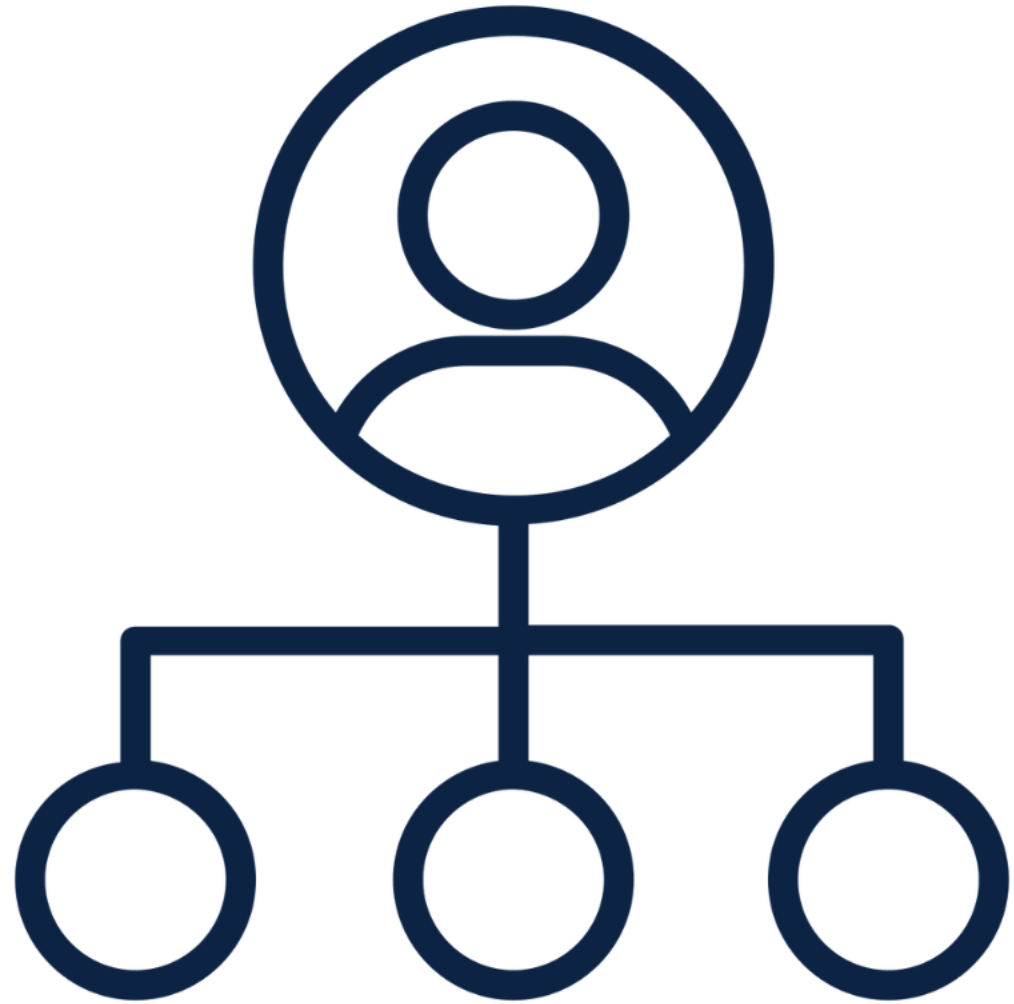




THE UNIVERSITY OF BRITISH COLUMBIA

AVP Finance and Operations
Okanagan Campus

WORKDAY WEDNESDAY: DELEGATIONS



JUNE 14, 2023

AGENDA

- 1 | Delegations in Workday
- 2 | Assigning Delegations – Faculty Members, Managers, and Student Employees
- 3 | Questions and Examples
- 4 | Delegations Demo
- 5 | Resources



DELEGATIONS IN WORKDAY

Delegation allows another employee to initiate and approve tasks on your behalf. This does not remove accountability to the original employee.

Do not delegate your entire inbox as it may contain personal information of employees – delegation should be used when you are unavailable to complete time sensitive tasks.

Delegation of inbox approvals should be to a person that is a peer or supervisor who likely already has access to the same information you do.

HR (tasks) delegations may be selected based on Staff, Student or Faculty (different delegate for each group).
Finance (tasks) delegation is delegated based on task and not specific to type of employee.

