

**Create Internal Service Delivery Overview**

This Quick Reference Guide (QRG) is designed to walk an **Internal Service Delivery Data Entry Specialist** through the process of creating an Internal Service Delivery (ISD). An ISD is a Workday transaction that records critical information related to the item(s) that an ISP provides to another unit within UVA. When approved, it generates revenue/recovery for the ISP and expense for the requester.

An Internal Service Provider (ISP) uses the Create Internal Service Delivery (ISD) task which produces an Internal Service Document number.

**Procedure**


On the Workday **Home** screen:

1. Type **Create Internal Service Delivery** in the search field.
2. Select the **Create Internal Service Delivery** task from the **Search Results**.


On the **Create Internal Service Delivery** screen:

Under the **Document Information** section:


3. Complete the following required fields:
  - **Company** – may auto-populate based on user. If not, select the company for receiving the recovery/revenue credit.
  - **Internal Service Provider** – select the Internal Service Provider you are transacting on behalf of from the dropdown.

 <p><b>NOTE</b></p>	<p>As an Internal Service Delivery Data Entry Specialist, you are assigned security for specific Internal Service Providers (ISP). If you select an ISP, you are not assigned security to, you will receive an alert when you submit, and the ISD will route to the ISP Administrator for approval.</p>
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- **Currency** – will auto-populate based on **Internal Service Provider** field.
- **Document Date** – will auto-populate with the current date. This field can be updated.
- **Delivery Date** – will auto-populate with the current date. This field can be updated.
- **Memo** – type the details of your service delivery. Shows on the credit side of the accounting journal.

 <p><b>NOTE</b></p>	<p><b>Document Date:</b> The date used for accounting and to evaluate whether an ISD is within a Grant's Period of Performance.</p> <p><b>Delivery Date:</b> The date the service was delivered. Used for departmental reporting.</p>
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Under the **Revenue Information** section:

 <b>NOTE</b>	<p><b>Designated, Fund, Cost Center, and Function</b> will auto-populate based on the <b>Internal Service Provider</b> field but can be changed if you want the recovery/revenue credit to be recorded to other worktags.</p> <p><b>Additional Worktags</b> field is optional.</p>
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At the bottom of the page:

Under the **Lines** tab:

4. Select the (+) icon to add details of the catalog line item. As needed, select the (-) icon to delete a line item.
5. For each line added, complete the following required fields:
  - **Company** – will auto-populate based on user. Select the company you want to charge for the item.


 <b>NOTE</b>	<p>When you charge a company in the ISD lines that differs from the Company in the ISD Header, it triggers <b>Intercompany Internal Service Delivery</b> accounting.</p>
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- **Line Number** - will auto-populate with a line ID number.

 <b>NOTE</b>	<p>If your ISP has a catalog, you can select an <b>Item</b>. The <b>Item</b> defaults in the <b>Description, Spend Category, Unit of Measure</b> and <b>Unit Cost</b>.</p> <p>If your ISP does not have a catalog, leave <b>Item</b> blank.</p>
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- **Spend Category** – select a Spend Category associated with the item being charged to your customer.
- **Revenue Category** – will auto-populate based on **Internal Service Provider** (if a default revenue category is set for the Internal Service Provider). Edit or remove the **Revenue Category** as needed.
- **Extended Amount** – type the **Extended Amount** or auto-populate with selection of **Quantity, Unit of Measure, and Unit Cost** fields. Extended amount refers to total amount of all items in a particular ISD line.
- **Memo** – type a memo associated with the item. Shows on the debit side of the accounting journal.
- **Gift, Grant, Designated, or Project** - type the value provided by the customer in the appropriate field. One of these worktags must be entered to identify the account to charge.
- **Fund** – will auto-populated upon completion of the Gift, Grant, Designated, or Project field.
- **Cost Center** – Type the value provided by the customer.

- **Function** – will auto-populated upon completion of the Gift, Grant, Designated, or Project field, but can be changed.
- **Additional Worktags** – Business Unit will auto-populate upon completion of **Cost Center** field. You can add more optional worktags.

 <p><b>NOTE</b></p>	All fields under the <b>Attachments</b> tab are optional.
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 <p><b>NOTE</b></p>	<p>The <b>Requestor</b> field is optional. It allows you to indicate the person that requested the goods or services by selecting any university employee.</p> <p>When you enter a <b>Requestor, Fund and Cost Center</b> auto-populate based on the employees HCM record. Remove all fields that auto-populate when Requestor is entered as these fields are not related to the ISD being created.</p>
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6. Select **Submit** to submit your request.

You have successfully completed this task. It will now be routed based on the workflow.