

# Use Case Library

Product Summary

December 10, 2025



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# 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:

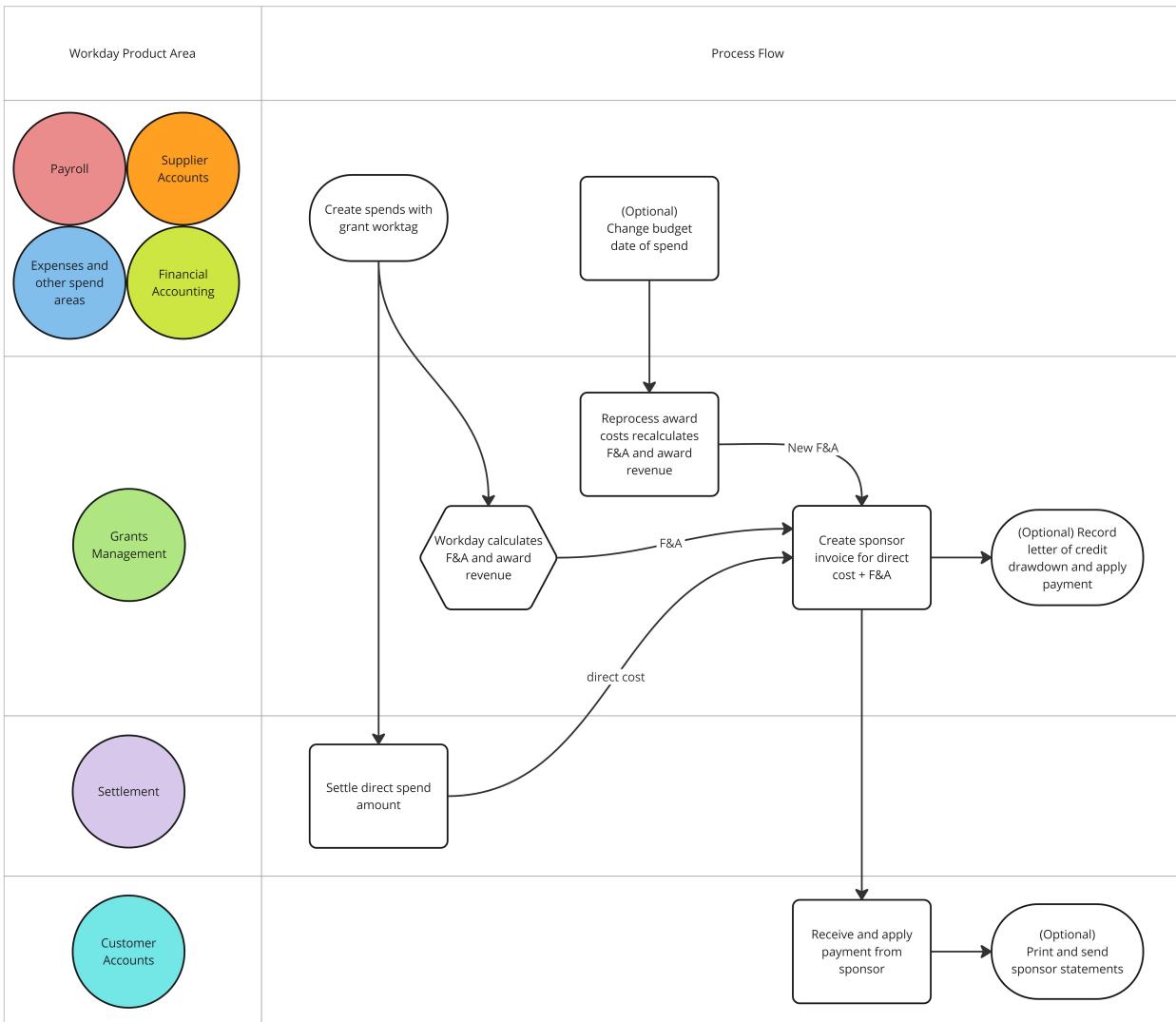
- Accountant
- Accounts Payable Specialist
- Award Billing Specialist
- Award Contract Specialist
- Customer Deposit/Payment/Refund Specialist
- Expense Report Specialist
- Payroll Specialist
- Settlement Specialist

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.



Legend



### 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:

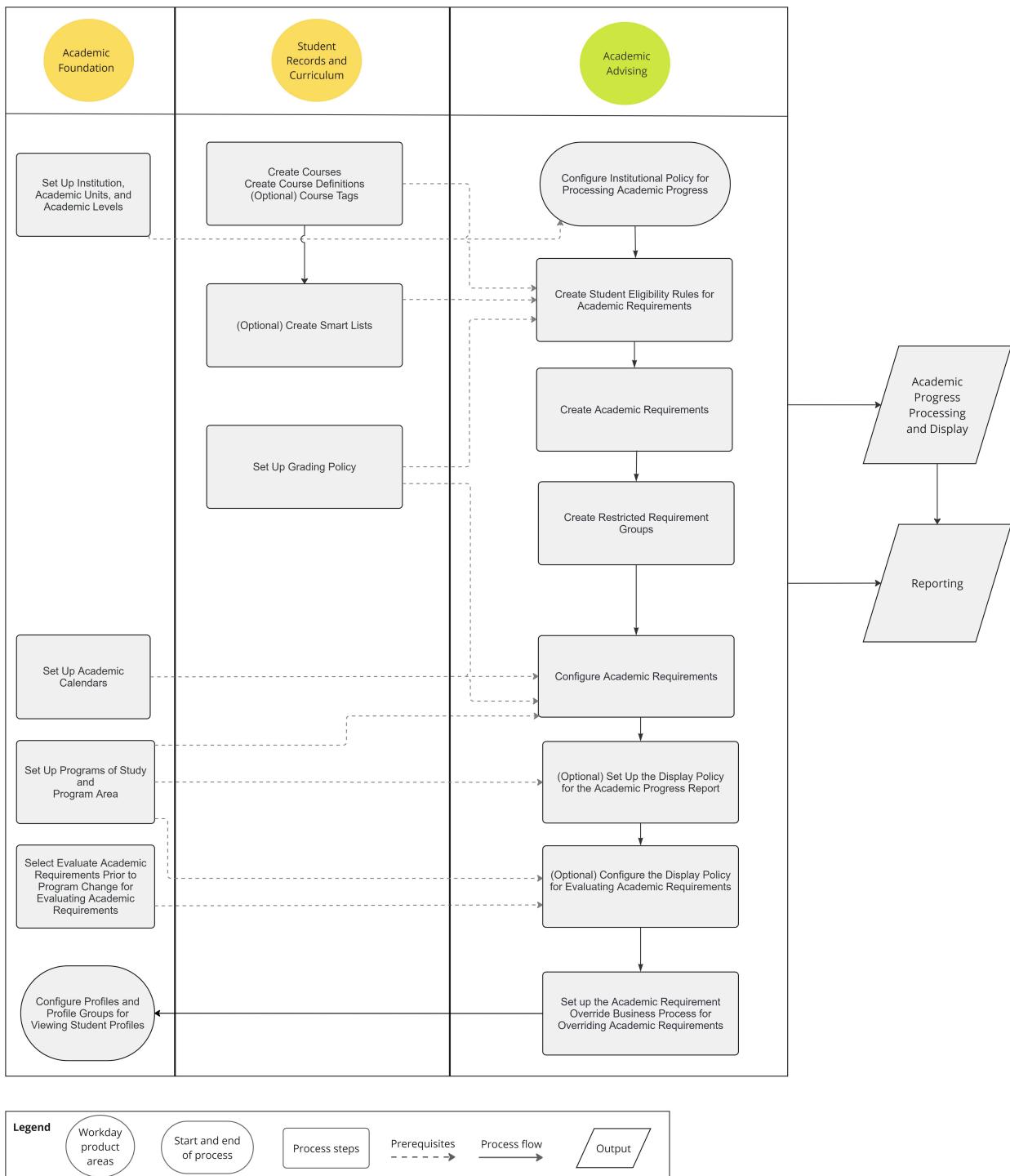
- Academic (Administrative) Coordinator
- Academic Advising Administrator
- Academic Advising Manager
- Associate/Assistant Registrar
- Director of Student Records

- 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.



