PECOS P2P
Version 14.0

Approvers Guide
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Contents

1 Introduction and Overview

1.1 About this Manual

This Guide has been produced to guide users who are only required to **approve** Requisitions, Order Requests, Change Orders or Invoices during the procurement process. This guide gives an introduction to eProcurement, explains the requisitioning and approval process within PECOS P2P and finally explains the simple steps required to perform approval tasks.

Feedback

If you have any comments about this or any other PECOS document please inform your system administrator who will pass your comments onto Elcom Support.

1.2 About Elcom

Elcom Systems is a trading company of Elcom International Inc., a leading global provider of remotely-hosted automated procurement and electronic marketplace systems with over fifteen years experience in electronic commerce. Elcom offers the most cost-effective remotely-hosted eProcurement solution available today and with clients in the US and UK, provides purchasing solutions for the world's largest public sector eProcurement contract. For more information please contact http://www.elcom.com.

1.3 About PECOS

PECOS is a family of fully hosted solutions that enable buying organisations of all sizes to automate their eCommerce processes. PECOS Purchase to Pay (P2P) enables an organisation to leverage the benefits of eProcurement.

PECOS is not installed directly within your organisation but is a 'Cloud' based solution, residing in a remote data centre: as a PECOS P2P user, the system is simply available from anywhere within your organisation from any desktop running a standard a web browser as well as from iPad, iPhone, Blackberry or Android.

PECOS P2P is an easy to use and convenient application for ordering all maintenance, repair, and operations (MRO) items; and goods and services your organisation needs to run its day-to-day business. PECOS P2P provides a full-circle P2P solution: from ordering via electronic catalogues, through approval routing, to receipting and financial settlement. A wealth of information is captured and reported to support purchasing professionals for more effective management of strategic suppliers.

At the heart of PECOS P2P is a best of breed workflow engine which manages transactions and approvals, and supports seamless interfaces into finance and ERP systems. Purchase information and general ledgers can be updated in near real time with easy reconciliation of commitments and spend at period end.

PECOS P2P works for suppliers too. Suppliers can receive orders by multiple channels - from email and Fax to direct electronic XML interface with a supplier's Sales Order Processing System. Invoices can be processed through PECOS P2P, or suppliers can submit electronic invoices directly for two or three-way matching and settlement.

1.3.1 Configuration and Business Rules

PECOS P2P will be configured and customised for your organisation so that your approval process follows your business rules.

- The access that each user has to data such as catalogues and account codes as well as access to read other users orders and requisitions is restricted by individual user profiles maintained by your system administrator.
- The format and content of Requisitions is automated. PECOS P2P will populate default data from user and supplier profiles to expedite the accurate completion of each order request. After selecting the items you wish to order, there may be no need to anything else other than click 'submit'!
- PECOS P2P will automatically route requisitions and order requests to the individuals and managers (approvers) your organisation specifies. This approval routing cannot be by-passed by a requisitioner.
- PECOS P2P can put time limits on approval steps and may contain 'escalations' to ensure that a document does not get stuck in the approval process.
- Purchase orders are automatically created and transmitted electronically to your suppliers after all the necessary approval steps have been completed.
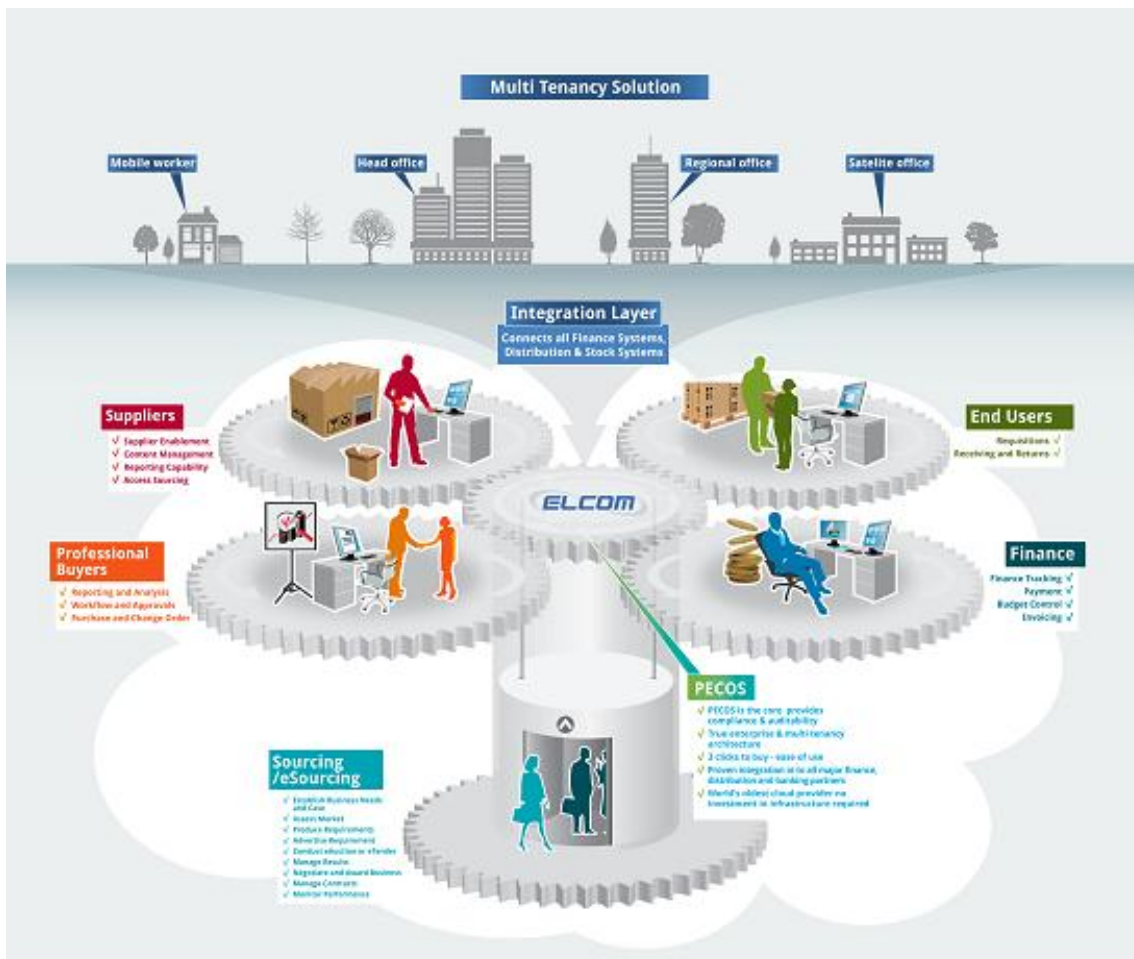
Fig 1.1 - The PECOS Solution

1.4   Current Release

The current release of PECOS P2P is version 14.0 which contains the following key new features and enhancements:

- **New User Interface**
- **Announcements**
- **Automated Catalogue Loads through PCM**
- **Organisationally Assigned User Fields**
- **Organisationally Assigned Standard Attachments**
- **Budget Checking Enhancements**

Further information may be found in the appropriate section of this manual, other relevant PECOS documentation and also the Release Notes.

1.5   System Requirements

Details of required software, supported platforms and web browsers can be found in the current version of the PECOS **Supported Technology Guide.**

Note that the recommended platform will greatly enhance performance. If you are in any doubt please speak to your local IT department.

2 Getting Started

2.1 Logging In

PECOS is a remotely hosted application which is accessed over the internet using a web browser.

1. To access PECOS, open a web browser and enter your system's URL (site name) in the address bar.

   Your system administrator will supply you with your system's URL or site name, along with your user credentials. The URL will usually be in the format: "yourorganisation".pecosipm.com. Press enter on your keyboard.
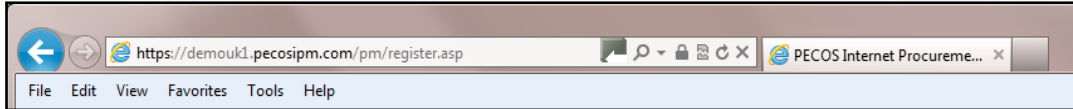
Fig 2 - Browser bar

   Alternatively, if you have created a PECOS link, select it from your '*Favourites*', '*Favourites Bar*' or from a *shortcut* on your desktop. Contact your IT support personnel if you are unsure how to create any of these links. This is recommended for fast and accurate access to your correct PECOS site.

2. The PECOS **Login Page** will appear. Click in the **User ID** field and type your User ID.

Fig 3 - Login page

3. Press **Tab** or click in the **Password** field and enter your password.

   If you have forgotten your password it may be reset using the 'Forgot your password' link if it is available. Alternatively you must contact your site administrator to have it reset (see Passwords).

4. Click **Enter**. Your **PECOS Home Page** appears.

   You have now entered your PECOS application. Note that your home page is configurable and not all users may land in the PECOS P2P but may alternatively be directed to P2P Administration or Reports.

2.1.1 JavaScript Warning

If JVM is not installed or Java Applets are not enabled on your web browser (see System Requirements) a warning message will be displayed on the Login page. This issue will not prevent you logging in but it will adversely affect how some pages are displayed and how some features operate.
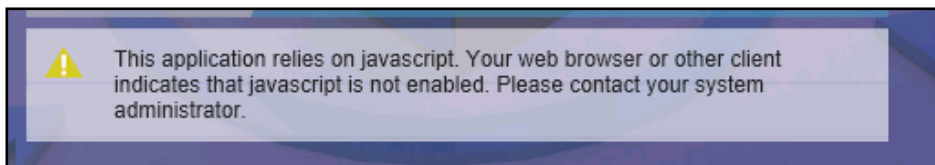
Fig 4 - JavaScript warning message

It is recommended that the appropriate changes are made to your web browser settings or you seek advice from your system administrator or IT Department.

2.2   Application Navigation

2.2.1   Application Components – Top Tabs

After log in, a row of tabs will appear at the top of the screen to provide Single Sign On (SSO) access to all of the Elcom applications to which you have permission.
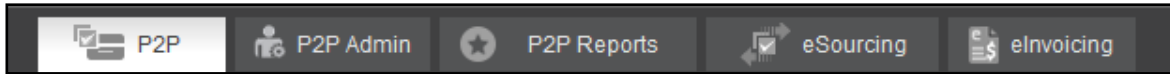
Fig 2.4 - Application components

The default application in which you land can be changed for your organisation or user profile but will invariably be the PECOS P2P. Other tabs will appear based on your user permissions and may include, P2P Administration, P2P Reports, eSourcing, Contract Management and eInvoicing.

2.2.2   Branding and System Name

Your organisation may have created a new name for PECOS. If so, the Top Tab area will display your organisation's bespoke name for the application, replacing the 'PECOS' logo. These changes may also include your organisation's logo and the application of your internal branding and colour scheme (known as a 'skin').

2.2.3   User Panel

The top right hand corner displays your logged in User Name. Hover or click in this area to open the **User Panel** where you will find access to user specific functions.
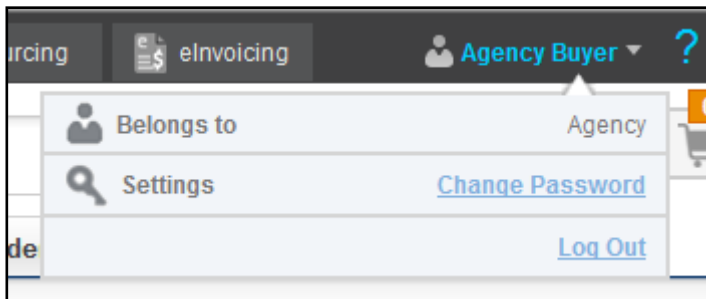
Fig 2.5 - User panel

Belongs to: The P2P organisation to which you belong is displayed. This is the organisation in which all your procurement activities are undertaken.

Password: Select this option to change your password and open the **Change Your Password** window (see Passwords).

Log Out: When you have completed all your tasks and wish to leave the application, click here to log out of PECOS P2P. The sign on screen will redisplay, from where you can close the web browser.

2.3   P2P Navigation

2.3.1   Search Bar

At the top of PECOS P2P a search bar is provided to undertake a search across the whole application, irrespective of the screen you are in. Enter search criteria and click the 'Search' button.

Fig 2.6 - Top search bar

The following types of search are available:

- **Item Search**. This will undertake a **quick search** across all catalogue items. Results *matching* the entered text will appear in the Search Results screen.
- **Document Search**. Enter any single character string to undertake a search across all purchase order numbers. Results *containing* the entered text will appear in the Status Search Results screen.

2.3.2   Shopping Basket

A **Shopping Basket** icon appears in the top right hand corner of the P2P screen indicating the number of lines that have been added to the current shopping basket.

Hover your mouse pointer over this area and a basket summary will open, displaying a list of items and a basket total. Click the '**View All**' button to navigate to the shopping basket screen.

2.3.3 Menu Tabs
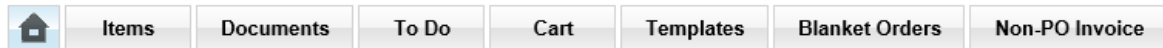
Fig 2.7 - Menu tabs

In all screens, the main P2P areas are accessible by clicking on the **menu tabs**. These are your primary means of navigating the application – the menu which is currently open will be highlighted. Not all of the menu options will display if you have not been granted user permissions by your system administrator.

Items: Opens the item search page where supplier catalogues and external market place sites are displayed. Items are selected here and added to a shopping basket.

Documents: Provides access to a search screen where current and historic requisitions and orders can be retrieved. It is through the Documents screen that access to receiving, returns, change orders and financial settlement is given.

To Do: The screen displays lists of requisitions, orders and invoices that require your attention as part of the approval or settlement process. Approvers will find all documents requiring their approval here and requisitioners will find any document that has been returned to them during the approval process which requires further action.

Basket / Cart: Opens your current shopping basket of selected items: navigate to this screen at any time whilst the basket is being created. Your shopping basket will be submitted as a purchase requisition: this is where you manage things like financial tracking codes, comments, attachments and delivery details.

Templates: Displays a list of template or 'skeleton' requisition items that have been saved by you or another user that has given you access permissions. Items can be selected and added to your current basket.

Blanket Orders: Allows access to create and edit blanket orders or create blanket release orders, depending on your user permissions.

Non-PO Invoice: Opens the invoice entry screen for entering an invoice for which there is no corresponding purchase order in PECOS P2P.

2.4 P2P Home Page

 The P2P Home Page is opened by selecting the Home Page Icon: the left most of the menu tabs.

This is also the page that opens by default after logging into PECOS. Users may elect to override this default and have a more appropriate screen open as their 'landing page'.

Clicking on the toolbar graphic (the logo in the top left hand corner of the screen) will also open the Home Page.

Fig 2.8 - P2P home page

2.4.1 Summary Tasks

A summary of open tasks (items to do) is displayed at the top of the screen. Click on any of the numeric indicators to open the appropriate **To Do** screen where specific documents can be managed. If new documents have been delivered since you last opened a To Do task summary, '**New**' will indicate in the relevant task area.

2.4.2 Document Search

The **Document Search** section of the P2P Home Page contains a list of your most recent documents by requisition date and displays the supplier, order status and order total. The number of documents displayed by default is 10 but this can be extended to 25, 50 or 100 by selection in the 'Show' list box. The documents can also scrolled using the page controls in the bottom right hand corner of the table.

The 'Search:' box in the top right hand corner of the table allows you to search flexibly on any of the column details. The search will be across all fields for all documents and accepts partial values. For example: entering '23' will find any document containing 23 in the number, date or amount; enter 'approval' to display all documents that are in requisition or order approval routing; enter 'printer' to display all suppliers containing the word printer in their name; or enter '01/07' to display all documents dated 1st July.

To open a document click on either the requisition or order number and the appropriate Status Summary screen will open. Clicking on the column headers will sort the documents in ascending or descending order.

2.4.3   Announcements

The **Announcements** area of the P2P Home Page contains important messages placed by your system administrators. Announcements are posted organisationally and will therefore be specific to your business area. They may contain (for example) notifications relating to new suppliers, application maintenance or updated business processes.

A URL may be placed in an announcement to enable you access more detailed commentary on the subject. Click the URL to open a new browser window that will display the additional information.

2.4.4   Useful Resources

The **Useful Resources** area of the P2P Home Page contains links that will direct you to additional information. This additional information is specific to your organisation and may take the form of a document, an external web site or an internal intranet page.

Click on the link name to navigate to the resource. A second browser window will open displaying the additional information.

Note that if a link contains a destination path that is internal to your organisation (e.g. an intranet URL) then it will not display unless you are logged in to your organisation's internal network.

2.5   Passwords

PECOS has password security features which your system administrator can configure. These password rules include:

- The number of false attempts allowed.
- Requiring a minimum password length.
- Requiring that passwords contain both numbers and letters.
- Requiring that passwords be changed at first login.
- Requiring that passwords expire after a specific period of time.
- Ensuring that you cannot reuse old passwords.

Passwords are also **case sensitive**. Please check with your system administrator if you have any questions about your organisation's password restrictions.

When you log in to PECOS for the first time, the system may require you to change your default password. You can also change your password manually, at any time.

Elcom recommends the use of 'strong' passwords that are changed regularly. Use a combination of numbers and letters (irrespective of the rules created for you) and avoid using words that may be easy for others to guess. Do not write down your password, do not disclose it to other users or store it on your PC. If you think someone else knows your password change it immediately.

2.5.1   Change Your Password

To change your PECOS password, follow these steps.

1. After logging in to PECOS, click or hover your mouse over your user name in the top of screen. The **User Panel** will open where you can select the **Change Password** option. The **Change Your Password** screen will open.
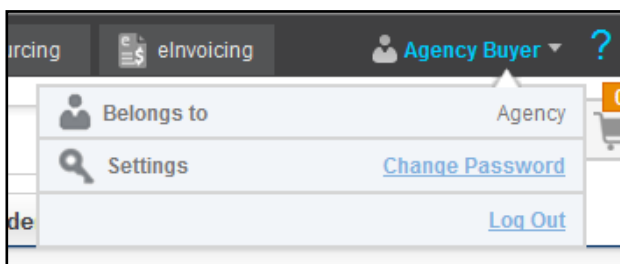

Fig 2.9 - User panel

2. Type your current password in the '**Enter current password:**' field.
3. Type your new password in the '**Enter new password:**' field, and then again in the '**Re-enter new password:**' field.
4. Click the **Submit** button.

If you are changing your password because PECOS has forced you to, the application will present a '**back**' button for you to return to the login page where you will need to enter your new credentials.

2.5.2 Expiry Prompt

PECOS will present a warning message to you a number of days before your password is due to expire. Passwords can optionally be changed immediately, or upon expiry by following the appropriate link within the warning message.
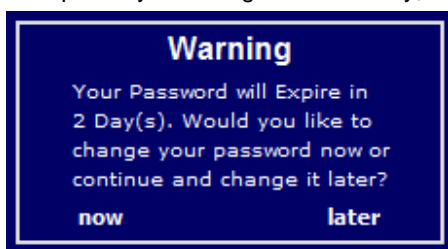
Warning

Your Password will Expire in 2 Day(s). Would you like to change your password now or continue and change it later?

now   later

Fig 2.10 - Password expiry warning

2.5.3 Lock-outs

If you enter your password incorrectly whilst logging in to PECOS your user account will become **locked**. Three attempts is the default but this may be changed for your organisation. Passwords can be reset in one of two ways:

a)   You will need to contact your system administrator to have your password reset. Depending upon your organisation's password rules, your new password will either be reset to be the same as your user id or a system generated password will be emailed to you.

b)   Click '**Forgot your password?**' on the Login Page. This option can only be used if your organisation's password rules are set as system generated (see Forgotten Passwords).

2.5.4 Forgotten Passwords

If you become locked out and have forgotten your password, it is possible to reset it without recourse to contacting your system administrator. This means of password reset is **only available to users who are not also administrators**: for security reasons a system administrator will still need to have their password reset manually by another administrator. For security purposes users will be emailed any system generated password.

