Workflow Setup and Maintenance

Overview

Workflow is a PeopleSoft functionality that allows districts to approve documents directly online. It is currently available for use on 3 different document types – **POs**, **Requisitions**, and **Material Stock Requests (MSRs)**. Duties and responsibilities for Workflow fall into 3 distinct district staff categories:

1. District Workflow *Administrator* (preferably one person, and a backup)
2. District Document *Initiator*
3. District Document *Approver*

Each of these 3 staff categories will be discussed in great detail

The following pages will outline the steps necessary for a district to begin using Workflow, the maintenance requirements going forward, and the training of staff on the use of Workflow. For the purpose of this training document, a sample district (*BU 98765*) will be used that has decided on the approval matrix shown below. Workflow districts would generally have a higher number of sites/departments entering documents in PeopleSoft, and a higher number of approvers at all levels.

Level 0	School/Department Users enter documents and Initiate Workflow Approval (2 Schools & 2 Departments). - Health Services Department - Special Projects Department - Anza Elementary - Cabrillo High School
Level 10	Principal/Dept. Head Approval based on School/Location Code. - Health Services (*0000024*) - Special Projects (*0000010*) - Anza Elementary (*0010000*) - Cabrillo High School (*0030000*)
Level 20	Special Purchase Approval based on Object Code. - Technology-related (*6440*/*6450*) - Textbooks (*4100*/*4110*)
Level 30	Budget Review Approval by Accounting Technician (ALL documents).
Level 40	Asst. Director of Fiscal Approval based on document Amounts in excess of $1,000.
Level 50	Director of Fiscal Approval based on Fund code *35.0* and *21.0* (School Construction and Bond Funds).
Level 60	Director of Purchasing Approval (ALL documents).

We will begin with the responsibilities of the District Workflow *Administrator*.

Requisitions, **POs**, and **MSRs** will be referred to as documents
in the instructions that follow.

District Workflow Administrator (DWA)

Required PeopleSoft Security Class: **WFDADMIN**

The duties and responsibilities of the *DWA* include:
- Responsible for identifying all Approval Rules, Levels, and Routings for the District.
- Responsible for the initial setup of Workflow for the District.
- Responsible for updates/additions to Workflow for the District.
- Responsible for training Workflow Users and Approvers.
- Responsible for being first point-of-contact for the District's Workflow problems.
- Responsible for working with LACOE as District Workflow Liaison.
- Responsible for setting up and updating the Role User Maintenance panels which contain the email address of Approvers, Buyers and Requesters (for acknowledging Denied or Reset documents).

Setup

In order for a district to begin using Workflow, the DWA must first identify all Document Initiation and Approval Criteria/Parameters used by the District. This would include identifying Site Users/Initiators, Principal/Dept. Head Approvers, Dollar Amount-based approvals – as well as any additional District approval criteria.

Using the Approval Matrix of the sample district discussed earlier, the DWA will need to navigate to the following 3 panels to begin/complete the setup process. They are:

Role Maintenance
This is where Roles (what Approval action is being performed) are identified.

Role User Maintenance
This is where Users are defined, and linked to their appropriate Roles.

Approval Rules
This is where the Rules (values) are established for triggers and routings, and linked to both Roles and Users.
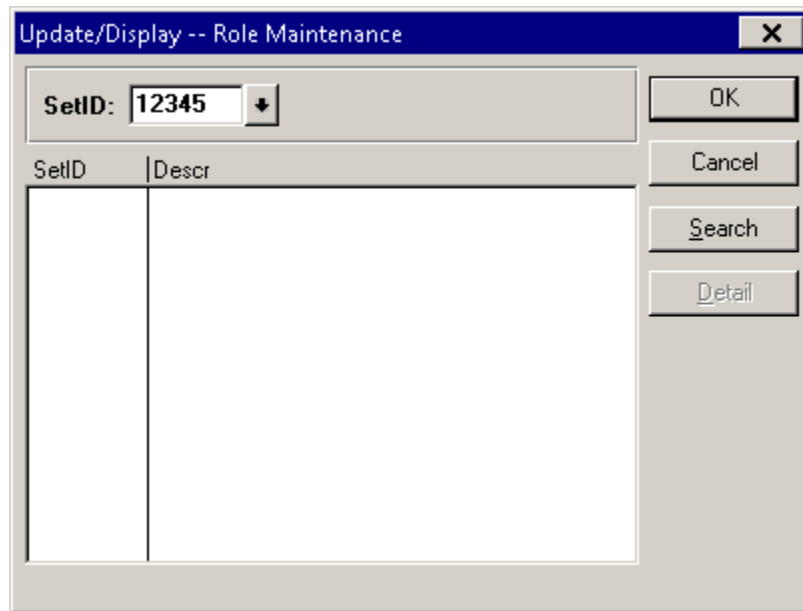
Role Maintenance

This panel identifies the different Approval and User Roles that can be performed at a district. Each approval function needs to be added to this list.

Navigation Steps

**Menu:** *Go* ———▶Administer Procurement ———▶ LACOE Workflow/ChartField Sec
Setup ———▶Role Maintenance

The following Update/Display panel will appear.

Your Business Unit number will default into the **SetID** field - click **OK**.

The following panel on the following page will appear. The DWA will need to input/define all approval functions, as well as a requester function for those users that only enter documents – but do not approve them.
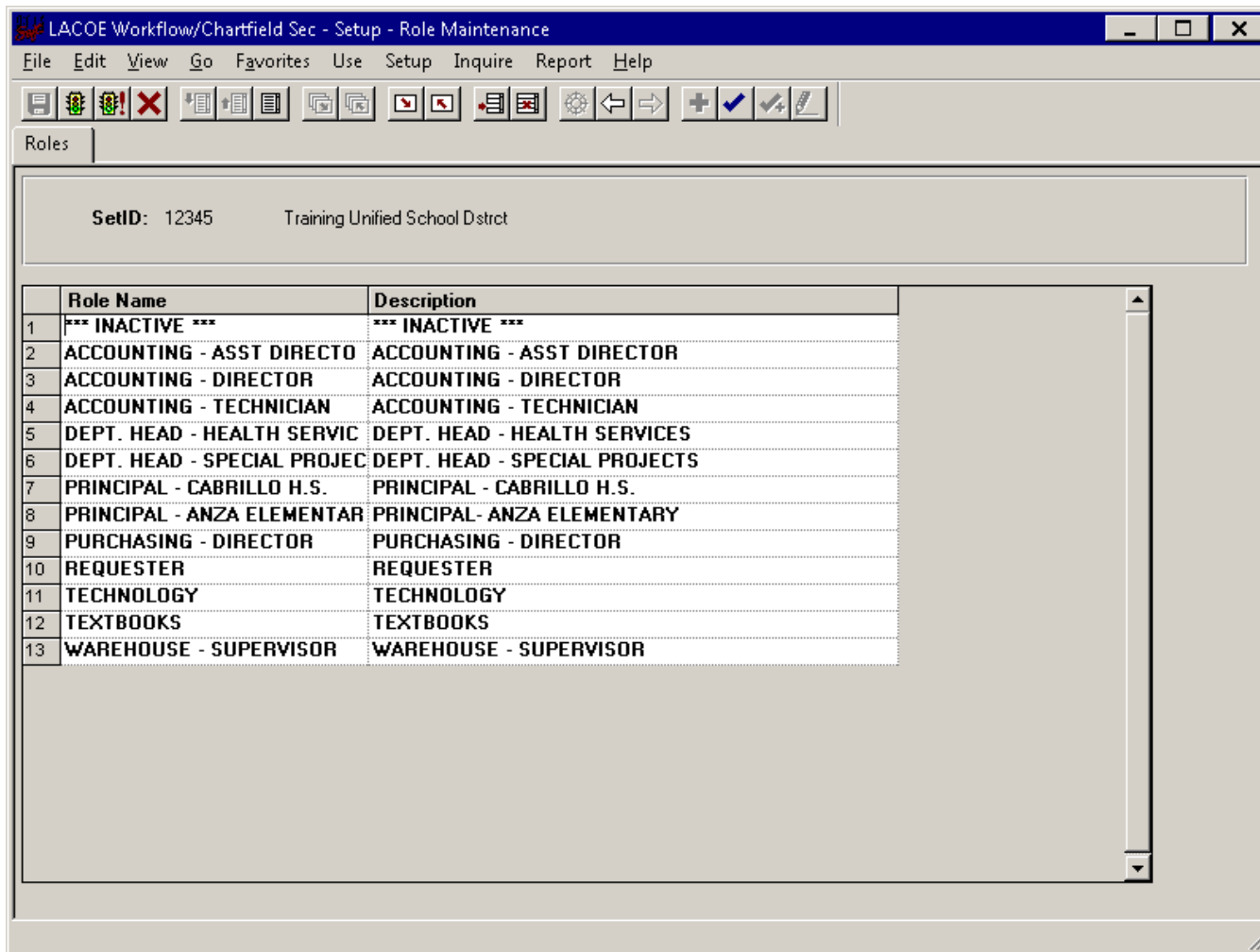
The DWA must enter every Role on this panel (using the **F7** Function Key, or the <u>Insert Row</u> Pushbutton). <u>Be as descriptive as possible – to avoid any confusion</u>.

When finished, click **SAVE**.

The 12 required Roles for our sample district are listed above. They are:

- 1 Requester Role (for the 2 Schools, and the 2 Departments). *Line 10*.
  Since only Approver Roles are linked to Rules, you do not have to specify a unique Requester Role for each Site – a generic one will do.
- 4 Site Approver Roles (2 Schools, 2 Departments). *Lines 5, 6, 7 & 8*.
- 1 Special Approver Role for Technology items. *Line 11*.
- 1 Special Approver Role for Textbooks. *Line 12*.
- 1 Budget Review Approver Role. *Line 4*.
- 1 Asst. Director of Accounting Approver Role. *Line 2*.
- 1 Director of Accounting Approver Role. *Line 3*.
- 1 Director of Purchasing Approver Role. *Line 9*.
- There is also an ***INACTIVE*** Role. *Line 1*. This Role will be linked to district users that are no longer part of the Workflow. They have either left the district, or have been re-assigned to a position that does not use Workflow.
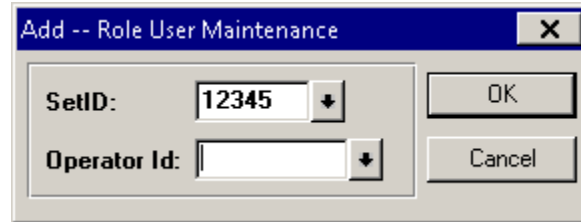
Role User Maintenance

This panel will establish a link between a Role (created previously), and an actual User ID.
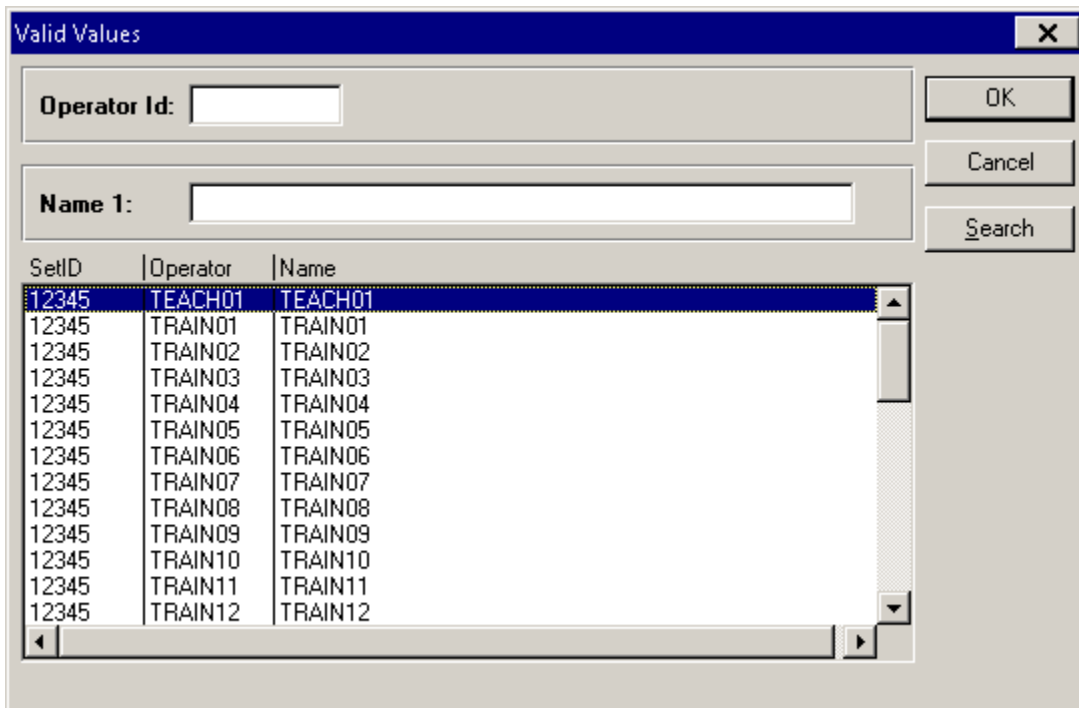
Navigation Steps

Menu: *Go* ——▶ Administer Procurement ——▶ LACOE Workflow/ChartField Sec
          Setup ——▶ Role User Maintenance ——▶ Add

The following Add panel will appear.

```
┌────────────────────────────────────────────────┐
│ Add -- Role User Maintenance            [ × ]   │
├────────────────────────────────────────────────┤
│                                                 │
│   SetID:       │12345  │ ▼│       ┌─────────┐   │
│                                   │   OK    │   │
│                                   └─────────┘   │
│   Operator Id: │         │ ▼│     ┌─────────┐   │
│                                   │ Cancel  │   │
│                                   └─────────┘   │
└────────────────────────────────────────────────┘
```

