

# Suspense Balances Review – Yale and Workday FRC Dashboard

## User-Guide

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## Definitions

- Suspense:** In general, “suspense” is defined as charges that are not in their final destination and require adjustment or change. At Yale, what we formally consider to be “suspense accounts” have two primary business purposes:
  - 1) System Generated Labor Suspense
  - 2) Manual Transaction Suspense
- Pivot:** pivot options in Workday consist of utilizing the “View By” options to manipulate your data within Workday (i.e., selecting two options to view your data, such as by “employee” and “fiscal period by budget date”). This view will allow you to view data at a high summary level. See below for an example of a pivot:

The screenshot displays a pivot table with columns for Revenue, Expense, and Fund Transfers. A 'View By' dropdown menu is open, showing options such as \* COA, \* Employee, \* Fiscal Period by Budget Date, \* Labor and Non Labor Summary, \* Ledger Account, Assignee, Award, Charging Cost Center, Charging Cost Center Department, and Charging Cost Center Department Grouping. Below the table, a criteria panel shows 'View by: \* Employee' and 'and then by: Fiscal Period by Accounting Date' with a 'Refresh' button. The table shows a total revenue of \$2,189.47 and an expense of \$450.00.

- Drill-Through:** drill-through options in Workday consist of, 1) selecting the actual balance to go directly to the details or selecting the arrow to the right of the balance and selecting either the 2) “view details” or 3) “export to excel” options. These views will show you all the details needed to clear the balance. See below for an example of how to see the details:

The screenshot shows a table with columns for Expense, Fund Transfers, and Net Income. A row with an expense of \$11,475.22 is highlighted. A 'View By' dropdown menu is open for this row, showing options such as \* COA, \* Employee, \* Fiscal Period by Budget Date, \* Labor and Non Labor Summary, \* Ledger Account, Assignee, Award, Charging Cost Center, Charging Cost Center Department, and Charging Cost Center Department Grouping. The 'View Details' and 'Export to Excel (All Columns)' options are highlighted with red boxes.

| Employee | UPI | Worker Cost Center | Fiscal Period by Accounting Date | Fiscal Period by Budget Date | Accounting Date | Budget Date | Debit Amount | Credit Amount | Amount for Natural Debit/Credit | Ledger Account | Revenue or Spend Category | Operational Transaction | Journal | Line Memo | Supplier as Worktag | Invoice Number | Pay Component | Pay Period | Grant, OI |
|----------|-----|--------------------|----------------------------------|------------------------------|-----------------|-------------|--------------|---------------|---------------------------------|----------------|---------------------------|-------------------------|---------|-----------|---------------------|----------------|---------------|------------|-----------|
|----------|-----|--------------------|----------------------------------|------------------------------|-----------------|-------------|--------------|---------------|---------------------------------|----------------|---------------------------|-------------------------|---------|-----------|---------------------|----------------|---------------|------------|-----------|

## Report and Dashboard Purpose

The “Suspense Balances Review – Yale” Report and the Workday FRC Dashboard are available to support the monthly *Review of the Labor and Non-Labor Transactions in Suspense* from the [Financial Review Checklist](#).

Departments are required to review their suspense balances to identify expenses that have been incorrectly charged upon initial processing. Departments are recommended to utilize the report and/or dashboard to complete their analysis, as these have been created to be all-encompassing.

As a reminder, expenses that have hit suspense should be corrected using the same ledger account as the original transaction using a payroll accounting adjustment. When possible, non-labor suspense transactions should be corrected via an accounting adjustment. If not possible, non-labor suspense transactions should be corrected using the original journal source of the transaction (i.e. manual journal, ISPADJ, etc.). Suspense balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior fiscal years and correct at the ledger account level. By fiscal year end, all values in the Ending Balance column should equal zero.

## Suspense Balances Review- Yale

### *How to Access the Report*

- The “Suspense Balances Review – Yale” Report can be accessed in Workday by typing the report's name into the Workday search bar.
- Access for the report is limited to the user’s Workday Security Access.
- Users must have both of the following Workday roles to view report details:
  - Cost Center Financial Analyst (CCFA)
  - Cost Center Payroll Details (CCPD)
    - *Note that if the user does not have this role, you can still view the data but will not be able to see the employee names associated with it.*

### *Report Functionality*

The “Suspense Balances Review – Yale” report shows the user the balances in suspense within their cost centers. The user will need to review their balance data either within Workday or it can be exported to Excel for additional review.

### *Report Prompts*

The report prompts are auto populated with the Company, Period, Time Period, and Book in the current period YTD as shown below. Note, these prompts can be changed if you need to review balances that are not in the most recent fiscal period. Additionally, there are automatic configurations that cannot be changed that include suspense specific program and projects as outlined in the prompt instructions. The user will need to input their cost center hierarchy they would like to review, or it can be run open, and the report will automatically limit based on their access. Note, this report can be run at any level of the cost center hierarchy (i.e., from planning unit down to cost center). It can also be run for multiple cost centers at one time.

**Suspense Balances Review - Yale**

[View Report Definition](#) ...

**Instructions** This report defaults to management book and is automatically configured to return transactions in any of the following:

- PG99999
- PJ006725
- PJ028458
- PJ101291
- PJ104818
- PJ105201
- PJ105202

As a reminder, expenses that have hit suspense should be corrected using the same ledger account as the original transaction. When possible, non-labor suspense transactions should be corrected via an accounting adjustment. If not possible, non-labor suspense transactions should be corrected using the original journal source of the transaction (i.e. manual journal, ISPADJ, etc.). Suspense balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior fiscal years and correct at the ledger account level. By fiscal year end, all values in Ending Balance column should equal zero.

