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

<table>
<thead>
<tr>
<th>Tracking Number</th>
<th>Initiator</th>
<th>Request Type</th>
<th>BUID</th>
<th>Perm Position #</th>
<th>Affected Person/Object</th>
<th>Request Date</th>
<th>Status</th>
<th>Current Agent</th>
<th>Last Action Date</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>600352790</td>
<td></td>
<td>Salary Cost Distribution</td>
<td></td>
<td></td>
<td></td>
<td>02/14/2018</td>
<td>Submitted</td>
<td>Level 1 Approver</td>
<td>02/14/2018</td>
<td></td>
</tr>
<tr>
<td>600352789</td>
<td></td>
<td>Salary Cost Distribution</td>
<td></td>
<td></td>
<td></td>
<td>02/14/2018</td>
<td>Submitted</td>
<td>Level 2 Approver</td>
<td>02/14/2018</td>
<td></td>
</tr>
</tbody>
</table>

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.

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**.