

EMPOWERING

UF

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Secondary Systems – Monthly Forum

February 25, 2026

Agenda:

- Welcome & Monthly Forum Goals
- Topic for Today
 - Customer Accounts with Q&A
- Standing Items
 - Timeline Review
 - Secondary Systems Inventory
 - FDM Update
 - EDW Update
 - Q&A

Customer Accounts

Update for Secondary Systems Monthly Forum

Chloe Campbell, Revenue Senior Team Lead

February 2026

Internal Revenues:

Current State:

myUFL PeopleSoft E2R/ISP Journals

Workday Module:

Internal Service Delivery (ISD)

*Including intercompany transactions

External Revenues:

Current State:

Various secondary systems

Workday Module:

*Customer Accounts

When we say Customer Accounts, we mean...



Creating and maintaining external **Customers** for FSEA, Auxiliary and Component units.



Billing established rates as **Sales Items**.



Using **customer invoices** to request payment for goods and services provided.

Workday Customer Accounts **excludes** any activity where payment is collected at the time of service or delivery (e.g., retail stores, food service operations, ticketing booths).

Customer Accounts



Current State	Future State
Multiple decentralized systems used to maintain customers for each unit*	Centralized customer base that can be shared by all units.
Approved/established service line rates are maintained outside of ERP with no systematic tie to customer invoices.	Approved/established service line rates are maintained within Workday as Sales Items, which are used to build itemized invoices.
Invoices generated by locally maintained secondary systems (e.g., MS Excel, MS Access, MS Word, QuickBooks, etc.).	Invoices and customer statements are generated and sent via Workday.

**Facilities Services utilizes integration to myUFL Billing module*

Customer Accounts



Current State	Future State
Revenue recognized on a modified cash basis.	Revenue recognized on an accrual basis.
Decentralized customer contract management outside of myUFL ERP.	Customer contract module detailing terms of agreement, billing and/or revenue recognition schedules.
Manual matching of payments to open invoices.	Auto-apply payments to invoice functionality.
Decentralized collection activities and related reporting.	Customer Portal self-service platform that allows customers to access invoices/statements as well as make payments.*

Customer Accounts – Operating Models

Given lack of ordering functionality in Workday, it is expected that some units will be maintaining secondary systems through a period of stabilization

Future State Operating Models



Manual WD Customer Invoice Creation

- ❑ Targeted for units with low invoicing volume
- ❑ Anticipate high adoption as have configured system controls to limit improper use of manual deposit functionality



Spreadsheet Upload > WD Customer Invoice

- ❑ Targeted for units with medium-high invoicing volume
- ❑ Secondary system remediation and/or data transformation required to conform to WD data objects/structure



Integration > WD Customer Invoice

- ❑ WD Customer Accounts integration scoping is limited to Facilities Services for 7/1/27 deployment
- ❑ TBD - Opportunity to integrate additional secondary systems to WD Customer Accounts after stabilization

Next Steps

- ❑ Coordinate with units to configure approved goods/services offerings as WD sales items, to enable itemized invoice creation, sales tax, and revenue tracking
- ❑ Develop on-demand toolkits for go-live

- ❑ Develop curriculum and onboarding activities for delivery in Secondary Systems Monthly Forums (February – December 2026)
- ❑ Perform FDM and sales item mapping activities for revenue generating units

- ❑ Perform Facilities Services customer data conversion to Workday
- ❑ Design and test Facilities Services WD customer invoice integration

Customer Accounts Business Objects

Business objects work together to facilitate invoicing, collections, and overall customer account management within Workday.

Approved/established service line rates are maintained within Workday as **Sales Items**, which are used to build **Customer Invoices Lines**.

>>> **FDM Worktag** values are configured on the **Sales Item** to facilitate revenue accounting.

Customer Profile: Central location for maintaining customer information, including contact details, transaction history, and related tasks.

Customer Invoice: Represents the billing document issued to customers, detailing the amounts owed for goods or services provided.

Customer Invoice Line: Specific line items within a customer invoice that detail individual charges or services.

Sales Items: Representing the goods and services sold to customers. They can be configured for various purposes, including customer contracts, billing, invoices, and revenue accounting.

Customer Contracts: Agreements established with customers that outline the terms of service or product delivery, which can be linked to invoicing.

Payments: Records of payments made by customers against their invoices, including adjustments and deposits.

Customer Hierarchies and Groups: Structures that allow for the organization of customers into groups for better management and reporting.

