

QG - Interdepartmental Service Request

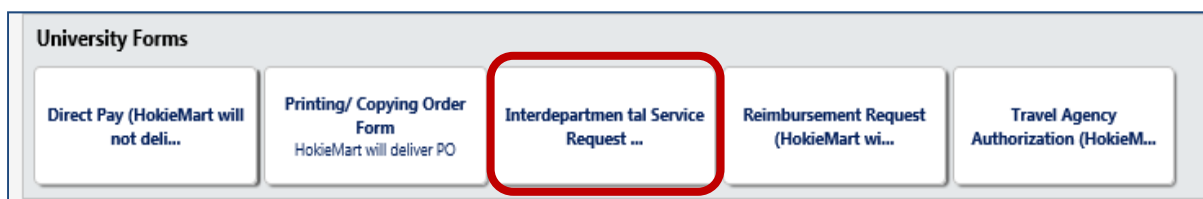
HokieMart will deliver PO

Interdepartmental Service Request (ISR)

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.

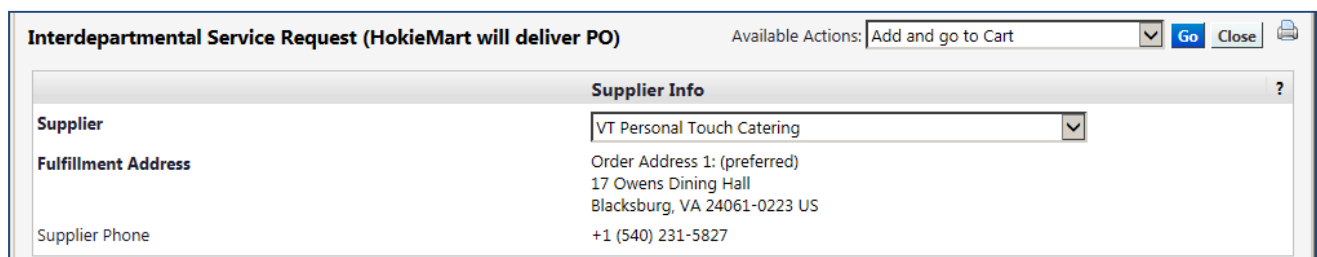
From the Main Screen of HokieMart:

- Click “Interdepartmental Service Request.”



From the drop-down menu:

- Choose the desired VT supplier.
- Complete list of Virginia Tech internal university suppliers can be found at: <http://www.procurement.vt.edu/HokieMart/hm.html>



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

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 “Each”
- Estimated Price...how much do you think the request will be?

The screenshot shows the 'General Info' section of a form. On the left, under 'Non-Configurable Fields', are labels for 'Form Type', 'Catalog No.', 'Product Description', 'Quantity', 'Packaging (UOM)', and 'Estimated Price'. On the right, the 'Form Type' is 'ISR'. The 'Catalog No.' field contains 'ISR'. The 'Product Description' is a large text area with 'Interdepartmental Service Request (HokieMart will deliver PO)' and a '254 characters remaining' indicator. The 'Quantity' is '1'. The 'Packaging (UOM)' is 'EA - Each'. The 'Estimated Price' is '0.00'. A 'Total' label with '0.00' is visible at the bottom right of the form area.

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.


The screenshot shows the 'External Info' section of a form. On the left, under 'External Info Instructions', are labels for 'Service Required by:', 'Department:', 'Building / Room:', 'Contact Name:', and 'Contact Phone:'. On the right, there are input fields for each of these labels. Below these is a large text area for 'External Notes (1000 char)' with a '1000 characters remaining' indicator. At the bottom left, there is an 'External Attachments' section with an 'add attachment...' link. A 'Total' label with '0.00' is visible at the bottom right of the form area.

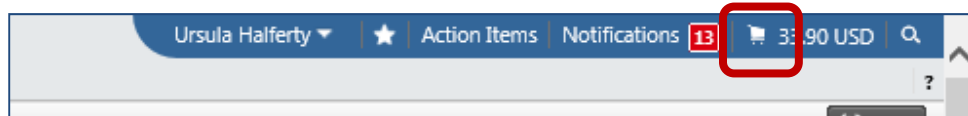
- If attachments are necessary, Click “add attachment.”

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 requestor to add funding information in the Cart Draft Requisition.
- Complete the PR.

Processing ISRs Through HokieMart

The Controller’s Office continues the on-going process of setting up the university’s internal suppliers so they can receive Interdepartmental Service Requests (ISRs) through HokieMart. If the internal vendor you are doing business with has been set up on the HokieMart ISR form, you must complete your ISRs through HokieMart. The Controller’s Office will no longer process paper ISRs for these suppliers. A complete list of HokieMart internal suppliers can be found at the following link:

http://www.procurement.vt.edu/HokieMart/internal_vendors.pdf

The screenshot shows a web browser window with the URL <https://solutions.sciquest.com/?&FavoriteProductId=258195&wantReloadOnClose=258195&callerScroll>. The page title is "Interdepartmental Service Request (HokieMart will deliver PO)". The form is divided into three main sections:

- Supplier Info:** A dropdown menu for selecting a supplier.
- General Info:** Contains 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)". Fields include:
 - Form Type: ISR
 - Product Description: A text area with "254 characters remaining" and "expand | clear" links.
 - Quantity: 1
 - Packaging (UOM): EA - Each
 - Estimated Price: 0.00
- External Info:** Contains instructions: "Include additional instructions under External Notes below." Fields include:
 - Service Required by: A date field (mm/dd/yyyy).
 - Department: A text field.
 - Building / Room: A text field.
 - Contact Name: A text field.
 - Contact Phone: A text field.
 - External Notes (1000 char): A large text area with "1000 characters remaining" and "expand | clear" links.

At the bottom right, there is a "Total" field with the value "0.00".

Account Codes for ISRs

When entering ISRs for suppliers in HokieMart who are official University Service Centers, The account code on all transactions must always be **1244R**. In the past if an account code other than **1244R** was entered on the ISR, the PO that was generated was closed and you were asked to process a new request through HokieMart with the correct account code.

The lab managers group requested that an edit be placed in the HokieMart system to help ensure the proper account code is used on requisitions to suppliers who are internal service centers with approved rates. Account code 1244R is mandatory for coding all expenses on the Interdepartmental Service Request Form (ISR) for these suppliers.

Effective 01.15.14 the new edit will alert the requestor regarding the wrong account code when the requisition is initially submitted and before it is sent to any approvers. The requisition will be returned (draft cart) and the requestor will get an email noting such. The **requestor** will need to change the account code to **1244R** and resubmit the requisition.

For a complete listing of service centers with approved rates, see the following URL.
http://www.procurement.vt.edu/HokieMart/service_ctr.pdf

Receiving ISRs

Also, 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 purchase order to the Controller's Office. The individual service area will process the billings through Banner.



If you have questions, please contact Stacy King at 231-8624 or at **kings@vt.edu**.