



THE UNIVERSITY OF BRITISH COLUMBIA

AVP Finance and Operations  
Okanagan Campus

# Workday Wednesday: Internal Sales

November 17<sup>th</sup>, 2021





# RESOURCES AVAILABLE

## Initiate Internal Service Delivery Event

- [https://ubc.service-now.com/selfservice?id=kb\\_article&sys\\_id=2598ad4f1bd4a494b2eda8ecbc4bcb10](https://ubc.service-now.com/selfservice?id=kb_article&sys_id=2598ad4f1bd4a494b2eda8ecbc4bcb10)

## Request for Internal Service Provider

- [https://ubc.service-now.com/selfservice?id=kb\\_article&sys\\_id=c3cc1dd61bbce05027278556cc4bcb10](https://ubc.service-now.com/selfservice?id=kb_article&sys_id=c3cc1dd61bbce05027278556cc4bcb10)

## Create Internal Service Provider

- [https://ubc.service-now.com/selfservice?id=kb\\_article&sys\\_id=4e0ddddd61bbce05027278556cc4bcbdc](https://ubc.service-now.com/selfservice?id=kb_article&sys_id=4e0ddddd61bbce05027278556cc4bcbdc)

## Adjust Internal Service Delivery Transactions

- [https://ubc.service-now.com/selfservice?id=kb\\_article\\_view&sys\\_kb\\_id=12cec1f31b4c3c9045ad766f034bcbcd](https://ubc.service-now.com/selfservice?id=kb_article_view&sys_kb_id=12cec1f31b4c3c9045ad766f034bcbcd)

## Approve Internal Service Delivery

- [https://ubc.service-now.com/selfservice?id=kb\\_article\\_view&sys\\_kb\\_id=fa0964331bc4ec1424c255b62a4bcb14](https://ubc.service-now.com/selfservice?id=kb_article_view&sys_kb_id=fa0964331bc4ec1424c255b62a4bcb14)

# AGENDA

- 1 | Security Roles for Internal Sales Business Processes
- 2 | Request for Internal Service Provider
- 3 | Initiate Internal Service Delivery Event
- 4 | Adjust Internal Service Delivery Transactions
- 5 | Q+A

# INTERNAL SALES

**Internal Sales** is a functionality within Workday. Operational Journals are created one department provides goods/services to another department (i.e. sales between departments).



## In Workday...

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- Internal Service Provider (ISP) is required for an Internal Service Delivery (ISD) to occur within Workday; it will follow an online approval workflow.
- “Invoice” like document is generated in Workday.
- The security role that can initiate an internal service delivery transaction holds the “INTERNAL SERVICE DELIVERY DATA ENTRY SPECIALIST” security role in Workday
- Department requesting good/service is called “REQUESTOR”
- Department providing the good/service is called the “INTERNAL SERVICE PROVIDER (ISP)”



# **SECURITY ROLES FOR INTERNAL SALES BUSINESS PROCESSES**

# SECURITY ROLES

Security Roles	Description
<b>Employee as Self</b>	Individual who submits request for creating an Internal Service Provider (ISP)
<b>Internal Service Delivery (ISD) Data Entry Specialist</b>	Individual who can create Internal Service Delivery transactions.
<b>Internal Service Provider (ISP) Manager</b>	Individual who manages the Internal Service Provider dept./unit and approves the Internal Service Delivery Transaction
<b>Budget Owner (Worktag Manager)</b>	Individual that has approval authority on charges to the specific Worktag (Program, Grant, Project, etc.)



