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DOA Consolidated PPE Supply Portal Documentation

Overview of the DOA Consolidated Personal Protective Equipment (PPE) Supply Portal

Visit the site below for an overview of the PPE Supply Portal project. Note that there will be links to log in to the portal from the overview page as well as in the body of this guide.

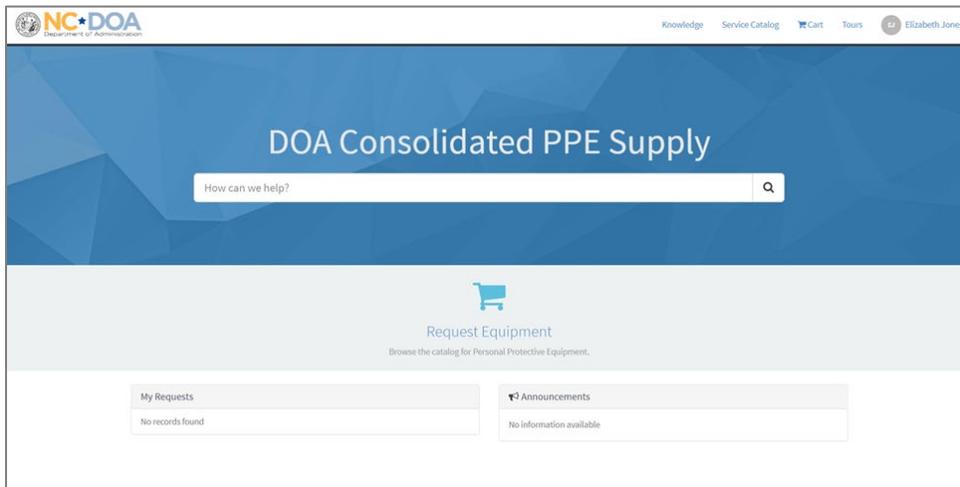
https://ncadmin.nc.gov/ppe_doa

Steps to Log in to the PPE Supply Portal

Complete the following steps to access the DOA Consolidated PPE Supply Portal:

1. Open your browser. Type the web address https://ncgov.service-now.com/sp_ppe into your web browser and press the **Enter** key.
2. Enter your NCID in the **Username** field and your NCID password into the **Password** field. Then press the **Login** button.

The **DOA Consolidated PPE Supply Portal** web page will open.





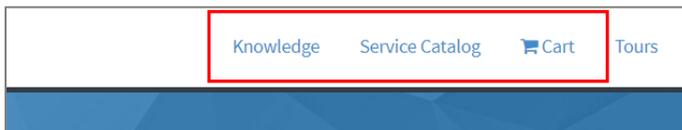
Functionality/Layout of the DOA Consolidated PPE Supply Portal web page

The NC DOA logo will be available on each page in the portal. Clicking on the NC DOA logo from any page will return you to the main page of the portal.

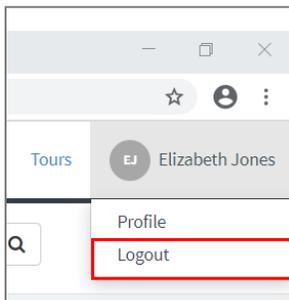


The menu in the upper right corner of the screen contains the following links:

- **Knowledge** link
 - Selecting the **Knowledge** link will take you to a page containing training related to the PPE Supply Portal.
- **Service Catalog** link
 - Selecting the **Service Catalog** link will take you to Consolidated Personal Protective Equipment (PPE) Catalog.
Note: Selecting the **Request Equipment** link and/or icon (further down on the page) will also take you to the Consolidated PPE Catalog.
- **Cart** link
 - Selecting the **Cart** link will take you to your shopping cart and display the PPE items you have added to it.



The **User Options** menu is located to the right of the **Tours** link. Use this menu to exit the portal by selecting the **Username > Logout** option.





DOA Consolidated PPE Supply Portal Documentation

Further down the page you will find **How can we help?** search bar. Enter key words in this field and select the **Enter** key or the **Search** icon to search knowledge articles and items from the catalog.



Below the **How can we help?** search bar, you will find the **Request Equipment** link. Click this link to access the **Consolidated PPE Catalog**.

Note: You can also access the **Consolidated PPE Catalog** by selecting the **Service Catalog** link in the menu at the top right of the page.





DOA Consolidated PPE Supply Portal Documentation

Below the **Request Equipment** link, you will find two information sections.

- The **My Requests** section will contain links to orders recently placed in the DOA Consolidated PPE Supply Portal. You will be able to click on these links to view the status of your order(s).
- The **Announcements** section will contain links to trainings and updates related to the DOA Consolidated PPE Supply Portal.


Request Equipment
Browse the catalog for Personal Protective Equipment.

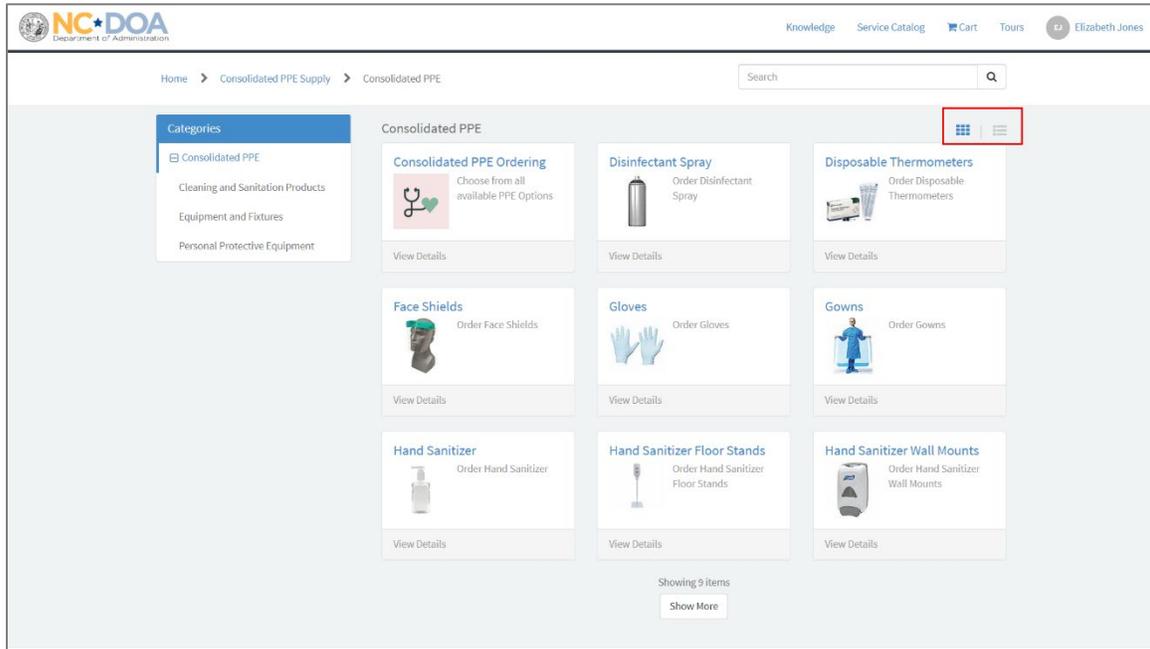
My Requests	Announcements
Order Disinfectant Spray - Elizabeth Jones 2m ago • RITM0078151 • Pending • DOA Dept of Administration	No information available
Order Hand Sanitizer - Elizabeth Jones 2m ago • RITM0078150 • Open • DOA Dept of Administration	
Order Gowns - Elizabeth Jones 18m ago • RITM0078149 • Pending • DOA Dept of Administration	



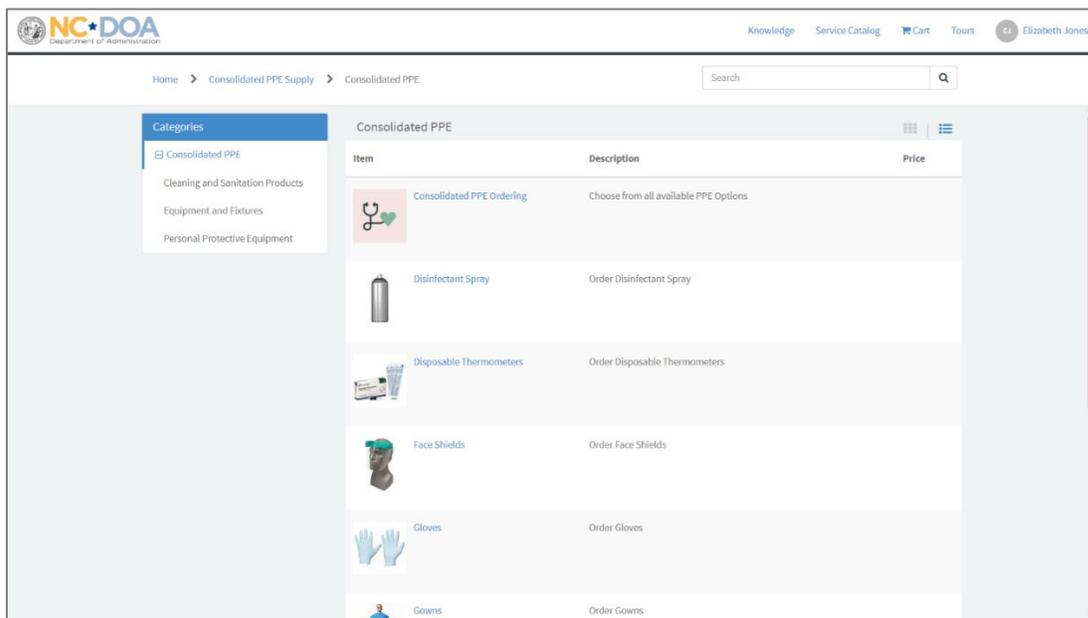
Functionality/Layout of the PPE Catalog page

When you are ready to place an order and have accessed the **Consolidated PPE Catalog** page, you will see the screen below.

The **Consolidated PPE Catalog** page can be viewed in a grid or list format. To change the view, click on the **Grid/List** icons near the top right of the page.



