

Internal Service Delivery Information from FPM Facilities

With the transition to Workday Financial, FPM Facilities will now use Workday's Internal Service Delivery (ISD), which replaced Salesforce Internal Requisition (IR).

The new billing method will require service requesters to submit an ISD when a billable service is required. To simplify the approval and billing process, please use the following Facilities Internal Service Providers and follow the tips below:

ISP-SP-030 FMS – CRC (Customer Resource Center): 213-740-6833
Elsie Hemphill or Gerardo Rivas

ISP-SP-039 FMS - Facilities Financial Services: 213-740-2382
Joe Lumunsad

ISP-SP-033 FMS - Construction Project Services: 323-442-8005 or 213-740-6833
Marian Purcell

ISP-SP-029 FMS - Events Services: 213-740-3361
Norm Antonini

Workday Internal Services Delivery (ISD) requires that an amount be designated. Please use the estimated amount that has been agreed upon. If no estimate has been provided, such as in the case of a one-time service request, enter \$250.00 as a deposit amount. We will bill actual costs so if you are concerned about costs, please select 'Project – FMS Estimate' to acquire an estimate; exception would be for Events – please refer to the Events ISP below.

After you submit or request a work request and acquire the WO# please use the information outlined below to submit an ISD to one of the four Facilities ISPs.

Within the 'Create Internal Service Delivery' form, type "FMS" in the Internal Service Provider field, the four ISPs will be made available for selection.

Follow the instructions below for the respective ISP and please create only one line per ISD:

1. **ISP-SP-030 FMS - CRC:** One-Time service and non-estimated events support (create only one line per ISD)
 - At the beginning of the Description field for the line item, please indicate the Project or Work Order number
 - Select your Spend Category
 - Select Unit of Measure "Blanket Requisition"
 - Set Extended Amount of \$250 unless you have other information such as an estimate
 - Select your PPGG info
 - Select your Cost Center
 - Select your Fund
 - Select your Function
 - Select the appropriate Line Type (create only one line per ISD)

2. **ISP-SP-039 FMS - Facilities Financial Services** (create only one line per ISD)
- Enter Current FY, School/Department and " Annual Blanket" in the Description; for example: "FY23 CINEMA ANNUAL BLANKET (add specific services)"
 - Select your Spend Category
 - Select Unit of Measure "Blanket Requisition"
 - Set initial amount for \$250
 - Select your PPGG info
 - Select your Cost Center
 - Select your Fund
 - Select your Function
 - Select the appropriate Line Type (create only one line per ISD)
 - Select Requisition Type "Blanket"
 - Enter your departmental PPGG and Cost Center
 - Select Spend Category closest to the related job/
 - Set Amount

3. **ISP-SP-033 FMS - Construction Project Services** (create only one line per ISD)

- At the beginning of the Description field for the line item, please indicate the Project or Work Order number
- Select your Spend Category; we recommend Other Professional Services (SC0182)
- Select Unit of Measure "Blanket Requisition"
- Set Extended Amount to estimated amount
- Select your PPGG info
- Select your Cost Center
- Select your Fund
- Select your Function
- Attach estimate memo

4. **ISP-SP-029 FMS - Events Services** (create only one line per ISD)

- In the Description field for the line item, please indicate only the Project or Work Order number, Event Name, Date of Event, Planner Name
- Select your Spend Category; we recommend Event Services (SC0120)
- Select Unit of Measure "Blanket Requisition"
- Set Extended Amount to estimated amount; if no estimate, please submit ISD as a \$250 deposit and we will bill actual costs as per invoice generated after the event
- Select your PPGG info
- Select your Cost Center
- Select your Fund
- Select your Function
- Attach estimate memo
-

Visit the [Internal Internal Service Delivery QRG](#) at the Workday Hub for user support materials and training links. If you have any questions or concerns, please first consult with your Senior Business Officer, after which you may contact the appropriate ISP from the numbers listed above in this message.

Please forward this message to anyone on your staff authorized to request services from FPM Facilities.

FPM Facilities Management Services