

[Submitting a Purchase Request through SIMES](#)

Step-by-step instructions on how the End User can submit a new purchasing request

1- Login To [ServiceNow Portal](#)

To access the ServiceNow Ticketing System, you will need:

1. A SLAC Windows Account, and
2. Login to SLAC VPN

Use your SLAC email credentials to log in to ServiceNow

To obtain a SLAC Windows Account, please reach out to SIMES HRA, Juanita Rodriguez (jprodriguez@stanford.edu).

If you wish to order from more than 1 supplier, you'll need to submit your request for each supplier separately. Example: 1 ticket for GSS/ 1 ticket for McMaster Carr

URL to submit your request:

https://slacprod.servicenowservices.com/it_services?id=sc_cat_item&sys_id=6d4c9d35873d1250cd2c41d6cebb35e1&sysparm_category=ca268ca06f1d21009c4235af1e3ee41c

The screenshot shows a web browser window with the URL: slacprod.servicenowservices.com/it_services?id=sc_cat_item&sys_id=6d4c9d35873d1250cd2c41d6cebb35e1&sysparm_category=ca268ca06f1d21009c4235af1e3ee41c. The browser's address bar and tabs are visible. The page content includes the SLAC logo (National Accelerator Laboratory) and navigation links (Home, Knowledge, Catalog, Requests, Service Alerts). The main heading is 'Stanford Institute for Materials and Energy Sciences Purchasing-System Request'. Below this is a 'Submit' button. The form contains several fields: 'What do you need assistance with?' (dropdown), 'Requested For' (dropdown), 'First Name' (text input), 'Last Name' (text input), 'PI #' (text input with a note: 'PI # consist of your project 5 Numbers and your award a letter and 4 numbers. Ex: 22146-6000'), 'PI Name' (text input with a note: 'Please provide the Professor's Last Name'), 'Project Title' (text input), and 'Delivery Building' (text input). A 'Required Information' section on the right lists: 'What do you need assistance with?', 'Requested For', 'PI #', 'PI Name', and 'Project Title'. There are also links for 'Submit Request', 'Request Status', 'Request History', and 'Request Details'.

2- Fill out the form. There are mandatory fields that need to be filled in before you are able to submit your form.

3- The “Requested for” field should only list another name if you are ordering on behalf of someone else; otherwise, list your name.

4- If you wish to order more than one item from the same supplier, please list it in the “Description” field. You can copy the pre-formatted auto text in this window, as displayed, for example, below.

*Please describe the item you are ordering

McMaster-Carr
Description: Screws
QTY: see attached quote
Price: \$144.31 total
Weblink: www.mcmaster.com

McMaster-Carr
Description: Screwdriver
QTY: see attached quote
Price: \$244.00
Weblink: www.mcmaster.com

5- Once Complete, Click on Submit

How to place an order on someone else’s behalf?

If you place an order on someone else's behalf, and they'd like to be cc'd on the ticket updates. You'll enter your name as the requestor and go through all the same steps above to submit the original request. You'll then receive an automated email confirming your ticket details, as shown in the screenshot below. You will click on the highlighted ticket number to see the ticket details.

SIMES Procurement Request IMS0036686: McMaster Description: QTY: test Pric...



SLAC IT Service Desk <slacprod@servicenowservices.com>
To bvierig1@slac.stanford.edu



11:43 AM

Hi Brittani Vierig,

Thank you for your recent request. Our procurement team will review and complete your request. If you have any questions, please reply to this email and your ticket will be updated