Click on the **Operator Id** pull-down.

```
┌──────────────────────────────────────────────────────────────┐
│ Valid Values                                          [ × ]   │
├──────────────────────────────────────────────────────────────┤
│  Operator Id: │              │                  ┌─────────┐   │
│                                                  │   OK    │   │
│                                                  └─────────┘   │
│                                                  ┌─────────┐   │
│  Name 1:      │                          │       │ Cancel  │   │
│                                                  └─────────┘   │
│                                                  ┌─────────┐   │
│  SetID   │Operator  │Name                        │ Search  │   │
│  12345   │TEACH01   │TEACH01                 ▲    └─────────┘   │
│  12345   │TRAIN01   │TRAIN01                                   │
│  12345   │TRAIN02   │TRAIN02                                   │
│  12345   │TRAIN03   │TRAIN03                                   │
│  12345   │TRAIN04   │TRAIN04                                   │
│  12345   │TRAIN05   │TRAIN05                                   │
│  12345   │TRAIN06   │TRAIN06                                   │
│  12345   │TRAIN07   │TRAIN07                                   │
│  12345   │TRAIN08   │TRAIN08                                   │
│  12345   │TRAIN09   │TRAIN09                                   │
│  12345   │TRAIN10   │TRAIN10                                   │
│  12345   │TRAIN11   │TRAIN11                                   │
│  12345   │TRAIN12   │TRAIN12                 ▼                 │
│  ◄                                       ►                     │
└──────────────────────────────────────────────────────────────┘
```

┌──┐
│ Even though a User (Operator ID) exists in PeopleSoft, they still need to be initially <u>added</u> to Workflow. │
└──┘

Select an <u>Operator</u> to add, then click **OK** - the following panel on the next page will appear.
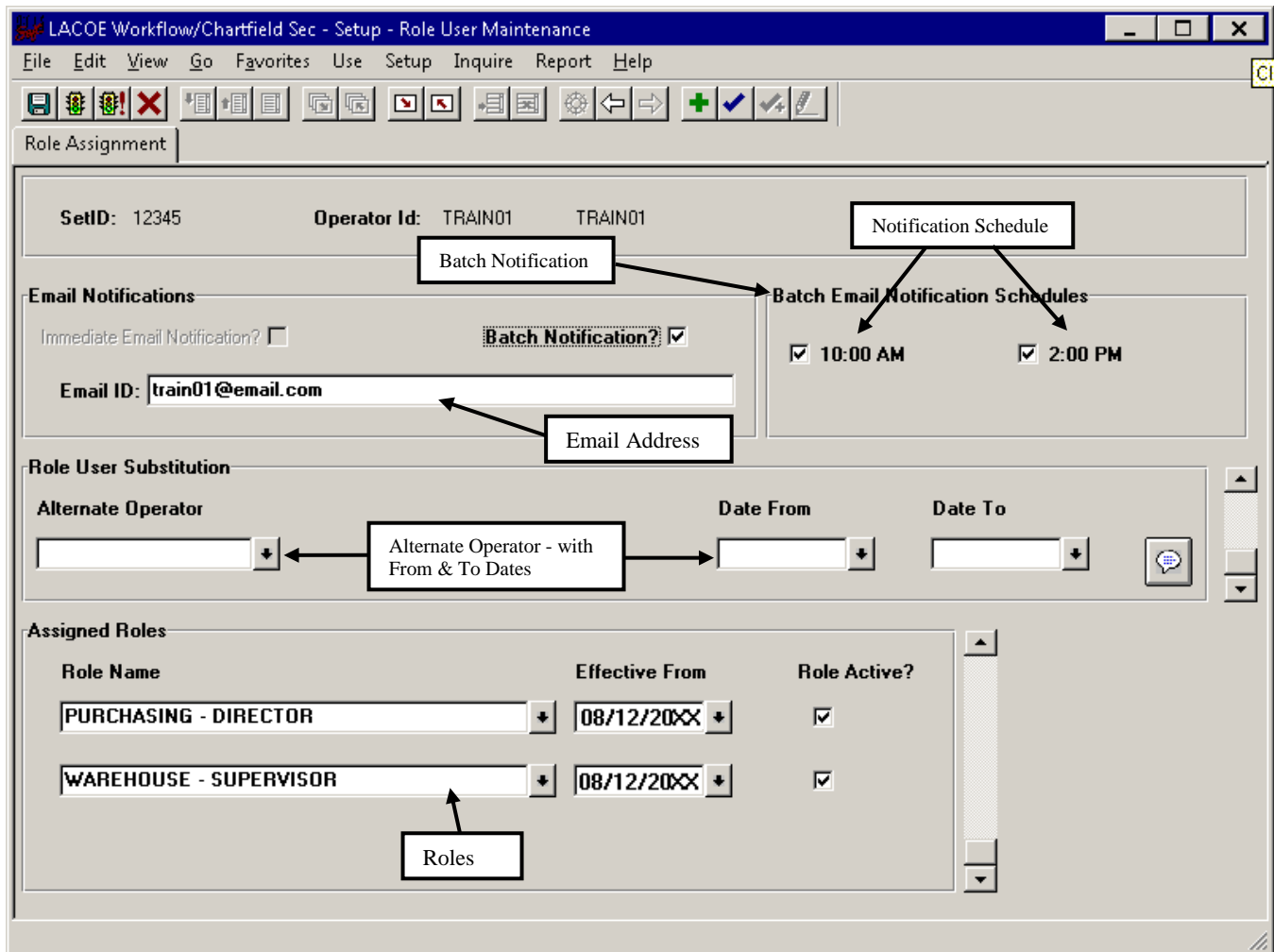
The **Batch Notification** box must be checked. If not checked, this user will not receive email notifications concerning documents that are waiting for his/her approval, or, documents that have been Denied/Reset (for Requesters only).

A **Notification Schedule** must also be selected. Email notification of any outstanding documents can take place at 10 AM, at 2 PM, or at both times.

An **Email ID** must also be entered. PeopleSoft requires this for routing notifications to Approvers, Buyers and Requesters (for acknowledging a Denied or Reset Document)

A **Role** needs to be assigned to every user in Workflow. A user can have more than 1 Role assigned to them. These Roles can have a specific **Effective Date**, and the Role's **Active** Status box for this user can either be checked, or not.

The **Alternate Operator** field, in conjunction with the **Date From** and **Date To** fields, is periodically used to identify a Workflow User that will be performing this users' Approval duties when they are away for a period of time. When entered, this information will override the established notification setup for this user, and the Alternate Operator will be notified instead. The Alternate Operator must already be set up in Workflow.

When finished, click **SAVE**.

> In the above example, Will Santos is the Director of Purchasing, so he will be assigned the Role of *PURCHASING – Director*.

Assigning the Same Role(s) to More Than One User

Some levels of Approval may require that a particular Role be given to more than one user.

For example: A School Site where documents can be Approved by either the Principal, **OR**, the Assistant Principal.

To accomplish this, simply assign the same Role to more than one user using the **Role User Maintenance** panel. The system will want to confirm that you are doing this intentionally (rather than by accident). As a result, the following WARNING message will appear when saving the panel.
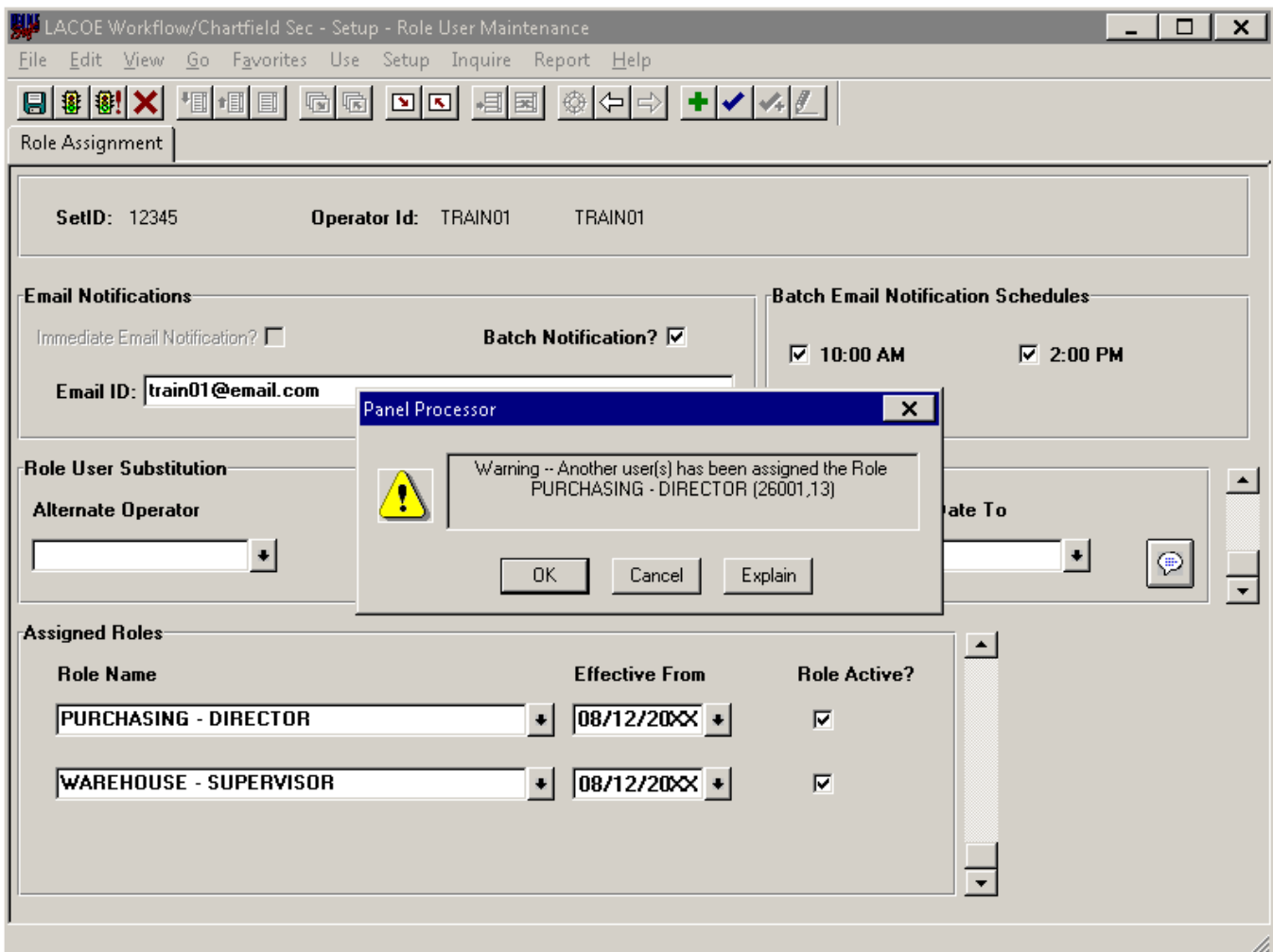
If this is correct, simply click **OK**.

Removing Role(s) From Users in Workflow

From time to time, users that are set up in Workflow will need to be removed from it for various reasons (*Leaving the District, Retirement, Promotion, Transfer, etc.*). When this occurs, the following steps need to be taken to ensure that the Approval Process for the District will continue to run smoothly.

All the necessary changes are made using the **Role User Maintenance** panel. The panel is displayed below, with a Sample user that needs to be removed. Three things are required – they are:

1. An **Alternate Operator** needs to be assigned to the user that is to be removed. This is important so that all documents currently waiting for this user's Approval can be re-directed to an alternate for handling. THIS IS TO BE DONE ONLY WHEN A PERMANENT REPLACEMENT APPROVER HAS NOT YET BEEN IDENTIFIED
    If this is not the case, skip item #1 and go directly to items #2 and #3.
2. The **Role(s)** that belong to the existing user, now need to be assigned to a different user. All new documents created and sent to Workflow for the existing user will now be forwarded to the new user instead. **If the new user is not in Workflow, and new to PeopleSoft, they will need to be added to Workflow using this same panel in __Add__ mode**.
3. The **Role(s)** for the existing user need to be inactivated. This will prevent any new documents that are created and sent to Workflow from being routed to this user.

REMEMBER: Inactivating a User in PeopleSoft through Security, does NOT automatically Remove/Inactivate that User from Workflow. You will still need to do that.
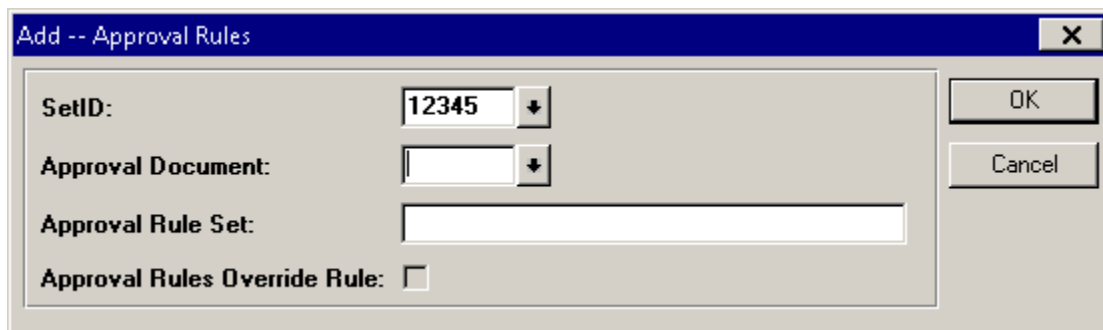
Approval Rules

This panel will establish the Approval Rules and Parameters for all Document Workflow, and will link them to Roles that were previously created. Since these Roles have already been linked to User IDs, this will complete the Approval Chain necessary for Workflow - from Role, to Rule, to User.