Delegation does not transfer a person's security permissions to the appointed delegate, only security related to performing the delegated tasks.

DELEGATIONS IN WORKDAY

Types of Delegation:

- 1. Start on my Behalf:** allows delegate to “initiate” on your behalf
 - Delegate does not have view access to see where the task is in the business process so they can run the process “how do I see BPs awaiting action” process.
 - Can have multiple delegates to start transactions on your behalf.

This is the “Creating or doing” delegation

- 2. Inbox Tasks and Approvals:** allows delegate to approve on your behalf

This is the “Approving” delegation



ALTERNATE DELEGATION

An alternate delegate is necessary to ensure that the delegate is not approving a sensitive item for themselves. This is automatically set to the delegate's manager but can be changed if needed.

The Alternate delegate will only have transactions routed to them in special circumstances – they will not be able to initiate processes on your behalf.

If you want more than one person to start a process on your behalf, add multiple individuals to the Delegate field.

> Business Processes allowed for Delegation

New Delegation 1 item

| + | *Begin Date | End Date | *Delegate |
|---|-------------|----------|---|
| - | 2023-06-13 | | <p data-bbox="1156 968 1531 1021">Delegate *</p> <p data-bbox="1156 1043 1268 1082">Use Default Alternate <input checked="" type="checkbox"/></p> <p data-bbox="1156 1119 1268 1139">Alternate Delegate *</p> |

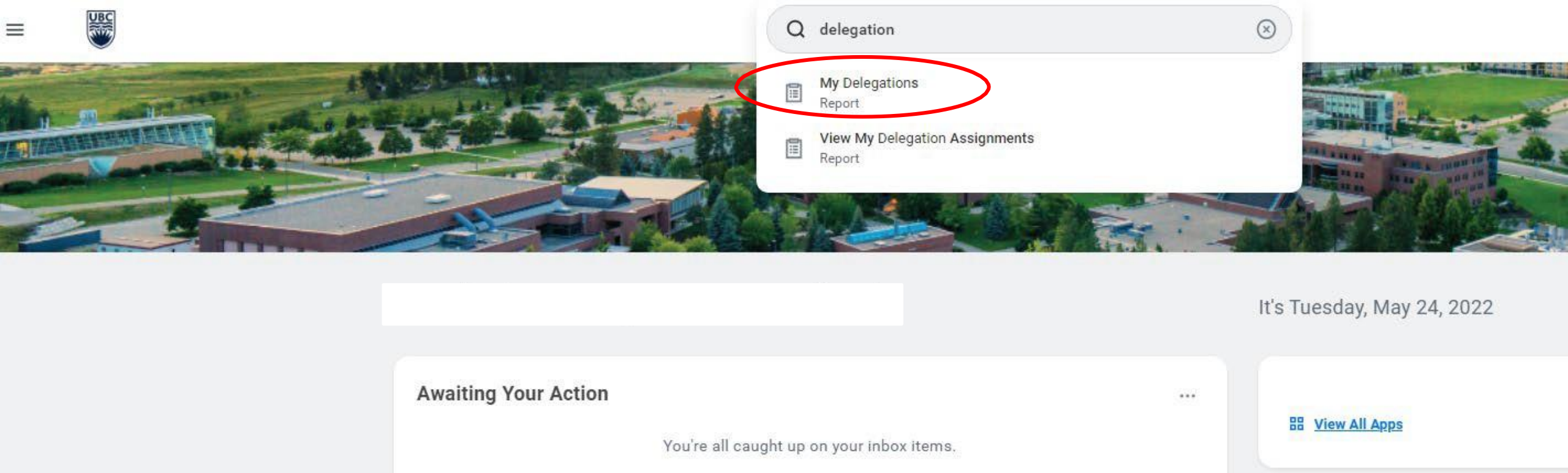
A dark blue outline icon of a laptop computer, showing the screen, keyboard area, and base.

ASSIGNING DELEGATIONS

ASSIGNING DELEGATIONS

1

Navigate to 'My Delegations' from the Workday search bar



ASSIGNING DELEGATIONS

2

Click 'Manage Delegations'

My Delegations

For [Lauren Hatchard](#)

Current Delegations


Current Task Delegations

Delegation History

Delegated Tasks

Business Processes allowed for Delegation

0 items

| Begin Date | End Date | Delegate |
|---|----------|----------|
|  <p>No items available.</p> | | |

Manage Delegations

ASSIGNING DELEGATIONS

3

Set start date for delegations to become effective. End date is optional, but recommended if you are delegating approvals.

