Create Internal Service Delivery – Bulk Upload 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) in bulk. This task uses a spreadsheet template that you will integrate into Workday to help if you have multiple internal service deliveries to create at the same time. To load the transaction file, users will need to connect to the Workday SFTP server. By the end of this QRG, you will be able to successfully create ISDs in bulk using the integration process in Workday.

NOTE	Not all Internal Service Delivery Data Entry Specialists inherently have this access to bulk upload ISDs. If you or your unit has never done this process and need to, reach out to askfinance@virginia.edu as there is technical set up required in order to use the Secure FX process and load a file.

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Complete Template for Bulk ISD Upload

1. Access the template for bulk upload in the **ISD Integration Packet**. You can find the template in the **Sample data and file** tab.
2. Double click the **excel icon** to open the template.

In the **ISD Bulk Upload** template:

3. Complete the following fields in the template. For further specifications and details, navigate to the **ISD Fields** tab in the **ISD Integration Packet**.

Field Name	Required	Description
Transaction_ID	Yes	Unique ID for grouping lines together into a single Internal Service Delivery document.
H_ISP	Yes	Your ISP ID as defined during setup of your Internal Service Provider in Workday. Please refer to the ISP IDs tab in the ISD Integration Packet. Ex: **ISP_AS_Biology_Files**.

H_Document_Date	Yes	The date used for accounting and to evaluate whether an ISD is within a Grant's Period of Performance. This is similar to Oracle's expenditure item date (EID). Please Note: If the date is in a Closed fiscal period, Workday will post the transaction in the next available period. Ex: **12/11/2020**.
H_Delivery_Date	Yes	The date the service is delivered. This date is entered in the ISD Header and populates on the document line but can be overridden.
H_Memo	Yes	The Header Memo will be added as the description for your revenue line in the resulting accounting journal. Comma can be used by adding a memo field in the double quotes.
H_CompanyID	Yes	The company you are transacting on behalf of (e.g., R&V, Wise, SWVHEC, Med Center, UPG, etc.). Ex: **UVA_207**.
H_CostCenter	No	The Cost Center associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **CC1234, MC-1234567, UPG-CC1234**.
H_BusinessUnit	No	The Business Unit associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults (e.g., Ex: **BU01**.
H_Fund	No	The Fund associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **FD001.**
H_Gift	No	The Gift associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **GF000001**.
H_Grant	No	The Grant associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **GR000001**.
H_Designated	No	The Designated associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **DN000001**.
H_Project	No	The Project associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **PJ00001**.
H_Program	No	The Program associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **PG00001**.
H_Function	No	The Function associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **FN123**.
H_Activity	No	The Activity associated with your recovery/revenue credit. This worktag will be populated based on the ISP setup but can be included to override the defaults. Ex: **AC12345**.

H_Assignee	No	The Assignee associated with your recovery/revenue credit. Ex: **100075361**.
H_Internal_Reference	No	The Internal Reference associated with your recovery/revenue credit. This value can be used by the ISP to connect the recovery/revenue credit back to their source system(s). Ex: **IR_EB_91100**.
H_Location	No	The Location associated with your recovery/revenue credit. Ex: **FM_0580_01_141A**.
H_Loan	No	Ex: **LN123**.
H_Region	DNU	Reserved for future use.
Line_ID	Yes	Each line within the ISD must have a unique Line ID in sequential order (e.g., 1, 2, 3, …).
L_ItemID	No	This is the Catalog Item ID and is only necessary if your Customer has purchased goods/services from your ISP Catalog.
L_Item_Desc	No	If using an ISP Catalog Item, this field should default in based on Catalog Item setup. Otherwise, it is a free-form text field to describe the goods/services provided. Please Note: This description does not show on the resulting accounting journal. Comma can be used in the description by adding a L_Item_desc field in the double quotes.
L_Spend_Category	Yes	The Spend Category associated with the goods/services provided. Ex: **SC0001**.
L_Revenue_Category	Yes	The Revenue Category associated with the goods/ services you provided to your customer. Ex: **RC0090**.
L_Memo	Yes	The Line Item Memo will be added as the description for your Customer's expense line in the resulting journal.
L_Requester	No	This needs to be a computing ID. The requestor of the goods/services. Including this field will allow for the incurring Cost Center to know who to follow-up with for more details if necessary. Ex: **as3cg**.
L_Quantity	Conditional	The quantity (number) associated with the goods/services provided to your customer. If the item is from catalog, quantity is mandatory. Ex: **1,2,3**.
L_UOM	Conditional	The unit of measure for the goods/services provided to your customer. For ISPs using an ISP Catalog, the UOM will be pulled from the catalog item as setup in Workday. If the Quantity is provided then the UOM is mandatory.
L_Unit_Cost	No	The unit cost for the good/services provided to your customer can be provided. For ISPs using an ISP Catalog, the Unit Cost will be pulled from the catalog item as setup in Workday.
L_Extended_Amount	Yes	The total dollar amount associated with the goods/services provided to your customer (Quantity x Unit Cost when applicable). Please Note: If the Unit Cost differs from default catalog item pricing, providing a quantity and extended amount will calculate the unit cost accordingly (Extended Amount / Quantity). Ex: **23456789.32**.