# INTERNAL SERVICE DELIVERY OVERVIEW



## Internal Service Delivery = ISD



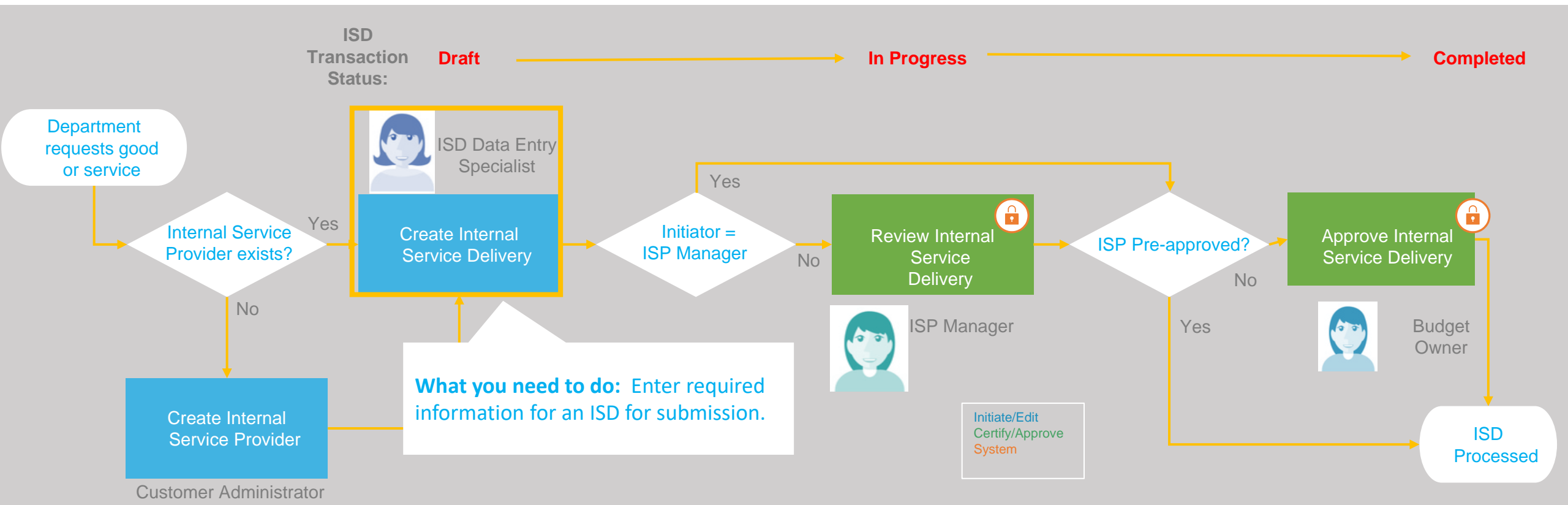
**Pre-Approved ISP:** Agreement signed with the Requestor in advance. ISD transactions will then be processed without further Budget Owner approval. \*This enables the seller to create ISD transactions without further approval on both the requestor and provider side of the transaction.

**Non Pre-Approved ISP:** ISD transaction needs Budget Owner approval for every transaction

ISD/ISP is not intended for:

- Cost Recovery
- Moving funds from one department to another

# PROCESS FLOW – INTERNAL SERVICE DELIVERY







# **REQUEST FOR INTERNAL SERVICE PROVIDER**

# REQUEST FOR INTERNAL SERVICE PROVIDER

An Internal Service Provider is the department/unit that is providing the service/good.

Example:


**UBCO Finance** put a request in for **UBCO Facilities** to move cabinets.

**UBCO Facilities** will charge **UBCO Finance** \$200 for this service


- **UBCO Facilities** is the Internal Service Provider
- **UBCO Finance** is the Requestor
- **UBCO Facilities** MUST set themselves up as an Internal Service Provider before they can charge **UBCO Finance** (before they can Initiate the Internal Service Delivery Event)