> Business Processes allowed for Delegation

New Delegation 1 item

| + | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|---|----------------------|----------------------|--|----------------------|--|
| - | <input type="text"/> | <input type="text"/> | Delegate * <input type="text"/> Use Default Alternate <input checked="" type="checkbox"/> Alternate Delegate * | <input type="text"/> | <input type="radio"/> For all Business Processes <input type="radio"/> For Business Process <input type="text"/> <input checked="" type="radio"/> None of the above Retain Access to Delegated Tasks in Inbox <input type="checkbox"/> Delegation Rule |

 enter your comment

Submit Save for Later Cancel

ASSIGNING DELEGATIONS

4

Enter your delegate's name.

> Business Processes allowed for Delegation

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|-------------|------------|---|----------------------|--|
| | 2022-05-24 | 2022-06-08 | <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px;"><p>Delegate ✖</p><p>✕ Anita Friesen ...</p><p>Use Default Alternate <input checked="" type="checkbox"/></p><p>Alternate Delegate ✖</p><p>Fiona Stirling</p></div> | <input type="text"/> | <p><input type="radio"/> For all Business Processes</p> <p><input type="radio"/> For Business Process</p> <p><input checked="" type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox <input type="checkbox"/></p> <p>Delegation Rule</p> |

enter your comment

ASSIGNING DELEGATIONS

5

Add tasks your delegate will be initiating, “Start on my behalf,” and/or approving, “Do inbox tasks on my behalf” on your behalf.

> Business Processes allowed for Delegation

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|-------------|------------|--|--|--|
| | 2022-05-24 | 2022-06-08 | Delegate * Anita Friesen Use Default Alternate <input checked="" type="checkbox"/> Alternate Delegate * Fiona Stirling | <input checked="" type="checkbox"/> Hire Employee <input checked="" type="checkbox"/> Create Receipt <input checked="" type="checkbox"/> Mobile Create Receipt | <input type="radio"/> For all Business Processes <input checked="" type="radio"/> For Business Process Request Time Off <input type="radio"/> None of the above Retain Access to Delegated Tasks in Inbox <input checked="" type="checkbox"/> Delegation Rule |

★ If you are delegating any approvals, ensure this box is checked!
It gives you and your delegate access to all past inbox tasks

enter your comment

Submit Save for Later Cancel

ASSIGNING DELEGATIONS

6

Click Submit

> Business Processes allowed for Delegation

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--------------------------|-------------|------------|--|---|--|
| <input type="checkbox"/> | 2022-05-24 | YYYY-MM-DD | Delegate <input type="text" value="Anita Friesen"/> | <input type="checkbox"/> Hire Employee <input type="checkbox"/> Create Receipt <input type="checkbox"/> Mobile Create Receipt | <input type="radio"/> For all Business Processes <input checked="" type="radio"/> For Business Process <input type="text" value="Request Time Off"/> <input type="radio"/> None of the above Retain Access to Delegated Tasks in Inbox <input checked="" type="checkbox"/> Delegation Rule <input type="text"/> |

enter your comment

Submit

Save for Later

Cancel

ASSIGNING DELEGATIONS: FOR FACULTY MEMBER/MANAGER

To **Initiate** tasks on your behalf

To **Approve** tasks on your behalf

The screenshot displays a user interface for assigning delegations. It is divided into two main sections:

- Start On My Behalf:** This section contains a list of tasks that can be initiated on behalf of the user. The tasks are: "Create Receipt", "Mobile Create Receipt", "Create Expense Report", and "Checkout". Each task is preceded by an "X" icon and followed by a menu icon (three horizontal lines).
- Do Inbox Tasks On My Behalf:** This section contains radio buttons for selecting the scope of approval. The options are: "For all Business Processes", "For Business Process" (with a dropdown menu below it), and "None of the above" (which is currently selected).

Approvals should typically only be delegated in the case of a period of absence (e.g. vacation) to avoid business processes being held up.

Do NOT delegate Approvals to student employees

ASSIGNING DELEGATIONS: FOR STUDENT EMPLOYEE

TO DO ON YOUR BEHALF

TO APPROVE ON YOUR BEHALF

| Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|--|
| <input type="text" value="x Create Expense Report"/> | <input type="radio"/> For all Business Processes <input type="radio"/> For Business Process <input type="text"/> <input checked="" type="radio"/> None of the above |

Some departments may decide to have their student employees delegate the creation/initiation of expense reports. This would be a simple **'Start On My Behalf'** delegation of the Create Expense Report BP.

