



Business Portal for Microsoft Dynamics® GP 2010  
**Requisition Management Administrator's Guide**

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# Introduction

Welcome to Requisition Management, a component of Business Portal for Microsoft Dynamics® GP. Requisition Management is a business application that employees can use to create, approve, and modify purchase requisitions using Business Portal, and then transfer them to purchase orders in the Microsoft Dynamics GP back office.

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## ***Check for updated instructions***

This information was current as of March 15, 2010. The documentation may be updated as new information becomes available. Check the Microsoft Dynamics GP documentation Web site (<http://go.microsoft.com/fwlink/?LinkId=185513>) for the most current documentation.

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This introduction includes the following sections:

- [\*What's in this manual\*](#)
- [\*Symbols and conventions\*](#)
- [\*Additional resources\*](#)
- [\*Technical support\*](#)
- [\*Send us your documentation comments\*](#)

## **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, "Key concepts,"](#) describes Requisition Management overview information and key concepts.
- [Chapter 2, "Installation,"](#) explains how to install Requisition Management.
- [Chapter 3, "Groups, roles, and users,"](#) includes instructions for setting up group, role, and user information.
- [Chapter 5, "Notifications,"](#) describes how to personalize the information in notification 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 6, "Company settings,"](#) explains how to enter information and specify settings common to all requisitions.

- [Chapter 7, “Troubleshooting,”](#) contains information you can use to troubleshoot Requisition Management.
- [Chapter 8, “Default group and role permissions,”](#) lists the default permissions associated with the groups and roles that are installed with Requisition Management.

## 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
<i>Create an approval hierarchy</i>	Italic type indicates the name of a section or procedure.
<b>File &gt; Print</b>	The (>) symbol indicates a sequence of actions, such as clicking items on a menu or a toolbar or clicking buttons in a window. This example directs you to go to the <b>File</b> menu and click <b>Print</b> .
<b>Bold</b>	Bold type indicates the names of fields, tabs, menus, commands, and buttons, and text you should type.
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 installation media.

**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.

## Help

Help is available by clicking the Help icon button, located in the upper-right corner of any page. The help that is displayed depends on whether you open help from a Business Portal page, a Microsoft® Windows® SharePoint® Services page, or Microsoft Office SharePoint Server 2007 page or Microsoft SharePoint Server 2010 page.

**Business Portal help** When you click the Help icon button on a Business Portal page, the relevant help topic for that page is displayed. You can use the search field on the help page to search for information. You also can click the Home icon button to browse the contents of the help.

**SharePoint 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 the Administering Business Portal help. For more detailed information, refer to the Windows SharePoint Services help, which can be accessed by clicking the Help icon button in the upper-right corner of any Windows SharePoint Services page. If you're using Office SharePoint Server 2007 or Microsoft SharePoint Server 2010, additional help related to SharePoint Server features also will be available.

## Technical support

You can contact Microsoft Dynamics technical support online or by telephone. Go to [www.microsoft.com/dynamics](http://www.microsoft.com/dynamics) and click the CustomerSource link or call 888-477-7877 (in the U.S. and Canada) or 701-281-0555.

## Send us your documentation comments

We welcome comments regarding the usefulness of the Microsoft Dynamics GP documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: [bizdoc@microsoft.com](mailto:bizdoc@microsoft.com).

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



# Chapter 1: Key concepts

This information explains concepts you need to understand when using Requisition Management.

This information is explained in the following sections:

- [Requisition Management overview](#)
- [Requisition life cycle](#)
- [Approval hierarchies](#)
- [How Requisition Management integrates with Microsoft Dynamics GP](#)
- [Commitments](#)
- [Business Portal site structure](#)

## Requisition Management overview

Requisition Management is an application that employees, managers, supervisors, and purchasers can use to enter and approve requisitions, also known as purchase requests, in Business Portal. Requisitions, which are requests for goods or services, are routed to the appropriate users for review and approval, and then line items are transferred to new or existing purchase orders in the Microsoft Dynamics GP back office.

Requisition Management eliminates the need for a paper-based system and gives employees an easy way to enter requisitions. It automates the routing of requisition information from creators to approvers, and ultimately to purchase orders in Microsoft Dynamics GP.

Users can use Requisition Management to:

- Enter, approve, or reject requisitions in Business Portal.
- Route requisitions to a supervisor for review.
- View the status of a requisition and its history information.
- Transfer line items to new or existing back office purchase orders.
- Consolidate line items from multiple requisitions into a single purchase order for each vendor.

## Requisition life cycle

The requisition life cycle includes all the steps or phases a requisition passes through: creation, approval, and conversion. The life cycle in a company is defined by the approval hierarchy. See [Approval hierarchies](#) on page 6 for more information.



### Creation phase

When you enter a requisition, you're considered the creator. You can save the requisition and modify it later, or you can submit it to the approver.

## Approval phase

After a requisition is submitted, it is routed to the designated approver, who can void, reject, or approve the requisition. An approver also can modify a requisition—such as adding required information or correcting errors—and save it to act on later.

Action	Description
Void	Stops all further action on the requisition and sends it to history.
Reject	Returns the requisition to the creator, who can modify it and resend it to the approver.
Modify	Opens the requisition, allowing the approver to modify it. For example, if the quantity of the item is incorrect, the approver can enter the correct quantity.
Save	Saves any changes to the requisition; no other action is taken and the approver can act on the requisition later.
Approve	Routes the requisition to the next approver in the approval hierarchy.

If the approver has final approval rights and the requisition is within the specified approval limit, the approver can give the requisition final approval. If you're using commitments, the lines are validated to ensure they don't exceed the budget for the specified account. If they don't, the amounts for those lines are committed. The requisition is routed to the purchaser.

## Conversion phase

After a requisition has received final approval, the purchaser—a user who is assigned to the Requisition Purchaser role—can transfer the requisition line items to purchase orders in the Microsoft Dynamics GP back office. A purchaser also can void or modify a line item—such as adding required information or correcting errors—and save it to act on later.

Action	Description
Void	Stops all further action on the requisition line.
Modify	Opens the requisition, allowing the purchaser to modify it. For example, if the item quantity is incorrect, the purchaser can enter the correct quantity.
Save	Saves any changes to the requisition line; no other action is taken and the purchaser can act on the line later.
Create	Transfers the requisition line items to new or existing back office purchase orders.

If you're using commitments, the amounts on the purchase order that's created will be committed.



