BRC ServiceNow Training
Electronic Approvals
September 2016
Approving Requests Electronically

From: IT Service Hub <ucop@service-now.com>
To: Amy Vrizuela
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 Vrizuela
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 Vrizuela
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 Vrizuela

Requested by:
Amy Vrizuela

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

Ref: MSG1955336
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

- The incorrect FAU has been used. Please submit again using M-665582-69400-03. Thank you. ~Amy
- Ref: MSG1955336
Viewing a Request in ServiceNow

What if I want to look at the RITM?

- 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)
Electronic Approvals

Wrap Up

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