Fields have drillable functionality to provide users the ability to view, research, and pivot transaction details necessary for correction.

Company: \*

Cost Center / Cost Center Hierarchies:

Period: \*

Time Period: \*

Book:

### Report Look & Feel

The report is shown in a hierarchy with total at the highest level, then cost center, then employees within each cost center, and finally ledger account. Users can go down each level by first selecting the carrot to the left of the cost center. Note, the (Blank) in the “employees” section show the user the non-labor suspense transactions within each cost center. Please note, as a result of a Workday limitation, the “Net Income” and “Ending Balance” columns are calculated columns and do not have the same functionality as that of the other four columns. It is suggested that you utilize the “View By” and “View Details” options in the other columns to review your balances.

An additional “View By” option highlighting the labor vs. non-labor balances within your details is addressed on page 6 of this guide.

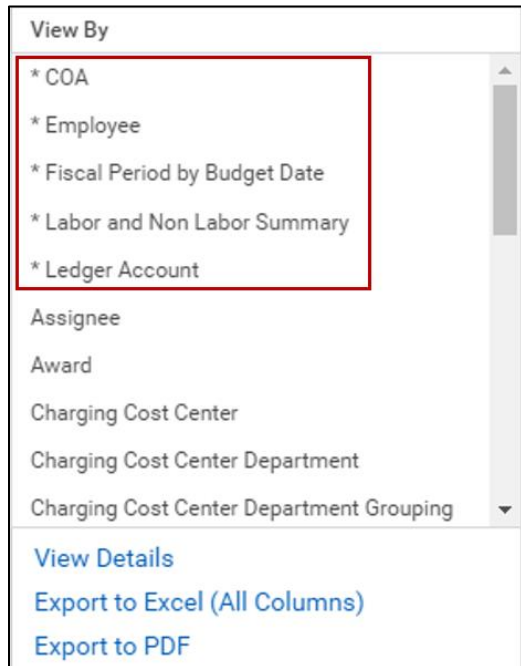
| Suspense Balances for     | Beginning Balance | Revenue    | Expense      | Fund Transfers | Net Income     | Ending Balance |
|---------------------------|-------------------|------------|--------------|----------------|----------------|----------------|
| Total                     | (\$70,481.83)     | \$2,189.47 | \$817,725.43 | 0.00           | (\$815,535.96) | (\$886,017.79) |
| CC1234 Cost Center Name   | 0.00              | 0.00       | \$11,475.22  | 0.00           | (\$11,475.22)  | (\$11,475.22)  |
| Employee Name             | 0.00              | 0.00       | \$8,658.18   | 0.00           | (\$8,658.18)   | (\$8,658.18)   |
| Employee Name             | 0.00              | 0.00       | \$0.00       | 0.00           | \$0.00         | \$0.00         |
| Employee Name             | 0.00              | 0.00       | \$2,053.27   | 0.00           | (\$2,053.27)   | (\$2,053.27)   |
| 12345 Ledger Account Name | 0.00              | 0.00       | \$1,507.94   | 0.00           | (\$1,507.94)   | (\$1,507.94)   |
| 98765 Ledger Account Name | 0.00              | 0.00       | \$70.33      | 0.00           | (\$70.33)      | (\$70.33)      |
| 34567 Ledger Account Name | 0.00              | 0.00       | \$475.00     | 0.00           | (\$475.00)     | (\$475.00)     |
| (Blank)                   | 0.00              | 0.00       | \$763.77     | 0.00           | (\$763.77)     | (\$763.77)     |
| CC1256 Cost Center Name   | 0.00              | \$450.00   | \$135,815.29 | 0.00           | (\$135,365.29) | (\$135,365.29) |
| CC1278 Cost Center Name   | (\$4,733.97)      | 0.00       | \$121,900.11 | 0.00           | (\$121,900.11) | (\$126,634.08) |

Users can drill into the total amounts at the top, any cost center amount, employee amount, or ledger account amount by selecting the carrot next to it in any column and pivoting it by selecting one of the “View By” options.

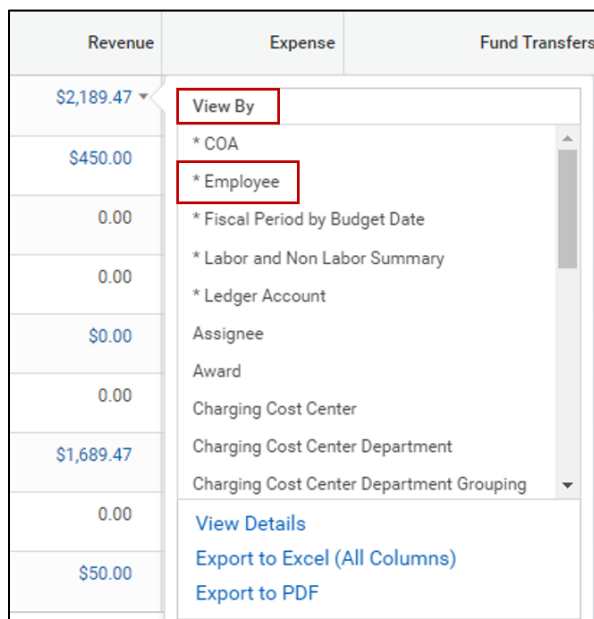
### Report View By or Drill Through Options

Users will need to review their beginning balance, which includes balances carried over from the previous fiscal year as well as their current revenue, expense, and fund transfer balances. Users can utilize any of the “View By” options shown below to pivot their data with further options available to select in the popup pivot window.

