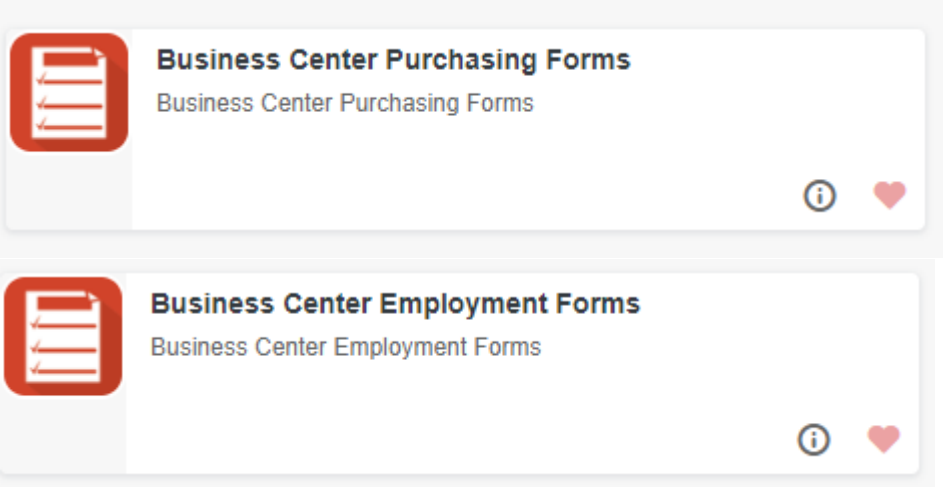


## FAQS for Center Customers

1.	<p>How do we access the Purdue Service Portal?</p> <p><i>Visit One.Purdue.edu . Search for Business Center Forms – Employment or Purchasing – and make them “favorites” by clicking the heart icon. Select the business center forms you wish to access and log in. This application uses Boiler Key for authentication.</i></p> 
2.	<p>Some of the units on campus use paper form 12's to gain approval for the purchase as well as share details with the centers. Can units still follow this process?</p>
	<p><i>Yes. Required fields on the forms will still need to be completed but the approval form can be uploaded and attached to the request.</i></p>
3.	<p>Can tickets be tracked?</p>
	<p>Yes. Once a service request is submitted, ticket requests can be monitored by the requestor by logging into <a href="http://service.purdue.edu">service.purdue.edu</a> and visiting “Ticket Requests.”</p> <hr/> <p style="text-align: center;"> <a href="#">HOME</a>   <a href="#">SERVICES</a>   <a href="#">KNOWLEDGE BASE</a> </p> <p style="text-align: center;"> <a href="#">Ticket Requests</a>   <a href="#">My Favorites</a>   <a href="#">My Recent</a>   <a href="#">My Approvals</a>   <a href="#">Services A-Z</a>   <a href="#">Search</a> </p> <p>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</p>

search function to quickly find a specific request.

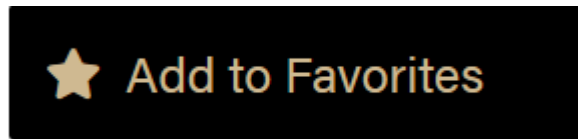
## Ticket Requests (0)

[Q Search](#) [To Excel](#) [Print](#)

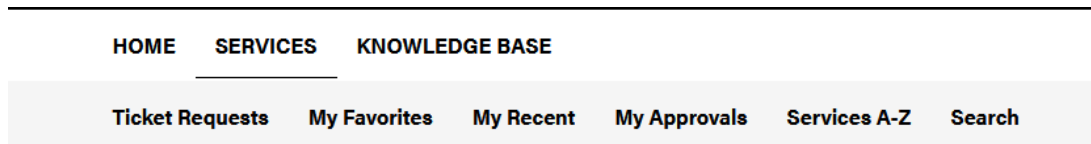
Search	<input type="text"/>	ID	<input type="text"/>
Status Class	New, In Process, On Hold	Acct/Dept	<input type="text"/> <a href="#">Q</a> <a href="#">x</a>
Reviewer	<input type="text"/> <a href="#">Q</a> <a href="#">x</a>	Service(s)	<input type="text"/> <a href="#">Q</a> <a href="#">x</a>
Due Date	from <input type="text"/> to <input type="text"/>	Service Offering(s)	<input type="text"/> <a href="#">Q</a> <a href="#">x</a>
<input checked="" type="checkbox"/> Include requests that I am listed as a contact on		Created	from <input type="text"/> to <input type="text"/>

4. Is there an easier way to access service requests? Especially the requests I use repeatedly.

Yes. Once familiar with using [Employment Center Services – Business Office](#) OR [Purchasing Center Services – Business Office](#) a “My Favorites” link can be added for quicker access in placing service requests.

