What to look for:

1. BEFORE you submit an e-Pro Requisition, click Save and Preview to review your approval map. To view it, expand the Review/Edit Approvers on the Requisition Approval page.

2. Look at the names listed in the boxes and verify that it is routing properly. There should be no boxes showing
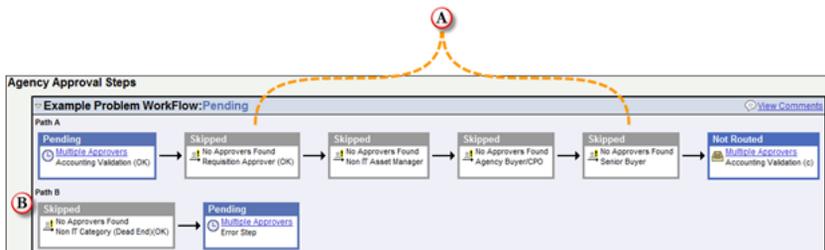
Ⓐ If you see grey "Skipped" boxes in your workflow it means that either someone at your Agency has not turned in a 301ePro form to perform the step <u>OR</u> you have not entered the chartfields your Agency has identified as routing triggers. EXAMPLE: The Requisition Approver and Agency Buyer/CPO steps rely on a Dept. ID to determine who receives the requisition. If no Dept. ID is entered, the requisition cannot route and "Skips" occur.

Ⓑ If you see a grey "Skipped" box that reads **Non IT Category (Dead End)(OK)** followed by an **Error Step** it means that your Agency is not currently configured to use ePro for anything other than IT requests and that you have selected a non-IT category code.

3. Check the Approval Comment History (at the bottom of the workflow steps) for a list of possible issues.

Notes:

Agency Approval Steps = WORKFLOW.

For a requisition to route properly – there can be no "Skipped" or "Error Step" boxes in the workflow.

For assistance with e-Pro questions, contact the Service Desk at (405) 521-2444.

OMES
INFORMATION SERVICES DIVISION