L_Delivery_Date	No	The date the service is delivered. This date is entered in the ISD Header and populates on the document line but can be overridden. Ex: 12/11/2020.
L_Company_ID	Yes	The incurring Company (as specified by your Customer). Ex: UVA_207.
L_CostCenter	Yes	The incurring Cost Center (as specified by your Customer). Ex: CC1234, MC-1234567. Please Note: Every morning before 6AM the latest FDM Values will be published on SFTP that can be used to prepare and upload a file.
L_BusinessUnit	No	The incurring Business Unit (as specified by your Customer). Ex: BU01.
L_Fund	No	The incurring Fund (as specified by your Customer). Ex: FD001.
L_Gift	At least one of these is required. Cost Share Grants may also include a Gift or Designated	The incurring Gift (as specified by your Customer). Ex: GF000001.
L_Grant		The incurring Grant (as specified by your Customer). Ex: GR000001.
L_Designated		The incurring Designated (as specified by your Customer). Ex: DN000001.
L_Project		The incurring Project (as specified by your Customer). Ex: PJ00001.
L_Program	No	The incurring Program (as specified by your Customer). Ex: PG00001.
L_Function	Yes	The incurring Function (as specified by your Customer). Ex: FN123.
L_Activity	No	The incurring Activity (as specified by your Customer). Ex: AC12345.
L_Assignee	No	The incurring Assignee (as specified by your Customer). Ex: 123456789 (WD ID).
L_Internal_Reference	No	The ISPs Internal Reference worktag will be populated on the ISD line(s). This value can be provided back to the ISP for them to assist their customer in tracking the details in their source system(s). Ex: IRFM1234567890123. *Facilities Mgmt ONLY will use 27 character length
L_Location	No	The incurring Location (as specified by your Customer). Ex: FM_0580_01_141A.
L_Loan	No	Ex: LN123.
L_Region	DNU	Reserved for future use.
Attachment	No	Attachments should be added as supporting details within Workday whenever possible.

When editing the template, make sure to:

- Delete the example data.
- Leave the column headers as is – do not edit/change them.
- Follow the correct format for each column as well as do not add or change column formatting (e.g., updating the column format from General to Numeric).
- Save it as a CSV – not an Excel.

4. Select **File** tab at the top-left corner of the template.
5. Select **Save As** to save the file. Please ensure the file format is saved as a **CSV (not Excel)**.
6. Select a location to save the document.
7. Save the template file in the appropriate file format.
   - Please refer to the **ISD File Details** tab in the ISD Integration Packet for further guidance and details.
8. If you would like to include attachments to your upload, review the following steps:
   - Navigate to the **Sample data and file** tab in the ISD Integration Packet.
   - Double click the zip file icon to open the zip folder.
   - Move your completed ISD template & the attachment (PDF) into the zip file. Ensure the sample template and documents are deleted.
   - Save & rename your zip file with the same naming convention of your ISD template.

NOTE	If you have multiple attachments for a single transaction, it is recommended to combine your documents into one single PDF.

Upload ISD Template or Zip File in SFTP

9. Connect to the **SFTP Server**.

NOTE	For steps on how to gain access to the Workday SFTP Server and how to connect to it, refer to How to Access the Workday SFTP Server.

10. Navigate to the **ISD File Details** tab in the **ISD Integration Packet**.

11. Upload your updated ISD template or zip file to the following file location:
   - workday/finance/prod/inbound/datafiles/isd
   - You can find this in the Production column (G).

You have completed this task. You will receive an email notifying you if the integration was successfully completed or failed. If the status is updated to Completed, you have successfully completed this task. If status is listed as Completed with Errors, repeat Steps 1 – 11 to correct the errors and move the updated template to the SFTP file location. Integrations are scheduled to run from 8pm – 9pm in which you should receive an email notification by 9:30pm.

NOTE	The Integration Status can be one of the following statuses: • **Completed** – If your status is Completed, this indicates you have no errors and the integration was successful. • **Completed with Errors** – If your status is Completed with Errors, navigate to the Output Files attachment. Review the downloaded document and fix the errors in the template using the information under the Message Summary column.

Review Log Message & Find Uploaded ISD

12. To review your log message for further details, navigate to the Completed or Complete with Errors email and open the output attachment.

	You can also access your output message from the following file location: • /workday/finance/prod/inbound/logs/isd • You can find this in the **ISD File Details** tab of the ISD Integration Packet.
HINT	

13. If your ISD integration was **successful** (Completed):
    • Navigate to the **All** tab to review details.
    • In the Message Details column, you can copy and paste the **Workday Reference ID** in the Workday search bar to find your Internal Service Delivery.

14. If your ISD integration was unsuccessful (Completed with Errors):
    • Navigate to the Error tab to review details.
    • Click on each line to view message details in order to make the appropriate corrections to your template. Then repeat steps 1 – 11 until successfully completed.

	You may receive an invalid warning/error message in your ISD Integration log saying that the ISD is in "Draft" status related to a Grant's status or that a "Custom Validation Exception Exist" when the ISD actually posted successfully (and created associated accounting). If you receive one of these error messages, please review the ISD that was created in Workday. If it's an "Approved" status, no further action is needed. The team is working to determine the cause of this invalid error message so that the integration summary logs reflect an accurate result.
NOTE	