Microsoft Business Solutions

Microsoft® Business Solutions–Great Plains® Business Portal

Requisition Management Administrator's Guide

Release 2.5 with Feature Pack

Publication date

January 2005

Contents

Introduction

Welcome to Microsoft® Business Solutions Requisition Management. Requisition Management is a business application that employees can use to create, approve, and modify purchase requisitions using Business Portal.

This introduction includes the following sections:

- *What's in this manual*
- *Symbols and conventions*
- *Additional resources*
- *Technical support*

What's in this manual

The Requisition Management Administrator's Guide is designed for administrators or other users who are responsible for installing and setting up Requisition Management, including specifying user access rights and approval hierarchies.

This documentation is divided into the following chapters:

- Chapter 1, "Installation," explains how to install Requisition Management.
- Chapter 2, "Roles and Users," includes instructions for setting up user and role information.
- Chapter 3, "Notifications," describes how to personalize the information in approval e-mail messages.
- Chapter 4, "Approval Hierarchies," describes how to set up the reporting structure in your organization, which controls the workflow of requisition approval.
- Chapter 5, "Company Setup," explains how to enter information and specify settings common to all requisitions.

Symbols and conventions

This manual uses the following symbols to make specific types of information stand out.

Symbol	Description
	The light bulb symbol indicates helpful tips, shortcuts and suggestions.
!	The warning symbol indicates situations you should be especially aware of when completing tasks. Typically, this includes cautions about performing steps in their proper order, or important reminders about how other information in Business Portal or the back office might be affected.

This manual uses the following conventions to refer to sections, navigation and other information.

Convention	Description
Creating an approval hierarchy	Italicized type indicates the name of a section or procedure.
File > Print	The (>) symbol indicates a sequence of actions, such as choosing items from a menu or a toolbar or pressing buttons in a window. This example directs you to go to the File menu and choose Print.
Bold	Bold type indicates navigation, tab names, menus, commands, buttons, field names, keywords, and functions.
TAB or ENTER	Small capital letters indicate a key or a key sequence.

Additional resources

In addition to this manual, the following documentation is included with this release of Business Portal.

Manuals

The following PDF manuals are included in the Documentation folder on the Business Portal CD.

Business Portal Installation Guide The Installation Guide (BusinessPortalInstallation.pdf) provides step-by-step instructions for installing Business Portal.

Business Portal Administrator's Guide The Administrator's Guide (BusinessPortalAdminGuide.pdf) explains how to set up and configure Business Portal.

Business Portal User's Guide The User's Guide (BusinessPortalUsersGuide.pdf) helps users complete day-to-day tasks in Business Portal.

Application manuals User and Administrator manuals for each application installed in Business Portal are available in the Documentation folder.

Online help

Online help is available in Business Portal by choosing the Help menu, located at the top-right corner of Business Portal. The items that appear in the Help menu are determined by your role and the applications that are installed.

Your role The help is written for two main audiences: users and administrators. If you're assigned to an administrator role, administrator help will be available to you from the **Help** menu. If you're not assigned to an administrator role, only the user help will be available to you.

Applications that are installed The applications that were installed with Business Portal also determine which items appear in the **Help** menu. For example, if you installed Requisition Management, the Requisition Management help will be available in the **Help** menu.

Keep in mind, each item shown in the **Help** menu is a self-contained help set. This means that if you're currently viewing a user help topic, the administrator help topics won't be available in the **Contents** or **Index** lists of Business Portal Help. Or, if you're viewing a KPI help topic, the Requisition Management topics won't be available in the **Contents** or **Index** lists. To view the topics in another help set, you must choose that set from the **Help** menu in Business Portal.

Windows® SharePoint® Services help Many of the features included in Business Portal—such as document libraries, lists, announcements, links, and alerts—are provided by Windows SharePoint Services. General information about these features is provided in Business Portal administrator help. For more detailed information, refer to Windows SharePoint Services help, which can be accessed by clicking the **Help** link at the top left side of any SharePoint page or in any SharePoint Web Part menu. A list of the SharePoint pages included in Business Portal is also provided in Business Portal administrator help.

Technical support

You can contact Microsoft Business Solutions Technical Support online or by telephone. Go to www.microsoft.com/businesssolutions and click the CustomerSource link or call 888-477-7877 (in the US and Canada) or 701-281-0555.

Chapter 1: Installation

This information explains how to install Requisition Management and describes the Microsoft Business Solutions–Great Plains® back office requirements. Installation information is explained in the following sections:

- *Great Plains back office requirements*
- *Installing Requisition Management*

Great Plains back office requirements

Before you install Requisition Management, you must enter the registration keys for it in the Great Plains application. For more information about entering registration keys, refer to the Great Plains documentation.

