Acquisitions Approver Manual

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Using Workflow to Manage Purchase Requests

Helpful Hints:

Before you begin using workflow to manage purchase requests (requisitions) it is important to know the following information:

- FBMS workflow is used to facilitate the flow of documents and information among people working together on complex assignments. It is a way of ensuring that information flows where it needs to and that tasks can be acted upon in an order that allows for the logical progress of the work.
- FBMS uses workflow to route purchase requests (PRs) for electronic approvals. Each PR must go through a series of approvals before it moves to the FBMS Contract Management System. Workflow allows these approvals to be completed within FBMS.
- Approvers are notified through their Bureau e-mail system that they have purchase request items to act upon; they then login to the FBMS workplace to complete those tasks.
- The FBMS workplace contains a list of all work items assigned to the user. Once that user acts on the task, it will be routed on for the next person in the approval chain to take action.
- The requisitioner and approvers cannot be the same person.
- When a purchase request is acted upon, that action applies to all line items on the request. I.e., you cannot approve or reject only part of a purchase request, only the entire request.
- Process Flow: The requisitioner creates a purchase request (PR) in FBMS and submits it for processing. The requisitioner identifies all approvers on the PR, including the approving supervisor, certifying funds approver, and any additional approvers (IT, Property, or other specific Bureau-defined approvers) and submits it for processing.
  - The supervisor, who is always the first required approver, and the requisitioner receive a workflow e-mail notification in their bureau e-mail inboxes stating that a purchase request needs supervisory approval.
  - The supervisor takes action on the work item. Actions can include:
    - Approve – allows the purchase request to move forward along the workflow path to the next approver. After the final approver (Certifying Funds Approver) approves a purchase request, the document is released to the FBMS Contract Management System for the award process to be executed.
    - Reject – a message is sent to the requisitioner announcing the rejection. It provides a reason for the PR rejection.

    - Change – the approver can make changes to the purchase request and then approve it after the change is made.

- The role of all approvers is to review and verify that information on the purchase request is accurate, including the accounting information.
- The number of approvers for a particular PR depends on the nature of the goods or services being requested on the PR. Supervisor Approvers and Certifying Funds Approvers are **always** required. Up to three (3) additional approvers may be required by your Bureau. Examples of additional approvers include an IT Approver for IT-related items or a Property Approver for the purchase of accountable property.
- Approvers may decide to change or correct the purchase request rather than reject it and send it back to the requisitioner. Changes may include adding attachments, adding additional line items, changing the UPC, modifying the header, correcting the accounting information, or including a message to the requisitioner.
- The certifying funds approver is always the last approver in the workflow approval process. He or she reviews the purchase request to validate that the accounting string is correct and funding is available. This approver has budget responsibility and knowledge of what is being spent in his or her cost center.
- If an approver does not act upon a request within four (4) business days, the workflow system sends a reminder e-mail message to the approver. If no action takes place by the 6th day, a second reminder message is sent by the workflow system. After the 6^{th} day, the notification is sent to the requisitioner, approver, and the Bureau workflow administrator. At that point, the requisitioner can access the purchase request and select another approver if necessary. If no action is taken, the system automatically rejects the PR and sends a deletion notification to the requisitioner.
- You can use the workflow log to see if a purchase request was approved by other approvers and/or transmitted to the FBMS Contract Management System.

Let's Begin:

Use the following portal path to begin this transaction

- Select **Home** tab ➔ **My Tasks** tab ➔ **Workflow Inbox** to go to the *Business Workplace* screen.

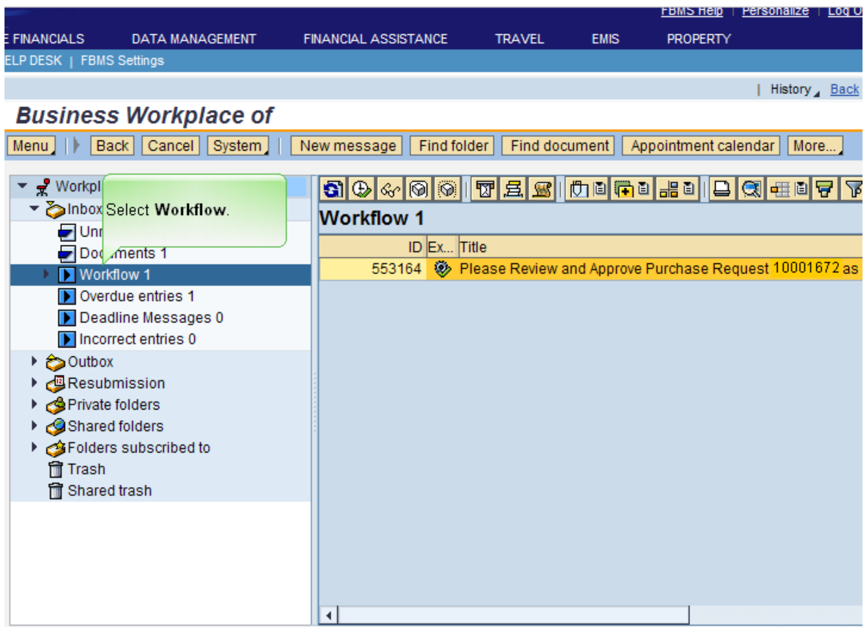
For the purposes of this example, you are starting from the Home page where the My Task link is readily accessible. Keep in mind that if you are in the live FBMS environment and working on another tab, you must click the **Home** tab in order to be able to access the **My Task** link.

Upon accessing the Workflow Inbox, you will see all Inbox items displayed in the **Title** column. This can include **Documents, Unread Documents, Workflow notifications,** etc.

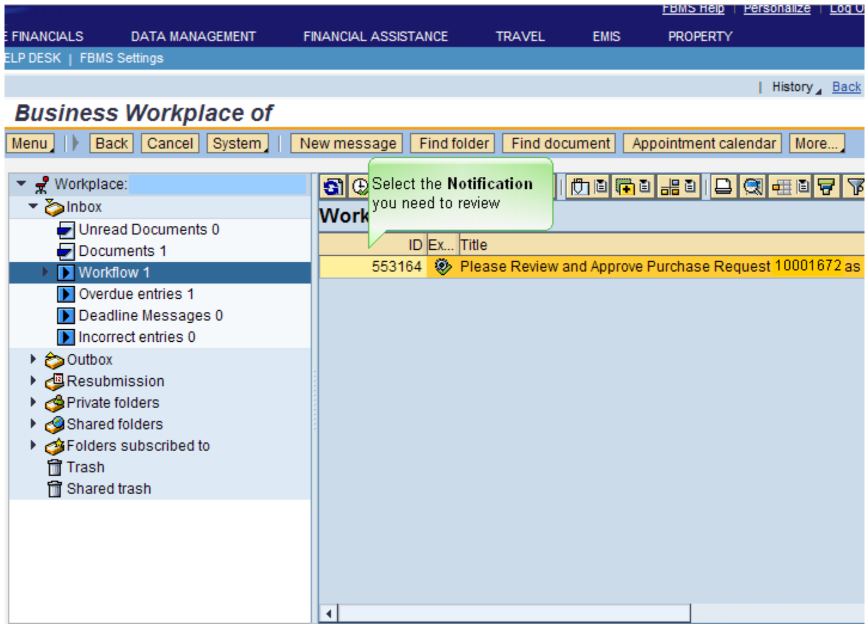
Review a Purchase Request

Once you receive an e-mail notification that a purchase request requires action, you will want to review that request prior to taking action. To review the PR:

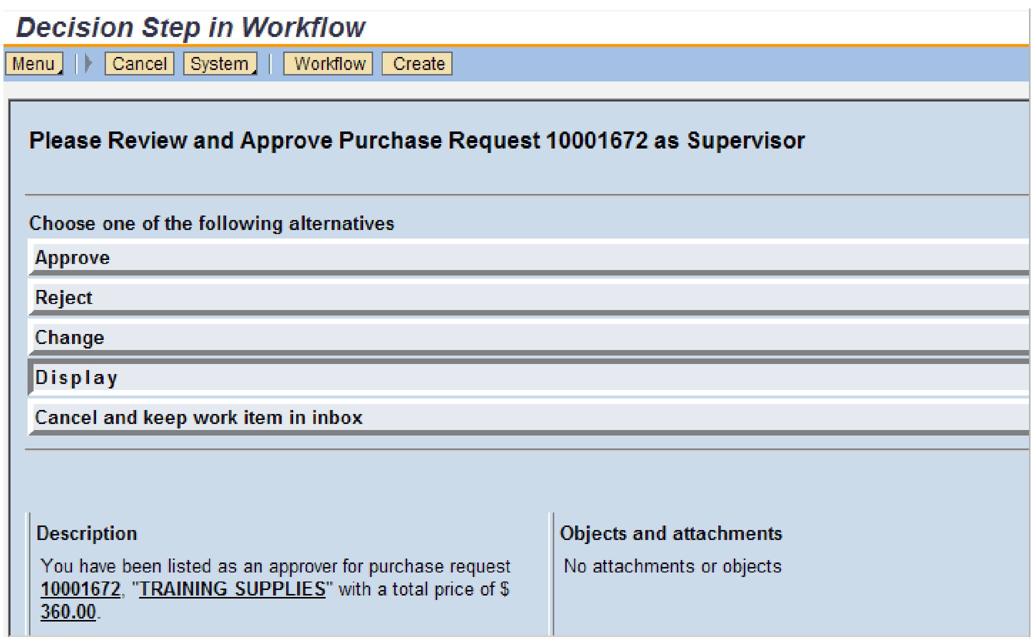
1) Select the **Workflow** link to display only the Workflow notification messages in your Inbox.



2) Select the **notification** you need to review by clicking on it.

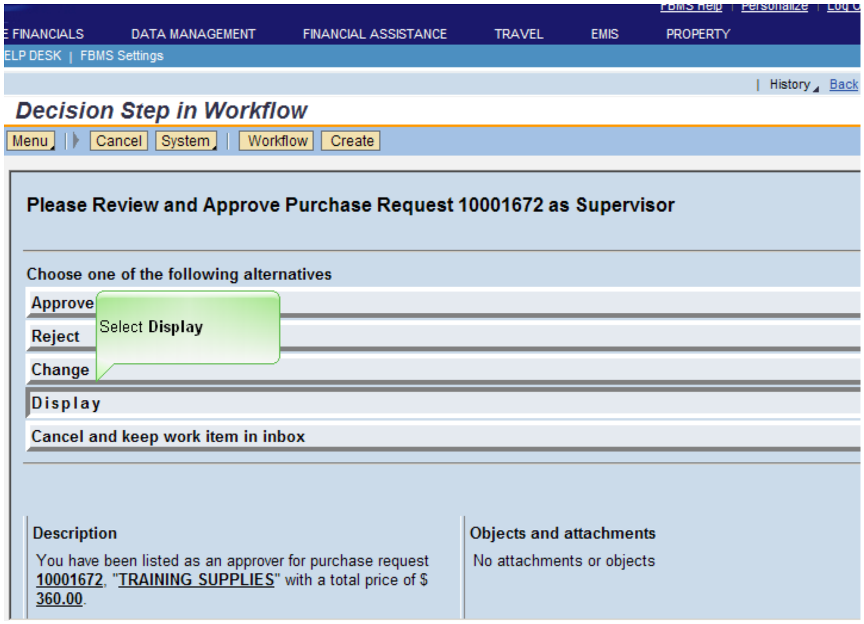


The **Decision Step in Workflow** screen provides instructions on how to execute the specific action you would like to perform. To review the request, you will need to display it.

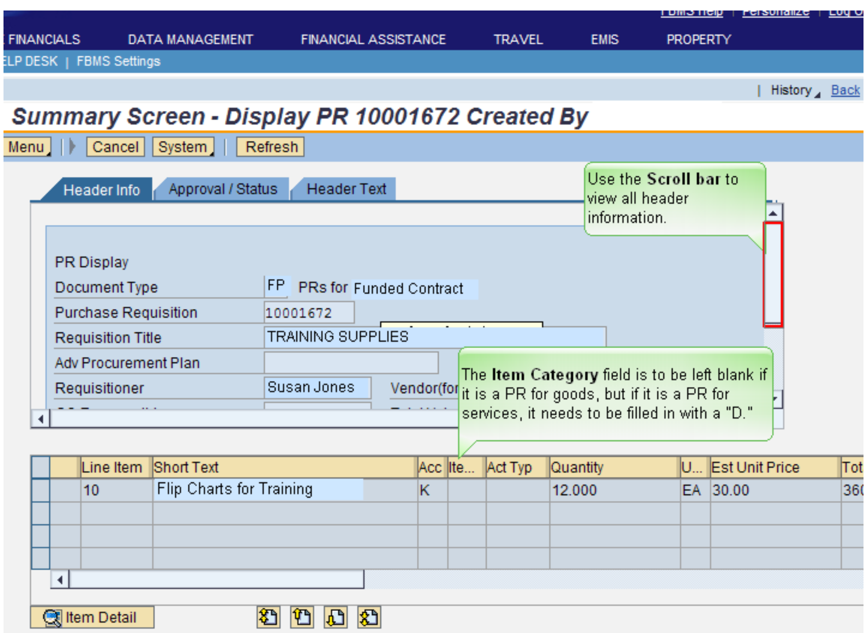


You are provided with general information regarding the purchase request to approve in the **Description** field. This is the same information that you see in your e-mail notification that you initially received.