Additionally, a few important options are shown with asterisks:



For example, users can pivot the data to show employee balances by fiscal period by budget date by first selecting “Employee” from the “View By” listing and then selecting “Fiscal Period by Budget Date” in the second option. Select “Refresh” and your data will now be shown by employee and fiscal period by budget date. This is a commonly used view. See below for how to perform this example:



Criteria View by: **\* Employee** and then by: **\* Fiscal Period by Budget Date** Refresh

4 items

| * Employee    | FY24 - AUG | FY24 - SEP | FY24 - OCT | FY24 - NOV | Amount   |
|---------------|------------|------------|------------|------------|----------|
| Employee Name | 840.73     | 402.97     | 445.77     | 0.00       | 1,689.47 |
| Employee Name | 0.00       | 0.00       | 0.00       | (234.00)   | (234.00) |
| (Blank)       | 0.00       | 0.00       | 500.00     | 234.00     | 734.00   |
| Total         | 840.73     | 402.97     | 945.77     | 0.00       | 2,189.47 |

If a user wants to quickly see the labor vs. non-labor detail that makes up the balances, they can select the pivot option, "Labor and Non-Labor Summary" to see the breakdown as shown below:

Criteria View by: **\* Labor and Non Labor Summary** and then by: **Select a Field...** Refresh

3 items

| * Labor and Non Labor Summary | Amount     |
|-------------------------------|------------|
| Labor                         | 126,775.89 |
| Non Labor                     | 20,514.62  |
| Total                         | 147,290.51 |

An additional useful option is pivoting the data by COA. See below:

14 items

| Suspense Balances for   | Beginning Balance | Revenue    | Expense      | Fund Transfers | Net Income     | Ending Balance |
|-------------------------|-------------------|------------|--------------|----------------|----------------|----------------|
| Total                   | (\$68,214.08)     | \$2,689.47 | \$478,842.36 | (\$7,527.40)   | (\$483,680.29) | (\$551,894.37) |
| CC1234 Cost Center Name | 0.00              | \$500.00   | \$9,952.43   | 0.00           | (\$9,452.43)   | (\$9,452.43)   |
| CC2345 Cost Center Name |                   |            |              | 0.00           | (\$81,406.76)  | (\$81,406.76)  |
| CC3456 Cost Center Name | (\$4,730.00)      |            |              | 0.00           | (\$104,582.16) | (\$109,316.13) |
| CC4567 Cost Center Name |                   |            |              | 0.00           | \$0.00         | \$0.00         |
| CC5678 Cost Center Name | (\$41,160.00)     |            |              | (\$1,177.40)   | (\$32,658.49)  | (\$73,828.14)  |
| CC6789 Cost Center Name | \$1,400.00        |            |              | (\$1,450.00)   | (\$93,701.20)  | (\$92,251.15)  |
| CC7891 Cost Center Name | (\$2,150.00)      |            |              | 0.00           | (\$83,852.85)  | (\$86,007.38)  |
| CC8912 Cost Center Name |                   |            |              | 0.00           | (\$4,063.42)   | (\$4,063.42)   |
| CC9123 Cost Center Name |                   |            |              |                |                |                |
| CC9234 Cost Center Name |                   |            |              |                |                |                |

View By: **\* COA**

Criteria View by: **\* COA** and then by: **\* Fiscal Period by Budget Date** Refresh

4 items

| * COA   | FY24 - DEC | FY24 - JAN | FY24 - FEB | Amount     |
|---|------------|------------|------------|------------|
| YD000001 Unrestricted Operating    CC9234 Cost Center Name    PG99999 Transaction Suspense - SYSTEM-GENERATED (52)    PJ000001 General Project    FD01 Unrestricted Operating | 0.00       | \$9,952.43 | 0.00       | \$9,952.43 |

Users can also view the whole detail line(s) of the amount in Workday by drilling through 1) the amount or 2) using the drop-down carrot and then “View Details”. Users can also 3) select “Export to Excel (All Columns)” from this option, to export the details to Excel. This can be done from the high-level summary view or from the detailed pivot/drill-in view.

| Expense   | Fund Transfers | Net Income     |
|---|----------------|----------------|
| \$817,725.43  | 0.00           | (\$815,535.96) |
| 1 <span style="border: 1px solid red; padding: 2px;">\$11,475.22 ▾</span> |                |                |
| \$8,658.18  |                |                |
| \$0.00  |                |                |
| \$2,053.27  |                |                |
| \$1,507.94  |                |                |
| \$70.33   |                |                |
| \$475.00  |                |                |
| \$763.77  |                |                |
| \$135,815.29  |                |                |

View By

- \* COA
- \* Employee
- \* Fiscal Period by Budget Date
- \* Labor and Non Labor Summary
- \* Ledger Account
- Assignee
- Award
- Charging Cost Center
- Charging Cost Center Department
- Charging Cost Center Department Grouping ▾

2 View Details

3 Export to Excel (All Columns)

Export to PDF

| Employee | UPI | Worker Cost Center | Fiscal Period by Accounting Date | Fiscal Period by Budget Date | Accounting Date | Budget Date | Debit Amount | Credit Amount | Amount for Natural Debit/Credit | Ledger Account | Revenue or Spend Category | Operational Transaction | Journal | Line Memo | Supplier as Worktag | Invoice Number | Pay Component | Grant, Gift or YD | Charging Cost Center | Program | Project | Assignee | Fund | Lead Admin for Charging Cost Center |
|----------|-----|--------------------|----------------------------------|------------------------------|-----------------|-------------|--------------|---------------|---------------------------------|----------------|---------------------------|-------------------------|---------|-----------|---------------------|----------------|---------------|-------------------|----------------------|---------|---------|----------|------|-------------------------------------|
|          |     |                    |                                  |                              |                 |             |              |               |                                 |                |                           |                         |         |           |                     |                |               |                   |                      |         |         |          |      |                                     |

## Workday FRC Dashboard

### How to Access the Dashboard

- The Workday FRC Dashboard can be accessed in Workday by following this path:

*Menu > Dashboards > Financial Review Checklist*

- Access for the Workday FRC Dashboard is limited to the user’s Workday Security Access.
- Users must have both of the following Workday roles to view report details:
  - Cost Center Financial Analyst (CCFA)
  - Cost Center Payroll Details (CCPD)
    - Note, if user does not have this role, they are still able to view the data but will not be able to see employee names associated with it.