Ticket Details

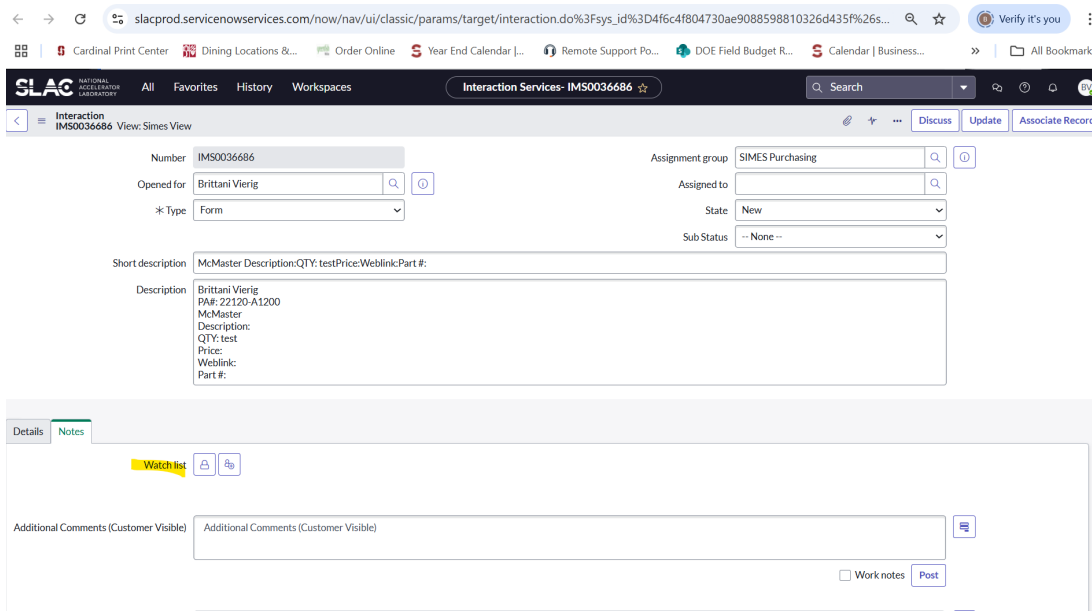
Ticket Number: IMS0036686

Short description: McMaster Description:
QTY: test
Price:
Weblink:
Part #:

IMS0036686

The ticketing system will look like the image below. You'll then click on the "Notes" tab, click on watchlist, and add the email address.

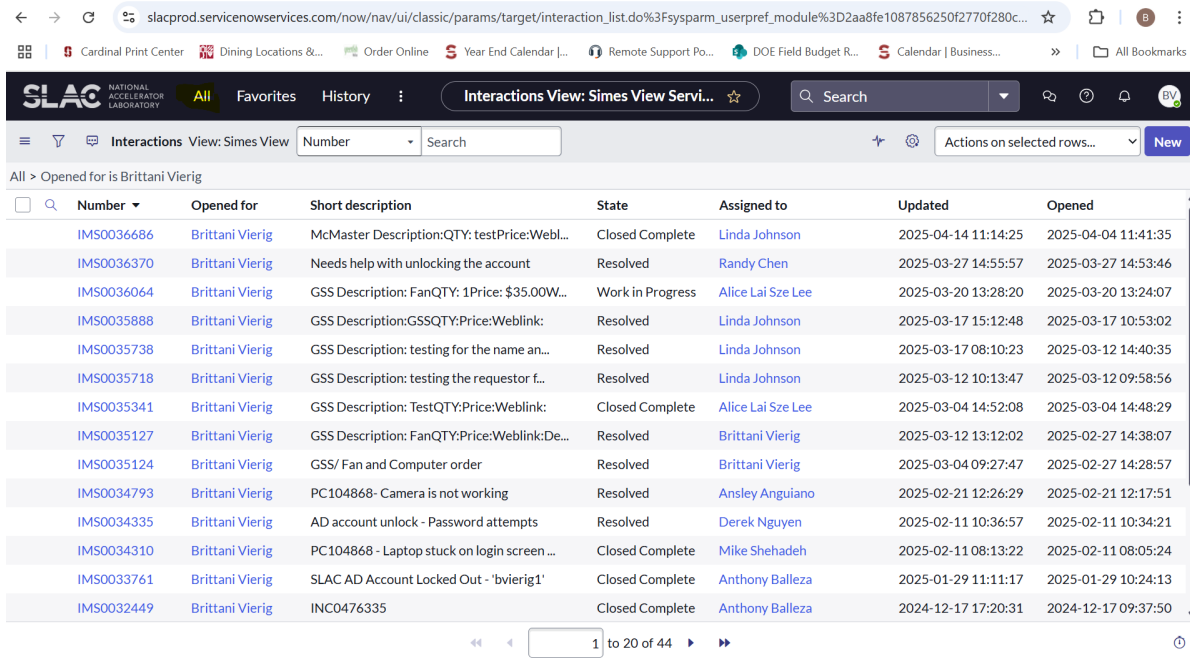
***Note: When you add another person to the watchlist, it will only provide them with current updates from the ticket after you've added them.**



