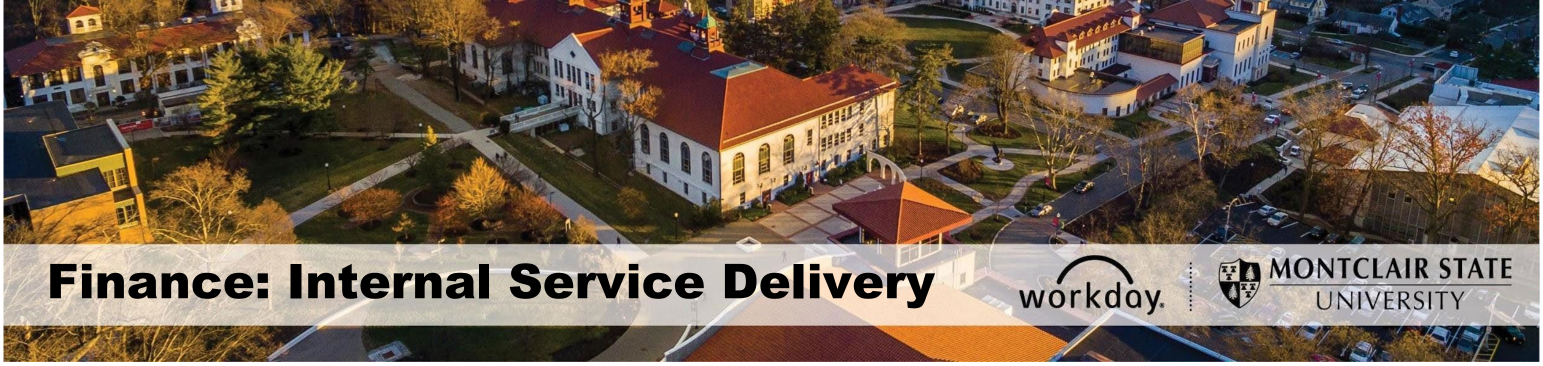


Internal Service Delivery

Contents

The Internal Service Delivery function in Workday is used to pay for interdepartmental service deliveries such as special event parking permits, Red Hawk Dollar purchases, conference center rental, etc. The system creates the accounting entry automatically, meaning the debits and credits are applied to the correct side of the transactions, so the Initiator does not have to indicate the positive and negative sides of the transaction.

All Internal Service Delivery requests must be approved by the 5th business day of the next month, or the request will be deleted by the system, to allow for proper month end close processes. Should the request be deleted, it must be re-entered by the department.

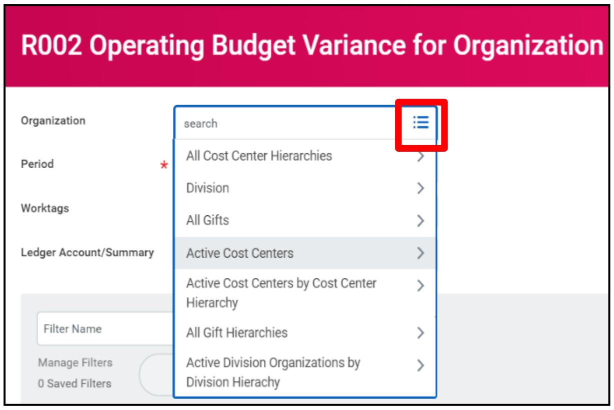
The roles in the Workday system that can initiate this function are Cost Center Finance Specialist (Requester), Cost Center Manager (Approver), Gift Manager, Grant Manager (PI), and the Internal Service Provider.

Please contact General Accounting for set-up of new Internal Service Deliveries and/or catalog items and pricing.

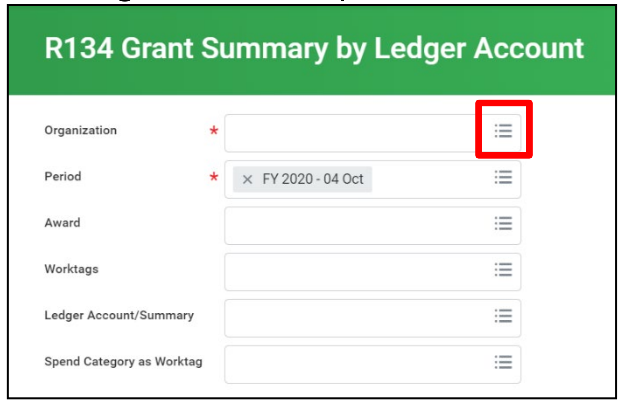
Check Budget

The first step in creating an Internal Service Delivery request is to check the available budget for your organization (Cost Center, Gift, or Project) by running the R002 Report. For Grants, run the R134 Report. If the Requester does not have access to these reports, they should speak with their Cost Center Manager to confirm the budget information.

- In the *Search* field, enter **R002** to find and run the **Budget Report**.

