Approvals

Planon Software Suite
Version: L105

About this Document

Intended Audience

This document is intended for *Planon Software Suite* users.

Contacting us

If you have any comments or questions regarding this document, please send them to: support@planonsoftware.com.

Document Conventions

Bold
Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text
Application names are displayed in italics.

CAPITALS
Names of keys are displayed in upper case.

Special symbols

	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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Four eyes principle

The *four eyes principle* is a requirement that a certain business transaction must be reviewed, double-checked and approved by a second person. With the **Approval** feature in Planon, important changes always have to be approved by a second person before the changes are actually implemented. For more information, see Using approvals.

In Planon, the four eyes principle can be used for the following business objects:

- Contracts
- Contract lines
- Special lease amounts
- Contract options
- Properties and property details
- Free business objects 46, 47 and 48 (Open Module)

> By default, Planon supports an approval process with one approver. If your organization wants to use more approvers, you have to configure this (TMS).
>
> Planon also supports the approval process for changes imported through data import tools such as Enterprise Talk and SDI. The imported changes trigger approvals when they meet the approval conditions.

Using approvals

In Planon, the four eyes principle can be used for:

- Contracts

- Contract lines

- Special lease amounts

- Contract options

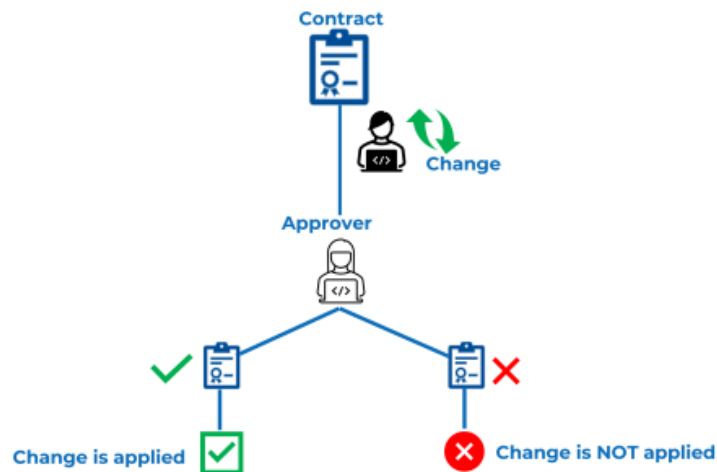- Properties

- Property details

- Free business objects 46, 47 and 48 (Open Module)

With the **Approval** feature in Planon, important changes always have to be approved by a second person before the changes are actually implemented. You can specify *which* changes require approval. Changes that require approval are only applied after they have been endorsed by the approver. If the approver rejects a change, the change is *not* applied.

The application manager first has to configure the approval process before end users can work with approvals. Once the approval process has been set up, end users can work with approvals.

Bypassing the approval process

- If a specific user or group of users needs to be able to bypass the approval process and make changes immediately without approval, you can link these users to the approval definition. The approval process is skipped for the user(s) that you specified in the approval definition. If a user belonging to this group saves a change, Planon will suppress the approval process, even if the changes meet the approval condition. The change is implemented immediately, without an approval process.

> The 'bypass' feature does not work for approvals that are already activated or for pending approvals.

- When importing data via **Enterprise Talk** or **SDI configuration**, it is possible to bypass the triggering of the approval process for changes that normally require approval. This could be the case, for example, if the data has already been approved.

  The **Trigger approval** parameter on the import worker in **Planon Enterprise Talk** allows to skip the activation of approvals for the data to be imported through this worker. Planon assumes that this data has already been approved through another process. Only the creation of approvals is skipped. For approvals that have already been triggered but not yet sent for approval,

the data to be imported will be added. For more information on this subject, see Import workers.

Configuring the approval process

Go through the following steps to configure the approval process in Planon:

1. In the Approval definitions TSI, at the Approval definitions step, create one or more approval definitions. See Creating an approval definition.
2. In the Approval definitions TSI, at the Approval conditions step, create one or more approval conditions. See Creating and linking an approval condition.
3. Link the approval condition(s) to the approval definition. See Creating and linking an approval condition.
4. Link the approval definition to the relevant business object (contract, contract line, contract option, property / property details, free business object 46). This is done by adding the Approval definition field to the business object's layout and then selecting the required approval definition in this field.

