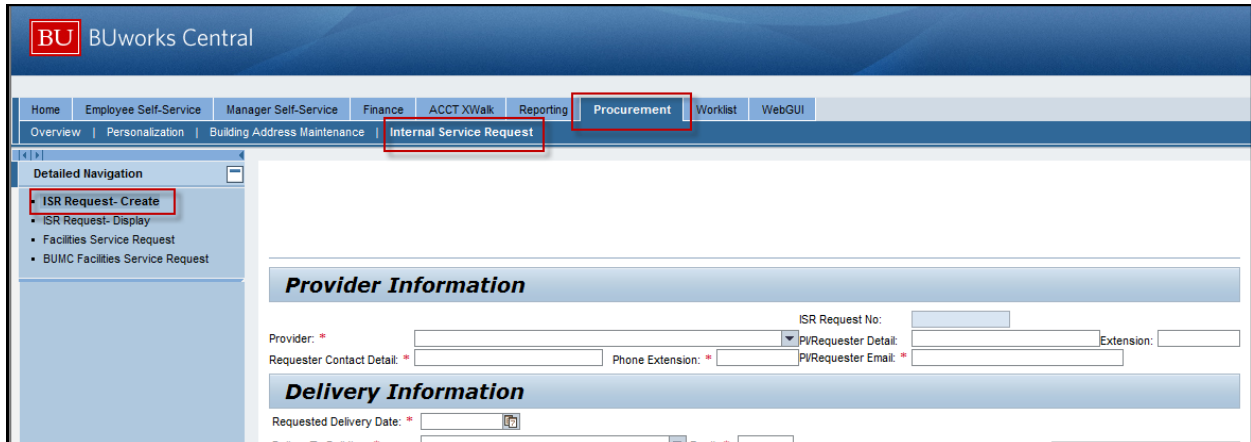


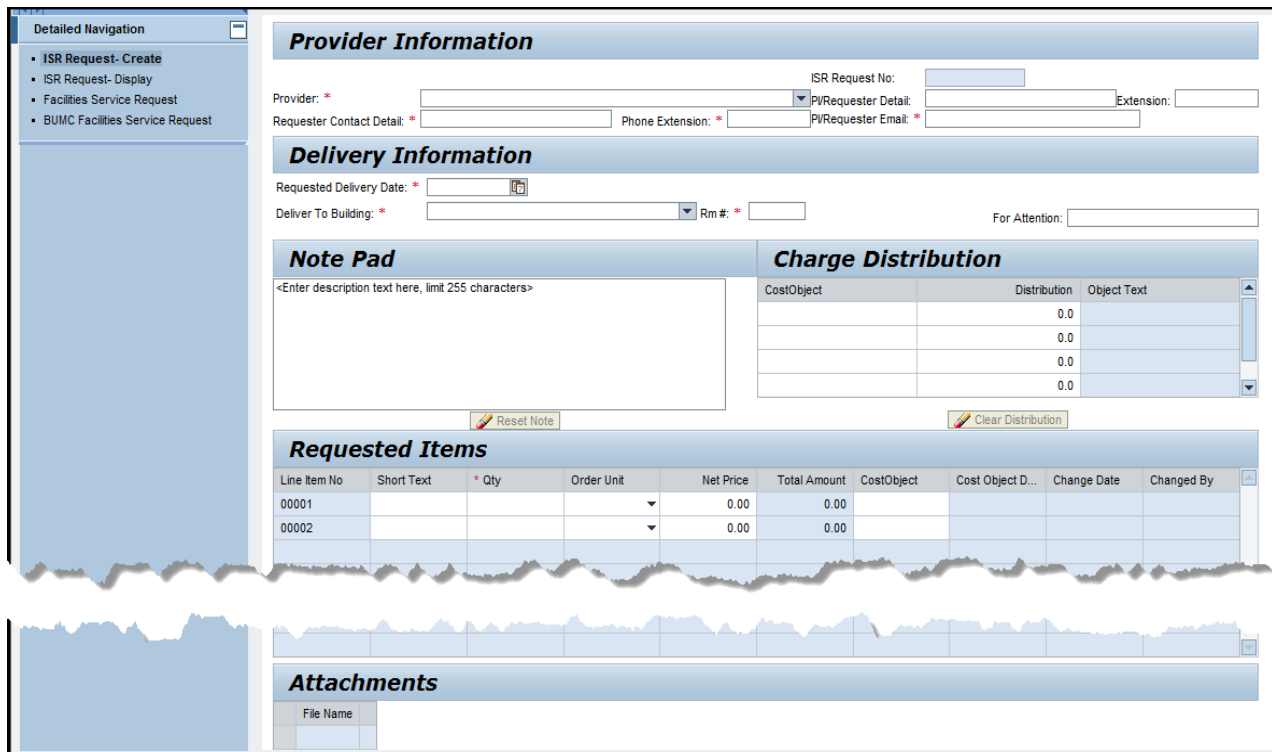
**How to access the Internal Service Request form**