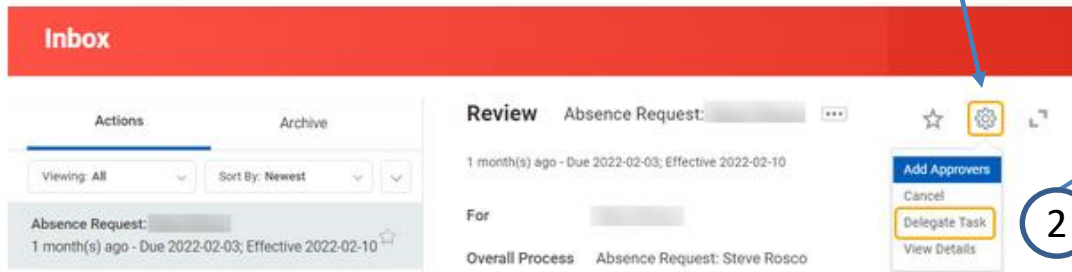


AD-HOC INBOX DELEGATION

Individual inbox tasks can be delegated on an ad hoc basis. This is useful if you are unable to perform the actions yourself due to time off or a leave of absence.

1 From your inbox, open the item you wish to delegate => click task options icon

Click **Task Actions** (gear icon) in the top right-hand corner and select **Delegate Task**.



2

This will bring up the Delegate Task BP

Delegate Task

1 month(s) ago - Due 2022-02-03; Effective 2022-02-10

Delegating Worker [redacted]

Business Process Absence Request: [redacted]

Task Approval by Manager (Supervisory)

Current Delegates (empty)

* Proposed Delegates

Stop Current Delegations

3 Enter/search the name of the person you want to delegate to

4

Optional: Enter the reason for the delegation and/or any information the delegate may need

5 Click Submit



QUESTIONS & EXAMPLES

QUESTION: WHICH COLUMN DO I COMPLETE?

The *Alternate Delegate* is necessary in order to route items when the delegate is part of a transaction in which the approver is potentially approving a sensitive item for themselves (e.g. a compensation change). This is automatically set to the delegate's manager. If the *Alternate Delegate* should be a different person, please change the assignment.

Please note that this *Alternate Delegate* will only have transactions routed to them in special situations, they will not be able to start any processes on your behalf.

If more than one delegate is required to start a process on your behalf - this can be set up by adding multiple individuals in the Delegate field.

= **INITIATE** on my behalf

= **APPROVE** on my behalf

> Business Processes allowed for Delegation

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--------------------------|-------------|------------|--|----------------------|--|
| <input type="checkbox"/> | 2022-05-24 | YYYY-MM-DD | <p>Delegate *</p> <input type="text" value="Search"/> <p>Use Default Alternate <input checked="" type="checkbox"/></p> <p>Alternate Delegate *</p> | <input type="text"/> | <p><input type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <input type="text" value="Search"/> <p><input type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox <input type="checkbox"/></p> <p>Delegation Rule</p> |

enter your comment

Attachments

- Examples:
- ✓ **Request** Absence on my behalf
 - ✓ **Create** Expense Report on my behalf
 - ✓ **Initiate** Hires on my behalf

- Examples:
- ✓ **Approve** Absence on my behalf
 - ✓ **Approve** Expense Report on my behalf
 - ✓ **Approve** Hires on my behalf

QUESTION – WHAT CAN BE DELEGATED?

The *Alternate Delegate* is necessary in order to route items when the delegate is part of a transaction in which the approver is potentially approving a sensitive item for themselves (e.g. a compensation change). This is automatically set to the delegate's manager. If the *Alternate Delegate* should be a different person, please change the assignment. *Alternate Delegate* will only have transactions routed to them in special situations, they will not be able to start any processes on your behalf. *Alternate Delegate* is required to start a process on your behalf - this can be set up by adding multiple individuals in the Delegate field.

Click here

Business Processes allowed for Delegation

How do I know which business processes I can delegate?

