

## Workflow 101

This Quick Reference Guide explains the basic process of reviewing, approving, and rejecting documents that have been submitted to workflow. The approval process is also covered by the *Document Approval* CBT.

### Overview

#### *Q: What Gets Approved? (A: Documents)*

- Documents are routed for approval according to Statewide Workflow rules. The simplest documents require approval by a Department Approver; documents with more complex review requirements route to additional approvals by GAO or other centralized agencies.

#### *Q: How are Approvals Processed? (A: From Personal Worklists)*

- Documents awaiting approval are placed in Role Worklists. A User with a Workflow Role can go to the Role Worklist for that Workflow Role to “take” a document into the User’s Personal Worklist. From there, the person can approve or reject the document. After approval or rejection, the document either goes to the next approval level, or it is finalized.

#### *Q: What approval restrictions are there? (A: No self-approval)*

- By policy and system restriction, Approvers cannot approve documents that they created. This means that the user creating and submitting a document cannot also be an approver on the document. If you expect to be an approver for a document, be sure to have another user **Create** and **Submit** the document. In addition, you are not permitted to **Edit** a document and then subsequently approve it. The user creating and submitting the document takes equal responsibility for its content, so the user must review it just as an approver would.

### Worklists

Worklists hold documents that are waiting to be approved. They are found under the Message Center in the AFIS Navigation Panel.

#### *Role Worklist*

AFIS routes documents that are pending approval to a Role Worklist; any user with the Workflow Role corresponding to the Role Worklist can take the document for approval. GAO recommends that Departments assign enough Users to the same Workflow Role to maintain normal business operations.

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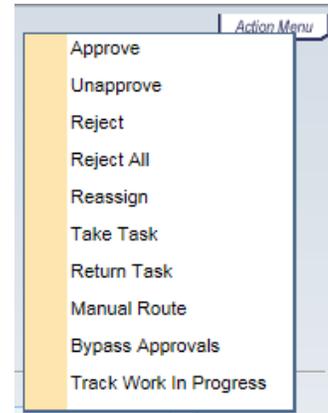
## Personal Worklist

To approve a document, use **Take Task** to move it from the Role Worklist into your Personal Worklist. No other user can Approve or Reject the document when it is in your Personal Worklist.

If you are not able to approve or reject the document, use **Return Task** to move it back to the Role Worklist so that another User with the same Workflow Role may Approve or Reject the document.

## Actions

Actions are listed both on the Action Menu and as links on the various pages where they are used.



## Worklist Actions

- From the Role Worklist, use **Take Task** to bring the document into your Personal Worklist.
- From your Personal Worklist, use **Return Task** to put the document back in the Role Worklist so that someone else can review and Approve or Reject it.
- Use **Refresh** to update a page after you have made changes.
- Use **Recall** to re-review any documents you have already approved (and that no longer appear in your Personal Worklist); you can then decide to Approve or Reject. Recall will not work if the document has been finalized.

Submitter ID:

Escalated Item:

[Browse](#) [Clear](#)

	Level	Code	Dept	ID	Priority	Escalated Item	Comments	Creator ID	Submitter ID	Date	Reason	
<input type="checkbox"/>	2	WO	AAA	<a href="#">201500000009</a>	Normal	No	No	aharrison	aharrison	8/28/2014 2:22:23 PM	Apply approval	Document is r
<input checked="" type="checkbox"/>	2	RE	AAA	<a href="#">201500000064</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:32 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000065</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:33 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000067</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:34 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000068</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:35 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000069</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:37 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000070</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:40 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000084</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:41 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000067</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:42 AM	Apply approval	Document is r
<input type="checkbox"/>	2	RE	AAA	<a href="#">201500000068</a>	Normal	No	No	aharrison	aharrison	9/18/2014 6:49:43 AM	Apply approval	Document is r

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## Document Actions

- Use **Approve** to apply your “signature” and route the document to the next approver or to Final phase. From the Document Comments page that opens next, add a Comment or Attachment to provide helpful information to the next approver or for others that might review the document in its final state.
- Use **Reject** to return the document to the previous approver (or to the originator if you are the first approver). From the Document Comments page that opens next, add a Comment to explain any changes that are required before re-submitting the document.
- Use **Unapprove** to remove your approval, such as when the next approver rejected the document and you want it to go back to the original submitter.

### Submitter Mistakes

- Missing Attachments
- Resubmit after rejection without reading comment

### Approver Mistakes

- Approve without review
- No instruction for next approver
- Missing explanation of Rejection

Common reasons for Rejection are listed in the box. Be sure to provide clear explanations of your actions to avoid re-work after you are done with it.

## Track Work in Progress

For any document in Pending or Final phase, use **Track Work in Progress** to view approvals and rejections that have been applied as well as who is next to approve.

Track Work in Progress - DO - A948 - PCRDWVA009B - 1

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Date Submitted : 4/28/2011 Submitter : Diane Mizak

Approval Rule ID	Seq No	Approval Level	Assignment Date	Initial Assignee Name	Approval Status	Approval User Name
32	1	1	2011-04-28	Bookkeeper	Approved	Administrator System
✓ 32	2	2	2012-02-28	Principal	Pending	
32	3	3		Diane Mizak	Pending	
32	3	5		Procurement Management	Pending	
32	4	15		Finance Director	Pending	

[View Log](#) [View Visual](#)

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## Comments and Attachments

As stated under Document Actions, adding a Comment (and Attachment, if needed) is the most important thing you can do to communicate up and down the chain exactly what needs to be done to get the document approved, or provide necessary related information. Provide explicit instructions (which Object or Function to use, for example) if possible.

The Document Catalog shows whether Documents have Comments. Comments are also indicated with a quote-bubble icon on the Title bar of the document.

	Code	Dept.	Unit	ID	Comments	Version	Function	Phase	Status
<input type="checkbox"/>	FA	ADA		160000000592	Yes	1	New	Final	Submitted
<input type="checkbox"/>	FA	ADA		160000000600	Yes	1	New	Final	Submitted
<input type="checkbox"/>	FA	ADA		160000000606	Yes	1	New	Final	Submitted

Attachments are indicated with a paper clip icon at the Component where they are attached.

The screenshot shows the AFIS system interface. At the top left is the AFIS logo. Below it, a blue bar contains the text "Welcome, Ted Spencer" and "Procurement" on the right. A yellow bar below that says "View All 1 of 2 | This document has associated comments." Below the yellow bar is a white bar with document details: "Fixed Asset Acquisition(FA) Dept: ADA ID: 160000000610 Ver.: 1 Function: New Phase: Final" and "Modified by 47958, 07/20/2015". A red box highlights a speech bubble icon (comment icon) next to the document details. Below the white bar is an orange bar with the text "Header @ 1".