   You have now set up the approval process.

Creating an approval definition

Procedure

1. Go to Approval definitions **>** Approval definitions.
2. On the action panel, click Add.
3. On the data panel, enter data in the relevant fields. For more information about these fields, see Approval definition fields.

If a specific group of users needs to be able to bypass the approval process and make changes immediately without approval, you can link these users to the approval definition. See the following steps:

a. On the Links action panel, click Link user groups.

   The **Link user groups** dialog box opens.

b. In the Available section, select the user group(s) you want to link to the approval definition.
c. Click OK to close the dialog box.

   Planon will suppress the approval process for the users you linked to the approval definition.

4. Click Save.

Next step is to create one or more approval conditions and link them to an approval definition. See Creating and linking an approval condition.

> ℹ️ An approval definition has two statuses, **Inactive** and **Active**. As long as the approval definition has the **Inactive** status, Planon will *not* generate any approvals.

Creating and linking an approval condition

Procedure

1. Go to Approval definitions > Approval conditions.
2. On the action panel, click Add.

The Add approval condition wizard opens.

3. On the first page of the wizard, select the applicable business object (contract, contract line, contract option, property, property details, free business object 46/47/48).
4. Click Next.
5. On the second page of the wizard, select the field(s) for which approval is required when making changes.
6. Click Next.
7. On the third page of the wizard, define a filter for each field you selected in the previous step. You can use advanced filter options (AND/OR).

> ℹ️ If you go one step back in the wizard, all settings concerning fields and filters will be lost. It is recommended that you first complete the wizard and make any changes afterwards. After completing the wizard you can link additional fields and actions via the **Links** action panel on the **Approval conditions** selection level. You can also change the filter options per field. For more information, see Approval condition fields.

8. Click Next.
9. On the fourth page of the wizard, select the action(s) for which approval is required.

> ℹ️ An approval is only triggered for the fields and actions that are linked to the approval condition.

10. Click **Complete**.

    You have created an approval condition. Use the following steps to link your approval condition to an approval definition.

11. On the Links action panel, click Link approval definitions.

    The Link approval definitions dialog box opens.

12. In the Available section, select the approval definition to which you want to link the approval condition.

13. Click OK to close the dialog box.

> ℹ️ You can also create the link between an approval condition and an approval definition on the **Approval definitions** selection level. On the **Links** action panel, click **Link approval conditions** and select the approval condition you want to link.

Linking an approval definition

Procedure

1. Select the relevant business object:

   ◦ Go to Contracts > Contracts / Contract details

     Select the contract / contract line / contract option to which you want to link an approval definition.

   ◦ Go to Properties/Property details

     Select the property or the property details record to which you want to link an approval definition.

   ◦ Go to Free data 1 > Free step 46

     Select the free business 46 record to which you want to link an approval definition.

2. Go to the Approval definition field and select the required approval definition.

3. Click Save.

> ℹ️ The approval conditions for free business objects 46, 47 and 48 can be linked to the approval definitions for these free business objects. Free business objects 46, 47 and 48 are a set for which you can activate and handle approvals.

Approving changes

Some changes must first be approved by a group of responsible persons before they can be applied (Four eyes principle). The application manager can configure the approval process. For more information, see Configuring the approval process. Once the approval process has been set up, end users can work with approvals as follows:

1. Go to the relevant selection level and make the required change(s).

   For changes for which approval is required, Planon automatically creates an approval with the In preparation status. Approvals can be viewed and further processed in the Approvals TSI.

> ℹ️ The changes you have made are not immediately visible; they will only be implemented *after* approval. Approvals are limited to a maximum of 25 changes at a time.

2. On the action panel, click Show approval overview.

An overview of your changes is now displayed. You can check the changes before sending them for approval (step 3).

3. On the action panel, click Send for approval to send your change(s) for approval.

ℹ️ The **Send for approval** and **Cancel approval** actions can also be performed via **Action on selection**.

4. In the Enter values dialog box, enter relevant information the Comments field and click OK.

   The approval's status now changes from In preparation to Pending. In the Approvals TSI, the responsible persons can now review and approve or reject the changes submitted for approval (see steps 5, 6 and 7). The record with a pending approval remains blocked during the approval process, which means that users can not make any changes.

