Using the Request Tracker–Quick Reference Guide

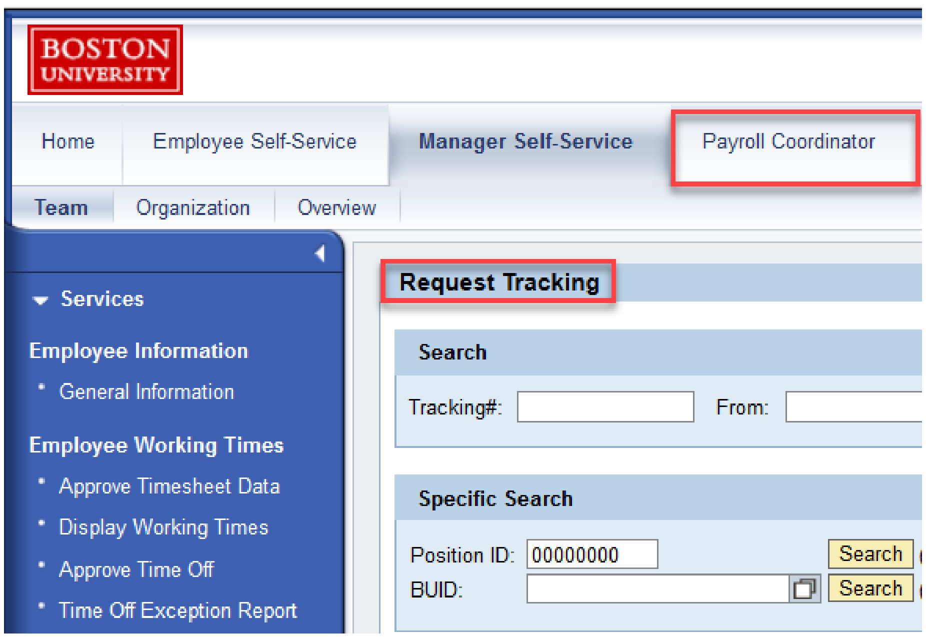
The Request Tracking application provides expanded search capabilities and specific information about where a submitted request is in workflow. It also displays the contact information of the list of individuals/individual currently reviewing the request.

Detailed information such as the request tracking number (9 digit ID that begins with “6”), request type, employee’s BUID number, Personnel Number and Position ID (including position IDs of newly created positions and personnel number of newly hired employees) is displayed on the Request Tracker.

Transactions initiated in the last 30 days from a users’ current login date are displayed by default. Users can also view the anticipated path of approvals for a request as well as the history of actual approvals with time and date stamp.

The Request Tracker’s expanded search capabilities include:

- Ability to search for transactions according to the status of the request: In-process, Submitted, Completed etc.
- Ability to search for transactions in a specific date period
- Ability to search for specific Organizational Management (OM) and Personnel Actions (PA) or by BUID/Position Id.



1. Log on to **BUworks Central** https://ppo.buw.bu.edu

2. Based on your privileges, you will see ***either*** the **Manager Self Service OR** the **Payroll Coordinator** tab. Click on the tab

3. The Request Tracker is automatically displayed

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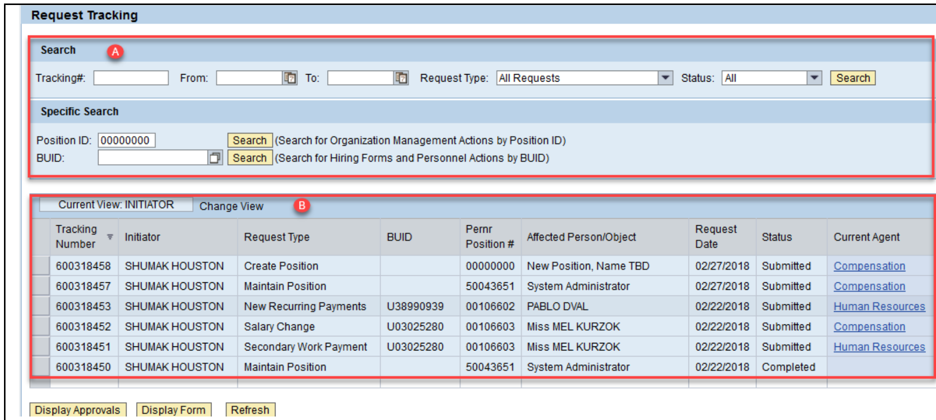
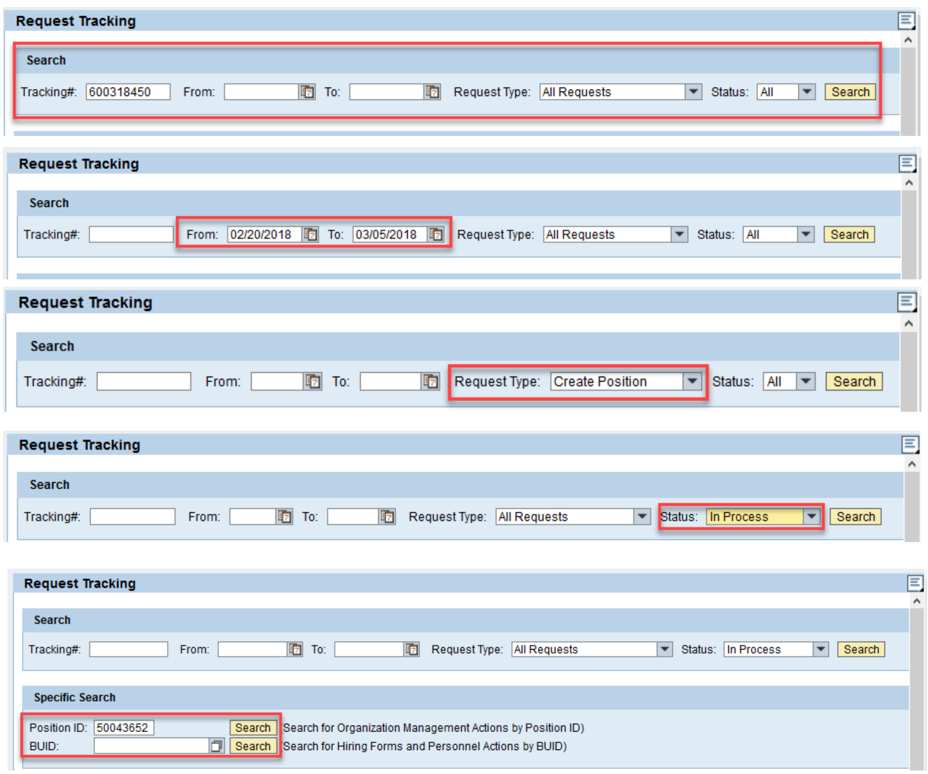


