

# **Infor CloudSuite Training Manual**

## **Manager/Director Financial Approval Workflow for Requisitions and Expense Invoices**

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## 1. Signing Authority

**Managers** can approve up to **\$50,000**

**Directors** can approve up to **\$250,000**

**Requisitions >\$250K and <\$1M** require **VP and DCFO approval**

**Requisitions over \$50K** will pass through a **sequential multi-level approval process** e.g. **1<sup>st</sup> Manager, 2<sup>nd</sup> Director** and so on as required by the total \$ value of the requisition

## 2. Approving an Invoice

As an Accounting Unit (AU) Manager, you will receive an e-mail notification that an invoice has been submitted and requires your attention. Invoice details will also be on the e-mail for your review. Example email:

Mon 6/9/2024 8:39 AM  
from: AX1.pl@tam.ca1.inforcloudsuite.com  
Request for Approval: Vendor EDWARDS LIFESCIENCES CANADA (4708) Invoice 366438DEMO CAD 24,250.00 is waiting for your approval.

To: Nicholas Pearson

Action Items

CAUTION: External email. Think before clicking

Attention: MANAGER  
The following invoice is currently in your Inbasket and requires your action:

Approval Type	Company	Accounting Unit	Project	Project Type
CompanyAU	1	711151020		

- Accounting Unit
- Invoice Processor (AP Initiator)
- Vendor
- Invoice Amount
- Purchase Order Number (if any)

Invoice Summary

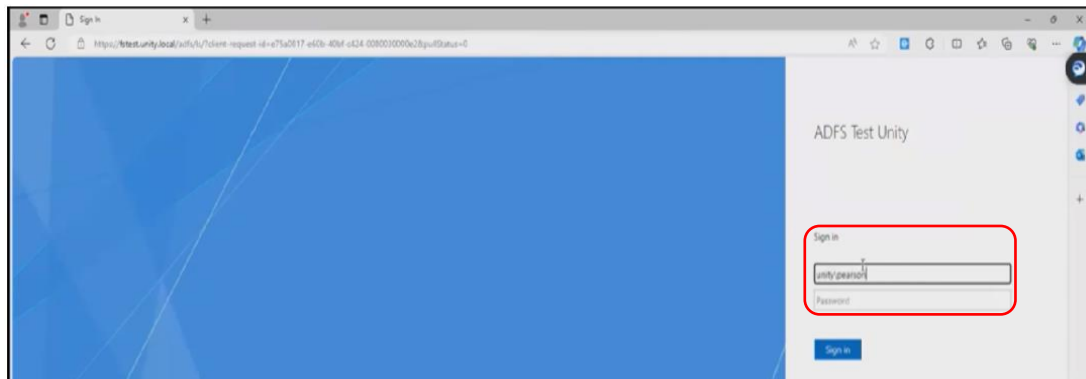
Payables Company	Invoice Processor	Vendor Name	Invoice #	Invoice Amount	Transaction Currency	Invoice Amount in CAD	Purchase Order Number/s	Service Contract Number/s
ST.MICHAEL'S HOSPITAL (1)	Valdez, Roselie	EDWARDS LIFESCIENCES CANADA (4708)	366438DEMO	24,250.00	CAD	24,250.00	100179421	

[URL to the Inbasket](#) → Click on the **URL to the Inbasket** to begin processing your invoice

Note: you must be connected to the Unity Network or Citrix in order to view this inbasket.

For IT Use Only:  
Work Unit: 30644

By clicking on the **URL to the Inbasket**, you will be taken to the **Infor Login page**. Log in using your normal network credentials:



Upon login, you will be directed to your **Inbasket**:

Depending on what you have outstanding to approve, you may see a mixture of invoices and requisitions. In this exercise, we will follow the approval of Edwards Lifesciences Invoice number 586438 DEMO. Double click on this entry

W...	Work Description	Start Date	Due Date	Pl...	Orl...
11208	Requisition #57466 from Requester Almira Opinaldo for \$1,037,430.00 requires Level 70 approval	5/27/2024 10:29:42 AM	7/18/2024 2:30:05 AM		lawson
20158	Requisition #57460 from Requester Almira Opinaldo for \$1,037,430.00 requires Level 80 approval	5/29/2024 12:23:20 PM	5/30/2024 12:23:18 PM		lawson
20165	Requisition #57460 from Requester Almira Opinaldo for \$1,037,430.00 requires Level 70 approval	5/29/2024 3:28:01 PM	7/18/2024 7:27:21 AM		lawson
30452	Invoice 20586421 for vendor BAXTER CORP (20) requires Level 40 approval	5/28/2024 10:59:34 AM	5/31/2024 10:59:11 AM		1000009
30456	Invoice TORINW 442978 for vendor GDS SERVICES (CANADA) LP (21515) requires Level approval	5/28/2024 11:26:32 AM			1000009
30551	Invoice 366438 DEMO1 for vendor EDWARDS LIFESCIENCES CANADA (4708) requires Level 40 approval	5/29/2024 4:22:32 PM	6/3/2024 4:22:30 PM		1000009
30571	Requisition #57467 from Requester Almira Opinaldo for \$1,037,430.00 requires Level 80 approval	5/30/2024 7:01:05 AM	5/30/2024 5:04:00 PM		lawson

Double-clicking on the entry will bring up the following screen:

You can see the invoice by clicking on the **View Invoice Document**

Vendor	Invoice Date	Invoice Amount	Purchase Order Total Amount
EDWARDS LIFESCIENCES CANADA (4708)	5/29/2024	24,250.00 CAD	27,402.50

Invoice Number	Due Date	Difference Amount
366438 DEMO1	6/28/2024	-3,152.50



## Purchase Orders

Vendor: EDWARDS LIFESCIENCES CANADA (4708)  
Invoice Date: 5/29/2024  
Invoice Amount: 24,250.00 CAD  
Purchase Order Total Amount: 27,402.50  
Due Date: 6/28/2024  
Invoice Number: 366438 DEMO1  
Difference Amount: -3,152.50

**Purchase Orders**

PO Number	Interfaced Purchase Order	PO Code	Buyer	Date	Order Amount	Has Tax	Has Comments
10517562	404K32 0-CATH	CATH	Bruce Smith, Calans	2/7/2024	27,402.50	Yes	Yes
Total					27,402.50		

**Details**

Line Number	Receipt No.	Receipt Line	Item	Item Description	Vendor Item	Quantity	UOH	Unit Cost	Distribution Am.	Functional Am.	
1		1031025		SAPIEN 3 ULTRA TF KIT 2MM	5177329	1.00	KT	24,250.000	24,250.00	24,250.00	
Total										24,250.00	

In the **Purchase Orders** tab, view details related to the PO (e.g. Buyer, Item Description, Vendor Item, Quantity)

## Related Documents

Vendor: EDWARDS LIFESCIENCES CANADA (4708)  
Invoice Date: 5/29/2024  
Invoice Amount: 24,250.00 CAD  
Purchase Order Total Amount: 27,402.50  
Due Date: 6/28/2024  
Invoice Number: 366438 DEMO1  
Difference Amount: -3,152.50

**Related Documents**

ID	Type	Description	Attachment
	Invoice		CA INVOICE EN 303727F 34817 1077.pdf

In the **Related Documents** tab you can again view the actual invoice as well as any other attached documents.