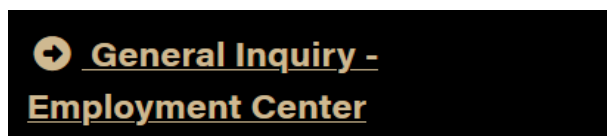
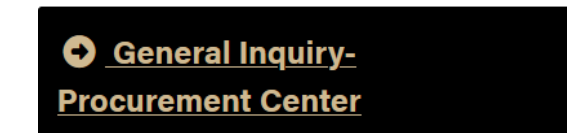


This will populate a favorite list on the main service tool bar.



5. I don't see a service request form that fits my need. What do I do?

A general inquiry service request can be submitted. Look for black tiles labeled “General Inquiry” in both Payroll and Purchasing service centers forms options.



6.	<p>Where can I find the appropriate General Ledger (GL) code to use?</p> <p>Visit <a href="https://www.purdue.edu/procurement/purchasing/resources.php">https://www.purdue.edu/procurement/purchasing/resources.php</a> 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.</p> <p><i>Please also consider consulting your local Business Office for commonly used GL’s for your research group.</i></p>
7.	<p>I submit the same supply orders on a fairly regular basis. Can I save the orders so I don’t have to re-enter everything again?</p> <p><i>Unfortunately, no. But you can see your historical orders in the system. Any attachments submitted with the ticket are accessible and additional documents can be uploaded.</i></p>
8.	<p>Can I send restricted and sensitive information (i.e., social security numbers) through the TDX forms?</p> <p><i>Yes, TDX meets Purdue’s security requirements for protected data as it requires authentication through the Boiler Key system.</i></p>
9.	<p>Are attachments allowed and when should they be used?</p> <p><i>Yes, attachments are allowed (within size limits identified in FAQ #11). They should be used as they are today. For example, attaching an offer letter or vendor documentation.</i></p>
10.	<p>I am submitting a request in the service portal, have attached a file and am now getting an error message that it is too large. What should I do?</p> <p><i>If the file is 4MB or less, you can simply drag and drop the message into the service request form. If the attachment is 5MB or larger, the attachment needs to be uploaded and attached to the request in the portal. For more detail, see the attachment instructions in the “How to Submit a Ticket” section of the PU Service Portal Requestor User Guide found on the Service Portal (TDX) Resources website.</i></p>
11.	<p>There are two Purdue departments with the same name. In the department selection field on the forms, how do I know I’m picking the right one?</p> <p><i>All department names include a campus designation in the department name selection field. I.E., WL, NW, FW.</i></p>
12.	<p>I have a quote from a vendor. Do I need to add all of the quote information to the service request form?</p> <p><i>No, complete the required fields and then attach the quote to the order and submit it.</i></p>
13.	<p>How do I see all of my pending tickets in the client portal?</p> <p><i>Instructions for accessing submitted tickets can be found in the PU Service Portal User Guide. There is also a recorded demonstration of how to access tickets. Both of these resources can be found on the .</i></p>

14.	How do I expand all the “help” information?
	<p><i>There are two buttons at the top of the forms - “expand all” or “collapse all”. Toggle these buttons to expand or collapse detailed help information.</i></p> <div data-bbox="472 411 1377 552" style="border: 1px solid black; padding: 10px; text-align: center;"> <span data-bbox="634 457 919 499">+ Expand All Help</span>      <span data-bbox="1011 457 1317 499">– Collapse All Help</span> </div>
15.	When using the forms will all of the fields be required to be filled out before the form can be submitted?
	<p><i>Each form will have some fields that are required. Those fields will be marked with a red star. The other fields will not be required but are very helpful information to provide to the business operation center staff.</i></p>
16.	How do I know if my form or email went to the correct center?
	<p><i>In regard to forms, a required field on each form is the department. The user selects their department from a drop down and the form will then be sent to the correct center.</i></p> <p><i>The email addresses used to submit requests are specific to each center and have not changed. If submitting an order via email, simply use the email that you have used in the past.</i></p>
17.	When hiring a group of employees, do I need a form for each person or can I attach a spreadsheet?
	<p><i>You can simply attach a spreadsheet with the information needed to complete the payroll action.</i></p>
18.	Will this change how I make an appointment with the employment center?
	<p><i>No, the bookings tool used to schedule is a Microsoft office tool separate from the ticketing system. Please continue to book appointments as you have in the past.</i></p>
19.	Will my center staff be able to access orders (and associated documentation) that I have placed in the past?
	<p><i>Yes. The footprints system is used by other areas across campus and is will continue to remain available. Center staff will be able to access past orders and any documentation associated with those orders. I.E., bids, email communications with vendor, etc.</i></p>