State of Oklahoma
COR109 Worklist Approval Manual

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WORKLIST APPROVAL

OVERVIEW

Many of the tasks you perform throughout the day are part of larger tasks that involve several steps and several people working together. For example, requestors are responsible for obtaining pre-authorizations for special purchases before creating a requisition in PeopleSoft. Authorizations may come in the form of electronic or paper approvals. This applies to the purchase of the following:

- Computer hardware or software
- Fleet Services
- Telecommunications
- State Use Exceptions
- OCI Exceptions
- Leasing

To a certain extent, most business processes involve workflow. PeopleSoft Workflow is a set of tools that enables automatic flow of documents. The application developed at the State of Oklahoma is for automatic routing and approval of requisitions and Purchase Orders. Additional PeopleSoft workflow application may be developed in the future. PeopleSoft Workflow usually includes processes that involve multiple users and the routing of data between the users. When work is routed to a user, it is placed into their worklist. The worklist is a prioritized list of work items awaiting the users' attention. Essentially it is an ordered list of the work a person (or group of people) needs to perform. To work on a particular item, the user selects it from the worklist, and the system automatically transfers them to the page where the work to be performed is located.

Worklists provide the following:

- Notification of pending work.
- Prioritization of work items.
- Pooled lists or specific assignments. All users (assigned to a particular role) can work from a shared list of work items, or you can allocate specific items to specific users. For example, you could put all requisitions into a worklist for the buyers, so that the first available buyer processes the highest priority requisition. Or you could consistently assign requisitions from a certain range of requestors to a particular buyer.
- Timeout exception processing. The system can automatically reassign work items to other worklists if the user is unavailable, or the work items have been sitting in the users' worklist for an extended period of time.

Basic rules for the State of Oklahoma requisition approval process are identified in the table below:

Approval Steps Table *

Steps	Approver	Approval Amount	Approval Notification
1	Department Approver	$0	Manual/E-Mail
2	Department Approver	$1	Manual/E-Mail
3	Department Approver	$2,500	Manual/E-Mail
4	CPO	$5,000	E-Mail
5	CPO	$10,000	E-Mail
6	CPO	$25,000	E-Mail
7	CP/CAP/LSG **	Less Than $50,000	Worklist
8	CP/CAP/LSG **	Less Than $200,000	Worklist
9	CP/CAP/LSG **	Greater Than $200,000	Worklist

NOTE: *** CP = Central Purchasing, CAP = Construction and Properties, LSG = Leasing,*
CPO = Certified Procurement Officer
**Some agencies may have delegated authority less than $25K as determined by the State Purchasing Director.*

This manual focuses on the E-Mail Notification process and the Worklist Approval process.

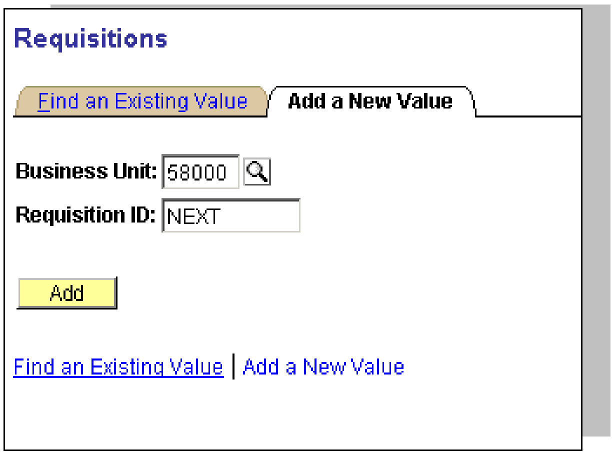
E-MAIL NOTIFICATION

The Requestor will create a requisition in PeopleSoft (Purchasing > Requisitions > Maintain Requisitions). For Requisitions that meet the criteria in steps 1 through 3 (Approval Amounts up to $2,500), *shown in the chart above*, the Requestor will obtain the appropriate approvals prior to creating the requisition, and approve the requisition online from the Amount Approval Page (Purchasing > Requisitions > Approve Amounts), provided they have the authority to do so. If the Requestor does not have the authority to approve requisitions, the requisition will be routed to the Department Approver, or agency CPO for approval using E-Mail notification.