### Dashboard Functionality

#### Dashboard Prompt

The dashboard shows the user the balances in suspense within their cost centers by both labor and non-labor. Users will enter their cost center(s) they would like to review, and the dashboard will populate their balances. (Note, this prompt is required to run the dashboard.)

**FRC Dashboard for Financial Review Checklist** ✕

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Cost Center/Cost Center Hierarchies \*  ☰

---

OK
Cancel

## Dashboard Look & Feel

Both tables show the suspense balances along with detailed information on where that balance lies. Like the “Suspense Balances Review – Yale” report, users can drill into the amount and pivot as needed with the additional ability to export the data to Excel.

Each table shows Top 10 balances, respectively. The *Labor Suspense Review - Top 10* includes the top 10 employee balances as well as an option to view the full listing. The *Non-Labor Suspense Review – Top 10* includes the top 10 ledger account balances as well as an option to view the full listing. To see the full listing for each table select “View More...” that is shown at the bottom of each table.

Labor Suspense Review - Top 10 (View More for Full Listing)

Labor Suspense Review - Full Listing - Yale

| Employee      | UPI        | Worker Cost Center      | Pay Group | Charging Cost Center    | Salaries and Fellowships | Employee Benefits and Allocations | Net Amount     |
|---------------|------------|-------------------------|-----------|-------------------------|--------------------------|-----------------------------------|----------------|
| Total         |            |                         |           |                         | \$532,195.78             | \$186,429.06                      | (\$718,624.84) |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$28,293.35              | \$8,967.02                        | (\$37,260.37)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$20,770.00              | \$6,542.55                        | (\$27,312.55)  |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$17,485.00              | \$5,507.78                        | (\$22,992.78)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$14,583.35              | \$4,593.75                        | (\$19,177.10)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$14,421.34              | \$4,542.72                        | (\$18,964.06)  |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$16,556.67              | \$2,397.16                        | (\$18,953.83)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$13,804.00              | \$4,348.26                        | (\$18,152.26)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$12,458.35              | \$3,924.38                        | (\$16,382.73)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$11,666.66              | \$3,675.00                        | (\$15,341.66)  |

[View More ...](#)

Non Labor Suspense Review - Top 10 (View More for Full Listing)

| Ledger Account   | Revenue    | Expenses     | Fund Transfers | Net Amount    |
|--|------------|--------------|----------------|---------------|
| Total  | \$2,189.47 | \$100,585.87 | 0.00           | (\$98,396.40) |
| 41000:Sponsored Agreement Income                                     | \$837.50   | 0.00         | 0.00           | \$837.50      |
| 42035:Research Service Income  | \$1,689.47 | 0.00         | 0.00           | \$1,689.47    |
| 81018:Supplies and Materials Expense                                 | 0.00       | (\$3,995.79) | 0.00           | \$3,995.79    |
| 81020:Supplies - Animal and related services                         | 0.00       | \$2,950.20   | 0.00           | (\$2,950.20)  |
| 81031:Services - Research Expense                                    | 0.00       | \$96,199.78  | 0.00           | (\$96,199.78) |
| 81034:Services Expense   | 0.00       | \$1,858.29   | 0.00           | (\$1,858.29)  |
| 81051:Other Expenses   | 0.00       | \$2,673.00   | 0.00           | (\$2,673.00)  |
| 90000:Internal Expense - ITS/Telecom - ITS FTE Billing               | 0.00       | \$258.30     | 0.00           | (\$258.30)    |
| 90001:Internal Expense - ITS/Telecom - Telecom Infrastructure Bundle | 0.00       | \$212.64     | 0.00           | (\$212.64)    |

[View More ...](#)

When the “View More...” option is selected, a prompt for the full listing will be shown with the prepopulated prompt options from the dashboard. These can be changed if desired.



**Labor Suspense Review - Full Listing - Yale**

[View Report Definition](#) ...

**Instructions** This report defaults to management book and is automatically configured to return transactions in any of the following:

- PG99999
- PJ006725
- PJ028458
- PJ101291
- PJ104818
- PJ105201
- PJ105202

As a reminder, expenses that have hit suspense should be corrected using the same ledger account as the original transaction. Labor suspense transactions should be corrected via a payroll accounting adjustment. Suspense balances should not be swept using a funds transfer.

This report provides labor suspense transactions at the Worker level. Fields have drillable functionality to provide users the ability to view, research, and pivot transaction details necessary for correction. To see a complete list of suspense balances at the COA level, please use the Suspense Balances Review - Yale report, which also has the ability to drill and pivot.