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--------------------------|--|---|---|----------------------|--|
| <input type="checkbox"/> | <input type="text" value="2022-05-2"/> | <input type="text" value="YYYY-MM-DD"/> | <p>Delegate *</p> <input type="text" value="Search"/> | <input type="text"/> | <p><input type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <input type="text" value="Search"/> |

Use Default Alternate

Alternate Delegate *

Retain Access to Delegated Tasks in Inbox

Delegation Rule

enter your comment

Attachments

QUESTIONS –WHAT CAN BE DELEGATED?

Business Processes allowed for Delegation

This column categorizes the BP/also is the name for the 'Do Inbox Task on My Behalf' task

This column indicates that the task can be delegated for APPROVALS ('Do Inbox Task on My Behalf')

This column indicates whether the task can be delegated as an initiation task ('Start On My Behalf')

251 items

| Business Process Type | Inbox Actions | Start Business Processes |
|---------------------------------------|-------------------------------------|--------------------------|
| Expense Report Event | <input checked="" type="checkbox"/> | Create Expense Report |
| Freeze Job Requisition | <input checked="" type="checkbox"/> | |
| Freeze Position | <input checked="" type="checkbox"/> | |
| Funding Source Reclassification Event | <input checked="" type="checkbox"/> | |
| Gift Event | <input checked="" type="checkbox"/> | |
| Hire | <input checked="" type="checkbox"/> | Hire Employee |
| Hiring Restrictions | <input checked="" type="checkbox"/> | |
| Initiate Compensation Review Process | <input checked="" type="checkbox"/> | |
| Integration Process Event | <input checked="" type="checkbox"/> | |
| Internal Service Delivery Event | <input checked="" type="checkbox"/> | |



EXAMPLE

**In this example, what would Anita be starting on my behalf?
What would she be approving?**

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|-------------|------------|---|--|--|
| | 2022-05-24 | YYYY-MM-DD | <p>Delegate ✖</p> <p><input type="text" value="Anita Friesen"/> </p> <p>Use Default Alternate <input checked="" type="checkbox"/></p> <p>Alternate Delegate ✖</p> <p>Fiona Stirling</p> | <p><input type="checkbox"/> Hire Employee </p> <p><input type="checkbox"/> Create Expense Report</p> | <p><input type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <p><input type="text" value="Internal Service Delivery Event"/> </p> <p><input type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox <input type="checkbox"/></p> <p>Delegation Rule <input type="text"/></p> |








EXAMPLE

In this example, what would Anita be starting on my behalf? What would she be approving?

Anita would be able to initiate a hire and create an expense report on my behalf

Anita would be able to approve ISD events on my behalf

New Delegation 1 item

| + | *Begin Date | End Date | *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|---|--|--|--|---|---|
| - | 2022-05-24  | YYYY-MM-DD  | <p>Delegate ✖</p> <p><input type="text" value="Anita Friesen"/> </p> <p>Use Default Alternate <input checked="" type="checkbox"/></p> <p>Alternate Delegate ✖</p> <p>Fiona Stirling</p> | <p><input type="checkbox"/> Hire Employee </p> <p><input type="checkbox"/> Create Expense Report</p> | <p><input type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <p><input type="text" value="Internal Service Delivery Event"/> </p> <p><input type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox <input type="checkbox"/></p> <p>Delegation Rule <input type="text"/></p> |

WHAT CAN BE DELEGATED BY BUSINESS PROCESS TYPE?

Another way to find business processes allowed for delegation (initiation) is to click 'By Business Process Type' here

ew Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf |
|--|-------------|------------|-----------------------------|---|
| | 2022-05-24 | YYYY-MM-DD | Delegate * Anita Friesen | <div style="border: 1px solid #ccc; padding: 5px;"><p>Search </p><p>By Business Process Type </p><p>All </p></div> |

Use Default Alternate

Alternate Delegate *
Fiona Stirling

New Delegation 1 item

| | *Begin Date | End Date | *Delegate | Start On My Behalf | Do In |
|--|-------------|------------|-----------------------------|---|-------|
| | 2022-05-24 | YYYY-MM-DD | Delegate * Anita Friesen | <div style="border: 1px solid #ccc; padding: 5px;"><p>Search </p><p>← By Business Process Type</p><p>Absence Calendar </p><p>Change Job </p><p>Create Position </p><p>Expense Report Event </p><p>Hire </p><p>Payment Election Enrollment Event </p><p>Personal Information Change </p><p>Receipt </p><p>Requisition Event </p><p>Spend Authorization </p><p>Termination </p></div> | |

