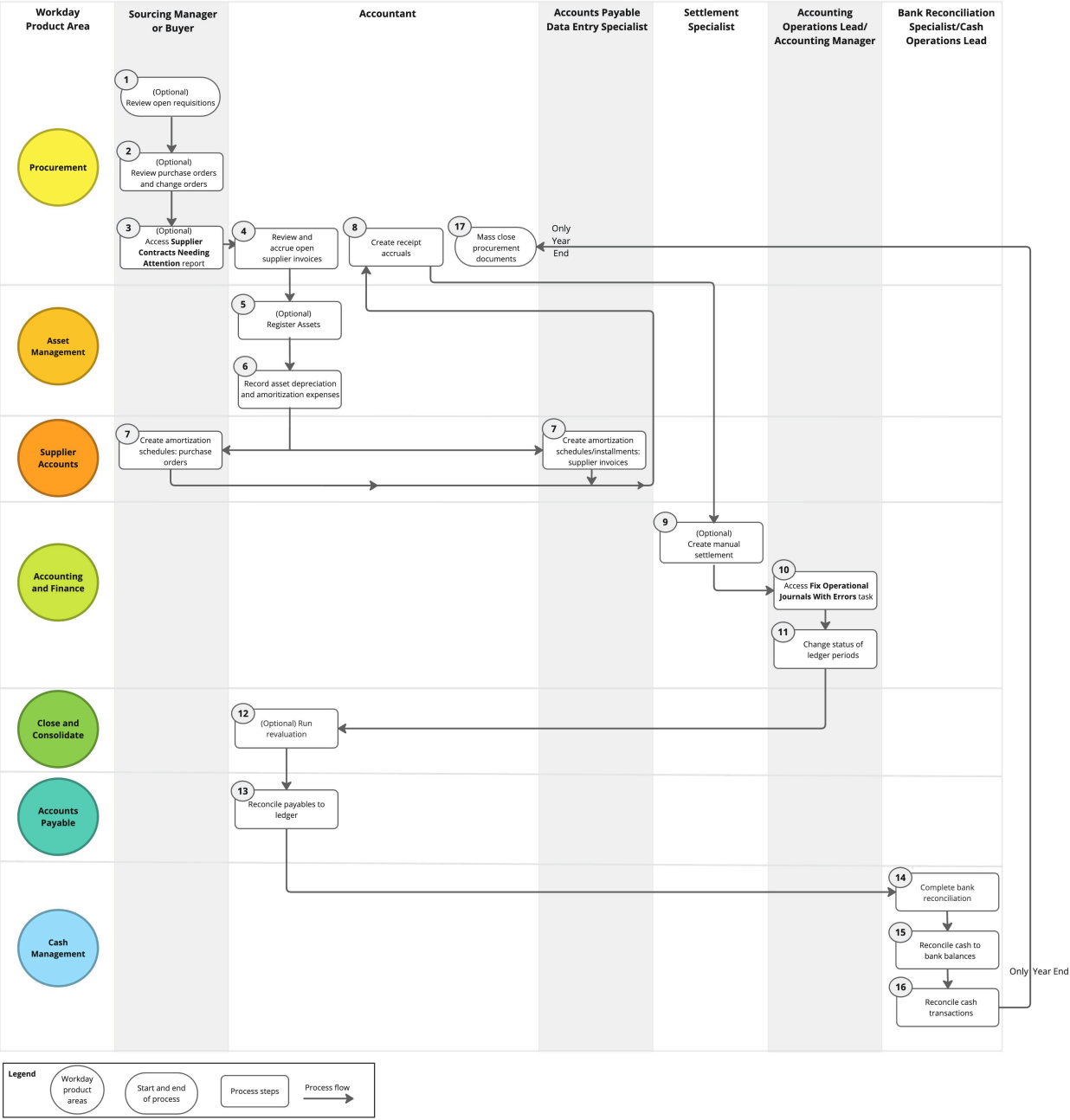# Use Case: Procure to Pay Period Close

Audience

Financial professionals in these roles who are responsible for carrying out each step of the procure to pay process during a period close:

- Accountant
- Accounting Manager
- Accounting Operations Lead
- Accounts Payable Data Entry Specialist
- Bank Reconciliation Specialist
- Buyer
- Cash Operations Lead
- Settlement Specialist
- Sourcing Manager

Your organization might use different names for these roles.