NOTE: Those Requisitions with an origin code of CAP or LSG will be routed to the CPO, through e-mail notification, regardless of the amount. The CPO will approve the requisition and the requisition will be routed to the worklist of the appropriate user in Construction and Properties (CAP) or Leasing (LSG).

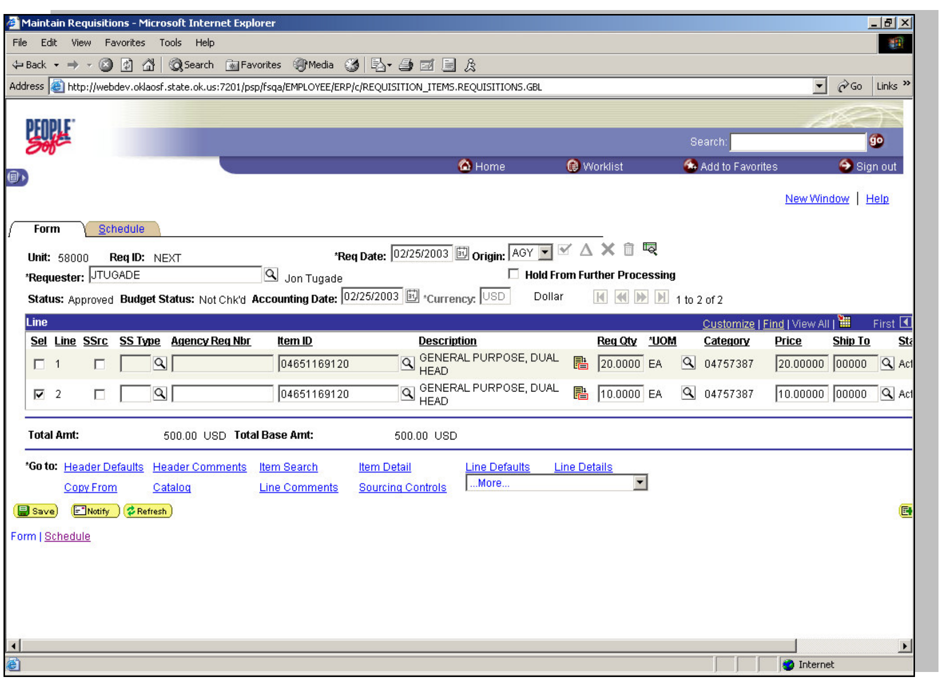
To use the E-Mail Notification function the Requestor must first create the requisition by following the navigation below:

Navigation: Purchasing > Requisitions > Maintain Requisitions



Click 

to take you to the 'Online Requisition Form' page.



