

# PROCUREMENT REQUESTS THROUGH SERVICENOW

# SERVICENOW PROCUREMENT REQUESTS

Engage Procurement through ServiceNow  
by selecting the proper intake method for your specific activity.

## [ServiceNow Procurement Requests](#)



*Access ServiceNow through your Okta Single  
Sign On dashboard or click the link above.*

*Standard IT Catalog items*



*Non-Catalog Equipment & Supplies*



*Enterprise Business & Operational Services*



## PROCUREMENT

For all procurement related inquiries.

### NDA Requests

NDA Requests

### Order Products

Browse our product catalog to order new/replacement Hardware and Software

### Request Non-Catalog Equipment & Supplies

Submit a request for service from the IT Procurement Team

### Business & Operational Services

This form is for project and enterprise-level requests, not end-user Orders or Requests.

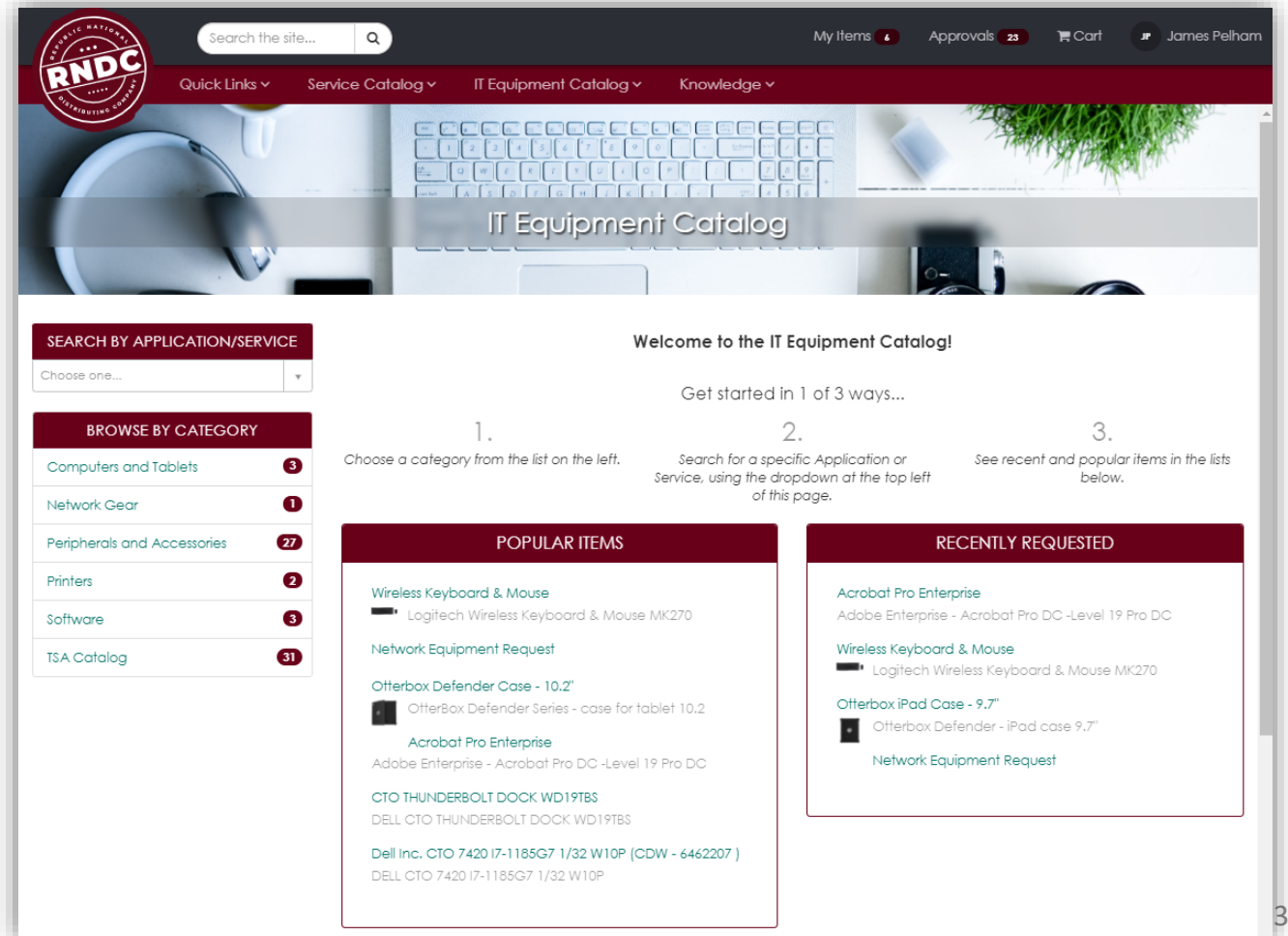
# ORDER PRODUCTS

Use this form to request standard catalog IT equipment, software and accessories.

