



University of Maine System

**AP/PO & Travel and Expenses
Worklist Manual**
Guide to Workflow and Worklists

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1. Worklist Basics

1.1 Introduction

Employees and administrators need a way to automate the assignment of tasks and deliver notifications back and forth to one another. The process of dispatching tasks and the cycle of approval is collectively known as *workflow*.

For instance, a Purchasing requisitioner orders a chair for her department. She enters and submits a requisition, which requires approval by an administrator. The administrator is then notified of the requisition via workflow, which requires approval. However, the administrator decides the specified chair is too expensive, and sends the requisition back to the purchaser with a note, asking that she choose a less expensive chair. The requisitioner modifies the purchase request, which is again dispatched to the administrator. This time, the administrator approves the purchase request, and the chair is dispatched to a Purchase Order.

This guide details how the above process is enacted in the Financials system. While certain terms and specifics may differ depending on your Business Unit and job description, the process in general functions the same.

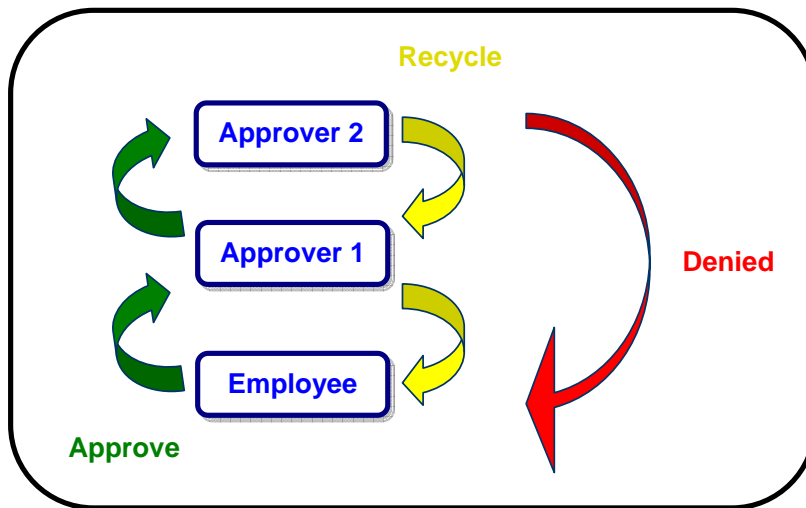
1.2 **Workflow**

Workflow describes the process of task creation, dispatch and notification. At a minimum, one employee and one administrator are involved, although an approval chain may exist where there are several intermediary levels of approval. These levels are collectively known as the *Approval Chain*.

The concept of workflow and the approval chain remains the same regardless of job description. A requisition, for instance, may pass through several levels of approval before being dispatched to a PO, while a Travel and Expenses approval chain may involve just one employee and one administrator. These are only examples; the approval chain you are a part of will differ according to Business Unit and job description.

Here is a visual representation of an approval chain:

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In the sample approval chain above, the **green** arrows represent a task or document traveling up the approval chain, while the **yellow** arrows represent the same object as it is recycled. Recycling is done when changes are needed prior to approval. Note that recycling moves the object to the previous individual in the approval chain, while a **denial** at any level sends the object back to the originating employee.

1.3 The Worklist

The *Worklist* encapsulates how the Financials system models Workflow. Both employees and administrators have their own worklists, although the items that appear in those worklists differ according to role.

A worklist is an automatically generated list of individual *work items* waiting for an employee's attention. Each work item in a worklist contains a link to the pages necessary to perform tasks for that work item; the corresponding e-mail sent to the employee also contains the link. Work items appear on your worklist when a document needs your attention. Another way of phrasing this is to say that another employee's action has *triggered* a work item on your worklist. When you have performed the necessary task or tasks on a work item, that item is removed from your worklist.

Work items have built-in timeout parameters, measured in days. If a worklist item is not worked on prior to the preset timeout period, then an e-mail is dispatched to both the employee and the employee's supervisor. This e-mail serves as a reminder that a worklist item needs attention.