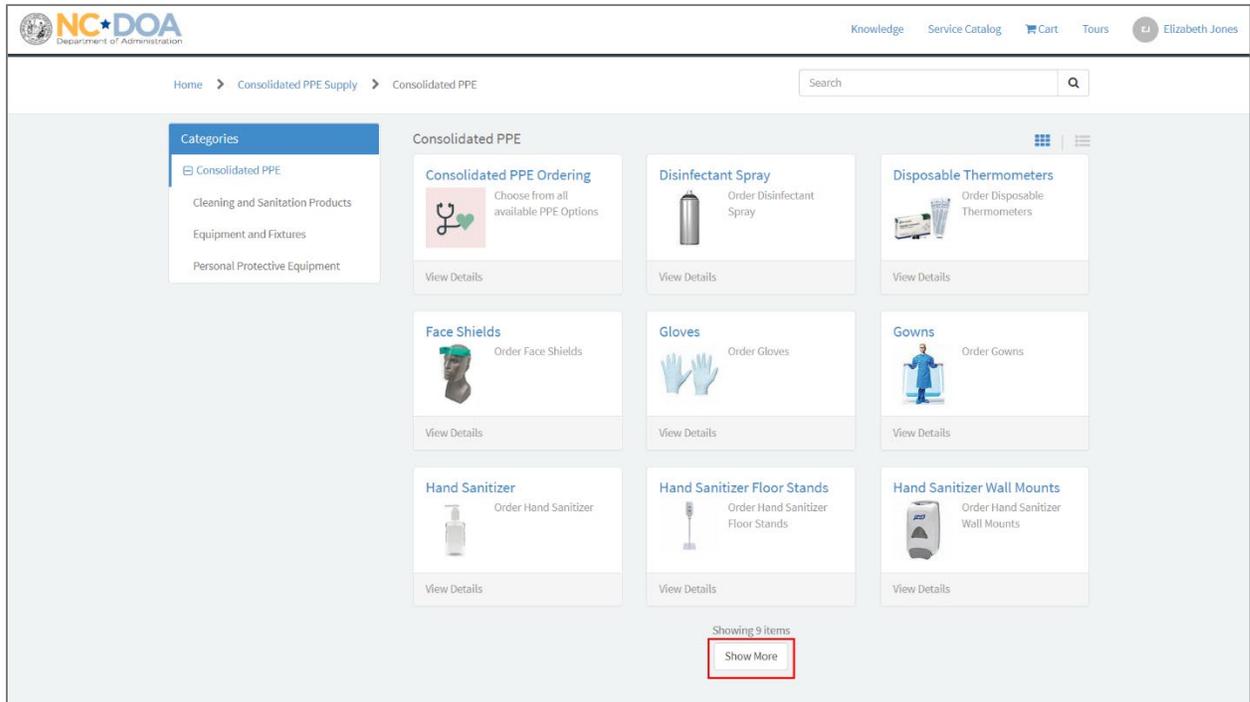
The **List** view is shown below.



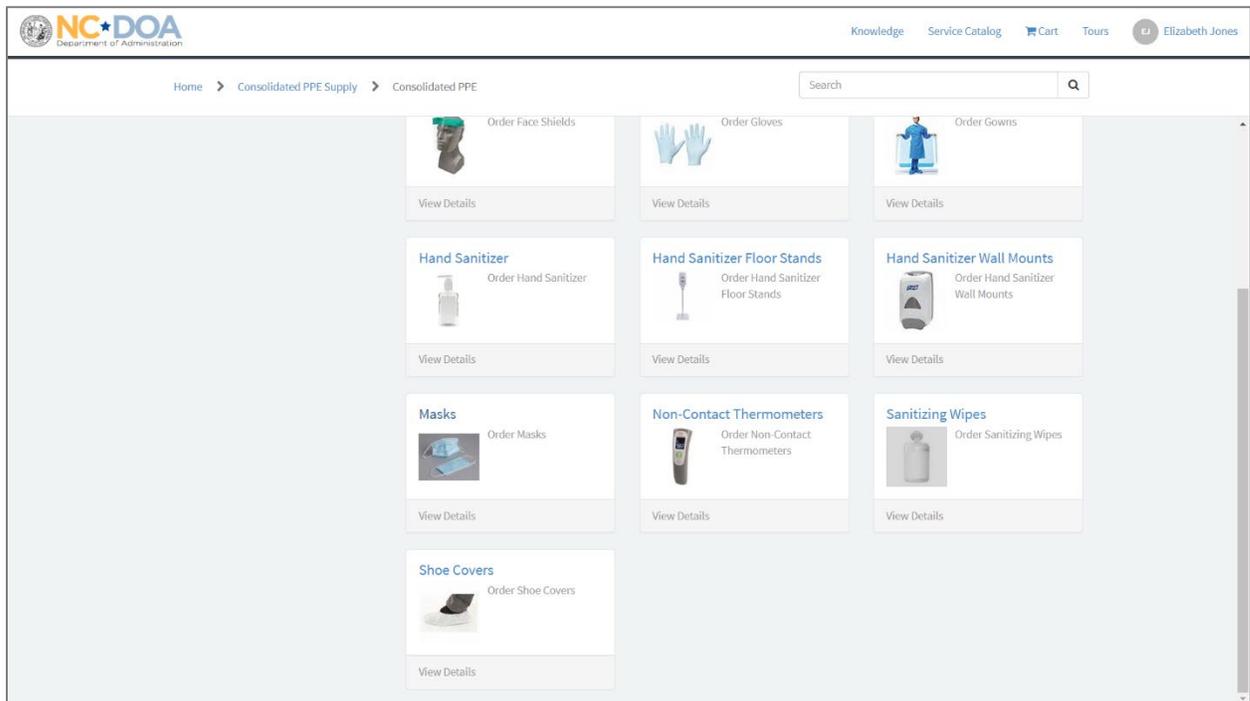


DOA Consolidated PPE Supply Portal Documentation

For the remainder of this guide, the **Grid** view will be displayed. Each tile in the screenshot below represents a different PPE item. The default setting for the **Consolidated PPE Catalog** page is for nine categories to be displayed in the initial view. To display the remaining PPE items, select the **Show More** button.



The remaining PPE items available for order appear in the screenshot below.

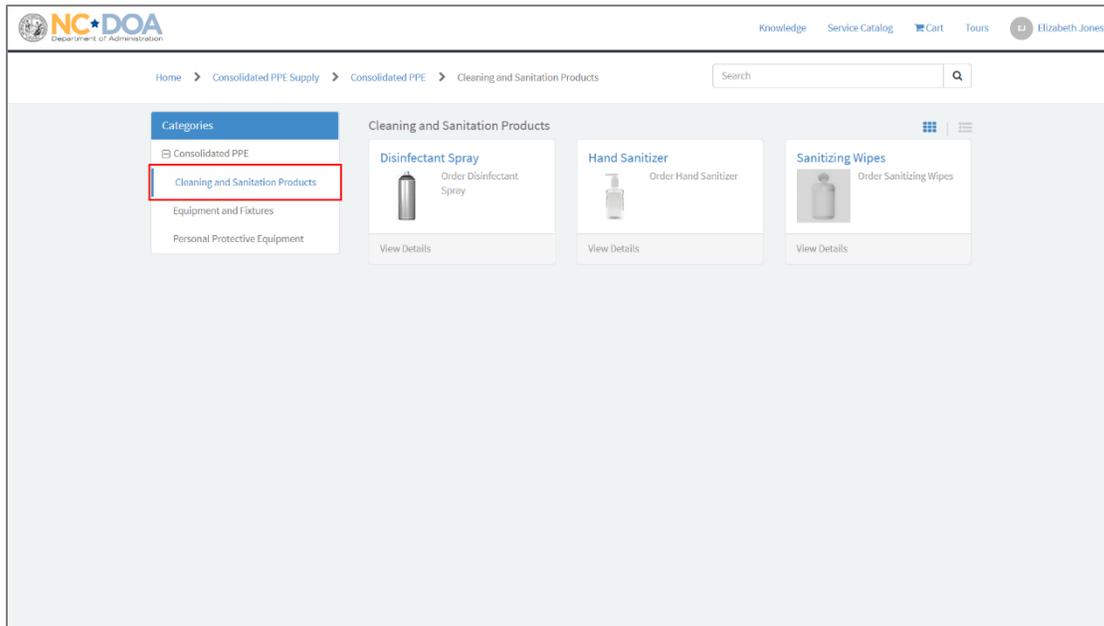




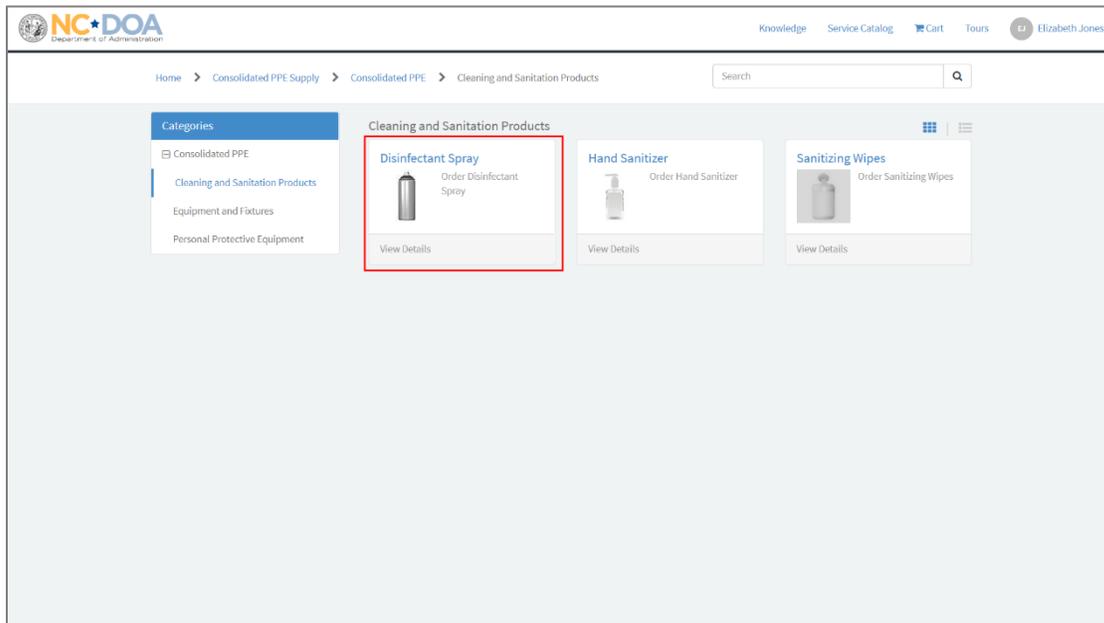
DOA Consolidated PPE Supply Portal Documentation

The view of the **Consolidated PPE Catalog** page defaults to show all the categories of PPE that are available. Choose a subcategory from the **Categories** menu on the left side of the page to view a list of PPE items that is narrower in scope.

In the example below, the **Cleaning and Sanitation Products** submenu has been selected and the products that match that category are displayed.