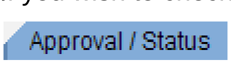
3) Select Display the **Display** button to view the purchase request details.

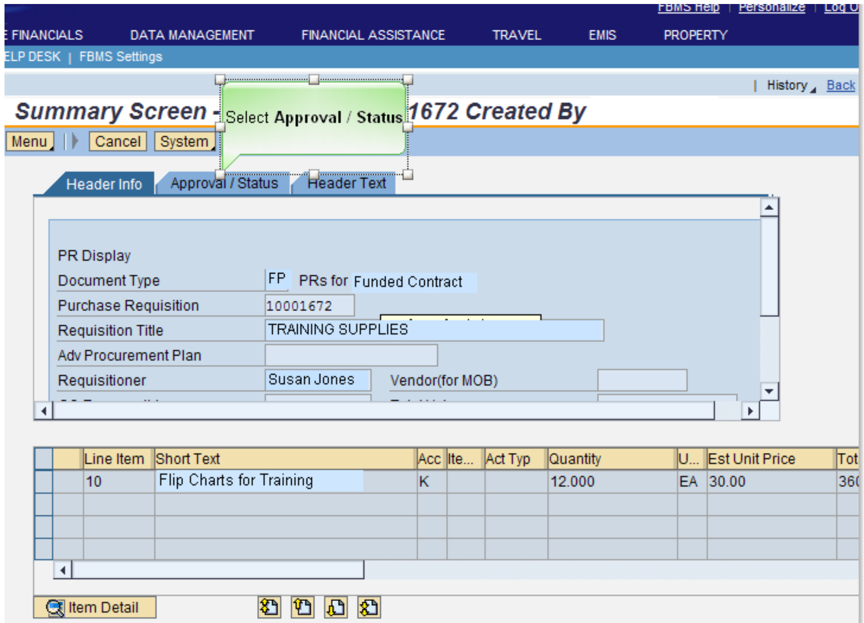


4) Depending on user security settings, you can change or display the purchase request header information. Use the scroll bar on the right to view all header information including the requisitioner, office information, and total value.

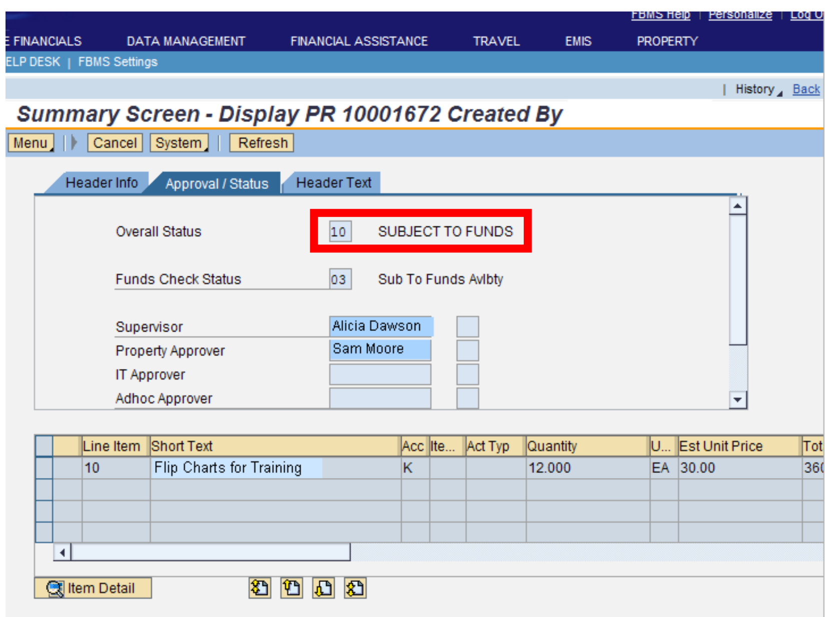


Be sure to check the **Item Category** field. This field should be blank for all purchased goods. For services, this field **must** be filled in with a D.

5) If you wish to check the status of the PR or the names of the approvers, select  the **Approval/Status** tab.



The **Approval/Status** tab identifies the required approvers for this PR. These fields are populated by the requisitioner before saving the document. You will also see the real-time status of the purchase request approvals.



The **Overall Status** indicates what state the purchase request is in. The following are possible:

01 Hold – request has not been submitted to be approved.

02 Submit – request has been submitted but the supervisor approval has not yet occurred.

03 Funds Check Failed – if funds check fails, a message is sent to the requisitioner to update the purchase request data or obtain additional funding.

04 Funds Check Success – the funds check was successful.

05 Workflow Approved – the item has been approved.

06 Workflow Rejected – this status states that the item has been rejected.

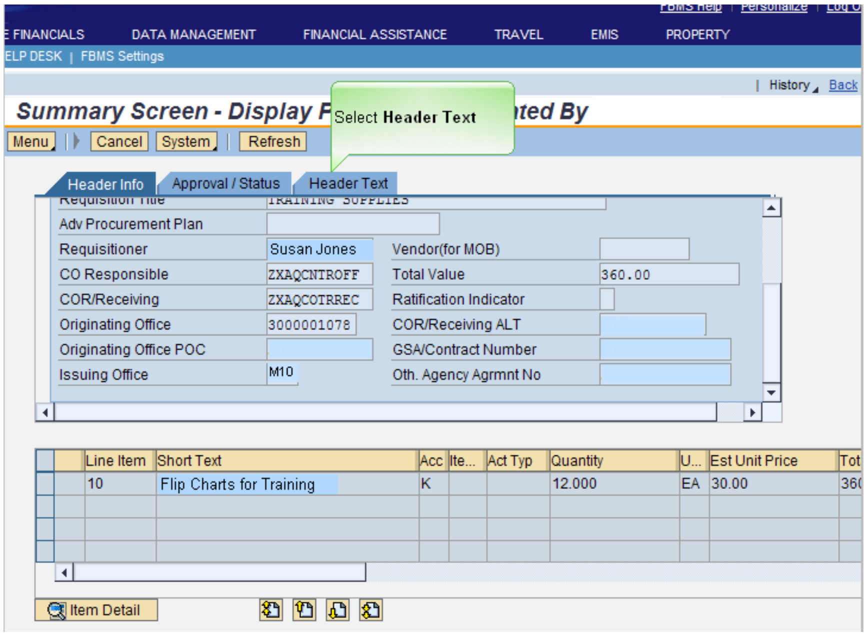
07 Transmission Success – this status states that the purchase request has been transmitted to the FBMS Contract Management tool.

08 Transmission Failed – this status states that the request has not been transmitted to the FBMS Contract Management tool.

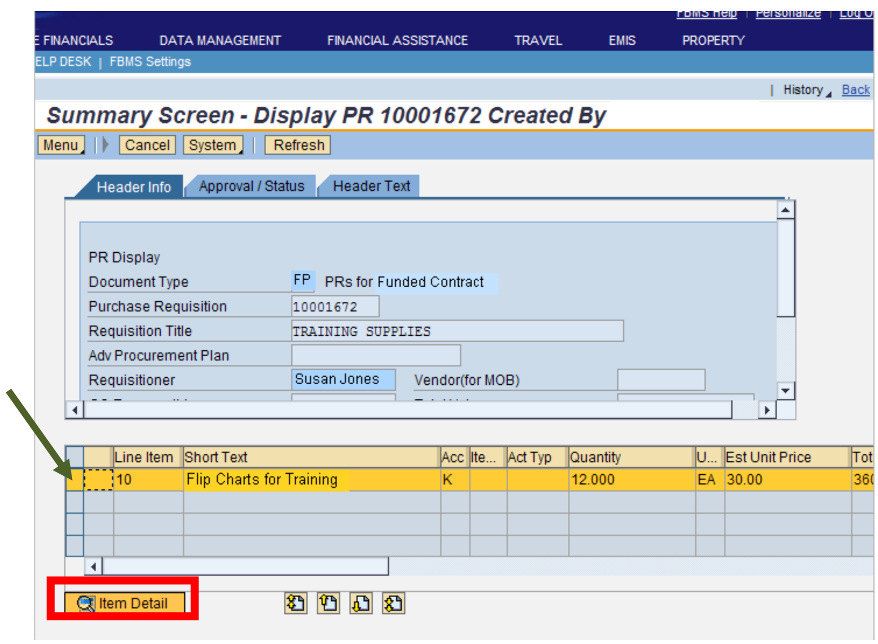
09 PO Created – this status states that a purchase order was created based on the submitted purchase request.

10 Subject to Funds – waiting for funds to be available before the request can be transmitted to the FBMS Contract Management System.

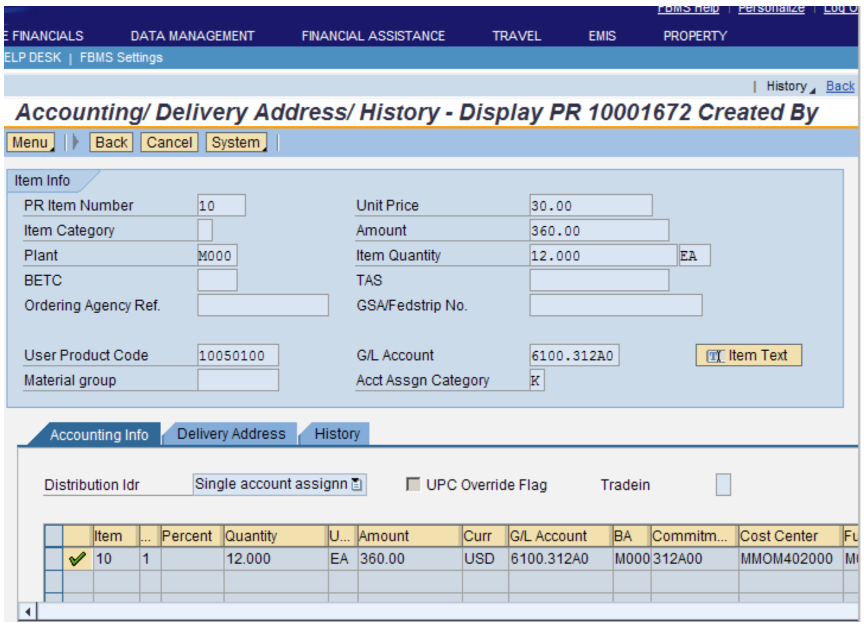
6) To view additional text entered by the select Header Text the **Header Text** tab.



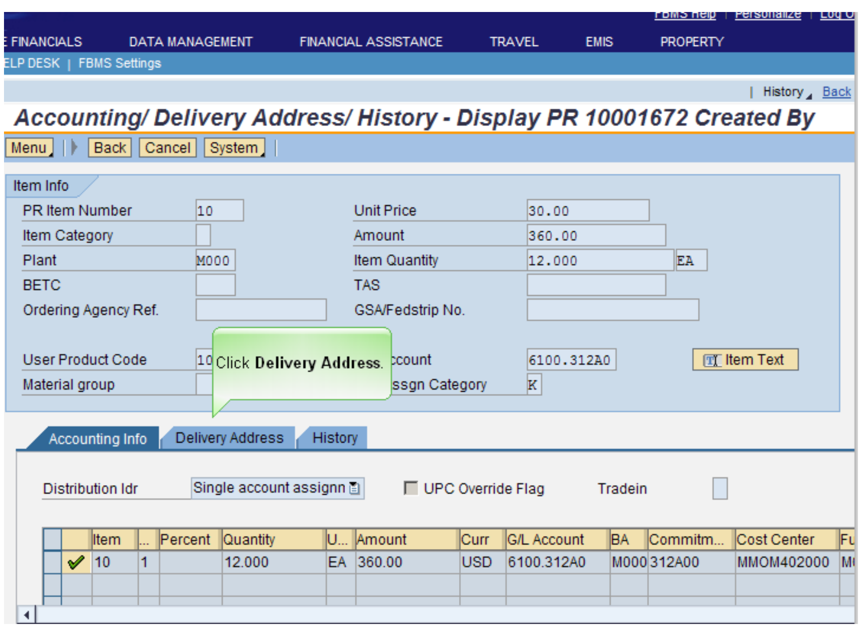
7) To view the details for each item on the PR, highlight the line item by clicking on that line (see green arrow below) and select the Item Detail **Item Detail** button.



Once you select the item detail button, you will be on the **Accounting Info** tab, which contains the accounting elements: Business Area, Cost Center, Funds, Fund Center, and WBS. Approvers should review this information for correctness prior to approving PRs. Be sure to correct any errors in the accounting information.