Navigation Steps

Menu: *Go*────▶ Administer Procurement────▶ LACOE Workflow/ChartField Sec
        Setup────▶ Approval Rules────▶ Add
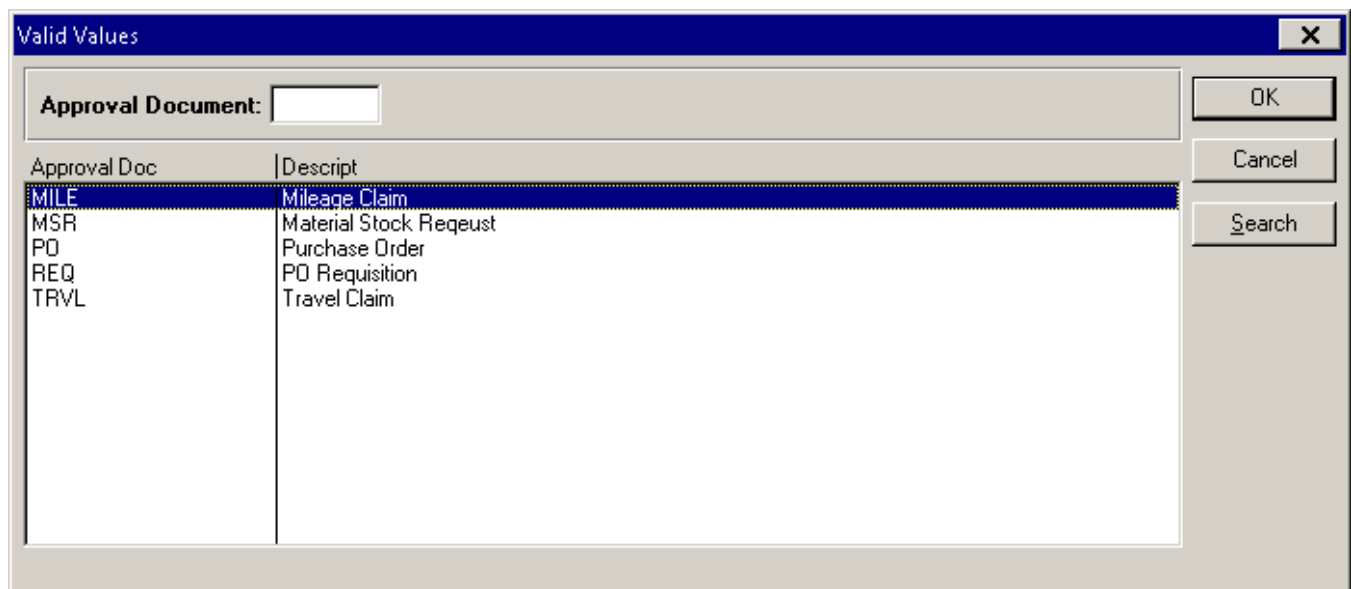
The following Add panel will appear.

```
┌─ Add -- Approval Rules ─────────────────────────────── [×] ─┐
│                                                             │
│   SetID:                  [12345  ▼]         ┌──────────┐   │
│                                              │    OK    │   │
│   Approval Document:      [       ▼]         └──────────┘   │
│                                              ┌──────────┐   │
│   Approval Rule Set:      [              ]   │  Cancel  │   │
│                                              └──────────┘   │
│   Approval Rules Override Rule:  ☐                          │
│                                                             │
└─────────────────────────────────────────────────────────────┘
```

To create an Approval Rule, both the ***Approval Document*** and the ***Approval Rule Set*** need to be identified. To select an Approval Document, simply click on the drop down arrow and select from one of the 5 document types listed (*see below*). Even though there are 5 listed, <u>Mileage</u> and <u>Travel</u> are currently not available to districts. For this exercise we will be using the REQ (Requisition) document type.

```
┌─ Valid Values ──────────────────────────────────────── [×] ─┐
│                                                              │
│   Approval Document: [          ]            ┌──────────┐    │
│                                              │    OK    │    │
│   Approval Doc   │Descript                   └──────────┘    │
│   ┌──────────────────────────────────────┐  ┌──────────┐    │
│   │MILE         │Mileage Claim            │  │  Cancel  │    │
│   │MSR          │Material Stock Reqeust   │  └──────────┘    │
│   │PO           │Purchase Order           │  ┌──────────┐    │
│   │REQ          │PO Requisition           │  │  Search  │    │
│   │TRVL         │Travel Claim             │  └──────────┘    │
│   │                                       │                  │
│   │                                       │                  │
│   │                                       │                  │
│   │                                       │                  │
│   │                                       │                  │
│   │                                       │                  │
│   │                                       │                  │
│   └──────────────────────────────────────┘                  │
│                                                              │
└──────────────────────────────────────────────────────────────┘
```

Since identifying an Approval Document is required to create an Approval Rule, districts that use Workflow to approve both Requisitions (REQ) and Material Stock Requests (MSR) will need to create Rules for both.

The *Approval Rule Set* is the Name given to the Rule (up to 30 characters). In the example below, the Name given is the same as the Role that was created earlier. <u>In most cases, the Role name and the Rule name should be the same – to avoid confusion.</u>

Add -- Approval Rules

SetID:	12345 ▾	OK
Approval Document:	REQ ▾	Cancel
Approval Rule Set:	PRINCIPAL - Cabrillo H.S.	
Approval Rules Override Rule:	☐	

Click **OK**. The following panel will appear.

LACOE Workflow/Chartfield Sec - Setup - Approval Rules

File   Edit   View   Go   Favorites   Use   Setup   Inquire   Report   Help

Approval Rules

SetID: 12345   Approval Document: REQ

Approval Rule Set: PRINCIPAL - Cabrillo H.S.

Description

Active **OR** Inactive

Description: LEVEL 10 - Principal Approval   RuleSet Active? ☑

Include Amount Approvals? ☐

Selects field combinations to be approved

Field Reference Name	Range From	Range To
SCHOOL/LOCATION ▾	0030000	0030000

Fields and Value Ranges

Specify Roles, Routes and Approval Amounts

Role Name		Appr Level#	Max Approval Amount
PRINCIPAL - CABRILLO H.S. ▾	Roleuser List	1	

Role(s)

User Name **OR**
Pushbutton to see list

Approval Level

The **Description** field is optional and allows the District Workflow Administrator to enter text describing the Rule.

The **RuleSet Active?** checkbox is used to Activate or Inactivate Rules in Workflow. Inactive Rules (Blank) are not considered when developing the Approval Matrix for a document.

The middle section of the panel is used to identify **Fields** in PeopleSoft, and a **Range** of values for that field, that will trigger an Approval routing. Clicking the pull-down will list all the Fields currently available in Workflow (*see below*).
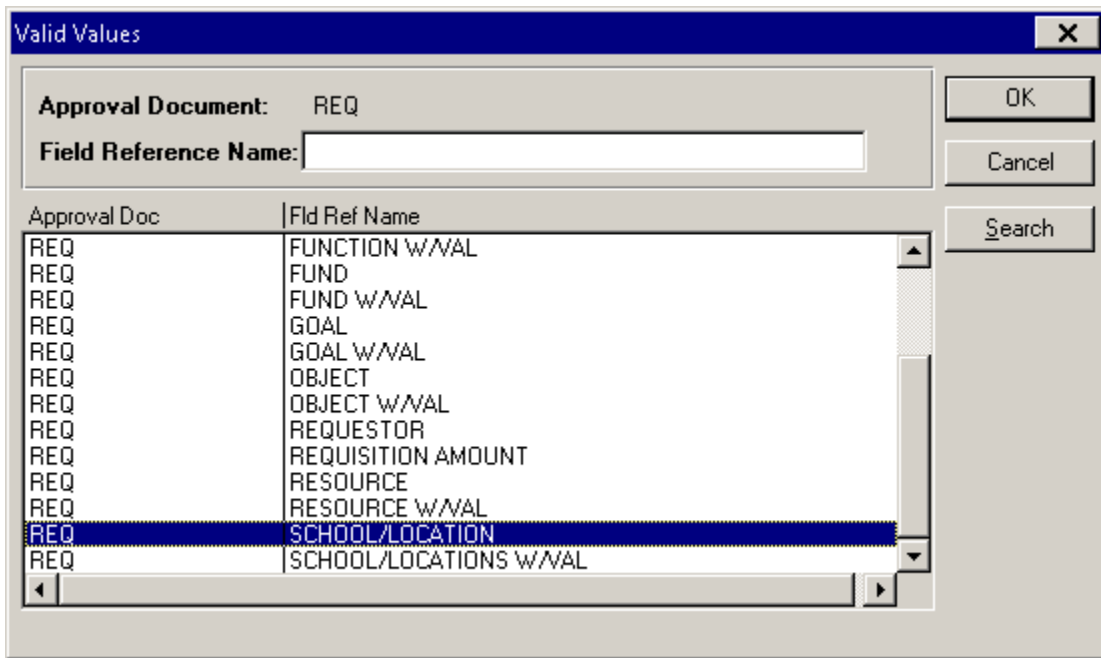
In this example, the Rule is for the School Administrator of Cabrillo High School. All documents coming out of Cabrillo H.S. will be using a School/Location Code of *0030000* in their account string, and need to be approved by either the Principal or Vice Principal.

The lower section of the panel is where the Rule is linked to a **Role**, which in turn is linked to a user. To the right of the Role is where the name of the Approver will appear. In this case, however, since there are 2 possible Approvers (Principal or Vice Principal) the **Roleuser List** pushbutton appears instead. Clicking the pushbutton will display the list of Approvers for this Rule (*see following panel*).
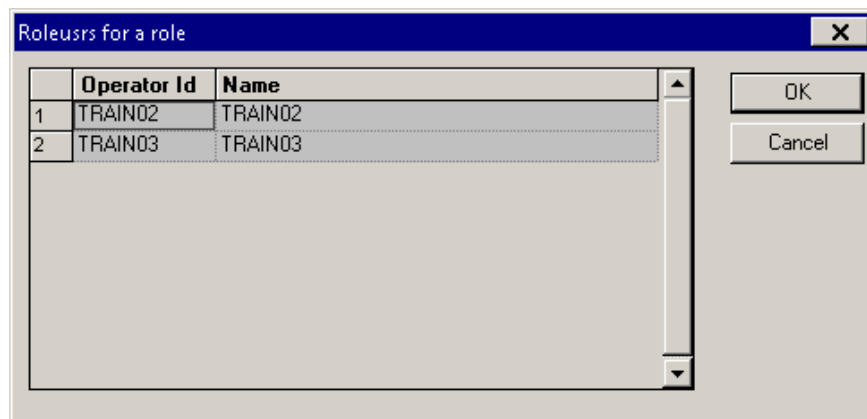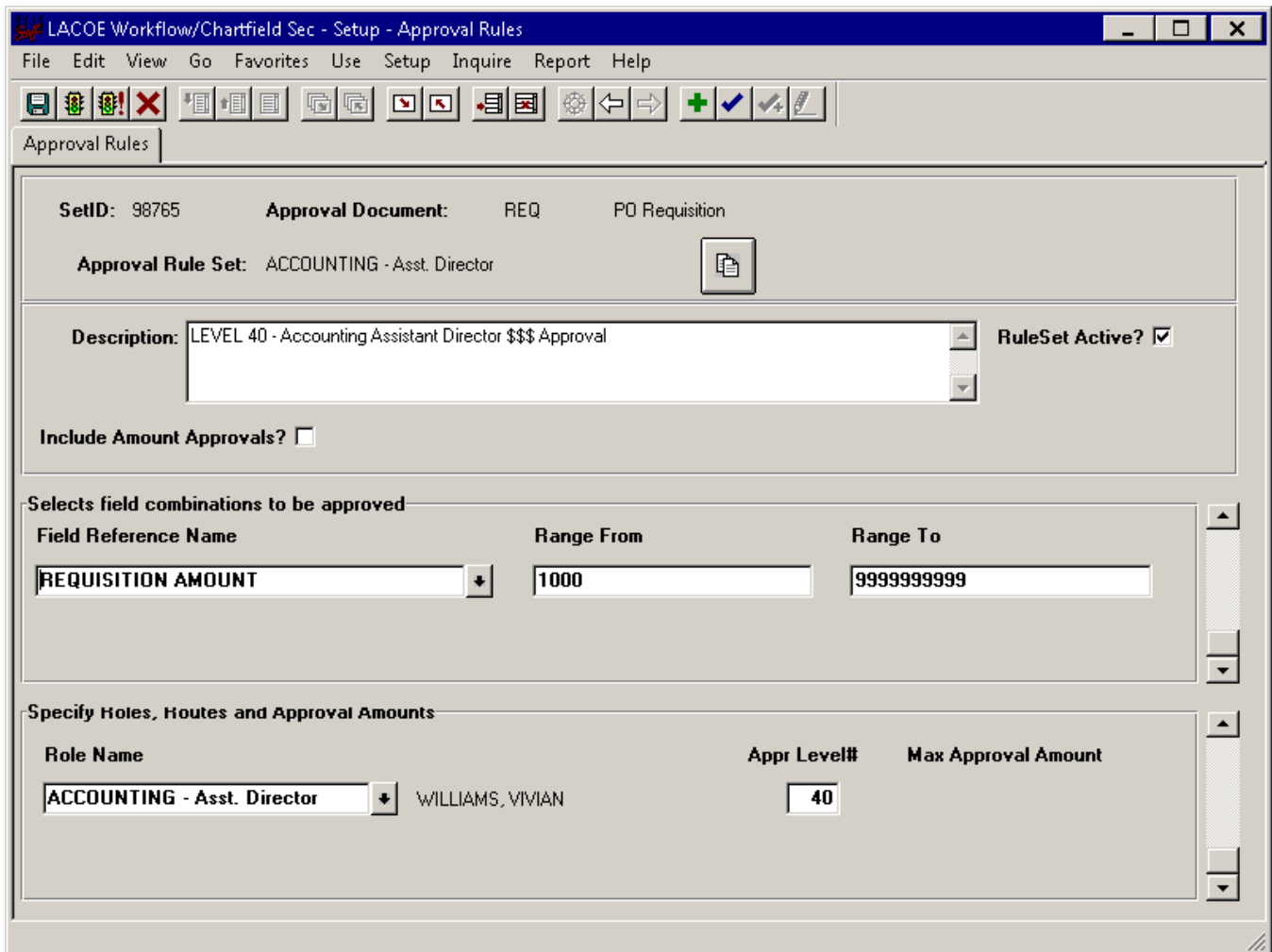
The **Approval Level** also needs to be specified at this time. The Workflow for our sample district requires a Level 10 for the PRINCIPAL – Cabrillo H.S. Rule.