User ID:
Password:
Login
Forgot your password?
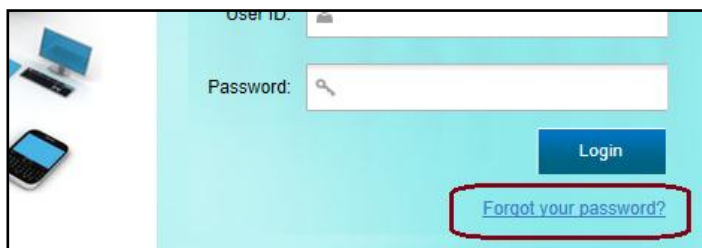
Fig 2.11 - Forgot your password link

The steps required to change a password from the login screen are shown below.

1.   Click '**Forgot your password?**' on the login page. The **Reset Your Password** window will open:

▷ Reset Your Password

Please enter your User ID. You will be notified of your new password.
If you have any questions, please contact your system administrator.

User ID:

request new password   Close
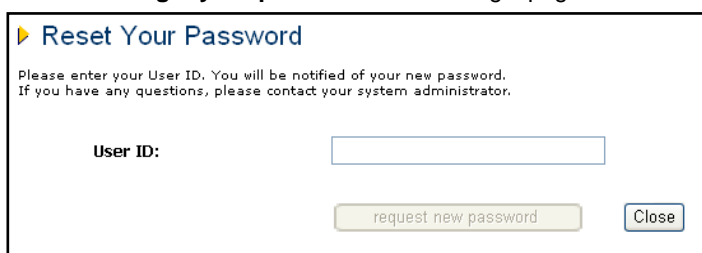
Fig 2.12 - Reset your password window

2.   Enter your **User ID** and click the '**request new password**' button. PECOS will validate the user id.

A confirmation message will be displayed informing you that your password has been reset. The reset password will be emailed to you using the email address in your user profile.

If PECOS is unable to reset your password a message will be displayed informing you of this: "Your password could not be reset. Please contact your Administrator."

2.6 IE Security Pop-ups

Microsoft Internet Explorer (IE) version 10 and above includes enhanced security which detects when applications attempt to run in part on the end user computer. Elcom uses common programming, known as *Java*, to enable some pages, usually within the Administration module, to fully display tables, trees and image related fields.

PECOS launches a user's local *Java Runtime Environment* and IE seeks to validate a digital signature for these applications. Depending on your browser security configuration, you may be prompted for permission to continue and

run. Elcom have securely signed PECOS and if prompted, you will receive a java message asking: 'Do you want to run this application?'. In order to continue, you should select the 'Run' button. Selecting 'Cancel' will cause screens to fail to display correctly. As long as the 'Do not show this again for apps from the publisher and location above' check box is selected, the message will not appear again.
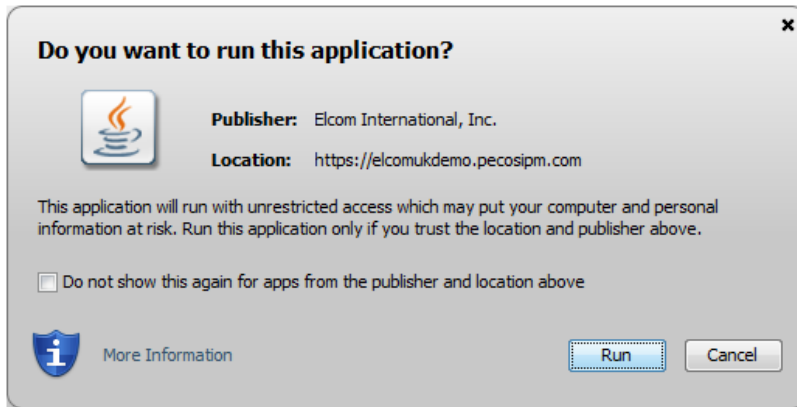
Fig 2.13 - Java verification

2.7 Using Online Help

2.7.1 Content

Online Help facilitates users to find all relevant information about any task being undertaken. The pages are based on PECOS P2P user guides and manuals and provide structured information to satisfy the different demands of its users who:

- Take part in all Procurement to Pay process activities (e.g. ordering, receipting and settlement)
- Manage the P2P process (e.g. approval, budgetary control, price quote and report monitoring)
- Administration and configuration of business rules.

The information on each page comprises text and illustrations. Each topic is logically structured on separate hierarchical pages and includes further detail within child pages as appropriate. Pages have hyperlinks between topics as well as additional documentation where appropriate. Some documents and files can be downloaded or opened in a separate browser.

2.7.2 Features

The documentation content is held in a number of web pages in major application groupings (e.g. PECOS P2P, P2P Admin and P2P Reporting).

Information can be navigated via the links embedded in the pages, by using the search panel or by using the tree explorer as explained in the following sections.
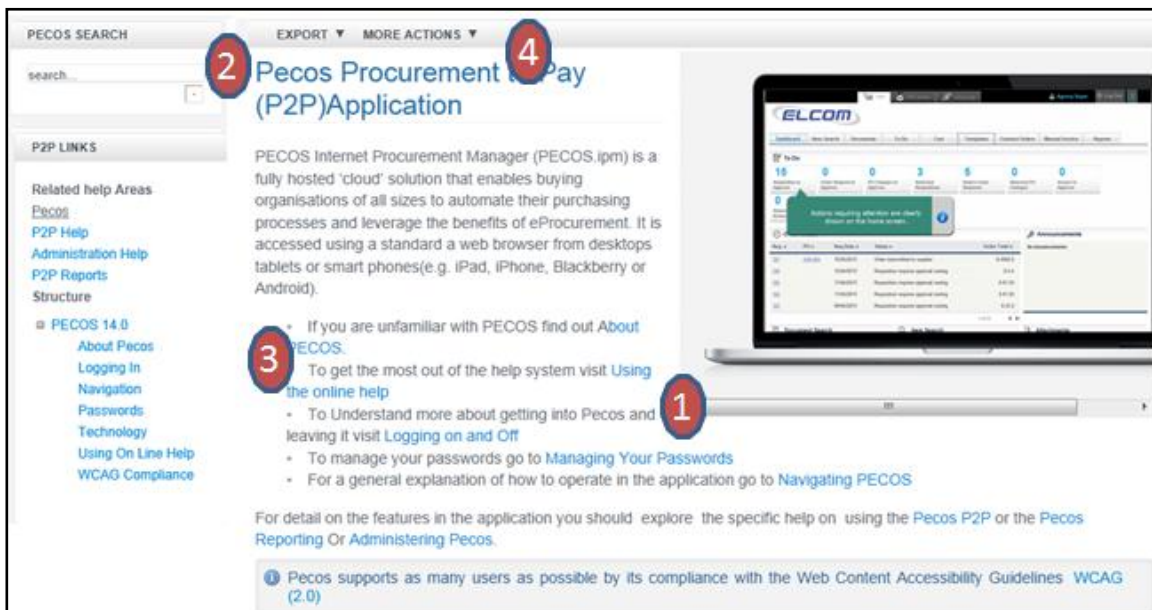
Fig 2.14 - Example help screen

(1) The help information occupies the majority of the screen and has page tools (4) to enable the export of the information into other formats.

Within each grouping, pages are organised hierarchically and include a number of links (3) that allow you to navigate

through the information.

(2) The left side of the application are tools that enable navigation of the information (searching, related links, and the context of the current page in the hierarchy of the help information).

2.7.3   Searching

The **Search Panel** accepts the entry of a "Query": a text string of 'Terms' (words or phrases) and 'Operators' (such as 'AND' and 'OR') that is used to find relevant information.

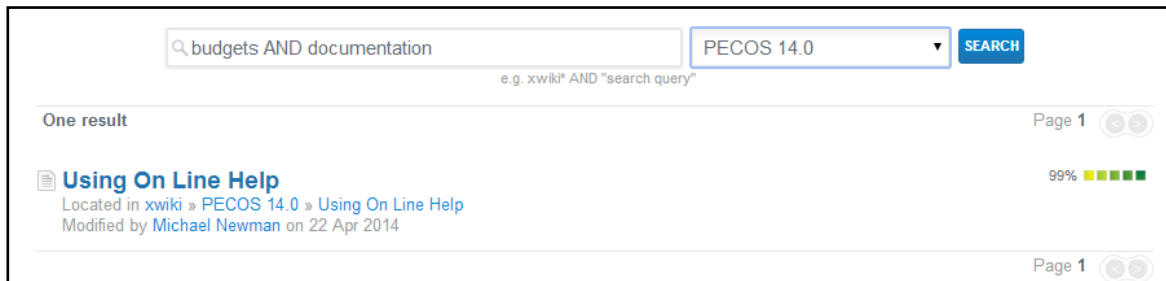Enter search text and click the 'search' button to search information across all pages of the application groups. Results are presented in a results page, by relevance calculated by the degree of match to the title of the page and its content.

Fig 2.15 - Help text search

On the search page you may refine your search or navigate to the detail by selecting the link on an entry.

Terms

A query is broken up into terms and operators. There are two types of terms: Single Terms and Phrases.

* A **Single Term** is a single word such as 'basket' or 'receipt'. (They do not need to be entered in quotation marks)
* A **Phrase** is a group of words surrounded by double quotes such as "PunchOut catalogue".

Multiple terms can be combined together with Boolean operators to form a more complex query (see below).

Wildcards

Wildcards help find terms in documents with a similar character pattern. For example: *Invoice* OR *Invoicing* OR *Invoiced*, all of which start with 'Invoic'.

There is support for single and multiple character wildcard searches within single terms (but not within phrase queries).

* To perform a **single character** wildcard search use the "?" symbol.

    The single character wildcard search looks for terms that match that with the single character replaced. For example, to search for *text* or *test* you can use: **te?t**
* To perform a **multiple character** wildcard search use the "*" symbol.

    The multiple character wildcard search looks for zero or more characters in a term. For example, to search for *invoice*, *invoiced*, *invoicer* or *invoicing* you can use the search: **invoice***

You can also use the wildcard searches in the middle of a term. Note that you cannot use the wildcard symbols (* and ?) as the first character of a search.

Operators

Boolean operators allow terms to be combined through logic operators. The following are supported: AND, "+", OR, NOT and "-". Boolean operators must be ALL CAPITALS.

* **OR** is the default operator. This means that when two terms are entered, neither have precedence.
    Example: to search for documents that contain either *Budget Version* or *Budgets* use the query: "Budget Version" OR Budgets. However, as OR is the default, you could simply enter: "Budget Version" Budgets.
* **AND** is an operator that matches documents where both terms exist.
    Example: to search for documents that contains both *Version* and *Budget* use the query: Budget AND Version.
* **"+"** is an operator that requires a term to be present whilst other terms remain optional.
    Example: to search for documents that <u>must</u> contain *Invoice* and <u>may</u> contain *ERS* use the query: +Invoice ERS
* **NOT** is an operator that excludes documents that contain the term after NOT.
    Example: to search for documents that <u>must</u> contain *Invoice* but <u>not</u> ERS use the query: Invoice NOT ERS.
    Note that the NOT operator cannot be used with just one term.
* **"-"** is a prohibit operator that excludes documents that contain the term after the "-" symbol.
    Example: to search for documents that contain *Approval* but not *Invoicing* use the query: Approval -Invoicing

Grouping

You can **group** terms and operators using parentheses to force how a complex search is to be done. For example, to search for anything to do with *approvals* but excluding information on *budgets* or *price quotes*, use the query: Approvals AND NOT (budget* OR "price quote")
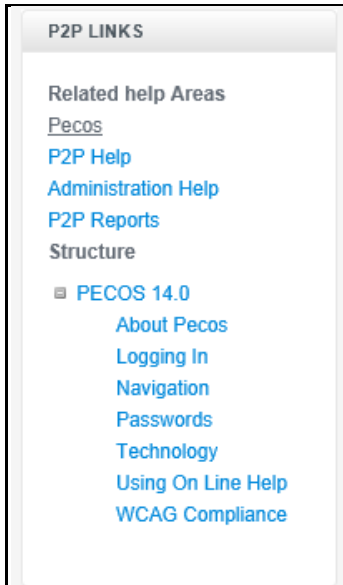
2.7.4 Navigating

The Links Panel has two areas:

- **Related Areas** - links to PECOS Help pages within other groupings

  Click on the name of the page to navigate to that page.

- **Structure** - represents the hierarchical grouping of the pages

  The current page and its children are displayed along with any parent pages.

  Clicking on a page will navigate to that page.

  When a page has additional pages a '**+**' symbol will appear. Click to expand.

  If a '**-**' symbol appears, the tree elements can be collapsed.

Fig 2.16 - Links panel

2.7.5 Page Actions

Help pages can be exported in a number of formats. Only the content of the page will be exported: side panels will be excluded.

- **Export**. This will transform the page content into a desktop format that can be downloaded for printing. Supported formats are: PDF, HTML and RTF.

- **More Actions**. This allows you to see a clean print preview of the help text in your browser and also allows the page source to be viewed.

2.8 Logging Out

For security reasons, please log out whenever you have finished in PECOS. To log out click or hover your mouse over your **User Name** in the top of screen. The **User Panel** will open where you can select the **Log Out** option.
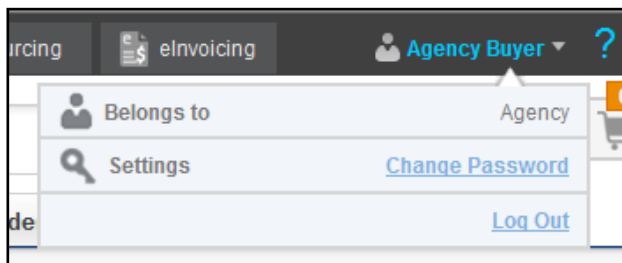
Fig 2.17 - User panel

The original **Log In Page** reappears when you have logged out successfully. After logging out you can close your browser window.

2.8.1 Time Outs

PECOS may be configured to automatically log you out after a period of inactivity. This is a security feature that ensures that the application is not inadvertently left open whilst you are away from your computer. It is recommended that you always log out of PECOS when you are away from your desk.

If you are timed out, PECOS does not lock your user id: simply login once more. However time outs will result in any unsaved requisitions being lost.

2.9 WCAG Compliance

All procurement pages are enhanced according to WCAG 2.0 (Level A) guidelines for people with disabilities.

3 Business Rules and Approval Routing

PECOS P2P will be customised for your company so that the approval process follows your business rules. These business rules are defined within the system in **Approval Plans** (or 'Workflows') that are assigned to users or organisations.

- PECOS P2P will automatically route Requisitions, Order Requests, Change Orders and Invoices to the individuals your organisation specifies.
- Routing can be based on individual or multiple criteria and includes (but is not limited to):
  - o Requisition, order or invoice values.
  - o Supplier details or type.
  - o Financial tracking code (e.g. a cost centre).
  - o Business organisational unit (e.g. a department).
  - o Product classification code (e.g. UNSPSC Code).
  - o Document type.
  - o Budget criteria.
  - o Buy-for user rights.
- The amount or percentage variance from the original order or previous change order can be set to trigger Change Order approval.
- Approval routing can be defined for both individuals or for approval **roles**.
- Approval may be performed by either single or multiple approvers.
- The system can put limitations on what can be purchased and by whom, in your organisation.
- Approvers can be given different editing capabilities.
- Approvers have the ability to **delegate** an alternate approver for a defined time period, in order to accommodate periods of temporary absence.
- Notification emails can be sent to both Requisitioner and Approver throughout the approval process.
- Audit Trails continually update to include all approval actions.
- Your system administrator has control of the permissions assigned to each person.

Approval Ownership - Roles

The owner of an approval task can either be a **named user** within PECOS P2P or a defined **role**. Both users and roles can be used within an approval plan but only one type of approver is assigned to any task (i.e. a user *or* a role).

Some examples of approver roles are:

- Departmental Manager
- Cost Centre Manager
- Finance Manager
- Budget Holder
- Technical Approver
- Director of I.T.

Alternatively, roles may be generic:

- Approver 1
- Approver 2
- Approver 3 etc.

If roles are used within an approval plan, PECOS P2P users (i.e. the approvers) are assigned to these roles within a requisitioner's Approval Rule Group (ARG). This ensures that documents are routed to the correct role owner.

In the event of a routing failure (the reason might be that your system administrator has forgotten to assign an approver to a role that is used in an approval plan) your administrator will receive an error message.

The advantages of using role based approval routing include:

- There is less administration required to approval plans when individuals leave your organisation. People change but roles do not.
- The same role can be used across several different Approval Plans and assigned to different people within Approval Rule Groups. For example the role of 'Department Manager' is often generic across an organisation and can be filled by many different individuals.
- Roles allow for multiple approvers to be assigned to a single approval task. For example there might be four people filling the role of 'Technical Approver'. One or all of these people can be required to undertake approval.

3.1 Types of Document

Requisitions and Order Requests

A *Requisition* is defined as the complete set of items requested for purchase by an individual and may contain items supplied by a number of different suppliers. The requisition is sorted by supplier and is routed for approval BEFORE being converted into Purchase Orders.

An *Order Request* is defined as all the items to be purchased from an individual supplier. PECOS P2P will create one Order Request for each supplier from every Requisition that is submitted and these will subsequently become the Purchase Orders.

Approval Plans may be defined to route **either** complete Requisitions **or** individual Order Requests or a combination of both for approval. Each user may have one Requisition routing plan and one Order Request routing plan assigned to them to optimise their organisation's approval requirements. PECOS P2P will first route a users requisition through a **Requisition Plan** and once completed, will route the individual order requests through a **Purchase Order Plan**. For approval purposes this allows for flexibility. A department manager can approve everything purchased on a Requisition but a divisional director or commodity manager who only wants to see and approve specific items for certain suppliers, can do so on an Order Request.

Change Orders

Change Orders are created when an original order, already sent to the supplier, needs to be amended. The rules defining when a Change Order needs approval may be based on the amount or percentage it has changed since the original or previous change order was sent to the supplier. Each user must have a **Change Order Plan** assigned to them to define these rules and ensure change orders are routed for approval. Change orders are NOT routed for approval using the original requisition or purchase order plans but may be written to accommodate the same or similar rules.

Invoices

An Invoice is the supplier's charging or billing document that is presented to you in order that you can record the transaction financially and undertake payment for the goods or services received. Invoices may optionally be entered into PECOS P2P and matched to order and receipt data before being transferred to your organisation's financial system for payment. After matching and before integration, invoices can be routed for approval using an **Invoice Settlement Plan**.

3.2   The Role of an Approver

As an approver you will have a different role to perform depending on: the document being approved (e.g. Requisition or Change Order); the rights assigned to you as an approver (e.g. editing tasks); or the profile of the user for whom you are an assigned approver. These approval responsibilities include:

   a)   Reviewing and approving item content.
   b)   Updating or completing Non-Catalogue items.
   c)   Sourcing Non-Catalogue items.
   d)   Undertaking a 'Price Quote'.
   e)   Approving over budget expenditure.
   f)   Checking financial tracking codes.
   g)   Reviewing or adding attachments.
   h)   Technical reviewer.
   i)   Checking or updating invoicing information.
   j)   Force settlement of invoice mismatches.
   k)   Checking VAT codes.

3.3   Approval Options

Approval options vary depending on the document being approved.

3.3.1   Requisitions and Orders

The decision options available during the approval of requisitions, orders and change orders include:

a) Click **'Approve'** to indicate your approval and move the document forwards in the approval plan. The document will be removed from your To Do list and the audit trail updated.

b) Click **'Return to Requisitioner'** to indicate that you DO NOT approve the content of the document and return it to the requisitioner. You must enter a reason for the return in the 'Comments/Feedback' box which will be included in an email sent to the requisitioner informing them of your decision. The document will be removed from your To Do list and the audit trail updated.

c) Click **'Edit'** to open the document in 'approval edit mode' and undertake changes. The changes available for you to make will depend on the permissions granted to this task in the approval plan. All editing activities will be recorded in the audit trail. After editing and saving you will need to make one of three further decisions:

- **Approve**. Move the edited document forwards in the approval plan. The document will be removed from your To Do list and the audit trail updated.