*If you're using commitments, purchase orders that are created from requisition lines in Requisition Management will have a status of Approved/Committed in the Microsoft Dynamics GP back office. If you're not using commitments in Requisition Management or Purchase Order Commitments in the back office, but you are using Purchase Order Approvals, the purchase orders will have an Approved status in the back office.*

## Approval hierarchies

You must use the Approval Hierarchies page (on the Administration Home page, under **Requisition Management**, click **Approval hierarchies**) to set up the approval hierarchy, which controls the overall approval process. This approval hierarchy is the route a requisition follows from one approver to the next until the requisition is converted to a purchase order. The hierarchy structure shows the roles or users who must approve a requisition before it can become a purchase order. As a

requisition is approved, it travels up the approval hierarchy to the role or user in the next highest level. See [Chapter 4, “Approval hierarchies.”](#) for more information.

## How Requisition Management integrates with Microsoft Dynamics GP

After a requisition has been created, passes through the approval process, and receives final approval, a user in the Requisition Purchaser role will transfer the requisition line items to new or existing Microsoft Dynamics GP purchase orders. During the transfer process, the purchaser can consolidate identical line items from multiple requisitions into one line item for one vendor. The purchaser can transfer line items in Requisition Management without being set up as a Microsoft Dynamics GP back office employee.

If you’re using Purchase Order Commitments in the Microsoft Dynamics GP back office and you’ve activated the commitments functionality in Requisition Management, requisition lines will be committed when they’ve received final approval. When a purchase order has been created from the requisition lines, the purchase order amounts will be committed in the back office. The purchase orders that are created from Requisition Management will have a status of Approved/Committed in the back office.



*You can’t enter an allocation account for a requisition line item if you’re using commitments in Requisition Management.*

## Commitments

You can use the commitments functionality in Requisition Management to work with Purchase Order Commitments in Microsoft Dynamics GP. Commitments are requisition or purchase order line amounts that you’ll be paying at a later date, but that you haven’t been invoiced for yet. You can use Requisition Management to track commitments for requisitions, and Purchase Order Commitments to track commitments for purchase orders.

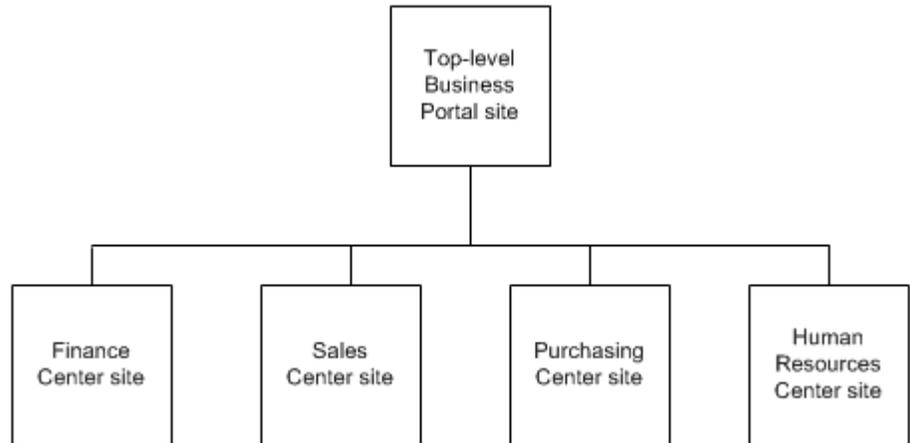
You can use requisition commitments to validate these committed amounts against budgets on a period, year-to-date, or annual basis, and receive warnings about requisitions that exceed the budget. Budgeted versus actual and committed expenditures also are displayed for both requisitions and purchase orders.

These budget validations occur when you save requisition lines or attempt to give them final approval. See the Requisition Management User’s Guide for more information about commitments.

## Business Portal site structure

Business Portal is composed of multiple web sites. The top-level site contains the main Home page and the administration pages for Business Portal and its applications. Each Business Portal center is a subsite that contains pages related to a particular department or role.

The following illustration shows the Business Portal site structure. (You may have additional center subsites in your implementation.)



You must use the top-level web site to perform administrative tasks for Business Portal and its applications. However, you can administer SharePoint users, groups, and content on each subsite.

For more information about site administration, refer to the Business Portal Administrator's Guide.

## Chapter 2: Installation

This information explains how to install Requisition Management and describes the Microsoft Dynamics GP back office requirements.

Installation information is explained in the following sections:

- [Microsoft Dynamics GP back office requirements](#)
- [Install Requisition Management](#)

### Microsoft Dynamics GP back office requirements

Requisition Management shares data with Microsoft Dynamics GP Purchase Order Processing. Before you install Requisition Management, you should verify that you're registered for Purchase Order Processing, and that it has been set up on the back office server.

You can use the commitments functionality in Requisition Management to work with Microsoft Dynamics GP Purchase Order Commitments. Before you can use commitments for requisitions, you must activate Purchase Order Commitments in the back office for the same company you're working with in Business Portal, and then activate commitments in Requisition Management.

See the Microsoft Dynamics GP Purchase Order Enhancements documentation for more information about Purchase Order Commitments, and [Set up Requisition Management for a company](#) on page 32 for information about activating commitments in Requisition Management.



*Before you can start or stop using commitments in Requisition Management, you must be sure that the lines for all requisitions that have received final approval are either transferred to purchase orders in Microsoft Dynamics GP or voided.*

### Install 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 them.

#### Before installing

Before you can install Requisition Management, you must:

- Verify that you're registered for Requisition Management in the back office. You can view the applications you're registered for using the Microsoft Dynamics GP Options window. Refer to your Microsoft Dynamics GP documentation for more information.
- Verify that you are a member of the Administrators group on the Business Portal server.

### **To install Requisition Management**

To install Requisition Management, you must run the Setup Wizard.

1. From the Business Portal installation media, double-click the **CDSetup.exe** file.
2. Under **Install**, click **Business Portal for Microsoft Dynamics GP**.

For detailed instructions, refer to the Business Portal Installation Guide.

# Chapter 3: Groups, roles, and users

This information contains the steps you need to follow when selecting settings specific to Requisition Management for groups, roles, and users. We recommend setting up groups, roles, and users before adding groups and roles to the approval hierarchy.

