SERVICENOW FORMS TRAINING

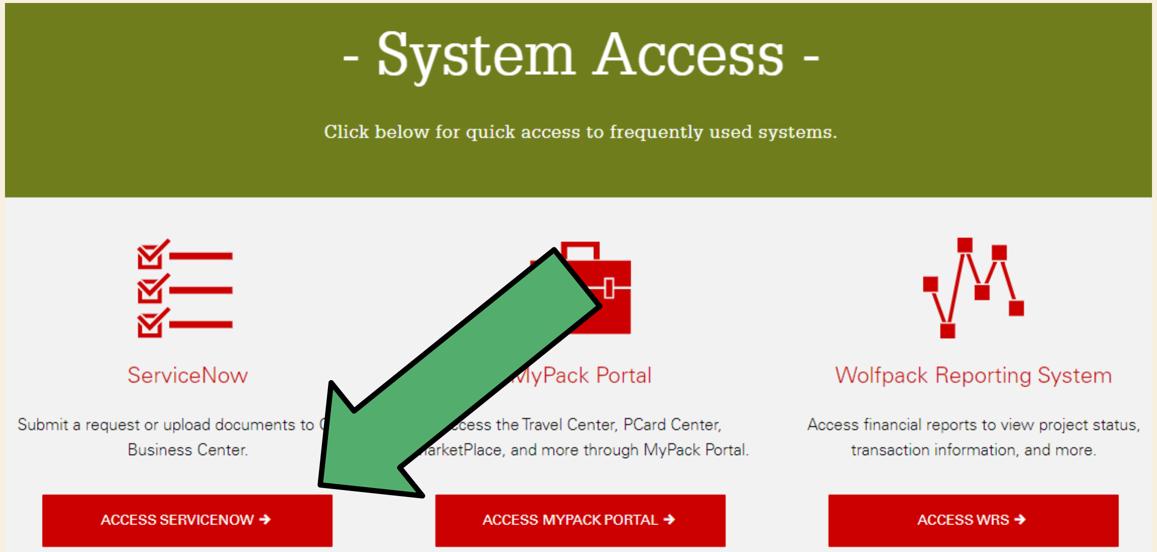
UPDATED 10.15.19

SERVICENOW FORMS

The CALS Business Operations (CBO) utilizes ServiceNow to process a variety of transactions:

- Vouchers/Invoices,
- Personal Reimbursements,
- WEX Requests,
- Travel Requests for Non-Employees,
- Journal Vouchers (JVs) & Interdepartmental Journals (IDJs),
- Billing Requests (IDB/IDS), and
- Requisitions.

This training guide provides guidance on how to fill out these forms and attach required documentation.



To access ServiceNow through the CBO webpage:

- Navigate to go.ncsu.edu/cbo
- Scroll to the green banner for System Access, and
- Select the red "Access ServiceNow" button.

Documentation needed depends upon the voucher type. Please see the table on page 5 for additional guidance.

Provide a valid project phase (XXXXXX-XXXXX).

