This job aid supports the accounting for goods and services provided internally (intra-company). This type of transaction is processed in WorkDay through an Internal Service Delivery (ISD) request.

Note: An attachment is required in support of each ISD transaction. A good rule of thumb is if the documentation would easily explain and support the purpose of the charge 5 years from now.

Note: Pre-payments or deposits are not allowed on UADA funds.

CREATE AN INTERNAL SERVICE DELIVERY REQUEST

From the homepage:

1. Search 'Create Internal Service Delivery' in the search bar.
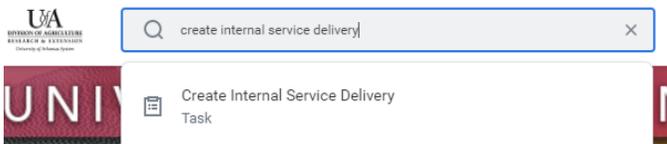
The following screen displays.

2. Select **Company** (Division of Agriculture of the University of Arkansas).

3. Select **Internal Service Provider** Either:

    UADA | CES | Master Gardner (General) | ISP (DS03630)
    UADA | CES | Master Gardner (Program) | ISP (DS03629)
    UADA | CES | Master Gardner (Publications) | ISP (DS03504)

Note: Once the Internal Service Provider is selected, the associated cost center and revenue categories tied to that provider default on to the request. **Do not change these elements.**

4. **Currency.** (USD), as applicable.

5. Change **Document Date**, as applicable.

6. Change **Delivery Date**, as applicable

7. Enter **Memo**, enter a detailed description meaningful to service center and charge approver

8. Click on the "+" found to the left of the gray box.

The box will expand and display the following line items
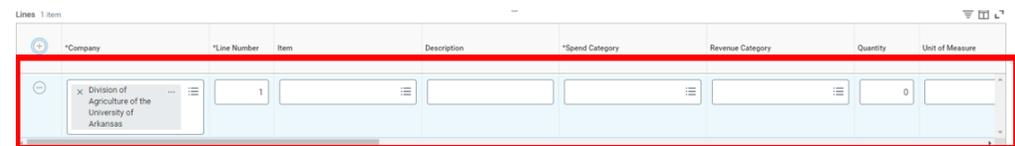
Complete the item line(s).
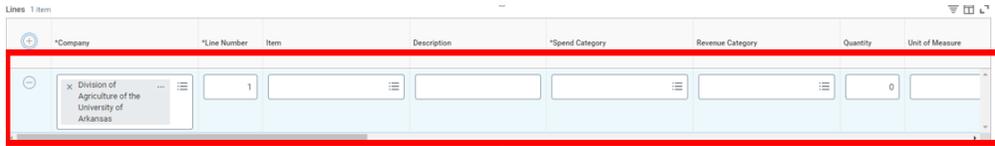
9. Enter **Item:**
    a) Click menu icon

    Select Catelog Items:
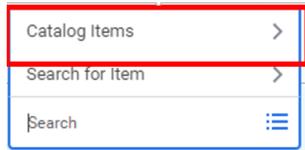
    b) Select Item:

    The item amount, spend catagory and unit of measure will default

10. Enter the **Quantity**

11. Enter the **Unit Cost**, this is the cost per each item.

12. Enter **Memo**, enter a detailed description meaningful to service center and charge approver (Ok to copy what was entered in main memo)

13. Enter the **Cost Center** for member

14. Add a **Driver Worktag** – The assigned related worktags will default on to the requisition from the driver worktag chosen.

15. Click on the word "Attachments"

16. Upload any required attachements.

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17. Click the **Submit** button.

NEXT STEPS

The requester's role is complete in creating the Internal Service Delivery Request.

By clicking **Details and Process**, requisitioners can view the steps that have been completed. Any changes made to the Internal Service Delivery are tracked in the **Process History** table.

An approver receives a Workday Inbox task to either approve, deny or send back the Internally Service Delivery. An approver must provide a reason if sending the Internal Service Delivery request back.