

Interdepartmental Service Request (ISR)

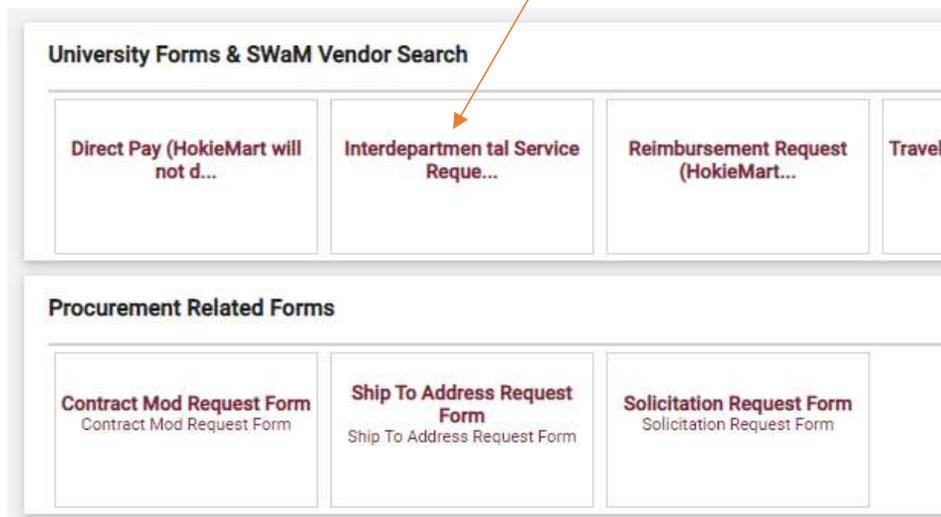
Send to Supplier Method: HokieMart will deliver PO

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.

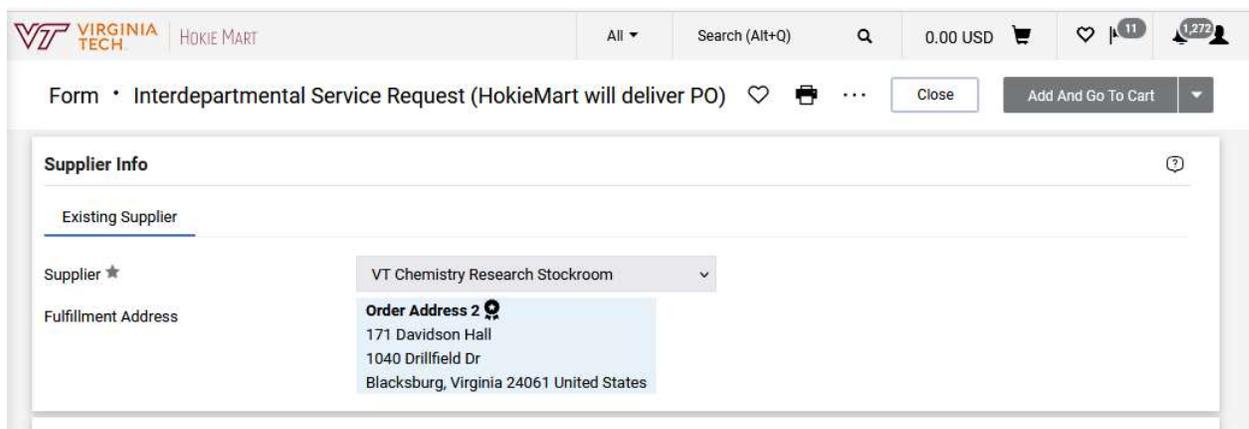
From the Main Screen of HokieMart under University Forms

- Select **Interdepartmental Service Request**



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.



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 'Non-Configurable Fields' header and a 'General Info Instructions' section. The form contains several fields: 'Form Type' (Interdepartmental Service Request), 'Catalog No.' (ISR), 'Product Description' (Beakers), 'Quantity' (5), 'Packaging' (EA - Each), and 'Estimated Price' (7.00). The 'Product Description' field has a character count of 247 characters remaining and 'expand | clear' options.

- 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 an 'External Info Instructions' section and several required fields: 'Service Required by:' (3/31/2025), 'Department:' (Procurement), 'Building / Room:' (North End Center 2100), 'Contact Name:' (HokieBird), and 'Contact Phone:' (540-231-6221). The 'External Notes (1000 char)' field contains the text 'Hokie Bird will be there to pick these up next week.' and has a character count of 948 characters remaining. The 'External Attachments' field 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.