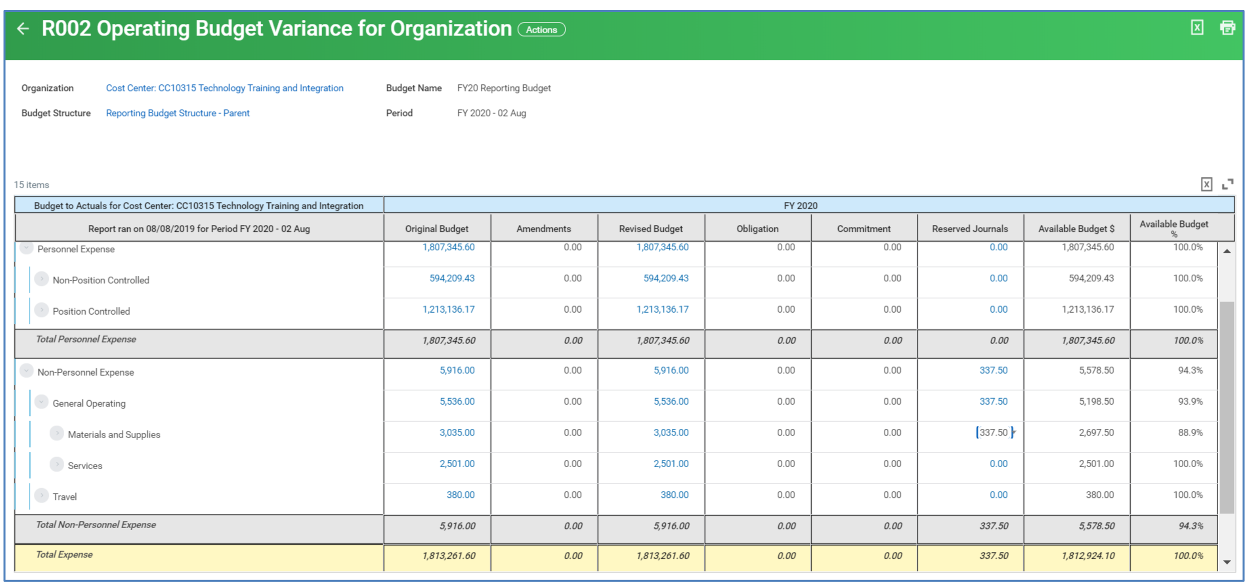


- In the *Search* field, enter **R134** to find and run the **Grant Summary by Ledger Account** report.



1) In the **Organization** field of the R002, select the **Prompt** icon and search for the organization you wish to view. To view a list of all Cost Centers or Gifts to which you have access, select **Active Cost Centers** or **All Gifts**.
2) In the **Organization** field of the R134, select the **Prompt** icon and search for the project you wish to view.
3) Click the **OK** button.

The R002 Budget Variance Report.



R002 Operating Budget Variance for Organization Actions

Organization Cost Center: CC10315 Technology Training and Integration

Budget Structure Reporting Budget Structure - Parent

Budget Name FY20 Reporting Budget

Period FY 2020 - 02 Aug

15 items

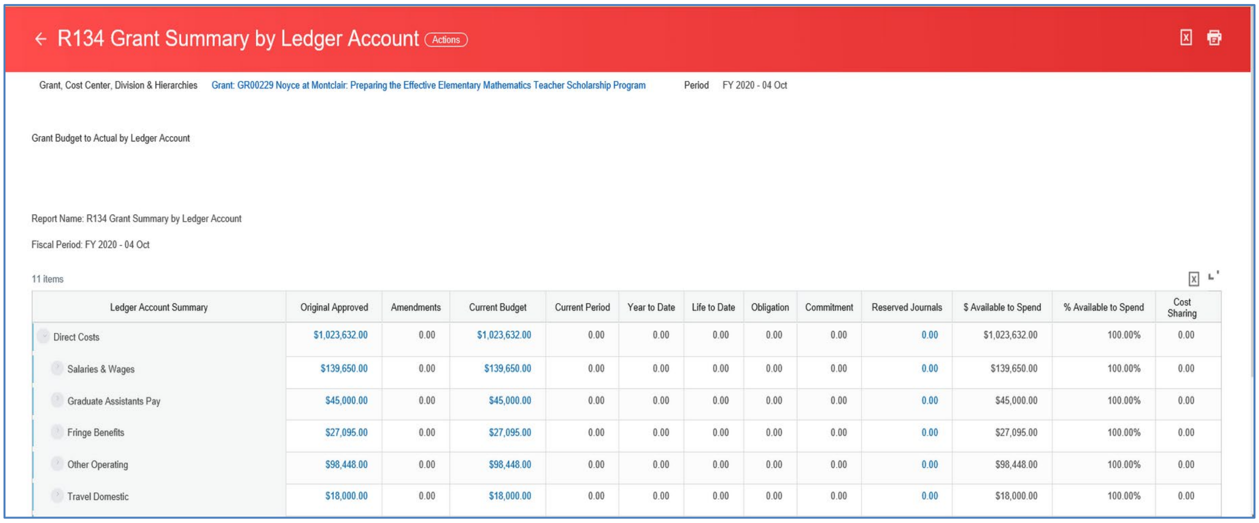
Budget to Actuals for Cost Center: CC10315 Technology Training and Integration	FY 2020							
Report ran on 08/08/2019 for Period FY 2020 - 02 Aug	Original Budget	Amendments	Revised Budget	Obligation	Commitment	Reserved Journals	Available Budget $	Available Budget %
Personnel Expense	1,807,345.60	0.00	1,807,345.60	0.00	0.00	0.00	1,807,345.60	100.0%
Non-Position Controlled	594,209.43	0.00	594,209.43	0.00	0.00	0.00	594,209.43	100.0%
Position Controlled	1,213,136.17	0.00	1,213,136.17	0.00	0.00	0.00	1,213,136.17	100.0%
Total Personnel Expense	*1,807,345.60*	*0.00*	*1,807,345.60*	*0.00*	*0.00*	*0.00*	*1,807,345.60*	*100.0%*
Non-Personnel Expense	5,916.00	0.00	5,916.00	0.00	0.00	337.50	5,578.50	94.3%
General Operating	5,536.00	0.00	5,536.00	0.00	0.00	337.50	5,198.50	93.9%
Materials and Supplies	3,035.00	0.00	3,035.00	0.00	0.00	337.50	2,697.50	88.9%
Services	2,501.00	0.00	2,501.00	0.00	0.00	0.00	2,501.00	100.0%
Travel	380.00	0.00	380.00	0.00	0.00	0.00	380.00	100.0%
Total Non-Personnel Expense	*5,916.00*	*0.00*	*5,916.00*	*0.00*	*0.00*	*337.50*	*5,578.50*	*94.3%*
Total Expense	*1,813,261.60*	*0.00*	*1,813,261.60*	*0.00*	*0.00*	*337.50*	*1,812,924.10*	*100.0%*

