

The Workday logo features a stylized orange arch above the word "workday" in a blue, lowercase, sans-serif font. The text is enclosed within a white, cloud-like outline.

workday®

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## FREQUENTLY ASKED QUESTIONS

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*November 2022*

## Technical

Will Workday stationary devices or kiosks be available if I don't want to use my phone?	Where we can provide, such resources will strive to do so. Please ask your manager for assistance or email XXX@dentwizard.com for direction if you do not have the resources available to you.
Will Workday work on any computer with any internet browser?	Workday is on the cloud and can be accessed on both PCs and Macs including most internet browsers
Is VPN required to use Workday?	No, you do not need to be logged into VPN to use Workday.
Can I access Workday on Mobile?	Workday Mobile is compatible with iPad, iPhone, and Android devices. See the <b><u>Individual Contributor Overview</u></b> or the <b><u>Manager Overview</u></b> Quick Reference Guide (QRG) for instructions in loading and logging in.
Can I do everything on the mobile App that I can on my computer?	Almost, there are some features (mostly for new hires, such as benefit enrollment) that should be done from a desktop. These items can be completed through a browser on your phone (vs. the App). Please see our <b><u>resource page</u></b> for additional information.
Is my personal information secure in Workday?	More than with ADP, for access individuals will need to verify their identity and provide Multi-Factor Authentication (MFA) to access the site when not using company issued equipment where additional registration is required. Employees may experience this by needing to download an "authenticator app" or have access to your work email to complete the login process.
If I am having trouble logging on to Workday who do I contact?	If you have a company owned cell phone or laptop, contact Dent Wizard IT for assistance with login credentials. All others, please email <a href="mailto:HRISteam@dealertire.com">HRISteam@dealertire.com</a>

## Email Alerts

<p>As an employee, what type of email alerts will I receive from Workday?</p>	<p>You will receive email notifications for tasks you need to complete in workday. Examples of these include</p> <ul style="list-style-type: none"><li>- Reminders to submit time</li><li>- Notifications of PTO approved/denied</li><li>- Notices of training and compliance requirements to be completed</li></ul>
<p>As Manager, what type of email alerts will I receive from Workday?</p>	<p>While you will receive email notifications for tasks to complete, we ask that Managers log on 1-2 times each day to review any outstanding tasks each day. Such items may include:</p> <ul style="list-style-type: none"><li>- Approval/Denial of PTO request</li><li>- Onboarding activities for new employees</li><li>- Pay and data change requests</li><li>- Timekeeping punch requirements.</li></ul>
<p>Will we have the ability to set reminders or calendar invites from different items I.E time off requests?</p>	<p>While this functionality exists, some features are "global" so if we turn them on, EVERYONE gets them. Please let us know specific reminders you feel would be beneficial for us to consider</p>
<p>Will I still get notifications when employees have overtime?</p>	<p>Yes. You will get an overtime notification, like now from ADP. This notification will be directed to the workday 'inbox' for you to research.</p>
<p>Is Workday compatible with Microsoft Outlook/email?</p>	<p>Workday features an "Inbox" that notifies you when you have tasks to complete. You will receive a notice by email when you have a task to complete.</p>

## Time and Absence

<p>Will the process for submitting time remain the same?</p>	<p>Yes, for most people. Hourly employees will be asked to punch each time you start and stop work (typically this will be at the start of the day, in and out for lunch and at the end of each day.</p> <p>Commissioned employees will complete a weekly timesheet, similar to previously with ADP. This should be completed by Monday of the following week.</p>
<p>I have been completing a manual timesheet each week. Will that change?</p>	<p>Physical sheets are time consuming to maintain and more prone to error. We encourage employees to use their own mobile device if possible. We will continue to look for ways to automate the collection of time including implementing timeclocks or other systems for you to record your time.</p>
<p>Why do Exempt (salaried) employees need to submit PTO days now?</p>	<p>As more states are passing legislation regarding Paid Time off and its use, the company must improve our documentation process. Additionally, if we attempt to change our policy we need to have the information to communicate the impact of that change to each person.</p>
<p>Why do Hourly associates need to clock in and out instead of completing a weekly timesheet?</p>	<p>As more litigation occurs around companies who "steal time" from employees the rules and expectations for companies to maintain accurate time records continues to increase.</p>
<p>How frequently do time off balances update?</p>	<p>Time off balances are updated as soon as the request is submitted.</p>
<p>How far in advance can you schedule time off?</p>	<p>Time off can be requested and scheduled up to two years in advance.</p>
<p>Will my time off balances be transferred to Workday?</p>	<p>All time off balances will transfer to Workday on the day of the transition.</p>
<p>How can I see a history of my time off?</p>	<p>Employees with the Absence app can navigate to View – My Absence to see this information.</p>
<p>If a manager doesn't approve time for an hourly employee, will they still be paid?</p>	<p>The employee will be paid based on the entered time sheet.</p>
<p>As a salaried employee, what happens if my manager doesn't approve my time off?</p>	<p>Unless the time is denied, time off requests will be auto approved at the close of every month.</p>
<p>How do I enter time for hours that are not on my regular schedule?</p>	<p>For hourly employees that work on non-scheduled days including weekends, or work a different shift than their regular schedule, enter a new time block and select Regular Hours on each day worked.</p>

