

1 **Selling Departments and Service Center** 2 **Operations**

3 Effective: Moved to Policy Library from UPM 11.1(2)

4 Contact: [Financial Accounting and Reporting](#)

5 **Introduction**

6 In order to provide for proper financial controls the selling departments must comply with established
7 fiscal management guidelines.

8 **Policy Statement**

9 **Authorization and Rates**

10 In-house operations that provide goods and services are called service center operations.
11 Authorization must be obtained from the Controller's Department (Financial Accounting and
12 Reporting Office) before engaging in a new service center activity. Service center operations must
13 follow established guidelines for rate development as well as procedures for doing business both on
14 and off campus. In addition, rates must be reviewed at least annually and adjusted if necessary.

15 **Internal ("Intramural") Sales**

16 Sales of goods or services to other university departments or accounts within the university system
17 are intramural sales. All intramural sales, including those to grant accounts, are considered internal
18 sales.

19 **External ("Extramural") Sales**

20 Sales of goods or services to external or non-university customers are extramural sales. Students
21 and employees of the university are considered to be external customers when purchasing goods
22 and services for personal use. All external sales should be processed through the ISU Receivables
23 Office except when payment is collected at the point of sale.

24 **University Receivables (UR) System**

25 Departmental non-cash sales and billable services to students, employees, and other external
26 customers must be entered into the University Receivables (UR) System for billing and collection.

27 **Resources**

28 **Links**

- 29 • [Fee-for-Service Operations \(Service Centers\)](#)