

# JIRA INSTRUCTIONS

How to submit requests within the Jira workflow system

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# 1. Log into the Jira Customer Portal here: [Customer portal](#)

UCONN SFA Operational Shared Services

SFA Financial Services Office

Search

Hello Karen Strobel  
Welcome to the SFA Financial Services Office JIRA Request Portal.

Please select the appropriate form below to submit a request for processing by the SFA Financial Services Office.

- Goods and Supplies**  
Examples: Academic Materials and Supplies, Scripts, Scores, Books, Instrument Supplies, Office Supplies
- Non-IT Equipment**  
Examples: Photography Equipment, Film and Video Equipment, Instruments, Sound/Lighting Equipment, etc.
- Personal Service Agreement (PSA)**  
Reserved for Jorgensen use only
- Professional Services and Honorariums**  
Examples: Music Performers, Masterclasses/Tutorials, Student Payments, Guest Artists/Lecturer, Repair services, Professional Photography Services
- IT Hardware**  
Examples: Computers, Tablets, Monitors, Projectors, Peripherals
- Software**  
Examples: Software purchase request
- Business Meal Pre-approval**
- Rentals and Leases**  
Examples: Office Facility Rental, Equipment Rental
- Transportation**  
Examples: Bus Rentals, Car Rentals, Livery Service
- Dues, Memberships and Subscriptions**  
Example: Marketing subscriptions, Annual accreditation membership dues, Other professional dues or memberships
- Pre-Paid Debit Cards**  
Reserved for CRT & UConn only

You will choose the appropriate form that corresponds to your type of purchase.


- You will fill out the necessary information within each form. (Detailed instructions for each form start at page 11)
- At the end you will choose the Send button.
- At the top right hand of the screen, you will see that your request has been submitted and assigned a reference number. At the bottom of the page, you will see your requests and their statuses.

Previously submitted requests

Reference	Summary	Requester	Created	Status
SFA-122	Need pens and pencils for the office	Karen Strobel	4 Nov 2024	PROCESSING
SFA-114	Hire a speaker	Karen Strobel	28 Oct 2024	AWAITING DEPT/FAV REVIEW
SFA-113	Paper cutter	Karen Strobel	28 Oct 2024	AWAITING DEPT/FAV REVIEW
SFA-112	this is a test of Goods and Supplies	Karen Strobel	28 Oct 2024	AWAITING DEPT/FAV REVIEW

You will receive two emails - one from the School of Fine Arts [sfa@atlassian.uconn.edu](mailto:sfa@atlassian.uconn.edu) and one from Jira Automation [automation@uconn.atlassian.net](mailto:automation@uconn.atlassian.net) .The first tells you your request has been submitted. The second one tells you the system has forwarded your request to your department head or director for approval. At this point, the request's status is ***“Awaiting Department Head Approval”*** until that request is approved.

Request # SFA-122 submitted: Need pens and pencils for the office

 SFA Financial Services Office <automation@uconn.atlassian.net>  
To: [Redacted]






Dear [Redacted],

Thank you for submitting an SFA Request Form. You can view the status of the form by clicking the link below. You can also reply to this email.

<https://uconn.atlassian.net/serviceesk/customer/portal/135/SFA-122>

Thank you,

SFA Shared Services

Mon 11/4/2024 1:57 PM

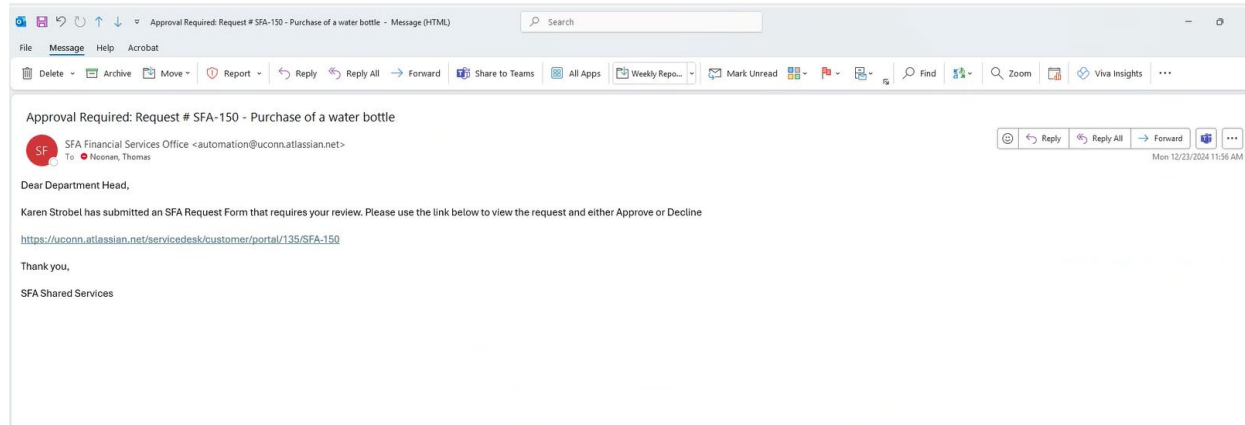
Automation for Jira changed the status to Awaiting Department Head Approval.