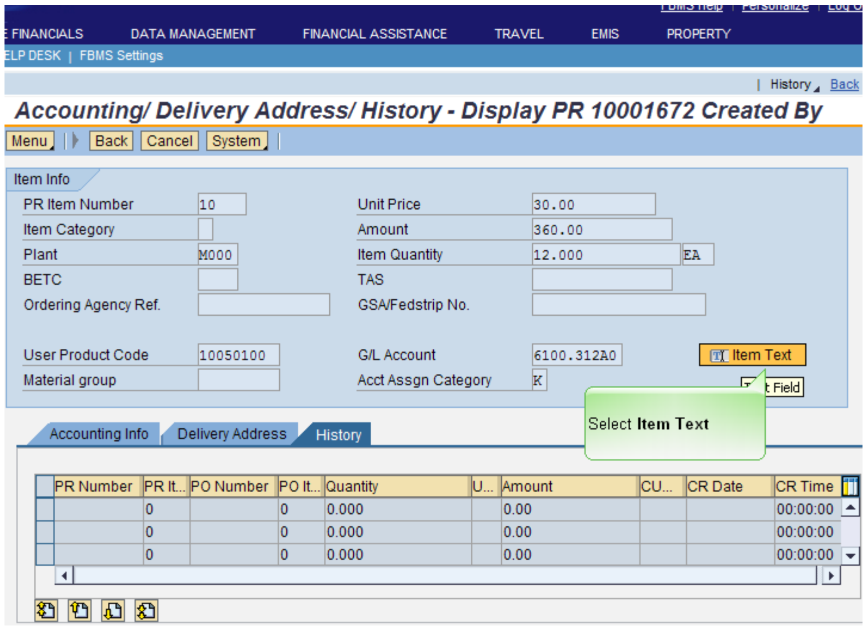


8) To view the Period of Performance for each service item, select Delivery Address the **Delivery Address** button.

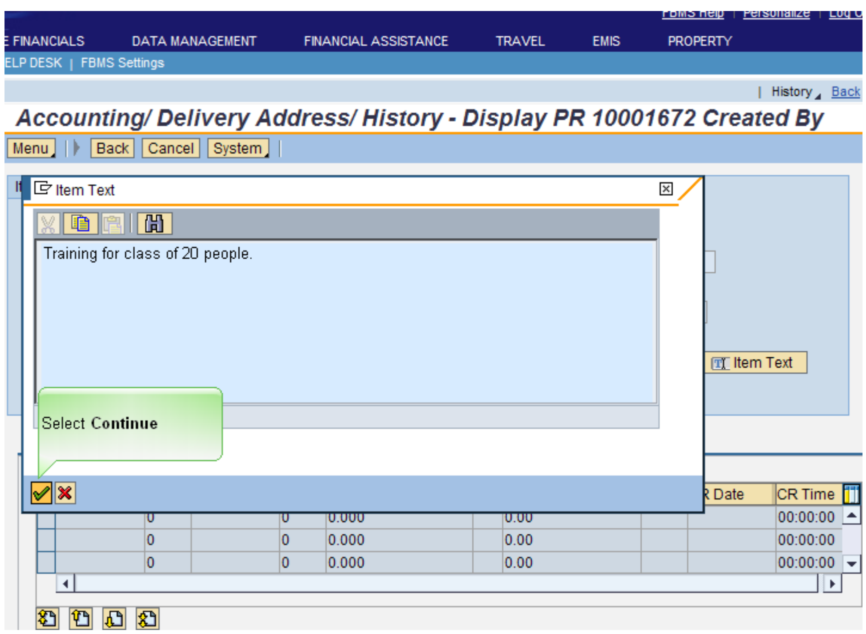


For service items, both the Period of Performance Delivery Dates (From and To) should be completed. These fields are not completed for purchased goods.

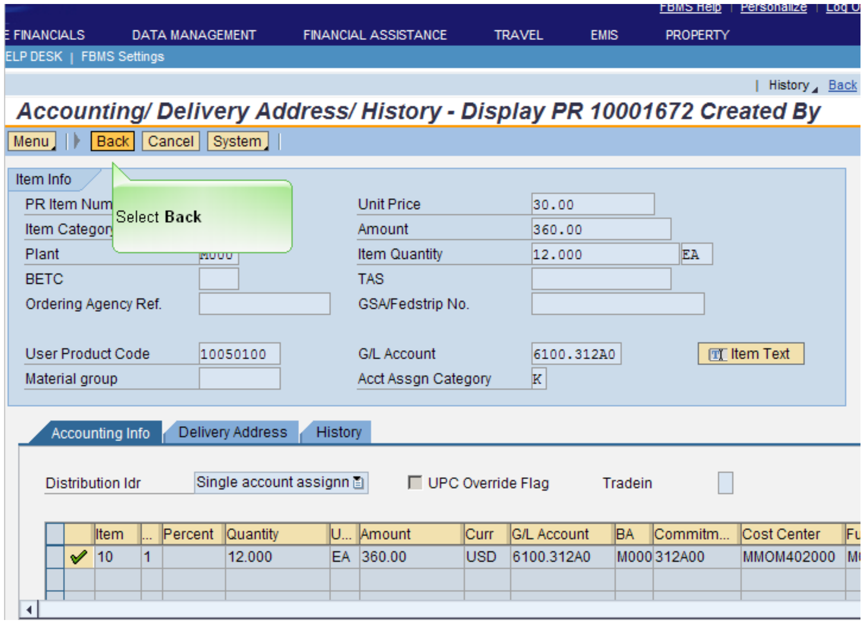
9) Select Item Text the **Item Text** button to view details provided by the requisitioner for each line item.



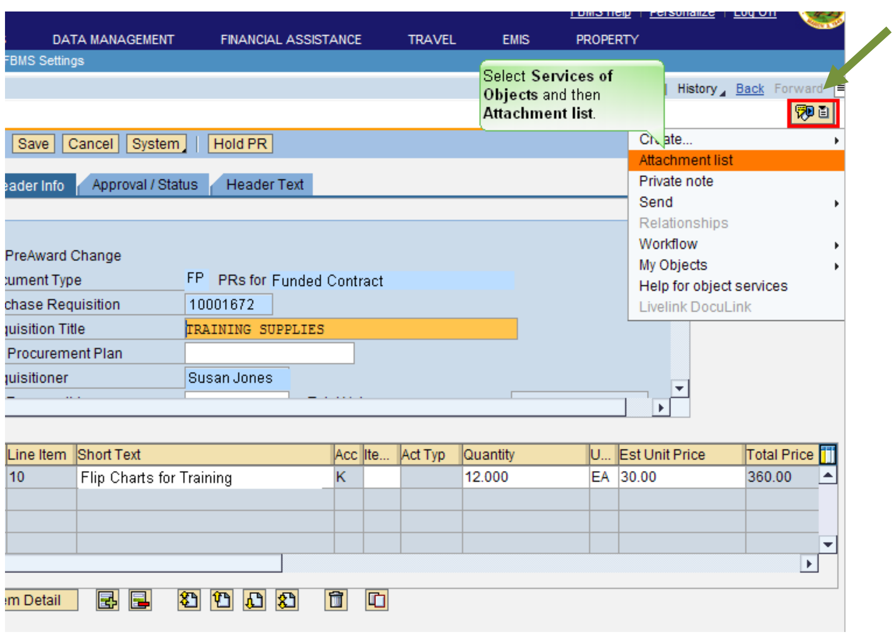
10) Review the details for each line item and select the **Continue** button to close the Item Text window.



11) Select Back the **Back** button to return to the Summary Screen.

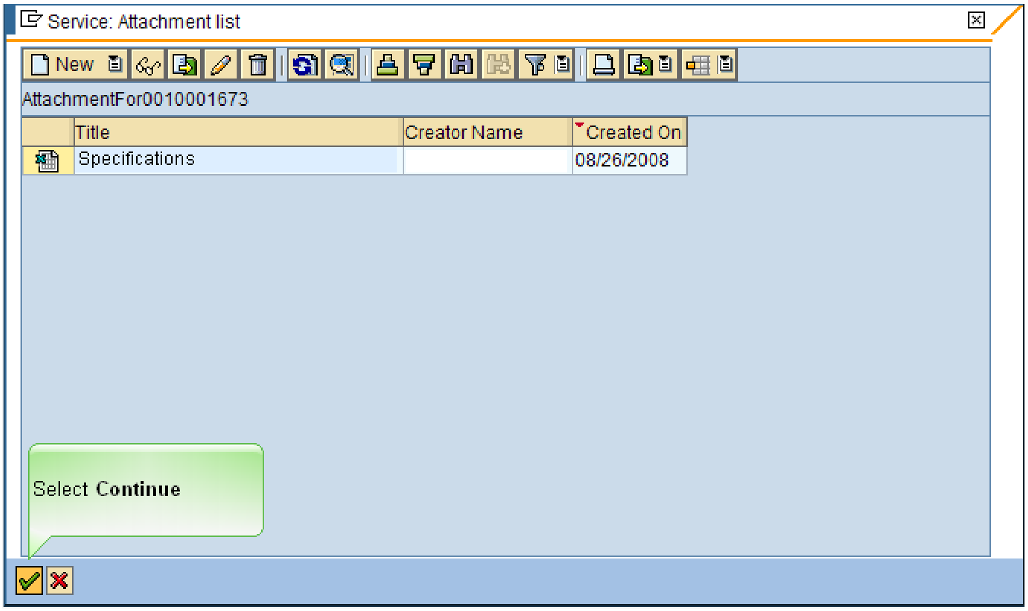


12) To view any scanned documents attached to the purchase request, select the **Services for Objects** / **Attachment List** button.

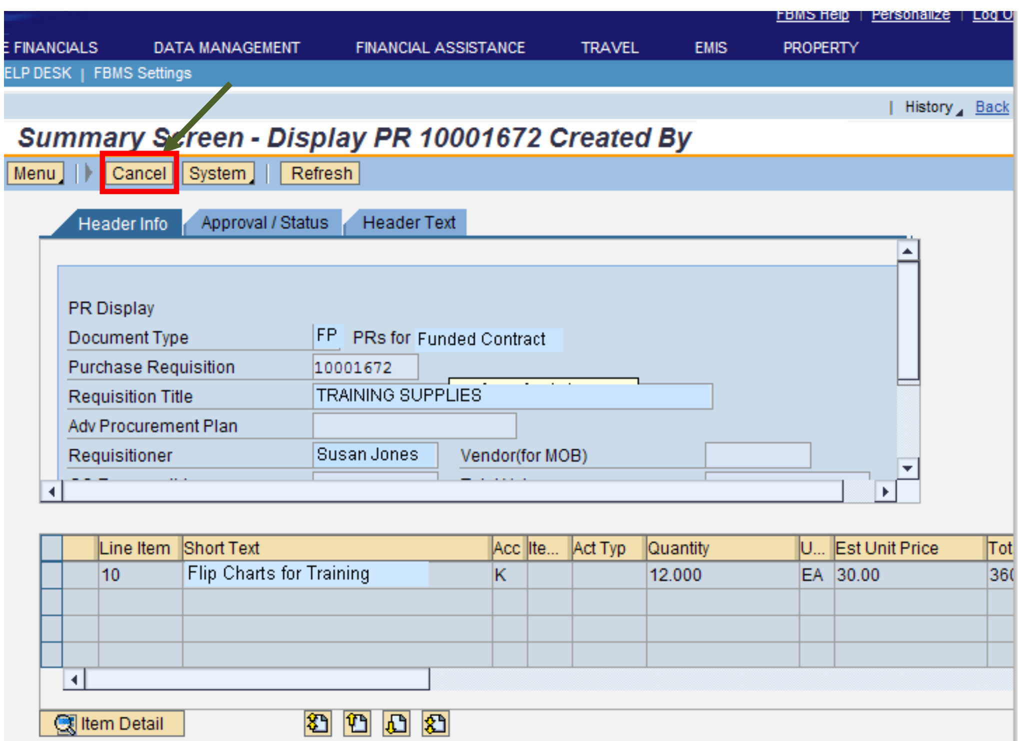


The requisitioner or an approver can attach documentation to the purchase request if necessary.

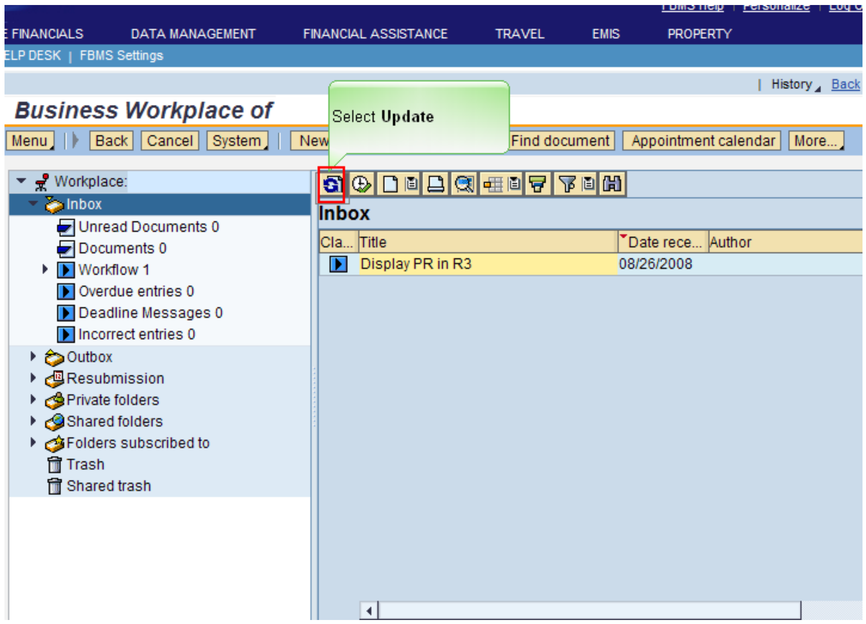
13) After reviewing the attached documentation, select the **Continue** button to return to the Summary Screen.



14) Select Cancel the **Cancel** button to return to the FBMS Workplace Inbox.



15) Refresh your Workplace Inbox by selecting the **Update** button.

