

## PROJECT IN SERVICE CATALOG

### 1. Project Overview:

- Catalog Item Name: Laptop Request
- Request Type: Hardware
- Stakeholders: Requester - Yeshiva University(Company),Hardware Group(Approver), IT Asset Group(Fulfillment Group)

The Catalog Item allows employees to request a new laptop or a replacement device through a standardized and automated workflow in ServiceNow. It collects essential details from the requester, routes the request for necessary approvals (such as manager or IT asset approval), and automatically generates fulfillment tasks for the IT hardware team. This ensures a consistent, trackable, and efficient process for provisioning laptops, reducing manual effort and improving service delivery.

### 2. Requirements:

#### Variables Required:

##### Variable Set - Requester Information:

- Opened on behalf of
- More Information
- Email
- Phone
- User ID
- Company
- Department
- Location

- Role in YU?
- Function of the role in YU?
- New Hire of YU?
- Replacement Request?
- Report Log?
- Select Item for Request

##### Approver Information Section:

- Approver(from YU)

##### Additional Information Section:

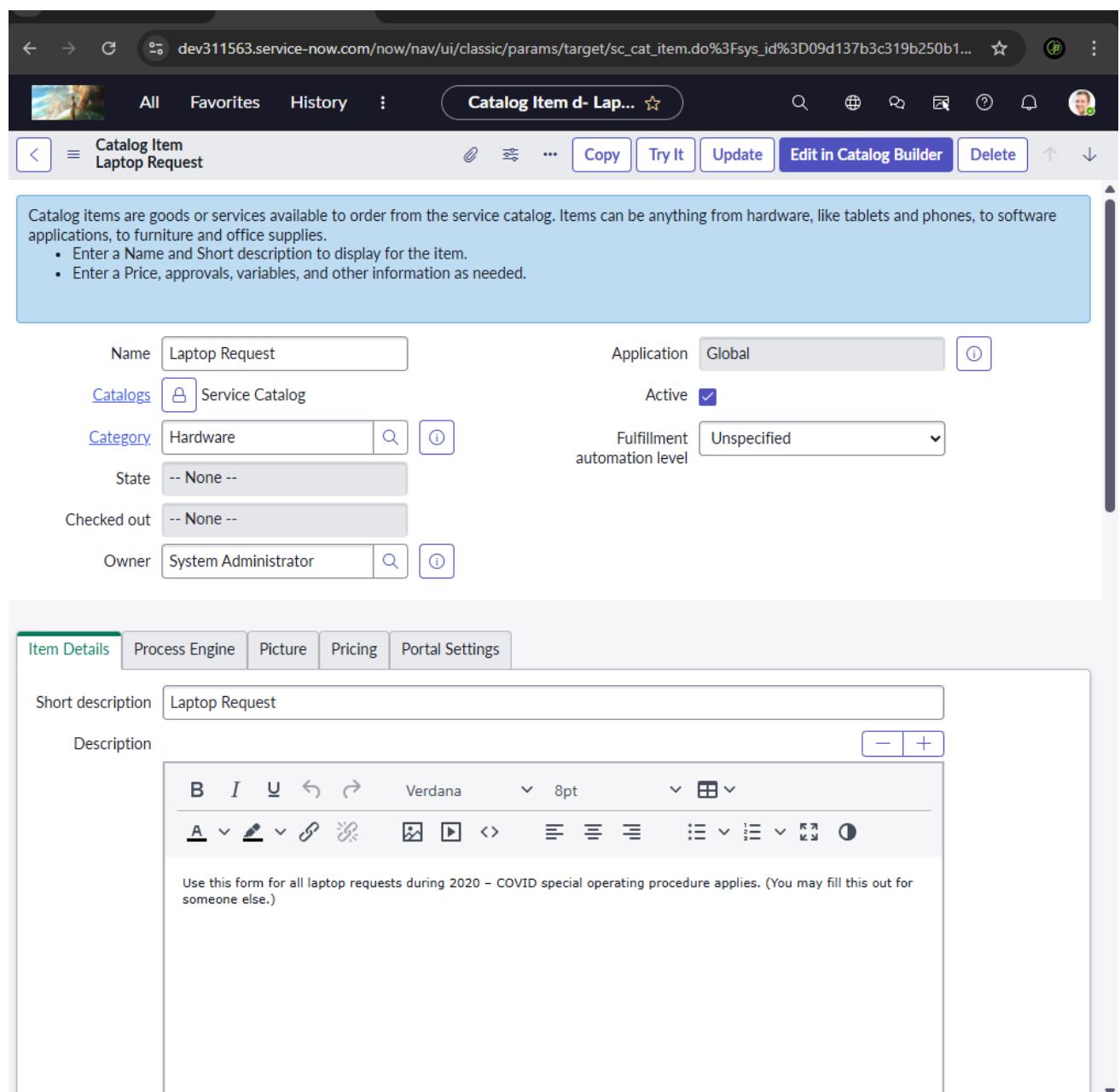
- Additional Information or Special Instructions

### 3. Flow after Request

1. Request Submitted on Service Portal
2. Request with request number is created in sc\_request table
3. A RITM is created and attached with this Request Number
4. A catalog task should be assigned with the RITM.
5. After the First Task Closes, The RITM asks for approval from Affected groups
6. The respective Affected groups are notified of such RITM waiting.
7. If Approved, another Catalog is created and attached for request Fulfillment
8. After the Second Task creation the fulfilment group is notified of the new task assigned to the group
9. After Fulfillment , the Catalog Task is Closed Complete and the Requester is Notified and the Flow Ends
10. If Rejected or Cancelled, The Flow Ends and the Requester is Notified.

