

Administrative Services - Request Workflow Guide

To help ensure requests are routed correctly, please follow the workflow below:

1. Administrative Support Coordinator Requests

Please contact your **Admin Support Coordinator** for assistance with:

- Office supplies
- Professional development
- Travel
- Hospitality
- HR paperwork, including:
 - PageUp
 - ESP
 - ePANs
 - Other HR-related forms and processes

These requests should be submitted directly to your Admin Support Coordinator for review and processing.

2. Department Purchases (eReq Required)

If your request is for a **purchase related to the core function of your department**, an **eReq is required** and should be submitted through the eReq process.

3. Invoice Processing

If your department has received an invoice that is ready for payment, please submit the following information to **sharedservices@csusm.edu**:

- Purchase Order (PO) number, if known and easily accessible
- Copy of the invoice

4. Not Sure Where Your Request Belongs?

If you are unsure whether your request should go through your Admin Support Coordinator, Shared Services, or the eReq process, please reach out to your **Admin Support Coordinator** first. They can help determine the appropriate request type and guide you through the correct process.

Quick Reference Guide

Request Type	Process
Office Supplies	Admin Support Coordinator
Professional Development	Admin Support Coordinator
Travel	Admin Support Coordinator
Hospitality	Admin Support Coordinator
HR Paperwork (PageUp, ESP, ePANs, etc.)	Admin Support Coordinator
Department Invoices Ready for Payment	Submit invoice, Include the PO Number, if available, Date, and amount to Shared Services mailbox
Purchases Related to Department Core Functions - (P2P)	eReq Required - To submit purchase requests: 1. Submit your request via the eReq submittal. 2. If it is your first time using Smartsheet, create an account. 3. Track your submittal via the above link If something feels stuck: Check the status tracker first. If a request has been idle for several days, the dashboard shows where it sits and who to contact.
Unsure Where to Start	Contact Admin Support Coordinator

Reach the analyst team: sharedservices@csusm.edu