Click any of the tiles displayed or the **View Details** link below each tile to access the order page for that item.





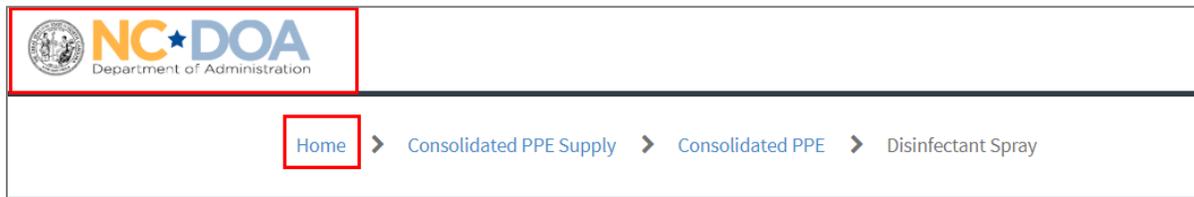
DOA Consolidated PPE Supply Portal Documentation

Below is an example of the order page for disinfectant spray. Details of how to fill out this form will be provided later in this guide.

The screenshot shows the 'Disinfectant Spray' order page. At the top, there is a navigation bar with 'Home', 'Consolidated PPE Supply', 'Consolidated PPE', and 'Disinfectant Spray'. A search bar is located to the right of the breadcrumbs. The main content area is titled 'Disinfectant Spray' and includes a product image of a spray bottle. Below the image, there is a 'Please Note the following:' section with a bulleted list: 'Available Options' (18 Oz Aerosol - Individual, 14 Oz Aerosol - 12 Pack), 'The product image shown is for illustration purposes only.', and 'Manufacturer may vary.' To the right of the product information, there is a 'Delivery Time: 1 Day' box with an 'Add to Cart' button and a 'Submit' button. Below the product information, there are several form fields: '* Requested For:' (Elizabeth Jones), '* NCID:' (ejones11), '* Requested By:' (Elizabeth Jones), 'Phone:' ((919) 754-6904), 'Location:', 'Select Options' (18 Oz Aerosol - Individual, 14 Oz Aerosol - 12 Pack), '* MSC Number' (None), and '* Courier Number'. A 'Required information' section on the right lists '18 Oz Aerosol - Individual', '14 Oz Aerosol - 12 Pack', 'MSC Number', 'Courier Number', and 'Delivery Location'.

To navigate out of this page and return to the main page of the portal, either click on the **NC DOA logo** in the upper left corner of your screen or select the **Home** link in the navigation breadcrumbs located at the top your screen.

Note: It is not advised to use the back button in your browser for navigation.





What are the steps to place an order in the PPE Supply Portal?

After you familiarize yourself with the opening and catalog pages of the PPE Supply Portal, you will be ready to place an order for PPE. There are three options that will be documented for ordering PPE supplies through the portal for this guide.

- **Option 1** - Create an order for individual items for the same location
- **Option 2** - Create an order for multiple items for the same location (Consolidated PPE ordering)
- **Option 3** - Place a recurring order containing multiple items for the same location by creating a bundle

Option 1 - Steps to create an order for individual items for the same location

1. Log in to the DOA Consolidated PPE Supply Portal at https://ncgov.service-now.com/sp_ppe.
2. Enter your NCID and password.

NCID
NCID

Username
Password

NCID Login

Forgot Username
Forgot Password
Unlock Account

Need Help? Register!

3. Click on the **Request Equipment** icon or the **Service Catalog** link to access the **Consolidated PPE Catalog** page.

NC DOA Department of Administration

Knowledge Service Catalog Cart Tours Elizabeth Jones

DOA Consolidated PPE Supply

How can we help?

Request Equipment
Browse the catalog for Personal Protective Equipment.

My Requests
No records found

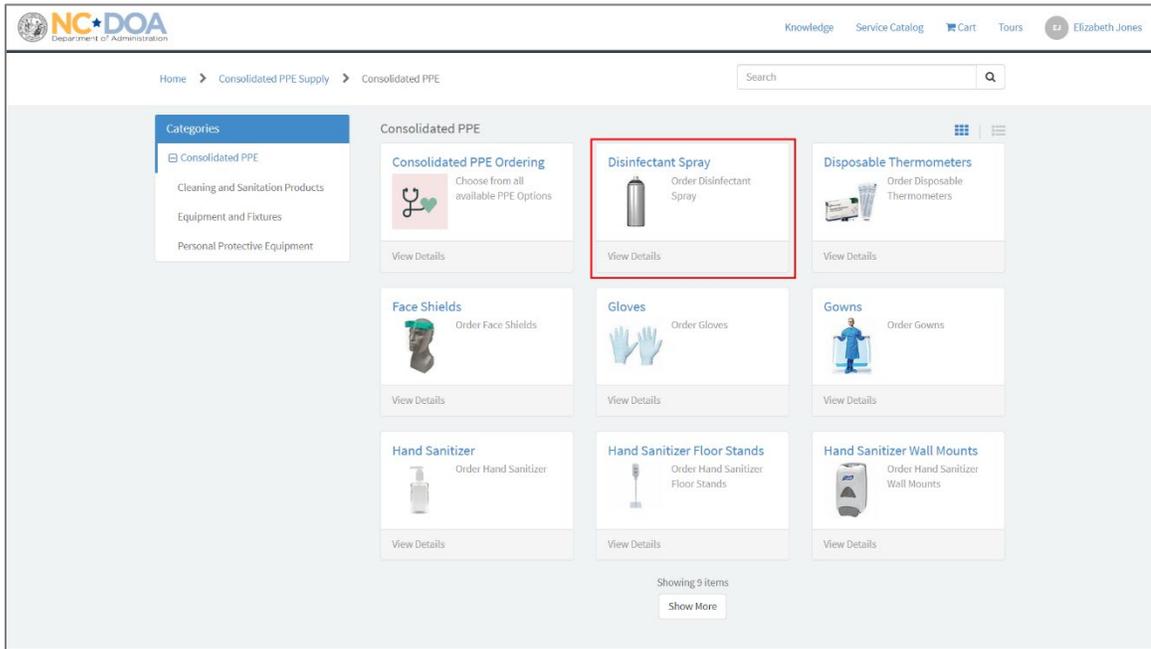
Announcements
No information available



The **Consolidated PPE Catalog** page appears.

Note: The first tile, **Consolidated PPE Ordering**, is the option you would choose for ordering multiple items for the same location. In this example, we will demonstrate how to place an order for a single item, disinfectant spray.

4. Click on the **Disinfectant Spray** tile.

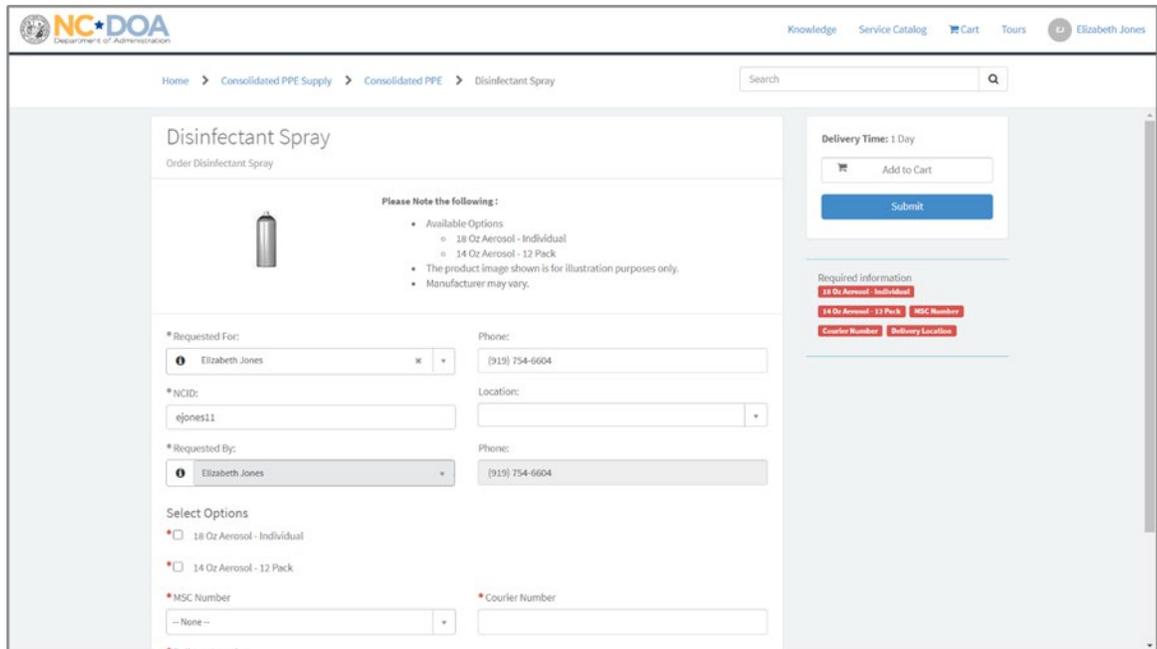




The **Disinfectant Spray** order page will appear. Some of the fields on the page will be automatically populated with the information of the employee placing the order. These fields include the **Requested By, Phone** and **NCID** fields.

Other fields on the page will need to be entered manually.

Note: Information fields that are required will appear in red text blocks on the right side of the page. These text block reminders will disappear as the corresponding text fields are completed on the page.



5. Enter the information for the following required fields to prepare to place your order for disinfectant spray.

- **Requested For:**

This field is automatically filled in with the name of the requester also, but the field can be edited if you are placing the order for another employee. Note that the **Phone** and **Office Location** fields will also be updated as this change is made.



- Select Options:**

There is usually more than one option available for most PPE products that are offered. After selecting the checkbox for the individual product(s) you wish to order, required fields for those specific products will appear. In this case, you must enter the quantity desired for each disinfectant product selected.

Note: Quantity values must be entered in whole numbers. (i.e. The value should equal 1, 2, 3, etc. instead of 1.5, ½, .05, etc.)

Note: Required fields will appear in red until they are completed.

Select Options

18 Oz Aerosol - Individual

*Quantity

14 Oz Aerosol - 12 Pack

*Quantity (12 Packs)

Select Options

18 Oz Aerosol - Individual

*Quantity

2

14 Oz Aerosol - 12 Pack

*Quantity (12 Packs)

1

- MSC (Mail Service Center) Number field/Courier Number:**

*MSC Number

*Courier Number

If you begin typing in the MSC Number field, a list of numbers to choose from will appear. Select the appropriate option from the list to populate the field.