### 4. Implementation:

#### 1. Creating the Catalog Item – Service Catalog – Category Hardware



The screenshot shows the ServiceNow Service Catalog Item creation page. The URL in the browser is dev311563.service-now.com/nav/ui/classic/params/target/sc\_cat\_item.do?scsys\_id=3D09d137b3c319b250b1... . The page title is "Catalog Item d- Lap...".

**Catalog Item Details:**

- Name: Laptop Request
- Application: Global
- Catalogs: Service Catalog
- Category: Hardware
- Active: checked
- Fulfillment automation level: Unspecified
- State: -- None --
- Checked out: -- None --
- Owner: System Administrator

**Item Details Tab:**

- Short description: Laptop Request
- Description: (Rich Text Editor) - A note at the top of the editor says: "Use this form for all laptop requests during 2020 - COVID special operating procedure applies. (You may fill this out for someone else.)"

Other tabs visible in the header include Item Details, Process Engine, Picture, Pricing, and Portal Settings.

## 2. Adding Required Variables and Variable Sets with Proper Order and Validation

Screenshot of the ServiceNow Catalog Item page for "Laptop Request".

The top navigation bar shows tabs: Variables (21), Variable Sets (2) (highlighted in green), Catalog UI Policies (2), Catalog Client Scripts (4), Available For (1), Not Available For (1), Categories (1), Catalogs (1), Catalog Data Lookup Definitions, Related Articles, Related Catalog Items, Assigned Topics.

Search bar: Order ▾ Search Actions on selected rows... Edit... New

Catalog Item = Laptop Request

Variable Set table:

	Variable set	Order ▾
<input type="checkbox"/>	Requester information	10
	Additional Information	300

Page navigation: 1 to 2 of 2

Screenshot of the Catalog Item details page for "Laptop Request".

The top navigation bar shows All, Favorites, Catalog Item d- Lap... (highlighted in blue), Copy, Try It, Update, Edit in Catalog Builder, Delete.

The main table lists variables:

Type	Question	Order ▾	Display title
Multiple Choice	What best describes your role at YU?	100	false
Multiple Choice	If staff, which of the following functio...	110	false
Multi Line Text	Please describe:	120	false
Multiple Choice	Is this a new hire at YU?	130	false
Multiple Choice	Is this request to replace an existing Y...	140	false
Multiple Choice	If your current machine is not working, ...	150	false
Label	Select the items requested:	160	false
CheckBox	Laptop	170	false
CheckBox	Document camera	180	false
CheckBox	Drawing tablet (for writing equations, ...)	190	false
CheckBox	Headset	200	false
CheckBox	2nd Monitor	210	false
CheckBox	Web Camera	220	false
CheckBox	Desk Phone	230	false
CheckBox	Others	240	false
Multi Line Text	Other	250	false
Single Line Text	Please provide a business justification ...	260	false
Container Start	Approver Information	265	true
Label	The Approver is the YU Employee to whom...	270	false
Reference	Please Search for the Approver	280	false
Container End		285	false

Page navigation: 1 to 20 of 21

Page footer: 21 to 21 of 21

### Variable set variables:

The screenshot shows the ServiceNow interface for managing variable sets. The URL is [https://dev311563.service-now.com/nav-ui/classic/params/target/item\\_option\\_new\\_set.do?Fsys\\_id%3D100000000000000000](https://dev311563.service-now.com/nav-ui/classic/params/target/item_option_new_set.do?Fsys_id%3D100000000000000000). The title bar says "Variable Set d- Req...". The page header includes "Variable Set Requester information" and "Update Delete" buttons. Below the header are tabs for "Variables (12)", "Catalog UI Policies", "Catalog Client Scripts (3)", "Included In (4)", and "Catalog Data Lookup Definitions". A search bar and a "New" button are also present.

<input type="checkbox"/>	Name	Type	Question	Order ▲	Active
	requester_start	Container Start	Requester start	50	false
	opened_on_behalf_of	Reference	Opened on Behalf of	100	true
	email1	Single Line Text	Email	300	true
	phone1	Single Line Text	Phone	400	true
	user_id	Single Line Text	User ID	500	true
	company	Reference	Company	600	true
	department1	Reference	Department	700	true
	location	Reference	Location	800	true
	if_user_is_a_vendor_consultant_please_pr...	Label	If user is a Vendor/Consultant please p...	850	false
	company_name	Single Line Text	Company Name	860	false
	remote_access_end_date	Date	Remote Access End Date	900	false
	formatter	Container End		950	false

Page navigation: << < 1 to 12 of 12 > >>

### Additional Information Variable set:

The screenshot shows the ServiceNow interface for managing variable sets. The URL is [https://dev311563.service-now.com/nav-ui/classic/params/target/item\\_option\\_new\\_set.do?Fsys\\_id%3D100000000000000000](https://dev311563.service-now.com/nav-ui/classic/params/target/item_option_new_set.do?Fsys_id%3D100000000000000000). The title bar says "Variable Set d- Req...". The page header includes "Variable Set Additional Information" and "Update Delete" buttons. Below the header are tabs for "Variables (3)", "Catalog UI Policies", "Catalog Client Scripts", "Included In (1)", and "Catalog Data Lookup Definitions". A search bar and a "New" button are also present.