# DOES THE INTERNAL SERVICE PROVIDER ALREADY EXIST?

- Run the 'Find Internal Service Provider' Report



FIN Find Internal Service Provider - Report





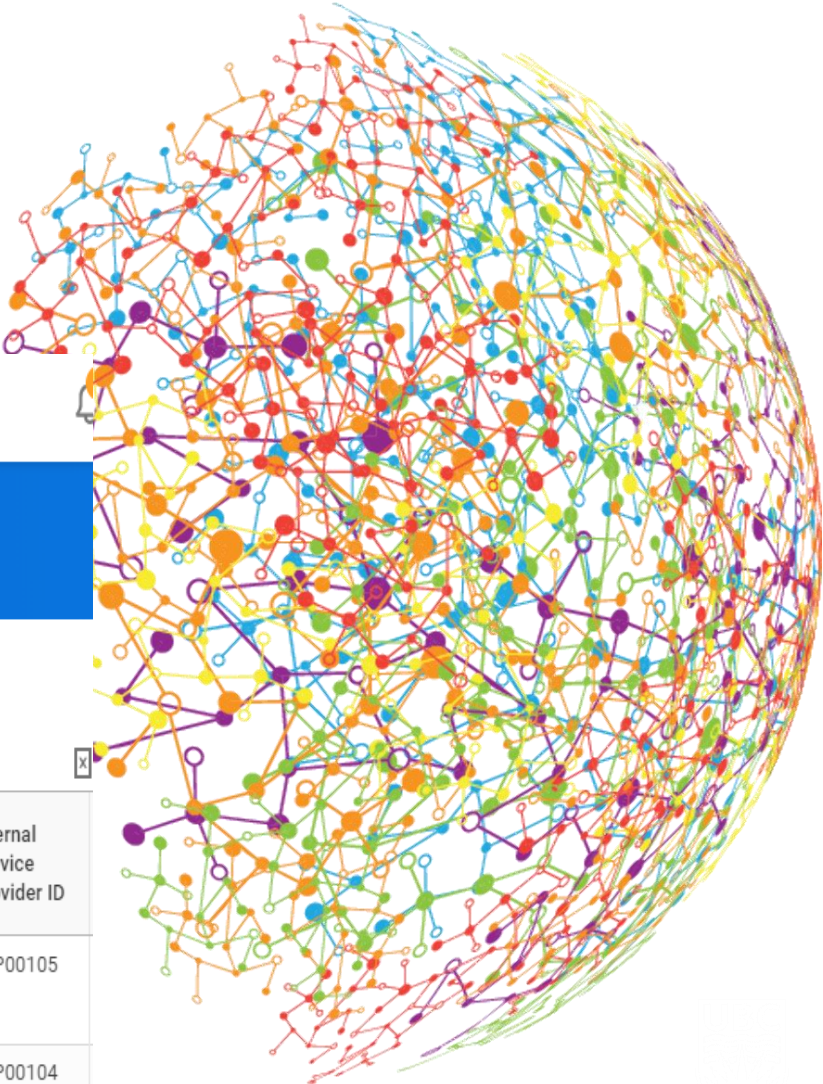
← FIN Find Internal Service Provider

Actions

Inactive No

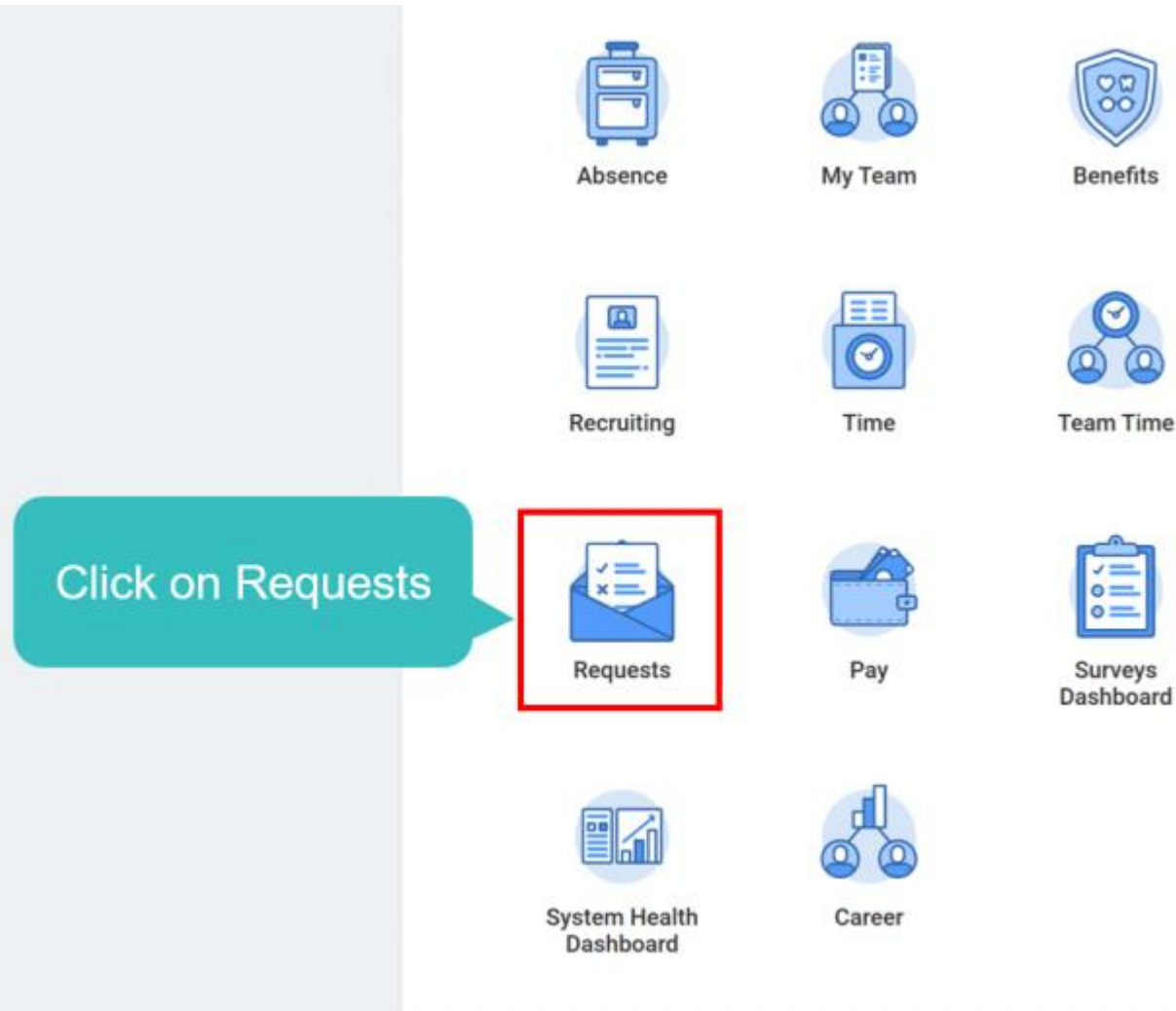
379 items

Internal Service Provider	Internal Service Provider Name	Cost Center	Program	Cost Center Hierarchy 4	ISP Manager	Internal Service Provider ID
	3T MRI Facility	CC02029 General   Institute - BCCHRI   Faculty of Medicine	PM007864 3T MRI Facility   Institute - BCCHRI   Faculty of Medicine	Faculty of Medicine CCH4	Deborah Giaschi	ISP00105
	3T MRI Facility (PA)	CC02029 General   Institute - BCCHRI   Faculty of Medicine	PM007864 3T MRI Facility   Institute - BCCHRI   Faculty of Medicine	Faculty of Medicine CCH4	Deborah Giaschi	ISP00104

