In this document users will be provided with step-by-step instructions, beginning with user login and extending to various user interactions with the TrackITS system interface. Included in this User Guide are examples, defined terms, and screenshots of each process.

Key to the User Guide:

- Button indicated by: <Save and Submit>
- Drop Down Menu or Field Name indicated by: [Attachment Type]
- Screen and Form Area Names: Admin Tool Kit
- User ID: xyz123
- TrackITS User Role indicated by: Requestor
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Technical support is provided by Consulting and Support Services (CSS), a unit of Penn State’s Information Technology Services (ITS).

TrackITS uses Penn State WebAccess for authentication. For additional information about WebAccess, please visit the Penn State WebAccess Help page.

System Requirements

TrackITS has been verified to run on the following Web browsers:

• Firefox — Version 3.6
• Google Chrome — Version 8.0
• Internet Explorer — Version 8.0
• Safari — Version 5.0

Note: The Web browser must be JavaScript-enabled for use with TrackITS. Older versions of the Web browsers may work but have not been tested.

Experiencing Problems or Have Questions?

Technical questions and problem reports should be directed to trackits@psu.edu. ITS Financial Services also provides additional training support.
What is TrackITS?

TrackITS is a Web-based system used by Information Technology Services (ITS) to streamline the collection and processing of vital information for unit asset management within the organization. Its primary function is to support and facilitate fast and easy electronic purchase request routing, approval, and documentation retrieval for end users.

What is a Common Misconception of TrackITS?

TrackITS does not replace or usurp Penn State’s procurement policies or IBIS (Integrated Business Information System) for financial processing and reporting. Its intent is to bridge "information gaps" such as serial numbers, hardware maintenance and software licensing schedules that are not currently provided by either IBIS or Property Inventory systems. It provides the added benefit of supporting electronic purchase request approval and documentation retrieval in a clear manner.

Why Use TrackITS?

TrackITS streamlines information entry and retrieval to facilitate asset management Penn State required form completion, and reporting. Currently, much of the value-added information in TrackITS is not available through other University systems and must be tracked via individual spreadsheets, a process that is often time consuming. In addition, these spreadsheets are frequently incomplete and typically not tied to a process to routinely update or retrieve needed information.

TrackITS helps to eliminate the paper shuffle during the purchase approval process by sending an e-mail message, including a link to the purchase request, to a defined approver. Once approved, the request form is electronically passed to the person who places the order and ITS Financial Services staff for processing and completion. Quotations, contracts, packing slips, and invoices are scanned and uploaded into the system for future access through online viewing.
The following section defines the various user roles within TrackITS. A user may be assigned more than one role. For example, a user might have the roles of Requestor and Order Entry. As appropriate, roles are assigned to users via ITS Financial Services pending approval from the Unit’s Director.

**Roles**

**Requestor Role:**

All TrackITS users are assigned the Requestor Role within the system. The primary function of this role is to request orders and begin the order process. A user assigned this role cannot designate proxies or proxy for another user. **Requestors** may mark items as received after the request is marked as “Ordered”.

**Approver Role:**

Users assigned this role approve or edit order requests made by the Requestor Role. **Approvers** may designate proxies or proxy for another user.

*Note: The <Proxy> function will not be available to the user unless that user has been designated as a proxy.*

**Order Entry Role:**

TrackITS users who place orders for goods and services that can designate proxies or proxy for another user. The Order Entry Role may mark items as received after the request has been marked as “Ordered”.

*Note: The <Proxy> function will not be available to the user unless that user has been designated as a proxy.*

**OK to Pay Role:**

This role is assigned to TrackITS users who provide the OK to Pay (invoice confirmation for PO Types) to Financial Services and may designate proxies or proxy for another user.

*Note: The <Proxy> function will not be available to the user unless that user has been designated as a proxy.*
Financial Support Role:

Financial Services staff are assigned the Financial Support Role. By default, users assigned this role may proxy as any other user; therefore, there is no need for individual proxy assignments within this role. This role has administrative privileges for managing users, processors, groups, and budget information. Users assigned the Financial Support Role may mark items “Received” after the request has been marked “Ordered”.

Financial Advisor Role:

Financial Advisors are assigned the Financial Advisor Role. By default, a user with the Financial Advisor Role may proxy as any other user. This role has administrative privileges for managing users, processors, groups, and budget information. The Financial Advisor Role may also mark items as received after the request has been marked as “Ordered”.

Alternate Users

The following users are other types of users that may access the system but have no definitive role in TrackITS; however, he/she may be assigned the role of an Approver or Financial Advisor.

Financial Officer

Financial Officer(s) (FO) usually provide an additional approval for some requests within TrackITS, such as, the Special Request for Check (SRFC) and Non-Office Telecommunication Usage Agreement (NTUA) order types. A FO should be assigned the Financial Advisor Role in order to edit, cancel, approve, and update requests.

Budget Administrator / Financial Assistant

Budget Administrators approves documents and manages individual unit/assigned budgets. Within TrackITS, the Budget Administrators review NTUA order types, and forwards the order to the Vice Provost of IT. A Budget Administrator should be assigned the Financial Advisor role in order to edit, cancel, approve, and update requests.

Vice Provost of IT

The Vice Provost (VP) of IT is also known as the Budget Executive. A user in this role signs off and approves orders that exceed $50,000. The VP must approve all NTUA order types. In a NTUA order type, the VP Role reviews the order and forwards the order to the Financial Officer/Financial Advisor. The VP should be assigned the Approver Role.
GETTING STARTED

Introduction

The following section provides an overview of the main navigation of TrackITS to assist a new user with getting started. It covers how to log in and explains the main navigation areas.

Accessing the System

A. Open an internet browser and go to following link to access the TrackITS homepage: [https://trackits.psu.edu](https://trackits.psu.edu). TrackITS uses Penn State WebAccess for authentication. Once a user has successfully authenticated, navigational elements will appear based on his/her assigned role(s). Roles are further outlined throughout this document and in the Glossary.

B. Enter your Penn State Access Account user ID and password, and click the `<Login>` button. Once the correct user ID and password are entered into the WebAccess log in fields, you will be directed to the TrackITS Welcome screen.

C. To log out, select `<Logout>` on the TrackITS Navigation Toolbar.
TrackITS Welcome Screen

TrackITS is a new Web-based system that streamlines the collection of vital information for unit asset management and supports fast and easy electronic purchase request routing, approval, and documentation retrieval.

What it isn’t

TrackITS does not replace nor usurp Penn State’s procurement policies or the IBS system for financial processing and reporting. Its intent is to fill in “information gaps” such as serial numbers and hardware maintenance or software licensing schedules that are not currently provided by either IBS or Property Inventory systems. It provides the added benefit of supporting electronic purchase request approval and documentation retrieval. The ultimate goal is to interface TrackITS with features of the University’s Workflow project, overseen by AIS, to complete the purchasing cycle.

Why use it

TrackITS streamlines information entry and retrieval to facilitate asset management, Penn State-required form completion, and reporting. Currently, much of the value-added information in TrackITS is not available through other University systems and must be tracked via individual spreadsheets. These spreadsheets are often incomplete and typically not tied to a process to routinely update or retrieve needed information.

TrackITS also streamlines the paper shuffle during the approval process by sending an e-mail message, with a link directly to the purchase request, to a defined approver. Once approved, the request moves electronically to the person who placed the order, and to ITS Financial Services staff for processing. Quotes, contracts, packing slips, and invoices are scanned into the system and available for online viewing.

TrackITS Main Navigation Toolbar

These links are the framework of the system. They provide access to various functions within the scope and utility of TrackITS.

- **Home** — Navigates to the TrackITS Welcome screen
- **Logout** — Logs the user out of the TrackITS system
- **Request Order** — Opens the *Purchase Requisition Form* to initiate a new purchase request
- **My Orders** — Displays a report of all orders submitted by you as a Requestor; provides the ability to select any order for review
- **Forms Awaiting Action** — Displays a report of all forms that have been submitted to you for review or approval
- **Search** — Displays the *Search Orders* fields to search for requests/orders
- **Proxy** — Displays the “proxy as” option, allowing users to gain authorization to act as an alternate user
• **Preferences**—Displays the *User Preferences* interface, which allows users to change personal preferences that include: e-mail preferences, refresh rate for *My Orders* and *Forms Awaiting Action*, and designation of Proxy users.