## 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 Engagements

## Audience

Professionals responsible for the initial configuration and ongoing management of creating engagements, including these roles:

- Learning Administrator
- System Administrator

Your organization might use different names for these roles.

## Prerequisites

A system administrator must complete these steps before the learning administrator can create an engagement:

- Create an Integration System User (ISU). See [../manage-workday/collaboration/engagement-builder/steps-set-up-integration-system-user-security--ISU--for-engagement-builder.dita](#).
- Configure Media Cloud. See [../manage-workday/tenant-configuration/content-management/workday-media/ydh1665073143226.dita](#).
- Set up Drive. See [../manage-workday/tenant-configuration/content-management/drive/cno1544125895764.dita](#).
- Set up Workday Notifications. See:
  - [../manage-workday/tenant-configuration/notifications-and-alerts/car1554145887062.dita](#)
  - [../manage-workday/tenant-configuration/notifications-and-alerts/tar1447197152478.dita](#)
- Set up Notification Designer. See [../manage-workday/tenant-configuration/notifications-and-alerts/email-notifications/notification-designer/zur1591936669873.dita](#).
- Set up Message Builder. See [../manage-workday/tenant-configuration/notifications-and-alerts/Message-Builder/steps--set-up-message-builder.dita](#).
- Set up Learning Instructors. See [../human-capital-management/learning/learning-setup-and-maintenance/ncd1579796636747.dita](#).
- Set up Engagement Builder. See [../manage-workday/collaboration/engagement-builder/steps--set-up--engagement--builder.dita](#).

## Overview

Engagements are groups of messages, called engagement items, that Workday delivers to target audiences based on a delivery schedule that you define. You can use Engagement Builder to create engagements for distributing learning assignments.

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

## Impacted Product Areas

- Workday Accounts
- Media Cloud
- Drive
- Notifications and Alerts
- Learning

## Workday Documentation Resources

For detailed information see [../manage-workday/collaboration/engagement-builder/create-an-engagement.dita](#).

# Use Case: Create Invoices for Direct Intercompany Transactions

## Audience

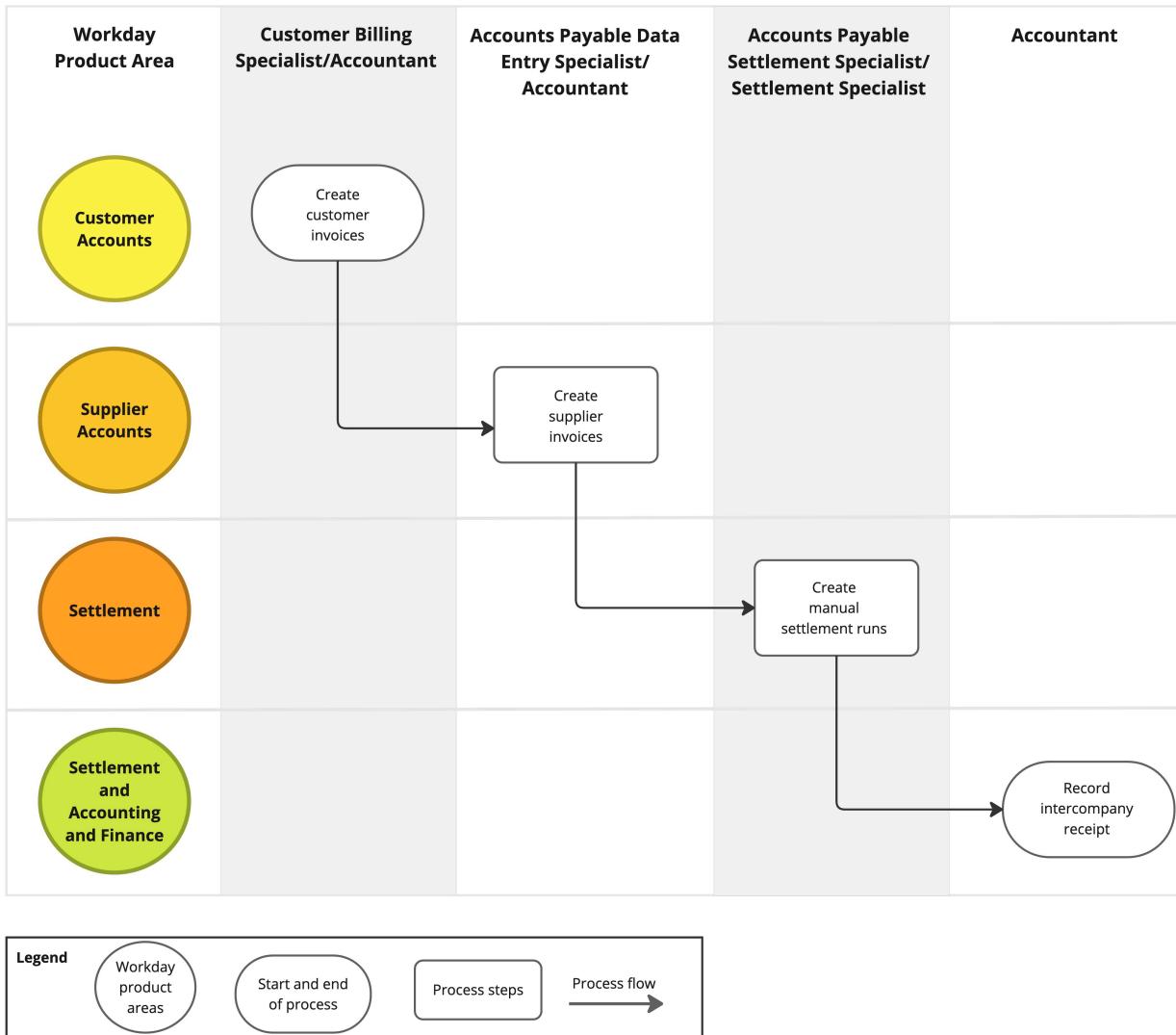
Financial professionals in these roles who are responsible for carrying out each step of the process for creating invoices for direct intercompany transactions:

- 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.



### 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: Create OfficeConnect Cash Flow Reports Using Excel

## Audience

Financial professionals in these roles who are responsible for carrying out each step of the Create OfficeConnect Cash Flow Reports Using Excel process:

- Financial Analyst
- Financial Planner

Your organization might use different names for these roles.

## Overview

Cash Flow reports are financial statements that display all the cash coming into the business including income, savings, and other receipts. This use case provides an example of the steps involved in building an OfficeConnect cash flow report using an existing Excel cash flow report. There are many other ways to create your cash flow reports.

Watch the video: 3m 47s

## Impacted Product Areas

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

## Workday Documentation Resources

For detailed information, see [Example: Create Cash Flow Reports Using Existing Excel Report Format](#).