Role and user information is explained in the following sections:

- [Groups and roles for Requisition Management](#)
- [Select requisition settings for a role](#)
- [Select requisition settings for a user](#)

## Groups and roles for Requisition Management

To use Business Portal, all users must be assigned to both Microsoft Business Framework (MBF) roles and SharePoint groups. MBF roles determine the access that users have to data, while SharePoint groups determine the access users have to the sites, pages, and other elements that display data.

For more detailed information about roles and groups, see the Business Portal Administrator’s Guide.

The following table lists the SharePoint groups and MBF roles that are used with Requisition Management. Users must be assigned to both roles and groups so they have the necessary access to the pages and data they need to complete their tasks.

SharePoint group	MBF role	Assign to
BP Requisition Creator	Requisition Creator	Users who will create, modify, and submit requisitions.
BP Requisition Approver	Requisition Approver	Users who will approve, return, reject, void, and modify requisitions.
BP Requisition Purchaser	Requisition Purchaser	Users who will void and modify requisition lines, and transfer them to purchase orders.
BP Requisition Administrator	Requisition Administrator	Users who will manage requisition settings for roles and users, manage approval hierarchies, and set up notifications and company requisition information.

See [Chapter 8, “Default group and role permissions,”](#) for information about the default site and page permissions associated with the SharePoint groups, and the default data permissions associated with the MBF roles.



*Only the Business Portal administrator can assign users to MBF roles and SharePoint groups, so you’ll need to work with that user. See the Business Portal Administrator’s Guide for step-by-step instructions for completing these tasks.*

## Select requisition settings for a role

You can use the Roles page to specify settings for the roles in Requisition Management. 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.



*These settings are not company specific; the settings you specify for each role will be used for this role in all companies.*

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 requisition 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 role from Business Portal, 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.

Use the following procedure to specify settings for Requisition Management roles.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Roles**. The Roles page appears.
3. In the **Role List**, select the role to specify requisition settings for.
4. Click **Modify**.
5. Type the approval limit, which is the maximum requisition amount that users in this role can final 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.

6. You can select the following check boxes to extend the approval permissions for the role:
  - Select **Final Approver** 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.



*Users with final approver rights can't give final approval to requisitions that they've created unless you select **Final Approver for Self** on the Users page. See [Select requisition settings for a user](#) on page 13 for more information.*

7. Click **Save**.

## Select requisition settings for a user

You can use the 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. 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 restricted 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.

You also can use the **Account Security** area of the Users page to specify which accounts a Requisition Management user can access. The **Account Security** area will be visible only if account security has been activated in the back office. See the Microsoft Dynamics GP System Setup documentation for more information.

User settings are not company specific; if a user is assigned to multiple companies, the settings you specify for that user will be used for all companies. However, the approval options that are available for users might differ per company, depending on the approval options you select for each company on the Company Settings page. If you select that users in one company can approve their own requisitions but can't in another company, and a user is assigned to both companies, the available approval options for that user might vary, depending on which company is selected in the **Company** list. See [Approval hierarchy information](#) on page 30 for more information.

Use the following procedure to specify settings for Requisition Management roles.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Users**. The Users page appears.
3. In the **User List**, select the user to select settings for.
4. Click **Modify**.

5. Type the approval limit, which is the maximum requisition amount that a user can final approve. If the user should have no approval limit, select **Unlimited**. See [Approval limits in the approval hierarchy](#) on page 16 for more information.
6. You can select the following check boxes to extend the approval permissions for the user:
  - Select **Final Approver for Others** to allow the user to give final approval to other users' requisitions.
  - Select **Final Approver for Self** to allow the user to give final approval to their own requisitions.
  - Select **Extended Approver** to allow the user 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.
7. 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.



*We recommend that the **Account** field not be hidden for final approvers. If final approvers can't see the **Account** field, those users won't be able to view some of the line item errors that might occur on the requisition.*

8. If you're using account security in Microsoft Dynamics GP, select a user profile in the **Account Security** area to restrict which accounts this user can access. An account security user profile is a back office user ID that has access to specific accounts. If you select a user profile on this page, the account access rights assigned to that user profile will be assigned to this Requisition Management user.

If you don't select an account security user profile on this page, the default profile—specified on the Company Settings page—is assigned to the user. If you've selected to give this user access to all accounts using the Organizational Structure Assignment window in Microsoft Dynamics GP, this user will have access to all accounts regardless of the account security settings.

See [Set up Requisition Management for a company](#) on page 32 for information about setting up the default account security user profile for Requisition Management.

9. Click **Save**.

# 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](#)
- [Create an approval hierarchy](#)
- [Add roles and users to an approval hierarchy](#)
- [Modify an approval hierarchy](#)
- [Replace a role or user in an approval hierarchy](#)
- [View properties for a role or user in an approval hierarchy](#)
- [Remove a role or user from an approval hierarchy](#)
- [Copy an approval hierarchy](#)
- [Delete an approval hierarchy](#)
- [Print 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 transferred 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.

### Approval Hierarchy

Select a user or role to make changes to the approval hierarchy.



Even if you add the Requisition Creator role to an approval hierarchy, the users assigned to that role also must be added to the approval hierarchy in order for them to create requisitions, so that the system knows which user created each requisition.

Users who are assigned to the Requisition Approver, Requisition Purchaser, and Requisition Administrator roles don't need to be included in the approval hierarchy unless you want them to be able to create requisitions.

For example, when you add the Requisition Approver role to the hierarchy, the users who are assigned to that role will be able to give requisitions approval and final approval. However, if the users who are assigned to that role aren't included in the hierarchy, they won't be able to create requisitions.



*Users with final approver rights can't give final approval to requisitions that they've created unless you select **Final Approver for Self** on the Users page. See [Select requisition settings for a user](#) on page 13 for more information.*

You can use the same approval hierarchy for all the companies you have set up in Microsoft Dynamics GP, or each company can have its own approval hierarchy. See [Chapter 6, "Company settings,"](#) for more information.

## Before you create an approval hierarchy

Only users who are assigned to both the BP Requisition Administrator group and the Requisition Administrator role can access the Approval Hierarchies page. The Business Portal administrator must assign a user to the Requisition Administrator role before that user can create an approval hierarchy. Then the Business Portal administrator must assign users or other roles to the Requisition Creator, Requisition Approver, and Requisition Purchaser roles. See [Chapter 3, "Groups, roles, and users,"](#) for more information.