1305

Purchase & Contract Division | Department of Administration | 1305 | 13

-- None --

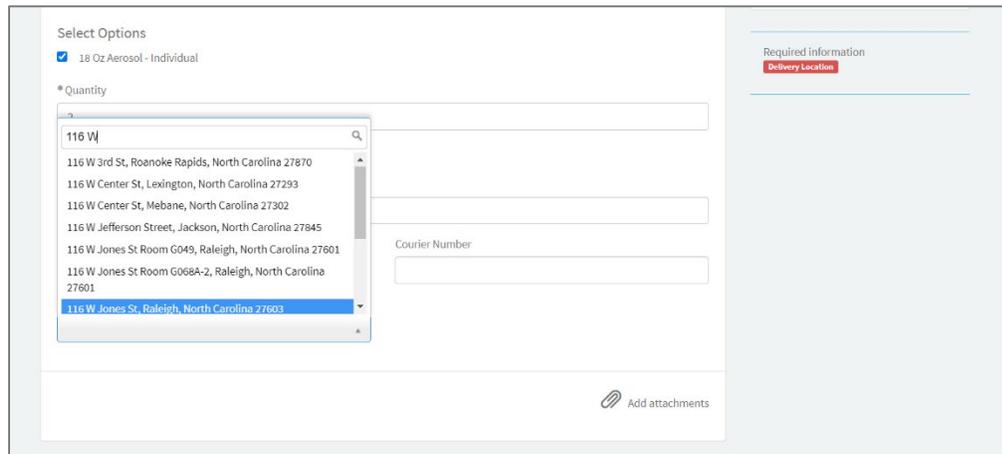
MSC Number

Courier Number

Note: Either the **MSC Number** field or the **Courier Number** field must be completed to move forward with the order.

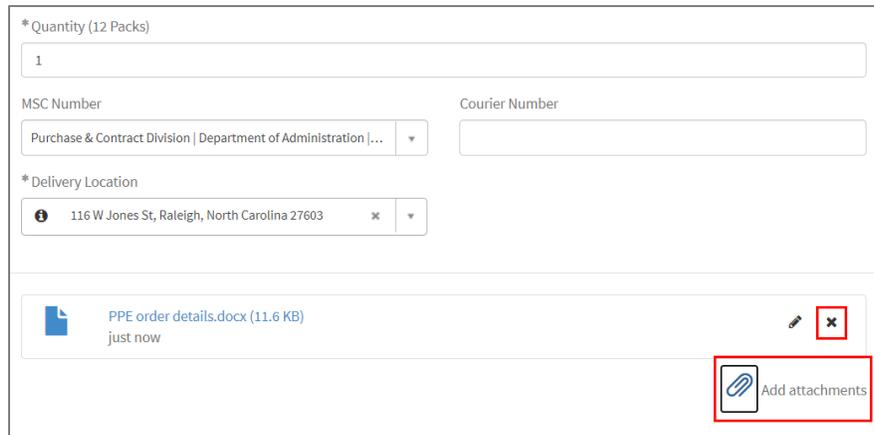
- **Delivery Location:**

Fill in this field with the address you want your PPE items delivered to. As you begin typing, address options will appear in the **Delivery Location** drop down menu. Select the appropriate delivery address.



- **Add attachments field**

Add attachments if you need to provide additional information about the order by clicking on the **paper clip** icon, navigating to the desired document on your computer and then selecting the **Open** button. To remove the attachment, click on the **x** icon next to the attached document.



6. When you are ready to checkout, select either the **Add to Cart** button or the **Submit** button.

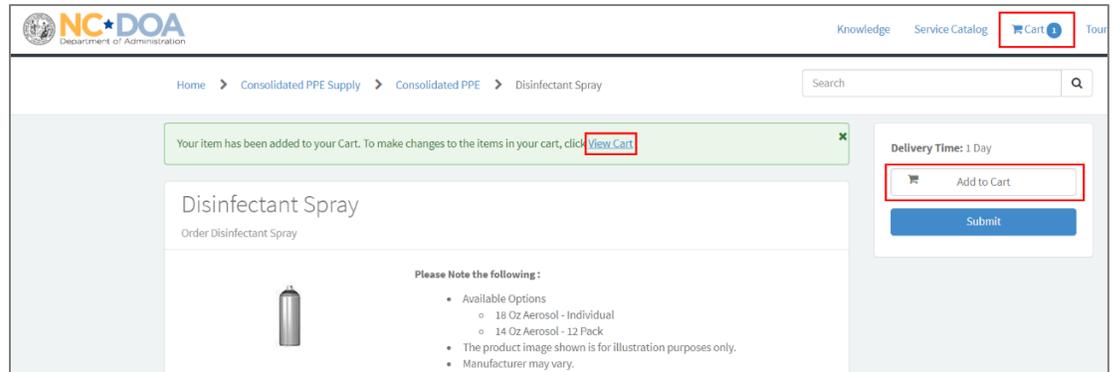
The **Add to Cart** option allows you to continue shopping and will allow you to add more items to your order. The **Submit** option completes your order with one click.



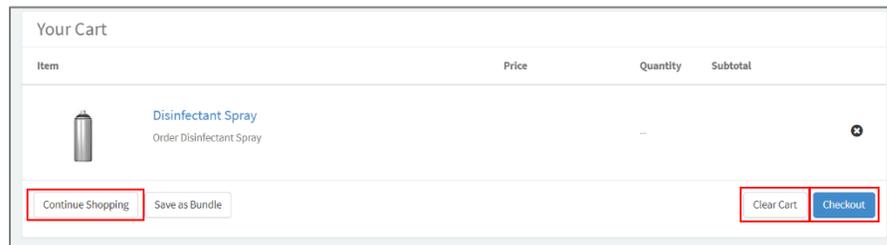
DOA Consolidated PPE Supply Portal Documentation

To place an order with the **Add to Cart** option, complete the following steps:

- Select the **Add to Cart** button.
- View the contents of your cart by selecting the **View Cart** link or by selecting the **Cart** icon.

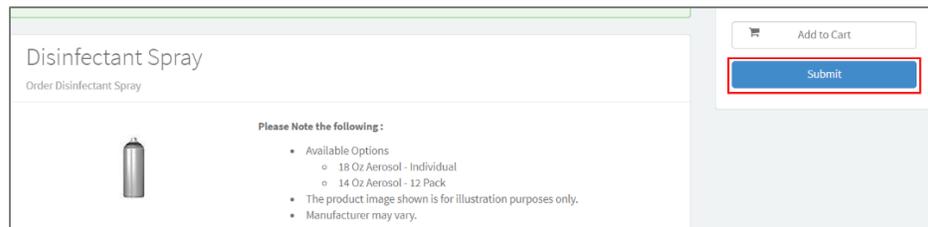


- Select the **Continue Shopping** button to shop for more PPE items. Select the **Clear Cart** button to remove items from your cart. Select the **Checkout** button to place your order.



To place an order with the Submit option, complete the following steps:

- Select the **Submit** button.



After completing the Checkout process from the **Your Cart** page or selecting the **Submit** button from the **Order Disinfectant Spray** page, you will be taken to the **Request** page where you can see the status of your order.



DOA Consolidated PPE Supply Portal Documentation

The screenshot shows the user interface for request REQ0077550. The main content area displays the request title "REQ0077550 - Order Disinfectant Spray - Jody Cleven" and a user profile for Elizabeth Jones (EJ) with the status "just now" and the action "REQ0077550 Created". A "Start" button is visible below the user profile. On the right side, there are three panels: "Requested Items" showing the item "Order Disinfectant Spray - Jody Cleven" with a status of "Request Approved Waiting for Catalog Task: Obtain Item(s) in Warehouse (In progress)", "Request details" showing fields for Number (REQ0077550), State (Open), Priority (4 - Low), Created (just now), and Price (\$0.00), and "Attachments" which states "There are no attachments".

Select the **Order** link on this page view the details of your order.

This screenshot is identical to the one above, but with a red rectangular box highlighting the "Order Disinfectant Spray - Jody Cleven" link in the "Requested Items" panel. This link is the one that the user is instructed to click to view order details.



DOA Consolidated PPE Supply Portal Documentation

You can also send a message relating additional information about your order to the warehouse from this screen.

Order Disinfectant Spray - Jody Clevon

Type your message here...

EJ Elizabeth Jones
2m ago • Additional comments
Automated: Your order for 2 units of 18 Oz Aerosol - Individual(s) exceeds our current supply
Your order for 1 units of 14 Oz Aerosol - 12 Pack(s) exceeds our current supply
RITM0078141 is pending until restock.

EJ Elizabeth Jones
2m ago
RITM0078141 Created

Start

Your request has been submitted

Number	RITM0078141
State	Pending
Priority	4 - Low
Created	2m ago
Updated	2m ago
Quantity	1

Options

Requested For:
Jody Clevon
NCID:
jcleven
Phone:
919-807-4563
Location:
116 W Jones St, Raleigh, North Carolina
27603
Requested By:
Elizabeth Jones
Phone:
(919) 754-6604
18 Oz Aerosol - Individual
true

Return to the **PPE Supply Portal Home** page by selecting the **Home** link or by clicking on the **NC DOA** logo.

A link to your recent orders will appear under the **My Requests** section.

DOA Consolidated PPE Supply

How can we help?

Request Equipment
Browse the catalog for Personal Protective Equipment.

My Requests

- Order Disinfectant Spray - Elizabeth Jones
2m ago • RITM0078151 • Pending • DOA Dept of Administration
- Order Hand Sanitizer - Elizabeth Jones
2m ago • RITM0078150 • Open • DOA Dept of Administration
- Order Gowns - Elizabeth Jones
18m ago • RITM0078149 • Pending • DOA Dept of Administration

Announcements
No information available



DOA Consolidated PPE Supply Portal Documentation

Option 2 - Steps to place an order for multiple items for the same location (Consolidated PPE ordering)

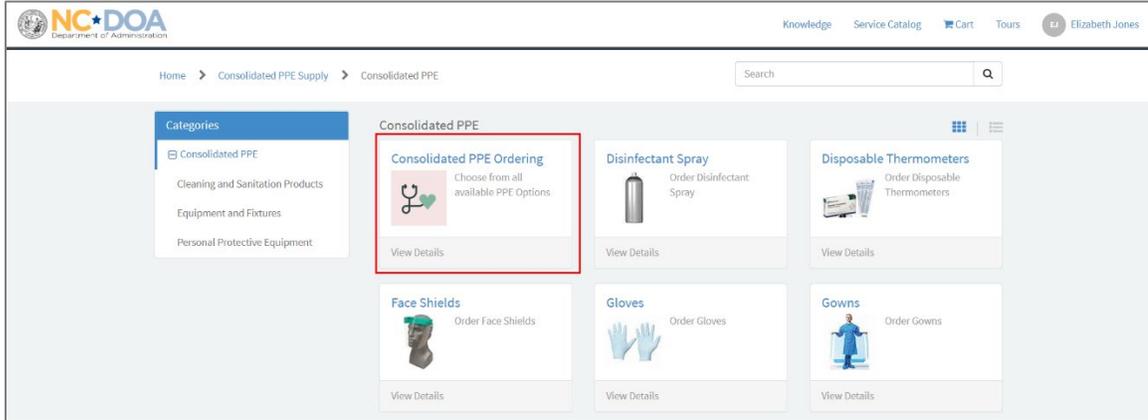
1. Log in to the **DOA Consolidated PPE Supply Portal** at https://ncgov.service-now.com/sp_ppe.
2. Enter your NCID and password.