EIB Upload for External Customer Invoices

Import Customer Invoice - v45.0				
Area	All	Customer Invoice Data (All)		Customer Invoice
Restrictions	Required	Optional	Required	Required
Format	Text	Y/N	Company_Reference	Customer_ID
Fields	Header Key*	Submit	Company*	Customer*
		1 Y	UFLOR	CST00019
		2 Y	UFLOR	CST00026
		3 Y	UFLOR	CST00031
		4 Y	UFLOR	CST00034
		5 N	UFLOR	CST00037

Color	Column Priority*
	Always Required
	Conditionally Required
	Driver Worktags (min. 1/row)
	Optional overrides of system-derived defaults
*subject to change during Final Tenant configuration	

Customer Invoice Line Replacement Data												
Area	All	All	All									
Restrictions	Required	Required	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
Format	Text	Text	Sales_Item_ID	Revenue_Category_ID	Address_ID	Fund_ID	Cost_Center_Ref	Program_ID	Business_Unit_ID	Grant_ID	Gift_Refere	Organization_Reference_ID
Fields	Header Key	Line Key	Sales Item	Revenue Category	Ship To Address	Fund	Cost Center	Program	Business Unit	Grant	Gift	Designated
		1	1	SalesItem0000028		FD325	CC000280	PG091	BU002			DN000023
		1	2	SalesItem0000043		FD325	CC000281	PG091	BU002			DN000023
		2	1	SalesItem0000025		FD325	CC000279	PG091	BU002			DN000023
		2	2		RC0214	FD325	CC000269	PG091	BU002			DN000023

EIB template for customer invoice spreadsheet upload

Next steps



Survey

UF UNIVERSITY OF FLORIDA

FSEA/Auxiliary Survey

Please complete a separate survey for each FSEA/Auxiliary with processes that are distinctly different



Customer Data

Customer Information - Repeat customer name for each address, phone, email that needs to be included					Credit Limit
Required	Required	Optional	Optional - Y/N if Tax Exempt	Required	Optional
Customer Name	Customer Category	Customer Group	Default Tax Code	Default Currency	Credit Limit
			Y	USD	



Sales Item Data

Item Name	Item Description	Original Spend Category
Required	Required	Required
Miscellaneous Item	Miscellaneous Item	Other Professional Services Not Already Defined
UFIT VM Memory Unit Rate	UFIT VM Memory Unit Rate	IT Cloud Services
UFIT VM Gold Disk Rate	UFIT VM Gold Disk Rate	IT Cloud Services
UFIT VM Silver Disk Rate	UFIT VM Silver Disk Rate	IT Cloud Services
UFIT VM Bronze Disk Rate	UFIT VM Bronze Disk Rate	IT Cloud Services
UFIT File Share - Performance Rate	UFIT File Share - Performance Rate	IT Cloud Services

Questions and Discussion

We want to hear from you!