- **Return**. Return the edited document to the requisitioner. The document will be removed from your To Do list and the audit trail updated.

- **Back**. Save the edits and return to your main To Do selections. The document will be retained in your To Do list.

d) Click the **'Cancel'** option to neither approve nor return the document but cancel it in the approval process. An order will not be created or transmitted and no further processing will be allowed. The document will be removed from your To Do list and the audit trail updated.

3.3.2   Invoices

The options available during the approval of an invoice are:

a) Click **'Approve'** to indicate your approval and move the invoice forwards in the approval plan. The invoice will be removed from your To Do list and the audit trail updated.

b) Click **'Force Settle'** to approve all invoice exceptions and update the invoice status to 'force settled'. You must enter force settlement reasons in the comments/feedback box. The invoice will REMAIN in your To Do list and the audit trail will be updated. After force settlement you must decide on a further course of action:

- **Approve**. Move the force settled document forwards in the approval plan. The document will be removed from your To Do list and the audit trail updated.

- **Return**. Return the edited document to the requisitioner or Invoicer. The document will be removed from your To Do list and the audit trail updated.

- **Back**. Save the edits and return to your main To Do selections. The document will be retained in your To Do list.

Note that even though the invoice is force settled, it will not be made available for payment until it has been fully approved.

c) Click **'Deactivate'** to deactivate the invoice. The invoice will be removed from your To Do list and move forwards in the approval plan. The audit trail will be updated.

d) Click **'Return to Requisitioner'** to indicate that you DO NOT approve the content of the document and return it to the designated requisitioner. You must enter a reason for the return in the 'Comments/Feedback' box which will be included in an email sent to the requisitioner informing them of your decision. The document will be removed from your To Do list and the audit trail updated.

e) Click **'Return to Invoicer'** to indicate that you DO NOT approve the content of the document and return it to the user who processed the invoice. You must enter a reason for the return in the 'Comments/Feedback' box which will be included in an email sent to the invoicer informing them of your decision. The document will be removed from your To Do list and the audit trail updated.

f) Click **'Edit'** to open the document in 'edit invoice' mode and undertake changes. The changes available for you to make will depend on the permissions granted to this task in the approval plan. All editing activities will be recorded in the audit trail. After editing and saving you will need to make one of four further decisions:

- **Approve**. Move the edited document forwards in the approval plan. The document will be removed from your To Do list and the audit trail updated.

- **Force Settle**. Force settle the invoice (see option b above).

- **Return**. Return the edited document to the requisitioner or invoicer. The document will be removed from your To Do list and the audit trail updated.

- **Back**. Save the edits and return to your main To Do selections. The document will be retained in your To Do list.

3.4   Editing Options

Documents can be fully edited during the approval process according to the following rules contained in the step of the approval plan.

- a) Accounting Information.
- b) Delivery and Invoicing information.
- c) Comments and Attachments.
- d) Items and Quantities.
- e) VAT Treatment.
- f) Payment Terms (invoice approval only).
- g) Remittance Address (invoice approval only).

Any combination of these rules can be enabled for each step in an approval plan and therefore the options available to an approver may differ for each document.

You may receive documents to approve from different users who are assigned different approval plans. If these approval plans are configured differently you will notice that you may not have the same editing rights for similar documents.

3.5   Escalation

To ensure that documents are not held up in the approval process for any reason, each approval task may have an **Escalation Timeframe** added to it. Any task that has an escalation will expire after its designated timeframe and will automatically move documents forward to the next task in the approval plan. The next task in the plan will often be a specifically configured escalation approval step assigned to a deputy or subordinate approver. Your approval responsibility may therefore be performed as the owner of an escalation task.

3.6   Notification Messages

The email notification message sent by the system to an approver is an important source of information and must be carefully read. As an approver you may have different roles to perform for each document sent to you. Remember

that the email you receive replaces the verbal communication that would normally accompany a paper document handed to you!

The body of the email will tell you exactly why a document has been sent for your attention and may also tell you who it is from as well as its value or content. Below are some examples indicating different actions that may be required. You must take care to take the appropriate action in each case.

- Requisition is from a subordinate and requires approval for all the items being purchased.
- Requisition contains Non-Catalogue lines and requires you to call a supplier for pricing and part numbers.
- Requisition contains items of a dangerous or sensitive nature and requires you to attach a health and safety document.
- Requisition contains an electronic leave application form and requires your consent.
- Order Request has been sent to you because you are the budget holder for the cost centre being charged and you need to check your budget.
- Order Request has been sent to you because it contains items of computer equipment and it requires your technical review.
- Order Request has been escalated to you because the nominated approver has failed to approve within pre-defined time limits.
- Change Order has been sent to you because it is for your department and the value has increased by 7% since the original approved order.
- An invoice is being charged to your cost centre.
- An invoice has been placed on a matching exception and requires your approval before payment.

3.7   Approval Stages

Each document may have single or multiple approvers. Where multiple approvals are required, the approval plan will define if just **one of** the approval recipients or **all of** the approvers are required to approve before the document progresses through the workflow. If just 'one of many' approval is required, after the first approver has taken action, the document will be removed from the To Do list of the remaining approvers.

Approval steps can also either be in **serial** or **parallel** to other workflow tasks. If your approval task is in parallel to others tasks this means that these tasks are being performed *at the same time* as your action. If your approval task is a serial task this means that all future tasks are *subsequent to* your approval action.

If you elect to reject or return a document during the approval process it will be sent back to the requisitioner for them to undertake a required course of action. If the requisitioner subsequently retransmits the document, it will be sent for approval once more and enter the approval plan from the beginning.

3.8   Delegating Approval

Approval Delegation allows the approver to delegate approval responsibility to a proxy approver for a temporary period of time. PECOS P2P will divert all documents from the inbox of the designated approver to the proxy for as long as the defined timeframe is valid.

Reasons why it might be necessary to select an alternate approver include:
- Holidays
- Leave of absence or secondment
- Meetings
- Illness
- Time constraint in times of heavy workload

Not all approvers will necessarily have the right to delegate their approval tasks. The approval delegation feature is controlled by the system administrator and permission to delegate is granted through a user role.

Approval can be delegated only to another PECOS P2P user but can be for any defined time period (see Approval Delegation).

System Administrators (within their designated authority) also have the ability to create and edit approval delegations.

3.9   Approval Reassignment

Approval Reassignment provides a 'post delegation' route, to enable system administrators to reassign an approval object to an alternate approver due to the absence of the original approver. An approval object can get 'stuck' in the approval process for a number of reasons which may include, for example:
- An approver or escalation task owner has failed to set a delegation rule.
- The unexpected absence of an approval task owner.
- Approval plan escalation tasks are not set or are ineffective.

It is necessary for the system administrator to be able to efficiently progress the approval object. Having to cancel and reissue a requisition, or log in as the approver and action on their behalf causes delays in the approval process. Furthermore, due to the ad-hoc changes required to approval processes and user passwords, it is often an audit and security concern. The reassignment feature enables a system administrator to act upon a specific request from a user in a timely manner to manually reassign any document to an alternate approver.

Any reassignment action undertaken provides full email notifications and is fully recorded in the audit trail:

Original Approver email

Upon successful reassignment of an approval object, an email is automatically sent to the **original** approver to advise them of the action.

New Approver eMail

Upon successful reassignment of an approval object, an email is automatically sent to the **new** approver to advise them of the action.

In addition, this feature also allows administrators to search and interrogate outstanding approvals in order to proactively manage approval processes and approval plan administration. To this end, the system also provides the ability to search and sort outstanding approval objects and displays an aged outstanding calculation.

3.10   Budget Checking

Organisations are increasingly looking for a fully integrated budgetary control solution to work alongside their procurement process. PECOS P2P provides a budget checking system that can be implemented as an integrated solution. If Budget Checking is implemented, additional approval steps may be required as part of your organisation's budgetary control process.

The requirement for budgetary approval is based upon financial availability at line level and is provided through Order Request and Change Order Plans, with steps placed at the end of these workflows. A user is assigned as the Budget Owner for each budget line and will automatically fill the role of the **budget approver**. Each order request is sent to all users who are identified as budget owners and will not be released for purchase order creation and transmission until all budget owners have completed their approval activity.

If you are the budget owner you will have the following options during approval:

- **Approve**. A purchase order is created and presented for transmission. A commitment is registered against the budget and will update availability for future requisitions.
- **Reject**. The order request is returned to the requisitioner with a mandatory comment.
- **Edit**. The order request can be fully edited based on the permissions granted by the approval plan configuration.

Further and more detailed information for Budget Checking is provided in the 'PECOS P2P Budget Checking Manual'.

3.11   Price Quotation

Organisations who require a simple solution for obtaining price quotations from suppliers without having to implement a full blown eSourcing or RFx solution, may implement the PECOS P2P 'Price Quote' feature (see Price Quote).

The feature allows a simple price quote to be sent to one or more suppliers as part of the requisition approval process. For example, procurement policy might dictate that all items over a certain value must receive a defined number of separate quotes.

An approver, with permission, is able to create a simple price quote containing catalogue or non-catalogue items selected from a submitted requisition. The quote contains a description, a respond by date, comments and attachments and can be issued to one or more selected suppliers. Upon publication, notification emails are automatically generated and transmitted to participating suppliers and the requisition is locked until the respond by date. Suppliers respond to the published quote and the requisition is manually updated through the existing approval edit screen in order to reflect the award of each item. When complete the requisition is unlocked and approved in the normal way.

4   Accessing Approval Documents

There are four ways of accessing documents for approval:

- Through a link in the PECOS P2P Home Page / **Dashboard**.
- Through your PECOS P2P **To Do list** via the main menu tab.
- Through an approval **email** attachment received to your normal email client.
- Using your **Mobile Device**.

4.1   Dashboard

The Dashboard (Home Page) contains direct links to **To Do** approvals, displaying the number of outstanding documents of each type awaiting attention.

If a new approval has been received since the last time the To Do list was opened, 'New' will display to indicate that a new approval is awaiting attention.

Fig 4.1 - Dashboard

Click on the To Do object to open the To Do list and select a document for approval.

4.2   To Do List

1. From the Dashboard (Home Page) select the **To Do** tab.
2. Your To Do list will display, allowing you to choose a document to open for approval.
3. In the **Left Navigation Panel** choose between **Requisitions**, **Order Requests**, **PO Changes** or **Invoices** requiring approval. The number of documents outstanding is shown.

Fig 4.2 - To Do list

4.3   Email Attachment

Instead of having to log in to PECOS P2P to regularly check your To Do list, approval can be accessed via the attachment on the approval email notification message when it is received into your email client. A PECOS P2P web browser will open prompting you for your user credentials and then take you straight into the document requiring approval.

1. Wait for an approval email, read it and open the html attachment by double clicking.
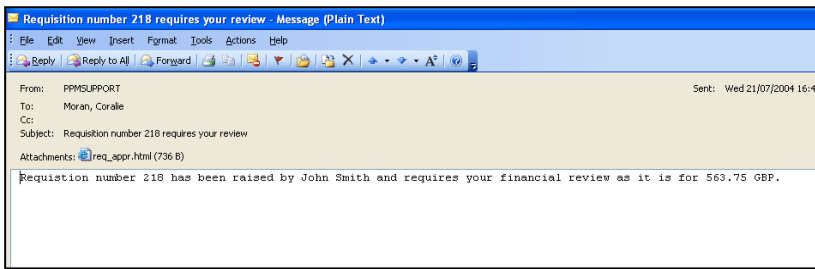
Fig 4.3 - Approval email message

This message will be sent to your regular email application. The attachment will be found wherever attachments are normally located.

2. The attachment will open your computer's default web browser, populate the correct URL and launch the PECOS login page.
3. After entering your user id and password credentials, PECOS will automatically open the document that relates to the email notification message. There is no need to navigate to your To Do list.

One Step Approval
Approval can also be undertaken by clicking a button directly in the approval email without the need to open a web browser and log in to PECOS P2P. This is called 'One Step Approval' and although limited to simple approval or rejection responses only, is very efficient and effective, especially for managers who wish to approve remotely or via a PDA (see One Step Approval).

4.4 Mobile Devices

Log in to your supported mobile device using the URL provided. A list of supported mobile devices can be found in the PECOS Supported Technology Guide.

Fig 4.4 - Mobile login screen

After logging in the main menu screen will be presented. Select 'Approvals' to see a list of your To Do's.

Fig 4.5 - Mobile main menu screen

5 Approving Requisitions and Order Requests

When a requisition is submitted, PECOS P2P will automatically work out who needs to approve it by reference to the owner of the approval task in the approval plan(s) within the requisitioner's approval group.

PECOS P2P will first route a submitted requisition through a requisition plan and then through a purchase order plan. If no requisition plan is contained in the user's approval group, no requisition approval will be necessary and the submitted document will be turned into order requests and be routed through a purchase order plan only. In the absence of either type of plan being associated to the requisitioner, purchase orders will be transmitted to the suppliers without any approval. Remember also that where approval plans do exist, documents will only be sent for approval if their content satisfies the routing criteria and rules contained within them. Where approval is required, PECOS P2P will send out an email message notifying the approver accordingly.

5.1 Open Requisitions and Orders

1. Navigate to your **To Do** list (see Accessing Approval Documents).

	Items	Documents	To Do	Cart	Templates	Blanket Orders		

Requisitions

Your Requisition Requests To Approve

Requisitions remaining for you to approve:

Requisition ID	Date Submitted	Submitted by	Comments
252	10/09/2014	Gerry Anderson	
245	05/08/2014	Mike Watson	
244	05/08/2014	Mike Watson	
241	24/07/2014	Government Buyer	
240	23/07/2014	Mike Watson	
239	23/07/2014	Government Buyer	
238	23/07/2014	Government Buyer	
236	16/07/2014	Government Buyer	
232	01/07/2014	Mike Watson	
229	24/06/2014	Government Buyer	
228	24/06/2014	Government Buyer	

Left Navigation Panel (To Do):
- Requisitions 55
- Order Requests 72
- PO Changes 2
- Invoices 0
- Returned Requisitions 0
- Returned Order Requests 0
- Returned PO Changes 0
- Returned Invoices 0
- Approval Delegation

Fig 5.1 - To Do list

2. Your pending approvals will be listed. You can navigate between approval objects by selecting from the **Left Navigation Panel**:

- **Requisitions.** The following data is displayed for outstanding Requisitions:
    - Requisition ID – The system generated, unique requisition number.
    - Date Submitted – The date the requisition was submitted for approval.
    - Submitted By – The user who created the requisition.
    - Comments – Any *Requisition* level *internal comment* will display here.

- **Order Requests.** The following data is displayed for outstanding Order Requests:
    - PO Number – The system generated order number with organisationally assigned prefix.
    - Date Submitted – The Order Request date.
    - Submitted by – The name of the user who created the original requisition.
    - Comments – Any *Order* level *internal comments* will display here.
    - Total Cost – The total order value.

3. Click on the **Document ID** (i.e. the Requisition ID or PO Number) that you wish to approve to open it in an **Approval Summary** screen.

There are a number of tasks that can be performed, including editing, which depend upon the permissions set up in the approval plan step that routed the document to you.

The action you take as an approver will dictate what happens to the document: it will either be returned back to the person who raised it or continue (approved by you) through the approval process and onto the next workflow step. Ultimately, the document will complete all the stages required by the user's approval workflow and be transmitted to the supplier as a completed and approved purchase order.

5.2 Review Requisitions and Orders

Review the details in the Approval Summary screen and select the appropriate course of action.

Requisition Approval Summary

Approve | Return To Requisitioner | Edit | Cancel Requisition | Back

Comments/Feedback (254 characters max.)

Requisition Detail

Requisition No.	Current Status	Date Created	Ordered By	Requisition Total	Estimated Tax	Gross Total	Internal Comments	External Comments
252	Requisition requires approval routing	10/09/2014	Gerry Anderson	£479.40	£95.88	£575.28		

Audit Trail

Time Stamp	Action	User	Additional Comments
10/09/2014 16:29 GMT+01:00	Requisition sent to Government Approver (Gerry Anderson) for financial approval	Gerry Anderson	

Order Detail - Bloomsbury Publishing

Supplier	Delivery	PO Number	PO Total	Est. Tax	GrossTotal	Est. Delivery	Payment Method	Carrier/Delivery	Delivery Date
Bloomsbury Publishing 75 High Street Leeds L8 7YT	Government Approver Government Department Government Buildings		£479.40	£95.88	£575.28	£0.00	Invoice	Best Way / Dedicated Truck	

Fig 5.2 - Requisition approval summary screen

The summary screen contains all the necessary information for an approver to make an informed and accurate decision as to the correct course of action to take.

- **Requisition Detail.** Shows the requisition creation date, the user who created it, the total value, (optionally) VAT and gross amounts, and requisition level internal and external comments.
- **Order Detail.** The order detail section contains details of the supplier for whom an order is to be placed. It also contains important delivery, tax and payment information that should be carefully reviewed.
- **Comments.** Requisition and Order level comments are prominently displayed in the requisition and order header sections. It is very important that you review these comments carefully:
  - **Internal comments –** These may have been entered by the requisitioner specifically for your benefit. Read them and action accordingly.
  - **External Comments –** These will appear printed on the purchase order. Review for accuracy and ensure that a comment has not been entered as an incorrect type or is defamatory!
- **Audit Trail.** The Audit Trail provides a date stamped document history. This contains important information relating to the approval history and will indicate why it has been sent to you for approval or review: read the action carefully.
- **Additional Order Information.** Any additional information entered into an extended field at order header level will appear here for review.
- **Order Line Detail.** The requisition and order line details will be displayed for review. Click on the item number to open the **Item Detail** screen where more information is available for the item, including (if provided by the supplier) an image. If implemented, estimated VAT and gross values may also be displayed for each line.

Order Line Detail - Bloomsbury Publishing

Line Item No.	Item No.	Mfr No.	Manufacturer	Qty	Unit Price	Est VAT	Comments
			Item Description		Ext price	Est Gross	
1	JKRHPHP		Bloomsbury Publishing	60	£7.99/EA	£95.88	
			Harry Potter and the Half Blood Prince		£479.40	£575.28	

Fig 5.3 - Order line detail section

- **Financial Tracking.** Click on the financial tracking icon to the right hand side of the line detail section, to open the **Financial Tracking Information** screen. This is a non-editable screen that displays the accounting for each line, including the account code descriptions, percentage line level splits and VAT treatment. Carefully review for accuracy. Click the 'back' button to return to the approval summary screen.

Financial Tracking Information

Back

Supplier: Bloomsbury Publishing   Requisition No.: 252
Date Created: September 10, 2014

Line Detail

Line	Item Number	Description	Financial Tracking Code	Percent	Amount	VAT Key - VAT Rate
1	JKRHPHP	Harry Potter and the Half Blood Prince	400-Facilities 2111-Office Supplies A00-None	100%	£479.40	STD-20%

Fig 5.4 - Financial tracking information screen

- **Additional Line Information.** Any additional information entered into an extended field at line level will appear here for review.
- **Attachments.** At the foot of the screen all document attachments will be displayed for your review. Take note of the attachment **type**: 'external' will be transmitted to the supplier with the purchase order and 'internal' will not. The attachment can be opened for review in a separate window by clicking on the attachment file name.

After reviewing the document summary, there are six options available:

1. 'Approve' without changes.
2. 'Return to Requisitioner' without changes.
3. Edit and 'Return to Requisitioner'.
4. Edit and 'Approve'.
5. 'Cancel' the document.
6. Review and do nothing.

Each option is explained in separate sections of this manual.

5.3 Approve Requisitions and Orders

If you are happy that the document is correct and do not wish to make any changes, simply click the **'Approve'** button.