When finished, click **SAVE**.

It is recommended that Rule Levels be in increments of 10. This will allow for the insertion of additional rules if district document approval requirements change.

Below are a couple of additional examples of the variations available when creating Rules.

The above panel displays the setup required for the ACCOUNTING – Asst. Director Rule. In this case, the Requisition Amount *Field* is selected, and a *Range* given that will cause ALL Requisition documents over $1,000 to stop at this Rule. The Role and Approval Level have also been appropriately selected.

The above panel displays the setup required for the <u>ACCOUNTING – Technician</u> Rule. In this case, the <u>Fund</u> *Field* is selected, and a ***Range*** (00.0 to 99.9) given that will cause ALL Requisition documents to stop at this Rule. The Role and Approval Level have also been appropriately selected.

Resetting a Document

There will be times when a district Workflow Administrator (DWA) will need to take a document that is currently in Workflow, and **pull it out** of Workflow prior to Final Approval – this is called <u>Resetting</u>. The document will be as if it was never sent to Workflow.

> Since both the DWA and the Workflow Initiator have this capability,
> the following instructions are included in both sections. *The DWA for ALL Sites,
> and the Initiator for those Site(s) authorized.*

The DWA may need to do this for a couple of reasons:

- The Approval Parameters were incorrectly built during the Workflow Setup process – resulting in an <u>Invalid</u> Approval Matrix for the document.
- District Approval Requirements have changed, leaving some documents in Approval limbo.

> **REMEMBER:** If NOT ultimately Canceled, the document must <u>again</u> be forwarded to Workflow
> for Approval – after modifications take place.

<u>Navigation Steps</u>

Menu: *Go* ⟶ Administer Procurement ⟶ LACOE Workflow/ChartField Sec
Inquire ⟶ Requisition Approval ⟶ Req Approval History
Purchase Order Approval ⟶ Approval History
MSR Approval ⟶ Approval History

Select one of the 3 document types to view (Requisition for this exercise).

The following panel will appear.

Once a Requisition is selected from the above search list, the panel below will appear.

WF Reset pushbutton
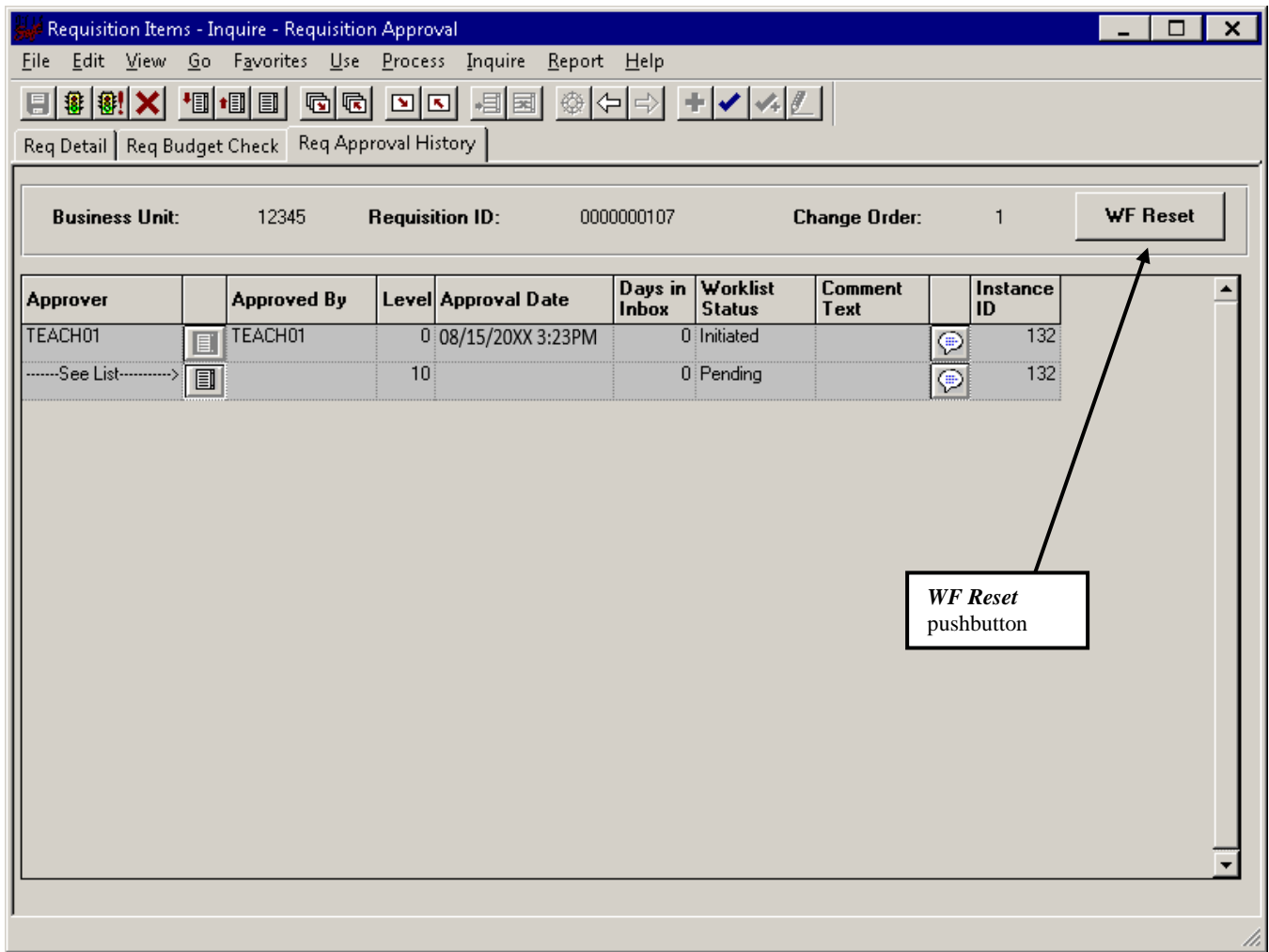
To reset this document, click on the Workflow Reset pushbutton (**WF Reset**). The following message will appear to confirm the action.
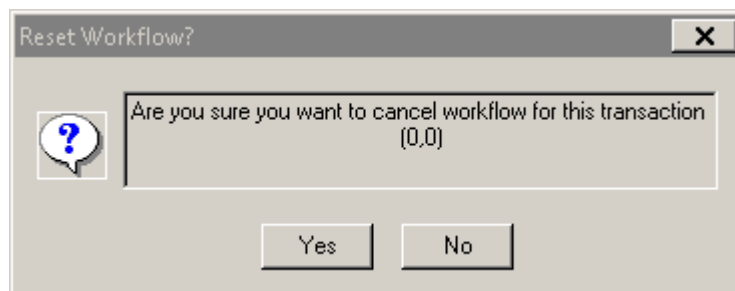
Click **YES**.

The panel displaying the Approval Matrix will be updated (*see next page*) with information indicating that the document was reset by the DWA.
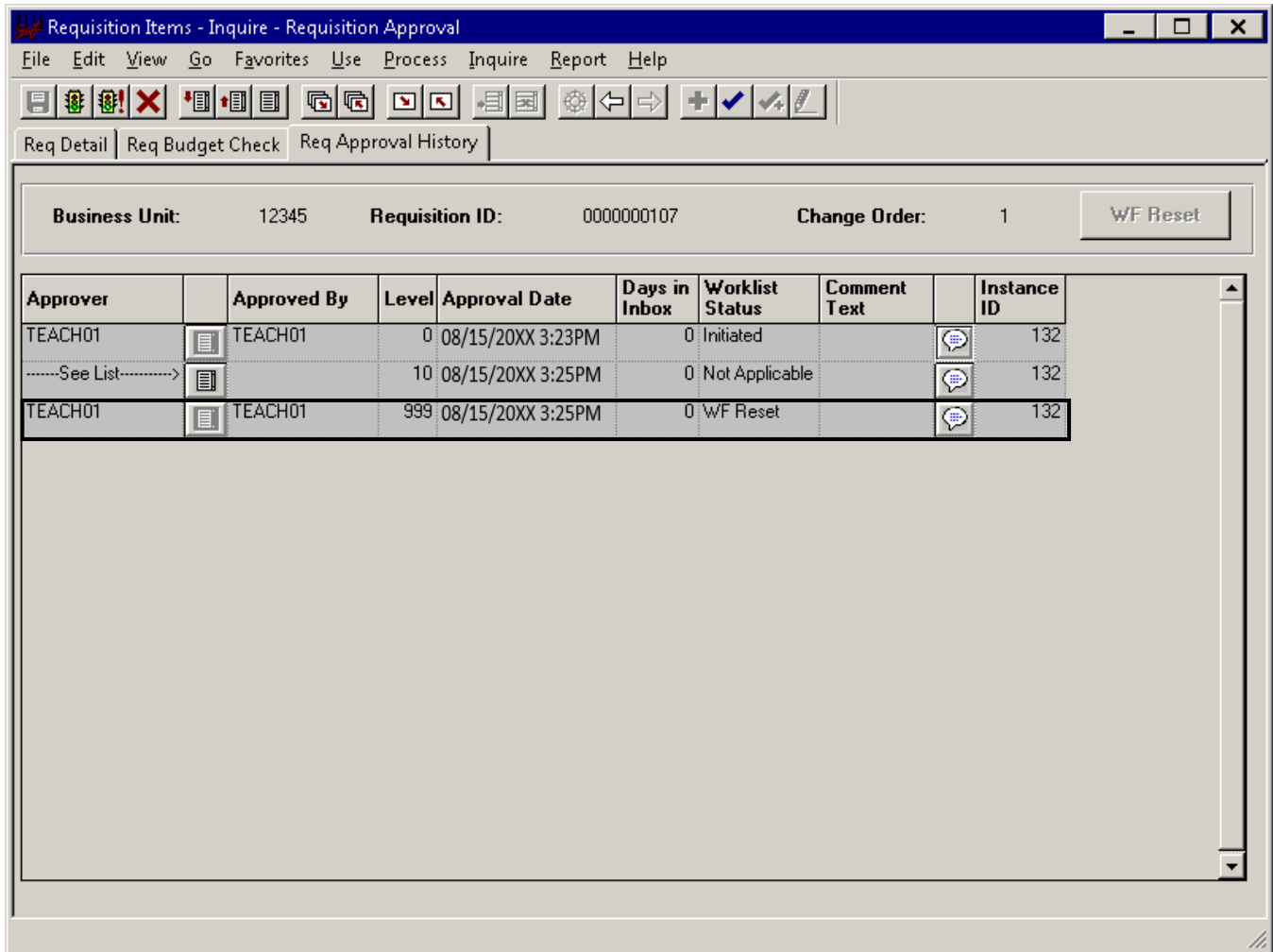
At this point, the DWA is now able to make the necessary changes to the district's Workflow Setup, and re-submit to Workflow all the reset documents.

Just as with a Denial, an e-mail notification is also sent to the Document Initiator when a document has been Reset.

District Workflow Initiator

Required PeopleSoft Security Class: **POREQ** (for Requisitions)
                                    SPBUYER/POBUYER (for POs)
                                    INSITE (for Material Stock Requests)

The duties and responsibilities of the District Workflow Initiator include:
- Responsible for creating Workflow Documents (*listed above*).
- Responsible for sending documents to Workflow.
- Responsible for monitoring documents in Workflow.
- Responsible for Canceling/Resetting documents out of Workflow.
- Responsible for Acknowledging Denied documents.
- Responsible for notifying district Workflow Administrator of any changes in Approvers.

In order for a document to move through the Workflow Approval process, it must first be initiated by the user who created it. For the 3 different document types, this is done immediately AFTER:

- **Requisitions** and **POs**   Edit and Budget Check
- **Material Stock Requests**   Save

Requisitions and POs must have a valid Budget Check prior to being sent to Workflow for Approval. This ensures that the account string(s) are valid and sufficient funding is available. Material Stock Requests are processed differently whereas Budget Checking occurs after the requested items have been shipped from the Warehouse to the Site. However, at the time the MSR is saved, a preliminary validation of the account string(s) and fund availability takes place to ensure that the actual Budget Check will not fail.

Sending a Document to Workflow

The following instructions will detail the steps necessary to send a document to Workflow.

> To avoid redundancy, even though there are 3 distinct document types that can be forwarded to Workflow (Requisitions, POs and Material Stock Requests), **these instructions will be primarily focusing on the Requisition panels and navigation**.

