

**How to bill a cost object against an ISR  
Provider Fulfillment is used for GL Posting (billing) on an Internal Service Request Form**

**Prepare to Post (bill) against an ISR Form**

Business scenario: you need to post charges and/or credits against a requestor **ISR** form.

1. Identify **Internal Service Requests** to bill against and the posting requirement (single entry or upload method).

Which method of fulfillment will be used to bill the requestor?

**A. Individual ISR postings (single entry)**

Single entry postings are handled:

- Entering the **ISR** number into the **Request Number** field(s); pulling only those you'd be working with.
- Running the Fulfillment process by **Provider**; selecting and charging only those request you'd like to bill against.

**B. Multiple ISR fulfillment postings (upload file)?**

If an upload is required, the **ISR Upload Template** must be downloaded to your desktop, modified with updated data and then uploaded into the system.

- To help identify existing **ISR(s)** Execute **WebGUI** transaction, **ZFI\_OPEN\_ISR** report for a listing of current available forms to bill against.
- Data can be exported into Excel and used as the "upload file" in the fulfillment process. Modify the Excel spreadsheet to achieve a successful upload.

The file can then be saved to your computer, for your records.

The instructions and Internal Service Provider Upload Template are available [here](http://www.bu.edu/tech/files/2016/10/ISR-Provider-Upload-File-Template.xlsx):

<http://www.bu.edu/tech/files/2016/10/ISR-Provider-Upload-File-Template.xlsx>.

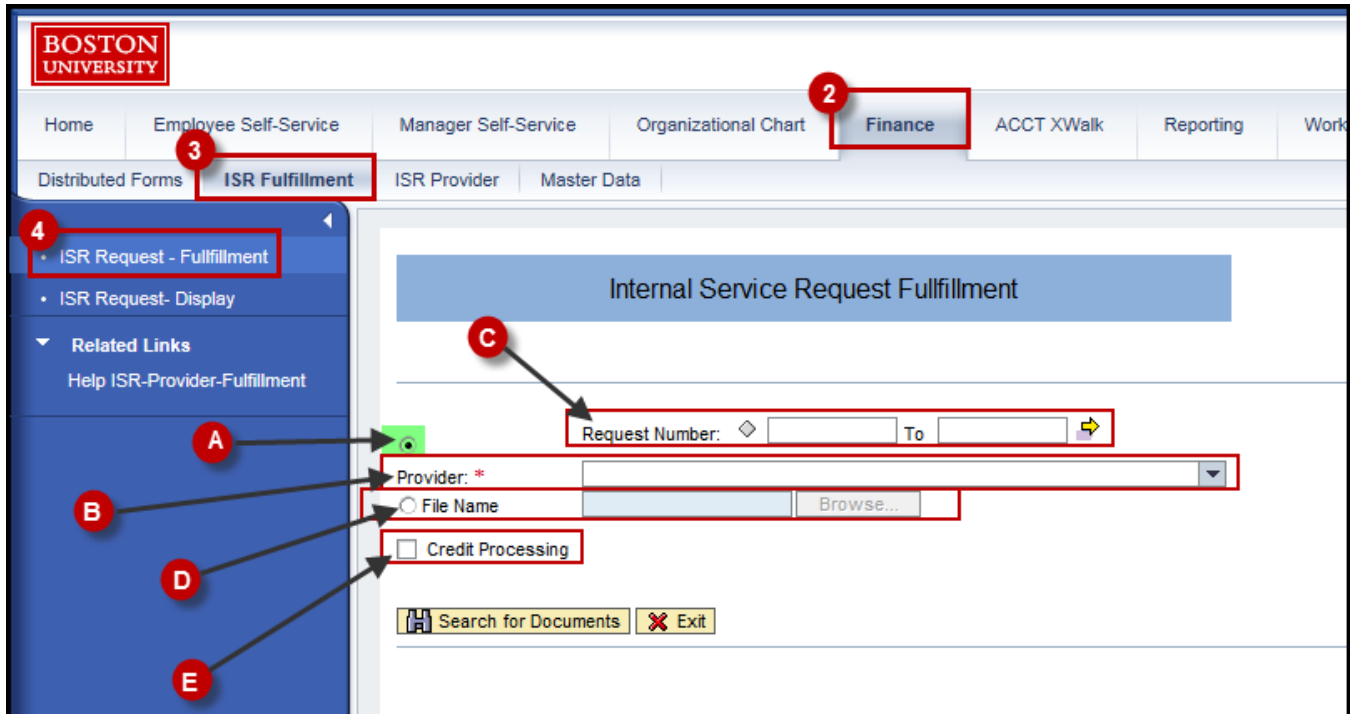
2. Identify credit posting **ISR(s)**:
  - The **Credit Processing** box must be checked off to post credits against a single ISR or an upload file load.
  - Separate entries and upload files must be used for debit postings (charges) and credit posting.
3. Confirm postings to recovery cost object by running report listings.