• **Help**—Displays the TrackITS *Help Center*, which includes contact information for feedback and questions, as well as, links to view user documentation; i.e.: several *Quick Guides* for performing specific actions, and other related resources.

```
<table>
<thead>
<tr>
<th>Help!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to the TrackITS Help Center. Here you will find some helpful hints about how to use TrackITS and links to some quick guides that focus on specific areas within the TrackITS application.</td>
</tr>
<tr>
<td>Quick Tip:</td>
</tr>
<tr>
<td>Quick Help Guides:</td>
</tr>
<tr>
<td>Request Order Tab</td>
</tr>
<tr>
<td>My Orders Tab</td>
</tr>
<tr>
<td>Forms Awaiting Action Tab - Approver</td>
</tr>
<tr>
<td>Forms Awaiting Action Tab - Order Entry Processor</td>
</tr>
<tr>
<td>Asset Tracking</td>
</tr>
<tr>
<td>Switching Order Types</td>
</tr>
<tr>
<td>Search Tab</td>
</tr>
<tr>
<td>Admin Tab</td>
</tr>
<tr>
<td>Proxy Tab</td>
</tr>
<tr>
<td>Preferences Tab</td>
</tr>
<tr>
<td>Actions Button / Menu - Interactive Report Formatting</td>
</tr>
<tr>
<td>Other Resources:</td>
</tr>
<tr>
<td>☐ More information and background on this application can be found on the <a href="http://www.psu.edu">AIT webpage</a>.</td>
</tr>
<tr>
<td>☐ If you have any other questions or have found what you think is a bug, please send an email to <a href="mailto:trackits@psu.edu">trackits@psu.edu</a> and someone will respond to you within half of a business day.</td>
</tr>
</tbody>
</table>
```

**The Search Bar**

Users may search within Penn State departments and directories utilizing the three links on the *Search* bar located at the top right of the *TrackITS* screen.

```
Search: People | Departments | Penn State
```

- **People** — Displays the Penn State Directory search page
- **Departments** — Displays the Penn State Department Directory
- **Penn State** — Displays the Penn State Search Engine
Introduction

The following section provides an in-depth overview of an order request from the beginning to the end. It also documents each of the Role responsibilities that need to be completed during each phase of the order request.

Overview

The order process includes the following:

• Requesting a Purchase
• Reviewing a Purchase
• Approving a Purchase
• Processing the Order
• Reconciling the Financial Transactions
Requesting a Purchase

The **Requestor** may request an order by completing the beginning stage of the order process by filling out the web-based *Purchase Requisition Form* within TrackITS. Every user in TrackITS is assigned the **Requestor** role. A purchase request is submitted in the system by first clicking on <Request Order> from the Navigation Toolbar through the following process:

Upon selection of the <Request Order> link, users are presented with the *Purchase Requisition* form to complete.

*Fields marked with a red asterisk* are required and must be completed.
Purchase Requisition Form

Vendor Info

Administrative Services

Shipment Address

* * indicates that information is required for approval.

Delivery Options

Order Items

Qty. * Catalog # Model # Description * Cost Each * Total Cost

Business Purpose/Project (Include detailed description)

Order Instructions

Attached Files

Submit For Processing

Order Audit Log

15
1. Select a Vendor

Use the following options to suggest a vendor:

- **Use an Existing Vendor** — Click on a vendor name from the [Select Vendor] list to populate a [Suggested Vendor] from the existing list of vendors. A vendor contact will be displayed in the [Vendor Contact] box below the vendor list.

- **Add a New Vendor** — To add a new vendor to TrackITS, click the <Add Vendor> button below the vendor list. Add New Vendor form needs to be completed in order to add a new vendor to the order and vendor list.

- **Find an Existing Vendor by Searching** — Enter a vendor name in [Search Vendors] to quickly locate an existing vendor. This search field helps narrow down the list of vendors by allowing the user to enter a sequence of characters and then the listing of vendors whose names contain that pattern. The asterisk (*) and percent (%) signs act as wild cards and will match zero or more characters, including the spaces between words.
• **Update Vendor Information** — Select an existing vendor and click <Edit Vendor> to edit the vendor’s information.

To add/update Vendor Contacts, click <Add Contact> or <Edit Contact> after selecting a vendor from the list. The Add/Edit Vendor screen appears.

Vendors and vendor contacts are stored in one central location. All vendors and vendor contacts are available to any TrackITS user.

### 2. **Input a Shipping Address**

Use the following options to update the shipping address:

• Enter a Penn State Access Account user ID in the [Lookup Access ID] field, and click <Look Up> to retrieve the user’s information.

Penn State user ID should be “xyz5000”—not xyz5000@psu.edu. Click <Clear> to clear the content from all fields in the form area.

• You may modify individual *Shipping Address* fields if only certain fields need to be changed.
3. **Select a Special Delivery Method**

Use the following options to select a delivery method:

<table>
<thead>
<tr>
<th>Delivery Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Method*</td>
</tr>
<tr>
<td>Standard Central Distribution Services Delivery (Small Trucks - Including: DHL/FedEx/UPS)</td>
</tr>
<tr>
<td>Special Direct Delivery Required (Large Trucks)</td>
</tr>
</tbody>
</table>

- **Standard Central Distribution Services Delivery:** This is the default delivery method and utilizes small trucks (Including DHL/FedEx/UPS) for delivery. This selection is used for most orders.

- **Special Direct Delivery:** This option utilizes large trucks in order to deliver large orders (i.e. an order of 500 computers or a server). Instead of using a distribution center to deliver the order, the order is delivered directly from the large delivery truck.

Special Delivery Instructions field appears when [Special Direct Delivery Required] is selected.

4. **Enter Order Item Information**

Use the following process to enter item details:

A. Enter [Quantity (Qty)], [Catalog #], [Model #], [Description], and [Cost Each]. [Total Cost] and [Total Estimated Cost] are automatically calculated for your convenience.

B. Click <Add an Item> to add more items to this order. A new item row appears.

The Catalog # field allows a maximum of 128 characters; the Model # field allows a maximum of 64 characters, and the Item Description field allows a maximum of 1024 characters.

To delete an Order Item, click the red "X." The deleted row will be shaded out. To restore a deleted Order Item, click the ‘red’ X again.
5. **Edit Line Item Budgets (Optional for Requestors)**

You may select a different budget for the entire order from the drop-down box if the budget is different from your profile’s default budget.

Use the following process to edit, split, or delete the budget(s) for each line item:

### Edit Line Item Budgets

<table>
<thead>
<tr>
<th>Item # 1: testing deleted line</th>
<th>Add Split</th>
<th>Qty: 1</th>
<th>Total Cost: $5.00</th>
<th>Item Cost Remaining: $0.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year</td>
<td>2010-2011</td>
<td>Object Code</td>
<td>Object Code</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td>0104236 UP</td>
<td>Cost Center</td>
<td>Cost Center</td>
<td></td>
</tr>
<tr>
<td>Estimated Amount $</td>
<td>0.00</td>
<td>Freespace</td>
<td>Description</td>
<td></td>
</tr>
</tbody>
</table>

| Fiscal Year                   | 2010-2011| Object Code | Object Code | |
| Budget                        | 0104236 UP | Cost Center | Cost Center | |
| Estimated Amount $            | 0.00 | Freespace | Description | |

<table>
<thead>
<tr>
<th>Item # 2:</th>
<th>Add Split</th>
<th>Qty</th>
<th>Total Cost: $</th>
<th>Item Cost Remaining: $Null</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year</td>
<td>2010-2011</td>
<td>Object Code</td>
<td>Object Code</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td>0104236 UP</td>
<td>Cost Center</td>
<td>Cost Center</td>
<td></td>
</tr>
<tr>
<td>Estimated Amount $</td>
<td>0.00</td>
<td>Freespace</td>
<td>Description</td>
<td></td>
</tr>
</tbody>
</table>

A. Click **Edit Budgets**

B. The **Edit Line Item Budgets** screen requires the user to select the [Fiscal Year], [Object Code], [Budget], [Cost Center], [Sub-Object], [Free Space], and [Description] for each line item (all fields are populated when applicable).
To add a Budget Split, click <Add Split>, and redistribute the [Estimated Amount $] for each different [Budget], [Cost Center], [Object Code] combination to be used. The [Item Cost Remaining $] will be automatically adjusted. To remove a budget split, click the “red X”.

COPY ALL BUDGETS will copy the budget details for line item #1 to the remaining items.

C. Click <Update Budget Details> to save the changes made and to return to the Purchase Requisition Form. Or <Close/Disregard> to cancel the updates.

6. **Enter Business Purpose/Project**

A thorough description/explanation of the purpose of the order request should be entered into the [Business Purpose].

This description will automatically be populated to the PCard Support Form Description for PCard Order types.

A Requestor may add more to the description throughout the form routing.

7. **Enter Order Instructions**

Any specific order instructions should be entered into [Order Instructions] such as, special pricing, discounts, or URL of a Web site to place the order. This information is useful to the Approver, Order Entry, and/or Financial Support Processors.

A Requestor may add more to the [Order Instructions] throughout the form routing.

8. **Upload Attachment File(s)**

Follow the steps outlined below to upload relevant files to an order request such as quotes, sole source justifications, and bid sheets:

A. Add a [Comment] regarding the attachment in the Comment section.
B. Select [Attachment Type].

C. Click <Browse...> to attach a file. A Finder screen appears on a Mac, or a ‘Choose File to Upload’ Window appears on Windows.

D. Navigate to and select the desired file, and click <Open>.

A new Attachment box will appear after one file has been attached. Click <Save for Later> if you need to add more than 5 attachments to the request.

A Requestor may add more attachments throughout the form routing.

The maximum individual attachment file size permitted by TrackITS is 10MB.

Common file types allowed are: .DOC, .DOCX, .GIF, .PDF, .TXT, .TIF.