<input type="checkbox"/>	Name	Type	Question	Order ▲	Active
	additional_info	Container Start	Additional Info	10	true
	additional_information_special_instructions	Single Line Text	Additional Information/Special Instructions	20	true
	formatter	Container End		30	true

Page navigation: << < 1 to 3 of 3 > >>

3. Adding UI policies and Client Scripts for Complex Validation Condition and Form Visibility
- UI Policies

i. Policy 1

The screenshot shows the 'Catalog UI Policy d...' page with the following details:

**Catalog UI Policy**  
UI policy for role

**Conditions:**

1. The catalog UI policy is ACTIVE
2. The items in the Conditions field evaluate to true
3. The field specified in the catalog UI policy is present on the specified catalog item

**Catalog Conditions:**

Add Filter Condition | Add OR Clause

what\_best\_describes\_your\_role... is one of

- Full-time Faculty
- Part-time Faculty
- Full-time Staff
- Part-time Staff

**Applies on a Catalog Item view:**

Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

**Applies on Catalog Tasks:**

**Applies on Requested Items:**

**On load:**

Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

**Reverse if false:**

**Actions:** Update | Delete

**Related Links:** Run Point Scan

**Catalog UI Policy Actions:**

Name	Read only	Mandatory	Visible	Order
if_staff_which_of_the_following_function...	Leave alone	True	Leave alone	100

1 to 1 of 1

## ii. Policy 2

**Catalog UI Policy d... star**

**Catalog UI Policy**  
Ui policy for justification

**Catalog Conditions**

**Add Filter Condition** **Add OR Clause**

laptop_req	is	true	
or	document_camera	is	true
or	drawing_tablet_for_writing_equ...	is	true
or	nd_monitor	is	true
or	web_camera	is	true
or	desk_phone	is	true
or	others_req	is	true

**Applies on a Catalog Item view**  Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

**Applies on Catalog Tasks**

**Applies on Requested Items**

**On load**  Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

**Reverse if false**

**Update** **Delete**

**Related Links**

[Run Point Scan](#)

**Catalog UI Policy Actions** **New**

UI policy = Ui policy for justification

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	justification_req	Leave alone	True	True	100

- Client Scripts
  - Client script 1 – Make Other visible based on condition

dev311563.service-now.com/now/nav/ui/classic/params/target/catalog\_script\_client.do%3Fsys\_i...

**Catalog Client Script... Catalog Client Scripts**

**Catalog Client Scripts OtherVisibility**

New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.

Name	OtherVisibility	Application	Global
Applies to	A Catalog Item	Type	onChange
Active	<input checked="" type="checkbox"/>	Catalog item	Laptop Request
UI Type	All	Variable name	others_req
<input checked="" type="checkbox"/> Applies on a Catalog Item view <input type="checkbox"/> Applies on Requested Items <input type="checkbox"/> Applies on Catalog Tasks			
Script	<pre> 1  function onChange(control, oldValue, newValue, isLoading) { 2    if (isLoading    newValue == '') { 3      g_form.setDisplay('other_req1',false); 4      return; 5    } 6    if (newValue == 'true'){ 7      g_form.setDisplay('other_req1',true); 8    }else{ 9      g_form.setDisplay('other_req1',false); 10   } 11 } 12 }</pre>		
<a href="#">Update</a>	<a href="#">Delete</a>	<a href="#">Related Links</a> <a href="#">Run Point Scan</a>	

- Client Script 2 – Display on Condition

The screenshot shows the 'Catalog Client Scripts' page with a single entry:

- Name:** Displayoncond describe
- Applies to:** A Catalog Item
- Active:** checked
- UI Type:** All
- Application:** Global
- Type:** onChange
- Catalog item:** Laptop Request
- Variable name:** if\_staff\_which\_of\_the\_folc
- Applies on a Catalog Item view:** checked
- Applies on Requested Items:** unchecked
- Applies on Catalog Tasks:** unchecked

The **Script** pane contains the following JavaScript code:

```

1 function onChange(control, oldValue, newValue, isLoading) {
2     if (isLoading || newValue == '') {
3         g_form.setDisplay('please_describe', false);
4         return;
5     }
6     if (newValue == 8) {
7         g_form.setDisplay('please_describe', true);
8     } else {
9         g_form.setDisplay('please_describe', false);
10    }
11 }

```

- Making Select Item Label and fields Mandatory

The screenshot shows the 'Catalog Client Scripts' page with a single entry:

- Name:** SelectItem
- Applies to:** A Catalog Item
- Active:** checked
- UI Type:** All
- Application:** Global
- Type:** onLoad
- Catalog item:** Laptop Request
- Applies on a Catalog Item view:** checked
- Applies on Requested Items:** unchecked
- Applies on Catalog Tasks:** unchecked

The **Script** pane contains the following JavaScript code:

```

1 function onLoad() {
2
3     g_form.setMandatory('laptop_req',true);
4 }

```

#### 4. Testing Fields, Field Properties and Validation, Catalog Item Navigation in Service Portal.

The screenshot shows a ServiceNow service catalog page titled "Laptop Request". The URL in the browser is [https://dev311563.service-now.com/sp?id=sc\\_cat\\_item&sys\\_id=09d137b3c319b250b1c8784ed401316b](https://dev311563.service-now.com/sp?id=sc_cat_item&sys_id=09d137b3c319b250b1c8784ed401316b). The page navigation path is Home > All Catalogs > Service Catalog > Hardware > Laptop Request. A search bar is present at the top right. The main content area displays the "Laptop Request" form with the following fields:

- \* Opened on Behalf of**: A dropdown menu currently set to "System Administrator". A tooltip message states: "If you are opening a request on behalf of yourself, there's no need to change this since it should default to your user name. If you're opening a request on behalf of another user though, you can fill in their user name here and the service organization will know to contact them directly for followup."
- \* Email**: The value "admin@example.com" is entered.
- \* Phone**: The value "23456789" is entered.
- User ID**: The value "admin" is entered.
- Company**: A dropdown menu currently set to "Wipro Elite Corp".
- Department**: A dropdown menu currently set to "IT".
- Location**: A dropdown menu currently set to "United States".