Use Default Alternate

Alternate Delegate *
Fiona Stirling

enter your comment

COMMON QUESTIONS AND ISSUES

I've delegated my expense reports to my delegate, but they tell me they can't create an expense report on my behalf. Why is this happening?

| *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|----------------------|--|
| <p>Delegate *</p> <p>× Anita Friesen ...</p> <p>Use Default Alternate</p> <p><input checked="" type="checkbox"/></p> <p>Alternate Delegate *</p> <p>Fiona Stirling</p> | <p>[Empty field]</p> | <p><input type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <p>× Expense Report Event ...</p> <p><input type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox</p> <p><input type="checkbox"/></p> <p>Delegation Rule</p> <p>[Empty field]</p> |

COMMON QUESTIONS AND ISSUES

I've delegated my expense reports to my delegate, but they tell me they can't create an expense report on my behalf. Why is this happening?

In this example, we can see the **'Start On My Behalf'** column is empty

But, the **'Do Inbox Tasks On my Behalf'** column has Expense Report Event listed.

This scenario means the delegate can approve any expense reports the delegator receives to their inbox, but they cannot initiate the creation of an expense report on the delegator's behalf.

The screenshot shows a configuration interface for delegation. It is divided into three main sections:

- *Delegate:** Contains a 'Delegate' dropdown menu with 'Anita Friesen' selected, a 'Use Default Alternate' checkbox which is checked, and an 'Alternate Delegate' dropdown menu with 'Fiona Stirling' selected.
- Start On My Behalf:** A dropdown menu that is currently empty.
- Do Inbox Tasks On My Behalf:** Contains three radio button options: 'For all Business Processes' (unselected), 'For Business Process' (selected), and 'None of the above' (unselected). Below these is a dropdown menu with 'Expense Report Event' selected. There is also a checkbox for 'Retain Access to Delegated Tasks in Inbox' which is unchecked, and a 'Delegation Rule' text input field.

COMMON QUESTIONS AND ISSUES

To resolve this, we would choose **Create Expense Report** in the **'Start On My Behalf'** column

We'd switch the **'Do Inbox Tasks On My Behalf'** column to **None of the Above** (assuming there are no approvals needing to be delegated)

| *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|--------------------------------|---|
| <p>Delegate *</p> <p>× Anita Friesen ...</p> <p>Use Default Alternate</p> <p><input checked="" type="checkbox"/></p> <p>Alternate Delegate *</p> <p>Fiona Stirling</p> | <p>× Create Expense Report</p> | <p><input type="radio"/> For all Business Processes</p> <p><input type="radio"/> For Business Process</p> <p><input type="text"/></p> <p><input checked="" type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox</p> <p><input type="checkbox"/></p> <p>Delegation Rule</p> <p><input type="text"/></p> |

COMMON QUESTIONS AND ISSUES

I've delegated the creation of expense reports, but I'm unable to approve as the delegator. Why is this happening?

This option is only available when the delegator has set up approval delegations in the 'Do Inbox Tasks on My Behalf' column. If this column is empty, there's no need to worry about this scenario.

| *Delegate | Start On My Behalf | Do Inbox Tasks On My Behalf |
|--|--------------------------------|--|
| <p>Delegate *</p> <p>× Anita Friesen ...</p> <p>Use Default Alternate</p> <p><input checked="" type="checkbox"/></p> <p>Alternate Delegate *</p> <p>Fiona Stirling</p> | <p>× Create Expense Report</p> | <p><input checked="" type="radio"/> For all Business Processes</p> <p><input checked="" type="radio"/> For Business Process</p> <p>× Expense Report Event</p> <p><input type="radio"/> None of the above</p> <p>Retain Access to Delegated Tasks in Inbox</p> <p><input type="checkbox"/></p> <p>Delegation Rule</p> |

This scenario is happening because the 'Retain Access to Delegated Tasks in Inbox' box is not checked

COMMON QUESTIONS AND ISSUES

I've delegated the creation of expense reports, but I'm unable to approve as the delegator. Why is this happening?