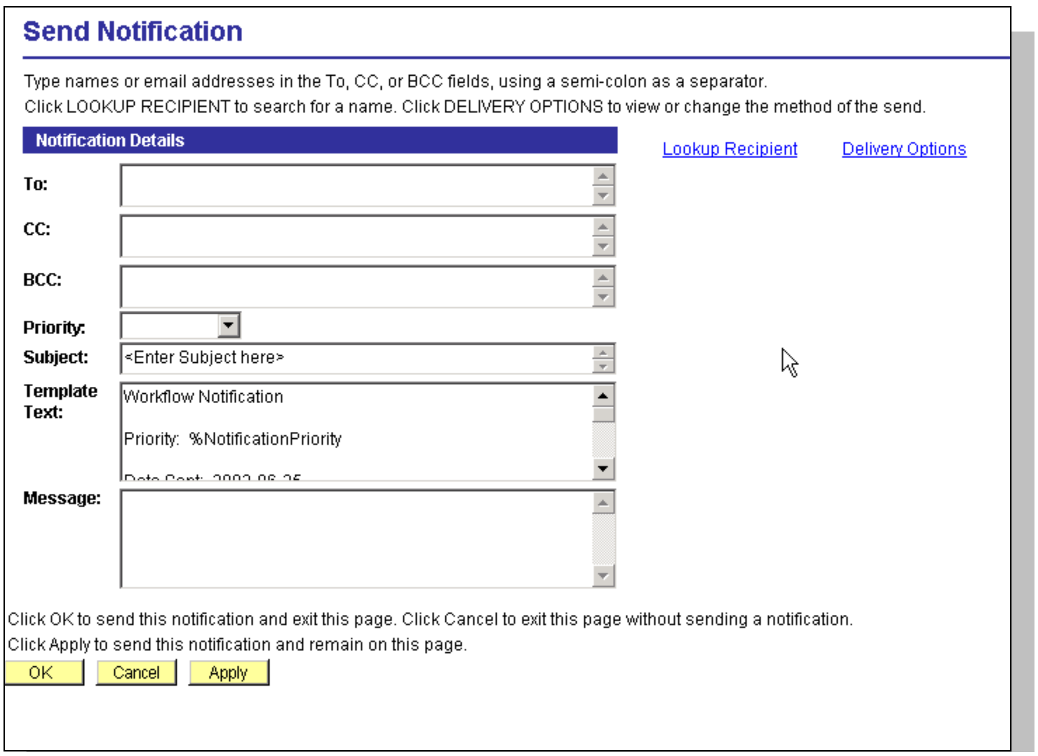
The Requestor will enter the appropriate information for the requisition.

Select the 'Approve' icon  **to change the status from 'Open' to 'Pending'**

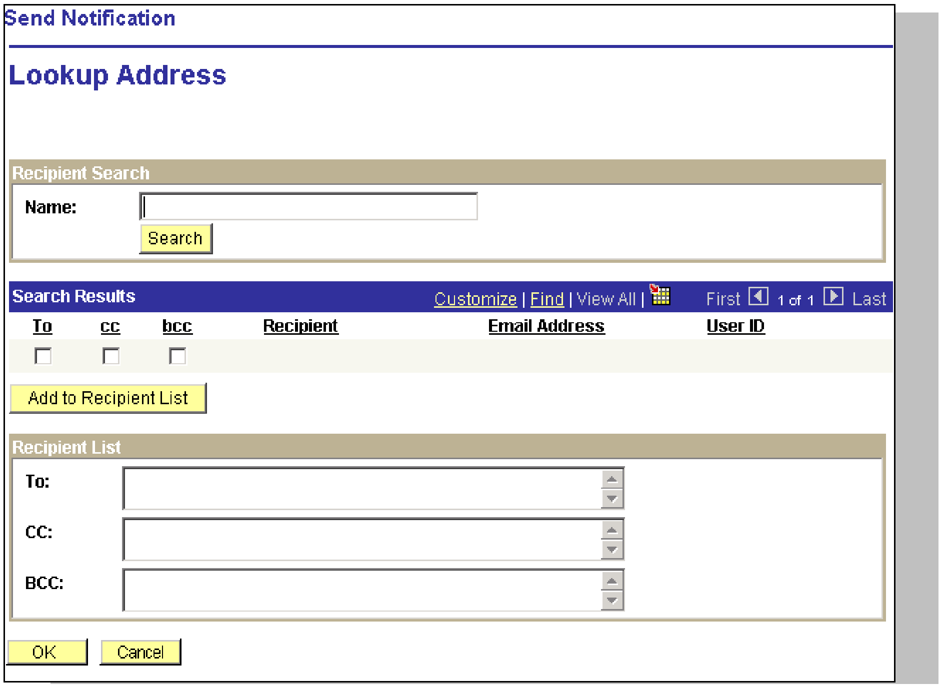
Please note that this is not the final approval for the requisition. The final approval will be done from the 'Amount Approval' page. At that time the status will change from 'Pending' to 'Approved'.

Select the 'Budget Check' icon to start the budget checking process. This will verify that funds exist in the appropriate accounts to cover the price of the requisition.

