

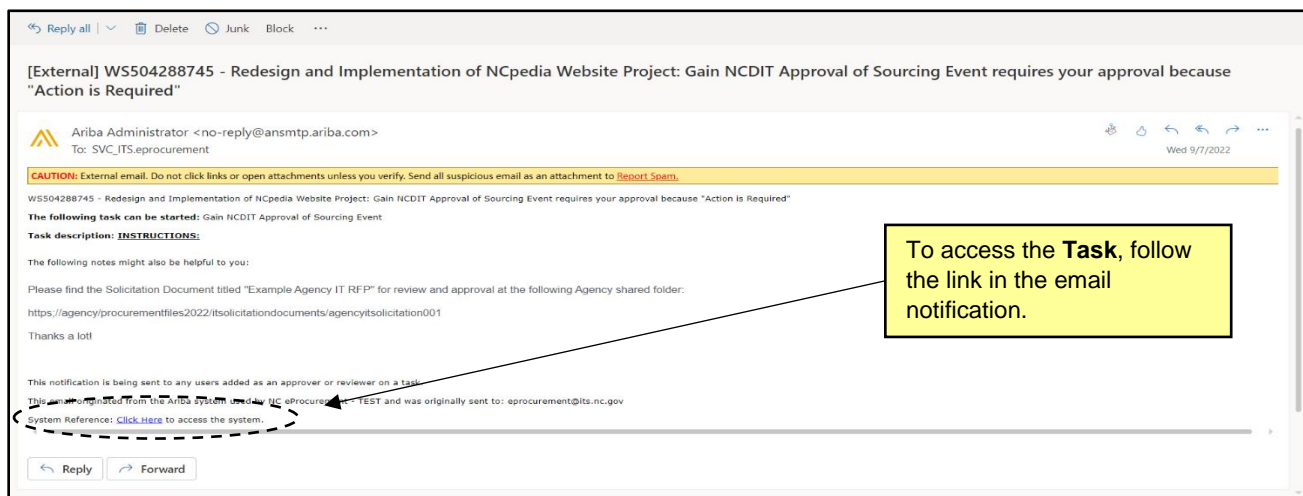
NC eProcurement

Review and Approval Tasks

After a Sourcing Project Owner submits a Review or Approval Task for a Sourcing Project or a Contract Workspace Owner submits a Review or Approval Task for a Contract Workspace, the designated reviewers or approvers are sent an email notification with a request to complete the task. **Review Tasks** allow reviewers to indicate they have gone over the document(s) included in the task and provided any applicable comments. **Approval Tasks** require approvers to either approve or deny the task and provide comments on their reasoning.

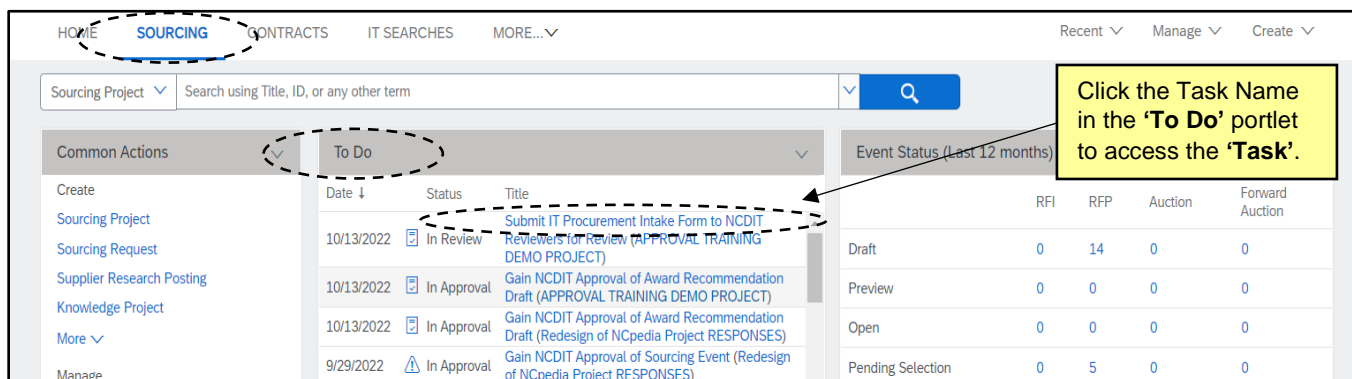
I. Task Notifications

1. When a 'Task' is submitted for review or approval, the reviewers or approvers included in the workflow are sent an email notification about the 'Task', and the 'Task' will be added to the 'To Do' portlet on their 'Sourcing' or 'Contracts' tabs. When a group is in the Review or Approval Flow, all members of the group will be sent these email notifications.
2. Email notifications contain a link to take the reviewer or approver directly to the 'Task' within the system.



