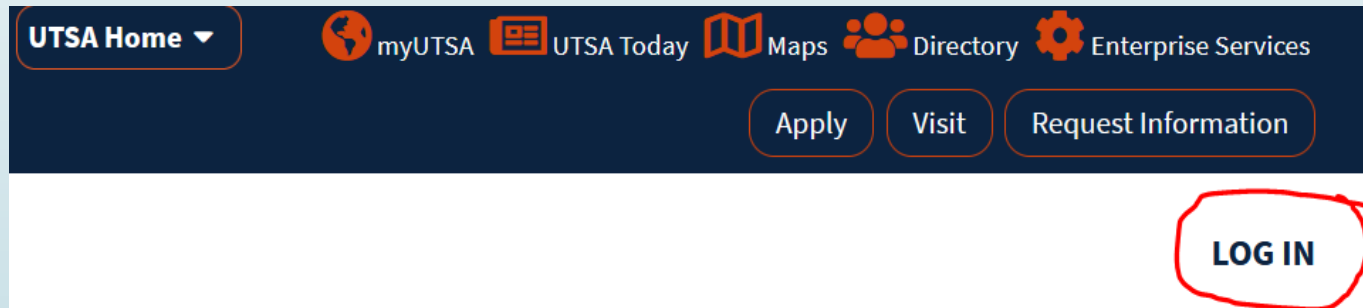




SERVICE NOW

Logging into SERVICE NOW

- Go to - <https://utsa.service-now.com/bsc>
- Click on **LOG IN** and sign in with your UTSA email address and passphrase



Here is what you should see...

Welcome to the Business Service Center



BSC FINANCIAL FORMS



BSC HR FORMS



KNOWLEDGE BASE

POPULAR SERVICES

Expense Reimbursement - Non Travel

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

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

MY OPEN CASES

No Records Found

POPULAR KNOWLEDGE ARTICLES

No content to display

Options for creating Financial Cases

The screenshot shows a web application interface with a dark blue header. The breadcrumb navigation reads "HOME > BUSINESS SERVICE CENTER > FINANCIAL". A search bar is located in the top right corner. On the left, a "CATEGORIES" sidebar is visible, with "Financial" highlighted in orange and a green arrow pointing to it. The main content area is titled "Financial" and contains seven cards, each with a title, a subtitle, a description, and a "View Details" button. The cards are: "Business Contract Request", "Expense Reimbursement - No...", "Expense Reimbursement - Tra...", "Invoice Payment Request", "Participant Advance", "Procurement Request", and "Travel Authorization".

HOME > BUSINESS SERVICE CENTER > FINANCIAL

Search

CATEGORIES

- Financial** ←
- HR

Financial

- Business Contract Request**
Business Contract Request
View Details
- Expense Reimbursement - No...**
Please complete this form for any non-travel expense reimbursement. Note - taxes cannot be reimbursed
View Details
- Expense Reimbursement - Tra...**
Please complete for each employee (faculty, staff or student) after authorized work travel (even those at no cost to university).
View Details
- Invoice Payment Request**
Invoice Payment Request
View Details
- Participant Advance**
Participant Advance
View Details
- Procurement Request**
Procurement Request
View Details
- Travel Authorization**
Travel Authorization
View Details

Expense Reimbursement - Non Travel

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

*Requested For (First, Last Name) Employee ID

Department *Business Service Center

*Is this Hospitality or Entertainment?

*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/009.html>

*Cost Center/Project ID(s)

| Actions | Cost Center/Project ID | Amount |
|--------------------|------------------------|--------|
| 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.

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) Employee ID

Department *Business Service Center

*Type of Contact

*Do you have a completed agreement or statement of work?

Is this an international vendor?

