



SACRAMENTO
STATE

Business Matters @ Sac State

*TOPIC: Accounting Services Moving to Service Now –
Effective 2/3/2025*

DATE: January 30, 2025

TO: Campus Business Partners, Deans, Associate Deans, Department Chairs,
Directors, and Managers

FROM: Tabitha Leeds, Senior Director, Accounting Services

As of February 3rd, Accounting Services will begin using the Service Now Ticketing system to track and process campus requests. Campus should continue to send requests to accts-01@skymail.csus.edu. You will then receive a response with a ticket number from Service Now. This means you will be able to track and respond to requests from the Service Now inbox similarly to how campus tracks IRT requests.

This will help AS to track and monitor requests in a more streamlined manner and allow campus to see where your request is in the process of completion. Some of our services and standard response times are below. We expect the response times to increase over the next few months.

Below is a list of actions and estimated response times.

If you have any questions about this process or the new rates, please contact Accounting Services at x8-6476 or accts-01@skymail.csus.edu.

ABA Accounting Services

Services/Times:

Transfers	Financials Maintenance	CFS / CMS / Transact Maintenance	Process Compliance	Tax Compliance	Event Financials Maintenance	Student Financials Maintenance	Reporting
Completion 10-15 days	Completion 2- 5 days	Completion 2- 5 days	Response - 2-5 days	Response - 2-5 days	Completion 5-10 days	Completion 1-2 days	Response 2-5 days

Offerings:

Manual Expenditure Transfers	Check Replacement Applications	Speed Chart Creation / Updates	Public User Fees / Fund Requests	NRA	Ticket Office Revenue Questions / Items	TPC	522 Reports
OnBase Expenditure Transfers	AR Questions / Maintenance	Chartfield Set Up / Updates	Event Revenue Questions	UBIT	Camps Revenue	Receipt Adjustments	CNOTE Confirmations
Campus Cost Recovery (CCR) Automatic	Abatements	Item Type GL Maintenance	Spec Sheet Research	W-9		Rejected Checks	ARP Confirmations
Campus Cost Recovery (CCR) Manual	ACH / Wire Requests (Outgoing)	Transact Set Up / Maintenance	Payments To Students	GAAP / GASB Compliance		Rejected / Declined Financial Aid	
Revenue Transfers	ACH / Wire Incoming					eRefund / ACH Rejects	
Construction Transfers	FA / Money Orders						
Interagency Fund Transfers (IFT)							
Sale of Assets Transfer							