How to Check on your Existing Ticket

1-Log back in to ServiceNow Dashboard

2-Click on the specific ticket

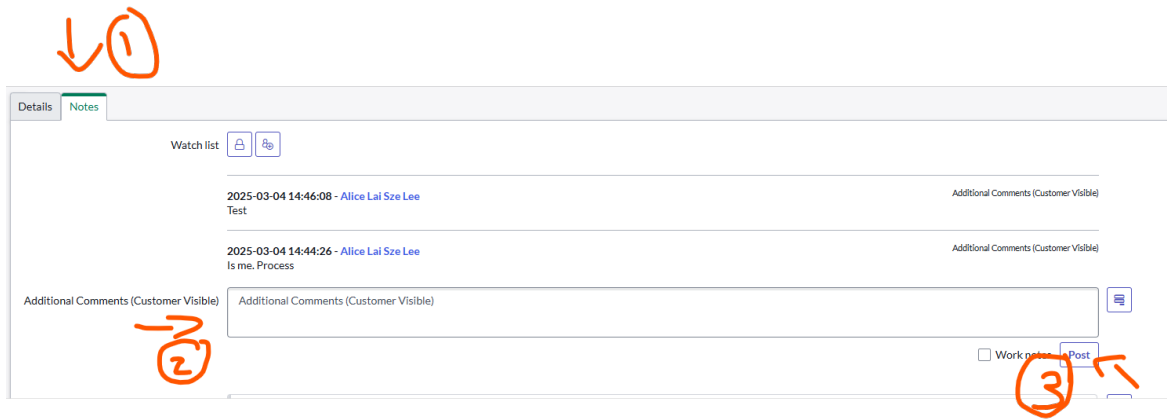


The screenshot shows the ServiceNow Interactions View for user Brittani Vierig. The table lists various tickets with columns for Number, Opened for, Short description, State, Assigned to, Updated, and Opened. The tickets are sorted by the 'Opened' date in descending order.

Number	Opened for	Short description	State	Assigned to	Updated	Opened
IMS0036686	Brittani Vierig	McMaster Description:QTY: testPrice:Webl...	Closed Complete	Linda Johnson	2025-04-14 11:14:25	2025-04-04 11:41:35
IMS0036370	Brittani Vierig	Needs help with unlocking the account	Resolved	Randy Chen	2025-03-27 14:55:57	2025-03-27 14:53:46
IMS0036064	Brittani Vierig	GSS Description: FanQTY: 1Price: \$35.00W...	Work in Progress	Alice Lai Sze Lee	2025-03-20 13:28:20	2025-03-20 13:24:07
IMS0035888	Brittani Vierig	GSS Description:GSSQTY:Price:Weblink:	Resolved	Linda Johnson	2025-03-17 15:12:48	2025-03-17 10:53:02
IMS0035738	Brittani Vierig	GSS Description: testing for the name an...	Resolved	Linda Johnson	2025-03-17 08:10:23	2025-03-12 14:40:35
IMS0035718	Brittani Vierig	GSS Description: testing the requestor f...	Resolved	Linda Johnson	2025-03-12 10:13:47	2025-03-12 09:58:56
IMS0035341	Brittani Vierig	GSS Description: TestQTY:Price:Weblink:	Closed Complete	Alice Lai Sze Lee	2025-03-04 14:52:08	2025-03-04 14:48:29
IMS0035127	Brittani Vierig	GSS Description: FanQTY:Price:Weblink:De...	Resolved	Brittani Vierig	2025-03-12 13:12:02	2025-02-27 14:38:07
IMS0035124	Brittani Vierig	GSS/ Fan and Computer order	Resolved	Brittani Vierig	2025-03-04 09:27:47	2025-02-27 14:28:57
IMS0034793	Brittani Vierig	PC104868- Camera is not working	Resolved	Ansley Anguiano	2025-02-21 12:26:29	2025-02-21 12:17:51
IMS0034335	Brittani Vierig	AD account unlock - Password attempts	Resolved	Derek Nguyen	2025-02-11 10:36:57	2025-02-11 10:34:21
IMS0034310	Brittani Vierig	PC104868 - Laptop stuck on login screen ...	Closed Complete	Mike Shehadeh	2025-02-11 08:13:22	2025-02-11 08:05:24
IMS0033761	Brittani Vierig	SLAC AD Account Locked Out - 'bvierig1'	Closed Complete	Anthony Balleza	2025-01-29 11:11:17	2025-01-29 10:24:13
IMS0032449	Brittani Vierig	INC0476335	Closed Complete	Anthony Balleza	2024-12-17 17:20:31	2024-12-17 09:37:50

3- Each of our tickets will show status as it moves through our various steps of the Purchasing Process. If you wish to view this at any time, you can log in to the ticket to access it. Please allow at least one business day for it to be assigned.

4- If you need to add notes about the order, you can do so by clicking on the “Notes” tab, adding the note, and pressing “Post”(screenshot below).



The screenshot shows the 'Notes' tab of a ticket. It displays a list of notes with timestamps and user names. Below the list is a text input field for adding a new note, with a 'Post' button next to it. Hand-drawn orange annotations include a circled '1' pointing to the 'Notes' tab, a circled '2' pointing to the text input field, and a circled '3' pointing to the 'Post' button.