PURPOSE

This reference guide will cover detailed use directions for new IT Peripheral order form, changes to hardware item categories, changes to the onboarding order guide and an example of the ship notification email for new hardware request.

OVERVIEW

- Coupa, a new procurement application, will be deployed Jan 31.
    - Operations will still request IT hardware through ServiceNow.
    - IT procurement will input orders into Coupa.
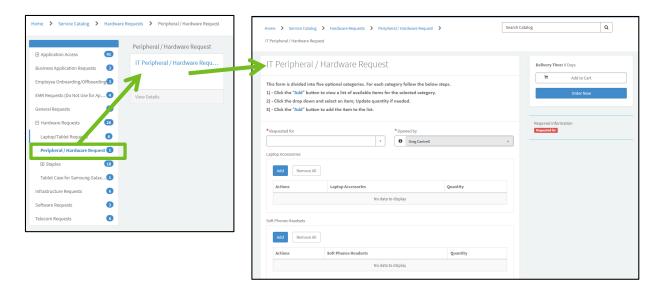- ServiceNow Portal related changes. Specifically:
    - Streamlined IT hardware ordering process using a single hardware request form.
    - Cost center manager approvals will transition to Coupa for most hardware items.
    - Simplified Hardware categories.
    - Changes to the onboarding order guide.
    - Updated ship notification process.

Old Categories	New Categories
Categories	**Categories**
⊞ Application Access — 40	⊞ Application Access — 41
Business Application Requests — 3	Business Application Requests — 3
Employee Onboarding/Offboarding — 3	Employee Onboarding/Offboarding — 3
EMR Requests (Do Not Use for Ap… — 3	EMR Requests (Do Not Use for Ap… — 4
General Requests — 3	General Requests — 3
⊟ Hardware Requests — 47	⊟ Hardware Requests — 26
Laptop Accessories — 14	Laptop/Tablet Requests — 6
Laptop/Tablet Requests — 6	Peripheral / Hardware Request — 1 **1.**
⊟ Office Equipment — 9	⊟ Staples — 18
Miscellaneous Office Equip… — 3	Laptop Accessories — 7 **2.**
Printer/Scanner/Fax — 6	Miscellaneous Office Equip… — 2
Tablet Accessories — 10	Tablet Accessories — 9
⊟ Telephone Headsets — 8	Tablet Case for Samsung Galax… — 1 **3.**
Desk Phones Headsets — 5	Infrastructure Requests — 6
Soft Phones Headsets — 3	Software Requests — 3 **4.**
	Telecom Requests — 6

HARDWARE CATEGORY REORGANIZATION

1. Hardware ordered in Coupa by IT Procurement requested here.
2. Staples: These are information items that must be ordered from Staples.
3. One Tablet case cannot be ordered through Coupa. Request that here.
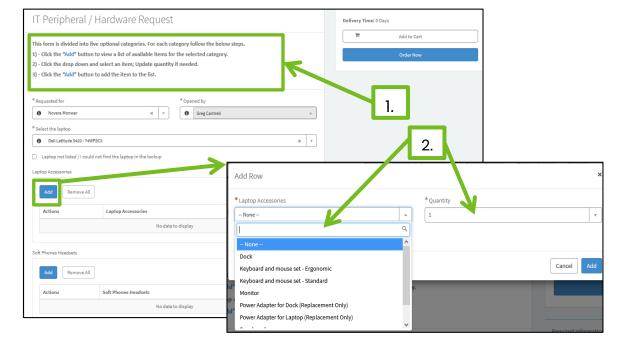4. Software process is unchanged. Cost Center manager approvals still required in ServiceNow.
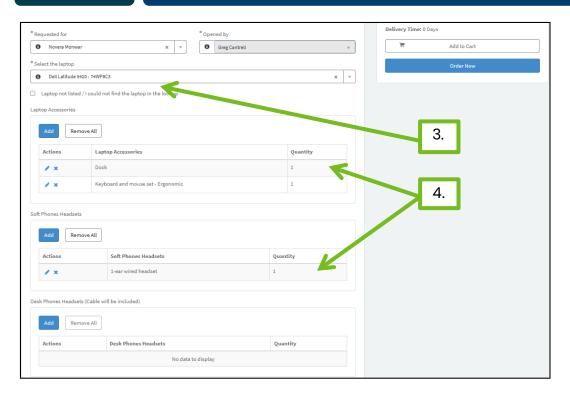
CONSOLIDATED IT PERIPHERAL REQUEST