**Note:** These are items reviewed and approved by IT for use in our environment

- ☐ Select the items from the appropriate catalog and add to the cart.
- ☐ Click “Checkout” when you completed your cart
- ☐ Verify the cart information including address and Ship To Contact
- ☐ Click “Checkout”
- ☐ The REQ ticket must be approved by our supervisor

Click “My Items” at the top of the screen to view the status of your order



# REQUEST NON-CATALOG ITEMS & SUPPLIES

Use this form to request NON-standard IT equipment, software and accessories.

**Note:** These are items reviewed and approved by IT for use in our environment

- ☐ Update the contact details if needed.
- ☐ Request Type: What type of item is needed.
- ☐ What service: Leave as IT Procurement
- ☐ Completion Date: Date needed, consider lead times.
- ☐ Short Description: Brief sentence about the need.
- ☐ Describe request: Provide the detail about the need, items, quantity, and location.

Click “Request” and it will submit to the IT Procurement Que.

The screenshot shows a web form titled "SERVICE REQUEST". Below the title is a subtitle: "For all requests that don't have a dedicated form, complete this form to make a service request." In the top right corner of the form is a red button labeled "Request".

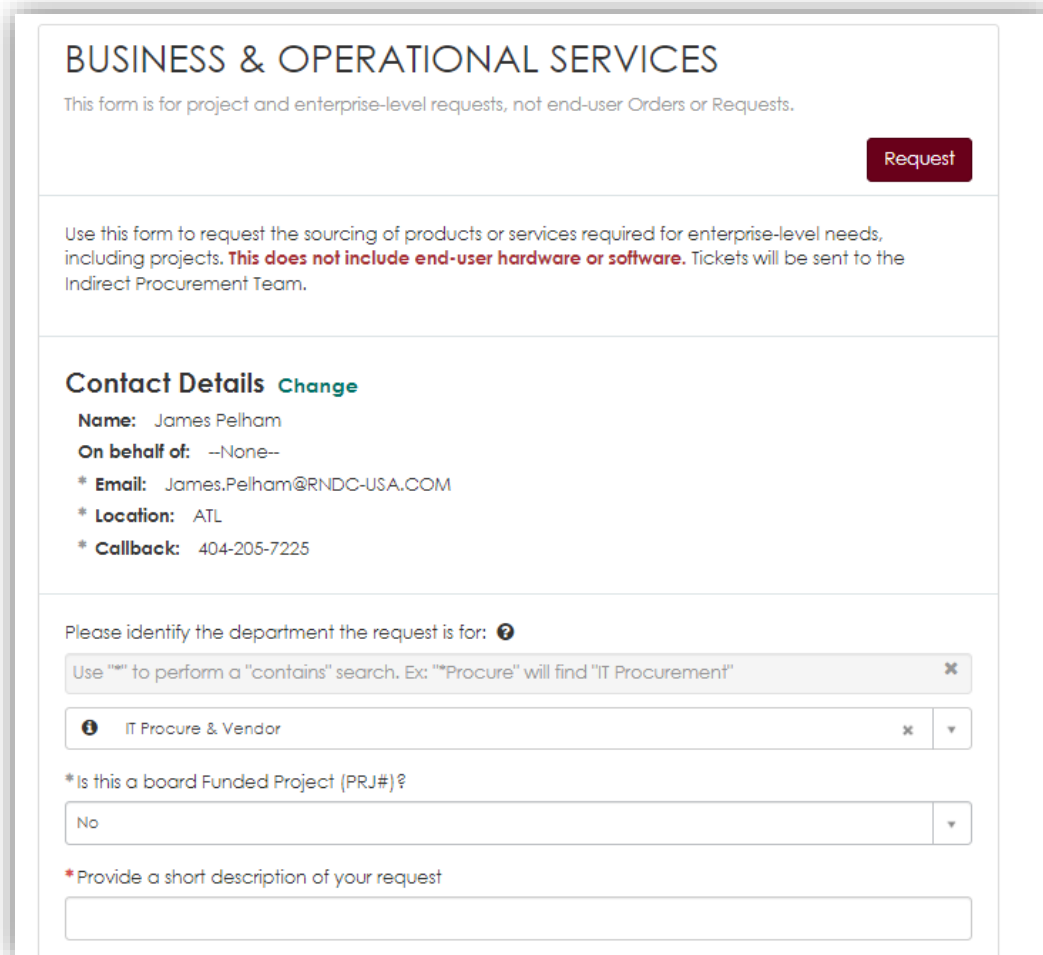
The form is divided into sections. The first section is "Contact Details" with a "Change" link. It contains the following fields: "Name" (James Pelham), "On behalf of" (--None--), "Email" (James.Pelham@RNDC-USA.COM), "Location" (ATL), and "Callback" (404-205-7225).

