



Workday Finance, configured by a Chartered Accountant.

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■ WORKDAY FINANCE · STEP BY STEP

Create Customer Contract

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■ Purpose

This guide provides step-by-step instructions for creating a customer contract, which is essential for managing customer relationships and their associated billing. By establishing this framework, you ensure that all financial deliverables are correctly defined, allowing for automated invoice generation and accurate revenue recognition in accordance with company accounting standards.

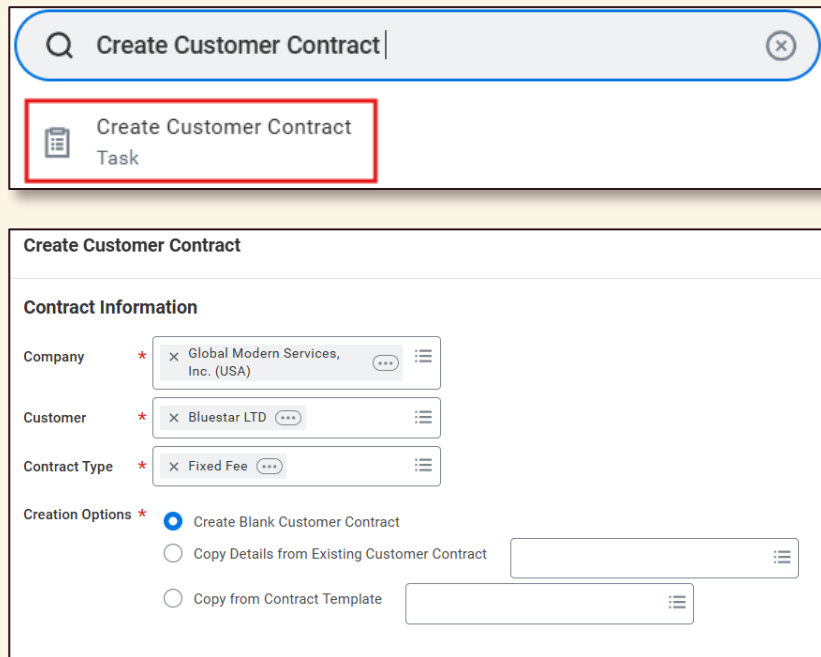
■ Prerequisites

Before creating a Customer Contract, ensure the following:

- You have the appropriate Workday Security Role (e.g., Customer Contract Specialist)
- You have required information:
 - Contract Name
 - Contract Line Items
 - Contract Effective Date
 - Contract Customer
 - Contract Type
 - Contract Worktags

■ Create Customer Contract

- In the Global Search Bar, navigate to the “Create Customer Contract” task.
- Fill-in the required fields with the contract information: Company, Customer, Contract type. Select Create Blank Customer Contract and click OK.
 - For Prepaid, Fixed Fee, Date-Based Milestone, or Project Task Milestone contracts, set contract type as Fixed fee.
 - For T&M Contracts, set contract type = Time and Materials



Create Customer Contract

Contract Information

Company *

Customer *

Contract Type *

Creation Options *

☒ Create Blank Customer Contract

☐ Copy Details from Existing Customer Contract

☐ Copy from Contract Template

■ Create Customer Contract

- Enter information for the contract header.
- Enter the total Contract Amount.
- Additional Worktags should be added at the contract line level, NOT at the header level.

Contract Information

Company

X Global Modern Services, Inc. (USA)

...

⋮

Bill-From Address

X 3939 The Embarcadero San Francisco, CA 94111 United States of America

...

⋮

Ship-From Address

X 3939 The Embarcadero San Francisco, CA 94111 United States of America

...

⋮

Sold-To Customer

X Bluestar LTD

...

⋮

Default Ship-To Customer

X Bluestar LTD

...

⋮

Default Ship-To Address

X 365 Bay Street Toronto, ON M5H 2V1 Canada

...

⋮

Bill-To Customer

X Bluestar LTD

...

⋮

Currency

X CAD

...

⋮

Contract Type

X Fixed Fee

...

⋮

Effective Date

01/16/2026

📅

Contract Signed Date

MM/DD/YYYY

📅

On Hold

☐

Submit

Save for Later

Cancel

Contract Detail

Contract Name

Contract Description

Related Customer Contract

⋮

Parent Customer Contract

⋮

Contract Amounts and Balances

Contract Amount

0.00

Entered Contract Line Amount

0.00

Line Revenue Amount

0.00

FV Revenue Allocation

Calculate Fair Value Unit Price upon Submit or Save for Later

☐

Multiple-Element Revenue Allocation

☐

Additional Information

PO Number

Salesperson

⋮

Default Tax Code

X CAN - Ontario (13%)

...