Requisition Management shares data with Purchase Order Processing, part of Great Plains. Before you install Requisition Management, you should verify that Purchase Order Processing has been installed, registered, and set up on the Great Plains server.

Installing Requisition Management

If you did not install Requisition Management when running the Business Portal installation wizard, use the Setup Wizard to add it to your Business Portal installation. If you've installed Business Portal on multiple Web servers, you must add Requisition Management to each of the Web servers.

To install Requisition Management:

Start the Setup Wizard. You can use either of the following methods:

- Insert the Business Portal CD into the CD-ROM drive of the Web server computer. The main Business Portal installation screen should appear. If the screen does not appear automatically, browse the CD and double-click the CDSetup.exe file. In the window that appears, click **Install Business Portal**.

- Open the Add or Remove Programs control panel, and select **Microsoft Business Portal**. Click **Change** to open the **Modify Business Portal Installation** window.

  Click **Add/Remove Features**.

For detailed instructions, refer to the "Additional Components" chapter of the Business Portal Installation Guide.

Chapter 2: Roles and Users

This information contains the steps you need to follow when selecting settings specific to Requisition Management for roles and users. We recommend setting up roles and users before adding them to the approval hierarchy. Role and user information is explained in the following sections:

- *Roles and permissions*
- *Selecting requisition settings for a role*
- *Selecting requisition settings for a user*

Roles and permissions

Only the Business Portal administrator can assign people to roles in Business Portal. You should work with the Business Portal administrator to decide which users should be assigned to Requisition Management roles. A user's role determines the tasks they can complete and the Web pages they can view. Requisition Management contains four default roles: Requisition Creator, Requisition Approver, Requisition Purchaser, and Requisition Administrator. The following table shows each role's default access to the tasks and Web pages in Requisition Management.

Role	Requisition tasks	Business Portal pages
Requisition Creator	Create Modify Submit Delete View Print Save	Purchase Requests Purchase Request Details Add Item Edit Item View Item Purchase Request Approval History Printer-Friendly Version
Requisition Approver	Approve Return Reject Void Modify View Print Save	Purchase Requests Purchase Request Details Add Item Edit Item View Item Purchase Request Approval History Printer-Friendly Version
Requisition Purchaser	Void Modify Transfer View Print Save	Create Purchase Orders
Requisition Administrator	Approve Return Reject Void Modify View Print Save Assign roles Assign users Manage hierarchy Set up company Set up notifications	Purchase Requests Purchase Request Details Add Item Edit Item View Item Purchase Request Approval History Printer-Friendly Version Manage Approval Hierarchies Manage Company Setup Manage Users Manage Roles Notifications Purchase Requests

Selecting requisition settings for a role

You can use the **Manage Roles** page to set up role information for requisitions. A role represents a group of users who share a common job function. After the Business Portal administrator adds users to Requisition Management roles, you can assign role-specific settings, including the approval limit for a role, whether users in a role can give a requisition final approval, and whether users can modify their default approvers.

By default, the Requisition Administrator role has an unlimited approval limit and can give requisitions final approval. You can modify these settings.

A user can be assigned to a single role or multiple roles for Requisition Management. If a user is assigned to multiple roles and each role has its own approval limit, the approval limit that's used is determined by the approval hierarchy, which sets up a workflow for a company—that is, the route a requisition follows from one approver to another. See *Approval limits in the approval hierarchy* on page 16 for more information.

To remove a Business Portal role, you must work with the Business Portal administrator. You can't remove a role if there is a work item assigned to that role. For example, if a requisition is assigned to the Manager role, you can't remove the Manager role from Business Portal until the requisition is approved or submitted to the next role in the approval hierarchy.

To select requisition settings for a role:

1. Open the **Manage Roles** page.
   Site Settings > Application Settings > Requisitions > Manage Roles

2. In the **Role List**, select the role to specify requisition settings for.

3. Click **Modify**.

4. Enter the approval limit, which is the maximum requisition amount that users in this role can approve. If users in this role should have no approval limit, select **Unlimited**. See *Approval limits in the approval hierarchy* on page 16 for more information.

5. You can select the following options to extend the approval permissions for the role:

   - Select **Final Approval** to give users in this role permission to give requisitions final approval.

   - Select **Change Approver** to allow users in this role to send requisitions to someone other than their default approvers.

6. Click **Save**.

Selecting requisition settings for a user

You can use the **Manage Users** page to assign specific settings to individual Requisition Management users, such as whether users can give requisitions final approval, approve requisitions for anyone beneath them in their approval hierarchies, or modify their default approvers.

User-specific settings also determine the access each user has to certain fields when they're creating, modifying, or approving a requisition, also known as a purchase request. You'll determine whether the **Account**, **Item Number**, **Price**, **Site ID**, and **Vendor ID** fields will be displayed, and whether they can be modified. For example, you can hide some fields if you don't want employees to see privileged information. You also can display certain fields and make them non-editable if you want users to be able to see the field information but not modify it.

