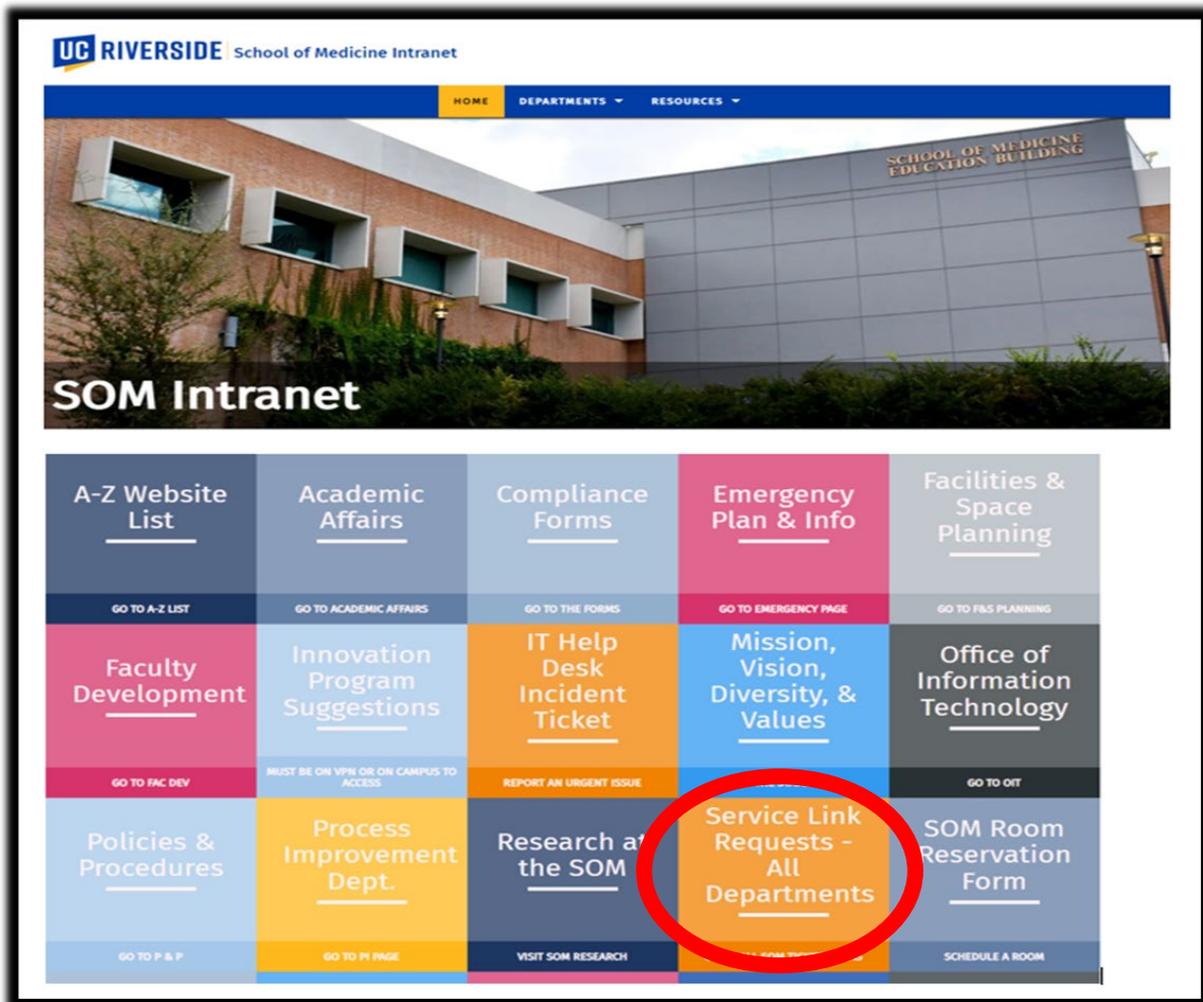


SOM Business Operations Procurement Service Request Form Process

Purpose: The purpose of this document is to outline the process for entering a Procurement Service request using the ServiceLink form. This process applies to **all professional services**. Reference the Independent Contractor process for further information: [Process Improvement SharePoint/SOM Human Resources/Independent Contractor Process](#)

Entering a request

1. On the SOM Intranet Homepage <https://medschoolintranet.ucr.edu/> select "ServiceLink Requests- All Departments"



2. In the Categories list, select "Business Operations." In the Service Catalog section select "Procurement Service Request."