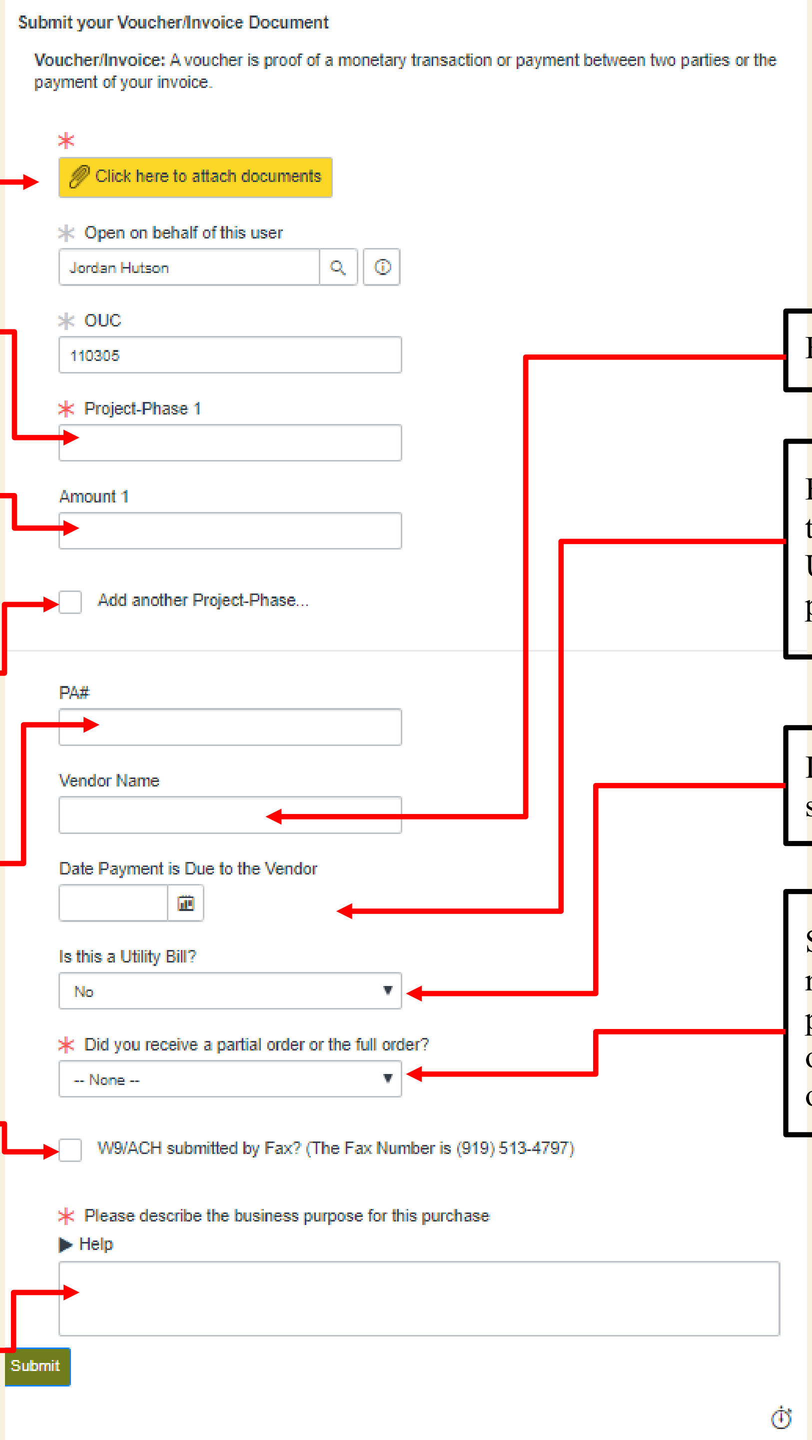
Enter the amount of the voucher/invoice.

If you wish to split the amount between two or more projects, check the box.

If you have a Purchase Authorization number, enter it here.

If a new Vendor, a W9 form and ACH form should be completed by the Vendor and faxed in. Check the box if these forms have been submitted recently.

Enter a detailed business purpose.


Submit your Voucher/Invoice Document

Voucher/Invoice: A voucher is proof of a monetary transaction or payment between two parties or the payment of your invoice.

* Click here to attach documents

* Open on behalf of this user

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* Project-Phase 1

Amount 1

Add another Project-Phase...

PA#

Vendor Name

Date Payment is Due to the Vendor

Is this a Utility Bill?

No

* Did you receive a partial order or the full order?

-- None --

W9/ACH submitted by Fax? (The Fax Number is (919) 513-4797)

* Please describe the business purpose for this purchase

Help

Submit

Enter the Vendor's name.

Enter the date payment is due to the Vendor. Please note, the University follows NET30 payment terms.

If the request is for a utility bill, select yes.

Select whether or not you've received the full order or just a part of the order. If a partial order, detail which parts of the order have been received.

Submit your Personal Reimbursement Documents

Is this an expense associated with travel? Do you have an existing TA or TR? (for Personal Reimbursements)

Personal Reimbursement: This is a transaction requesting the reimbursement of an expense that you have paid for with personal funds (i.e. personal credit card or cash). If an expense was paid with a PCard it would NOT be a personal Reimbursement.