The document will continue through the approval process and will move onto the next approval step if there is one. *For Requisitions*, if there are no more approval steps in the plan, approving a requisition will result in an order being created and either transmitted to the supplier or sent for further approval under an order request approval plan. *For Purchase Orders*, if there are no more approval steps in the approval plan, approval will result in the order being transmitted to the supplier.

Unknown Suppliers

Non-Catalogue items that have not been assigned a supplier will be display as **Supplier = Unknown**. It is not possible to approve a document that contains an 'Unknown' supplier and therefore editing must be performed.

PECOS P2P will display the following warning message: "You cannot approve a requisition containing items for an unknown supplier". Refer to 'Edit a Document' to discover how to edit items for Unknown Suppliers.

5.4 Return Requisitions and Orders

If, after review, you are not happy with the document and wish to reject it back to the requisitioner without making any changes, click the '**Return To Requisitioner**' button. A notification email message will be sent to the requisitioner informing them of your action.

The document will not continue through the approval process until the requisitioner has made the appropriate changes and re-submitted it.

By returning a document it will be sent back to the **START** of the approval plan and when re-submitted will follow the same course of approval, possibly (depending upon new or edited criteria) re-visiting earlier steps.

When a document is returned, you must indicate why you are returning it in the '**Comments/Feedback**' box. If no text is entered a warning message is displayed. Click 'OK', enter your comments and click the 'Return To Requisitioner' button once more.

Fig 5.5 - Approval summary screen showing comments and feedback box

If, after the requisitioner updates it, the document still falls within the criteria required for your approval, it will be sent to you a second time for approval. This process will continue until you finally and fully approve the document or the requisitioner cancels the request.

5.5 Edit Requisitions and Orders

Editing Permissions are contained in the approval step of the approval plan and may include *any combination* of the following document content:

- Items and Quantities
- Accounting Information
- Delivery and Invoicing Information
- Comments and Attachments
- VAT Treatment

If no editing permissions are granted by the approval plan, the edit button will not be displayed and no editing rights will be available.

5.5.1   Editing Requisitions

In the **Requisition Approval Summary** screen click on the 'Edit' button to open the 'Requisition - Approval Edit Mode' screen.

Fig 5.6 - Requisition approval edit mode screen

Whilst in edit mode the following actions can be performed:

- **Change Item Quantities.** Change item quantities by overtyping the existing quantity in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to refresh and update.

  The following configuration must be taken into consideration when updating item quantities:

  - **Decimal quantities**. Check whether decimals are allowed for your organisation.

  - **Minimum Order quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.

  - **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.

- **Add Catalogue Items**. Add items in the normal way: navigate to the Item Search screen; use the Quick Search at the top of the screen; or use 'Direct Item Entry' at the foot of the requisition. You will be able to add items from any catalogue according to your requisitioning and supplier access privileges.

- **Requisition Delivery and Invoicing information.** Click on the 'Requisition Delivery and Invoicing' link at the top of the document.

Fig 5.7 - Requisition delivery and invoicing

From here the following information can be changed **for the whole requisition**:

- Change **Buy-for** details by clicking the 'User Lookup' button. Buy-for user details can only be changed at requisition level and will be applied to all orders.
- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add or change the **Internal Delivery Location** by editing the text box.
- Edit any **Additional Order Information**. These boxes will be either text boxes or drop down list boxes, depending on how your system administrator has defined them.
- Add or change the **Delivery Date** by clicking on the calendar icon. Note that the delivery date may be configured for mandatory completion, in which case it must be changed and not cleared.

- Add or change the **Delivery Time** by selecting the appropriate radio button.
- Change the **Payment Method** and optionally select procurement card details.
- Change **Requisition Processing Type** by selecting an alternate radio button.

- **Order Delivery and Invoicing Information.** To change Delivery and Invoicing details for an individual order, click on the 'Order Delivery and Invoicing' link at the top of the Order section.

Fig 5.8 - Order delivery and invoicing

From here the following information can be changed **for the individual order**:

- Change the **Delivery Address** by clicking the 'Address Lookup' button.

- Add or change the **Delivery Date** and Time.. Note that the delivery date may be configured for mandatory completion, in which case it must be changed and not cleared.

- Add or change the **Delivery Time** by selecting the appropriate radio button.

- Add or change the **Internal Delivery Location** by editing the text box.

- Change the **Delivery Method** by selecting an alternative from the drop down selection box. This will update on the purchase order.

- Edit any **Additional Order Information**. These boxes will be either text boxes or drop down list boxes, depending on how your system administrator has defined them.

- Optionally edit **Payment and Delivery Terms**, if your user permissions allow.

- Edit or enter estimated **Allowed Delivery** charges if displayed. Note that the value of estimated delivery will be included in the document total for approval routing purposes (it will not be added as an order line item).

- Indicate if the order is to be **Tax Exempt** by checking the 'Tax Exempt' box if displayed.

- Change the **Payment Method** and optionally select procurement card details.

- **Comments and Attachments.** Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be updated at one of three levels: requisition, order and line.

  - **Requisition Level.** Click the paperclip icon in the requisition header to open and edit comments and attachments applied to the whole requisition. These comments and attachments will apply to all orders in the requisition.

Fig 5.9 - Requisition comments and attachments

- **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied to an individual purchase order document.
- **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments and also additional item information applied to the line item only.

Fig 5.10 - Line comments and attachments

- **Delete.** Delete a line by clicking on the red delete icon on the line you wish to delete. All lines for an entire order can be deleted by clicking on the icon in the order summary line.
- **Financial Tracking & VAT.** Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:
  - Requisition level - to change details for the entire requisition.
  - Order level - to change details for the entire order.
  - Line level - to change details and optionally split charges for the line only.
- Add a **Non-Catalogue item** to the requisition by clicking on the 'Add Non-Catalogue item' button.
- **Save Changes.** When all changes have been made to your satisfaction, click on the '**Return To Requisition Summary**' button to save your changes. The Requisition Approval Summary screen will once again be displayed.

  Notice that the audit trail will have been updated for all of the changes that you have made.

To complete the editing action you have two options:

- Click '**Approve**'. The requisition will move forwards in the approval process to the next workflow step.
- Click '**Return To Requisitioner**'. Mandatory comments must be entered. The requisition will be returned to the requisitioner with an email message containing your comments. The requisition will not move forwards in the approval process but upon optional editing and resubmission by the requisitioner, will return to the start.

5.5.2 Editing Order Requests

Click on the '**Edit**' button in the **Order Request Approval Summary** screen to open the order request editing screen.

Fig 5.11 - Order request approval summary

Whilst in the 'Order Request - Approval Edit Mode' the following actions can be performed:

- **Change Supplier.** To change the supplier for this order click on the **Supplier Name**. A supplier lookup will become available for you to select an alternate supplier or, if your user permissions allow, create a user defined supplier.

Fig 5.12 - Change supplier options

Use the supplier list box or lookup button to search for an alternate supplier for this order. Once identified make one of the following selections:
- Click the 'Apply' button to save your selection.
- Click the 'Cancel' button to close the supplier selection.

- **Update Item Quantities.** Overtype the existing quantities in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to refresh and update.

  The following configuration must be taken into consideration when updating item quantities:
  - **Decimal quantities**. Check whether decimals are allowed for your organisation.
  - **Minimum Order quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.
  - **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.

- **Add Catalogue Items.** Add items in the normal way: navigate to the Item Search screen; use the Quick Search at the top of the screen; or use 'Direct Item Entry' at the foot of the requisition. Catalogue search will be restricted to the supplier for whom the order is to be placed. Also note that you must have requisitioning rights and access to the supplier's catalogue to perform this action.

- **Update Delivery and Invoicing Information**. Click on the 'Order Delivery and Invoicing' link in the order header bar to open the Order Delivery and Invoicing screen in edit mode.

Fig 5.13 - Order delivery and invoicing

From here the following information can be changed for the order:
- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add or edit the **Internal Delivery Location** by editing the text box.
- Edit or enter **Additional Order Information** in the text or list boxes.
- Change the **Delivery Date** and **Time** by clicking on the calendar icon and radio buttons. Note that the delivery date might be configured as mandatory and therefore should not be cleared.
- Edit the **Delivery Method** by changing the selection in the drop down box.
- Change **Payment and Freight Terms** by selecting alternatives (if available) from the drop down list boxes.
- Add or edit the **Allowed Delivery** charges if displayed. Note that the value of estimated delivery will be included in the document total for approval routing purposes (it will not be added as an order line item).

- Indicate if the order is to be **Tax Exempt** by checking the 'Tax Exempt' box, if available.
- Change the **payment method** and optionally select procurement card details.
- **Comments and Attachments.** Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be updated at either Order or Line level within the order.
    - **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied at header level to the individual purchase order document.
    - **Line Level.** Click the paperclip icon at line level to open and edit comments, attachments and additional item information applied to the line item only.
- **Delete.** Delete an order line by clicking on the red delete icon for the line you wish to delete.
- **Financial Tracking & VAT.** Change financial tracking and VAT Treatment details by clicking on the financial tracking icon at one of the following levels:
    - Order level - to change details for the entire order.
    - Line level - to change details and optionally split charges for the line only.
- **Budget Checking**. If Budget Checking is enabled for your organisation, click on the budget icon (traffic light) at either order or line level to open the Budget Detail screen.
- Add a **Non-Catalogue** item to the order by clicking on the 'Add Non-Catalogue Item' button.
- **Save or Cancel Changes:** When all changes have been made to your satisfaction, click on the '**Submit Edits**' button to save your changes. *Notice that the audit trail will have been updated for all of the changes that you have saved.* If you do not wish to save your edits, click on the '**Cancel Edits**' button. Your changes will not be saved.

To complete the editing action you have two options:

- Click '**Approve**'. The order request will move forwards in the approval process to the next workflow step.
- Click '**Return To Requisitioner**'. Mandatory comments must be entered. The order request will be returned to the requisitioner with an email message containing your comments. The order request will not move forwards in the approval process but upon optional editing and resubmission by the requisitioner, will return to the start.

5.6 Cancel Requisitions and Orders

If, after review, you decide that the document is not to be authorised or not required and you do not wish to return it to the requisitioner for updating, it can be cancelled.

5.6.1 Cancel a Requisition

A requisition can only be cancelled by the requisitioner themselves and therefore you will only be able to cancel your own documents. Approvers and Administrators are not able to cancel other users requisitions - they must be returned back to the requisitioner for cancellation.

From within the **Requisition Approval Summary** screen enter cancellation reason in the 'Comments/Feedback' text box and click on the '**Cancel Requisition**' button. The message 'Requisition Cancelled' will be seen at the top of the screen and the audit trail updated accordingly. Use the 'Back' button to return to your To Do list where you may continue with further approval activities.

Cancelled requisitions will not be deleted from PECOS P2P but their status will be updated to 'Requisition Cancelled' and no further activities will be able to be performed. The only action that can be performed by the original requisitioner is to review the document details and copy them into a new shopping basket.

5.6.2 Cancel an Order Request

An order request can always be cancelled by the requisitioner themselves and therefore you will always be able to cancel your own documents. As an approver it is necessary to have 'Purchase Order Change' rights in order to be able to cancel other users order requests during the approval process. Administrators are able to cancel during the approval process if the 'Admin Order Cancellation' dynamic option is set for your organisation.

From within the **Order Request Approval Summary** screen enter a cancellation reason in the 'Comments/Feedback' text box and click on the '**Cancel Order Request**' button. The message 'Order Request Cancelled' will be seen at the top of the screen and the audit trail updated accordingly. Use the 'Back' button to return to your To Do list where you may continue with further approval activities.

Cancelled orders will not be deleted from PECOS P2P but their status will be updated to 'Order Has Been Cancelled' and no further activities will be able to be performed. The only action that can be performed by the original requisitioner is to review the document details and copy them into a new shopping basket.

6   Approving Change Orders

A change order is defined as a new version of an original purchase order. An order which has been changed and re-submitted after having already been approved and transmitted becomes a 'Change Order' in PECOS P2P.

Change orders may be routed for approval under a Change Order Approval Plan and are identified by the numbering convention: PO123-000-00X, where X = the change order iteration. There is no limit to the number of times an order can be changed.

6.1   Open Change Orders

1. You can access your PO Changes for approval direct form your Home Page or navigate to your **To Do** list. PECOS P2P will indicate the number of PO Changes outstanding.

2. Click on **'PO Changes'** in the Left Navigation Panel to open a list of purchase order changes awaiting approval.

The following data is displayed:
*   PO Number. The change order number.
*   Date Submitted. The Change Order creation date.
*   Submitted By. The name of the user who created the change order.
*   Comments. Any *Order* level *internal comments* will display here.
*   Total Cost. The total change order value.

PO Changes

Your Purchase Order Changes To Approve

Purchase Order Changes remaining for you to approve:

PO Number	Date Submitted	Submitted by	Comments	Total cost
GOV285-000-001	23/06/2014	Government Buyer		£559.30
GOV277-000-002	08/04/2014	Government Buyer		£9.58

Fig 6.1 - To Do PO changes list

3. Click on a **PO Number** to open it in the **PO Change Approval Summary** Screen.

There are a number of tasks that can be performed, including editing, which depends upon the permissions set up in the approval plan step.

The action you take as an approver will dictate what happens to the document: it will either be returned to the person who raised it or approved to move forwards through the approval process. Ultimately, the document will complete all the stages required by the user's change order plan and be re-transmitted to the supplier as an approved order.

6.2   Review Change Orders

Review the details in the **PO Change Approval Summary** screen and select the appropriate course of action.

The summary screen contains all the necessary information for an approver to make an informed and accurate decision.

*   **Order Detail.** The order detail section contains details of the supplier. It also contains important delivery, tax and payment information that should be carefully reviewed.
*   **Comments.** Requisition and order level comments are prominently displayed in the requisition and order header sections. It is very important that you review these comments carefully.
    *   **Internal comments.** These may have been entered by the requisitioner specifically for your benefit. Read them and action accordingly.
    *   **External Comments.** These will appear printed on the change order. Review for accuracy and ensure that a comment has not been entered as an incorrect type or is defamatory!
*   **Audit Trail.** The Audit Trail provides a date stamped document history. This contains important information relating to the approval history and will indicate why the order was changed and why it has been sent to you for approval or review: read the action carefully.
*   **Additional Order Information.** Any additional information entered into an extended field will appear here for review.

Fig 6.2 - PO change approval summary

- **Order Line Detail.** The order line details will be displayed for review. Click on the <u>item number</u> to open the Item Detail Page where more information is available, including (if supported by the supplier) an image.
- **Financial Tracking.** Click on the financial tracking icon to the right hand side of the line detail section, to open the **Financial Tracking Information** screen. This is a non-editable screen that displays the accounting for each line, including the account code descriptions, percentage line level splits and VAT rate. Carefully review for accuracy. Click the 'Back' button to return to the approval summary screen.

Fig 6.3 - Financial tracking information

- **Attachments.** At the foot of the screen any document attachments will be displayed for review. Take note of the attachment **type**: 'external' will be transmitted to the supplier with the purchase order and 'internal' will not. The attachment can be opened for review in a separate window by clicking on the attachment <u>file name</u>.

After reviewing the document summary, there are six options available:
1) 'Approve' without changes (see Approve Change Orders).
2) 'Return to Requisitioner' without changes (see Return Change Orders).
3) Edit and 'Return to Requisitioner' (see Edit Change Orders).
4) Edit and 'Approve' (see Edit Change Orders).
5) 'Cancel' the document (see Cancel Change Orders).
6) Review and do nothing.

6.3   Approve Change Orders

If you are happy that the change order is correct and do not wish to make any changes, simply click the '**Approve**' button at the top of the screen.

The document will continue through the change order approval process and will move onto the next workflow step if there is one. If there are no more approval steps in the approval plan, approval will result in the order being transmitted to the supplier.

6.4   Return Change Orders

If, after review, you are not happy with the change order and wish to reject it back to the requisitioner without making any changes, click the 'Return To Requisitioner' button at the top of the screen. A notification email message will be sent to the requisitioner informing them of your action.

The document will not continue through the approval process until the requisitioner has made the appropriate changes and re-submitted it.

By returning a document it will be sent back to the START of the approval plan and when re-submitted will follow the same course of approval, possibly (depending upon new or edited criteria) re-visiting earlier steps.

When a change order is returned, you must indicate why you are returning it in the 'Comments/Feedback' box. If no text is entered a warning message will be displayed.

If, after the requisitioner updates it, the document still falls within the criteria required for your approval, it will be sent to you a second time for approval. This process will continue until you finally and fully approve the document or the requisitioner cancels the change order.

6.5   Edit Change Orders

Editing Permissions are contained in the approval step of the change order approval plan and may include *any combination* of the following document content:

- Items and Quantities
- Accounting Information
- Delivery and Invoicing Information
- Comments and Attachments
- VAT Treatment

If no editing permissions are granted by the approval plan, the edit button will not be displayed and no editing rights will be available.

1. In the PO Change Approval Summary screen click on the '**Edit**' button to enter 'Approval Edit Mode'.

Fig 6.4 - PO change approval edit mode

2. The **PO Change Transmission Detail** is displayed to indicate whether the change order is to be sent to the supplier by email or fax. If permitted, these details may be changed and edited. If these details are greyed, editing is not permitted.

3. Two radio buttons are provided to select order transmission options. The order changes will always be saved and a change order created but it is possible to elect to not send a copy of the order to the supplier.

4. Whilst in edit mode the following actions can be performed.

- **Change Item Quantities.** Change item quantities by overtyping the existing quantity in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to update.

    The following configuration must be taken into consideration when updating item quantities:

- **Decimal quantities**. Check whether decimals are allowed for your organisation.
- **Minimum Order quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.
- **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.

- **Add Catalogue Items.** Add items in the normal way: navigate to the Item Search screen; use the Quick Search at the top of the screen; or use 'Direct Item Entry' at the foot of the requisition. Catalogue search will be restricted to the supplier for whom the order is to be placed. Also note that you must have requisitioning rights and access to the supplier's catalogue to perform this action.
- **Order Delivery and Invoicing Information.** To change Delivery and Invoicing details click on the 'Order Delivery and Invoicing' link at the top of the order section.

Fig 6.5 - Order delivery and invoicing

From here the following information can be changed for the order:

- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Change the **Delivery Date** and **Time**. Note that the delivery date might be set as mandatory and if so should not be cleared.
- Add or change the **Internal Delivery Location** by editing the text box.
- Change the **Delivery Method** by selecting an alternative from the drop down selection box. This will update on the purchase order.
- Edit any **Additional Order Information**. These boxes will be either text boxes or drop down list boxes, depending on how your system administrator has defined them.
- Change Payment or Delivery Terms if available.
- Edit or enter estimated **Delivery** charges. Note that the value of estimated delivery will be included in the document total for approval routing purposes but is not added as an order line item.
- Indicate if the order is to be tax exempt by checking the 'Tax Exempt' box, if available.
- Change the **Payment Method** and optionally select procurement card details.
- **Comments and Attachments.** Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be updated at one of two levels for the change order.
  - **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied to the individual purchase order document:
  - **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments and also additional item information applied to the line item only:
- **Delete.** Delete a document line by clicking on the red delete icon on the line you wish to delete. All lines for an entire order can be deleted by clicking on the icon in the order summary line.
- **Financial Tracking & VAT.** Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:
  - Order level - to change details for the entire Order.
  - Line level - to change details and optionally split charges for the line only.
- Add a **Non-Catalogue Item** to the order by clicking on the 'add non-catalogue item' button.

5. **Save or Cancel Changes:** When all changes have been made to your satisfaction, click on the '**Submit Edits**' button to save your changes. *Notice that the audit trail will have been updated for all of the changes that you have saved.* If you do not wish to save your edits, click on the '**Cancel Edits**' button. Your changes will not be saved.

6. To complete the editing action you have two options:
   - Click '**Approve**'. The change order will move forwards in the approval process to the next workflow step

- Click '**Return To Requisitioner**'. Mandatory comments must be entered. The change order will be returned to the requisitioner with an email message containing your comments. The order will not move forwards in the approval process but upon optional editing and resubmission by the requisitioner, will return to the start.

