

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** in central finance 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.