SS - Closing Tickets & Returns

2/7/23

Work Unit

Request submitted

Supplies data or corrections

Contact Work Unit with concern

Yes

Request reviewed

Are there WU errors or missing data/documentation?

No

Request completed and routed to next area to process

The Customer will see the statements below.

Request reviewed

Are there WU errors or missing data/documentation?

Yes

The ticket will be “On hold” so SS can access it and modify if sent back to SS

Request completed, Sent to AP
SS Work Completed, Sent to Travel
SS Work Completed, Sent to Procurement
SS Work Completed, Sent to SPAS
SS Work Completed, Sent to PI
SS Work Completed, Sent to Budget Office
SS Work Completed, Sent to Faculty Srvc
SS Work Completed, Sent to UA HR
Et Cetera

Cycle times will not include the below status’

Request completed and notification sent to WU

If ticket is not sent back to SS within 14 days it is “Closed” automatically and a new ticket will need to be created if SS needs to modify

End

AP/PRO/TRA

票 left open for 14 days and then automatically moved to “closed”