USING THE IT PERIPHERAL REQUEST FORM

1. Follow the on screen directions to request items.
2. Select items that are needed from each group on the form. Update quantity if needed.
    - Multiple items can be added from each group.
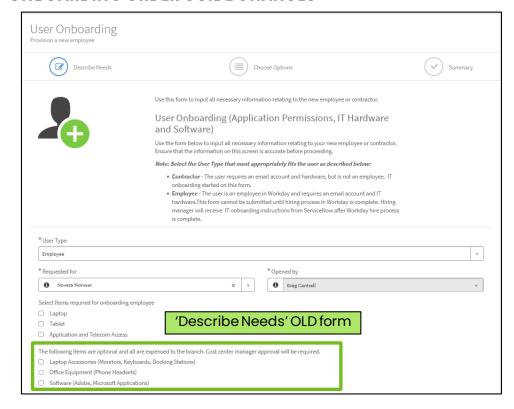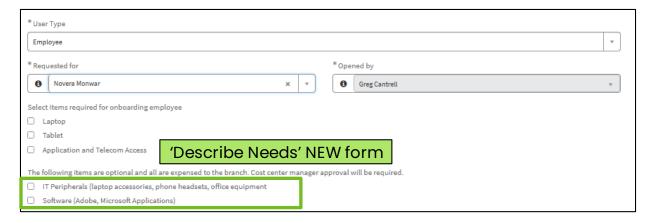   - Power adaptors are provided for ordered docking stations and laptops.

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3. Laptop must be identified for certain items (docking station).
4. Items requested will show up in the section table as they are added.
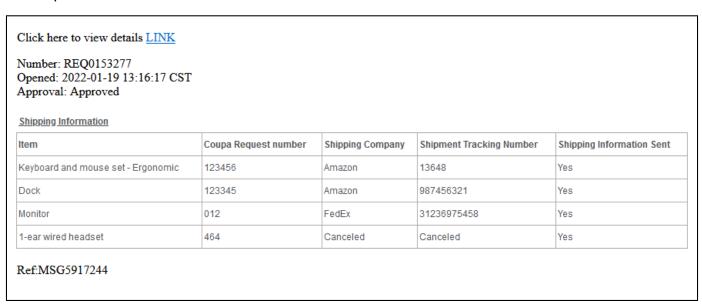
ONBOARDING ORDER GUIDE CHANGES

'Describe Needs' OLD form

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The old hardware checkbox items have been removed and replaced with the single IT Peripherals selection.

* User Type

Employee

* Requested for   *** Opened by**

Novera Monwar   Greg Cantrell

Select Items required for onboarding employee

☐ Laptop
☐ Tablet
☐ Application and Telecom Access   **'Describe Needs' NEW form**

The following items are optional and all are expensed to the branch. Cost center manager approval will be required.

☐ IT Peripherals (laptop accessories, phone headsets, office equipment
☐ Software (Adobe, Microsoft Applications)
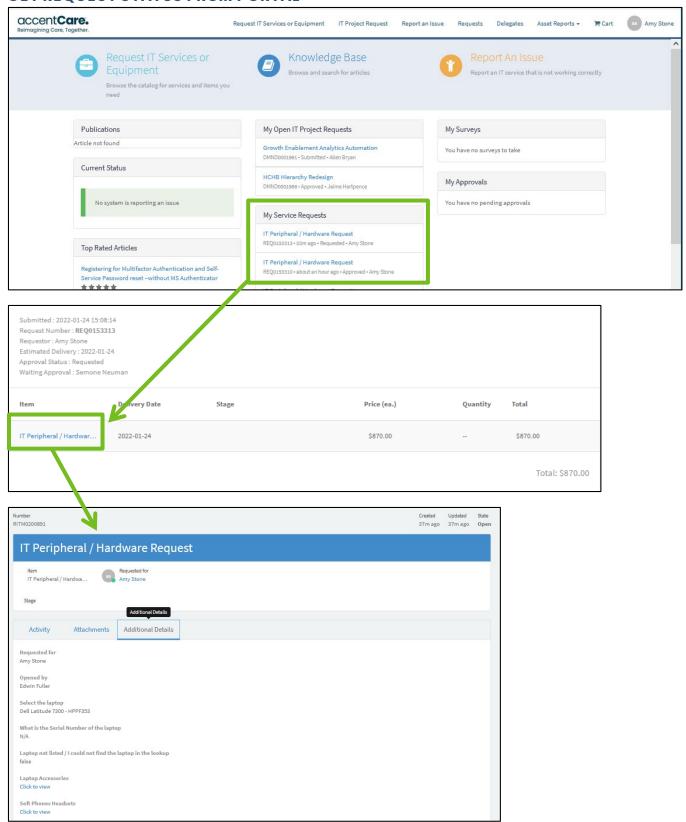
SHIPMENT EMAIL NOTIFICATIONS

Email notifications will be sent to detail the shipping information for each item ordered.

- Multiple notifications might be sent if shipment information is available at different times. Item fields still waiting shipment information will be BLANK.

- If, for some reason items are cancelled, this will be communicated as shown above. For example, an item was rejected by cost center manager during the Coupa purchase process.

Click here to view details LINK

Number: REQ0153277
Opened: 2022-01-19 13:16:17 CST
Approval: Approved

Shipping Information

Item	Coupa Request number	Shipping Company	Shipment Tracking Number	Shipping Information Sent
Keyboard and mouse set - Ergonomic	123456	Amazon	13648	Yes
Dock	123345	Amazon	987456321	Yes
Monitor	012	FedEx	31236975458	Yes
1-ear wired headset	464	Canceled	Canceled	Yes

Ref:MSG5917244

GET REQUEST STATUS FROM PORTAL

Revision History

0001	**01/25/2022**	**G Cantrell/M McCoy**