For more information about cash flow reports, see:

- [Cash Flow Values Don't Match Balance Sheet Values in Actuals at Top Level](#)
- [Reference: Mathematical Formula Functions](#)

# 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

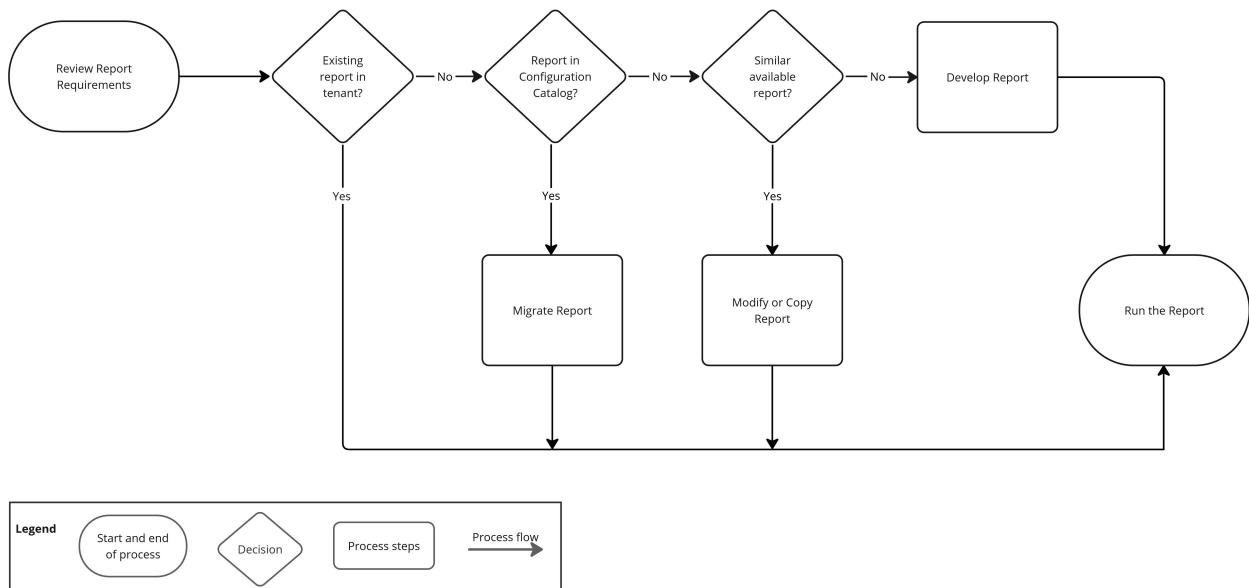
These role names may differ from those at your organization.

## 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.



## 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](#).
- [Configuration Catalog](#).

# Use Case: Create Learning Security Segments

## Audience

Administrators and Learning & Development professionals who are responsible for carrying out each step of the process for configuring and maintaining access to learning content in Workday:

- Workday Security Administrators
- Learning Management System Administrators

Your organization might use different names for these roles.

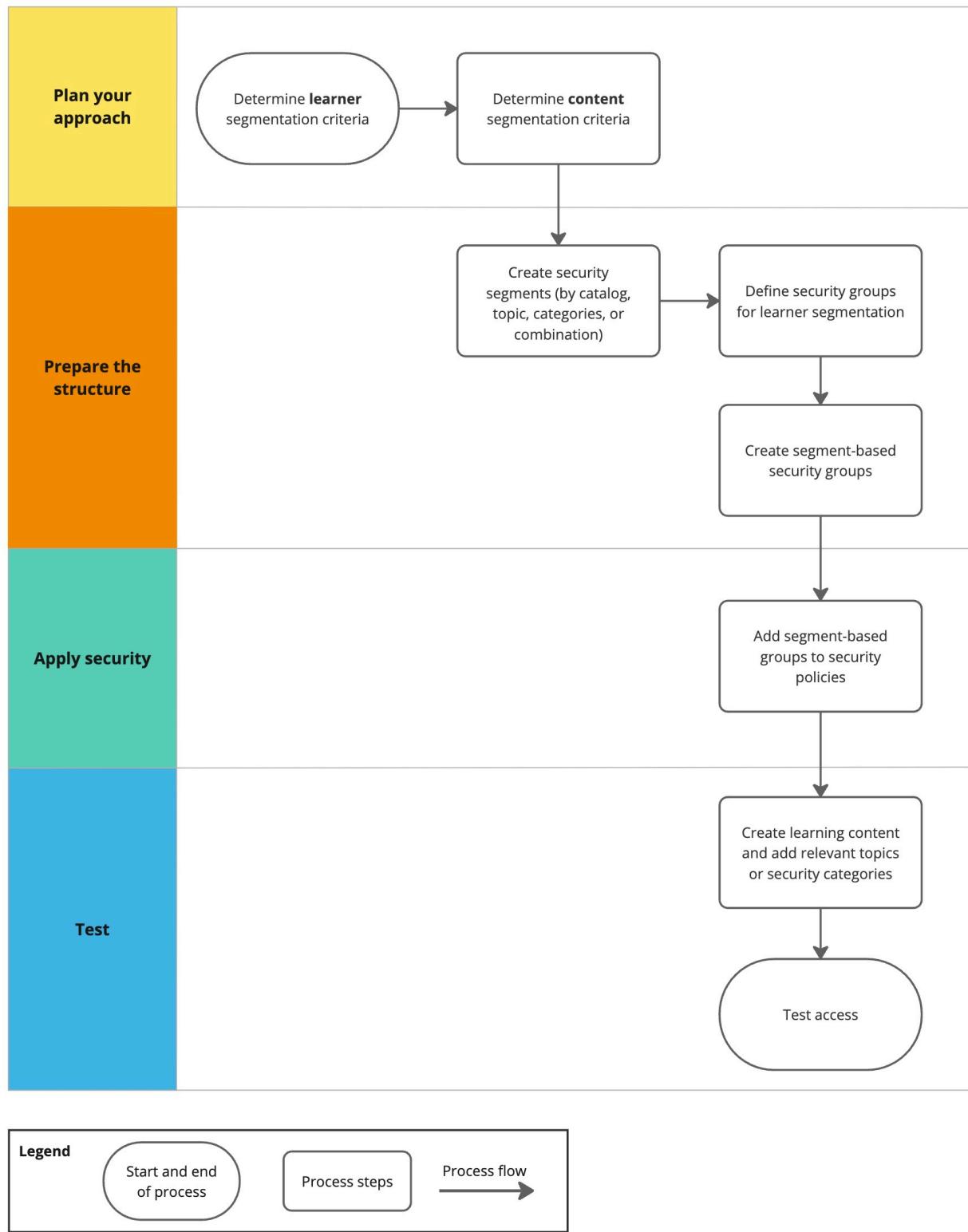
## Prerequisites

Security: These domains in the Learning Core functional area:

- [Set Up: Learning Security Segments](#)
- [Set Up: Learning Catalog](#)

## Overview

Learning Security Segments help you control access to learning content based on specific criteria. This use case provides an example of the process flow and the area in Workday where you carry out each step. Your process might consist of different tasks or workflows.



## Security Considerations

- Workday Learning content uses security categories, topics, and catalogs to provide granular control.
  - When you assign a security category to a course or program, the associated security group determines user access. Applying a security category to a course makes it the primary security method, overriding any topic or catalog-level security settings.
  - Learning topics receive security segments from their assigned catalogs by default. However, if a topic defines its own security segments, these will always take precedence.
- When you have a large number of segment-based security groups with common access requirements, you can create aggregation security groups that include the segment-based security groups and assign permissions to the aggregation security group instead. See [../authentication-and-security/configurable-security/security-groups/aggregation-security-groups/dan1370796338925.dita](#).