## Comments

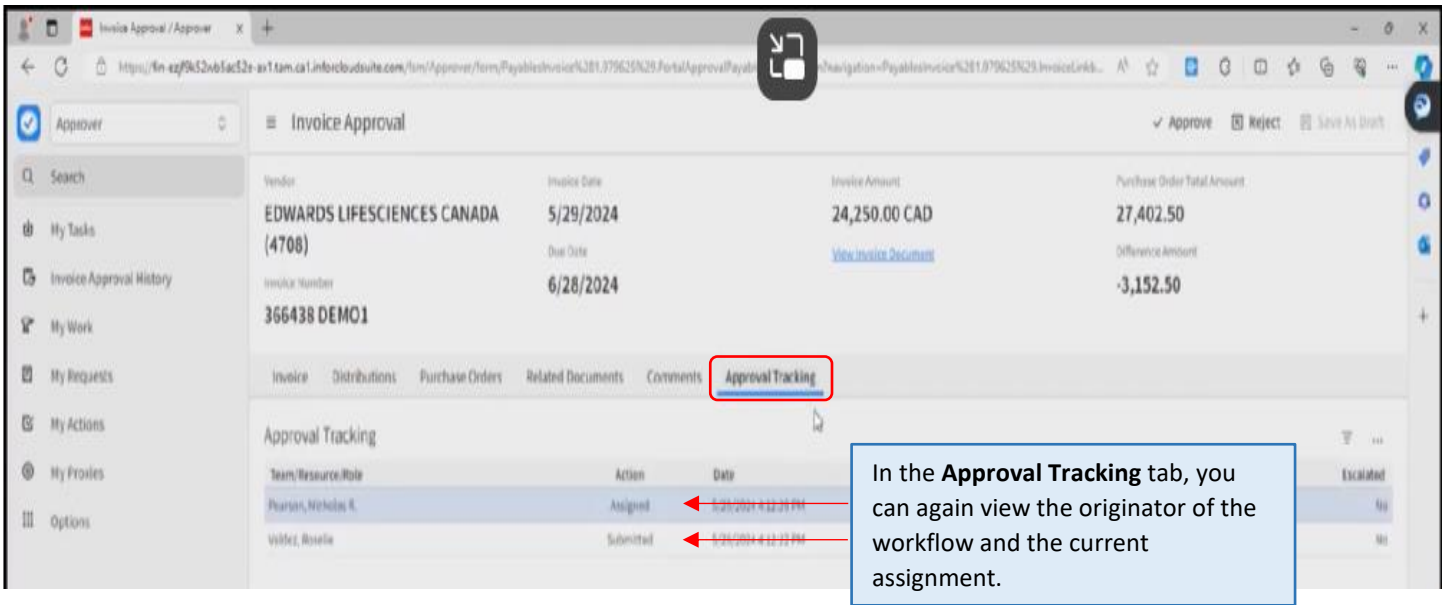
Vendor: EDWARDS LIFESCIENCES CANADA (4708)  
Invoice Date: 5/29/2024  
Invoice Amount: 24,250.00 CAD  
Purchase Order Total Amount: 27,402.50  
Due Date: 6/28/2024  
Invoice Number: 366438 DEMO1  
Difference Amount: -3,152.50

**Comments**

ID#	Invoice Note	
		Please attach a hold back template

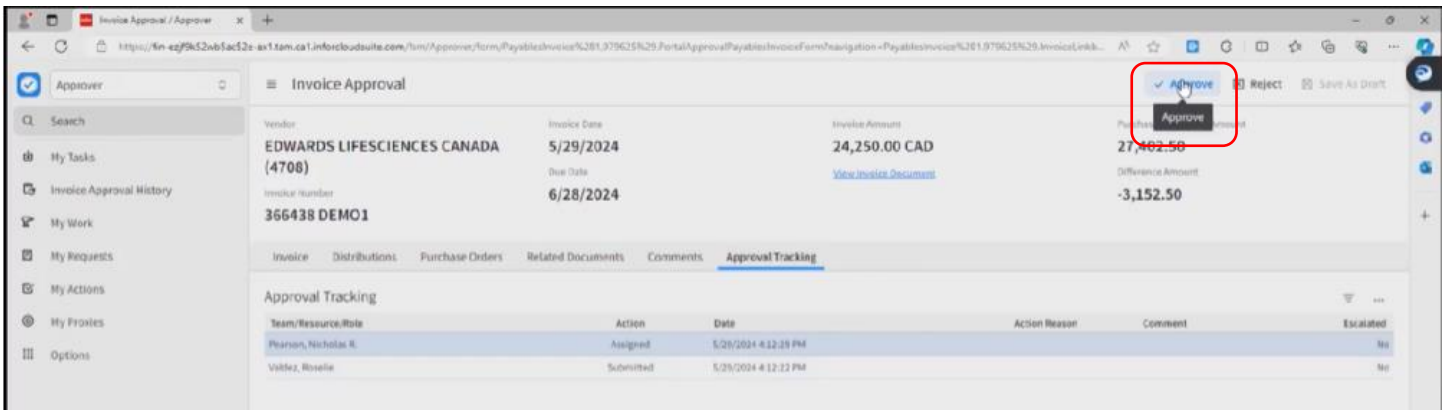
In the **Comments** tab you can view any comments AP may have made on this invoice.

## Approval Tracking

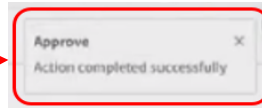


In the **Approval Tracking** tab, you can again view the originator of the workflow and the current assignment.

If you are satisfied with the invoice, then click the **Approve** button in the top right corner:

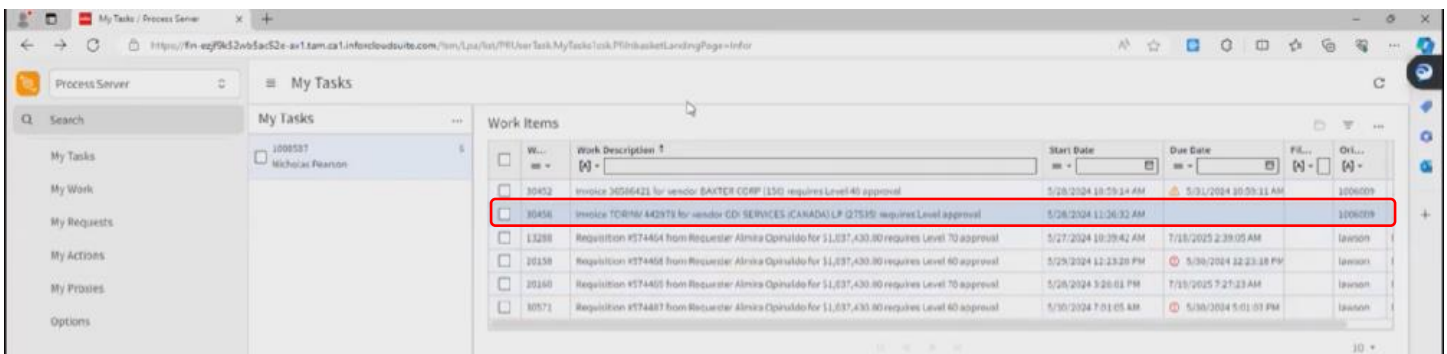
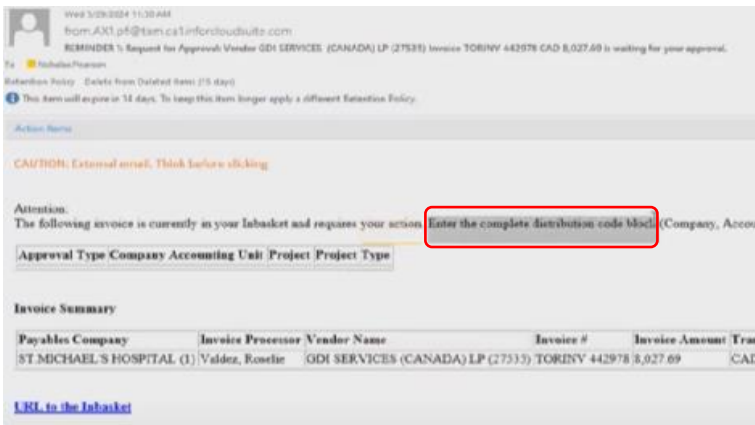


When you have approved the invoice, a **message will appear** in the top right corner.

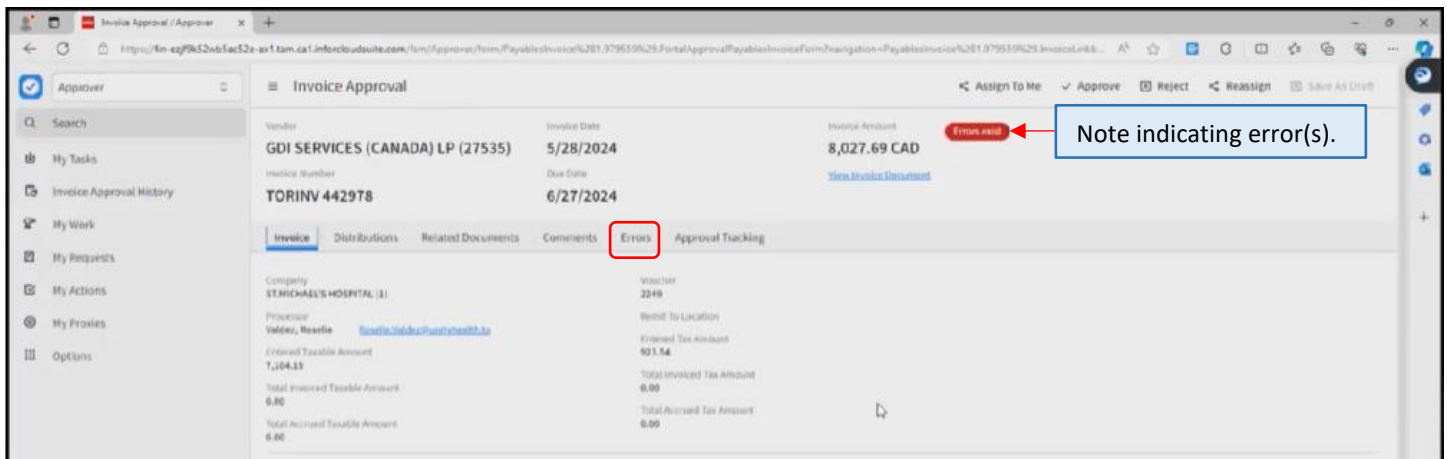


### 3. Updating & Managing Invoice Errors

**Example:** You must supply accounting distribution in order to process the invoice. The email will advise/indicate information to be supplied/completed:



Double click on the invoice to open up the details.





