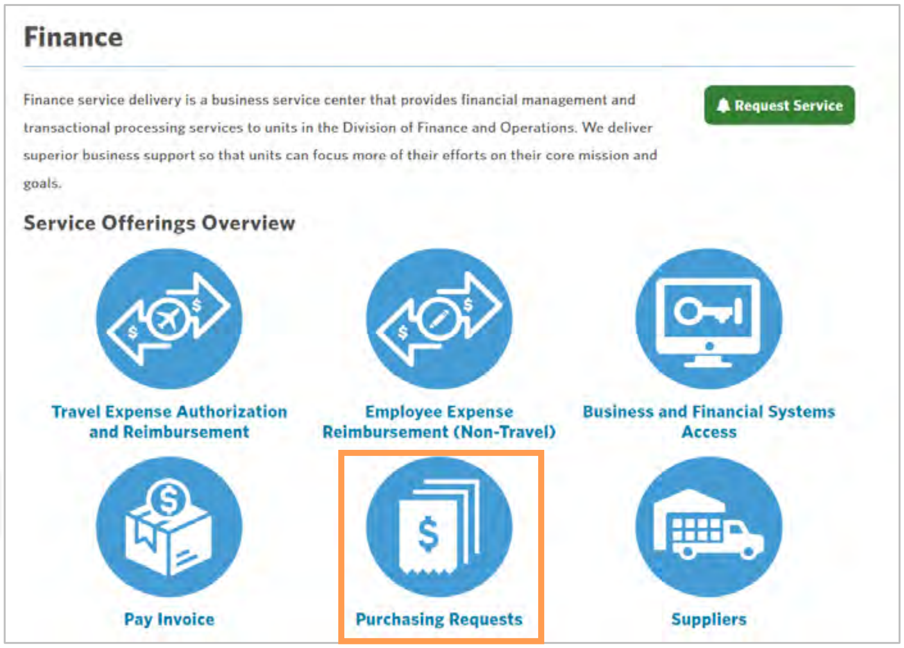
Submitting a Purchasing Request

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.



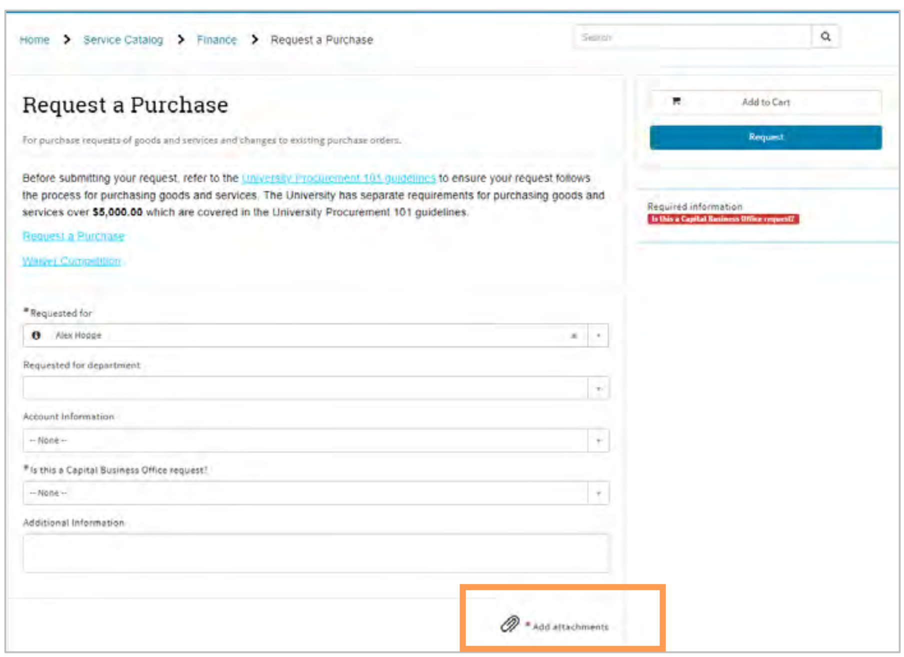
All Finance Requests for F&O are now entered and tracked within ServiceNow.

