UNC School of Government
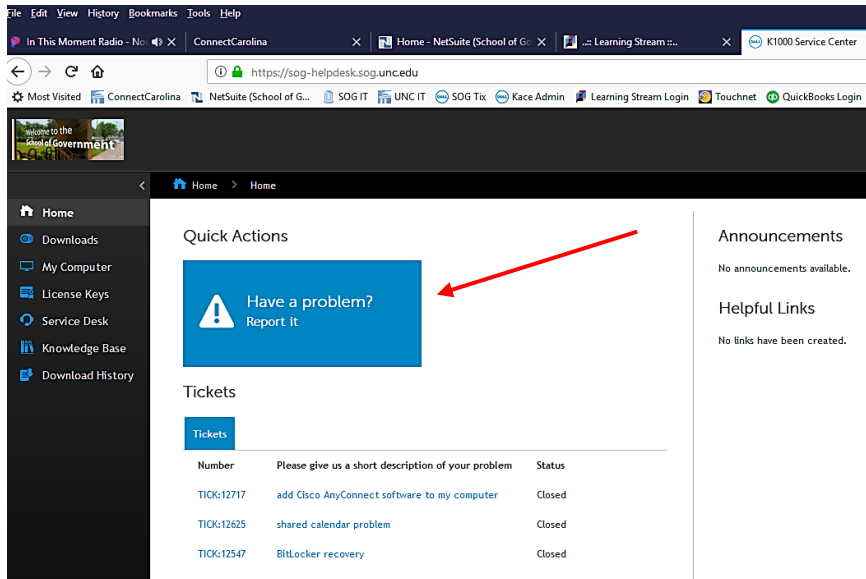# Business Office
Ticketing System FAQ

How do I submit a ticket for the business office?

Please submit a ticket to https://sog-helpdesk.sog.unc.edu. Please click on "Have a Problem? Report it" blue box as seen below. Select Business Office from the drop down box on the next screen.

What do I do if I don't see "Have a problem? Report it" screen?

Navigate to https://sog-helpdesk.sog.unc.edu. Click on "Queue" and then "Business Office". Once there, please click on "Choose Action" - to "New Ticket from Queue" which then drops the option box to select "Business Office" option (as seen below).

What do I do when I submit the ticket?

At the main screen of the Business Office ticket page (as seen below) fill out the required information.

You can submit travel reimbursements, personal reimbursements, independent contractors, service agreements, invoices, requisition requests (purchases over $5,000) and supply order requests from the drop down box listed as *Category*. There is an option for *other* in the drop down box if you are submitting something else that does not correlate to an already supplied category.

What information is required?

Please see the handouts supplied. If there are questions regarding the handout or questions about something else, please feel free to reach out to the Business Office and we'll be happy to help!

How do I see my ticket in the system?

At the Ticketing System home screen page (as seen in FAQ question 1), on the far left side, there is a *Service Desk* link. Click on that link. At this point, you'll come to a screen that says Tickets | All Queues.

Click on *Queue*: *All Queues* in the right hand corner and select *Business Office*.
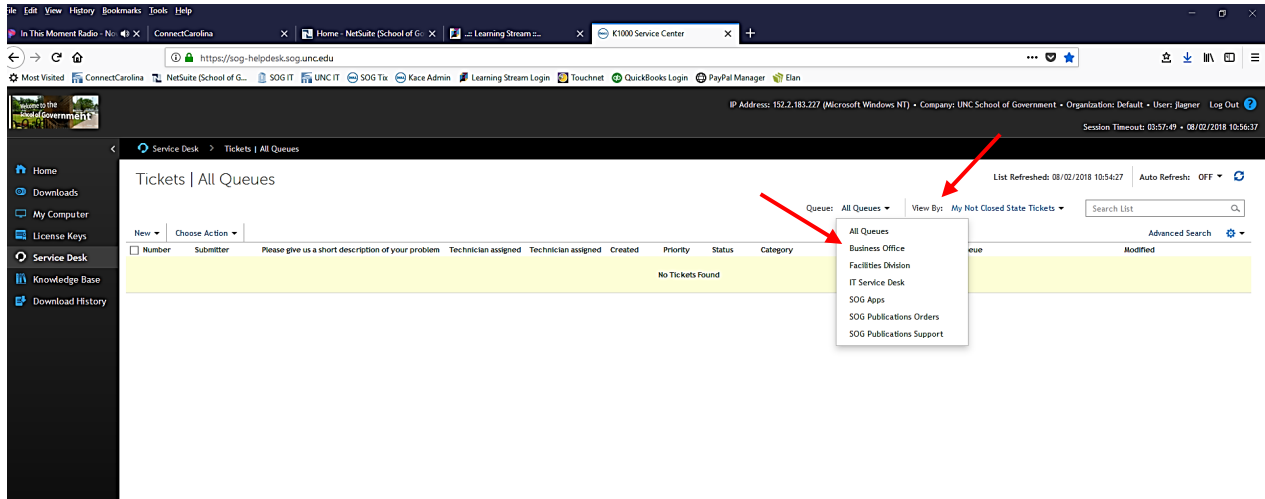
You can view several different items as well by clicking on *View By* which is next to *Queue*. Select *My Tickets* to view all your options. *My Tickets by State* followed by *My Not Closed State Tickets* will display all tickets in current open status.
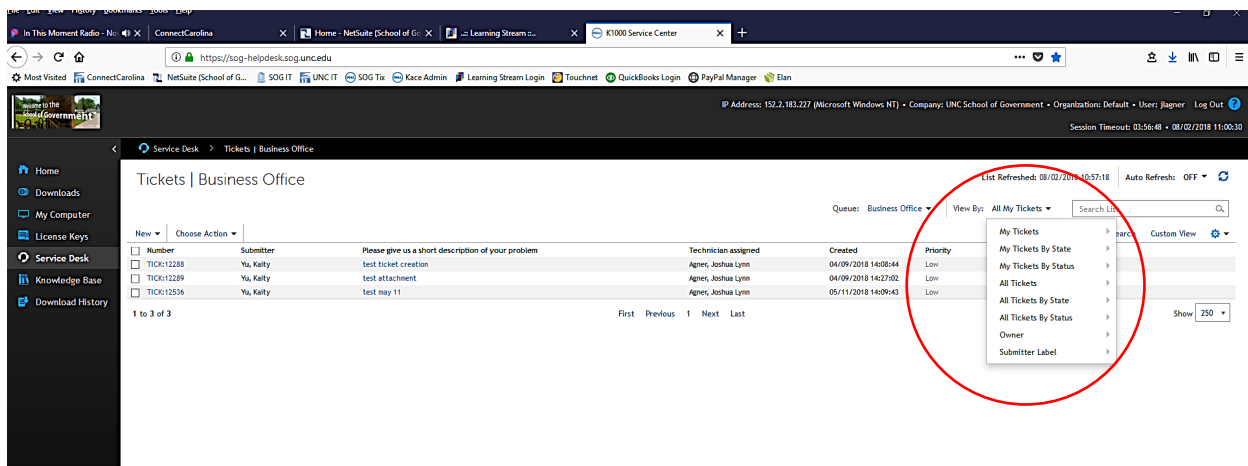
Can I submit feedback about the ticketing process?

Please do! We'd love to know your experience and how we can improve. Call, visit, email, or contact us by carrier pigeon, we're here to help.