9. Submit for Processing

Follow the steps outlined below to submit the request to an Approver or to approve the request:

A. Select the [Next Processor].

**Important Note:** If an Approver/Processor is not listed in the dropdown list, he/she will need to be added to the [Processor] list. The user should contact ITS Financial Services to request additional Processors.

Insert a Comment in [Forward Comment] if needed.

A Requestor may also Carbon Copy additional user(s) by entering his/hers user ID(s) (each separated by commas) into the [Access ID] field in the Carbon-Copy to User(s) form area.
Once a Requestor submits the form to an Approver, the Requestor is unable to edit any of the line item details.

B. Click <Save and Submit> to submit to the Approver, OR click <Save for Later> to save without submitting, OR click <Save for Tracking Only> to save it as an Asset Tracking order.

A confirmation message appears once order has been submitted for processing.
10. Viewing Your Submitted Orders

To view any orders you have previously submitted, click <My Orders> from the Navigation Toolbar.

*My Orders* screen appears. Click on the [ID] number to open the request you wish to review. The request is populated with additional sections and buttons once it has been submitted for approval.

See the *My Orders* section for more information.

Additional Form Areas and Routing Information

The following items will appear as the order process progresses. This section provides explanations of all the sections available on the *Purchase Requisition Form* after it is submitted into the TrackITS workflow.
[Vendor Info] – provides suggested and actual vendor information. (Refer to the Order Processing Overview section for more details on how to modify vendor information.)

[Shipping Info] – provides the shipping address for the items requested and which delivery method is needed. Only one shipping address may be added per Purchase Requisition Request. (Refer to the Order Processing Overview section for more details on how to modify shipping information.)

[Order Items] – displays each line item with the [Cost], [Budget], [Date Needed], and [Asset Tracking] information. (Refer to the Order Processing Overview section for more details on how to modify order item information.)

[Order Comments] – displays all comments that any user has entered on the request. (Refer to the Order Processing Overview section for more details on how to add comments.)

[Attached Files] – displays all attached files and comments associated with those files. (Refer to the Order Processing Overview section for more details on how to add attachments.)

[Routing] -- shows which users have processed or been copied on the request. It also displays the status of the request, as it is awaiting processing by a user.

There are 4 icons that show the [Routing Status]:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td>Request is awaiting processing/approval by the User</td>
</tr>
<tr>
<td>✅</td>
<td>Request has been processed/approved by the User</td>
</tr>
<tr>
<td>❌</td>
<td>Request has been canceled by the User</td>
</tr>
<tr>
<td>⚡</td>
<td>Request has been carbon copied to the User</td>
</tr>
</tbody>
</table>

[Order Information] – displays information related to the actual procurement of the items requested.

[Carbon-Copy to User(s)] – sends a copy of the request to be sent to another TrackITS user. This would be used as an FYI to the copied user. (Refer to the Order Processing Overview section for more details on how to copy.)
[Order Audit Log] – Provides a history of changes made to the request showing who made the change along with a date/time stamp and what field was changed.

<table>
<thead>
<tr>
<th>Date</th>
<th>User</th>
<th>Type</th>
<th>Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-02-07</td>
<td>09:35:05</td>
<td>ORDER</td>
<td>Order Date Order was changed from &quot; &quot; to &quot;02/07/2011&quot;</td>
</tr>
<tr>
<td>2011-02-07</td>
<td>09:35:05</td>
<td>ORDER</td>
<td>Order Type Order was changed from &quot; &quot; to &quot;PCARD&quot;</td>
</tr>
<tr>
<td>2011-02-07</td>
<td>09:35:05</td>
<td>ORDER</td>
<td>Order Status Order was changed from &quot;OPEN&quot; to &quot;ORDERED&quot;</td>
</tr>
<tr>
<td>2011-02-07</td>
<td>09:34:40</td>
<td>ORDER</td>
<td>Order Order Date Order was changed from &quot; &quot; to &quot;15/02/2012&quot;</td>
</tr>
</tbody>
</table>

**Miscellaneous Items**

The following buttons may appear throughout the request processing:

- **<Duplicate Order>** – is used to duplicate the following fields from an existing request:
  - Internal Contact
  - Ship To
  - Vendor/Contact
  - Delivery Method
  - Item Info
  - Budget Info
  - Business Purpose Comments

- **<Printer-friendly Version>** – displays the order in a printer-friendly format that could be printed if necessary.

- **<Save Changes>** – save any changes performed on an already saved request.

- **<Save and Submit>** – saves and processes the request.

- **<Cancel Order>** – is used to cancel the request.
### Approving a Purchase (Approver)

#### Introduction

The approval process takes place after a Requestor submits a request for approval. A Requestor is unable to modify the item details once the request is submitted to the Approver. The Approver may be a Manager, Director, Budget Administrator, or Executive. The Approver determines if the request should be ordered, canceled, or copied via the <Carbon Copy to User> button. The Approver may also modify any fields before submitting the form to the Order Entry Processor, who places the actual order with the Vendor.

If an Approver has his/hers e-mail notification option activated via <Preferences>, an e-mail message will be sent to notify the Approver of the form awaiting action. The e-mail message contains a direct link to the form. The Approver may click on the link to review the request in TrackITS. (See E-mail Notifications section)

If an Approver chooses not to receive e-mail notifications, he/she should regularly log into TrackITS and click <Forms Awaiting Action> to view the list of orders that are awaiting your action. The requests that need to be approved will appear with an action status of [OK to Approve?].

#### Overview—Approver (Purchase Requisition Form)

1. **Review/Modify Order**

   While reviewing a request, the Approver may modify the following areas within the form (Refer to the Order Processing Overview section to learn how to modify them):

   A. [Suggested Vendor] — If the order is placed with a vendor different than the suggested vendor, the actual vendor field should be updated. This can only be modified prior to the request being marked ordered
   B. [Ship to Address]
   C. [Item Description]/[Price]/[Quantity] — These can only be modified prior to the request being marked Ordered
   D. Detailed budget information for an item, click <Edit Budgets> located under the [Order Resolved] field. Enter the correct budget information and click <Update Budget Details/Save>
   E. [Comments]
   F. [Attachments]
2. Submit for Order Entry

Once the form is reviewed and modified as appropriate, an Approver will approve the form, which will be sent to a designated Order Entry Processor, or to an additional Approver.

An Approver will need to choose a designated Order Entry Processor, or additional Approver from the [Choose Next Processor] list in the Submit for Processing area of the form, and then select <Save and Submit> to move the order forward. An Approver may enter any necessary comments for the Order Entry Processor in the [Forward Comments] text box.

An Approver may also [Cancel Order] to stop this order routing and cancel the request. The Requestor will receive an e-mail notification that the request has been canceled.

An Approver may also Carbon Copy additional user(s) by entering his/hers user ID(s) (comma separated) into the [Access ID] field in the Carbon-Copy to User(s) form area.

Important Note: If an Approver/Processor is not listed in the dropdown list, he/she will need to be added to the [Processor] list. The user should contact ITS Financial Services to request additional Processors.
Introduction

**Order Entry Processor** is responsible for placing the order after an Approver has approved the request. The **Order Entry Processor** has the option to cancel the request. A unit may designate different Order Entry Processors based on the Unit’s needs via the `<Admin>` link on the Navigation Toolbar.

*Note: See Admin section for information setting up Processors.*

If an **Order Entry Processor** has his/hers e-mail notification option turned on via `<Preferences>`, an e-mail message will be sent to notify the **Order Entry Processor** of the form awaiting his/her action along with a direct link to the form. The **Order Entry Processor** should click the link in the e-mail to review the form. *(See E-mail Notifications section of documentation)*

If an **Order Entry Processor** chooses not to receive e-mail notifications, he/she should log into **TrackITS** and click the `<Forms Awaiting Action>` link and then click <Review> to open the form(s) awaiting his/her action. The [Order] action will appear in the `<Forms Awaiting Action>` list.

**Overview—Order Entry Processor (Purchase Requisition Form)**

1. **Review Order**

   The **Order Entry Processor** reviews the approved request and may modify the following areas of the form (Refer to the **Order Processing Overview** section to learn how to modify them):

   A. [Suggested Vendor] — If the order is placed with a vendor different than the suggested vendor, the actual vendor field should be updated. This can only be modified prior to the request being marked ordered
   
   B. [Ship to Address]
   
   C. [Item Description]/[Price]/[Quantity] — These can only be modified prior to the request being marked Ordered
   
   D. Detailed budget information for an item, click <Edit Budgets> located under the [Order Resolved] field. Enter the correct budget information and click <Update Budget Details/Save>
   
   E. [Comments]
   
   F. [Attachments]
2. Populate Order Information

After making any necessary edits to [Suggested Vendor], [Ship to Address], [Item Description], [Price], and [Quantity] the **Order Entry Processor** populates the following [Order Information] fields once the request turns into an order:

- **Order Type** — Choose the order type for the processed order:
  - a. DBILL (Direct Bill)
  - b. eBUY
  - c. IDCC (Interdepartmental Charges and Credits)
  - d. PCARD (Purchasing Card)
  - e. PO (Purchase Order)
  - f. SRFC (Special Request for Check)

- **Ordered** — Click the <Ordered> checkbox.
  