Each Business Unit **and** has its own preset timeout value, in business days, for different categories of work items. The following table contains these values:

Business Unit	Requisitions & Receiving		Travel & Expenses * (see note below)		
	Match Exceptions	Requisitions	Travel Authorizations	Cash Advances	Expense Reports
UMS01	5	5	5	5	5
UMS02	5	7	5	5	5
UMS03	5	8	5	5	5
UMS04	5	5	5	5	5
UMS05	5	5	5	5	5
UMS06	5	2	5	5	5
UMS07	5	5	5	5	5
UMS08	5	8	5	5	5

* Note that Travel and Expenses work items, such as Travel Authorization and Cash Advance approval, have a timeout period of five business days. However, Travel and Expenses Administrators are advised to check their worklists daily, as travel documents are time-sensitive and may require approval sooner than the timeout period.

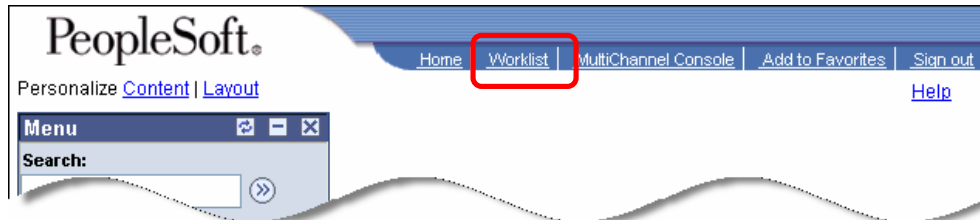
Using Business Unit UMS06 as an example, a requisition entered on a Friday must be worked on by the next individual in the Approval Chain by the following Tuesday.

2. Using the Worklist

2.1 Worklist Page Setup

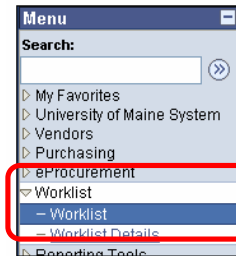
A. Navigation

Navigate to the Worklist via the [Worklist](#) link at the top of the browser page:



The Worklist can also be accessed via the portal menu on the left of the screen.

The [Worklist](#) link loads the main Worklist page, while the [Worklist Details](#) link loads a similar page, but with more information.



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A sample worklist looks like the following:

Worklist for T8RA25: Training req. approver BU8

Detail View Work List Filters:

From	Date From	Work Item	Worked By	Activity	Priority	Link		
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08	Requisition Amount Approval		1005_UMS08_8000000361	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08	Requisition Amount Approval		1005_UMS08_8000000361	Mark Worked	Reassign
Jerry Bowzer	01/21/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		1799_UMS08_8000000390	Mark Worked	Reassign
Eloise R Kleban	02/07/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		2362_UMS08_8000000392	Mark Worked	Reassign
Jerry Bowzer	02/25/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		2365_UMS08_8000000394	Mark Worked	Reassign
Jerry Bowzer	03/09/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		2403_UMS08_8000000398	Mark Worked	Reassign
Jerry Bowzer	03/09/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		2404_UMS08_8000000400	Mark Worked	Reassign
Jerry Bowzer	04/04/2005	Req Approval Worklist	UMS08	Requisition Amount Approval		2650_UMS08_8000000445	Mark Worked	Reassign

Refresh

This is the default, or *Summary* view, of a requisitioner's worklist. The *Detail* view provides additional information:

Timed Out Dttm	Previous User	Selected Dttm	Activity Name	Comment	Timed Out	Instance	Transaction
12/18/2004 2:20:13PM		12/13/2004 2:20:55PM	UMS08_REQ_AMT_APPROVAL			440	440
12/18/2004 2:20:40PM			UMS08_REQ_AMT_APPROVAL			441	441
01/26/2005 2:39:54PM			UMS08_REQ_AMT_APPROVAL			490	490
02/12/2005 11:26:40AM			UMS08_REQ_AMT_APPROVAL			492	492

When using the *Detail* view, it will be necessary to scroll the browser window horizontally, as the page is too wide to fit on one screen.