*We recommend that you add the Requisition Purchaser and Requisition Approver roles to the approval hierarchy rather than specific users whenever possible, and then assign the specific users to those roles. This will make it easier for you to maintain your hierarchy in the future to accommodate both temporary and permanent changes to your hierarchy—such as purchasers and approvers going on vacation or leaving the company—without leaving requisitions "stranded" in the hierarchy.*

## Approval limits in the approval hierarchy

You can use the Roles and Users pages to set up approval limits and specify whether roles and users are final approvers. You also can use the 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 indicate that a user or role is a final approver on the Roles or Users page and you type 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 transferred to a purchase order.*

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

Because the Requisition Approver role has an approval 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 the approval limit for the Manager role is \$1,000.

### Bypassing approvers

If you select **Bypass Approvers** on the 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 Roles or 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.

#### Approval Hierarchy

Select a user or role to make changes to the approval hierarchy.

- ☐  Requisition Administrator
- ☐  Requisition Purchaser
  - ☐  Pilar Ackerman (pilar - FRVISTA1614)
  - ☐  Don Hall (don - FRVISTA1614)
    - ☐  Jo Berry (jo - FRVISTA1614)
    - ☐  Chris Gray (chris - FRVISTA1614)
      -  Toby Nixon (toby - FRVISTA1614)

The users in the 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
Chris Gray	\$500	No
Toby Nixon	\$0	No

**Example 1**

Toby Nixon enters a requisition for a \$400 computer and clicks **Submit**. The requisition is submitted to Chris Gray regardless of whether **Bypass Approvers** is selected for the company, because the requisition amount is within Chris’s \$500 approval limit. Chris 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 computer and a \$350 monitor, so the requisition amount is \$750. Whether the **Bypass Approvers** option is selected on the Company Setup page determines which user the requisition is submitted to.

**Scenario 1** The **Bypass Approvers** check box isn’t selected for the company. When Toby clicks **Submit** for the \$750 requisition, it is submitted to Chris Gray because he’s the next user in the hierarchy. Chris 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** check box is selected for the company. When Toby clicks **Submit** for the \$750 requisition, it is 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** check box is selected for the company. However, Toby wants her manager, Chris Gray, 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 Chris’s name from the list, and clicks **OK**.

Chris 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.

**Create an approval hierarchy**

You can use the Approval Hierarchies page to create an approval hierarchy. You can create an approval hierarchy for each company that is set up in Microsoft Dynamics GP, 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 role to set up an approval hierarchy that meets your needs. See [Add roles and users to an approval hierarchy](#) on page 19 for more information.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Pick a Task** area, click **Create New Approval Hierarchy**. The Create Approval Hierarchy page appears.
4. Type the name of the 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 check box, each user or role can exist in the hierarchy only once.



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

6. Click **Save and Close**.

## Add roles and users to an approval hierarchy

You can use the Approval Hierarchies page to add users and roles to an approval hierarchy. When you add users and roles, you're establishing their positions in the hierarchy, which then determine 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 set the default level, which is the level from which the user will submit requisitions. See [Modify an approval hierarchy](#) on page 20 for more information. Only one of the positions in the hierarchy can be the default level.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to add roles and users to.
4. Click **Modify**.



*You can expand or collapse all the levels of the approval hierarchy by right-clicking the top node of the hierarchy and choosing **Expand All** or **Collapse All**.*

- 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
One or more roles beneath a role or user	Right-click the role or user and choose <b>Add level below &gt; Role.</b>
A role above a role or user	Right-click the role or user and choose <b>Add level above &gt; Role.</b>
One ore more users beneath a role or user	Right-click the role or user and choose <b>Add level below &gt; User.</b>
A user above a role or user	Right-click the role or user and choose <b>Add level above &gt; User.</b>

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

- Select the roles or users to add to the hierarchy.



*Approval hierarchies are not company specific so that you can use the same approval hierarchy for multiple companies. This means that when you add users to the approval hierarchy, the Select Users page will include the users for all companies.*

- Click **Select and Close.**
- 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 submitted by the level beneath it.

## Modify an approval hierarchy

You can use the Approval Hierarchies page to modify an approval hierarchy. For example, you can modify the name of a 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 <a href="#">Replace a role or user in an approval hierarchy</a> on page 21 for more information.
Cut, Copy, and Paste below	The role or user you cut or copy will be saved until you use the <b>Paste below</b> command, or cut or copy another role or user. When you copy a role or user, any levels beneath the role or user also will be copied.

Command	Description
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 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 deleted role or user can be accessed by a user with extended approver rights. See <a href="#">Remove a role or user from an approval hierarchy</a> on page 22 for more information.

The following steps describe how to modify an approval hierarchy. Only one user can modify an approval hierarchy at a time.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to modify.
4. Click **Modify**.



*You can expand or collapse all the levels of the approval hierarchy by right-clicking the top node of the hierarchy and choosing **Expand All** or **Collapse All**.*

5. Type the name of the hierarchy.
6. 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 check box, each user or role can exist in the hierarchy in only one place.
7. Right-click the role or user to modify and make the necessary changes to the hierarchy.
8. Click **OK**.

## Replace a role or user in an approval hierarchy

You can use the Approval Hierarchies page to replace a user or role in an approval hierarchy. You can replace a user or role with another user or role. 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 a user if the user is included in the hierarchy in multiple places, and the position you're replacing is the default level. The default level is the level from which the user will submit requisitions.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to modify.

4. Click **Modify**.
5. Right-click the user or role in the hierarchy that you're replacing and choose **Replace level > User or Role**. The Select User or Select Role page appears.
6. Select the user or role to add to the hierarchy and click **Select and Close**.



*Approval hierarchies are not company specific so that you can use the same approval hierarchy for multiple companies. This means that when you add users to the approval hierarchy, The Select User page will include the users for all companies.*

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.

7. Click **OK**.

## View properties for a role or user in an approval hierarchy

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

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to view role or user properties for.
4. Click **Modify**.
5. 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 page appears.
6. Click **Close**.
7. Click **OK**.

## Remove 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 remove the user or role from the hierarchy. You can use the Approval Hierarchies page to remove users and roles from an approval hierarchy.

When you remove a Business Portal user or role, requisitions that they created and saved are deleted, and completed requisitions are left as is. Any requisitions that are currently assigned to the removed user or role can be accessed by a user who has extended approver rights. See [Select requisition settings for a user](#) on page 13 for information about giving users extended approver rights.

