

How to Create, Display, and Review an ISR Request for services from a Boston University Internal Service Provider (Non-Facilities Related)

Prepare to Create an Internal Service Request form

Business scenario: a need arises to request for services from Agganis Arena Ticket sales.

There's a need to show the true available balance on **GL** (General Ledger) expense budgeted line by means of **WebGUI** or **BW** report(s) for the Finance Manager, or Central Office. For example the Budget Office (for budget confirmation projections) or CAS Finance Dean's Office for budget review.

1. Identify the **BU** Internal Services Provider that will be providing the services and/or goods. Provider names may be similarly named. To ensure selection of the correct provider confirm the name of internal provider by checking the provider listing.
2. Identify and describe the type of service and/or goods that will be received from the BU Internal Provider.
 - a. Note: service provider(s) may require specific details on the line Item *Text field* and *Note Pad* section of the **ISR** form.
3. Identify the Cost Objects to charge.
 - a. The **Cost Object** consists of the **Cost Center**, **Internal Order**, and/or **WBS** number.
 - b. Split distribution by percentage is possible through the "Charge Distribution" section on the **ISR** form.

| Action and Transaction Code | Task Description | Menu Path |
|--------------------------------------|--|---|
| SAP Easy Access Menu | Create, Maintain and Add Favorite Folders and Transactions | BUworks Central Portal → WebGUI tab → ECC system → User Menu → SAP Easy Access Menu |
| Internal Service Request form | Create a ISR | BUworks Central Portal → Procurement tab → Internal Service Request sub tab |
| FMX3 | Display Earmarked fund (ISR's and FSR's) | BUworks Central Portal → WebGUI tab → ECC system → User Menu → Internal Service Requestor - Decentralized |
| S_P99_41000147 | Earmarked Fund Display listing - Use Search Criteria for ISR/FSR Document Types 94 (ISR's), 95 (FSR's) and 96 (FSR's). | BUworks Central Portal → WebGUI tab → ECC system → User Menu → Internal Service Requestor – Decentralized |
| FMRP_RFFMEP1AX | Display All Posting report | BUworks Central Portal → WebGUI tab → ECC system → User Menu → Department Submitter |

Business Warehouse Reports

- Funds Management (Distributed) Reports/Transaction Detail
- Grant Management (Distributed)/Budget vs. Actual

Additional Information on Internal Service Request Forms

Internal Service Request:

- **ISR** form is used to request for Internal Services from a Boston University internal department.
 - Note: Facilities uses their own process. **FSR** – Facilities Service Request.
- No approval process is required for Internal Service Requests.
- Once an **ISR** is submitted, an ISR document number is created and funds are committed (encumbered) through Funds Reservation process.
- The Internal Provider receives an e-mail and fulfills the request.
- Once the **ISR** is fulfilled (billed) it triggers the release of reserved funds.



Important

- ✓ It is necessary for the **ISR** to be closed before year end or grant ending period to ensure the reserved commitment item(s) are released.
- ✓ The Internal Provider is responsible for closing open **ISR**'s.
- ✓ Once an **ISR** is closed a Journal Entry is required to correct **ISR** posting.

Provider and Requester Information section:

- If the **ISR** form is created in error due to wrong provider, a new **ISR** must be created. To relieve the commitment item, the wrong Provider must charge \$0 and close/complete the **ISR**.

Delivery Information section:

- All BU addresses are included; note some street addresses are combined for example Photonics Center Colloquium Room's address is listed as 6-8 St. Mary's Street.

