ServiceNow

University Financial Services recently started using a new ticketing system: ServiceNow. Below please find some useful information on how to use the new system.

1. When you send an email to one of the UFS Shared email addresses listed below keep the subject line of the email short and concise as that will become the short description of the ticket.

   - ap_customerservice@harvard.edu  Accounts Payable
   - ap_vendorhotline@harvard.edu  Vendor Setup
   - ufs_crt@harvard.edu  Payroll
   - pcard@harvard.edu  Pcard
   - fad_travelmgr@harvard.edu  Egencia

2. Any time one of the email addresses listed above are copied (Cc’ed) on an email exchange a new ticket is created.

In case you have additional information pertaining to an open ticket, please reply to the ServiceNow generated email(s).

3. Please remember not to send email responses such as “Thank You” to the UFS shared email accounts as these will also create new tickets

4. The email(s) sent from ServiceNow have a reply to address of ithelp@harvard.edu or harvard@service-now.com.

When you are responding to an email received from ServiceNow regarding a UFS request or other inquiry please do not alter the reply-to address or the subject line in this email response as this action will not update the original ticket appropriately.