

USER GUIDE

How to use the Chargeback License Request Form

This guide walks you through requesting a software license at Lewis-Clark State College for select software. The process is quick: you fill out one short form, and what happens next depends on whether you request an Adobe product or one of the other select options (Claude AI, Teams Phone, Zoom). [The form can be accessed here.](#)

Two paths, one form

Adobe licenses: the form skips the expense account questions and you'll receive a Jaggaer cart to check out yourself — no chargeback approval within the form is needed.

Claude AI, Teams Phone, & Zoom: since the transaction cannot occur in Jaggaer, the form asks for your expense account and gets your account owner's approval to charge back your department.

Before You Start

Have these ready for items other than Adobe:

- The full name and individual LCSC email of the person who will use the license (the assignee). *Shared or group email accounts are not allowed.*
- The 10-digit expense account number to be charged (e.g., 10-11-123456).
- The name and email of the person responsible for that account (the expense owner).
- The name of the department ordering the item.

One person, one account, per form

Each form assigns the selected license(s) to a single person. If more than one person needs a license, submit a separate form for each person. Only one expense account may be entered per form.

How to Fill Out the Form

Step 1 — Open the form

- Go to the [Chargeback License Request Form](#)
- Sign in with your LCSC credentials if prompted. The form is limited to LCSC users.

Step 2 — Select your license(s)

Question 1 lists every available product. Check each license you need for either Adobe or the other chargeback items. Note that once you select one category, the other category will disappear.

Available titles fall into two groups:

- **Chargeback titles:** Claude AI, Teams Phone, Zoom.
- **Adobe (Jaggaer) titles:** Acrobat Pro, Creative Cloud Shared Device, and Creative Cloud All Apps.

Selecting Adobe products

As soon as you select an Adobe title, the form hides non-adobe licensing options as well as the expense account and expense owner questions — you will not be asked for billing details. Instead, your request becomes a Jaggaer order and you'll receive a cart/quote to complete the purchase yourself.

Tip: If you need both an Adobe product and a chargeback product (for example, Acrobat and Claude AI), submit them on two separate forms so each follows the correct path.

Step 3 & 4 — Identify the assignee

- Enter the assignee's full name (Question 3).
- Enter the assignee's* individual LCSC email address (Question 4). *Do not use a shared or departmental mailbox.*

*The assignee is the person who will use the license. *If you are requesting it for someone else, enter their details — not yours.*

Steps 5, 6 & 7 — Enter billing details (non-Adobe only)

If you selected only Adobe products, questions 5 and 6 will not be visible. For all other items you will need to complete:

- The 10-digit expense account number approved for billing, e.g. 10-11-123456 (Question 5). *Enter one account only.*
- The full name of the person responsible for that account — the expense owner (Question 6).
- The expense owner's email address (Question 7). This is where the approval request is sent.

Splitting a cost across accounts

Only one expense account is allowed per form. If a cost needs to be split across multiple accounts, submit a separate form per account, or contact the Controller's Office about a Journal Entry transfer of funds.

Step 8 — Choose your department and submit

Select the department purchasing the item (Question 8), review your answers, and submit. *Note that licensing terms and pricing are pro-rated to June 30 from the month ordered.*

What Happens After You Submit

If you request a chargeback (non-Adobe) license

1. Your expense owner receives an approval email listing the assignee, the license(s), and the account to be charged.
2. They approve or reject the request. (They have 7 days to respond before it times out.)
3. Once approved, the IT Help Desk receives a ticket and provisions the license to the assignee.
4. The assignee is notified when the license is ready.
5. IT will submit the charge to the Controller's Office each quarter to process the chargeback.

What the expense owner sees:

License Request -



Microsoft Power Automate <flow-noreply@microsoft.com>

To: Courtney E. Toth



Approvals | Power Automate

License Request -

Requested by **IT Automation** <ITA1Automation@lcsc.edu>

Date Created Thursday, July 9, 2026 8:21 AM

A license request has been submitted for the following:

Test User
mslestak@lcsc.edu
Information Technology


Licenses Requested:
Claude AI: Annual \$240, Prorated \$240
Teams Phone: Annual \$120, Prorated \$120
Zoom: Annual \$96, Prorated \$96

Expense Account: 10-11-123456

Figure 1. The Power Automate approval email the expense owner receives. They click Approve or Reject directly in the message.

When it’s approved, the person who filled out the form will receive a confirmation:

Your license request has been approved

 IT Automation <ITA1Automation@lcsc.edu>
 To: ● Courtney E. Toth

Your license request has been approved and a ticket has been submitted to the IT Help Desk for provisioning.

Assignee: Test User(mslestak@lcsc.edu)

Department: Information Technology

Expense Account: 10-11-123456

Approver Comments: None

Licenses Approved:

Claude AI: Annual \$240, Prorated \$240
 Teams Phone: Annual \$120, Prorated \$120
 Zoom: Annual \$96, Prorated \$96

You will be contacted by the IT Help Desk when your license(s) have been provisioned.

Figure 2. Approval confirmation email. It lists the approved license(s) and cost, and confirms a Help Desk ticket has been created for provisioning.

If you requested an Adobe license

1. No chargeback approval is needed.
2. You’ll receive a Jaggaer cart containing a quote for the Adobe product(s) you selected.
3. Complete the checkout in Jaggaer to finish the purchase.

Possible approval outcomes (chargeback requests)

Outcome	What it means for you
Approved	A Help Desk ticket is created and the license is provisioned to the assignee.
Rejected	You receive an email with the expense owner’s comments. Correct the issue and resubmit if appropriate.
No response	If the owner doesn’t respond within 7 days, you’re notified to follow up with them directly.
Email error	If the expense owner email couldn’t be validated, you’re asked to resubmit with a correct address.

Frequently Asked Questions

Why didn't the form ask for my expense account? You selected an Adobe product. Adobe licenses are purchased through Jaggaer, not charged back, so the billing questions are skipped.

Can I request licenses for several people at once? No. Submit one form per person so each license is assigned correctly.

Can I request both a Teams Phone license and an Adobe licenses on the same form? No. The form will need to be submitted for Adobe and then again for the other software titles.

Can I use a shared mailbox as the assignee email? No. Licenses must be assigned to an individual's LCSC email address. No departmental or other shared email account.

How long until I get my license? For chargeback licenses, after your expense owner approves, the Help Desk provisions it and the assignee is notified. This will typically take 1-2 business days. For Adobe, you complete the purchase yourself in Jaggaer and that license will be available within 5 business days of purchase.

Who do I contact for help? Contact the IT Help Desk helpdesk@lcsc.edu or 208-792-2231 for questions about the form, your request status, or provisioning.