Review the appropriate Parent level Available Budget column to ensure there is money available for the proposed purchase.

If there is not enough budget in the correct parent account, a budget amendment will need to be completed and approved. Please go to the Workday 2020 website to access the Budget Amendment Reference Guide.

 Updated: **February 2020**

The R134 Grant Summary by Ledger Account report.



R134 Grant Summary by Ledger Account Actions

Grant, Cost Center, Division & Hierarchies Grant: GR00229 Noyce at Montclair: Preparing the Effective Elementary Mathematics Teacher Scholarship Program Period FY 2020 - 04 Oct

Grant Budget to Actual by Ledger Account

Report Name: R134 Grant Summary by Ledger Account

Fiscal Period: FY 2020 - 04 Oct

11 items

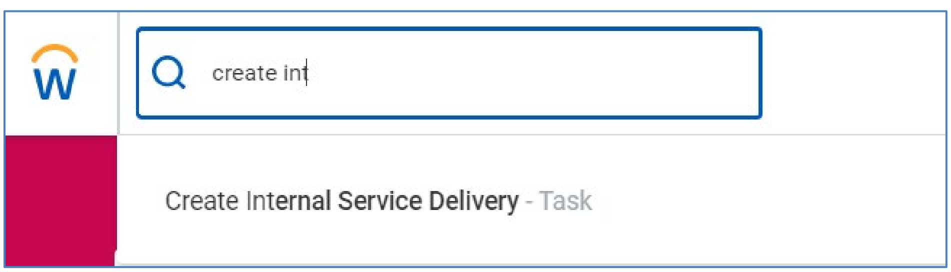
Ledger Account Summary	Original Approved	Amendments	Current Budget	Current Period	Year to Date	Life to Date	Obligation	Commitment	Reserved Journals	$ Available to Spend	% Available to Spend	Cost Sharing
Direct Costs	$1,023,632.00	0.00	$1,023,632.00	0.00	0.00	0.00	0.00	0.00	0.00	$1,023,632.00	100.00%	0.00
Salaries & Wages	$139,650.00	0.00	$139,650.00	0.00	0.00	0.00	0.00	0.00	0.00	$139,650.00	100.00%	0.00
Graduate Assistants Pay	$45,000.00	0.00	$45,000.00	0.00	0.00	0.00	0.00	0.00	0.00	$45,000.00	100.00%	0.00
Fringe Benefits	$27,095.00	0.00	$27,095.00	0.00	0.00	0.00	0.00	0.00	0.00	$27,095.00	100.00%	0.00
Other Operating	$98,448.00	0.00	$98,448.00	0.00	0.00	0.00	0.00	0.00	0.00	$98,448.00	100.00%	0.00
Travel Domestic	$18,000.00	0.00	$18,000.00	0.00	0.00	0.00	0.00	0.00	0.00	$18,000.00	100.00%	0.00

Once confirmed that there is enough budget to proceed, begin to build the request.

Create Internal Service Delivery Event

Note - All Internal Service Delivery requests must be approved by the 5th business day of the next month, or the request will be deleted by the system, to allow for proper month end close processes. Should the request be deleted, it must be re-entered by the department.

