

New ServiceNow Financial Reporting Form Instructions

New Form Launch Monday, October 6, 2025

A new ServiceNow form has been established for Financial Reporting that directs reporting security access issues to the WES Security group and clarifies the financial reports managed by Financial Reporting. Below are the instructions for this new form.

1. On the <https://support.umd.edu> ServiceNow homepage, under the Finance tab, select Financial Reporting.



2. To the right, under “Quick Links”, select “Open a Case for Financial Reporting”.

Quick Links

[Open a Case for Financial Reporting](#)

[Financial Reporting Considerations](#)

3. Note that at the top of the form there are two separate links: 1) A link to the **Workday Request** form for when you are new to Workday or do not have ANY access to Workday reports, or 2) A **security form** link for when you do not have the right security role to access a particular report.

Open a Case for Financial Reporting

Open a case if you have issues or questions related to Financial Reporting

If you do not have access to Workday reports at all, please use the **Workday Request** form.

If you do not have the right security role to view or run a particular report, please complete a security form [here](#).

If this is a Financial Reporting issue, please complete the form below.

4. For Financial Report(s) issues, complete the Financial Reporting form. All fields with a red asterisk are required fields.
 - a. Financial Reporting Issue Type – Drop down menu with four selections: Report Enhancements, Report Bug/Fix, New Report Request, Other Reporting (use this for questions regarding training or finding reports).

- b. What financial report(s) does this issue involve? – Multiple reports can be selected from the drop-down list of Workday Financial Reports managed by the Financial Reporting team. If you are trying to reconcile two reports, please include both reports. If you don't see the report listed that you are having an issue with, please select "Other – Not listed" at the bottom of the list and we will route the ServiceNow ticket to the appropriate group.
- c. Provide the report parameters used when running the report related to this issue (attach, at the bottom of this form, all required and optional prompts used and the reports ran for each report selected above) – For all the reports selected, provide the report parameters selected for both required and optional report prompts. Include the report number, name, and report parameters for each report selected. Images of the report parameters screen and the reports ran can be attached at the bottom of the form.

RPT793 FIN ACCT Multi-Year Income Statement

Company	*	UM01 University of Maryland College Park (UMCP) ⋮ ✕ Maryland College Park (UMCP) ⋮
Organization	*	Fund Hierarchy: All Fund Groups ⋮ ✕ Fund Hierarchy: All Fund Groups ⋮
Period	*	FY2025 - Mar ⋮ ✕ FY2025 - Mar ⋮
Book		Common Book ⋮ ✕ Common Book ⋮
Perform Intercompany Eliminations		☐
Perform Interworktag Eliminations		☐
Worktags		 ⋮

- d. What is this case about? (attach, at the bottom of this form, images with highlights of the issue or files / reports that support the issue) – Be as specific as possible. Screenshots with highlights of the issue and Excel spreadsheets are very helpful in replicating and researching the issue. Attach images and/or files under "Attachments" at the bottom of the form.
- e. Who else should be notified about changes to this case (UMD Users) – Include any additional UMD personnel that need to be notified of this case by typing their name(s). This is not a required field.
- f. Other non-UMD email addresses send notifications about changes to this case – Include any other non-UMD email addresses that need to be notified of this case. This is not a required field. **Do NOT include non-UMD email addresses if the case involves private or confidential information.**
- g. Add attachments – Add images or files of the financial reporting issue and/or of the report parameters used.
- h. Click on the Submit button.