FAQ:

Q: How different is the system from Dayforce or Kronos?

A: Workday is much more advanced. The system is intuitive, user friendly, and easy to use. I think you will find that once you get in and try it that the new system is much easier to navigate and requires very little training for day to day use.

Q: What programs is Workday replacing?

A: Dayforce and Kronos for timekeeping; Ceridian and UltiPro for payroll and HR functions; Taleo for recruiting (eventually); payroll register tool (for old WCN districts); Comp request tool (will be used much less); portions of PAF Center (for old WAC districts) – only the I-9 and ACA Notification will be processed and housed on this platform. All other documents will be processed and housed via Workday onboarding.

Q: Can PTO be entered after the fact?

A: It depends. If it is within the same pay period, yes. If it is after the pay period has been closed and payroll processed then any retro added time off will be picked up during the next payroll cycle.

Q: Will drivers be able to use the kiosk to request time off?

A: Yes, they will log in to Workday using their employee ID and password and request time off directly from their main screen. Also, if an employee does not have access to a kiosk, they will be able to use their own smart device.

Q: Can the drivers clock in from their smart device?

A: No. No one can clock in from a mobile device. Hourly employees with access to an office computer and a work email address will be able to use the web clock within the Workday application.

Q: Will the current Kiosk we have on site be updated to have Workday available to the employees to use?

A: Yes. We will be updating the current kiosks with the new Workday links and information.

Q: What about employees that do not have computer skills or a smart phone?

A: It will be up to each location to assist their employees however is needed. That being said, this system does not need a lot of computer skills to figure out. This is also why we have designated people at your locations as timekeepers, local office managers, and payroll partners. These are the staff that should be assisting your employees.

Q: Can there be multiple levels of approval for time off requests? For example, can a department make an initial approval for time off and then the DM make the final approval?

A: Not at this time. The request for time off is routed to the employee’s direct supervisor and is then considered approved. If enough locations want this functionality, we can add it at a later point.

Q: Are we getting the tenant name for the app?

A: Yes, when we are ready to roll-out the mobile AP, we will send out instructions on how to do this which will include the tenant name.

Q: With the NYC CBA's I have some questions concerning the PTO entries and with our work shifts at an evening start and morning finish, what day will workday recognize as the work date? And when our Sunday night guys clock in, do they need to be clocked out prior to approving payroll on Monday morning? The Sunday night clock in time should be recorded as a Monday work date, which is the first pay day of the week.

A: There is new functionality in Workday that we anticipate using that will allow us to tell the system when someone’s actual shift is. For overnight guys, we will set this shift up so that it recognizes the overnight shift. No one will need to be “clocked out”. This will happen automatically.

Q: Are all of the employees getting emails about Workday or should we be educating them? For instance, have they been notified what their new ID will be when they punch in and how to punch in?

A: No, corporate has not been providing emails to all of the employees. The emails we send out are only to employees with company emails. Anyone without a company email has not been notified. The expectation is for the managers to notify their staff. We will be emailing a poster that can be printed and hung next to the time clocks.

Q: Can we take the time clocks down and put the new ones up? We only have space and hookups for 1 time clock at a time to be live at each time clock station?

A: Yes. Please do not have both time clocks up at the same time. This causes confusion. Please do not hang the new clock before it is time to start punching. The new clock cannot be used before your site’s first clock date.

Q: The District Manager is the only manager that can get into the time clocks to enroll people. More people need to have this access. How do we get this access?

A: Your DM must submit a request to [Workdayhelp@wasteconnections.com](mailto:Workdayhelp@wasteconnections.com) with the name and title of the person they need to have access. This will be completed after go-live only.

Q: Will our login information change if we already have a login from PWS/WCI?

A: Your login for Dayforce and Kronos will be disabled. Your login to UltiPro will remain the same. You will have a new Workday ID number that is the same as the number used to clock in and out on the time clocks, or if you are an employee with a company email address, you will utilize single sign-on to get to the Workday space.

Q: Are Salary employees required to punch in and out?

A: No, absolutely not. The only thing salaried staff must now do is request time off via Workday.

Q: Is there two level of approval for time? I enter the time, our maintenance director approved, and the DM had final approval. Is it going to be the same way?

A: No, either the timekeeper, direct supervisor or DM can approve. There is only one approval needed.

Q: Do we need to enter the Managers who are salary on site into the time clocks?

A: No. Managers will only request time off directly on the web or their phone – not through the clock. They will not be clocking in and out.

Q: How do we handle new hires?

A: Most importantly, keep working directly with your recruiters. There is a brand new recruiting and onboarding process. There are training materials on the training site, but the short answer is

Job posted

* Applicant applies
* Employee is offered job
* Employee receives a link via email to access onboarding documents and Section 1 of the I-9 form
* Employee completes all documents online
* Recruiter/Manager/Benefits complete their steps in the process
* Employee is hired and all documents and responses feed through directly to payroll

Q: When an employee that has auto lunch, clocks out for the day and they hit 2 to verify they did not take a lunch, does that automatically take the lunch out?

A: We are piloting a process in Texas only that will allow the employee to verify their lunch. For these locations if the employee verifies they had a lunch, the time comes off automatically. If the employee says they did not take a lunch, then no time would come off.

Q: Since employees are verifying their lunch by pressing 1 or 2, do time keepers still need to collect meal compliance sheets?

A: Every manager has to be sure that employees are paid for all hours worked. All managers must have a way to verify that employees who have a lunch deduction agree that they took a lunch break. In Texas, new clock processes will assist with this verification. Outside of Texas districts should continue the process they are currently using. Questions on this can be directed to your HR Manager.

Q: Is this Webinar available to view again in the Workday training site

A: Yes, you can find it out on the training space.

Q: Can we enter single punches as a work event instead of waiting on the next punch to post?

A: Sure. If this works for you, then it is a perfect option.

Q: Can you approve on Sunday?

A: Yes, please. The sooner you approve the better.

Q: Is the payroll approval deadline 11 am central?

A: No, its 10am central time zone.