SW NAV210: Introduction to Approvals

Web Based Training

Rev 06/10/2014

Welcome

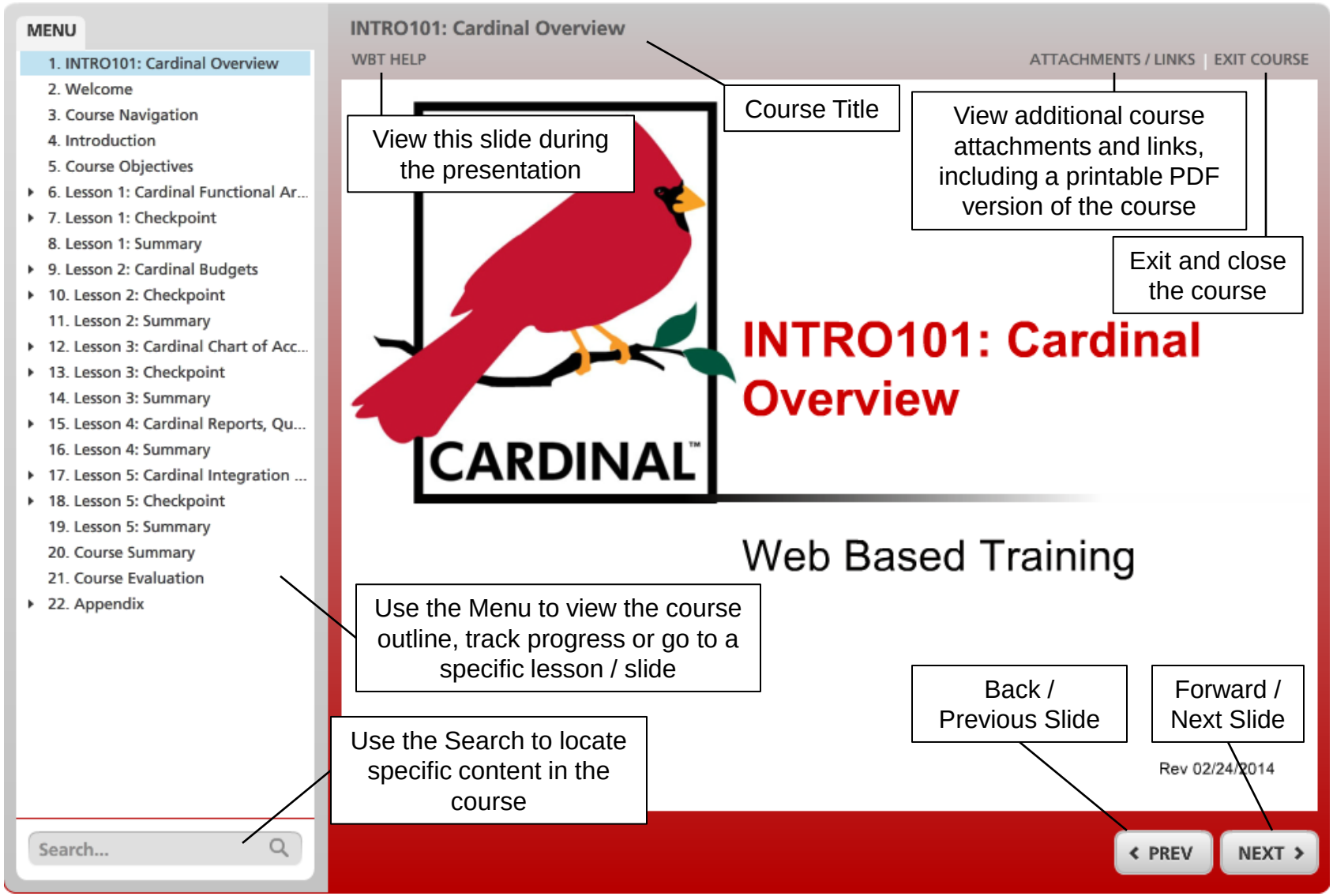
Welcome to Cardinal Training!

This training provides employees with the skills and information necessary to use Cardinal. It is not intended to replace existing Commonwealth and/or agency policies.

In this course, we will provide an overview of the approvals process. Additional web based classes provide additional training, which is specific to the functional area and its transactions.

These training materials include diagrams, charts, screenshots, etc., that clarify various Cardinal tasks and processes. The screenshots are taken from Cardinal and show pages that not all users can access. They are included here so you can see how your specific responsibilities relate to the overall transaction or process being discussed. See your Agency Security Handbook for a list of available roles and descriptions.

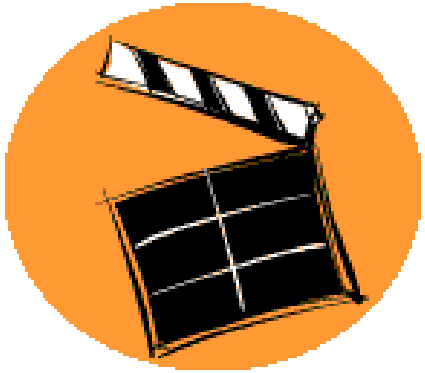
Course Navigation



Course Objectives

This course will provide you with an introduction to:

- Using the different methods of approval in Cardinal
- Using the worklist to approve items in Cardinal
- Assigning your worklist or specific worklist items to an alternate approver
- Approving items in Cardinal
- Denying items in Cardinal
- Pushing back items in Cardinal
- Sending back items in Cardinal
- Adding an additional approver or reviewer



Lesson 1: Approvals Overview

In this lesson, you will learn about the following topics:

- Overview of Approval Processing
- Methods of Approval

Approvals Overview

There are two different methods for agencies to enter transactions in Cardinal. Some agencies send transactions to Cardinal via an interface from their agency system. Other agencies enter all transactions online in Cardinal.

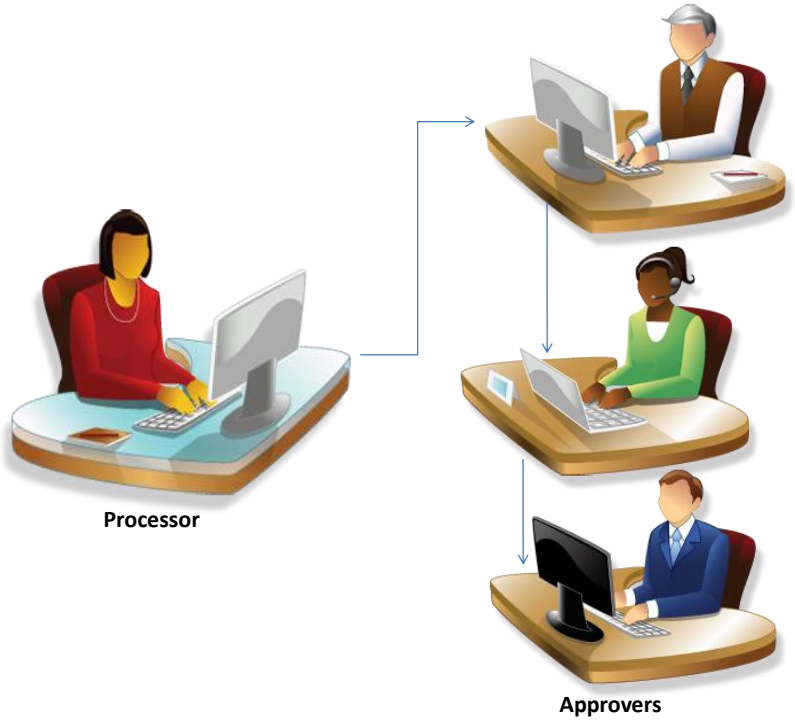
Interfaced transactions receive agency approval prior to being uploaded into Cardinal. However, if an interfaced transaction is later modified or corrected online in Cardinal, it must also be approved online in Cardinal.

Transactions entered and/or modified online in Cardinal must also be approved online in Cardinal.

Approvals Overview (continued)

Some transactions require just one approval; others require multiple approvals by different individuals. The user entering the transaction must generally be someone other than the user(s) approving it.