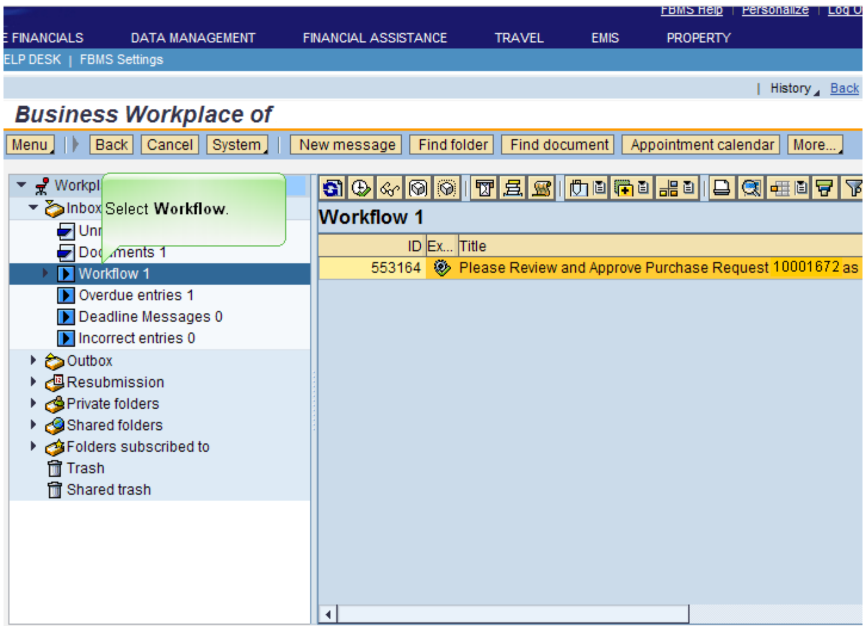


After you select **Update**, FBMS refreshes messages in your inbox and you are now able to select the purchase request again to either approve or reject it.

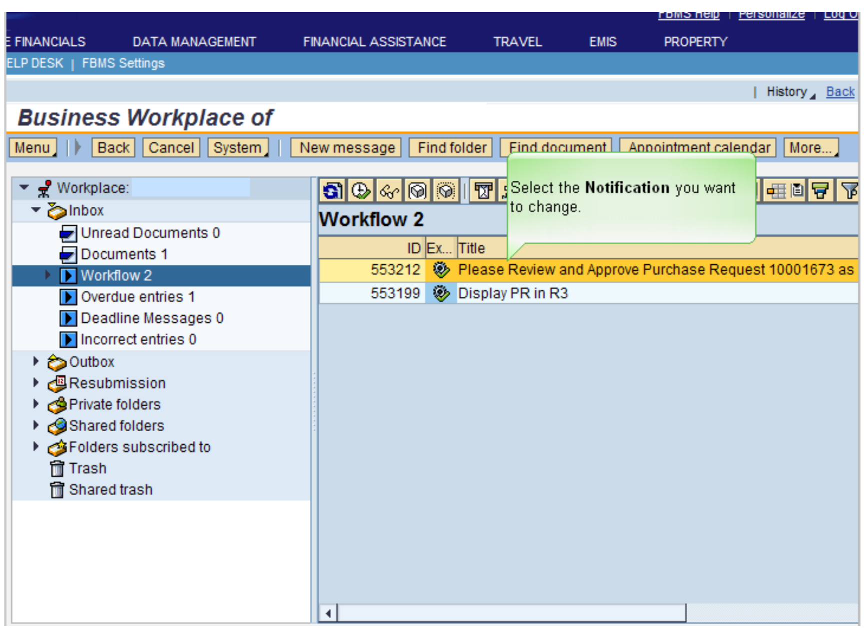
Approve a Purchase Request

If, after reviewing the PR, you decide to approve it, follow these steps:

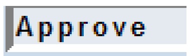
1) Select the **Workflow** link to display tasks in your inbox.



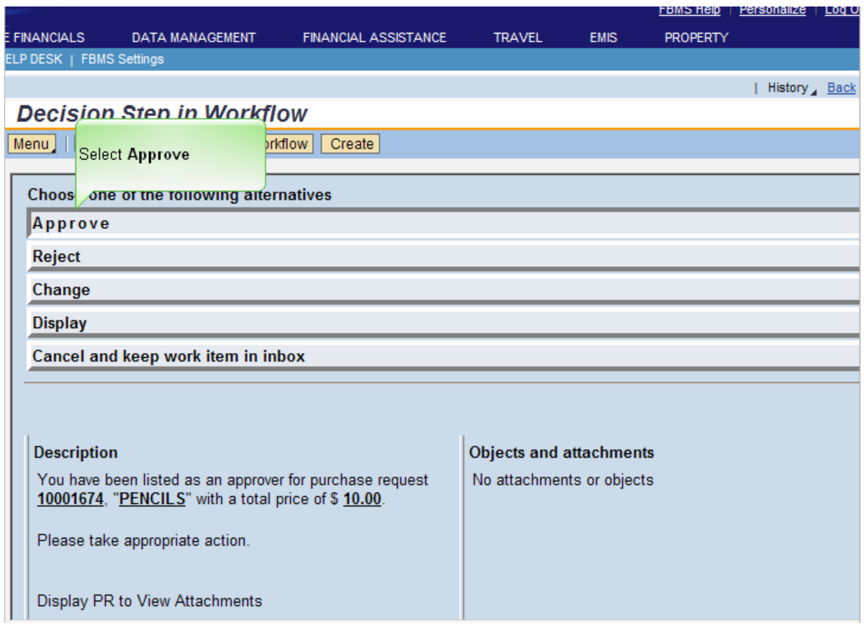
2) Select the **Notification** for the PR you want to approve.



The **Decision Step in Workflow** screen provides instructions on how to execute the specific action you would like to perform. You are provided with general information regarding the purchase request to approve in the **Description** field. This is the same information that you see in your e-mail notification that you initially received. Using the information in this section makes working with workflow easier.

3) Select 

the **Approve** button to approve the purchase request.



When you scroll down to read all information in the description box, the **Display PR to View Attachments** message is a general message informing you that **if** there are attachments to the purchase request, you must display the request to view the attachments. This message does not mean that there are attachments associated with this purchase request.

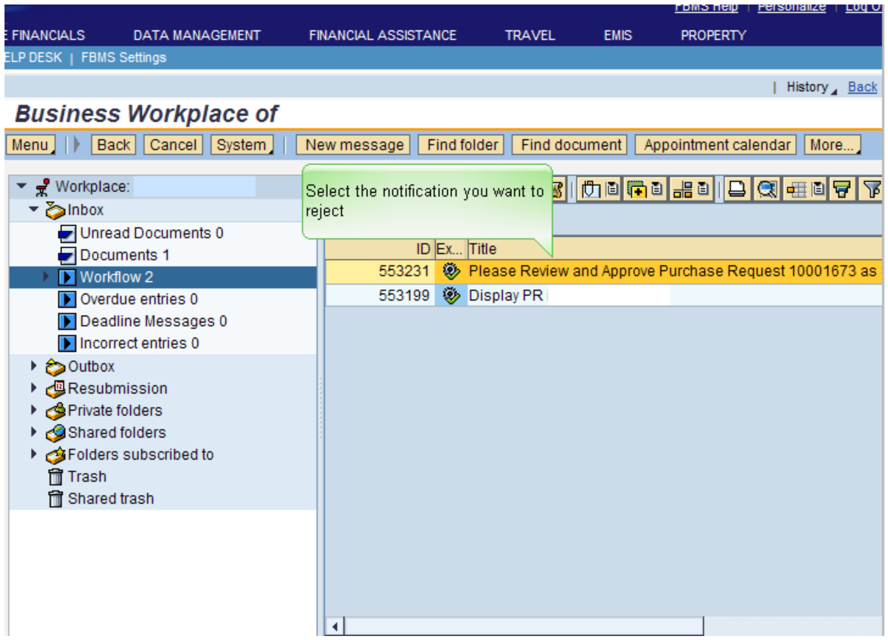
After the purchase request is approved by the supervisor, it is routed to the next approver in the approval chain. This approver receives a workflow e-mail notification and follows the same steps to access the purchase request and act on it. This process continues until all of the approvals for the purchase request are complete.

Reject a Purchase Request

If, after reviewing the PR, you decide to reject it, follow these steps:

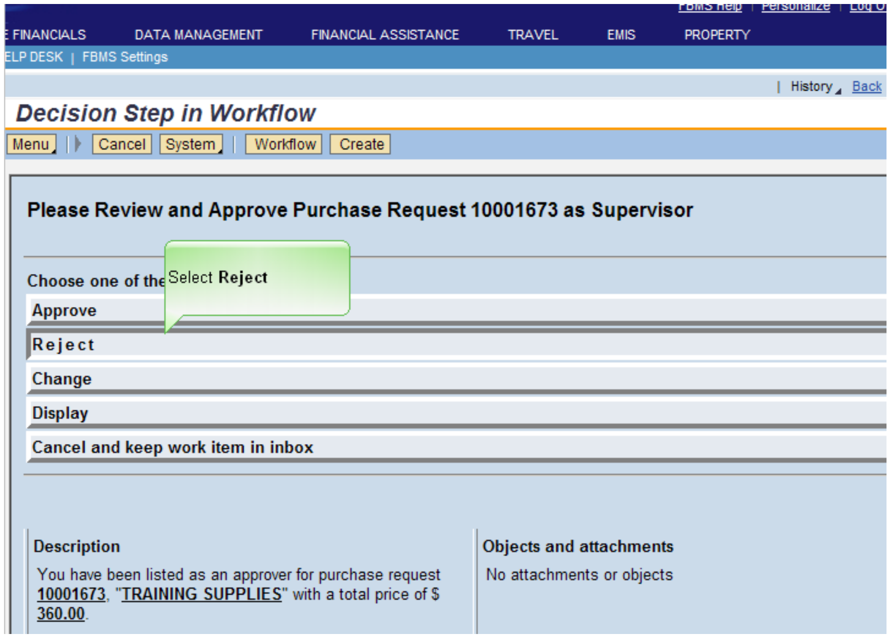
1) Select the **Workflow** link to display the tasks in your Inbox.

2) Select the **Notification** for the PR you want to reject.

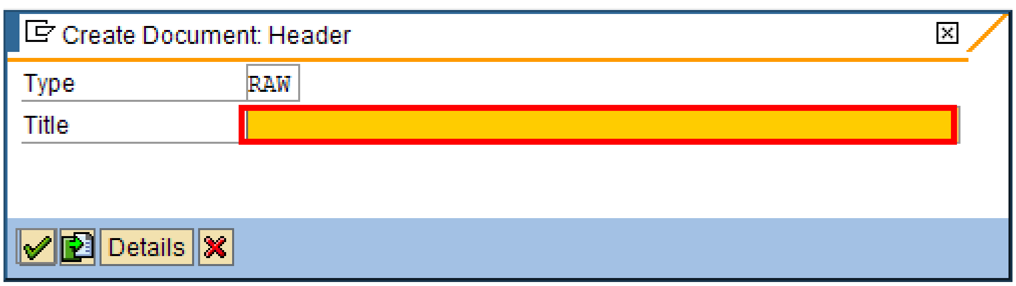


The **Decision Step in Workflow** screen provides instructions on how to execute the specific action you would like to perform. You are provided with general information regarding the purchase request to approve in the **Description** field. This is the same information that you see in your e-mail notification that you initially received.

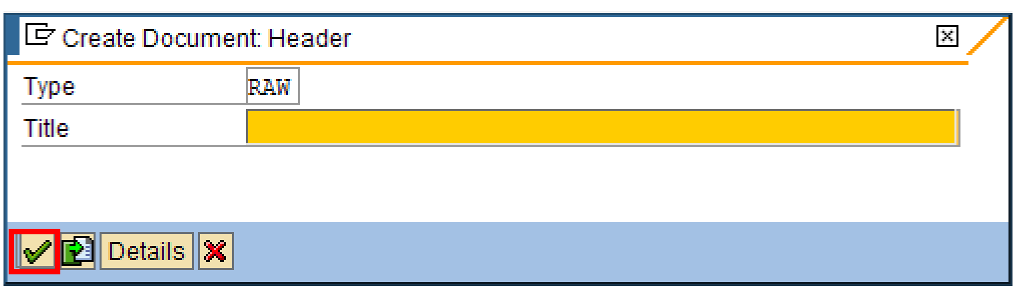
3) Select **Reject** the **Reject** button to reject the purchase request.



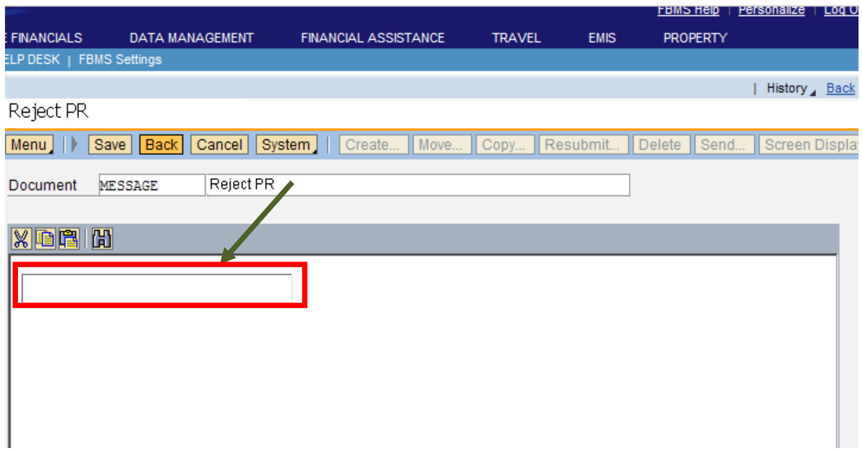
4) Enter a brief title for the rejection in the **Title** field.