Select to send an email notification to the appropriate approver. The Requestor will be transferred to the following page:



Type the names, or email addresses in the 'To', 'CC', or 'BCC' fields, using a semi-colon (;) as a separator. Select Lookup Recipient hyperlink to search for a name.

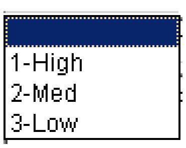


Search for the appropriate name and indicate if the recipient is the 'TO', 'CC', or 'BCC' recipient.

Select OK **when finished.**

The Requestor will be transferred back to the Send Notification page.

Select a Priority (High, Med, or Low).



Enter a subject in the Subject field (i.e. Requisition Number <req number> - Approval Needed)

In the Message field please indicate the action needed (i.e., Approve Requisition Number <req number>. The requestor will provide their name and date).

Select OK **when finished.**

The Requestor will be transferred back to the Online Requisition Form page.

The CPO, or Department Approver will approve the requisition online from the Amount Approval Page (Purchasing > Requisitions > Approve Amounts) once they receive notification of the requisitions to be approved.

NOTE: If changes need to be made to either a requisition or a purchase order, return to requestor by email notification.

The CPO, or Department Approver will **select** Save .

The CPO, or Department Approver will be transferred back to the Amount Approval page.

SUMMARY

Requisitions that are greater than $2,500, but less than $25,000 will be routed to the CPO via e-mail notification for approval (Steps 4 through 6 on the Approval Steps Table – *page 5*). The CPO will verify that the appropriate approvals have been obtained and will approve the requisition online from the Amount Approval page (Purchasing > Requisitions > Approve Amounts).

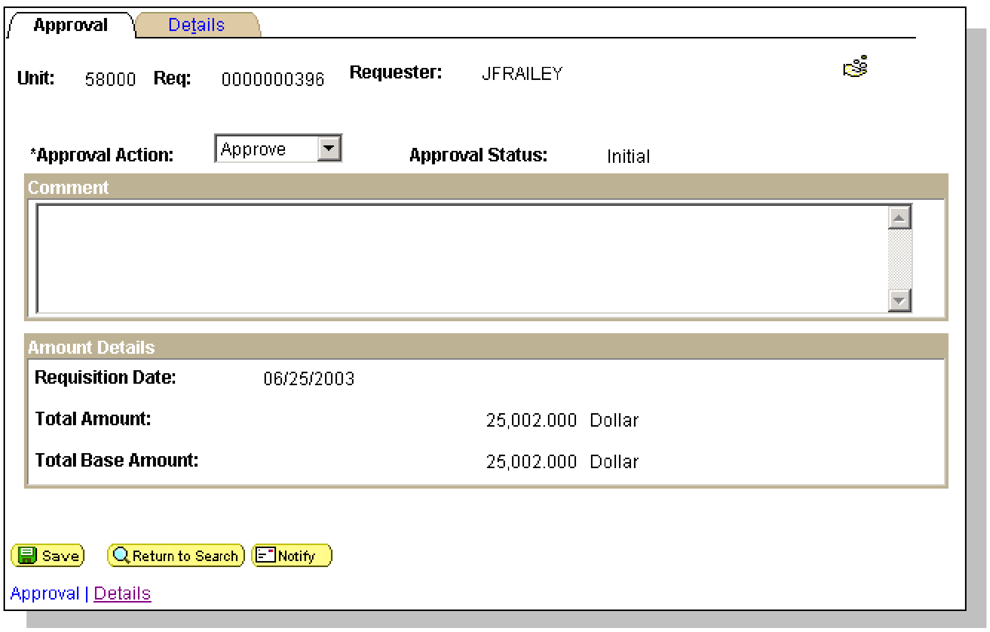
If the CPO denies or recycles the Requisition, they will select the 'Deny' or 'Recycle' option (Approval Action) from the Amount Approval page and enter a reason for the denial or recycle in the comments box.