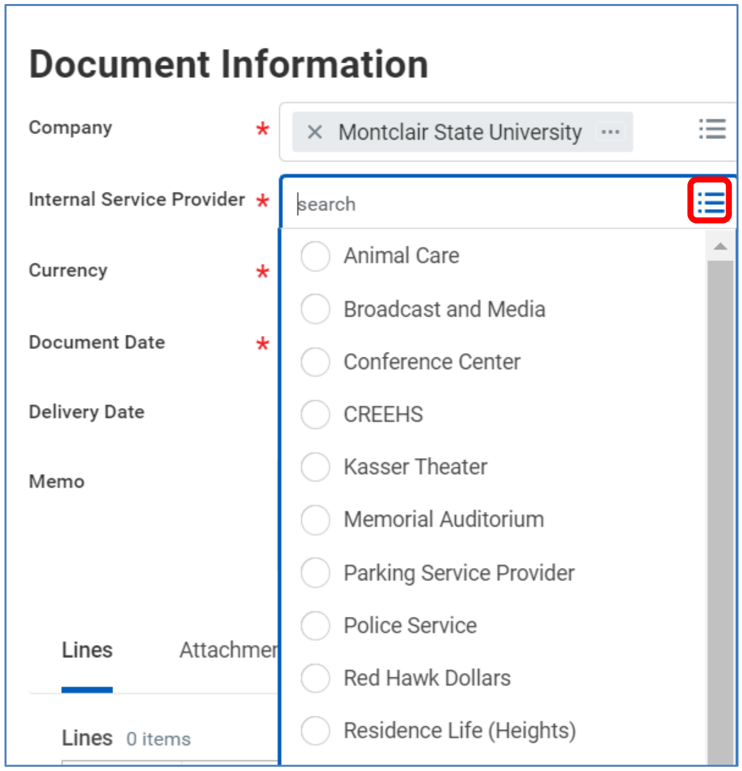
1) Enter **Create Internal Service Delivery** into the *Search* bar and select **Create Internal Service Delivery – Task** from the search results.



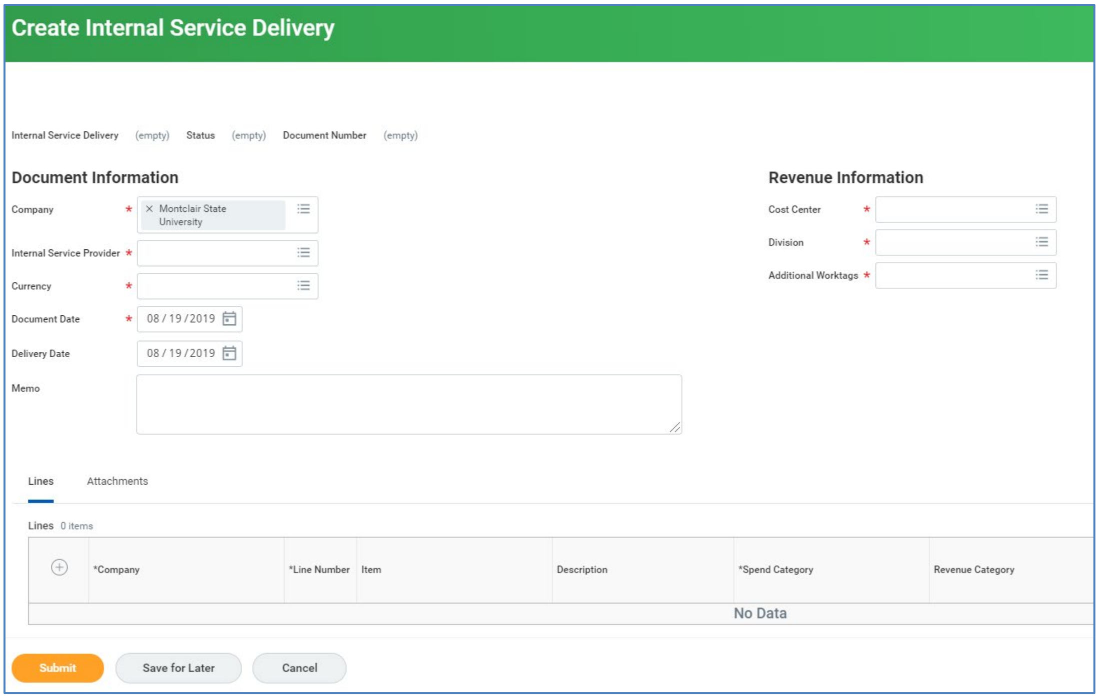
Note: Internal Service Deliveries can only be initiated by the Requester for Red Hawk Dollars, Parking, and Shuttle Bus. All others are initiated by the Internal Service Provider when services are rendered.

The *Create Internal Service Delivery* screen displays.