6.6   Cancel Change Orders

A change order can always be cancelled by the requisitioner themselves and therefore you will always be able to cancel your own documents. As an approver it is necessary to have 'Purchase Order Change' rights in order to be able to cancel other users change orders during the approval process. Administrators are able to cancel during the approval process if the 'Admin Order Cancellation' dynamic option is set for your organisation.

1.   In the PO Change Approval Summary screen enter an order cancellation reason in the **Comments/Feedback** text box.
2.   Click the '**Cancel PO**' button. The message 'Order has been cancelled' will be seen at the top of the screen and the audit trail updated accordingly.

Cancelled change orders will not be deleted from PECOS P2P but their status will be updated to 'Order has been cancelled' and no further activities will be able to be performed. The original order will remain open for transacting receipts and invoices.

7   Approving Invoices

The processing of invoices in PECOS P2P is part of the financial settlement stage of the procurement cycle and is optionally undertaken in the P2P. Your organisation may elect to extract an interface that contains all order and receipt information and process invoices directly in your financial management system. Moreover, where PECOS P2P is used for invoice processing, the approval routing of these documents is entirely optional.

Invoices can be processed in a number of ways: manual entry of paper invoices through the invoice entry screen; uploaded by you using the cXML bulk upload interface; sent electronically by suppliers using the cXML interface; and received automatically through the Elcom eInvoicing module.

When an invoice is processed in PECOS P2P the system will look for an **Invoice Settlement Plan** assigned to the user (i.e. the requisitioner) and process the invoice through it in exactly the same way as requisitions and orders are processed. PECOS P2P will ascertain if approval is necessary based on the criteria of each plan task and the content of the invoice and will automatically work out who needs to approve it by reference to the owner of each approval task in the user's approval group. Approval is usually required for invoice matching exceptions and when it is, the system sends out a configurable email message to notify the approver that an approval action is necessary.

Note that the user who creates the invoice (i.e. the 'Invoicer') is unlikely to be the same person as the requisitioner. Approval routing is based on the requisitioner's approval rules (i.e. the invoice settlement plan assigned to the requisitioner) and not those of the Invoicer.

7.1   Open Invoices

1. You can access your invoices for approval direct form your Home Page or navigate to your **To Do** list. PECOS P2P will indicate the number of invoices outstanding.

2. Click on **'Invoices'** in the Left Navigation Panel to open a list of invoices awaiting approval.

The following data is displayed:
- Invoice Number. The invoice document number.
- Invoice Date. The invoice date.
- PO Number. The order number the invoice is processed against.
- Supplier Name. The supplier the invoice is processed against.
- Date Submitted. The purchase order submission date.
- Submitted by. The name of the requisitioner (may not be the invoicer).
- Invoice Total. The invoice total.

To quickly identify documents for approval you can click on the column headers to sort the invoice data in ascending or descending order.

Invoice No.	Inv. Date	PO Number	Supplier Name	Date Submitted	Submitted by	Invoice Total
666rtertr	27/02/2014	GOV243	Fresh Foods	06/02/2014	Mike Watson	£42.16

Fig 7.1 - To Do list showing invoices to approve

3. Click on the **Invoice Number** that requires approval to open it in the **Settlement Approval Summary** screen.

There are a number of tasks that can be performed, including editing, if permission in the approval step allows. The action you take as an approver will depend on the current matching status of the invoice and ultimately dictate what happens to the document: it will either be returned to the person who raised it or continue approved through the approval process.

Ultimately, the document will complete all the stages required by the invoice settlement plan and will be made available for transfer to your organisation's financial system for payment. Only reconciled and approved invoices are sent for payment.

7.2   Review Invoices

In the **Settlement Approval Summary** screen scroll down the document details to review and consider an appropriate course of action.

Settlement Approval Summary

| Approve | Force Settle | Deactivate | Return To Requisitioner | Return To Invoicer | Edit | Back |

Comments/Feedback

Invoice

Invoice Number	Type	Invoice Date	Date Received	Total Amt.	Pay Amt.	Taxes	Delivery	Status
666rtertr	DI	27/02/2014		£42.16	£42.16	£5.36	£10.00	Exception - order tolerance exceeded

Additional Invoice Information

Field Name	Field Value
Hold Payment	No
Hold Reason	

Order Summary

Order No.	Requisitioner	Supplier	Date	Order Total	Order Tolerance (line)	Status
GOV243	Mike Watson	Fresh Foods	06/02/2014	£9.12	1.5%	Order is open

Order/Invoice Comparison

	Order Information - GBP								Invoice Information - GBP			
Line No.	Item No.	Mfr No.	Qty	Qty Rtn	Unit Price	Ext Price	Outstanding	Item No.	Qty	Unit Price	Ext Price
1	2168		2	0	£4.56	£9.12	-£17.68	2168	5	£5.36	£26.80

Settlement Audit

Time Stamp	Related Invoice Number	Related Stock Number	New Status	Old Status	Actioner	Additional Comment
27/02/2014 11:24 GMT+00:00	666rtertr		Received - unprocessed		Mike Watson	666rtertr

Fig 7.2 - Settlement approval summary screen

The summary screen contains all the necessary information for an approver to make an informed and accurate decision.

- **Invoice.** The invoice header details include invoice dates, total amount, total taxes, delivery charges and the current invoice status.
- **Settlement Status.** The settlement status of the invoice, displayed in the invoice header, is a very important piece of information that will probably explain why this document has been sent to you and will determine your course of action (see Invoice Settlement Statuses).
- **Additional Invoice Information.** Any user defined invoice fields will appear in this section. These fields have been extended by your system administrator to capture additional information for use during workflow approval or for passing through to your finance system.
- **Order Summary.** The order summary section contains details of the order, including the line level matching tolerance that has been used. This tolerance is the maximum value above and below the order value outside of which the invoice value will be placed on a mismatched status.
- **Order/Invoice Comparison.** This table contains line item level detail of: the order quantity and prices and invoice quantity and prices that have been used in the financial matching process.
- **Invoice Attachments.** This table contains a list of attachments that are associated to the invoice: for example, a copy of the original paper invoice received from the supplier. An attachment may be 'Manual' (added by the invoicer through the PECOS P2P invoice entry form) or 'Electronic' (added automatically through the eInvoice interface). The attached file can also be either an office document or a URL. Click on the file description to open, review or print the attachment.
- **Settlement Audit.** The settlement audit trail provides a date stamped history of invoice processing.

- **Order Audit.** The order audit trail provides a date stamped document history. This contains important information relating to approvals, receipts, returns, invoicing and matching and will probably indicate why the invoice has been sent to you for approval or review: read the actions carefully.

- **Financial Tracking**. Click on the financial tracking icon to open and review the financial tracking and tax information for the invoice.

Fig 7.3 - Invoice financial tracking

7.2.1   Invoice Settlement Statuses

The following settlement statuses may be displayed for each invoice in the Settlement Approval Summary screen. These statuses are provided to give an indication of the current matching and settlement processing stage of individual invoices. A purchase order may have multiple invoices, each containing different settlement statuses.

- **Exception - Full match pending receipt:** (Note that three-way matching is being used by the order). The invoice has been matched and an invoice exception recognised: at least one line on the invoice contains a quantity that is greater than the receipt quantity for the line. Full receipting or force settlement is required in order for this invoice to be paid.

- **Exception - Order tolerance exceeded:** The invoice has been matched and an invoice exception recognised: at least one line on the invoice contains a price that is greater or less than the order price. Force Settlement is required in order for this invoice to be paid.

- **Mismatch between order and invoice (for non tolerance errors):** The invoice has been matched and an invoice exception recognised: at least one line on the invoice contains a quantity greater than the net order quantity (original order quantity less returns). Force Settlement is required in order for this invoice to be paid.

- **Exception - VAT tolerance exceeded:** The invoice has been matched and an invoice exception recognised. The total VAT entered on the invoice as 'Supplier VAT' exceeds the amount of system generated 'Calculated VAT' by more than the VAT tolerance. Force Settlement is required in order for this invoice to be paid.

- **Reconciled:** The invoice has been matched and there are no exceptions. This invoice can be paid and will be included on the next APExport.

- **Reconciled - pending full invoicing:** The invoice has been matched and there are no exceptions. The supplier has been configured to NOT allow 'Partial Delivery Payment' and therefore PECOS P2P has identified that the invoice quantity is less than the order quantity. This invoice cannot therefore be paid until all invoices have been received for this order and the total invoice quantities equal the net order quantity. This invoice will not be included in the APExport until all invoices for this order have been received and reconciled, when all invoices have been sent together.

- **Force settled:** The invoice has been matched and an exception identified but this has been approved by the running of the Force Settlement program. This invoice can be paid and will either be included in the next APExport (if the invoice is not in approval routing) or is in settlement workflow awaiting approval.

- **Deactivated:** The invoice has been deactivated during the settlement process and no longer requires approval or settlement. This invoice should not be paid and will not be included in an APExport.

- **Returned to invoicer:** The invoice has been returned to the invoicer (the user who created the invoice) during the approval process. The invoice will reside in the Invoicers To Do list until it is edited and reprocessed.

- **Returned to requisitioner:** The invoice has been returned to the requisitioner (the user who created the invoice) during the approval process. The invoice will reside in the requisitioner's To Do list until the original purchase order has been changed and/or reprocessed.

7.3   Approve Invoices

If you wish to approve the invoice in its current form without making any changes click the 'Approve' button. The invoice will continue through the allocated approval plan and be removed from your To Do list.

You may also approve an invoice *after* performing editing activities.

7.4   Edit Invoices

Editing will be available to you if the step in the approval plan that sent the invoice to your To Do list has editing rights. If there are no editing rights given to the step in the plan, the edit button will not display. It is therefore not uncommon to find that you have permission to edit some types or statuses of invoice but not others.

1. Click the '**Edit**' button at the top of the Settlement Approval Summary screen. The 'Edit Invoice' screen will open.

Fig 7.4 - Edit invoice screen

2. Undertake changes according to your editing privileges:
    *   Click on the '**Address Lookup**' button to change the remittance address.
    *   Click on the '**Terms Lookup**' button to change the payment terms.
    *   **Supplier VAT Number** and **Comments** are all editable by overtyping existing data.
    *   Click on the **Attachment** icon to update, remove or add an invoice attachment.
    *   Click on the calendar icon to change the **Invoice Date**.
    *   Click on the calendar icon to change the **Invoice Received Date**.
    *   In the line details, quantity, descriptions, prices and unit of measure may all be changed.
    *   Change **VAT** by selecting an alternate tax type from the drop down list box.
    *   Update **Delivery** and **Supplier VAT** by changing the field values.
    *   **Financial Tracking** can be changed for lines, delivery charges and VAT by clicking on the financial tracking icon at the appropriate level. (Further details about undertaking accounting changes can be found in the User Manual).

3. Click on the '**Additional Invoice Information**' button to access any of the extended user fields that require review or updating.

Fig 7.5 - Additional invoice information fields

The extended fields open in a pop up window where they can be edited. Mandatory fields are marked with an asterisk and cannot be removed. To enter or change a date field click on the date calendar.

4. After completing your edits remember to click the 'Recalculate' button if there is one. If invoice recalculation is not implemented, the invoice will refresh totals automatically after tabbing out of quantity, price or tax fields.

5. Click the 'Save Invoice' button to save your changes and return to the Settlement Approval Summary screen.

7.5   Force Settle

The option to Force Settle an invoice will only be available to you in certain circumstances:

- You have been granted the force settlement privilege in your user profile.
- The invoice has a mismatched settlement status (i.e. is not reconciled).

Force settlement is the action of accepting matching discrepancies for line item price or quantity or for delivery or tax price matching differences.

The affect of force settlement is to change the invoice matching status from an exception to 'Force Settled' thereby making the invoice available for payment.

The action of force settlement is usually undertaken by senior purchasing or finance personnel and should be undertaken only after careful examination of the invoice document and its related purchase order records (displayed in the invoice/order comparison table) and the order's receipt records.

1. Enter the reason for force settling this document in the '**Comments/Feedback**' box in the Settlement Approval Summary screen.
2. Click the '**Force Settle**' button. If you fail to enter mandatory force settlement comments, an error message will be displayed.
   Note that after Force Settlement the invoice will remain in approval mode until it is approved.
3. The pre-approval invoice status will be updated to '**Force settled**' and you will remain in the Settlement Approval Summary screen. The document will remain in your To Do list in an approval status until you perform additional approval activities.
4. Click the '**Approve**' button to approve the invoice and update the invoice status for settlement resolution purposes. The document will be removed from your To Do list and continue through the allocated settlement approval plan. After final approval it will be made available for inclusion on the APExport for payment.

   Alternatively, you may wish to click on the '**Back**' button to return to this document at a later date. By doing so however, the force settled invoice will remain in approval and not be maintainable by any other user.

7.6   Deactivate Invoices

Deactivating an invoice document has the effect of removing it from the payment process. A deactivated invoice will be given a deactivated status and not be included on the APExport for payment processing.

Reasons for deactivating an invoice might include: entered with errors, posted against the wrong purchase order or duplicate invoice processed.

1. Enter the reason for deactivating the invoice in the '**Comments/Feedback**' box in the Settlement Approval Summary screen.
2. Click the '**Deactivate**' button. The invoice settlement status will be changed to 'Deactivated'. If you fail to enter mandatory deactivation comments an error message will be displayed.
3. The invoice will be automatically removed from your To Do list and continue through the allocated invoice settlement approval plan. The 'Your Invoices to Approve' screen will be displayed where you can continue with further invoice approval activity.

7.7   Return to Invoicer

If after reviewing the invoice you do not wish to approve it but return it to the Invoicer with a comment, you must click the 'Return To Invoicer' button.

An invoice that is returned does not continue through the approval plan until the user to whom it is returned resubmits it. Returned invoices may also be edited or cancelled.

The Invoicer is the user who created the invoice document and may not be the same as the requisitioner. The name of the invoicer will be the 'Actioner' displayed for the 'Received - unprocessed' action in the Settlement Audit.

Settlement Audit

Time Stamp	Related Invoice Number	Related Stock Number	New Status	Old Status	Actioner	Additional Comment
27/02/2014 11:24 GMT+00:00	666rtertr		Received - unprocessed		Mike Watson	666rtertr

*Fig 7.6 - **Invoicer displayed in the settlement audit***

Return comments must be entered in the '**Comments/Feedback**' box. If you fail to enter return comments an error message will be displayed.

The following actions will occur when an invoice is returned:

- The invoice will be removed from your To Do list.
- An email will be sent to the Invoicer informing them of your action.
- The invoice will appear in the 'Returned Invoices' section of the Invoicers To Do list.
- The order audit trail will be updated with the action, including the return comment entered.
- The invoice settlement status will be updated to 'Returned to Invoicer'.

You may also return the invoice to the Invoicer *after* performing editing activities.

7.8   Return to Requisitioner

If after reviewing the invoice you do not wish to approve it but return it to the requisitioner with a comment, you must click the '**Return To Requisitioner**' button.

An invoice that is returned does not continue through the approval plan until the user to whom it is returned resubmits it. Returned invoices may also be edited or cancelled.

The requisitioner may not be the same person as the invoicer. For system generated orders, the requisitioner will be the user who raised the original requisition and for a manual invoice it will be the same person who raised the invoice, unless it was manually overridden at the time of creation. The name of the requisitioner is displayed in the Order Summary in the Approval Summary Screen.

Return comments must be entered in the '**Comments/Feedback**' box. If you fail to enter return comments an error message will be displayed.

The following actions will occur when an invoice is returned:

- The invoice will be removed from your To Do list.
- An email will be sent to the requisitioner informing them of your action.
- The invoice will appear in the 'Returned Invoices' section of the Requisitioner's To Do list.
- The order audit trail will be updated with the action, including the comment entered.
- The invoice settlement status will be updated to 'Returned to requisitioner'.

You may also return the invoice to the requisitioner *after* performing editing activities.

8   Non-Catalogue Items

A Non-Catalogue item is a line on a requisition or order that has not been added from an electronically held PECOS P2P catalogue or through a PunchOut catalogue or Market Place site. It is added by the requisitioner as a **free text** item and is therefore not a pre-approved contract item for purchase.

The minimum requirement for a Non-Catalogue item is that it must have a description. The following information, some of which is mandatory for an order to be placed, might be missing and may require updating:

- Supplier Name (mandatory)
- Item Price
- Item Number
- Manufacturer Part Number
- Quantity (default will be one)
- Unit of Measure
- Product Category Code
- Description

A document that contains an item from an 'Unknown' supplier (i.e. a supplier has not be assigned) CANNOT be approved – this information is mandatory before the document can move forwards in the approval process.

All approval plans should be written to require requisitions and order requests that contain such an item to be routed for approval. Approval is usually performed by a purchasing department or procurement professional who will complete the line after sourcing the item being requested.

Suppliers assigned to Non-Catalogue items may also have been created by the requisitioner as a 'User Defined Supplier'. If this is the case, it should be the responsibility of the approver to audit these supplier details.

The audit trail message and email notification message will usually indicate that a document has been routed because it contains Non-Catalogue items.

As an approver, you should only update Non-Catalogue items during the approval process if it is your responsibility to do so. (A document may have been routed to you for a different reason and may subsequently go to the responsible person.)

Note. You must have rights to Non-Catalogue items in your user profile to perform updates to these items.

Note. You must have rights to User Defined Suppliers in your user profile to perform updates to these supplier types.

8.1   Identifying Non-Catalogue Items

Access documents as usual from either your Home Page, the To Do list or the attachment contained in the approval notification email message (see Accessing Approval Documents).

A Non-Catalogue item is identifiable by the 'Non-Catalogue' item type assigned to it by PECOS P2P. Depending on the detail entered by the requisitioner, it may also often have no item number, price or supplier assigned to it.

From the 'Approval Summary' screen review the Non-Catalogue item(s) and decide what course of action you need to take. Not all of these item types will need updating if the requisitioner has entered all the correct information and you want to give your approval without making changes.

8.2   Editing Non-Catalogue Items

1. Navigate to your To Do list and select the appropriate document type from the Left Navigation Panel.
2. Click on the document number to open the **Approval Summary** screen.
3. In the Approval Summary screen click on the '**Edit**' button to enter '**Approval Edit Mode**'.
4. In the Approval Edit Mode screen click on the item number link to enter the '**Update Non-Catalogue Item**' screen. If no item number has been entered by the requisitioner it will say 'unknown'.

Fig 8.1 - Requisition in approval edit mode displaying an unknown non-catalogue item

5. Review all the Non-Catalogue item attributes in the 'Update Non-Catalogue Item' screen. Remember that the Requisitioner may only have entered an item description.

Fig 8.2 - Update non-catalogue item screen

The following item attributes are available for editing, some of which are mandatory (marked with a red asterisk):

- **Supplier (Mandatory).** One of three selections will be made.
    - **Existing.** If the supplier is already assigned it can be changed by either selecting from the list box or clicking the 'Supplier Lookup' button and using the supplier search tool to select an alternative.
    - **Unknown.** If the supplier is 'Unknown' one MUST be selected. Click the 'Existing' radio button and assign a supplier from the list box or through the supplier lookup.
    - **User Defined.** If this option is available, create an ad-hoc supplier by clicking the 'Add' button (see User Defined Suppliers).
- **Item Number.** Enter the supplier's part number (sku code).
- **Manufacturer Part Number.** Enter the manufacturer part number of known.
- **Manufacturer.** Enter the name of the manufacturer if known.
- **Settlement Type.** Select either 'Quantity' or 'Amount' from the drop down box to determine how goods are to be receipted and matched against this item.
    - **Quantity:** goods are received by quantity.
    - **Amount:** goods are received by value.
- **Quantity (Mandatory).** Enter the number of items to be purchase. The default is one.
- **Unit of Measure (Mandatory).** Enter the unit of measure from the drop down box. The default is 'Each'.
- **Estimated Price (Mandatory).** Enter the price for this item. The default is 'Nil'.
- **Description (Mandatory).** Update the item description.
- **Category Code.** Optionally select the first and second level product classification code (e.g. UNSPSC). Note that this selection may have been made mandatory by your system administrator.
- **Internal Comments.** Enter any internal comments to be viewed by the requisitioner and other approvers.
- **External Comments.** Enter any external comments to appear printed on the purchase order at line level.