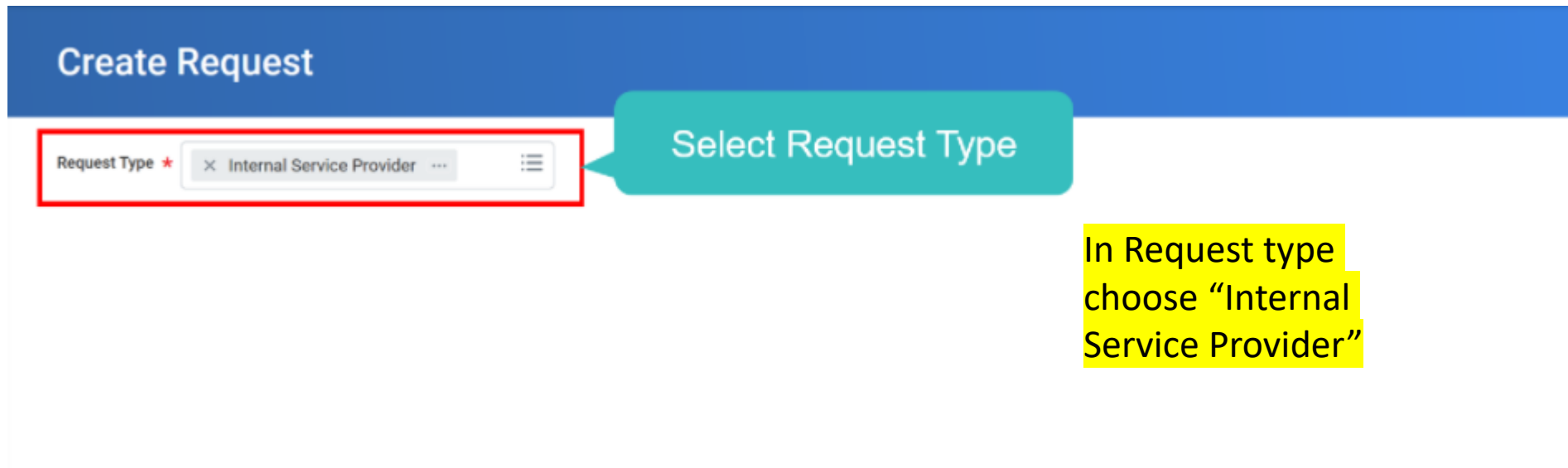
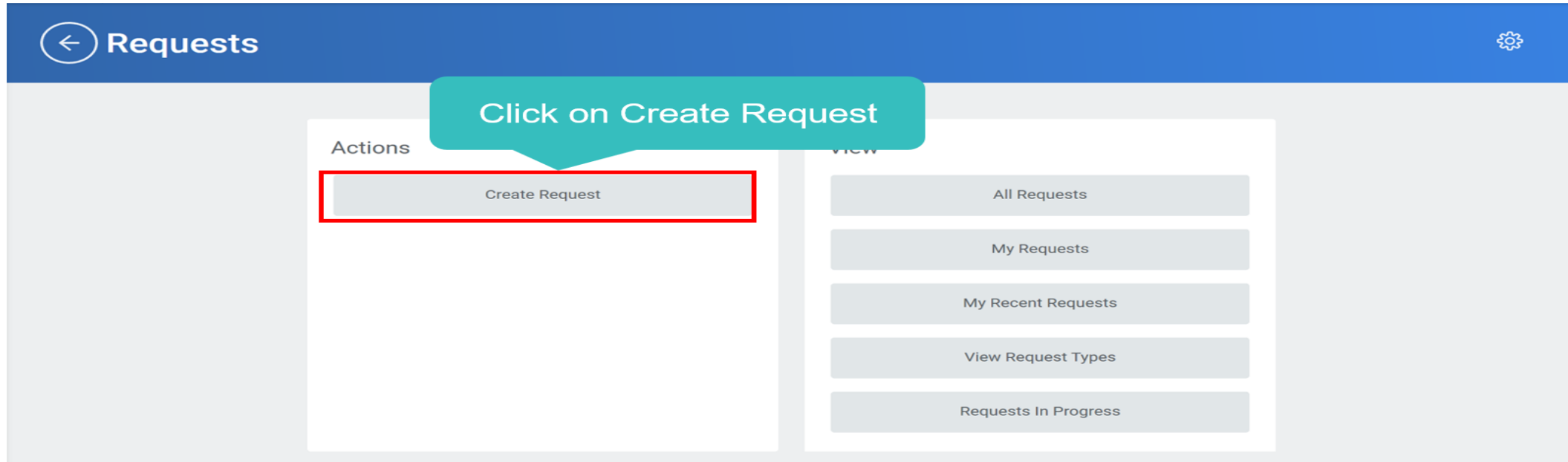


# TO REQUEST AN INTERNAL SERVICE PROVIDER IF ONE DOES NOT EXIST

The department/unit providing the good or service is responsible for making the request.