3. Click on the **Request Equipment** icon or the **Service Catalog** link to access the **Consolidated PPE Catalog**.

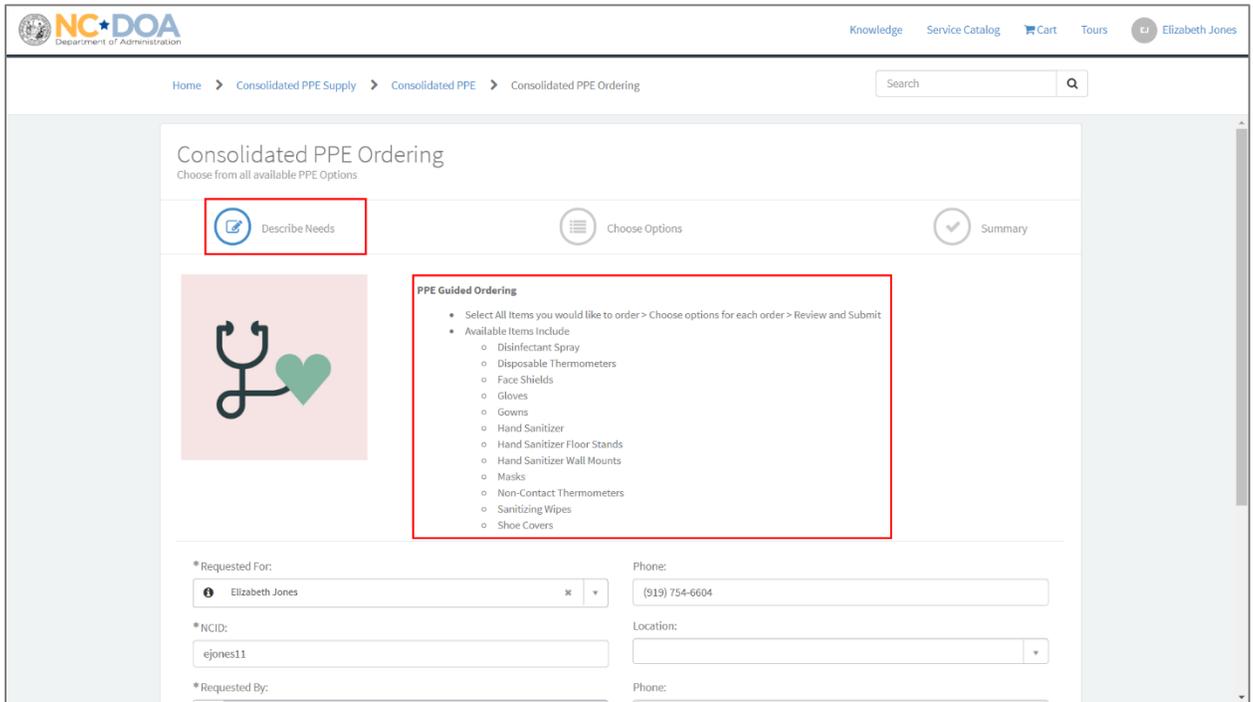


The **Consolidated PPE Catalog** page appears.

4. Click on the **Consolidated PPE Ordering** tile.



The **Describe Needs** page will appear. A list of items that are available to order is listed at the top of the page.





DOA Consolidated PPE Supply Portal Documentation

The following fields will be automatically populated: **Requested By**, **Phone** and **NCID** fields. These fields are connected to the information of the employee that logs in.

The screenshot shows the 'Describe Needs' page in the NC*DOA Consolidated PPE Supply Portal. The page includes a navigation bar with 'Home', 'Consolidated PPE Supply', 'Consolidated PPE', and 'Consolidated PPE Ordering'. A search bar is located in the top right. The main content area features a list of PPE items: Gloves, Gowns, Hand Sanitizer, Hand Sanitizer Floor Stands, Hand Sanitizer Wall Mounts, Masks, Non-Contact Thermometers, Sanitizing Wipes, and Shoe Covers. Below the list is a form with the following fields:

- * Requested For:** Jody Cleven (dropdown menu)
- Phone:** 919-807-4563 (text input)
- * NCID:** jcleven (text input, highlighted with a red box)
- Location:** 116 W Jones St, Raleigh, North Carolina 27603 (dropdown menu)
- * Requested By:** Elizabeth Jones (dropdown menu, highlighted with a red box)
- Phone:** (919) 754-6604 (text input, highlighted with a red box)
- MSC Number:** Purchase & Contract Division | Department of Administration | 1305 | 13 (dropdown menu)
- Courier Number:** (text input)
- * Delivery Location:** 116 W Jones St, Raleigh, North Carolina 27603 (dropdown menu)
- * Please select all items you'd like to order:** (text input, highlighted with a red box)

5. Other fields on the page will need to have information added manually.

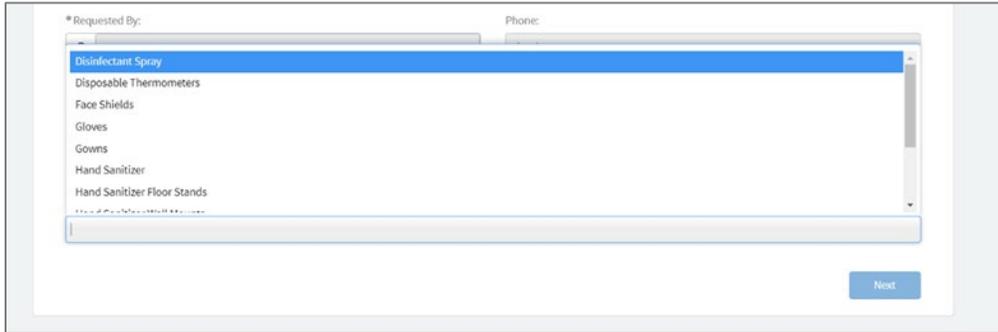
These fields include:

- **Requested For:**
 - This field is automatically filled in with the name of the requester also, but the field can be edited if you are placing the order for another employee.
- **MSC (Mail Service Center) Number/Courier Number:**
 - Either the **MSC Number** or the **Courier Number** field must be completed in order to move forward with the order.
- **Delivery Location:**
 - Fill in this field with the address you want your PPE items delivered to. As you begin typing, address options will appear in the Delivery Location drop down menu. Select the appropriate delivery address.

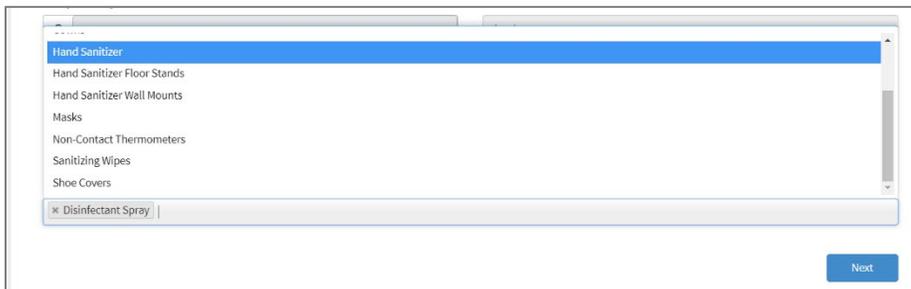
At the end of the **Describe Needs** page, you will see the **Please select all items you'd like to order** field.

This is a close-up of the 'Please select all items you'd like to order' field, which is a text input box. It is highlighted with a red box. Above it is the 'Delivery Location' dropdown menu, which is currently set to '116 W Jones St, Raleigh, North Carolina 27603'.

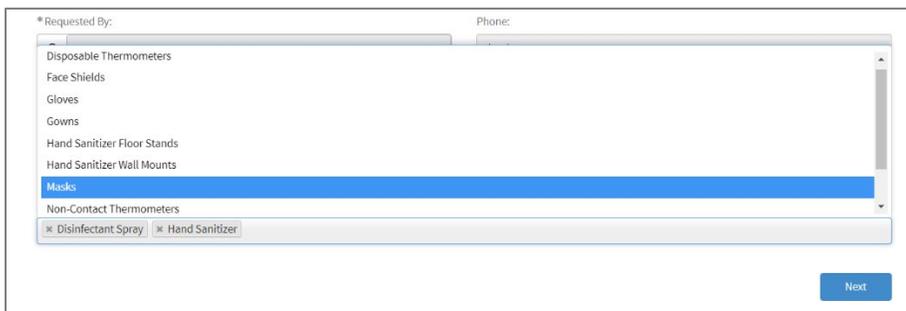
- To add items to an order, click in the **Please select all items you'd like to order** field and then choose items to add from the pop up list.



Continue the same process to add multiple PPE items to your order.

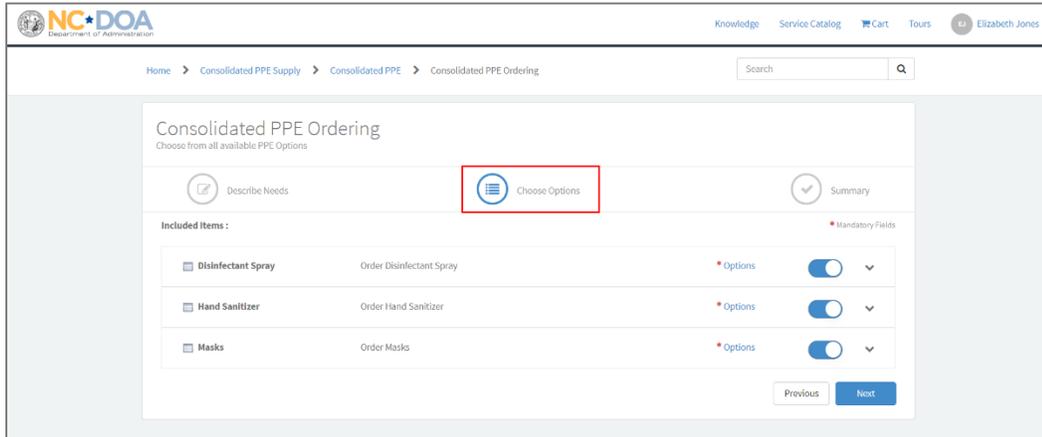


- When you have added all of the PPE items you wish to order, select the **Next** button to move to the next step.