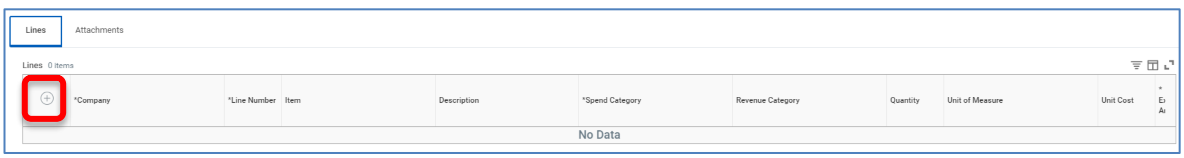
2) In the *Document Information* section, complete the following fields on the screen:
   a) The **Company** field defaults to Montclair State University.
   b) Click the **prompt** icon to select the correct Internal **Service Provider**. Once a service provider is selected, the **Revenue Information** fields default with the associated information.



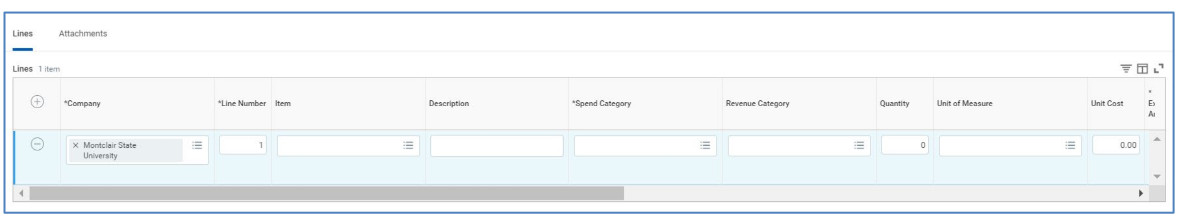
c) The **Currency** field defaults to USD.
d) The **Document Date** field defaults as the current date.
e) The **Delivery Date** is the date the event occurs (i.e.-conference center rental).
f) The **Memo** field is <u>required</u> and must include the description of the event plus any pertinent information the service provider may need. **Note**- for Parking requests, include the event name and date; for Red Hawk Dollar requests, include the purchase reason.



3) Click the **plus** sign in the **Lines** section to add a line to this request.

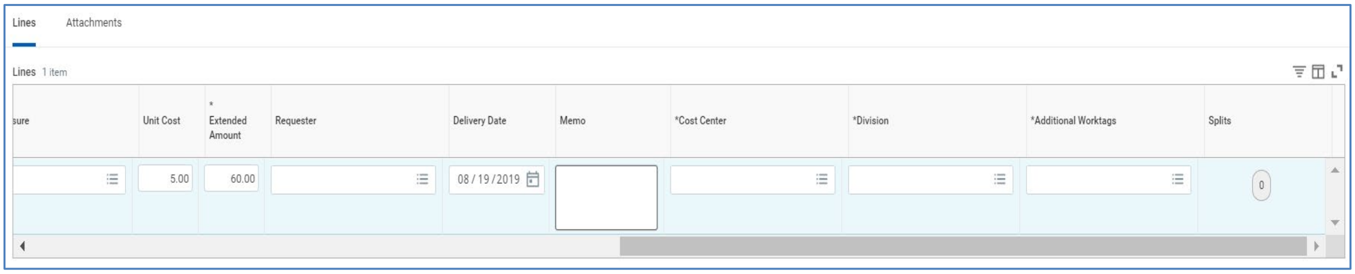


4) In the **Item** field, select the **prompt** icon and **Catalog Items** to select the specific service for the indicated service provider.
5) Once the **Item** has been selected, the corresponding data fields populate.



6) Scroll to the right to continue to complete the line information.
7) In the **Quantity** field, enter the number of units (days, dollars, etc.) for the expense line, OR in the **Extended Amount** field, enter the total cost of the expense line.
8) Enter the requester's name in the **Requester** field, to auto-populate the corresponding worktags. **Note** – if different worktags need to be indicated, click the **X** in the corresponding field to remove the default and search for the appropriate worktag via the **prompt** icon.
9) Any information entered into the **Memo** field will display in the journal lines, as a journal description when looking at the budget report.
10) Complete the **Cost Center** to fill in other related worktags.

11)If this expense involves a grant, the Initiator/Grant Manager should type in Transaction Detail within the **Additional Worktags** field to select the appropriate Object Class Override detail.



12) If any attachments need to be included (see **Required Attachments** below), click the **Attachments** tab and click the **Select Files** button to browse to and load the attachment. **Note** – attachments are not required in the system but may be required by the service provider.

13)Click the **External** checkbox to send your attachment to the Internal Service Provider along with the request.

