SERVICE DEPARTMENT RECIPIENTS

Service Department Recipients

The Electronic IT created by the GPEACOC has been sent to Service Org, Please Log into EBS to enter the credit line and Process the IT

Employee: GPEACOC
E-IT ID : I000370
E-IT Type: Interdepartmental Order
Description: Security for student event on Gibson Quad from 4 to 6 pm on May 1 ← Detail regarding Service
Attachments: This IT has an attachment, please query the open attachment

Notification of attachment

Regards,
TAMS E-IT Team
Approval History

- An email notification will be sent to you informing you that there is an Interdepartmental Order that needs your attention.

- The Description line will give details as to the type of service to be provided, location, reference numbers etc.

- The Attachments line will notify the Service Department if any attachments are included on the Interdepartmental Order and need to be pulled up.

- All Interdepartmental Orders will need to be queried in the EIT system by the service recipient.

Service Department Recipients
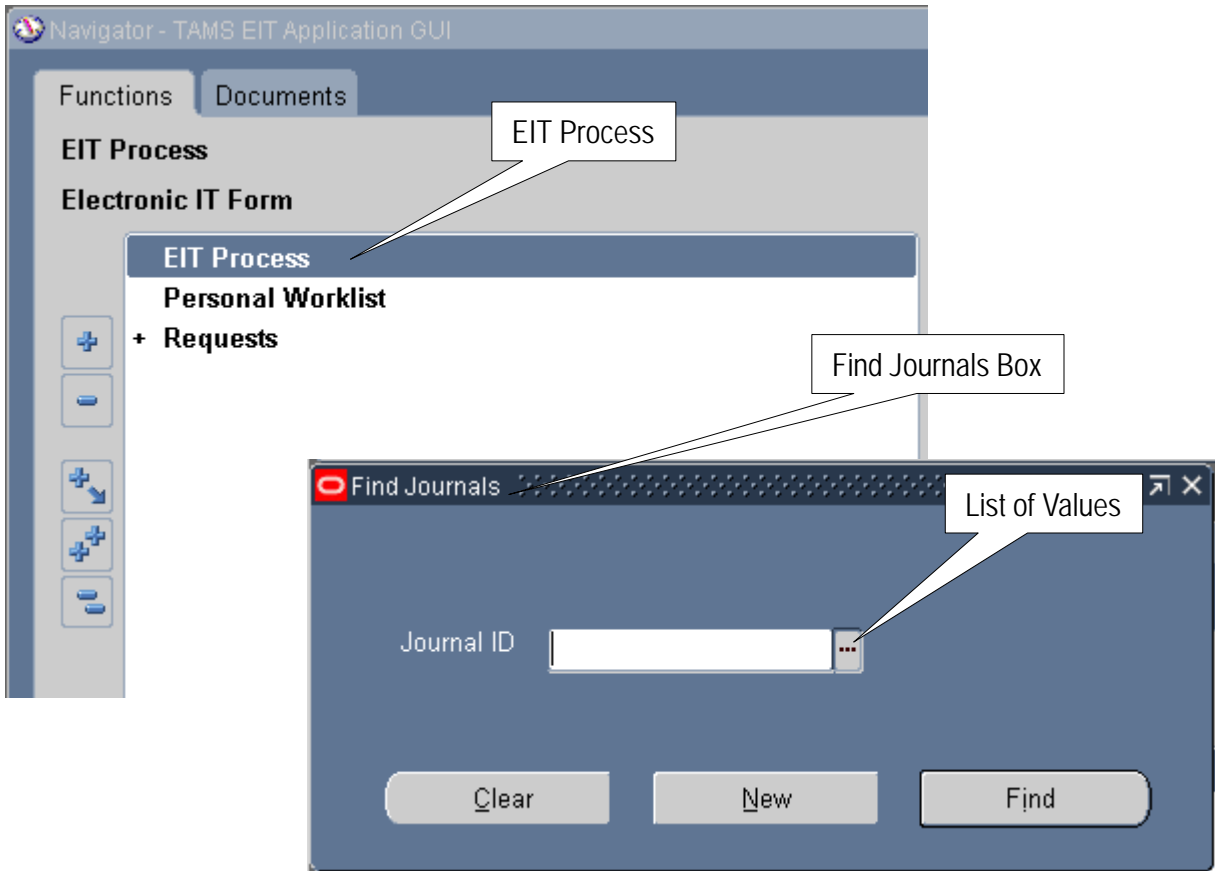
- Click on EIT Process to open up the Find Journals box
- To Query an Interdepartmental Order, you can type the Order number in the Journal ID field or type "I" and hit the tab key.
  - NOTE: You can also leave the Journal ID field blank and click on List of Values. This will pull up ALL ITs that were created, approved or needs servicing in which you were part of the workflow

Service Department Recipient

- To open an Interdepartmental Order form, highlight the one you want and double-click or highlight and click on the OK button.