Cost Center/Cost Center Hierarchies

Period \*

Time Period \*

### Dashboard View By or Drill Through Options

Like the “Suspense Balances Review – Yale” report, users can drill into the total amounts, the employee amounts for the labor dashboard, or the ledger account amounts for the non-labor dashboard. This can be done by selecting the carrot next to the amount and drilling into it by selecting one of the “View By” options or view the whole detail line(s) of the amount by selecting “View Details” or “Export to Excel (All Columns)”.

| Salaries and Fellowships | Employee Benefits and Allocations | Net Amount     |
|--------------------------|-----------------------------------|----------------|
| \$532,195.78             | \$186,429.06                      | (\$718,624.84) |
| \$28,293.35              |                                   |                |
| \$20,770.00              |                                   |                |
| \$17,485.00              |                                   |                |
| \$14,583.35              |                                   |                |
| \$14,421.34              |                                   |                |
| \$16,556.67              |                                   |                |
| \$13,804.00              |                                   |                |
| \$12,458.35              |                                   |                |
| \$11,666.66              |                                   |                |

**View By**

- \* COA
- \* Employee
- \* Fiscal Period by Budget Date
- \* Ledger Account
- Assignee
- Award
- Charging Cost Center
- Charging Cost Center Department
- Charging Cost Center Department Grouping
- Charging Cost Center Planning Unit

**View Details**

**Export to Excel (All Columns)**

Export to PDF

## Dashboard Related Links

The dashboard also has related links to help in a user's review. On the right-hand side, there are links to the "Suspense Balances Review – Yale" report, the Financial Review Checklist, and the Financial Review Procedure.

**Financial Review Checklist**

FRC Dashboard

Cost Center/Cost Center Hierarchies Cost Center Hierarchy: HGCC1234 Department Grouping Name

Labor Suspense Review - Top 10 (View More for Full ...)

Labor Suspense Review - Full Listing - Yale

| Employee | UPI | Worker Cost Center | Pay Group | C |
|----------|-----|--------------------|-----------|---|
| Total    |     |                    |           |   |

Suspense Balances Review

Suspense Balances Review - Yale

Financial Review Checklist Links

Financial Review Checklist

Financial Review Procedure

## Best Practices

- Payroll Accounting Adjustments (PAAs) and Accounting Adjustments (AAs) should be considered first when correcting your suspense balances. Manual journal entries should only be used if absolutely necessary.
- Make sure to include the employee as an "additional worktag" when necessary to ensure the correction will pair with the original suspense balance that is being corrected. The employee worktag may commonly be attached to expenses reports or tuition.
- Ensure you are selecting the correct budget date when processing your corrections to appropriately pair with the original balance.
- Further information regarding PAAs, AAs, and Manual journal entries have been provided in the Resources section.

## Troubleshooting Notes for Users

- Pivot options are limited to two as this is a Workday limitation. If you would like to pivot your data on multiple data points, you will need to export your detailed data to Excel.

Criteria View by: Select a Field... and then by: Select a Field... Refresh

- You cannot filter from the column headers in the high-level summary view of the Suspense Balances Review – Yale report (shown below), you will need to utilize the "View By" options to be able to further filter/sort your data.

| Beginning Balance | Revenue | Expense | Fund Transfers | Net Income | Ending Balance |
|-------------------|---------|---------|----------------|------------|----------------|
|-------------------|---------|---------|----------------|------------|----------------|

- Zero Balances in the high-level summary view are unable to be removed from the “Net Income” or “Ending Balance” columns. This is a Workday report limitation. However, you will be able to remove the zero balances from the pivot “View By” panel. Select your “View By” option and then you will be able to filter out all zero balances from the “Amount” column as shown below:

|  | FY24 - DEC | FY24 - JAN | FY24 - FEB | Amount |
|--|------------|------------|------------|--------|
|  | 8,658.18   | 0.00       | 0.00       |        |
|  | 0.00       | 0.00       | 0.00       |        |
|  | 0.00       | 0.00       | 2,053.27   |        |
|  | 763.77     | 0.00       | 0.00       |        |

- Details for the “Net Income” and “Ending Balances” columns will not be able to populate. You can see information in a pivot format, but you cannot see the details like you can for the other columns. This is a result from the columns being calculated fields.
- The report and dashboard are based on a user’s access and therefore will only be able to see the employees’ balances that their unit is the charging cost center. There may be cases where an employee within their cost center has a differing charging cost center for their suspense balance. If this is the case, that balance will then only show up on the charging cost center’s report or dashboard and be the responsibility of the charging cost center to clear.
- Both the report and dashboard are automatically run using the current fiscal year. If you need to change to a prior fiscal year, please do so in the prompts before running the report or in the “View More...” link from the dashboard (i.e., if you need to look at a balance from a previous year). When selecting the “view more...” option on the Workday FRC Dashboard tables and then closing the prompt, the dashboard will time out and close. You must reenter the cost center hierarchy detail to reopen the dashboard. This is a known Workday issue for dashboards.
- When selecting the “view more...” option on the Workday FRC Dashboard tables, the prompt may show up with blank prompts. If this happens, close out and try again.

## Additional Resources

- [Accounting Manual – Suspense Transactions](#)
- To find additional information on how to create a payroll accounting adjustment (PAA), please refer to the [Payroll Account Adjustments training](#). This training highlights how to create a PAA by percentages or dollar amounts and PAA cost transfers (with limitations).
  - Additional resources on PAAs can be found on the [Payroll Costing](#) website
- For information on when to use accounting adjustments vs. manual journals, please refer to the [Account Adjustments training](#). This training guide describes the process of Accounting Adjustments, initiated by the Cost Center Accounting Adjustment Specialist role. Accounting Adjustments are used to reclassify costs for supplier invoices, supplier invoice adjustments, and expense reports.

## Appendix – Sample Use Case Analysis

### Suspense Balances Review- Yale

#### Use Case 1: Employees with labor suspense balances

# Sample Use Cases - Employees with Labor Suspense Balances

1) Run "Suspense Balances Review – Yale".