## Impacted Product Area

Learning

## Workday Documentation Resources

For detailed information, see [../human-capital-management/learning/learning-setup-and-maintenance/learning-security/owz1559042692174.dita](#).

For more information, see:

- [../human-capital-management/learning/learning-setup-and-maintenance/learning-security/gqe1470834901363.dita](#).
- [../human-capital-management/learning/learning-setup-and-maintenance/learning-security/czj1470841147315.dita](#).

# Use Case: Order to Cash Period Close

## Audience

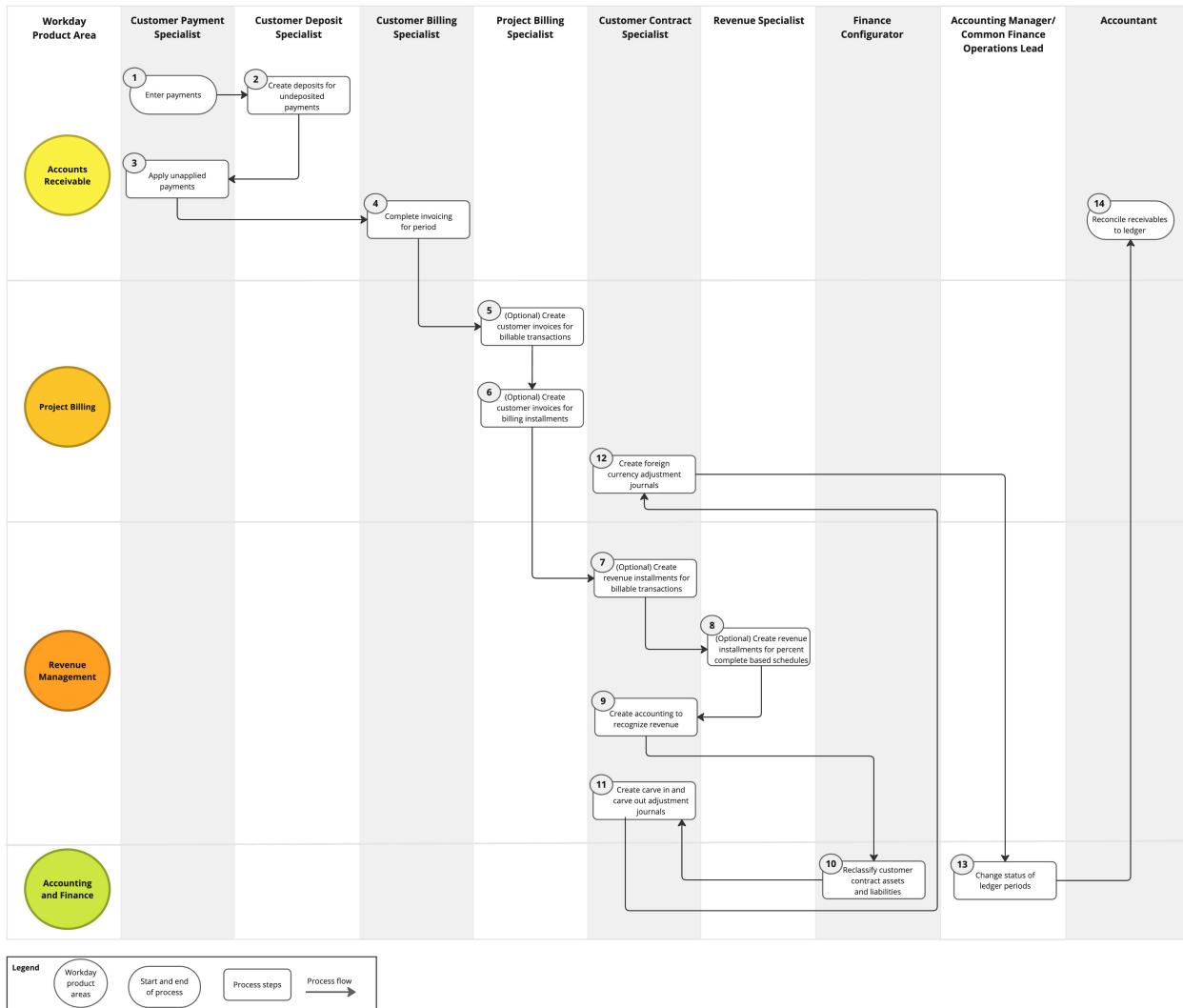
Financial professionals in these roles who are responsible for carrying out each step of the order to cash process during a period close:

- 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.



## 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

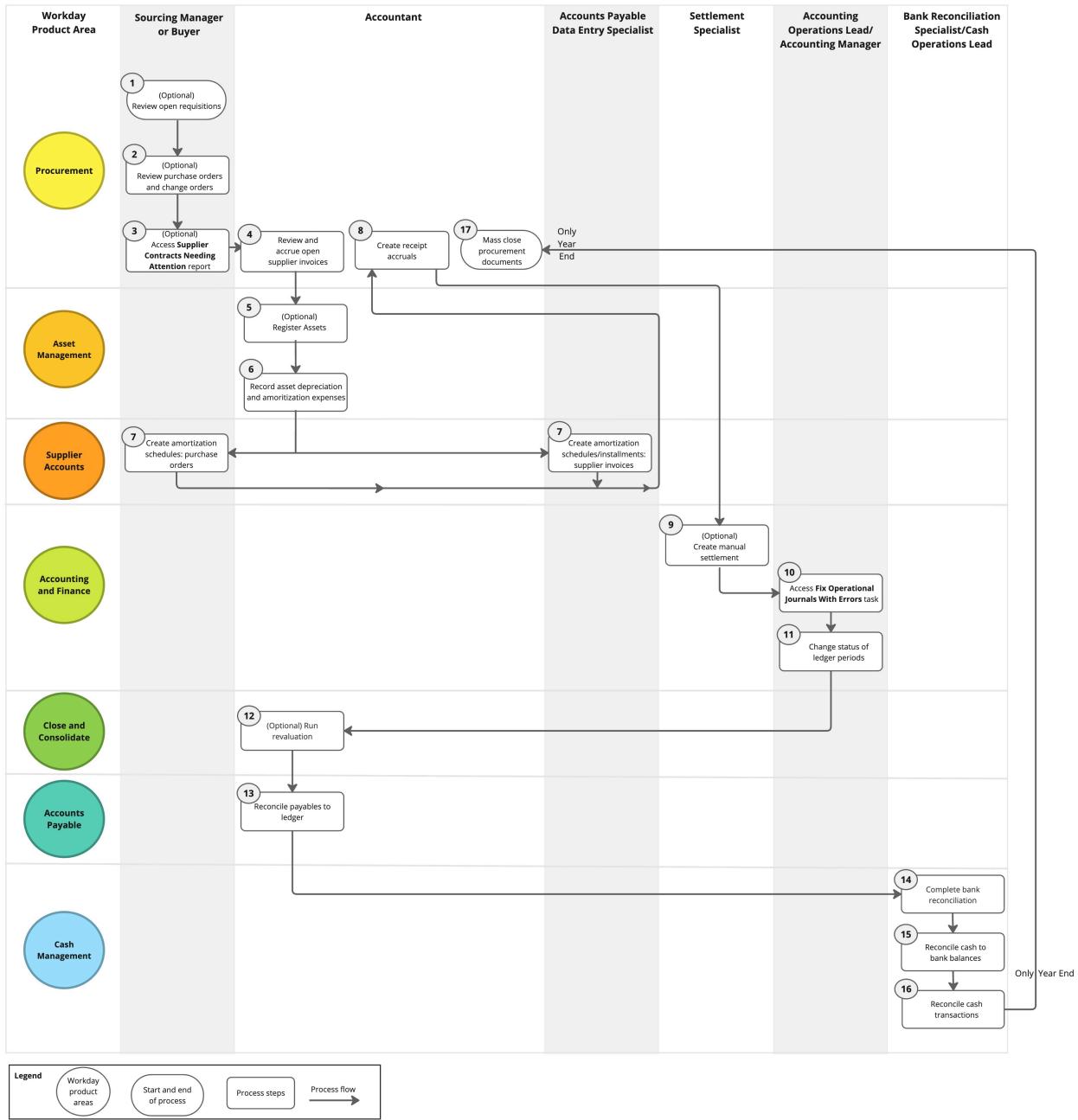
Financial professionals in these roles who are responsible for carrying out each step of the procure to pay process during a period close:

- 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.



## 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: Reporting Tools in Workday

### Audience

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

- Centralized report writers
- Accountants and financial analysts

Your organization might use different names for these roles.

### Overview

In this use case, we discuss the properties of different reporting tools available in Workday that you can use to create reports. Understanding their unique properties is key to selecting the ideal tool for your data analysis and decision-making.

#### OfficeConnect

You can use OfficeConnect if you primarily work with financial data in Microsoft Excel for ad-hoc queries, financial statements, or planning data.

- Description: An Excel add-in that securely connects to curated Workday financial data or Adaptive Planning data.
- Who uses it: Accountants, FP&A professionals, and financial analysts who may have limited Workday knowledge.
- Use Cases: Generating financial statements, performing ad-hoc financial analysis, and daily reporting.
- Important Considerations:
  - Accessed only through Excel, not directly in Workday.
  - Supports modeled data sources like Journal Lines and Plan Lines for Financial Reporting, plus Adaptive Planning.
  - Integrates external data directly into the Excel file.
  - Features a security option to clear data on save, requiring users to sign in and refresh for current data.

#### Discovery Boards

You can use Discovery Boards if you want to use self-service ad-hoc analysis with an interactive, visual interface to uncover trends and insights.

- Description: Visual data analysis tools embedded in Workday with a drag-and-drop interface.
- Who uses it: Typically created by centralized report developers and analysts, and consumed by analysts, managers, and executives for quick insights.
- Use Cases: Visual analysis across these domains:
  - HCM: Identifying skills gaps, setting benchmarks, evaluating training.
  - Financials: Expense analysis, understanding past-due receivables, analyzing DSO drivers.
- Important Considerations:
  - Supports most indexed Workday-delivered data sources and all Prism data sources.
  - Uses Workday's Drive sharing model with Can View or Can Edit permissions.
  - Can access through Workday search, Drive, or direct URL.
  - Displays data based on the user's security permissions.

## Worksheets

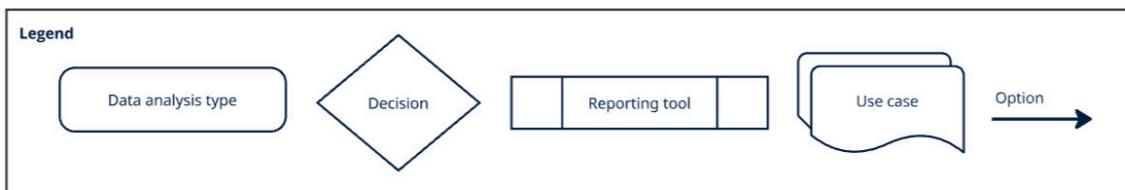
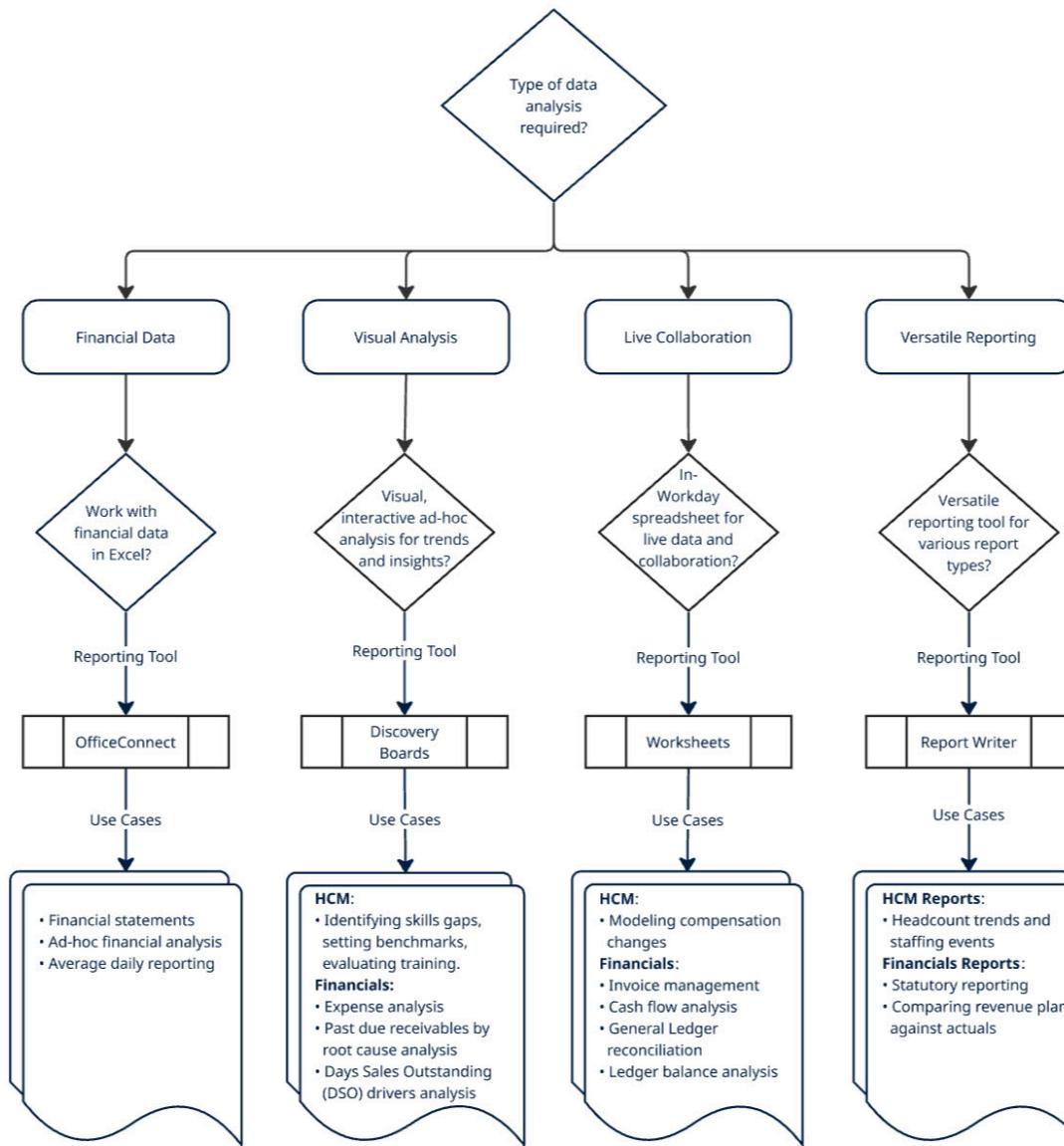
You can use Worksheets, when you need a spreadsheet-like environment within Workday to collaborate and work with live, secure data, and model changes.