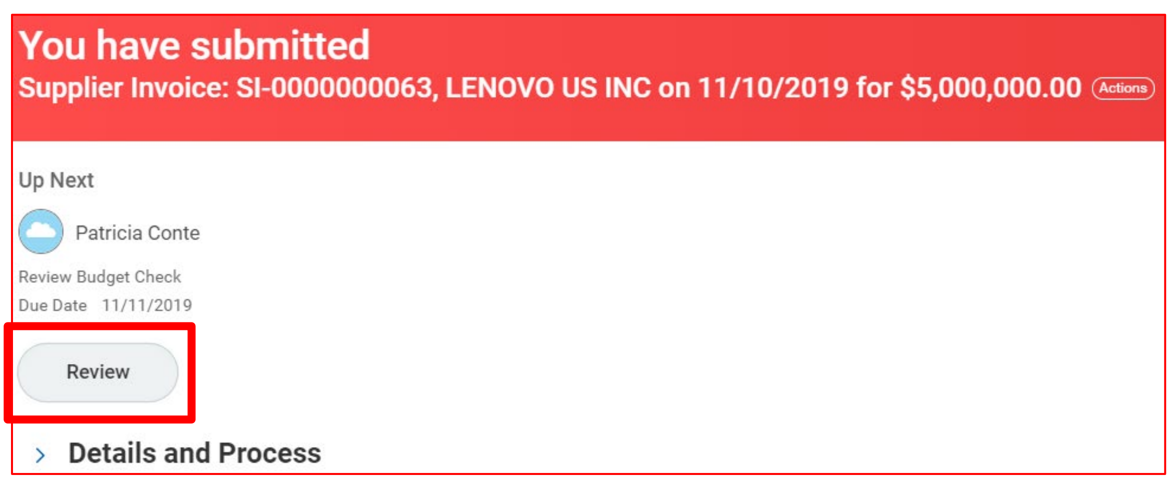
***REQUIRED ATTACHMENTS:**

- For Parking requests, the Parking Request Form is required.
- For Red Hawk Dollar requests, the Department Red Hawk Dollars Request Form is a required.

14)Click the **Submit** button to save this request and send it to the approver for review and processing**.**

Review Budget Check

If the system finds an issue with the budget versus your request, a "Review Budget Check" action and Review button displays on the screen, once the request is submitted. An item will also be sent to your Inbox, Actions tab. **NOTE-This request will NOT be sent to the approver for review if there is an issue with the budget.**



1) Click the **Review** button to drill into the request in order to find the issue.

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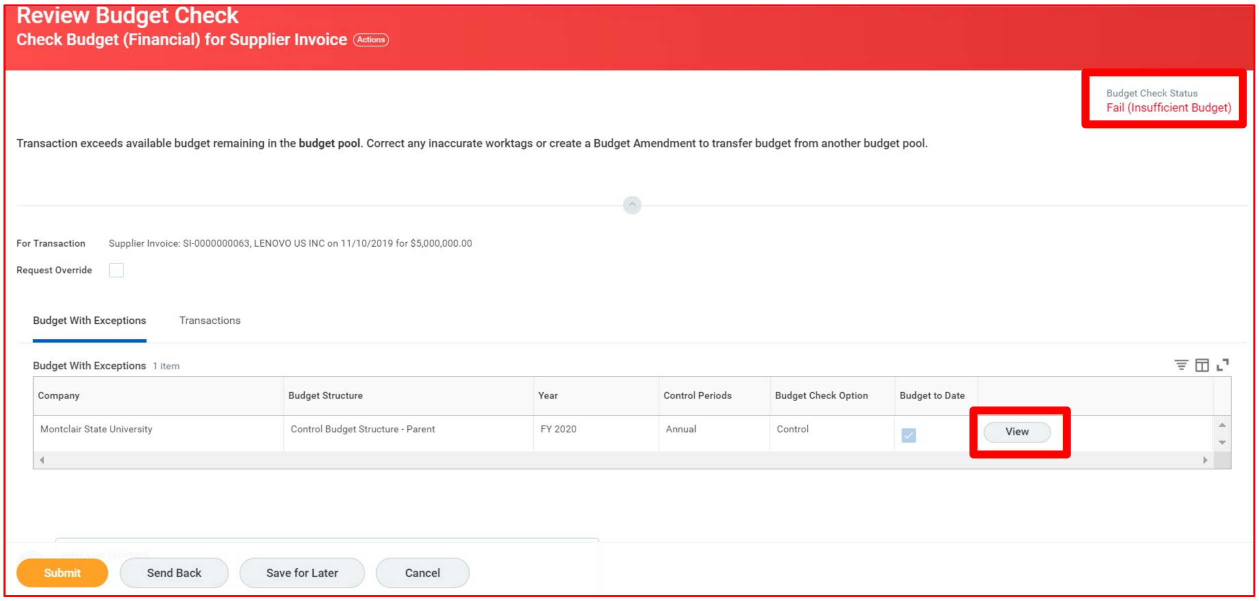
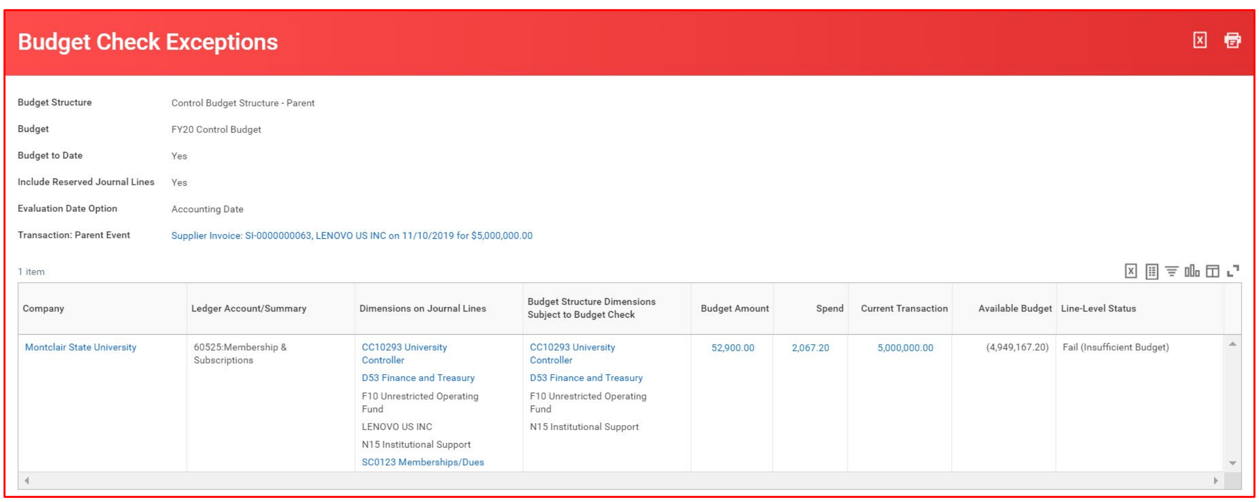
In the upper right corner, the budget status displays.