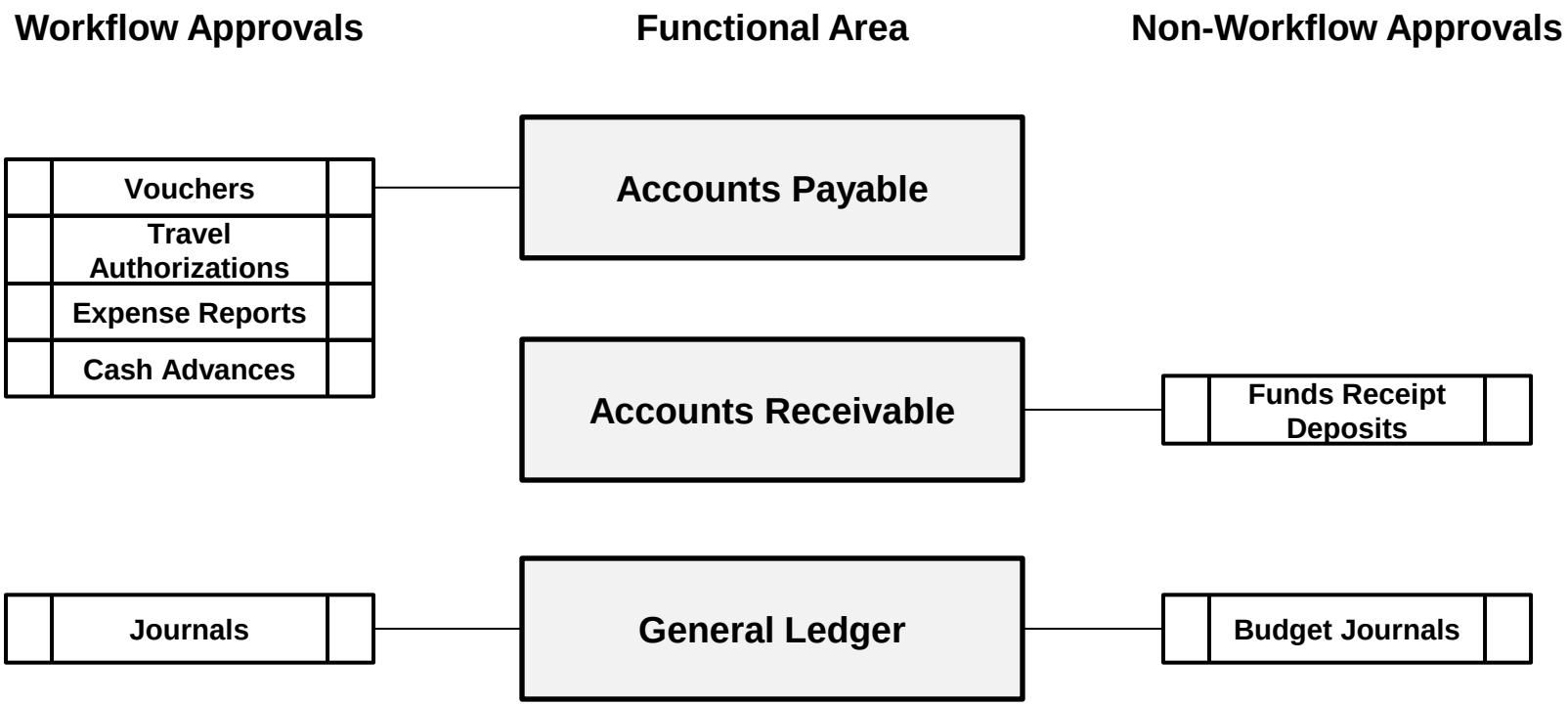
Cardinal uses **Workflow** to route items through the approval process. Workflow describes the path of approval(s) required for an item to continue being processed.



Approvals in Cardinal

Most online approvals in Cardinal are routed through workflow. The diagram below displays each of the transactions that require approval in Cardinal.

Budget Journals and Fund Receipts transactions are not routed through workflow. They require manual approval within the modules.

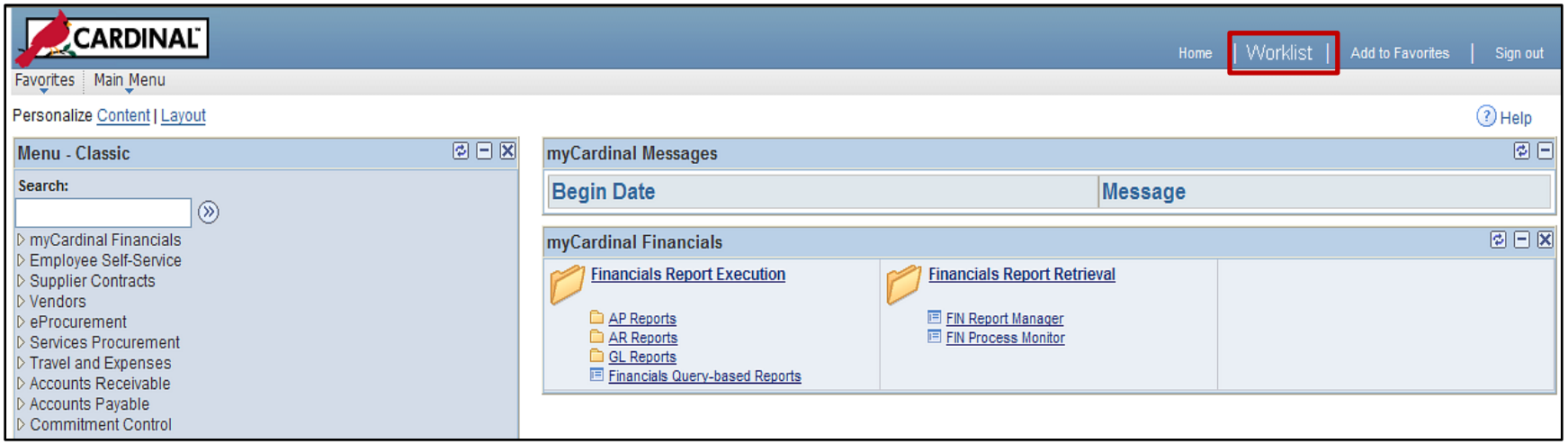


Methods of Approval

There are two different methods of approval in Cardinal:

- **Page:** All items, including workflow and non-workflow items, can be approved by navigating directly to the related page in the Cardinal module.

- **Worklist:** Workflow routes items awaiting your review and/or approval to your **Worklist**. You can access your **Worklist** by clicking on the link in the upper right corner of the page.



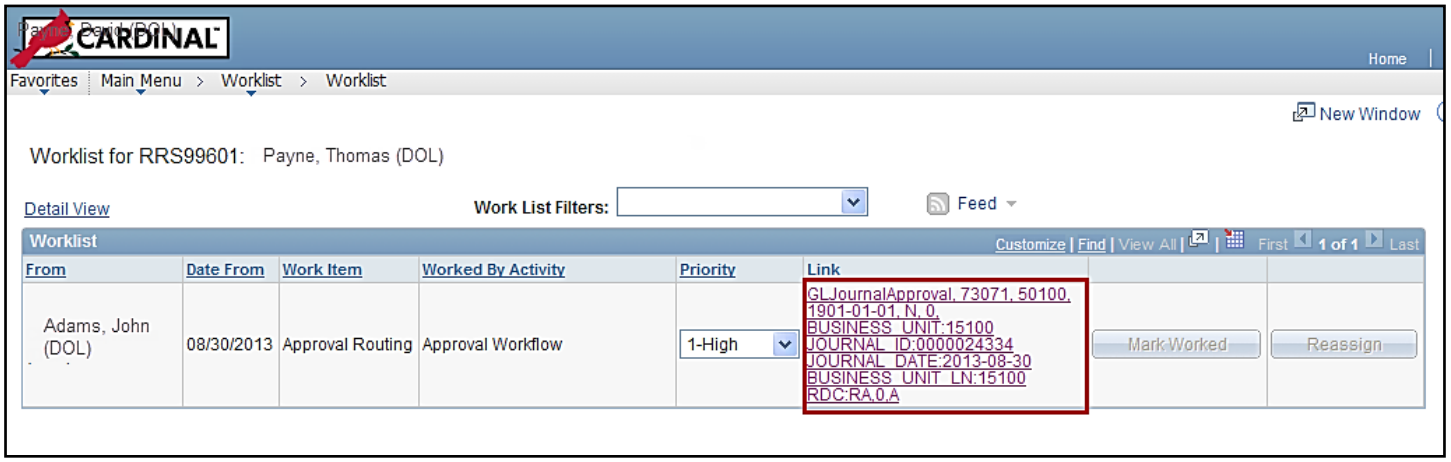
Methods of Approval - Worklist

From your worklist, you can:

- View information about each worklist item
- Navigate to pages where you can view more details about the transaction
- Take the appropriate action or mark the item worked

Items remain on your worklist until you either take action (approve, deny, etc.) or mark them worked.

