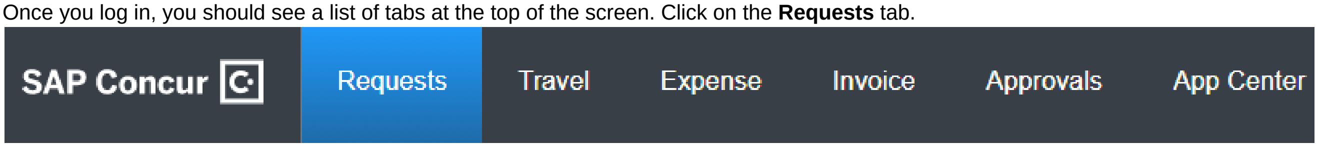
Detailed Purchase Requisition Process

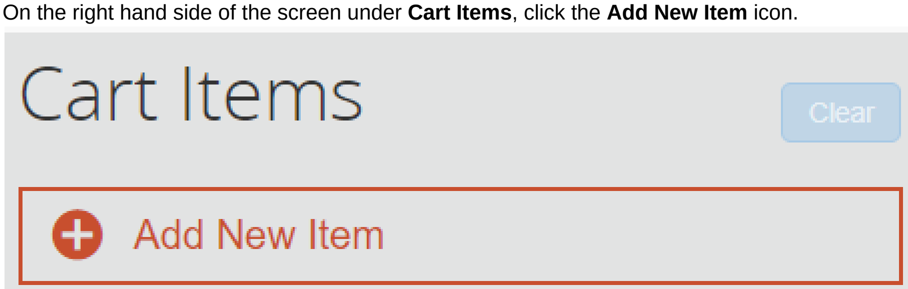
Overview

Unlike an expense report, when an employee has already purchased an item and needs CallMiner Inc. to reimburse them for the purchase, the purchase requisition process is used when an employee needs their department at CallMiner, Inc. to purchase a product or service for them. On this page, you will be able to find information about how to use Concur to complete the purchase requisition process. You can also check the status of your purchase request, as well as learn how to complete a check or wire request if a vendor requests these payment methods.

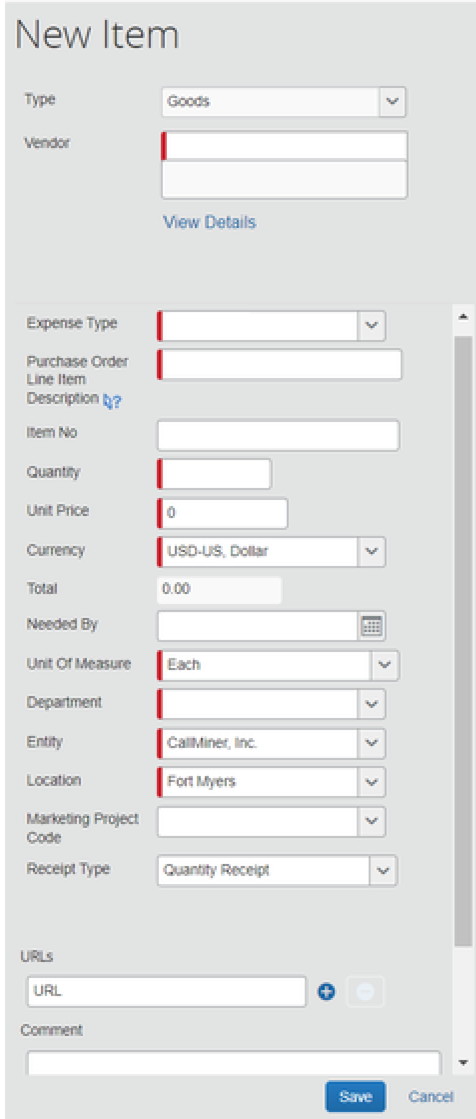
Creating a New Purchase Request

In order to create a purchase request, CallMiner's Finance Department needs to give you the appropriate permissions in the Concur system. If you do not have this permission, you will not see the **Requests** tab in your Concur dashboard, and you will not be able to complete the steps below. To solve this issue, contact the Finance Department and ask to have access to the purchase requisition process.

1. Log in to Concur.
2. Once you log in, you should see a list of tabs at the top of the screen. Click on the **Requests** tab.


3. On the right hand side of the screen under **Cart Items**, click the **Add New Item** icon.


Think of **Add New Item** as basically creating a new line into the new Purchase Request you are creating for each product or service within the same order. For each new item, you are required to fill out all of the fields that have red on the left side before you can submit the reque st.