Click on the **Errors** tab to find out more.

The screenshot shows the 'Invoice Approval' interface for vendor 'GDI SERVICES (CANADA) LP (27535)' and invoice number 'TORINV 442978'. The invoice date is 5/28/2024 and the due date is 6/27/2024. The invoice amount is 8,027.69 CAD. A red 'Errors exist' badge is visible. The 'Errors' tab is selected, showing a table with one error:

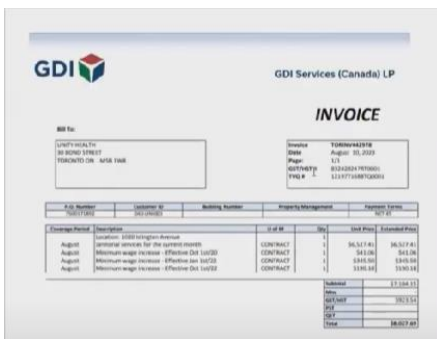
Level	Error Type	Error Message
Warning	Invalid Information	Total distributions amount 0.00 is not equal to invoice amount 8,027.69

Annotations include a red box around the 'View Invoice Document' link and a blue box pointing to the error message. A second blue box explains the error message.

Once again, you can click on **View Invoice Document** to see the original document.

The **Error Message** indicates an issue with accounting distribution.

Check the invoice to ensure it agrees with the entry:



Go to the **Distributions** tab to add the required information:

The screenshot shows the 'Invoice Approval' interface with the 'Distributions' tab selected. The 'Distributions' table is empty, and a 'Create List' button is visible. A blue box points to the 'Create List' button with the text 'Click on Create List'.

Click on **Create List**

The following page should appear:

The screenshot shows the 'Finance Structure' page with various input fields for 'To Company', 'Accounting Unit', 'Account', 'Project', 'Job', and 'Benefit/Occ. Class'. A red arrow points from the 'Account' field to a callout box on the right. The callout box contains the following text:

Input your accounting information in this page:

- **Company**
- **Accounting Unit**
- **Account** (if you are uncertain about the proper account a drop down box is available to allow you to search by number or description)

When complete, click "OK".

The 'OK' button at the bottom center of the page is highlighted with a red box.

The screenshot shows the 'Select 'Account'' dialog box. It features a search bar and a table of 'Posting Account' entries. The first entry is selected:

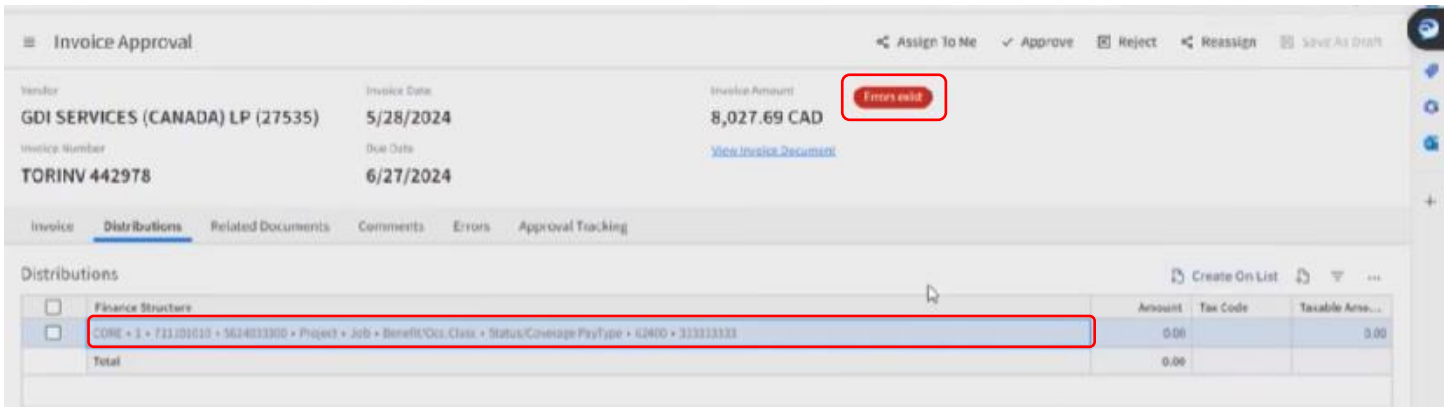
Account	Description	Chart Section
1112906114	CB/CL Clearing	Balance Sheet
1118500510	Major Equipment - Previous years	Balance Sheet
1118500512	Major Medical Equipment - Prev years WIP	Balance Sheet
1118500513	Major Medical Equipment - Previous WIP	Balance Sheet
1118536810	A/O - Major Equipment	Balance Sheet
1118546510	Major Equipment - Current year	Balance Sheet
1118546511	Major Medical Equipment - Current year WIP	Balance Sheet
1118546512	Major Medical Equipment - Current WIP	Balance Sheet

The screenshot shows the 'Invoice Approval' page. The invoice details are as follows:

Vendor	GDI SERVICES (CANADA) LP (27535)	Invoice Date	5/28/2024	Invoice Amount	8,027.69 CAD
Invoice Number	TORINV 442978	Due Date	6/27/2024		

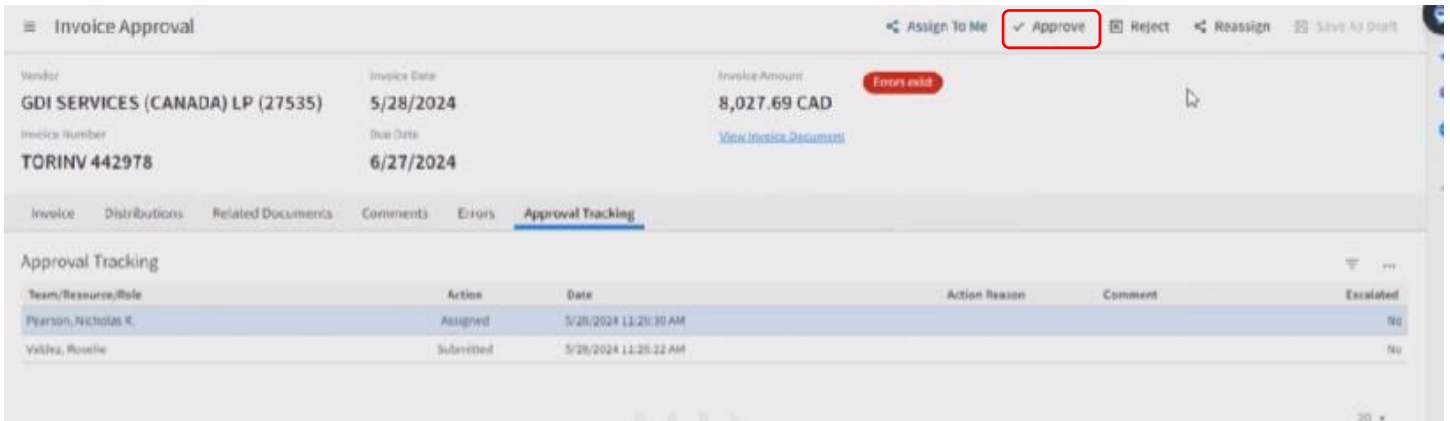
A callout box on the right side of the page contains the text: 'Click the SAVE icon'. A red arrow points from this callout box to the 'SAVE' icon in the bottom right corner of the page.