To select requisition settings for a user:

1. Open the **Manage Users** page.
   Site Settings > Application Settings > Requisitions > Manage Users

2. In the **User List**, select the user to select settings for.

3. Click **Modify**.

4. Enter the approval limit, which is the maximum requisition amount that a user can approve. If the user should have no approval limit, select **Unlimited**. See *Approval limits in the approval hierarchy* on page 16 for more information.

5. You can select the following options to extend the approval permissions for the user:

   - Select **Final Approver** to give the user permission to give requisitions final approval.

   - Select **Extended Approver** to grant the user permission to approve requisitions assigned to anyone beneath them in the approval hierarchy.

   - Select **Change Approver** to allow the user to send requisitions to someone other than their default approver.

6. In the **Line Item Field Access** area, specify the access levels for the **Account**, **Item Number**, **Price**, **Site ID**, and **Vendor ID** fields for when a user creates requisitions:

   - If you select **Hidden**, the user will not see the fields.

   - If you select **Editable**, the user can enter information in the fields.

   - If you select **Not editable**, the user can view the fields, but can't enter information in them.

7. Click **Save**.

Chapter 3: Notifications

This information explains how notifications are used in Requisition Management and how you can modify them. Notifications information is explained in the following sections:

Notification types

Requisition notifications are message templates that contain the information for e-mail messages that are sent when an action is taken on a requisition or when a problem occurs. You can use automatic substitutions to personalize notifications for each recipient. See *Automatic substitutions* on page 11 for more information.

Notifications can be sent to Requisition Creators, Approvers, and Purchasers, depending on the settings on the **Manage Company Setup** page. See *Setting up Requisition Management for a company* on page 26 for more information. Notifications also are sent to the Requisition Administrator if problems arise regarding users and rights, such as when requisitions are assigned to users who don't have access to the proper companies.

You can use several types of e-mail notifications, depending on the type of message you want to set up. Each notification type has its own set of variables that are available for automatic substitution.

The following table describes the types of notifications that can be sent to Requisition Management users and whether they're optional.

Type	When used	Optional
Req Status Notification for Creators	A requisition is final approved, rejected, or voided	Yes
Req Assigned to User or Role Notification	A requisition is assigned to a user or role	Yes
Req Status Notification for Purchasers	A requisition receives final approval and can be transferred to a purchase order	Yes
Req Transferred to PO Notification for Creators	A requisition is transferred to a purchase order	Yes
Req Rights Notification for Administrators	A requisition is assigned to a user or role who doesn't have access to a company	No
Req Invalid User Notification for Administrators	A requisition is assigned to an approver who doesn't exist	No

You can modify the name, description, e-mail address, subject line, and message body for each notification. See *Modifying an e-mail notification* on page 12 for more information.

Automatic substitutions

You can use automatic substitutions to create e-mail messages that are automatically personalized for each recipient.

Automatic substitutions are variables you can use in notifications. When messages are generated, the variables are replaced with the appropriate data for the requisition. For example, the variable “Company Name” would be replaced with the name of the specific company associated with the requisition.

The type of notification you’re using determines which automatic substitutions are available for the subject line and message body. For more information about each notification type, see *Notification types* on page 11.

The following variables are used:

- Company name
- User name
- Approver name
- Approver parent name
- Creator name
- Item number
- Requisition comment
- Requisition ID
- Role name

For more information about modifying e-mail notifications, see *Modifying an e-mail notification* on page 12.

Modifying an e-mail notification

You can use the **Modify E-mail Notification** page to modify the default notifications that are included in Business Portal. For each notification, you can specify a from address, subject line, and message body.

To modify an e-mail notification:

1. Open the **Notifications** page.
   Site Settings > Application Settings > Requisitions > Notifications

2. Select the notification to modify in the **E-mail Notifications List** and click **Modify**. The **Modify E-mail Notification** page is displayed.

3. Modify the name for the notification.

4. Modify the description for the notification.

5. Enter or change the e-mail address that will appear in the **From** line for messages that use this notification.

6. Modify the subject line for messages that use this notification.

   You can insert variables from the **Automatic Substitutions** list. Click in the subject line where you want the variable to appear, then select the variable and click **Insert in Subject**.

   Variables are substituted with the appropriate data when each e-mail message is generated. The notification type you selected determines which substitutions are available. For more information, refer to *Notification types* on page 11 and *Automatic substitutions* on page 11.

7. Modify the message body for messages that use this notification.

   You can insert variables from the **Automatic Substitutions** list. Click in the message body where you want the variable to appear, then select the variable and click **Insert in Message**.

8. Click **Save**.

Setup tasks before sending notifications

Before Requisition Management users can begin using notifications, you must complete the following setup tasks:

- Be sure an e-mail server and e-mail address are specified using the **Set Up E-Mail** page (**Site Settings > General Settings > Set Up E-Mail**).