  *Note: Once <Ordered> is checked, the Vendor Info, Shipping Address, Delivery Options, and Item Information sections cannot be modified.*

  *Note: For eBuy and PCard Orders, [Ordered] is automatically checked.*

- **Req/Doc Number** — For PO Order Type, insert the eBuy Requisition Number; for IDCC or SRFC Order Type, insert the IBIS Document Number.

3. Actions for Specific Order Types

Specific actions need to be taken by the **Order Entry Processor** for each of the order types. They are as follows:

<table>
<thead>
<tr>
<th>DBill Order Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Review the request for the action that appears as [Order] in &lt;Forms Awaiting Action&gt;.</td>
</tr>
<tr>
<td>B. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], [Order Information].</td>
</tr>
<tr>
<td>C. Choose the [DBILL] Order Type and then select the [Ordered] checkbox.</td>
</tr>
<tr>
<td>D. Click &lt;Save&gt; (The Update Received Items action will appear in the Order Entry Processor’s Forms Awaiting Action field when the order status changes to [Ordered]).</td>
</tr>
<tr>
<td>E. Mark the item(s) as Received (can also be marked by Requestor, Financial Support or Financial Advisor Roles) and click &lt;Save Item Changes&gt;.</td>
</tr>
<tr>
<td>F. Scan invoice/packing slip(s) (if applicable) and attach to the TrackITS request.</td>
</tr>
<tr>
<td>G. &lt;Submit for Processing&gt; to Financial Support Processor.</td>
</tr>
</tbody>
</table>
**eBuy Order Type**

A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>.

B. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], [Order Information].

C. Choose the eBuy Order Type and the Ordered checkbox will automatically be selected.

D. Click <Save> (The [Update Received Items] action will appear in the **Order Entry Processor’s** <Forms Awaiting Action> field when the order status changes to Ordered).

E. <Save> the form to view the PO Number field next to the Order Items info.

F. Enter the eBuy PO Number(s) next to each line item and <Save Changes>.

G. Mark the item(s) as Received (can also be marked by **Requestor, Financial Support** or **Financial Advisor Roles**) and click <Save Changes>.

H. Scan invoice/packing slip(s) and attach to the TrackITS request.

I. <Submit for Processing> to **Financial Support Processor**.

**IDCC Order Type**

This order type should be directly forwarded to the **Financial Support Processor**. If an **Approver** sends the form to the **Order Entry Processor**, the **Order Entry Processor** will need to forward it to the **Financial Support Processor**.

A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>.

B. <Submit for Processing> to **Financial Support Processor**.

**PCard Order Type**

A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>.

B. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], [Order Information].

C. Choose the PCard Order Type and the Ordered checkbox will automatically be selected.
D. Click <Save> (The Update Received Items action will appear in the Order Entry Processor's <Forms Awaiting Action> field when the order status changes to [Ordered]).

E. <Save> the form to view the [PNumber] field next to the Order Items info.

F. Enter the PNumber(s) next to each line item (Order Entry or Financial Support) and click <Save Changes>.

G. Click <PCard Support Form> to generate the Purchasing Card Support Form required by Policy BS14, PENN STATE PURCHASING CARD (https://guru.psu.edu/policies/PSU/BS14exc.html).

H. The cardholder prints and signs the form, attaches original signed receipts, and forwards the hard copy to the Financial Support Processor for required retention.

I. Mark the item(s) as Received (can also be marked by Requestor, Financial Support, or Financial Advisor) and click <Save Changes>.

J. Scan invoice/packing slip(s) and attach to the TrackITS request.


### Purchase Order Type

This order type should be directly forwarded to the Financial Support Processor. If an Approver sends the form to the Order Entry Processor, the Order Entry Processor will need to submit it to the Financial Support Processor.

A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>. 

**SRFC Order Type**
This order type should be directly forwarded to the Financial Support Processor. If an Approver sends the form to the Order Entry Processor, the Order Entry Processor will need to submit it to the Financial Support Processor.

A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>.

4. **Submit to Financial Support**
Once the items are ordered, the Order Entry Processor will [Submit for Processing] to the Financial Support Processor.

Order Entry may also [Cancel Order] to stop this order routing and cancel the request prior to the request being marked [Ordered]. The Requestor and Approver(s) will receive an e-mail notification that the request has been canceled.

Order Entry may also Carbon Copy additional user(s) by entering his/hers user ID(s) (comma separated) into the Access ID field in the Carbon-Copy to User(s) form area.

*Important Note: If an Approver/Processor is not listed in the dropdown list, he/she will need to be added to the [Processor] list. The user should contact ITS Financial Services to request additional Processors.*
RECONCILING THE ORDER
(FINANCIAL ROLES)

Introduction

Financial Processing takes place when the *Purchase Requisition* form is submitted to the *Financial Support Processor* within ITS Financial Services. The *Financial Support Processor* reviews orders and provides [Budget], [Object Classification], and [Cost Center Coding] to assist IBIS reconciliation. *Financial Support* may forward the request to the *Financial Advisor* for review, depending on the order type. *Financial Support* will ask for confirmation that items were received in good working order and requests payment authorization (depending on the order type) from the *OK to Pay Processor*. Once all actions have been taken, the *Financial Support Processor* will complete the order.

Overview—Financial Support (Purchase Requisition Form)

1. **Review Order**

   Once the *Financial Support Processor* opens a new form awaiting his/hers action, he/she should review it and, if necessary, modify the following areas of the form (refer to the *Order Processing Overview* section to learn how to modify them):

   A. [Suggested Vendor] — If the order is placed with a vendor different than the suggested vendor, the actual vendor field should be updated. This can only be modified prior to the request being marked ordered
   B. [Ship to Address]
   C. [Item Description]/[Price]/[Quantity] — These can only be modified prior to the request being marked Ordered
   D. Detailed budget information for an item, click <Edit Budgets> located under the [Order Resolved] field. Enter the correct budget information and click <Update Budget Details/Save>
   E. [Comments]
   F. [Attachments]

   *Financial Support Processors* who also acts as *Order Entry Processors* should refer to the *Order Processing* section, immediately preceding this section, for Order processing instructions.
1. **Edit Budgets**

The *Edit Line Item Budgets* screen is most frequently used by Financial Support to edit and verify budget information used for the request. Financial Support must mark each line item as [Resolved] during the reconciliation process in IBIS and the eBuy Account Confirmation (FANS) screens.

A. Click <Edit Budgets>. (This step needs to be completed by Financial Support for all [Order Types].)

B. Review/edit the [Fiscal Year], [Object Code], [Budget], [Cost Center], [Sub-Object], [Free Space], and [Description] for each line item (all fields are populated when applicable) and mark each line as <Resolved>.

![Edit Line Item Budgets](image)

To add a Budget Split, click <Add Split>, and redistribute the [Estimated Amount $] for each different [Budget]/[Cost Center]/[Object Code] combination to be used. The [Item Cost Remaining $] will be automatically adjusted. To remove a budget split, click the “red X.”

<Copy All Budgets> will copy the budget details for line item #1 to the remaining items.

C. Click <Update Budget Details> to save the changes made and to return to the *Purchase Requisition Form.*
2. Actions for Specific Order Types

Specific actions need to be taken by the Financial Support Processor for each of the order types – he/she are as follows:

A. **Financial Support** may <Cancel Order> to stop the order routing and cancel the request prior to the request being marked [Ordered]. The Requestor, Approver(s), and Order Entry will receive an e-mail notification that the request has been canceled.

B. **Financial Support** may also Carbon Copy additional user(s) by entering his/hers user ID(s) (comma separated) into the Access ID field in the *Carbon-Copy to User(s)* form area.

C. **Financial Advisors** are able to complete any of the steps or actions of the Financial Support Processors.

### DBILL Order Type

A. Review the request for the action appearing as [Reconcile] in *Forms Awaiting Action*.

B. Update the <Req/Doc Number> in the [Order Information] section with the IBIS Document Number that appears in IBIS/CRFN's description field once the Invoice is received and <Save Changes> is clicked.

C. Enter [Total Actual Cost] and press <Save Changes>.

D. Click <Edit budgets> and check [Resolved] after each line item has been resolved in IBIS.

E. Verify the line items are marked [Received] and the packing slip(s)/invoice(s) are attached; if not, scan and upload them to TrackITS.

F. If applicable, <Submit for Processing> to the Financial Advisor for approval. (The FA will review the order and <Submit for Processing> to Financial Support.)

G. Click <Complete Order> once the above steps have been completed to close the order.

### eBuy/PCard Order Type

A. Review the request for the action that appears as [Reconcile] in *Forms Awaiting Action*.

B. Enter [Total Actual Cost] and <Save Changes>. 
C. Click <Edit budgets> and check [Resolved] after each line item has been resolved in IBIS.

D. Verify PNumbers/eBuy Numbers are added to the line items and the lines are marked as [Received].

E. Verify the packing slip(s)/invoice(s) are attached; if not, scan and upload them to TrackITS.

F. If applicable, <Submit for Processing> to the Financial Advisor for approval. (The FA will review the order and <Submit for Processing> to Financial Support.)