**BUworks Central portal → Procurement → Internal Service Request → ISR Request Create**



1	Log into BUworks Central portal web site	<a href="https://ppo.buw.bu.edu/">https://ppo.buw.bu.edu/</a>
2	Click on Procurement	Portal tab section
3	Click on Internal Service Request	Sub tab section
4	Double Click on ISR Request – Create	Detailed Navigation section

*Below are the results*



**Ready to enter an Internal Service Request form**

### How to create an Internal Service Request

The screenshot shows the 'Provider Information' section of the form. Callout 1 points to the 'Provider' dropdown menu. Callout 2 points to the 'Requester Contact Detail' text field. Callout 3 points to the 'Phone Extension' text field. Callout 4 points to the 'PI/Requester Detail' text field. Callout 5 points to the 'PI/Requester Email' text field. Other visible fields include 'ISR Request No.', 'Extension', and 'For Attention'.

1	<b>Provider (drop down)</b>	Required	Select from a list of BU Suppliers or Enter type BU Supplier provider name
2	<b>Request Contact Detail</b>	Required	Enter name of requestor
3	<b>Phone Extension</b>	Required	Enter requester phone extension – limited 10 character field
4	<b>PI/Requester Detail</b>	Optional	Enter PI or Requester contact name
5	<b>PI/Requester Email</b>	Required	Enter PI or Requester email address – <ul style="list-style-type: none"> <li>• Must be a valid Boston University email address</li> </ul> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Important</b></p> <ul style="list-style-type: none"> <li>• Only one email is required</li> <li>• Do not enter multiple emails. If entered the notification will not be sent.</li> </ul> </div> <p>Note: a confirmation email will be emailed to the email address entered</p>

*Provider Information has been entered*

The screenshot shows three sections of the form. Callout 6 points to the 'Requested Delivery Date' field with a calendar icon. Callout 7 points to the 'Deliver To Building' dropdown. Callout 8 points to the 'Rm #' field. Callout 9 points to the 'Note Pad' text area. Callout 10 points to the 'Charge Distribution' table. The table has columns for 'CostObject', 'Distribution', and 'Object Text'. There are 'Reset Note' and 'Clear Distribution' buttons at the bottom.

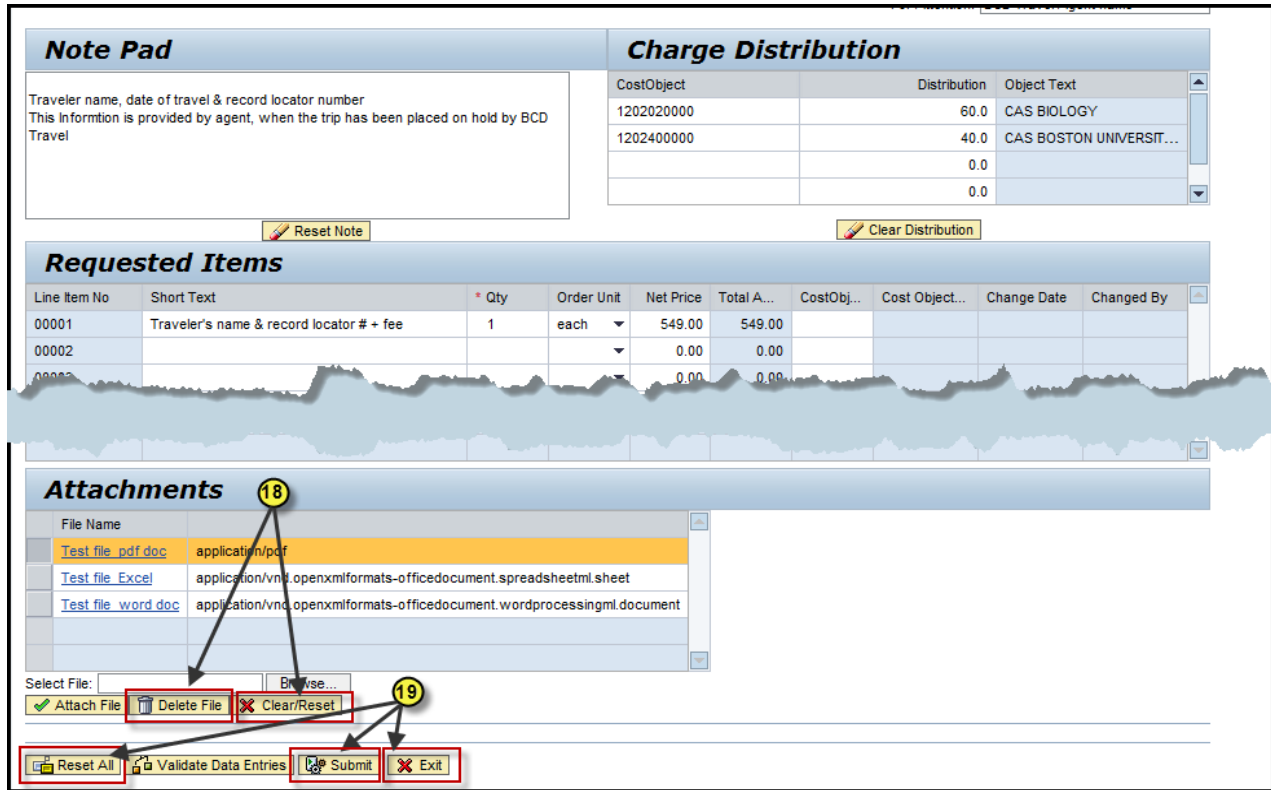
6	<b>Requested Delivery Date</b>	Required	Enter date or select date of delivery via drop down menu (calendar will appear)
7	<b>Deliver To Building</b>	Required	Enter location of building
8	<b>Room #</b>	Required	Enter room number within building
9	<b>Note Pad</b>	Optional	Enter description of services or material text here – limited 255 character field
10	<b>Charge Distribution</b>	Optional	Enter cost object if splitting cost between two or more departments. Note: Charge Distribution is split by percentage %