**Suspense Balances Review - Yale**

-PJ105201  
-PJ105202

As a reminder, expenses that have hit suspense should be corrected using possible, non-labor suspense transactions should be corrected via an acc transactions should be corrected using the original journal source of the balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior first end, all values in Ending Balance column should equal zero.  
Fields have drillable functionality to provide users the ability to view, rese

Company

Cost Center / Cost Center Hierarchies

Period

Time Period

Book

2) Utilize dropdown carotots from the cost center level to find employees with balances in the expense column. Use "View By" carrot or "View Details" for the balances that need to be reviewed.

If utilizing the view by feature, you can pivot it on employee, COA, etc. in order to get the high-level details needed. (Please note, pivot options are limited to two.)

| Suspense Balances for   | Beginning Balance | Revenue  | Expense      | Fund Transfers | Net Income     |
|-------------------------|-------------------|----------|--------------|----------------|----------------|
| Total                   | 0.00              | \$450.00 | \$147,290.51 | 0.00           | (\$146,840.51) |
| CC1234 Cost Center Name | 0.00              | 0.00     | \$11,475.22  |                |                |
| Employee Name           | 0.00              | 0.00     | \$8,658.18   |                |                |
| Employee Name           | 0.00              | 0.00     | \$0.00       |                |                |
| Employee Name           | 0.00              | 0.00     | \$2,053.27   |                |                |
| (Blank)                 | 0.00              | 0.00     | \$763.77     |                |                |
| CC5678 Cost Center Name | 0.00              | \$450.00 | \$135,815.29 |                |                |

View By

- \* COA
- \* Employee
- \* Fiscal Period by Budget Date
- \* Labor and Non Labor Summary
- \* Ledger Account
- Assignee
- Award
- Charging Cost Center
- Charging Cost Center Department
- Charging Cost Center Department Grouping

View Details  
Export to Excel (All Columns)  
Export to PDF

3) Identify the employee, pay period, pay component, and COA details needed to process a PAA.

| Employee      | Amount for Natural Debit/Credit | Pay Period                              | Pay Component               | Grant, Gift or YD               | Charging Cost Center    | Program   | Project   | Assignee | Fund                        |
|---------------|---------------------------------|---|-----------------------------|---------------------------------|-------------------------|---|---|----------|-----------------------------|
| Employee Name | \$2,507.55                      | 02/01/2024-02/29/2024 (Monthly Payroll) | Regular Salary Academic Pay | YD000001 Unrestricted Operating | CC1234 Cost Center Name | PG00401 School and Unit Administration - Local (52) | PJ028458 Temp Charging - Payroll Only - to be Cleared |          | FD01 Unrestricted Operating |

4) Complete PAA.

# Sample Use Cases - Non-Labor Transactions and Suspense Balances

1) Run "Suspense Balances Review - Yale".

**Suspense Balances Review - Yale**

-PU105201  
-PU105202

As a reminder, expenses that have hit suspense should be corrected using possible, non-labor suspense transactions should be corrected via an acc transactions should be corrected using the original journal source of the balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior fiscal end, all values in Ending Balance column should equal zero.  
Fields have drillable functionality to provide users the ability to view, rese

Company: X Yale University

Cost Center / Cost Center Hierarchies: X Cost Center Hierarchy: cc1234 Cost Center Name cc5678 Cost Center Name

Period: X FY24 - MAR

Time Period: X Current Period YTD

Book: X Management

2) Utilize dropdown carrots to find Ledger Accounts with balances. Note, this will show as (Blank) at the Employee level. Non labor suspense transactions can be found in either the revenue, expense, or fund transfer columns. You can review the data at 1) the "(Blank)" level or 2) you can also use the "Labor and Non Labor Summary" "View By" option to quickly get at the detail for non labor from a high-level.

Note, there may be some non labor transactions that carry the employee worktag, such as expense reports or tuition. It is a best practice to clear these via Accounting Adjustments, if possible. If a manual journal is required, be sure to enter the employee as an additional worktag.

3) Identify transactional data necessary to complete journal. If necessary, click through to Journal info or Invoice Number to find more details.  
4) Complete accounting adjustment or journal.

| Suspense Balances for             | Beginning Balance | Revenue      | Expense     |  |
|-----------------------------------|-------------------|--------------|-------------|--|
| Total                             | 0.00              | (\$1,429.46) | \$79,031.76 |  |
| CC1234 Cost Center Name           | 0.00              | \$0.00       | \$600.00    |  |
| CC1234 Cost Center Name           | 0.00              | (\$1,429.46) | \$78,090.65 |  |
| CC1234 Cost Center Name           | 0.00              | 0.00         | \$0.00      |  |
| CC1234 Cost Center Name           | 0.00              | 0.00         | \$341.11    |  |
| Employee Name                     | 0.00              | 0.00         | \$313.46    |  |
| (Blank)                           | 0.00              | 0.00         | \$27.65     |  |
| 81031:Services - Research Expense | 0.00              | 0.00         | \$0.00      |  |
| 91046:Assessment - YSM Sabbatical | 0.00              | 0.00         | \$7.15      |  |

View By: \* COA, \* Employee, \* Fiscal Period by Budget Date, \* Labor and Non Labor Summary, \* Ledger Account, Assignee, Award, Charging Cost Center, Charging Cost Center Department, Charging Cost Center Department Grouping

View Details, Export to Excel (All Columns), Export to PDF

| Employee | UPI | Worker Cost Center | Fiscal Period by Accounting Date | Fiscal Period by Budget Date | Accounting Date | Budget Date | Debit Amount | Credit Amount | Amount for Natural Debit/Credit | Ledger Account                               | Revenue or Spend Category                                   | Operational Transaction | Journal               | Line Memo      |
|----------|-----|--------------------|----------------------------------|------------------------------|-----------------|-------------|--------------|---------------|---------------------------------|--|---|-------------------------|-----------------------|----------------|
|          |     |                    | FY24 - JUL                       | FY24 - JUL                   | 07/31/2023      | 07/31/2023  | 68.58        | 0.00          | 68.58                           | 81020:Supplies - Animal and related services | Internal Expense - Animal Per Diems and Adjustments (SC144) |                         | Journal Number & Info | Line Memo Info |
|          |     |                    | FY24 - JUL                       | FY24 - JUL                   | 07/31/2023      | 07/31/2023  | 772.15       | 0.00          | 772.15                          | 81020:Supplies - Animal and related services | Internal Expense - Animal Purchase and Adjustments (SC143)  |                         | Journal Number & Info | Line Memo Info |

# Sample Use Case #3 – Beginning Balance Suspense Transactions

1) Run “Suspense Balances Review – Yale” for current fiscal period to identify if there is a beginning balance.

