Toolbox: Completing an ISP Form

ISP is an acronym for Internal Service Provider. An Internal Service Provider (ISP) is a department that provides goods/services that fulfill the business needs of other departments. To order from an ISP:

Select the specific form for the ISP from whom you wish to purchase.

At this time, the ISP General Use Form should not be utilized.

Each ISP form is unique to that internal provider, and will open in a new window.

Once your selected form displays, be sure to carefully review any policies or information listed in the general information section. For example, if you are using one of the vehicle rental forms, be sure you understand what your rough rental estimate cost will be.

Provide all necessary information on the form for the provider to fulfill your order. Required fields are in bold.

Each ISP form includes a disclaimer that must be acknowledged before the form can be added to your cart. It reads:

“I certify that by placing this order, any goods, services, or tickets purchased through Deacon Depot are for internal business use only and are not for personal or non-business use.”
Once all information has been provided, select the appropriate action from the Available Actions drop-down menu located at the top right-hand side of the form. Click “Go” to execute the action.

NOTE: ISP forms cannot be mixed with any other items in a cart. The form should be added to a cart all by itself.

Complete the cart as usual and assign the cart or place the order depending on your role.

Once the order is placed, the Purchase Requisition (PR) is created and flows through the normal approval process.

NOTE: If your order is for a vehicle rental, the price on the initial PR will show as $0.00. One of the first steps of the approval process for these orders is for the ISP to review the order, add the appropriate pricing, and complete their approval step sending the PR to the next step in the workflow. If the PR with the included pricing exceeds the approval authority of the person placing the order, the departmental approver will then approve the PR with the included pricing. Once this step is complete, the Purchase Order (PO) will be created and sent to the ISP to be fulfilled.