FREQUENTLY ASKED QUESTIONS (FAQS)

1. How can I access the finance portal for Sunpharma?

Answer: To access the Global Capex Portal, simply visit this URL (https://applications.mysunpharma.com/GlobalCapexNew/).Login using Windows login and Windows password. From there, navigate to the "My Dashboard" or "My Task" section.

2. What are the authentication requirements for accessing the Capex portal?

Answer: Users can authenticate using their Windows login and Windows password. In the Capex portal, we have three types of access, this access is based on the user rights on the workflow like Initiator (Budget/Capex Creator), Approver, and Reports. For any access, kindly download the new user access sheet from Capex Docs and share it with the concerned Capex controller to confirm.

3. Can I reset my password if I forget it?

Answer: You can initiate a password reset process on the Capex portal if you forget your password. Simply click on the "Forgot Password" link on the login page. You will receive an email with instructions on how to securely reset your password. Please connect to Capex admin if still have any issues.

4. What actions can I perform on the Capex portal?

Answer: On the Capex portal, you can perform various actions related to reports, including:
- Downloading Capex status reports (Capex Journey).
- Downloading budget status reports (Budget Journey).
- Downloading CER (Capital Expenditure Request) workflow status reports.
- Downloading pre-budget workflow status reports.
- Accessing budget summary reports.
- Accessing Capex summary reports.
- User can also access the workflow of the Capex/Budget inside the approval screen by clicking View Workflow Button.

5. If I am an initiator, what actions can I take on the Capex portal?

Answer: As an initiator on the Capex portal, you have additional options to initiate certain processes, including:
- Initiating a budget request.
- Initiating a Capex request.
- Initiating a budget transfer request.

The initiator rights are given to users on specific cost centers (i.e. RCC). So initiator can raise Capex for the specific cost centers only.

6. **What actions can I perform as an Approver on the Capex portal?**

   Answer: As an Approver on the Capex portal, you have specific actions you can take, including:

   - Reviewing pending tasks awaiting approval.
   - Approving or rejecting Capex requests.
   - Reviewing and approving budget transfer requests.
   - Providing comments or feedback on requests.
   - Monitoring the progress and status of approved requests.

7. **How to add a new pre-budget workflow?**

   Answer: The user needs to fill out the sheet and ask the business finance team for approval, after the approval IT team will create a new pre-budget workflow.

8. **How to upload the budget item line in GCS?**

   Answer: There are two possible ways to upload the budget into the system. As to fill the form column by column based on the item wise or to download the standard format template and upload the file. (**Note**: Please do not modify the format of the downloaded Excel sheet).

9. **How to raise the Budget Capex in GCS?**

   Answer: Users with a Capex/budget Initiator role and for authorized Cost Center can raise/initiate a Capex through the Raise Capex option for Budgeted as well as for Special Approval Type & submit the same for approval.

10. **What is special capex?**

    Answer: Special Capex proposals are that unplanned capex proposals that were inadvertently omitted/missed in annual capex budget submission and approval or new requirement that arises due to new opportunities or compliance requirements or change in business and/or regulatory requirements. Special Capex has a separate approval flow.

11. **What is budget capex?**

    Answer: A Budget Capex is a formal plan that states the amounts and timing of fixed asset purchases. This budget is part of the annual budget used, which is intended to organize activities for the upcoming year.

12. **What is Cost escalation?**

    Answer: Cost escalation can be defined as changes in the cost or price of specific goods or services in a given period. It can be budgeted or special. In order to raise cost escalation user need to attach parent capex.The workflow will be the same as normal budgeted workflow or special workflow.

13. **How to see my pending tasks?**

    Answer: The user can see the pending task on the **My Dashboard** and **My Task** screen. Click on the Capex no or Description to view Capex details.

14. **How to view workflow?**

    Answer: The user can view the workflow on the **My Dashboard** and **My Task** screen. Click on the Capex no or Description to view Capex details and there is a button name "**View Workflow**" By clicking on it can view the workflow details. Users with the Initiator role can view workflow in the **Raise capex** screen. Users can also view and download all related workflows for him/her in reports->CER workflow status report.

15. **What if a workflow is not showing the same as it should be?**

    Answer: Need to connect with Capex Controller for this after the approval is received, Admin can change the workflow. After approval of the Business finance team.

16. **What if, I mistakenly entered the wrong amount and the capex/budget has been raised already, what should I do in that case?**

    Answer: For the wrong amount entered in the Capex/budget by the initiator, the Capex controller can select the send-back user name from the list and click on the send-back button with remarks, it will be sent back to the initiator for correction.

17. **How can I approve/disapprove pending tasks on the Capex portal?**

    Answer: To approve pending tasks, you can access the "My Dashboard" and "My Tasks' window on the Capex portal. This window will display a list of tasks requiring your approval. From there, you can review the details of each task and choose to approve or disapprove (reject) them as necessary. Users can also filter the tasks based on the filters available.

18. **What is the send-back features on the Capex portal?**

    Answer: By specifying the remarks in the Your Remarks section approver can Send Back the Capex to Initiator or to the previous approver by selecting the user name from the Dropdown list.

19. **What is the Delegate to features on the Capex portal?**

    Answer: Approver can forward (delegate) the Capex to a person other than defined in the workflow to seek approval & comments. Search the name of the Person in the searchable textbox and Click on the "Delegate To" button to delegate the Capex.

20. **What if the user is on leave and they have some pending tasks to approve?**

    Answer: Admin/Capex controller has the access to delegate the employee name on whose behalf Authorization is required and the employee To whom Authorization will be given after the approval is received.

21. **Can I download Capex, budget, and workflow status reports?**

    Answer: Yes, the Capex portal allows you to download Capex status reports, budget status reports, and CER workflow status reports. Simply click on Export to Excel.

22. **How can I contact the support team for the finance portal?**

    Answer: To contact the support team for the Capex portal, you can usually send a mail to Capex-HelpDesk@sunglobalonline.onmicrosoft.com or you can contact your Capex controller.

23. **Is there a dedicated help desk or support ticket system?**

Answer: Yes, Capex portals offer a dedicated help desk or support ticket system. This allows users to submit their inquiries or issues through a One GSD ticket site.

24. **What is the expected response time for support inquiries?**

Answer: The expected response time for support inquiries can vary depending on the Capex portal and its support processes. It is recommended to check the portal's support documentation or contact the support/Business Finance team directly to inquire about their response time commitments.

25. **Can the support team assist with technical issues or troubleshooting?**

Answer: Yes, the support team is generally available to assist with technical issues or troubleshooting related to the Capex portal. We can provide guidance, address functionality-related problems, and help resolve any technical challenges that users may encounter. But for any finance related queries contact "Business Finance Team".

26. **Are there user guides or tutorials available for using the finance portal?**

Answer: Capex portals provide user guides or tutorials to help users navigate and make the most of the portal's features. We typically offer step-by-step instructions, screenshots, and explanations to assist users in understanding and utilizing the various functionalities of the finance portal. You will find UAM and Training videos in the "Training Videos" and "User Manual" sections.