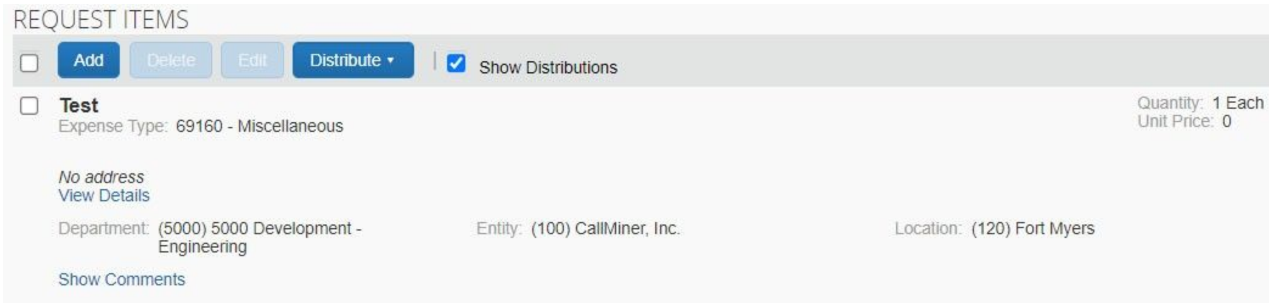


a. **Type:** *Required.* You can choose either *Goods* if you are buying a product or *Services* if you are buying a service.
b. **Vendor:** *Required.* Enter the vendor information here. If the vendor's name is not listed in the drop-down field, then you can type the name to pull up a list of vendors.
    i. [redacted]
    ii. [redacted]
c. **Expense Type:** *Required.* Select the type of expense you are requesting from the drop-down field.
d. **Description:** *Required.* Enter a description of the product or service you are buying.
e. **Item No:**
f. **Quantity:** *Required.* Enter the number of products or services you are buying.
g. **Unit Price:** *Required.* Enter the cost of one unit of the product or service you are buying.
h. **Currency:** *Required.* Select the currency that you are requesting from the drop-down field.
i. **Total:** *Automatic.* This is the total cost of the product or service you are requesting based on the information you entered in the previous lines, **Quantity** and **Unit Price**.
j. **Needed by:** *Optional*. If you need the purchase request by a certain date, you can select a date in this field by clicking on the small calendar icon to the right of the date field, and then select the date you need the purchase request by.
k. **Unit of Measure:** *Required*. Select the unit of measure for the product or service that you want to purchase from the drop-down field.
l. **Department:** *Automatic.* The department of the person who is making the request.
m. **Entity:** *Automatic.* This will default to *CallMiner, Inc.*
n. **Location:** *Required*. Select the location where the product or service will be used.
o. **Marketing Project Code:** *Optional.* If you need to add a project code to your request, you can select the code in the drop-down field. If the project code you are looking for is not listed, you can add additional project codes by contacting the Finance Department.
p. **Receipt Type:** *Automatic.* This will default to *Quantity Receipt*.
q. **URL:** *Optional.* Click the **+** to add a URL to the request.

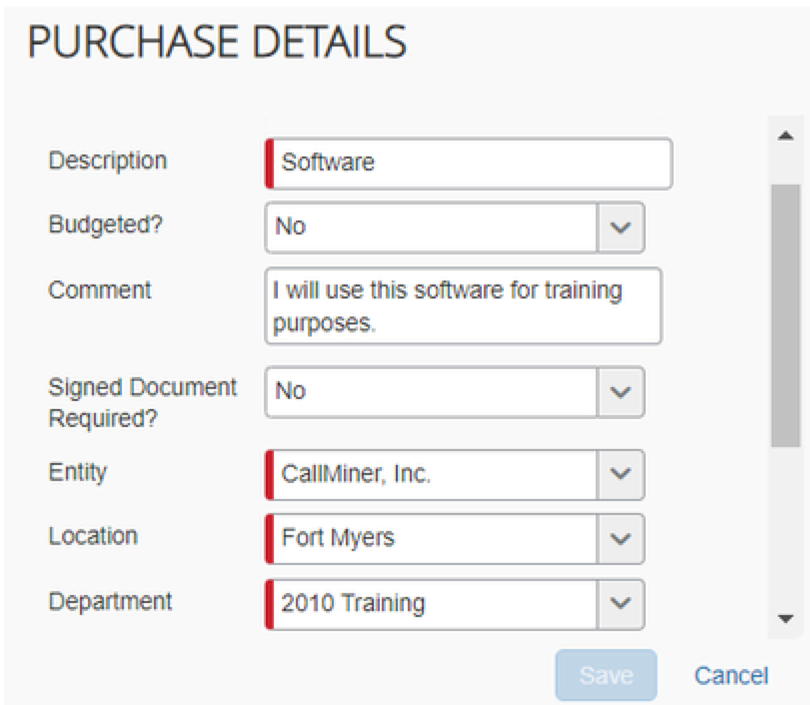
r. **Comment:** This is where you will write comments to communicate with your approver. You should include any information that you think they might need to approve your request. Be sure to add which U.S. state you will use the product or service in to help Finance.