⋮

Discounts and Premiums Applied

⋮

Worktags

X Channel: Direct

...

⋮

X Cost Center: 71200 Field Sales - Texas

...

⋮

X Division: Financial Services

...

⋮

X Line of Business: Enterprise

...

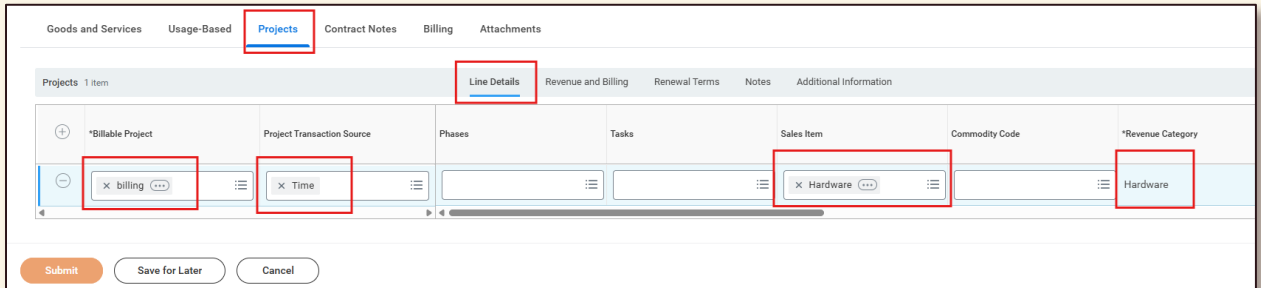
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6 SWIPE →

■ Create Customer Contract

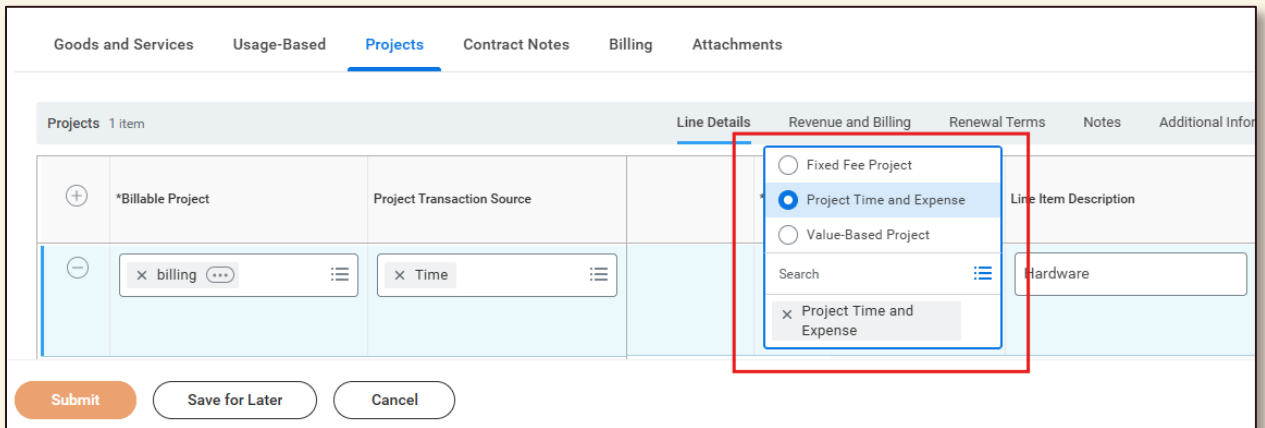
- In the Projects tab, select the Line Details sub tab, and click the + icon to add a new row.
- In the Billable Project field, select a project that corresponds to the contract and choose a Project Transaction Source only if you are creating a T&M Contract.
- Project Transaction Source = “Time” for T&M Contract
- Pick a Sales Item and the Revenue Category will auto populate



The screenshot displays the 'Create Customer Contract' interface in Workday Finance. The 'Projects' tab is selected, and the 'Line Details' sub-tab is active. The form shows a table with columns: *Billable Project, Project Transaction Source, Phases, Tasks, Sales Item, Commodity Code, and *Revenue Category. The 'Billable Project' field contains 'x billing', 'Project Transaction Source' contains 'x Time', 'Sales Item' contains 'x Hardware', and '*Revenue Category' contains 'Hardware'. The 'Submit', 'Save for Later', and 'Cancel' buttons are at the bottom.

■ Create Customer Contract

- While still in the Projects tab and the Line Details sub tab, select a Line Type.
- Choose Fixed Fee Project for a fixed fee project.
- Choose Project Time and Expense for T&M Contracts.