3. If a 'Due Date' was provided for the 'Task' by the Project Owner, the reviewer or approver will also receive a dashboard notification allowing them to access the 'Task' from the 'To Do' portlet.

Note: In the 'To Do' portlet, the Task Name is listed first, followed by the (Project/Workspace Name) in parenthesis. Clicking the Task Name will lead directly to the 'Task', while clicking the (Project/Workspace Name) will lead to the Sourcing Project or Contract Workspace.



II. Review Tasks

Review Tasks allow reviewers to edit and comment on Sourcing Project or Contract Workspace documents.

1. After opening the 'Task', the reviewer can download the document(s) sent for review by clicking the arrow to the right of the document name and selecting 'Download' from the dropdown menu.
2. After reviewing the document(s), the reviewer can indicate the review is complete by clicking the 'Complete Review' button.

The screenshot shows the 'IT Sourcing User' interface. On the left, there is a list of documents under 'Intake Form Folder (Read Only)'. One document, 'Agency Intake Form', is selected, and a dropdown menu is open showing 'Action' and 'Download'. The 'Download' option is circled with a dashed line. On the right, a message states: 'One or more documents have been submitted for your review. You have the following options: View the documents on the left. To propose document changes, edit and save all required documents locally. Add it as an attachment when you submit your Counter Proposal or Review.' Below this message is a blue 'Complete Review' button, also circled with a dashed line. At the bottom, there is a 'Review Flow' section with two active tasks: 'NCDIT ESRMO' and 'Statewide DOJ Legal'. A yellow callout box with a black border points to the 'Download' and 'Complete Review' elements, containing the text: 'Download the document attached to the review task and indicate to the Agency User that the review is complete by clicking 'Complete Review'.'

3. After clicking 'Complete Review', reviewers can add comments or attachments and then click 'OK'.

Note: If a reviewer has not completed their review by the requested 'Due Date', the user who submitted the task has been instructed to reach out directly to the reviewer to ask them to complete the review so that they may move on to the next task.

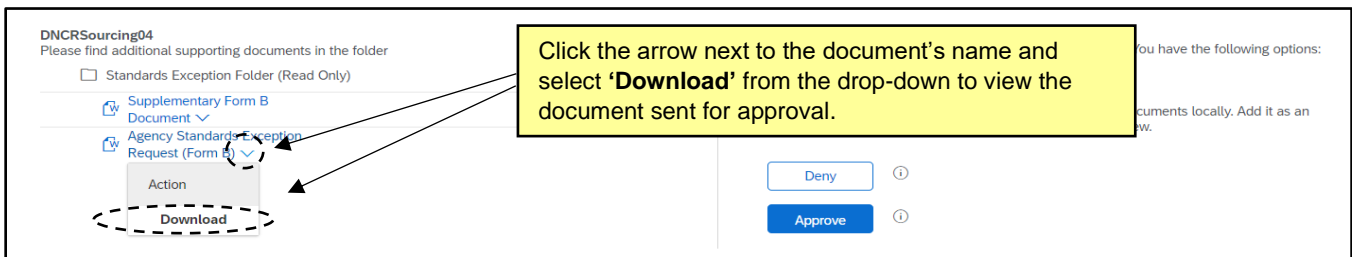
The screenshot shows the 'Reviewed' dialog box. At the top right, there are 'OK' and 'Cancel' buttons, with the 'OK' button circled with a dashed line. Below the buttons, there is a text area for a comment with the text 'Reviewed' and a rich text editor toolbar. Below the comment area is an 'Access Control' dropdown menu set to '(No additional restrictions)'. Underneath is a 'Document' section with 'Attach Revised Document' and a list of documents including 'Intake Form Folder' and 'Agency Intake Form'. A 'Choose File' button is next to 'Agency Intake Form'. Below this is an 'Additional Attachments' section with 'No items' and buttons for 'Delete', 'Add attachment', and 'Add from Project'. The 'Add attachment' button is circled with a dashed line. At the bottom right, there are 'OK' and 'Cancel' buttons. A yellow callout box with a black border points to the comment area and the 'Add attachment' button, containing the text: 'After clicking 'Complete Review', add any additional comments or attachments to the review task before clicking 'OK'.'

III. Approval Tasks - Locating Attached Document(s)

Approval Tasks allow approvers to either approve or deny Sourcing Project or Contract Workspace documents and provide comments on their reasons for doing so. Approval Tasks must be completed in full by all approvers in the **'Approval Flow'** before agency user can move on to the next **'Task'**.