The screenshot shows a delegation configuration window with three main sections: ***Delegate**, **Start On My Behalf**, and **Do Inbox Tasks On My Behalf**. In the ***Delegate** section, 'Anita Friesen' is listed as the delegatee, and 'Fiona Stirling' is listed as the alternate delegatee. The 'Use Default Alternate' checkbox is checked. In the **Start On My Behalf** section, 'Create Expense Report' is selected. In the **Do Inbox Tasks On My Behalf** section, 'For all Business Processes' and 'For Business Process' are selected, with 'Expense Report Event' chosen under the latter. The 'Retain Access to Delegated Tasks in Inbox' checkbox is checked. A callout box points to this checkbox with the text: 'To resolve this, if the delegator is delegating approvals, please ensure this box is checked. This will enable the delegator to access delegated tasks in their inbox which may require their approval!'.

DELEGATIONS – NON-PO INVOICES

Non-PO Invoices are received by supplier and entered by Accounts Payable. They will route to the employee identified on the invoice. This task can be delegated to another employee.

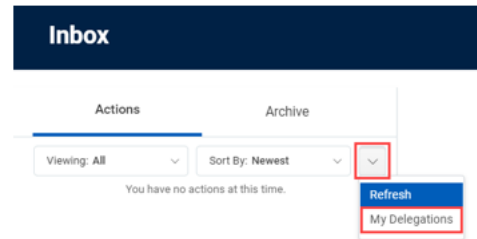
Step 1: Open My Delegations

1a. Open Workday.

Click the **inbox icon** in top right corner of the screen.



On your inbox item page, click on the **arrow button** beside **Sort By** and select **My Delegations** from the dropdown options.



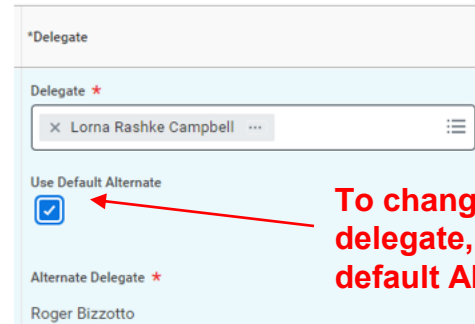
Step 2: Assign a New Delegation

2a. Scroll down the page and click the **Manage Delegations** button.



2b. Scroll down to the **New Delegation** table and complete the following fields:

- **Begin Date** (required) – today's date
- **End Date** (optional) – Leave blank
- **Delegate:** Enter Lorna Campbell

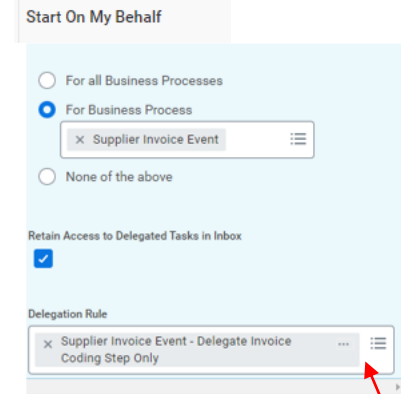


To change the alternate delegate, uncheck “use default Alternate”

Identify the delegate AND CHANGE the alternate Delegate, as the delegates manager will populate automatically and likely we do not want the manager to be a delegate for this

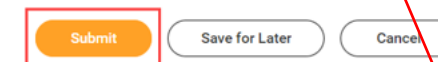
- **Do Inbox Tasks on My Behalf:** Select one of the options.

- Click **“For Business Process”**: type in **Supplier Invoice Event**
- **Delegation Rule:** [Select value “Supplier Invoice Event – Delegate Invoice Coding Step Only”]



Under Column “Start on my behalf”
Choose “supplier invoice event”
from drop down

2e. Click **Submit** to confirm the delegation.



Must select “Supplier Invoice Event - Delegate Invoice Coding Step Only”, otherwise delegating budget approval



DELEGATION BY DELEGATES

If the delegate is on vacation, or otherwise away from work, and has set up their own delegations, any tasks delegated to them will **not** be included in those delegations. For example:

- Morgan delegated their approval tasks to Taylor,
- Taylor goes on vacation and delegates their approvals tasks to Sam,
- Sam will only receive Taylor's tasks as the delegate, not Morgan's tasks that have been sub-delegated. Morgan will need to assign a new delegate in Taylor's absence.