2) Click the **View** button on the line to see the specific details of the request.



3) Review the columns of the report, and pay special attention to the Budget Amount versus the Current Transaction columns.



4) Based on the information provided, decide if a Budget amendment needs to be completed, or if the request should be edited to adjust the Worktags.

Approval Process

The process moves forward for additional reviews and approvals to the list below.

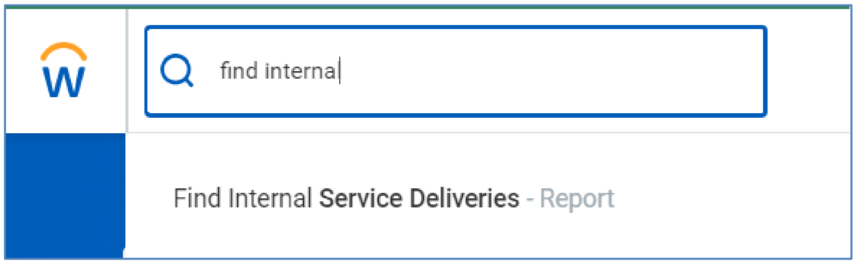
Note- any of the approvers can Approve, Send Back the request to the Initiator with a comment on any changes to be made, or Deny which terminates the request.

- Department Manager for each department involved
- Grant or Gift Manager, if applicable
- Specific Service Provider Approver

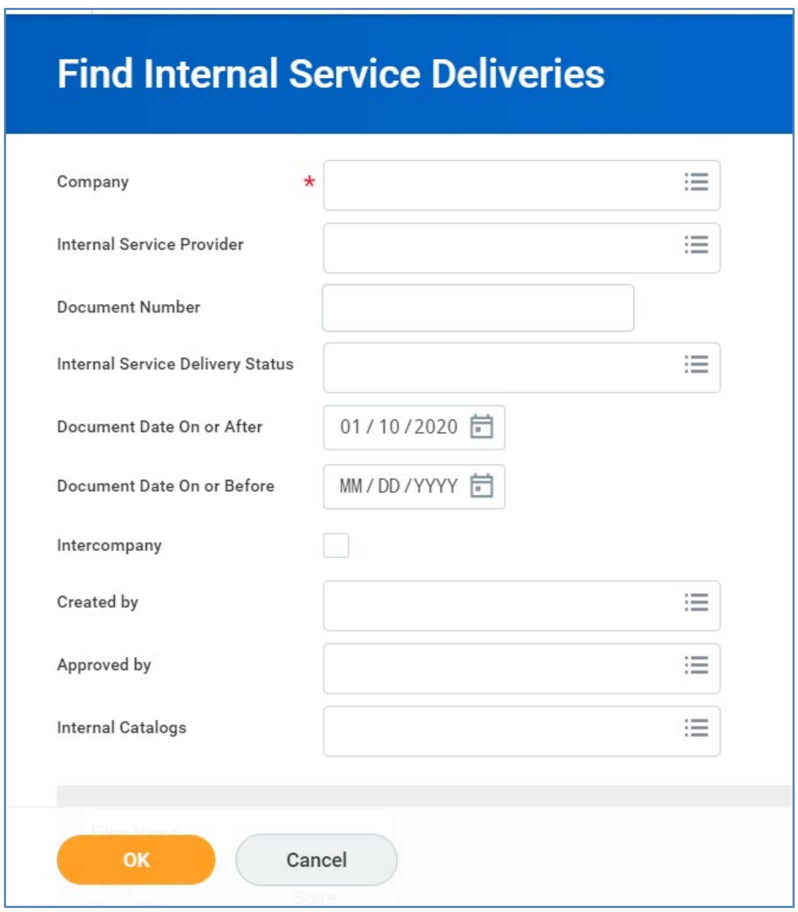
Find and Edit an Internal Service Delivery Request

Changes can be made by the Requester until the Service Provider Approver processes the request. Any edit to a request will re-initiate the approval flow.