**Suspense Balances Review - Yale**

-PJ105201  
-PJ105202

As a reminder, expenses that have hit suspense should be corrected using possible, non-labor suspense transactions should be corrected via an accrual transactions should be corrected using the original journal source of the balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior fiscal end, all values in Ending Balance column should equal zero. Fields have drillable functionality to provide users the ability to view, rese

Company \*

Cost Center / Cost Center Hierarchies

Period \*

Time Period \*

Book

2) If a beginning balance exists, run “Suspense Balances Review-Yale” report again but expand the time period so that it captures the previous year’s balance along with any potential PAAs/AAs that were created during the current year. The prompts should include:

- Period: most recently closed month of the current year
- Time Period: “Current Year +/- One Year – Yale (Yale Fiscal Schedule)”

**Suspense Balances Review - Yale**

**Details**

Company: Yale University | Time Period: Current Period YTD

Cost Center / Cost Center Hierarchies: Cost Center Hierarchy: CC1234 Cost Center Name | Book: Management

Period: FY24 - MAR

| Suspense Balances for | Beginning Balance |
|-----------------------|-------------------|
| Total                 | (\$70,481.83)     |

**Suspense Balances Review - Yale**

-PJ105201  
-PJ105202

As a reminder, expenses that have hit suspense should be corrected using possible, non-labor suspense transactions should be corrected via an accrual transactions should be corrected using the original journal source of the balances should not be swept using a funds transfer.

Upon running, if a beginning balance exists, units must research prior fiscal end, all values in Ending Balance column should equal zero. Fields have drillable functionality to provide users the ability to view, rese

Company \*

Cost Center / Cost Center Hierarchies

Period \*

Time Period \*

Book

# Sample Use Case #3 – Beginning Balance Suspense Transactions

3) Determine which expenses were carried over from prior year by identifying balances that are not netting. Use the "View By" carrot and select "employee" and then select "fiscal period by budget date" and hit "refresh". Remove zero balances from the amount column so that you are left with balances that need to be reviewed.

4) Then remove zero balances from the amount column.

Expense Fund Transfers Net Income

\$865,851.12

\$11,475.22

\$130,275.60

\$0.00

\$133,601.17

\$0.00

\$65,860.20

\$112,218.76

\$127,069.37

\$2,171.12

View By

- \* COA
- \* Employee**
- \* Fiscal Period by Budget Date
- \* Labor and Non Labor Summary
- \* Ledger Account
- Assignee
- Award
- Charging Cost Center
- Charging Cost Center Department
- Charging Cost Center Department Grouping

View Details

Export to Excel (All Columns)

Criteria View by: \* Employee and then by: \* Fiscal Period by Budget Date Refresh

4) Then remove zero balances from the amount column.

DEC FY24 - JAN FY24 - FEB Amount

↑ Sort Ascending

↓ Sort Descending

Filter Condition \*

<>

Value \*

0

Filter Remove Filter

5) If a balance has not been rectified, you may need to research it and see why it is still sitting there and then process a PAA to clear it. **Note, please ensure you are selecting the correct budget date when processing the PAA. The budget date should align with the original transaction. An example of how this would affect the look of your balance is outlined in blue.**

Criteria View by: \* Employee and then by: \* Fiscal Period by Budget Date Refresh

156 of 736 items

| * Employee    | FY23 - JUL | FY23 - AUG | FY23 - SEP | FY23 - OCT | FY23 - NOV | FY23 - DEC | FY23 - JAN | FY23 - FEB | FY23 - MAR | FY23 - APR | FY23 - MAY | FY23 - JUN | FY24 - JUL | FY24 - AUG | FY24 - SEP | FY24 - OCT | FY24 - NOV |
|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Employee Name | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | (488.14)   | 0.00       | 0.00       | 0.00       | 0.00       | 1,675.31   |
| Employee Name | (525.12)   | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 395.28     | (395.28)   | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       |
| Employee Name | (605.89)   | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       | 0.00       |

These balances have not been addressed.

This balance has not been addressed.

This balance has not been addressed.

This is a result of clearing the FY23-May balance with an incorrect budget date of FY23-JUN included in the PAA. While this balance has been addressed and cleared, it was done so incorrectly.

# Sample Use Cases - Employees with Labor Suspense Balances

1) Open the FRC Dashboard in Workday and input the cost centers you would like to review.

2) Review labor suspense tile. Use "View By" carrot or "View Details" on employees with balances. Note, this will show you only the top 10 balances. Run the "View More..." option to see the full listing detail. If utilizing the view by feature, you can pivot it on employee, COA, etc. in order to get the high-level details needed. (Please note, pivot options are limited to two.)