- Set up each user's e-mail address using the **Manage Business Portal Users** page (**Site Settings > Users and Permissions > Manage Business Portal Users**).

- Specify whether a Requisition Creator, Approver, and Purchaser will be notified after an action is taken on a requisition using the **Manage Company Setup** page (**Site Settings > Application Settings > Requisitions > Company Setup**). See *Company setup overview* on page 25 for more information.

Chapter 4: Approval Hierarchies

This information describes how to set up an approval hierarchy for requisitions. Users and roles must be added to an approval hierarchy before users can submit requisitions. Approval hierarchy information is explained in the following sections:

- *About approval hierarchies*
- *Before you create an approval hierarchy*
- *Approval limits in the approval hierarchy*
- *Approval limits examples*
- *Creating an approval hierarchy*
- *Adding roles and users to an approval hierarchy*
- *Modifying an approval hierarchy*
- *Replacing a role or user in an approval hierarchy*
- *Viewing properties for a role or user in an approval hierarchy*
- *Deleting a role or user from an approval hierarchy*
- *Copying an approval hierarchy*
- *Deleting an approval hierarchy*

About approval hierarchies

An approval hierarchy defines the requisition workflow for a company, which is the route a requisition follows from one approver to the next until the requisition is converted to a purchase order. The hierarchy uses a tree structure of users and roles to control the workflow of the approval process. The structure shows the roles or users who must approve a requisition before it can become a purchase order. As a requisition is approved, it moves up the approval tree to the role or user in the next highest level.

You can have an unlimited number of levels in the approval hierarchy and you can include a mix of roles and users. For example, suppose a hierarchy includes a team of employees at the bottom level, with their supervisor above them in the hierarchy. From there, the requisitions are routed to the department manager, and then finally to the Requisition Purchaser role.

You can use the same approval hierarchy for all the companies you have set up in Great Plains, or each company can have its own approval hierarchy. See Chapter 5, "Company Setup," for more information.

Before you create an approval hierarchy

The Requisition Administrator is the only user who has access to the **Approval Hierarchies** page. The Business Portal administrator must assign a user to the

Requisition Administrator role before the Requisition Administrator can create an approval hierarchy. Then the Business Portal administrator must assign users or other Business Portal roles to the Requisition Creator, Requisition Approver, and Requisition Purchaser roles. See Chapter 2, “Roles and Users,” for more information.

Approval limits in the approval hierarchy

You can use the **Manage Roles** and **Manage Users** pages to set up approval limits and specify whether roles and users are final approvers. You also can use the **Manage Company Setup** page to specify whether users can bypass their approvers.

See *Approval limits examples* on page 17 for examples of how approval limits and settings work together in a hierarchy.

Approval limits

If you select **Final Approver** on the **Manage Roles** or **Manage Users** page and enter an amount in the **Approval Limit** field, this role or user can give requisitions final approval if the requisition amount doesn’t exceed the approval limit amount. If you select **Unlimited** as the approval limit, this role or user will be able to give a requisition final approval regardless of its amount.

A requisition must receive final approval before it can be converted to a purchase order.

There’s no restriction on the number of users who have final approval rights. By default, the Requisition Administrator has these rights.

If the amount of a requisition exceeds the approval limit, the role or user still can approve the requisition, but it won’t receive final approval. The requisition will move up the approval hierarchy until it reaches an approver whose approval limit exceeds the amount of the requisition, and who has Final Approver rights.

If a user is assigned to multiple roles and each has its own approval limit, the approval hierarchy determines which approval limit is used. For example, suppose Edward is assigned to two roles: the Requisition Approver role with a $100 approval limit, and the Manager role with a $1,000 approval limit and final approval rights. Another user, Mary, submits a requisition for a $120 office chair to the Requisition Approver.

Because his Requisition Approver role has a limit of $100, Edward still can approve the requisition, but he can’t give it final approval. If the requisition had been submitted to the Manager role, Edward could have given the requisition final approval, because his Manager limit is $1,000.

Bypassing approvers

If you select **Bypass Approvers** on the **Manage Company Setup** page, submitted requisitions will bypass any approvers whose approval limits don’t equal or exceed the requisition amount. The requisition instead will be routed to the next approver in the approval hierarchy whose approval limit is equal to or exceeds the requisition amount. For example, if Jim submits a requisition for a $990 computer to Mary, but Mary’s approval limit is $900, the requisition will be routed to the next approver whose approval limit is $990 or greater.

