Procedure for accessing and using the SAAS Ticketing System

1. Access by entering **sa.sc.edu/saastix** into the search bar. Then you will log in with your email & university password.
2. Resources tab contains guides for you (please note "Procurement-Housing Finance")
3. The bell will indicate notifications (typically if a finance member adds a comment)
4. "**New Ticket**" is where you will enter a request. Once you click on "new ticket" you will see the following:

Title

Description (please include details including who, what, where, when, and why)

Please select category

Choose Files | No file chosen

Supports multiple uploads. To select multiple files, drag them to the field or hold down the CTRL or (

5. For "**Title**" please start with your Unit/ & a quick reference *(Ex: Operations/Fink-invoice)*
6. The **"description"** add details of what you need and/or a website link for a request
7. Click on "**SELECT CATEGORY**" and you will have a drop-down box to select from **"Procurement"** will house your PO, payment request & expense (employee reimbursement options)
8. Then you will enter your chart string information (***dept/fund code...etc***...)
9. If purchasing from a grocery stores be sure to select the box that reads

☑ Check here if you require a copy of the dispatched PO

10. If the purchase requires a contract or legal agreement be sure to select the box that reads

☑ Contract submitted for Purchasing Review - Please attach below

11. Attach necessary documents that relate to your request (quotes/request forms/invoices)
12. Once you have entered your necessary information click "Submit"

   **Your ticket will go into a pending status until a finance team member claims it
   **Your ticket will have a generated number from the system
   **You will receive notifications & communication within the ticket.

   **in your profile check the box ☑ Allow email notifications to receive notifications
   **if you are entering a ticket for travel you must utilize your forms found under "Resources."