If the user you're removing exists in the approval hierarchy in multiple places, you can't remove the default level until all the other positions are removed. If you want to remove the position that's specified as the default level but leave the other positions in place, you first must designate another position as the default level. See [Modify an approval hierarchy](#) on page 20 for more information.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy that includes the user or role you're removing.
4. Click **Modify**.
5. Right-click the user or role in the hierarchy that you're removing and choose **Delete**. A message is displayed asking if you want to delete the position. Click **OK**. The user or role will be removed.
6. Click **OK**.

## Copy an approval hierarchy

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

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to copy.
4. In the **Pick a Task** area, click **Copy Selected Approval Hierarchy**. The Copy Approval Hierarchy page appears.
5. Type the name of the new hierarchy.
6. Select or clear the **A user or role can be in the approval hierarchy multiple times** check box to indicate whether you want to be able to include a user or role in the hierarchy in multiple places.



*If the original hierarchy had this check box selected, and a role or user is included in the hierarchy in multiple places, you won't be able to clear the checkbox. You'll need to save the copy, remove the duplicate roles or users, and then clear the **A user or role can be in the approval hierarchy multiple times** checkbox.*

7. Click **Save and Close**.

## Delete an approval hierarchy

You can use the Approval Hierarchies page to delete an approval hierarchy. You can't delete an approval hierarchy if it is being modified by another user, if it is

assigned to a company, or if requisitions are assigned to a user or role in the hierarchy.

If the approval hierarchy is assigned to a company, you first must unassign the hierarchy from the company using the Company Setup page. See [Set up Requisition Management for a company](#) on page 32 for more information.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to delete.
4. In the **Pick a Task** area, click **Delete Selected Approval Hierarchy**. A message will appear asking if you want to delete the selected hierarchy. Click **Yes**.

## Print an approval hierarchy

Use the Approval Hierarchies page to print an approval hierarchy by displaying the hierarchy in a printable format.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Approval hierarchies**. The Approval Hierarchies page appears.
3. In the **Approval Hierarchy List**, select the hierarchy to print.
4. In the **Pick a Task** area, click **Print Selected Approval Hierarchy**. The Printer-Friendly Version page appears.
5. Choose **File > Print** to print the hierarchy.

# Chapter 5: Notifications

This information explains how notifications are used in Requisition Management and how you can modify them.



*You can only modify the existing notifications for Requisition Management; you can't create new ones.*

Notifications information is explained in the following sections:

- [About notifications](#)
- [Automatic substitutions](#)
- [Modify an e-mail notification](#)
- [Setup tasks before sending notifications](#)

## About notifications

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 customize each type of notification. You can use 10 different e-mail notifications, and each has its own set of variables that are available for automatic substitution. See [Automatic substitutions](#) on page 26 for more information.

When an action is taken on a requisition, notifications can be sent to the users in the Requisition Creator, Requisition Approver, and Requisition Purchaser roles, depending on the settings on the Company Setup page. See [Set up Requisition Management for a company](#) on page 32 for more information. Notifications also are sent to users in the Requisition Administrator role if problems arise regarding users and rights, such as when requisitions are assigned to users who don't have access to the proper companies.

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

Notification name	When used	Sent to	Optional
Requisition Assigned To Role Notification	A requisition is assigned to a role	Users in the role the requisition was assigned to	Yes
Requisition Assigned To User Notification	A requisition is assigned to a user	The user the requisition was assigned to	Yes
Requisition Creator Final Approved Notification	A requisition receives final approval	The creator of the requisition	Yes
Requisition Creator Rejected Notification	A requisition is rejected	The creator of the requisition	Yes
Requisition Creator Transferred To PO Notification	A requisition is transferred to a purchase order	The creator of the requisition	Yes
Requisition Creator Voided Notification	A requisition is voided	The creator of the requisition	Yes
Requisition Invalid User Notification	A requisition is assigned to an approver who doesn't exist	Users in the Requisition Administrator role	No

Notification name	When used	Sent to	Optional
Requisition No Rights To Company Notification	A requisition is assigned to a user who doesn't have access to a company	Users in the Requisition Administrator role	No
Requisition Purchaser Role Notification	A requisition receives final approval and can be transferred to a purchase order	Users in the Requisition Purchaser role	Yes
Requisition Role No Rights To Company Notification	A requisition is assigned to a role that doesn't have access to a company	Users in the Requisition Administrator role	No



*Other Business Portal applications use this notification system, as well, so additional notification type selections may appear. For information about using notifications with other installed applications, see the documentation for those applications.*

You can modify the name, description, e-mail address, subject line, and message body for each notification. See [Modify an e-mail notification](#) on page 26 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 [About notifications](#) on page 25.

The following variables are used:

- Approver name
- Approver parent name (the name of the next person up from the approver in the approval hierarchy)
- Company name
- Creator name
- Item description
- Item number
- Requisition comment
- Requisition ID
- Role name
- User name

For more information about modifying e-mail notifications, see [Modify an e-mail notification](#) on page 26.

## Modify an e-mail notification

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

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Notifications**. The Notifications page appears.
3. Select the notification to modify in the **E-mail Notifications List** and click **Modify**. The Modify E-mail Notification page is displayed.



*Other Business Portal applications use this notification system, as well, so additional notification type selections may appear. For information about using notifications with other installed applications, see the documentation for those applications.*

4. Modify the name for the notification.
5. Modify the description for the notification.
6. Type or modify the e-mail address that will appear in the **From** line for messages that use this notification.
7. 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, and 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 [About notifications](#) on page 25 and [Automatic substitutions](#) on page 26.

8. 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, and then select the variable and click **Insert in Message**.

9. Click **Save**.

## Setup tasks before sending notifications

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

- Be sure an e-mail server and e-mail address are specified using the E-mail and Terminal Services page. See the Business Portal Administrator's Guide for more information.
- Set up each user's e-mail address using the Users page for Business Portal. See the Business Portal Administrator's Guide for more information.
- Specify whether users in the Requisition Creator, Requisition Approver, and Requisition Purchaser roles will be notified after an action is taken on a requisition using the Company Setup page. See [Chapter 6, "Company settings,"](#) for more information.



## Chapter 6: Company settings

Before using Requisition Management, you must set up system default settings for each company that is set up in Microsoft Dynamics GP. This includes information common to each requisition, which options are available, the approval hierarchy used, when notifications are sent, and which account security user profile is used. You can modify these settings at any time.