G. Click <Complete Order> once the above steps have been completed to close the order.

---

**IDCC Order Type**

A. Review the request for the action that appears as Order in <Forms Awaiting Action>.

B. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], [Order Information].

C. Choose the IDCC Order Type and then select the [Ordered] checkbox.

D. Update the [Req/Doc Number] in the Order Information section with the IBIS Document Number that appears in IBIS and <Save Changes>. (The action will appear as [Update Received Items] in Forms Awaiting Action when the order status changes to [Ordered]).

E. If applicable, <Submit for Processing> to the Financial Advisor for approval. (The FA will review the order and <Submit for Processing> to Financial Support.)

F. Mark the line item(s) as [Received] (can be marked by Requestor, Order Entry, or Financial Advisor Roles) and <Save Changes> (The action will appear as [Reconcile] in <Forms Awaiting Action> after the item(s) are marked [Received]).

G. Scan invoice/packing slip(s) and attach to the TrackITS request.

H. Enter [Total Actual Cost] and click <Save Changes>.

I. Click <Edit budgets> and check [Resolved] after each line item has been resolved in IBIS.

J. Click <Complete Order> once the above steps have been completed to close the order.

---

**Purchase Order Type**

A. Review the request that appears as [Order] in <Forms Awaiting Action>.
B. Click <Edit budgets> and check [Resolved] after each line item has been resolved in eBuy+.

C. Update the [Req/Doc Number] in the Order Information section with the eBuy+ Requisition number and <Save Changes>.

D. <Submit for Processing> to the Financial Advisor for approval. (The FA will review the order and <Submit for Processing> to Financial Support.)

E. If applicable, <E-mail CDS> from the Routing area, to generate the Central Distribution Services Direct Delivery required e-mail.

F. Select the [Ordered] checkbox and enter the [PO Number] once the PO Number is received from Purchasing and click <Save Changes>.

G. Click <E-mail Items Received> from the Routing area when the [Update Received Items] action appears in <Forms Awaiting Action> (This sends an e-mail to the Requestor to verify the items have been received. Only the Requestor, Order Entry Processor, or Financial Support Processor may mark the items received.) Once the items are marked received and the changes are saved, <Forms Awaiting Action> will appear as [Awaiting Invoice].

Note regarding partial shipments: If shipments are received separately from each other, the Financial Support Processor should verify each shipment that the items have been received by clicking <E-mail Items Received> for each shipment. Comments should be added regarding the partial receipt of items.

H. Click <OK to Pay?> from the Routing area. (This sends an e-mail to the OK to Pay Processor verifying payment approval once the invoices are received and uploaded to TrackITS.) <Forms Awaiting Action> will appear as [Awaiting Payment Approval] until the OK to Pay Processor clicks the [OK to Pay] checkbox. <Forms Awaiting Action> will appear as [OK to Pay] once the OK to Pay Processor verifies that the order is in fact OK to Pay.

Note regarding multiple invoices/partial payments: If multiple invoices are received separately from each other, the Financial Support Processor should click <OK to Pay?> from the Routing area to verify that each invoice is OK to Pay. Comments should be added indicating only partial payment is OK to Pay. The [OK to Pay] checkbox should be selected from the Routing area when the entire order is OK to Pay.

I. Verify that the packing slip(s)/invoice(s) are attached; if not, scan and upload them to TrackITS. Enter [Total Actual Cost] and then click <Save>.

J. Click <Paid> from the Order Information area and <Save Changes>.

K. Click <Complete Order> once the above steps have been completed to close the order.
A. Review the request for the action that appears as [Order] in <Forms Awaiting Action>.

B. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], and [Order Information].

C. Choose the [SRFC Order Type] and then select the [Ordered] checkbox.

D. Update the [Req/Doc Number] in the Order Information section with the IBIS Document Number that appears in IBIS and click <Save Changes>. (The action will appear as [Update Received Items] in <Forms Awaiting Action> when the order status changes to [Ordered]).

E. Click <Edit budgets> and check [Resolved] after each line item has been resolved in IBIS.

F. If applicable, <Submit for Processing> to the Financial Advisor for approval. (The FA will review the order and <Submit for Processing> to the Financial Support or Financial Officer. The FO will <Submit for Processing> to Financial Support.)

G. Select the [Ordered] checkbox and <Save Changes>.

H. Mark the line item(s) as [Received] (can be marked by Requestor, Order Entry, or Financial Advisor Roles) and click <Save Changes>. (The action will appear as [Reconcile] in <Forms Awaiting Action> after the item(s) are marked [Received].) Scan invoice/packing slip(s) and attach them to the TrackITS request.

I. Click <Complete Order> once the above steps have been completed to close the order.
NON-OFFICE

Overview

Non-Office Telecommunication Agreements (NTUA) are routed, approved, and printed from TrackITS and sent to Payroll from Financial Services. Penn State Auditing has given approval for Information Technology Services to route these forms via TrackITS and print them for the approvals.

Actions for NTUA

A. Complete the NTUA form by paper or electronically (using Adobe Professional).
B. *Purchase Requisition* Form is completed in TrackITS with applicable NTUA information.
   a. Enter the following:
      - Vendor = NTUA
      - Quantity = 1
      - Description = Name of the Employee
      - Amount = 0
      - Business Purpose = See Attached NTUA.
   b. Attach the completed NTUA form to the TrackITS Order. The employee requesting the service must either sign the NTUA form or submit the order via TrackITS.
   c. The *Purchase Requisition* Form should be submitted to a Supervisor via <Submit for Processing>.
C. The *Purchase Requisition* Form is routed to the Senior Director, Financial Advisor, Vice Provost, and Financial Officer for approval (and follows the Approval Processing steps).
D. The Financial Officer Assistant reconciles and prints the TrackITS request and attached NTUA form and sends them to Payroll.
E-MAIL NOTIFICATIONS

Overview

TrackITS generates automated e-mail notifications for users.

*Note: It is highly recommended that e-mail notifications remain on at all times when using the TrackITS system in order to elicit communication between users.*

Still want to turn off e-mail notifications? Go to <Preferences> on the Navigation Toolbar to turn them off.

*Note: The Awaiting Payment Approval and Update Received Items e-mail notifications are locked by default and cannot be turned off with <Preferences>.*

E-mail notifications are generated for the following actions:

**Approvals**

The **Approver** will receive an e-mail notification when there is a request awaiting approval. Once the **Approver** approves the request, the **Requestor** will receive an e-mail stating the request has been approved.

**Asset Tracking**

The **Requestor** and **ITS Financial Services** will receive e-mail notification regarding warranty and maintenance contract expirations. An e-mail will be sent out monthly starting 3 months prior to the expiration date.

If the **Requestor** changes his/her e-mail address in <Preferences>, this notification will be sent to that e-mail address.

**Items Received:**

A **Requestor** will receive an e-mail to verify that the ordered items have been received.

*Note: Only the **Requestor**, **Order Entry**, or **Financial** Roles may mark items as [Received].*

The current **Financial Processor** will receive an e-mail when the items are marked [Received].

**Remind OK to Pay:**

The **OK to Pay Processor** will receive an e-mail notification to verify that a Purchase Order is deemed [OK to Pay]
The current **Financial Processor** will receive an e-mail when the order is marked [OK to Pay].

**Carbon-Copy to User(s):**

A user will receive an e-mail when another user carbon copies them on an order as an FYI via the <Carbon-Copy Now> button on the order request.

*Note: Anyone with a valid Penn State Access Account user ID may be carbon copied on a Request, and receive the e-mail preview of the Request. However, only TrackITS Users may open the Request to view the details in TrackITS.*

**Cancel Order:**

A **Requestor** will receive an e-mail if an **Approver** or alternate administrative role within the system has canceled his/hers Request. Also, any user who took action on the request prior to the cancelation will receive an e-mail if the request has been canceled.

**Submit For Processing:**

A user will receive an e-mail notification when there is a form awaiting his/hers action to advance the request.
**ASSET TRACKING**

**Introduction**

TrackITS can be used to support equipment, hardware, software, or other items that Managers want to track or catalog. Previously ordered items can also be entered into TrackITS for tracking purposes only, bypassing the approval, order entry, and financial support processes. Asset Tracking items may be modified after an item has been saved.

**Overview**

Asset Tracking can be used for the following reasons:

- To track expiration dates for maintenance contracts with outside vendors.
- To track warranty expiration dates for purchased equipment.
- To track unit equipment/software by S/N, License Number, location, etc.

There are two options for adding assets to order requests:

- Adding Asset Tracking by saving a request as <Save For Tracking Only> (these requests bypass routing).
- Adding Asset Tracking to orders that are routed.