Overview

Procure to Pay Period Close is a process for requisitioning, purchasing, receiving, paying for, and accounting for goods and services during period close. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Workflow diagram: Procure to Pay Period Close

Columns (roles): Sourcing Manager or Buyer | Accountant | Accounts Payable Data Entry Specialist | Settlement Specialist | Accounting Operations Lead/ Accounting Manager | Bank Reconciliation Specialist/Cash Operations Lead

Rows (Workday Product Area): Procurement | Asset Management | Supplier Accounts | Accounting and Finance | Close and Consolidate | Accounts Payable | Cash Management

Process steps:
1. (Optional) Review open requisitions
2. (Optional) Review purchase orders and change orders
3. (Optional) Access **Supplier Contracts Needing Attention** report
4. Review and accrue open supplier invoices
5. (Optional) Register Assets
6. Record asset depreciation and amortization expenses
7. Create amortization schedules: purchase orders
7. Create amortization schedules/installments: supplier invoices
8. Create receipt accruals
9. (Optional) Create manual settlement
10. Access **Fix Operational Journals With Errors** task
11. Change status of ledger periods
12. (Optional) Run revaluation
13. Reconcile payables to ledger
14. Complete bank reconciliation
15. Reconcile cash to bank balances
16. Reconcile cash transactions
17. Mass close procurement documents — Only Year End

Only Year End

Legend: Workday product areas | Start and end of process | Process steps | Process flow

Impacted Product Areas

- Accounting and Finance
- Accounts Payable
- Asset Management
- Cash Management
- Close and Consolidate
- Procurement
- Supplier Accounts

Workday Documentation Resources

For detailed information, see Process: Procure to Pay Period Close.

For more information about Procure to Pay Period Close, see:

- The Next Level: Period Close.
- Period Close Product Flow.

Use Case: Set Up Customers and Suppliers for Direct Intercompany Transactions
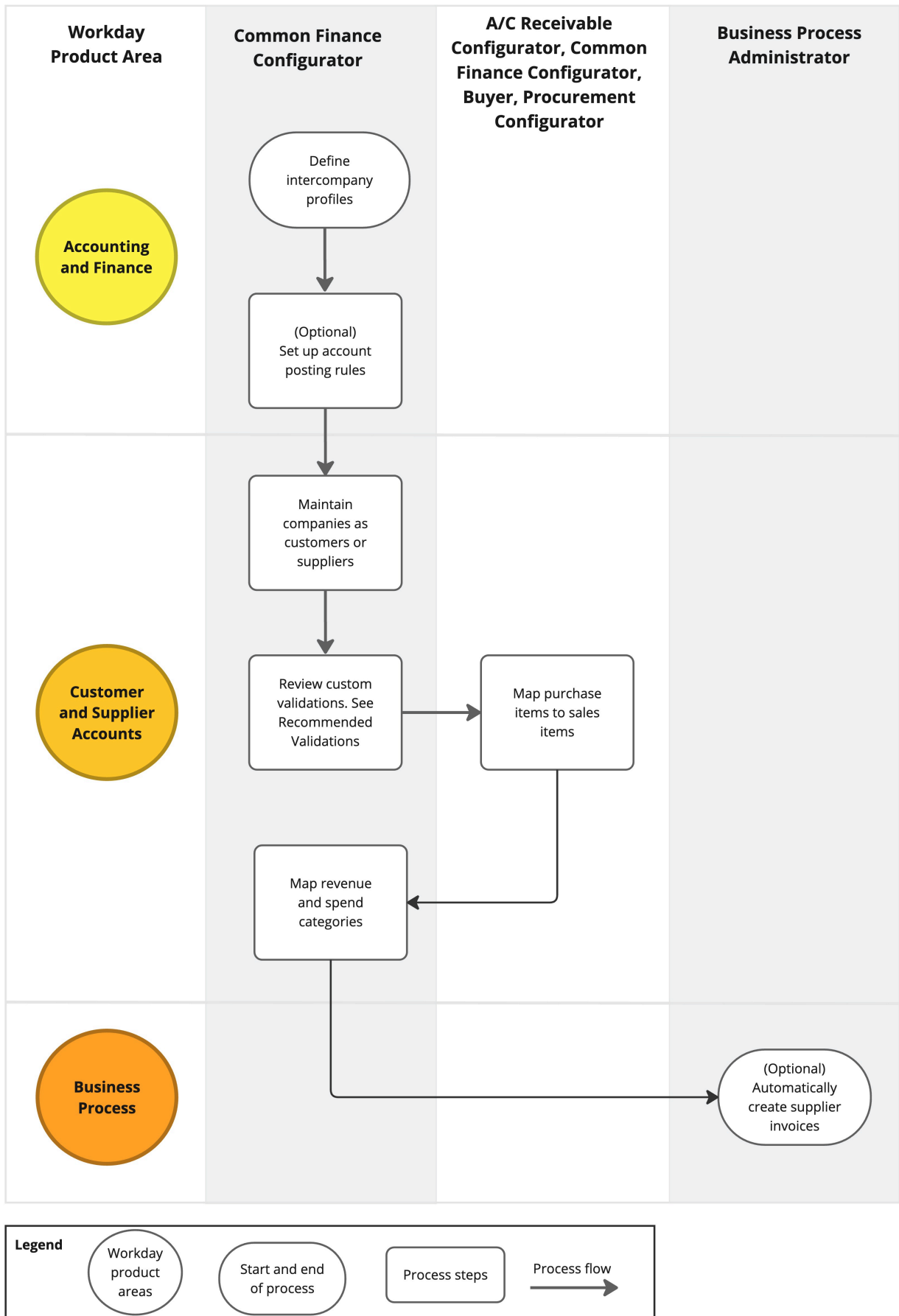
Audience