# TO REQUEST AN INTERNAL SERVICE PROVIDER IF ONE DOES NOT EXIST





# TO REQUEST AN INTERNAL SERVICE PROVIDER IF ONE DOES NOT EXIST

**Some TIPS:**

Describe the Request: Describe what the internal service is – for example: ISP needed to charge labor costs provided by Facilities

Each ISP needs to have a unique name that reflect the dept/service. For example: UBCO Facilities Misc. Labor Charges

To find what number to use for the ISP ID number, in Workday RUN the report “Find Internal Service Provider” and sort the column “internal service provider ID” in descending order. This will show you the last number set up. Enter the next number in that sequence

Find Internal Service Provider

Inactive

No

709 items

Internal Service Provider	Internal Service Provider Name	Internal Service Provider ID	Company	Currency
Q	LSI Imaging (PA)	ISP00733	UBC The University of British Columbia	CAD
Q	PIPV	ISP00732	UBC The University of British Columbia	CAD
Q	Dr. Carlsten Lab RESP Division	ISP00731	UBC The University of British Columbia	CAD

The next ISP ID will be  
**ISP00734**

# TO REQUEST AN INTERNAL SERVICE PROVIDER IF ONE DOES NOT EXIST

## Some TIPS:

Always provide the Cost Center AND a Program, Project, Grant or Gift account!

Choose a Revenue Category that is **most** accurate to what the sale is for!

Review Date –

“Do transactions require approval by the requesting department” – This is usually always YES, unless pre-approved internal service has been set up already!

Once this information is Submitted, it will route to Central Finance to the Customer Administrator who will create the ISP in Workday



# **INITIATE INTERNAL SERVICE DELIVERY EVENT**

# CREATE INTERNAL SERVICE DELIVERY

The screenshot shows the top navigation bar of the Workday portal. The UBC logo is on the left. A search bar contains the text "Create Internal Service Delivery". Below the search bar, a dropdown menu shows the option "Create Internal Service Delivery - Task". Two teal callout boxes provide instructions: "Enter 'Create Internal Service Delivery'" points to the search bar, and "Click Create Internal Service Delivery task link" points to the dropdown option. On the right, a banner for the Workday Mobile App is visible with the text "Get the Workday Mobile App. Your Organization ID: ubc1".

Enter "Create Internal Service Delivery"

Click Create Internal Service Delivery task link

THE UNIVERSITY OF BRITISH COLUMBIA

Welcome, On behalf of: Jennifer Fuentes

**Inbox**  
0 items

**Applications**  
15 items

Pay Purchases Expenses Personal Information

Go to Inbox

# CREATE INTERNAL SERVICE DELIVERY

## Create Internal Service Delivery

Total Extended Amount  
0.00 CAD

You can create a pre-approved transaction by choosing "Internal Service Provider" with a suffix of "(PA)". This should only be used for transactions that do not need approval by charged cost center manager.  
If approval from charged cost center is required, you must select a cost center manager.

Internal Service Delivery (empty) Status

**Document Information**

Company \* x UBC The University of British Columbia

Internal Service Provider \* x Belkin Gallery Publication Sales

Currency \* x CAD

Document Date \* 12 / 03 / 2020

Delivery Date 12 / 03 / 2020

Memo Internal Service Delivery to be Approved

**Revenue Information**

Function x FN500 Computing and Communications

Activity

Program

Project

Gift

Cost Center \* x CC01086 Faculty of Arts | Belkin Art Gallery | Belkin Art Gallery Office

Additional Worktags \* x Fund: FD002 Fee for Service

Lines Attachments

Enter the Memo

Lines 0 Items

*Company	*Line Number	Item	Description	*Spend Category	Revenue Ca
No Data					

Click Add to insert Internal Sales Delivery

Click in the "Internal Service Provider" box to choose the provider of the good/service



If it is a pre-approved ISP, the name will include "PA" in brackets at the end of the name

Once you choose the ISP name, the Worktags will auto-populate; this is where the Revenue will be recorded

Document date defaults to today's date.