**Adding Assets to a Request**

1. **Create a New Request (when applicable)**

   If you wish to enter a request to only add assets and not route the request, use the following process to create a new Order for Tracking Only:

   A. Click <Request Order> from the Navigation Toolbar and complete the following areas on the *Purchase Requisition* Form.
      - Choose a [Vendor]
      - Choose a [Shipping Address]
      - Enter [Item Information]
      - Describe [Business Purpose/Project]

   B. Click <Save for Tracking Only>. The order status will be set to [Tracking].
2. **Enter Asset Tracking Information (to any existing request)**

Use the following process to enter the Asset Tracking information into a TrackITS Order:

A. Open an existing TrackITS order.

B. Click <Asset Tracking>. The *Asset Tracking Overview* interface will overlay the *Purchase Requisition Form*.

C. Click <Add an Asset> to add asset tracking sub-items to the item you wish to track assets. The *Asset Editor* appears.
D. Select an [Asset Type]:

E. Complete the fields required for each [Asset Type]:

- **Hardware**
  - The Basics
  - Description
  - Serial Number
  - License Number
  - Penn State Tag
  - Location
  - Model Number
  - Dates
  - Arrived
  - Installed
  - Warranty Start
  - Warranty End
  - Maintenance Start
  - Maintenance End
  - Salvaged
  - Host Information
  - Hostname
  - IP Address
  - MAC Address
  - Contact Information
  - Technical Contact
  - Custodian
  - Comments

- **Software**
  - The Basics
  - Description
  - Serial Number
  - License Number
  - Dates
  - Arrived
  - Installed
  - Warranty Start
  - Warranty End
  - Maintenance Start
  - Maintenance End
  - Host Information
  - Hostname
  - IP Address
  - MAC Address
  - Contact Information
  - Technical Contact
  - Custodian
  - Comments

- **Other**
  - The Basics
  - Description
  - Contact Information
  - Technical Contact
  - Custodian
  - Comments

F. Click <Save>, <Add Next Sub-Item>, <Copy Current Record to Next Sub-Item>, or <Close> once all fields have been completed.

G. Click <Close Asset Tracking Overview> when finished adding assets.
View/Edit Asset Tracking

Use the following process to view or edit previously entered Asset Tracking Sub-Items:

A. Click <Asset Tracking> on the Purchase Requisition Form to view tracking details. The Asset Tracking Overview screen appears.

B. Click <Edit> to view or change desired Asset Tracking Sub-Item. The Asset Editor will appear. Make any desired changes.

Any Asset Tracking Sub-Item may be deleted by clicking <Delete>.

C. While in the Asset Editor, click <Update Asset> or <Cancel>.
D. To view the [Asset Tracking Audit Log], click <Show/Hide>.
E. Click <Close Asset Tracking Overview>.

Asset Tracking Email Notifications

If an asset has a warranty or maintenance end date, the Requestor of the order and the Financial Services Unit will receive email notifications 90, 60, and 30 days prior to the expiration date that was input into the [Asset Tracking Sub-Item].
**Introduction**

The following section outlines the *My Orders* report page. Click *<My Orders>* from the Navigation Toolbar to view your orders.

**Overview**

*<My Orders>* provides access to review any of your requests. Upon clicking *<My Orders>* , users are presented with the *My Orders* screen, which includes a [Search Bar] region at the top of the report.

Click on the [ID] number to open the request you wish to review.

See *Order Processing Overview* section for more information on how to review the different areas of an order request.

Use the arrow at the top of the table to see additional orders.
Searching My Orders

A user can search for a specific order, or set of orders, using the [Search Bar] region at the top of the *My Orders* report. Clicking the arrow below the magnifying glass icon allows users to identify which column to search. A search can be made using the following options:

- **All Columns** — Search all columns (default setting)
- **ID** — Search for a specific TrackITS Order ID number
- **Type** — Search for orders of a specific TrackITS Order Type
- **Status** — Five order statuses can be searched including: CLOSED, OPEN, ORDERED, RECEIVED, and TRACKING.
- **Current Processor** — Search for all orders currently awaiting action by a specific user
- **Doc #** — Search for a specific IBIS Document Number
- **PO #** — Search for a specific PO Number
- **P#** — Search for a specific Purchasing Card Number
- **Vendor** — Search for all Orders for a specific Vendor
- **Requestor** — Search using the name of the Requestor pertaining to a request
- **Description** — Search using an item description input by a user using key words or phrases
- **Ordered** — Search using the date that the request was checked as Ordered

Enter the desired search word, number, or phrase into the [Search Bar] text box and click <Go> to initiate the search. Pressing the Return key on the keyboard will also initiate the search.
To enable/disable the filter established by the search action, click the checkbox to the right of the filter description line just below the [Search]. This is a ‘toggle’ switch. To remove the filter established by the search action, click the funnel icon with the red ‘X’ to the right of the [Enable/Disable] checkbox. This returns the My Orders report back to the default settings (view all My Orders).

Using the Actions Button

To the right of the [Search Bar] is the <Actions> button. These actions can be used to reformat the [My Orders] report to better fit your needs. The actions available under this button are explained in detail in the Interactive Report Help document. This document can also be accessed by clicking the [Help] link in the drop-down menu of the <Actions> button, as well as a link to the document on the TrackITS Help Center — reached by clicking <Help> in the Navigation Toolbar.

The actions available include:

- Filter — Creates a filtered search.
- Rows Per Page — Changes the number of results visible per page.
- Format — Alters the layout of the results.
- Save Report — Saves the altered report formats to use at a later time.
- Reset — Resets the report back to the default settings.
- Download — Downloads a comma-delimited file (CSV) of the report results.

Once you have the Forms Waiting Action report formatted, click <Save Report> on the [Actions] Menu, name the report, and click <Apply>. Select saved reports using the Reports drop down.
Introduction

The following section outlines the Forms Awaiting Action report page. Click <Forms Awaiting Action> from the Navigation Toolbar to view order requests that are awaiting your action.

Overview

<Forms Awaiting Action> is where order requests will be placed until the user performs an action to review, edit, approve, or cancel an order request. Upon clicking <Forms Awaiting Action>, a user is presented with a [Forms Awaiting Action] report, which includes a [Search Bar] region at the top of the report. (Detailed instructions for using the [Search Bar] are detailed in the preceding <My Orders> section).

Action Types:

- Awaiting Invoice
- Awaiting Payment Approval
- Awaiting Update
- Copy
- OK Pay
- OK to Approve
- Order
- Order Cancelled
- Reconcile
- Saved
- Update Received Items
- Tracking

Click on the [ID] number to open the request you wish to process. Make any necessary edits to the [Vendor], [Ship To], [Order Item(s)], [Budgets], [Comments], [Order Information] and then click <Submit to Next Processor>.
See the **Order Processing Overview** section for more information on how to review the different areas of an order request.

Use the arrow at the top of the table to see additional orders. ☞
Introduction

Another TrackITS user may grant you permission to proxy for them to approve or process his/hers orders. This typically occurs when a coworker is unavailable — such as while on vacation or during periods of travel — and would like another user to be able to process orders on his/hers behalf. <Proxy> is available on the Navigation Toolbar.

Overview

The <Proxy> function is available from the Navigation Toolbar only when a user has been given proxy rights for another user. If a user does not see the <Proxy>, he/she cannot proxy for any other user(s).

The Proxy function is governed by the following rules:

• Users who are assigned to just the Requestor role cannot act as a proxy.
• Approvers, Order Entry, and OK to Pay roles can proxy ONLY as other users who have at least one matching role, and have granted the user permission in his/hers <Preferences>.
• Financial Support and Financial Advisor roles can proxy as any user with no restrictions.
• The roles of a proxy user are overwritten by the roles of the user for whom he/she are proxying.
• Proxy cannot transfer Admin capabilities.
To Proxy for a User

Use the following process to act as a Proxy:

A. Click <Proxy> on the Navigation Toolbar. The Proxy as User overlay screen appears.

B. From the [Proxy As] drop down, select a user to proxy. The only user names that appear in the drop down are those who have previously granted you Proxy privileges in his/hers <Preferences>.

C. Click <Proxy As> to complete this action.

D. To clear the proxy action, select <Proxy>, and click <Clear Proxy>.

Setting Up Your Proxy/Proxies

To allow a user(s) to act on your behalf by proxy:

A. Click <Preferences> on the Navigation Toolbar.
B. Select [Allow Proxy] checkbox to allow other user(s) to proxy on your behalf.

C. Select the User from [Select User to Proxy] (left-hand) column and move to the [Users Allowed to Proxy for You] (right-hand) column by using the five ‘shuttle’ controls located between the two columns.

Double-clicking a user name in one column will move it to the other column. You may also select multiple user names and collectively move them from one column to the other.

Refresh — Resets the lists

Move all — Moves all items from Select User to Proxy to Users Allowed to Proxy for You.

Move Selected — Moves only selected items from Select User to Proxy to Users Allowed to Proxy for You.

Move Selected — Removes only selected from Users Allowed to Proxy for You.

Move All — Removes all from Users Allowed to Proxy for You.

D. Click <Save Changes> to save preferences or <Discard Changes> to not save changes.

E. Click any other Navigation Toolbar function to leave the <Proxy> interface.
Introduction

The <Preferences> section allows users to choose e-mail preferences, refresh rate for Forms Awaiting Action, and Proxy designation for Approver, Order Entry, and OK to Pay Processors.

