Request Cancellation of an Existing ISD Overview

This QRG is designed to walk an Internal Service Delivery Data Entry Specialist through the process of requesting the cancellation of an existing Internal Service Delivery (ISD) in Workday. This is the process to follow if you need to completely cancel the ISD transaction because the good or service was never provided. ISDs can be cancelled after they are approved by creating a request, which routes to the ISP Administrator for approval. By the end of this QRG, you will be able to successfully create a request for the cancellation of an existing ISD in Workday.

Procedure

On the Workday Home screen:

1. Type Create Request in the search field.
2. Select the Create Request task from the Search Results.

On the Create Request screen:

3. In the Request Type field, select the All sub-list, select Internal Service Delivery Cancellation as the request type from the drop-down, and click OK.

On the Internal Service Delivery Cancellation screen:

4. Enter the Transaction Number for the ISD you want to cancel.
5. Enter the Reason for the cancellation of the ISD.

You can attach documents relevant to the cancellation of the ISD as needed in the Attachments section at the bottom of the page. This is optional.

6. Click Submit to submit the request.
    
    You have completed this task. It will now be routed based on the Workflow.