Memo field – enter something meaningful

Must Click "Add" to insert a line of where the charges/expenses will be recorded (i.e. who are you providing the service to)



# CREATE INTERNAL SERVICE DELIVERY – Cont.

Lines

Attachments

Lines 1 item

*Company	*Line Number	Item	Description	*Spend Category	Revenue C
<div><div>×</div>UBC The University of British Columbia</div>	1			<div><div>×</div>Gifts</div>	<div><div>×</div>Tax and</div>

Submit

Save for Later

Cancel

Select a Spend Category

Enter a “Spend Category” (i.e. laboratory service) which will auto-populate the revenue category

Lines

Attachments

Lines 1 item

Revenue Category	Quantity	Unit of Measure	Unit Cost	* Extended Amount	Requester	Delivery Date	Men
<div><div>×</div>Tax Collected on Sales and Services   PST</div>	<div>5</div>	<div><div>×</div>Each</div>	<div>25.00</div>	125.00		11 / 03 / 2020	

Submit

Save for Later

Cancel

Enter Quantity, Unit of Measure and Unit Cost

Enter quantity and unit of measure and unit cost



# CREATE INTERNAL SERVICE DELIVERY – Cont.

**Always enter a Program, Grant, Project or Gift account and the Cost Center will auto-populate**

Select an appropriate Worktag

Lines Attachments

Lines 1 item

Program	Grant	Project	Gift	*Cost Center	Gift Initiative	*
<input type="text" value="PM009632 Ignite Book Club   Faculty of Arts"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="CC01138 Institute for Gender, Race, Sexuality and Social Justice Office   Faculty of Arts"/>	<input type="text"/>	

Submit

Save for Later

Cancel

# INITIATE INTERNAL SERVICE DELIVER EVENT - APPROVALS

- If the initiator of the ISD transaction is also the ISP Manager, and therefore they will only be required to approve ONCE.
- If someone other than the ISP Manager initiates the ISD transaction the ISP Manager must approve.
- If the ISP Manager is also the Worktag Manager, they will only be required to approve ONCE in the business process!



# **ADJUST INTERNAL SERVICE DELIVERY TRANSACTIONS**

# ADJUST INTERNAL SERVICE DELIVERY TRANSACTIONS

1.1 Open Workday. Enter **Find Internal Service Deliveries** in the search bar and select the report from the results.

find internal service

×

Find Internal Service Deliveries Report

1.2 The Find page will open. **Enter or select data** for fields as needed to search for transactions.

Click **OK**.

Find Internal Service Deliveries

Internal Service Provider

×

Bookstore (PA) ...

Document Number

Internal Service Delivery Status

Document Date On or After

YYYY-MM-DD

Document Date On or Before

YYYY-MM-DD

Intercompany

☐

Created by

Approved by

Internal Catalogs

Filter Name

Manage Filters

0 Saved Filters

Save

OK

Cancel



# ADJUST INTERNAL SERVICE DELIVERY TRANSACTIONS

1.3 The search results page will open. Review the table and **locate the ISD transaction** that must be changed.

**Note:** If there is a high volume of results, use the table's filter (icon at the top right corner of the table) to narrow results.

Find Internal Service Deliveries

Internal Service Provider Bookstore (PA) Intercompany No

927 items

Turn on the new tables view

Internal Service Delivery	Document Number	Company	Intercompany	Status	Internal Service Provider	Document Date	Memo	Amount	Currency	External Reference ID
	ISD-0000000006	UBC The University of British Columbia	No	Approved	Bookstore (PA)	2020-11-01	Memo: Bookstore Purchase	1.58	CAD	INTERNAL_SERVICE_DELIVERY-RTX-
	ISD-0000000055	UBC The University of British Columbia	No	Approved	Bookstore (PA)	2020-11-02	Memo: Bookstore Purchase	180.78	CAD	INTERNAL_SERVICE_DELIVERY-RTX-

1.4 The Internal Service Delivery column (far left) displays a **magnifying glass** icon for each transaction.

Hover over the icon to see the **Related Actions [...]** button to the right and click on it.

