



# RELY – Request Management



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# Request Management

This module will be used for provisioning, changes and de-provisioning of Request in the portal.

## Roles

Accountant  
Controller  
Lead Account  
Business Unit Manager

## Menu

Request -> PPM

## Type

Typically Accountant can create three type of Request

- 1)'PPM' Requests
- 2)'Contract' Requests
- 3)'Remedy' Requests

## Creation

Typically Accountant can create Request. All mandatory fields will be marked with red asterisk (\*).

Request Name can be of Two types as stated below-



## 1) Request Creation with Normal Request name (Can be any set of characters)

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

### Create Request

Name:  Authorization#:  System:

Description:

**In the comment section you can add necessary comments for your request.**

Back Save Attach Mgmt Summary Add Acc Memo Set Acc Scenario Acc Scn Matrix

Attributes Product POB **Comments** History Attached Files

Request Created

## 2) Request Creation with # in Request Name

Both "Name" and "Authorization#" fields accept the special character "#" that will be replaced by the next sequential internal Request ID. For example, a request named "Ad-hoc #" will result in "Ad-hoc 123" in case the internal ID ends up being 123. A request where the field 'Authorization Num' is set to "A#" will become "A123" in case such request has the internal ID 123.

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

### Create Request

Name:  Authorization#:  System:

Description:

Back Save Attach Mgmt Summary Add Acc Memo Set Acc Scenario Acc Scn Matrix

Attributes Product POB **Comments** History Attached Files

Request Created

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Accountant

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Requests PPM

Create

Accountant214

Controller4

Lead Account8

Business Unit Manager2

To PPM3

Completed92

Actions	Name	Comments	System	Auth Number	Initial Date	Status Date
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Request352	Request Created	PPM		04/04/2018 09:49	04/04/2018 09:49
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	MN_survey_request		PPM	TEST45	30/03/2018 07:55	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	MK_survey_request		PPM	YTRD	30/03/2018 06:47	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	MJ_Survey_request		PPM	WERT	30/03/2018 06:15	

Once created, request will be visible in the grid.

## Request Creation from different ways

Click on Create New Product link to add product on Fly, User will be redirected to 'Product Creation page'.

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Accountant

Hello ritugangwar@vodafone.com

REQUESTS

PRODUCTS

LIBRARY

MASTER DATA

REPORTS

HELP

Create Request

Name or ID\*

Authorization#

System

Remedy

Back

Save

Attach

Acc Scn Matrix

Description

to add product on fly either add existing product job by clicking on searchbox or create new Product

Attributes

Products

Comments

History

Attached Files

Product :

Add Product

OR

Create New Product

Clicking on Add to Grid button would save the request first.

Product Code

Name

Actions

No data to display



Click on Add to add LocalPob on Fly. One can either create a new local pob using 'Create New Local POB' link or can directly select from pre-existing POB's using the Searchbox.

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REQUESTS PRODUCTS LIBRARY MASTER DATA REPORTS HELP

Create Product

Product Code: Product#

Name: Product#

SystemCategory: Z42/HARDWARE

Survey: -- Select Here --

Back Save Attach Acc Memo

Attributes Obligations Comments History Attached Files Request

Product Obligations: Add

Local POB	COPA2	COPA3	GPOB2	COPA2	COPA3	Actions
No data to display						

Obligation Details

Local POB

Local POB

OR Create New Local POB Edit Selected Local POB

Either search Existing LocalPob from search box or create new LocalPob

one can also edit the selected LPOB

Click 'Create New LocalPob' to create LocalPob on Fly

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

Local POB

Name: Test

Copa 2: Please Choose:

Copa 5: Please Choose:

Global POB: Please Choose:

Copa 2 (Ret.): Please Choose:

Copa 5 (Ret.): Please Choose:

Global POB (Ret.): Please Choose:

Description:

Back Save Attach Mgmt Summary Acc Memo Set Acc Scenario

Attributes Comments History Attached Files

Pob Indicator ☐ Usage Indicator ☐ Bundle Indicator ☐ Special Indicator: -- Select Here --



Attach Created local pob from Localpob searchbox on Product Create Page and Add it into Product Obligation Grid

#### Obligation Details

Local POB

Local POB  OR [Create New Local POB](#) [Edit Selected Local POB](#)

Name

Type

Description

GPOB

Copa2

Copa5

GPOB(Ret)

Copa2

Copa5

[Collapse](#)

[Add to Grid](#)

After Attaching localpob save product , Product will add in Products Grid on Request page-