- Description: A spreadsheet tool directly within Workday for interacting with live data and facilitating organization-wide collaboration.
- Who uses it: Generally created by centralized report developers and analysts, and consumed by analysts, employees, and managers.
- Use Cases: Real-time data modeling and collaborative data manipulation for:
  - HCM: Modeling compensation changes.
  - Financials: Invoice management, cash flow analysis, general ledger reconciliation, ledger balance analysis.
- Important Considerations
- Connects to Workday data through advanced, matrix, and composite reports.
- Uses the Drive sharing model with Can View, Can Comment, or Can Edit permissions.
- While initial data import and refresh respect user security, all users with access to the workbook can view all data within it unless Workbook Templates are used to maintain contextual security.
- Can include external data.
- Accessible via Workday search, Drive, or direct URL.

## Report Writer

If none of the above specific needs apply, and you require a versatile, general-purpose reporting tool for various report types, scheduling, or integrations, you can use Report Writer as the foundational solution.

- Description: The original Workday reporting tool, handling a wide range of reporting use cases, including tabular and summarized data.
- Who uses it: Reports are typically created by centralized report writers and consumed by a broad audience, including analysts, employees, managers, business leaders, HR, and finance professionals.
- Use Cases: Highly versatile across these domains:
  - HCM: Headcount trends, staffing events.
  - Financials: Statutory reporting, comparing revenue plans vs. actuals.
- Important Considerations:
  - Supports all Workday-delivered report data sources (RDSs), including Prism and business view data sources.
  - Allows inclusion of fields from related business objects on Advanced reports.
  - Supports calculated fields on all report types.
  - External data only with a Prism Analytics subscription.
  - Reports can be scheduled for delivery.
  - Supports downstream business processes (embedded analytics) and integrations (report-as-a-service, RaaS).
  - Data displayed respects the user's contextual security.



## Impacted Product Area

Reporting

## Workday Documentation Resources

For detailed information, see [Reference: Reporting Tools in Workday](#).

For more information, see:

- Reference: Fulfill a Report Request.
- Reference: Report Types.
- Reference: Choose a Distribution Method.

# Use Case: Set Up Auto-Contribution Increases for Retirement Savings

## Audience

HR and Benefits professionals in these roles who are responsible for carrying out each step of the auto-enrollment process during a benefit event for retirement savings plan (RSP) changes:

- Benefits Administrator
- Benefits Partner

Your organization might use different names for these roles.

## Overview

The U.S. Federal Secure Act 2.0 requires organizations to enable workers to automatically increase their retirement savings contributions each year. This use case provides an example of the process flows for enrolling and enabling new and existing workers, and providing the opt-out option during the benefit event. This use case applies to retirement savings plans managed in Workday only. Your process might consist of different tasks or workflows.

## Benefits Admin

Configure RSP  
auto-contribu  
increases

**Impacted Product Area**

Benefits Retirement Savings Accounts

**Workday Documentation Resources**

For detailed information, see [../human-capital-management/benefits/default-coverage-and-auto-enrollment/steps--set-up-auto-escalation-for-retirement-plan-contributions.dita](#).

For more information, see:

- [Create Retirement Savings Plans](#)
- [Enroll Workers into Retirement Savings Plans Managed by Third-Party Providers](#)

## Use Case: Set Up Cloud Connect for Learning Using Cloud Connect for Learning Platform

**Audience**

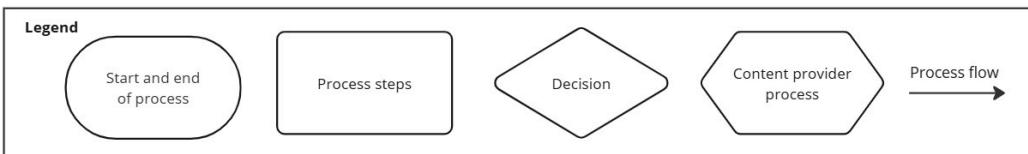
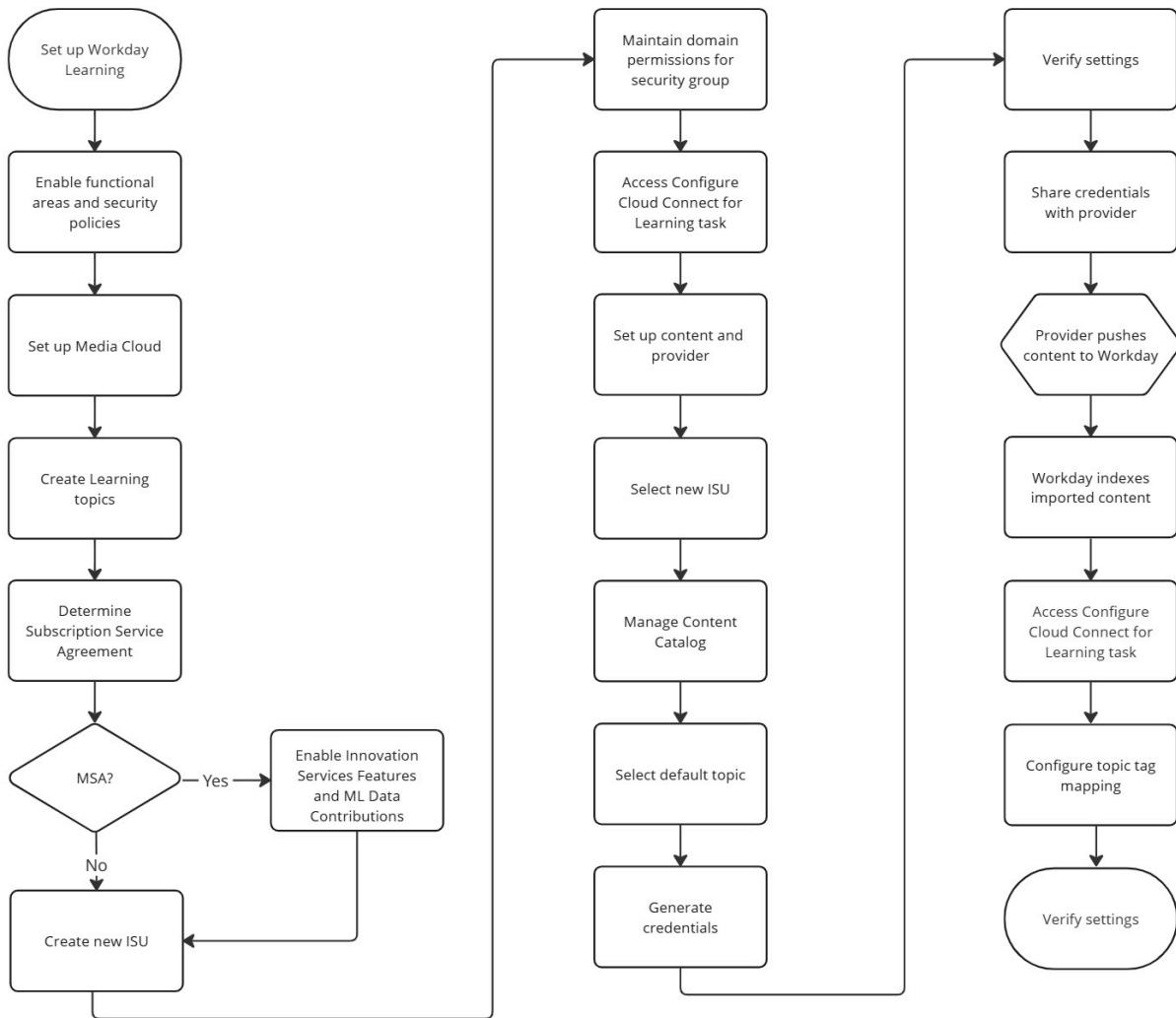
Administrators in these roles who are responsible for carrying out each step of the Set Up Cloud Connect for Learning process:

- Learning Administrators
- Implementers

Your organization might use different names for these roles.