Marking an item worked removes it from your worklist, but does not approve or deny it. Be careful!! The item will not re-route to your worklist and no reminders are issued to let you know that the item is still awaiting approval.



Workflow Approval Actions

The following approval actions can be taken when viewing workflow items:

- **Approve** - Approve the item for further processing.
- **Push Back** - Send the item back to the prior level of approval for further review and a redetermination of approval. The push back option is only available when there are multiple levels of approval for an item.
- **Send Back** - Send the transaction to the creator for updates or deletion.
- **Deny** - Deny the item.
- **Hold** - Place a transaction on hold and reserve it for later action related to approval. The hold feature also allows you to prevent other approvers from taking action on the item.

Notifications in Cardinal

Cardinal uses various tools to notify you that a transaction is ready for your review:

- Vouchers, Expenses and Journals are listed on your **Worklist**.
- The **Deposits Not Approved Query** lists Funds Receipts Deposits needing approval.
- The **Enter Budget Journals** search page can be used to search for budget journals by status (including error).

Lesson 1: Checkpoint

Now is your opportunity to check your understanding of the course material. Read the questions, select your answers and click **Submit** to see if you chose the correct responses.

What types of transactions require online approval in Cardinal? Select all that apply.

- ☐ All interfaced transactions
- ☐ All online transactions
- ☐ Interfaced transactions that are corrected online in Cardinal
- ☐ All transactions

How do you access items needing approval in Cardinal?

- Click on my Worklist
- Navigate directly to the page for the transaction
- All of the above

Lesson 1: Summary

In this lesson, you learned:

- Cardinal uses various methods to notify you of a transaction needing approval.
- Some notifications occur outside Cardinal (e.g., via email from the person who entered the transaction).
- You can access an item using various paths. Examples include:
    - Accessing your Cardinal worklist and clicking on the link to the item
    - Navigating directly to the related page to approve the item
- Cardinal security generally does not allow users to approve a transaction that they entered.
- Interfaced transactions only require online approval in Cardinal when they are modified or corrected online in Cardinal.

Lesson 2: Managing Your Worklist

In this lesson, you will learn about the following topics:

- Approving Items from the Worklist
- Adding Approvers and Reviewers to Workflow
- Assigning Your Worklist to an Alternate Approver
- Error Worklist Items
- Reassigning Specific Worklist Items
- Pooled Worklists

Cardinal Worklist

When you log into Cardinal, you go directly to the Cardinal Financials application. From that home page, you can access these items via your worklist:

- Vouchers
- Travel authorizations
- Employee expense reports
- Cash advances
- Journals

Cardinal Worklist (continued)

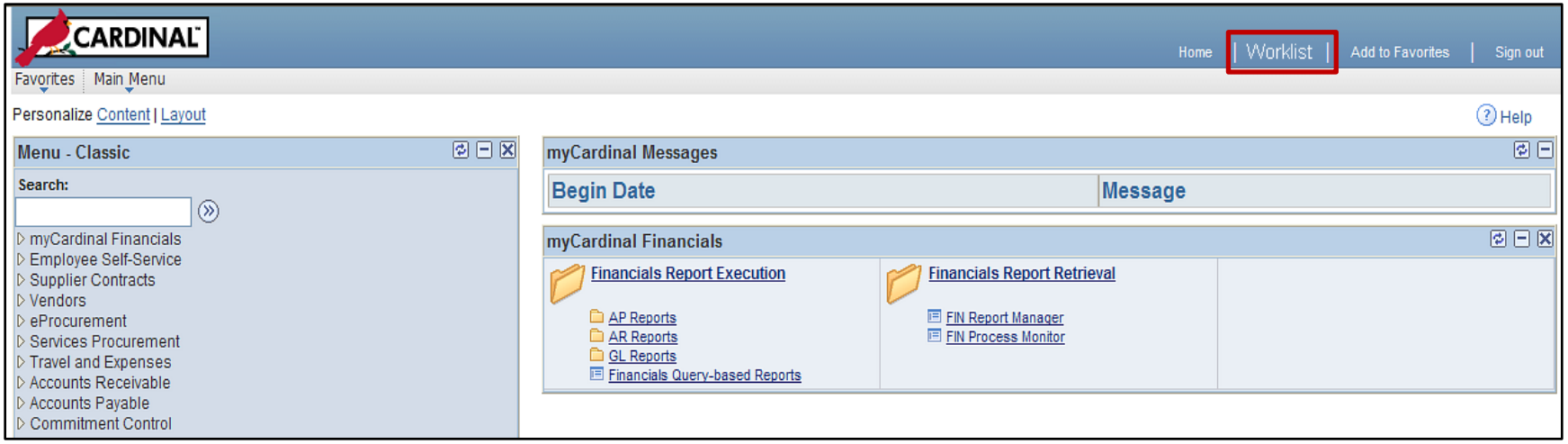
The **Worklist** page provides summary information about all items on your personal worklist. From this page, you can:

- View additional details about each work item
- Click on a link to work the item
- Sort work items according to the data in that column

You can navigate to this page using the following path:

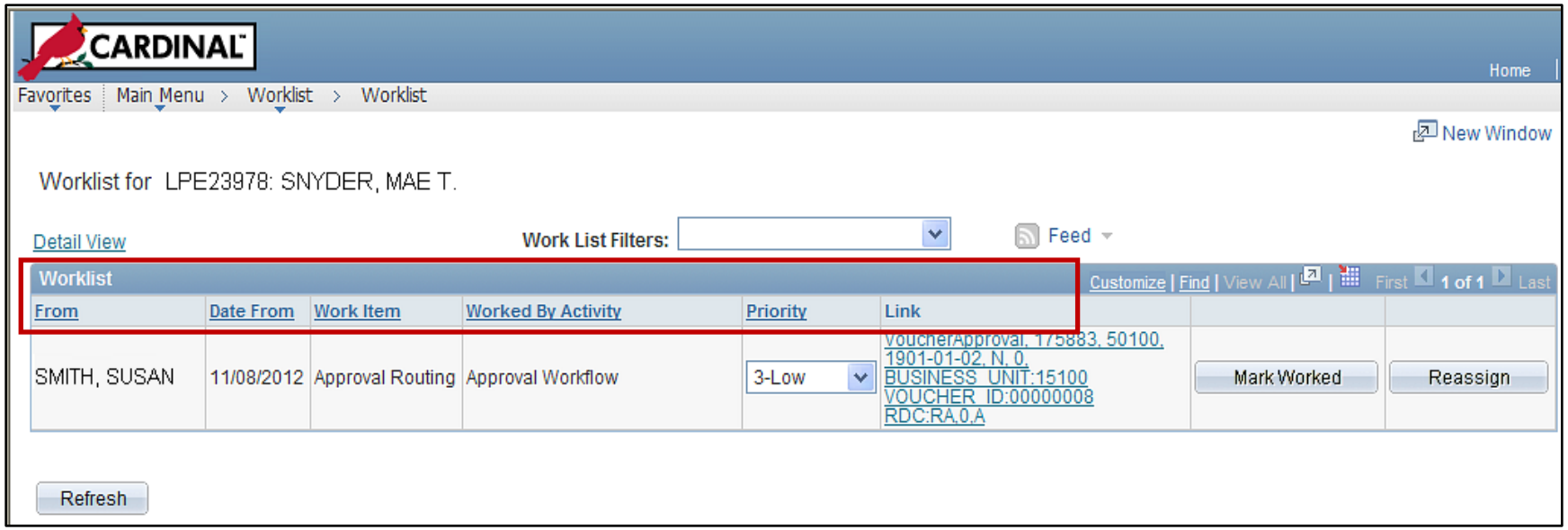
Home Page > Worklist > Worklist

You can also use the **Worklist** link in the top right corner of the screen to access your worklist.