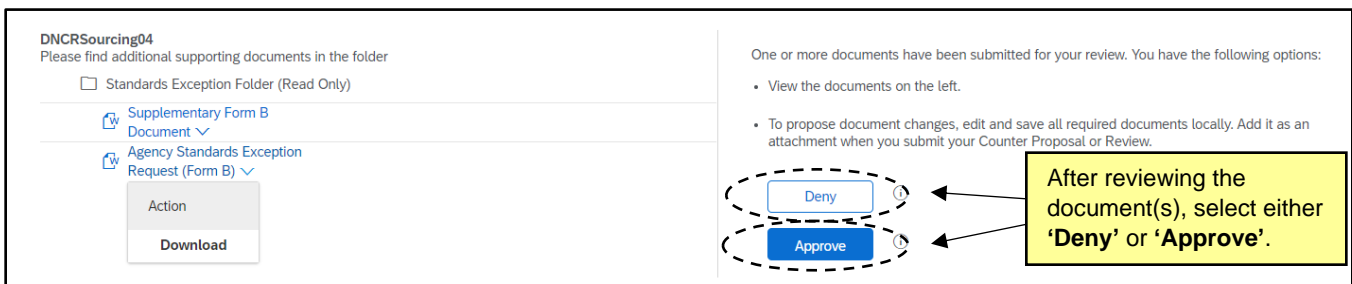
1. After opening the **'Task'** and seeing that document(s) have been attached (on left side of **'Task'**), the approver can download the attached document(s) for review and approval by clicking the arrow to the right of the document name and selecting **'Download'** from the drop-down menu.

Note: Approvers can also access these documents outside of the **'Task'** directly from the relevant folder on the **'Documents'** tab.



IV. Approving or Denying an Approval Task

1. After reviewing the document(s) attached to the **'Task'**, the approver can return to the Approval Task and click either **'Approve'** or **'Deny'** depending on the appropriate action for the document(s).



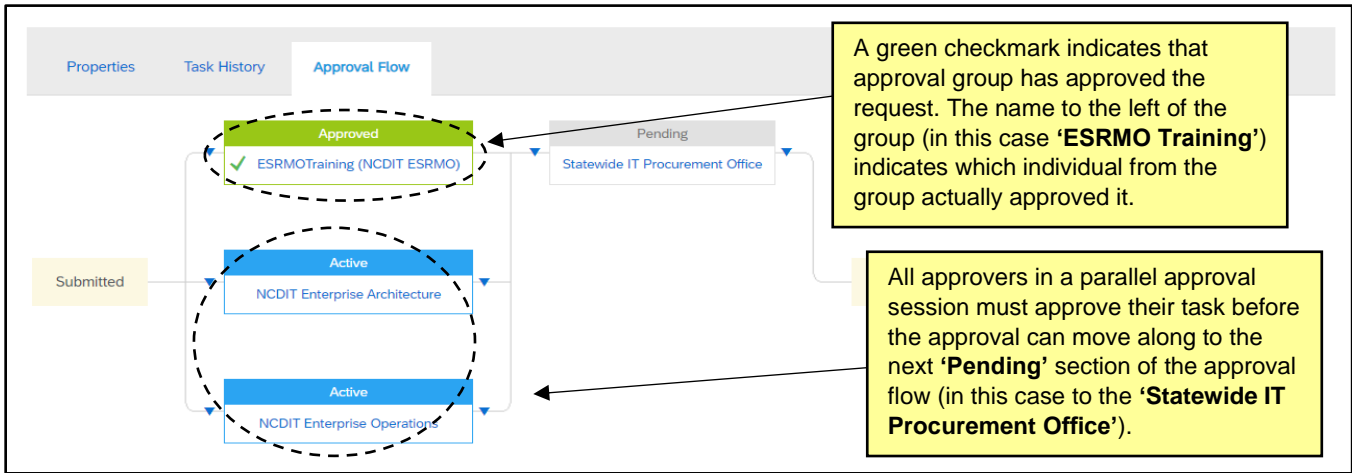
2. If the approver clicks **'Approve'**, a green checkmark will appear for that user or approval group in the approval flow. If one member of an approval group approves, the **'Task'** will be removed from the other members' **'To Do'** portlets. The requesting agency user is notified that the document has been approved by an approver in that approval group. The left side of the approval node will indicate which actual user approved it from that approval group.

Notes:

- There may be several approval groups in parallel. All parallel approvers must approve before the task can move on to the next section of the approval flow (if applicable) so that it can be fully approved and the requesting agency user can continue to the next **'Task'**.
- If only minor changes are suggested and the approver does not need to see the document(s) again prior to approval, the approver has the option to click the **'Approve'** button and include comments for the requesting agency user on what needs to be changed. This option allows other approval groups to continue their review and approval process.

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- If an approver clicks **'Deny'**, a new round of approvals will be necessary. Approvers should include a message on the subsequent page explaining the specific reasons for the denial. If necessary, they can include an edited document to return to the requesting agency user by selecting **'Add Attachment'** and uploading the revised document.

