

ARIZONA

SPO ALERT

Date: 5-1-25
To: Agency Users
From: APP Help Desk
Subject: [SPO ALERT] **NEW PUNCH OUT REQUEST PROCESS**

Process Changes/Notification

New PunchOut request form is here! Please be advised that the App Help Desk has implemented a new PunchOut request form. This form is located in the Solarwinds Service Catalog at the following: [Service Catalog](#)






SERVICE CATALOG

All Services

6 Items

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APP User Account Form	24 - 48 Business Hours	
APP ACCESS - USER ACTIVATION - (A) - APP - Information Technology		
Critical Change Request	2 - 3 Months	
SYSTEM - ENHANCEMENT		
Request for Testing Assistance		
SYSTEM - TESTING		
ALL Ideas Matter		
SYSTEM - ASSISTANCE - Enhancements & Testing - Enhancements & Testing		
New Punchout Request Form		
PUNCH OUT - REQUEST NEW - APP - Enhancements & Testing		
Purchase Order Liquidation Form	5-7 days	
PO MANUAL CLOSURE * - TIER 1 - APP - Information Technology		

Your review of this form is requested as it is now a required component of the PunchOut request procedure.

If you have any questions or concerns, please contact APP Help desk by calling (+1-602-542-7600) or emailing support to: app@azdoa.gov. Please note phone hours are Mon-Fri 8:30am-5pm.

APP Help Desk