5. Go to Approvals and check the changes that are waiting for approval.

6. Select the required approval.

7. At Status transitions on the action panel, click the required status (Approved, Canceled or Disapproved).

⚠️ It is recommended to complete all approvals before upgrading Planon.

Approval statuses:

Status	Description
In preparation	In this status, you can still apply changes to the approval (up to a maximum of 10 per approval).
Pending	In this status, the changed record is blocked and you cannot make any changes to it.
Canceled	In this status, an approval is aborted, you must enter a comment in the **Enter values** dialog box. (Typically, this is done by the approval requestor after making a mistake).
Approved	In this status, the approval is affirmed and will be applied.
Applied	The approval is implemented.
Disapproved	In this status, an approval is rejected, the changes will not be implemented and the record will be available again for new changes.
Error when applying	This status is automatically assigned if an approval cannot be applied (for example because a business object is **Under construction**). You can fix the issue that is blocking the approval (for example, set the business object that was **Under construction** back to **Completed**) and reapply the changes. If this

| Status	Description
	does not work, you can set the approval to **Terminated**. You can then proceed to submit a new approval.
Terminated	The approval is closed following an **Error when applying**.

Filtering on open approvals

You can quickly retrieve all elements, for example contracts, with an open approval (see Four eyes principle for an overview of all business objects that support the approval feature).

> ℹ️ To use this feature, some configuration is required by making the toggle button (in Planon terms also referred to as 'step action') visible in **TSIs**. For more information, see Step actions.

Procedure

1. Go to the relevant TSI and selection level:

   - Contracts / Lease contracts (lease accounting) > Contracts

   - Property details > Properties

   - Open module > Free data 1 > Free step 46

   - Open module > Properties

2. Click the Show contracts/properties/Free BO46 with approval toggle button.
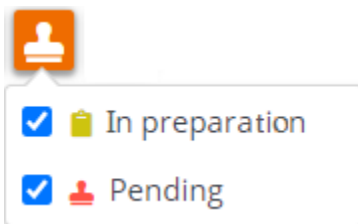
3. Check the required filter option(s):

   - **In preparation**

     Displays the elements with approvals in the **In preparation** status. The changes submitted for approval still need to be sent. In the **In preparation** status, you can still add more changes to the approval.

   - **Pending**

     Displays the elements with approvals in the **Pending** status. The changes submitted for approval have been sent. In this case the elements are blocked for any change.

   - Both options checked:

Displays *all* elements linked to an active approval.

For more information on working with approvals, see Approving changes

Field descriptions

The following section(s) describe(s) the fields, their purpose and meaning.

Approval fields

Field	Description
Code	Displays the automatically generated code of the approval.
Approval requested by	Displays the person who sent the change(s) for approval.
Automatic approval?	This field is automatically set to **Yes** if the approval process was bypassed. For auditing reasons, Planon will generate an approval and set it to the applicable status. This generated approval is marked by setting the field **Automatic approval?** to **Yes** and inserting a log message in the **Comment** field. For more information, see Using approvals and Creating an approval definition.
Comments	Displays the comments entered by the approver / the person requesting the approval.
Expected date of decision	Displays the date that is calculated based on the **Time window for approval** specified in the approval definition.
Date of decision	Displays the date on which the approval was actually **Approved**, **Canceled** or **Disapproved**.
Contract / Property	Displays the contract / property to which the change applies that requires an approval.

Approval condition fields

Field	Description
Code	Displays the automatically generated code of the approval condition.

Field	Description
Description	Enter a description for the approval condition.
Business object	Select the applicable business object (contract, contract line, contract option).
Condition filter	Define a condition filter for the field(s)

Approval definition fields

Field	Description
Authorized user group	Displays the user group(s) linked to the approval definition. Users from these groups are authorized to bypass the approval process and directly implement changes (see Using approvals).
Code	Planon automatically generates a code for the approval definition. You can change this code, if required.
Description	Enter a description for the approval definition.
Approval condition	Select one or more applicable approval conditions. See Creating and linking an approval condition.
Status	Displays the approval definition's status. This can be either **Inactive** or **Active**.
Time window for approval	Specify the time window in which an approval must be handled.

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