6. When you have finished making your changes click the '**Update Non-Catalogue Item**' button to return to the 'Approval Edit Mode' screen. If you do not wish to update the item and save your changes, click the '**Cancel**' button.

7. If there are no further items to edit and you have completed the review of comments, financial tracking codes and delivery and invoicing data, click the '**Return to Requisition Summary**' button (if you are editing in a requisition) or '**Submit Edits**' button (if you are editing an order request).

   The audit trail will be updated with all the changes that you have made and you are now able to complete approval of the document in the usual way.

9   Blanket Orders

Blanket orders may require approval in the same way as requisitions and purchase orders. The requirement for approval will be dependent on the rules contained within your approval plans as well as the processing conditions created for the blanket order itself. There are two types of blanket order document that you could receive for approval:

- An *original* blanket order request
- A blanket order *release*

9.1   Identifying Blanket Orders

9.1.1   Numbering Convention

Blanket order releases are identified by a blanket order release number suffixed to the original order number. The blanket release identifier is the second set of three numbers and increments for each release processed.

For example, if PO3478 is the original order number the first release will be PO3478-001, the second release will be PO3478-002 and so forth.

9.1.2   Original Blanket Orders

An original blanket request may be received as either a requisition (if routed by a requisition approval plan) or an order request (if routed by a purchase order approval plan). The document number will **not** have a blanket release suffix.

It can be identified in the Approval Summary screens. The requisition or order detail section will display the requisition or order type as 'Blanket'. Click on the requisition number to open the Blanket Order Summary screen which contains details of the blanket policies. Here for example, you will be able to see and check the release permissions and receipt requirements.

Blanket Order Summary

Back

Blanket Order Policy

Blanket Order No.	Blanket Order Name	Type	Supplier	Blanket Owner
	Contract Labour	Quantity	Hayes Recruitment Ltd	Mike Watson

Current Status	Release Required	Approval Required	Receipt Required	Unit Price Matching	Effective Date	Expiration Date
Pending	Yes	Yes	Yes	No	01/09/2014	01/10/2016

Line Item Allocation

No.	Item No.	Description	Unit Price	Initial		Released		Remaining	
1	123	Labour - A Rate	£85.00 /EA	200	£17,000.00	0	£0.00	200	£17,000.00
2	456	Labour - B Rate	£110.00 /EA	200	£22,000.00	0	£0.00	200	£22,000.00
3	789	Labour - C Rate	£140.00 /EA	200	£28,000.00	0	£0.00	200	£28,000.00

Fig 9.1 - Blanket order summary accessed from approval summary

9.1.3   Blanket Order Releases

A blanket order release will be received into your To Do list as an **order request**. The document number will have a blanket release suffix.

To Do

Requisitions	56
Order Requests	72
PO Changes	2
Invoices	0
Returned Requisitions	0
Returned Order Requests	0

Order Requests

Your Order Requests To Approve

Orders remaining for you to approve:

PO Number	Date Submitted	Submitted by	Comments	Total cost
GOV304	01/08/2014	Government Buyer		£1,812.66
GOV301	18/07/2014	Mike Watson		£4.30
GOV266-001	14/02/2014	Government Buyer		£156.00
GOV269	14/02/2014	Government Buyer		£404.00
GOV262	13/02/2014	Government Buyer		£32.80
GOV263	13/02/2014	Government Buyer		£7.80

Fig 9.2 - To Do order requests list showing blanket release

The Order Detail section of the Order Request Approval Summary screen will identify the PO Type as a 'Blanket Release'.

9.2 Approving Original Blankets

The original blanket order may be sent for requisition approval, order approval or both.

9.2.1 Requisition Approval

Original blanket orders submitted through a requisition approval plan can be:
   a) Approved without changes.
   b) Returned to the requisitioner without changes.
   c) Edited and returned to the requisitioner.
   d) Edited and approved.
   e) Cancelled.

9.2.1.1 Approve without Changes

In your **Requisitions To Do** list click on the Requisition ID to open the '**Requisition Approval Summary**' screen.

If you are happy that the blanket order is correct and do not wish to edit or return it to the originator, simply click the '**Approve**' button.

The document will continue through the approval process and will move onto the next workflow step if there is one. If there are no more approval steps in the plan, approving the requisition will result in an order being created and either transmitted to the supplier or sent for further approval under an order request approval plan.

9.2.1.2 Return without Changes

In your **Requisitions To Do** list click on the Requisition ID to open the '**Requisition Approval Summary**' screen.

If, after review, you are not happy with the document and wish to reject it back to the requisitioner, click the '**Return To Requisitioner**' button. You must enter mandatory comments (e.g. the reason for return) in the '**Comments/Feedback**' box. A notification email message will be sent to the requisitioner informing them of your action.

The document will not continue through the approval process until the requisitioner has made the appropriate changes and either cancelled or re-submitted it.

If, after the requisitioner updates it, the document still falls within the criteria required for your approval, it will be sent to you a second time for approval. This process will continue until you finally approve the document or the requisitioner cancels the blanket order.

9.2.1.3 Edit

In your **Requisitions To Do** list click on the Requisition ID to open the '**Requisition Approval Summary**' screen.

Depending on the rights given by your system administrator you will be able to either fully or partially edit the details of the blanket order.

1. Click on the '**Edit**' button to enter blanket order 'Approval Edit Mode'.

Fig 9.3 - Blanket order requisition in approval edit mode

The following editing tasks can be performed.

- **Update Item Quantities**

To update item quantities overtype the existing quantities in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to update.

The following configuration must be taken into consideration when updating item quantities:

- **Decimal Quantities**. Check whether decimals are allowed for your organisation.
- **Minimum Order Quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.

- **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.
- **Not to Exceed Amount**. If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item quantities and make the sum of the line item totals different to the Not to Exceed Amount.

- **Update Prices**

Prices can be updated by overtyping the existing price in the 'Unit Price' column. Ensure you tab out of the box after typing to allow the document to update. (**Note.** *The ability to edit item prices is specific to blanket orders.*)

If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item unit prices and make the sum of the line item totals different to the Not to Exceed amount.

- **Update Delivery and Invoicing Information**

Clicking on the 'Order Delivery and Invoicing' link at the top of the page will enable editing of delivery, payment and invoicing options.

Fig 9.4 - Order delivery and invoicing

From here the following information can be changed:
- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add an **Internal Delivery Location** by typing it in the edit box.
- Change the **Delivery Date** by clicking on the calendar icon.
- Change or add a **Delivery Time** by selecting from the radio buttons.
- Change Carrier and **Delivery Method** by selecting alternatives (if available) from the drop down list box.
- Enter **Additional Order Information** (if available).
- Change the **Payment Method** and optionally select procurement card details.

- **Add Additional Catalogue Items**

To add items to the blanket order navigate to the **Item Search** page and add items in the normal way. Alternatively an item can be added directly to the requisition using 'Direct Item Entry' at the foot of the requisition. Note that the choice of supplier is fixed since a blanket order can be assigned to a single supplier only. *You must have requisitioning rights and access to the appropriate blanket supplier's catalogue to perform this action.*

After adding a catalogue item, to return to the Blanket Order Detail screen to resume editing, click on the 'Basket' tab.

- **Comments and Attachments**

Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be edited at one of three levels:
- **Requisition Level.** Click the paperclip icon in the requisition header to open and edit comments and attachments applied to the whole requisition. Since a blanket represents a single order, these comments and attachments are effectively the same as those applied at order level.
- **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied at the purchase order header level.
- **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments applied to the line item only.
  Additional Item Information fields may also be available at line level. These extended fields provide for free text input or list box selection and can be optionally made mandatory. They capture item specific detail that can be used to add information to purchase orders, provide data for integration files or used for approval routing purposes.

Fig 9.5 - Line comments and attachments

- **Delete**

Delete an order or an order line by clicking on the red delete icon.

- **Financial Tracking**

Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:

- Requisition or order level - to change details for the entire blanket order.
- Line level - to change details and optionally split charges for the line only.

2. Optionally add a **Non-Catalogue Item** to the Blanket Order by clicking on the 'Add Non-Catalogue Item' button (see Non-Catalogue Items).

3. To edit the **Blanket Order Policy** click on the 'Blanket Order Policy' button to open the blanket order policy screen.

Fig 9.6 - Blanket order policy in edit mode

All blanket policy can be edited with the exception of the supplier. Policy Terms, Processing Conditions and Notification Controls can all be updated: refer to the Blanket Order pages of the User Guide for additional information.

4. To edit **Blanket Order Permissions**, from within the Blanket Order Policy screen, click on the 'Blanket Order Permissions' button. Two permissions can be set:

- **Release Permission**. Select business groups to define which users will be granted permission to create blanket releases. The default is 'Private', allowing only the author of the blanket to create blanket releases.
- **Maintenance Permission**. Select business groups to define which users will be granted administration rights to maintain this blanket. The default is 'Private', allowing only the author of the blanket to maintain this blanket order.

Fig 9.7 - Blanket order permissions

After making changes to Blanket Order Permissions select either 'Save' to save your changes and return to the Blanket Order Policy screen or 'Cancel' to return to the Blanket Order Policy screen without saving changes.

5. When all changes to blanket policy and permissions have been completed click on the '**Blanket Order Detail**' button to save changes and resume editing activity in the Blanket Order Detail screen.

    If you do not wish to save the changes to blanket policy and permissions click on the '**Cancel**' button in the Blanket Order Policy screen.

6. When all changes have been made to your satisfaction, click on the '**Return To Requisition Summary**' button. The Requisition Approval Summary screen will once again be displayed.
    Notice that the audit trail will have been updated for all of the changes that you have saved.

7. To complete editing there are two options:
    *   Click 'Approve'. The blanket order will move forwards in the workflow to its next step.
    *   Click 'Return To Requisitioner'. The blanket order will not move forwards in the workflow but return to the start, pending the action of the requisitioner. Mandatory **Comments/Feedback** is required if the blanket is returned.

9.2.1.4   Cancel

In your **Requisitions To Do** list click on the Requisition ID to open the '**Requisition Approval Summary**' screen.

A requisition can only be cancelled by the requisitioner themselves and therefore you will only be able to cancel your own documents. Approvers and Administrators are not able to cancel other users requisitions - they must be returned back to the requisitioner for cancellation.

From within the **Requisition Approval Summary** screen enter cancellation reason in the 'Comments/Feedback' text box and click on the '**Cancel Requisition**' button. The message 'Requisition Cancelled' will be seen at the top of the screen and the audit trail updated accordingly. Use the 'Back' button to return to your To Do list where you may continue with further approval activities.

Cancelled requisitions will not be deleted from PECOS P2P but their status will be updated to 'Requisition Cancelled' and no further activities will be able to be performed. The only action that can be performed by the original requisitioner is to review the document details and copy them into a new shopping basket.

9.2.2   Order Approval

Original Blanket Orders submitted through a Purchase Order Approval Plan can be approved, returned or edited. They cannot be cancelled.

In your **Order Requests To Do** list click on the PO Number to open the '**Order Request Approval Summary**' screen.

9.2.2.1 Approve without Changes

In your **Order Requests To Do** list click on the PO Number to open the '**Order Request Approval Summary**' screen.

If you are happy that the blanket order is correct and do not wish to edit or return it to the originator, simply click the '**Approve**' button.

The document will continue through the approval process and will move onto the next workflow step if there is one. If there are no more approval steps in the plan, approval will result in the blanket order being transmitted to the supplier.

9.2.2.2   Return without Changes

In your **Order Requests To Do** list click on the PO Number to open the '**Order Request Approval Summary**' screen.

If, after review, you are not happy with the blanket order and wish to reject it back to the requisitioner, enter a reason for return in the '**Comments/Feedback**' box (mandatory) and click the '**Return To Requisitioner**' button. A notification email message will be sent to the requisitioner informing them of your action.

The document will not continue through the approval process until the requisitioner has made the appropriate changes and re-submitted it. If, after the requisitioner updates it, the document still falls within the criteria required for

your approval, it will be sent to you a second time for approval. This process will continue until you finally approve the document or the requisitioner cancels the request.

9.2.2.3 Edit

In your **Order Requests To Do** list click on the PO Number to open the '**Order Request Approval Summary**' screen.

Depending on the rights given by your system administrator you may be able to fully edit the details of the blanket order. Alternatively only some of these editing activities may be available. Click on the '**Edit**' button to open the order in **Approval Edit Mode**.

1.   Click on the '**Edit**' button to enter blanket order 'Approval Edit Mode'.

Fig 9.8 - Blanket order in approval edit mode

Whilst in edit mode a number of actions can be performed:

- **Change Supplier**

To change the supplier for this blanket order click on the Supplier Name. A supplier lookup will become available for you to select an alternate supplier or, if your user permissions allow, create a user defined supplier.

Fig 9.9 - Change supplier options

Use the supplier list box or lookup button to search for an alternate supplier for this order. Once identified make one of the following selections:

- Click the 'Apply' button to save your selection.
- Click the 'Cancel' button to close the supplier selection.

- **Update Item Quantities**
To update item quantities overtype the existing quantities in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to update.

The following configuration must be taken into consideration when updating item quantities:

- **Decimal Quantities**. Check whether decimals are allowed for your organisation.
- **Minimum Order Quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.
- **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.
- **Not to Exceed Amount**. If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item quantities and make the sum of the line item totals different to the Not to Exceed Amount.

- **Update Prices**
Prices can be updated by overtyping the existing price in the 'Unit Price' column. Ensure you tab out of the box after typing to allow the document to update. (***Note.** The ability to edit item prices is specific to blanket orders.*)

If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item unit prices and make the sum of the line item totals different to the Not to Exceed amount.

- **Update Delivery and Invoicing Information**

Clicking on the 'Order Delivery and Invoicing' link at the top of the page will enable editing of delivery, payment and invoicing options.

Fig 9.10 - Order delivery and invoicing

From here the following information can be changed:

- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add an **Internal Delivery Location** by typing it in the edit box.
- Change the **Delivery Date** by clicking on the calendar icon.
- Change or add a **Delivery Time** by selecting from the radio buttons.
- Change Carrier and **Delivery Method** by selecting alternatives (if available) from the drop down list box.
- Enter **Additional Order Information** (if available).
- Change the **Payment Method** and optionally select procurement card details.

- **Add Additional Catalogue Items**

To add items to the blanket order navigate to the **Item Search** page and add items in the normal way. Alternatively an item can be added directly to the requisition using 'Direct Item Entry' at the foot of the requisition. Note that the choice of supplier is fixed since a blanket order can be assigned to a single supplier only. *You must have requisitioning rights and access to the appropriate blanket supplier's catalogue to perform this action.*

After adding a catalogue item, to return to the approval edit screen to resume editing, click on the 'Basket' tab.

- **Comments and Attachments**

Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be edited at one of two levels:

- **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied at the purchase order header level.
- **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments applied to the line item only.

  Additional Item Information fields may also be available at line level. These extended fields provide for free text input or list box selection and can be optionally made mandatory. They capture item specific detail that can be used to add information to purchase orders, provide data for integration files or used for approval routing purposes.

- **Delete**

Delete an order line by clicking on the red delete icon.

- **Financial Tracking**

Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:

- Order level - to change details for all lines on the blanket order.
- Line level - to change details and optionally split charges for a single line only.

2. Optionally add a **Non-Catalogue Item** to the Blanket Order by clicking on the 'Add Non-Catalogue Item' button (see Non-Catalogue Items).

3. When all changes have been made to your satisfaction, click on the '**Submit Edits**' button. The Order Request Approval Summary screen will once again be displayed. *Notice that the audit trail will have been updated for all of the changes that you have saved.*

   Clicking the '**Cancel Edits**' button will return without committing and changes.

4. To complete editing there are two options:

   - Click '**Approve**'. The blanket order will move forwards in the workflow to its next step.
   - Click '**Return To Requisitioner**'. The blanket order will not move forwards in the workflow but return to the start, pending the action of the requisitioner. Mandatory **Comments/Feedback** is required if the blanket is returned.

9.3 Approving Blanket Releases

Blanket order releases will only require approval if the blanket policy processing condition of the original blanket order requires it. Blanket order releases will be found in your To Do list under:

- **Requisitions:** When a release is processed and transmitted under a requisition approval plan type.
- **Order Requests:** When a release is processed and transmitted under a purchase order approval plan type. These can be identified by their blanket order number suffix.

Fig 9.11 - To Do order requests list showing blanket release

Click on the PO Number or Requisition ID from within your To Do list to open the blanket release *'Approval Summary'* screen.

The options for approving blanket order releases are:
1. Approve without changes.
2. Return to Requisitioner without changes.
3. Edit and Return to originator.
4. Edit and Approve.
5. Cancel.

9.3.1 Approve without Changes

If you are happy that the blanket order release is correct and do not wish to edit or return it to the originator, simply click the '**Approve**' button.

The document will continue through the approval process and will move onto the next workflow step if there is one. If there are no more workflow steps in the approval plan, approving the release will result in a blanket order release being transmitted to the supplier.

9.3.2 Return without Changes

If, after review, you are not happy with the release and wish to reject it back to the originator, click the '**Return To Requisitioner**' button. A notification email message will be sent to the requisitioner informing them of your action.

The release will not continue through the approval process until the requisitioner has made the appropriate changes and re-submitted it.

When a document is returned in this way, you must indicate why you are returning it by entering a reason in the '**Comments/Feedback**' box.

9.3.3 Edit

Depending on the rights given by your system administrator you may be able to either fully or partially edit the details of the blanket order release.

Note that additional items cannot be added to a blanket order release during the approval process.

9.3.3.1 Order Request Editing

1. Click on the PO Number in your To Do list to open the '**Order Request Approval Summary**' screen.

2. Click the 'Edit' button to open the order request in **Approval Edit Mode**.

Order Request (GOV266-001) - Approval Edit Mode								
Submit Edits		Cancel Edits						
Supplier: Hayes Recruitment Ltd								

Line Item No.	Qty	Item No.	Mfr No.	Manufacturer	Supplier	Unit Price	Est VAT	Actions
				Item Description		Ext price	Est Gross	
1	2	Temp Grade A			Hayes Recruitment Ltd	£78.00/EA	£31.20	🗎 🔍 ✕
		Location: LHR Start Date: 6464 End Date: Rate: £12.00				£156.00	£187.20	
Order Totals						Net: £156.00	Gross: £187.20	

Fig 9.12 - **Order request in approval edit mode**

Whilst in edit mode a number of actions can be performed:

- **Update Item Quantities**

To update an item quantity overtype the existing quantity in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to update.

The following configuration must be taken into consideration when updating item quantities:

- **Decimal quantities**. Check whether decimals are allowed for your organisation.
- **Minimum Order quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.
- **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.
- **Item Amounts**. If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item quantities and make the sum of the line item totals different to the 'Not to Exceed' amount.

- **Update Delivery and Invoicing Information**

Clicking on the 'Order Delivery and Invoicing' link at the top of the document will enable editing of delivery, payment and invoicing options. From here the following information can be changed:

- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add an **Internal Delivery Location** by typing it in the edit box.
- Change the **Requested Date** by clicking on the calendar icon.
- Change or add a **Delivery Time** by selecting from the radio buttons.
- Change Carrier and **Delivery Method** by selecting alternatives (if available) from the drop down list box.
- Enter **Additional Order Information** (if available).
- Change the **Payment Method** and optionally select Procurement Card details.

- **Comments and Attachments**

Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be edited at one of two levels:

- **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied at the purchase order header level.
- **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments applied to the line item only.