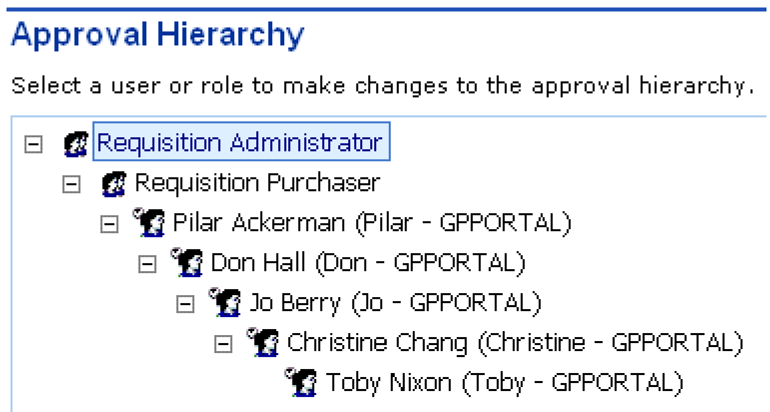
If a user doesn’t want to bypass an approver, the user still can select which approver to send the requisition to by selecting **Submit and send the purchase**

request to on the **Purchase Request Details** page, and selecting the approver to send the requisition to. See the Requisition Management User's Guide for more information.

Only the default approver is available in the ***Submit and send the purchase request to*** *list unless you've selected* ***Change Approver*** *on the* ***Manage Roles*** *or* ***Manage Users*** *page for this role or user.*

Approval limits examples

These examples provide more information about how approval limits and settings work together in approval hierarchies. For these examples, assume a company uses the following approval hierarchy.



The users in the approval hierarchy are set up with the following approval information.

User	Approval limit	Final approver?
Pilar Ackerman	Unlimited	Yes
Don Hall	$1,000	Yes
Jo Berry	$700	Yes
Christine Chang	$500	No
Toby Nixon	$0	No

Example 1

Toby Nixon enters a requisition for a $400 processor and clicks **Submit**. The requisition is submitted to Christine Chang regardless of whether **Bypass Approvers** is selected for the company, because the requisition amount is within Christine's $500 approval limit. Christine can make any changes to the requisition, reject or void it, or submit it to Jo Berry for final approval.

Example 2

Toby Nixon enters a requisition for a $400 processor and a $350 monitor, so the requisition amount is $750. Which user the requisition is submitted to depends on whether **Bypass Approvers** is selected for the company on the **Manage Company Setup** page.

Scenario 1 The **Bypass Approvers** option isn't selected for the company. When Toby clicks **Submit** for the $750 requisition, it's submitted to Christine Chang because she's the next user in the hierarchy. Christine can make any changes to the requisition, reject or void it, or submit it to Jo Berry.

Although Jo has final approver rights, the $750 requisition exceeds her approval limit. She still can approve the requisition, but it will be submitted to Don Hall for final approval.

Scenario 2 The **Bypass Approvers** option is selected for the company. When Toby clicks **Submit** for the $750 requisition, it's automatically submitted to Don Hall, because he's the next user in the hierarchy whose approval limit is equal to or exceeds $750. Don can make any changes to the requisition, reject or void it, or give it final approval.

Scenario 3 The **Bypass Approvers** option is selected for the company. However, Toby wants her manager, Christine Chang, to see the requisition before sending it to Don Hall for approval, because the requisition is missing the account information. Toby clicks **Show More Tasks**, selects **Submit and send the purchase request to**, selects Christine's name from the list, and clicks **OK**.

Christine makes the appropriate changes to the requisition and clicks **Approve**. The requisition bypasses Jo Berry and is sent to Don Hall, because he's the next user in the hierarchy whose approval limit is equal to or exceeds $750.

See the Requisition Management User's Guide for more information about submitting and selecting approvers for requisitions.

Creating an approval hierarchy

You can use the **Manage Approval Hierarchies** page to create an approval hierarchy. You can create an approval hierarchy for each company that's set up in Great Plains, or you can create one hierarchy and assign it to multiple companies.

When you first create an approval hierarchy, it will be empty except for the Requisition Administrator role, which will be included at the highest position. You'll need to add users and roles beneath the Requisition Administrator to set up an approval hierarchy that meets your needs. See *Adding roles and users to an approval hierarchy* on page 19 for more information.

To create an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Pick a Task** area, click **Create New Approval Hierarchy**. The **Create Approval Hierarchy** dialog box appears.

3. Enter the name of the approval hierarchy.

4. Select **A user or role can be in the approval hierarchy multiple times** to be able to include a user or role in the hierarchy in multiple places. If you don't select this option, each user or role can exist in the hierarchy only once.

If you mark this check box and then create a hierarchy with users in it multiple times, you can't clear the check box again until you modify the hierarchy so each user is included in it only once.

5. Click **Save and Close**.

Adding roles and users to an approval hierarchy

You can use the **Manage Approval Hierarchies** page to add users and roles to an approval hierarchy. When you add users and roles, you're establishing what their positions are in the hierarchy, which then determines the workflow of the requisition approval process. Only one user can add roles and users to an approval hierarchy at a time.