Using Your Worklist

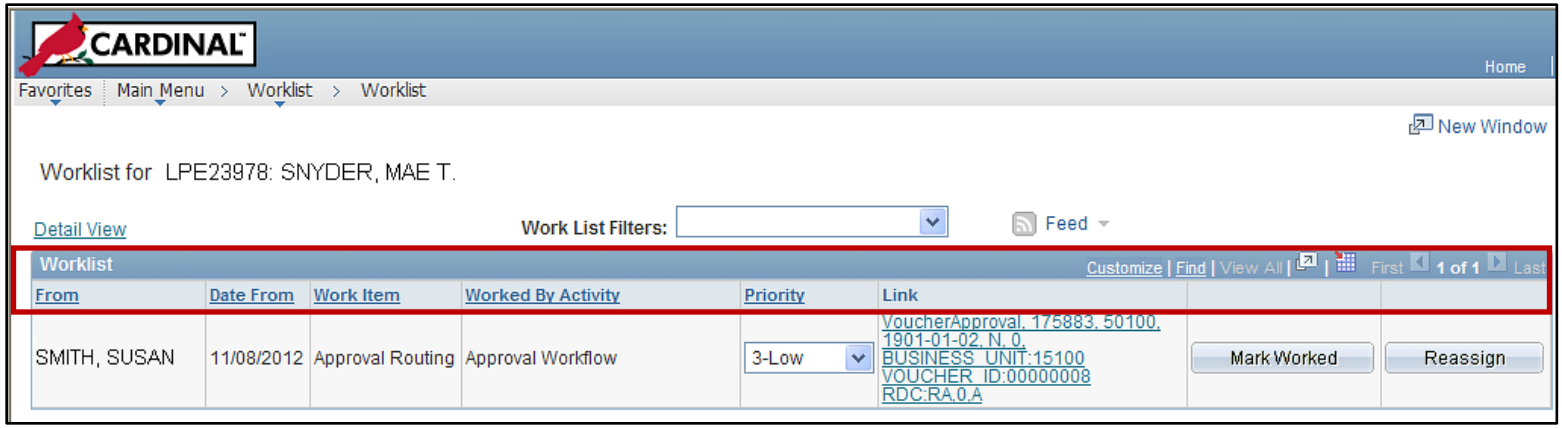
When you open your **Worklist**, a list of items that require your review and/or approval appears. Click on the respective column headings to sort items on the list.



Using Your Worklist (continued)

Each column of the **Worklist** provides details about an item:

- **From:** Identifies the user or functional area that processed and submitted the item.
- **Date From**: Displays when the item was submitted.
- **Work Item**: Displays the type of item (i.e. Approval Routing, Transaction Approved, Transaction Denied, etc.).
- **Worked By Activity**: Provides additional information on the type of item.
- **Priority**: Allows you to assign a priority to items in your worklist. Items are automatically assigned a priority level based on the type of transaction. You may change these priorities as needed.
    - **Blank**: No priority
    - **1**: High priority
    - **2**: Medium priority
    - **3**: Low priority

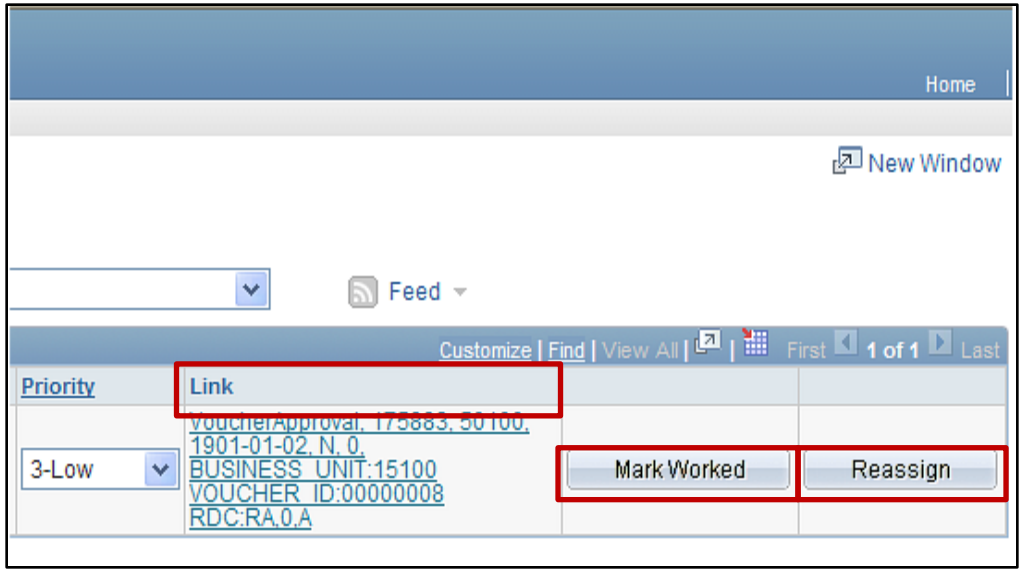


Using Your Worklist (continued)

- **Link**: Takes you to the page where you can review the item in more detail and process the approval. The link description contains transaction type and number, e.g., Voucher Approval and Voucher ID 00000003.

- **Mark Worked**: Manually marks an item as worked. Most items are automatically marked as worked when you approve, deny, hold, push back or send back. Clicking the **Mark Worked** button removes the item from your list without your taking any action on it. You cannot mark an item as worked when the **Mark Worked** button is grayed out.

- **Reassign**: Is not used on the **Worklist**. Only certain users have access to reassign approvals. Some items can be reassigned using the **Monitor Approvals** page. Expense transactions can be reassigned from the **Reassign Approval Work** page.



Using Your Worklist (continued)

Worklist for UJK365897: SMITH, SUSAN

Summary View | Work List Filters: | Feed

Worklist

From	Date From	Work Item	Priority	Worked By Activity	Business Process Name	Link		
DOE, JOHN	11/08/2012 11:23:17AM	Approval Routing	3-Low	Approval Workflow	EOAW_APPROVALS	VoucherApproval, 175883, 50100, 1901-01-02, N, 0, BUSINESS_UNIT:15100 VOUCHER_ID:00000008 RDC:RA,0,A	Mark Worked	Reassign

Customize | Find | View All | First 1 of 1 Last

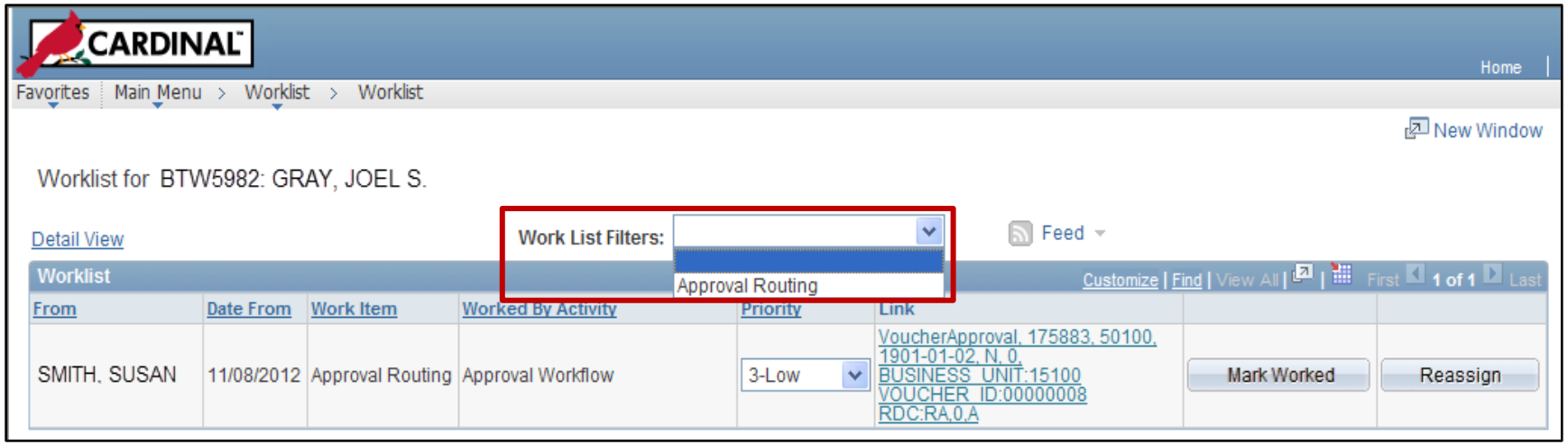
Timed Out Dttm	Previous User	Selected Dttm	Activity Name	Comment	Timed Out	Instance	Transaction
			EOAW_ROUTE			883172	883172