Note: The Approval Task will disappear from all other approvers and approval groups **'To Do'** portlets if one approver denies the Approval Task when approvers or approval groups are in parallel. The requesting agency user will need to address the feedback and conduct a new round of approvals with all approval groups.

Tip: When conducting a new round of approvals, the requesting agency user should include in the **'Message'** field of the Approval Task the specific changes that have been made since the previous approval round. This will help all approvers determine if they need to re-review the document(s) or if they can just approve if the areas they are focused on did not change since the last approval round.

The screenshot shows a 'Denied' dialog box with 'OK' and 'Cancel' buttons. It contains a 'Message' field with a text editor, an 'Access Control' dropdown, and an 'Additional Attachments' section with 'Delete', 'Add attachment', and 'Add from Project' buttons. Two callout boxes explain: one that a message must be provided to the Sourcing Project Owner, and another that users can upload a revised document via the 'Add attachment' button.

- The requesting agency user will be notified that the document was denied, and they'll need to conduct a new round of approvals once the feedback has been addressed. All required approvers will see the document again with any changes made by the requesting agency user in response to the denial, and the approvers will once again have to select **'Approve'** or **'Deny'** for the task.

V. Manually Adding Approvers/Reviewers to the Approval/Review Flow

Approvers or reviewers have the ability to manually add other approvers/reviewers or watchers to the approval flow in addition to the automatically-added approvers/reviewers. Approvers/reviewers or watchers can be added before or after the current approver/reviewer, with different impacts to the overall approval/review flow.

1. After opening the **'Task'**, click onto the **'Approval/Review Flow'** tab. To manually add an approver/reviewer before the **'Active'** approver/reviewer, click the blue arrow to the left of the approver/reviewer. To manually add an approver/reviewer after the **'Active'** approver/reviewer, click the blue arrow to the right of the approver/reviewer.

Note: If a member of an approval/review group wants to have someone else conduct an approval/review of the submitted document(s), they should add the specific approver/reviewer before their approval/review node. Once the new, specific approver/reviewer has completed their approval/review and acted on the **'Task'**, the original approval/review group will once again become the **'Active'** approver/reviewer and be able to review comments and any changes to the document(s).

2. After clicking on one of the blue triangles to add an approver/reviewer, users should click the dropdown arrow in the subsequent **'Add Approval/Review Request'** box and select **'Search more'** to find the user or group they wish to add. By switching the selection in the **'Required'** field to **'no'**, they can add the new user as a watcher instead of an approver/reviewer. This will alert the user selected as a watcher to the process, but requires no action by them.

Note: It is important that any user added to the approval/review flow also be added to the **'Team'** tab if they were already not included. If not, they will be able to see the approval/review request, but not all of the important details they might need to consider during their approval/review decision.

The screenshot shows the 'Add Approval Request' form. A yellow callout box on the left contains the following text: "After clicking a blue triangle to add an approver/reviewer, click the down arrow in the top field to search for the user or group to add. Changing the value in the 'Required' field to 'no' will add the user as a watcher instead of an Approver/Reviewer." The form includes a dropdown menu for 'Add to approval flow', radio buttons for 'Required' (yes/no), and a 'Provide a reason' text field. 'OK' and 'Cancel' buttons are at the bottom.

3. When adding an approver/reviewer before the **'Active'** approver/reviewer, users can choose to add that approver/reviewer in **'Serial'** or **'Parallel'**, but it is always suggested that **'Serial'** be selected. When adding an approver after the **'Active'** approver/reviewer, **'Serial'** will be the only option.

The screenshot shows the 'Approval Flow' tab in a software interface. It displays a flow diagram with nodes: 'Submitted', 'Approved' (ESRMOTraining), 'Active' (Statewide IT Procurement Office), and 'Active' (NCDIT Enterprise Architecture). Below the 'Active' node are options for 'Add Serial Approver' and 'Add Parallel Approver'. A yellow callout box on the right contains the text: "On the 'Approval/Review Flow' tab, click the arrows to the left or right of the 'Active' approver/reviewer to add approvers/reviewers before or after that approver/reviewer. It is advised to always select 'Add Serial Approver/Reviewer'." The 'Approval Flow' tab is circled in the top navigation bar.

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- When adding a **'Serial'** approver/reviewer before the **'Active'** approver/reviewer, the new approver/reviewer will become the **'Active'** approver/reviewer. The previous **'Active'** approver/reviewer will move into a **'Pending'** status and will not be able to approve/review until the new approver/reviewer completes their approval/review.

Note: Manually-added approvers/reviewers can be removed by the approver/reviewer who added them by clicking the **'X'** in the upper right corner of the approval/review node.

