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

2. Click in the **Provider:** field [   ] ▾ .

Provider Information

3. Select **Agganis Arena - Catering/Events** 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. **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 in the **Requested Delivery Date** field.

Provider Information

6. Select **March 5th** [5].

Provider Information

7. Click in the **Deliver To Building:** field [▼].
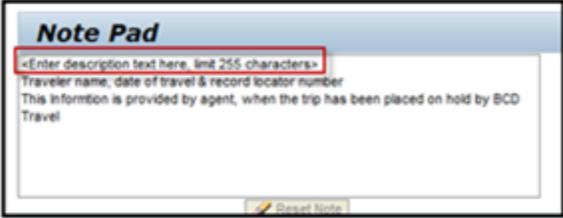
Provider Information

8. Select **1010 COMMONWEALTH AVENUE** 1010 COMMONWEALTH AVENUE .

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

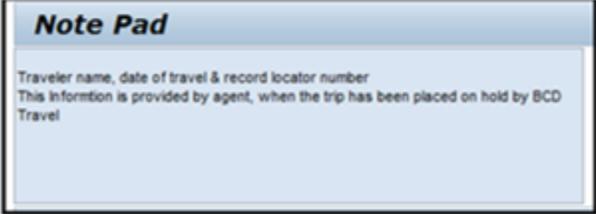| Field	R/O/C	Description
Room Number	Required	Room number for deliveries. **Example:** 110
For Attention:	Required	The name of the person who will receive the services. **Example:** Cletus C Queen
Note Pad	Required	Description of services. **Example:** Welcome Back Breakfast for Andy

Changes to Note Pad Area

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. **Example:** 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. **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

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

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

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

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

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

21. Select **Browse** button, and choose file to upload then Click **Attach File**

Submitting an ISR form with Attachments

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

Provider Information

22. Click the **Submit** button.

Provider Information

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.