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EXPENSE APPROVER WORKFLOW FAQs

Q: What are the approval levels?

A: There are five classifications of Approvers. The two required levels are the Department Manager 1 and the AP Auditor. An institution may decide to use any of the other three approval levels depending on the approval needs of the institution.

- Department Manager 1 – set up at the Department level **(Required)**
- Department Manager 2 – set up at the Department level (Optional)
- Project/Grant – set up at the Project/Grant level (Optional)
- Reviewer – set up at the Department level and can be pooled between multiple Approvers (Optional)
- AP Auditor – set up at the Department level and can be pooled between multiple Approvers **(Required)**

Q: How is the approval workflow determined?

A: When a Traveler submits a transaction, the system first looks at the Department that is specified in the accounting details on the expense line(s). Workflow uses the Department to determine the Approvers across all approval levels.

Next, the system looks at the Project/Grant value. If there is a value in the Project field, the transaction follows the same routing schedule based on the Department, but the system inserts an additional level of required approval for the Project/Grant Approver. If no Project is listed, the workflow system bypasses the Project/Grant level.

Q: What is the difference between non-pooled and pooled approval levels?

A: The Department Manger 1, Department Manager 2, and Project/Grant approval levels are **Non-Pooled**, meaning that a transaction can only be routed to a single Approver at a time. Thus, if a transaction appears in an Approver's queue at one of these levels, it will not proceed to the next Approver in the sequence until approval is performed.

The Reviewer and AP Auditor approval levels are **Pooled**, meaning that it is possible for multiple Approvers to receive the same transaction in their queue at the same time. At a pooled level, when one of the Approvers performs approval action on the transaction, it will satisfy approval for that level and the transaction will disappear from the other Approver's queues.

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Q: How will I know that a transaction is waiting for my approval?

A: When a Traveler clicks the "Submit" button within an expense transaction, it automatically begins the Workflow Approval Process.

The first Approver in the workflow is notified by email that there is a transaction in their queue and can be accessed from the Approver's Worklist or the Approve Transactions page. Additionally, the Worklist includes all transactions awaiting approval while the Approve Transactions page includes Expense-specific approvals only.

After action is taken on a transaction from the Worklist or the Approve Transactions page, it will disappear and route to the next Approver. The next Approver and all subsequent Approvers will also receive notification by email that there is a transaction in their queue.

Q: Does a transaction wait on my approval before others can approve it?

A: If you are serving as an Approver for Department Manager 1, Department Manager 2, or Project/Grant levels, a transaction that appears in the Worklist queue will not route to any other Approver until you perform an approval action. However, if a transaction sits in your queue for longer than eight (8) days it will automatically route to the Workflow Administrator to prevent the transaction from sitting unapproved for extended periods of time.

If you are a Reviewer or AP Auditor for a Department, these levels can be pooled across multiple Approvers, however this depends on how the institution setup Approver Assignments. If only one Approver is established for either of these levels, then the transaction will only route to that one Approver.

If multiple Approvers are established for the Reviewer and/or AP Auditor levels, then each of the Approvers will receive an email notification and see the same transaction in their queue. When one of these Approvers performs approval action on the transaction, it will satisfy approval for that level and the transaction will disappear from the other Approver's queues. Be sure to check with your Expense Administrator if you are a Reviewer or AP Auditor to determine if you are the sole Approver for a department, or if there are multiple Approvers.

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Q: If I receive a transaction in error, can I reassign this transaction to another Approver?

A: The Reassign function allows an Approver to take a transaction that is currently awaiting approval and reassign it to another Approver. For more information, see EX.080.106 - Reassigning Approval Work in Self-Service.

CAUTION: The user that you reassign expense transactions to must have the appropriate role to be able to approve. Check with your institution's security administrator for more information on security roles.

Q: If I am both the Traveler and an Approver for the same department, do I approve my own transactions?

A: A Traveler is not permitted to approve his/her own transactions. When the User ID submitting the expense transaction is the same as who is listed in the Approver Assignments, the system WILL NOT route the transaction to this individual. Instead, it routes to the Designated Approver.

Every Expense Approver should specify a Designated Approver. If one is not specified, the transaction will route to the Workflow Administrator and must be manually reassigned. ITS recommends having correct Approver Assignments and a Designated Approver established to ensure expense transactions are routed to the appropriate approvers and approved in a timely manner.

The Designated Approver is set on the Traveler's Expense Profile. For more information, see EX.010.090 – Assigning a Designated Approver.

Q: Where is this Department and Project information located on a transaction?

A: Each line on an expense transaction contains its own Accounting Details. These values pull from the Default ChartField Values on the traveler's Expense Profile but can be edited for an entire transaction or for specific expense lines. The Department and Project are included in these Accounting Details.

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Q: Can an Approver change the ChartField/Accounting Details on a transaction?

Occasionally, Approvers may need to revise the ChartField information on a transaction. Approvers can adjust the following fields:

- Account
- Fund
- Department
- Program
- Class
- Budget Ref
  Project

Q: Where can I see who has already approved a transaction and can I determine who the transaction will route to next?

One major benefit of having electronic Workflow is the ability to view the approval actions that were taken on a transaction and determine who is still required to approve the transaction.

Approvers can view the following sections after selecting the transaction from their Worklist or the Approve Transactions page:

- **Pending Actions:** displays approval levels that are still required. If a level is Pooled (the Reviewer and AP Auditor levels) Approvers will not see individual names as the transaction may route to several Approvers at the same time for an approval level.

- **Action History**: displays all approval actions taken on the transaction including if a transaction was sent back to the Traveler or if it was placed on Hold.

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Q: If I click the "Send Back" button on a transaction where does this route the transaction and are all approval levels required if it is subsequently re-submitted?

If Approvers select the Send Back button, the transaction routes back to the Traveler/Expense Submitter.

If the transaction is then re-submitted it is required to pass through all approval levels - it will not skip the levels that approved the transaction the first time.

Q: If I am on vacation or out of the office for an extended period of time, can I have another user approve the items in my worklist queue?

A: In this case, the Approver can assign an Alternate Approver to review and approve transactions. The Alternate Approver is a temporary override that is based on a set date range.

Thus, if a user is listed in Approver Assignments to receive a transaction for a department, but that user has set an Alternate Approver, the transaction routes to the Alternate Approver.

CAUTION: Assigning an Alternate Approver only works for transactions not yet sent to an Approver's queue for approval. If there are transactions already in an Approver's queue, the original Approver can use the reassign function to assign existing transactions to a different Approver.

For more information, see EX.020.400 – Assigning an Alternate User for Workflow.