[View request](#) · [Turn off this request's notifications](#)

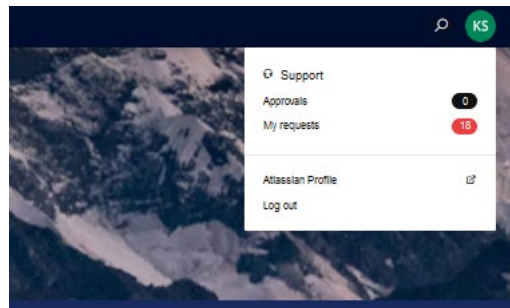
This is shared with Karen Strobel.

Powered by Jira Service Management

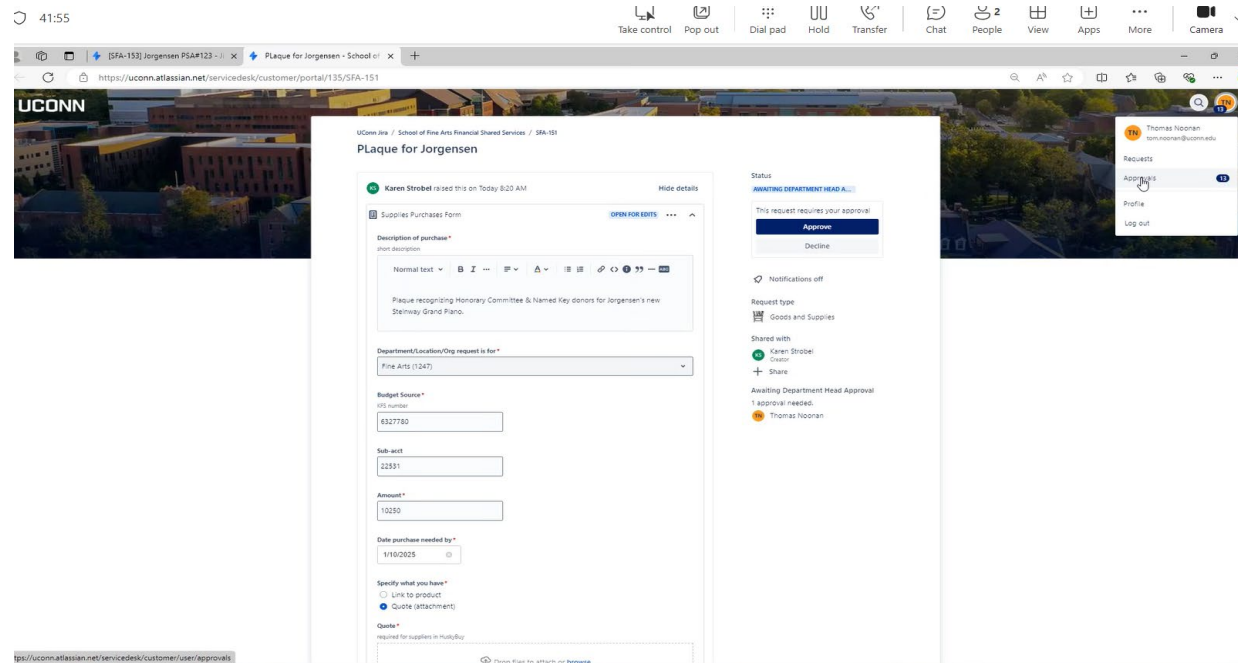
**Department Heads - How to approve a request.** You will receive an email when a request has been submitted for your review. Use the link in the email to go into the Jira Portal to approve the request.



You can also access your requests by going into Jira via the Portal. In the top right-hand corner of the portal, you will see your initials. Click on the initials and you will see the number of open requests you have awaiting your approval.