The **Detail View** link expands the item detail to include the following:

- **Date From**: Includes timestamp information which may be useful in locating specific items in the worklist.
- **Business Process Name**: Provides the name of the associated workflow process in Cardinal.
- **Timed Out Dttm**: Not used in Cardinal.
- **Previous User**: Displays the user whose worklist previously listed the item, if reassigned.
- **Selected Dttm**: Displays the date and time you first selected this item to work.
- **Activity Name:** Provides the name of the associated workflow activity in Cardinal.
- **Comment:** Displays information about why an item has been reassigned.
- **Timed Out:** Not used in Cardinal.
- **Instance** and **Transaction**: Uniquely identifies each item automatically assigned by Cardinal.

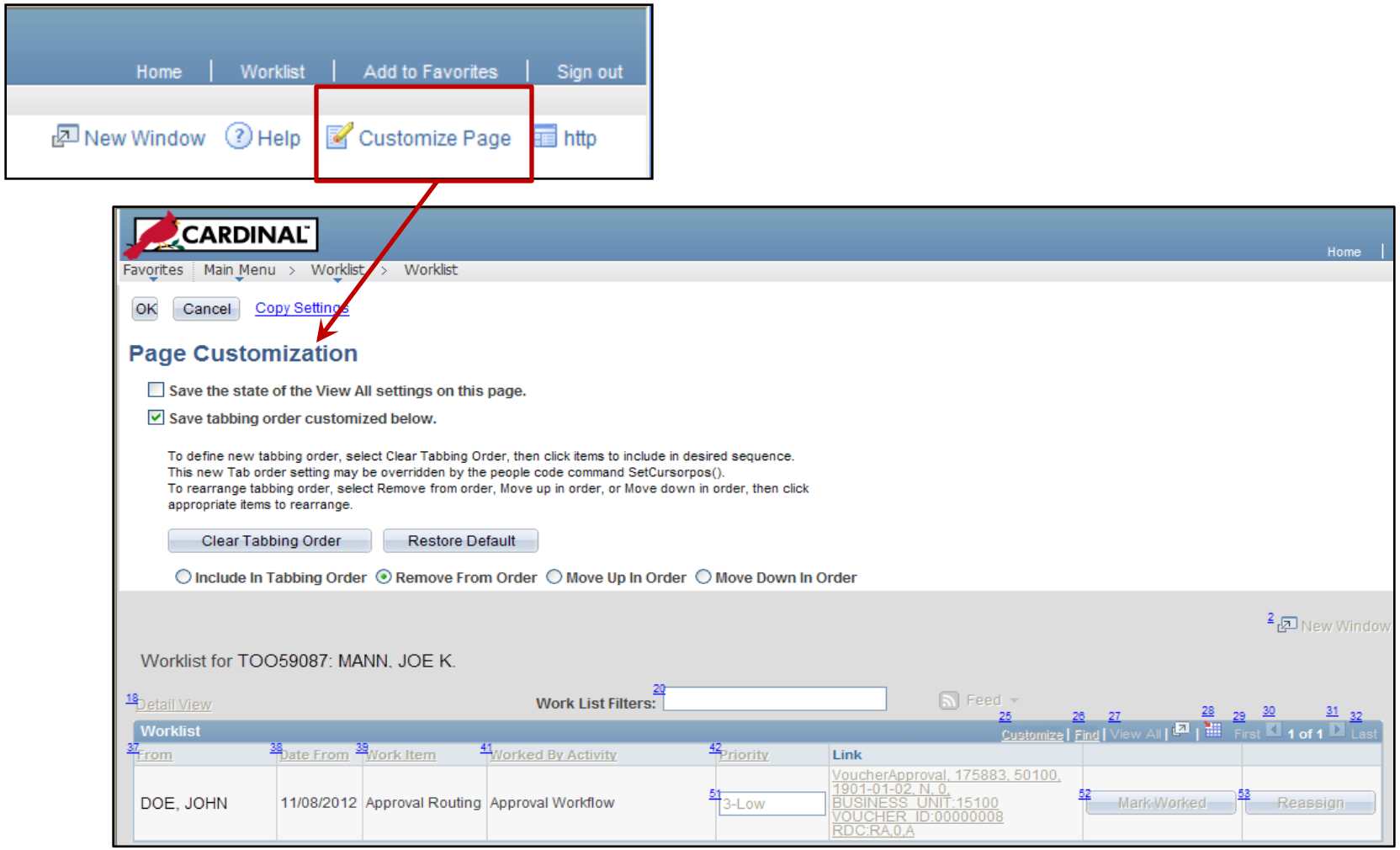
Worklist Filters

To filter the **Worklist**, select an approval work item from the **Work List Filters** drop-down menu.



Worklist – Customize Page

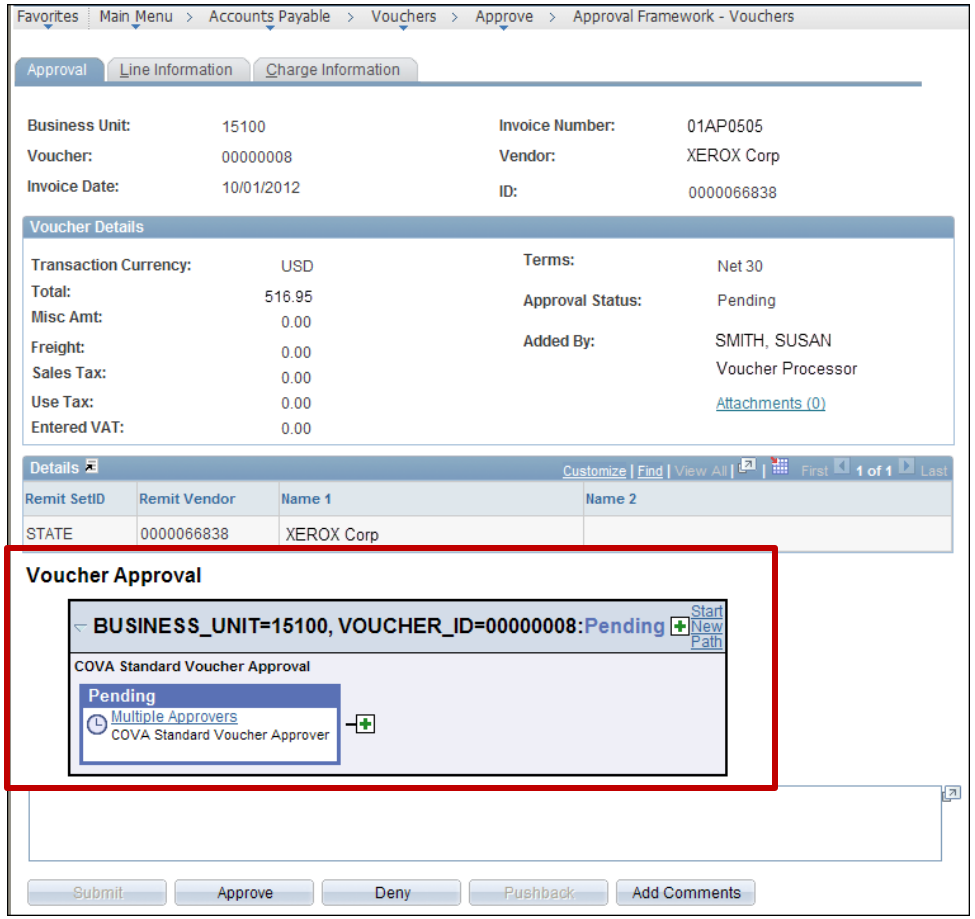
To customize the tab order/views, click on the **Customize Page** link.