Financial professionals in these roles who are responsible for carrying out each step of the process to create customers and suppliers for direct intercompany transactions:

- Accounts Receivable Configurator
- Business Process Administrator Buyer
- Buyer
- Common Finance Configurator
- Procurement Configurator

Your organization might use different names for these roles.

Overview

Direct intercompany transactions occur when 2 companies within Workday conduct business with each other as a customer and a supplier. This use case outlines different tasks and user roles involved in the process of creating customers and suppliers for direct intercompany transactions. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Workday Product Area	Common Finance Configurator	A/C Receivable Configurator, Common Finance Configurator, Buyer, Procurement Configurator	Business Process Administrator

Accounting and Finance

Define intercompany profiles

↓

(Optional) Set up account posting rules

↓

Customer and Supplier Accounts

Maintain companies as customers or suppliers

↓

Review custom validations. See Recommended Validations → Map purchase items to sales items

Map revenue and spend categories ←

↓

Business Process

(Optional) Automatically create supplier invoices

Legend

Workday product areas

Start and end of process

Process steps

Process flow →

Impacted Product Areas

- Accounting and Finance
- Business Process
- Customer and Supplier Accounts

Workday Documentation Resources

For detailed information, see Steps: Set Up Customers and Suppliers for Direct Intercompany Transactions.

For more information about direct intercompany, see

- Setup Considerations: Direct Intercompany Activities.
- Direct Intercompany.
- Direct Intercompany Invoicing.

Use Case: Set Up On-Behalf Intercompany Transactions

Audience

Financial professionals in these roles who are responsible for carrying out each step of the process for setting up on-behalf intercompany transactions:

- Bank configurator
- Common finance configurator
- Accounts Receivable configurator
- Business process administrator

These role names may differ from those at your organization.

Overview

On-behalf intercompany transactions enable you to process payments and invoices in place of the company that provides the goods and services. When you configure your intercompany profiles and relationships, you can record, initiate, and settle on-behalf intercompany activities. This use case outlines different tasks and user roles involved in the process of setting up on-behalf intercompany transactions. This use case provides an example of the process flow and the areas in Workday where you carry out each step. Your process might consist of different tasks or workflows.

Note: This use case details tasks in setting up on-behalf intercompany transactions for a company, not creating intercompany transactions.

