

# 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

Popular ▾

APP User Account Form ⌚ 24 - 48 Business Hours  
APP ACCESS - USERACTIVATION - (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](mailto:app@azdoa.gov). Please note phone hours are Mon-Fri 8:30am-5pm.

APP Help Desk