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



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

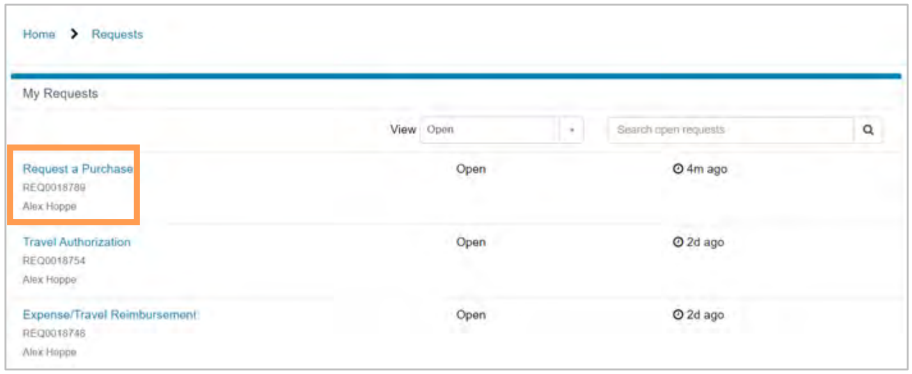
Communicating on Requests

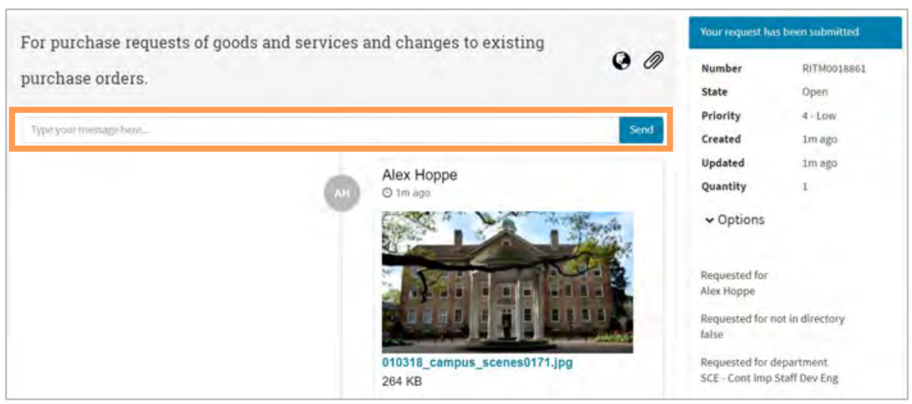
ServiceNow enables you to track and communicate on your requests submitted. To send a message to your fulfiller/processor go to https://help.unc.edu

- 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.





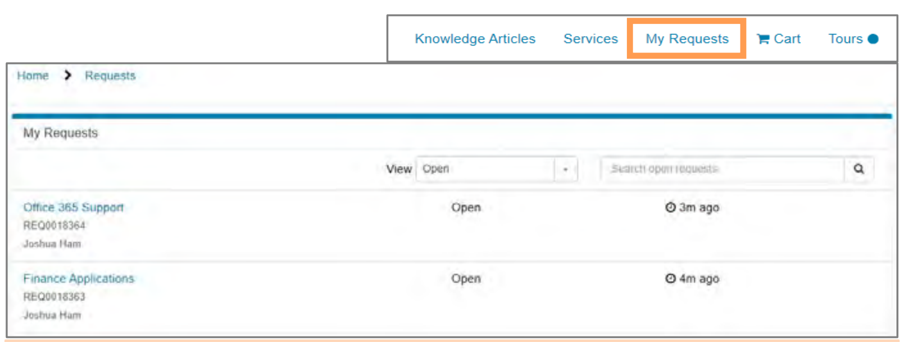
When the fulfiller/processor updates your request you will receive an email notification to direct you to the request screen. Communicate with your processor/fulfiller within ServiceNow on the Request Screen rather than through email.

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.



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