The screenshot displays the UC Riverside SOM Intranet interface. At the top, a dark blue navigation bar contains the text "SOM INTRANET", "MY DASHBOARD", "CHANGE TENANT", and "AM ADRIANA NAVARRETE". Below this, a breadcrumb trail reads "Home > SOM > Business Operations" and a search bar is visible. On the left side, a "Categories" sidebar lists various options: Human Resources (5), Business Operations (7), Facilities (2), Faculty Development (1), OIT Security (4), OIT Services (14), Service Now Support (1), and Sponsored Research and Prog... (1). The "Business Operations" category is highlighted with a red border. The main content area is titled "Service Catalog" and "Business Operations". It features a grid of request forms: "Entertainment Preapproval Form", "Fund Transfer Requests / Fund Swap Requests", "Generic Request for SOM Business Operations" (with a sub-note: "Please use this form for general UCR SOM Business Operations request."), "Procurement Commodity Request", "Procurement Service Request" (highlighted with a red border), "Reimbursement Request", and "Travel Request Form". Each form card includes a "View Details" button at the bottom.

3. Complete the form.
 - a. The requestor details will auto populate.
 - b. Enter information about the service, including purpose of the order and delivery address
 - c. Add any applicable attachments to the request.
 - d. If the request requires someone to be notified, instructions for adding names to the watchlist is detailed in the next section of this user guide.
 - e. Once complete, select submit.

SOM INTRANET MY DASHBOARD CHANGE TENANT AN ADRIANA NAVARRETE

Search the Service Catalog

Procurement Service Request

This form is for New Service Related Requests. For renewals and/or change orders: Use the Business Operations Generic Service Now Form.

User Information

Requestor: Adriana Navarrete
Email: adriana.navarrete@ucr.edu
Phone: (951) 827-2171
Department: SOM Finance & Administration
Role: Procurement Analyst
Today's Date: 01/20/23

Does the vendor have a contract or active agreement with UCR? No
Is the vendor an independent contractor? No
Is the service a UC covered service for an EX or SX Unit? No

* Purpose of your order
* Delivery address

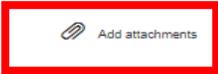
Price (in Dollars)
Attach quote and/or Service Agreement. Attachment link is in the bottom right hand corner of this form.

Days and time of service
FAU
Name of FAO

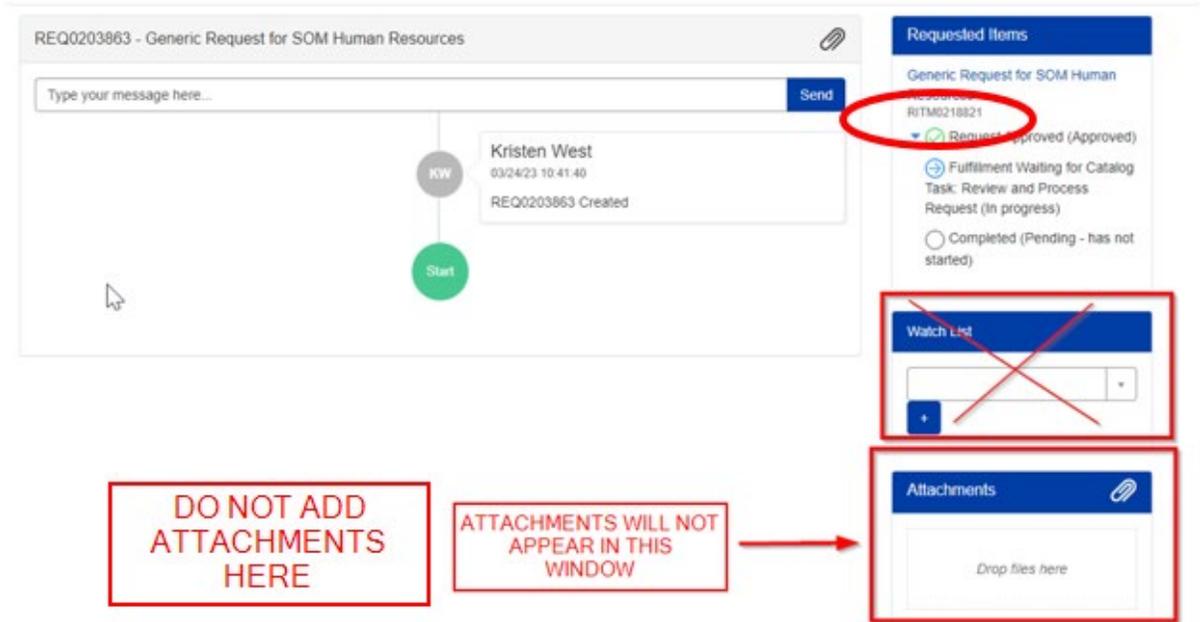
*Please add all attachments to the bottom right corner of the form.