The screenshot shows the 'Create Customer Contract' interface in Workday Finance. The 'Projects' tab is selected, and the 'Line Details' sub-tab is active. A dropdown menu is open, showing options: 'Fixed Fee Project', 'Project Time and Expense' (selected), and 'Value-Based Project'. The form includes fields for 'Bilable Project', 'Project Transaction Source', 'billing', and 'Time'. At the bottom are 'Submit', 'Save for Later', and 'Cancel' buttons.

■ Create Customer Contract

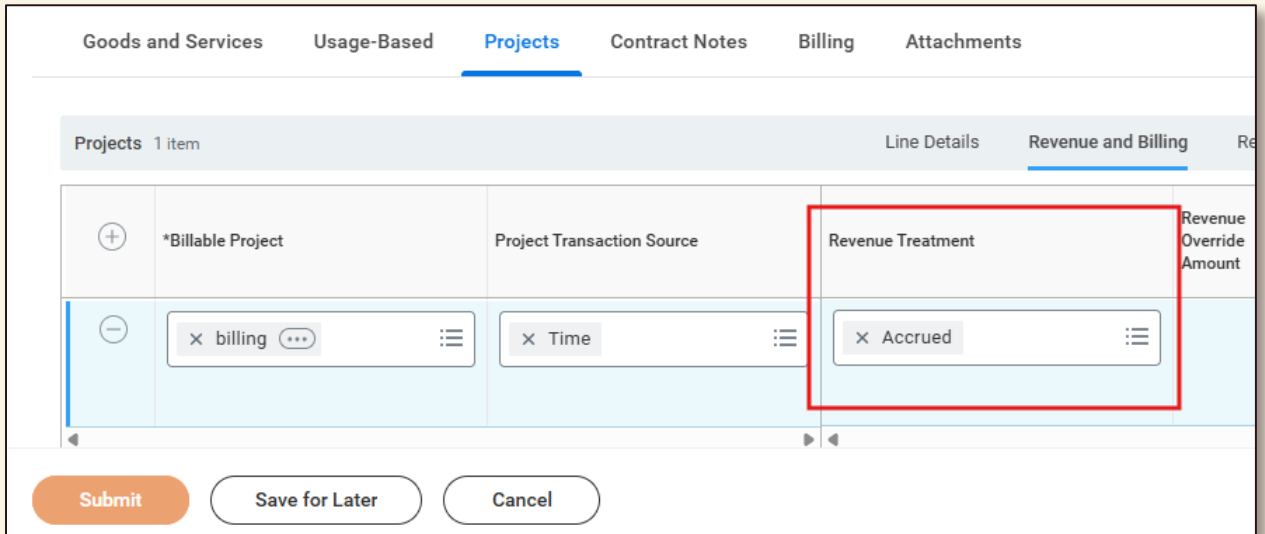
- While still in the Projects tab and the Line Details sub tab, add a From and To Date.
 - Fill in the Quantity Field:
 - For Fixed Fee and Date-Based/Project Task Milestone Contracts:
 - This field represents the number of invoices.
 - Use the *Unit of Measure* **Each**
 - For T&M Contracts
 - Use the *Unit of Measure* **Hour**
- Populate the Contract Line Amount. All line amounts must sum to the contract amount that was entered on the contract header information.

Notes
Additional Information
☰ ☒ 🔍

Fee	From Date	To Date	Quantity	Unit of Measure	Contract Line Amount	FV Extended Amount
	01/16/2026 	01/31/2026 	5	Hours ▼	100,000.00	0.00

■ Create Customer Contract

- Navigate to the Revenue and Billing subtab to select the appropriate revenue template.
 - For Fixed Fee and Prepaid Contract Lines:
 - Deferred.
 - For T&M Contract Lines.
 - Accrued.