4. Hit **Save**.
5. Your entry is now a line on the purchase request. If your purchase request is only one line, you can move on to the next step. If your purchase request is more than one line, click the **Add New Item** and follow the same steps as above until you have added all of the lines you need to include.
6. Once you add all of the lines, hit **Request**.

a. The next page will show the line(s) that you previously requested under the "Request items" on the right, and the "Purchase Details" on the left.



7. Enter the required information under **Purchase Details**.



a. **Employee:** *Automatic.* The requestor's name will automatically populate.
b. **Description:** *Required*. Enter the same description of the product or service you are buying as you did earlier.
c. **Budgeted:** *Optional.* Select whether this is a budgeted request by choosing either *Yes* or *No*. A budget request has been planned and approved by the department of the requestor prior to the request.
d. **Comment:** *Optional.* Enter any comments that will be seen by both your manager and the finance approver, such as how often we will be billed for the good or service.
e. **Signed Document Required:** *Optional*. If you need a signature for a quote or invoice, select *Yes* and complete the rest of the fields (f-l), and return to this step. Follow the steps below to attach a quote or invoice:
   i. In the top right-hand corner, click the **Actions** button. Click **Upload Image**.
   ii. Then select the **Browse** button and find the file you want to upload. Note that the file must be in either a .PDF, .PNG, .TIF, or .JPG f ormat.
   iii. You will see the file you selected under **Files selected for uploading**.
   iv. Do not check the box that says **Include in PO Transmissions**.
   v. Click **Upload**.
   vi. You can check that you uploaded the correct document by clicking **Image Gallery** in the left-hand corner.
f. **Entity:** *Required.* Select *CallMiner Inc.* from the drop-down menu.
g. **Location:** *Required.* Select the location you are making the request from.

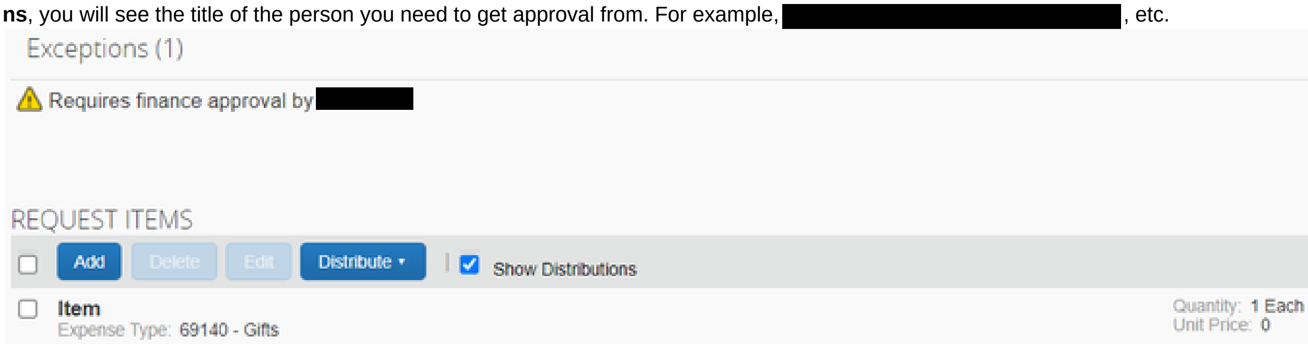
h. **Department:** *Automatic.* The department you belong to.
i. **Notes to Vendor:** *Optional.* Type any notes or messages that you would like the vendor to see in the notes section on the purchase order.
j. **Marketing Project Code:** *Optional.* You can add in the same project code as you did earlier.
k. **Requestor Email Address:** *Required.* Type in your email address so that you can receive a copy of the purchase order.
l. **Ship To Address:** *Required.* This is the address that the purchase order will go to. Note that CallMiner always ships to CallMiner employees, not directly to the vendor so this address will always be a CallMiner address.