Editing Your Preferences

Use the following process to edit your <Preferences>:

A. Click <Preferences> and the User Preferences screen appears:

   ![User Preferences Screen]

B. Enter your e-mail address in the [E-mail Address for Asset Tracking Notifications] field. This is the e-mail address to which your [Asset Warranty/Maintenance] expiration notifications will be sent via the [Asset Tracking] function.

C. Check the checkbox [Send E-mail Updates] to receive e-mails from the TrackITS system. It is strongly recommended that you receive e-mail notifications from the TrackITS system. (See the E-mail Notification Section for more information.)

D. Select the desired [Refresh Interval] from the drop down. The [Refresh Interval] can be set to one of the following:
   - Never
   - 15 minutes
   - 5 minutes
   - 2 minutes
E. Set up your Proxy Preferences according to the instructions provided in the *Proxy as Another User* section.

F. Click <Save Changes> to save preferences or <Discard Changes> to not save changes.

G. Click any other Navigation Toolbar function to leave the *Preferences* interface.
SEARCH ORDERS

Introduction

The <Search> on the Navigation Toolbar allows users to search for specific order requests. A user is assigned to a group(s) in TrackITS, which allows the user to find orders within his/hers group(s).

Overview

The <Search> link is available on the Navigation Toolbar.

Users may search and open an Order in TrackITS when:

• They are a Financial Advisor, Financial Support, or Admin.
• They were the User or User by Proxy who requested the Order.
• They were involved in the approval/processing of the Order.
• They are a member of a Group that is associated with the Order.
• They are a member of a Group that is associated with the Budget(s) or Cost Center(s) used in the Order.

Using Wild Card Characters

Wild card characters [* or %] may be entered into the following Search Fields:

• Requestor
• Current Processor
• Catalog Number
• Model Number
• Description
• Serial #
• Document Number

• P/PO Number
• Suggested Vendor
• Comments
• Budget Number
• Cost Center
• Actual Vendor

The following Search Fields require exact input—wild card characters not allowed:

• Order ID
• Object Code
• All of the Date Fields

💡 Another use of wild cards would be to enter a partial value into a field which allows wild card characters. For example, the search pattern ‘xyz’ would find the values xyz, xyz123, 123xyz—but would not yield xy123 or zyx in the Search Results.
Conducting a Search

Upon selection of <Search>, users are presented with the Search Orders, Search Criteria screen:

- **Search based on Requestor Info:**
  - **Requestor (AccessID)** — Search using the Requestor's Penn State user ID
  - **Current Processor (AccessID)** — Search using the Current Processor's Penn State user ID

- **Search based on Item Info:**
  - **Catalog Number** — Search using the catalog number
  - **Model Number** — Search using the model number
  - **Description** — Search using the item description
  - **Serial #** — Search using the serial number
  - **Start Date Warranty** — Search using the start date of an item's warranty
  - **End Date Warranty** — Search using the end date of an item's warranty
  - **Start Date Maintenance** — Search using the start date of maintenance on an item
  - **End Date Maintenance** — Search using the end date of maintenance on an item

- **Search based on Order Info:**
  - **Order ID** — Unique ID number assigned to a TrackITS order
  - **Order Status** — Open, Ordered, Received, Closed, Cancelled, Saved, or Tracking
  - **Order Type** — DBIL, EBUY, IDCC, NTUA, PCARD, PO, or SRFC
  - **Document Number** — Search for a specific IBIS document number
  - **PO Number** — Search for a specific PO number
  - **P Number** — Search using a PCard P number
  - **Suggested Vendor** — Search using a suggested vendor name
  - **Comments** — Search using a word found in the business purpose or order instructions
  - **Start & End Date Ordered** — Search using a date range
- **Budget Number** — Search using a budget number assigned to a line item in the order
- **Cost Center** — Search using a cost center assigned to a line item in the order
- **Object Code** — Search using an object code assigned to a line item in the order
- **Actual Vendor** — Search for the actual vendor

Click `<Search Orders>` to submit search.

Click `<Clear Fields>` to clear the fields for a new search.

For your convenience, when the Search Orders screen appears, the cursor location defaults to the [Order ID] field.

Click the calendar icon adjacent to each date field to open the interactive date picker.

To return to the Search Settings page, click the `<Search Settings>` button located at top or bottom of Search Results page.

To change the number of results shown per page, click the [Results Shown Per Page] drop down located at top right or bottom right of Search Results page, and make your selection.

You can hide columns that you do not wish to view by unchecking the corresponding check box in the [Report Configuration] area at the bottom of the Search Results page, and click `<Update Columns>`.
Introduction

Users with the Financial Support and Financial Advisor roles have access to the <Admin> interface and, therefore, have the ability to manage users, groups, units, budgets, and object codes.

Overview

The <Admin> link is available in the Navigation Toolbar for Users with Administrator privileges.

Upon selection of the selection of <Admin>, users are presented an Admin Tool Kit that provides the interface for various administrative functions.

1. Admin Tool Kit Functions:

Manage User Accounts — Add, edit, and delete user(s) data including group(s), default budget(s), role(s), and processor list(s). Use this function to set-up a User’s system access.

Manage Groups — Add, edit, and delete groups. Use this function to link groups to budgets. A User’s available budget selections are dependent upon which budgets are linked to his/her group assignments.

A User’s Group assignments control his/her search results.

Manage Budgets—Add, edit, and delete budgets—Use this function to manage account information.
Manage Cost Centers – Add, edit, and delete cost centers. Use this function to manage cost centers.

Manage Object Codes – Add, edit, and delete object codes. Use this function to manage object codes.

Manage User Accounts

1. Add a New User Account

Use the following process to add a new user account: Click <Add User> button and enter new user account. The Manage Users screen appears.

A. Enter/Set User’s settings
   a. Enter Access ID
   b. Enter E-mail Address for Asset Tracking Notifications
   c. Set Refresh Interval—default setting is 5 minutes

B. Select Authorized Roles
   a. Requestor
   b. Approver
   c. Order Entry
   d. Financial Support
   e. Financial Advisor
   f. OK to Pay

C. Select Groups
   a. Groups
   b. Default Group
   c. Default Budget

D. Select Processor(s)

E. Click <Save Changes>, or click <Back to Management Interface> without saving any changes.
2. **Edit an Existing User Account**

Use the following process to edit, or delete user account data: Select a user from [Manage User Accounts] drop down menu. Click the <Edit User> button and update user account. The *Manage Users* screen appears.

![Admin Tool Kit](image)

A. Manage User’s settings
   a. Access ID
   b. Lock Account to delete user
   c. E-mail Address for Asset Tracking Notifications
   d. Refresh Interval—Default setting is 5 minutes

B. Allow Users to Proxy as this User
   a. Edit Proxy settings

C. Manage Authorized Roles
   a. Requestor
   b. Approver
   c. Order Entry
   d. Financial Support
   e. Financial Advisor
   f. Okay to Pay

D. Manage Groups
   a. Groups
   b. Default Group
   c. Default Budget

E. Manage Processor(s)

F. Click <Save Changes>, or <Back to Management Interface> without saving any changes.
Manage Groups

1. Adding a New Group

Use the following process to add a new Group:

A. Click <Add Group>. The Manage Groups screen appears.

B. Select all the appropriate [Budgets-Cost Centers] from the [All Available] column and move to the [Chosen] column by using the five ‘shuttle’ controls located between the two columns.

Double-clicking a Budget-Cost Center in one column will move it to the other column. You may also select multiple Budget-Cost Centers, and collectively move them from one column to the other.

Budget & Cost Center assignment to a Group controls a User’s Search results when that Group is assigned to a User.

Refresh—Resets the lists

Move all—Moves all items from [All Available] to [Chosen].

Move Selected—Moves only selected items from [All Available] to [Chosen].

Move Selected—Moves only selected from [Chosen] to [All Available].

Move All—Moves all from [Chosen] to [All Available].

C. Click <Save Changes> or <Back to Management Interface> without saving any changes.

2. Edit an Existing Group

Use the following process to edit an existing Group:

A. Select the Group you wish to edit from [Manage Groups] drop down.

B. Click <Edit Group>. The Manage Groups screen appears.

C. Select all appropriate [Budgets-Cost Centers] from the [All Available] column and move to the [Chosen] column by using the five ‘shuttle’ controls located between the two columns.
Double-clicking a Budget-Cost Center in one column will move it to the other column. You may also select multiple Budget-Cost Centers, and collectively move them from one column to the other.

**Refresh**—Resets the lists

**Move all**—Moves all items from [All Available] to [Chosen].

**Move Selected**—Moves only selected items from [All Available] to [Chosen].

**Move Selected**—Moves only selected from [Chosen] to [All Available].

**Move All**—Moves all from [Chosen] to [All Available].

D. Click <Save Changes>, or <Back to Management Interface> without saving any changes.

### 3. Deleting a Group

Use the following process to delete a Group:

A. Select the Group you wish to delete from [Manage Groups] drop down.
B. Click <Edit Group>. The *Manage Groups* screen appears.

C. Check [Deleted] check box.
D. Click <Save Changes>, or click <Back to Management Interface> without saving any changes.