You will open each request to be reviewed and act on the request by choosing either Approve or Decline in the top right-hand corner of the screen. If you are choosing Decline, please be sure to go to the bottom of the screen and add a comment telling the requestor why you declined the request. Hit Save then go to the top and choose Decline. Please note, a declined request cannot be edited, if changes are needed for the request to be approved, decline the request, comment on what is needed, and the requestor will need to submit a new request.



If the request is denied by the Department Head, you will receive two emails, one as shown below and one that reads “Department Head changed the status to Waiting for customer.” At that time, you can contact the Department Head to discuss. Once the request has been declined, you will need to enter a new request for the purchase with any necessary change if applicable.

SFA-173 was reviewed by Dept Head/Director

 Jira automation <automation@uconn.atlassian.net>  
To  Strobel, Karen



  Reply  Reply All  Forward  







Mon 1/20/2025 3:32 PM

Your request Please Decline this request has been reviewed and Declined.  
Please see Comments by Dept Head/Director for more details and contact them with any questions.

Once the Request has been approved by the Department Head the status will change to **FSO Intake** and you will receive an email like the one below.

SFA-151 was reviewed by Dept Head/Director

 Jira automation <automation@uconn.atlassia  
To  Strobel, Karen

  Reply  Reply All  Forward  

Fri 12/27/2024 11:23 AM

Your request PLaque for Jorgensen has been reviewed. Status: FSO Intake



Once the request has gone through a review for completeness, the request status will move from **FSO Intake** to **FO Review**. When that happens, you will receive an email like the one below. This is telling you that the request has gone on to the FO for budget review.

Request # **SFA-151** PLaque for Jorgensen



School of Fine Arts Financial Shared Services -  
To: Karen Strobel



Reply



Reply All



Forward



Thu 1/2/2025 2:52 PM

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply above this line.

Hannah Francoline changed the status to FSO Intake.

Hannah Francoline changed the status to FO Review.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Karen Strobel.

Powered by Jira Service Management



If the request needs to be returned to you for more information, you will receive an email like the one below.

Request # SFA-158 Restroom rental



School of Fine Arts Financial Shared Services <sfa@atlassian.uconn.edu>  
To: Karen Strobel

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply above this line.

Hannah Francoline commented:

Please add a sub account

Hannah Francoline changed the status to Waiting for customer.

[View request](#) · [Turn off this request's notifications](#)



This is shared with Karen Strobel.







Powered by Jira Service Management




The next step is that your request will move from **FO Review** to **Processing**. You will receive an email like the one below letting you know the Fiscal Officer has approved the expenditure and it has moved on to a Processing status.

Request # **SFA-151** Plaque for Jorgensen

 School of Fine Arts Financial Shared Services ·  
To  Strobel, Karen

  Reply  Reply All  Forward  

Thu 1/2/2025 4:05 PM

 If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

---


Reply above this line.

Thomas Noonan changed the status to Processing.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Karen Strobel.

Powered by Jira Service Management



You can check the status of your requests at any time using the Jira portal - [Customer Portal](#).

What follows are detailed instructions for the completion of purchasing requests for each of the possible form choices.

## Goods and Supplies Form

This form will be used for purchases of tangible items. Ex: Academic Materials, scripts, Scores, Books, Instrument supplies, Office Supplies, Art supplies.

 Goods and Supplies ×

Raise this request on behalf of

Enter name or email ▼

Request header \*

Description of purchase \*

**B** / **H<sub>1</sub>** **H<sub>2</sub>** | **I** **F** | **J** | **</>** **□** | **99** **—** **⌘**

short description

Department/Location/Org request is for \*

Select an option... ▼

Budget Source \*

KFS number

Sub-acct

Sub-acct

Amount \*

Date purchase needed by \*


 Select a date

Specify what you have \*

- Link to product
- Quote (attachment)

Supplier Name \*


Supplier Email

 mail@mail.com

Supplier location \*

- US Address
- Non-US Address

Wire transfer form

  
Drop file here or click to upload

For payments to Non-US Addresses that do not accept credit cards

## Goods and Supplies Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Purchase:** A short description of item(s) needed

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Subaccount:** Valid KFS subaccount

**Amount:** Amount of purchase

**Date purchase needed by:** Select a valid date

**Specify what you have:** Are you attaching a Link to a product or a quote (attachment) (needed for Husky Buy vendors)

**Link to product:** Copy and paste a valid link to the item to be purchased

**Quote:** Upload the valid Quote

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid supplier email address

**Supplier Location:** Does the supplier have a US address or an international address

**Non-US location** - Wire Transfer form will be attached by the FSO team



## The Non-IT Equipment Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Purchase:** Short Description of item/service needed