Documents are sent to Workflow via the ***Send Req/PO/MSR for Approval*** pushbutton. This pushbutton will become active only AFTER a valid Edit and Budget Check for both Requisitions and POs, and a valid Save for Material Stock Requests (MSRs). For districts that are not using Workflow to approve documents online, this pushbutton will always be Gray. *See the following panels.*

For Requisitions:
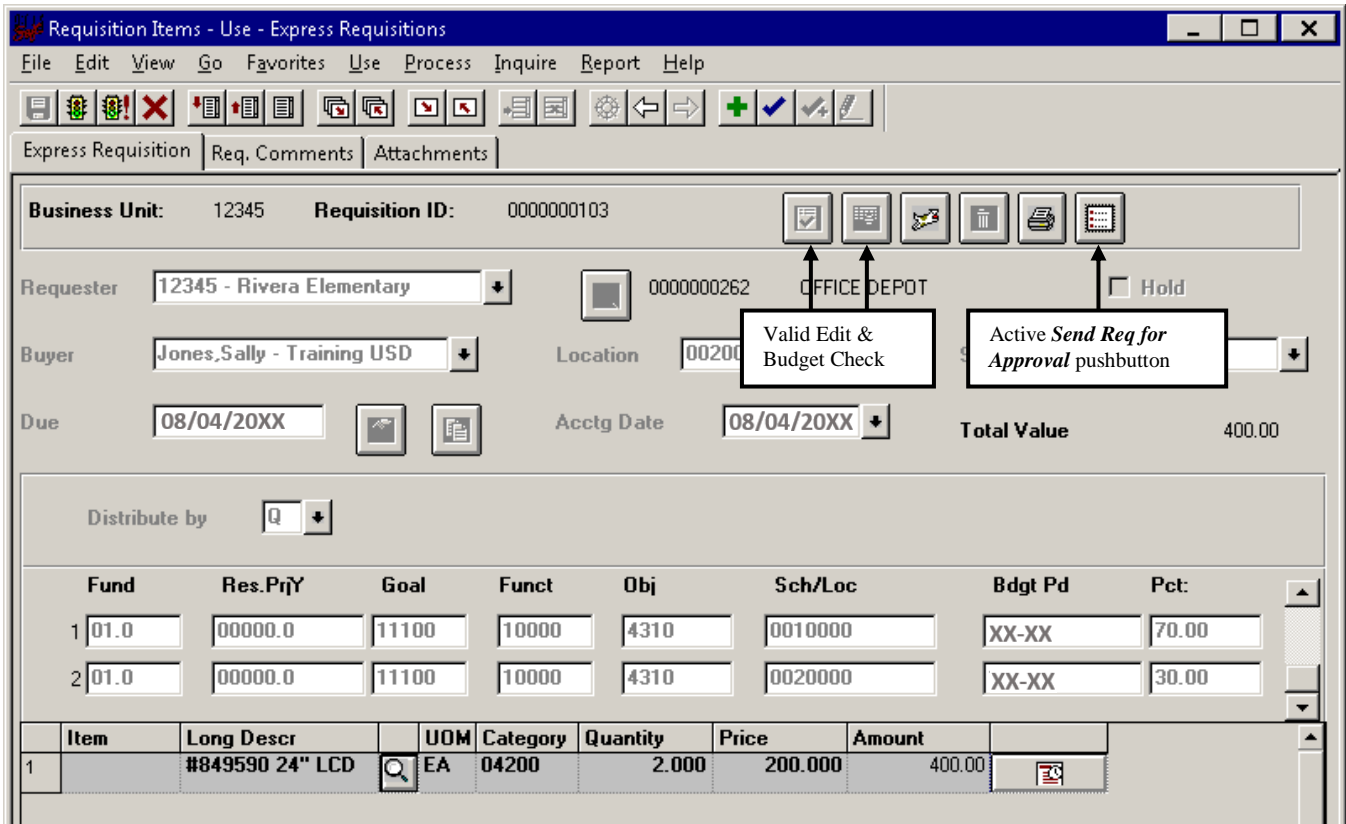
The Express Requisition panel shows active pushbutton after valid Edit and Budget Check (**Above**).

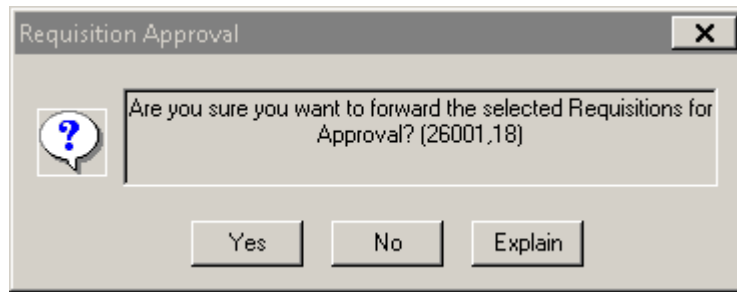The Regular Requisition panel after valid Edit and Budget Check is shown below.
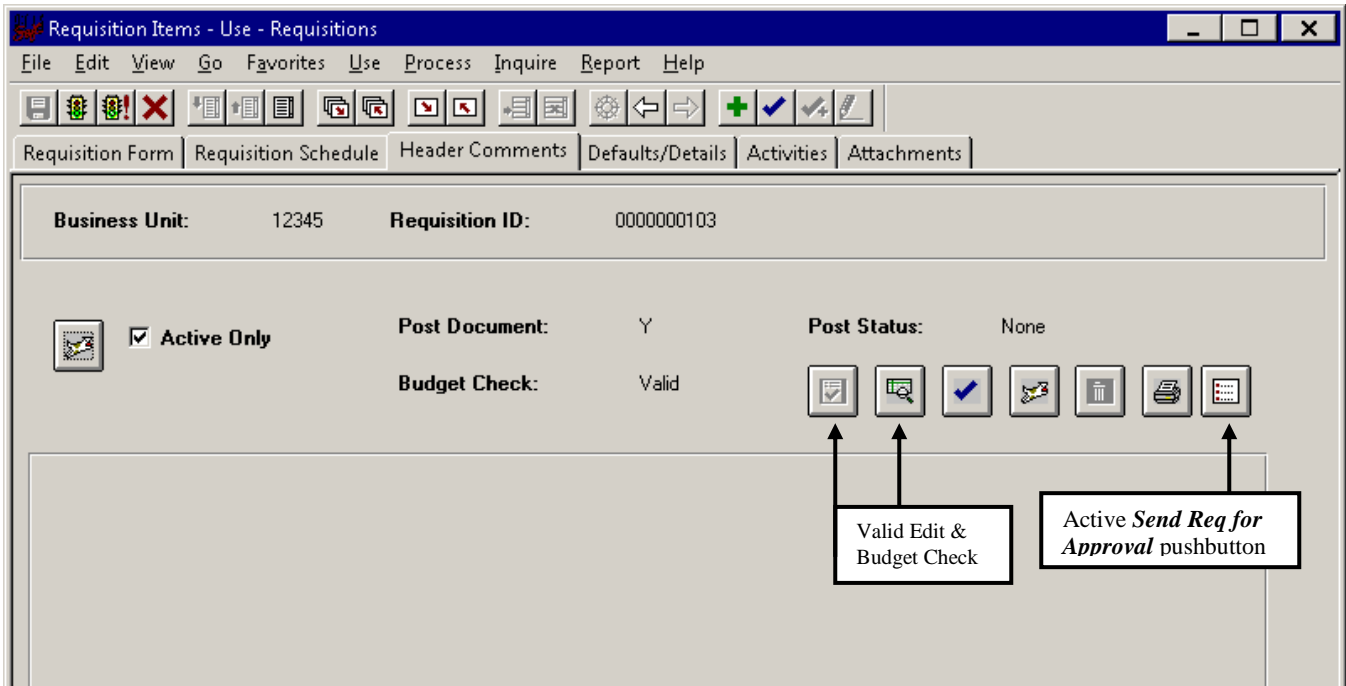
For POs:
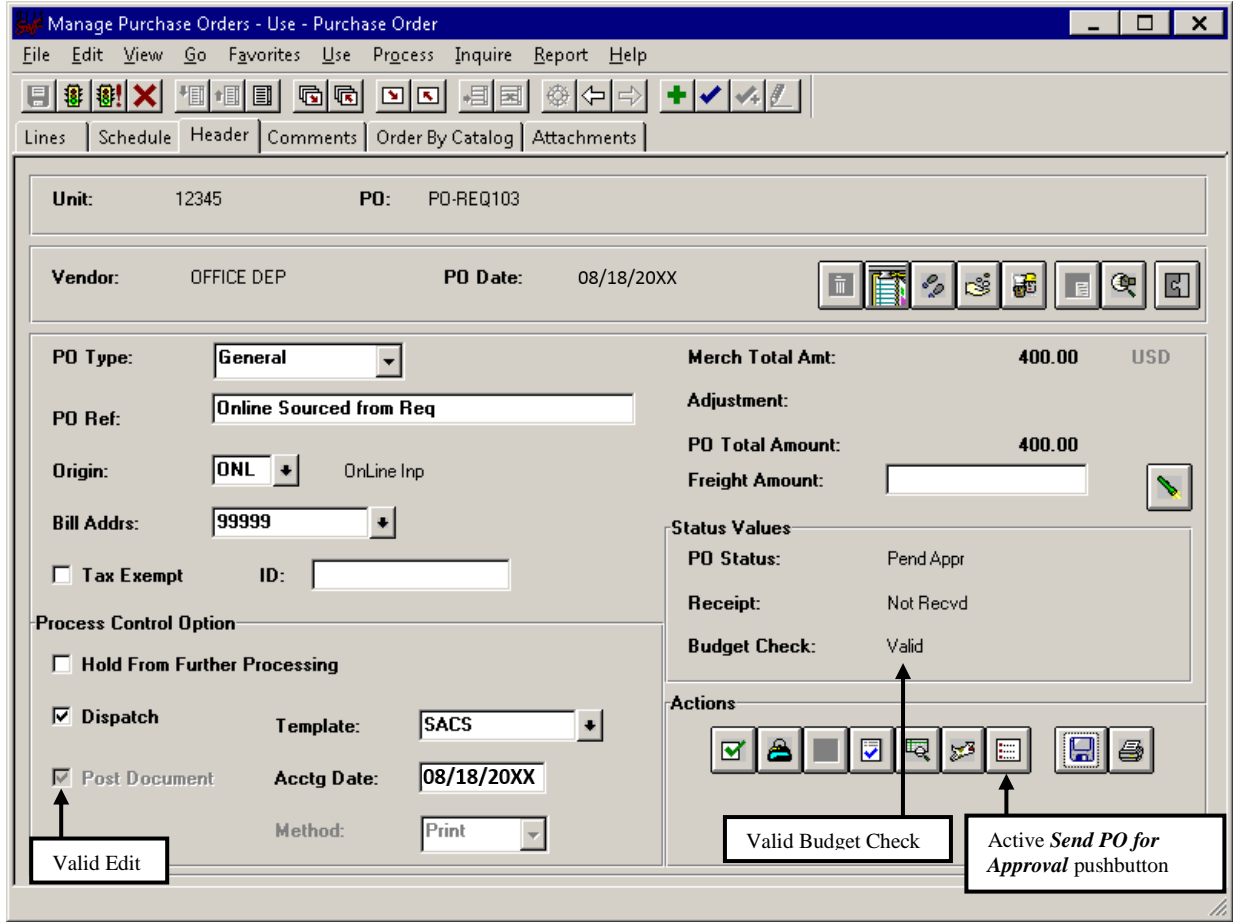
For Material Stock Requests: (<u>Valid Edit and Budget Check are NOT required</u>)
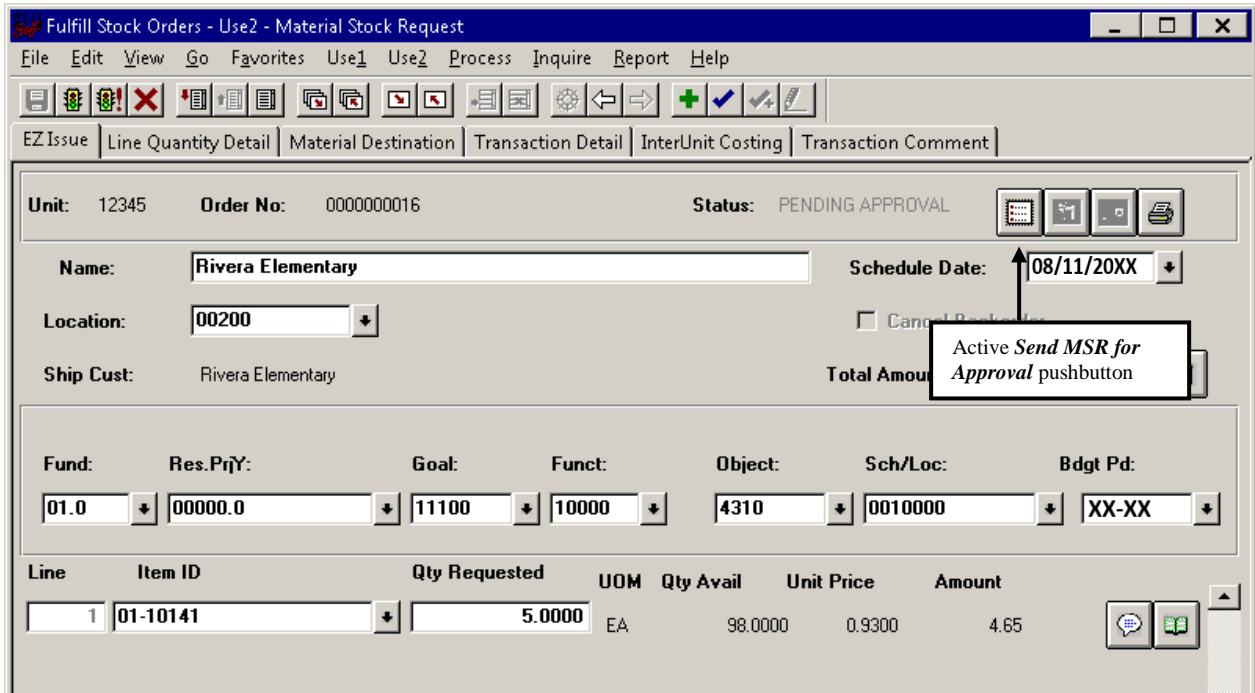
When the corresponding pushbuttons for each of the 3 different document types are clicked, and the documents are about to be sent to Workflow, the message below will appear asking for confirmation.
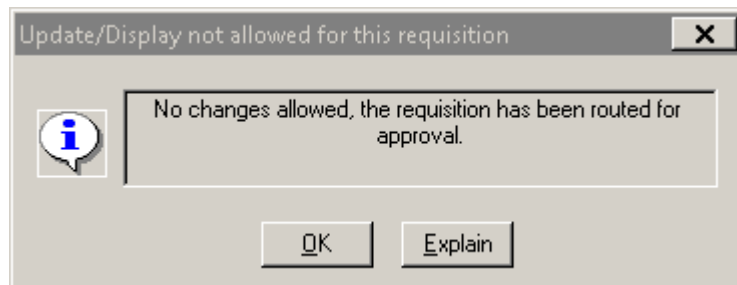
Requisition Approval ☒

(?) Are you sure you want to forward the selected Requisitions for Approval? (26001,18)

| Yes | No | Explain |

Click **YES**. The selected document is now in the Workflow Approval process.