The **accounting information** is now updated (Note: The error code will remain, however, the invoice is ready to approve).



You can now press **Approve** to process the invoice.

**Note:** If you do not complete the accounting distribution, the system will still allow you to press approve. However, the invoice will not be approved and a message will simply return to you again for completion.



When you have approved the invoice, a message will appear in the top right corner.

**Approve** X  
Action successfully completed

#### 4. Rejecting an Invoice

In this example, we will select on the following Baxter Corp Invoice by double clicking on it:

W...	Work Description ↑	Start Date	Due Date	PL...	Ort...
<input type="checkbox"/>	36452 Invoice 36586421 for vendor BAXTER CORP (150) requires Level 40 approval	5/28/2024 10:59:14 AM	6/27/2024 10:50:11 AM	W	W
<input type="checkbox"/>	13288 Requisition #574464 from Requester Almira Ojeda for \$1,037,430.00 requires Level 70 approval	5/27/2024 10:39:42 AM	7/18/2025 2:39:05 AM		lawson
<input type="checkbox"/>	20158 Requisition #574468 from Requester Almira Ojeda for \$1,037,430.00 requires Level 40 approval	5/29/2024 12:23:29 PM	5/30/2024 12:23:18 PM		lawson
<input type="checkbox"/>	20280 Requisition #574493 from Requester Almira Ojeda for \$1,037,430.00 requires Level 70 approval	5/28/2024 9:28:01 PM	7/18/2025 7:27:23 AM		lawson
<input type="checkbox"/>	30571 Requisition #574487 from Requester Almira Ojeda for \$1,037,430.00 requires Level 60 approval	5/30/2024 7:01:05 AM	5/30/2024 5:01:03 PM		lawson

The invoice details will appear:

### Invoice Approval

Vendor <b>BAXTER CORP (150)</b>	Invoice Date <b>5/28/2024</b>	Invoice Amount <b>4,313.30 CAD</b>
Invoice Number <b>36586421</b>	Due Date <b>6/27/2024</b>	<a href="#">View Invoice Document</a>

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[Invoice](#) | [Distributions](#) | [Related Documents](#) | [Comments](#) | [Approval Tracking](#)

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Company: **ST.MICHAEL'S HOSPITAL (1)** | Location: **124T**  
 Processor: **Valdez, Rosalie** | Request Location:

You can review the invoice document, if desired.

**Baxter**

**Please Remit To / Veuillez remettre votre paiement à :**  
 BAXTER CORPORATION  
 C/O 15687  
 PO BOX 9467, STN A  
 TORONTO ON  
 M5W 1P9

Invoice / Facture	Currency/Devise	Page
36586421	CAD	1
Date	Order / Commande	
02/03/24	138	
Customer / Client	Ship To / Expéditeur	
5273607	5273615	
Order No / Commande No	Related PO / BC associé	
39393915	80	

**INVOICE - FACTURE**

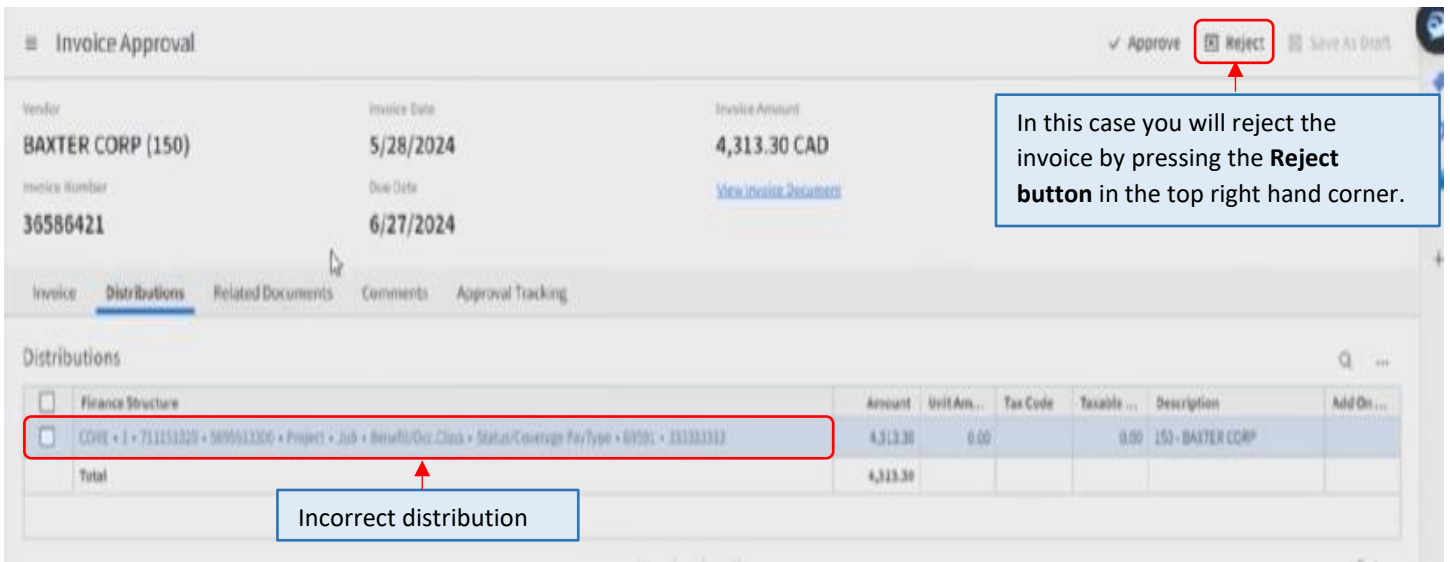
**Sold To / Facturer à :**  
 ST MICHAEL'S HOSPITAL  
 ACCTS PAYABLE  
 30 BOND ST  
 505273615  
 TORONTO ON  
 M5W 1W9

**Ship To / Livrer à :**  
 ST MICHAEL'S HOSPITAL  
 30 BOND ST  
 505273615  
 TORONTO ON  
 M5W 1W9

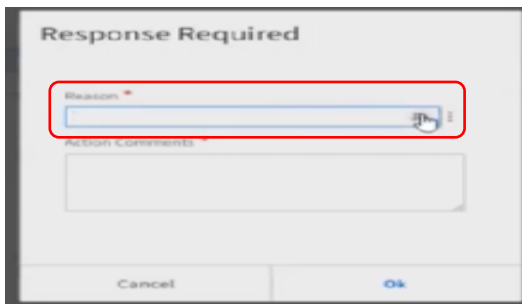
Customer PO / B.C. Client	Ordered By / Commande par	Tax ID / Numéro de CA	Tax Cert / Certificat de Sales			
32041750-0-PHIN						
Line # / Ligne No	Description	Item Number / Article	UM	Ship/Back/Calc. Exp./Dét./Annul.	Cost / Coût	Extended Price / Prix total
1,000	Delivery 8064# 0493761 HYDRONORPHONE 50MG/50MG, NS BOX GST/NET 0.00 PST 0.00	PKFYDIN	EA	10.00	29.7200	297.20
2,000	LOT/SM 24801CND00446 PKFYDIN HYDRONORPHONE 44505388 (SANDOS) 50 MG HYDRONORPHONE 50MG/50MG, NS BOX GST/NET 0.00 PST 0.00	PKFYDIN	EA	9.00	26.7200	184.44
3,000	LOT/SM 24801CND00449 PKFYDIN HYDRONORPHONE 44505388 (SANDOS) 50 MG HYDRONORPHONE 50MG/50MG, NS BOX GST/NET 0.00 PST 0.00	PKFYDIN	EA	10.00	29.7200	297.20
4,000	LOT/SM 24801CND00555 PKFYDIN HYDRONORPHONE 44505388 (SANDOS) 50 MG HYDRONORPHONE 50MG/50MG, NS BOX GST/NET 0.00 PST 0.00	PKFYDIN	EA	10.00	29.7200	297.20
5,000	LOT/SM 24801CND00445 PKFYDIN HYDRONORPHONE 44505388 (SANDOS) 50 MG HYDRONORPHONE 50MG/50MG, NS BOX GST/NET 0.00 PST 0.00	PKFYDIN	EA	10.00	29.7200	297.20

Refer to Baxter Corporation internet site [baxter.ca](http://baxter.ca) for updated General Terms and Conditions applicable to the sale of products by Baxter Corporation to the Customer or call your Customer Service Representative for a copy.  
 Veuillez visiter le site de Baxter Corporation à [Baxter.ca](http://Baxter.ca) pour prendre connaissance de la version mise à jour des Modalités et Conditions regroupées, applicables à la vente de produits par Baxter Corporation à des clients, ou

In examining the invoice, you determined the **distribution entered by AP is incorrect:**



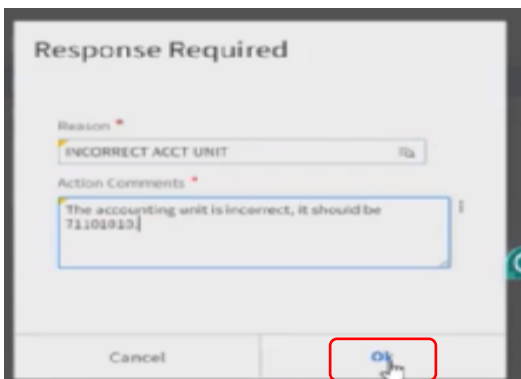
The following page will appear to capture the reason for your rejection:



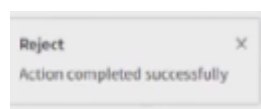
Press the **Reasons** drop down to access a listing of acceptable reason codes.