B. Worklist Page Details

The worklist page is divided into columns. Each column has a header which labels a different part of the work item.

By default, the work items are sorted by date in ascending order, meaning the oldest work item will appear at the top of the worklist. Clicking on an underlined header will sort the worklist based on the items in that column. Clicking once on a header sorts the work items in ascending order; clicking a second time on the same header sorts the work items in descending order.

As a worklist may contain many work items, a filter is provided that enables displaying only certain categories of work items. The filter is in the form of a pull-down menu, and includes all work item types currently in the worklist (note that work item types differ depending on job description). Selecting a work item type from the pull-down menu displays only items of that type:

From	Date From	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	1005	UMS08_8000000361	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	1005	UMS08_8000000361	Mark Worked	Reassign
Jerry Bowzer	01/21/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	1799	UMS08_8000000390	Mark Worked	Reassign

After selecting *PO Dispatched* as the Work List Filter, the display includes only dispatched POs:

From	Date From	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
Eloise R Kleban	04/01/2005	PO Dispatched	PO Report Distribution	6957	T8RA25	Mark Worked	Reassign

To revert to displaying all work items, select the blank option from the Work List Filters menu:

From	Date From	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	1005	UMS08_8000000361	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	1005	UMS08_8000000361	Mark Worked	Reassign
Jerry Bowzer	01/21/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	1799	UMS08_8000000390	Mark Worked	Reassign

Another sorting option is available in the form of the work item *Priority* field. Each work item has a *Priority* pull-down menu with three priorities. Different priorities can be assigned to different work items. The worklist can then be sorted based on priority by clicking the **Priority** column header:

1-High
2-Medium
3-Low

From	Date From	Work Item	Worked By Activity	Priority	Link	Mark Worked	Reassign
Jerry Bowzer	04/04/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	1-High	2650_UMS08_8000000445	Mark Worked	Reassign
Jerry Bowzer	02/25/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	1-High	2365_UMS08_8000000394	Mark Worked	Reassign
Eloise R Kleban	04/01/2005	PO Dispatched	PO Report Distribution	2-Medium	6957_T8RA25	Mark Worked	Reassign
Jerry Bowzer	01/21/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	2-Medium	1799_UMS08_8000000390	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	2-Medium	1005_UMS08_8000000361	Mark Worked	Reassign
Jerry Bowzer	03/09/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	3-Low	2404_UMS08_8000000400	Mark Worked	Reassign
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	3-Low	1005_UMS08_8000000361	Mark Worked	Reassign
Eloise R Kleban	02/07/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	3-Low	2362_UMS08_8000000392	Mark Worked	Reassign
Jerry Bowzer	03/09/2005	Req Approval Worklist	UMS08 Requisition Amount Approval	3-Low	2403_UMS08_8000000398	Mark Worked	Reassign

NOTE: The **Priority** field is only a tool to aid in sorting worklists. It does not affect the processing or status of individual work items.

The various worklist column headers denote certain parts of a work item. The *Summary* view displays the following headers:

Worklist Customize					
From	Date From	Work Item	Worked By Activity	Priority	Link
Training ReqRec BU8	12/13/2004	Req Approval Worklist	UMS08 Requisition Amount Approval	<input type="text" value=""/>	1005_UMS08_8000000361
Training ReqP...			UMS08 Requisition Amount	<input type="text" value=""/>	1005_UMS08_8000000361


- **From** – The name of the employee who triggered the work item.
- **Date From** – The date the work item was triggered.
- **Work Item** – The specific type of the work item.
- **Worked By Activity** – The action needed to perform the task.
- **Priority** – A sorting field; discussed above.
- **Link** – Clicking the linked [Document](#) loads the target page where the item can be worked on.

