

BRC ServiceNow Training

Electronic Approvals

September 2016

Approving Requests Electronically

From: IT Service Hub <ucop@service-now.com>
To: Amy Vrizuella
Cc:
Subject: Requested Item RITM0114852 Approval Request

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 Vrizuella
Total amount = 75.00
Amount type = \$ (Dollars)
Invoice amount = 75.00
Invoice attached = true
Request description = Test for Approval Screens
Email = Amy.Vrizuela@ucop.edu
Name = Amy Vrizuella
Rush = No
Phone = (510)987-9135
PO number = 1234ABC123
Department code = 8135
Department name = BUSINESS RESOURCE CENTER
FAU(s) distribution:

FAU = M-665582-69400-03 | Approver = Amy Vrizuella

Requested by:
Amy Vrizuella

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](#)

Click here to view Requested Item: [LINK](#)

Click here to view Approval Request: [LINK](#)

Approving Requests Electronically



[Click here to approve RITM0114852](#)

[Click here to reject RITM0114852](#)

Click here to view Requested Item: [LINK](#)

Click here to view Approval Request: [LINK](#)

Approve via e mail

Reject via e mail

View item in ServiceNow



Approving Requests Electronically

What to do to approve via e mail

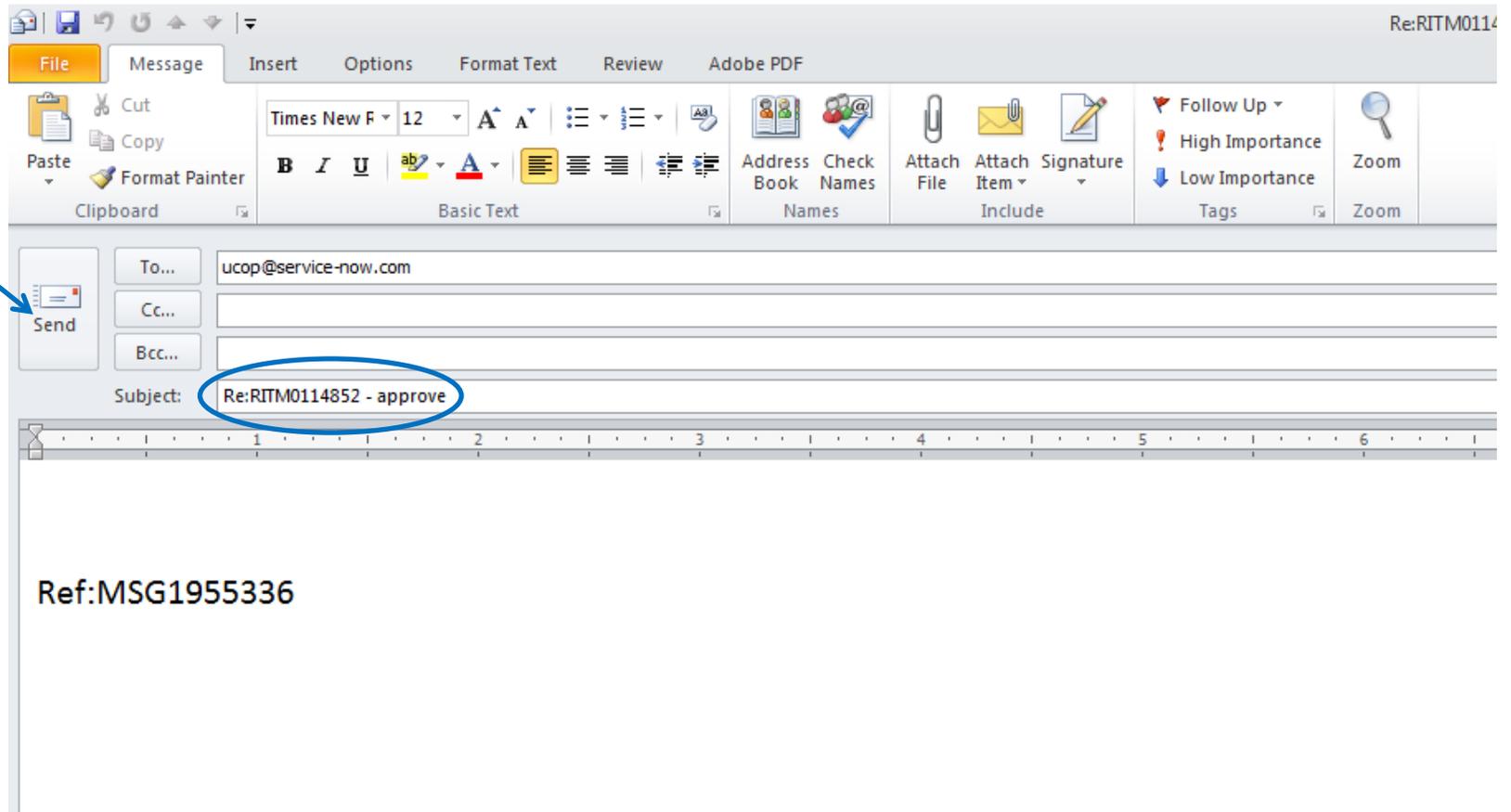
- Review the details provided in the e mail, including:
 - Request Description
 - Business Purpose
 - Amount
 - Full Accounting Unit (FAU)
- Click on the approve link (a new e mail will pop open)
- Click send

It's as easy as that!!!



