

BIZeBEARS – Approve Ticket

SLAE Services Center

EDIT AND APPROVE TICKET

After the Originator has submitted a ticket to you for approval, the ticket will appear in your work list on the BIZeBEARS dashboard:



The screenshot shows the BIZeBEARS dashboard. At the top, there is a search bar and navigation tabs for Home, New Ticket, and Reports. Below this, there are two main sections: 'Numara FootPrints 10' with a welcome message and version information, and 'BIZeBEARS Totals' which is a table of ticket counts.

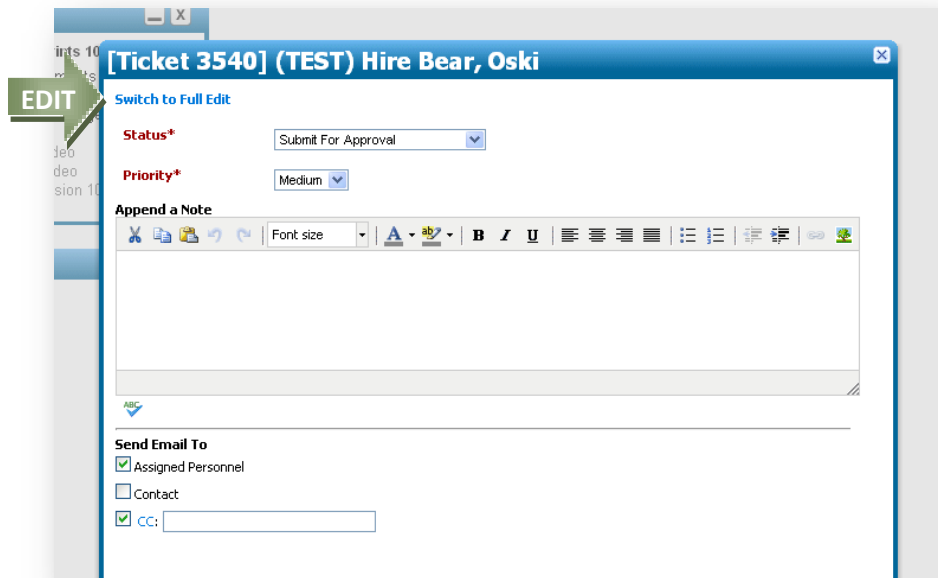
BIZeBEARS Totals	
Open	12
DRAFT	1
Submit For Approval	11
Pending Approval	0
Rejected Approval	0
Approved	1
Pending Budget Approval	30
Budget Rejected	0
Budget Approved	7
Pending Final Approval	4
Rejected Final Approval	0
Final Approval	0
Pending Validation	33
Rejected Validation	0
Validated	0
In Progress	126
At Transaction Team	134
Closed	2717

Below the totals is a table of 'My Assignments'. A green arrow points to the first row, which is labeled 'Work list'.

Number	Requesting Department	Action Type	Overall Rating	Subject
3540	SL - Business Operations Service Center	Hire Student Employee	-	(TEST) Hire Bear, Oski [no Note entered] [more...]

Diagram 1

When you click on the ticket, it will appear in a new pop-up window. Click on “Edit” in order to access the ticket, to make changes to fields, verify information, and approve the ticket.



The screenshot shows a pop-up window titled '[Ticket 3540] (TEST) Hire Bear, Oski'. A green arrow labeled 'EDIT' points to the window. The window contains several fields: 'Status*' set to 'Submit For Approval', 'Priority*' set to 'Medium', and a rich text editor for 'Append a Note'. At the bottom, there is a 'Send Email To' section with checkboxes for 'Assigned Personnel' (checked), 'Contact' (unchecked), and 'CC:' (checked).

Diagram 2

To edit or add information to the action type fields, you must click on the “Edit Dependent Fields” link on the “Action Information” tab.

Edit Ticket 3540 in BIZeBEARS - Google Chrome
https://footprints.berkeley.edu/MRcgj/MRTicketPage.plex

SAVE Details

Edit Ticket 3540 in BIZeBEARS Select Use selected template 00:02:15

Subject* (TEST) Hire Bear, Oski ABC

Priority* Medium Status* Submit For Approval

Submitter Hanna Ashcraft

Name (Last, First) Ashcraft, Hanna;Ashcraft, Email Address h.ashcraft@berkeley.edu

CalNetID h.ashcraft

Contact Information **Action Information*** Note Attachments Assigned Personnel and Notifications Time Spent History

Action Type* Hire Student Employee

[Edit Dependent Fields](#)

Diagram 3

This will return the pop-up window for the selected action type with all of the information that has been previously saved. Remember to save.