In this case, we will select **"INCORRECT ACCT UNIT"** as the reason for rejecting this invoice.



If you know the correct AU, please supply it to AP in the **Action Comments** field. AP will amend the invoice and resend it for approval. **Click "OK"** when done and you will receive a message that the invoice has been rejected.



## 5. Assigning a Proxy

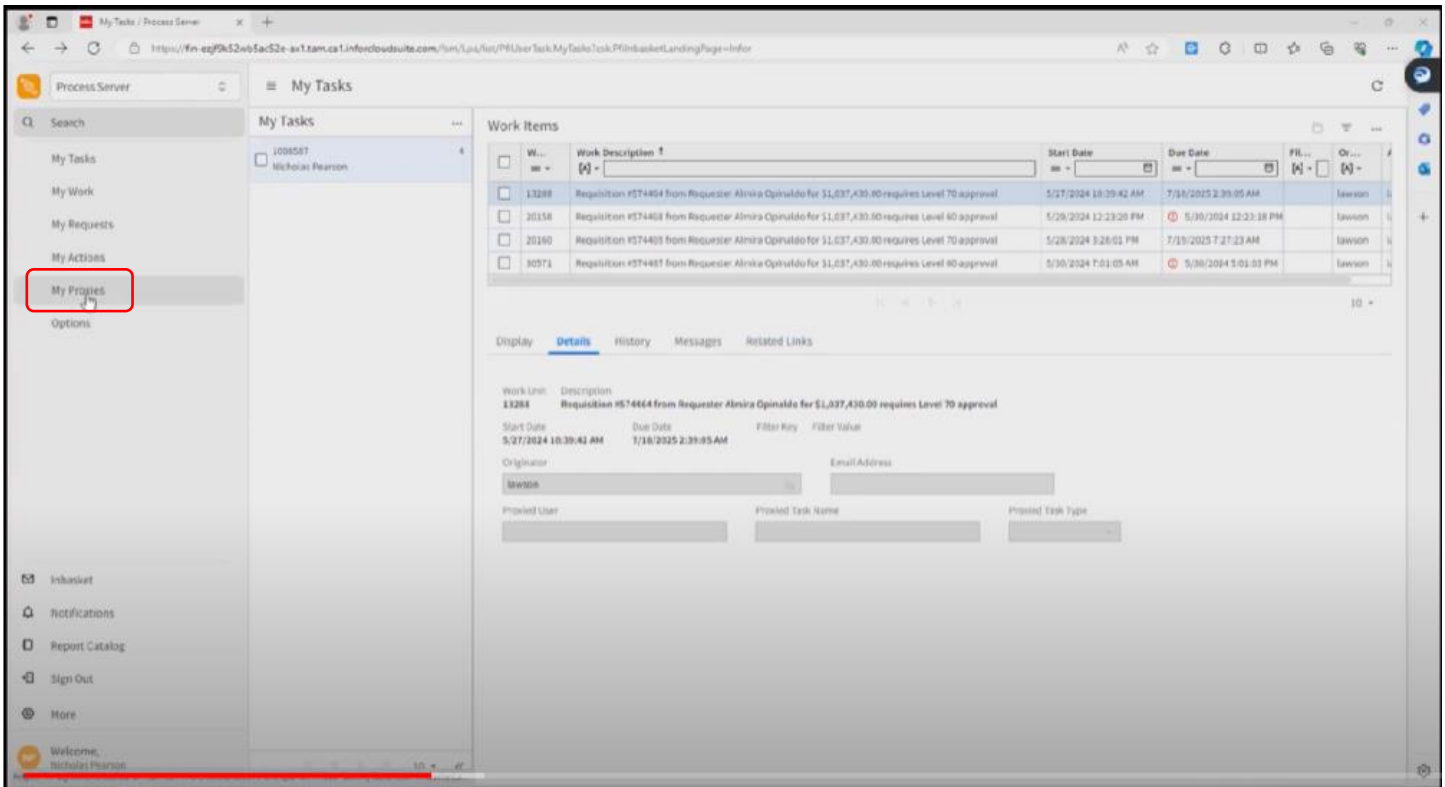
The system has functionality to enable you to set a proxy. A proxy is a substitute approver for you during a defined absence period. The proxy that is set will be able to approve invoices AND requisitions in your absence. The proxy is an approver at the same job level or higher.

You can set a proxy for a maximum of 365 days. Recognize that while the proxy is in effect, both you and your proxy will receive email notifications for transactions to approve.

You can set more than one proxy, if desired. Typically this is not desirable, as all identified proxies will receive email notifications. If you are going to be away for more than one week, however, you may wish to nominate one proxy for the first week of your absence and another for the second week.

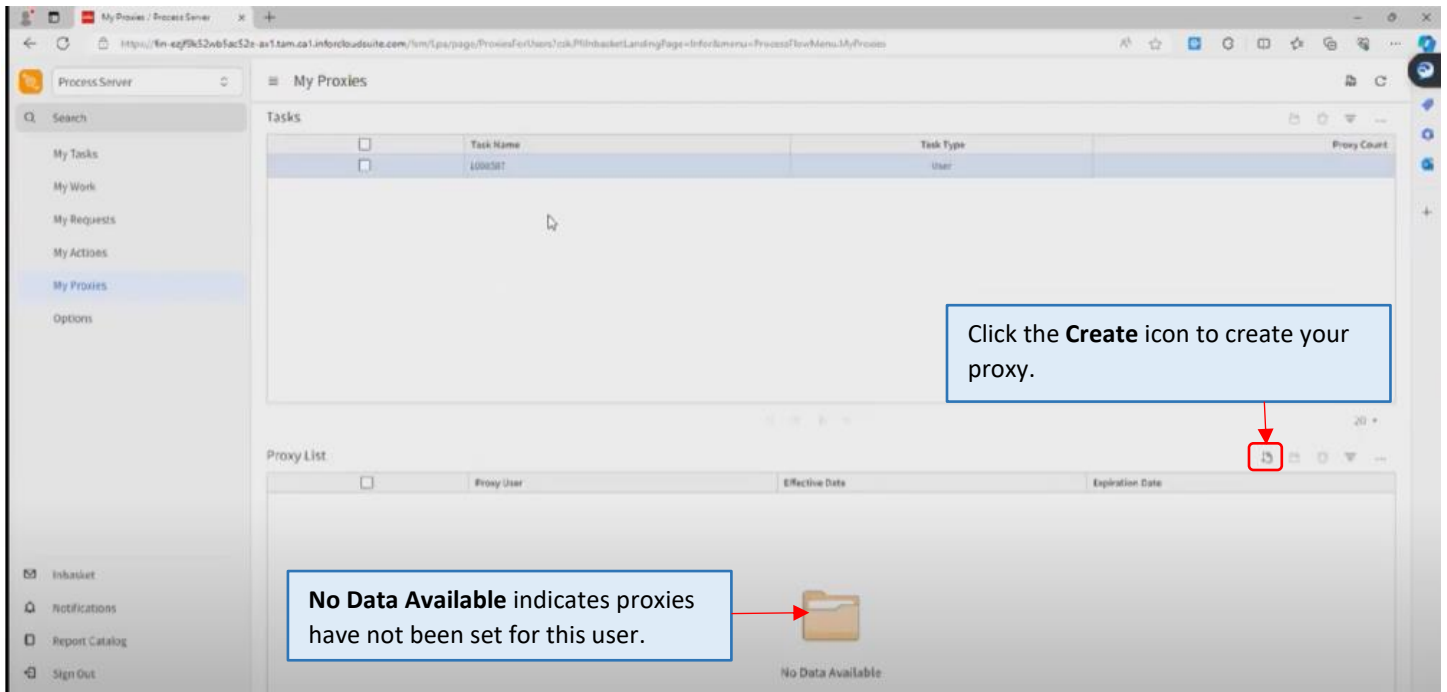
If you are absent and no proxy is set, your requisitions and invoices will sit unattended until they are escalated (nine (9) business hours for requisitions and 10 business days for invoices). A proxy can be set for you by your manager through a request to the Help Desk. However, any unapproved requisitions and invoices will be unreleased and will require re-submission by the requisitioner or AP clerk, in order to begin the workflow again.