Email Us

empowering@ufl.edu



Visit Our Website

empowering.ufl.edu



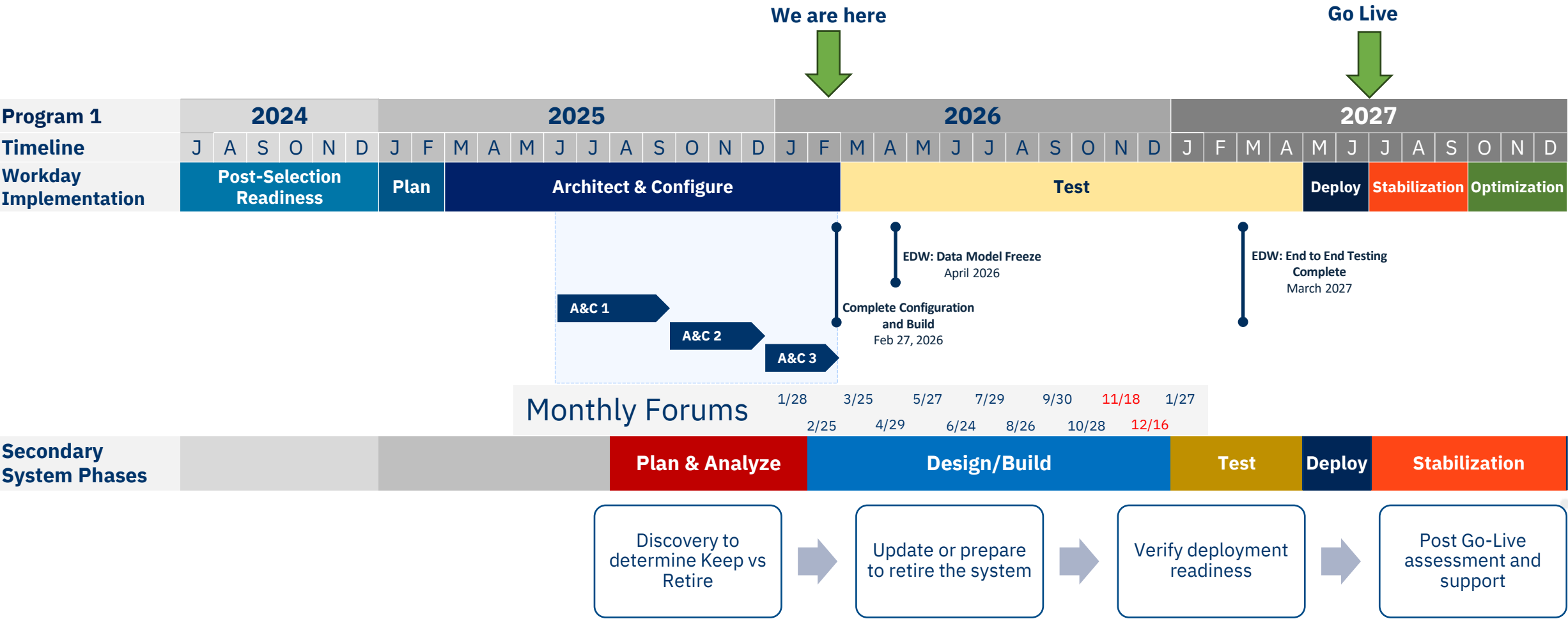
Share Your Feedback

Suggestions and questions

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Project Timeline



Secondary Systems

Meeting Groups	Units	Keep	Retire	Decision Pending	Total
IFAS	CALS, Extension, Research, Animal Sciences Component Units: 4H, Seed, Cattle, UFLEF	10	7	2	19
UFHealth (non-COM)	College of Dentistry			1	1
	College of Veterinary Medicine		1		1
	College of Public Health & Health Professions			3	3
	College of Pharmacy		1	1	2
Colleges 1	College of Journalism and Communications		1		1
	College of the Arts	2	1	2	5
Colleges 2	College of Liberal Arts and Sciences	1	1		2
	Warrington College of Business	3	3		6
Research	Scripps Biomedical Research		1	2	3
	UF Research	2	1		3
	UF Research Foundation, Inc.			2	2
Business Affairs / CFRE	BATS, Facility Services, EH&S	3	3	6	12
Student Life	Rec Sports, Housing, Student Government	12		1	13
UF Health (COM, clinics)	College of Medicine, Health Affairs, UFH Cancer Institute, FCPA, UF Health, Student Health	12	4	11	27
	Florida Museum of Natural History	3			3
Museums & Univ. Press	Harn Museum of Art				0
	Phillips Center	2			2
	University Press				0
UFIC	UF International Center	3		1	4
UFIT	UF Information Technology			1	1
Foundation & Component Units	UF Development Corporation		2	2	4
	UF Foundation, Inc. (incl. Alumni Association)	2		1	3
	UF Investment Corp (incl. UFICO, LLC)	2			2
	UF Historic St. Augustine		1		1
Libraries	University Libraries			1	1
	Total	57	27	37	121 (Original: 157)

Green = Initial Discovery Mtg Complete

As of 2/18/2026

Round 1 Discovery by Nov 21:

Oct 28+30: IFAS

Nov 4: COTA, CJC

Nov 5: Dentistry, Vet Med, PHHP, Pharmacy

Nov 10: Business Affairs

Nov 12: UFR, Scripps

Nov 19: CLAS, WCBA

Round 2 Discovery by Jan 23:

Jan 6: UFICO

Jan 7: Libraries

Jan 14: COM + clinics

Jan 15: Museums + Univ Press

Jan 15: UFF + UF Development Corp.

Jan 20: Student Life

Round 3 Discovery in February:

Feb 9: UF International Center

Feb 9: UF Historic St. Augustine

Feb 10: Harn Museum of Art

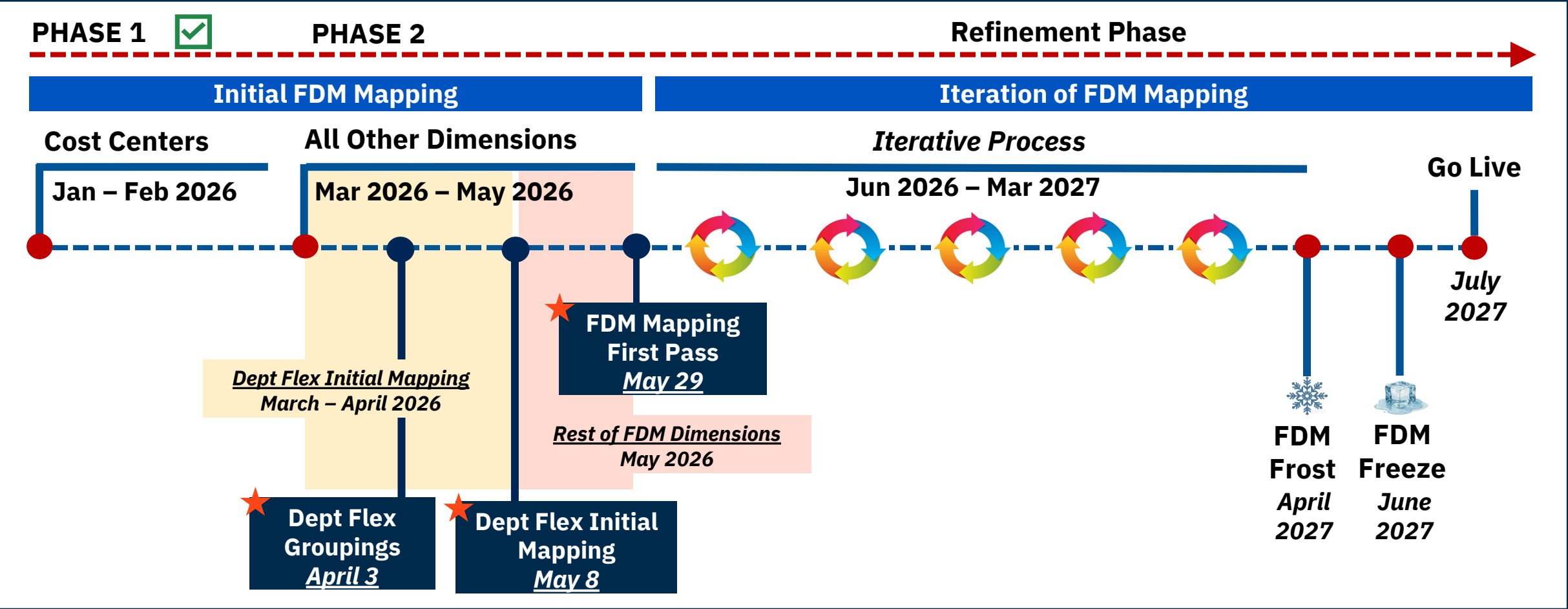
Foundation Data Model (FDM)

Overview for Secondary Systems Monthly Forum

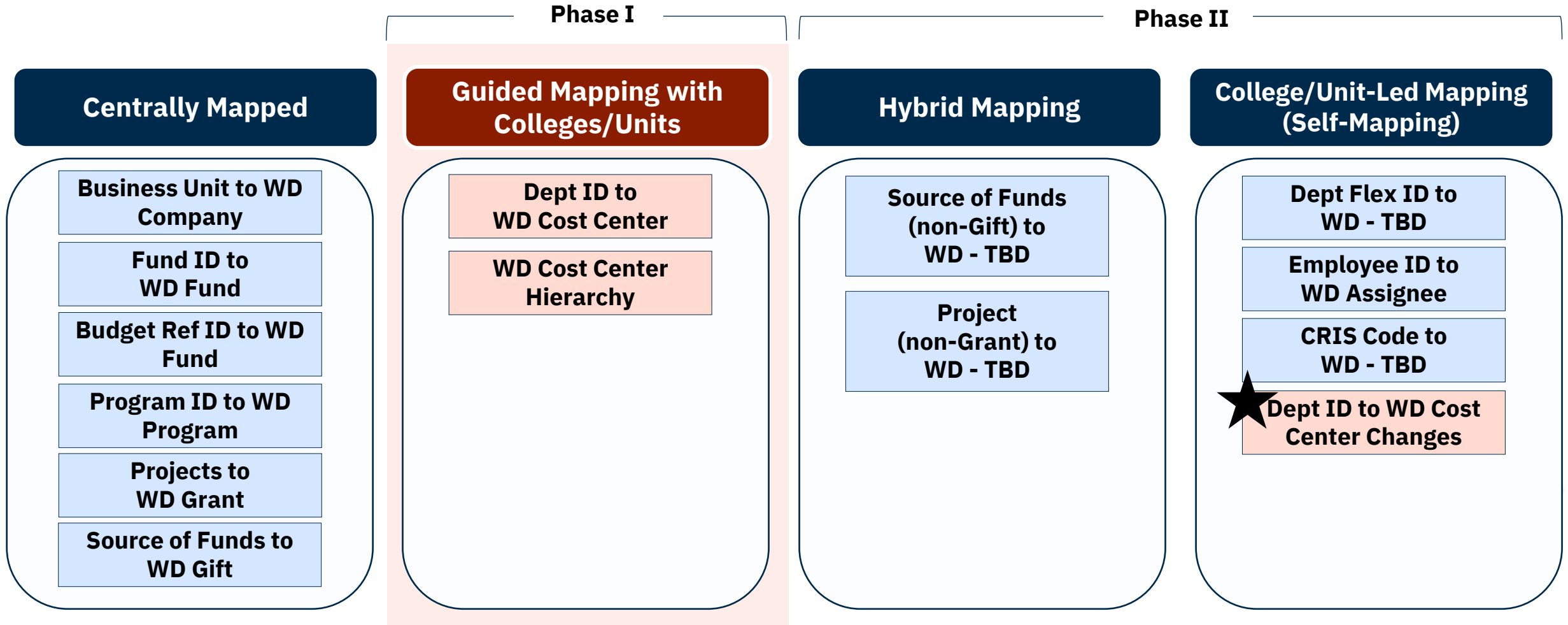
Sean Simmons, Senior Team Lead, Finance

February 2026

FDM Mapping Timeline



Our FDM Mapping Approach



Enterprise Data Warehouse (EDW)