Note Pad section:

- The Note Pad field is limited to 255 characters

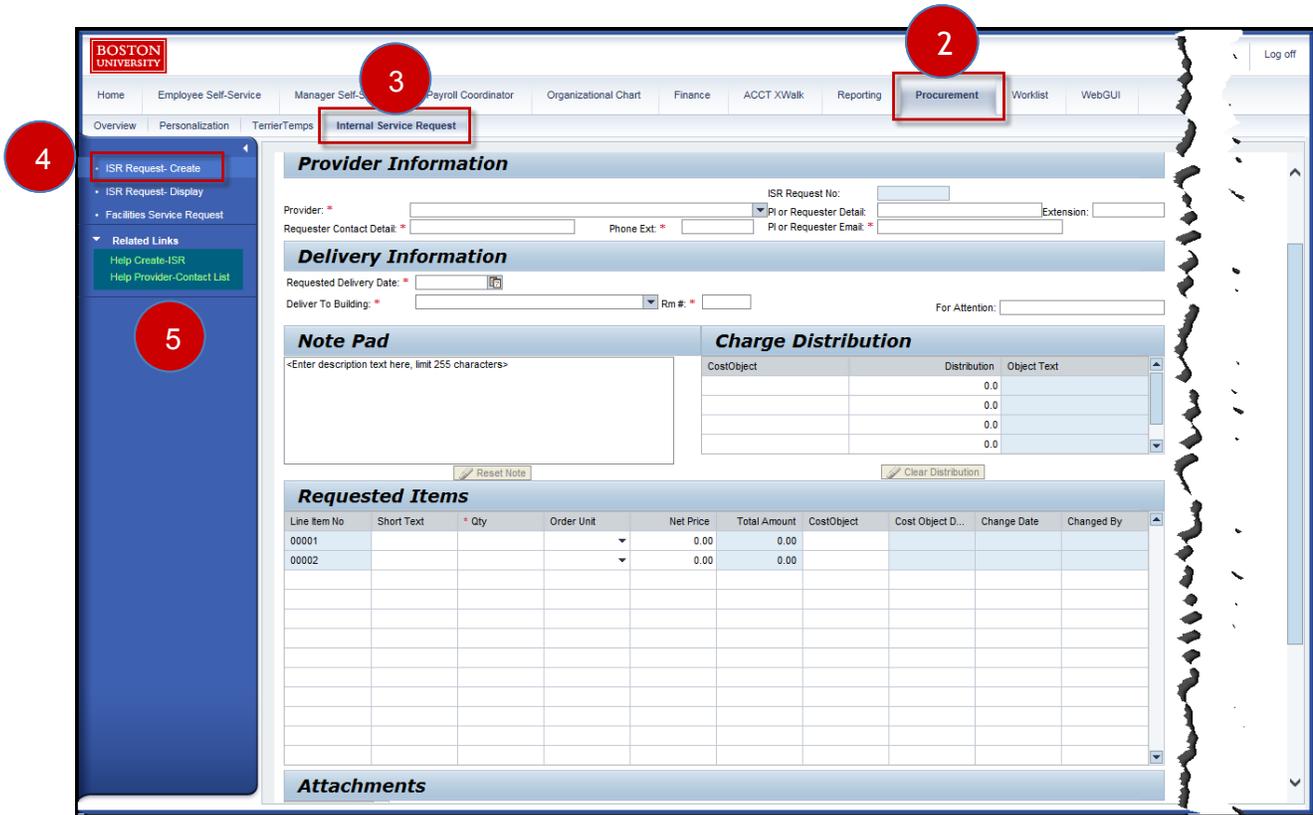
Requested Items section:

- The Net Price entered is an estimated amount.
- Over and Under Net Price can be charged to an **ISR**. The system will relieve or extend commitment amount.

Attachments section:

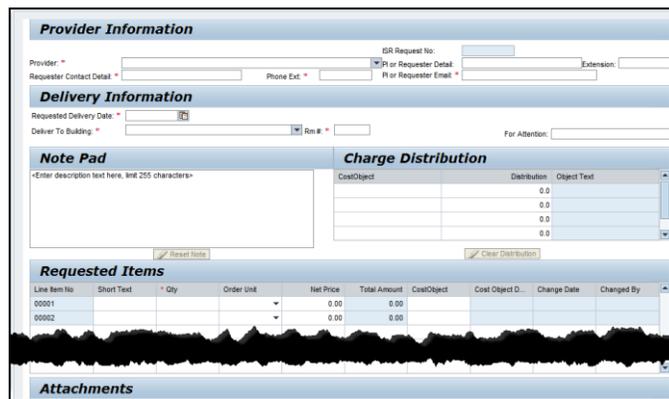
- Attachments can be added to the **ISR** form.