---

All Deleted Groups remain in [Manage Groups] drop down, appearing at the bottom of the listing preceded by [DELETED]. Orders associated with a Deleted Group are still searchable.
1. **Adding a New Budget**

Use the following process to add a new Budget:

   A. Click <Add Budget>. The *Manage Budgets* screen appears.

   B. Enter [Budget], [Fund Number], and [Fund Name] into the corresponding fields. These entries should match the IBIS formats:
      a. Budget: 0603220 UP
      b. Fund Number: 10010
      c. Fund Name: GENERAL

   C. Click <Save Changes>, or click <Back to Management Interface> without saving any changes.

2. **Edit an Existing Budget**

Use the following process to edit an existing Budget:

   A. Select the Budget you wish to edit from [Manage Budgets] drop down.
   B. Click <Edit Budget>. The *Manage Budgets* screen appears.

   C. Edit [Budget], [Fund Number], and [Fund Name] fields as needed. These entries should match the IBIS formats:
      a. Budget: 0603220 UP
      b. Fund Number: 10010
      c. Fund Name: GENERAL

   D. Click <Save Changes>, or <Back to Management Interface> without saving any changes.
3. **Deleting/Closing a Budget**

Use the following process to delete/close a Budget:

A. Select the [Budget] you wish to delete/close from [Manage Budgets] drop down.
B. Click <Edit Budget>. The *Manage Budgets* screen appears.

C. Check [Budget Closed] check box.

D. Click <Save Changes> or <Back to Management Interface> without saving any changes.

---

All Deleted/Closed Budgets should remain in the Manage Budgets drop down, appearing at the bottom of the listing preceded by [DELETED]. Also, users may still perform searches on all Deleted/Closed Budgets.

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**Manage Cost Centers**

1. **Adding a New Cost Center**

Use the following process to add a new Cost Center:

A. From [Manage Budgets] drop down, select the [Budget] where you wish to add a new [Cost Center].
B. Click <Add Cost Center>. The *Manage Cost Center* screen appears.
C. Enter [Cost Center Name] and [Description] into the corresponding fields. These entries should match those in IBIS.

D. Click <Save Changes>, or <Back to Management Interface> without saving any changes.
2. Edit an Existing Cost Center

Use the following process to edit an existing Cost Center:

A. From [Manage Budgets] drop down, select the [Budget], where the [Cost Center] exists.
B. From the [Manage Cost Centers] drop down, select the [Cost Center] you wish to edit.
C. Click <Edit Cost Center>. The Manage Cost Center screen appears.

D. Edit the [Cost Center Name] and/or [Description] field(s) as needed. These entries should match those in IBIS.

E. Click <Save Changes>, or <Back to Management Interface> without saving any changes.

3. Deleting a Cost Center

Use the following process to delete a Cost Center:

A. From [Manage Budgets] drop down, select the [Budget], under which the [Cost Center] exists.
B. From the [Manage Cost Centers] drop down, select the [Cost Center] you wish to delete.
C. Click <Edit Cost Center>. The Manage Cost Centers screen appears.

D. Check [Deleted] check box.

E. Click <Save Changes>, or <Back to Management Interface> without saving any changes.

All Deleted/Closed Cost Centers remain in Manage Cost Centers drop down, appearing at the bottom of the listing preceded by ~DELETED~. Also, users may still perform searches on all Deleted Cost Centers.
Manage Object Codes

1. Adding a New Object Code

Use the following process to add a new Object Code:

A. Click <Add Obj Code>. The Manage Object Codes screen appears.

B. Enter [Object Code] and [Description] into the corresponding fields. These entries should match those in IBIS.

C. Click <Save Changes>, or <Back to Management Interface> without saving any changes.

2. Edit an Existing Object Code

Use the following process to edit an existing Object Code:

A. From the [Manage Obj Code] drop down, select the Object Code you wish to edit.

B. Click <Edit Obj Code>. The Manage Object Code screen appears.

C. Edit [Object Code] and/or [Description] field(s) as needed. These entries should match those in IBIS.

D. Click <Save Changes>, or <Back to Management Interface> without saving any changes.
3. Deleting an Object Code

Use the following process to delete an Object Code:

A. From the [Manage Object Codes] drop down, select the Object Code you wish to delete.

B. Click <Edit Object Code>. The Manage Cost Centers screen appears.
C. Check the [Deleted] check box.

D. Click <Save Changes>, or <Back to Management Interface> without saving any changes.

All Deleted Object Codes remain in Manage Object Codes drop down, appearing at the bottom of the listing preceded by ~DELETED~. Also, users may still perform searches on all Deleted Object Codes.
Glossary

A

Admin – Administrative functions available to the Financial Support and Financial Advisor only

Allowance (NTUA Order) – A taxable allowance for home Internet service, voice and voice data for individual use only

Asset Tracking – Allows a user to enter the tracking function for a line item in an order and track an order from a user

Attach/Attachment – Include a file that provides more information about an (such as Invoice, Purchase Order, Shipping Documentation, etc...)

Awaiting Action – Displays a listing of forms that are pending until further action from a user

Awaiting Invoice – An action that holds a current order(s) that are waiting to be billed

Awaiting Payment Approval – Order is on hold awaiting OK to Pay

Awaiting Update – Displays a listing of forms that are pending until further action. The current order is on hold until update

B

Budget Administrator – Approves documents and budgets

Budget Line Items – The Budget Editor allows adding budget lines for each line items on a request

Business Purpose/Project – This is where the user explains why the item is being requested and also a place to indicate the project to which the request is related
C

**Capture** - A picture/screen shot of a computer screen

**Carbon Copy to User** – Send a copy of an order or purchase request to another user within a specified group or unit of Financial Services

**Contract** – An attachment type that is an engaged agreement between the vendor and organization

**Cost Center** – Within the Budget Editor, the account is broken down more specifically to better capture the transactions for Cost Accounting

D

**DBill Order Type** – Stands for Direct Bill. Orders that come through IBIS that are directly billed to the budget

**Dedicated Device** – A telecommunication type for NTUA orders that is paid by Penn State for a specific user

**Document Number** – A number assigned to various document types in IBIS

E

**eBuy Order Type** – Stands for Electronic Buy. Electronic orders that are ordered through eBuy for less than $5,000.

F

**Filter** – An option in the Action Menu drop down that allows a user to filter the order information table by column types, and search within the column for specific expressions

**Fiscal Year** – an accounting period of one year, from July 1 to June 30 of the following year.

**Forms Awaiting Action** – Forms in TrackITS that are waiting for various actions from related users in order to be completed

G
IBIS – Stands for Integrated Business Information System. It is the electronic business system used at Penn State, comprised of a variety of business applications and systems to provide financial and human resource information.

IDCC Order Type – Stands for Interdepartmental Charges and Credit. Internal charges and credits within Penn State.

Internet Services – A taxable allowance for telecommuters that is not a set amount for NTUA telecommunication types.

Invoice – A detailed list of goods shipped or services rendered, with an account of all costs.

ITS Unit – Located on the purchase order request form, the associated unit within ITS that coincides with the order and shipping address.
### M

### N

| NTUA | Stands for Non-Office Telecommunication Agreement. It is a form used to request telecommunication services |
| Null | Means that no value exist for the field |

### O

| OK to Approve | Request that has been submitted and is ready for approval |
| Order Audit Log | Button found at the bottom of purchase request form Shows changes made to an order/purchase request |
| Order Cancelled | Requests/Orders that have been cancelled |

### P

| Packing Slip | A document, usually included with a package, which displays the contents of the package |
| PCard Order Type | Stands for Purchasing Card. Purchases made via a University issued Visa charge card to make official purchases |
| Pooled Device | A telecommunication type for NTUA orders that is paid by Penn State that many employees use for business use. An individual has to take responsibility for the phone’s usage by signing off |
| PO Number | A number associated with a specific Purchase Order transaction |
| Procurement | The acquisition of goods and/or services at the best price |
| Purchase Order Type | Orders completed through eBuy+ that, once filled and submitted, will go through purchasing and a vendor |
Q

**Quote** – An indicative market price for a good or service

R

**Reconcile** – Posting income/expenses to the correct account/cost center

S

**Saved** – Means that an order is stored and can be closed and reopened for future use

**Shipping Address** – The address of the person receiving the item(s). Shipping address information is populated by default using the Penn State Access user ID within TrackITS

**SRFC Order Type** – Stands for Special Request for Check. An order type that pays invoices to vendors by using a check

T

**Status** – Tells the position within the purchase request process that an order is currently in

**Suggested Vendor** – Under the Vendor Info section of the purchase request form. When a vendor is selected from vendor list, associated vendor information is displayed in this area

U

**Update Received Items** – An action appearing in the Order Entry Processor’s Forms Awaiting Action field when the order status changes to Ordered and items need to be marked as Received

**User ID** – Part of your Penn State Access Account and is used to populate users default shipping address, budget and other important information.
<table>
<thead>
<tr>
<th>Vendor</th>
<th>Anyone who provides goods or services</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>W</th>
<th></th>
</tr>
</thead>
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<table>
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<tr>
<th>X</th>
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| Z      |                                      |