Approving Requests Electronically

What to do to approve via e mail



Rejecting a Request Electronically

What to do to reject via e mail

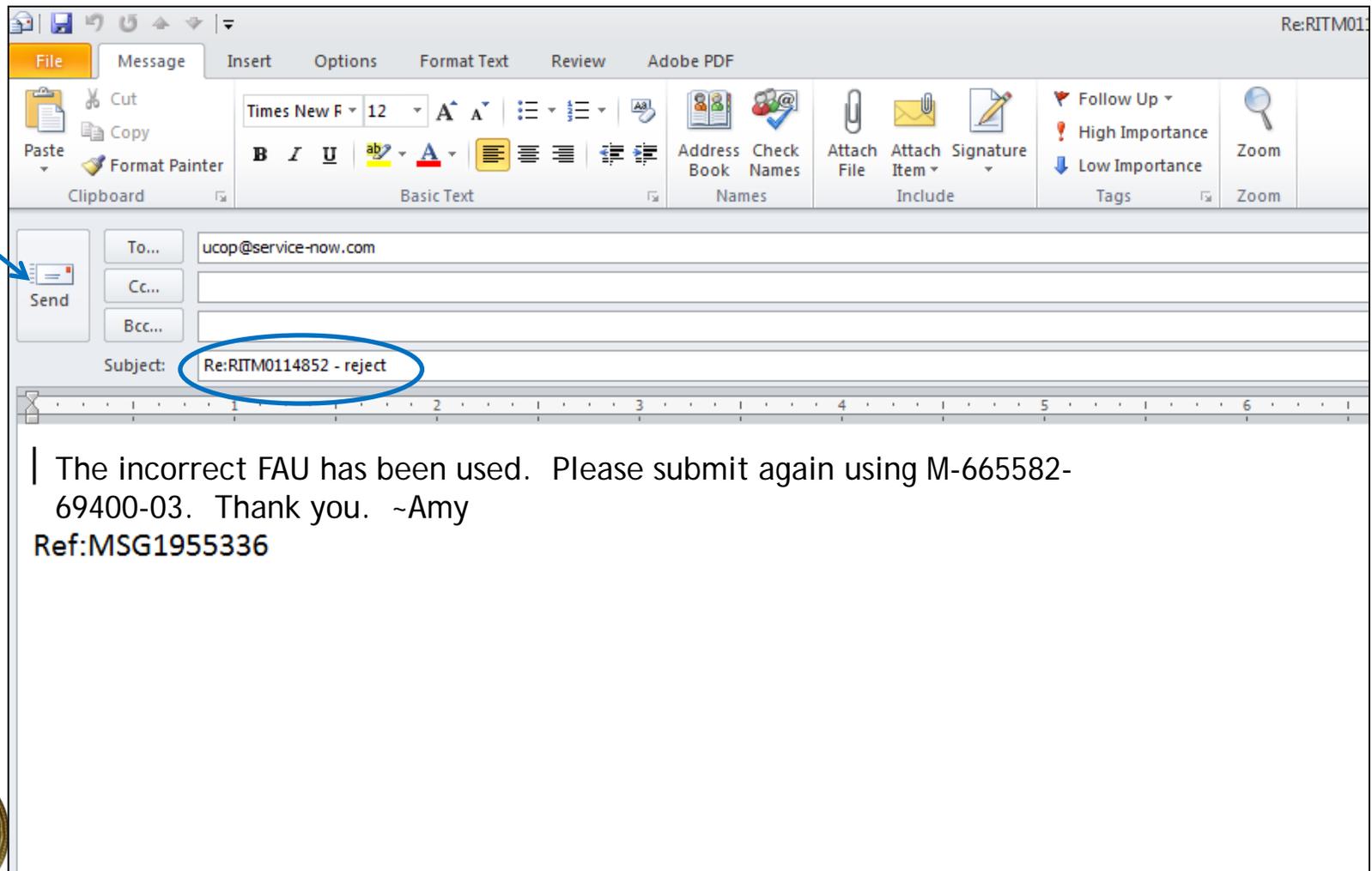
- Review the details provided in the e mail, including:
 - Request Description
 - Business Purpose
 - Amount
 - Full Accounting Unit (FAU)
- Click on the reject link (a new e mail will pop open)
- Add a note as to why the item is being rejected
- Click send

It's as easy as that!!!