   Additional Item Information fields may also be available at line level. These extended fields provide for free text input or list box selection and can be optionally made mandatory. They capture item specific detail that can be used to add information to purchase orders, provide data for integration files or used for approval routing purposes.

- **Delete**

Delete an order line by clicking on the red delete icon on the line you wish to delete.

- **Financial Tracking**

Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:

- Order level - to change details for the entire Blanket Order.
- Line level - to change details and optionally split charges for the line only.

3. When all changes have been made to your satisfaction, click on the '**Submit Edits**' button. The Order Request Approval Summary screen will once again be displayed. *Notice that the audit trail will have been updated for all of the changes that you have saved.*

   Clicking the '**Cancel Edits**' button will return without committing and changes.

4. To complete the editing action you have two options:

- Click '**Approve**'. The blanket order release will move forwards in the Approval Plan to its next step.
- Click '**Return To Requisitioner**'. The release will not move forwards in the Approval Plan but return to the start, pending the action of the requisitioner.

9.3.3.2 Requisition Editing

1. Click on the Requisition ID in your To Do list to open the '**Requisition Approval Summary**' screen.

2. Click the '**Edit**' button to open the requisition in **Approval Edit Mode**.

Whilst in edit mode the following actions can be performed:

- **Update Item Quantities**

To update an item quantity overtype the existing quantity in the 'Qty' column. Ensure you tab out of the box after typing to allow the document to update.

The following configuration must be taken into consideration when updating item quantities:

- **Decimal quantities**. Check whether decimals are allowed for your organisation.
- **Minimum Order quantities**. It will not be possible to reduce a quantity below the item's minimum order quantity. If you do so, an error message will display.
- **Maximum Order Quantity**. It will not be possible to increase a quantity above the item's maximum order quantity. If you do so, an error message will display.
- **Item Amounts**. If the blanket order is amount based with the 'Item Amounts' processing condition configured, it will not be possible to alter the item quantities and make the sum of the line item totals different to the 'Not to Exceed' amount.

- **Update Delivery and Invoicing Information**

Clicking on the 'Order Delivery and Invoicing' link at the top of the document will enable editing of delivery, payment and invoicing options. From here the following information can be changed:

- Change the **Delivery Address** by clicking the 'Address Lookup' button.
- Add an **Internal Delivery Location** by typing it in the edit box.
- Change the **Requested Date** by clicking on the calendar icon.
- Change or add a **Delivery Time** by selecting from the radio buttons.
- Change Carrier and **Delivery Method** by selecting alternatives (if available) from the drop down list box.
- Enter **Additional Order Information** (if available).
- Change the **Payment Method** and optionally select Procurement Card details.

- **Comments and Attachments**

Add or update attachments and comments by clicking on the paperclip icon. Comments and attachments can be edited at one of three levels:

- **Requisition Level.** Click the paperclip icon in the requisition header to open and edit comments and attachments applied to the whole requisition. Since a blanket release represents a single order, these comments and attachments are effectively the same as those applied at order level.
- **Order Level.** Click the paperclip icon in the order header to open and edit comments and attachments applied at the purchase order header level.
- **Line Level.** Click the paperclip icon at line level to open and edit comments and attachments applied to the line item only.

  Additional Item Information fields may also be available at line level. These extended fields provide for free text input or list box selection and can be optionally made mandatory. They capture item specific detail that can be used to add information to purchase orders, provide data for integration files or used for approval routing purposes.

- **Delete**

Delete an order or an order line by clicking on the red delete icon.

- **Financial Tracking**

Change financial tracking and VAT treatment details by clicking on the financial tracking icon at one of the following levels:

- Requisition or order level - to change details for the entire blanket order.
- Line level - to change details and optionally split charges for the line only.

3. When all changes have been made to your satisfaction, click on the '**Return to Requisition Summary**' button to save your changes. The Requisition Approval Summary screen will once again be displayed and the audit trail will be updated for all of the changes that you have saved.

4. To complete the editing action you have two options:

- Click '**Approve**'. The blanket order release will move forwards in the Approval Plan to its next step.
- Click '**Return To Requisitioner**'. The release will not move forwards in the Approval Plan but return to the start, pending the action of the requisitioner.

9.3.4   Cancel

Cancel a Requisition

A requisition can only be cancelled by the requisitioner themselves and therefore you will only be able to cancel your own blanket releases. Approvers and Administrators are not able to cancel other users requisitions - they must be returned back to the requisitioner for cancellation.

From within the **Requisition Approval Summary** screen enter cancellation reason in the 'Comments/Feedback' text box and click on the '**Cancel Requisition**' button. The message 'Requisition Cancelled' will be seen at the top of the screen and the audit trail updated accordingly. Use the 'Back' button to return to your To Do list where you may continue with further approval activities.

Cancelled blanket release requisitions will not be deleted from PECOS P2P but their status will be updated to 'Requisition Cancelled' and no further activities will be able to be performed. The only action that can be performed by the original requisitioner is to review the document details and copy them into a new shopping basket.

Cancel an Order Request

An order request can always be cancelled by the requisitioner themselves and therefore you will always be able to cancel your own blanket releases. As an approver it is necessary to have 'Purchase Order Change' rights in order to be able to cancel other users order requests during the approval process. Administrators are able to cancel during the approval process if the 'Admin Order Cancellation' dynamic option is set for your organisation.

From within the **Order Request Approval Summary** screen enter a cancellation reason in the 'Comments/Feedback' text box and click on the '**Cancel Order Request**' button. The message 'Order Request Cancelled' will be seen at the top of the screen and the audit trail updated accordingly. Use the 'Back' button to return to your To Do list where you may continue with further approval activities.

Cancelled blanket release orders will not be deleted from PECOS P2P but their status will be updated to 'Order Has Been Cancelled' and no further activities will be able to be performed. The only action that can be performed by the original requisitioner is to review the document details and copy them into a new shopping basket.

10   User Defined Suppliers

If a Non-Catalogue item needs to be purchased from a supplier who does not exist in the PECOS P2P supplier database it can be added through the 'User-Defined Supplier' form **whilst editing a requisition**. The 'user defined' means of supplier entry is designed to enable users and approvers to quickly add a new **ad-hoc** supplier profile, to expedite the movement of documents through the procurement and approval process.

Note that you may not have access to this functionality through your user permissions.

When a supplier is created in this way, their profile will only contain the minimum amount of information required to expedite the order and will require editing by a system administrator to complete the setup. Due to the nature of these profiles therefore, in many organisations the creation of suppliers is only performed by an administrator in the PECOS P2P administration module.

10.1   Create a User Defined Supplier

1. After selecting a requisition to approve from your To Do list, in the **Requisition Approval Summary** screen select the '**Edit**' button.
2. Click the '**Add Non-Catalogue Item**' button.
3. Select the '**User Defined**' radio button in the 'Add Non-Catalogue Item' screen and click the '**Add**' button.

Fig 10.1 - Add non-catalogue item screen showing user defined supplier option

4. In the 'User Defined Supplier' page enter your new supplier details.

The following fields are available for entry. Note that required fields are marked with an asterisk and must be completed before the new supplier can be saved.

- Supplier Name (mandatory).
- Supplier Address (mandatory).
- Contact Name.
- Contact Phone Number.
- Contact Email Address.
- Order Transmission Details: email address or fax number (mandatory).
- Supplier Number.
- Order Currency (selectable with default).
- Customer Number.
- Tax ID.
- Payment Method (selectable with default).

Fig 10.2 - User defined supplier entry screen

5.   Click 'Save' to return to the 'Update Non-Catalogue Item' page and finish editing the Non-Catalogue item.

A new supplier has now been entered into the PECOS P2P database and assigned to the requisition. The new supplier is available for use by other PECOS P2P users and will be reviewed by your administrator.

10.2   Edit a User Defined Supplier

Occasionally you will find that existing User Defined Suppliers are available after being created by yourself or another approved PECOS P2P user. The details of these suppliers is editable.

1.   After selecting a document to approve from your To Do list, in the document **Approval Summary** screen select the '**Edit**' button.

2.   Click on the Non-Catalogue item number you wish to edit to open the '**Update Non-Catalogue Item**' screen in Approval Edit Mode.

3.   In the **Update Non-Catalogue Item** screen choose the 'User Defined' radio button. All existing User Defined suppliers will appear in the drop down list box.

4.   Select the supplier you wish to edit in the list box and click the **'Edit'** button.

5.   In the **User Defined Supplier** screen make the appropriate changes to the supplier profile.

6.   Click '**Save**' to save the changes to the profile and return to the Update Non-Catalogue Item screen. Click '**Cancel**' to return to the Update Non-Catalogue Item screen without saving changes to the user defined supplier.

11 Approval Delegation

Approval Delegation allows you to delegate approval responsibility to a proxy approver for a temporary period of time. Reasons why it might be necessary to select an alternate approver include:

- Holiday
- Leave of absence
- Secondment
- Meetings
- Illness
- Time constraint in times of heavy workload
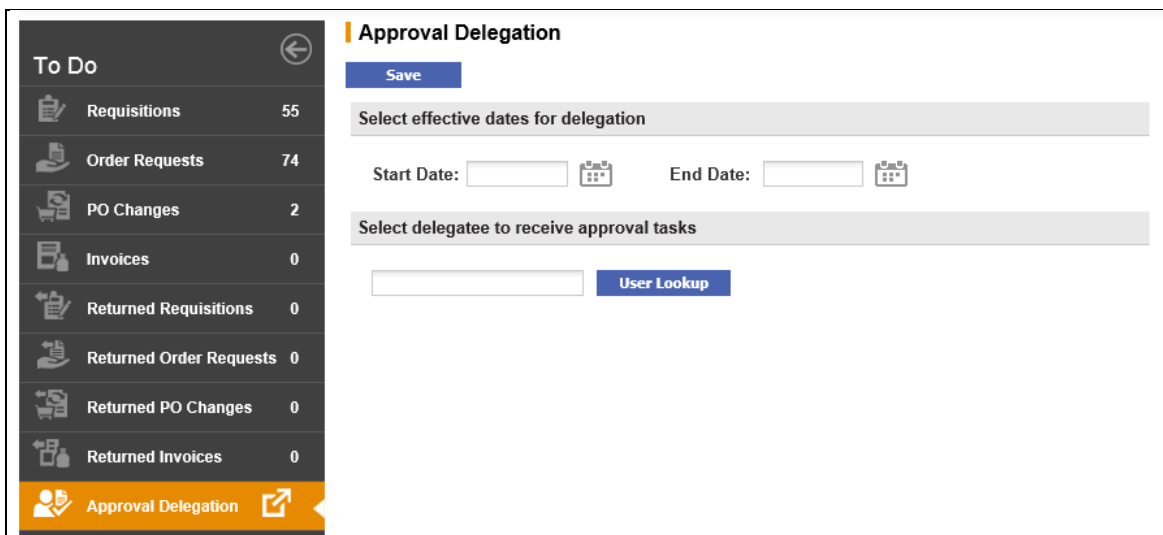
PECOS P2P will divert all documents requiring approval from your To Do list to your proxy's for as long as the defined timeframe is valid. Approval can be delegated only to another PECOS P2P user but that user does not themselves have to be an approver.

To ensure that a delegated approver is not sent their own documents to approve, PECOS P2P will check the profile of the document's buy-for user. Where it is the same as the delegatee, the document is sent to the original approver and the delegation is ignored.

Permission to delegate approval is granted by your system administrator via a user profile role. Not all approvers will therefore have the rights to delegate their approval authority: your organisation's business procedures may not allow you to undertake approval delegation.

11.1   Create Delegation

1. Navigate to your **To Do** list.

2. At the foot of the Left Navigation Panel click on the '**Approval Delegation**' option to open the Approval Delegation screen.

Fig 11.1 - Approval delegation option in to do list

3. Select **Effective Dates** for the period of delegation. Click on the calendar icons to set:
   - **Start Date**. The date the delegation is to begin.
   - **End Date**. The date that delegation is to end.
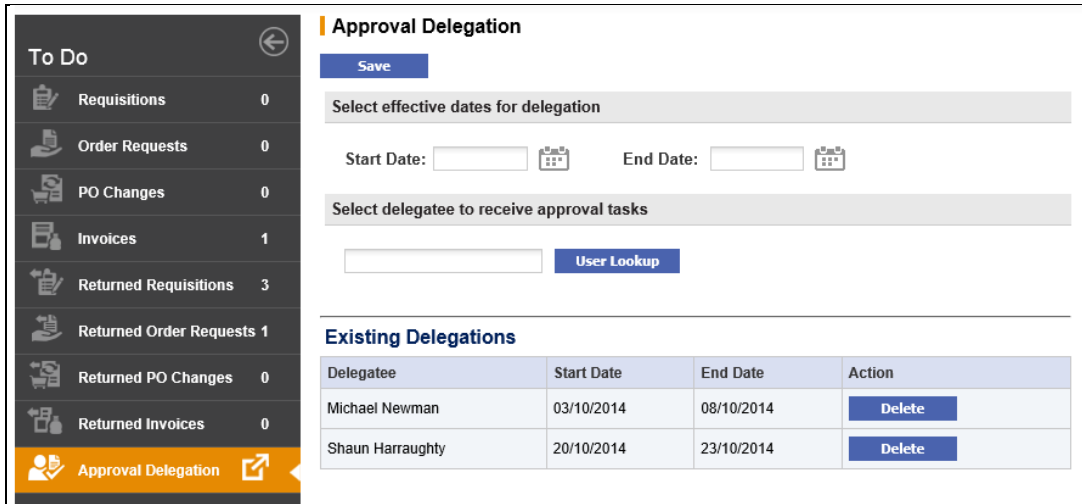
Date validation
Note that upon saving the delegation, the start date is validated and cannot be before today's date. The end date is also validated to ensure that it is not before the start date.

4. Select a **User (proxy or delegatee)** to receive approval tasks on your behalf.
   - Click on the '**User Lookup**' button to open the **User Search** screen.
   - Enter a partial value into the search box to refine your search by user name or user id. Alternatively the text box can be left empty to search for all users.
   - Click on the '**Search**' button to invoke your search. Search results will appear, displaying both user name and user id.
   - Click on the **Select Icon** to select a user as your proxy and return to the approval delegation screen.

5. Click the '**Save**' button. The delegation will be added to your list of existing delegations.

11.2   Delete Delegation

To delete a proxy approver, navigate to your To Do list and select Approval Delegation in the Left Navigation Panel. Your existing delegations will display.

Fig 11.2 - Approval delegation showing existing delegations

Click on the '**Delete**' button in the Action column next to the delegatee to remove. PECOS P2P will confirm deletion by displaying the message 'Delegation deleted' at the top of the page.

11.3   Administrator Delegation

To accommodate occasions when approvers are out of the office at short notice or have forgotten to set a delegation for themselves, your system administrator also has permission to set and delete approver's delegations.

12 One Step Approval

One Step Approval allows the approver to review and then approve or return a requisition, purchase order or change order directly from their email instead of having to log in to PECOS P2P. This feature has a huge benefit for members of staff who work remotely or need to retain approval control via PDA's or hand held devices.

Although the One Step Approval process does allow the approver to review documents via a detailed snapshot, it does not support editing and comments. There may therefore be instances when the approver must log into PECOS P2P directly to edit or add comments prior to approval.

12.1   Email Message

When One Step Approval is configured, you will receive an email containing:

- **Detail Attachment.** Click this attachment to open a snapshot of the document. This detail is necessary because you will not be entering PECOS P2P to undertake the approval.
- **Approval Attachment.** Click this attachment to be transferred to a PECOS P2P login page where standard approval can be undertaken.
- **Normal Document Attachments.** All requisition, order or line level attachments (internal and external) will be attached to the eMail in the usual way.
- **Approval Hyperlink.** Click this link to approve the requisition.
- **Return Hyperlink.** Click this link to return the requisition to the requisitioner.

Shown below is an example of a one step approval email:
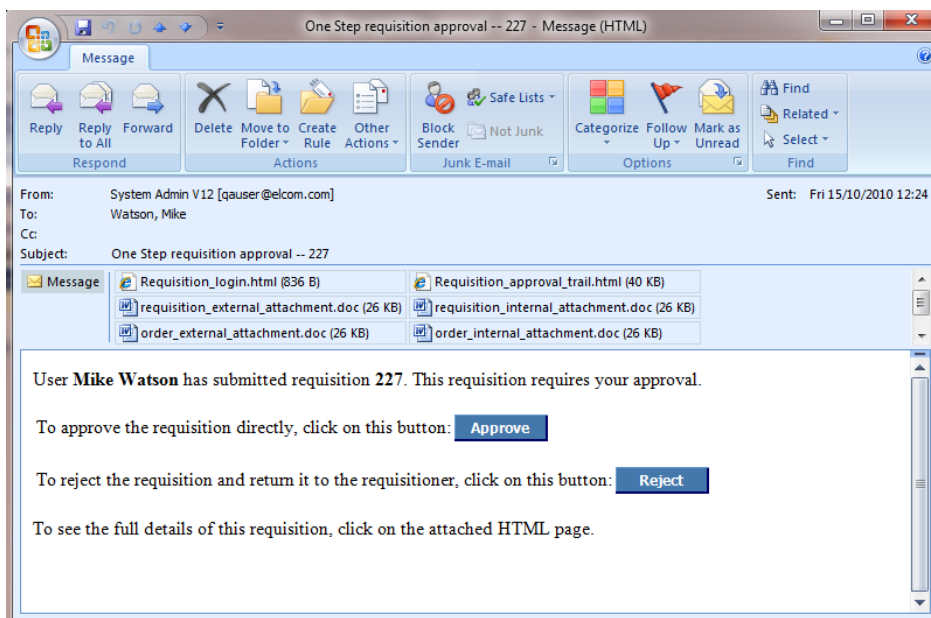
Fig 12.1 - One step requisition approval email

12.1.1   Login Attachment

Clicking on the login attachment will take you to a standard PECOS P2P login screen where you can access the requisition for approval in the normal way. Listed below are the attachment names for each email type.

- Requisition Approval: Requisition_login.html.
- Order Approval: approval.html.
- Change Order Approval: approval.html.

12.1.2   Document Snapshot

Clicking on the snapshot attachment in the email will display a requisition detail screen. Listed below are the attachment names for each email type.

- Requisition Approval: Requisition_approval_trail.html.
- Order Approval: PO_Summary_View.html.
- Change Order Approval: PO_Summary_View.html.

Shown below is an example of a requisition summary snapshot. This summary screen will open in a new browser window and display details of the document that requires approval, including all comments, attachments and additional information at requisition, order and line levels.

Fig 12.2 - Snapshot of requisition summary screen

The snapshot is read only and after review, the browser window can be closed.

12.2 Approve Document

If, after reviewing the document snapshot, you determine that it should be *approved*, click the '**Approve'** button (or link) in the email. A confirmation page will be displayed. Please note that comments are not allowed in the One Step Approval process.
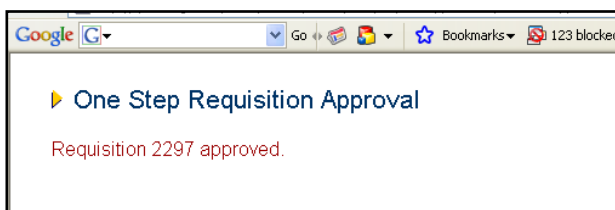

Fig 12.3 - Approval confirmation message

12.2.1 User Validation

As an added security precaution your system administrator may have implemented the 'One Step Approval Login' option. This will force you to enter your user id and password credentials into a pop up login screen after clicking the 'Approve' button in the email. This will not log you into PECOS P2P but serves to validate your credentials (i.e. user id and password).

12.2.2 Audit Trail

The audit trail reflects the approval and notes that the approver used the One Step process.

