In our continued efforts to simplify procedures, we have a new feature that we will be sharing through our BRC Blasts: **Quick Tips!** These tips will come from questions we’ve received from our clients or ideas from our team members and are meant to clarify or simplify a process. If there are any topics you would like to receive Quick Tips on, please share them with us!

### Entering the Account Number (FAU)

- **Approval Attached:** If you have already obtained approval, enter your full accounting unit (FAU) and click on the “Approval attached” button. Do not select an approver, as this will result in obtaining a second approval which is not required.
- **Choose Approvers:** If you have not obtained an approval, select “Choose Approvers” which allows you to obtain the approval electronically through ServiceNow.
- **Time Saver:** Enter the total amount into the “amount” field, **without a dollar sign**, before clicking on the “Choose Approvers” button or no approvers will populate in the drop-down menu.

### Entering Requests for Travel Reimbursements

- **Always remember:** When completing a travel reimbursement request in ServiceNow, be sure to enter dollar amounts in the correct fields. Enter them by the type of payment, **NOT** in the Total field.
- **Don’t forget the dates:** When entering meals, include the dates. Without this, we are unable to confirm that meal caps were not exceeded.

### Communications from ServiceNow

- **Take note:** Be sure to read the email communications sent from ServiceNow, as this is how the BRC will communicate with you including status updates and requests for more information.
- **Short cut!** Did you receive a request for additional documentation from the BRC? You can reply to the email you receive from ServiceNow, attach the document to the email and it will automatically be uploaded and attached to your request in the system.
- **Time saver:** When you open your request in ServiceNow, you can also see all email communications!

Still have questions about how to enter items in ServiceNow? **Contact any of the BRC teams to set up a consultation meeting** and let us guide you, or attend one of our monthly ServiceNow training sessions. Check out our training schedule at: [https://www.ucop.edu/business-resource-center/_files/training-schedule.pdf](https://www.ucop.edu/business-resource-center/_files/training-schedule.pdf)

**YOU CAN REACH US AT:**

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Past BLASTS are at [BLAST Archive](#)