Service Department Recipient

Account/ Project	Natural Account	Dept Use	Task	Award	Exp Type	GL Activity/ Grant Exp Date	Line Description	Debit	Credit
211000	6311-LABC	0000				23-FEB-2018	Spring Party		

User Name: **GPEACOC**
IT Type: **Interdepartmental Order**
Effective Date: 23-FEB-2018
Service Dept: **13310 - PUBLIC SAFETY**
Description: **Security needed at Gibson Quad for Student Spring Party on May 1**

Contact Number: **5043142667**
Journal ID: **I000352**
IT Status: **In Progress**
Pending Approval:

[Back to Initiator] [Validate] [Re Assign]

Once the Interdepartmental Order is opened, the recipient can do various things –

- Change natural account
- Insert or change dollar amount
- Add more lines using debit account number
- Add Service Department credit line
- Return the Interdepartmental Order back to the initiator
- Reassign Interdepartmental Order to another person

Service Department Recipient

- To change the natural account, click in the natural account field and type in the correct natural account or you can type in 88 and hit the TAB key in order to pull up a list of all 88XX natural accounts to select from.
    - **NOTE: 88XX natural accounts should be used for the debits. If the initiator did not use an 88XX natural account, change it to the correct 88XX natural account.**
- Double click on the one that you would like to select.
- The service recipient can add a dollar amount in the debit field if one is incorrect or not included.
- A new line can also be added if more than one natural account needs to be charged.
- If adding a new line, the account can be copied from the above line by holding down the SHIFT key and hitting the F5 key.
    - **NOTE: the service recipient can only charge the accounts that are already on the Interdepartmental Order Form. No new accounts can be debited.**

Service Department Recipient

- The service department recipient will also be able to insert the credit line for the service department.
  - Click in the empty row beneath the debit lines
  - Type in account number for the service department along with natural account, and line description.

  NOTE: Natural accounts for the service department should be 89XX natural accounts.

- The service department will have the option to return the Interdepartmental Order to the initiator
  - Click on the "Back To Initiator" button on the form.
  - Comments box will open where the service recipient can explain why it is being returned.
  - Click on Back to Initiator button again after comments are written.

Service Department Recipient

Reassign button

- Service recipients also have the ability to reassign an Interdepartmental Order form to another person.

  - This can be anyone with a Tulane user ID

  - Click on the "Reassign" button.

  - The Reassign Service Dept box will pop up asking for a username.

  - Type the user name (email without the @tulane.edu) of the person you wish to fulfill the service and hit the TAB key.

  - Hit the "ASSIGN" button to send to that individual

Assign Button

Thu 3/1/2018 9:08 AM
DoNotReply@tulane.edu
RE: E-IT I000001 Service Order Re Assignment

To   Chavez, Gwendolyn P

Reassignment notification

The Electronic IT created by PSIMONS has been send to Service Org, Please Log into EBS to enter the credit line and Process the IT

Employee Name : PSIMONS
E-IT ID : I000001
E-IT Type : Interdepartmental Order
Service Dept : 13211 - FACILITIES SERVICES
Description :Fix broken window at 1030 Audubon Accounting Office

Account	Natural Account	Dept Use	Task	Award	EXP type	Line Description	Debit	Credit
221017	8812	0000				Fix window		

Thank You,
TAMS E-IT Team

- An email notification will be sent to the person the Interdepartmental Order was reassigned to.

User Name	PSIMONS					Contact Number	5043147966	
IT Type	Interdepartmental Order					Journal ID	I000001	
Effective Date	28-FEB-2018					IT Status	In Progress	
Service Dept	13211 - FACILITIES SERVICES					Pending Approval		
Description	Fix broken window at 1030 Audubon Accounting Office							

Credit line added

Account/ Project	Natural Account	Dept Use	Task	Award	Exp Type	GL Activity/ Grant Exp Date	Line Description	Debit	Credit
211000	8912-COST	0000				01-MAR-2018	Fix window		50.00
221017	8812-RECH	0000				28-FEB-2018	Fix window	50.00	

Validate button

Validate   Back to Service Provi...

- Recipient of reassigned Interdepartmental Order can do the same as the original recipient:
  - Change natural account and dollar amounts
  - Add line using same debit account
  - Add Service Department account
  - Validate and Submit
  - Return to Service Provider

# Service Department Recipient

- When all changes are made and the Service Department line is added, click on the Validate button.
- The options are the same as an approvers:
  - Submit to send to next level
  - Return to Form to return to the reassigned Interdepartmental Order and make more changes
  - Cancel which will save and close the reassigned Interdepartmental Order to be opened at a later time.
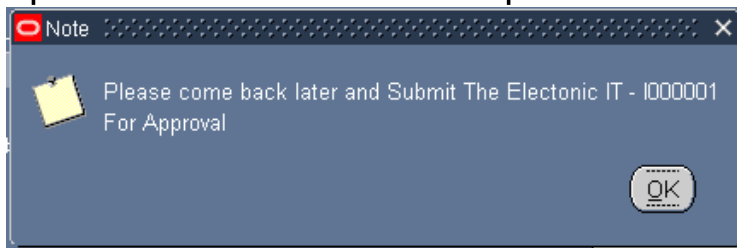
If you hit Cancel, a note will appear telling you that the Interdepartmental Order was not submitted and to come back later.

Service Department Recipient

- If you click on the "Return to Service Provider" button, the below note will appear
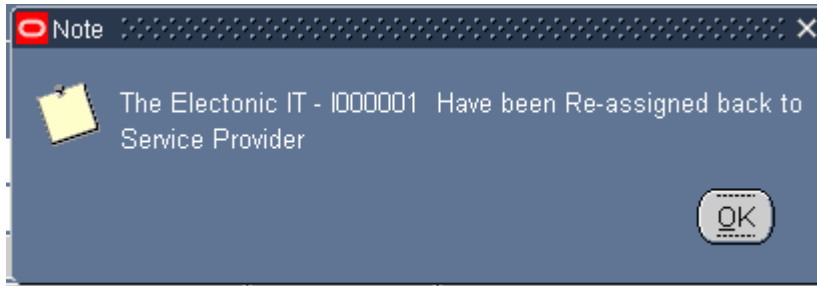
- The service provider will then have the opportunity to validate and submit or reassign it to another person