Worklist – Approving Items

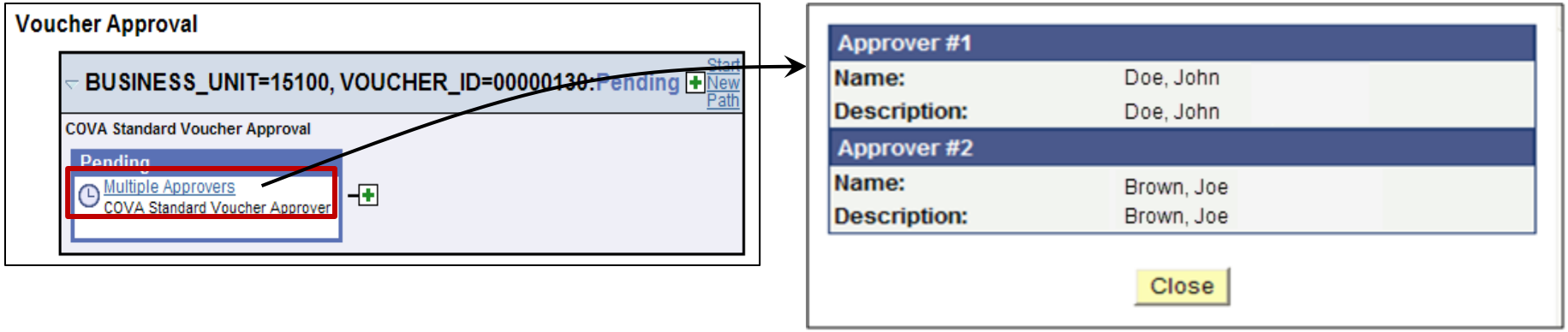
When you click on a worklist item link, the approval page for that item opens so you can work the item.

This screenshot shows an approval page for a voucher. On the approval page, you can review the item's approval path, status of approvals, as well as approve the work item.

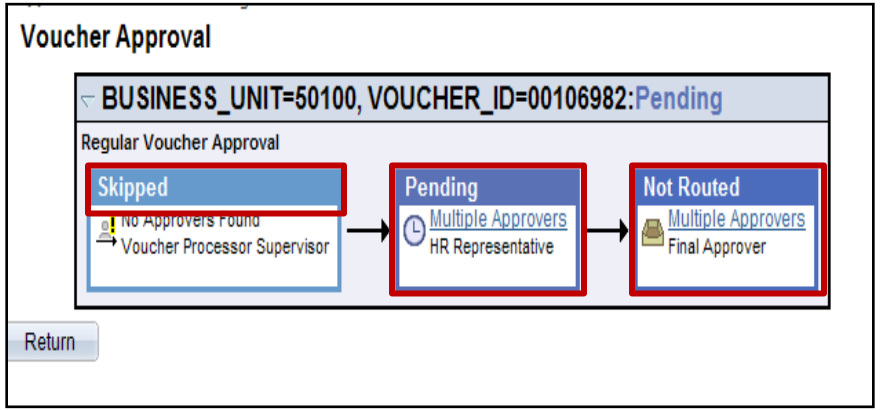


Worklist – Approving Items (continued)

You can click on the link in the workflow box to see all the approvers the transaction was routed to for that specific level of approval.



If the word **Skipped** appears in the box, the transaction has a workflow routing error and has been sent to the appropriate workflow administrator. Links in the **Pending** and the **Not Routed** box show the approver(s) it is being routed to.



Adding Approvers / Reviewers to Workflow

Depending on the work item and your security level, you may be able to insert additional approvers or reviewers to an item's workflow.

If you insert an approver, the item does not continue through workflow until the inserted approver approves the item.

If you insert a reviewer, the item continues through workflow. A reviewer can add comments but cannot approve or deny an item, so their input does not affect workflow. The item routes to the next level regardless of the reviewer's comments.

Additional approvers or reviewers can only be added to workflow at specific points in time:

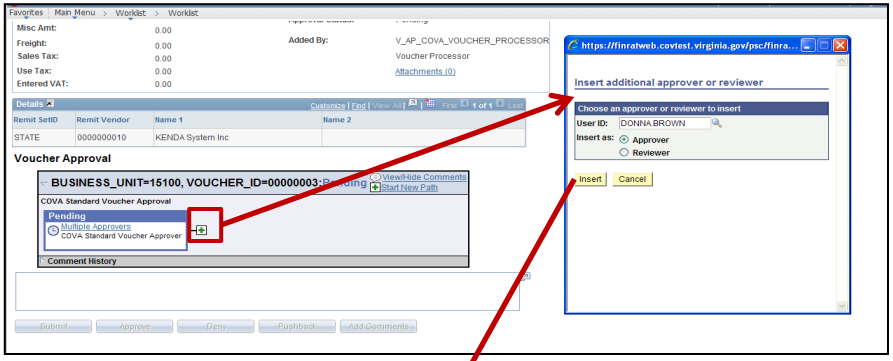
- If you are the work item creator, you can only add approvers / reviewers **before** submitting the item for approval.
- If you are an approver of the work item, you can only add approvers / reviewers **before** clicking the **Approve** button.

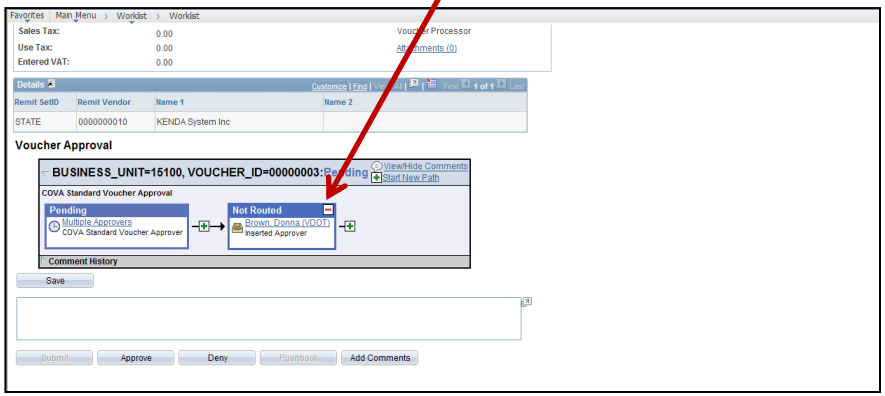
Adding Approvers / Reviewers to Workflow (continued)

To insert an additional approver or reviewer:

- Click on the **Approval** tab for the item that requires an additional approver or reviewer.
- Click the **+** button (Insert Approvers).
- In the window that opens, enter the approver / reviewer's **User ID** (You may use the **lookup** icon if you do not know the **User ID**.)
- Specify whether this person should be an approver or a reviewer, and click the **Insert** button.
- Click the **Save** button.

The **Start New Path** links are not used. Do not click on these links.





Click on image to enlarge

Worklist – Alternate Approvers

You can assign an alternate approver to work items on your worklist for a specified period of time. This allows you to assign your approvals when you know you are going to be out of the office.

In Cardinal, only future items will route to the alternate approver you designate. You must work the existing items on your worklist, or have a workflow administrator reassign them to the alternate approver.

Once you route items to your alternate, they will not route back to you at the end of the reassignment period. Your alternate approver must work all worklist items during the reassignment period or have a workflow administrator reassign them to you.