Internal Service Delivery

Document Number

ISD-0000000006

ISD-0000000055

Internal Service Delivery

Document Number

ISD-0000000006

ISD-0000000055

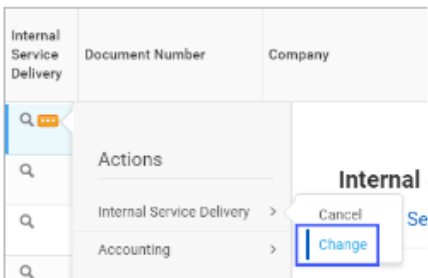
# ADJUST INTERNAL SERVICE DELIVERY TRANSACTIONS

## Step 2: Change or Cancel ISD action

The Actions menu will appear. There are 2 options at this step, Change or Cancel.

2A. To Change:

i. Hover over **Internal Service Delivery** and click **Change**.



ii. The Change Internal Service Delivery page will open. Scroll down the page to see the **itemized lines**. Within the Lines table, use the left-right scroll bar to locate the **Extended Amount** field. Edit the amount as needed.

Lines										
Process History										
Attachments										
Lines 1 Item										
	*Company	*Line Number	Item	Description	*Spend Category	Revenue Category	Quantity	Unit of Measure	Unit Cost	Extended Amount
	UBC The University of British Columbia	1		Bookstore Purchase	Office Supplies	Unreconciled Transaction Clearing	0		0.00	1.56

iii. Click **Submit**.

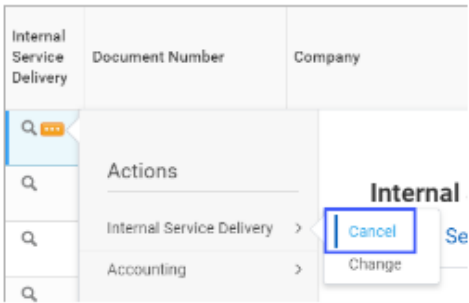
Workday will automatically reverse the original posting and post the new line.

**Note:** If the transaction is pre-approved, Workday will not send the transaction to the Worktag Manager for approval.

# ADJUST INTERNAL SERVICE DELIVERY TRANSACTIONS

2B. To Cancel:

i. Hover over **Internal Service Delivery** and click **Cancel**.



ii. The Cancel Internal Service Delivery page will open. Enter a note in the **Cancellation Memo** field.

**Note:** All lines in this ISD transaction will then be canceled and cannot be undone.

## Cancel Internal Service Delivery

Total Extended Amount  
1.58 CAD

Please confirm that you wish to cancel the Internal Service Delivery below.

Cancellation Memo

Click **OK**.



**Next Workday Wednesday:** November 24<sup>th</sup>, 10:00 – 11:00am

Topic: HR and Finance Q+A

[Registration link](#)



# APPENDIX

- WHEN REQUESTING PRE-APPROVED ISD REQUESTS, IN THE “CREATE REQUEST” AND REQUEST TYPE CHOOSE:



The image shows a web form with a label 'Request Type' followed by a red asterisk. To its right is a dropdown menu. The dropdown is currently open, showing a search bar with the text 'internal' and a close button (X). Below the search bar, it says 'Search Results (2)'. There are two options listed: 'Internal Service Provider' with an unselected radio button, and 'Pre Approved ISD Requests (Charged Departments)' with a selected radio button. The second option is highlighted with a blue background. A red callout box with a pointer to the selected option contains the text: 'Select Pre Approved ISD Requests (Charged Departments)'.

Request Type *
internal
Search Results (2)
<input type="radio"/> Internal Service Provider
<input checked="" type="radio"/> Pre Approved ISD Requests (Charged Departments)

Select Pre Approved ISD Requests (Charged Departments)

THE NAME OF THE INTERNAL SERVICE PROVIDER WILL INCLUDE A (PA) AT THE END OF IT'S NAME

REMAINING STEPS ARE THE SAME AS ABOVE.