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Subaccount:** Valid KFS subaccount

**Description of Purchase:** Short Description of item/service needed

**Is the purchase for equipment valued >\$500:** Answer Yes or No

**Yes: Building and room that equipment to be stored in:** Enter the building and room

**Custodian of asset:** Enter the person generally in charge of its day-to-day whereabouts

**No:** Continue with form

**Amount:** Amount of purchase

**Date purchase needed by:** Select a valid date

**Specify what you have:** Are you attaching a Link to a product or a quote (needed for Husky Buy vendors)

**Link to product:** Copy and paste a valid link to the item to be purchased

**Quote:** Upload the valid Quote

**Continued on next page**

## The Non-IT Equipment Instructions, continued

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid supplier email address

**Supplier Location:** Does the supplier have a US address or an international address  
**Non-US location** - Wire Transfer form will be attached by the FSO team





## The Personal Service Agreement (PSA) Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Payment:** Short Description of payment for services needed

**Department/Location/Org request is for:** Requesting department (at this point this is for Jorgensen only)

**Budget Source:** Valid KFS account number

**Sub-account:** Valid KFS subaccount

**Amount:** Amount of purchase

**Date of Service:** Select a valid date

**PSA:** Attach the signed PSA

**Sole Source Justification:** Attach the Sole Source justification

**Campaign Contribution Certification:** Attach the Campaign Contribution Certification, if necessary

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid supplier email address

**Residency status:** Does the supplier have a US address or an international address

**Non-US location** - Wire Transfer form will be attached by the FSO team



## Professional Services and Honorariums Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the service(s) needed - this will be used as the subject in all emails

**Description of Payment:** Short Description of service needed

**Department/Location/Org:** Requesting department

**Budget Source:** Valid KFS account number

**Subaccount:** Valid KFS subaccount

**Amount:** Amount of purchase

**Date of Service:** Select a valid date

**Quote or Invitation letter:** Attach the Quote or Invitation letter

**Additional Document(s):** Attach any additional related materials, if necessary

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid supplier email address

**Supplier Location:** Does the supplier have a US address or an international address  
**Non-US location** - Wire Transfer form will be attached by the FSO team



## IT Hardware Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Purchase:** Short Description of item/service needed

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Sub-acct:** Valid KFS subaccount

**Is the purchase for individual equipment valued >\$500:** Answer Yes or No

**Yes: Building and room that equipment to be stored in:** Enter the building and room

**Custodian of asset:** Enter the person generally in charge of its day-to-day whereabouts

**No:** Continue with form

**Amount:** Amount of purchase

**Date purchase needed by:** Select a valid date

**Supporting Link or Quote:** Are you attaching a Link to a product or a quote (needed for Husky Buy vendors)

**Link to product:** Copy and paste a valid link to the item to be purchased

**Quote:** Upload the valid Quote

**Continued on the next page**

## IT Hardware Instructions, continued

***Supplier Name:*** Provide a valid supplier name

***Supplier email:*** Supply a valid supplier email address

***Supplier Location:*** Does the supplier have a US address or an international Non-US address

# Software Form

## Software

> Before completing this form, please check <https://software.uconn.edu> to see if your desired software or equivalent is available through a university license and existing order form.

Raise this request on behalf of

Enter name or email

Request header \*

Description of purchase \*

B / H, H, I, F, J, O, U, Y, -

Department/Location/Org request is for \*

Select an option...

Budget Source \*

KFS number

Sub-acct

Amount \*

Date purchase needed by: \*

Select a date

Where will this software be purchased from? \*

University-contracted supplier (ie. HuskyBuy)

Other source

If the source is other than a known UConn supplier then other questions will apply

Will this application store regulated data? \*

Yes

No

Regulated data is data that the Institution has a legal requirement to protect. The list of major types of data that falls into this category can be found here: <https://security.uconn.edu/learned-rsa-of-confidential-data/>. Any system, application, or service that holds any of these data types must have a formal security review.

Does this software/service hold non-public university data or require integrations or data feeds from existing UConn datasets? \*

Yes

No

Will the University share personal data with this supplier? \*

Yes

No

Personal data is information that is identifiable back to an individual. For example, personal data may include but is not limited to: names, date of birth, education records, social security number, physical and electronic addresses, and medical information. Personal data does not typically include anonymized data in aggregate form.