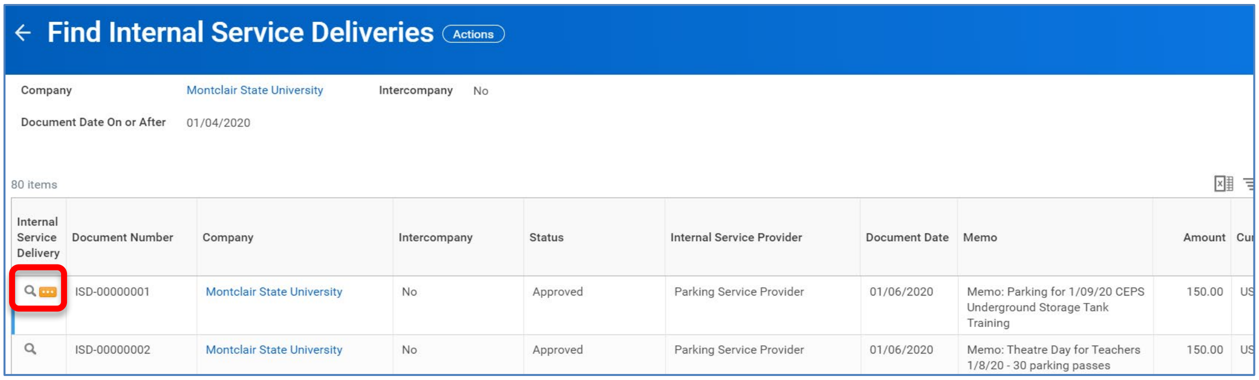
1) Enter **Find Internal Service Deliveries** into the Search bar and select **Find Internal Service Deliveries – Report** from the search results.



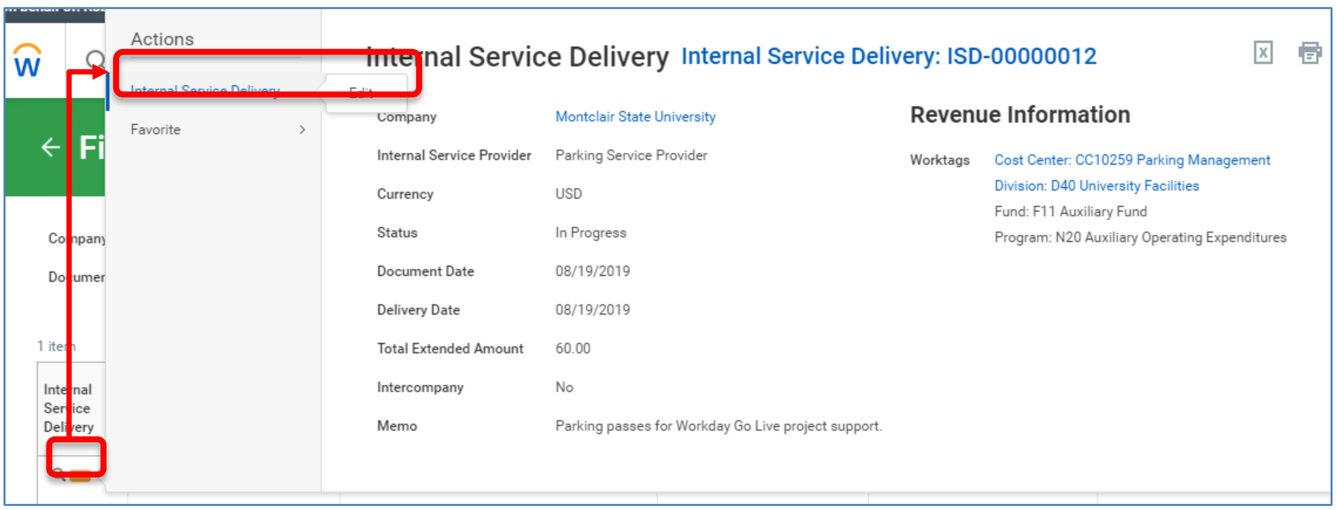
2) On the *Find Internal Service Deliveries* screen, complete fields to narrow the search results, if required.
3) Click the **OK** button to launch the search.



4) From the search results list, hover over the **magnifying glass** on the line of the request to edit and click on the twinkie for the **Actions** menu.



5) Hover over **Internal Service Delivery** in the left column, and then click the **Edit** command from the associated menu to open and edit the request.



6) Make changes to your specific fields and click the **Submit** button to send the edited request through the approval flow.