
REQUESTING AND APPROVING ITEMS

CREATION DATE: March 30, 2006

Many items in FACES.NET require supervisory and/or program manager's approval. For these items, a worker must first make a request for approval. Following the request, a supervisor has the option to approve, deny or send a request back to the worker with comments. For items in the system that require a two tier approval (ie: court reports, demand payments, etc...), the system sends an automatic request to the second level approver once the first level has been approved. At the second level of approval, the approving worker has the option to Deny, Approve or Send Back an item as well. This tip sheet will explain the approval process in FACES.NET.



Pointers to Remember:

1. Once a request is approved in the system, it will become locked down and read only to the worker.
2. Once a request is denied in the system, it will become locked down and read only to both the worker and the supervisor.

Making a Request

Workers make the request for an item by clicking on the **Approval** button located at the bottom of the FACES.NET screen.



Note:

- Not all FACES.NET screens require an approval; therefore, the **Approval** button will not be located on all screens in the system.
- Some screens require the worker to complete certain information before the **Approval** button unlocks (i.e.: all information for Court Reports must be filled-in before the **Approval** button unlocks)

Steps Include:

Step 1: Click on the **Approval** button at the bottom of the FACES.NET screen.

A small rectangular button with rounded corners and a light gray gradient, containing the word "Approval" in a dark gray font.

Step 2: Click the **Request** check box.

Step 3: Click **OK**. This action sends an automatic request to the supervisor's **Awaiting Action** screen and automatically shows the request in the worker's **Awaiting Approval** screen. Both the **Awaiting Action** and **Awaiting Approval** are located on the left navigation window under **My Tasks**.



Figure 1

Approving a Request

Approving an item is performed through the **Approval** button located at the bottom of the FACES.NET screen.



Note:

- Only workers with supervisory security can approve requests in the system.

Steps Include:

Step 1: Click on the **Approval** button at the bottom of the FACES.NET screen.



Step 2: Click the **Approve** check box.

Step 3: Click **OK**. This action sends an automatic approval notification to the worker's **Recently Approved** screen, which is located on the left navigation window under **My Tasks**.

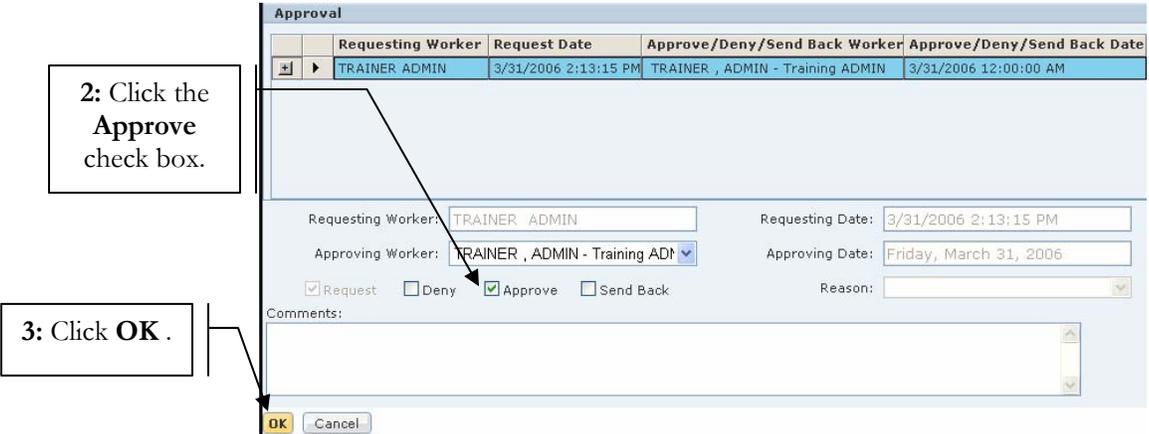


Figure 2

Denying a Request

Denying an item is performed through the **Approval** button located at the bottom of the FACES.NET screen.



Note:

- Only supervisors and above can deny requests in the system;
- If a request was denied, then a supervisor is required to give comments as to why the item was denied;
- If an item is denied at the second tier approval, then the item will lock down and become read-only for all workers.

Steps Include:

Step 1: Click on the **Approval** button at the bottom of the FACES.NET screen.



Step 2: Click the **Deny** check box.

Step 3: Click **OK**. This action sends an automatic notification of denial to the worker's **Denied** screen, which is located on the left navigation window under **My Tasks**.

	Requesting Worker	Request Date	Approve/Deny/Send Back Worker	Approve/Deny/Send Back Date
	TRAINER ADMIN	3/31/2006 2:13:15 PM	TRAINER , ADMIN - Training ADMIN	3/31/2006 12:00:00 AM

Requesting Worker: TRAINER ADMIN Requesting Date: 3/31/2006 2:13:15 PM

Deny Worker: TRAINER , ADMIN - Training ADT Deny Date: Friday, March 31, 2006

Request Deny Approve Send Back Reason: [Dropdown]

Comments:* (Limit: 500 Chars)
Reason for Denying request goes here....

OK Cancel

2: Click the Deny check box.

3: Click OK.

Figure 3

Sending Back a Request

Sending back an item that has been requested is performed through the **Approval** button located at the bottom of the FACES.NET screen.



Note:

- Only workers with supervisory security can send back requests in the FACES.NET system;
- If an item is sent back to a supervisor at the second tier approval, then the item is returned one level back. For example, a supervisor approves a worker's court report and an automatic request is sent to the Program Manager for approval. If the Program Manager chooses to **Send Back** the request, then the item will be returned to the Supervisor, not the worker.

Steps Include:

Step 1: Click on the **Approval** button at the bottom of the FACES.NET screen.



