



7/26/2021

INTERNAL SERVICE REQUEST (ISR) Best Practices

Background and Purpose

Shoppers can request internal goods or services (Catering and Dining, Lab Animals, Mail Services...) from Boston University Providers (other than Facilities, see Facilities Service Request - FSR). The **Requester**, through the Procurement/ISR process, creates the Internal Service Request (ISR) online. The **Provider**, through Finance/ISR Fulfillment posts charges against the ISR.

- Pay close attention to the provider selected as many have similar names. *If the wrong provider is selected a new ISR form is required.
- All ISR 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 a 'charge distribution' referenced will default to the charging the home cost center.
- ISR's should be closed before year end or grant ending period to ensure reserved commitment item(s) are released. The Internal Provider is responsible for closing open ISR's.
- To correct an ISR posted entry a journal entry is required.

Abbreviations

Abbreviations	Meaning
DA	Department Administrator
FSR	Facilities Service Request
ISR	Internal Service Request
Provider	Person/Department fulfilling the internal service request
Requester	Person requesting the internal service
SA	School Administrator

Roles and Responsibilities

Role	Responsibility
Department Administrator/School Administrator	In this instance, also known as the 'Shopper/Requester', fills out the ISR with correct information to order services and/or goods
Principal Investigator	Alerts DA/SA that an ISR is needed in connection with a grant

Process Flow

Information to have on hand before starting the ISR process: the BU Provider, the account number to be charged, and percentage of cost split if desired.

1. Login to the BUworks Central Portal and go to:
-> Procurement -> Internal Service Request -> ISR Request -> Create
2. Fill in the ISR form with the requested information



3. Attach any relevant documents (such as email from PI confirming request)
 4. Validate data entry
 5. Correct or add information if necessary
 6. Click submit
- Once the ISR is submitted, the Internal Service Provider receives an email informing them of the request.
 - The ISR can be displayed and printed or saved to a file, if needed, once it has been submitted
 - ISR form cannot be edited or updated once it has been submitted, in that instance the BU provider needs to be contacted
 - A copy of the ISR will be sent to the shopper's email address

Reference Documents

- <https://www.bu.edu/sourcing/h2po/> (open the PDF Ordering Method Matrix)
- http://www.bu.edu/buworks/help/guides/ordering-goods-services/internal-service-requests/story_html5.html

Screenshot from online ISR Form:

Internal Service Request											
Provider Name: Internal Providers Name							Request Number: 9040163282				
Contact Name: Requestors Name			Phone: xXXXXX		PI/Requester:				Phone:		
E-Mail: requestors email @bu.edu											
Delivery Information											
Requested Delivery Date: Date Requested											
Deliver To: XXXXX				Room: XXX		For Attention: XXXXX					
Notepad						Charge Distribution					
AD-65310735 ACROBAT PROFESSIONAL 2020 LICENSE LICENSE \$102.11											
Requested Items											
Line Item Number	Item Description	Qty	Unit	Net Price	Total Amount	Cost Object	Charged Amount	Cost Object Text	Compl. Ind.	Changed On	Changed By
00001	Acrobat License 2020	1	EA	=102.11	=102.11	Cost Center #	=0.00	Cost Center Name		Date	Requestor Name