The **Choose Options** page will appear. A list of items that you selected to order in the previous step will be displayed.

Note: The delivery address, requested by, requested for, MSC/Courier number information that was entered once in the previous step has been applied for each PPE item and will not need to be re-entered.

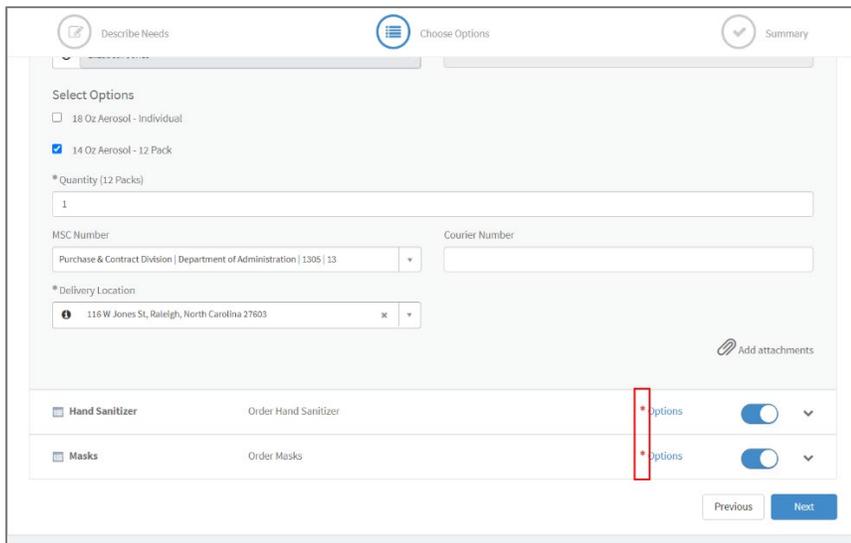


- The next step in the process is to select the desired options for each PPE item in the list.

Click the **Options** drop down arrow next to each PPE item. Scroll down past the information brought forward from the last step (requested for, requested by, MSC number, etc.) and enter required option information (highlighted with red asterisks) as needed.

In the example for disinfectant spray, the **14 Oz Aerosole – 12 pack** option was selected, and **1** was entered into the Quantity field.

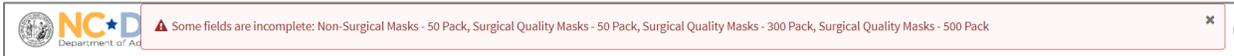
Note: When required options for all PPE items in the order have been entered, selecting the **Next** button will be the next step. If you still see red asterisks beside Options for one of the PPE items in the order, you will need to expand that section and fill in the required information before moving forward.



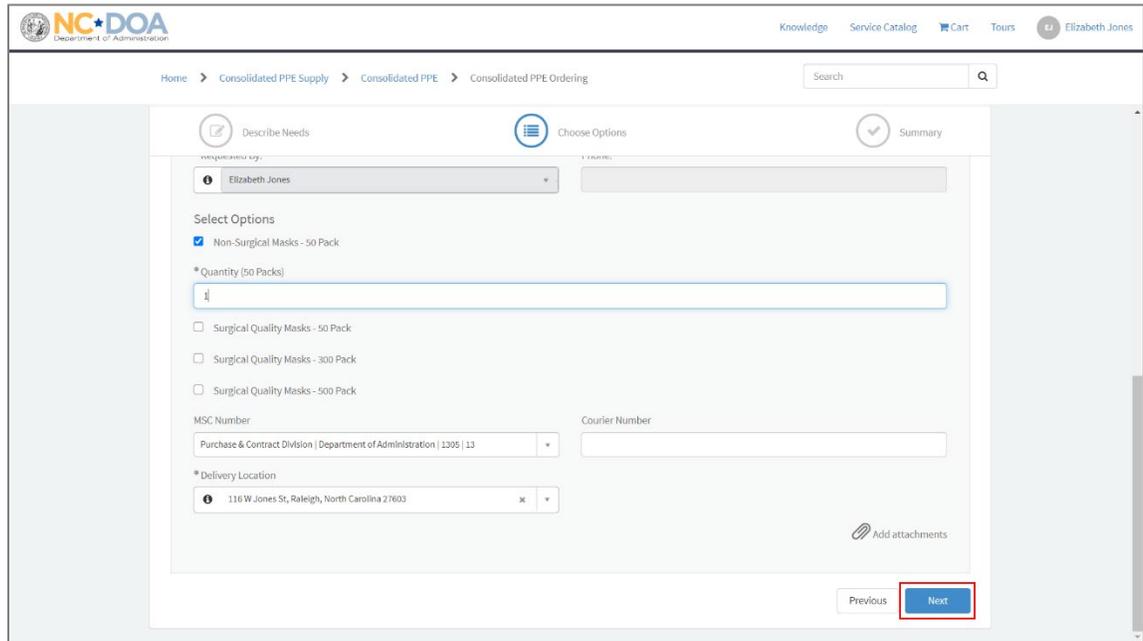


DOA Consolidated PPE Supply Portal Documentation

Note: If you select the **Next** button before filling in all of the required information, you will get an error message as a prompt to provide the necessary information.

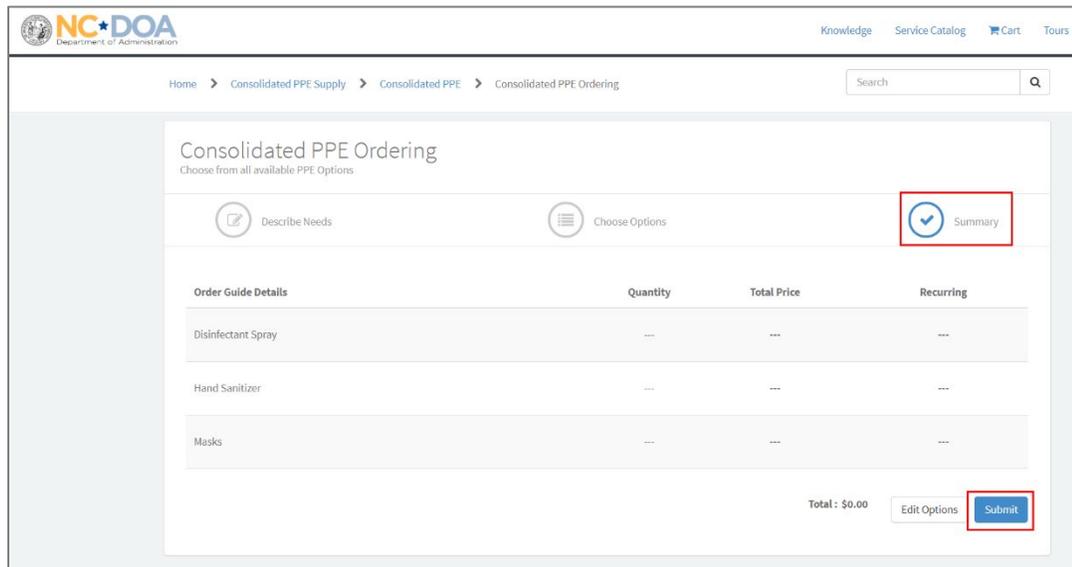


9. After you have filled out all the required fields for the each PPE item, select the **Next** button to move to the **Summary** page.



The **Summary** page will display a list of the items in your order. Select the **Edit Options** button to change options (such as quantity) for the PPE items in your order.

10. Select the **Submit** button to submit your order to the warehouse for processing.





DOA Consolidated PPE Supply Portal Documentation

An overview of your order and requested items will be displayed. Click on the **Order** link for each PPE item to see more details.

The screenshot displays the user interface of the NC DOA PPE Supply Portal. At the top, the logo for NC DOA (Department of Administration) is visible, along with navigation links for Knowledge, Service Catalog, Cart, Tours, and a user profile for Elizabeth Jones. The main content area is titled "REQ0077551 - 3 items" and shows a workflow diagram with a "Start" button and a user profile for Elizabeth Jones, indicating the request was created "just now". On the right side, a "Requested Items" panel lists three items, each with an "Order" link highlighted in red:

- Order Masks - Jody Cleven** (Item ID: IT1100713144)
 - Request Approved Waiting for Catalog Task: Obtain Item(s) in Warehouse (In progress)
 - Fulfillment (Pending - has not started)
 - Completed (Pending - has not started)
- Order Disinfectant Spray - Jody Cleven** (Item ID: IT1100713143)
 - Request Approved Waiting for Catalog Task: Obtain Item(s) in Warehouse (In progress)
 - Fulfillment (Pending - has not started)
 - Completed (Pending - has not started)
- Order Hand Sanitizer - Jody Cleven** (Item ID: IT1100713142)
 - Request Approved Waiting for Catalog Task: Obtain Item(s) in Warehouse (In progress)
 - Fulfillment (Pending - has not started)
 - Completed (Pending - has not started)

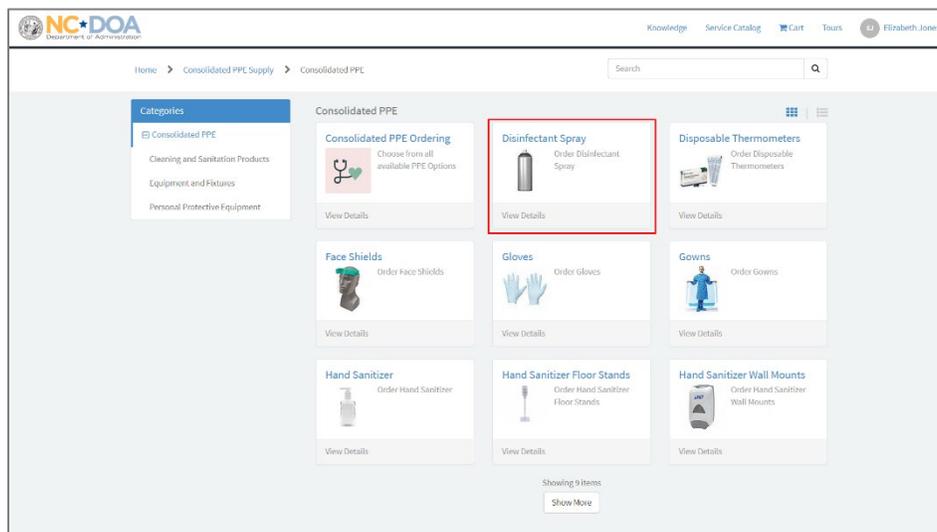
Option 3 - Steps to place a recurring order containing multiple items for the same location by creating a bundle

The purpose of creating a bundle is to make it easy to create duplicate orders when all the details of the order remain the same.

