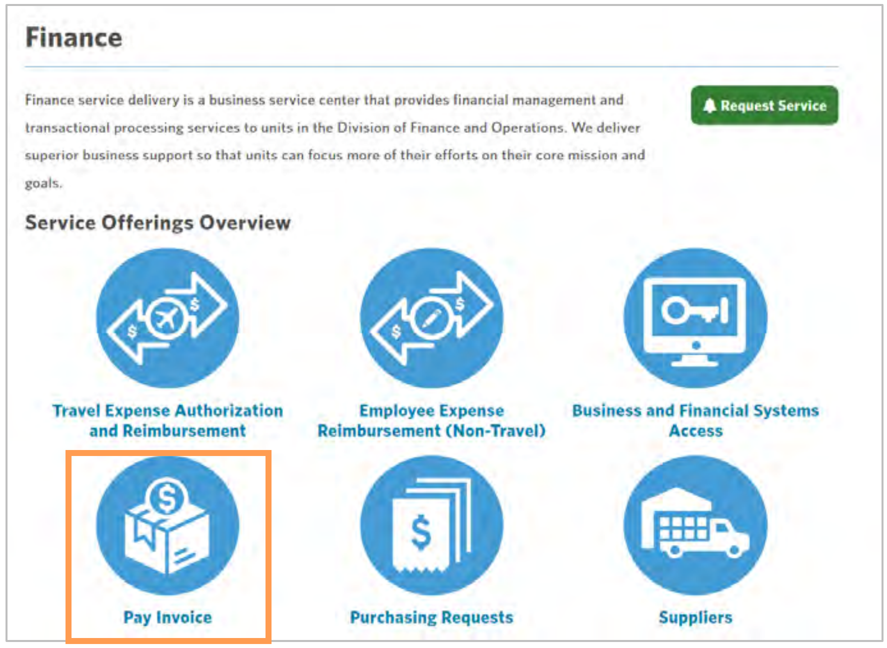
Submitting a Pay Invoice

SCE Finance uses ServiceNow to track and route service requests to the proper fulfillers. Finance employees will now process and communicate on requests entered into the ServiceNow system. To access the service catalog go to https://help.unc.edu or the SCE Finance website. For any questions contact SCE Finance.

Accessing ServiceNow

To submit a Pay Invoice request in ServiceNow open an internet browser and go to the SCE Finance website. https://fo.unc.edu/sce/finance/

- Click **Pay Invoice**.
- Review the Pay Invoice Checklist.
- Click **Request Service**. You will be taken to ServiceNow.
- Log in with your ONYEN and Password.
- Complete Duo Authentication. You will be taken to the Pay Invoice request form.