*Delivery Information have been entered  
Note Pad information have been entered  
Charge Distribution have been entered*

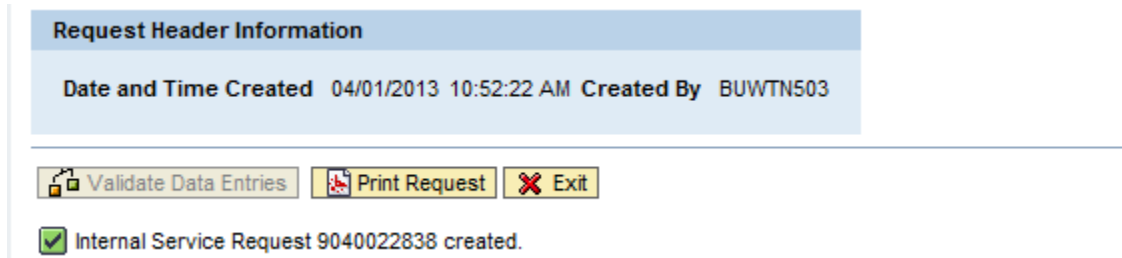
11	<b>Short Text</b>	Optional	Enter brief description of item being ordered
12	<b>Qty</b>	Required	Enter number of items being ordered
13	<b>Order/Unit (drop down)</b>	Optional	Select or enter type of order
14	<b>Net Price</b>	Required	Enter price of each item
15	<b>Cost Object</b>	Required	Enter cost object (Cost Center, Internal Order or WBS #) to be charged for items ordered.
16	<b>Attachments</b>	Optional	Browse or select documents to be attached – acceptable file types are PDF, Word and Excel
17	<b>Validate Data Entries</b>	Required	Click on button to validate entries before posting ISR form. ( <i>Submit button is disabled until all data entries have been validated using the Validate Data Entries feature</i> )

Changes to **Attachments** and/or **ISR form** is available prior to clicking on the **Submit** button

***Requested Items have been entered  
Attachments have been attached  
Validation of data entered has started***

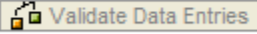
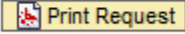



<b>18</b>	<b>Attachments Options</b>	Optional	
	<b>Attach File</b>		Click on Browse & select file to attach then click button
	<b>Delete File</b>		To delete all attached files
	<b>Clear/Reset</b>		To clear and reset all attached files
<b>19</b>	<b>ISR Submit Options</b>	Optional	
	<b>Reset All</b>		To reset Internal Service Request form
	<b>Validate Data Entries</b>		To re-validate data entries
	<b>Submit</b>		To complete and submit ISR form for posting – Click to complete request (button is disabled until all data entries have been validated using the Validate Data Entries feature)  BU Supplier will receive a copy of the ISR form via email  ISR form cannot be edited or updated once it has been submitted.  If an ISR is completed in error (e.g. wrong provider selected), the provider will need to close the ISR commitment item.
	<b>and/or</b>		
	<b>Exit</b>		To exit ISR form



**Request Header Information**

Date and Time Created 04/01/2013 10:52:22 AM Created By BUWTN503

Internal Service Request 9040022838 created.

Once the Submit button is pressed an ISR document number will appear on the bottom left hand side of screen

***Internal Service Request form has been created, completed and submitted.***

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### Additional Details on ISRs -Internal Service Request Forms

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- 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.
- The Note Pad field is limited to 255 characters.
- Attachments can be added to the ISR form.
- Once an ISR is submitted an ISR document number is created and funds are encumbered through Funds Reservation.
  - ISR forms cannot be updated.
  - No approval process required.
- The Internal Provider receives an e-mail and fulfills the request.
  - Once the ISR is fulfilled it triggers the release on reserved funds.
- ISR 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 a ISR posted entry a journal entry is required.