Once a document is sent to Workflow, the system will create an Approval Matrix for that document based on the district Approval Parameters developed by the district Workflow Administrator.

Until the Requisition, PO, or Material Stock Request in Workflow is either fully *Approved*, or *Denied*, the document CANNOT be accessed by the Initiator for modifications.

The following error message will appear when an Initiator tries to pull up a document in Update/Display mode that is currently in Workflow:

Update/Display not allowed for this requisition ☒

(i) No changes allowed, the requisition has been routed for approval.

| OK | Explain |

When a district has Workflow turned on for their online document Approval, all documents created will have a **Pending Approval** Status. Only AFTER a document has been fully Approved in Workflow, will the document Status change to **Approved**.

Monitoring the Approval Process

Initiators have the capability in Workflow to monitor the documents that they created and submitted for Approval. The following Navigation(s) will enable an Initiator to track the Approval Progress for the 3 document types:

Navigation Steps

Requisitions

> **Menu:** *Go* ⟶ Administer Procurement ⟶ Requisition Items
> *Inquire* ⟶ District Requisition Details ⟶ Req Approval History

Purchase Orders

> **Menu:** *Go* ⟶ Administer Procurement ⟶ Manage Purchase Orders
> *Inquire* ⟶ Purchase Order ⟶ Approval History

Material Stock Requests

> **Menu:** *Go* ⟶ Control Inventory ⟶ Fulfill Stock Orders
> *Inquire* ⟶ MSR Approval ⟶ Approval History

The following panel will appear to select a document for monitoring (a Requisition in this case).

Once a document is selected from the above Search list, the following *Req Approval History* panel will appear:
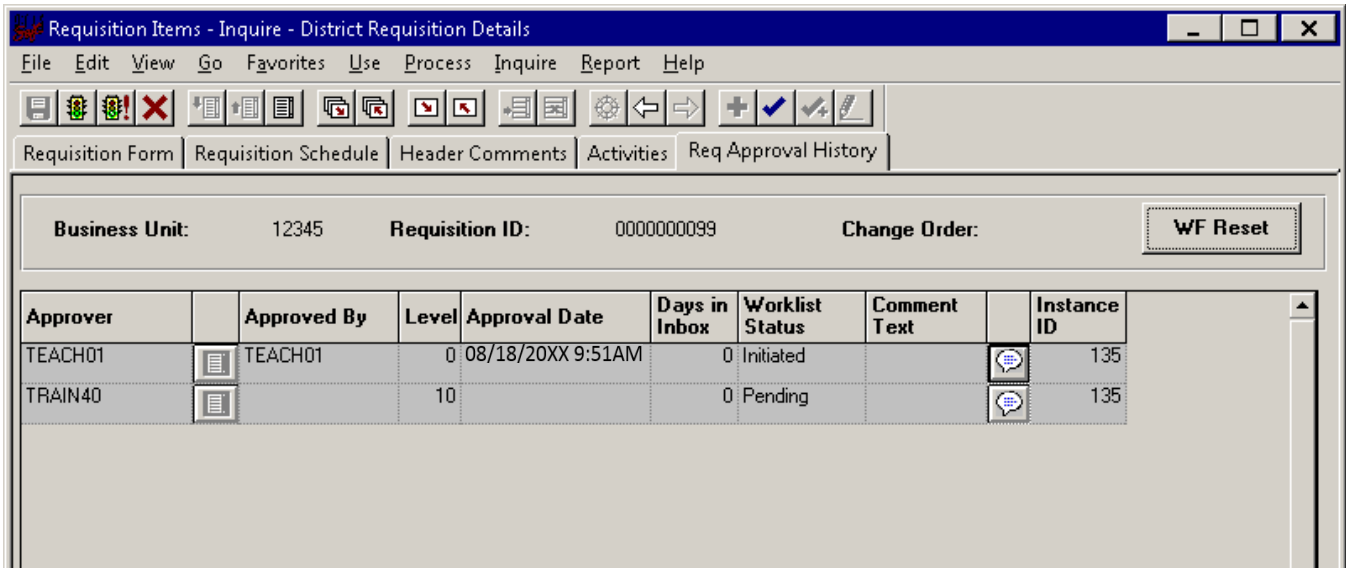
This is the panel of greatest interest to most Initiators when monitoring their documents currently in Workflow. It displays the entire <u>Approval Matrix</u> for the document – from document initiator to Final Approver. **From left to right**, the following information can be viewed:

- The name of the person responsible for an Approval/Denial at each level – **Approver**.
- A **pushbutton** to see <u>all</u> Approvers at each level. Active only when multiple Approvers exist.
- The person who performed the actual Approval or Denial – **Approved By**.
- The order of the required Approvals for this document – **Level#**.
- Date and time stamp for every Approval or Denial, at each level – **Approval Date**.
- Number of days that NO action has taken place at each level – **Days in Inbox**.
- Status of the document approval at each level – **Worklist Status**.
- Partial text of comments entered at each level – **Comment Text**.
- A **pushbutton** to view entire Comment text entered at each level.
- A numerical representation of the internal PeopleSoft transaction that moved this document to Workflow – **Instance ID**.

Based on the date and time stamp, an Initiator can easily determine the level at which a document has stalled.

The above example displays a document that will need to go through 6 levels of Approval (<u>level 0 is the initiator, and not considered to be an actual Approval level</u>). The number of Approval levels will vary from one document to another.

An e-mail notification will be sent to the Initiator when a document has been Denied. No such notification is made when a document becomes fully Approved.

Resetting a Document

There will be times when an Initiator will need to take a Document that is currently in Workflow, and **pull it out** of Workflow prior to Final Approval – this is called <u>Resetting</u>. The document will be as if it was never sent to Workflow.

The Workflow Initiator may need to do this for a couple of reasons:

- A change needs to be made to parts of the original document. Some items need to be added/increased on the document, while others may need to be removed/decreased from the document.

- The entire Document is no longer necessary, and will be canceled after Resetting.

> **REMEMBER:** If NOT canceled, the document must <u>again</u> be forwarded to Workflow for Approval – after modification.

<u>Resetting</u> is done using the same panel we just discussed – so the Navigation for the 3 document types will be the same as on Page 71. *Below is a copy of that same panel*.

WF Reset pushbutton

To reset this document, the Initiator will need to click on the Workflow Reset pushbutton (**WF Reset**). The following message will appear to confirm the action.

Reset Workflow?

? Are you sure you want to cancel workflow for this transaction (0,0)

[Yes]   [No]
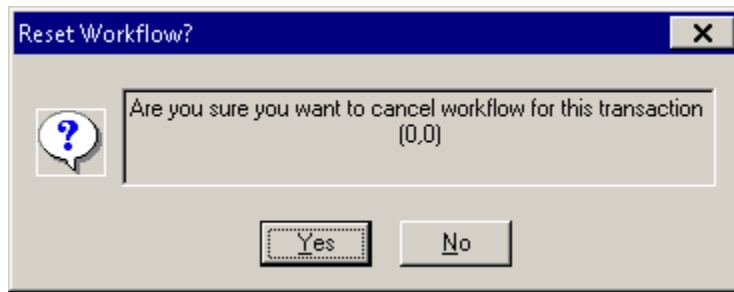
Click **YES**.

The panel displaying the Approval Matrix will be updated (*see below*) with information indicating that the document was reset by the Initiator.

Requisition Items - Inquire - District Requisition Details

File   Edit   View   Go   Favorites   Use   Process   Inquire   Report   Help

Requisition Form | Requisition Schedule | Header Comments | Activities | Req Approval History

| Business Unit: | 12345 | Requisition ID: | 0000000099 | Change Order: | WF Reset |

Approver		Approved By	Level	Approval Date	Days in Inbox	Worklist Status	Comment Text		Instance ID
TEACH01	📄	TEACH01	0	08/18/20XX 9:51AM	0	Initiated		💬	135
TRAIN40	📄		10	08/18/20XX 9:54AM	0	Not Applicable		💬	135
TEACH01	📄	TEACH01	999	08/18/20XX 9:54AM	0	WF Reset		💬	135

At this point, the Initiator is now able to make changes to the document, or cancel it.

Just as with a Denial, an e-mail notification is also sent to the Document Initiator when a Document has been Reset.

Acknowledging a Denied/Reset Document

When a document is Denied/Reset, an e-mail notification is sent to the original Initiator confirming the Denial/Resetting. However, just as Approvers need to go to their **Worklist** to process a document (Approve or Deny), Initiators also need to go to their <u>Worklist</u> to acknowledge the Denial/Resetting. If the Denial/Resetting is NOT acknowledged, the Initiator will continue to receive e-mail notifications about the Denial/Resetting for that document – until it is acknowledged.

> This is done to ensure that the Initiator has been properly notified of the action taken, and is now ready to make the necessary modifications to the document.

The following instructions will enable the Initiator to access and **Acknowledge** any documents that were Denied/Reset in Workflow:

<u>Navigation Steps</u>

Requisitions

    Menu: *Go* ⟶ Administer Procurement ⟶ Requisition Items
              Use ⟶ Worklist ⟶ Requisition

Purchase Orders

    Menu: *Go* ⟶ Administer Procurement ⟶ Manage Purchase Orders
              Use ⟶ Worklist ⟶ Purchase Order

Material Stock Requests

    Menu: *Go* ⟶ Control Inventory ⟶ Fulfill Stock Orders
              Use2 ⟶ Worklist ⟶ MSRs

The panel on the next page will appear. It will list all documents (Requisitions in this case) that have been Denied/Reset, but have not yet been <u>Acknowledged</u>.
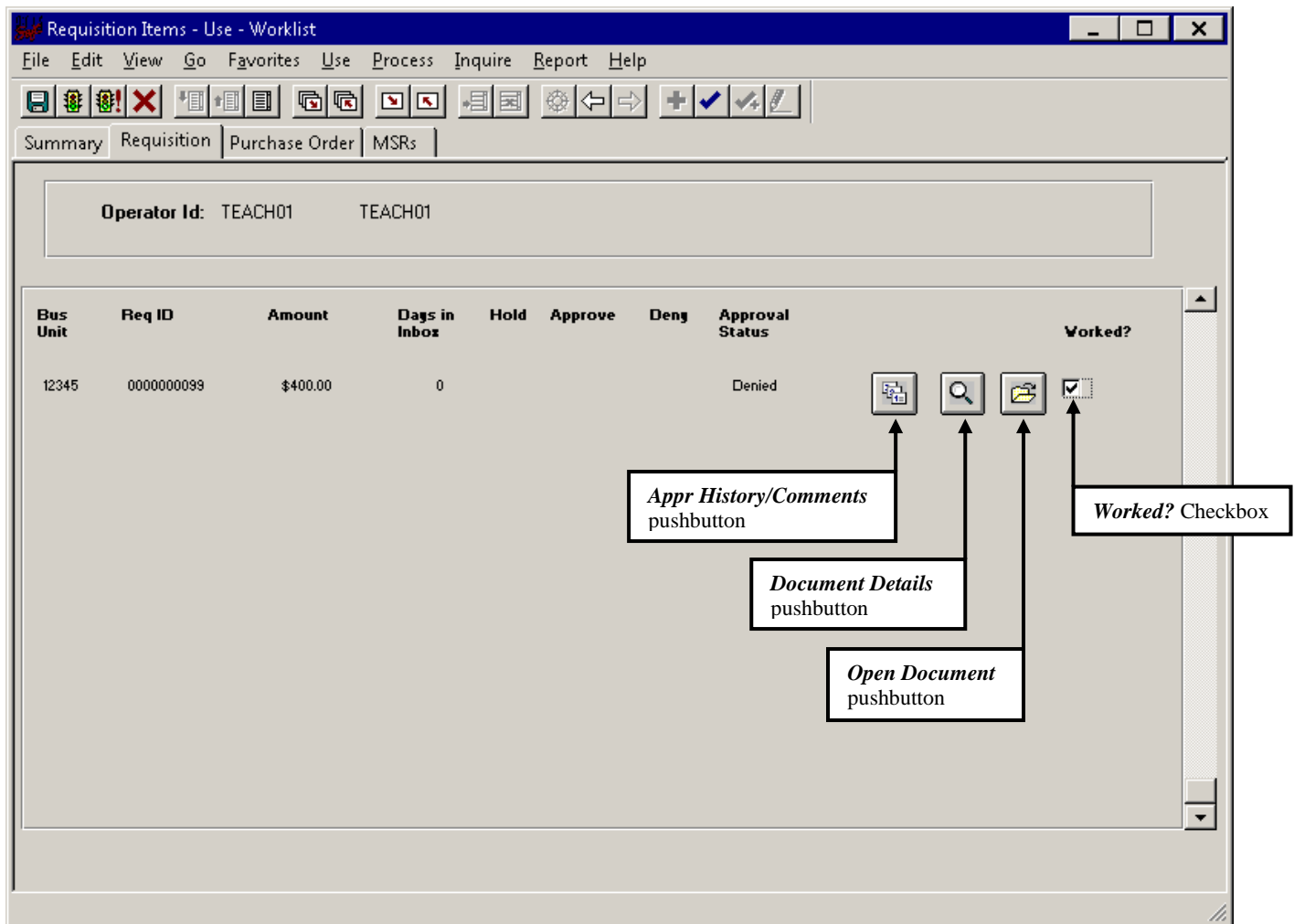
The three pushbuttons to the right of each document will enable the Initiator to view/access all additional information regarding the document. **From left to right**, they are:

1. The **Appr History/Comments** pushbutton will allow the Initiator to view the Approval Matrix and any Comments that were entered at each Approval Level.

