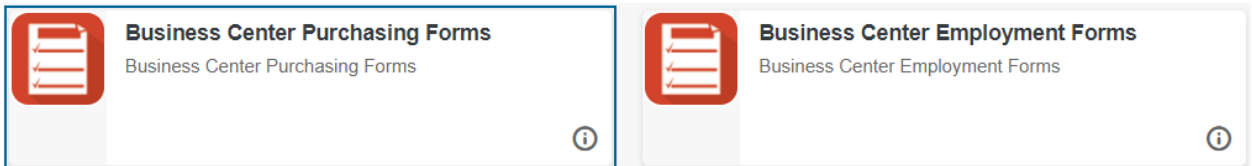


PU Service Portal Requestor User Guide

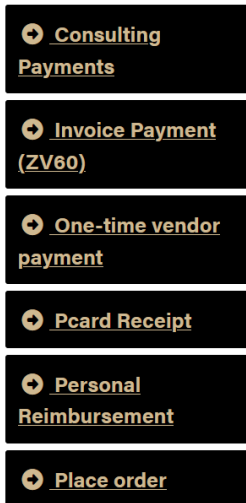
How to Submit a Ticket

See below for simple instructions for accessing the Employment and Purchasing Center Service request forms.

1. Visit onepurdue.purdue.edu for access to the OnePurdue applications
2. Search “business center” to locate the links for the purchasing and employment center forms
3. Click the Business Center Purchasing Center forms or Business Center Employment Center forms



4. Locate the service needed, then select the black box with gold text to initiate the form request (example below).



5. On each specific form, the requestor name should auto populate from the user sign in.
6. Acct/Dept. directs the request to the appropriate service center and is a required field that **must be selected** in order to move forward. This is a quick search, start by typing the few letters of the respective department and select the Department in which this request should be placed. *Note: as this field ensures the request is delivered to the appropriate center, there is no need for additional communication with the center or individuals in the centers.*
 - a. Customers can use the magnifying glass to aid in search functionality. Customers can enter *either* a department name or responsible cost center number.

Acct/Dept* ?

Start typing...



Q Search

Search

Id	Name	Parent	Acct/Dept Code
348	3D X-Ray Microscope Recharge		18040400
631	3rd St Market		30010393
856	Academic 1		52040000
857	Academic 2		52050000

7. Please Note: all fields will have a black circle with a ? icon. This icon can be selected. When selected, a text language will appear that will explain in additional guidance on completing this portion of the request.
8. In “Tell us about your request” be sure to complete all **RED asterisk (*)** fields in order to formally submit each request. Be sure to attach supporting documentation where relevant and provide justification for all requests to allow for a smoother process and alleviate bounce backs for questions.
9. When ready, submit via the gold “Submit” button.

Submit

10. Once successfully submitted, the requestor that submits a service request within TDX will receive an email response. This will also provide a quick link to easy access back to the ticket queue for tickets already submitted.
11. The respective service center will receive and handle the request timely per standards previously set within each unit. In the same way Footprints was previously used, service centers can communicate to the requestor via the system.
12. Attachments can be loaded from the “browse” feature of the form. If the file is too large, an error will be displayed. If the file is too large, there are two additional options for submitting an attachment.
 - a. Option 1: reply to the email confirmation/ticket you receive; attach the file and send via email

- b. Option 2: login to service.purdue.edu; click “Services” in the top banner; select “ticket requests” from the sub-banner on the next page; scroll down and navigate to the applicable ticket; click the ticket title; locate the attachments box on the right hand of the screen; drag and drop the file needing to be attached

HOME
PROJECTS
SERVICES
...

Ticket Requests
My Favorites
My Recent

ID ↕	Title ↕	Acct/Dept ↕	Service ↕	Service Offering ↕	Status ↕	Reviewer ↕	Requestor ↕	Modified ↕
168357	Create new shared Drive	Purdue University	General Support	General Support Request	Pending Internal		Shannon Williams	Thu 4/18/24 3:16 PM

Attachments (3)
Sort By: [Name](#) [Date](#) +

Drive request - BusOps_PackingSlipBot.docx

Thu 4/18/24 11:44 AM [Whitney Beutel](#)

Delete

Drive request.docx

Tue 4/16/24 8:31 AM [Aaron Dyer](#)

Delete

image.png

Mon 4/15/24 8:58 AM [Purdue IT Email Service Account](#)

View Delete

Drag and drop attachments here to upload.
 A maximum of 4 MB can be uploaded at once.

How to Access Previously Submitted Tickets

1. Once a service request is submitted, ticket requests can be monitored by the requestor by logging into service.purdue.edu and visiting “Ticket Requests.”

HOME
SERVICES
KNOWLEDGE BASE

Ticket Requests
My Favorites
My Recent
My Approvals
Services A-Z
Search

2. After selecting Ticket Requests, the next screen will provide a search function but also a list of all service requests submitted by the end user OR the contact if added to the request.

There is also search function to quickly find a specific request.

Ticket Requests (0)

Search

Status Class New, In Process, On Hold ▾

Reviewer

Due Date

Include requests that I am listed as a contact on

ID

Acct/Dept

Service(s)

Service Offering(s)

Created

Ticket Requests (2)

Search

Status Class New, In Process, On Hold ▾

Reviewer

Due Date

Include requests that I am listed as a contact on

ID

Acct/Dept

Service(s)

Service Offering(s)

Created

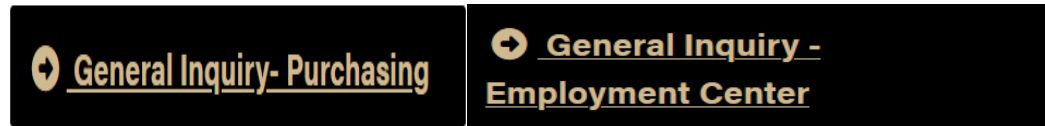
ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
119287	AgAdmin/Viney/Purdue Pete/1/31/2024/New Hire	Ag Admin	Employment Center Services - Business Office	Add an Additional Appointment	New		Jessica Viney	Wed 1/24/24 11:14 AM

a. This will populate a favorite list on the main service tool bar.

How to Submit a General Inquiry Ticket

General inquiry ticket requests can be used when additional information is needed to determine which purchasing or employment form best fits the situation.

Look for black tiles labeled “General Inquiry” in both employment and purchasing service centers.



How to find additional information to assist in selecting the correct GL

1. Visit <https://www.purdue.edu/procurement/purchasing/resources.php> and select “Ariba Commodity Code and General Ledger (GL) List. This will provide an excel file that can be searched using CTRL + F to locate specific items.
2. Please also consider consulting your local Business Office for commonly used GL’s for your research group.