Requisitions with an origin code of 'CAP' or 'LSG' will be routed to the CPO, through e-mail notification, regardless of the amount. The CPO will approve the requisition and the requisition will be routed to the worklist of the appropriate user in Construction and Properties (CAP) or Leasing (LSG).

WORKLIST APPROVAL

Requisitions that are greater than $25,000 will be routed to the CPO via e-mail notification for approval (Steps 7 through 9 on the Approval Steps Table – *page 5*). The CPO will verify that the appropriate approvals have been obtained and will approve the requisition online from the Amount Approval page.

Navigation: Purchasing > Requisitions > Approve Amounts



Please note that the Approval Status is 'Initial'.

The CPO will select the Approve option and click Save **.**

The CPO will receive the following message:

Warning -- This transaction needs WF_R20_Approver1_(OK) approval. Enter it into workflow? (107,4)

This transaction must be approved. If you click OK, the system will route it to someone who can approve it; if you click Cancel, you can change the transaction without forwarding it.

OK Cancel

Select OK **. This action will then invoke the worklist routing to a designated user in Central Purchasing.**

Please note that the status has changed to 'In Process'. This will be an indication to the user that this requisition has been routed for approval.

If the CPO denies or recycles the Requisition, they will **select** the 'Deny' or 'Recycle' option (Approval Action) from the Amount Approval page and enter a reason for the denial or recycle in the comments box.

The CPO will select Save .

The CPO will notify the Requestor by **selecting** Notify from the Amount Approval Page. They will be transferred to the Send Notification page.

Enter a subject in the 'Subject' field (i.e. Requisition Number <req number> - Denied or Recycled)

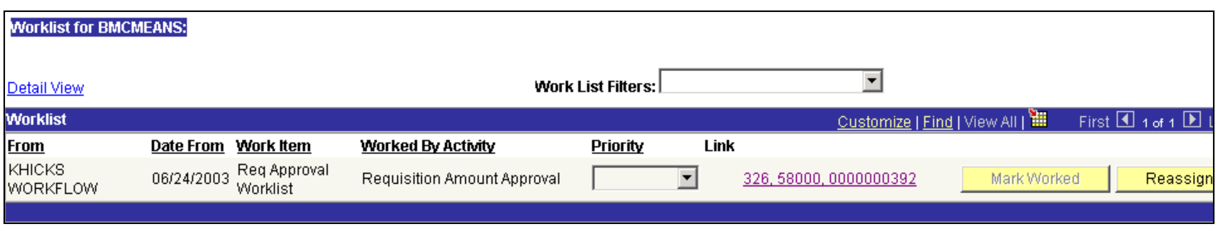
In the Message field please indicate the reason for denial (i.e. Requisition Number <req number> has been denied or recycled for the following reasons: The CPO will provide their name and date).

Select OK **when finished.**

The CPO will be transferred back to the Amount Approval page.

The user in Central Purchasing (CP) will go to their Worklist by selecting Worklist **hyperlink on the PeopleSoft homepage, or by navigating to their worklist.**

Navigation: Worklist > Worklist



The CP user is able to view the items on their worklist from this page.

The user can select the Detail View hyperlink for additional information about items on their worklist. All the information from the Worklist page is repeated, along with additional details.

Work List Filters *(dropdown selection box)* allows the user to set criteria for viewing their Worklist.

Fields in the Worklist group box:

From - Provides the CP User/Approver with the User ID of the individual who triggered the work item.

Date From - Provides the date the work item was triggered.

Work Item - Provides the CP User/Approver with the types of activities to perform.

Worked By Activity - Provides the CP User/Approver with the activities that need to be completed by the Worklist item.

Link – Takes the CP User/Approver to the target page to process the item.

Priority – Allows the CP User/Approver to rank the worklist entry by importance. Priority values include: 1 for High, 2 for Medium, and 3 for Low.

