

## 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**

The screenshot shows a web form with several sections:

- Provider Information:** Includes a dropdown for 'Provider', 'Requester Contact Detail', 'Phone Extension', 'PI/Requester Email', and 'Extension'. There is also a field for 'ISR Request No'.
- Delivery Information:** Includes 'Requested Delivery Date' and 'Deliver To Building'.
- Note Pad:** A large empty text area for notes.
- Charge Distribution:** A table with columns 'CostObject', 'Distribution', and 'Object Text'. The table contains four rows, each with '0.0' in the 'Distribution' column.

2. Click in the **Provider:** field .

**Provider Information**

This screenshot shows the same form as above, but with the 'Provider' dropdown menu open. The menu lists several options:

- Agganis Arena - Catering/Events
- Agganis Arena- Tickets
- Athletics Facilities
- BCD Travel - Domestic
- BCD Travel - Foreign
- BME - Biointerface Technologies (BIT)
- BME - Micro/Nano Biosystems Fabrication (MNBf)
- BME - Micro/Nano Imaging (MNI)
- BU Police Dept

3. Select **Agganis Arena - Catering/Events** .

**Provider Information**

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

Field	R/O/C	Description
Requester Contact Detail:	Required	Name of the requestor contact. <b>Example:</b> Cletus C Queen
Phone Extension:	Required	A phone number. <b>Example:</b> 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. <b>Example:</b> cqueen@bu.edu

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

**Provider Information**

**Provider Information**

Provider: \* Agganis Arena - Catering/Events | ISR Request No:   
 Requester Contact Detail: \* Cletus C Queen | Phone Extension: \* 8-0002 | PI/Requester Email: \* cqueen@bu.edu | Extension:

**Delivery Information**

Requested Delivery Date: \*  | Rm #: \*   
 Deliver To Building: \*  | For Attention:

**Note Pad**

**Charge Distribution**

CostObject	Distribution	Object Text
	0.0	
	0.0	
	0.0	
	0.0	

6. Select **March 5th** .

**Provider Information**

**Provider Information**

Provider: \* Agganis Arena - Catering/Events | ISR Request No:   
 Requester Contact Detail: \* Cletus C Queen | Phone Extension: \* 8-0002 | PI/Requester Email: \* cqueen@bu.edu | Extension:

**Delivery Information**

Requested Delivery Date: \*  | Rm #: \*   
 Deliver To Building: \*  | For Attention:

**Note Pad**

**Charge Distribution**

CostObject	Distribution	Object Text
	0.0	
	0.0	
	0.0	
	0.0	

7. Click in the **Deliver To Building**: field .

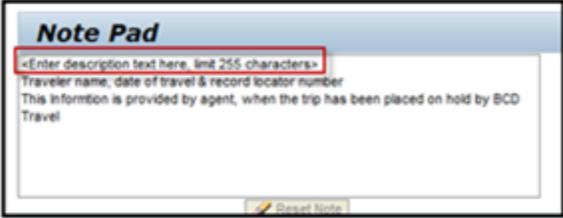
**Provider Information**

- 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. <b>Example:</b> 110
For Attention:	Required	The name of the person who will receive the services. <b>Example:</b> Cletus C Queen
Note Pad	Required	Description of services. <b>Example:</b> Welcome Back Breakfast for Andy

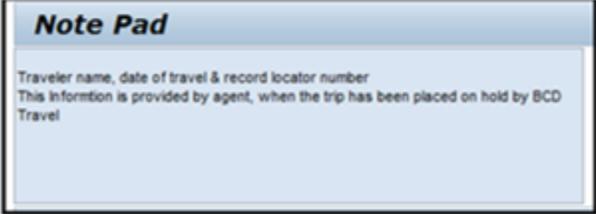
**Changes to Note Pad Area**

### Changes to Note Pad Area



**Note:** Once the ISR has been completed and submitted the informational text does not appear

In this example the note was added after the informational text



- 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



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 the **ISR** is completed and submitted the informational text will disappear

**Provider Information**

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.  <b>Example:</b> 1202020000
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.  <b>Example:</b> 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.  <b>Example:</b> 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.  <b>Example:</b> 50



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**

Line Item No	Short Text	Qty	Order Unit	Net Price	Total Amount	CostObject	Cost Object ...	Change Date	Changed By
00001				0.00	0.00				
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. <b>Example:</b> bagels
Quantity	Required	An exact or specified amount of measure. <b>Example:</b> 6

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

**Provider Information**

Line Item No	Short Text	Qty	Order Unit	Net Price	Total Amount	CostObject	Cost Object ...	Change Date	Changed By
00001	bagels	6	Dozen	0.00	0.00				
00002				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. <b>Example:</b> 25.00
Short Text	Required	Text description of an object limited to 40 characters. <b>Example:</b> pastries
Quantity	Required	An exact or specified amount of measure. <b>Example:</b> 6

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

**Provider Information**

The screenshot shows a software interface with several components:

- Requested Delivery Date:** 03/05/2012
- Deliver To Building:** 1010 COMMONWEALTH AVENUE
- Rm #:** 110
- For Attention:** Cletus C Queen
- Note Pad:** Welcome Back Breakfast for Andy
- Charge Distribution Table:**

CostObject	Distribution	Object Text
1202020000	50.0	CAS BIOLOGY
1089000000	50.0	BUWORKS
	0.0	
	0.0	
- Requested Items Table:**

Line Item No	Short Text	Qty	Order Unit	Total Amount	CostObject	Cost Object ...	Change Date	Changed By
00001	bagels	8	Dozen	150.00				
00002	pastries	6	Dozen	0.00	0.00			
00003				0.00	0.00			
00004				0.00	0.00			

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. <b>Example:</b> 25.00

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

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

**Provider Information**

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. <b>Example:</b> 20.00



**21.1.** Click the **Validate Data Entries** button to proceed with submitting ISR form with attachments.

**Provider Information**

Line Item No	Short Text	Qty	Order Unit	Net Price	Total Amount	CostObject	Cost Object ...	Change Date	Changed By
00001	bagels	6	Dozen	25.00	150.00				
00002	pastries	6	Dozen	25.00	150.00				
00003	Coffee	2	Box	20.00	40.00				
00004				0.00	0.00				
00005				0.00	0.00				
00006				0.00	0.00				
00007				0.00	0.00				
00008				0.00	0.00				

**22.** Click the **Submit** button

**Provider Information**

Line Item ...	Short Text	Qty	Order Unit	Net Price	Total Am...	CostObject	Cost Objec...	Charge A...	Completi...	Change Date	Changed ...
00001	bagels	6	Dozen	25.00	150.00			0.00	<input type="checkbox"/>		
00002	pastries	6	Dozen	25.00	150.00			0.00	<input type="checkbox"/>		
00003	Coffee	2	Box	20.00	40.00			0.00	<input type="checkbox"/>		
00004				0.00	0.00			0.00	<input type="checkbox"/>		
00005				0.00	0.00			0.00	<input type="checkbox"/>		
00006				0.00	0.00			0.00	<input type="checkbox"/>		
00007				0.00	0.00			0.00	<input type="checkbox"/>		
00008				0.00	0.00			0.00	<input type="checkbox"/>		

**Request Header Information**  
Date and Time Created 08/27/2011 11:25:30 Created By CONVF11

Internal Service Request 8040007583 created

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



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.