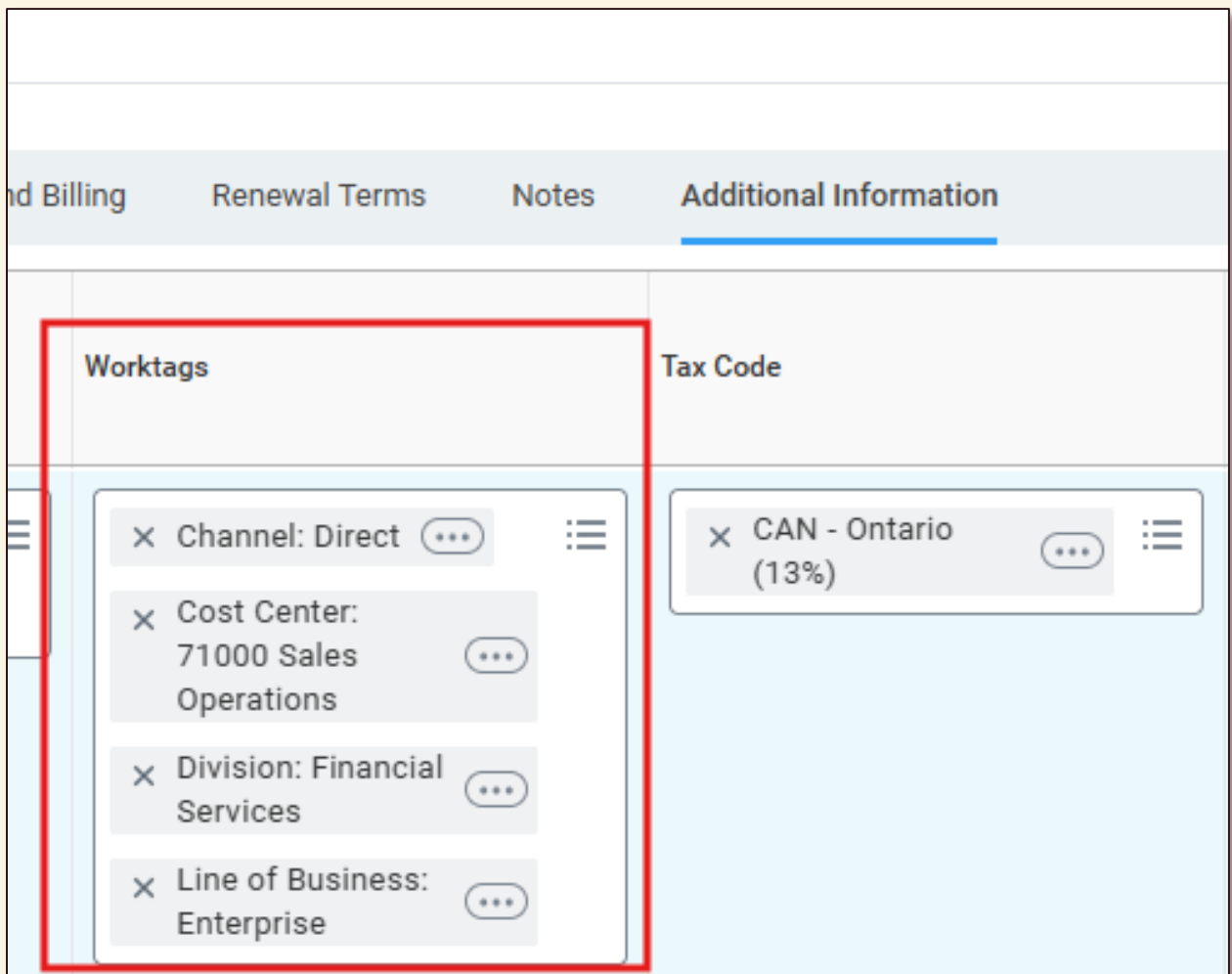
The screenshot shows the 'Projects' subtab in the Workday Finance interface. The 'Revenue Treatment' dropdown menu is highlighted with a red box, showing the 'Accrued' option selected. The interface includes tabs for 'Goods and Services', 'Usage-Based', 'Projects', 'Contract Notes', 'Billing', and 'Attachments'. The 'Projects' tab is active, and the 'Revenue and Billing' subtab is selected. The table below shows the project details:

Projects	1 item	Line Details	Revenue and Billing	Revenue Override Amount
+	*Billable Project	Project Transaction Source	Revenue Treatment	
-	x billing	x Time	x Accrued	

At the bottom of the interface, there are three buttons: 'Submit', 'Save for Later', and 'Cancel'.

■ Create Customer Contract

- Navigate to the Additional Information subtab and review the populated worktags and confirm their accuracy.
- Submit the contract once the Worktags have been confirmed.



The screenshot shows the 'Additional Information' subtab in the Workday Finance interface. The 'Worktags' section is highlighted with a red box. It contains four tags: 'Channel: Direct', 'Cost Center: 71000 Sales Operations', 'Division: Financial Services', and 'Line of Business: Enterprise'. The 'Tax Code' section contains one tag: 'CAN - Ontario (13%)'.

■ Common Errors and Resolutions

Issue	Description	Resolution
Contract header amount does not equal the sum of all contract lines.	The contract header amount must equal the sum of all contract lines.	Double check the Contract Amount in the Contract Amounts and Balances section.
The Transaction Date is in a Closed Period.	You are trying to save a contract with a Contract Signed Date or Amendment Date that falls in a month your Accounting team has already locked.	Check the Manage Ledger Periods task to see which periods are open.

■ Best Practices

- Separate deliverables into distinct contract lines.
- Standardize contract naming conventions.
- Use a Contract Amendment for financial changes.



Thank You

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