If a user exists in the approval hierarchy in multiple places, you can modify the default level, which is the level from which the user will submit requisitions. See *Modifying an approval hierarchy on page 20* *for more information. Only one of the positions in the approval hierarchy can be the default level.*

To add roles and users to an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to add roles and users to.

3. Click **Modify**.

4. You can add roles and users either above or beneath another role or user.

   The following table includes more information.

To add ...	Follow these instructions
A role beneath another role or user	Right-click the role or user and choose **Add level below > Role**
A role above another role or user	Right-click the role or user and choose **Add level above > Role**
A user beneath another role or user	Right-click the role or user and choose **Add level below > User**
A user above another role or user	Right-click the role or user and choose **Add level above > User**

   Depending on whether you're adding a role or user, the **Select Roles** or **Select Users** dialog box appears.

5. Select the roles or users to add to the approval hierarchy.

6. Click **Select and Close**.

7. Click **OK**. Any changes you make to the approval hierarchy take effect immediately. For example, if you add a user or role, that user or role will immediately begin receiving any requisitions assigned to the level beneath it.

Modifying an approval hierarchy

You can use the **Manage Approval Hierarchies** page to modify an approval hierarchy. For example, you can modify the name of an approval hierarchy or indicate whether a user or role can appear more than once in a hierarchy.

You also can make the following modifications to the approval hierarchy by right-clicking a user or role in the hierarchy and choosing one of the following commands from the menu that appears.

Command	Description
Add level above	You can insert either a user or role in the level above.
Add level below	You can insert either a user or role in the level below.
Replace level	When you replace a role or user, the work items assigned to that role or user will be reassigned to the new role or user. See *Replacing a role or user in an approval hierarchy* on page 21 for more information.
Cut, Copy, and Paste below	The role or user you cut or copy will be saved until you cut or copy another role or user, or use the **Paste Below** command. When you copy a role or user, any levels beneath the role or user also will be copied.
Set as default	If a user is included in the approval hierarchy multiple times, you can modify the default level, which is the level from which the user will submit requisitions. Only one of the positions in the approval hierarchy can be the default position.
Delete	If you delete a role or user from the approval hierarchy, any levels beneath the role or user will be assigned to the next level. For example, suppose Cindy is a level above Jeff, and Jeff is a level above Becky. If Jeff is deleted, Cindy will be a level above Becky. Any work items assigned to the role or user can be accessed by a user with extended approver rights. See *Deleting a role or user from an approval hierarchy* on page 22 for more information.

Only one user can modify an approval hierarchy at a time.

To modify an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to modify.

3. Click **Modify**.

4. Enter the name of the approval hierarchy.

5. Select **A user or role can be in the approval hierarchy multiple times** to be able to include a user or role in the hierarchy in multiple places. If you don't select this option, each user or role can exist in the hierarchy in only one place.

6. Right-click the role or user to modify and make the necessary changes to the hierarchy.

7. Click **OK**.

Replacing a role or user in an approval hierarchy

You can use the **Manage Approval Hierarchies** page to replace a user or role in an approval hierarchy. You can replaces a user or role with another user or role. You can also replace a role with a user, and vice versa. When you replace a user or role, the work items assigned to that user or role will be assigned to the new user or role.

You can't replace the user if the position you're replacing is the default level and there are no other positions held by the same user in the approval hierarchy. The default level is the level from which the user will submit requisitions.

To replace a role or user in an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to modify.

3. Click **Modify**.

4. Right-click the user or role in the approval hierarchy that you're replacing and choose **Replace level > User** or **Role**. The **Select User** or **Select Role** dialog box appears.

5. Select the user or role to add to the approval hierarchy and click **Select and Close**.

   If any work items are assigned to the user or role, a message will be displayed asking if you want to continue. Click **OK**. The user or role will be replaced, and any work items will be assigned to the new user or role.

6. Click **OK**.

Viewing properties for a role or user in an approval hierarchy

You can use the **Manage Approval Hierarchies** page to view the approval settings for roles and the line item field access and approval settings for users.

To view properties for a role or user in an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to view role or user properties for.

3. Click **Modify**.

4. Right-click the role or user and choose **Properties**. Depending on whether you're viewing role or user properties, the **Role Properties** or **User Properties** dialog box appears.

5. Click **Close**.

6. Click **OK**.

Deleting a role or user from an approval hierarchy

If the Business Portal administrator deletes a user or role from Business Portal, that user or role will remain in the approval hierarchy, and you must manually delete the user or role from the hierarchy. You can use the **Manage Approval Hierarchies** page to delete users and roles from an approval hierarchy.