Notes to BSC

Options for creating HR Cases

The screenshot shows a web application interface for creating HR cases. At the top, there is a navigation breadcrumb: HOME > BUSINESS SERVICE CENTER > HR. To the right of the breadcrumb is a search bar with the text "Search" and a magnifying glass icon. Below the breadcrumb, there is a "CATEGORIES" sidebar on the left. The sidebar has an orange header with the word "CATEGORIES" in white. Below the header, there are two categories: "Financial" and "HR". The "HR" category is highlighted with a red border and a green arrow pointing to it. The main content area is titled "HR" and contains five cards, each representing a different HR case type. Each card has a title in orange, a description in black, and a "View Details" button at the bottom. The cards are: 1. "Contract Additions and Changes" with the description "Contract Additions and Changes". 2. "Faculty Buyout Request Form" with the description "Request a course or research buyout". 3. "Funding Change Request" with the description "Funding Change Request". 4. "Miscellaneous eForm Request" with the description "All other eform types of request". 5. "New/Rehire Request Form" with the description "For Fixed Term Track, Tenure Tenure Track, Student Employee, and Staff New & Re-Hires".

HOME > BUSINESS SERVICE CENTER > HR

Search

CATEGORIES

Financial

HR ←

HR

Contract Additions and Changes
Contract Additions and Changes

[View Details](#)

Faculty Buyout Request Form
Request a course or research buyout

[View Details](#)

Funding Change Request
Funding Change Request

[View Details](#)

Miscellaneous eForm Request
All other eform types of request

[View Details](#)

New/Rehire Request Form
For Fixed Term Track, Tenure Tenure Track, Student Employee, and Staff New & Re-Hires

[View Details](#)

Examples of an HR Requests

New/Rehire Form

For Fixed Term Track, Tenure 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 (fill vacant)

* Indicates required

* Requested For (First, Last Name)

Jeanette Stokes

Employee ID

6001021641

Department

COLLEGE OF LIBERAL / FINE ARTS

* Business Service Center

COLFA

* Type of hire

-- None --

* Applicant Legal Name (Last, First)

Applicant Preferred Name (Last, First)

* Is the employee transferring from a current, active position in a different department?

-- None --

* Is this a new hire or re-hire?

-- None --

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

6001021641

Department

COLLEGE OF LIBERAL / FINE ARTS

* Business Service Center

COLFA

Position Number

* Reports to

* Employee

Cost Center/Project ID(s)

Add Remove All

| Actions | Cost Center/Project ID | Amount |
|--------------------|------------------------|--------|
| No data to display | | |

* Effective Date

YYYY-MM-DD

End Date (if applicable)

YYYY-MM-DD

Creating a case in Service Now

Procurement Request

Procurement Request

The Procurement Request form is to request procurement items or services. Check Vendor Hold status before submitting
[\[https://fmcpa.cpa.state.tx.us/tpis/search.html\]](https://fmcpa.cpa.state.tx.us/tpis/search.html)

*Requested For (First, Last Name) Employee ID

Test BSC Customer x Employee ID: 1234567891

Department *Business Service Center

COLLEGE OF SCIENCE-DEAN COS

*Requested Method of Purchase

-- None --

Reason for purchase

*Does this purchase require delivery?

-- None --

*Is this a new vendor?

-- None --

*Is this an international vendor?

-- None --

*Vendor Name

Vendor Point of Contact

Submit

Required information

- Requested Method of Purchase
- Does this purchase require delivery?
- Is this a new vendor?
- Is this an international vendor?
- Vendor Name
- Cost Center/Project ID(s)
- Product Name/Description
- Total Cost

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.

Creating a Case in Service Now... (continued)

| REQUEST DETAILS | |
|-----------------|-------------------------|
| Number | CS0001088 |
| State | New |
| BSC | Strategic Enrollment |
| Department | COLLEGE OF SCIENCE-DEAN |
| Created | 03/02/2022 just now |
| Updated | just now |

| OPTIONS | |
|---|-----------------------------------|
| Requested For (First, Last Name) | Test BSC Customer |
| Employee ID | 1234567891 |
| Department | COLLEGE OF SCIENCE-DEAN |
| Business Service Center | Strategic Enrollment |
| BSC Form | 15e6abda87098110ac69ca27cebb355b |
| Short Description | Procurement Request |
| Requested Method of Purchase | POC |
| PO # | bd-9271937 |
| Change Type | Increase Quantity or Cost of Item |
| Does this purchase require delivery? | No |
| To whom should the package be delivered | Lisa Springer |
| Is this a new vendor? | No |
| Is this an international vendor? | No |
| Vendor Name | YTE Vendor |
| Cost Center/Project ID(s) | Click to view |
| Product Name/Description | Description here |
| Total Cost | 1,015 |

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.