Attributes

Obligations

Comments

History

Attached Files

Request

Product History

Recon

Product Obligations

: Add

LocalPOB	GPOB1	COPA2	COPA5	GPOB2	COPA2	COPA5	Actions
Test							<a>Edit</a> <a>Delete</a>

#### Save Request

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

Edit Request

Name

Authorization#

System

Description

[Back](#) [Save](#) [Attach](#) [Add Mgmt Summary](#) [Add Acc Memo](#) [Set Acc Scenario](#) [Acc Son Matrix](#) [Submit](#) [Cancel](#) [Get Completed](#)

Attributes

Product POB

Comments

History

Attached Files

Products :  [Add to Grid](#) OR [Create New Product](#)

Product Code	Name	Actions
A-2	A	<a href="#">Edit</a> <a href="#">Delete</a>



## Validations

- 1) Single Request cannot have multiple roles simultaneously
- 2) Same Name cannot be used for two Requests.

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REQUESTS PRODUCTS LIBRARY MASTER DATA REPORTS HELP

Manage 'PPM' Requests

'PPM' Requests

Create

MS Preparation 9 MS Review 37 Review G1 vs. G2 0 OC/Survey data 256 Lead Account 17 Controller 2 Business Unit Manager 2 Completed 14

Actions	Name	Comments	Segment	System	Gate	Auth Number
<input type="checkbox"/> [Icons]	ATP-11-27-ZombieB			PPM		
<input type="checkbox"/> [Icons]	ATP 11-05			PPM		
<input type="checkbox"/> [Icons]	ATP 11-02B			PPM		
<input type="checkbox"/> [Icons]	RequestConsolidatedMemo...			PPM		
<input type="checkbox"/> [Icons]	ATP 10-29D			PPM		
<input type="checkbox"/> [Icons]	Request			PPM	G5	
<input type="checkbox"/> [Icons]	Request			PPM	G5	
<input type="checkbox"/> [Icons]	ConsolidatedMemoTest_23...			PPM		13
<input type="checkbox"/> [Icons]	SurveyRequest1			PPM		SurveyRequest

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REQUESTS PRODUCTS LIBRARY MASTER DATA REPORTS HELP

Manage 'PPM' Requests

'PPM' Requests

Create

MS Preparation 9 MS Review 37 Review G1 vs. G2 0 OC/Survey data 256 Lead Account 17 Controller 2 Business Unit Manager 2 Completed 14

Actions	Name	Comments	Segment	System	Gate	Auth Number
<input type="checkbox"/> [Icons]	ATP-11-27-ZombieB			PPM		
<input type="checkbox"/> [Icons]	ATP 11-05			PPM		
<input type="checkbox"/> [Icons]	ATP 11-02B			PPM		
<input type="checkbox"/> [Icons]	RequestConsolidatedMemo...			PPM		
<input type="checkbox"/> [Icons]	ATP 10-29D			PPM		
<input type="checkbox"/> [Icons]	Request			PPM	G5	
<input type="checkbox"/> [Icons]	Request			PPM	G5	
<input type="checkbox"/> [Icons]	ConsolidatedMemoTest_23...			PPM		13
<input type="checkbox"/> [Icons]	SurveyRequest1			PPM		SurveyRequest

A 'PPM' Request created by Accountant will be go through 3 cycles of approval (Preparation, Review, Approval L1).

All users need to be approved by Controller in Approval L1 Step for successful creation. Approved request sits in Completed status under 'Approval L2 tab'.



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REQUESTS PRODUCTS LIBRARY MASTER DATA REPORTS HELP

Manage 'Contract' Requests

Contract' Requests

Create

Preparation 10 Review 1 Approval L1 0 Approval L2 3

Actions	Name	Comments	Segment	System	Gate	Last Updated E
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestContract			Contract		detestuser20@
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestContract_2		Fixed Line	Contract	G3	detestuser20@
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestContract			Contract		detestuser20@
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestContract_2		Fixed Line	Contract	G3	detestuser20@
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestContract_2		Fixed Line	Contract	G3	ritugangwar@v

A 'Remedy Request created by Accountant will be go through 4 cycles of approval (Accountant, Lead Account, Controller, Business Unit Manager).

All Requests need to be approved by Business Unit Manager in Business Unit Manager Step for successful creation. Approved request sits in Completed status under 'Completed tab'.