A blue speech bubble icon is located in the bottom right corner of the form area.

← → G dev311563.service-now.com/sp?id=sc\_cat\_item&sys\_id=09d137b3c319b250b1c8784ed401316b ⭐ 🌐 ⋮

# servicenow

Home > All Catalogs > Service Catalog > Hardware > Laptop Request

Search Catalog

Location

\* What best describes your role at YU?

Full-time Faculty  
 Part-time Faculty  
 Full-time Staff  
 Part-time Staff

\* If staff, which of the following functions best describes your role?

Payroll  
 Admissions  
 Registrar's Office  
 Financial Aid  
 Financial Operations  
 Advancement  
 Information Technology  
 None of the above/another role

\* Is this a new hire at YU?

Yes  
 No

\* Is this request to replace an existing YU laptop you are currently using?

Yes  
 No

\* If your current machine is not working, the first step is for the Help Desk to attempt to diagnose problems, whether it is owned by YU or your own personal computer. Have you already contacted the Help Desk?

Yes, and my machine cannot be fixed.  
 No, I will email the Help Desk now at helpdesk@yu.edu for assistance.



← → ⌂ dev311563.service-now.com/sp?id=sc\_cat\_item&sys\_id=09d137b3c319b250b1c8784ed401316b

star  :

# servicenow

Knowledge Catalog Requests Approvals 1 System Status Cart Tours 

Home > All Catalogs > Service Catalog > Hardware > Laptop Request

Search Catalog 

whether it is owned by YU or your own personal computer. Have you already contacted the Help Desk?

Yes, and my machine cannot be fixed.  
 No, I will email the Help Desk now at helpdesk@yu.edu for assistance.

\* Select the items requested:

Laptop  
 Document camera  
 Drawing tablet (for writing equations, whiteboard..)  
 Headset  
 2nd Monitor  
 Web Camera  
 Desk Phone  
 Others

Other

\* Please provide a business justification for the items selected above. (Please include your department/role)

Testing

Approver Information

The Approver is the YU Employee to whom the User reports, or the YU Employee authorized by the Department to approve this request on behalf of the User.