Accessing the Internal Service Request Form



| | |
|--|---|
| Menu Path: BUworks Central portal → Procurement → Internal Service Request → ISR Request Create | |
| 1 | Log into BUworks Central portal web site https://ppo.buw.bu.edu/ or bu.edu/buworkscentral |
| 2 | Click on Procurement BUworks Central Portal tab section |
| 3 | Click on Internal Service Request Procurement tab |
| 4 | Double Click on ISR Request – Create Detailed Navigation section |
| 5 | Related Links Links to Quick Reference Guide for Creating ISR's and ISR Provider Contact list are located here. |

Results are below:



How to create an Internal Service Request Form

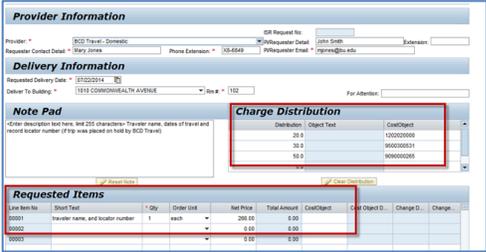
Enter an Internal Service Request form - Provider and Requester Information Area

| | | | |
|---|-------------------------------|----------|---|
| 1 | Provider (drop down) | Required | Select from a list of BU Suppliers or start typing BU Supplier name. |
| 2 | Request Contact Detail | Required | Enter name of requestor or person who should be contacted by provider should questions arise. |
| 3 | Phone Extension | Required | Enter requester phone extension – limited 10 character field. Note: use this format 8-6829 or 6173586829. |
| 4 | PI/Requester Detail | Optional | Enter PI or Requester contact name. Enter the name of any additional person provider should contact about the request. |
| 5 | PI/Requester Email | Required | Enter PI or Requester email address (example entry jsmith@bu.edu – Note: the confirmation email will be sent to this email address.)  Only enter one email address here! |

You have completed entering the “Provider Information” section

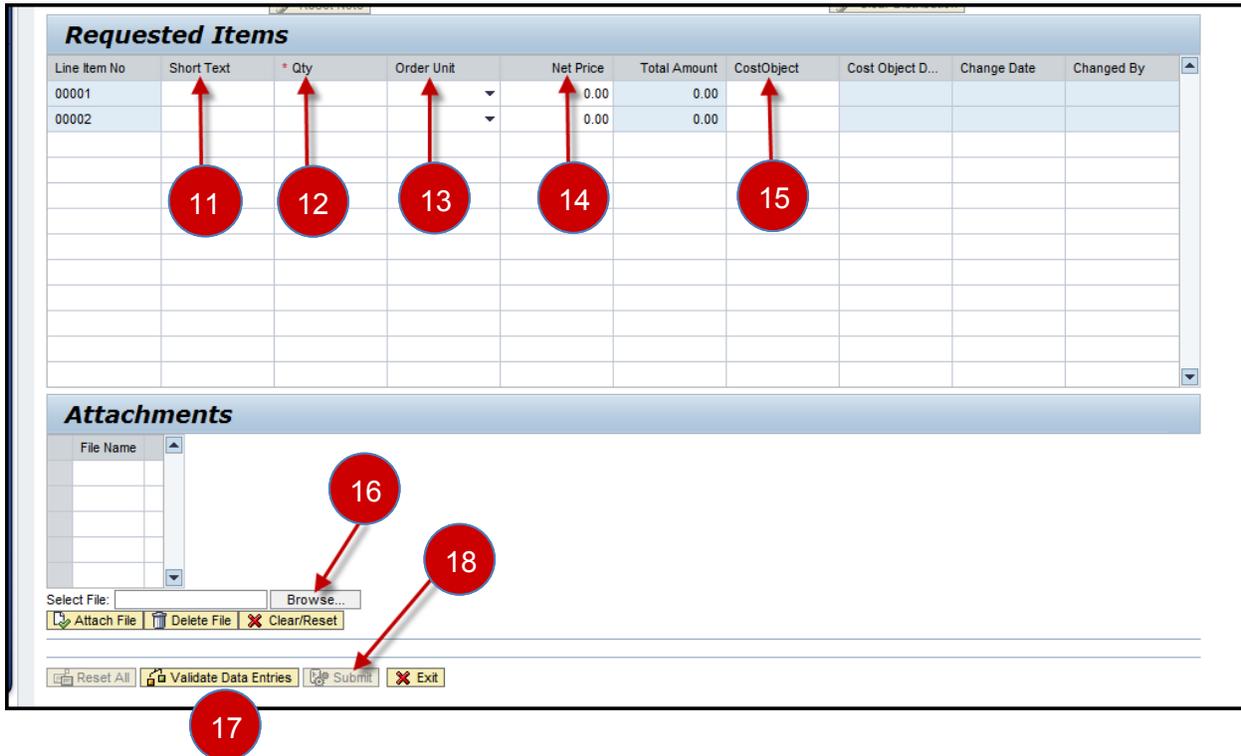
Delivery Information, Note Pad and Charge Distribution Area