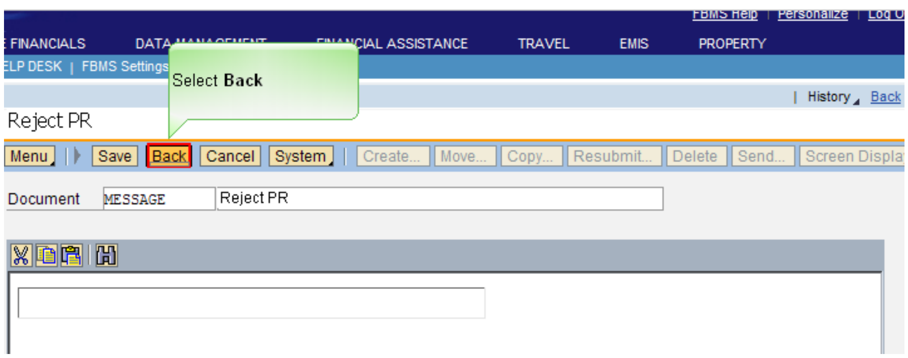
5) Select the **Continue** button to enter additional information regarding the rejection.



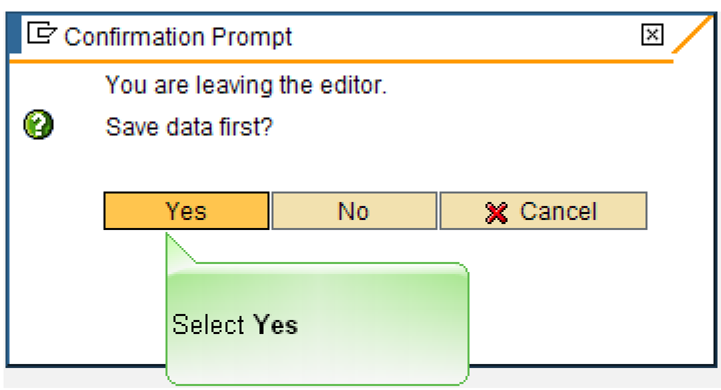
6) Type the reason for rejection in the **Text** field. This information is contained in the e-mail sent back to the requisitioner giving more details explaining why the request was rejected.



7) Select Back the **Back** button to continue with rejecting the purchase requisition.



8) Select Yes the **Yes** button on the Confirmation Prompt to save the rejection data.



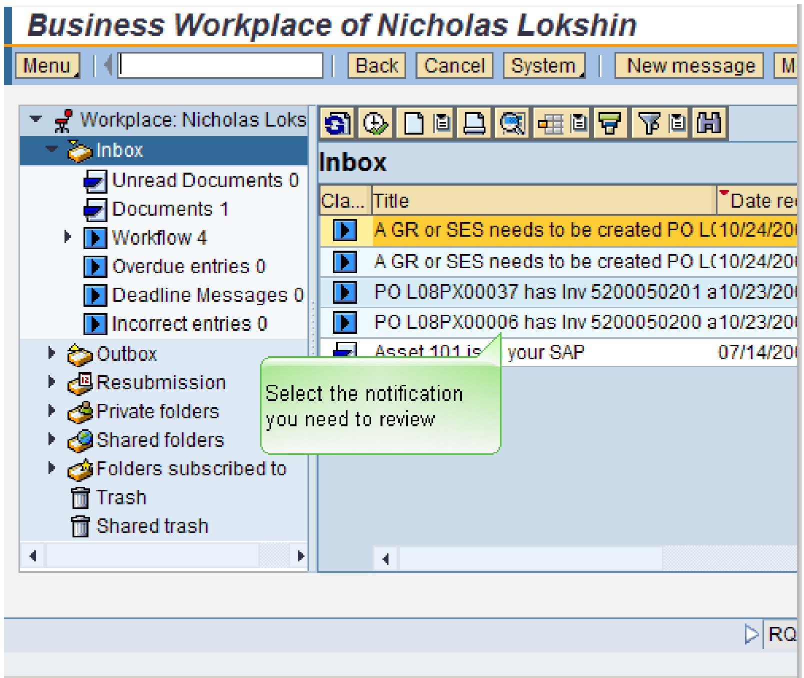
After a purchase request is rejected, the requisitioner receives an e-mail message stating that the purchase request was rejected. Depending on the reason for the rejection (for example, there are errors in the accounting string), the requisitioner may be able to make corrections and resubmit the purchase request. If the request is re-submitted, the approval workflow notification process begins again.

Change a Purchase Request

If you found errors in the PR when you reviewed it, but would prefer to correct the errors and approve the PR rather than reject it, follow these steps:

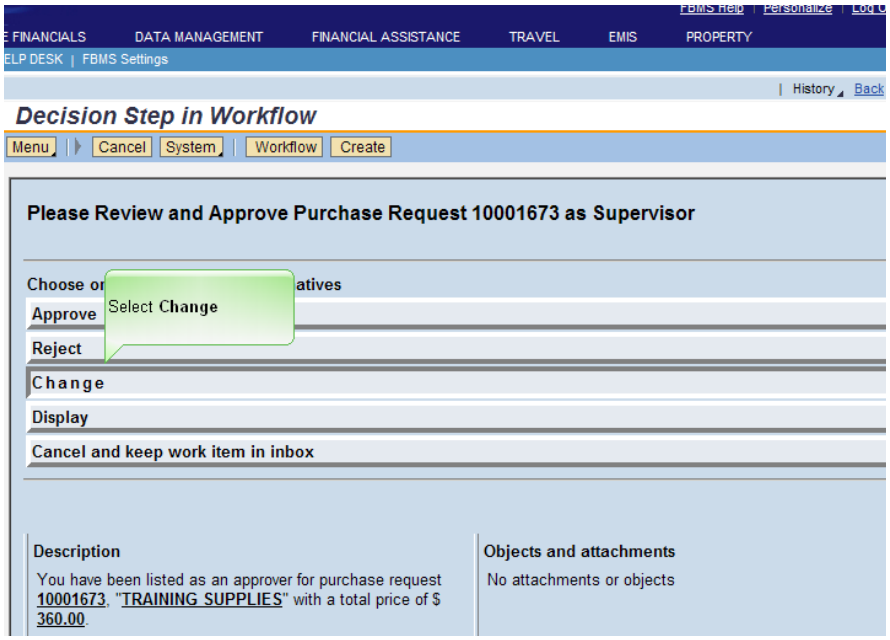
1) Select the **Workflow** link to display the tasks in your Inbox.

2) Select the **Notification** for the PR you want to change.



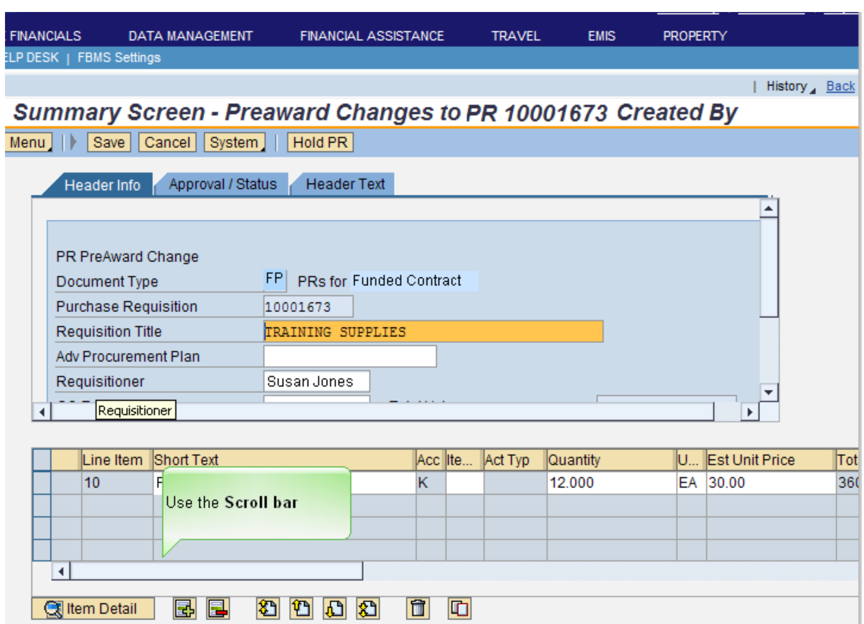
The **Decision Step in Workflow** screen provides instructions on how to execute the specific action you would like to perform.

3) Select Change the **Change** button.



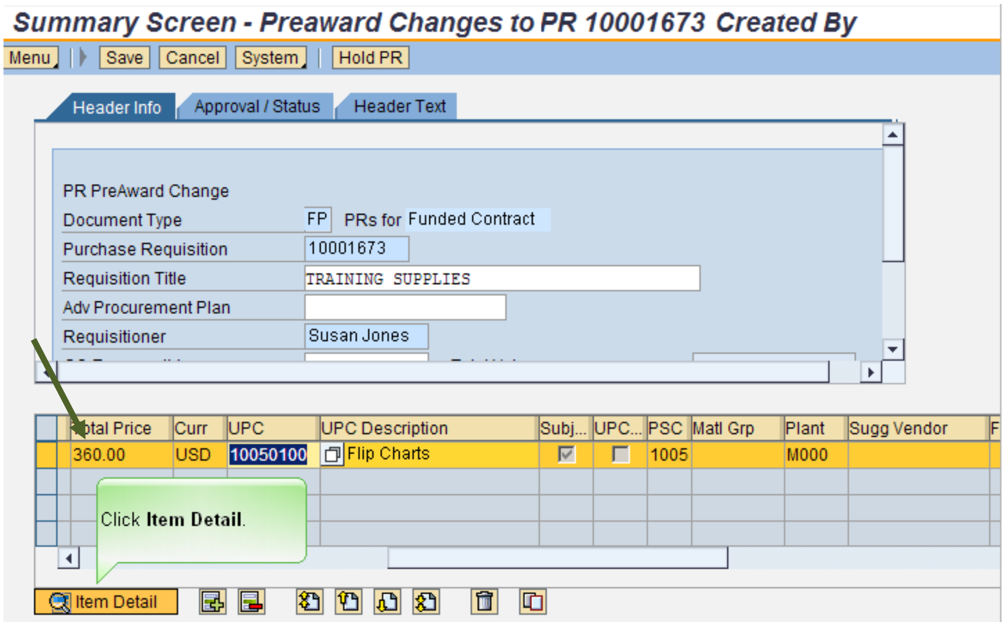
After the Change button is selected, the Summary Screen - Preaward Changes screen displays.

4) You may need to use the scroll bar to find the information you need to change. (For example, the UPC code is on the far right of each line item). Make any desired changes to the information.



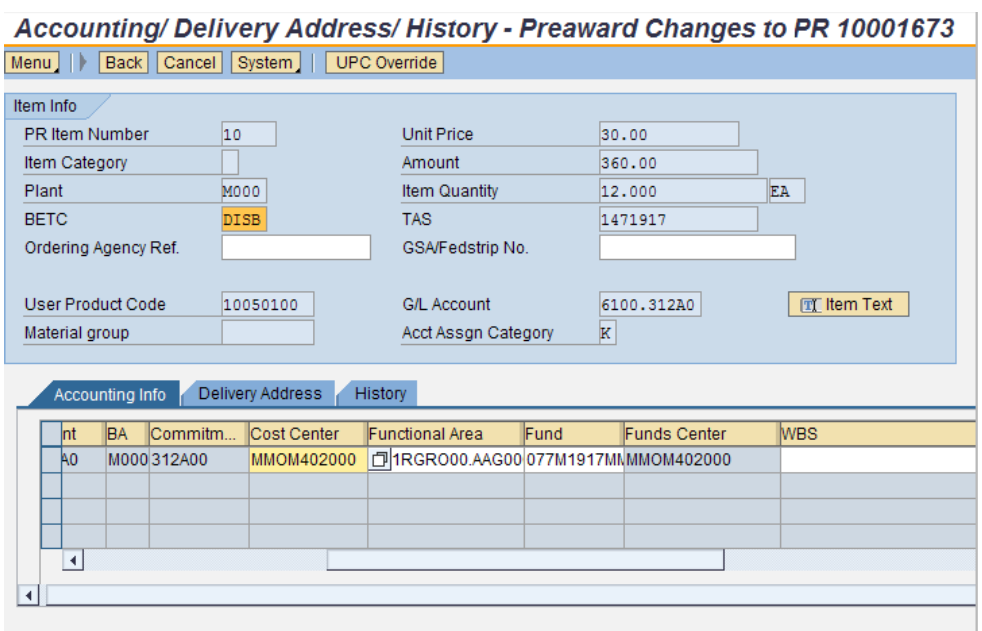
5) If you wish to change accounting information, delivery address or delivery dates, highlight a line item and select 

the **Item Detail** button.