12.3 Return Document

If, after reviewing the Requisition Detail screen, you elect not to approve the requisition click the '**Reject**' button in the email. The requisition will be returned unapproved to the requisitioner and a confirmation page will be displayed.
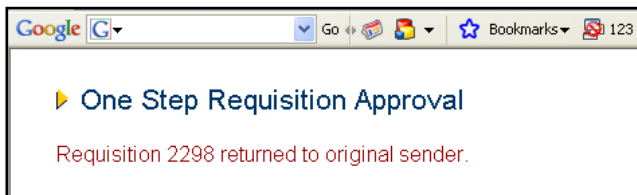
Fig 12.4 - Return confirmation message

12.3.1 User Validation

As an added security precaution your system administrator may have implemented the 'One Step Approval Login' option. This will force you to enter your user id and password credentials into a pop up login screen after clicking the 'Reject' button in the email. This will not log you into PECOS P2P but serves to validate your credentials (i.e. user id and password).

12.3.2 Audit Trail

The audit trail reflects the return and notes that the approver used the One Step process.

12.4 Security

All email systems allow users to forward email messages to other users either manually or via automated rules. One click approval cannot validate the originator's identity (i.e. based on the originator's mailbox or third party email system) and therefore it is important, irrespective of whether your administrator has implemented the 'One step approval login' option, that one click approval emails **are never forwarded to unauthorised personnel** either internally or externally to your organisation.

12.5 Messaging

Various messages have been created in order to trap configuration problems or advise the approver of reasons which may prevent them undertaking one step approval. The messages and their meaning are listed here:

- *Authorisation code is null or non-numeric.* There is an error in the URL. Be sure the URL is formatted exactly as shown above.
- *No login request.* There is an error in the URL. Be sure the URL is formatted exactly as described.
- *Not a requisition login request.* There is an error in the URL. Be sure the URL is formatted exactly as described.
- *Not a purchase order login request.* There is an error in the URL. Be sure the URL is formatted exactly as described.
- *Login failure. (Err: <number>).* There was an error logging in. The user's password may have expired since the email was sent.
- *Your approval authorisation number was not found. Another user may have rejected or cancelled this order.* The authorisation number that identifies your workflow task has been removed from the system. This is a normal situation based on the explanation in the message.
- *Your approval authorisation number does not match your user ID. Please be sure you are logged in with the correct user ID.* There is an error in the URL. Be sure the URL is formatted exactly as described.
- *A system error has occurred accessing the order.* An internal error has occurred during the approval process. Please note the time the error occurred and report it to your system administrator.
- *Requisition ID mismatch.* There is an error with the requisition reference in the URL.
- *Order ID mismatch.* There is an error with the order reference in the URL.
- *Workflow task not found -- another user may have approved the requisition*. Your workflow task is no longer active in the system. This is a normal situation based on the explanation in the message.

- ***You cannot approve a requisition containing items for an unknown supplier***. The requisition contains items for which no supplier has been identified. You cannot use one step approval. You must either log in to PECOS P2P and edit the requisition or return the requisition to the sender.
- ***Failed approving requisition <number>***. An internal error has occurred during the approval process. Please note the time the error occurred and report it to your system administrator.
- ***Failed approving order <number>***. An internal error has occurred during the approval process. Please note the time the error occurred and report it to your system administrator.
- ***Failed returning requisition <number> to originator***. An internal error has occurred during the return process. Please note the time the error occurred and report it to your system administrator.
- ***Failed returning order <number> to originator***. An internal error has occurred during the return process. Please note the time the error occurred and report it to your system administrator.

13 Price Quote

13.1 Overview

Organisations who require a simple solution for obtaining price quotations from suppliers without having to implement a full blown eSourcing or RFx solution, may implement the PECOS P2P 'Price Quote' feature.

The feature allows a simple price quote to be sent to one or more suppliers as part of the requisition approval process. For example, procurement policy might dictate that all items over a certain value must receive a defined number of separate quotes.

An approver, with permission, is able to create a simple price quote containing catalogue or non-catalogue items selected from a submitted requisition. The quote contains a description, a respond by date, comments and attachments and can be issued to one or more selected suppliers. Upon publication, notification emails are automatically generated and transmitted to participating suppliers and the requisition is locked until the respond by date. Suppliers respond to the published quote and the requisition is manually updated through the existing approval edit screen in order to reflect the award of each item. When complete the requisition is unlocked and approved in the normal way.

13.2 Create Price Quote

The Price Quote is created, transmitted and awarded within the **requisition approval** process.

An appropriately configured approval plan step will direct a requisition that requires a Price Quote to an appropriate approver or departmental role (e.g. a central procurement team). Approval notification emails and audit trail messages will be appropriately configured.

1. Navigate to your To Do list and in the Left Navigation Panel click on '**Requisitions**'. Clicking the Requisition ID will open the **Requisition Approval Summary** screen.

Fig 13.1 - **Requisition approval summary screen showing quote buttons**

2. A price quote is created by selecting the **'Create Quote'** button in the **Requisition Approval Summary** screen. The **New Price Quote** screen will display.

Fig 13.2 - **New price quote screen**

3. **Name and Date** (mandatory). Firstly a **Description** must be entered to logically identify the Price Quote. Second select the **Respond by Date** and **Time** to identify when responses must be received from suppliers. The Price Quote will remain open and the requisition locked until this date is reached; after which the Price Quote will close and the requisition will be re-opened for editing and approval.

4. **Select Items.** All items from the requisition are available for selection in the Item Detail table. Check the selection box in the 'Price Quote' column for all items that are to be included in the published Price Quote. All items are selected by default and can be deselected.

5. **Manage Attachments**. All <u>external</u> requisition attachments are available for selection. Clicking the paper clip icon opens the **'Price Quote External Attachments'** screen where the attachments can be selected or deselected for inclusion.

File description	Level	Req line	Supplier	Item	Size	Type	User	Date Added	Include
Standard_Terms_and_Conditions_	Order		Computer World Ltd		26112	External	Gerry Anderson	01/10/2014	☑
Computer_Maintenance_Specifica	Order		Computer World Ltd		26112	External	Gerry Anderson	01/10/2014	☑

Fig 13.3 - Price quote external attachments

External line level comments will automatically be included in the publication email: these do not need to be separately selected.

6. **Select Suppliers.** Suppliers are assigned to the price quote by selecting the **'Quote Suppliers'** button. All suppliers that were included in the original requisition are listed by default. Upon publication the quote will be transmitted to all suppliers selected.

Name	Status	Resend Quote	Action
Computer World Ltd	UNPUBLISHED	Resend	✕
Office Max	UNPUBLISHED	Resend	✕
RS Components	UNPUBLISHED	Resend	✕

Fig 13.4 - Quote suppliers screen

A supplier lookup button is provided to search and select additional suppliers. To remove a supplier, click the red cross (**X**) in the 'Action' column.

When the supplier selection is finished, click the 'Back' button to return to the New Price Quote screen.

7. **Save or Publish**. When the Price Quote items and attachments are selected and the header detail completed, the Price Quote must be either **Saved** or **Published**.

Once saved or published, the **requisition is locked** until the Price Quote is completed (i.e. the Respond by Date and Time is reached) or is retracted. The **Item Type** for all items that are included in the Price Quote process are changed to "Quote".

13.2.1 Saved Price Quote

A saved price quote can be edited before it is published. The 'Create Quote' button in the Requisition Approval Summary screen is replaced with an **'Edit Quote'** button.

- The requisition is locked and all other buttons are greyed out whilst the Price Quote is in progress.
- Selecting the 'Edit Quote' button opens the **Edit Price Quote** screen where the quote can be updated and resaved or updated and published.
- A saved quote can be cancelled. If cancelled, the quote is completely deleted and the requisition unlocked.

13.3 Publish Price Quote

A New or Saved Price Quote will be published to all selected suppliers when the **'Publish'** button is selected in the **New or Saved Price Quote** screen. PECOS P2P will validate that:

a) The Price Quote has a **Description**, **Respond by Date** and at least one **Item** selected.

b) At least one **supplier** is selected and all supplier profiles contain a valid price quote transmission method and price quote contact details.

c) Price Quote email **notification messages** are configured in organisation maintenance.

Following successful publication, the status of the Price Quote will change to '**Published**' and the requisition will remain locked until the **Respond by Date** is reached or the Price Quote is manually closed.

All suppliers will receive a **Price Quote Invitation email** which will include all external attachments and have external line level comments and details of all of the items requiring quotation automatically embedded. An example is shown here:
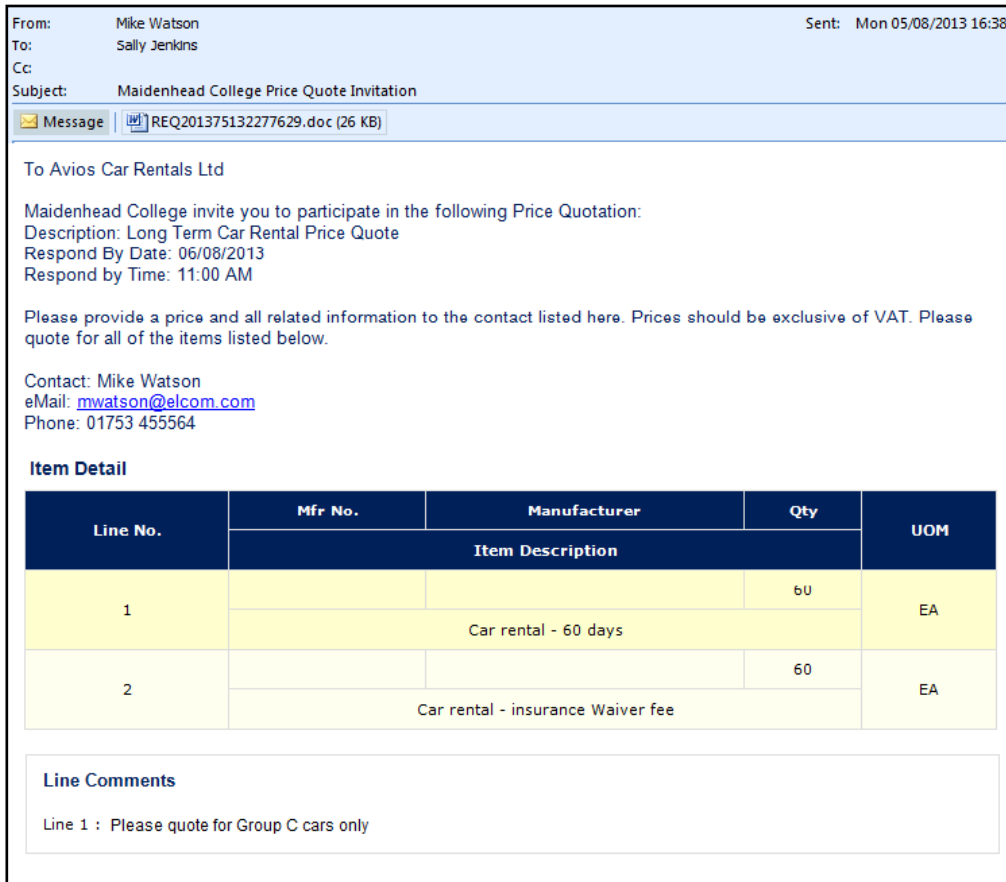

*Fig 13.5 - **Example of a price quote invitation email***

After publication a Price Quote cannot be edited but it can be republished, retracted or manually closed. The 'Edit Quote' button in the Requisition Approval Summary screen is replaced with a **'View Quote'** button. All other buttons are greyed out until the quote is closed.
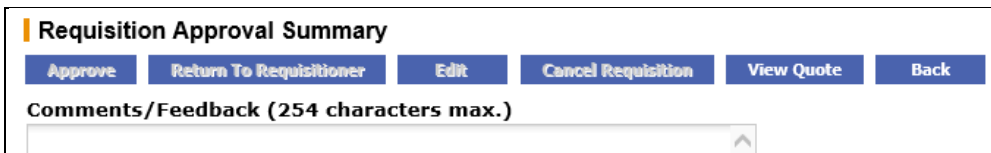
*Fig 13.6 - **Approval summary options after publication***

13.4   Republish Price Quote

A published Price Quote can be republished to existing suppliers or additional suppliers can be added to the quote.

Note that after publication item details cannot be changed. If details of the items change after publication, the quote should be retracted and re-issued.

After publication, the 'Edit Quote' button in the Requisition Approval Summary screen is replaced with a **'View Quote'** button. Clicking the view quote button will open the **Price Quote** screen where a republish button is displayed and quote suppliers can be managed. The status of the Price Quote will display as 'Published'.

a)   **Republish**

To republish the quote, click the '**Republish**' button at the top of the **Price Quote** screen. A click through confirmation message will display:
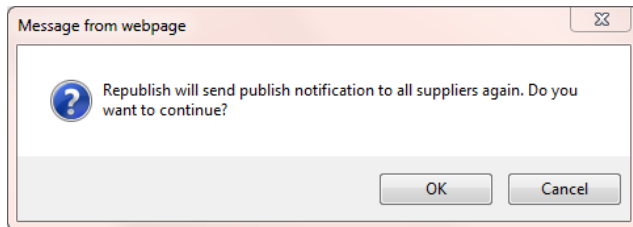
Fig 13.7 - Republish confirmation message

- Click '**OK**' to continue: all suppliers will receive the **Price Quote Invitation email.**
- Click '**Cancel**' to return without republishing.

b) **Manage Suppliers**

To view status and manage suppliers, click the '**Quote Suppliers**' button in the Price Quote screen. The **Suppliers** screen will open.

For a published quote the status of the suppliers will display as '**Transmitted**', indicating that invitation emails have been sent.

To **resend the invitation email** to a supplier, select the '**Resend**' button in the 'Resend Quote' column. The invitation email will be retransmitted and status of the supplier will change to 'Retransmitted'.

Fig 13.8 - Price quote supplier screen for a published quote

Additional suppliers can also be added to a published Price Quote. Click the '**Supplier Lookup**' button and select a new supplier. After adding, the status of the new supplier will be display as '**Unpublished**' indicating that an invitation email has not yet been sent. Click the '**Send**' button to issue the invitation email.

Note that an existing supplier with a status of 'Transmitted' or Retransmitted' (i.e. that has received an invitation email) cannot be deleted.

13.5 Close Price Quote

A Price Quote will be closed after it has been published if one of three actions occur:
a) When the **Respond by Date** and **Time** is reached.
b) If it is **retracted** (i.e. cancelled).
c) If it is **manually** closed.

Fig 13.9 - Published price quote showing retract and close options

13.5.1 Retract Price Quote

A published Price Quote can be <u>Retracted</u> up to the Respond by Date and Time (when the quote will automatically close).

Note that after publication item details cannot be changed. If details of the items change after publication, the quote must be retracted and re-issued.

After publication, the 'Edit Quote' button in the Requisition Approval Summary screen is replaced with a **'View Quote'** button. Clicking the view quote button will open the **Price Quote** screen where a '**Retract**' button is displayed. The status of the Price Quote will display as '**Published**'.

Clicking the **'Retract'** button in the Price Quote screen will cancel and delete the Price Quote. A confirmation click through is presented to avoid accidental closure.

An automated **Retraction Email** notification will be sent to all quote suppliers to advise them of the closure. An example is shown below:

```
From:       Mike Watson
To:         Sally Smith
Cc:
Subject:    Maidenhead College Price Quote Retraction

To Avis Rent a Car Ltd

Maidenhead College have retracted the following price quote:
Price Quote Description: Long Term Car Rental

Your response is no longer required.

Please contact Mike Watson at mwatson@elcom.com if you have any questions.
Thank you.
```

Fig 13.10 - Retraction email notification message

After retraction the requisition will be unlocked for approval processing and optionally a new Price Quote can be created once more.

13.5.2 Manually Close Price Quote

A published Price Quote can be <u>Manually Closed</u> up to the Respond by Date and Time (when the quote will automatically close for award).

The purpose of manually closing a Price Quote is to end the process early so that awards can be made and delays avoided. For example, if all suppliers respond well in advance of the Respond by Date and Time there may be little point waiting for this time to arrive and delaying the progress of the requisition.

- To close the Price Quote prior to the Respond By date, check the "**Close Price Quote and Reopen Requisition**" check box. A click through confirmation message will appear.

- Upon closing, the status of the Price Quote will change to '**Closed for Awarding**' and the requisition will be unlocked.

13.6   Response and Award

All supplier responses must be received manually, direct to the owner of the price quote process (e.g. via a reply to the Invitation email). The Price Quote award is made in **Requisition Approval Editing** by updating the requisition line items.

A requisition will become unlocked and available for edit and therefore available for awarding the results of the Price Quote when the quote status changes to "**Closed for Awarding**". One of two situations will have occurred:

a) The Price Quote Respond By Date and Time is reached; or

b) The Price Quote is Manually Closed.

1. Open the Requisition list in your To Do tab and click the Requisition ID of the quote requisition you wish to award.

    The Price Quote is now closed for editing. Clicking the '**View Quote**' button enables you to review the item details, attachments and suppliers.

    If you do not wish to continue with the quote, the requisition can be returned to the requisitioner with comments for amendment or cancellation. If you are the requisitioner, you may also have the ability to cancel the requisition.

2. Click the '**Edit**' button in the **Requisition Approval Summary** screen. The requisition will open in Approval Edit Mode.

Fig 13.11 - Approval edit mode showing quote items

All items that were included in the Price Quote will appear as Item Type '**Quote**' and become **fully editable** irrespective of their origin.

3. Clicking on the **Item Number** will open the **'Update Quote Item'** screen which allows the item to be fully edited.

    - It is possible to edit (i.e. award) the **supplier**, by assigning the item to one of the quote suppliers. The default supplier will be the originally assigned supplier: use the supplier selection list box to select an alternative.

    - It is also possible to update the **price** of the item to reflect a change in price that may have been quoted.

Fig 13.12 - Update quote item screen

Click the **'Update Quote Item**' button to save the changes and return to the requisition in approval edit mode. The audit trail will be updated to reflect any saved changes. Clicking '**Cancel**' button will return without committing any changes.

4. A **new** quote item can also be added to the requisition by selecting the **'Add Quote Item'** button at the top of the requisition screen in approval edit mode. An item can be added for one of the quoted suppliers, selected from the supplier list box.

Fig 13.13 - **Add quote item screen**

The **Add Quote Item** screen is used, for example, when an item is included in an awarded supplier's quote response but was not in the original requisition (e.g. a delivery charge or associated item).

Click the '**Add and Return**' button to add a new quote item and return to the requisition approval screen. Click the '**Add and Stay**' button to add a new quote item and stay in the current screen to add another item. All changes will be recorded in the audit trail and new items will be added to the final order as 'Quote' type items. Clicking the '**Cancel**' button will return without adding a new item.

5. When editing is complete the requisition can be approved in the normal way by selecting the '**Approve**' button in the Requisition Approval Summary screen. The Price Quote process is now complete and the requisition will continue to the next step in the workflow.

13.6.1   Rejection emails

Award Rejection emails are automatically generated and transmitted to all suppliers who are not awarded. The content of this email is preconfigured and editable by your system administrator.

The email is transmitted to all suppliers who were quote suppliers (i.e. were included in the Price Quote process) but were not awarded (i.e. a quote item does not appear on a purchase order for them). An example of an award rejection email is shown below:

Fig 13.14 - **Example award rejection notification email**

14 Index

R

Release Blanket Order, 42
Remittance Address, 37
Request Date, 24, 27, 44, 48, 50, 51
Requisition Plan, 15
Return to Invoicer, 16, 39
Return to Requisitioner, 15, 16, 23, 26, 28, 31, 39

S

Save Invoice, 38
Security, 9, 10
Settlement Audit, 35, 39
Settlement Type, 41
Single Sign On, 7
Supplier Lookup, 27, 47
System Requirements, 5

T

Templates, 8
Time Outs, 13

To Do, 8

U

Unknown Supplier, 23, 40, 41
URL, 6
Useful Resources, 9
User Defined Supplier, 40, 53
User Panel, **7**, 9

V

VAT Treatment, 26, 28, 32, 37, 45, 48, 50, 51

W

WCAG, 13
Web Browser, 6

X

XML, 4