When you delete a Business Portal user or role, any saved requisitions are deleted, and completed requisitions are left as is. Any requisitions that are currently assigned to the deleted user or role can be accessed by a user who has extended approver rights. See *Selecting requisition settings for a user* on page 8 for more information about giving users extended approver rights.

If the user you're deleting exists in the approval hierarchy in multiple places, you can't delete the default level until all the other positions are deleted. If you want to delete the position that's specified as the default level, you first must designate another position as the default level. See Modifying an approval hierarchy on page 20 for more information.

To delete a role or user from an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy that includes the user or role you're deleting.

3. Click **Modify**.

4. Right-click the user or role in the approval hierarchy that you're deleting and choose **Delete**. A message is displayed asking if you want to delete the position. Click **OK**. The user or role will be deleted.

5. Click **OK**.

Copying an approval hierarchy

Use the **Manage Approval Hierarchies** page to create a new approval hierarchy by copying an existing hierarchy. You then can modify the copied approval hierarchy, such as adding or deleting roles and users. You can copy an approval hierarchy at any time, unless it's being modified by another user.

To copy an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to copy.

3. In the **Pick a Task** area, click **Copy Selected Approval Hierarchy**. The **Copy Approval Hierarchy** dialog box appears.

4. Enter the name of the new approval hierarchy.

5. Select **A user or role can be in the approval hierarchy multiple times** to be able to include a user or role in the hierarchy in multiple places. If you don't select this option, each user or role can exist in the hierarchy in only one place.

6. Click **Save and Close**.

Deleting an approval hierarchy

You can use the **Manage Approval Hierarchies** page to delete an approval hierarchy. You can't delete an approval hierarchy if it's being modified by another user, if it's assigned to a company, or if requisitions are in the process of moving up the hierarchy.

To delete an approval hierarchy:

1. Open the **Manage Approval Hierarchies** page.
   Site Settings > Application Settings > Requisitions > Approval Hierarchies

2. In the **Approval Hierarchy List**, select the approval hierarchy to delete.

3. In the **Pick a Task** area, click **Delete Selected Approval Hierarchy**. A message will appear asking if you want to delete the selected approval hierarchy. Click **Yes**.

You can't delete an approval hierarchy if it is assigned to a company. You first must unassign the approval hierarchy from the company using the ***Manage Company Setup*** *page. See* *Company setup overview on page 25* *for more information.*

Chapter 5: Company Setup

This information explains how to set up Requisition Management for each company that's set up in Great Plains. Setup includes specifying requisition numbering and how line item default entries are selected, assigning approval hierarchies to the companies, and indicating when routing notifications will be sent. Company setup information is explained in the following sections:

- *Company setup overview*
- *Setting up Requisition Management for a company*

Company setup overview

Before using Requisition Management, you must set up system default settings for each company that's set up in Great Plains. This includes information common to each requisition, which options are available, the approval hierarchy used, and when notifications are sent. The following information describes these settings.

Requisition numbering information

The prefix and next number form the requisition number, or the ID. The **Prefix** value can include only uppercase characters with no spaces, and the default value is REQ. The **Next number** value must be numeric; the default value is 0000001. The default value for the **Requisition Number** is therefore REQ0000001.

To help ensure that the number is incremented properly, we recommend that you enter a number that ends in a numeral with leading zeroes, such as the default value. Each time you enter a requisition, the requisition number increments by one; be sure to enter a number with enough leading zeros to fit the needs of your system's growth.

Line item default information

You can select the default entries for the site, vendor, and account that will be displayed when a user adds items to a requisition.

When you're selecting the default account information and you select **Vendor Account**, the default account for each line will be the default account from the vendor's record in Great Plains. If no default account information is set up for the vendor in Great Plains, the default account information from the Great Plains **Additional Vendor Accounts** or **Posting Accounts Setup** window will be used. If those accounts also aren't set up, there will be no default account for the line.

If you select to display the site, vendor, and account information from the previous line, the default site, vendor, or account for the first line will be blank.

You also can specify a default value for the required-by date for requisitions by entering a value in the **Required date offset** field. The value you enter will be added to the current date to calculate the default required-by date. For example, if you enter 10 in the **Required date offset** field and a user creates a requisition on December 10, the default value for the required-by date would be December 20.

Approval hierarchy information

You can select the approval hierarchy to use for the company. If you select **Bypass Approvers**, requisitions will be routed to the next approver in the approval hierarchy whose approval limit is equal to or exceeds the requisition amount. See *Approval limits in the approval hierarchy* on page 16 for more information.

Requisition options

You can specify whether requisitions can be modified after they've been final approved, non-inventoried items can be entered, and requisitions can be copied.

You can give users access to modify requisitions after they've been given final approval if you want Requisition Purchasers to be able to modify a requisition line item before transferring the line items to a purchase order. For example, purchasers might void line items, or modify them so they're identical and can be consolidated into a single line item.