\* Please Search for the Approver

Abraham Lincoln  

Additional Information

Additional Information/Special Instructions

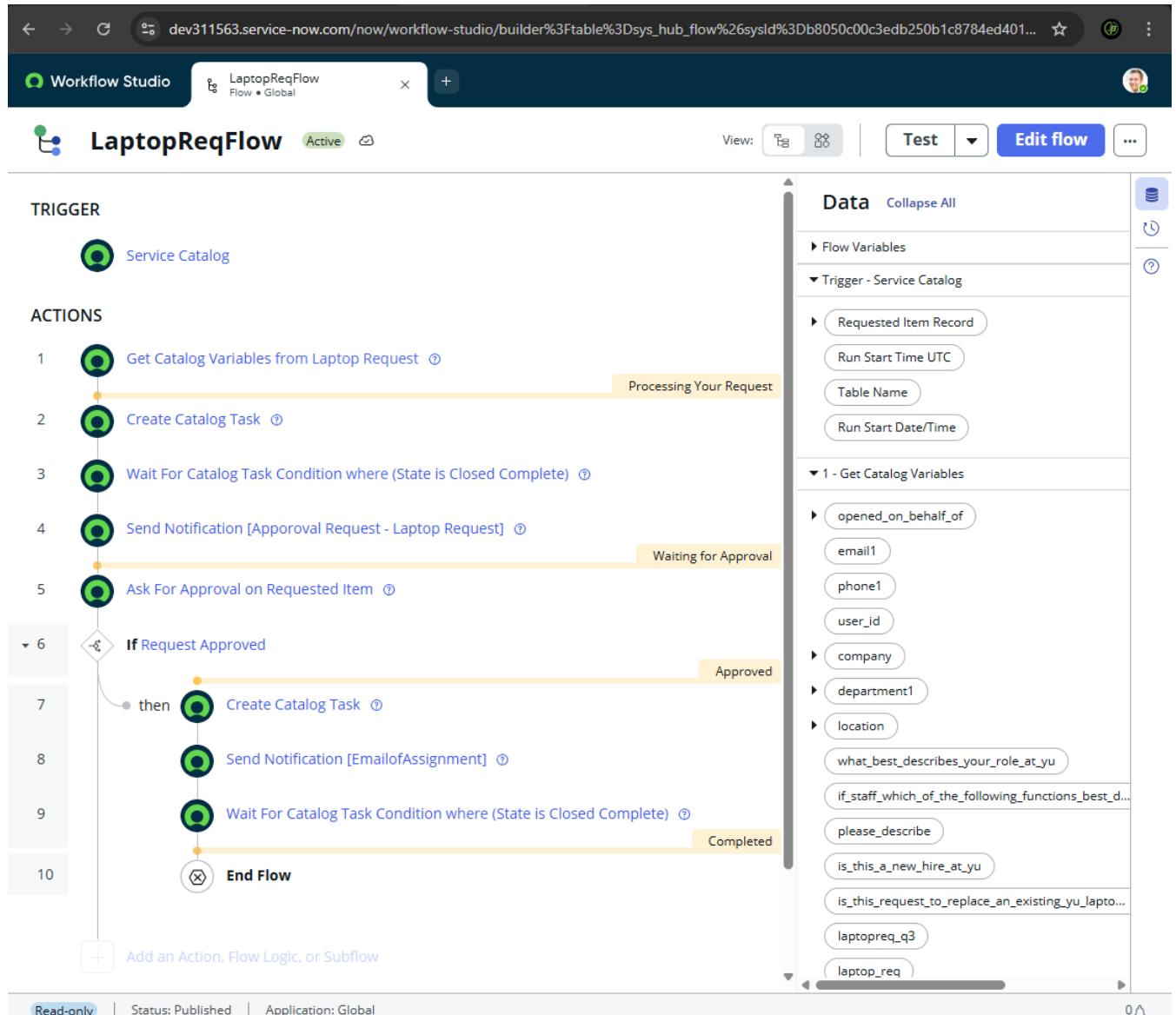
  




## 5. Flow Implementation:

Navigation : All > Flow Designer > Create New Flow

### 1. Creating Flow with proper trigger – Application Service Catalog



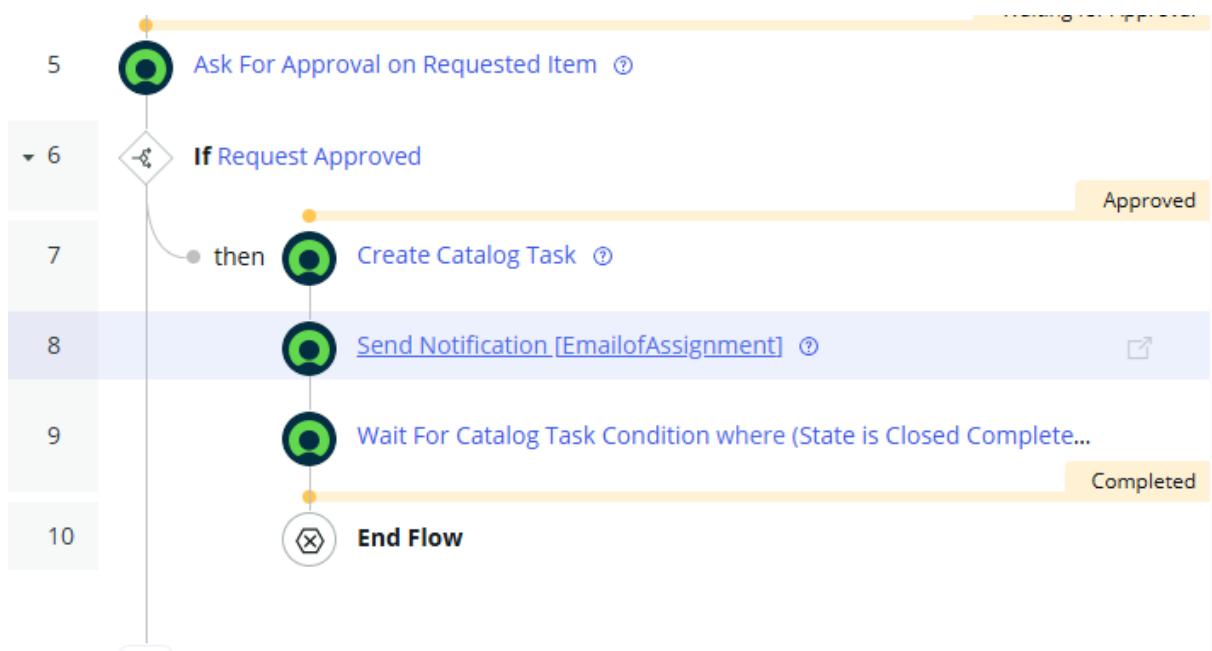
## 2. Setting up Correct approval rule and relevant groups

The screenshot shows the 'Workflow Studio' interface for a flow named 'LaptopReqFlow'. The flow is currently in the 'Waiting for Approval' state. The configuration for step 5, 'Ask For Approval on Requested Item', includes:

- Action: Ask For Approval
- Record: Trigger ... > Requested Item ... (Table: Requested Item [sc\_req\_item])
- Approval Reason: Approval Field: Approval, Journal Field: Approval history
- Rules: Approve, When: Anyone approves, Group: System Administrator (Hardware X, SNOW - Hardware Requests X)
- Due Date: None

The right panel displays various flow variables and catalog variables, including 'Requested Item Record', 'Run Start Time UTC', 'Table Name', 'Run Start Date/Time', and several catalog variables under '1 - Get Catalog Variables'.