*Depending on which features you're using in the back office, you might not see all the fields on the Company Setup page.*

Company settings information is explained in the following sections:

- [Requisition numbering information](#)
- [Line item default information](#)
- [Approval hierarchy information](#)
- [Requisition options](#)
- [Notification options](#)
- [Account security](#)
- [Set up Requisition Management for a company](#)

### Requisition numbering information

The requisition number or ID for new requisitions is formed from a prefix and next number. The prefix can include only uppercase characters with no spaces, and the default prefix is REQ. The next number value must be numeric; the default next number is 0000001. The requisition number formed by these default values is REQ0000001.

To help ensure that the number is incremented properly, we recommend that you enter a number that ends in a numeral with leading zeros, 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.

#### Default accounts

When you're selecting the default account information and you select **Item or Vendor Account**, the default account for each line will be the default account from the item's back office record (for inventoried items) or the vendor's back office record (for non-inventoried items). If no default account information is set up for the item or vendor in the back office, the Inventory Control account specified using the Microsoft Dynamics GP Posting Accounts Setup window will be used. If that account also isn'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 on a requisition, the default site, vendor, or account for the first line will be blank.*

## Site substitution for accounts

If you've specified account segments for inventory sites in the back office, site substitution for accounts will occur in Requisition Management. This means that the site that is specified for each requisition line item will be substituted as the value for that segment of the line item's account number.

For example, suppose the following accounts are set up in the Microsoft Dynamics GP chart of accounts:

- 000-1300-00
- 100-1300-00
- 200-1300-00

The following sites are set up in inventory:

- North (uses segment 100)
- South (uses segment 200)

You create a new requisition in Requisition Management and add the 100XLG item, which has the following inventory account assigned to it: 000-1300-00. You select any vendor, 000-1300-00 as the account, and North as the site. In this example, because the North site uses segment 100, site substitution will occur and the account number will be changed to 100-1300-00.



*This account number will be validated to verify that it exists in the back office; if the account number isn't valid, the substitution won't occur.*

See the Microsoft Dynamics GP Purchase Order Processing documentation for more information about site substitution for accounts.

## Default required-by dates

You also can specify a default value for the required-by date for requisitions by typing 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 type **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 must select an 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.

You also can select whether users in this company can give final approval to their own requisitions and, if so, whether all users can or only specified users. If you select **Specified users**, the **Final Approver for Self** option will be displayed on the Users page. You can use this option to select which users can give final approval to their own requisitions. See [Select requisition settings for a user](#) on page 13 for more information.

## Requisition options

You can specify whether requisitions can be modified after they've received final approval, non-inventoried items can be entered, requisitions can be copied, and requisition amounts can be committed.

### Requisitions can be edited after final approval

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

### Non-inventoried items can be entered

You can allow items that don't exist in the Microsoft Dynamics GP inventory records to be entered on requisitions.

### Requisitions can be copied

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

### Purchase request line amounts can be committed

If you're using Purchase Order Commitments in Microsoft Dynamics GP, you can specify whether requisition line amounts can be committed, so you can validate these amounts against a budget. Commitments are uninvoiced amounts from requisitions. These amounts are committed to be paid at a later date, but you haven't been invoiced for the amounts yet. See the Requisition Management User's Guide for more information about commitments.

This option is available only when Purchase Order Commitments has been activated in the back office. See the Microsoft Dynamics GP Purchase Order Enhancements documentation for more information.



*Before you can start or stop using commitments in Requisition Management, you must be sure that the lines for all requisitions that have received final approval are either transferred to purchase orders in Microsoft Dynamics GP or voided.*

## Notification options

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

## Account security

You can type or select an account security user profile to restrict which accounts Requisition Management users can access. This user profile is a back office user ID that has access to specific accounts.

The **Account Security** area is visible only when account security has been activated in the back office. See the Microsoft Dynamics GP System Setup documentation for more information.

## Set up Requisition Management for a company

Use the Company Setup page to set up Requisition Management for each company that's set up in Microsoft Dynamics GP. 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.



*Depending on which features you're using in the back office, you might not see all the fields on the Company Setup page.*

Before completing this procedure, you must set up the approval hierarchy. See [Chapter 4, "Approval hierarchies,"](#) for more information.

1. Go to the Administration Home page on the Business Portal web site.
2. Under **Requisition Management**, click **Company settings**. The Company Setup page appears.
3. In the **Company List**, select the company to set up Requisition Management for. This list includes the companies that are set up in Microsoft Dynamics GP.
4. Click **Modify**.
5. In the **Requisition Numbering** area, type 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.

6. Type the next number, which is appended to the prefix to form the requisition number. This number is incremented by one with each new requisition.
7. In the **Line Item Defaults** area, select which site will appear by default as line items are entered on requisitions:

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

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

**Item's Default Site** The default site for each line item will be the site from the item's record in the back office.

8. Select which vendor will appear by default as line items are entered on requisitions:

**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 the back office.

9. Select which account will appear by default as line items are entered on requisitions:

**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 the back office (for inventoried items), or the default account from the vendor's record in the back office (for non-inventoried items).

10. In the **Required Date Offset** field, type the number of days to add to the current date to calculate the default required-by date.
11. In the **Approval Hierarchy** area, select the approval hierarchy to use for this company.
12. 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.
13. Select **Users can give final approval to their own requisitions** if you want users in this company to be able to give final approval the requisitions they've created. If you select this option, select whether all users can give final approval to their own requisitions, or only selected users. See [About approval hierarchies](#) on page 15 for more information.
14. In the **Requisition Options** area, select the options to use for requisitions in the selected company:

**Requisitions can be edited after final approval** Allow users to modify or void requisition line items after they've received final approval.

**Non-inventoried items can be entered** Allow users to enter items that don't exist in the back office inventory records on requisitions.

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

**Purchase request line amounts can be committed** Allow users to commit requisition line amounts so you can validate these amounts against a budget. See the Requisition Management User's Guide for more information.



*Before you can start or stop using commitments for a company in Requisition Management, you must be sure that the lines for all requisitions that have received final approval are either transferred to purchase orders in Microsoft Dynamics GP or voided.*

15. In the **Notification Options** area, select when e-mail notifications should be sent to users in the Requisition Creator, Requisition Approver, and Requisition Purchaser roles for the selected company:
  - You can specify that users in the Requisition Creator role should be notified when a requisition receives final approval, is rejected, is transferred to a purchase order, or is voided.
  - You can specify that users in the Requisition Approver role should be notified when a requisition has been assigned to them for approval.
  - You can specify that users in the Requisition Purchaser role 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 users in the Requisition Creator, Requisition Approver, and Requisition Purchaser roles are ready to be used. See [Chapter 5, “Notifications,”](#) for more information.*

16. In the **Account Security** area, type or select a user profile in the **User Profile** field to restrict which accounts Requisition Management users can access. This user profile is a back office user ID that has access to specific accounts. If you select a user profile on this page, the accounts assigned to the profile will be applied to all Requisition Management users.