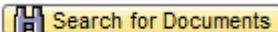

Action and Transaction Code	Update & Description
<b>ISR Request - Fulfillment -</b>	Fulfill (bill) or/and complete (close) an ISR Request.
<b>ISR Request - Display</b>	Display Internal Service Request Form
<b>ZFI_OPEN_ISR</b>	List all ISR Documents
<b>S_P99_41000147</b>	Earmarked Fund Journal
<b>FMRP_RFFMEP1AX</b>	Display All Postings Report
<b>FMRP_RFFMEP1OX</b>	Commitments and Funds Transfers; note t-code is accessible via dept. submitter role.

**Business Warehouse Reports**

- Funds Management (Distributed) Reports
  - Transaction Detail Report

### Accessing ISR Provider Fulfillment sub-tab



<ol style="list-style-type: none"> <li>1. Log into the <b>BUworks Central</b> portal website; <a href="https://ppo.buw.bu.edu">https://ppo.buw.bu.edu</a></li> <li>2. Click on the <b>Finance</b> tab.</li> <li>3. Click on the <b>ISR Fulfillment</b> tab section.</li> <li>4. Click on <b>ISR Request – Fulfillment</b> sub-tab section to start the fulfillment process</li> </ol>	
<b>A.</b>	Note: the radio button above <b>Provider *</b> is selected, this is the default setting; <i>single entry method</i>
<b>B.</b>	<b>Provider ID</b> number is required ( <b>red asterisk</b> - means it's a required field); click on the drop down to search for <b>Provider Name</b> . You can also start typing the name to start the search process then Click  button.
<b>C.</b>	<ul style="list-style-type: none"> <li>• To bill against a particular request, enter the <b>ISR Requester Number</b>.</li> <li>• To locate multiple specific requests click the yellow arrow  and enter each request number.</li> <li>• To search by range value enter a range of request numbers for example: 9080000000 – 9090000000</li> </ul>
<b>D.</b>	To upload your <b>ISR</b> file you must click on the radio button to the left of <b>File Name</b> .
<b>E.</b>	<b>Credit Processing</b> is available for credit postings; Simple check the box labeled <b>Credit Processing</b> .

If you do not see the **Finance** tab or **ISR Fulfillment** sub-tab selections:

- Contact your Manager/Supervisor and request for permission
- Contact your **DSA** and request for access to the **E.FI.Internal\_Service\_Provider Role**.

Below is a list of transactions code associated with the ISR Provider Fulfillment role:

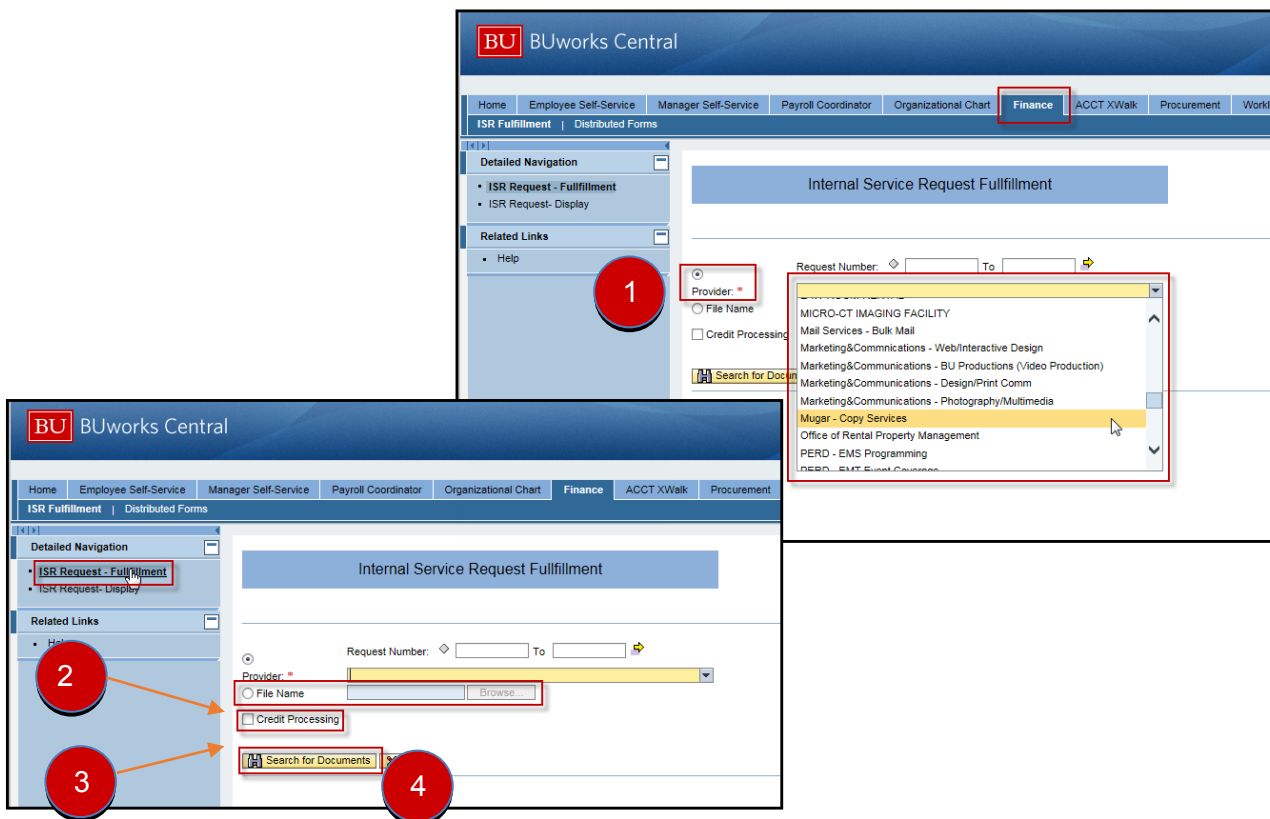
TCode	Transaction Text
FB03	Display Document
FMJ_DISPLAY	Display FM Commt Carryforward Docs
FMRP_RFFMEP1AX	All Postings
FMX3	Display Funds Reservation
KO03	Display Internal Order
S_P99_41000147	RFFMRE10
ZFI_OPEN_ISR	List all Open ISRs


To access these transactions go to your SAP Easy Access Menu within the **WebGUI ECC** System and open the folder labeled ISR Provider.

## How to perform the ISR Provider Fulfillment process

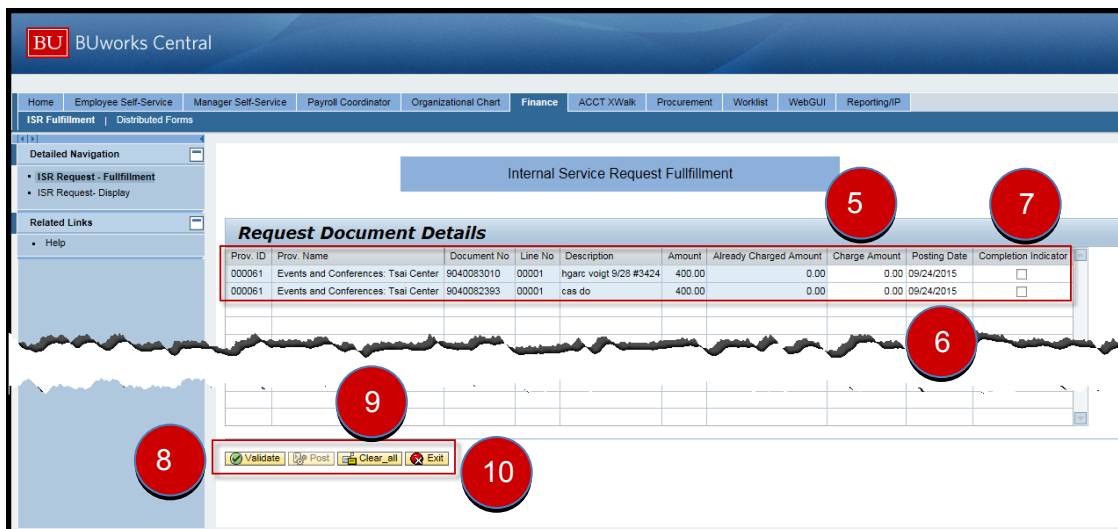
**BUworks Central portal → Finance tab → ISR Request – Fulfillment – subtab**