Entered into Timekeeping System:

Created Payroll File:

Created Personnel File:

Other:

SAVE! SAVE Note: You must click this 'SAVE' button BEFORE clicking the 'SAVE' button on the main Edit Page.

Diagram 4

***Note: You cannot approve a ticket until all of the required fields are completed.**

When all of the required fields are complete and you are ready to approve the ticket:

- 1 Select "Approved" in the status dropdown menu;
- 2 Click "Save."

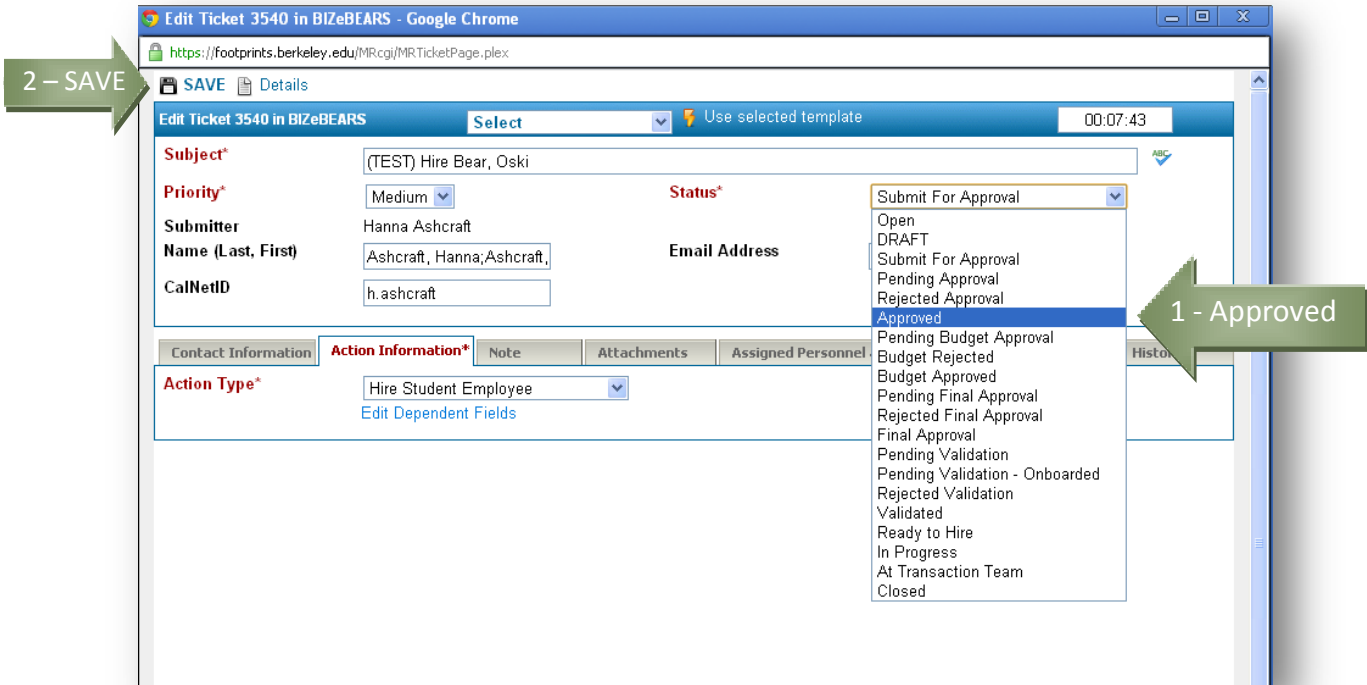


Diagram 5

Your ticket has now been approved and will be automatically routed to the next step in the workflow for that ticket type that is assigned to your department.

MAKING CHANGES AFTER APPROVAL

If you realize that there is a mistake with any of the data you have entered, please contact a member of your Validation team to discuss the changes that need to be made.