Policy on safeguarding Institutional data \*

I have read and understand UConn's policy

<https://policy.uconn.edu/2012/06/21/data-classification-information-technology/>

Specify what you have \*

Link to product

Quote (attachment)

Supplier Name \*

Supplier Email

mail@mail.com

Supplier location: \*

US Address

Non-US Address

Wire transfer form

Drop file here or click to upload

Send

Cancel

## Software Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Purchase:** Short Description of item/service needed

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Sub-acct:** Valid KFS subaccount

**Amount:** Amount of purchase

**Date purchase needed by:** Select a valid date

**Where will this software be purchased from?:** Choose from Husky Buy reseller, Software.uconn.edu or Other source

**HuskyBuy Reseller:** choose and continue with the form

**Software.uconn.edu:** choose and continue with the form

**Other Source:** Answer the questions below:

**Will this application store regulated data:** Answer Yes or No (Regulated data is data that the institution has a legal requirement to protect. The list of major types of data that falls into this category can be found here: [Types of Confidential data](#). Any system, application, or service that holds any of these data types must have a formal security review.)

**Does this software/service hold non-public university data or require integrations or data feeds from existing Uconn datasets:**

Answer Yes or No



## Software Instructions, continued.

***Will the University share personal data with this supplier?:*** Answer Yes or No (Personal data is information that is identifiable back to an individual. For example, personal data may include but is not limited to: names, data of birth, education records, social security number, physical and electronic addresses, and medical information. Personal data does not typically include anonymized data in aggregate form.)

***Policy on safeguarding institutional data:*** Must check the “I have read and understand Uconn’s policy.” Find the policy here: [Uconn data classification policy](#)

***Specify what you have:*** Are you attaching a Link to a product or a quote (needed for Husky Buy vendors)

***Link to product:*** Copy and paste a valid link to the item to be purchased

***Quote:*** Upload the valid Quote

***Supplier Name:*** Provide a valid supplier name

***Supplier email:*** Supply a valid email address

***Supplier Location:*** Does the supplier have a US address or an international address

***Non-US location*** - Wire Transfer form will be attached by the FSO team

# Business Meal Pre-approval Form

## Business Meal Pre-approval

X

Please reference the SFA Business Meal Policy before completing this form.

Raise this request on behalf of

Enter name or email

Request header \*

Description of event and the formal business agenda: \*

B / H, H, | = | = | P < > [ ] \*\* - \*

Department/Location/Org request is for: \*

Select an option...

Budget Source \*

KFS number

Sub-acct

Duration of event \*

Estimated hours

Date of event \*

Select a date

Location of the event: \*

Overall cost: \*

Per person cost: \*

Guest List (Indicating their affiliation to the University)

B / H, H, | = | = | P < > [ ] \*\* - \*

paste information into text field above or upload as attachment below

Guest List attachment



Drop file here or click to upload

## Business Meal Pre-approval Instructions

Please reference the SFA Business Meal Policy before completing this form

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of Event and the formal business agenda:** Short Description of the event

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Subaccount:** Valid KFS subaccount

**Duration of event:** How long will the event be going on

**Date of event:** Enter the valid date(s)

**Location of the event:** Enter the location of where the event will take place

**Overall Cost:** Amount of purchase

**Per Person Cost:** Amount per person

**Guest List:** Provide a guest list indicating the guest's affiliation to the University-use this option if you have a small number of guests

**Guest list attachment:** Attach the guest list- attach a file for larger number of guests

# Rentals and Leases Form

## Ex: Offsite Facility Rental, Equipment Rental

### 🏠 Rentals and Leases ✕

Raise this request on behalf of

Enter name or email ▼

Request header \*

Description of purchase \*

**B** / **H<sub>1</sub>** **H<sub>2</sub>** | **≡** **F** | **🔗** | **</>** **📄** | **99** **—** **⌘**

Department/Location/Org request is for \*

Select an option... ▼

Budget Source \*

KFS number

Sub-acct

Date Range Start: \*

Select a date

Date Range End: \*

Select a date

Amount \*

Date purchase needed by: \*

Select a date

Specify what you have \*

- Link to product
- Quote (attachment)

Supplier Name \*

Supplier Email

mail@mail.com

Supplier location: \*

- US Address
- Non-US Address

Wire transfer form

Drop file here or click to upload

For payments to non-US addresses that do not accept credit cards

Send Cancel

## Rentals and Leases Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of purchase:** Short Description of the event

**Department/Location/Org:** Requesting department

**Budget Source:** Valid KFS account number

**Sub-acct:** Valid KFS subaccount

**Date Range Start:** Enter the valid start date

**Date Range End:** Enter the valid end date

**Amount:** Amount of purchase

**Date purchase needed by:** enter the date you will need the PO in place

**Specify what you have:** Are you attaching a Link to a product or a quote (needed for Husky Buy vendors)

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid email address

**Supplier Location:** Does the supplier have a US address or an international address  
**Non-US location** - Wire Transfer form will be attached by the FSO team

