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 submit a Reimbursement in ServiceNow open an internet browser and go to the SCE Finance website.

https://fo.unc.edu/sce/finance/

- Click Travel Expense Reimbursement or Employee Reimbursement depending on your request
- Review the Travel Authorization form or Expense Reimbursement form depending on your 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 Travel Expense request form.

**Submitting a Reimbursement**

Before submitting a Reimbursement, review the requirements and checklist to be sure to submit all your documentation with your request.

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

- Complete and upload the Travel Form using the paperclip at the bottom of the screen. (not required for non-travel expenses).
- Upload the associated receipts and records of purchase required for your reimbursements.
- In the additional comments field include the priority and information you want your processor to know.
- Click Request to submit your Reimbursement.

Upload all documentation and receipts along with the Travel Form (if submitting a travel reimbursement request) using Add Attachments.
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 Expense Reimbursement to view the Request Screen.

On the Request screen you will see the details of your Reimbursement including who is processing your request, 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.

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.

Requests that are Open have not been picked up yet. Requests that are Pending are processing outside of the SCE.