Submit

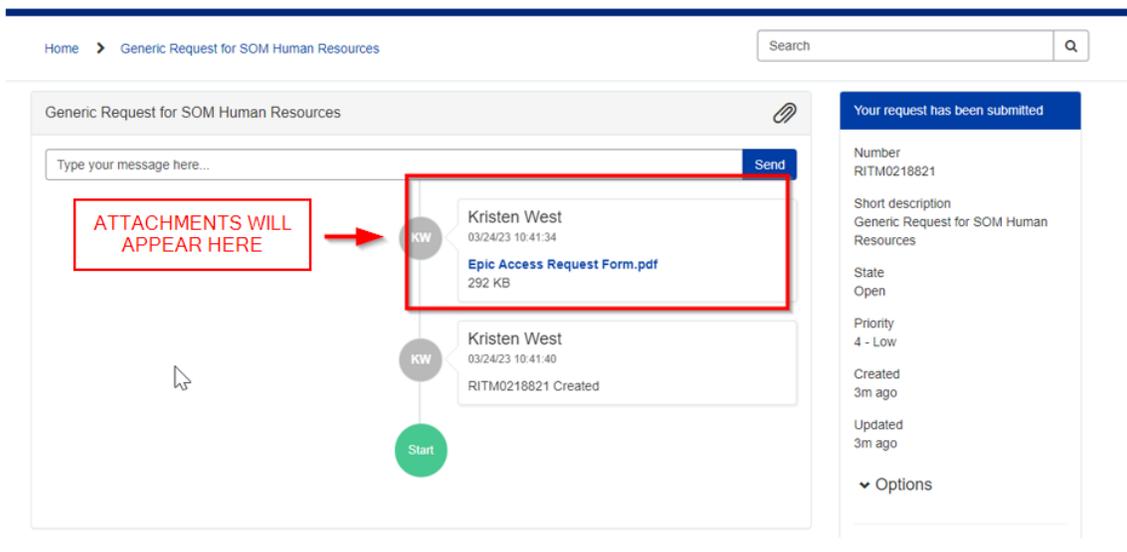
Required Information Purpose of your order Delivery address



- After submission the following screen will provide you with the RITM number that was created for the Business Operations Team to review. Note: Do not add someone to the watchlist from this screen. Also, your attachments may not appear from this screen. Click on the RITM number (circled in red below) and this will take you to a new screen.



- After clicking on the RITM number, the screen pictured below will appear. In this screen the attachments should appear, and additional staff may be added to the watchlist by scrolling down.



6. Add to the watchlist by typing first name, last name, and plus sign. Any attachments that were previously added will appear in this window. New attachments can be added by clicking on the paper clip on this page.