Rejecting a Request Electronically

What to do to reject via e mail



Viewing a Request in ServiceNow

What if I want to look at the RITM?

Click here to view Requested Item: [LINK](#)

Click here to view Approval Request: [LINK](#)



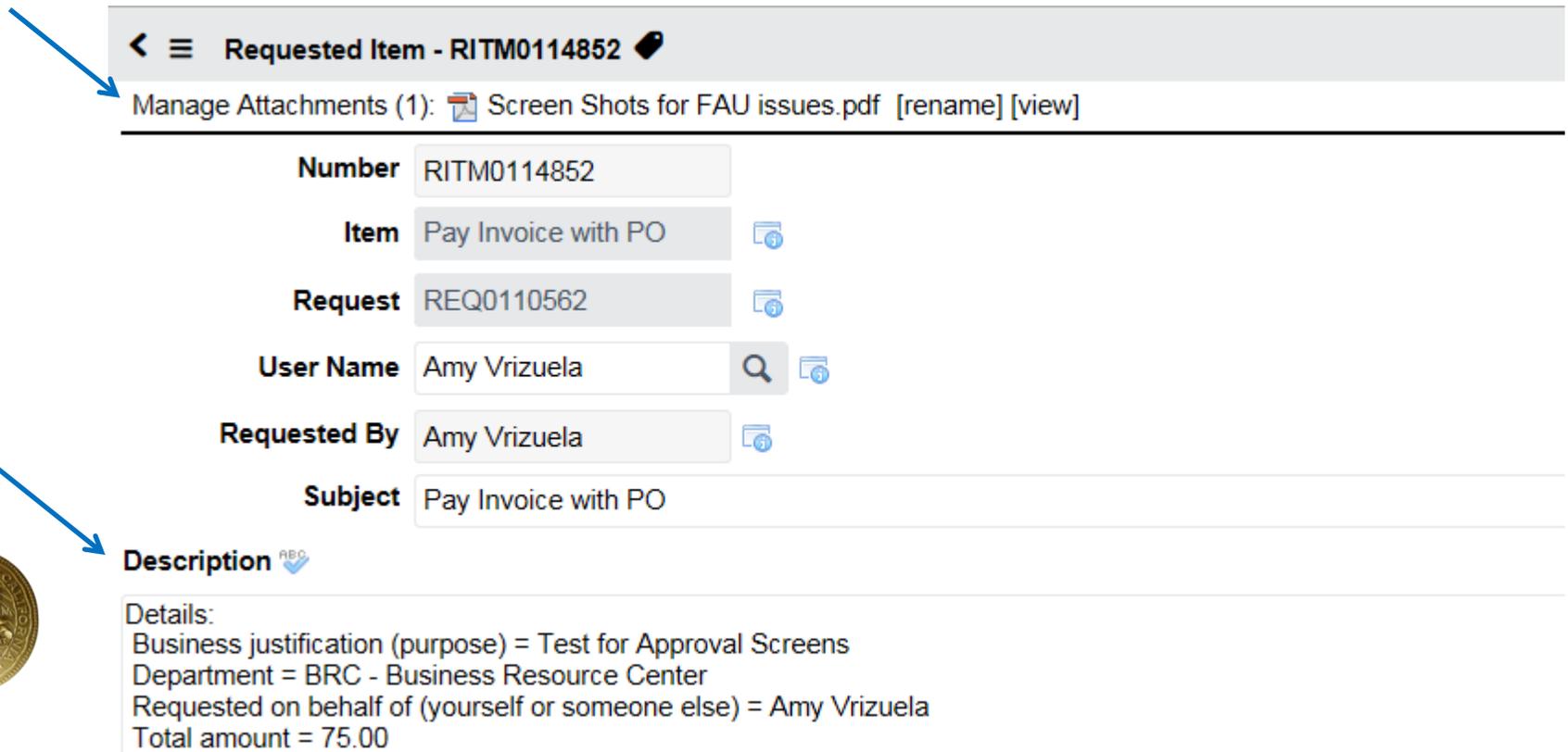
View item in [ServiceNow](#)

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



Viewing a Request in ServiceNow

- This view allows you to see the details of the request including
 - Attachments
 - All information input into the form (see the Description field)



< ☰ Requested Item - RITM0114852 🔒

Manage Attachments (1):  Screen Shots for FAU issues.pdf [rename] [view]

Number RITM0114852

Item Pay Invoice with PO 

Request REQ0110562 

User Name Amy Vrizuella  

Requested By Amy Vrizuella 

Subject Pay Invoice with PO

Description 

Details:
Business justification (purpose) = Test for Approval Screens
Department = BRC - Business Resource Center
Requested on behalf of (yourself or someone else) = Amy Vrizuella
Total amount = 75.00



Electronic Approvals

Wrap Up

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

