

ISR Provider Fulfillment New Enhancement Features

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The screen for fulfilling and displaying an **ISR** has changed slightly

- Posting date field is available to accommodate for first Fiscal Close Period
- Posting period needs to reflect the posting date or Fulfillment can not processed.



ISR Provider Fulfillment New Enhancement Features

The screen for creating and displaying an **ISR** form has changed slightly

- Addition to the Note Pad area informs requester's of field length limitations.
- A new area for
 Attachments is
 now available

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Description: Describe the changes made to ISR Fulfillment process **User/Role:** Internal Service Provider

ISR Provider Fulfillment New Enhanced Features

Note Pad Area has changed

 An Internal Service Request form informs the requester of the character limitation on the Note Pad area prior to entry of a note via this informational text:

"<Enter description text here, limit 255 characters>"

- The Note Pad field allows up to 255 characters
- A note can be added in one of three ways:
 - 1. Type over the informational text.
 - 2. Delete the Informational text and then enter the note in the Note Pad area.
 - 3. Start to type the note below the informational text.

Once the Internal Service Request is completed and submitted the text will automatically disappear.

• There is an option to clear or reset the Note Pad area if it is necessary to delete the text that was entered.

New Area for Attachments

- An Internal Service Requester has the ability to attach documents to the Internal Service Request form as backup for the ISR Provider.
- The Provider will receive a copy via email.
 - Acceptable attachments documents include PDF, Word and/or Excel files.
 - Multiple documents can be attached to the Internal Service
 Request form
 - Attached documents can be deleted if necessary
 - Attached documents can also be cleared and reset if necessary



Changes to Note Pad Area

Note Pad	
<enter 255="" characters="" description="" here,="" limit="" text=""> Traveler name, date of travel & record locator num</enter>	ber
This Information is provided by agent, when the trip Travel	has been placed on hold by BCD
A Reset N	ote

In this example the note was added after the informational text

Note: Once the ISR has been completed and submitted the informational text is automatically removed.

Provider will be able to view the complete note on the Note Pad area when displayed or printed.





View of Print Request Of a Internal Service Request form

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Addition of New Attachments Area

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