| | | | |
|---|--------------------------------|----------|---|
| 6 | Requested Delivery Date | Required | Enter or select date of delivery via drop down menu (calendar will appear). If delivery date doesn't apply enter current date. |
| 7 | Deliver To Building | Required | Enter location of building. - If building to be delivered doesn't apply enter/select department address. |
| 8 | Room # | Required | Enter location of room number. - If room # doesn't apply enter/select department's room number. |
| 9 | Note Pad | Optional | Enter description, services or material text here. The Note Pad area is limited to 255 character field. |

| | | | |
|-----------|----------------------------|----------|--|
| | | | - If you're not sure what to include here, contact Provider to find out what information they'd like here. |
| 10 | Charge Distribution | Optional | <p>Only use this function if splitting cost between two or more departments/accounts. Enter Cost Objects.</p> <p>Note: Charge Distribution splits by percentage %</p>  <p> Any line item without a Cost Object will default to the charge distribution accounts.</p> |

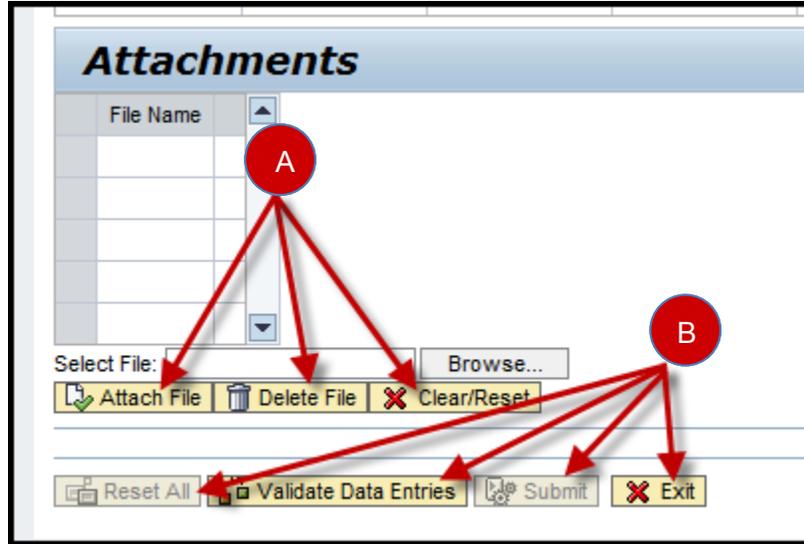
You have completed entering the “Delivery Information, Note Pad and Charge Distribution” section