To set your proxy, select **My Proxies** on the landing page:

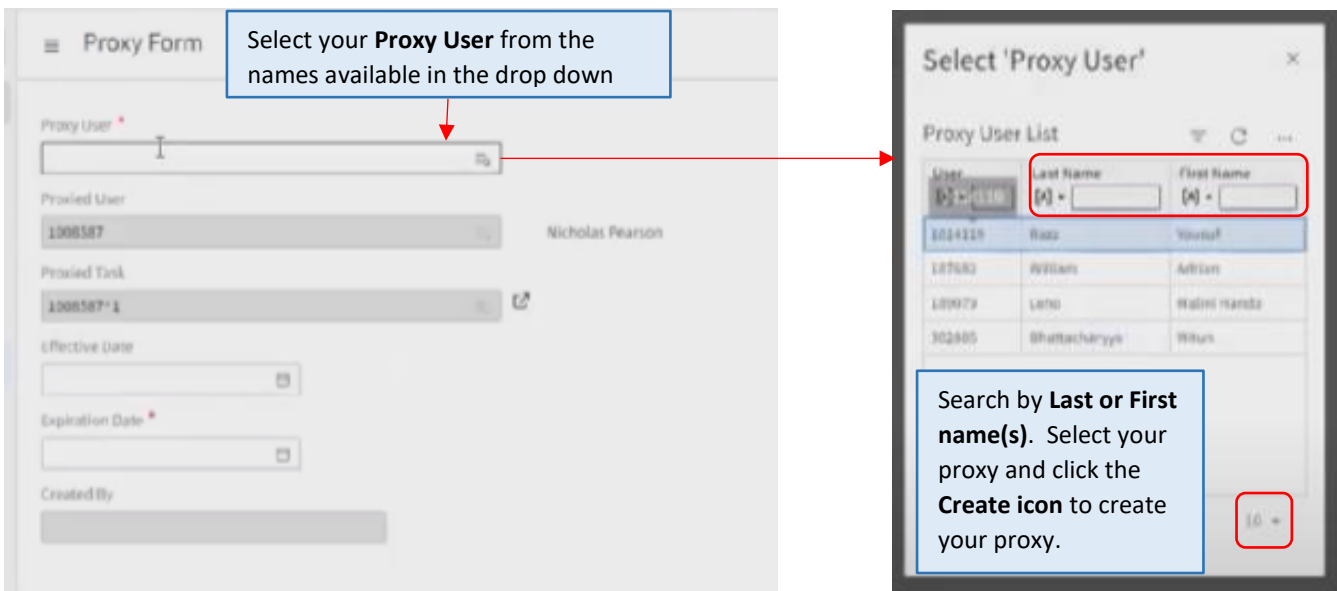


The screenshot displays the Infor CloudSuite Proxier user interface. The left-hand navigation menu is visible, with the 'My Proxies' option highlighted by a red rectangular box. The main content area shows a 'My Tasks' section for user 'Nicholas Pearson' and a 'Work Items' table. The table lists several requisition items with columns for Work Item ID, Work Description, Start Date, Due Date, and Originator. Below the table, there is a 'Details' view for a specific work item, showing its description, start and due dates, and originator information.

W...	Work Description	Start Date	Due Date	Originator
13288	Requisition #574464 from Requester Almira Ojavaldo for \$1,037,430.00 requires Level 70 approval	5/27/2024 10:39:42 AM	7/18/2025 2:39:05 AM	lawson
20158	Requisition #574463 from Requester Almira Ojavaldo for \$1,037,430.00 requires Level 60 approval	5/28/2024 12:23:28 PM	5/30/2024 12:23:18 PM	lawson
20160	Requisition #574463 from Requester Almira Ojavaldo for \$1,037,430.00 requires Level 70 approval	5/28/2024 3:26:01 PM	7/19/2025 7:27:23 AM	lawson
30371	Requisition #574467 from Requester Almira Ojavaldo for \$1,037,430.00 requires Level 90 approval	5/30/2024 7:01:05 AM	5/30/2024 5:01:03 PM	lawson



The **Proxy Form** will appear:



**Proxy Form**

Proxy User \*  
123456

Proxied User  
123456 John Smith

Proxied Task  
123456

Effective Date

Expiration Date \*  
Field is required by configuration

Created By

When a proxy is selected, their **Employee number** will be populated in the **Proxy User** field.

An **Effective Date** is not required. If left blank, the system will recognize today's date as the effective date.

An **Expiration Date** is required.

When all necessary information has been entered, press the **Save icon** to keep your settings.

**Proxy Form**

Proxy User \*  
117682

Proxied User  
1008587 Nicholas Pearson

Proxied Task  
1008587\*1

Effective Date

Expiration Date \*  
7/5/2024 10:21:42 AM

Created By

Your **My Proxies** page should now show your new settings:

**My Proxies**

Tasks			
	Task Name	Task Type	Proxy Count
<input type="checkbox"/>	1008587	User	

Proxy List			
	Proxy User	Effective Date	Expiration Date
<input type="checkbox"/>	117682		7/5/2024 10:21:42 AM



## 6. Approving a Requisition

As a requisition Approver, you will receive an **e-mail notification**:



Tue 5/21/2024 3:03 PM

from.AX2.pfi@tam.ca1.inforcloudsuite.com

Requisition #522639 from Requester Priyanka Negi is waiting for your approval

To ■ Nicholas Pearson; ■ Brian Townsend

### Action Items

**CAUTION: External email. Think before clicking**

Approval Level: 40 - MANAGER

The following requisition is currently in your Inbasket and requires your action:

### Requisition Summary

<u>Company</u>	<u>Requisition #</u>	<u>Requester</u>	<u>Requisition Bundle Total</u>	<u>Acct Unit</u>	<u>Project Number</u>	<u>Project Type</u>
1	522639	1015085	\$128.65	713501525		NoProject

### Requisition Detail

<u>Req Location</u>	<u>Buyer</u>	<u>Requested Delivery Date</u>
CENT - ENT CLINIC 8C-138	190612 - Calema Brooks-Smith	

### Requisition Detail

<u>Req Location</u>	<u>Buyer</u>	<u>Requested Delivery Date</u>
CENT - ENT CLINIC 8C-138	190612 - Calema Brooks-Smith	

<u>Req Line #</u>	<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Item Type</u>	<u>UOM</u>	<u>Unit Cost</u>	<u>Ext Unit Cost</u>	<u>Vendor Name</u>	<u>Vendor Item</u>	<u>Contract</u>	<u>Company</u>	<u>Acct Unit</u>	<u>Account</u>
2	1017609	BANDAGE SURGIGRIP GLE10	2.00	I	RL	\$64.3231	\$128.65				1	713501525	5460603100 - M&S - General

### Comments

[URL to Comments](#)

Follow the link at the bottom of the e-mail, which will direct you to your **Inbasket** in Infor CloudSuite.

[Click here to take action on this Requisition](#)

*Note: You must be connected to the Unity Health Toronto network in order to view this Inbasket*

Once you click on the link from the body of the e-mail, you will be prompted to **log in to Infor**. Log in using your normal network credentials:



Infor Prod

Sign in with your organizational account

Sign in

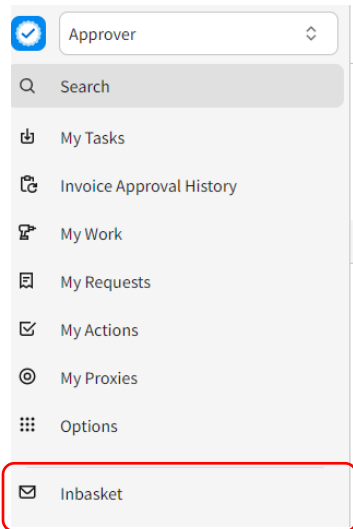
To sign in, use your network user name in the form of

**prc**\username or  
**stjoe**\username or  
**smh**\username or  
**unity**\username

Example: unity\smithj

**NOTE:**  
 If you are unable to log in with **unity**\username please try using your original site specific account using the same password. For example, if **unity**\smithj fails to login, the alternate site account might be **smh**\smithj.