Update for Secondary Systems Monthly Forum

Ben Markus, Program Manager, EDW

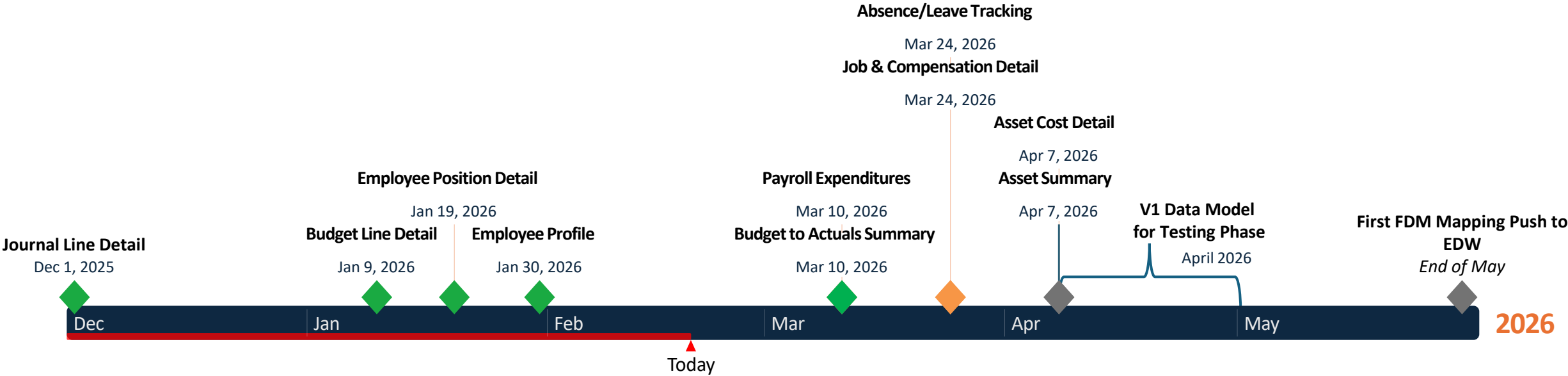
February 2026

The Empowering UF Enterprise Data Warehouse: Current Work, i.e., What's Happening Now?

- Designing, developing and testing foundational data models aligned to prioritized Workday modules [Timeline on next slide]
- Identifying and enabling EDW reporting for key FI and HCM data sets
- Readyng EDW infrastructure for data ingestion, and project-phase testing activities

Empowering UF
Enterprise Data Warehouse
Data Model Build Timeline (as of Feb. 19, 2026)

- Design and Development Complete
- Design or Development In Progress
- Design or Development Not Yet Started



The Data Access Request Process

Requests for data will be evaluated and approved via the following workflow:

- 1.** The data requestor emails dpa-dataaccess@ad.ufl.edu with a description of what data they are wanting access to.
- 2.** The UFIT Data Governance team works with the data requestor to fill out a sharing agreement.
- 3.** The completed data sharing agreement is routed to the appropriate data trustee(s) based on the assignments in the data governance group.
- 4.** The data trustee(s) reviews the data sharing agreement and has the final authority to approve or deny the request for data.
- 5.** If approved, UFIT works with the data requestor to fulfill the request.

This information and more can be found at <http://data.ufl.edu>

Upcoming Forum Topics

March:

Supervisory Organizations (Tentative)

Additional Forum Topics

- [Additional data objects beyond FDM: send your list](#)
- Tips for coordinating with third party vendors
- Test Phase Timeline and Critical Dates
- Accounting Journal EIB upload
- FDM Structure Refresher and Conversion Data

Email questions to Jim Harrison:

empowering@ufl.edu

Additional Resources

empowering.ufl.edu

- *Timeline > Transition plan (List of enterprise systems)*
- *Education Center*
- *Outreach > Secondary Systems*

data.ufl.edu

- To join the UF data community, visit data.ufl.edu, click *ONELAKE*, then *Onboarding* for instructions
- Monthly Data@UF meeting series
 - Intended for technical users
 - 4th Friday of the month
- Data feeds will need Data Trustee approval even if previously approved
 - Submit ticket on [data access request](https://data.ufl.edu/data-access-request) web page (it.ufl.edu/services/408)