To assign an account security user profile to each user, use the Users page. See [Select requisition settings for a user](#) on page 13 for more information.

The **Account Security** area is visible only when account security has been activated in the back office. See the Microsoft Dynamics GP System Setup documentation for more information.

17. Click **Save**.

# Chapter 7: Troubleshooting

This information explains some issues you might encounter when using Requisition Management and how to resolve them.

This information is divided into the following sections:

- [Requisitions aren't moving through the hierarchy because an approver is out](#)
- [Company is being modified by another user](#)
- [Purchase request is being modified by another user](#)
- [Failed conversion of a requisition to a purchase order](#)

## Requisitions aren't moving through the hierarchy because an approver is out

If users who are assigned to the Requisition Approver role are out of the office, the requisitions that are currently or will be assigned to those approvers may become “stranded” in the approval hierarchy.

For example, suppose you've set up the following approval hierarchy.



Pilar and Don are both assigned to the Requisition Approver role, and Jo and Chris are assigned to the Requisition Creator role. For this example, suppose Don is leaving on vacation for four weeks. You have multiple options for dealing with the requisitions from Jo and Chris while Don is away.

### Option 1: Make another approver an extended approver

You can use the Users page to make another approver in the hierarchy an extended approver, so that user can approve requisitions that are assigned to anyone beneath them in the hierarchy.

In this example, you make Pilar an extended approver, so she can approve any requisitions that currently are or will be assigned to Don. You then can remove Pilar's extended approver rights when Don returns, if you choose.

See [Select requisition settings for a user](#) on page 13 for more information.

### Option 2: Allow creators to change their approvers

You can use the Users or Roles pages to give specific users or roles the ability to select which approvers their requisitions will be submitted to.

In this example, you want another user, Toby, to approve the requisitions for Jo and Chris while Don is away. You add Toby to the approval hierarchy at the same level as Don, and add Jo and Chris under Toby.



*You must select **A user or role can be in the approval hierarchy multiple times** on the Approval Hierarchies page to be able to include a user or role in the hierarchy in multiple places.*

You then use the Users page to allow both Jo and Chris to change their approvers. See [Select requisition settings for a user](#) on page 13 for more information. When Jo and Chris create their requisitions, they can select **Submit and send the purchase request to** rather than just **Submit**, and select Toby from the list of available approvers. (Don is still the default approver if they just click **Submit**.)

This option works only for new requisitions that are submitted; if any requisitions currently are assigned to Don before he leaves, Toby won't be able to take action on those requisitions.



*Rather than adding a specific user as the approver, you instead could add the Requisition Approver role and assign the necessary approvers to that role. Jo and Chris could choose to submit and send their requisitions to the Requisition Approver role if they were directly beneath that role in the approval hierarchy.*

### Option 3: Replace the approver with another user or role

You can use the Approval Hierarchies page to replace a user with another user or role. When you replace a user, any work items that are assigned to that user will be assigned to the new user or role.

In this example, you replace Don in the approval hierarchy with Toby. Any requisitions that are assigned to Don will be assigned to Toby, as will any new requisitions created by Jo and Chris. When Don returns from his vacation, you can replace Toby with Don. See [Replace a role or user in an approval hierarchy](#) on page 21 for more information.



*You instead could replace Don with the Requisition Approver role and assign the necessary approvers to that role. Any new or existing requisitions would be assigned to the Requisition Approver role, so all users assigned to that role could take action on the requisitions.*

You can't replace a user in an approval hierarchy if the user is included in the hierarchy in multiple places, and the position you're replacing is the default level. The default level is the level from which the user submits requisitions. See [Modify an approval hierarchy](#) on page 20 for more information.

## Company is being modified by another user

If you're modifying a company's information using the Company Setup page and you close your browser, you might receive the following message when you attempt to modify this company's information again: "This company is being modified by another user."

If this occurs, you can wait 20 minutes until the current user session expires, or the system administrator can complete one of the following tasks so you can access this company information:

- Clear the appropriate row in the MultiUserManager table using Microsoft SQL Server<sup>®</sup> Management Studio (recommended)
- Restart Internet Information Services (IIS)

To clear the appropriate row in the MultiUserManager table, complete the following steps.

### To clear a row in the MultiUserManager table using SQL Server 2005:

1. Open Microsoft SQL Server Management Studio by choosing **Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio**.
2. In the **Summary** pane, double-click **Databases** list to display your company's database.
3. Double-click the **DYNAMICS** database.
4. Double-click **Tables** to display the tables in the database.
5. Right-click the **MultiUserManager** table and choose **Open Table**.
6. Select the appropriate row. Right-click the row and choose **Delete**.
7. Confirm the deletion.

### To clear a row in the MultiUserManager table using SQL Server 2008:

1. Open Microsoft SQL Server Management Studio by choosing **Start > All Programs > Microsoft SQL Server 200 > SQL Server Management Studio**.
2. In the **Object Explorer** pane, double-click **Databases** list to display your company's database.
3. Double-click the **DYNAMICS** database.
4. Double-click **Tables** to display the tables in the database.
5. Right-click the **MultiUserManager** table and choose **Edit Top 200 Rows**.

6. Select the appropriate row. Right-click the row and choose **Delete**.
7. Confirm the deletion.

## **Purchase request is being modified by another user**

Requisition Management users may receive a message indicating that the selected requisition is currently in use, even if no other users are modifying the requisition.

If you determine that no other users are modifying the requisition, the system administrator should verify the account used by the Business Portal application pool. The application pool account must be a Business Portal user in order for Requisition Management processes to be cleared.

By default, the Business Portal application pool uses the Network Service account, and the Network Service account is a user in Business Portal. If your SQL server is on Windows 2000 Server, the Network Service account can't be used. If you configured Business Portal to use a different account, that account will not automatically be added as a Business Portal user.

Complete these procedures on your Business Portal web server.