Step 2: Click the **Send Back** check box.

Step 3: Click **OK**. This action sends an automatic notification to the worker's **Returned** screen that an item they requested has been returned to them. The **Returned** screen is located on the left navigation window under the Organizer tab.

	Requesting Worker	Request Date	Approve/Deny/Send Back Worker	Approve/Deny/Send Back Date
	TRAINER ADMIN	3/31/2006 2:13:15 PM	TRAINER , ADMIN - Training ADMIN	3/31/2006 12:00:00 AM

Requesting Worker: TRAINER ADMIN Requesting Date: 3/31/2006 2:13:15 PM

Send Back Worker: TRAINER , ADMIN - Training AD... Send Back Date: Friday, March 31, 2006

Request Deny Approve Send Back Reason: [Dropdown]

Comments: * (Limit: 500 Chars)
Comments about sending back a request go here... [Text Area]

OK Cancel

2: Click the **Send Back** check box.

3: Click **OK**.

Figure 4

Left Navigation Window

The above examples all point the user to the left navigation window as a method of tracking the approval process. On the left navigation window, workers can track the flow of requests in the system.

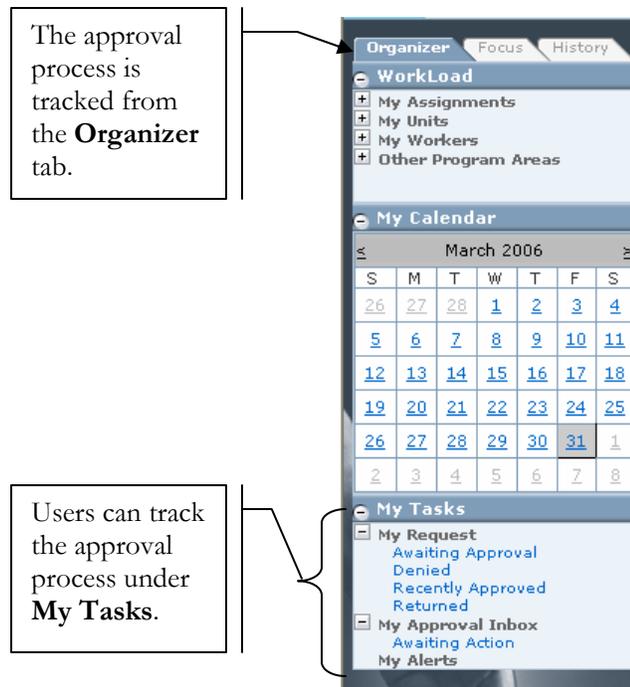


Figure 5

My request

- **Awaiting Approval** – Items that have been requested by a worker and have not had any action taken on them.
- **Denied** – Items that have been requested by a worker, and have been denied by a supervisor. These items are locked down and become “read-only” in the system.
- **Recently Approved** – Items that have been requested by a worker, and have been approved by a supervisor. Once approved, items will be locked down and become “read only” in the system. The exception would be for items that require a two-tier approval. In those cases, the item would only be locked down for the original requester; the second requestor (a supervisor) would still have the ability to update the item until it has received a final action (Denied, Approved)
- **Returned** – Items that have been requested by a worker which were sent back to that worker for modifications. If an item is sent back, then the item has not been approved.

My Approval Inbox

- **Awaiting Action** – Items that a worker has requested, but no action has been taken by the supervisor. This function is specifically for workers with supervisory security.

Below is an example of the **Awaiting Approval** screen. As explained above, this screen will show a list of items that have been requested for approval. By highlighting an item in the list and clicking **Show** at the bottom of the screen, the system will supply a direct link to the screen from which the item was requested.

The screenshot displays the 'Awaiting Approvals List' interface. At the top, it identifies the user as 'Case' and provides a search bar. The main content is a table with the following data:

ID	Type	Name	Request Date	Requestor	Approval	Sent Back Date	Denied Date
92685	Financial		3/31/2006 5:15:	ADMIN TRAINER	Payment Vouche		
192623	Case	JACKSON74	3/31/2006 2:13:	ADMIN TRAINER	Court Report		
192623	Case	JACKSON74	3/30/2006 11:40:	ADMIN TRAINER	Court Report		
192623	Case	JACKSON74	3/30/2006 11:38:	ADMIN TRAINER	Court Report		
192623	Case	JACKSON74	3/30/2006 11:37:	ADMIN TRAINER	Court Report		
586364	Investigation	JACKSON09	1/19/2006 10:22:	ADMIN TRAINER	Safety Plan Deci		
586364	Investigation	JACKSON09	1/19/2006 10:22:	ADMIN TRAINER	Safety Plan Deci		
586364	Investigation	JACKSON09	1/19/2006 10:22:	ADMIN TRAINER	Safety Plan Deci		
586364	Investigation	JACKSON09	1/19/2006 10:22:	ADMIN TRAINER	Safety Plan Deci		
586364	Investigation	JACKSON09	1/19/2006 10:22:	ADMIN TRAINER	Safety Plan Deci		
586372	Investigation		1/18/2006 3:07:	ADMIN TRAINER	Initial Assessmer		
586372	Investigation		1/18/2006 3:06:	ADMIN TRAINER	Initial Assessmer		
586368	Investigation		1/18/2006 6:35:	ADMIN TRAINER	Initial Assessmer		
586368	Investigation		1/18/2006 6:35:	ADMIN TRAINER	Initial Assessmer		

At the bottom left of the table area, there are two buttons: 'Show' and 'Cancel'.

Figure 6

All other Request and Approval views will look similar to the above example, giving detailed information about the item that was denied, approved, or sent back to the worker.