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empowering@ufl.edu

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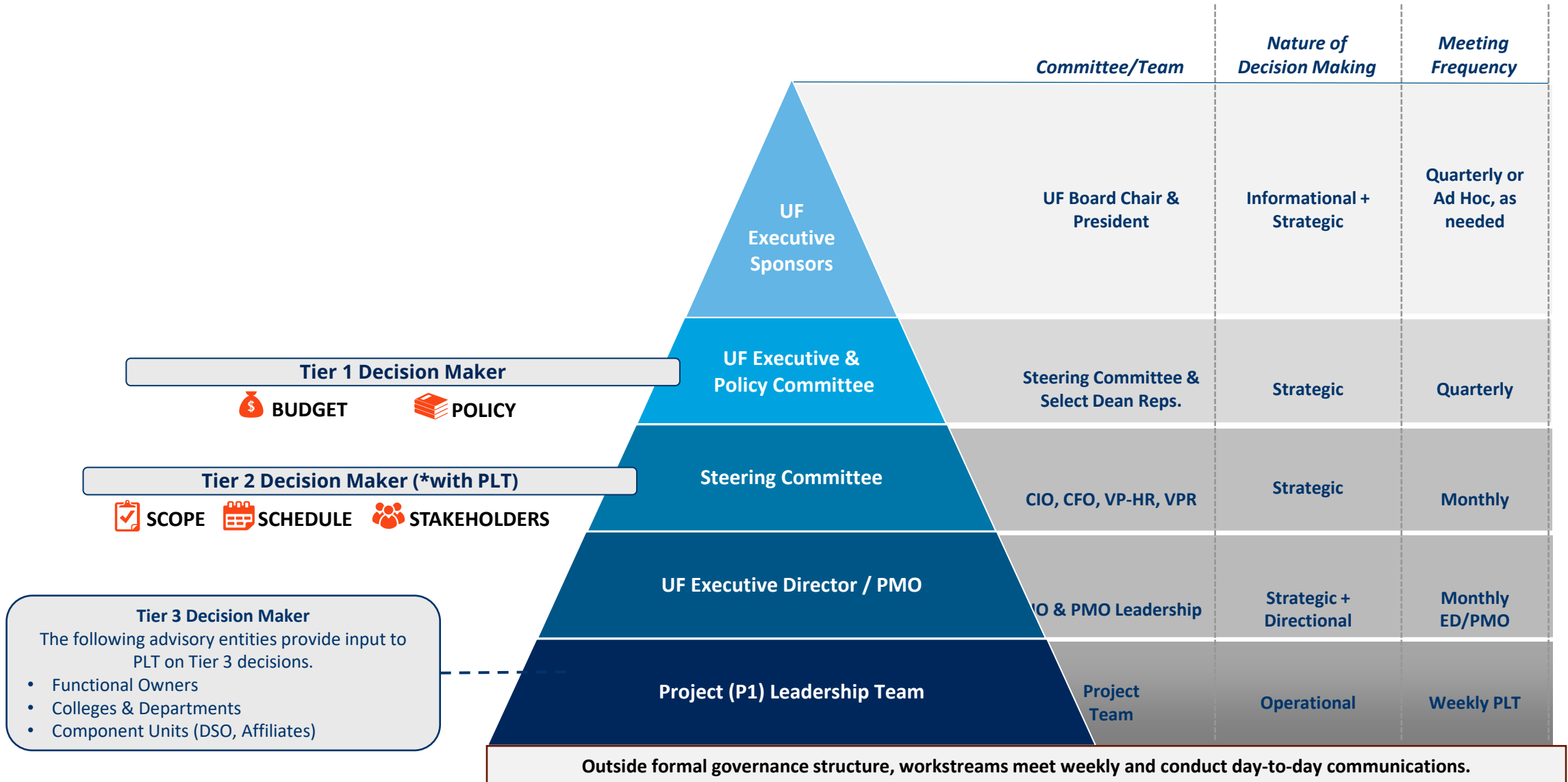
Suggestions and questions

