

# How to access the Internal Service Request form

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

BU BUworks Central	
Home Employee Self-Service Manag	er Self-Service Finance ACCT XWalk Reporting Procurement Worklist WebGUI
Detailed Navigation     Detailed Navigation     ISR Request-Create     ISR Request-Display     Facilities Service Request     BUMC Facilities Service Request	Provider Information
	ISR Request No: Provider: * Phone Extension: * Phone Extension: * PiRequester Detail: Extension: * PiRequester Email: *  Delivery Information Requested Delivery Date: *

1	Log into BUworks Central portal web site	https://ppo.buw.bu.edu/
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

Detailed Navigation	Provid	ler Infori	mation								
ISR Request- Create     ISR Request- Display     Facilities Service Request     BUMC Facilities Service Request	Provider: * Requester Conta	ct Detail: *		Phone B	Extension: *	ISR Req PVReque PVReque	uest No: ester Detail: ester Email: *		Ext	ension:	
	Delive	ry Infori	nation								
	Requested Deliv Deliver To Buildir	ery Date: * ng: *	67		💌 Rm #: *			For Attentio	on:		
	Note F	Pad				Charge	<b>Distrib</b>	oution			
	<enter description<="" th=""><th>on text here, limit 25</th><th>5 characters&gt;</th><th></th><th></th><th>CostObject</th><th></th><th>Distribu</th><th>ution Object Te</th><th>ext</th><th></th></enter>	on text here, limit 25	5 characters>			CostObject		Distribu	ution Object Te	ext	
									0.0		_
									0.0		
									0.0		-
			🕜 Reset Note					🥜 Clear Distributi	ion		
	Reque	sted Ite	ms								
	Line Item No	Short Text	* Qty	Order Unit	Net Price	Total Amount	CostObject	Cost Object D	Change Date	Changed By	
	00001			•	0.00	0.00					
	00002			•	0.00	0.00					_
Som gran gran gran	and the second s	~ * * *			and the second	and the second second		and a second second		P. (P 19-4)	
							1				
	Attach	ments									
	File Name										

### Ready to enter an Internal Service Request form



# How to create an Internal Service Request



1	Provider (drop down)	Required	Select from a list of BU Suppliers or Enter type BU Supplier
			provider name
2	Request Contact Detail	Required	Enter name of requestor
3	Phone Extension	Required	Enter requester phone extension – limited 10 character field
4	PI/Requester Detail	Optional	Enter PI or Requester contact name
5	PI/Requester Email	Required	Enter PI or Requester email address –
	-	-	<ul> <li>Must be a valid Boston University email address</li> </ul>
			<ul> <li>Only one email is required</li> <li>Do not enter multiple emails. If entered the notification will not be sent.</li> </ul> Note: a confirmation email will be emailed to the email address entered

### Provider Information has been entered

Delivery Information 6	0	•		
Requested Delivery Date: *		(10)		
Deliver To Building: * 🗸 🔍 💌 Rm #: *		For Attention:		
Note Pad	Charge Dis	stribution		
<enter 255="" characters="" description="" here,="" limit="" text=""> 9</enter>	CostObject	Distribution	Object Text	
-		0.0		
		0.0		
		0.0		
		0.0		-
🔗 Reset Note		🦨 Clear Distribution		

6	Requested Delivery Date	Required	Enter date or select date of delivery via drop down menu (calendar will appear)
7	Deliver To Building	Required	Enter location of building
8	Room #	Required	Enter room number within building
9	Note Pad	Optional	Enter description of services or material text here –
			limited 255 character field
10	Charge Distribution	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



Reque	sted Ite	ems								
Line Item No	Short Text	* Qty	Order Unit	Net Price	Total Amount	CostObject	Cost Object D	Change Date	Changed By	
00001	•	•	<b>1</b> -	• 0.00	0.00	•				
00002			-	0.00	0.00					
	1	12	13	14		(15)				
and a	an sea	and a second	Jan warden			an and	and the second s			
		<u> </u>								
Attach	ments									
File Name		10								
Select File:	Delete File	Browse X Clear/Reset	17							
Reset All	🔓 Validate Data	Entries .	Submit 🔀 Exit							

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

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



BU BUworks Online Help

Note Pad					Charge Distribution						
Traveler name, date of travel & record locator number				CostObject			Distributio	on Object Text			
Traveler name, date of travel & record locator number This Informtion is provided by agent, when the trip has been placed on hold by BCD Travel				1202020000		60.0		.0 CAS BIOLO	GY		
				1202400000			40	.0 CAS BOSTO	ON UNIVERSIT		
							0	.0			
							0	.0		-	
	Reset Note				4	Clear Distribution					
Reques	sted Items							-			
.ine Item No	Short Text	* Qty	Order Uni	it Net Price	Total A	CostObj	Cost Object	Change Date	Changed By		
00001	Traveler's name & record locator # + fee	1	each .	▼ 549.00	549.00						
10002				• 0.00	0.00						
10002		هي هــ		0.00	0.00			and and			
Attach	ments B			0.00	0.00						
Attachi File Name	ments 13			0.00	0.00						
Attachi File Name	ments (B)			- 0.00	0.00						
Attachi File Name Test file pdf	ments 18 doc application/pof application/vnk.openxmiformats-officedoo	ument.spreads	heetml.she	et	0.99						
Attachi File Name Test file pdf Test file Exc Test file wo	ments application/pof application/vntiopenxmiformats-officedo apply ation/vndiopenxmiformats-officedo	cument.spreads	heetml.she	et document	0,00						
Attachi File Name Test file pdf Test file Exc Test file wo	ments 18 doc application/pof application/vnt.openxmiformats-officedoo rd doc application/vnc.openxmiformats-officedoo	cument.spreads	heetmi.she	eet .document	0,00						
Attachi File Name Test file pdf Test file Exc Test file wo slect File:	ments 18  doc application/pof application/vnl.openxmlformats-officedoo rd.doc application/vnc.openxmlformats-officedoo Browse  Delete File X Clear/Reset	cument.spreads	heetml.she	et .document	0,00						

18	Attachments Options	Optional	
	Attach File		Click on Browse & select file to attach then click button
	Delete File		To delete all attached files
	Clear/Reset		To clear and reset all attached files
19	ISR Submit Options	Optional	
	Reset All		To reset Internal Service Request form
	Validate Data Entries		To re-validate data entries
	Submit		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.
	and/or		
	Exit		To exit ISR form



 Request Header Information

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

 Image: State Data Entries
 Image: State Data Entries
 Image: State Data Entries

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.

Additional Details on ISRs -Internal Service Request Forms

- 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.