The *Detailed* worklist view displays the following additional headers:

Customize Find View All First 1-8 of 9 Last							
Timed Out Dttm	Previous User	Selected Dttm	Activity Name	Comment	Timed Out	Instance	Transaction
12/18/2004 2:20:13PM		12/13/2004 2:20:55PM	UMS08_REQ_AMT_APPROVAL			440	440
12/18/2004			UMS08_REQ_AMT_APPROVAL			441	441

- **Timed Out Dttm** – The time and date when the item will time out if it is not worked on.
- **Previous User** – The name of the user whose action triggered this work item.
- **Selected Item** - The date and time when you first selected this item.
- **Activity Name** –Financials system name for the action.

- **Comment** - The comment (if any) entered by the user if the item was forwarded from another user.
- **Timed Out** – Indicates whether or not the item has timed out.
- **Instance** – A unique ID for work items of the same type.
- **Transaction** – A unique ID for each work item in the worklist.

Finally, there is a  button at the bottom of the worklist page. Clicking this button reloads the worklist, and populates it with any new work items that may have been added since first loading the page.

2.2 Worklist Page Features

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A. Working on a Work Item

Each work item in the work list contains a link to the appropriate work page:

From	Date From	Work Item	Worked By Activity	Priority	Link		
Many Smith	03/17/2005	Advance Audit	Audit Cash Advances		0000000093	Mark Worked	Reassign
Robin Shaler	03/29/2005	Expenses PrePay Audit	Audit Expense Sheet		0000000070	Mark Worked	Reassign

Clicking on the link loads a work page. In this case, a page loads where a Travel and Expenses auditor can perform a pre-pay audit on a cash advance:

Cash Advance

Pre-Pay Audit Cash Advance

Johnny B. Good **Advance ID:** 0000000093

General Information

*Description:

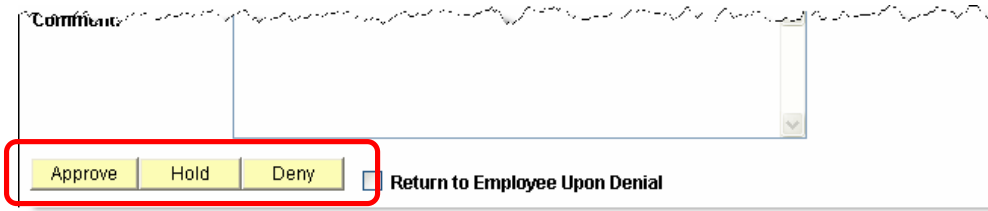
*Business Purpose:

Reference:

Travel Authorization ID

Comments





At the bottom of the page are the options the auditor has to perform a task with the work item:



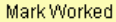
Again, the specific options available depend on the particular document and job description.

Of note are the buttons which appear at the bottom of a work item's work page:



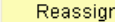
-  View Worklist - Returns to the full worklist view.
-  Next in Worklist - Moves to the next item down in the worklist.
-  Previous in Worklist - Moves to the next item up in the worklist.
-  Notify - Provides a way to send a message with a link to the particular work item to another employee, which will appear as a work item in their worklist. [Notify](#) is detailed in part D of this section (page 12).

B. Mark Worked

Each worklist item has a  button. This enables you to remove a work item from your worklist without performing any action on the item.

IMPORTANT: DO NOT use the *Mark Worked* option unless the item is a simple notification and there is no work required, or you are a Requisition Approver and have overridden a match exception.

C. Reassign

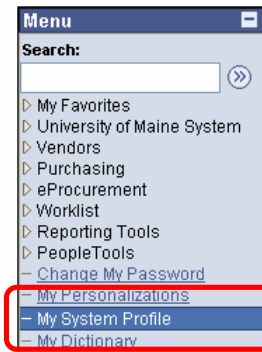
The  button enables you to forward a work item to another user, and removes the item from your worklist. Clicking *Reassign* loads a page requesting

the User ID to forward the work item to, and an optional comment the receiving employee can read:

The *Reassign* button will shift only the associated work item to another employee's work list. It is possible to automatically reassign work items to another employee for a predetermined period of time. This is useful if, for instance, you will be on vacation.

