

BRC ServiceNow Training Electronic Approvals September 2016

Approving Requests Electronically

From: IT Service Hub <ucop@service-now.com> Amy Vrizuela To: Cc: Requested Item RITM0114852 Approval Request Subject: Summary of Request: Details: Business justification (purpose) = Test for Approval Screens Department = BRC - Business Resource Center Requested on behalf of (yourself or someone else) = Amy Vrizuela Total amount = 75.00Amount type = (Dollars)Invoice amount = 75.00Invoice attached = true Request description = Test for Approval Screens Email = Amy.Vrizuela@ucop.edu Name = Amy Vrizuela Rush = NoPhone = (510)987-9135PO number = 1234ABC123Department code = 8135Department name = BUSINESS RESOURCE CENTER FAU(s) distribution: FAU = M-665582-69400-03 | Approver = Amy Vrizuela Requested by: Amy Vrizuela If you need more information about the request, click one of the "LINK" options at the bottom of this message. Please review the details of this request and approve or reject it by clicking one of the links below: Click here to approve RITM0114852 Click here to reject RITM0114852

UNIVERSITY

CALIFORNIA

OF

Office

of the

President

1

Click here to view Requested Item: <u>LINK</u> Click here to view Approval Request: <u>LINK</u>







What to do to approve via e mail

- Review the details provided in the e mail, including:
 - Request Description
 - Business Purpose
 - Amount
 - Full Accounting Unit (FAU)
- Click on the approve link (a new e mail will pop open)
- Click send



CALIFORNIA

ЧО

UNIVERSITY

It's as easy as that!!!



What to do to approve via e mail

🔁 🛃	りじょマ	-												Re:	RITM0114
File	Message	Insert	Option	ns Forma	t Text	Review A	dobe PDF								
Ê	🔏 Cut	Tim	es New F 🔻	12 × A		- <u>1</u>	88	<u>S</u> C	Û		1	🔻 Follow Up	*		
Paste	Copy Format Paint	er B	ΙŪ	ab2 - <u>A</u> -	≣≣		Address Book	Check Names	Attach File	Attach Item ∗	Signature	High Import Low Import	tance tance	Zoom	
C	lipboard	Es .		Basic Tex	đ	5	Na	mes		Includ	e	Tags	E.	Zoom	
Send	To L Cc	icop@ser	vice-now.co	m											
	Subject.	Ve. KITIMU	114032 - ap	prove											
<u> </u>	· · · · ·	1 1		2	· · I	3			• 4 •	· · ·]		5 1		6 ' '	· 1



Ref:MSG1955336

~



What to do to reject via e mail

- Review the details provided in the e mail, including:
 - Request Description
 - Business Purpose
 - Amount
 - Full Accounting Unit (FAU)
- Click on the reject link (a new e mail will pop open)
- Add a note as to why the item is being rejected
- Click send



It's as easy as that!!!



What to do to reject via e mail

	3] 🛃 ∽ ೮ ↔ → =	Re:RITM011
	File Message Insert Options Format Text Review Adobe PDF	
	Image: Second	2
	Paste V Format Painter B I U V A E E E E E Address Check Book Names File Item V V Low Importance	Zoom
	Clipboard 🗔 Basic Text 🖫 Names Include Tags Tage	Zoom
	To ucop@service-now.com	
•	Send Cc	
	Bcc	
	Subject: Re:RITM0114852 - reject	
	· · · · · · · · · · · · · · · · · · ·	. 6
	The incorrect FALL has been used. Please submit again using M-665582-	
	69400-03 Thank you ~Amy	
	Ref:MSG1955336	
MOT SA		
LLL Contract		



What if I want to look at the RITM?

Click here to view Requested Item: LINK Click here to view Approval Request: LINK

- Click on the Requested Item Link
- This will take you to the RITM



Viewing a Request in ServiceNow

8

- This view allows you to see the details of the request including
 - Attachments

Total amount = 75.00

All information input into the form (see the Description field)

Number	RITM0114852	
ltem	Pay Invoice with PO	
Request	REQ0110562	6
User Name	Amy Vrizuela	Q 6
Requested By	Amy Vrizuela	
Subject	Pay Invoice with PO	
Description 🦭		

Electronic Approvals

Wrap Up

- Questions?
- Contact:
 - Brad.Niess@ucop.edu
 - Amy.Vrizuela@ucop.edu



CALIFORNIA