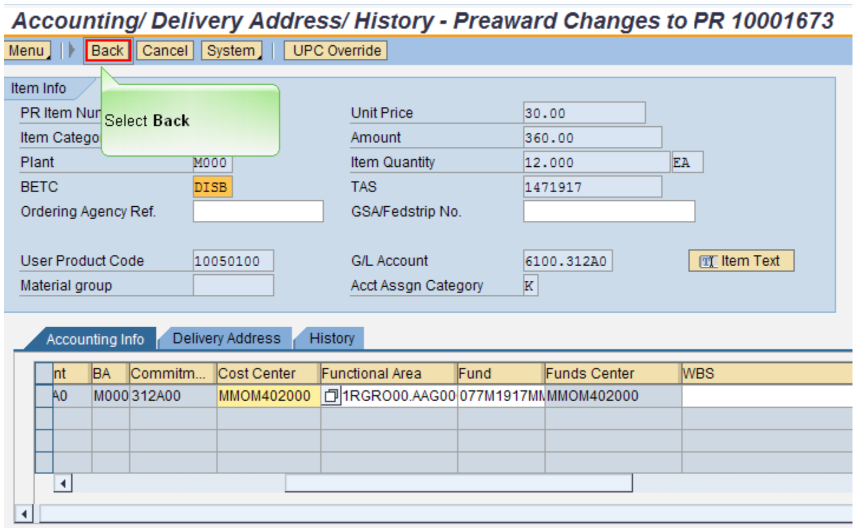
Changes to the Accounting Information may include: Business Area, Cost Center, Funds, Funds Center, and WBS number. Changes to the Delivery Address would be for the Period of Performance for service items only.

6) Review the information and make your changes as necessary.

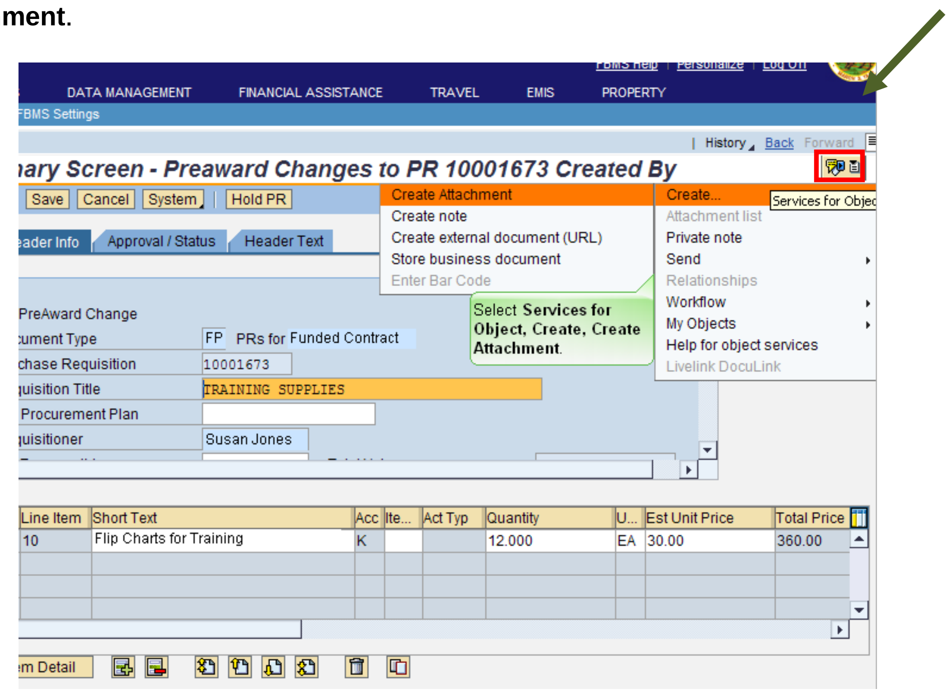


It is important to verify the accounting string. If the information is incorrect, you should either change it or reject the PR and send it back to the requisitioner.

7) After you make your changes, select Back the **Back** button.

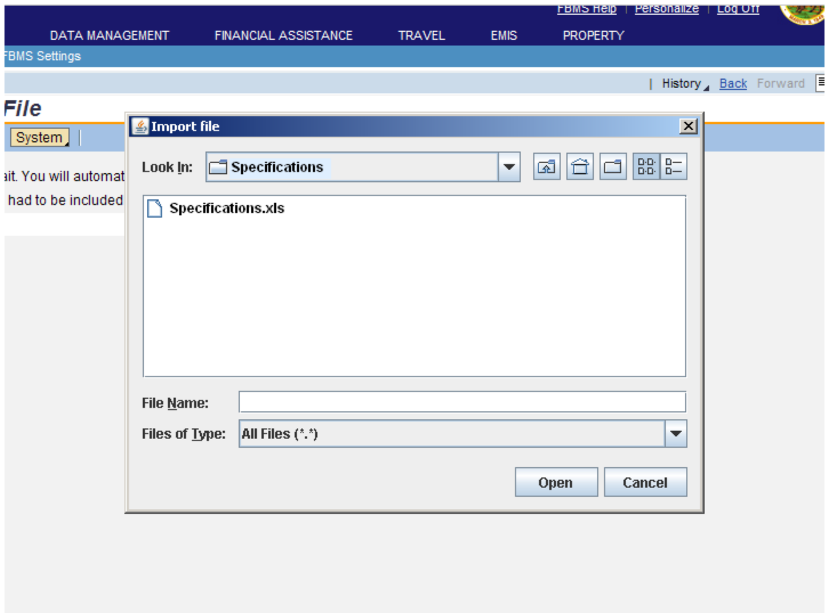


8) If you wish to add an attachment, select **Services for Object**, **Create**, and **Create Attachment**.

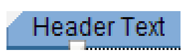


During the Change process, attachments cannot be modified; they must be detached, modified, and then reattached to the purchase request.

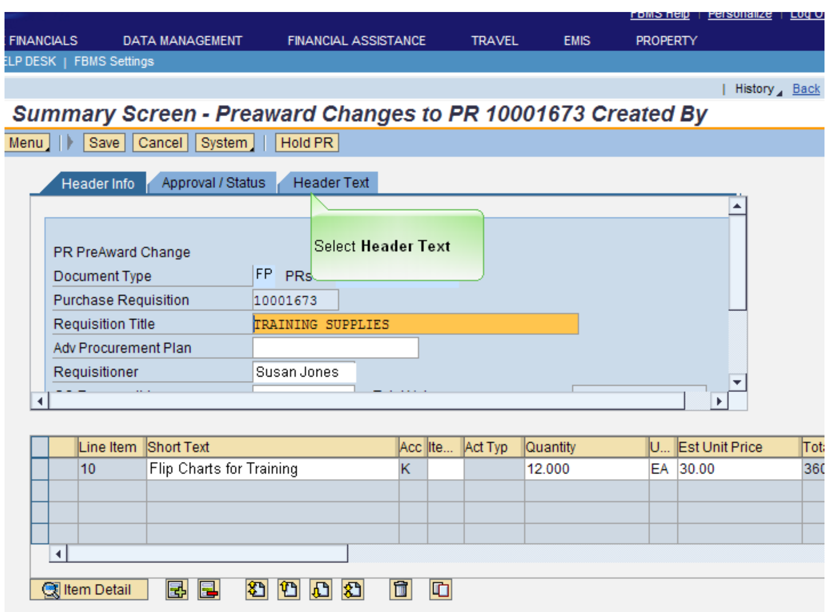
9) When the import file window opens, **search** and **select** the document to be attached to the purchase request. After the file is located, **double-click** on **the file name** to attach it to the purchase request.



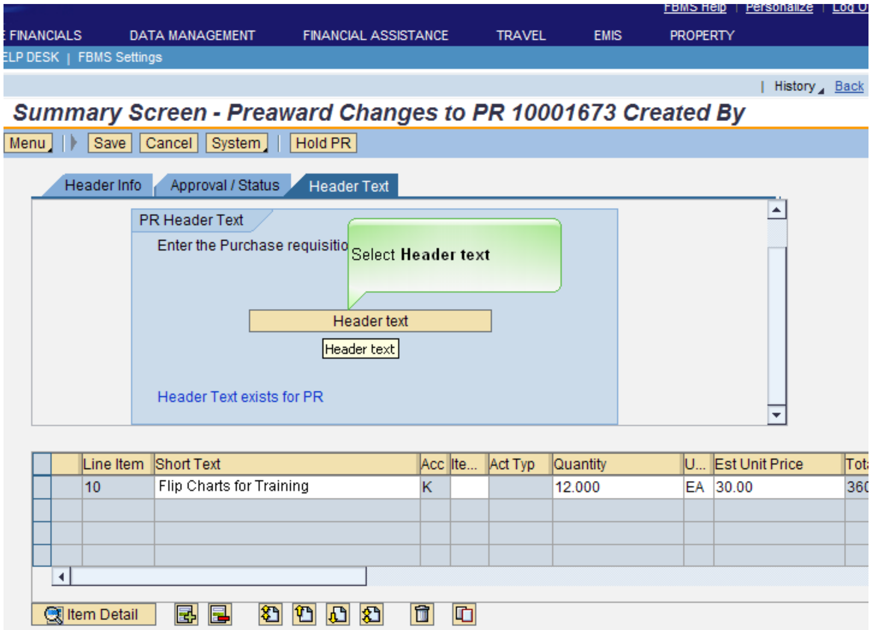
After the attachment is uploaded, you will return to the Summary Screen.

10) If you make changes to the purchase request, you may want to document those changes in the Header Text. Select 

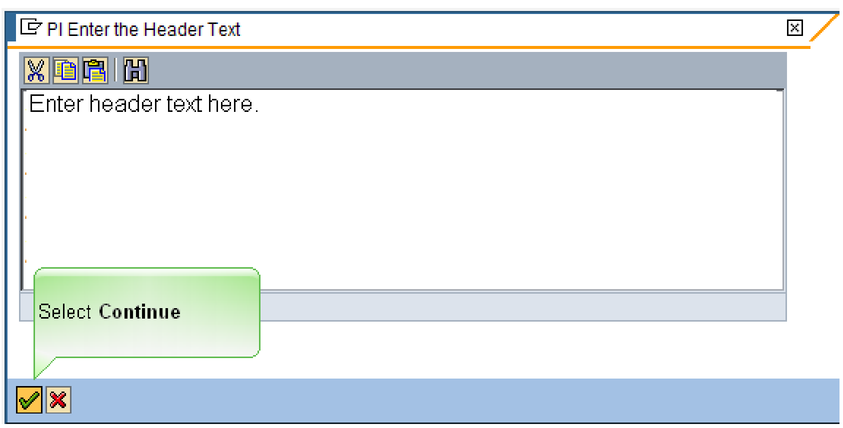
the **Header Text** button.



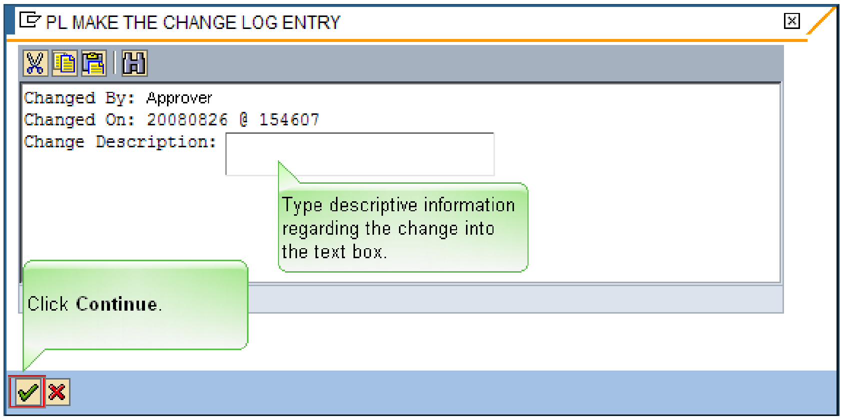
11) On the PR Header Text window, select Header text the **Header text** button.



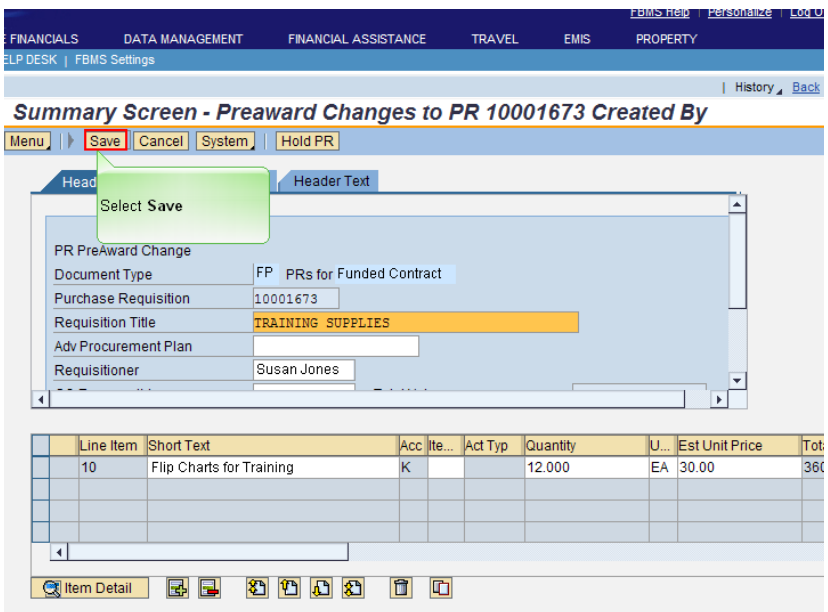
12) Select the **Continue** button to bring up the **Change Log Entry**.