You can select **Non-inventoried items can be entered** to allow items that don't exist in the Great Plains inventory records to be entered on requisitions.

You also can specify whether users can create new requisitions by copying existing requisitions. See the Requisition Management User's Guide for more information about copying requisitions.

Notification options

You can select whether a Requisition Creator, Approver, and Purchaser will be notified after specific actions are taken on a requisition. For example, you can specify that Requisition Approvers should be notified when requisitions have been assigned to them for approval.

Setting up Requisition Management for a company

Use the **Manage Company Setup** page to set up Requisition Management for each company that's set up in Great Plains. The information you enter in this procedure is specific to the company you've selected in the **Company List**. You must complete this procedure for each company that requisitions will be entered for. See *Company setup overview* on page 25 for more information about the options on this page.

Before completing this procedure, you must set up the approval hierarchy. See Chapter 4, "Approval Hierarchies," for more information.

To set up Requisition Management for a company:

1. Open the **Manage Company Setup** page.
   Site Settings > Application Settings > Requisitions > Company Setup

2. In the **Company List**, select the company to set up Requisition Management for. This list includes the companies that are set up in Great Plains.

3. Click **Modify.**

4. In the **Requisition Numbering** area, enter the prefix that will appear at the beginning of each requisition number.

   The prefix can't include spaces, special characters, or lowercase letters. We recommend that the prefix contain only uppercase letters, because if you enter a prefix with a number, the number won't be incremented.

5. Enter the next number, which is appended to the prefix to form the requisition number. This number is incremented by one with each new requisition.

6. In the **Line Item Defaults** area, select how the default site information for each requisition line item should be displayed.

   Default Site The same default site will be displayed for each new line on all requisitions entered for this company. Select the default site.

   Previous Line's Site The default site for each line will be the site from the previous line.

   Item's Default Site The default site for each line will be the default site from the item's record in Great Plains.

7. Select how the default vendor information for each requisition line item should be displayed.

   Previous Line's Vendor The default vendor for each line will be the vendor from the previous line.

   Item Site's Primary Vendor The default vendor for each line will be the primary vendor for the selected site from the item's record in Great Plains.

8. Select how the default account information for each requisition line item should be displayed.

   Previous Line's Account The default account for each line will be the account from the previous line.

   Item or Vendor Account The default account for each line will be the default account from the item's record in Great Plains (for inventoried items), or the default account from the vendor's record in Great Plains (for non-inventoried items).

9. In the **Required date offset** field, enter the number of days to add to the current date to calculate the default required-by date.

10. In the **Approval Hierarchy** area, select the approval hierarchy to use for this company. See *About approval hierarchies* on page 15 for more information.

11. Select **Bypass Approvers** if you want a requisition to be routed to the next approver in the approval hierarchy whose approval limit is greater than the amount of the requisition. See *Approval limits in the approval hierarchy* on page 16 for more information.

12. In the **Requisition Options** area, select the options to use for requisitions in the selected company:

    - Select **Requisitions can be edited after final approval** to allow requisition line items to be modified or voided after they've received final approval.

    - Select **Non-inventoried items can be entered** to allow items that don't exist in the Great Plains inventory records to be entered on requisitions.

    - Select **Requisitions can be copied** to allow users to create new requisitions by copying existing requisitions. See the Requisition Management User's Guide for more information.

13. In the **Notification Options** area, select when e-mail notifications should be sent to the Requisition Creator, Approver, and Purchaser in the selected company:

    - You can specify that the Requisition Creator should be notified when a requisition receives final approval, is rejected, is transferred to a purchase order, and is voided.

    - You can specify that the Requisition Approver should be notified when a requisition has been assigned to them for approval.

    - You can specify that the Requisition Purchaser should be notified when a requisition receives final approval and is ready to be transferred to a purchase order.

We recommend that you verify whether the notification message templates that will be sent to the Requisition Creator, Approver, and Purchaser are ready to be used. See *Chapter 3, "Notifications," for more information.*

14. Click **Save**.

Index

Documentation Comment Form

Business Portal Requisition Management Administrator's Guide

January 2005

We welcome your comments and suggestions regarding the quality and usefulness of this manual. Your comments help us improve the documentation to better meet your needs.

- Did you find any errors?
- Is the information clearly presented?
- Are the examples correct? Do you need more examples?
- What features do you like most (and least) about the documentation?

If you find errors or have specific suggestions, please note the topic, chapter, and page number.

Send your comments using any of the following methods:

E-mail	bizdoc@microsoft.com
Fax	425-936-7329. (On the cover sheet, specify that the fax should be routed to the bizdoc@microsoft.com e-mail address.)
Conventional mail	Documentation Manager Microsoft Business Solutions One Lone Tree Road Fargo, ND 58104-3911

Note: By offering any suggestions to Microsoft, you give Microsoft full permission to use them freely.