Delivery Information, Note Pad and Charge Distribution Area



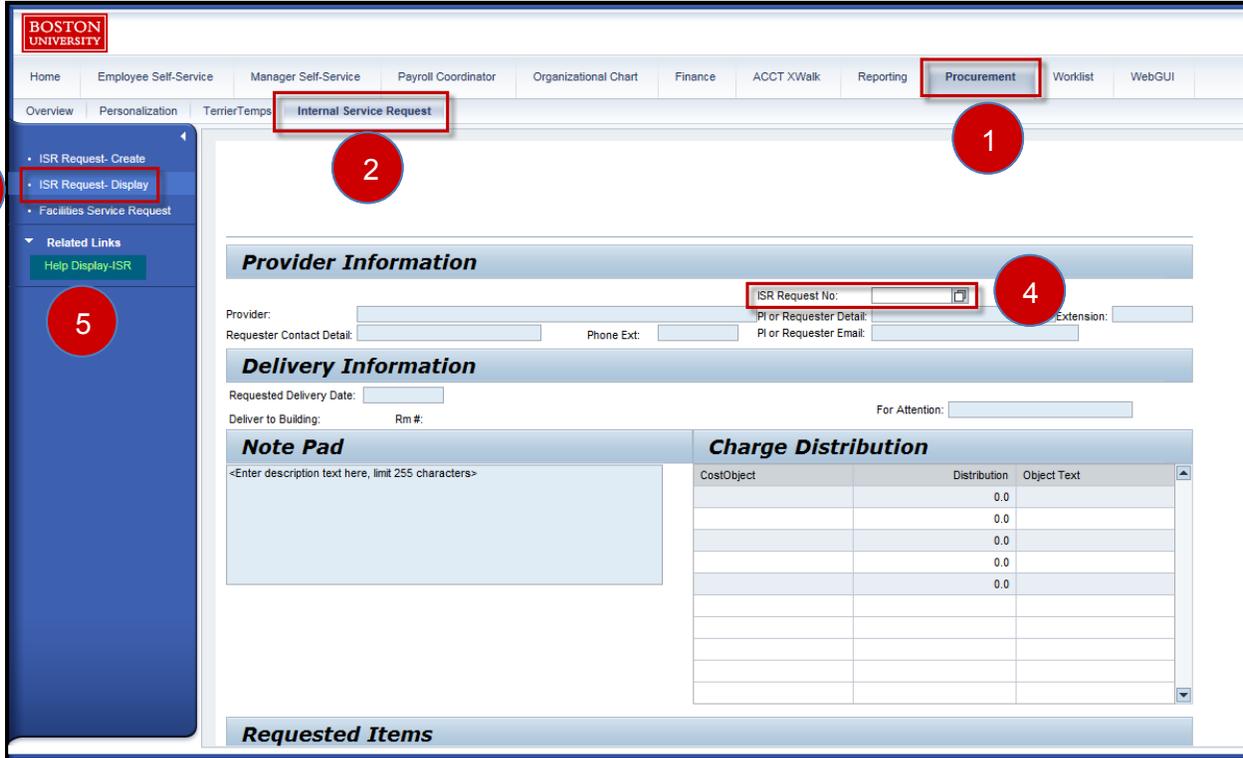
| | | | |
|---|-------------------------------|----------|--|
| 11 | Short Text | Optional | <p>Enter brief description of item being ordered.</p> <p>If you're not sure what to enter here, contact Provider to find out what information they require here.</p> <p>This information will display on reports.</p> |
| 12 | Qty | Required | Enter number of items being ordered. If quantity doesn't apply enter 1 . |
| 13 | Order/Unit (drop down) | Optional | Select or enter type of order. If order/unit doesn't apply enter Each |
| 14 | Net Price | Required | Enter total price for each item. |
| 15 | Cost Object | Required | <p>Enter Cost Center, Internal Order or WBS number, only enter one.</p> <p> Do not enter a Cost Object here if splitting cost using the Charge Distribution function. The system will default to the Cost Objects on the account distributions list.</p> |
| 16 | Attachments | Optional | Browse to select documents to attach – some of the acceptable files are PDF, Word and Excel. |
| 17 | Validate Data Entries | Required | Click on button to validate entries before posting ISR form. |
| <p><i>Changes to Attachments and/or ISR form is available prior to clicking on the Submit button</i></p> | | | |
| 18 | Submit | Required | <p>Click on button to submit Internal Service Request.</p> <p>- Submit button option will not be available until after validated data on form.</p> |
| <p>System message with Internal Service Request number will display. Print or save ISR form.</p> | | | |
| <p>You have create an Internal Service Request form.</p> | | | |