**Overview**

Workday's Cloud Connect for Learning (CCL) platform enables third-party content providers to build their integration and release it to their customers independent of Workday's major release schedules. This use case provides an example of the process flow when you want to set up Cloud Connect for Learning for a third-party content provider in the CCL platform for the first time. Your process might consist of different tasks or workflows.



## Impacted Product Area

Learning

## Workday Documentation Resources

For detailed information, see [../human-capital-management/learning/learning-content/configure-cloud-connect-for-learning.dita](#).

For more information, see:

- [Concept: Cloud Connect for Learning Integration Methods](#)
- [FAQ: Cloud Connect for Learning](#)
- [../human-capital-management/learning/learning-content/reference--content-providers-using-the-ccl-platform-to--platform-to-integrate-with-workday-learning.dita](#).

- [..../human-capital-management/learning/learning-content/xbd1536178491043.dita](#).
- [..../human-capital-management/learning/learning-content/fey1646155264903.dita](#).
- [..../human-capital-management/learning/learning-content/troubleshooting--configure-cloud-connect-for-learning.dita](#).

# Use Case: Set Up Cloud Connect for Learning Using Legacy Tasks

## Audience

Administrators in these roles who are responsible for carrying out each step of the Set Up Cloud Connect for Learning process:

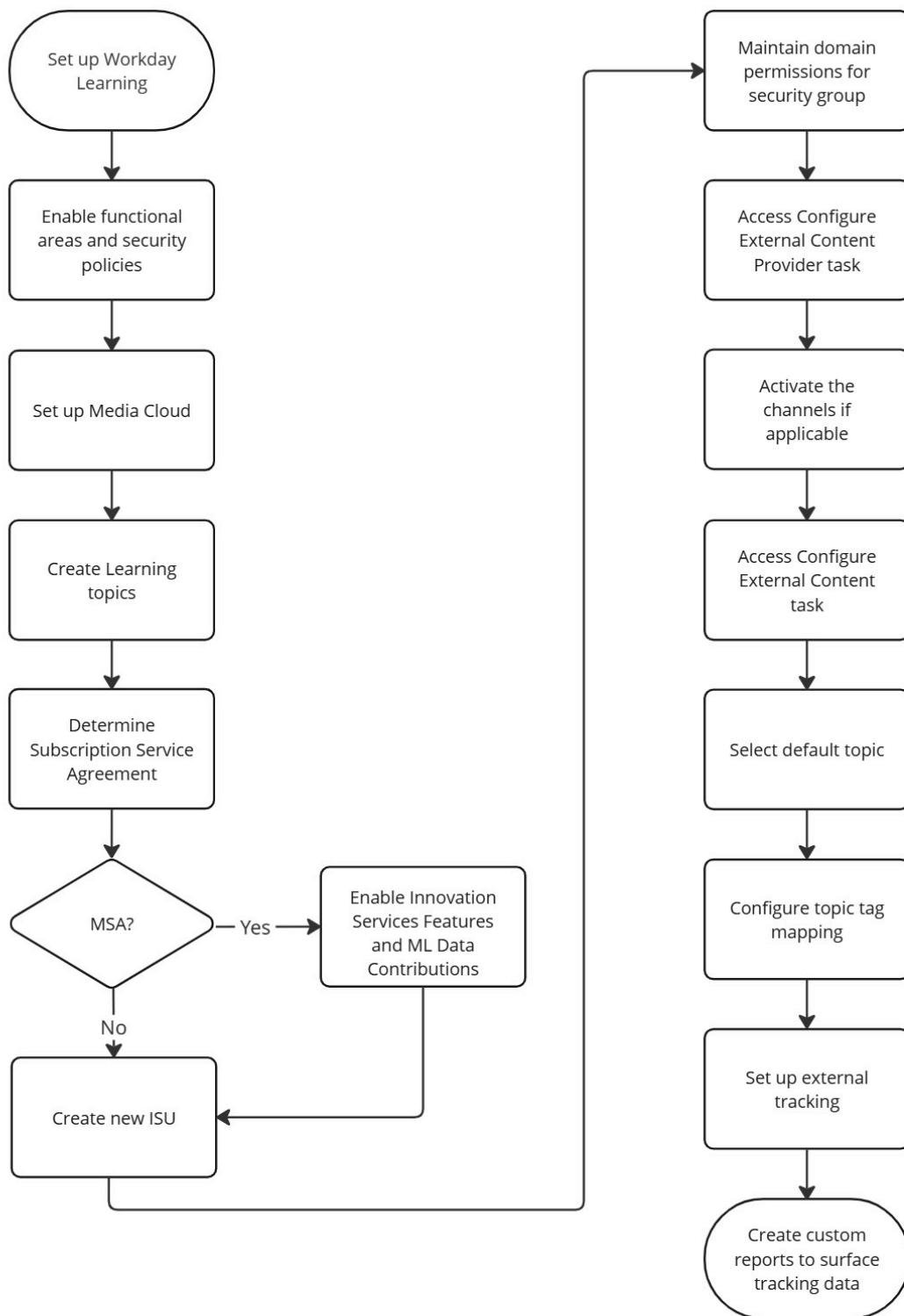
- Implementers
- Learning Administrators
- Security Administrators

Your organization might use different names for these roles.

## Overview

When you set up Cloud Connect for Learning, you can import content from the third-party providers into your tenant, enabling you to deliver rich and engaging playback experiences.

This use case provides an example of the process flow when you want to set up Cloud Connect for Learning for a third-party content provider for the first time using the legacy tasks. This approach involves a point-to-point integration that requires you to configure multiple tasks to establish the connection for each content provider. Your process might consist of different tasks or workflows.

**Legend**

Start and end of process

Process steps

Decision

Process flow

## Impacted Product Area

Learning

### Workday Documentation Resources

For detailed information, see [Steps: Set Up Cloud Connect for Learning Using Legacy Tasks](#)

For more information about setting up Cloud Connect for Learning, see:

- [Concept: Cloud Connect for Learning Integration Methods](#)
- [FAQ: Cloud Connect for Learning](#)
- [../human-capital-management/learning/learning-content/reference--content-providers-using-the-ccl-platform-to--platform-to-integrate-with-workday-learning.dita](#)
- [../human-capital-management/learning/learning-content/fey1646155264903.dita](#)
- [../human-capital-management/learning/learning-content/troubleshooting--configure-cloud-connect-for-learning.dita](#)

