

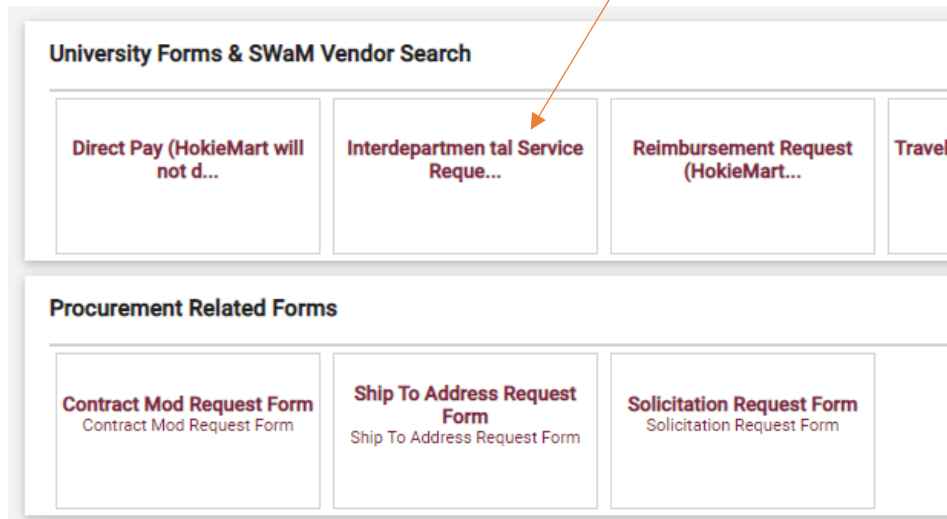
Quick Guide: Interdepartmental Service Request (ISR)

HokieMart will deliver PO

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

From the Main Screen of HokieMart:

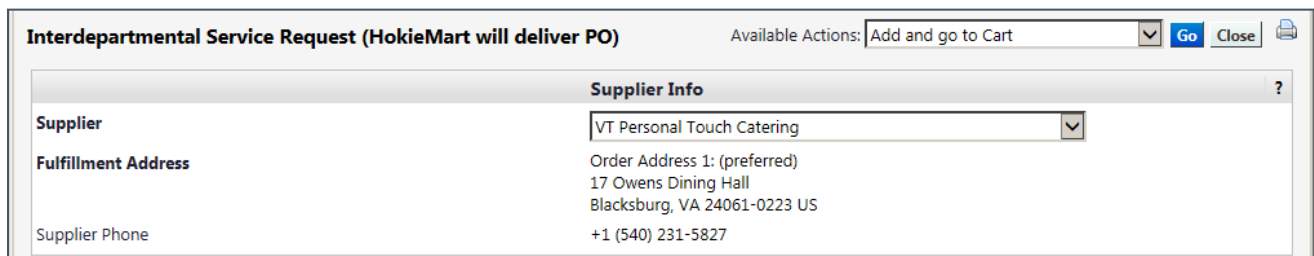
- Select "Interdepartmental Service Request."



The screenshot shows the HokieMart main screen with two sections of forms. The top section is titled "University Forms & SWaM Vendor Search" and contains four buttons: "Direct Pay (HokieMart will not d...", "Interdepartmental Service Reque...", "Reimbursement Request (HokieMart...", and "Travel". The bottom section is titled "Procurement Related Forms" and contains three buttons: "Contract Mod Request Form", "Ship To Address Request Form", and "Solicitation Request Form". An orange arrow points to the "Interdepartmental Service Request" button.

From the drop-down menu:

- Choose the desired VT supplier.
- Complete list of Virginia Tech internal university suppliers can be found at: https://www.procurement.vt.edu/content/dam/procurement_vt_edu/hokie_mart/Internal_Vendor_Listing.pdf



The screenshot shows the "Interdepartmental Service Request (HokieMart will deliver PO)" form. The "Supplier Info" section is expanded, showing a dropdown menu for "Supplier" with "VT Personal Touch Catering" selected. Below this, the "Fulfillment Address" is displayed as "Order Address 1: (preferred), 17 Owens Dining Hall, Blacksburg, VA 24061-0223 US". The "Supplier Phone" is listed as "+1 (540) 231-5827". The form also includes "Available Actions" with a dropdown menu set to "Add and go to Cart", and "Go" and "Close" buttons.

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 - leave at 1. This is one service request.
- Packaging defaults to EA – each

- Estimated Price – enter how much you think the request will cost

General Info ?

Non-Configurable Fields

General Info Instructions

Use this form for Interdepartment Service Requests. Include a general description of the goods or services you are requesting in Product Name/Description field.

Interdepartmental Service Request (HokieMart will deliver PO)

Form Type
Catalog No.

Product Description

 254 characters remaining expand | clear

Quantity

Packaging (UOM)

Estimated Price

- Complete the “External Notes” portion of the form. If this portion is not completed, error messages will appear and the user cannot submit the PR. All areas are required.

External Info ?

External Info Instructions

Include additional instructions under External Notes below.

Service Required by:
 mm/dd/yyyy

Department:

Building / Room:

Contact Name:

Contact Phone:

External Notes (1000 char)

 1000 characters remaining expand | clear

External Attachments
 add attachment...

Total 0.00

- If attachments are necessary, Click “add attachment.”

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

- Close the attachment box. The attachment name will appear in the box.

From the Available Actions drop-down menu:

- Click Add and go to Cart
- When finished shopping click Save and Close

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. Complete the PR.

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 at the following link:

https://www.procurement.vt.edu/content/dam/procurement_vt_edu/hokiemart/service_ctrs.pdf

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.