Review of Attachment & Submit Area Options



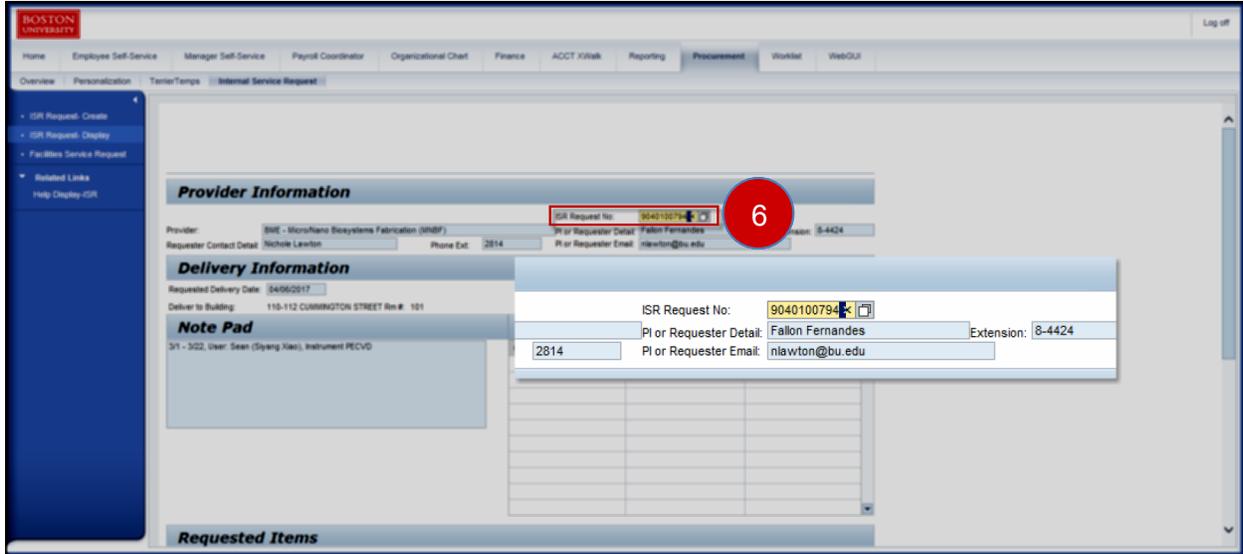
| | | | |
|----------|----------------------------|----------|--|
| A | Attachments Options | Optional | |
| | Browse | | Click on this button to locate document or file to attach. |
| | Attach File | | Use this button to attach document or file to Internal Service Request form. |
| | Delete File | | Use this button to delete all attached files. |
| | Clear/Reset | | Use this button to clear and reset all attached files. |
| B | ISR Submit Options | Optional | |
| | Reset All | | Use this button to reset Internal Service Request form. |
| | Validate Data Entries | | Use this button to validate or re-validate data entries. |
| | Submit | | Use this button to submit ISR form for posting. |
| | and/or | | |
| | Exit | | Use this button to exit ISR form. |