8. Press **Save**. If you need to attach a quote or invoice, go back to step (e) and add it using the steps outlined.
9. Now, you need to add the appropriate approvers to the approval flow and your purchase request will be finished.

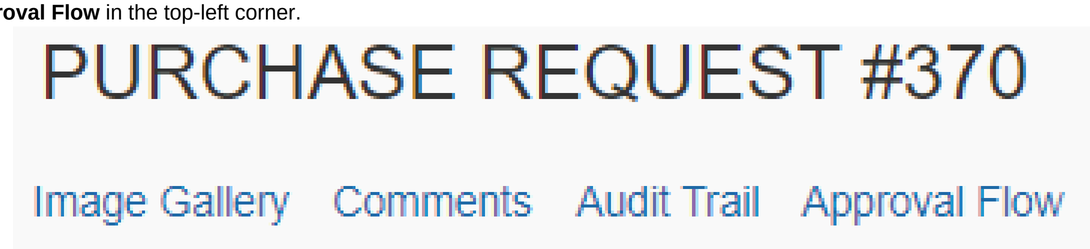
Approval Flow Process

After completing and saving the Purchase Request in Concur, your next step is to add the appropriate people to approve your request. You may be required to have several levels of approval depending on the amount that you are requesting and whether it is a capital or expense purchase. If you do not add the correct approvers during this step, the purchase request can't be processed until you add the correct approvers.

1. **Exceptions:** To check if you require any additional approval, look at the middle of the screen above "Request Items." If you have **Exceptions**, you will see the title of the person you need to get approval from. For example, [redacted], etc.



2. Click **Approval Flow** in the top-left corner.
3.

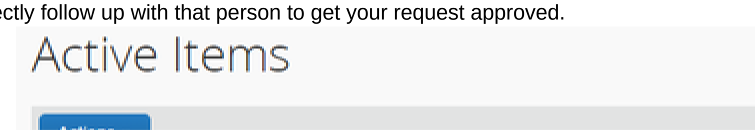


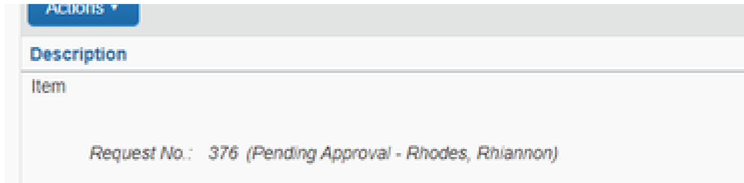
   a. A new window will open. Your direct manager and their email address will be listed under **Manager Approval**.
   b. If you need to add additional approval from Finance, you will click the plus icon to the right of **Approval for Processing**. You may have to click this up to three times to add all of the people you need approval from.
   c. This will add a **User-Added Approver** field. Make sure to add the approvers in the order that they need to approve the purchase request because the system will sequentially go to the next person on the list in the order that you add them.
      i. Levels of Approval:
         1. [redacted]
         2. [redacted]
         3. [redacted]
   d. Add in the name and email address of each approver that is required under the **Exceptions** field. If you are not sure who to add, you can check the [redacted] Meet the Team page.
4. Click **Submit**. You have now completed your purchase request. You will see your completed request under **Active Items.**

Checking the Status of Your Purchase Request

Once you have completed your purchase request, you can check the status of the approvals that you requested. This will give you an idea of where your request is in the process, and who you can contact to check on it directly.

1. Log in to Concur, and click **Requests**.
2. Under **Active Items,** you will see your purchase request. It will have the title of the product or service you want to purchase, and under this information, you will have a **Request No:** and status **(Pending Approval - Name of Approver)**. This tells you who still needs to approve your request so you can directly follow up with that person to get your request approved.





   a. If you didn't add the correct approvers to the **Approval Flow**, the request will not process and the correct approvers will need to be added. You may be emailed for clarification, but you should check **My Purchase Orders** yourself in case there is an error in your purchase order. See the Returned Purchase Requests section below for more details.

3. The status of the request will change to **(Pending Process Review)** when all of the approvals have been completed. Keep in mind that before all approvals are completed, Accounting will not be notified or able to see the purchase request.
4. After all approvals are completed, the Finance Department will send you the Purchase Order. You, as the requestor, will send the Purchase Order directly to the vendor.