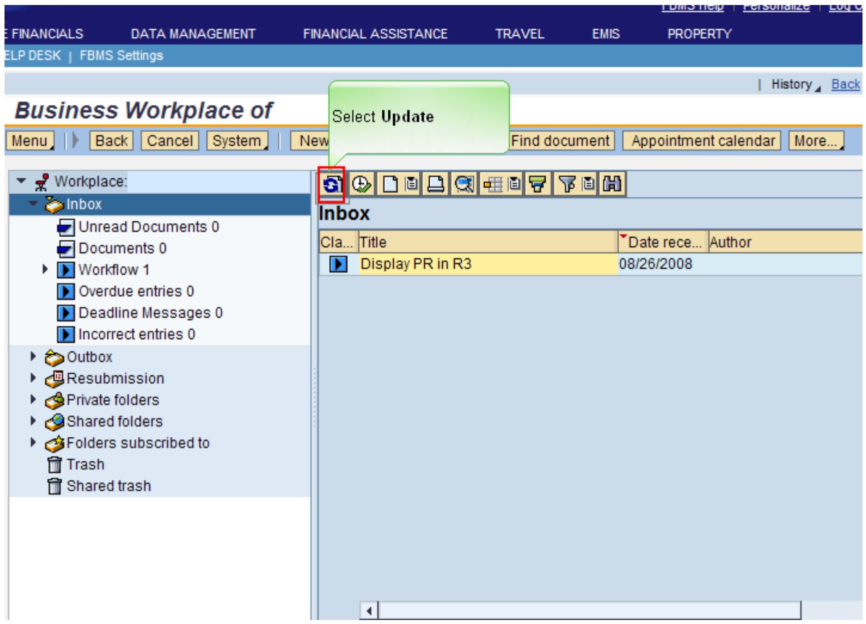
13) Type a description of your change in the **Change Description** field and select the **Continue** button.



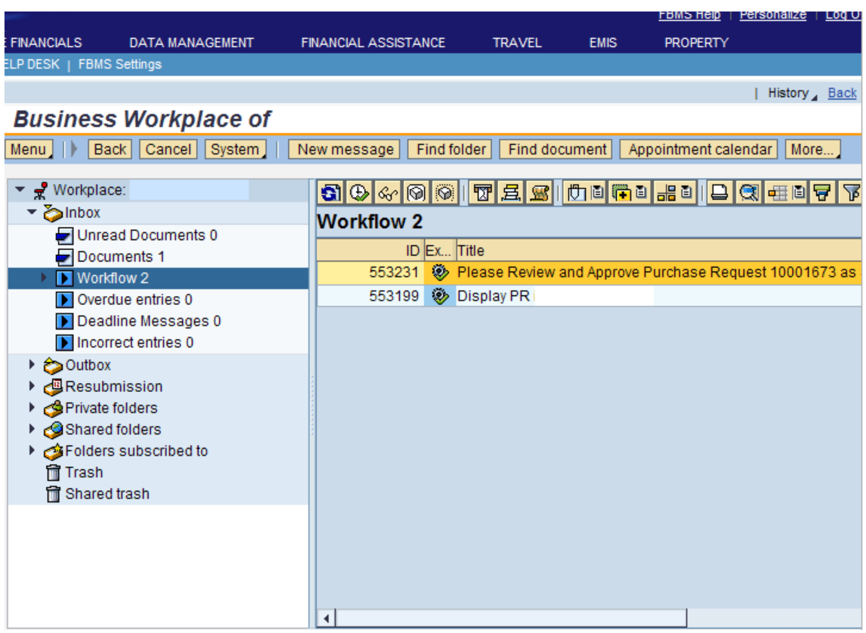
14) Select Save the **Save** button to save your changes and return to the Workplace Inbox.



15) Refresh your Workplace Inbox by selecting the **Update** button.



After you select **Update**, FBMS refreshes messages in your inbox and you are now able to select the purchase request to approve it. Select the **Notification** for the PR you want to approve and follow the steps for the approval process.



Setting Up a Substitute for your Workflow

Helpful Hints:

Before you begin setting up a substitute for your workflow it is important to know the following information:

- Using the manage substitute rule allows you to forward work items or tasks to a substitute, or “proxy,” when you are going to be out of the office. These items will continue to go into your inbox, but will also be sent to your substitute, who can act upon them.
- Your substitute sees all of your items. He or she cannot be designated for a particular type of work item or area of the organization. Therefore, before designating someone as your substitute, you should ensure that they have the system authorizations necessary to act upon your items.
- The substitution rule you set up deactivates on the date you select; you do not have to deactivate it manually.
- Once a substitute is set up, you can simply activate or deactivate that substitute. This is the preferred method if you always use the same substitute when you are out of the office. To activate or deactivate a substitute that you have already set up follow the menu path: **Workflow Setting ➔ Maintain Substitute ➔ Deactivate** (or **Activate**). Make sure you change the validity dates for the substitution period.
- After you set up the substitute, both you and the substitute will get notifications on items. If the substitute handles a task in your absence, the item is removed from your workflow inbox. If you return to find items in your inbox, it means that the substitute did not handle those items.
- If you have items in your inbox when you set up a substitute, that item will not be passed on to your substitute; the rule only affects future items. However, if an item in your inbox is in process, you can forward it to your substitute using the forward icon.
- If you are a PRISM user, you will need to set up a separate PRISM substitute or proxy when you are out of the office. Managing your substitute in your FBMS Business Workplace inbox only affects R/3 (SAP) workflow items, not PRISM items.

Let's Begin:

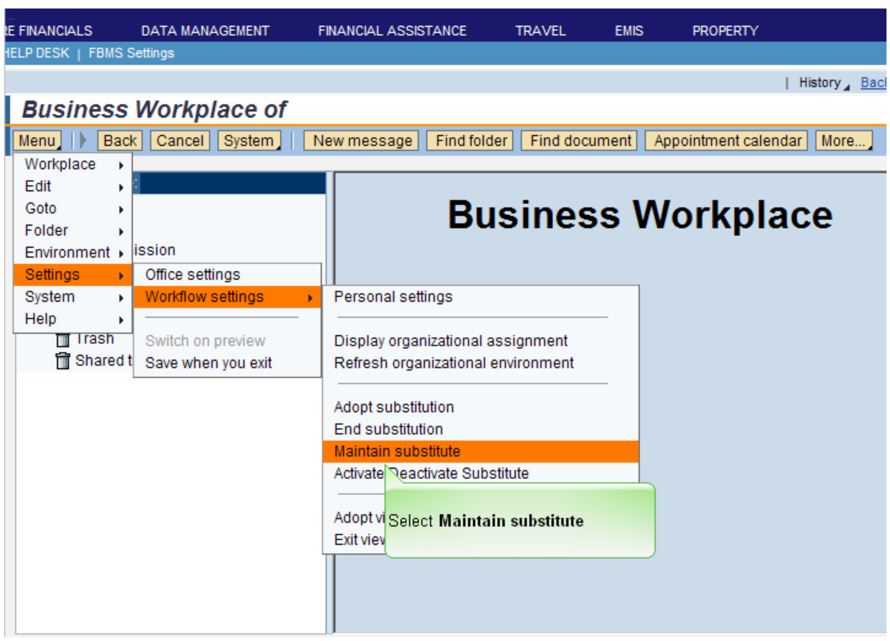
Use the following portal path to begin this transaction

- Select **Home** tab ➔ **My Tasks** tab ➔ **Menu** tab ➔ **Settings** folder ➔ **Workflow settings** folder ➔ **Maintain substitute** to go to the *Personal Substitutes* window.

For the purposes of this example, you are starting from the Home page where the My Task link is readily accessible. Keep in mind that if you are in the live FBMS environment and working on another tab, you must click the **Home** tab in order to be able to access the **My Task** link.

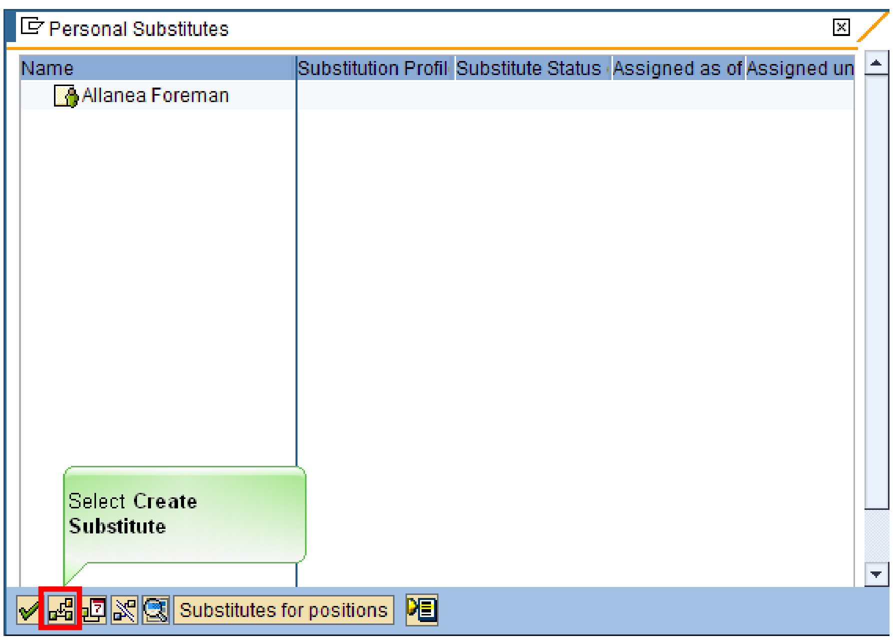
Set up a Substitute for your Workflow Settings

1) Select the **Maintain substitute** link to access the Personal Substitutes screen.

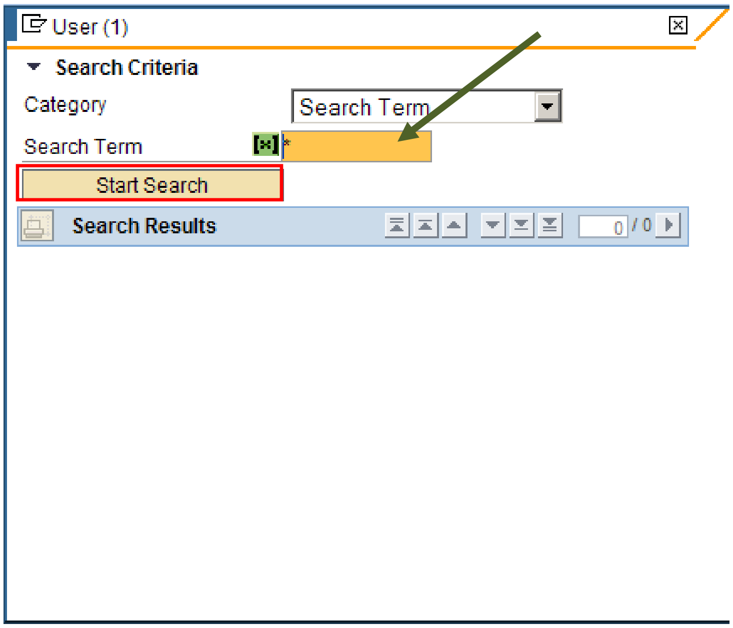


2) On the Personal Substitutes screen select **Your Name**.

3) Select  the **Create Substitute** button.

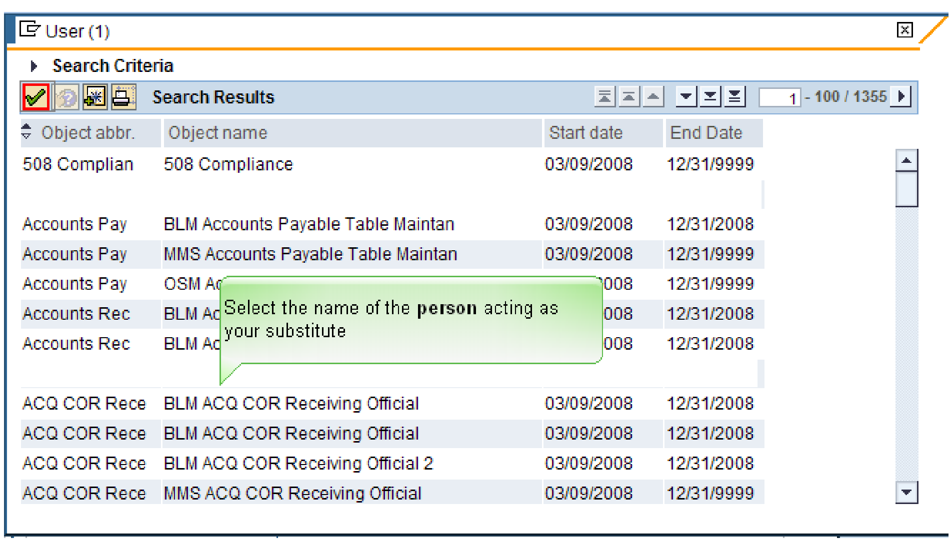


4) On the User Search window, search for the substitute of your choice by typing in the **last name** and selecting the **Start Search** button.

