

Interdepartmental Service Request (ISR)

Send to Supplier Method: HokieMart will deliver PO

The Interdepartmental Service Request (ISR) form is used to process orders to all internal university suppliers and Service Centers listed on the drop-down menu of the form. Service Centers/Suppliers are added on a continuous basis. All internal supplier names start with a "VT."

ISR forms are billed through a journal entry in Banner by the department acting as the internal supplier. Invoices for these transactions are not processed by Accounts Payable.

From the Main Screen of HokieMart under University Forms

- Select **Interdepartmental Service Request**

The screenshot shows the 'University Forms & SWaM Vendor Search' interface. It features two main sections: 'University Forms & SWaM Vendor Search' and 'Procurement Related Forms'. In the first section, there are four buttons: 'Direct Pay (HokieMart will not d...', 'Interdepartmental Service Reque...', 'Reimbursement Request (HokieMart...', and 'Travel'. An orange arrow points to the 'Interdepartmental Service Reque...' button. The second section, 'Procurement Related Forms', contains three buttons: 'Contract Mod Request Form', 'Ship To Address Request Form', and 'Solicitation Request Form'.

From the drop-down menu:

- Choose the desired VT Supplier. A listing of all Virginia Tech Internal Suppliers can be found [here](#). The order address will default in.

The screenshot shows the 'Interdepartmental Service Request (HokieMart will deliver PO)' form. The 'Supplier Info' section is active, showing a dropdown menu for 'Supplier' with 'VT Chemistry Research Stockroom' selected. Below this, the 'Fulfillment Address' is displayed as 'Order Address 2' with the address: '171 Davidson Hall, 1040 Drillfield Dr, Blacksburg, Virginia 24061 United States'. The top of the form includes a navigation bar with the Virginia Tech logo, 'HOKIE MART', and various utility icons like search, cart, and notifications.

In the General Info section, enter all information.

- Catalog No. should display ISR (**Do not edit**).
- Product description allows the user to identify what is purchased.
- Quantity of items or users can enter a quantity of 1 for a service.
- Packaging defaults to **EA – each** but can be changed if needed.
- Estimated Price – enter how much you think the request will cost. This can be an exact amount quoted from the supplier or can be an estimate. This will be the amount encumbered for that line item.

The screenshot shows the 'General Info' section of a form. It includes a header 'General Info' with a help icon. Below is a section titled 'Non-Configurable Fields'. The 'General Info Instructions' state: 'Use this form for Interdepartment Service Requests. Include a general description of the goods or services you are requesting in Product Name/Description field.' The 'Form Type' is set to 'Interdepartmental Service Request (HokieMart will deliver PO)'. The 'Catalog No.' field contains 'ISR'. The 'Product Description' field contains 'Beakers' and shows '247 characters remaining' with 'expand' and 'clear' links. The 'Quantity' field contains '5'. The 'Packaging' dropdown is set to 'EA - Each'. The 'Estimated Price' field contains '7.00'.

- Complete the **External Info** portion of the form. If this portion is not completed, error messages may appear on the requisition. All areas designated with a star are required fields.

The screenshot shows the 'External Info' section of a form. It includes a header 'External Info' with a help icon. Below is a section titled 'External Info Instructions' with the instruction: 'Include additional instructions under External Notes below.' The 'Service Required by:' field contains '3/31/2025' with a calendar icon and the format 'mm/dd/yyyy'. The 'Department' field contains 'Procurement'. The 'Building / Room' field contains 'North End Center 2100'. The 'Contact Name' field contains 'HokieBird'. The 'Contact Phone' field contains '540-231-6221'. The 'External Notes (1000 char)' field contains 'Hokie Bird will be there to pick these up next week.' and shows '948 characters remaining' with 'expand' and 'clear' links. At the bottom, the 'External Attachments' section has an 'Add' button.

- If attachments are necessary, click **Add** in the **External Attachments** field.

Browse your computer documents and attach any document(s) that need to be sent with the ISR. These attachments must be done as **External Attachments**.

Once you have entered your item, from the Available Actions drop-down menu, either click **Add and Go To Cart** or **Add to Cart and Return** to continue adding items.

User will now be in the Main Screen of HokieMart. Click on the shopping cart icon in the upper right-hand corner of the screen to access the draft cart.



User will now have the option to view the cart and continue shopping or go directly to the Requisition Summary screen which allows the requisitioner to add funding information in the Cart Draft Requisition.

Account Codes for ISRs

When entering ISRs for internal suppliers in HokieMart who are official University Service Centers, **the account code on all transactions must always be 1244R**. If an account code other than 1244R is entered on the ISR, the PO that was generated will be closed and you will be asked to process a new request through HokieMart with the correct account code. A complete list of official University Service Center HokieMart Suppliers can be found [here](#).

Receiving ISRs

Please note that departments submitting ISRs to any Internal Service Unit through HokieMart **do not need to do receiving in HokieMart** or send a paper copy of the invoice to the Controller's Office. The individual service area will process the billings through Banner.

Additionally, the Procurement department does not release encumbrances on ISR purchase orders. Encumbrances on cancelled ISR purchase orders can be released by the internal vendor through their billing process. Departments should contact the internal vendor directly for encumbrance releases on their purchase orders.