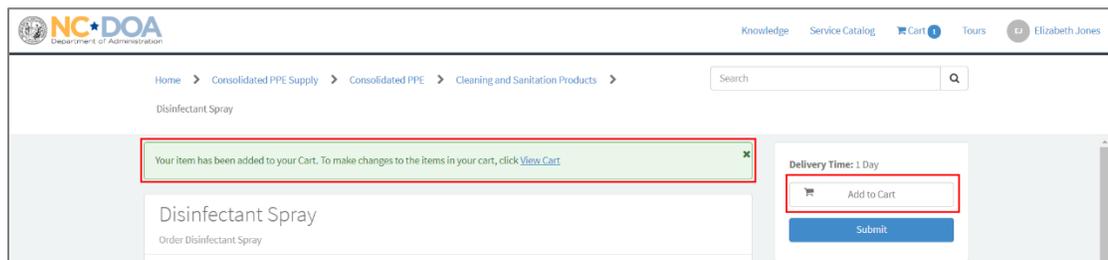
Follow the steps below to save orders of multiple PPE items as a bundle:

Note: Specific steps on how to log in, navigate the portal and fill in details of order information for PPE items, are covered earlier in this guide.

1. Log in to the **Consolidated PPE Supply Portal** page and navigate to the **Consolidated PPE Catalog** page.
2. Choose one of the individual PPE items to add to your order. Disinfectant spray was selected for this example.



3. Enter all required information. Review earlier sections in this training if you need further instruction on how to fill out information for required fields.
4. Click the **Add to Cart** button.
5. You will see the **Your item has been added to your Cart** message.





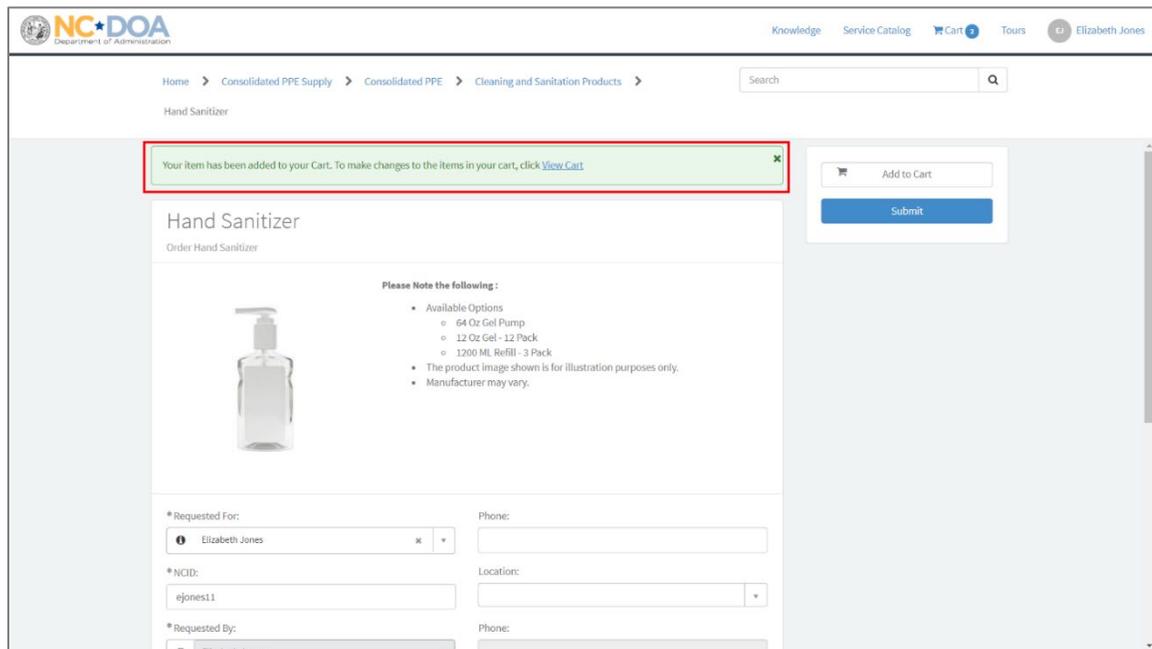
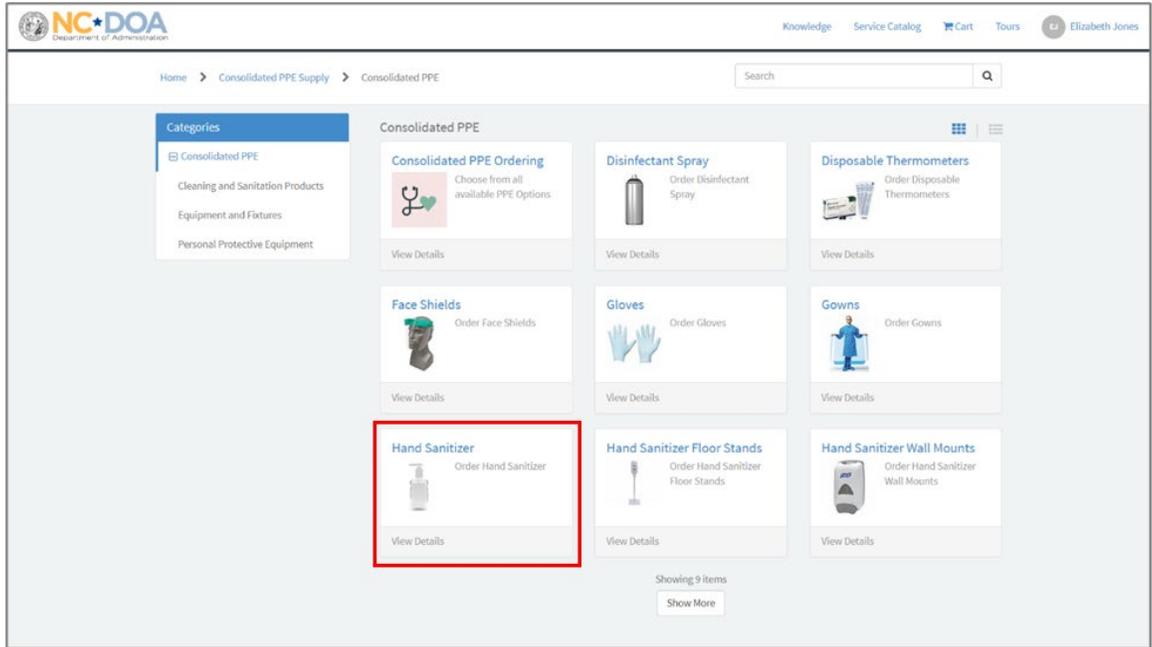
DOA Consolidated PPE Supply Portal Documentation

6. Navigate back to the **Consolidated PPE Catalog** page for individual PPE items.



Home > Consolidated PPE Supply > **Consolidated PPE** > Cleaning and Sanitation Products >

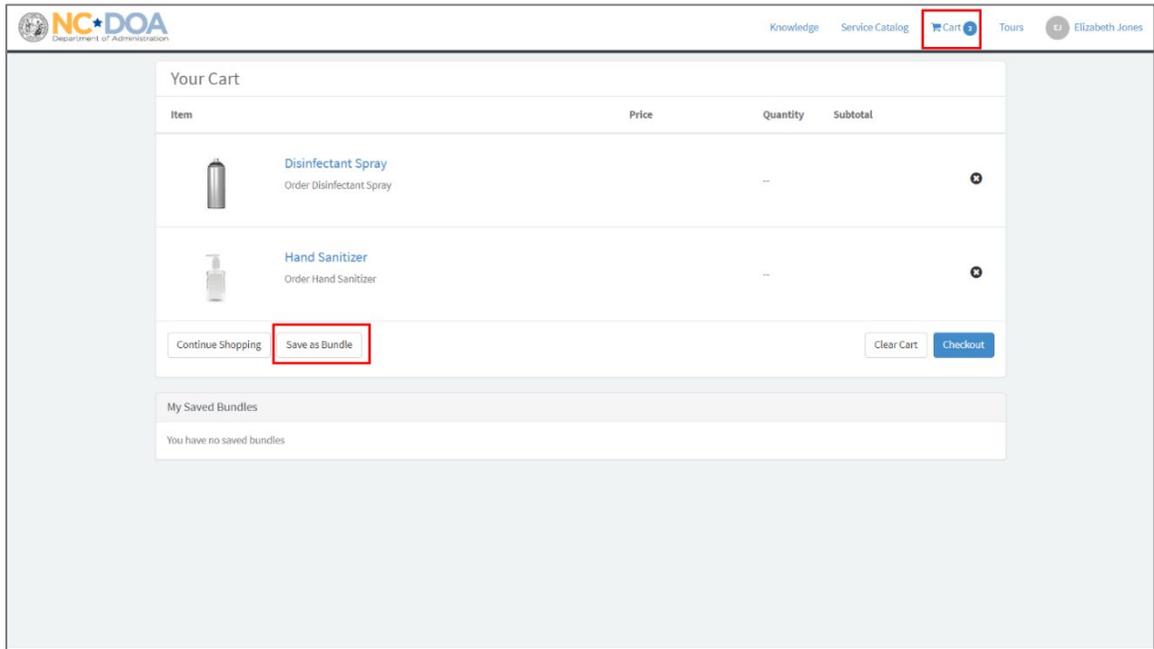
7. Choose another item, fill out all required information and add the item to your cart. In the example below, Hand Sanitizer was added to the cart.