### **Determine which application pool Business Portal is using:**

1. Open Internet Information Services (IIS) Manager by choosing **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Click the plus sign next to your server name.
3. Click the plus sign next to **Web Sites**.
4. Right-click the web site you installed Business Portal to. (By default, Business Portal is installed to the Default Web Site.) Choose **Properties**.
5. In the properties window that appears, click the **Home Directory** tab.
6. Find the **Application pool** field. The application pool that is entered in this field is the Business Portal application pool.

### **Identify the account used by the Business Portal application pool:**

1. Open Internet Information Services (IIS) Manager by choosing **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Click the plus sign next to your server name.
3. Click the plus sign next to **Application Pools**.
4. Right-click the Business Portal application pool and choose **Properties**.
5. In the properties window that appears, click the **Identity** tab. A domain user account must be specified here.

6. If a domain user account is not specified, select the **Configurable** option and type a domain user name and password. The account you specify must meet the requirements listed in the “User account for Windows SharePoint Services” section in the Business Portal Installation Guide.

### **Set up the domain account as a Business Portal user:**

The domain user account you specified for the application pool must be set up as a Business Portal user. For information about setting up a Business Portal user, see the Business Portal Administrator’s Guide.

## **Failed conversion of a requisition to a purchase order**

When you’re converting a requisition to a purchase order, you might encounter a purchase order failure error. The following information describes the situations that might be causing this error.

### **“More data was found in the result than was expected” message**

This message is displayed because the SY00600 table in the company database contains company ID values that reference a different company. All company ID values in this table must be the same.

For example, for the sample company, Fabrikam, Inc., the COMPANYID value should be -1 for all records in the SY00600 table in the TWO database.

To resolve this, the system administrator must modify the SY00600 table so all the COMPANYID values are the same:

1. Make a backup of your Microsoft Dynamics GP database.
2. Run the following query on the company database using Microsoft SQL Server Management Studio:

```
update SY00600 set COMPANYID = b.COMPANYID
from SY00600 a, DYNAMICS.dbo.SY01500 b
where b.INTERID = db_name()
```

### **“The Purchasing purchase option for item XXX does not exist” message**

This message is displayed because the unit of measure (U of M) value is case sensitive. The default U of M value for requisitions is “EACH,” but this might be listed as “Each” in Microsoft Dynamics GP.

To resolve this, the system administrator must view and update the IV00101 table:

1. Make a backup of your Microsoft Dynamics GP database.
2. Run the following query on the company database using Microsoft SQL Server Management Studio:

```
select PRCHSUOM, * from IV00101
update IV00101 set PRCHSUOM = 'Each' where PRCHSUOM = 'EACH'
update DYNAMICS..ReqMgmtLines set UnitOfMeasure = 'Each'
```

### **“Invalid Persisted data, EntityKey Null” message**

This message is displayed because of any of the following reasons:

- The **FREEONBOARD** field in the PM Vendor Master File (PM00200) or Item Vendor Master Table (IV00103) has a status that is not valid.
- One or more values in the PM Vendor Master File (PM00200) is null.
- A functional currency has not been set up in Microsoft Dynamics GP.
- One or more values in the GL Account Master Table (GL00100) is null.

Refer to Microsoft Knowledge Base Article 904039 for more information about these issues and their resolutions. (Go to <https://mbs.microsoft.com/customersource>, choose **Support > Knowledge Base**, and type 904039 in the **Search For** field.)

## Chapter 8: Default group and role permissions

This information lists the default permissions associated with the SharePoint groups and MBF roles that are installed with Requisition Management.

For more information about SharePoint groups and MBF roles, see the Business Portal Administrator's Guide.

This information is divided into the following sections:

- [SharePoint groups](#)
- [MBF roles](#)

### SharePoint groups

SharePoint groups are used to grant access to Business Portal sites and pages. The permission levels associated with each group define the level of control users have over the securable items on those pages, such as web parts.



*SharePoint permission levels control whether users can modify SharePoint content, such as pages and document libraries. For example, a user who has the Read permission level for a page can't modify the page or the web parts on it. Permission levels do not affect a user's access to Microsoft Dynamics GP data. This means that a user with the Read permission level for a page still may be able to create transactions, modify records, or delete entries using that page.*

The following table lists the SharePoint groups that are installed with Requisition Management, and includes the default pages and permission levels associated with each group.

Group	Site	Page library	Page	Permission level
BP Requisition Creator	Employee Center	Employee Center Common Pages	Employee Center Home	Read
		Requisition Management Pages	Purchase Requests	Read
			Purchase Request Details	Read
BP Requisition Approver	Employee Center	Employee Center Common Pages	Employee Center Home	Read
		Requisition Management Pages	Purchase Requests	Read
			Purchase Request Details	Read
	Purchasing Center	Purchasing Center Common Pages	Purchasing Center Home	Read
		Requisition Management Pages	Commitments	Read
BP Requisition Purchaser	Purchasing Center	Purchasing Center Common Pages	Purchasing Center Home	Read
		Requisition Management Pages	Requisitions	Read
			Commitments	Read
BP Requisition Administrator	Top-level Business Portal site	Requisition Management Pages	Company Setup	Read
			Approval Hierarchies	Read
			Roles	Read
			Users	Read
			Notifications	Read

The BP Administration permission level also is associated with the BP Requisition Administrator group. This is a custom permission level that gives Business Portal

application administrators access to the Site Settings page on the top-level Business Portal web site.

### MBF roles

MBF roles are used to grant access to Business Portal data. The data permissions associated with each role control access to the back office data that can be displayed in Business Portal.

The following table lists the MBF roles that are installed with Requisition Management, and includes the default data permissions associated with each role.

<b>Role</b>	<b>Data permissions</b>
Requisition Creator	Account - Requisition Management Item - Requisition Management ItemVendor - All OpenTasks - All ReqDoc RequisitionLineRoot - All Site - Requisition Management Vendor - Requisition Management
Requisition Approver	Account - Requisition Management Item - Requisition Management ItemVendor - All OpenTasks - All ReqDoc RequisitionLineRoot - All Site - Requisition Management Vendor - Requisition Management
Requisition Purchaser	RequisitionLineRoot - All
Requisition Administrator	Account - Requisition Management ApprovalTree - All Company - Requisition Management Item - Requisition Management ItemVendor - All NotificationContent - All OpenTasks - All ReqDoc ReqListHistory - All RequisitionLineRoot - All Site - Requisition Management Vendor - Requisition Management

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