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REQUESTS PRODUCTS LIBRARY MASTER DATA REPORTS HELP

Manage 'Remedy' Requests

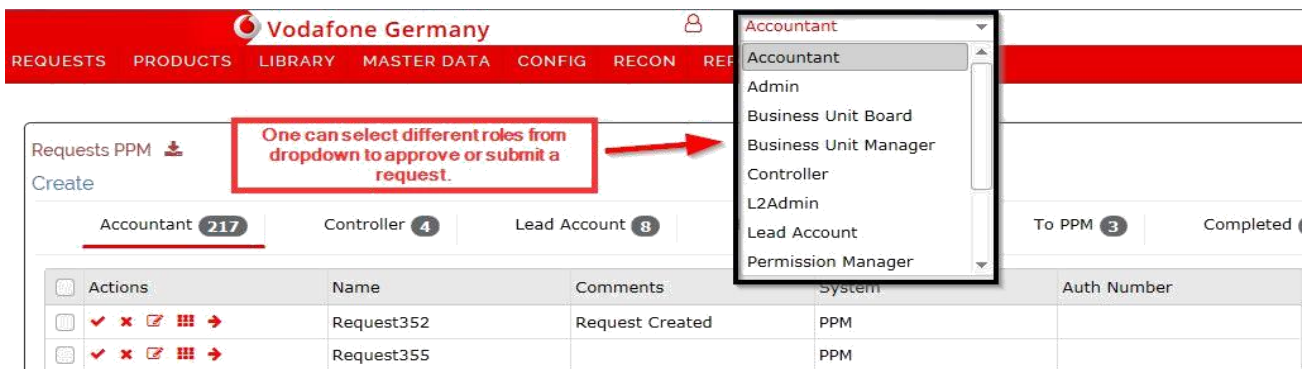
Remedy' Requests

Create

Accountant 5 Lead Account 0 Controller 0 Business Unit Manager 0 Completed 6

Actions	Name	Comments	Segment	System	Gate	Auth Number
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Request527			Remedy		
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestRemedy_6			Remedy		
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestRemedy_3			Remedy		
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestRemedy_2			Remedy		
<input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	RequestRemedy_1			Remedy		





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Requests PPM

Create

Accountant 216





Controller 4

Lead Account 8

Business Unit Manager 2

To PPM 3

Completed 93

Actions	Name	Comments	System	Auth Number	Initial Date	Status Date
 	Request352	Request Created	PPM		04/04/2018 09:49	05/04/2018 06:00
 	MN_request on 27 march		PPM	abcd	27/03/2018 02:33	28/03/2018 11:00

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Products

Create

Initial157

Approve3

Completed71

<input type="checkbox"/> Actions	Request	Product Code	Name	SysCat	Version	Initial Date	Status
<input type="checkbox"/>	352	TestProduct	TestProduct	Z42-Hdw	1	05/04/2018 04:30	
<input type="checkbox"/>		ME_Survey	ME_Survey	Kias-Tariff	1	28/03/2018 04:54	28/0

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Local POB

Create

Initial 22

Approve 1

Completed 41

<input type="checkbox"/> Actions	LPOB Name	Description	Initial Date	Status Date	WFStatus	IsReady Date
<input type="checkbox"/>	TestPOB		05/04/2018 06:33	05/04/2018 06:33	Completed	
<input type="checkbox"/>	Localpobx1		26/03/2018 09:26		Completed	



Once the workflow is finished (either normal completion (final approval) or abrupt end (Reject, Withdraw etc)), the Request will appear in the 'Completed' tab of the workflow. If a Request is successfully approved, the Request is marked 'Active' in the system. All active Requests can be edited.

## Versioning in Request

Accountant can create a new version of Completed Request from Completed Step

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

Requests PPM

Create

Accountant 216 Controller 4 Lead Account 8 Business Unit Manager 2 To PPM 3 Completed 93

To create new version of request

Actions	Name	Comments	System	Auth Number	Initial Date	Status Date
	Request352	Request Created	PPM		04/04/2018 09:49	05/04/2018 06
	MN_request on 27 march		PPM	abcd	27/03/2018 02:33	28/03/2018 11
	MC_13272018		PPM		27/03/2018 07:38	27/03/2018 07
	RequestTest1		PPM		26/03/2018 10:00	26/03/2018 10

New Version is available in Accountant Step.

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REQUESTS PRODUCTS LIBRARY MASTER DATA CONFIG RECON REPORTS HELP

Requests PPM

Create

Accountant 217 Controller 4 Lead Account 8 Business Unit Manager 2 To PPM 3


Actions	Name	Comments	System	Auth Number
	Request352	Request Created	PPM	
	Request355		PPM	
	Request354		PPM	





## Important Actions


Depending upon the workflow and your role in that workflow, you will be presented with appropriate Actions (that you can take on that request).


Here's the list of most common "Actions" and their behaviour


Submit(


Cancel(


Withdraw(

Review(

Edit(

Reject (

Download(

Duplicate(

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