TA: Travel Authorization- Required for all university and non-university travel (for non-employees must use an AP104)

TR: Travel Reimbursement- Mechanism to process reimbursements/payments to employees from approved travel expenditures.

*

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* Project-Phase 1

* Amount 1

☐ Add another Project-Phase...

☐ W9/ACH submitted by Fax? (The Fax Number is (919) 513-4797)

* If there a TA or TR associated with this reimbursement?

-- None --

* Please describe the detailed business purpose for this purchase

▶ Help

Submit

Please see the table on page 5 for additional guidance on documentation required.

Enter the amount to be reimbursed.

If you wish to split the amount between two or more projects, check the box.

If a new Vendor, a W9 form and ACH form should be completed by the Vendor and faxed in. Check the box if these forms have been submitted recently.

Provide a valid project phase (XXXXXX-XXXXX).

Select yes if there is an accompanying TA or TR. Select no if not.

Enter a detailed business purpose.

Voucher Type	Documentation Required
Honorariums	• Signed and dated request from the Department on University letterhead
Independent Contractor	• Invoice • Contract for goods/services rendered • Contract Control No.
Invoices	• Invoice
Memberships (can only be for one year)	• If reimbursement: Personal Reimbursement Form and a detailed receipt • If voucher: Invoice • Funding source: either state appropriate funds if discounted registration or discretionary funds if not (need to show proof of discounted registration)
Moving Expenses	• Non-Salary and Deferred Compensation Form
Personal Reimbursements	• Itemized receipts including date of purchase and proof of payment • Specific business purpose for the reimbursed goods/services • A Personal Reimbursement Form for non-travel reimbursements • An AP 107 form if the purchase includes food or beverage • An AP 104 form if traveling with a non-employee
Stipends	• REU: Payment Request Memo • Other Stipends: Payment Request Memo and an invoice or receipt
Subawards	• Bill from University • Written correspondence from the lead Principal Investigator approving the charge • A funding source to bill
Utilities	• Invoice • If late fee, approval from the Department in writing • If includes a past due amount, invoice for the past due amount (if not already paid on previous voucher)

Please note, each WEX card has a default project-phase associated. Fill out this form if you'd rather the charge hit a different project-phase.

