

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:

The screenshot shows a web form for creating a new ticket. It includes a 'Title' field, a 'Description' field with a placeholder text 'Description (please include details including who, what, where, when, and why)', a 'Please select category' dropdown menu, and a file upload section with a 'Choose Files' button and the text 'No file chosen'. Below the file upload section, there is a note: '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.”