

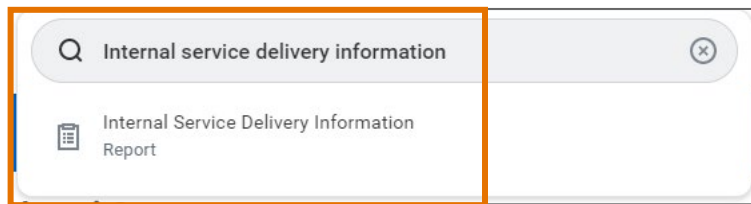
**Change Internal Service Delivery Overview**

This Quick Reference Guide (QRG) is designed to walk an **Internal Service Delivery Data Entry Specialist** through the process of changing an approved **Internal Service Delivery (ISD)** in Workday. This procedure will show you how to make changes to an ISD. If you need to completely remove the ISD, see the **Cancel ISD** Quick Reference Guide used to request cancellation of an ISD by the ISP Administrator.

**Procedure: Change Internal Service Delivery**


On the Workday **Home** screen:

1. Type **Internal Service Delivery Information** in the search field.
2. Select **Internal Service Delivery Information** from the **Search Results**.



On the **Internal Service Delivery Information** screen:

3. Complete the following fields:
  - **Company** - select the relevant company in the **Company** field.
  - **Internal Service Delivery Status** - select **Approved** from the drop-down list in the **Internal Service Delivery Status** field.

 <p><b>NOTE</b></p>	<p>You can only change an <b>Internal Service Delivery</b> in an <b>Approved</b> status.</p> <p>All other prompts on the <b>Internal Service Delivery Information</b> screen that are not mentioned above are optional but can help you narrow down your search.</p>
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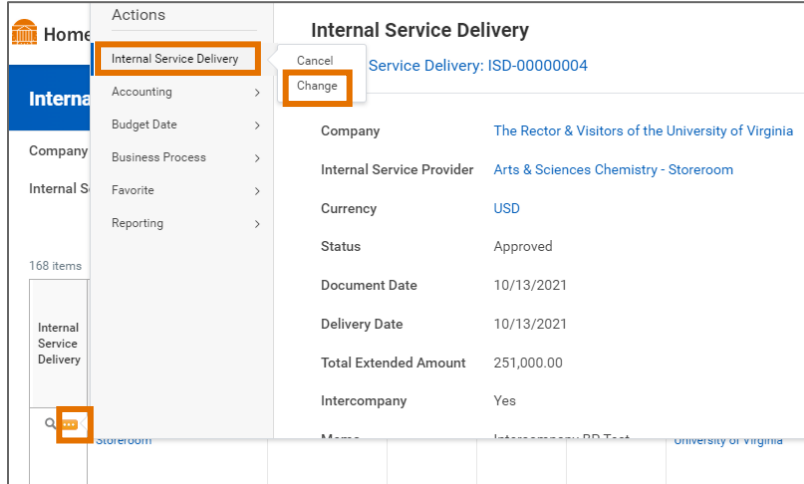
4. Click **OK** to proceed.

On the second **Internal Service Delivery Information** screen:

5. Select the **Related Actions** button against magnifying glass of the **Internal Service Delivery** that you want to change.

On the **Related Actions** menu:

6. Select **Internal Service Delivery > Change**.



On the **Change Internal Service Delivery** screen:

7. Change (if needed) the information under the **Document Information** section as required.
8. Change (if needed) the information under the **Revenue Information** section as required.
9. Select the **Apply header changes to all lines on Save or Submit** checkbox to apply header changes to all lines.
10. Change (if needed) the information under the **Lines** tab as required.
11. Click **Submit** to submit the change request.

<p><b>NOTE</b></p>	<p>All fields under the <b>Attachments</b> tab are optional.</p>
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You have successfully completed this task. It will now be routed based on the workflow.