The second section is "Request Type" with a dropdown menu currently showing "-- None --". Below this is a field for "What Service do you have a request for? (start typing to filter list.)" with a dropdown showing "IT Procurement". To the right of this field is a checkbox labeled "Service Not found".

The third section is "Requested Completion Date" with a date picker icon. Below this is a "Short description (quick summary)" text area. At the bottom is a larger text area for "Please describe your request below, and what you have done already to fulfill it."

# INDIRECT PROCUREMENT: BUSINESS & OPERATIONAL SERVICES

Indirect Services Procurement categories include: HR Services, Marketing Services, Accounting Services, IT Services, Enterprise Software (not individual licenses), Operations and Facilities Services, etc....



The screenshot shows a web form titled "BUSINESS & OPERATIONAL SERVICES". Below the title is a note: "This form is for project and enterprise-level requests, not end-user Orders or Requests." A red "Request" button is in the top right. The form contains several sections: a "Contact Details" section with fields for Name (James Pelham), On behalf of (None), Email (James.Pelham@RNDC-USA.COM), Location (ATL), and Callback (404-205-7225); a "Department" selection dropdown with "IT Procure & Vendor" selected; a "Is this a board Funded Project (PRJ#)?" dropdown with "No" selected; and a "Provide a short description of your request" text area.

**BUSINESS & OPERATIONAL SERVICES**  
This form is for project and enterprise-level requests, not end-user Orders or Requests.

Request

Use this form to request the sourcing of products or services required for enterprise-level needs, including projects. **This does not include end-user hardware or software.** Tickets will be sent to the Indirect Procurement Team.

**Contact Details** [Change](#)

Name: James Pelham  
On behalf of: --None--  
\* Email: James.Pelham@RNDC-USA.COM  
\* Location: ATL  
\* Callback: 404-205-7225

Please identify the department the request is for: ?

Use "or" to perform a "contains" search. Ex: "IT Procure" will find "IT Procurement"

IT Procure & Vendor

\*Is this a board Funded Project (PRJ#)?

No

\*Provide a short description of your request

- ☐ **Contact Details:** Update information for the user requesting the service
- ☐ **Department:** Select the department for the area of spend
- ☐ **Is this part of the Project (Y/N):** If Yes you will need to select the project from the dropdown
- ☐ **Short Description:** Provide a short description for the need.

**NOTE:** This Request Form is **NOT** used for IT Equipment, Software or Supplies

# INDIRECT PROCUREMENT: BUSINESS & OPERATIONAL SERVICES

- ☐ **Request Detail:** Description should be detailed and include the internal business owners
- ☐ **Expected Budget/Approved Budget**
- ☐ **Priority Level**
- ☐ **Date Needed**
- ☐ **Attachments** should be added if you have them
- ☐ **Admin fields:**
  - ☐ Indirect category
  - ☐ Projected End Date
  - ☐ Internal Information

**NOTE:** This Request Form is **NOT** used for IT Equipment, Software or Supplies.

Company Proprietary and Confidential Information

## BUSINESS & OPERATIONAL SERVICES

This form is for project and enterprise-level requests, not end-user Orders or Requests.

Request

\* Please describe your request in detail:

Anticipated Budget/Spend (Format: \$0.00)

\$0.00

Priority

3 - Moderate

Request by Date

### Administrative Fields

Indirect Category ?

-- None --

Projected End Date

Internal Information



THANK YOU