After logging in to Infor, you will be directed to your main dashboard. Requisitions awaiting your approval are retrieved by clicking on “Inbasket”:



You will be directed to your **Work Items** page where all of your requisitions may be viewed. Requisitions can be sorted by date (e.g. recent to oldest or vice versa). **Double-click** on the requisition you would like to address.

☰ Inbasket

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5 ▾

Work Items 📄 ☰ ...

<input type="checkbox"/>	Work Unit = ▾ <input type="text" value="EQ"/>	Work Description [A] ▾ <input type="text"/>	Start Date = ▾ <input type="text"/>
<input type="checkbox"/>	120	Requisition #522639 from Requester Priyanka Negi for \$128.65 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	121	Requisition #522639 from Requester Priyanka Negi for \$497.40 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	117	Requisition #522640 from Requester Priyanka Negi for \$5.14 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	118	Requisition #522640 from Requester Priyanka Negi for \$858.00 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	115	Requisition #522641 from Requester Priyanka Negi for \$10,000.00 requires Level 40 approval	5/21/2024 3:01:3

For the purpose of this training manual, we will select requisition 522639. You will note this particular requisition has two work unit groups. The **system divides requisition items into stock and non-stock (or direct from vendor)** work unit groups.

Click on the first work unit: Once you select your requisition, the details for that work unit will expand to the view below. Scroll down to view the requisition details.

Choices are to **approve, un-release or reject a requisition.**

☰ Work Item

✓ Approve
 Reject
↺ Unrelease

---

Work Unit Description  
120 Requisition #522639 from Requester Priyanka Negi for \$128.65 requires Level 40 approval

Start Date Due Date Filter Key Filter Value  
5/21/2024 3:02:46 PM 5/22/2024 3:02:43 PM

Originator Email Address  
lawson

Proxied User Proxied Task Name Proxied Task Type

[Display](#) [History](#) [Messages](#) [Related Links](#)

Approval Level: 40 - MANAGER

The following requisition is currently in your Inbasket and requires your action:

### Requisition Summary

Company	Requisition #	Requisition Requester	Requisition Bundle Total	Acct Unit	Project Number	Project Type
1	522639	1015085	\$128.65	713501525		NoProject

### Requisition Detail

Req Location	Buyer	Requested Delivery Date
CENT - ENT CLINIC 8C-138	190612 - Calema Brooks-Smith	

Req Line #	Item	Description	Quantity	Item Type	UOM	Unit Cost	Ext Unit Cost	Vendor Name	Vendor Item	Contract	Company	Acct Unit	Account
2	0017609	BANDAGE SURGIGRIP GLE10	2.00	I	RL	\$64.3231	\$128.65			1		713501525 M&S -	5460603100 - General

This view displays the Infor **Item** number, the **Description, Quantity** and Unit of Measure (**UoM**), the **unit and extended costs**, and **AU/account** to which charges are assigned.

To approve the requisition, click the **Approve** button on the top right hand corner of the work item page:

☰ Work Item

---

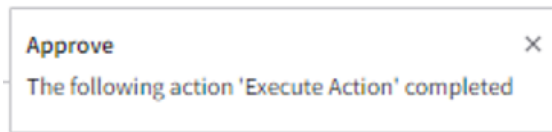
Work Unit	Description
120	Requisition #522639 from Requester Priyanka Negi for \$128.65 requires Level 40 approval

Start Date	Due Date	Filter Key	Filter Value
5/21/2024 3:02:46 PM	5/22/2024 3:02:43 PM		

Originator	Email Address
<input type="text" value="lawson"/>	<input type="text"/>

Proxied User	Proxied Task Name	Proxied Task Type
<input type="text"/>	<input type="text"/>	<input type="text"/>

You will receive a message that the requisition is approved:



## 7. Unreleasing a Requisition

Unreleasing a requisition enables you to send a requisition back to the requisitioner for alterations. You should unrelease **only if there is an issue with one line or quantity on a requisition**. If you reject it, **the requisitioner will have to start from scratch to recreate all items on the order that were acceptable**.

When you un-release a requisition, you must select a **reason code and add comments** to describe your reason(s) for un-releasing. This directs the requisitioner to make the necessary changes.

For the purposes of this training manual, we will look at requisition 522640, work unit 118:

### Work Items

<input type="checkbox"/>	Work Unit = ▾ <input type="text"/>	Work Description [A] ▾ <input type="text"/>	Start Date = ▾ <input type="text"/>
<input type="checkbox"/>	120	Requisition #522639 from Requester Priyanka Negi for \$128.65 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	121	Requisition #522639 from Requester Priyanka Negi for \$497.40 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	117	Requisition #522640 from Requester Priyanka Negi for \$5.14 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	118	Requisition #522640 from Requester Priyanka Negi for \$858.00 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	115	Requisition #522641 from Requester Priyanka Negi for \$10,000.00 requires Level 40 approval	5/21/2024 3:01:3

As with the first example, when you **click on the Requisition**, the following window will appear:

≡ Work Item
✓ Approve    Reject    Unrelease

---

Work Unit: 117

Description: Requisition #522640 from Requester Priyanka Negi for \$5.14 requires Level 40 approval

Start Date: 5/21/2024 3:02:13 PM   Due Date: 5/22/2024 3:02:11 PM

Filter Key:   Filter Value:

Originator:    Email Address:

Proxied User:    Proxied Task Name:    Proxied Task Type:

[Display](#)   [History](#)   [Messages](#)   [Related Links](#)

---

Approval Level: 40 - MANAGER

The following requisition is currently in your Inbasket and requires your action:

**Requisition Summary**

Company	Requisition #	Requisition Requester	Requisition Bundle Total	Acct Unit	Project Number	Project Type
1	522640	1015085	\$5.14	713501525		NoProject

Requisition Detail

Req Location	Buyer	Requested Delivery Date
CENT - ENT CLINIC 8C-138	190612 - Calema Brooks-Smith	05/20/2024

Req Line #	Item	Description	Quantity	Item Type	UOM	Unit Cost	Ext Unit Cost	Vendor Name	Vendor Item	Contract	Company	Acct Unit	Account
2	1022860	BEDPAN ADULT AUTOCLAV 1.9L BLU	1.00	I	EA	\$5.1370	\$5.14			1	713501525	M&S - General	5460603100

Comments

[URL to Comments](#)

Requisition 522640



Requester	Company	Requesting Location	Amount
<b>Priyanka Negi</b> <a href="mailto:Priyanka.Negi@unityhealth.to">Priyanka.Negi@unityhealth.to</a>	<b>ST. MICHAEL'S HOSPITAL (1)</b>	<b>CENT - ENT CLINIC 8C-138</b>	<b>974.68 CAD</b>

**Lines** Approval History

Item	Description	Manufacturer	Vendor	Vendor Item	Type	Quan...	UOM
043499	NEEDLE BONE MARROW 13GX4"	ARGON MEDICAL DEVICES INC (ANM)	TERUMO MEDICAL CANADA, INC.	BMHN1304X	Non Stock	1	BX
1022860	BEDPAN ADULT AUTOCLAV 1.9L BLU	MEDEGEN MEDICAL PRODUCTS (MGM)			Inventoried	1	EA
1006711	SLICKER CT TABLE CVT2000SYS	GE MEDICAL SYSTEMS (GES)	GE HEALTHCARE CANADA	E8016AN	Non Stock	1	EA
<b>Total</b>							

Comments

Header	Comments Type	Comments Title	Attachment	Comments Text
1	O	INSTRUCTIONS		

[URL to Comments](#)

Item	Description	Manufacturer	Vendor	Vendor Item	Type	Quan...	UOM
1006711	SLICKER CT TABLE CVT2000SYS	GE MEDICAL SYSTEMS (GES)	GE HEALTHCARE CANADA	E8016AN	Non Stock	1	EA
<b>Total</b>							

Distributions Additional Details **Comments**

Line 3 Comments

Explanation
I'm ordering one of these as a spare

Upon review of the comments, we will decide to unrelease this requisition. Click the **Unrelease button** at the top of the requisition display:

≡ Work Item

✓ Approve    ☒ Reject    **↶ Unrelease**

The following window will appear asking for the reason code for your unrelease. Your choices are:

- Error in the AU or account code selected
- Issue with the \$ value/budget impact of the requisition
- Issue with the specific product or quantity of product ordered

For the purposes of this example, we will choose the **Action Reason** of “Unrelease Cost” where the approver has an issue with the cost of the requisition.