Labor Suspense Review - Top 10 (View More for Full Listing)

Labor Suspense Review - Full Listing - Yale

| Employee      | UPI        | Worker Cost Center      | Pay Group | Charging Cost Center    | Salaries and Fellowships | Employee Benefits and Allocations | Net Amount     |
|---------------|------------|-------------------------|-----------|-------------------------|--------------------------|-----------------------------------|----------------|
| Total         |            |                         |           |                         | \$532,195.78             | \$186,624.06                      | (\$718,624.84) |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$28,293.35              | \$8,967.02                        | (\$37,260.37)  |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$20,770.00              |                                   |                |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$17,485.00              |                                   |                |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$14,583.35              |                                   |                |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$14,421.34              |                                   |                |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$16,556.67              |                                   |                |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$13,804.00              |                                   |                |
| Employee Name | UPI Number | cc3456 Cost Center Name | M Monthly | cc3456 Cost Center Name | \$12,458.35              |                                   |                |
| Employee Name | UPI Number | cc1234 Cost Center Name | M Monthly | cc1234 Cost Center Name | \$11,666.66              |                                   |                |

View By dropdown menu options:

- \* COA
- \* Employee
- \* Fiscal Period by Budget Date
- \* Ledger Account
- Assignee
- Award
- Charging Cost Center
- Charging Cost Center Department
- Charging Cost Center Department Grouping
- Charging Cost Center Planning Unit

View Details, Export to Excel (All Columns), Export to PDF

View More ...

3) Identify the employee, pay period, pay component, and COA details needed to process a PAA.

4) Complete PAA.

| Employee      | Amount for Natural Debit/Credit | Pay Period                              | Pay Component               | Grant, Gift or YD               | Charging Cost Center    | Program   | Project   | Assignee | Fund                        |
|---------------|---------------------------------|---|-----------------------------|---------------------------------|-------------------------|---|---|----------|-----------------------------|
| Employee Name | \$2,507.55                      | 02/01/2024-02/29/2024 (Monthly Payroll) | Regular Salary Academic Pay | YD000001 Unrestricted Operating | CC1234 Cost Center Name | PG00401 School and Unit Administration - Local (52) | PJ028458 Temp Charging - Payroll Only - to be Cleared |          | FD01 Unrestricted Operating |



# Sample Use Cases - Non-Labor Transactions and Suspense Balances

1) Open the FRC Dashboard in Workday and input the cost centers you would like to review.

2) Review non-labor suspense tile. Note, this will show you only the top 10 balances. Run the "View More..." option to see the full listing detail. Use "View By" carrot or "View Details". Non labor suspense transactions can be found in either the revenue, expense, or fund transfer columns. You can review the data at 1) the specific amount level or 2) you can also use the "Labor and Non Labor Summary" "View By" option to quickly get at the detail for non labor from a high-level.

Note, there may be some non labor transactions that carry the employee worktag, such as expense reports or tuition. It is a best practice to clear these via Accounting Adjustments, if possible. If a manual journal is required, be sure to enter the employee as an additional worktag.

Non Labor Suspense Review - Top 10 (View More for Full Listing)

| Ledger Account   | Revenue    | Expenses     | Fund Transfers | Net Amount |
|--|------------|--------------|----------------|------------|
| Total  | \$2,189.47 | \$99,100.59  |                |            |
| 41000:Sponsored Agreement Income                                     | \$837.50   | 0.00         |                |            |
| 42035:Research Service Income  | \$1,689.47 | 0.00         |                |            |
| 81018:Supplies and Materials Expense                                 | 0.00       | (\$3,774.10) |                |            |
| 81020:Supplies - Animal and related services                         | 0.00       | \$3,200.39   |                |            |
| 81031:Services - Research Expense                                    | 0.00       | \$94,242.62  |                |            |
| 81034:Services Expense   | 0.00       | \$1,858.29   |                |            |
| 81051:Other Expenses   | 0.00       | \$2,673.00   |                |            |
| 90000:Internal Expense - ITS/Telecom - ITS FTE Billing               | 0.00       | \$258.30     |                |            |
| 90001:Internal Expense - ITS/Telecom - Telecom Infrastructure Bundle | 0.00       | \$212.64     |                |            |

View By dropdown menu options:  
 \* COA  
 \* Employee  
 \* Fiscal Period by Budget Date  
 \* Ledger Account  
 Assignee  
 Award  
 Charging Cost Center  
 Charging Cost Center Department  
 Charging Cost Center Department Grouping  
 Charging Cost Center Planning Unit  
 View Details  
 Export to Excel (All Columns)  
 Export to PDF

3) Identify transactional data necessary to complete journal. If necessary, click through to Journal info or Invoice Number to find more details.  
 4) Complete accounting adjustment or journal.

| Employee | UPI | Worker Cost Center | Fiscal Period by Accounting Date | Fiscal Period by Budget Date | Accounting Date | Budget Date | Debit Amount | Credit Amount | Amount for Natural Debit/Credit | Ledger Account                               | Revenue or Spend Category                                   | Operational Transaction | Journal               | Line Memo      |
|----------|-----|--------------------|----------------------------------|------------------------------|-----------------|-------------|--------------|---------------|---------------------------------|--|---|-------------------------|-----------------------|----------------|
|          |     |                    | FY24 - JUL                       | FY24 - JUL                   | 07/31/2023      | 07/31/2023  | 68.58        | 0.00          | 68.58                           | 81020:Supplies - Animal and related services | Internal Expense - Animal Per Diems and Adjustments (SC144) |                         | Journal Number & Info | Line Memo Info |
|          |     |                    | FY24 - JUL                       | FY24 - JUL                   | 07/31/2023      | 07/31/2023  | 772.15       | 0.00          | 772.15                          | 81020:Supplies - Animal and related services | Internal Expense - Animal Purchase and Adjustments (SC143)  |                         | Journal Number & Info | Line Memo Info |