## 3. If approved, Create a catalog task, Proper Send Notification step to intimate assignment group about the assigned catalog task after closing this task the flow ends



#### 4. Adding the Created flow in the Process of the Catalog item

Catalog Item d- Laptop Request

Name: Laptop Request

Application: Global

Catalogs: Service Catalog

Category: Hardware

State: -- None --

Checked out: -- None --

Owner: System Administrator

Active:

Fulfillment automation level: Unspecified

Item Details, Process Engine, Picture, Pricing, Portal Settings tabs

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow: LaptopReqFlow

Workflow:

Execution Plan:

Copy, Try It, Update, Edit in Catalog Builder, Delete buttons

Related Links: Item Diagnostic, Run Point Scan

Variables (21), Variable Sets (2), Catalog UI Policies (2), Catalog Client Scripts (4), Available For (1), Not Available For (1), Categories (1), Catalogs (1) buttons

Catalog Data Lookup Definitions, Related Articles, Related Catalog Items, Assigned Topics buttons

Order, Search, Actions on selected rows..., Edit..., New buttons

Catalog Item = Laptop Request

Variable set, Requester information

#### 5. Stage details is Updated for each stage and displayed in request summary

Submitted :2025-11-26 06:03:27

Request Number : **REQ0010021**

Requested for : Abraham Lincoln

Estimated Delivery :--

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<input checked="" type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Approved (Pending - has not started) <input type="radio"/> Completed (Pending - has not started) <input checked="" type="radio"/> Processing Your Request (In progress)	---	--	--

Total: \$0.00

## 6. Testing Created Laptop Request Flow

### 1. Request Submitted and Catalog Task Created

**EXECUTION DETAILS** **LaptopReqFlow** **Test Run - Waiting** **Cancel flow** **Open flow** **Open context record**

Show Action Details **Stages:** ● ● ● → **State** **Waiting** **Start time** 2025-11-26 06:10:15 **Duration** 212ms

**FLOW STATISTICS** Run as: System Administrator [Open flow logs](#) **Waiting** 2025-11-26 06:10:15 212ms

**TRIGGER**

Catalog Item Requested

**ACTIONS**

Step	Action	Type	Status	Start Time	Duration	Notes
1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms	Processing Your Request
2	Create Catalog Task	Core Action	Waiting	2025-11-26 06:10:15	174ms	
3	Wait For Condition	Core Action	Not Run			

- Portal view

Submitted :2025-11-26 06:03:27  
 Request Number : **REQ0010021**  
 Requested for : Abraham Lincoln  
 Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	▶ Processing Your Request	---	--	---

Total: \$0.00

## 2. After Closing First Catalog Task

- Flow Test

**LaptopReqFlow** (Test Run - Waiting)

**STAGES:** (blue dot) (grey dot) (green checkmark) State

**FLOW STATISTICS:** Run as: System Administrator | Open flow logs | Waiting | 2025-11-26 06:10:15 | 1082ms

**TRIGGER:** Catalog Item Requested

**ACTIONS:**

Step	Action	Type	Status	Timestamp	Duration	Notes
1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms	Processing Your Request
2	Create Catalog Task	Core Action	Completed	2025-11-26 06:10:15	196ms	
3	Wait For Condition	Core Action	Completed	2025-11-26 06:12:18	2ms	
4	Send Notification	Core Action	Completed	2025-11-26 06:12:18	2ms	Waiting for Approval
5	Ask For Approval	Core Action	Waiting	2025-11-26 06:12:18	844ms	
6	If Request Approved	Flow Logic	Not Run			Approved
7	Create Catalog Task	Core Action	Not Run			

- Notification Triggered

All > Created on Today

Created	Recipients	Subject	Type	Notification type	User ID
2025-11-26 06:12:24	fred.luddy@example.com, hardwarereq@example...	Approval Request   Laptop Request	send-ready	SMTP	(empty)

- Portal View

Submitted :2025-11-26 06:03:27  
 Request Number : **REQ0010021**  
 Requested for : Abraham Lincoln  
 Estimated Delivery :--

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<input checked="" type="radio"/> Waiting for Approval (In progress) <input type="radio"/> Approved (Pending - has not started) <input type="radio"/> Completed (Pending - has not started) <input checked="" type="radio"/> Processing Your Request (Completed)	---	--	--
Total: \$0.00					

