SERVICE NOW
Logging into SERVICE NOW

- Go to - [https://utsa.service-now.com/bsc](https://utsa.service-now.com/bsc)

- Click on **LOG IN** and sign in with your UTSA email address and passphrase
Welcome to the Business Service Center

Search

<table>
<thead>
<tr>
<th>BSC FINANCIAL FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>POPULAR SERVICES</td>
</tr>
<tr>
<td>Expense Reimbursement - Non Travel</td>
</tr>
</tbody>
</table>
  Please complete this form for any non-travel expense reimbursement. Note: taxes cannot be reimbursed
| Miscellaneous eForm Request |
  All other eform types of request
| Procurement Request |
  Procurement Request
| Invoice Payment Request |
  Invoice Payment Request
| Travel Authorization |
  Travel Authorization
| Miscellaneous eForm Request |
  All other eform types of request
| Expense Reimbursement - Non Travel |
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<table>
<thead>
<tr>
<th>BSC HR FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MY OPEN CASES</td>
</tr>
<tr>
<td>No Records Found</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KNOWLEDGE BASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>POPULAR KNOWLEDGE ARTICLES</td>
</tr>
<tr>
<td>No content to display</td>
</tr>
</tbody>
</table>
# Options for creating Financial Cases

<table>
<thead>
<tr>
<th>Category</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>Business Contract Request</td>
<td>Please complete this form for any non-travel expense reimbursement. Note - taxes cannot be reimbursed</td>
</tr>
<tr>
<td></td>
<td>Invoice Payment Request</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Participant Advance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Travel Authorization</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>Expense Reimbursement - No Travel</td>
<td>Please complete for each employee (faculty, staff or student) after authorized work travel (even those at no cost to university)</td>
</tr>
<tr>
<td></td>
<td>Procurement Request</td>
<td></td>
</tr>
</tbody>
</table>
Expense Reimbursement - Non Travel

Please complete this form for any non-travel expense reimbursement. Note - taxes cannot be reimbursed.

* Requested For (First, Last Name)
  Lisa Springer

Department

* Business Service Center

* Is this Hospitality or Entertainment?
  -- None --

* Please provide a justification for the expense

Receipts

Please attach all receipts at the bottom of the form. If you are missing receipts please fill out the Declaration of Missing Evidence form and use the attachment option at the end of the form. [https://www.utsa.edu/financialaffairs/resources/forms/008.html](https://www.utsa.edu/financialaffairs/resources/forms/008.html)

* Cost Center/Project ID(s)

Add
Remove All

<table>
<thead>
<tr>
<th>Actions</th>
<th>Cost Center/Project ID</th>
<th>Amount</th>
</tr>
</thead>
</table>

No data to display

Attach department chair or cost center manager approval (Not required for Project ID’s)

You can attach an email, award letter, etc.

Upload

Notes to BSC

Examples of Financial Requests

Business Contract Request

Business Contract Request

For Service Agreements, Participant Agreements, and Speaker Agreements. If the agreement is $15K or more please submit as a purchase order request (insert link to procurement request form)

* Requested For (First, Last Name)
  Lisa Springer

Department

* Business Service Center

* Type of Contract
  Participant Agreement

* Do you have a completed agreement or statement of work?
  -- None --

Is this an international vendor?
  -- None --

Notes to BSC
## Options for creating HR Cases

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td></td>
</tr>
<tr>
<td>Contract Additions and Changes</td>
<td></td>
</tr>
<tr>
<td>Faculty Buyout Request Form</td>
<td>Request a course or research buyout</td>
</tr>
<tr>
<td>Funding Change Request</td>
<td>Funding Change Request</td>
</tr>
<tr>
<td>Miscellaneous eForm Request</td>
<td>All other eform types of request</td>
</tr>
<tr>
<td>New/Rehire Request Form</td>
<td>For Fixed Term Track, Tenure Tenure Track, Student Employee, and Staff New &amp; Re-Hires</td>
</tr>
</tbody>
</table>

*View Details*
Examples of an HR Requests

New/Rehire Form

For Fixed Term Track, Tenure Track, Student Employee, and Staff New & Re-Hires

Use the attachment option at the end of the form to attach offer letters or memorandum of appointment, org chart, position change request form (HR vacant)

- Indicates required
- Requested For (First, Last Name)
  - Jeanette Stokes
  - Employee ID: 6000.021041
- Department
  - College of Liberal Fine Arts
  - Business Service Center
  - CSUFA
- Type of Hire
  - New
- Applicant Legal Name (Last, First)
- Applicant Preferred Name (Last, First)
- Is the employee transferring from a current, active position in a different department?
  - Name
- Is this a new hire or re-hire?
  - Name

Funding Change

Funding Change Request

Attach any supporting documentation using the attachment option at the end of the form

- Indicates required
- Requested For (First, Last Name)
  - Jeanette Stokes
  - Employee ID: 6000.021041
- Department
  - College of Liberal Fine Arts
  - Business Service Center
  - CSUFA
- Position Number
- Reports to
- Employee
- Cost Center/Project ID(s)
- Actions
- Cost Center/Project ID
- Amount
- Effective Date
- End Date (if applicable)
Creating a case in Service Now

Once the form is complete click Submit.

The list of mandatory fields that resides along the right side of the form must be completed prior to submission.
CONFIRMATION OF SUBMISSION.

After the case has been submitted, the requestor will retain the ability to see case number, status and attach files. They can also communicate with the BSC Specialist at any point in time while the request is being processed.