2. The **Document Details** pushbutton will allow the Initiator to view the document (in Inquiry mode).

3. The **Open Document** pushbutton will allow the Initiator to go directly to the regular document panels (in Update/Display mode), and make any required Changes/Cancelations.

For the Denied/Reset document to be acknowledged, simply check the **Worked?** checkbox and Save the panel. Continued e-mail notifications concerning this document will now stop.

District Workflow Approver

Required PeopleSoft Security Class: **WFAPPROV**

The duties and responsibilities of the district Workflow Approver include:

- Responsible for monitoring personal Worklist and e-mail notifications for documents to Approve.

- Responsible for timely Approval/Denial of documents.

- Responsible for notifying district Workflow Administrator of any changes in Approvers and/or Rules.

Once a document has been created and sent to the Workflow Approval Process, designated district Approvers will be required to either Approve or Deny them. The criteria by which documents are forwarded to Approvers is determined by the Approval Matrix developed by the district Workflow Administrator. Documents that require Approval or Denial by an approver, will be forwarded to that approver and added to their Worklist. PeopleSoft will automatically notify an Approver via e-mail when they have documents sitting in their Worklist that have not yet been Approved or Denied. This is done twice daily (10 AM and 2 PM).

> LACOE recommends that Approvers NOT wait for the 10 AM and 2 PM notifications
> before accessing their Worklists – but that they do so PRO-actively.

Approving a Document in Workflow

The following instructions will enable an Approver to access, and Approve or Deny, any documents that are currently in their personal Workflow Worklist:

Navigation Steps

Menu: *Go* ⟶ Administer Procurement ⟶ LACOE Workflow/ChartField Sec
         Use ⟶ Worklist ⟶ Summary

The following panel will appear – displaying all documents that are currently in this Approver's Worklist awaiting some action to be taken. There are currently 3 document types that can be forwarded for approval to district Approvers – **Requisitions**, **POs**, and **Material Stock Requests**.

The *Summary* panel indicates that this Approver has a total of 3 Material Stock Requests, 1 PO, and 2 Requisitions waiting for his/her attention.
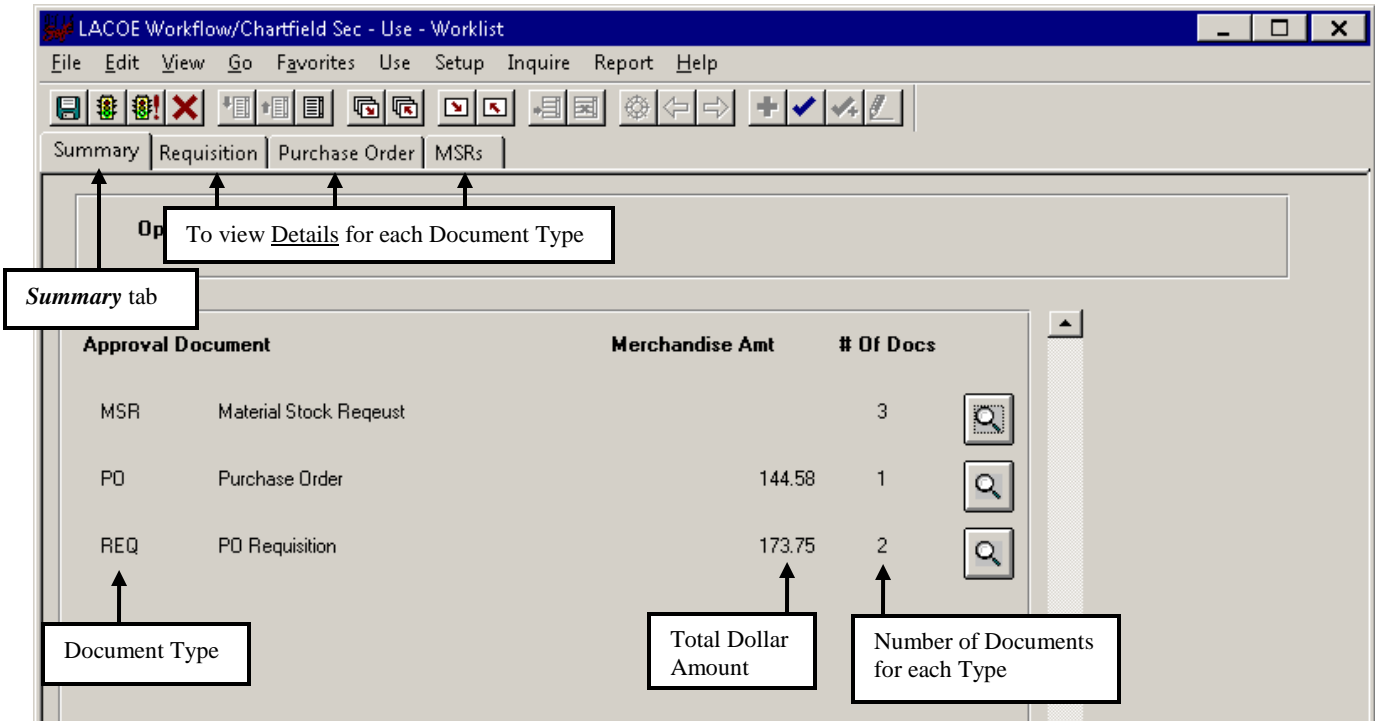
A district Approver may be so designated that he/she may have the authority to Approve all 3 document types. Other district Approvers may be set up so that they only approve one or two, but not all three.

Knowing that there are a number of pending documents, the Approver can now click on any one of the 3 *Detail* tabs to view the individual document information prior to Approval or Denial. Since all 3 Detail panels have the same functionality, we will focus only on the **Requisition** panel for the purpose of these instructions.
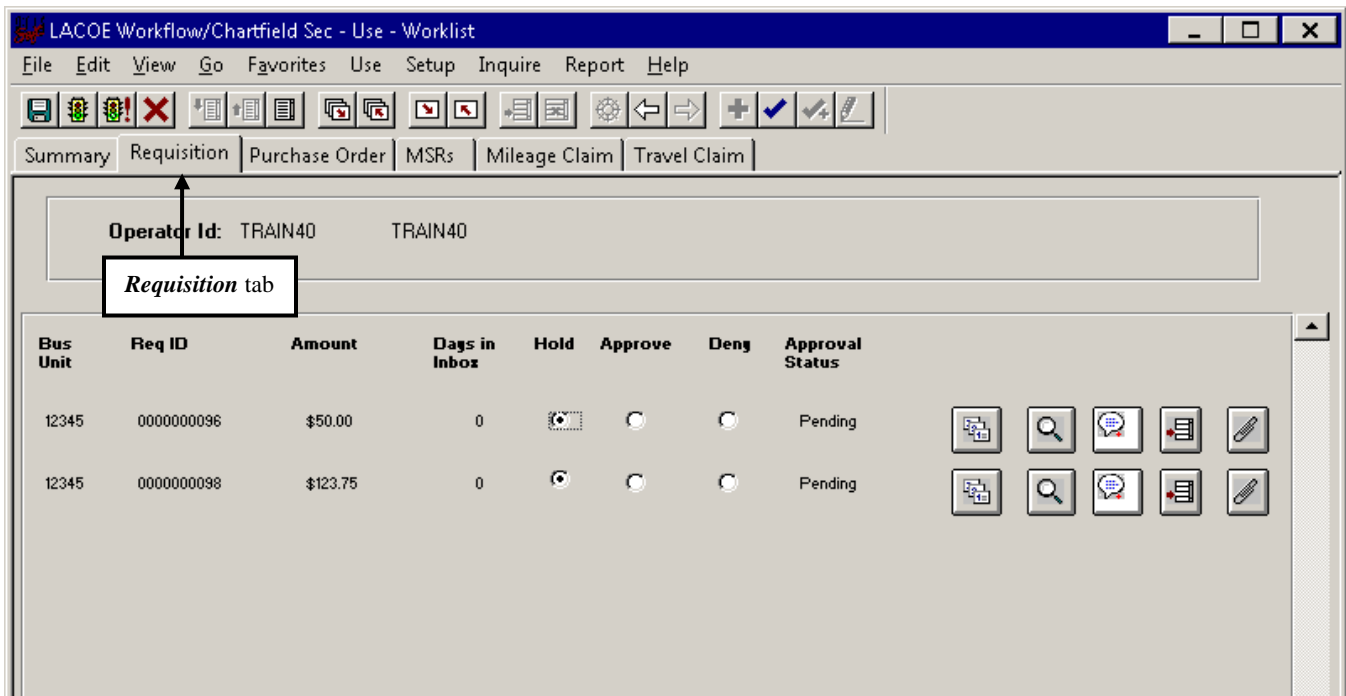
The **Req ID** column displays all the requisitions that are currently in this Approver's Worklist (inbox).

The **Amount** column displays the total dollar amount for each requisition.

The **Days in Inbox** column displays the number of days that this Approver has taken NO action on this requisition.

The **Hold**, **Approve**, and **Deny** Radio Buttons are for the Approver to use when deciding what action to take on each requisition. All documents to be approved will default to **Hold** when moving from one approval level to another. When a decision has been made on each requisition, the Approver will need to click on either Approve or Deny – to move the requisition to the next level or to send it back to the Initiator. The Approver can also leave the requisition on hold (if he/she is not ready to make a decision on the requisition).

The **Approval Status** column will usually display the word "Pending". Once Approved or Denied, the requisition will disappear from this panel.

There are also 5 pushbuttons to the far right of the panel – for each document.

Moving from left to right, the first is the **Appr History/Comments** pushbutton. When selected, the following panel will appear:

Comments pushbutton
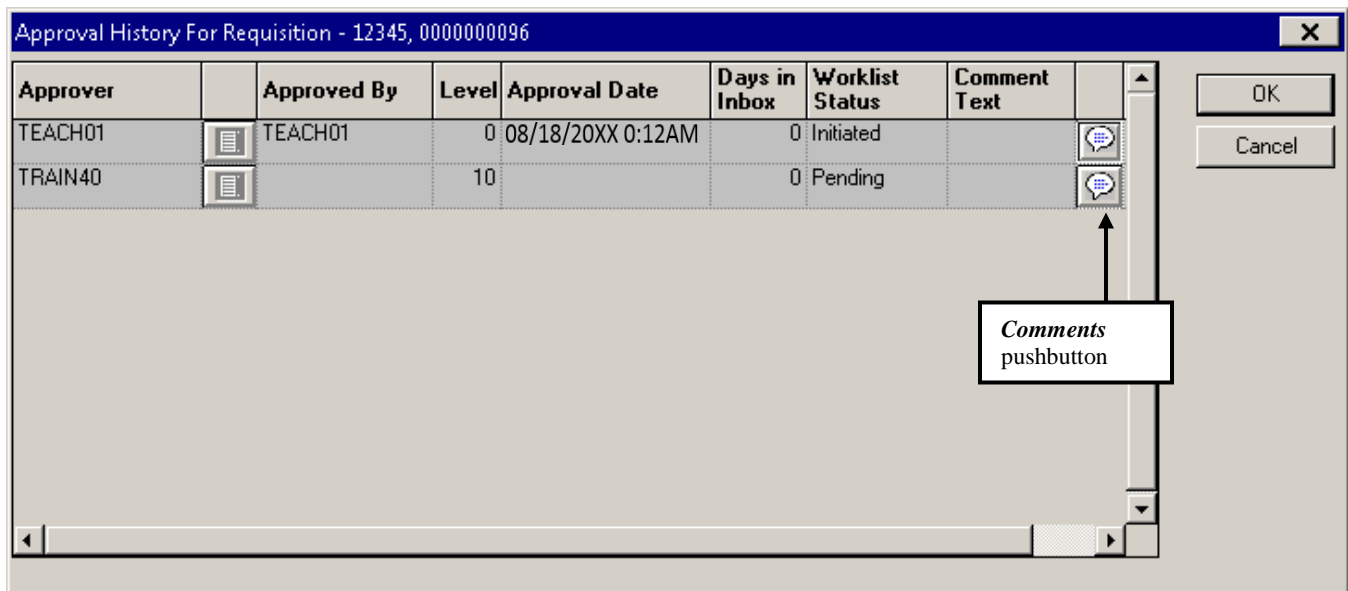
This panel will display the entire Approval Matrix for the document. It will tell the Approver: The names of all required Approvers for the document, their Approval Level, Date and Time stamp of each action taken, and the Current Status at every Level.

The **Comments** pushbutton at the far right will also allow the Approver to view any comments entered by other Approvers at their Level.