### 3. After Approval

- Flow Test

**Execution Details** for **LaptopReqFlow**

Stages: ✓ → ● ✓ State: Waiting Start time: 2025-11-26 06:10:15 Duration: 1632ms

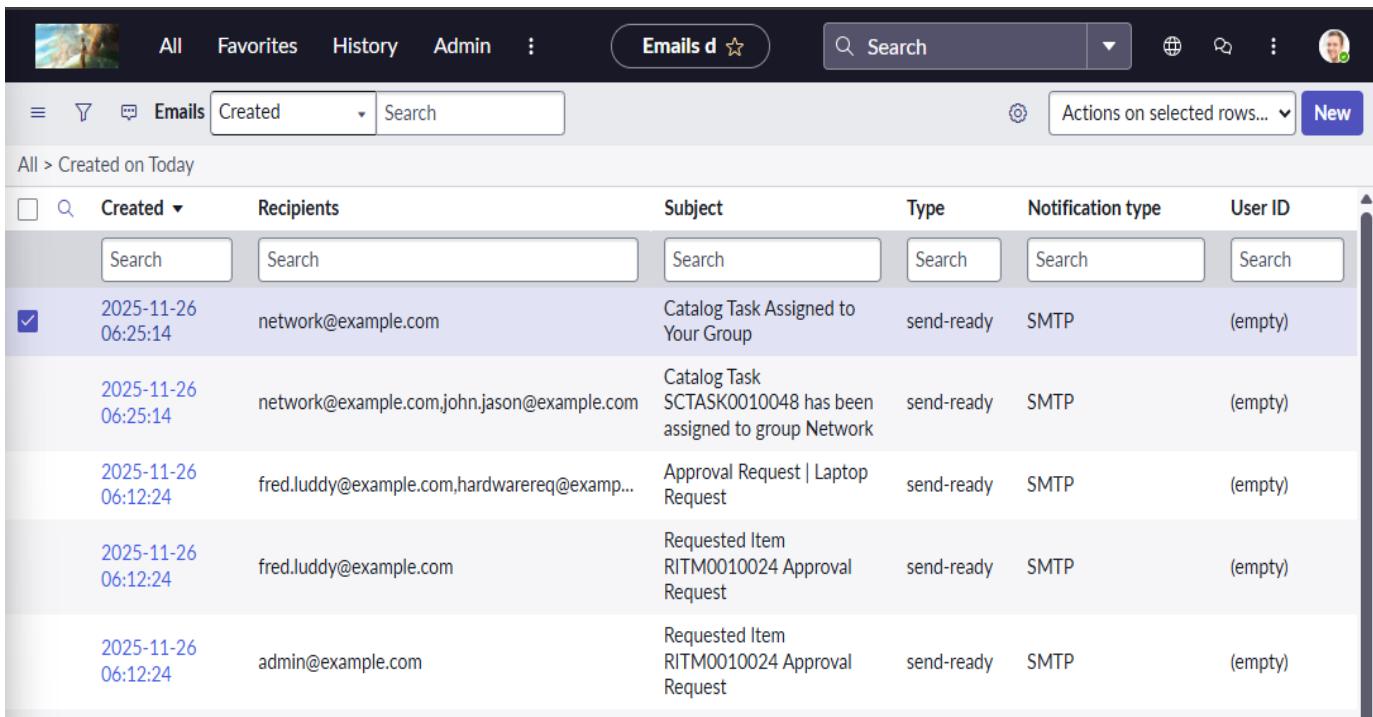
Trigger: Catalog Item Requested

Actions:

- 1 ✓ Get Catalog Variables from Laptop Request Core Action Completed 2025-11-26 06:10:15 34ms Processing Your Request
- 2 ✓ Create Catalog Task Core Action Completed 2025-11-26 06:10:15 196ms
- 3 ✓ Wait For Condition Core Action Completed 2025-11-26 06:12:18 2ms
- 4 ✓ Send Notification Core Action Completed 2025-11-26 06:12:18 2ms Waiting for Approval
- 5 ✓ Ask For Approval Core Action Completed 2025-11-26 06:12:18 1225ms
- 6 ✓ If Request Approved Flow Logic Evaluated - True 2025-11-26 06:25:04 169ms Approved
- 7 ✓ Create Catalog Task Core Action Completed 2025-11-26 06:25:04 154ms
- 8 ✓ Send Notification Core Action Completed 2025-11-26 06:25:04 1ms
- 9 ✓ Wait For Condition Core Action Waiting 2025-11-26 06:25:04 14ms Completed
- 10 ✓ End Flow Logic Not Run

Error Handler: https://dev311563.service-now.com/\$flow-designer.do?sysparm\_nostack=true#