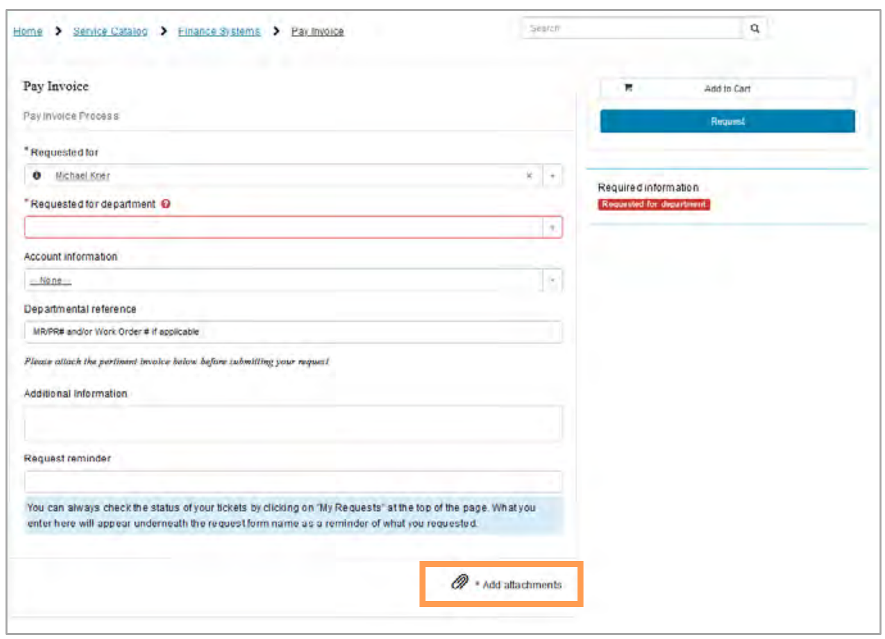


All Finance Requests for F&O are now entered and tracked within ServiceNow.

Submitting a Pay Invoice

Before submitting a Pay Invoice Request, review the requirements and checklist to be sure to submit all your documentation with your request. https://fo.unc.edu/files/2019/09/departmental-invoice-checklist.pdf

- Complete the required fields marked by a red asterisk listed on the screen.
- Confirm that the **Requested for** and **Requested for department** fields are populated.
- For a quick reference of Chartfield Strings, select/review the **CBM Favorites** under the **Account information** field. For assistance on adding/updating CBM Favorites go to the CBM Help Document.
- In the **Departmental Reference** field, include the MR#, PR# and/or work order number is applicable (Facilities Only).
- In the **Additional Information** field include the priority (only if urgent).
- In the **Request Reminder** field, include information to help remind you of what you have requested, such as Vendor and Invoice Number.
- Click **Request** to submit your Pay Invoice.



The **Add attachments** option gives you the ability to upload required files like the Invoice and other supporting documents.

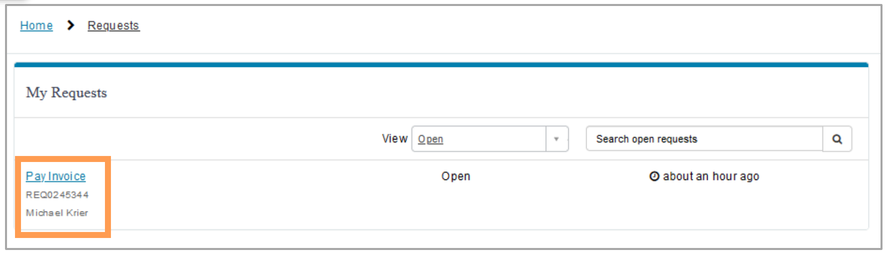
Communicating on Requests

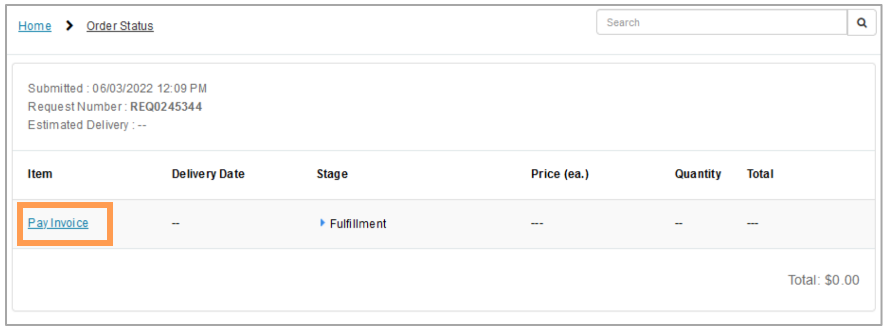
ServiceNow enables you to track and communicate on your requests submitted. To send a message to your fulfiller/processor go to https://help.unc.edu