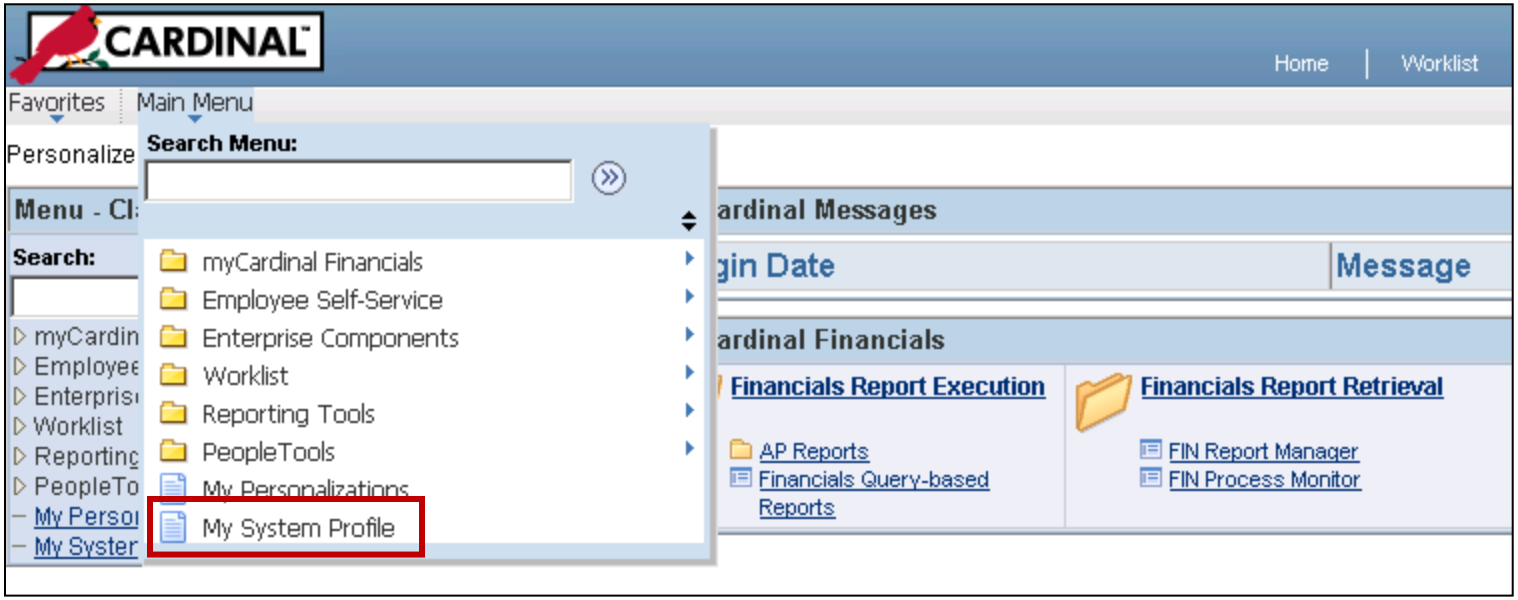
Your alternate approver must have the appropriate security roles for approval process in order to access those items.

Alternate User Steps

To assign an **Alternate User** as an approver, go to the **My System Profile** page.

You can navigate to this page using the following path:

Main Menu > My System Profile

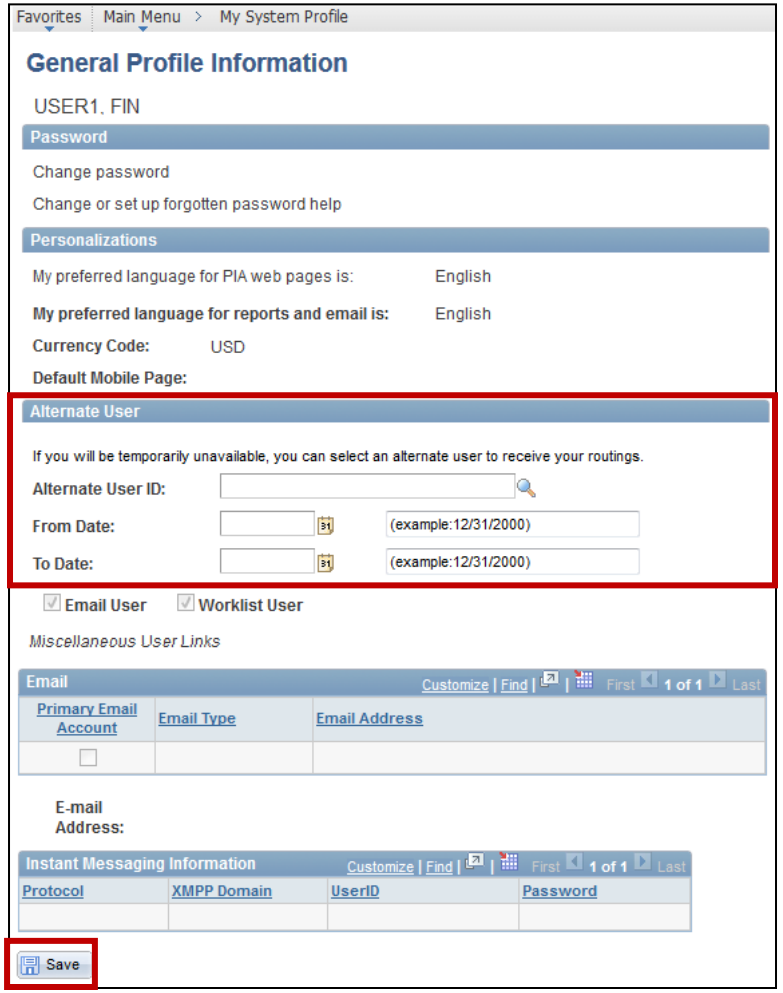


Alternate User Setup (continued)

The steps to assign an alternate worklist approver are:

- In the **Alternate User ID** field, enter the **User ID** of the alternate approver (use the **lookup** icon if you do not know the **User ID**).
- Use the **From Date** and **To Date** fields to specify the date range you want items routed to your alternate approver
- Click the **Save** button to make your changes active.

Always follow up with your alternate approver at the end of the reassignment period to determine the status of outstanding worklist items.



Click on image to enlarge

Worklist – Error Items / Reassignment of Items

In Cardinal, the **Monitor Approvals** page is used by Workflow Administrators to reassign specific Journal and Voucher worklist items to an alternate approver and to process workflow items with routing errors.

Contact your Workflow Administrator with any issues related to routing errors or reassignment of Journal or Voucher items currently on your worklist.

Travel and Employee Expense worklist items are reassigned on the **Reassign Approval Work** page, rather than the **Monitor Approvals** page.

The Expense Coordinator or Expense Administrator can reassign Travel and Employee Expense worklist items to an alternate approver, using the following path:

Main Menu > Travel and Expenses > Manage Expenses Security > Reassign Approval Work.

See the **Reassign Employee Expense Approvals** job aid on the **Cardinal website** under **Toolbox > Job Aids** for more details.

Pooled Worklist

Some worklists are shared among multiple approvers in Cardinal. These worklists are called **pooled worklists**.

With a pooled worklist, all worklist approvers receive copies of shared work items at each approval level. When a user selects and works an item, it is dropped for everyone who shares that pooled worklist.

Pooled worklists are available for vouchers and journals at all approval levels.

With a non-pooled worklist, an item routes to only one user at a time. Expense reports, cash advances, and travel authorizations are approved using non-pooled worklists.

Lesson 2: Checkpoint

Now is your opportunity to check your understanding of the course material. Read the question, select your answer and click **Submit** to see if you chose the correct response.

Which of the following items can be accessed through a worklist?

- ☐ Vouchers
- ☐ Travel Authorizations
- ☐ Employee Expense Reports
- ☐ Funds Receipts
- ☐ Cash Advances
- ☐ Journals
- ☐ Budget Journals

With a pooled worklist, all worklist approvers within the pooled group must approve the item before it moves on to the next step for processing.

- ○ True
- ○ False

Lesson 2: Summary

In this lesson, you learned:

- A worklist contains information about each item that requires review or action, including a link to the page where it can be approved.
- You can assign an alternate approver for a period of time, on the **My System Profile** page.
- Not all users can reassign worklist items. Access to reassign worklist items is restricted to users with certain security in Cardinal.

Approvals by Functional Area

Detailed instructions for approving specific items in Cardinal are included in these 300 level course materials available on the Cardinal Website:

Accounts Payable Approvals

- AP313: Approving Vouchers
- AP317: Approving Employee Expenses

General Ledger Approvals

- GL333: Approving Journals

Detailed instructions on finalizing funds receipts and deposits in **Accounts Receivable** are included in the **AR326: Accounts Receivable – Funds Receipts** course.

Detailed instructions on posting budget journals in **General Ledger** are included in the **GL334: Processing Budget Journals** course.

