

Introduction

Process and Trigger

Perform this procedure when you need to request services from an Internal Service provider (other than Facilities).

Once the ISR is submitted, the Internal Service Provider receives an email informing them of the ISR. The ISR can be displayed and printed or saved to a file, if desired, once, it has been submitted (see work instruction for ISR Request - Display).

Prerequisites

- You know which provider you are requesting from.
- You know which cost object(s) you will charge to.

Menu Path

BUworks Central Portal → Procurement → Internal Service Request→ ISR Request- Create

Transaction Code

None

Tips and Tricks

- All ISR have a document type of 30, the Document numbers are system generated, being a 10 digit number which always begins with " 904".
- If required, you can split the cost distribution among multiple cost objects (by percentage only).
- Any line item without cost object will default to the Charge Distribution cost objects.

Reports

- FMRP_RFFMEP1AX
- S_P99_41000147



-

Procedure

1. Start the transaction using the above menu path or transaction code.

Provider Information

	Provider Information						
2 -	Provider: * Requester Contact Detail: * Phone Extens Delivery Information	ion: *	ISR Request No:	it:	Extension:		
	Requested Delivery Date: *	m #: *		For Attention:]	
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2. Click in the **Provider:** field

Provider Information

Provider In	formation				
Provider: *		PI/Request No:	P	Extension	1
Requester Contact Detail: *		PI/Requester Emai	*		1
	Agganis Arena - Catering/Events				
Delivery In	Agganis Arena- Tickets				
Requested Delivery Date: *	Athletics Facilities				
Deliver To Building: *	BCD Travel - Foreign		For Attention:		1
-	BME - Biointerface Technologies (BIT)		l'or stantion.	L	1
Note Pad	BME - Micro/Nano Biosystems Fabrication (MNBF)	rge Distr	ibution		
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3. Select Agganis Arena - Catering/Events Agganis Arena - Catering/Events



Provider Information					
		ISR Request No:			•
Provider: *		PI/Requester Detail:		Extension:]
Requester Contact Detail: *	Phone Extension: *	PI/Requester Email:	*		
Delivery Information					
Requested Delivery Date: *					
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	Cost	tObject	Distribution	Object Text	
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4. As required, complete/review the following fields:

Field	R/O/C	Description
Requester Contact Detail:	Required	Name of the requestor contact.
		Example: Cletus C Queen
Phone Extension:	Required	A phone number.
		Example: 8-6062
PI / Requester email:	Required	Email address for the requestor contact. Enter only one email address in this field. Email notification will not generate if multiple emails are entered.
		Example: cqueen@bu.edu

5. Click the Matchcode Search button I in the Requested Delivery Date field.



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Provider Inf	for	m	ati	on	,											
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Select March 5th 5. 6.

Provider Information

Provider Information			
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Provider: * Agganis Arena - Catering/Events	▼ PI/Requester Detail	l:	Extension:
equester Contact Detail: * Cletus C Queen Phone Exter	nsion: * 8-6062 PI/Requester Email	; * cqueen@bu.edu	
Delivery Information			
Requested Delivery Date: * 03/05/2012			
Deliver To Building: *	Rm #: *	For Attention:	
Note Pad	Charge Distr	ibution	
	CostObject	Distribution	Object Text
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Click in the Deliver To Building: field 7.



10	0-108 BAY STATE ROAD					
Browider Inf	10 COMMONWEALTH AVENUE					
Provider: * Requester Contact Detail: *	19 COMMONWEALTH AVENUE 83 BEACON STREET BAY STATE ROAD BUSWELL STREET MUZZEY STREET -15-19 DEERFIELD STREET 0 BAY STATE ROAD 0-112 CUMMINGTON STREET	on: * 8-	ISR Request No: PI/Requester Detail 0002 PI/Requester Email	cqueen@bu.edu	Extension:	
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8. Select 1010 COMMONWEALTH AVENUE 1010 COMMONWEALTH AVENUE

9. As required, complete/review the following fields:

Field	R/O/C	Description
Room Number	Required	Room number for deliveries. Example: 110
For Attention:	Required	The name of the person who will receive the services. Example: Cletus C Queen
Note Pad	Required	Description of services. Example: Welcome Back Breakfast for Andy



Changes to Note Pad Area

Change	es to Not	e Pad Area
Note Pad Enter description text here, limit 255 characters> Traveler name, date of travel & record locator number This informion is provided by agent, when the trip has been play Travel	ced on hold by BCD	In this example the note was added after the informational text
Note: Once the ISR has been completed and submitted the informational text does not appear	Note Pa Traveler name, da This information is p Travel	e of travel & record locator number rovided by agent, when the trip has been placed on hold by BCD

9.1. The Internal Service Request form informs the requester of the limitation of characters on the Note Pad field area.

The Note Pad field allow up to 255 characters

Important

A note can be added by:

- Typing over the "< Enter description text here, limit 255 characters>"
- deleting "<Enter description text here, limit 255 characters>" sentence and proceed to enter the ISR note
- ISR note can be typed on the following line, after "<*Enter description text here, limit 255 characters*>".
- Once theISRis completed and submitted the informational text will disappear



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Provider: *	Agganis Arena - Catering/Events			PI/Request No:	L.	Extension:	
Requester Contact Detail:	* Cletus C Queen	Phone Extension: *	8-6062	PI/Requester Email	; * cqueen@bu.edu		
Delivery In	oformation						
Requested Delivery Date:	* 03/05/2012						
Deliver To Building: *	1010 COMMONWEALTH AVENUE	💌 Rm #: *	110		For Attention:	Cletus C Queen	
Note Pad				Charge Distr	ibution		
Welcome Back Breakfast	for Andy		4	CostObject	Distribution	Object Text	
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10. As required, complete/review the following fields:

Field	R/O/C	Description
Cost Object	Required	Cost collector in SAP providing various means to collect and manage costs. Examples of cost objects include cost centers, project work breakdown structure elements, internal orders, and maintenance work orders.
Distribution	Optional	The transfer of amounts from Cost Center(s) to receiver(s) such as Cost Centers, Internal Orders or WBS Elements using a defined allocation method and posting to a primary cost used.
		Example: 50
Cost Object	Optional	Cost collector in SAP providing various means to collect and manage costs. Examples of cost objects include cost centers, project work breakdown structure elements, internal orders, and maintenance work orders.
		Example: 1089000000
Distribution	Optional	The transfer of amounts from Cost Center(s) to receiver(s) such as Cost Centers, Internal Orders or WBS Elements using a defined allocation method and posting to a primary cost used.
		Example: 50



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When splitting cost between two or more departments *cost objects* are entered in the **Charge Distribution** area. If any line item is without a *cost object* the system will default to the **Cost Objects** listed on the **Charge distribution** area.

Provider Information

Requested Deliver	y Date: * 03/0	5/2012													
Deliver To Building:	* 1010	COMMONWEA	ALTH A	VENUE		-	Rm #: * 110			For A	ttention:	Cletus C	Queen		
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Welcome Back Bre	akfast for Andy							CostObject		Dist	ribution	Object T	ext		
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00002						•	0.00	0.00							

11. As required, complete/review the following fields:

Field	R/O/C	Description
Short Text	Required	Text description of an object limited to 40 characters. Example: bagels
Quantity	Required	An exact or specified amount of measure. Example: 6

12. Click the **drop-down** menu **in the Order Unit** field for **Line Item No 00001**.

Provider Information

Requested De Deliver To Bui	ivery Date: * 03/03 ding: * 1010	5/2012	AVENUE	v	Rm #: * 110			For A	ttention: [Cletus C (Queen	
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Welcome Back	Breakfast for Andy				^	CostObject		Dist	ribution	Object Te	xt	-
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00002	L			•	0.00	0.00						
00003				-	0.00	0.00						



13. Select Dozen Dozen

14. As required, complete/review the following fields:

Field	R/O/C	Description
Net Price	Required	Price (rate) of the item after any discounts and surcharges are applied.
		Example: 25.00
Short Text	Required	Text description of an object limited to 40 characters.
		Example: pastries
Quantity	Required	An exact or specified amount of measure.
		Example: 6

15. Click the drop-down menu in the Order Unit field for Line Item No 00002.

Provider Information

	Requested Delive	ery Date: * 03/05	/2012										
	Deliver To Buildir	g: * 1010	COMMONWEALTH	AVENUE		Rm #: * 110			For At	tention:	Cletus C	Queen	
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	Welcome Back B	reakfast for Andy					CostObject		Distri	ibution	Object Te	ext	
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- 16. Select Dozen^{Dozen}
- **17.** As required, complete/review the following fields:

Field	R/O/C	Description
Net Price	Required	Price (rate) of the item after any discounts and surcharges are applied.
		Example: 25.00



Field	R/O/C	Description
Short Text	Required	Text description of an object limited to 40 characters.
		Example: Coffee
Quantity	Required	An exact or specified amount of measure.
		Example: 2

18. Click the drop-down menu in the Order Unit field for Line Item No 00003.

Provider Information

	Requested Delive	ry Date: * 03/05	/2012									
	Deliver To Building	1010 I	COMMONWEALTH	AVENUE	Rm #: * 110			For At	tention:	Cletus C	Queen	
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	00005			-	0.00	0.00						_
	00008			-	0.00	0.00						_

19. Select Box Box

20. As required, complete/review the following fields:

Field	R/O/C	Description
Net Price	Required	Price (rate) of the item after any discounts and surcharges are applied.
		Example: 20.00



Addition of new Attachment area

Attachments						1		
Fie Name						1		
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21. Select Browse button, and choose file to upload then Click Attach File

Submitting an ISR form with Attachments

Attachments								
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Test file_Excel application/vnd.operxmiformats-off	ficedocument.spreadsheetml.sheet							
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21.1. Click the **Validate Data Entries** button to proceed with submitting ISR form with attachments.

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	00002	pastries	6	Dozen	•	25.00	150.00						
	00003	Coffee	2	Box	-	20.00	40.00						
	00004				•	0.00	0.00						
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22. Click the Submit button Use Submit.

Provider Information

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00001	begals	6	Dozen	25.00	150.00			0.00			
00002	pastries	6	Dozen	25.00	150.00			0.00			
00003	Coffee	2	Box	20.00	40.00			0.00			
00004				0.00	0.00			0.00			
00005				0.00	0.00			0.00			
00006				0.00	0.00			0.00			
00007				0.00	0.00			0.00			
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Requ	st Header Informati	on									
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🗸 Inte	nal Service Request	9040007963 (created.								

23. Click the Exit button **X** Exit.

The system displays the message: "Internal Service Request XXXX created".



At this point the system generates an informational email message to the provider that an ISR has been created.

24. The transaction is complete.



Results and Next Steps

You have submitted a request for service using the Internal Service Request form.