*Ready to select provider and fulfill (bill) Internal Service Requests*



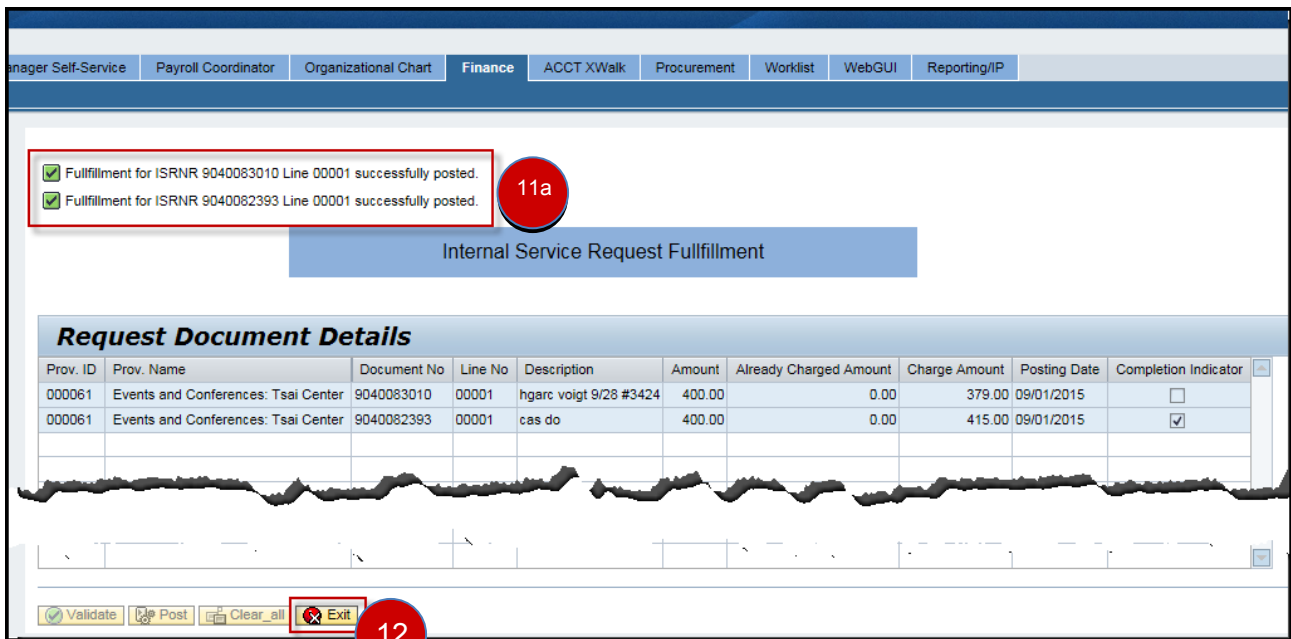
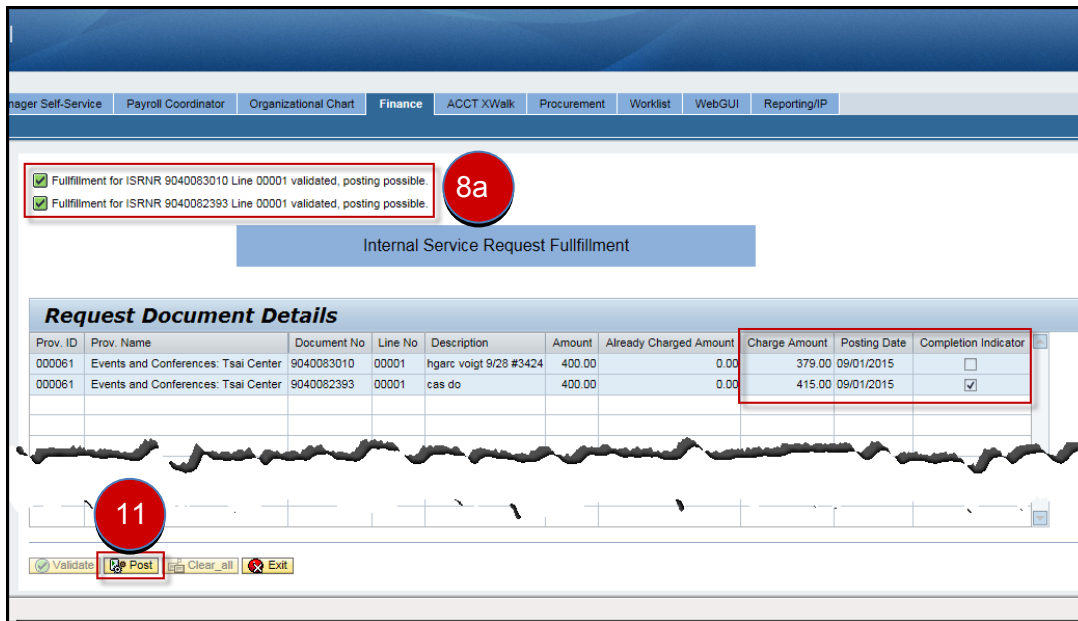
1	<b>Select Provider</b>	Required	Select radio button and using drop down menu search for provider name from listing or start typing provider name and select from list.
<p>There are three methods of fulfilling (billing) Internal Service Requests:</p> <ol style="list-style-type: none"> <li><b>ISR Request number</b> – If ISR number is known, billing can be performed individually or in ranges.</li> <li><b>Available ISR's</b> – Click on the <b>Search for Documents</b> button to display a list of available requests for billing from selected provider.</li> <li><b>File upload</b> – ISR provider <a href="#">fulfillment template</a> file can be uploaded to fulfill (charge) ISR's.</li> </ol> <p>This example demonstrate how to fulfill available ISR's for a selected provider (<b>Option #2 above</b>)</p>			
2	<b>File Name</b>	Optional	Click radio button to perform ISR provider fulfillment file upload. Browse local file to find and select file.
3	 <b>Credit Processing</b>	Optional	Click box to perform credit request(s) posting.
4	<b>Search for Documents</b>	Required	Click button to display requests to be processed.