Mark Worked – Enables the CP User/Approver to remove an item from the worklist without going to the target page. *This option should not be used.*

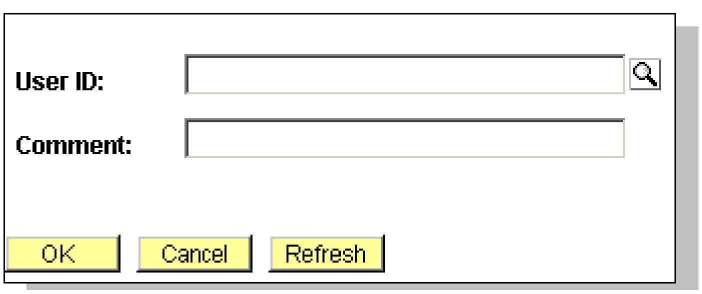
Reassign – Enables the CP User/Approver to forward the item to another user and removes it from the CP User/Approver worklist.

Refresh – Click the refresh button to update the page with the most recent changes.

Please note that by default all work items are visible from oldest to the newest. Click on any of the column headings to sort work items according to the data in that column.

The CP user will reassign the item by selecting Reassign**.**

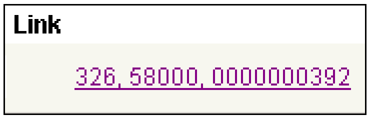
The following page will appear:



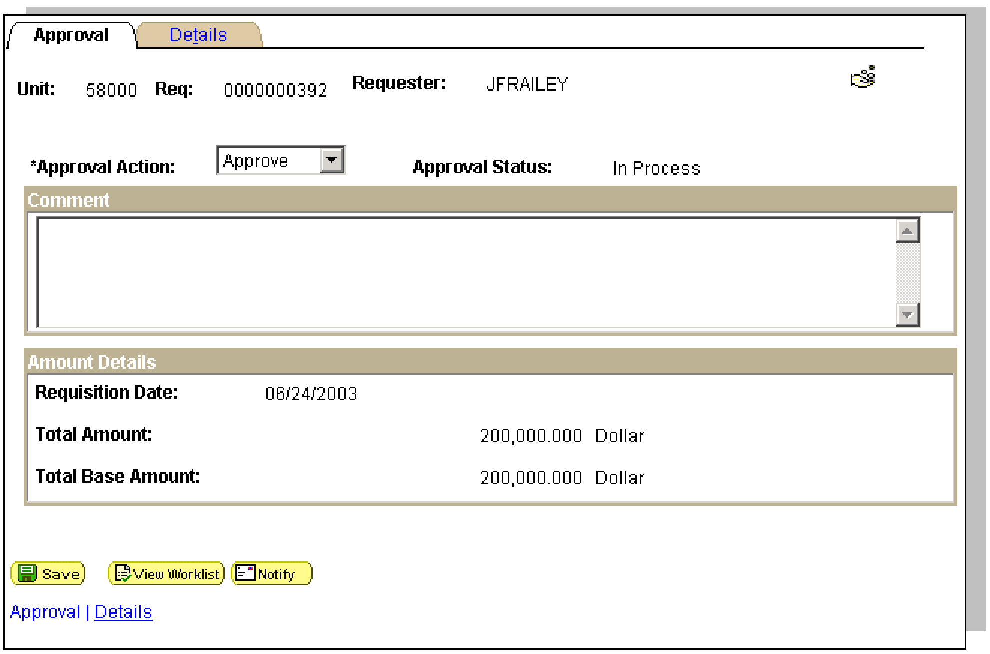
The user will select the appropriate 'User ID' and enter comments. The comment becomes part of the worklist item when it appears in the assignee's worklist.

Select OK **when completed.**

The Approver will select the link under the Link column.



This will transfer the Approver to the Amount Approval page.



The Approver will select the appropriate Approval Action and select  **.**

Approve – The requisition is approved and requisition status changes to 'Approved'.

Deny – The requisition is denied and status remains at 'Pending'. A Worklist routing is invoked to the Requestor - Enter a reason in the Comment field, with your initials and date. An email to the requestor of the transaction will also be generated.

Recycle – The Requisition is recycled and status remains at 'Pending'. A Worklist routing is invoked to the Requestor. Enter a reason in the Comment field, with your initials and date.