Next is the **Document Details** pushbutton. When selected, the following panel will appear:
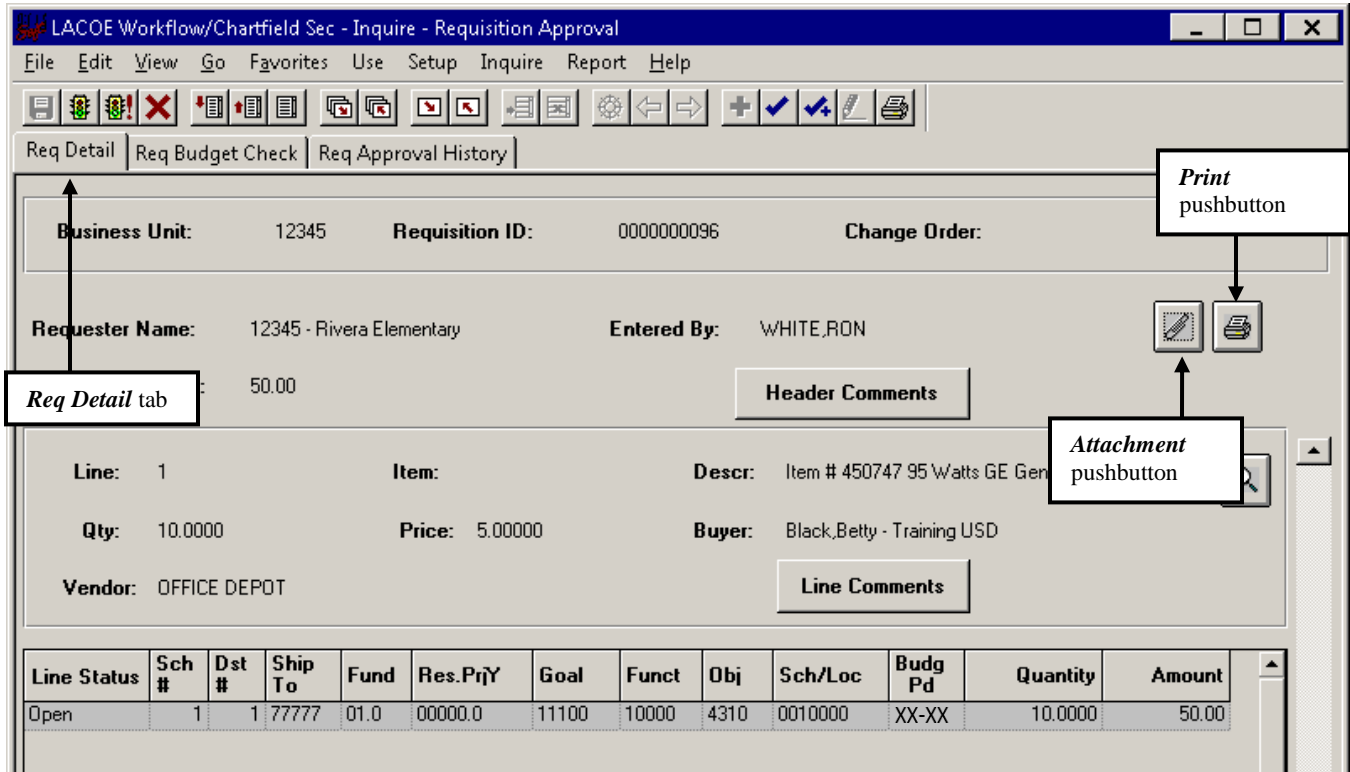
The *Req Detail* panel displays the document in Inquiry mode. Most information about the document can be viewed on this panel (Line Items, Descriptions, Prices, Account Strings, Comments, etc.). Viewing the actual document will be very important for the Approver when deciding to Approve or Deny the document. This panel will also allow the Approver to Print a hard-copy of the document for their records as well as view documents that have been attached.

The third pushbutton is the **Add Comments** pushbutton. When selected, the following panel will appear and will allow the Approver to enter Approval/Denial comments for the document at his/her level:
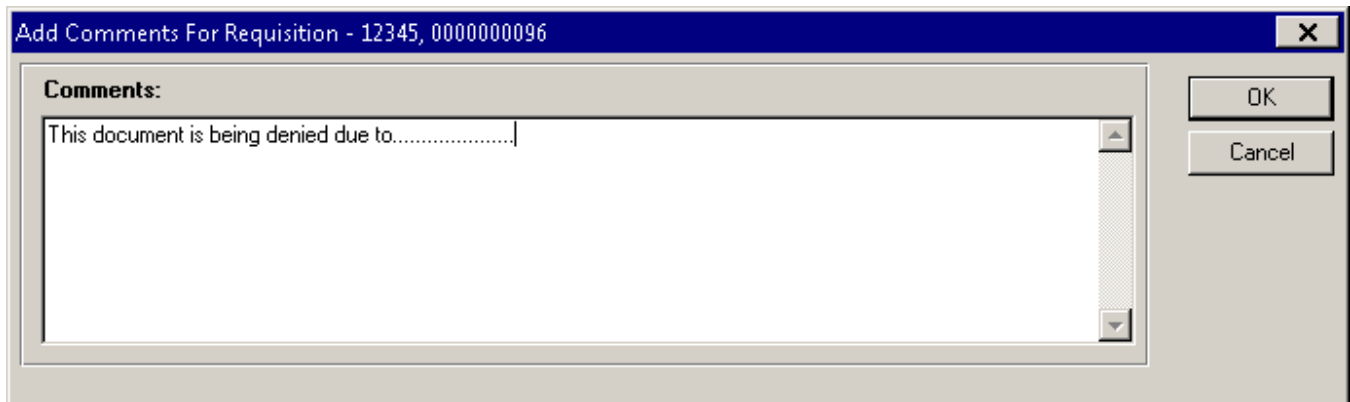
The fourth pushbutton is the **Add Approver** pushbutton. When selected, the following panel will appear which will allow an additional Approver to be added to the Approval Matrix (for this document only).
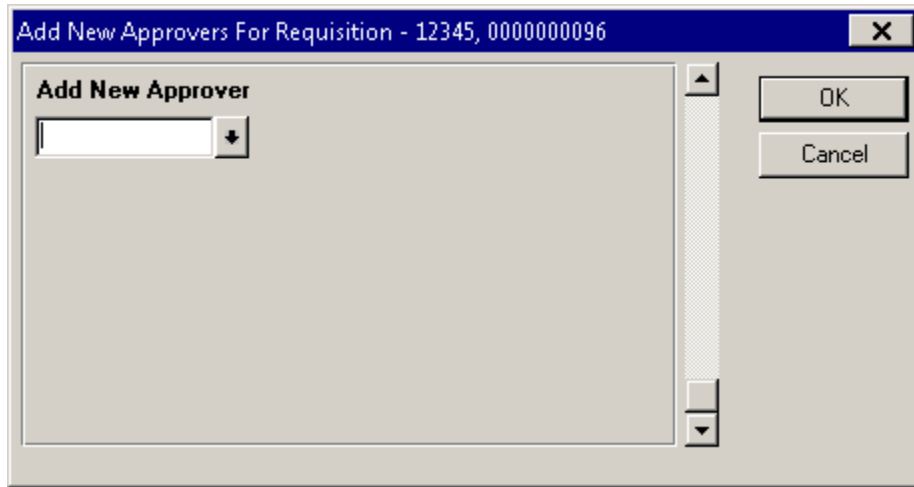
In some circumstances, an Approver may wish to add an ad hoc Approver to the Approval Matrix (an additional Approver that was not included in the original Workflow path). This can be done on the panel shown above. However, the Approver making this decision needs to be aware of the following conditions:

1. The Approver being added to the Matrix MUST already exist in the district's Workflow setup.
2. The Approver being added will be inserted into the Matrix at the SAME Level as the Approver doing the adding.
3. BOTH Approvals will be required at that Level before the document proceeds to the next Level.
4. The original Approver has the following 2 options:
    *   Approve the Document, and then add the additional Approver.
    *   Add the additional Approver first – and wait for the additional Approval to be given before their Approval is given.

When the drop-down arrow is clicked, the following panel will appear so that the User ID of the additional Approver can be selected.
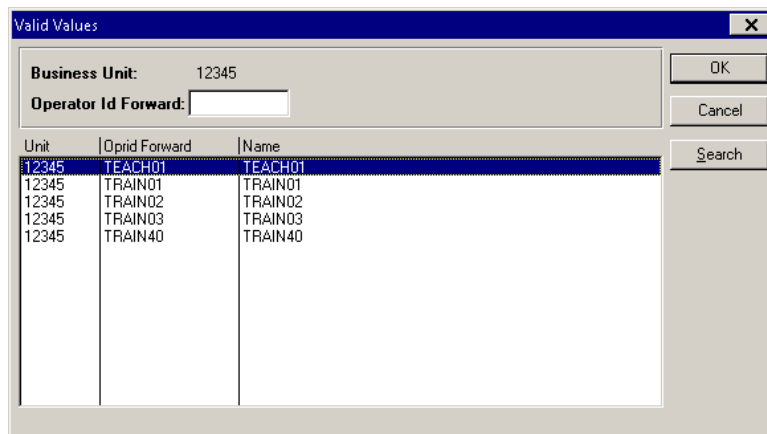
Once a User ID is selected, simply click **OK**.

For most Approvers, the information provided by the first four pushbuttons will be sufficient to either Approve, Deny, or leave on Hold each of the documents listed.

When this is done, simply click **SAVE**.

Depending on the action(s) taken, the documents will now be forwarded to the next Approver, sent back to the Initiator, or simply left in the Approver's Worklist to be dealt with at a later time.
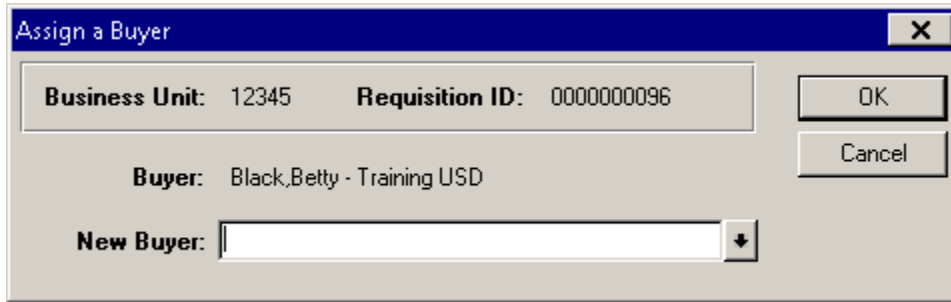
The last pushbutton is the **Add Buyer to Requisition** pushbutton. This pushbutton is unique in two ways:

1. Its function is to assign a Buyer to a requisition, therefore, this pushbutton is visible only on the Requisition detail panel. It is not available on the MSR and PO detail panels.

2. The use of this pushbutton is restricted to certain district Approvers who have added security.

District Approvers, who through Security have authority over Buyers for a district, *CAN* assign a Buyer to the Requisition being approved in Workflow. In most cases, the Approver having this level of authority will be the Director/Supervisor of Purchasing. *Since most Requisitions are created WITHOUT identifying a Buyer*, this pushbutton can be of benefit for the following reasons:

1. Gives the Director/Supervisor of Purchasing the ability, after having reviewed the requisition, to identify the Buyer that will be handling the requisition. This is particularly useful to larger districts that employ many Buyers.

2. Requisitions that have an assigned Buyer, can be more easily sourced into POs by that Buyer.

3. A greater degree of accountability will exist with site inquiries on requisitions with assigned Buyers.

When selected, the following panel will appear.
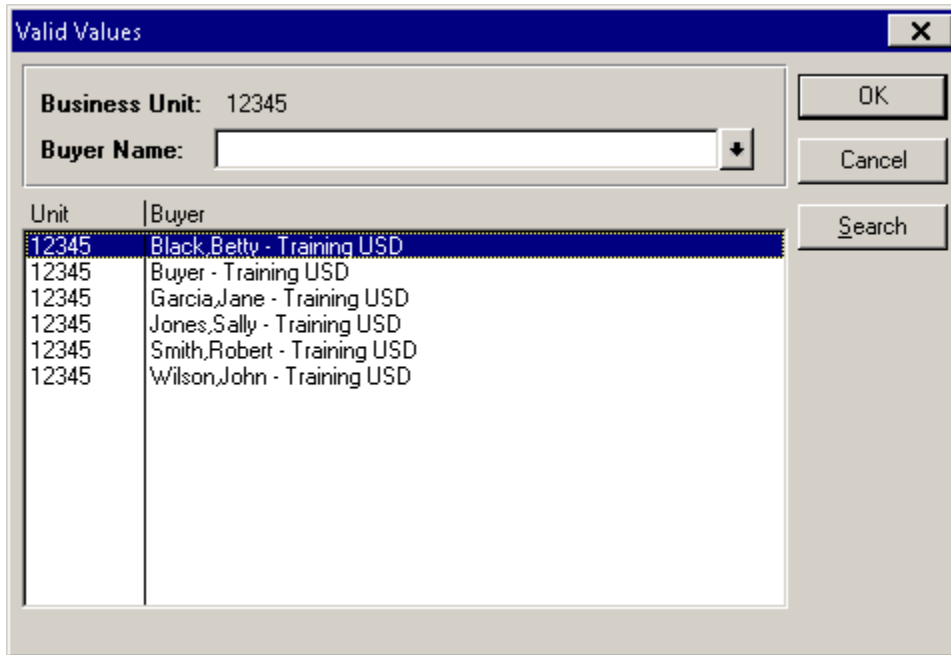
Note that if a Buyer is already currently assigned to the requisition, it will appear in the **Buyer:** field (*buyer currently assigned in the example above*). <u>In most cases, this field will be blank</u>.

Clicking on the **New Buyer:** field pull-down, the following list of Valid Buyers for the district will appear.

Upon selecting one, and clicking **OK**, the Requisition will be updated with that Buyer Name from that point on.

Monitoring the Approval Process

Even AFTER Approvals/Denials have been given on a document, Approvers can continue to monitor those same documents. However, since these documents no longer appear on the Approver's Worklist, the Navigation will be slightly different (*even though the panels being accessed will be the same*).

<u>Navigation Steps</u>

Requisition
Menu: *Go* ⟶ Administer Procurement ⟶ LACOE Workflow/ChartField Sec
         Inquire ⟶ Requisition Approval ⟶ Req Approval History

Purchase Order
Menu: *Go* ⟶ Administer Procurement ⟶ LACOE Workflow/ChartField Sec
                Purchase Order Approval ⟶ Approval History

Material Stock Request
Menu: *Go* ⟶ Administer Procurement ⟶ LACOE Workflow/ChartField Sec

                MSR Approval ⟶ Approval History

Select one of the 3 document types to view (Requisition for this exercise).

The following panel will appear.

Select a document, and click **OK**. The Req Approval History panel shown below will appear.

Approval History tab