- Define Bank Accounts
- Define Intercompany Profiles
- Set up Account Posting Rules
- (Optional) Create Customer Payment Application Rule
- (Optional) Edit Business Process

Workday Product Area	Bank Configurator	Common Finance Configurator	Accounts Receivable Configurator
Cash Management	Define bank accounts		
Accounting and Finance		Define intercompany profiles → Set up account posting rules	
Customer Accounts			(Optional) Create customer payment application rule
Business Process			
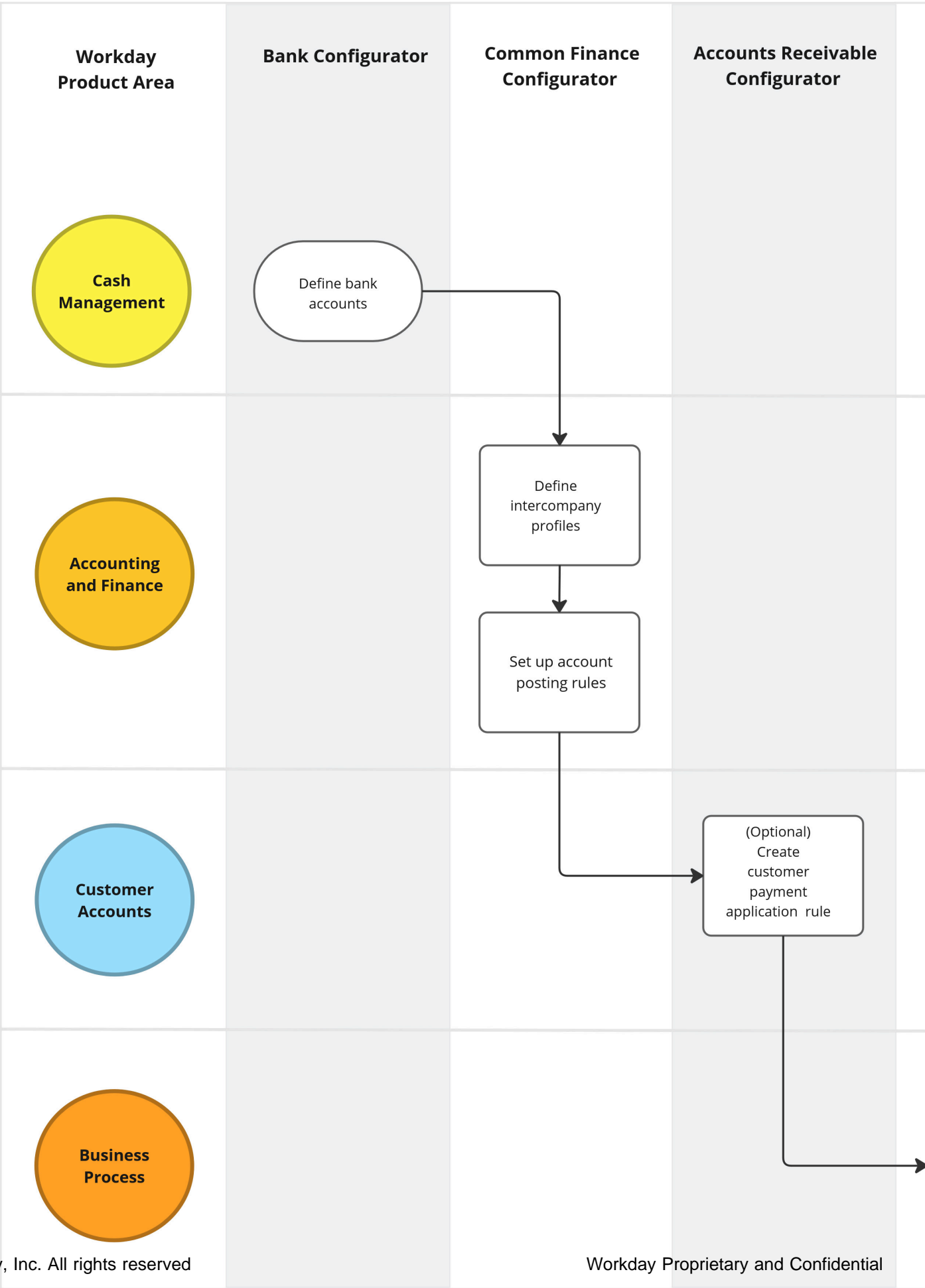
Impacted Product Areas

- Cash Management
- Accounting and Finance
- Customer Accounts
- Business Process

Workday Documentation Resources

For detailed information, see ../financial-management/common-financial-components/intercompany/on-behalf-of-intercompany-transactions/vxu1603833797538.dita.

For more information, see:

- ../financial-management/common-financial-components/intercompany/on-behalf-of-intercompany-transactions/bgs1613160769027.dita.
- The Next Level Presentation: On Behalf Of Intercompany .
- The Next Level Presentation: Intercompany Product Flow.