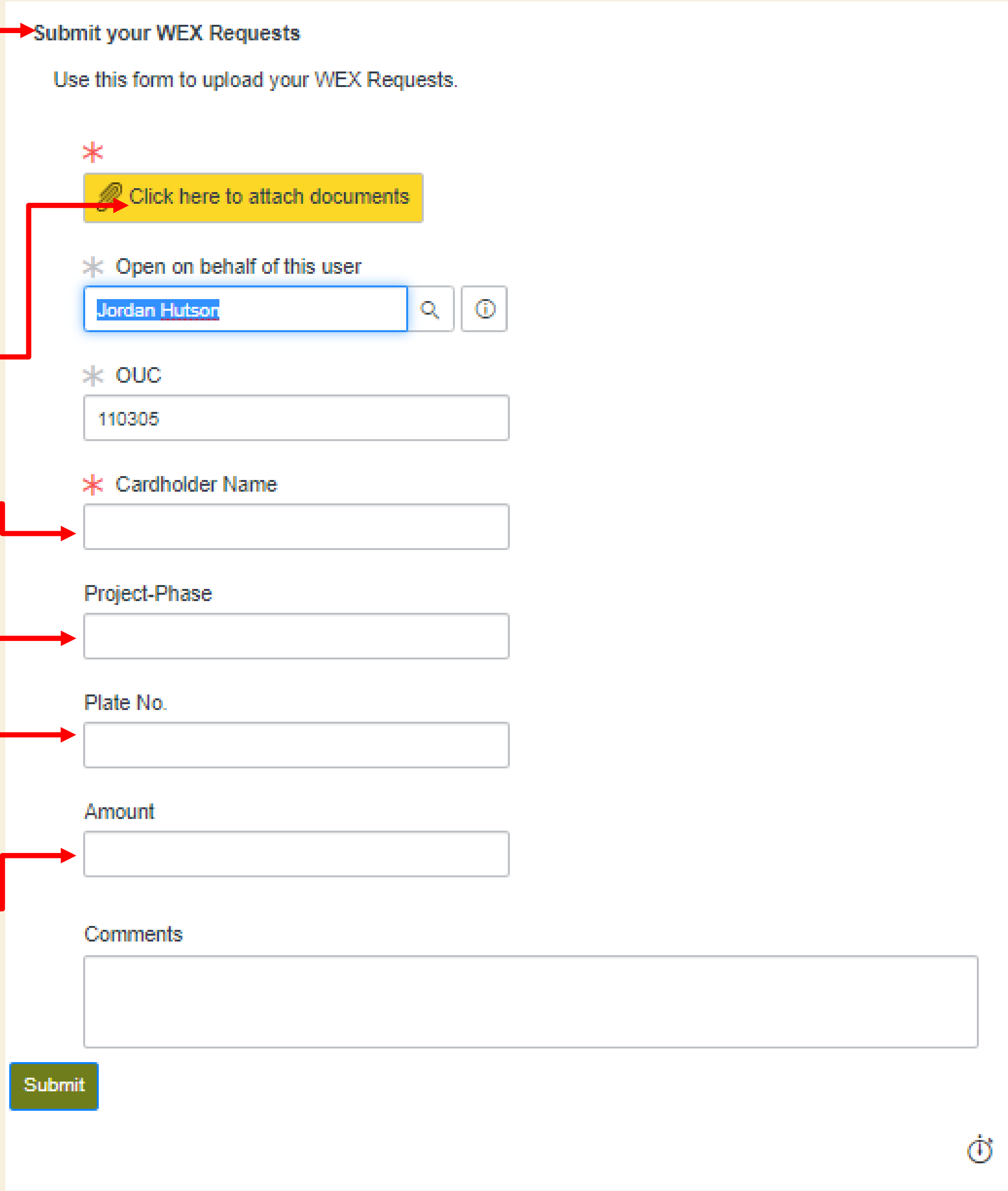
Attach the receipt as documentation.

Enter the Cardholder's name.

Provide a valid project phase (XXXXXX-XXXXX).

Enter the license plate number of the vehicle.

Enter the amount on the receipt.


Submit your WEX Requests

Use this form to upload your WEX Requests.

*

Click here to attach documents

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* Cardholder Name

Project-Phase

Plate No.

Amount

Comments

Submit

Travel Nonemployee Supplier Request

This form is to be used for submitting vendor supplier requests for non-employee travelers. It is required to fax the ACH and W9 prior to submitting this form for processing.

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* Traveler Name

Enter the Traveler's name.

If a new Vendor, a W9 form and ACH form should be completed by the Vendor and faxed in. Check the box if these forms have been submitted recently.

Traveler Address

* Street Address 1

Street Address 2

* City

* State

* Zip

* Country

Enter the Traveler's mailing address.

Traveler Phone Number

Traveler Email

Enter the Traveler's contact information.

* Citizenship

-- None --

Select the Traveler's citizenship.

* W9/ACH submitted by Fax? (The Fax Number is (919) 513-4797)

Additional comments

Submit

Submit your JV/IDJ Requests

IDJ: Interdepartmental Journal is used for all non-transfer Journal entries between two separate departments. This includes reimbursements, corrections, and reclassifications. A copy of the Wolf report showing the shared expense and a copy of the original invoice are required for this submission.

JV: Journal Voucher is used to move expenditures to/from projects that have been identified as being placed on the incorrect project/phase

*

Click here to upload your WRS Report

Provide a screenshot of WRS showing where the charge has hit.

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* Type of Document

Help

-- None --

Select either IDJ or JV.

* Date Requested

2019-09-23

Department to be Paid

Enter the department's OUC.

* Project-Phase to be paid (moved from)

Help

Provide a valid project phase (XXXXXX-XXXXX).

* Amount

Enter the amount of the transaction.

Department to be Charged

Enter the department's OUC.

* Project-Phase to be charged (moved to)

Help

Provide a valid project phase (XXXXXX-XXXXX).