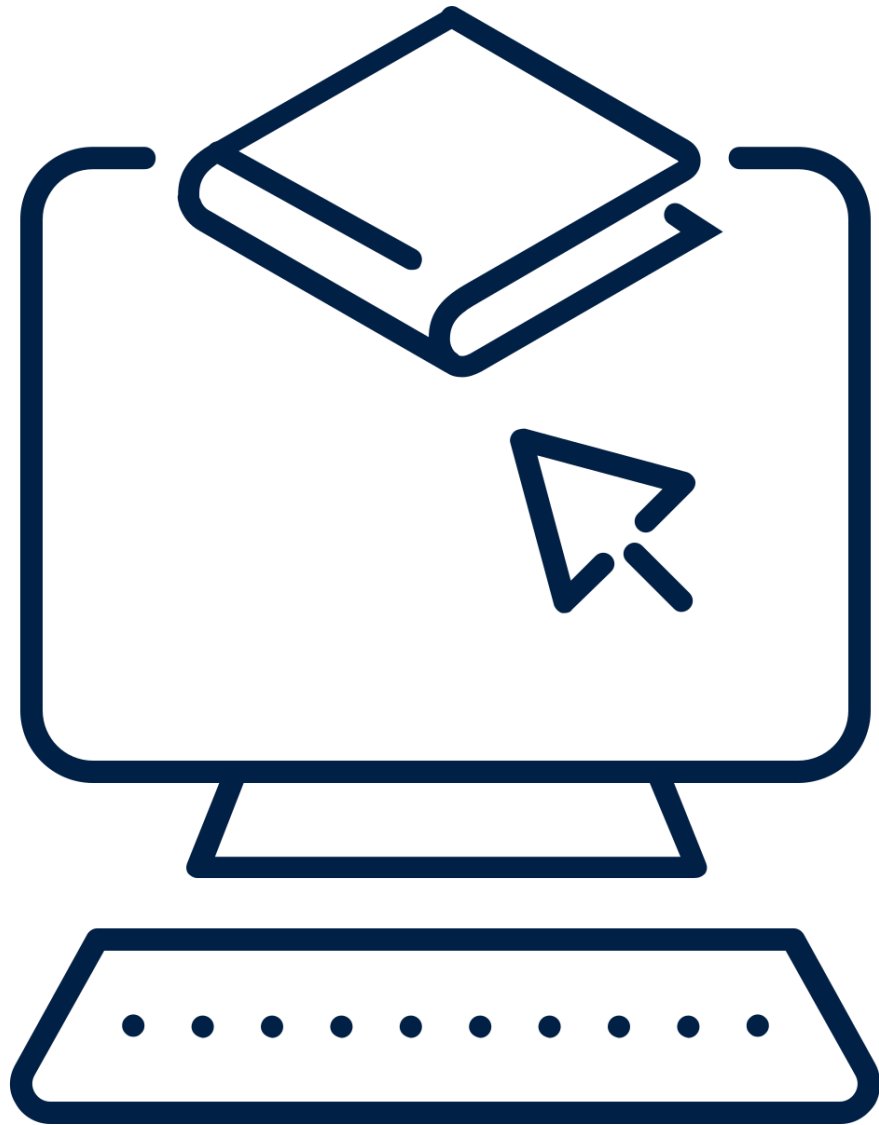
COMMON DELEGATED TASKS

Start on my Behalf:

- Create Expense Report
- Create Spend Authorization
- Checkout (allows delegate to create a purchase Requisition on their behalf). NOTE: If this is set up, the delegator will have to complete ALL the related purchase order inbox tasks.
- Create Receipt
- Hire, Change Job, Create Position*

** May also have to add delegate as “Primary Recruiter” for posted positions to ensure they can move the hire process forward*





WORKDAY DEMO



Q & A



UPCOMING WORKDAY WEDNESDAY SESSION

Topic: Security Role & Assignments

Meeting [Link](#)

Hosts: Carri Lawrence & Fiona Stirling



RESOURCES AVAILABLE

Setting Up Delegations Knowledge Base Article

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=79b5cd051b5f45909068c992604bcb7b&table=kb_knowledge

Delegate Expenses or Initiate as an Expense Delegate Knowledge Base Article

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=37420f541bd2c1105edd43b4bd4bcb5d&table=kb_knowledge

Inbox Delegation in Workday Knowledge Base Article

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=d97249d21be70dd045ad766f034bcb1d&table=kb_knowledge

Review an Expense Report Initiated by My Delegate

- https://ubc.service-now.com/selfservice?id=kb_article&sys_id=918ef4f11b6e45900dbaec21b24bcb16&table=kb_knowledge