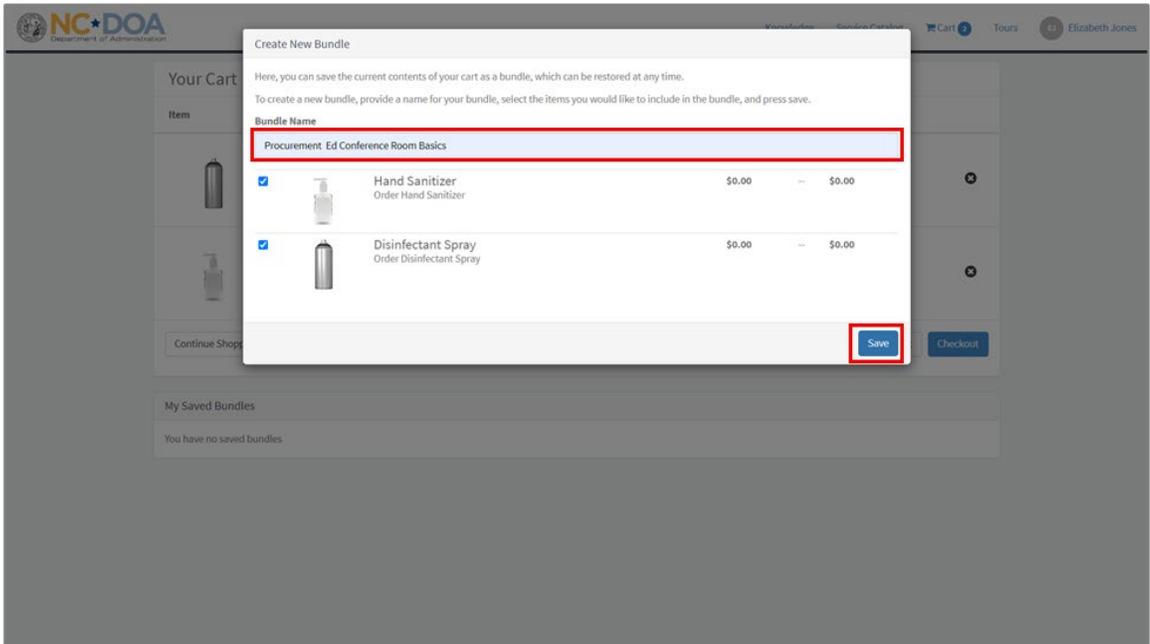


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- Repeat the process above until you have all desired items added to your cart.
- Select the **Cart** icon to view the items in your cart.
- Select the **Save as Bundle** button to save the items in your cart as a bundle.



- The **Create New Bundle** pop up window will appear. Type in a name for the bundle in the **Bundle Name** field and then select the **Save** button.





12. The newly created bundle will appear in the **My Saved Bundles** section of your shopping cart.

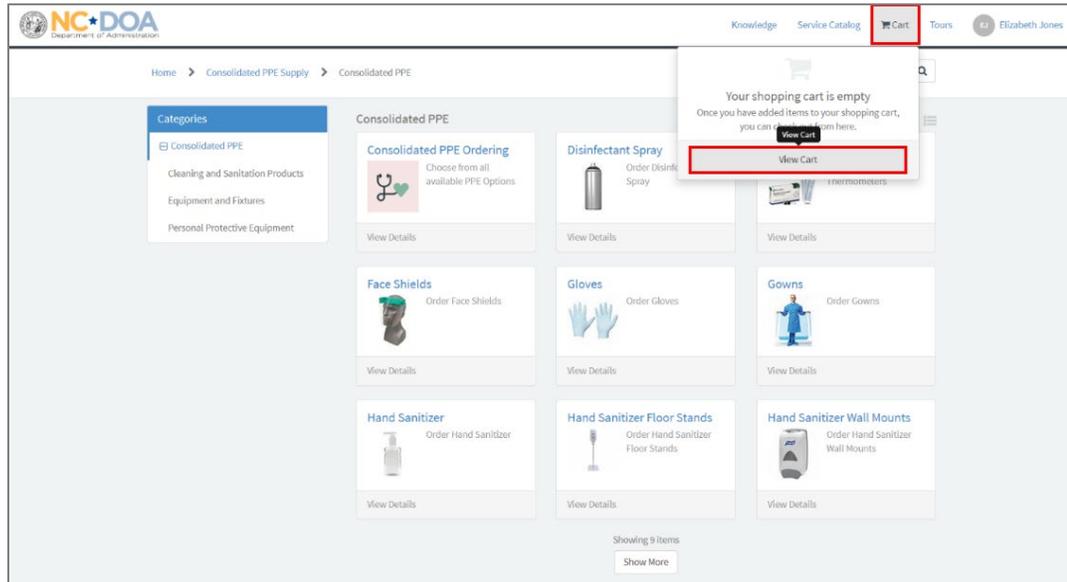
The screenshot displays the NC DOA shopping cart interface. At the top, the NC DOA logo and navigation links (Knowledge, Service Catalog, Cart, Tours) are visible, along with the user name Elizabeth Jones. The main content area is divided into two sections: 'Your Cart' and 'My Saved Bundles'. The 'Your Cart' section contains a table with the following items:

Item	Price	Quantity	Subtotal
Disinfectant Spray Order Disinfectant Spray		--	
Hand Sanitizer Order Hand Sanitizer		--	

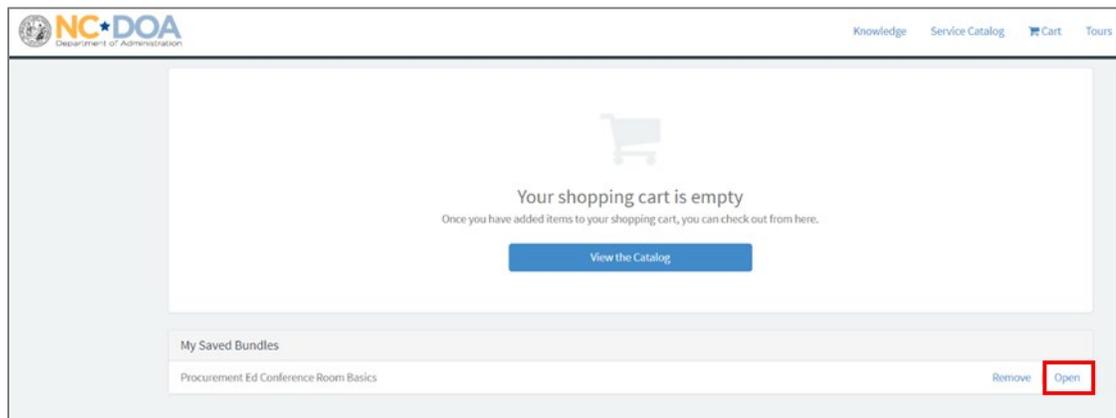
Below the table are buttons for 'Continue Shopping', 'Save as Bundle', 'Clear Cart', and 'Checkout'. The 'My Saved Bundles' section shows a single bundle: 'Procurement Ed Conference Room Basics', which is highlighted with a red rectangular box. To the right of this bundle are 'Remove' and 'Open' links.

Follow the steps to place an order using a bundle:

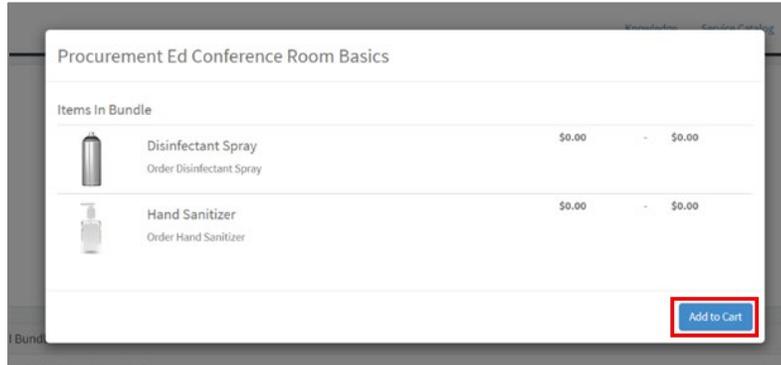
1. Log in to the **DOA Consolidated PPE Supply Portal**.
2. Select the **Cart** icon and then select the **View Cart** button to access your cart.



3. Select the **Open** button to open the desired bundle.

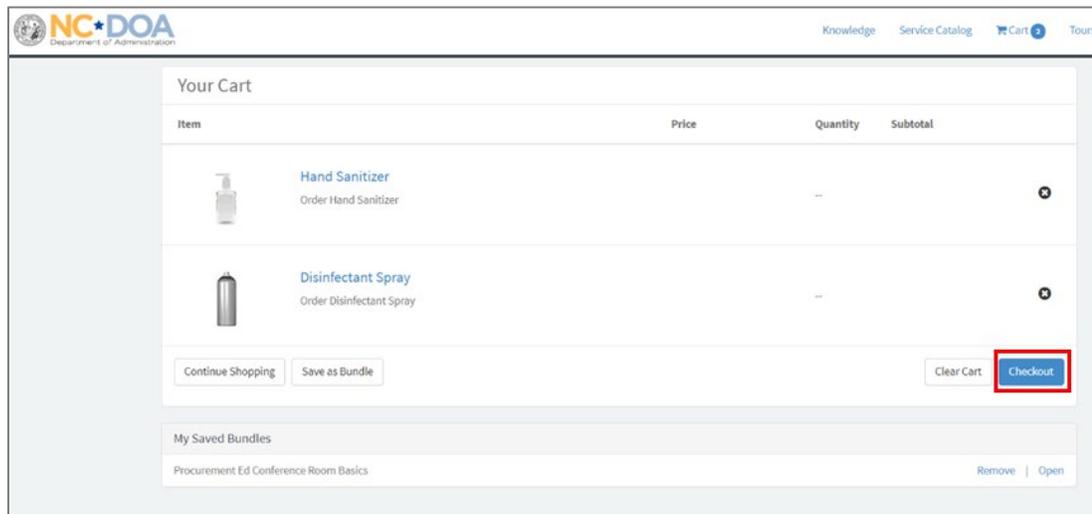


4. Select the **Add to Cart** button to add the PPE items in the bundle to your cart.



Note: All the information entered in the original order (Requesting for employee, Requested from employee, Delivery Address, Mail Service Center Number/Courier Number, Specific items selected, Quantity, etc.) will be retained. Make sure you want all this information to be the same as your original order.

5. Select the **Checkout** button to submit your order.



Note: It is possible to use a saved bundle to place an order if you want to reorder most of the items in it. To use this method, open the bundle and select the **x** icon next to the item you wish to remove. Proceed to the checkout step to complete your order.



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Your Cart			
Item	Price	Quantity	Subtotal
 Hand Sanitizer Order Hand Sanitizer		--	
 Disinfectant Spray Order Disinfectant Spray		--	

[Continue Shopping](#) [Save as Bundle](#) [Clear Cart](#) [Checkout](#)

For questions regarding the ordering processes listed in this guide, please contact the [Supply Administrator](#).