Returned Purchase Requests

When purchase requests are not filled out correctly or there is not enough information to approve the request, they will be returned to you. The purchase request will be returned in one of two ways:

1. Concur:
   a. Log in to Concur, and click on the **Requests** header.
   b. Click on **My Purchase Orders**. This is where you can check for any returned purchase orders.
   c. Under **Purchase Orders Pending Transmission**, click on the **Query** drop-down field.
   d. Select **Returned Purchase Orders** and select the purchase order that was returned.
   e. Click **Edit**, look at the comments on why the purchase order was returned, and make the necessary changes to your purchase order.
   f. Hit **Save**.
2. Email:
   a. If the error is small or easily fixed, you will receive an email from the Finance Department with comments on why the purchase request was returned.
   b. You should log in to Concur and fix the purchase request errors.

Receiving and Invoices

Invoices Related to a Purchase Order

Invoice related to purchase orders are pre-approved purchases you are making for your department. When the vendor gives the Finance Department the invoice, the Finance Department needs to confirm that the goods or services have been delivered before they pay the vendor's invoice.

1. You will receive an email from the SR Accounts Payable & Payroll Accountant with a link to the **Invoice** tab in Concur.
2. Under **My Tasks**, click on **Unsubmitted Invoices**.
3. Then click on the invoice that you want to view. Make sure that it is the correct purchase order number and amount.
4. The next screen will show that the Finance Department has matched the invoice with the related purchase order. You can also view the invoice by clicking **View Invoice** to the right.
5. You should check that the quantity from the invoice matches the quantity of the purchase order. Note that on the purchase order there will be two different numbers: ordered and invoiced.
   - Ordered: The amount of the product or service that was originally ordered.
   - Invoiced: The amount of the product or service currently being invoiced, which may be different from the quantity that was originally ordered.
6. Click on the **Purchase Order** tab.
7. Under **Itemization**, click **Enter**.
8. You can now enter information about the received goods to make sure everything is correct.
   a. Receipt #: Enter the receiving receipt number or shipping document number you were given for the product you received. If you do not have this information, you can enter the invoice number and add a **1** in this field.
   b. Date of Receipt: Enter the date (MM/DD/YYYY) the product or service was received.
   c. Quantity: Enter the number of products or services you received.
9. Click **Save**.
10. Check that the bottom right quantities for **Received** and **Invoiced** are the same. Note that depending on how the product or service is measured, the quantity may be in different formats other than 1, 2, 3. If you have any questions about the quantity you are receiving, contact the Corporate Controller or the SR Accounts Payable & Payroll Accountant in Finance.
11. Click **Submit Invoice** in the top right-hand corner.
12. An **Approval Flow for Invoice: Name (number)** window will open. Click **Submit Invoice** again. You have finished receiving, and the invoice will now go back to Accounting. You have now finished making the request.

Invoices Not Related to a Purchase Order

An invoice that is not related to a purchase order is when the purchase has not be pre-approved by your department. In this case, when the vendor gives the Finance Department the invoice, it is not related to a purchase order. The Finance Department still needs to confirm that the goods or services have been delivered before they pay the vendor's invoice, but in this case they will send the invoice to you directly by email.

1. You will receive an email with instructions, similar to if you need to approve an expense report.
2. Click the invoice to check that it is correct. If it is correct, move on to the next step. If it is not correct, do the following:
    a. Email the Finance Department at Ap@callminer.com to hold the invoice. Then, email the vendor and ask them to correct the invoice.
3. Click **Approve**.
4. Note that if you get an invoice from a vendor, you should send it to AP@callminer.com. Then, the Finance Department can add the invoice to Concur and send it for approval.

Check or Wire Requests

For most of the purchase requests, the vendor will be paid once the goods and services are delivered. However, a vendor may decide they want to be paid before they deliver a good or service. In this case, you can make a check or wire request for your purchase request.

> **Note:** A check request is when a vendor wants a check to be prepared and delivered before they will ship the product or service. It is mostly used for retainers and deposits.
>
> A wire request is when a vendor wants a wire transfer to be prepared and delivered before they will ship the product or service. It is mostly used for foreign vendors.

To complete either a check or wire request, you will need to have or download Microsoft excel onto your computer. Once you have Microsoft excel, you can download and fill out the excel form found here [redacted]. Then, include proof of authorizations, and send the completed excel form and authorizations to Purchasing@callminer.com.