

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.

Accessing ServiceNow

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

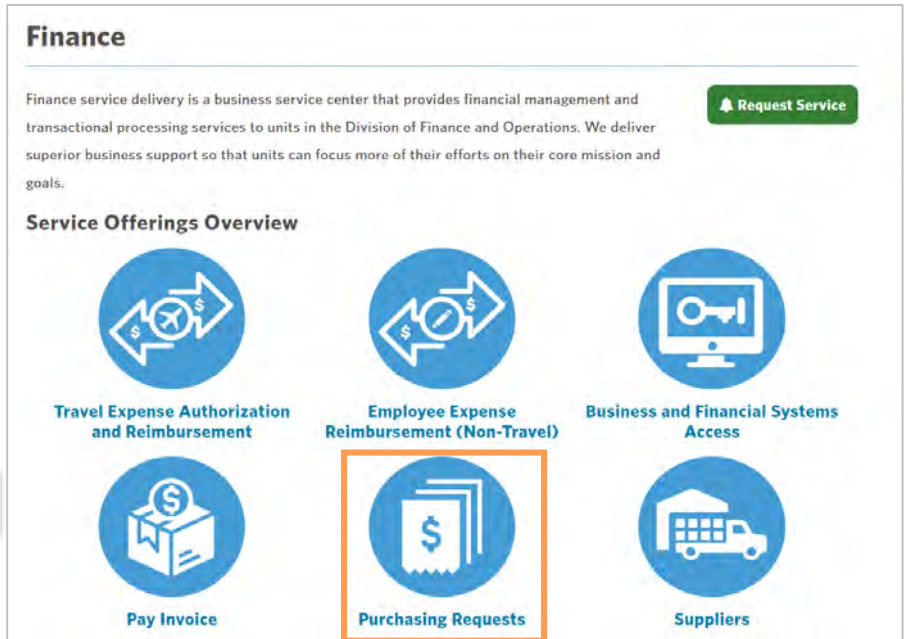
- Click Purchasing Request
- Click Request Service. You will be taken to ServiceNow
- Log in with your ONYEN and Password
- Complete Duo Authentication. You will be taken to the Purchasing Request form.

Submit a Purchase Request

Before submitting a Purchase Request review and complete the **Purchase Request Form** linked in the top of the header. View Procurement 101 for more information.

Complete the required fields marked by a red asterisk listed on the screen.

- Select University Chartstring under **Account Info** and enter the chartfield information
- Type your program code in the appropriate field
- Select yes or no for capital business office request
- In the additional comments field include the priority (only if urgent), department, and work order number if applicable.
- Complete and upload the Purchase Request Form using the paperclip at the bottom of the screen.
- If the project is required to be sole source include the waiver of competition and provide justification.
- Click **Request** to submit



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

Upload all documentation using the add attachments button including the **Purchase Request Form, Quote, and Waiver of Competition.**



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 want to view. You will see its status in the approval process.
- Click on Purchase Request 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.

Request Title	Status	Last Updated
Request a Purchase REQ0018789 Alex Hoppe	Open	4m ago
Travel Authorization REQ0018754 Alex Hoppe	Open	2d ago
Expense/Travel Reimbursement REQ0018748 Alex Hoppe	Open	2d ago

Order Placed : 10/10/2019 12:15 PM
Request Number : REQ0018789
Estimated Delivery : --

Order Item	Delivery Date	Stage	Price (ea.)	Quantity	Total
Request a Purchase	--	✓	--	--	--

Total: \$0.00

For purchase requests of goods and services and changes to existing purchase orders.

Type your message here... Send

Alex Hoppe
1m ago

010318_campus_scenes0171.jpg
264 KB

Your request has been submitted

Number	RITM0018861
State	Open
Priority	4 - Low
Created	1m ago
Updated	1m ago
Quantity	1

Options

Requested for Alex Hoppe

Requested for not in directory false

Requested for department SCE - Cont Imp Staff Dev Eng

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 of your open or closed requests in ServiceNow.

Search your requests by status or type.

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.

Knowledge Articles Services **My Requests** Cart Tours

Request Title	Status	Last Updated
Office 365 Support REQ0018364 Joshua Ham	Open	3m ago
Finance Applications REQ0018363 Joshua Ham	Open	4m ago

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

