

Edit or 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 editing an Internal Service Delivery (ISD) in draft or changing an approved ISD in Workday. This procedure will show you how to make edits or 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.

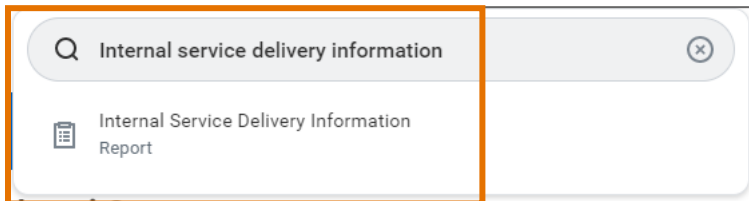
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Procedure: Edit Internal Service Delivery


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 **Draft** from the drop-down list in the **Internal Service Delivery Status** field.

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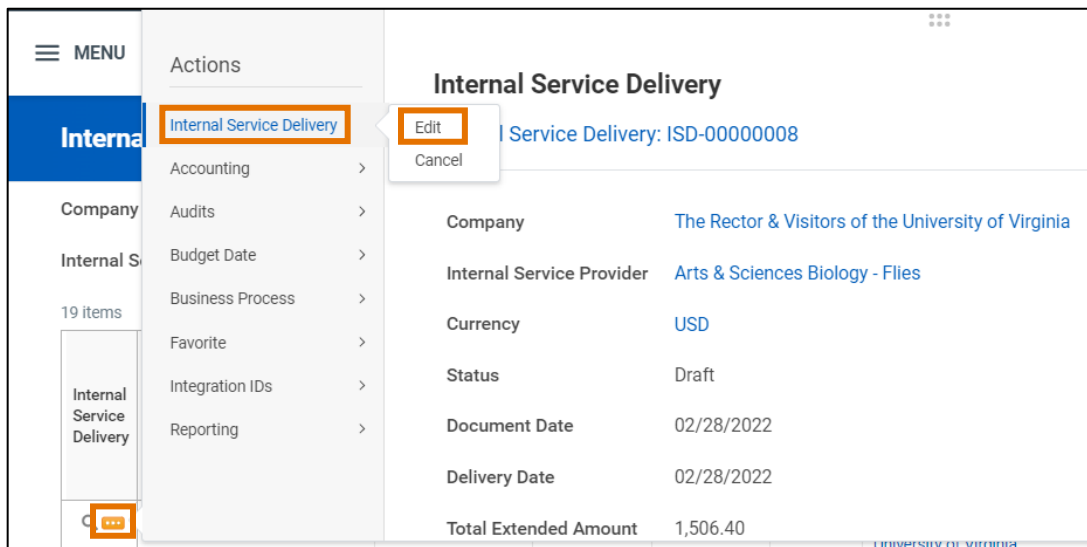
4. Click **OK** to proceed.

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

5. Select the **Related Actions** button next to the **Internal Service Delivery** that you want to edit.


On the **Related Actions** menu:

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




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

7. Edit (if needed) the information under the **Document Information** section as required.
8. Edit (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. Edit (if needed) the information under the **Lines** tab as required.
11. Click **Submit** to submit the ISD.

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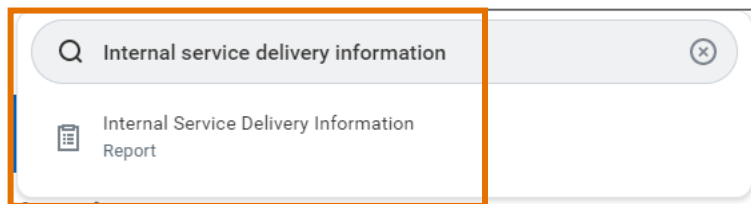
You have successfully completed this task. It will now be routed based on the workflow.

Procedure: Change Internal Service Delivery

 NOTE	<p>If the approved ISD includes a Grant, please use an Accounting Journal instead of the Change ISD process. If you attempt to submit your changed ISD that had a Grant, you will receive an error message.</p>
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On the Workday **Home** screen:

4. Type **Internal Service Delivery Information** in the search field.
5. Select **Internal Service Delivery Information** from the **Search Results**.



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

6. 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.

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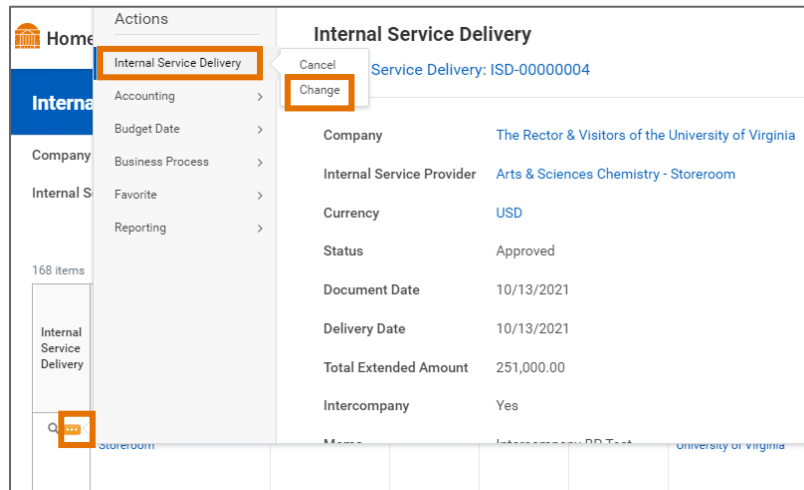
7. Click **OK** to proceed.

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

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


On the **Related Actions** menu:

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



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

- 12. Change (if needed) the information under the **Document Information** section as required.
- 13. Change (if needed) the information under the **Revenue Information** section as required.
- 14. Select the **Apply header changes to all lines on Save or Submit** checkbox to apply header changes to all lines.
- 15. Change (if needed) the information under the **Lines** tab as required.
- 16. Click **Submit** to submit the change request.

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