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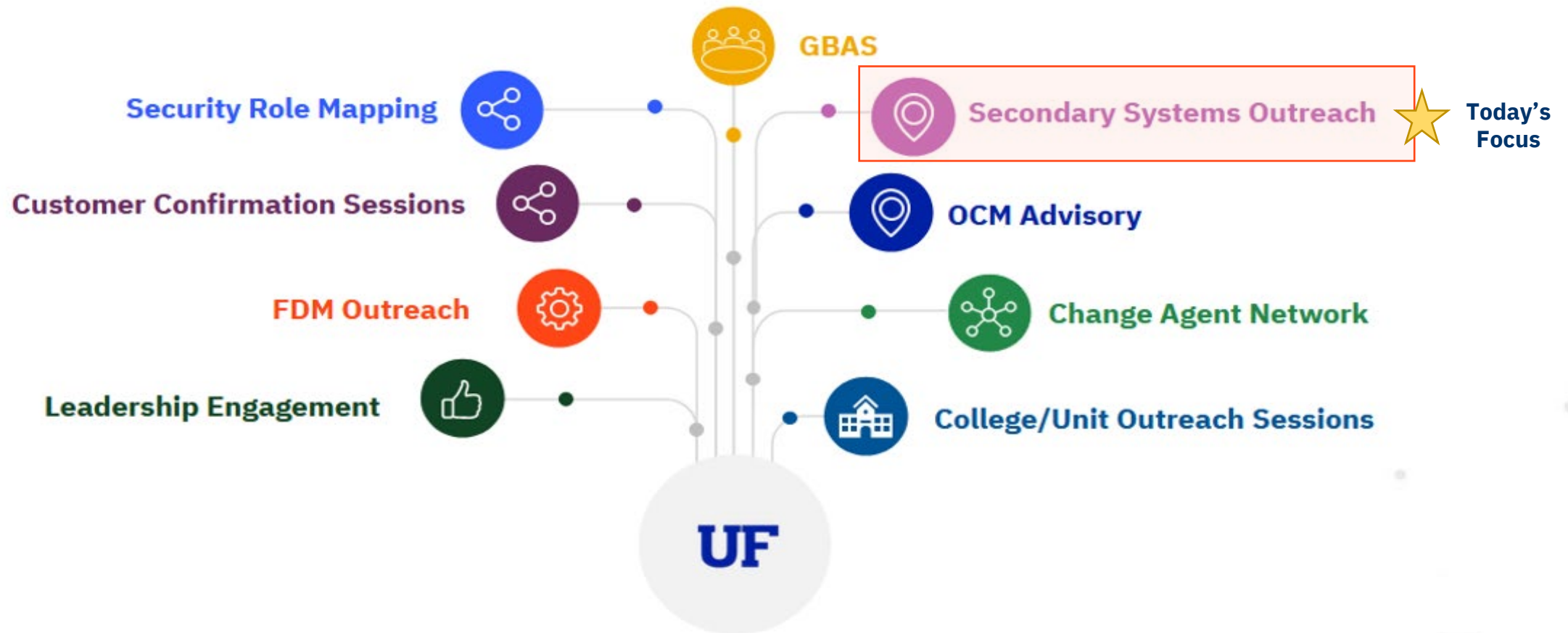
Appendix

Empowering UF Decision-Making Governance



Empowering UF Engagement Activities

We are engaging stakeholders at all levels through multiple forums, sharing initiative updates and gathering feedback to help shape new ways of working.



Enterprise Resource Planning Scope

UF's Enterprise Resource Planning (ERP) system provides **critical support to operate** the university. The functionalities listed below are expected to move to Workday in the summer of 2027. The goal is to **streamline the processes and functionality**.



Finance

General Accounting
Bank Reconciliation &
Cash Management
Accounts Receivable
Procurement



Payroll

Earnings & Deductions
Processing
Accounting
Reporting



Human Capital Management

Talent & Performance
Compensation
Benefits
Recruiting
Time Tracking



Grants Administration

Post-Award
Administration
Monitoring
Data Collection &
Reporting
Closeout



Data & Reporting

Chart of Accounts
Data Governance
Report Delivery
Reporting & Analysis

OneUF Vision and Implementation Scope

Phase 1: FIN + Post-Award Grants & HCM + Payroll Implementation

University of Florida

16 Colleges
150+ Centers
40+ Institutes
40+ Administrative and Academic Support Units
Institute of Food and Agricultural Sciences (IFAS)



DSO/Affiliates using the UF ERP

Cattle Enhancement Board, Inc. (CATTL)
Citrus Research and Development Foundation, Inc. (FCRDF)
UF Development Corporation (UFLDC)
UF Historic St Augustine, Inc. (STAUG)
Florida Foundation Seed Producers, Inc. (FFSPI)
UF Research Foundation, Inc. (UFRFI)
The UF Leadership & Education Foundation, Inc (UFLEF)
UF Investment Corporation (UFICO)
UF Foundation, Inc. (UFFND) & UF Alumni Association, Inc.
4H Club Foundation, Inc.
UF Self-Insurance Program + Healthcare Education Insur. Co.