To set up a future worklist reassign, first click on *My System Profile* in the portal menu on the left of the screen.

This will load the *General Profile Information* page. Here, you can select a person to receive your work items for a period of time. In the *Alternate User ID* field, enter an EmplID to forward your work items to. In the *From Date* field, enter a date on which you would like the forwarding to begin. The *To Date* field specifies the last date on which work items will be forwarded to the alternate you specified:

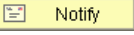



Note that **all** work items added to your worklist during the specified date range will be forwarded to the alternate user.

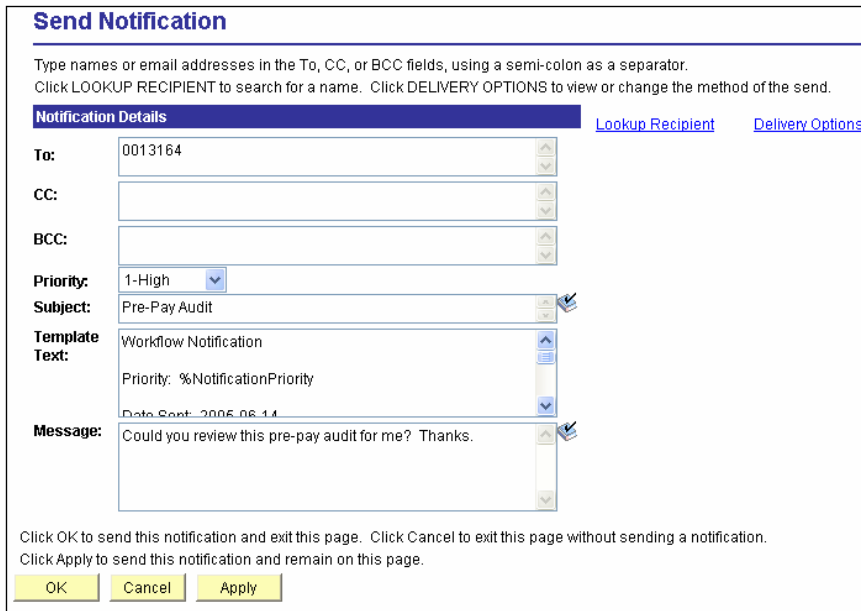
When the fields are filled in, click  to store your changes.

IMPORTANT: Be certain that the person to whom you reassign your worklist or a single work item has the security access to do the work.

D. Notify

At the bottom of a work item’s target page – reached by clicking on the link in the worklist – is a  button. The *Notify* feature allows you to send a notification about a specific work item to another employee. This notification will appear as a work item in the receiver’s worklist.

Clicking  loads a *Send Notification* page, with a number of fields to complete:



- **To** – The recipient of the notification. Look up the recipient using the [Lookup Recipient](#) link at the top of the page:

Send Notification

Lookup Address

Recipient Search

Name:

Search Results [Customize](#) | [Find](#) | [View All](#) | [First](#) 1 of 1 [Last](#)

To	cc	bcc	Recipient	Email Address	User ID
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Recipient List

To:

CC:

BCC:

- **CC** – (Carbon Copy) Receives a copy of the notification in their worklist.
- **BCC** – (Blind Carbon Copy) Receives a copy of the notification in their worklist. The recipient will not be aware of others who have also received copies of the notification.
- **Priority** – Assigns a priority to the notification. This is the priority that the notification will have when it appears as a work item in the recipient's work list.
- **Subject** – Enter a simple subject line for the notification here.
- **Template Text** – This is predefined text that will appear with the notification. It includes predefined text, including a link to the target document, that should not be edited. Text entered in the *Message* field will be appended to this text.
- **Message** – Enter a message for the recipient.

Click after completing the fields to send the notification. The recipient will then receive the notification as a work item in their worklist.

Since there is no work to be done for a notification, remove one from your worklist after reviewing it by clicking .

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