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Purpose: Provide Guidance for Service Now Ticket category selection

Service Now Ticket Categories

Category	When do I use this Category/Definition	Examples	
Invoice/Payment Issue	This category should be selected for any queries or issues related to invoices or payments. This includes discrepancies in invoice amounts, missing payments, incorrect payment details, and any other concerns related to the processing and handling of invoices and payments	Invoice discrepancy Missing payment Incorrect payment details Payment processing issue Invoice not received Duplicate invoice	Payment delay Overpayment Underpayment Payment status Invoice approval Payment confirmation
PO Issue	This category should be selected for any queries or issues related to Purchase Orders (POs). This includes discrepancies in PO details, missing POs, incorrect PO information, issues with PO approval, and any other concerns related to the creation, processing, and management of Purchase Orders.	PO discrepancy Missing PO Incorrect PO details PO approval issue PO not received Duplicate PO	PO amendment PO cancellation PO status PO creation issue PO confirmation
PIR & SL Issue	This category should be selected for any queries or issues related to Purchase Information Records (PIR) or Sourcing List. This includes discrepancies in PIR details, missing PIRs, incorrect PIR information, and any other concerns related to the creation, maintenance, and management of Purchase Information Records. Regarding Sourcing List this includes incorrect sourcing information, issues with sourcing list approval, and any other concerns related to the creation, maintenance, and management of Sourcing Lists.	PIR discrepancy Missing PIR Incorrect PIR details PIR update issue PIR not found Duplicate PIR PIR creation issue PIR status	Missing sourcing list Incorrect sourcing details Sourcing list update issue Sourcing list not found Duplicate sourcing list Sourcing list creation issue
PR Issue	This category should be selected for any queries or issues related to Purchase Requisitions (PRs). This includes discrepancies in PR details, missing PRs, incorrect PR information, issues with PR approval, and any other concerns related to the creation, processing, and management of Purchase Requisitions.	PR discrepancy Missing PR Incorrect PR details PR approval issue Duplicate PR PR cancellation	PR status PR creation issue PR confirmation Missing GL accounts or Cost objects
Supplier Management	This category should be selected for any queries or issues related to the onboarding and management of suppliers. This includes discrepancies in supplier information, issues with supplier registration, updates to supplier details, and any other concerns related to the overall management and maintenance of supplier records.	Supplier registration Supplier information update Supplier approval issue Missing supplier details Incorrect supplier information	Supplier status Supplier onboarding process Supplier profile management Supplier compliance Supplier verification
Coupa Goods - HS Code Issue	This category should be selected for any queries or issues related to Harmonized System (HS) codes for goods. This includes discrepancies in HS codes, missing HS codes, incorrect HS code assignments, and any other concerns related to the classification and coding of goods using HS codes.	HS code discrepancy Missing HS code Incorrect HS code HS code update	HS code classification Goods classification issue HS code verification HS code compliance
Sourcing Issue	This category should be selected for any queries or issues related to sourcing activities. This includes discrepancies in sourcing event details, issues with supplier bids, problems with sourcing event approvals, and any other concerns related to the creation, management, and execution of sourcing events.	Sourcing event discrepancy Supplier bid issue Sourcing event approval Missing sourcing event Incorrect sourcing details Sourcing event creation issue	Sourcing event status Sourcing event update Supplier participation issue Sourcing event confirmation Sourcing strategy issue
Contracting Issue	This category should be selected for any queries or issues related to contracts. This includes discrepancies in contract details, issues with contract approval, problems with contract execution, and any other concerns related to the creation, management, and maintenance of contracts.	Contract discrepancy Contract approval issue Missing contract Incorrect contract details Contract execution issue Contract status Contract amendment	Contract renewal Contract termination Contract compliance Contract negotiation Contract confirmation
Business Partner Record Update	This category should be selected for any queries or issues related to updating business partner records. This includes discrepancies in business partner information, requests for updates to existing records, issues with the approval of updates, and any other concerns related to the maintenance and management of business partner data.	Business partner information update Business partner record discrepancy Missing business partner details Incorrect business partner information Business partner approval issue	Business partner status update Business partner data maintenance Business partner profile update Business partner verification Business partner compliance Business partner record management
Coupa Buying Goods and Services	This category should be selected for any queries or issues related to the procurement of goods and services. This includes issues with placing orders, discrepancies in order details, problems with order approvals, and any other concerns related to the purchasing process within Coupa.	Order placement issue Order approval issue Missing order details Incorrect order information Purchase order creation	Goods receipt issue Order status Order confirmation Supplier selection Purchase requisition
P-Card Request	This category should be selected for any queries or issues related to Procurement Card (P-CARD) requests. This includes requests for new P-CARDS, issues with existing P-CARDS, discrepancies in P-CARD transactions, and any other concerns related to the management and use of P-CARDS.	P-CARD application New P-CARD request P-CARD transaction discrepancy P-CARD approval issue Missing P-CARD details	Incorrect P-CARD information P-CARD limit increase P-CARD status P-CARD usage issue P-CARD compliance
Submit SAP Operational Request	This category should be selected for any queries or issues related to SAP scope of work. The category includes all the scope of work that was not transitioned to Coupa.		

Version History

1.0	11/12/24	Original	Terry McKee