There are two parts to the Request Tracker:

The upper half (*labeled A*) allows you to ***search*** for transactions.

The lower half (*labeled B*) allows you to ***view*** transactions that are either submitted, in-progress, approved or rejected

Click on the **Change View** button to toggle between a **Form Initiator's** view and a **Department's** view



4. You can enter a tracking number (6xxxxxxx) and click on **Search** to locate a specific transaction

5. You can specify a date range (e.g. From: 02/20/2018 To: 03/05/2018) and click on **Search** to locate transactions submitted in that period

6. You can select from Request Type drop-down, the specific name of transaction (e.g. Create Position or Maintain Position or Additional Payment) and click on **Search** to locate by the transaction name

7. You can search by Form approval Status (Submitted, In-Progress or Completed) and click on **Search** to locate by the form status

8. You can search all transactions in the system for a specific employee or position by specifying a BUID OR Position Id

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Here are descriptions of the columns displayed in the transaction display area:

Current View: INITIATOR | Change View | Number of rows to display: 10

Tracking Number 1	Initiator 2	Request Type 3	BUID 4	Pernr Position # 5	Affected Person/Object 6	Request Date 7	Status 8	Current Agent 9	Last Action Date 10	Date Completed 11
600332790		Salary Cost Distribution				02/14/2018	Submitted	Level 2 Approver	02/14/2018	
600332789		Salary Cost Distribution				02/14/2018	Submitted	Level 1 Approver	02/14/2018	

	Column Name	Description
1	Tracking Number	Nine Digit Number generated by SAP to track a submitted form
2	Initiator	Name of the person who submitted the form
3	Request Type	Name of the action/form
4	BUID	Employee's BUID
5	Pernr Position	Employee's PERNR (Personnel identification number in SAP)
6	Affected Person/Object	Name of person/position being affected
7	Request Date	Date the form was submitted
8	Status	Status (Submitted/In-Process/Rejected/Completed)
9	Current Agent	Department currently reviewing the form
10	Last Action Date	The date on which the last action happened
11	Date Completed	The date of completion if the status is "completed"

Request Date	Status	Current Agent
02/05/2018	Completed	
02/02/2018	Submitted	Level 2 Approver
02/02/2018	Submitted	Level 2 Approver
02/02/2018	Submitted	Level 2 Approver
02/02/2018	Completed	

9. Click on the **link** in the **Current Agent** column. The contact information of an employee or list of employees currently reviewing a submission is displayed. You may contact any one of the approvers displayed on the list

Tracking Number	Initiator	Request Type	BUID	Pernr Position #	Affected Person/Object
600318462	SHUMAK HOUSTON	Create Position		50043654	Professor
600318458	SHUMAK HOUSTON	Create Position		00000000	New Position, Name TBD
600318457	SHUMAK HOUSTON	Maintain Position		50043651	System Administrator
600318453	SHUMAK HOUSTON	New Recurring Payments	U38990939	00106602	PABLO DVAL
600318452	SHUMAK HOUSTON	Salary Change	U03025280	00106603	Miss MEL KURZOK
600318451	SHUMAK HOUSTON	Secondary Work Payment	U03025280	00106603	Miss MEL KURZOK
600318450	SHUMAK HOUSTON	Maintain Position		50043651	System Administrator

Display Approvals | Display Form | Refresh

10. To view the anticipated approval path for a transaction, click on a row to highlight a specific transaction to select it**.** Click on **Display Approvals.** To view a transaction**,** click on a row to highlight a specific transaction to select it. Click on **Display Form.** To exit from the displayed form, click on **Exit.** To refresh the screen to display the most up-to-date transactions, Click on **Refresh**