# Transportation Form

Ex: Bus Rentals, Car Rentals, Livery Service

## Transportation ✕

Raise this request on behalf of

Enter name or email ▼

Request header \*

Description of purchase \*

**B** / **H<sub>1</sub>** **H<sub>2</sub>** | **I** **F** **J** **K** **L** **M** **N** **O** **P** **Q** **R** **S** **T** **U** **V** **W** **X** **Y** **Z** **[** **]** **{** **}** **~** **^** **\_** **`** **~** **^** **\_** **`**

Department/Location/Org request is for \*

Select an option... ▼

Budget Source \*

KFS number

Sub-acct

Amount \*

Departure date \*

Select a date

Quote \*

Drop file here or click to upload

Supplier Name \*

Send

Cancel

## Transportation Instructions

***Raise this request on behalf of:*** This is only needed if you are entering a request for another person

***Request Header:*** A short narrative of the item(s) needed - this will be used as the subject in all emails

***Description of purchase:*** Short Description of the event

***Department/Location/Org:*** Requesting department

***Budget Source:*** Valid KFS account number

***Sub-acct:*** Valid KFS subaccount

***Amount:*** Amount of purchase

***Departure Date:*** Enter the valid date of departure

***Quote:*** Upload the Quote

***Supplier Name:*** Provide a valid supplier name





## Dues, Memberships and Subscriptions Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Description of purchase:** Short Description of the event

**Department/Location/Org request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Sub-acct:** Valid KFS subaccount

**Date range Start:** Enter the valid start date of the membership or dues

**Date range End:** Enter the valid end date of the membership or dues

**Amount:** Amount of purchase

**Date purchase needed by:** Enter a valid date

**Specify what you have:** Enter a link to the membership/dues or Upload the Quote

**Supplier Name:** Provide a valid supplier name

**Supplier email:** Supply a valid email address

**Supplier Location:** Does the supplier have a US address or an international address

**Non-US location** - Wire Transfer form will be attached by the FSO team

## Pre-Paid Debit Cards Form-CRT and UCMB only

Pre-Paid Debit Cards

Raise this request on behalf of

Enter name or email

Request header \*

Department request is for: \*

Select an option...

For CRT and UCMB use only

Budget Source \*

KFS number

Sub-Account

Request \*

Order new cards

New card load

Reconciliation

Business Justification for pre-paid card \*

Card add template \*

Drop file here or click to upload

Request \*

Order new cards

New card load

Reconciliation

Business Justification for pre-paid card \*

Total request amount \*

Per person request amount \*

Date needed by: \*

Select a date

Pre-paid debit card load (spreadsheet) \*

Drop file here or click to upload

Promissory note (for CRT only)

Drop file here or click to upload

## Pre-Paid Debit Cards Form-CRT and UCMB only, continued

Request: \*

Order new cards

New card load

Reconciliation


Name of cardholder: \*

Details \*

**B** / H<sub>1</sub> H<sub>2</sub> +

Receipts and expense worksheet \*

  
Drop file here or click to upload

## Pre-paid Debit Card Instructions

**Raise this request on behalf of:** This is only needed if you are entering a request for another person

**Request Header:** A short narrative of the item(s) needed - this will be used as the subject in all emails

**Department request is for:** Requesting department

**Budget Source:** Valid KFS account number

**Sub-acct:** Valid KFS subaccount

**Request: Order new Cards:**

**Business Justification for pre-paid card:** Enter a justification for the card(s)

**Card add Template:** Upload the card add template

**New Card load:**

**Business Justification for pre-paid card:** Enter a justification for the card(s)

**Total request amount:** Total of the request

**Per person request amount:** Amount for each card/person

**Date needed by:** Enter a valid date

**Pre-paid debit card upload (spreadsheet):** Upload the card load template

**Promissory note (for CRT only):** Upload the promissory note

**Reconciliation:**

**Name of Cardholder:** Enter the cardholder's name

**Details:** Enter a short description of the reconciliation

**Receipts and Expense worksheet:** Upload all the receipts and the Expense worksheet pertinent to the reconciliation