Role
Business Operations and HR
Project/Polio

Description
TEST WATCHLIST

*Tickets are picked up within
4 hours (M-F 9-5)*

Watch List

▼

+

Attachments 

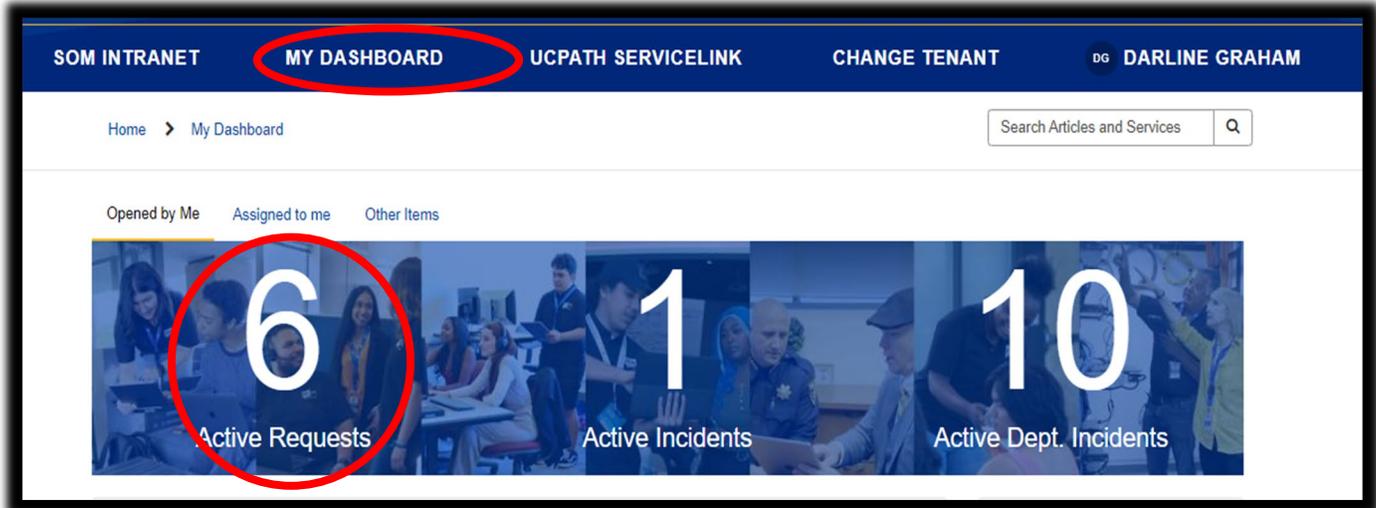
 Epic Access Request Form.pdf
(291.7 KB)

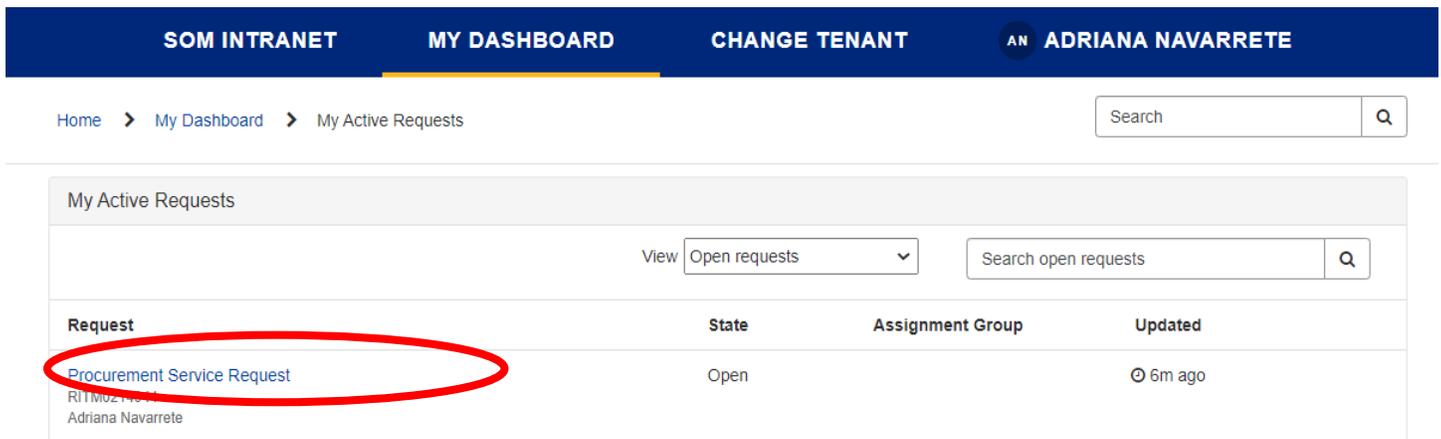
4m ago

Viewing a Request

1. In the main ServiceLink portal go to “My Dashboard,” select “Active Requests.”



2. All active requests will be displayed. Click on the request.



3. After clicking on the request, the status updates and comments will be displayed.

SOM INTRANET **MY DASHBOARD** **CHANGE TENANT** **AN ADRIANA NAVARRETE**

Home > My Request - RITM0214044

Number: RITM0214044 Created: 9m ago Updated: just now State: Open

Procurement Service Request

Item: Procurement Service... Requested for: AN Adriana Navarrete

Stage: Fulfillment

Activity Attachments Additional Details

Type your message here... Post 

AN Status updates from BO Team just now Additional comments

AN RITM0214044 Created 9m ago

Start