* Amount

Enter the amount of the transaction.

Customer Contact

Help

Customer Phone Number

Customer Email

Enter the customer's contact information. This should be the person most knowledgeable about the transaction.

* Reason for Request

Explain why you want the expense or revenue moved.

Submit

Submit your Billing Requests

IDT: Interdepartmental Transfer. This Is the name for all Interdepartmental transactions; IDB, IDJ, IDS.

IDS: Interdepartmental Sale- This is used when one department is billing another for goods or services they provided. There will be a credit to a revenue (4xxxx) account and a debit to an expense (5xxxx) account. The department receiving the funds (Billing Department) will initiate the IDS to the department paying the funds (Customer Department), who will approve the IDS.

IDB: Interdepartmental Billing- This is used when a Service Center has been created for the good or service provided by NCSU. One department is billing another for goods or services they provided. here will be a credit to a revenue (4xxxx) account and a debit to an expense (5xxxx) account. The department receiving the funds (Billing Department) will initiate the IDS to the department paying the funds (Customer Department), who will approve the IDS.

* Click here to attach documents

Please provide the associated invoice or work order.

* Open on behalf of this user

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Project-Phase to credit only

Provide a valid project phase (XXXXXX-XXXXX).

Service/Item 1

* Description

Enter a description of the goods/services being billed. Once entered, a box for additional good/services will appear.

* Amount

Enter the amount to be billed.

TOTAL AMOUNT

$ 0.00

* Type of Customer

-- None --

Select whether the customer is internal or external to the University.

Purchase Order Number (if applicable)

If you have a Purchase Order number, enter it here.

Additional comments

Submit

You also have the option to use the CBO Billing/ Interdepartmental Sales Request (IDS/IDB) Form if preferred. If so, attach the form and enter N/A for the fields.

Submit your Requisition Requests

Requisition: A requisition is the formal request to purchase items from an outside vendor. A requisition is required in order for a Purchase Order (PO) to be processed by University Procurement. There are different types of requisition requests- 1. Sole Source, 2. Out for Bid, 3. Blanket requisitions, 4. Confirming Order

Sole Source: A "sole source" purchase means that only one supplier (source), to the best of the requester's knowledge and belief, based upon thorough research is capable of delivering the required product or service. Similar types of goods and services may exist, but only one supplier, for reasons of expertise, and / or standardization, quality, compatibility with existing equipment, specifications, or availability, is the only source that is acceptable to meet a specific need. Use this option for Independent Contractor requests.

Out for Bid: This indicates that the department with a need for a certain good or service would like University Procurement to place the good or service for vendors to bid on or provide their best pricing for. University Procurement will allow vendors to bid on the good or service and select the best price that matches the department's need.

Blanket Requisition: A blanket requisition is a request that the customer is places to allow for multiple reoccurring orders be approved by University Procurement with a specific vendor.

Confirming Order: This is a purchase that has been made without preapproval from University Procurement.

Non-Marketplace: A requisition request for items above $5,000 that cannot be purchased on Marketplace.

Click here to attach documents

* Open on behalf of this user

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* Project-Phase

Provide a valid project phase (XXXXXX-XXXXX).

Requisition Type

-- None --

Select a requisition type. Please note, the requisition types are described above.

* Vendor Name

Enter the Vendor's name.

Is this a Utility Bill?

No

If the request is for a utility bill, select yes.

Shipping Location (If different than your physical location)

Provide a shipping address.

Did you receive a partial order or the full order?

-- None --

Select whether or not you've received the full order or just a part of the order. If a partial order, detail which parts of the order have been received.

When was the partial or full order received?

Is this a new supplier?

No

If a new Vendor, a W9 form and ACH form should be completed by the Vendor and faxed in. Check the box if these forms have been submitted recently.

Contract Control Number (If one has been provided or service.)

If using an independent contractor, provide the contract control number.

Please add any comments or special instructions belo

Submit

NEED HELP?

PLEASE CONTACT THE CBO HELPLINE WITH ANY QUESTIONS OR CONCERNS: 919-515-4CBO.