**List of Available Requests will Display**



5	<b>Charge Amount</b>	Required	Enter amount to be charged.
6	<b>Posting Date</b>	Optional	Date defaults to current day, however it can be changed to reflect open accounting period. <ul style="list-style-type: none"> <li>Example: the system's <b>Accounting Period 3</b> is open. Entered posting date must be between 9/1/15 to 9/30/15.</li> </ul>
7	<b>Completion Indicator</b>	Optional	Click here if request should be closed and <b>Commitment Items</b> to <b>GL</b> account relieved.
8	<b>Validate</b>	Required	Click here to confirm <b>Posting date</b> against system open accounting period(s).
8a	<b>System message</b>		<ul style="list-style-type: none"> <li>System message will display if posting possible.</li> <li>The <b>Post</b> button is available once validated.</li> </ul>

9	<b>Clear all</b>	Optional	Click here to clear all entries and restart.
10	<b>Exit</b>	Optional	Click here to exit available request(s) for select provider.
11	<b>Post</b>	Required	Click here to post entered amount to charge and request to close.
11a	<b>System message</b>		<ul style="list-style-type: none"> <li>System message will display if post successful.</li> </ul>



12	<b>Exit</b>	Required	Click here to close and return to BUworks Central Portal.
<b>You have successfully charged and closed ISR requests.</b>			

### ISR Provider fulfillment upload file

If an upload is required:

- **ISR Upload File Template** must be downloaded to your desktop.
- Modify and updated template; follow instructions for successful upload.
- **Save** as a tab delimited file.
- Click radio button **File Name** then click **Browse** button to locate tab delimited file.
- Upload file in test mode first.

For the Internal Service Provider Upload Template [click here](#).

For instructions on how to complete the fulfillment template file [click here](#).



### Transaction code ZFI\_OPEN\_ISR

Available ISR's listing can be extracted using **WebGUI** transaction, **ZFI\_OPEN\_ISR** report.

An extraction of open ISR data can be exported into Excel and used as the **Upload File** in the fulfillment process. Modify the Excel spreadsheet to achieve a successful upload.



### Transaction code S P99 41000147 Earmarked Fund Journal

**Earmarked Fund Journal** reports is used to display listing of **ISR's** pending fulfillment (awaiting billing). The report is run based of criteria such as **GL** account, **Cost Center** or **Internal Order**.



### Tips on ISR Corrections, Errors and Credits

Once an **ISR** is closed (**completion indicator** selected), the request cannot be re-opened for posting or crediting.

If a requestor creates an **ISR** form in error and requires the **Commitment item** to be deleted from financial reports. The provider must charge the request as \$0.00 and check off the **Completion indicator** to close and relieve the **ISR** request.

If a provider overbilled a request and it hasn't been marked as **Complete** a credit posting can be processed.

If a provider overbills a request and has closed the **ISR**, a journal entry is required to correct the charge.