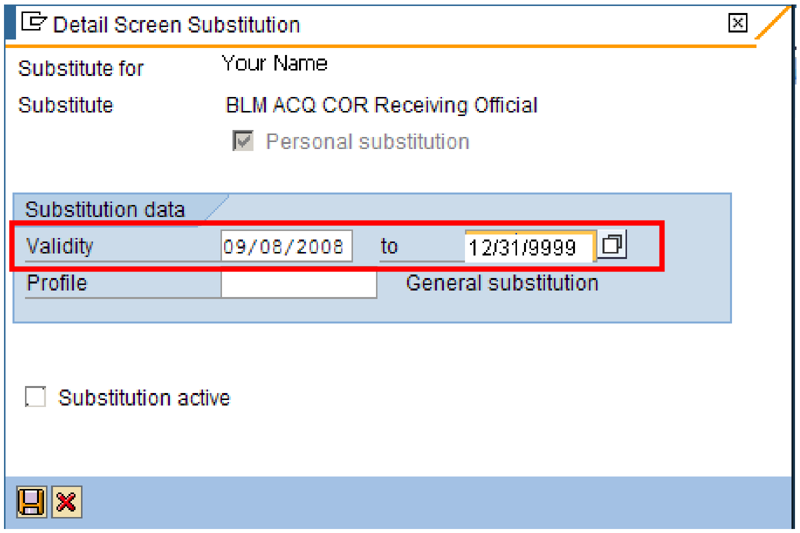


Wildcard characters (*) assist with a search when the exact name or spelling for a name is not known.

5) Select the **name** of the person who will act as a substitute approver during your time away from the office and select the **Continue** button.

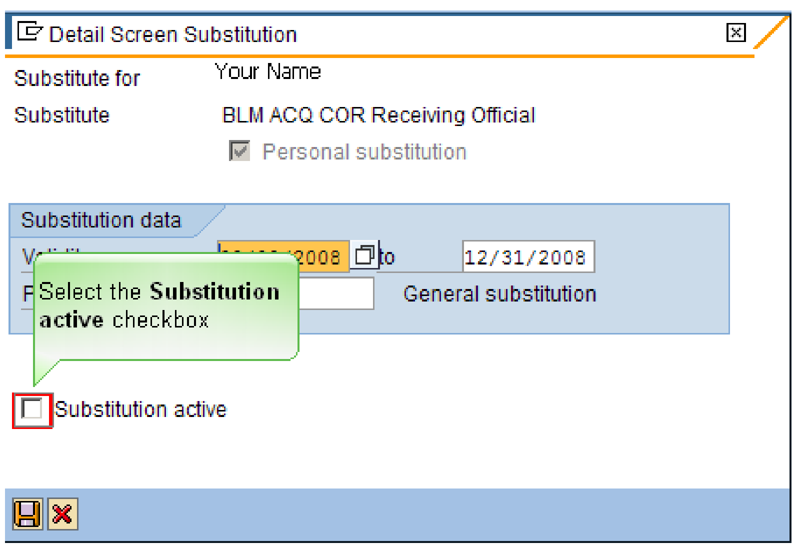


6) On the Detail Screen Substitution screen, enter the dates of the substitution period in the **Validity** fields.



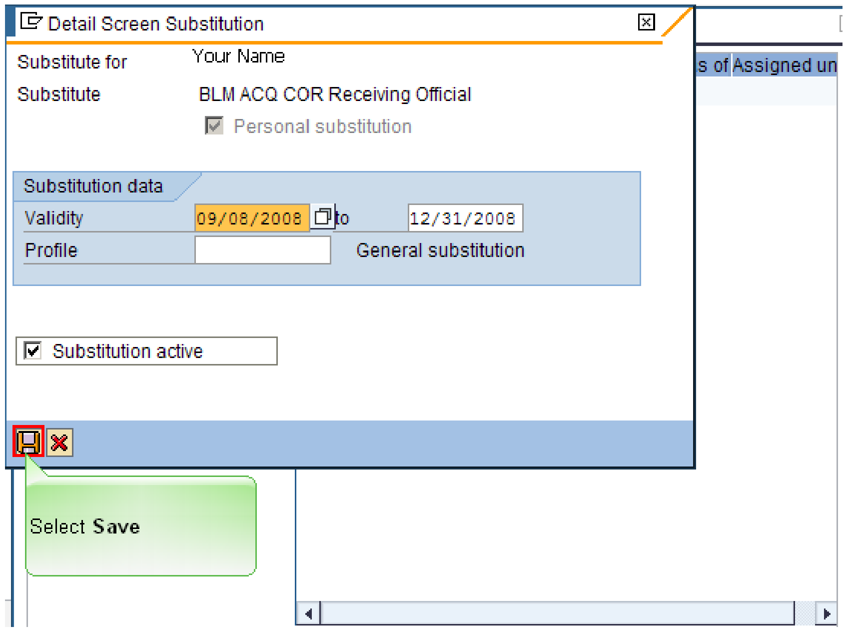
The first **Validity** date is the date the setting becomes active. This is the initial date when your substitute will be able to view and act on items in your inbox. Since the setting defaults to the current date, you should not change the value if you want the substitution to take effect immediately. The **to** date is is the date when the substitution expires. The setting defaults to 12/31/9999, indicating that the substitution is active indefinitely. However, if you want the substitution to be active for a specified period of time, you should change this date.

7) Select the **Substitution active** checkbox to make the substitute rule active.



The Substitution active checkbox makes the substitute rule active. The substitute will automatically receive the primary user's work items in their own inbox once the rule is active.

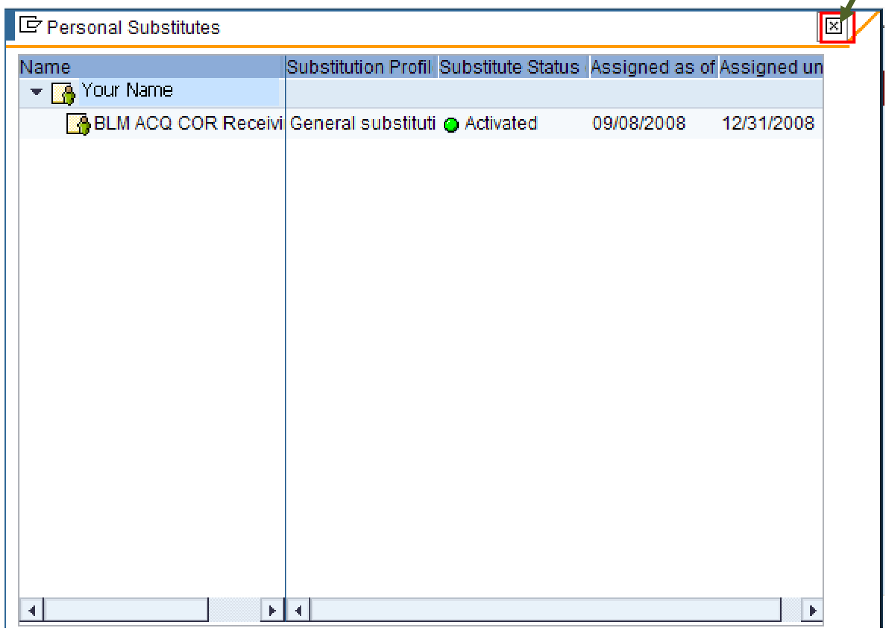
8) Select the **Save** button to save the substitution.



If the substitution is set to begin in the future, you will see the following message: "Caution: substitution first starts on XX/XX/XXXX. If you use the default value of the current date, you will not see this message.

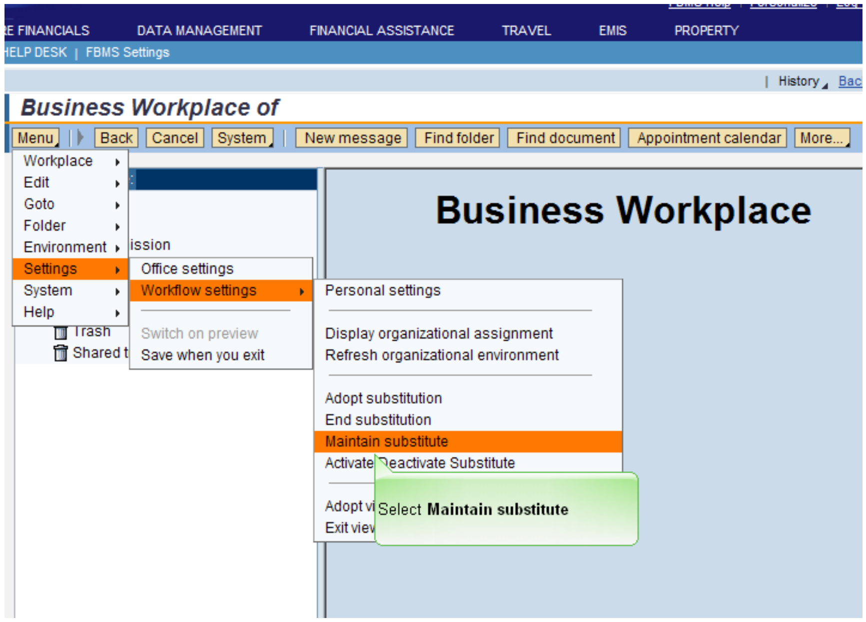
9) The Personal Substitutes window displays the name of the substitute, the status, and the active dates.

10) Select the ‘**X**’ to close the Personal Substitutes window.

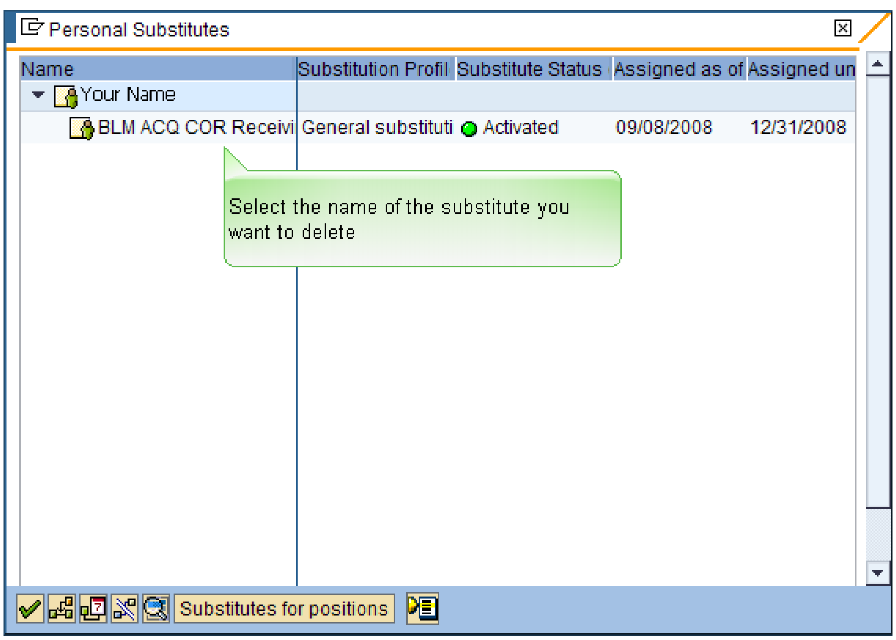


Delete a Substitute for your Workflow Settings

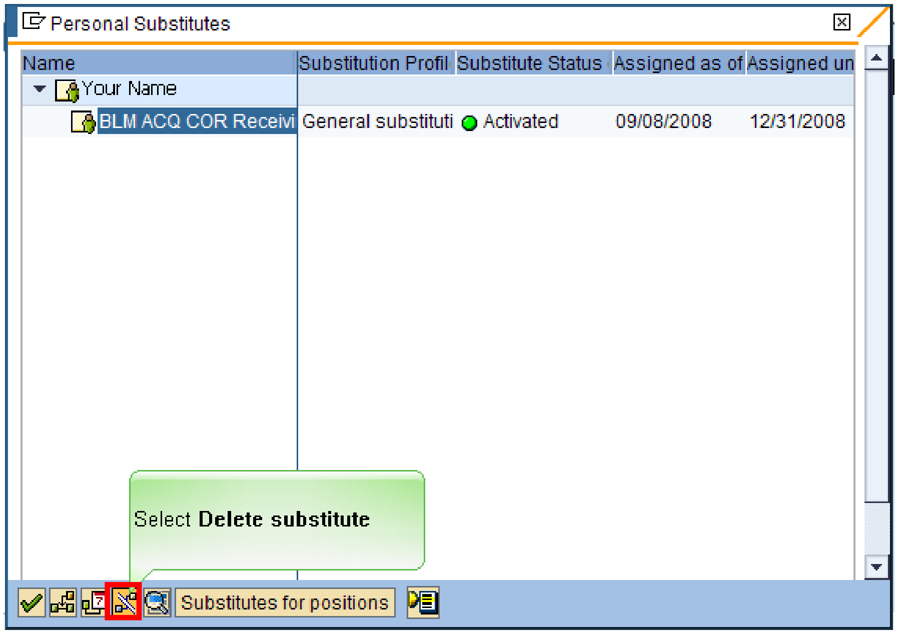
1) Select the **Maintain substitute** link to access the Personal Substitutes screen.



2) On the Personal Substitutes screen select **the name** of the substitute you want to delete.



3) Select the **Delete substitute** button.



The substitute rule is deleted but is not saved yet.

4) Select the **Continue** button to save the deletion.