- Notification Triggered to Assigned Group

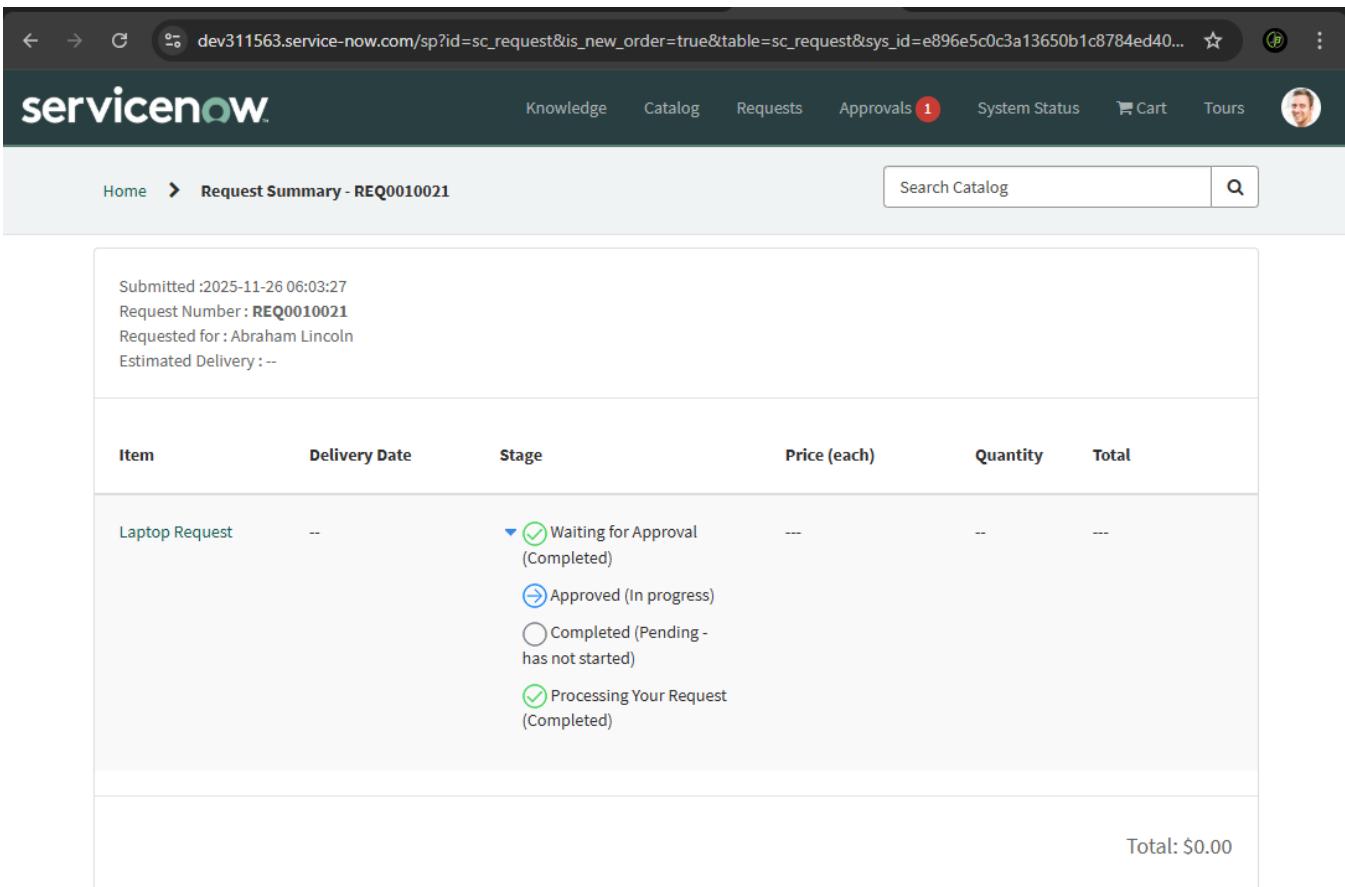


The screenshot shows a list of emails in a service management system. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', 'Emails d ⭐', 'Search' (with a dropdown), and user profile icons. A search bar at the top right is set to 'Created' and has a dropdown for 'Actions on selected rows...' and a 'New' button.

The main area displays a table of emails:

	Created	Recipients	Subject	Type	Notification type	User ID
<input checked="" type="checkbox"/>	2025-11-26 06:25:14	network@example.com	Catalog Task Assigned to Your Group	send-ready	SMTP	(empty)
	2025-11-26 06:25:14	network@example.com, john.jason@example.com	Catalog Task SCTASK0010048 has been assigned to group Network	send-ready	SMTP	(empty)
	2025-11-26 06:12:24	fred.luddy@example.com, hardwarereq@example.com	Approval Request   Laptop Request	send-ready	SMTP	(empty)
	2025-11-26 06:12:24	fred.luddy@example.com	Requested Item RITM0010024 Approval Request	send-ready	SMTP	(empty)
	2025-11-26 06:12:24	admin@example.com	Requested Item RITM0010024 Approval Request	send-ready	SMTP	(empty)

- Portal View



The screenshot shows a ServiceNow request summary page for a catalog item. The top navigation bar includes 'Knowledge', 'Catalog', 'Requests', 'Approvals 1', 'System Status', 'Cart', 'Tours', and user profile icons. The URL in the address bar is dev311563.service-now.com/sp?id=sc\_request&is\_new\_order=true&table=sc\_request&sys\_id=e896e5c03a13650b1c8784ed40... .

The main content area shows the following details:

Submitted :2025-11-26 06:03:27  
 Request Number : **REQ0010021**  
 Requested for : Abraham Lincoln  
 Estimated Delivery : --

A table lists the item details:

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<ul style="list-style-type: none"> <li>Waiting for Approval (Completed)</li> <li>Approved (In progress)</li> <li>Completed (Pending - has not started)</li> <li>Processing Your Request (Completed)</li> </ul>	--	--	--

Total: \$0.00

#### 4. After Closing the Final Fulfilment Catalog Task.

- Flow Test

**EXECUTION DETAILS** **LaptopReqFlow**

Test Run - Completed | Open flow | Open context record

Show Action Details | Stages: ✓✓✓✓ | State | Start time | ⓘ

FLOW STATISTICS | Run as: System Administrator | Open flow logs | Completed | 2025-11-26 06:10:15 | 1725ms

TRIGGER | Catalog Item Requested

ACTIONS

Step	Action	Type	Status	Start Time	Duration
1	Get Catalog Variables from Laptop Request	Core Action	Completed	2025-11-26 06:10:15	34ms
2	Create Catalog Task	Core Action	Completed	2025-11-26 06:10:15	196ms
3	Wait For Condition	Core Action	Completed	2025-11-26 06:12:18	2ms
4	Send Notification	Core Action	Completed	2025-11-26 06:12:18	2ms
5	Ask For Approval	Core Action	Completed	2025-11-26 06:12:18	1225ms
6	If Request Approved	Flow Logic	Evaluated - True	2025-11-26 06:25:04	262ms
7	Create Catalog Task	Core Action	Completed	2025-11-26 06:25:04	154ms
8	Send Notification	Core Action	Completed	2025-11-26 06:25:04	1ms
9	Wait For Condition	Core Action	Completed	2025-11-26 06:25:04	33ms
10	End	Flow Logic	Completed	2025-11-26 06:30:31	74ms

ERROR HANDLER

- Portal View

Submitted :2025-11-26 06:03:27  
 Request Number : **REQ0010021**  
 Requested for : Abraham Lincoln  
 Estimated Delivery : --

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Laptop Request	--	<ul style="list-style-type: none"> <li>Waiting for Approval (Completed)</li> <li>Approved (Completed)</li> <li>Completed (Completed)</li> <li>Processing Your Request (Completed)</li> </ul>	---	--	---
Total: \$0.00					