Technical Equipment & Software Request Routing Procedures

- Faculty/Staff notify Departmental Bookkeeper of Technical Equipment/Software need(s).

- Departmental Bookkeeper emails CED Help Desk (ced_help@ncsu.edu) with general equipment parameters and required quantity.

- Help Desk verifies compatibility issues with existing equipment (if applicable) and forwards specific equipment information from compatible vendor(s) to CED Purchasing for pricing.

- CED Purchasing forwards Equipment Request Form (and pertinent quote specifications when necessary) with pricing to Departmental Bookkeeper for account assignment¹, departmental approval².

- Departmental Bookkeeper verifies Request and completes all yellow-shaded areas of the Request Form. This includes account assignment, justification statement, and date required.

- Order receipt notification is communicated to Help Desk for equipment log entry and preliminary setup when applicable. Help Desk contacts requestor or designated contact to schedule installation of equipment. Help Desk notifies Departmental Bookkeeper when delivery is complete.

- In cases where equipment log entry or Help Desk setup are not required, CED Purchasing will notify the corresponding Departmental Bookkeeper for order pick up in 412 Poe Hall.

¹ When charging a ledger 5 account, please contact Stephanie Jackson for prior approval or compliance clearance.

² Departmental approval signature is required for all requests. Requests submitted via email must contain approval correspondence from Department Head, along with approving party’s acknowledgment of the total amount of the request.