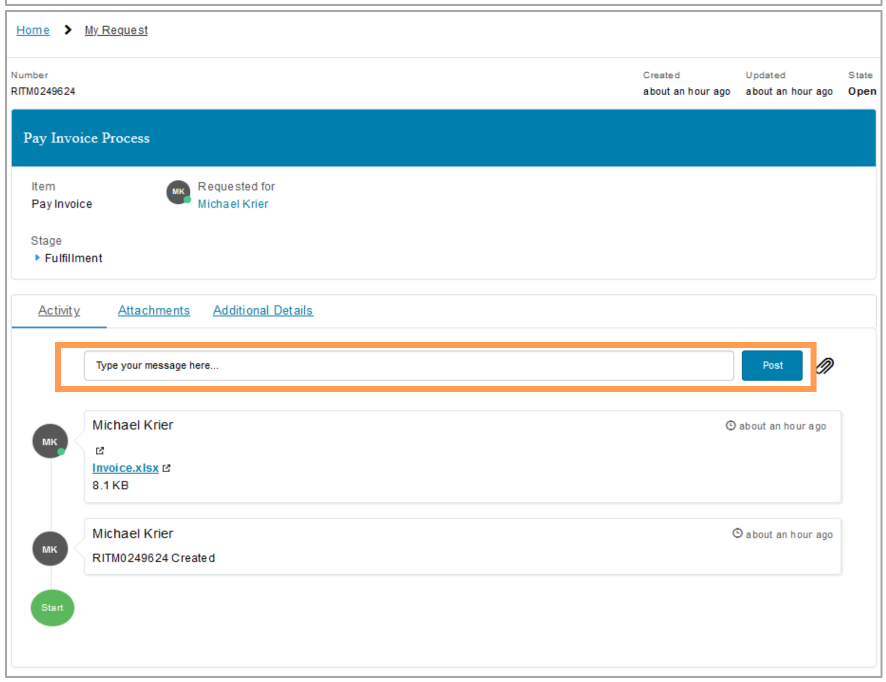
- Log in with your ONYEN and password.
- Complete Duo Authentication.
- In the top navigation menu, click **My Requests.**
- Click on the request you would like to view. You will see its status in the approval process.
- Click on **Pay Invoice** to view the Request Screen.

On the Request screen you will see the details of your Pay Invoice including who is working your invoice, when it was last accessed and any messages your processor has sent to you. When your request is updated an email will direct you to this screen.

- To communicate with your fulfiller/processor, type your message in the comment box at the top of the screen.
- To add an attachment to your request, click the paper clip icon in at the top of the screen.
- To view the attachments included in this request click on the file name in the attachments listed in the bottom right of the screen.







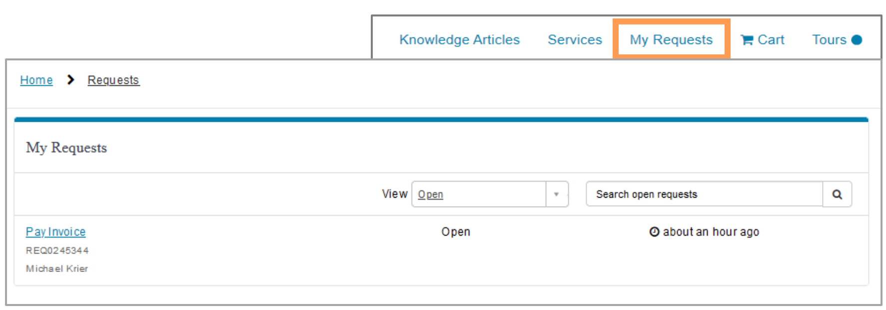
When the fulfiller/processor updates your request you will receive an email notification to direct you to the request screen. Communicate with your processor/fulfiller within ServiceNow on the Request Screen rather than through email.

Reviewing Requests

To view the status of all of your requests click the **My Requests** link at the top of the ServiceNow screen. You can view all your open or closed requests in ServiceNow.

Search your requests by status, type or keywords within the request such as the Invoice Number.

Requests can have one of four statuses. Open (not processed/accepted), Work in Progress (processing at the SCE), Pending (processing outside of SCE), and Closed Complete.



Select Closed in the drop down to view all of your closed requests. Otherwise select the request you wish to view. The additional statuses will