DSO/Affiliates not using UF or Shands ERP

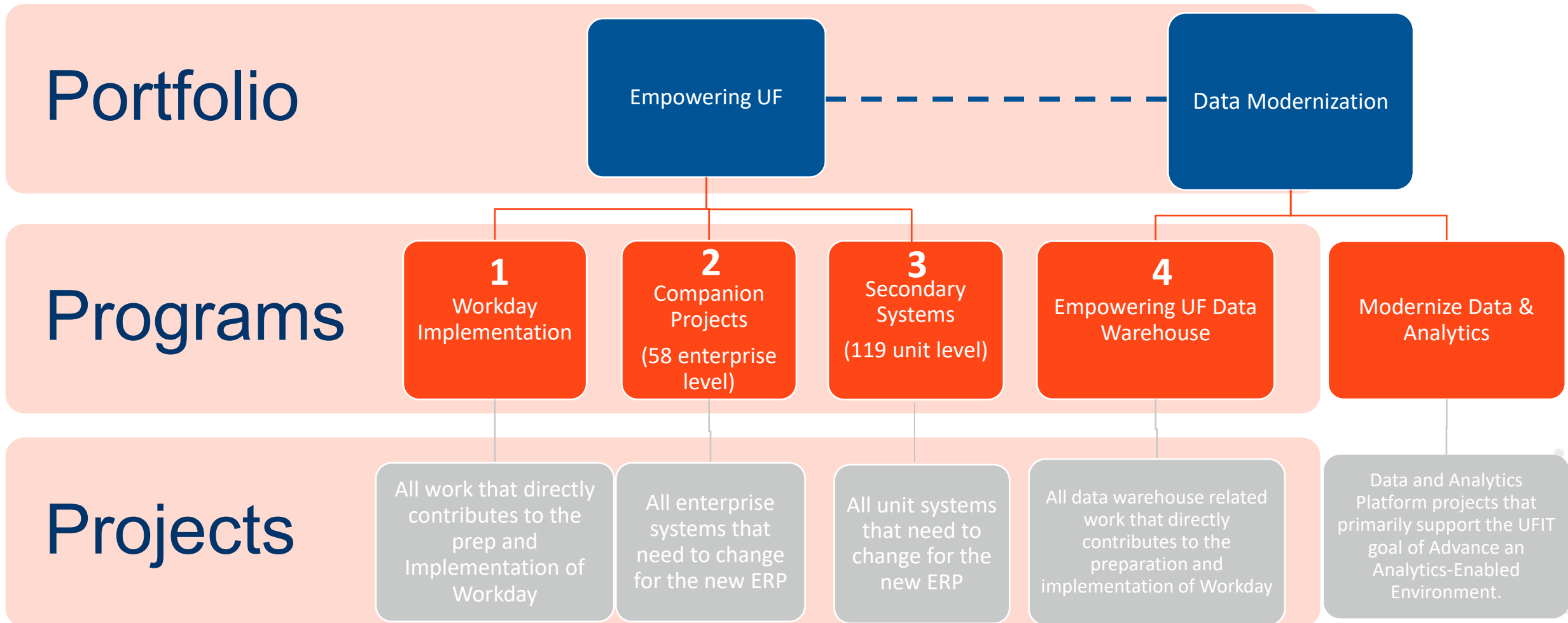
The University Athletic Association, Inc.
Gator Boosters, Inc.
Faculty Associates, Inc. (Dentistry)
Florida Clinical Practice Association, Inc.
Florida Veterinary Medicine Faculty Association, Inc.
UF College of Pharmacy Faculty Practice Association, Inc.
Faculty Clinic, Inc.
Florida Health Professions Associations, Inc.
UF College of Nursing Faculty Practice

Phase 2

DSO/Affiliates using Shands ERP for FIN

GatorCare Health Management Corporation
UF Jacksonville Physicians, Inc.
Shands Jacksonville HealthCare, Inc.
Shands Teaching Hospital and Clinics, Inc.
TBD

Empowering UF Portfolio



NOTE: Streamlining Academic Systems, or **SAM**, UF's initiative to modernize and integrate UF's academic systems is outside of this initiative.

Empowering UF Guiding Principles



Transform Business Processes

Provide unified and modern business processes that promote an elevated enterprise-wide experience for the next 20 years



Engage the UF Community

Promote enterprise-wide engagement to adapt UF policies and practices while providing critical support and information, and care to university stakeholders through robust change management practices



Create Commonality

Implement administrative systems utilizing vendor best practices that design for the rule, not the exception



Consolidate Systems

Streamline functionality by minimizing bolt-on applications, shadow systems, and secondary systems



Increase Access to Data

Increase timely access to quality data and reports to support decision making

Project Critical Success Factors Include:



Change Management



Business Process Engineering



Reporting & Data

Decision-Making North Stars

1

Participate in UF citizenship
with the greater good in mind

2

Prioritize the end-user
experience for different
personas

3

Workday First – start with
leading practices, and ask
“why not?”

4

Empower the community with
timely access to quality
information

5

Provide clarity around decision-
making, and support decisions
once they’ve been made

6

As common as possible, as
different as required (80/20)

7

On time, on budget, and in
compliance with laws and
regulations