

UPSTATE

University of South Carolina

Technology Purchasing Request Form Process

We are introducing a new process for ordering/purchasing new hardware including PC's, monitors, and docking stations. Also, new hires replacing previous employees are eligible to receive the previous employer's laptop.

- 1) To start the purchase request, please complete the [Technology Equipment Request Form](#).

The screenshot shows the top portion of a web form. At the top left is the UPSTATE University of South Carolina logo. To its right is the title "Technology Equipment Request" in a large, white font on a dark background. Below this is a dark grey bar with a white "Hi," followed by a text input field and the instruction "When you submit this form, the owner will see your name and email address." Below that is a red asterisk and the word "Required". The main question is "1. Type of requested equipment: *". Below this is the instruction "Please indicate how many of each device in the comments at the end of the form." and a list of four options, each with an unchecked checkbox: "PC (New Device)", "PC (Replacing Previous Employee)", "Docking Station", and "Monitor". At the bottom left of the form area is a dark grey button with the word "Next" in white text.

Preview of the form (above).

Note: employees have the option to select multiple devices to purchase in question #1

- 2) After choosing the devices to purchase, the information on the next section needs to be filled out **only if the employee chose “PC (Replacing Previous Employee)” as one of the devices to be purchased**. Otherwise, please leave the section blank and choose “Next”. (Please see below).

The screenshot shows a dark header bar with the 'UPSTATE' logo and the text 'Technology Equipment Request'. Below the header, the section is titled 'Ordering PC (Replacing Previous Employee):' with a sub-instruction: 'Please skip this section if you didn't select this option in question #1.' There are two numbered questions: '2. Name of previous employee?' and '3. Where is the device currently located?'. Each question has a corresponding text input field with the placeholder 'Enter your answer'. At the bottom of the form, there are two buttons: a grey 'Back' button and a dark 'Next' button.

- 3) The last section includes other information required for purchasing. Please disregard the “Departmental budget number” question if you are not ordering a new device. **The person filling out the form is required to provide their office number and the name of the employee who will be receiving the device(s)**. At the end of the form is an “Additional information or comments” area (optional). If the requestor is requesting several devices for a certain device type, that information would need to be stated in this section.

* Required

Required information:

4. Departmental budget number (if purchasing new device):

*minimum of 19 numbers

5. Requestor office phone number: *

6. Employee receiving equipment: *

7. Additional information or comments:

Back

Submit

*Please ignore question # 4 if you only chose to request "PC (Replacing Previous Employee)"

- 4) After submitting the form, a standard ticket is created for each device type requested. Requestors should receive an email notification when the tickets are created as well as when the tickets are changed or commented on.

Example email after purchase request:

Thank you for contacting the Help Desk, a ticket has been opened for you



Help Desk
To

[Reply](#) [Reply All](#) [Forward](#)  

Tue 1/31/2023 9:43 AM

Start your reply all with: [Thank you!](#) [Confirmed, thank you.](#) [Thank you for your help!](#)  Feedback

Thank you for contacting the ITS Help Desk. This email is confirmation that we are aware of your Purchasing - Hardware related question or issue. A qualified technician will be working with you shortly as we address all open tickets as they are submitted.

Description of Purchasing - Hardware issue:

Equipment requested: Monitor Department budget # : 12345678987654321 Receiving equipment: Additional info/comments:

Sincerely,

Help Desk
Information Technology and Data Services
University of South Carolina Upstate
800 University Way
Spartanburg, SC 29303
Office: 864/503-5257 Fax: 864/503-5065
helpdesk@uscupstate.edu