How to display an Internal Service Request Form

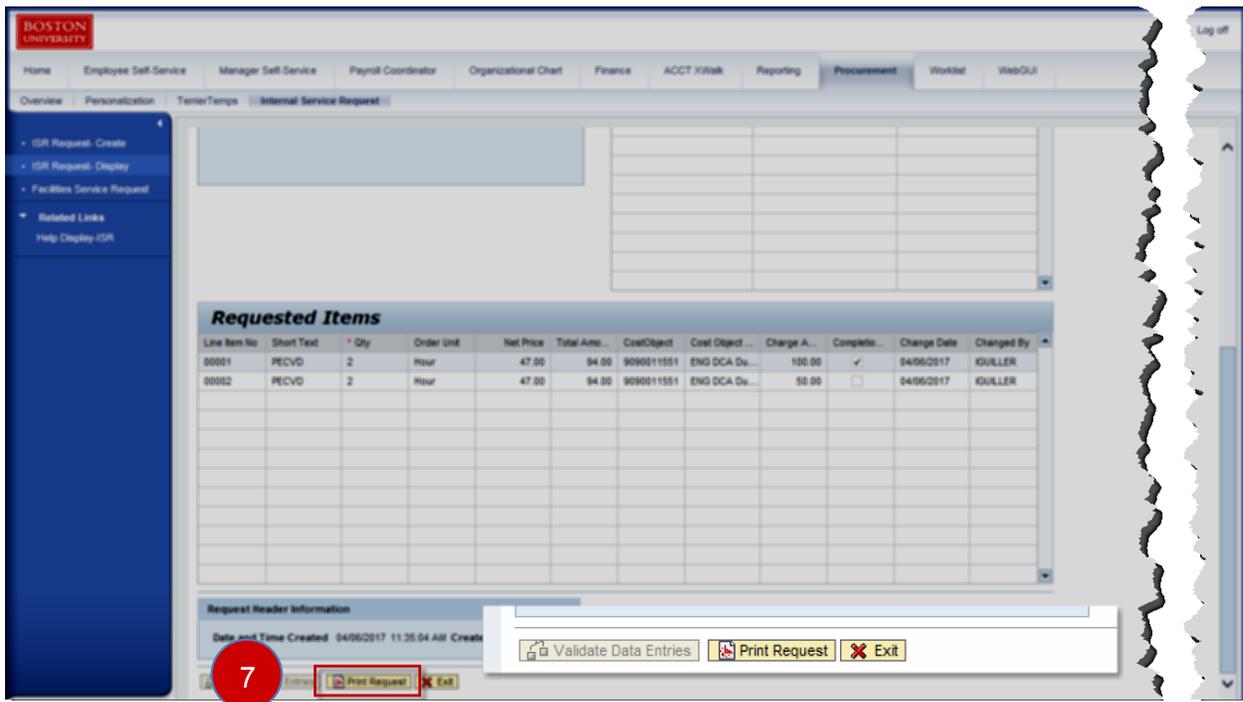


Menu Path: BUworks Central portal → Procurement → Internal Service Request → ISR Request Display

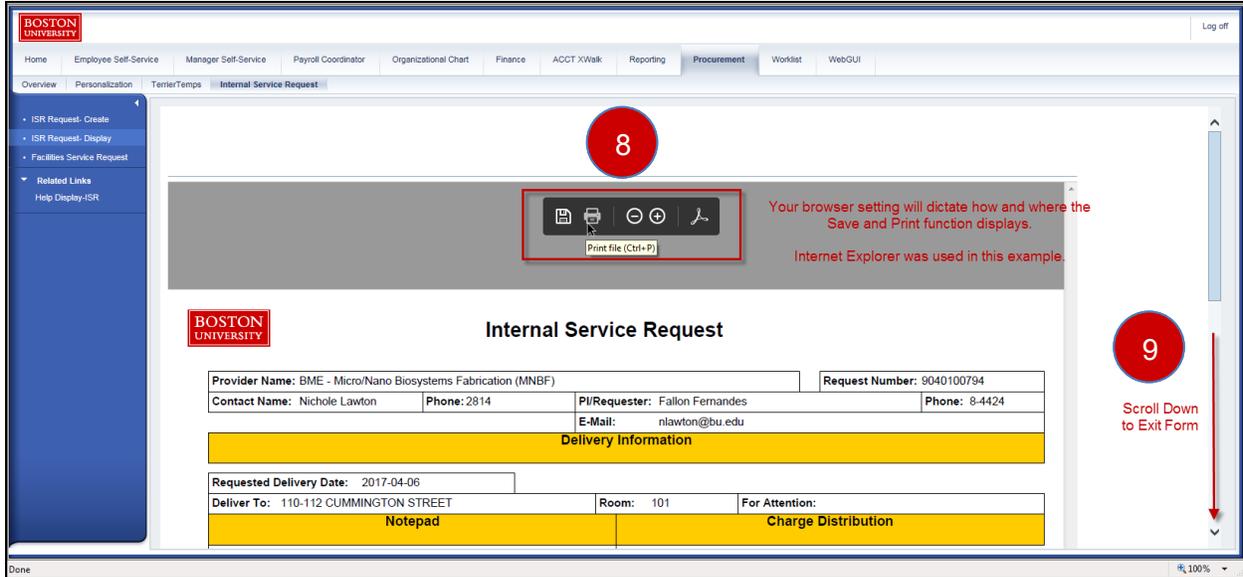
| | | |
|----------|---|---|
| 1 | Log into BUworks Central portal web site | https://ppo.buw.bu.edu/ or bu.edu/buworkscentral |
| 2 | Click on Procurement | BUworks Central Portal tab section. |
| 3 | Click on Internal Service Request | Procurement tab. |
| 4 | Double Click on ISR Request - Display | Detailed Navigation section. |
| 5 | Related Links | Links to Quick Reference Guide to Display an ISR . |