## Changes

<p>Can I still send an email to Payroll to extend a guarantee less than 90 days?</p>	<p>No, all changes to compensation are completed in Workday. To change someone's compensation, even temporarily, a manager will need to complete the action "Transfer, Promote or Change Job" which must be approved the individuals manager and their Manager's Manager.</p>
<p>As a manager can I still email payroll for one-time payments for unusual circumstances?</p>	<p>One-Time Payments are actions that a manager can take for their employee directly in workday with approval from the employees Manager and their Managers Manager. We will not process such payments from email.</p>
<p>Will I still receive a "Compensation Memo" when pay changes happen?</p>	<p>For anything other than a merit increase you will receive this communication and notification through Workday. These may be referred to as "Offer Letters"</p>
<p>If an employee needs to move Cost Centers (aka Zone) how do I do that?</p>	<p>The employees Manager or the Regional Admin can take action to change that employee's supervisor by using the "Change Organization Assignments" function. This will flow automatically to NetSuite and Wizardpro (it will take 1-2 hours for systems to update). Note that these changes will flow automatically and will not be held for the "special days" as was done previously</p>
<p>If someone is reporting to the wrong person or has the wrong title in Workday how is that fixed?</p>	<p>The employees Manager or the Regional Admin can take action to change that employee's supervisor by using the "Transfer, Promote or Change Job" function.</p>
<p>I am commissioned but have been told I have a guarantee, where do I see that?</p>	<p>Guarantee Commission is considered an "allowance plan" and you can see in that area of your compensation.</p>
<p>I am a Lead tech but don't see my salary, why not?</p>	<p>Lead pay or "Supervisor Pay" is considered an Allowance Plan and is different than a base salary. You can see this income shown as an Allowance Plan.</p>
<p>Where do I see my "Floater Salary"?</p>	<p>Floater Salary is considered an "Allowance Plan" and can be seen in that area of your compensation description. It is referred to as "Production Pay"</p>
<p>As a Manager, can I still send an email to Payroll to extend a guarantee less than 90 days?</p>	<p>No, all changes to compensation are completed in Workday. To change someone's compensation, even temporarily, a Manager will need to complete the action "Transfer, Promote or Change Job" which must be approved the individuals manager and their Manager's Manager.</p>

Will I (as an Employee) still receive a "Compensation Memo" when pay changes happen?	For anything other than a merit increase you will receive this communication and notification through Workday. These may be referred to as "Offer Letters"
Is there a easier way to change someone's title or supervisor than going through the "Change Job" process?	Not at this time. Due to the number of items that can be impacted with titles and supervisors the "Change Job" process allows other departments to receive notifications that aren't possible with other shortcuts at this time.

## Learning

Are Workday learning materials available in Spanish?	Yes, there is a Spanish version of tutorial videos, and the Overview course has Spanish captioning available.
Where can I find help on how to use Workday	We have a landing page that will hold an assortment of FAQ's, Quick Reference Guides and training materials for all employees and Mangers.
Are there any pre-recorded videos for my team to watch on how to maneuver through workday?	Any employee can review the eTraining course at will. We will also continue to update the Workday landing page with new information as it comes available.

## New Hires

I9 Process	This is now done through the hiring process in Workday. The employee can assign someone to complete section 2 of their I9 like they do today with HireTech except now it will be in Workday.
Background/Drug Screen Process	Dent Wizard will continue to use Infomart for background checks and drug screens. New hires should look for emails from Infomart for information on how to complete their drug screening including where and when they must complete their screening by.
Will my 2022 W2 be in Workday?	2022 Tax Documents will be in ADP the same way you have received them in the past.