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

## Audience

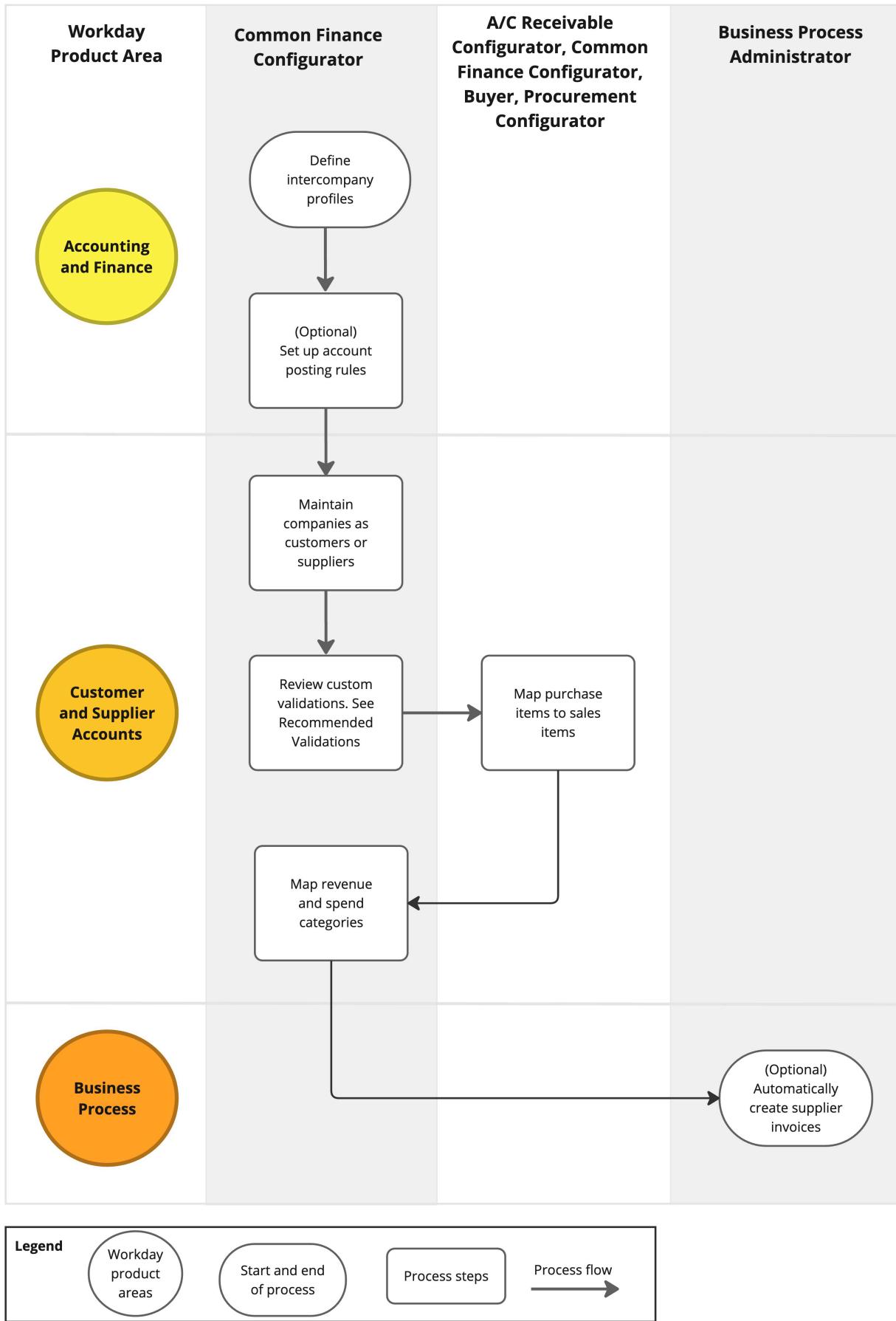
Financial professionals in these roles who are responsible for carrying out each step of the process to create customers and suppliers for direct intercompany transactions:

- 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.



## 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

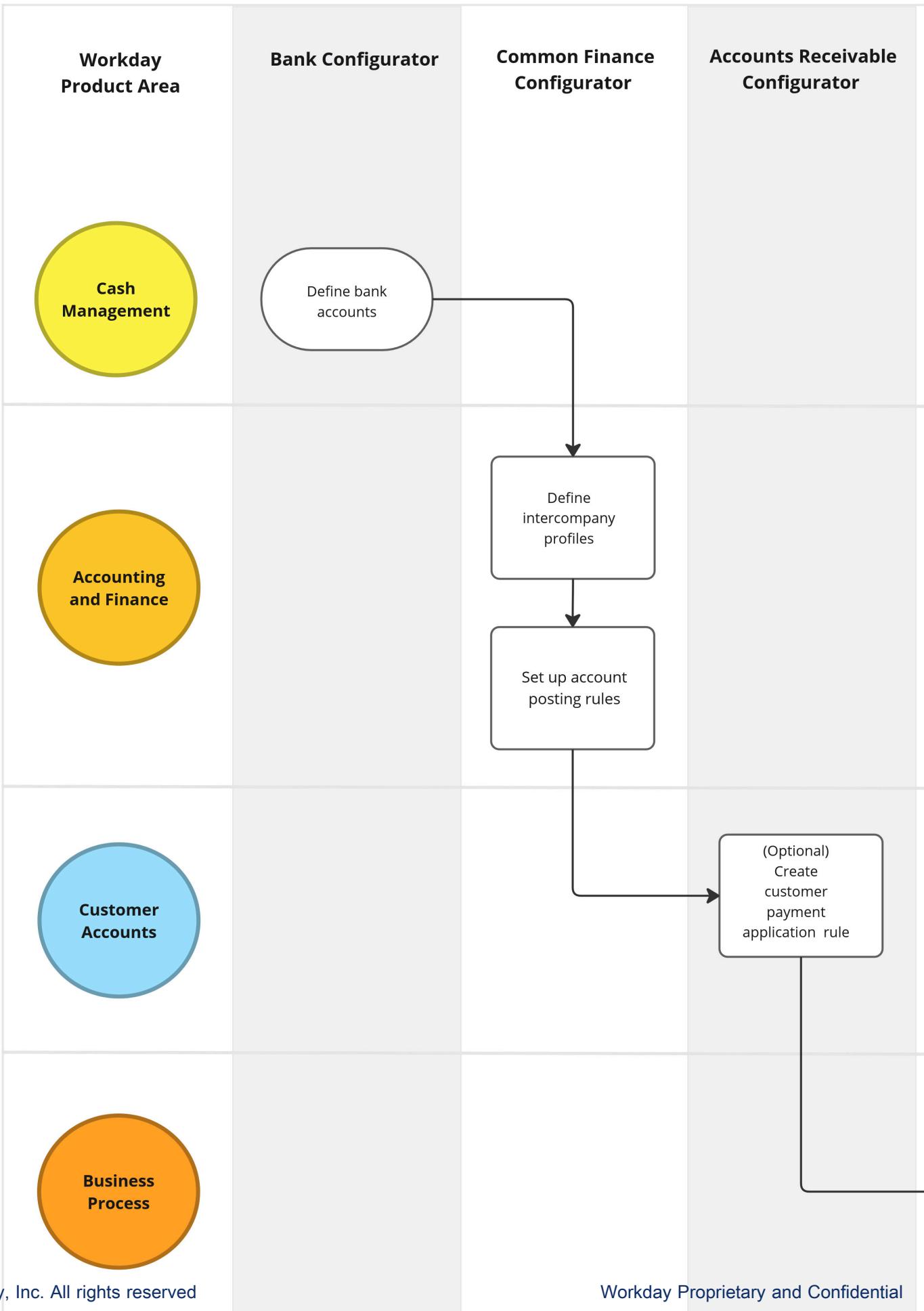
These role names may differ from those at your organization.

## 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



## 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](#).