| | | |
|--|---------------------------|---|
| 6 | ISR Request Number | Enter ISR Document Number then press the Enter key on your keyboard to display ISR request. |
| ISR request information will display. | | |



| | | |
|----------|----------------------|--|
| 7 | Print Request | Click Print Request button to print or save PDF document. |
|----------|----------------------|--|



| | | |
|---|--|---|
| 8 | Results from clicking on the Print Request button. | |
| 9 | Scroll key | Use the Scroll key to display the bottom of the form. |



| | | |
|----|--|--|
| 10 | To return to ISR form entry view click on the Exit Form button | |
|----|--|--|

Reconciling ISR's and FSR's

Description:

It is recommended that reconciliation of billed charges made against department's **ISR's** and **FSR's** be performed periodically (weekly, monthly or quarterly) to manage unrestricted and restricted accounts.

To access the Quick Reference Guide on how to reconcile ISR's and FSR's copy and paste the link below to your browser or click on the link:

http://www.bu.edu/tech/files/2017/02/FI_ISR_Reconciling_ISR_and_FSRs_S_P99_41000147_QRG.pdf

User/Roles who have access to **WebGUI ECC** transaction codes and reports for reconciling:

- Internal Service Requester Role (e.fi.internal_service_requester)
- Department Submitter Role (e.fi.department_submitter)

WebGUI Transaction Codes and Reports

The reports and transaction codes reviewed here are real-time and allows for drill down to transaction entry level (header and line item data).

Real-time means you're able to review the entry on the same day the **Internal Service Request** form is submitted or on the same day the **Internal Provider** has billed or credited departmental accounts associated with the Internal or Facilities Service Request form.

[FMX3 - Display Earmarked Fund](#)

The **Earmarked Fund** entry (transaction code **FMX3**) provides transaction detail on the individual **ISR** or **FSR** request form. It helps you review how much the **ISR** was established for, how much has been used (consumption button), billed/charged amounts entries and status of request (whether it's closed – completion indicator).

[S_P99_41000147 - Earmarked Fund Display Listing](#)

The **Earmark Fund Journal** listing report (Transaction code: **S_P99_41000147**) provides transaction details on reserved funds (**Commitment Items**) made through the **SAP Funds Management** module.

Document types for **ISR** and **FSR** requests are listed below. This information can be used when running **BW** reports or **WebGUI ECC** reports to help narrow listing for report results.

| Fund Reservation Document Types and Number Ranges for ISR's and FSR's | | |
|---|---------------------------------|-----------------------------|
| Document Type | Description | Leading digits Ten digits # |
| 94 | ISR Rate Base Funds Reservation | 904XXXXXXXX |
| 95 | FSR General Job Base | 905XXXXXXXX |
| 96 | FSR Facility Job Base | 906XXXXXXXX |

[FMRP_RFFMEP1AX – All Posting Report](#)

The **All Posting Report** provides a listing of all transactions that have posted to the University's General Ledger. The entries are considered Actual expenses and will reflect as such on the Business Warehouse reports.