Course Summary

- Cardinal security generally does not allow users to approve a transaction that they entered.

- Interfaced transactions receive agency approval prior to being uploaded into Cardinal. Online approvals are only required if they are later updated or modified in Cardinal.

- Cardinal provides various tools for identifying and accessing the different types of transactions that require approval:
    - Worklists
    - Queries
    - Searches

- As an approver, there are various actions you can select:
    - Approve
    - Deny
    - Send Back
    - Push Back
    - Hold

- You can assign an alternate to approve your transactions when you are out of the office.

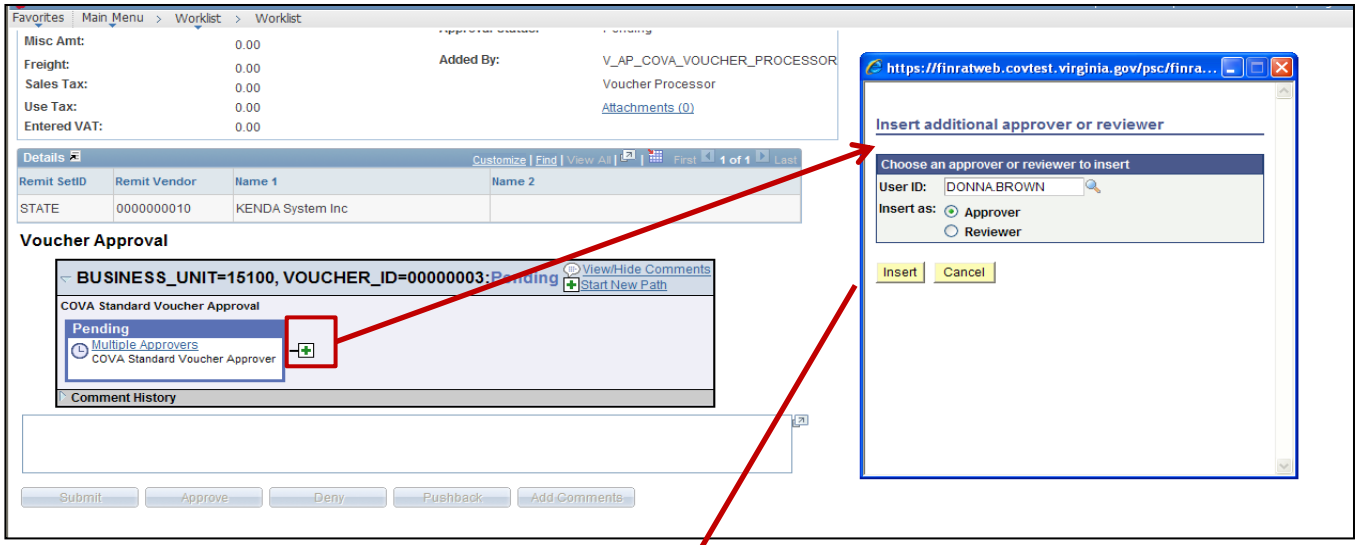
- Access to reassign worklist items is limited to users with certain roles.

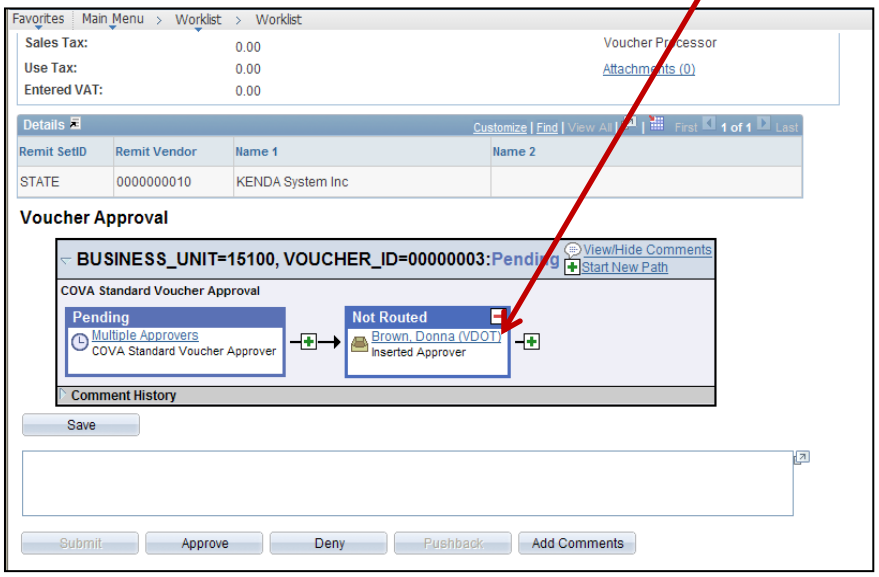
Congratulations! You successfully completed the **NAV210: Introduction to Approvals** course.

Appendix

- Diagrams and Screenshots

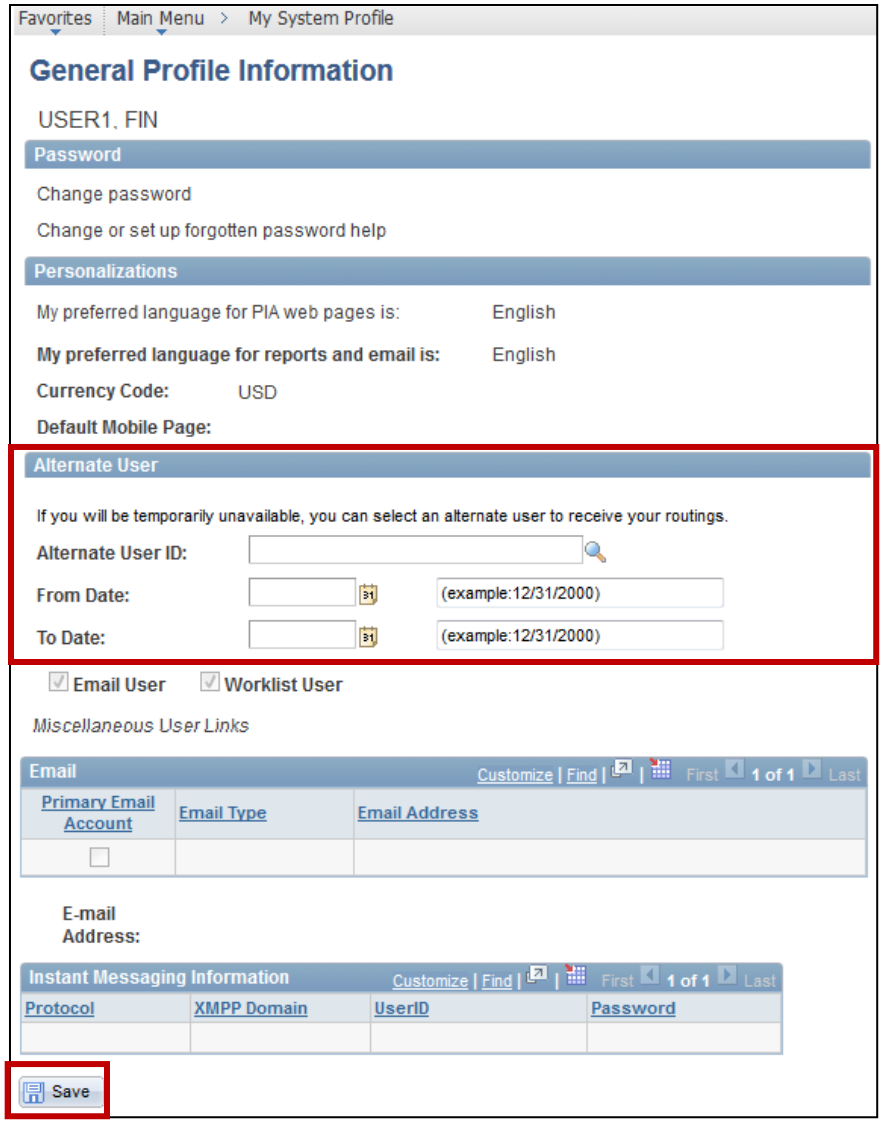
Adding Approvers / Reviewers to Workflow (continued)





Click on image to return

Alternate User Setup (continued)



Click on image to return