### Action Reasons

☰ ↻ ...

Action Reason	Description	Subject
[A] ▾	[A] ▾	[A] ▾
REJECT	Completely Cancel Requisition	RejectTaskApproval
UNRELEASE ACCOUNTING	Send Back to User for Revision - Error in Accounting AU or Account code	RejectTaskApproval
UNRELEASE COST	Send Back to User for Revision - Concerns with Budget and Cost of Product or Total Value of All Item	RejectTaskApproval
UNRELEASE PRODUCT	Send Back to User for Revision - Error on Line Quantity or Vendor Part Number, Etc.	RejectTaskApproval

The approver will be prompted to explain their action through the addition of **Action Comments**. These are very important as it gives the requisitioner information on how to amend the Requisition to get it approved

### Response Required

Reason \*

UNRELEASE COST

Action Comments \*

Line item 3, would rather not purchase this now from a budget point of view.

Input your **Action Comments** detailing why the requisition was unrelease and returned to the requisitioner, then press “OK”.

Cancel    **Ok**

You will receive a message that the requisition has been unrelease.

**Unrelease** X

The following action 'Execute Action' completed

## 8. Rejecting a Requisition

Rejecting a requisition effectively cancels the requisition. You should reject a requisition **only** when you are denying approval, and there is no action to make the requisition approvable.

For the purpose of this training manual, we will select requisition 522641 (Note: there is only one work unit group for this requisition)

### Work Items

<input type="checkbox"/>	Work Unit = ▾ <input type="text" value=""/>	Work Description [A] ▾ <input type="text" value=""/>	Start Date = ▾ <input type="text" value=""/>
<input type="checkbox"/>	120	Requisition #522639 from Requester Priyanka Negi for \$128.65 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	121	Requisition #522639 from Requester Priyanka Negi for \$497.40 requires Level 40 approval	5/21/2024 3:02:4
<input type="checkbox"/>	117	Requisition #522640 from Requester Priyanka Negi for \$5.14 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	118	Requisition #522640 from Requester Priyanka Negi for \$858.00 requires Level 40 approval	5/21/2024 3:02:1
<input type="checkbox"/>	115	Requisition #522641 from Requester Priyanka Negi for \$10,000.00 requires Level 40 approval	5/21/2024 3:01:3

When you double click on this requisition, you see the following:

≡ Work Item
✓ Approve    Reject   🔗 Unrelease

---

Work Unit: **115**   Description: **Requisition #522641 from Requester Priyanka Negi for \$10,000.00 requires Level 40 approval**

Start Date: 5/21/2024 3:01:33 PM   Due Date: 5/22/2024 3:01:31 PM   Filter Key:   Filter Value:

Originator:    Email Address:

Proxied User:    Proxied Task Name:    Proxied Task Type:

[Display](#)   [History](#)   [Messages](#)   [Related Links](#)

Approval Level: 40 - MANAGER

The following requisition is currently in your Inbasket and requires your action:

#### Requisition Summary

Company	Requisition #	Requester	Requisition Bundle Total	Acct Unit	Project Number	Project Type
1	522641	1015085	\$10,000.00	713501525		NoProject

#### Requisition Detail

Req Location	Buyer	Requested Delivery Date
CENT - ENT CLINIC 8C-138	190612 - Calema Brooks-Smith	05/22/2024

Req Line #	Item	Description	Quantity	Item Type	UOM	Unit Cost	Ext Unit Cost	Vendor Name	Vendor Item	Contract	Company	Acct Unit	Account
2	MC4000	Commode and Shower Chair	5.00	X	EA	\$2,000.0000	\$10,000.00	BENSON MEDICAL INDUSTRIES INC	MC4000	1	713501525	546070310 - M&S - Not Elsewhere Classified	

The requisition details are shown here:

- Item and Description
- Price, unit of measure and extended value
- Accounting information

Requisition details continued on next page



**Comments**

Req Line #	Comments Type	Comments Title	Attachment	Comments Text
2	P	Quotation Sampe	<a href="#">Quotations Sample.docx</a>	This is a sample of a quotation

[URL to Comments](#)

[URL to the Inbasket](#)

**Note:** This requisition has comments and an attachment.

Click on the **URL to Comments**, to reach the following page:

Requester: **Priyanka Negi**  
[Priyanka.Negi@unityhealth.to](mailto:Priyanka.Negi@unityhealth.to)

Company: **ST. MICHAEL'S HOSPITAL (1)**

Requesting Location: **CENT - ENT CLINIC 8C-138**

Amount: **10,000.00 CAD**

**Lines** | Approval History

Item	Description	Manuf...	Vendor	Vendor...	Type	Quant...	UOM	Unit Cost	Amount	Co...
MC4000	Commode and Shower Chair		BENSON MEDICAL INDUSTRIES INC	MC4000	Special	5.00	EA	2,000.0000	10,000.00	0
<b>Total</b>									10,000.00	

Distributions | Additional Details | **Comments**

Line 2 Comments

Quotation Sampe  
This is a sample of a quotation

Click on **Attachment**, to reach the following screen displaying the quotation:

**Your Company Name**  
Your Company Slogan

Street Address  
City, ST ZIP Code  
Phone: Error Phone number here Fax: Error Fax number here

**Bill To:**  
Name  
Company Name  
Street Address  
City, ST ZIP Code  
Phone:

**Comments or special instructions:**

**Quotation**

DATE: June 21, 2020  
Quotation #: 100  
Customer ID: ABC123

Quotation valid until: July 1, 2020

Prepared by: Name

Description	AMOUNT

Upon review, we will **reject** this requisition. For the purpose of this exercise, the reason is a standard item in the catalogue can be ordered instead.

Work Item ✓ Approve **✕ Reject** ⏪ Unrelease

---

Work Unit **115** Description **Requisition #522641 from Requester Priyanka Negi for \$10,000.00 requires Level 40 approval**

Start Date **5/21/2024 3:01:33 PM** Due Date **5/22/2024 3:01:31 PM** Filter Key Filter Value

Originator **lawson** Email Address

Proxied User Proxied Task Name Proxied Task Type

Click **Reject** and the following appears. You will be asked for an **Action Reason** (i.e. reason code), and in this case, select **REJECT**.

Select 'Reason' ✕

Action Reasons ☰ ↻ ...

Action Reason [A] -	Description [A] -	Subject [A] -
REJECT	Completely Cancel Requisition	RejectTaskApproval
UNRELEASE ACCOUNTING	Send Back to User for Revision - Error in Accounting AU or Account code	RejectTaskApproval
UNRELEASE COST	Send Back to User for Revision - Concerns with Budget and Cost of Product or Total Value of All Item	RejectTaskApproval
UNRELEASE PRODUCT	Send Back to User for Revision - Error on Line Quantity or Vendor Part Number, Etc.	RejectTaskApproval

You will be prompted to add **Action Comments** for the requisitioner, describing the reason for the cancellation:

**Response Required**

Reason \*

Action Comments \*

Press "OK" to complete the process

You will receive a message that the requisition has been rejected.

**Reject** ✕

The following action 'Execute Action' completed

## 9. Notifications & Escalations

- **Timing of notifications:** Once a requisition has been released by the requisitioner for approval, the system will notify the responsible manager via email that a requisition requires approval. If the manager does not address the requisition, a reminder e-mail will be sent **two (2) business hours after the initial notification**. If still no action, another notification e-mail will be sent to the approving manager **six (6) business hours after the first reminder**.
- **Escalation of notifications and approvals:** After **nine (9) business hours of no action** on the part of the manager, the requisition will be sent to the director (level 2) to be approved (Note: the manager will also receive an e-mail notification that the requisition has been sent to the director). The cycle will repeat again, and if there is no action on the part of the director, then the requisition will be escalated to the next level responsible for this AU up until VP level is reached.
- **Escalation Timing:** Escalations will only occur Monday to Friday. If the escalation elapsed time from receipt occurs on a Saturday, Sunday or Holiday, then the period will default to the next business day.