YSM Centralized billing process for Workday:

1. The first step to check to make sure the customer is set up in Workday. Remember it is the submitting Cost Center’s responsibility to check first. Not all existing BMS customers were transitioned to Workday. If your invoice is to a customer already in Workday system skip to Step # 6 If not in Workday go to step # 2.

2. To add a Customer or add a different address or contact name to existing customer please refer to these instructions.
   [http://workday.training.yale.edu/system/files/customersetuporchangerequest.pdf](http://workday.training.yale.edu/system/files/customersetuporchangerequest.pdf)
   For all domestic customers you will need to provide the customer’s tax ID# (you can obtain this information by asking the customer to provide you with their W-9 form).
   If tax ID is not included it will be sent back, and delay set up.

3. Once you have reviewed the instructions and have all the necessary information to complete the set up- then use this online form to add customer:
   [https://yalesurvey.qualtrics.com/jfe/form/SV_cNis6u6R8kJs16J](https://yalesurvey.qualtrics.com/jfe/form/SV_cNis6u6R8kJs16J)

4. When you submit the customer form on Qualtrics you should receive an automatic reply stating they have received your request. We have been instructed it is a 1 day turnaround for this customer to be entered into Workday.
   The automatic response will also assign a Case # to your request
   (Example of subject line in Email- Subject: Case #00528416: AR Customer Setup received)

5. Only when your customer has been set up in Workday AR@yale.edu and you receive a second verification email with the Customer ID number and NS_CUSTOMER NAME then you can proceed to sending your invoice request to ysminvoicing@yale.edu

6. All invoice requests should be sent to ysminvoicing@yale.edu, attached is our Workday invoice form, which needs to be fully completed with all of the new Workday Segments and must include the account posting type (Revenue Category) (please do not send pateos). This form is be included for one-offs requests and variable contracts. Any invoice requests that do not contain Workday COA/or if customer not set up in Workday will be returned. Which will delay processing your invoice. Please refer to Sales item revenue category details for any questions regarding the Revenue Category.

7. You are not required to use this excel format, if you are currently using a similar form with all required information on it we will accept that.

8. If the invoicing is for a new revenue agreement send over the contract along with the COA information.