

Creating and Using ISDs (Internal Service Delivery)

Version Date	October 2026
Policies & Resources	None
Forms	None
Contacts	Cash@uada.edu
Related Guides	Private (Pesticide) Applicator Training

Introduction

Internal Service Delivery (ISD) transactions are used to record internal transfers of funds from one department or account to another. For example, an ISD would be used to record registration by a UADA employee at a UADA event/educational seminar. ISDs are not appropriate for paying a third-party vendor. Common uses of ISDs include:

- Paying for UADA publications
- Paying certain state association dues such as AAE4-HA, NEAFCS or ACAA.
- Counties paying a UADA department for Poultry Chain chicks
- Paying the Print Shop for services
- Sending Pesticide Applicator Training money to the Entomology Department
- Paying the Family & Consumer Science department for ServSafe training material

Entering an ISD in Workday

In the Workday Search Box type: Create Internal Service Delivery and hit **Enter**. The following screen should appear. Complete the fields as described in the table below.

Document Information

Company	* x Division of Agriculture of the University of Arkansas ...
Internal Service Provider	* x AES POSC Youth Broiler Show ...
Currency	* x USD ...
Document Date	* 06 / 11 / 2026
Delivery Date	06 / 11 / 2026
Memo	Paying for five Garland County 4-H participants.

Revenue Information

Cost Center	x CC012394 UADA AES POSC Poultry Science ...
Program	
Fund	* x FD121 Unrestricted Service Funds ...
Additional Worktags	x Designated: DS02676 UADA AES POSC Youth Broiler Show ... x NACUBO Function: FN0280 Land Grant Research (REReport) ... x Site: CS027 UADA AES ...

Internal Service Delivery – Document Information	
Field Name	Response
Company	Auto populates to Div. of Ag
Internal Service Provider	Use the drop down list to select the department you are paying and, at a high level, why you are paying them. If you don't see what you need, contact Cash Management at Cash@uada.edu for assistance. Note: When the Internal Service Provider is selected, most of the Revenue Information on the right side of the screen will auto populate. Do not change this information. You may leave Program blank.
Document & Delivery Dates	Default to current date. Leave as is.
Memo	Enter a description of why you are making the payment. Note: You'll need to copy this and paste it in another field later in the form.

In the bottom portion of the screen with **Lines** selected, click the + to add line and complete the fields as described in the table below.

Lines Attachments

Lines 1 item

*Company	*Line Number	Item	Description	*Spend Category	Revenue Category	Quantity
× Division of Agriculture of the University of Arkansas ...	1					0

Put your cursor in the blue area toward the bottom of the screen to make the scroll bar appear and scroll to the right to reveal more fields.

Lines Attachments

Lines 1 item

Unit of Measure	Unit Cost	*Extended Amount	Requester	Delivery Date	Memo	*Cost Center	Designated
	0.00	0.00		06 / 11 / 2026			

Lines Attachments

Lines 1 item

Grant	Program	Project	Agency	*Fund	*Additional Worktags	Splits
						0

Internal Service Delivery – Completing “Line” Information	
Field Name	Response
Company	Auto populates to Div. of Ag
Line Number	Auto populates
Item	Should be a drop down to choose from. The choices will vary depending on the Internal Service Provider entered.
Spend Category	Should auto populate after item is selected.
Revenue Category	Should auto populate.
Quantity	Must put something here. Usually, 1 will work unless you are paying for multiple items.
Unit of Measure	Should auto populate.
Unit Cost	Will auto populate once Extended Amount is entered.
Extended Amount	Enter total amount of payment to be made on this line item.
Requester	Type in your name.
Delivery Date	Auto populates to current date.
Memo	Paste what was copied from Memo line in Document Information above.
Cost Center	Enter cost center from which the payment is to be made.
Designated	Enter worktag associated with where the payment is to come from, if any.
Grant/Program/Project/Agency	Enter Grant/Program/Project from which the payment is to be made, if appropriate. Agency is rarely used.
Fund	Auto populates.
Additional Worktags	Use if payment is to be split between multiple worktags.
Splits	This is rarely used.

Select **Attachments** next to **Lines**. Scan documentation into one file and either drag the file to the attachment area or select the file from your computer.

Lines

Attachments

Attachments

Drop files here

or

Select files

Submit

Save for Later

Cancel

When you are finished, select the blue **Submit** button at the bottom of the screen.

Next Steps

After the transaction is submitted, you will receive a notification that the transaction was successfully submitted with a link to view more details. The details include an ISD number that should be retained for future reference. Workday will route the transaction for approvals which typically include the Administrative Specialist of the recipient Cost Center used in the transaction, the Fiscal Support Analyst – County Operations, and the Cash and Treasury Manager. Depending of fund types involved (such as grants) other approvals may be required. The Fiscal Support Analyst and Cash and Treasury Manager review the transaction to make sure funds are available and that the type of funds used is appropriate for the payment purpose. When Business Office reviews are completed, the ISD will be processed through an overnight Workday procedures, and the funds involved will be posted to the designated accounts.