



## Oracle (ERP) Purchasing Requisition and Purchase Order Permissions Policy

### SCOPE AND PURPOSE

Oracle has been configured to align with the Williamson County Purchasing Policy. The purpose of this policy is to define how purchasing permissions are assigned and documented within Oracle.

### ROLE DEFINITIONS AND RESPONSIBILITIES

**Requisition Requestors (WC Requisition Requestor):** Requestors shall be authorized by Department Head, Elected Official or their designee to create purchase requisitions in Oracle. Limit shall be \$0.01.

**Requisition Approvers (WC Req Primary Appr 20K):** Approvers shall be authorized by Department Head, Elected Official or their designee to approve purchase requisitions in Oracle. Limit shall be \$19,999.99.

**Subsequent Oracle Hierarchy Approvers (WC Req Subsequent Appr 20K):** Subsequent Oracle Hierarchy Approvers shall be authorized by the Commissioners Court to review and/or approve purchases of \$20,000 and over and for special funds purchases (i.e. technology funds, court reporter funds, projects/grants etc.). These hierarchy approvers include the Purchasing Buyer Pass-Through Queue.

Additionally, there are approvers following the Purchasing Buyer Pass-Through Queue who each have dual approval functions, both countywide and within their own department:

**Budget Officer and Assistant Budget Officer:** Each shall approve requisitions for their own budget (491) and shall have review and approval permissions for countywide requisitions of \$20,000 and over and for special funds purchases (i.e. technology funds, court reporter funds, projects/grants etc.). Therefore, when approving their own budget requisitions of \$20,000 and over or special funds, they must manually forward the requisition to the Purchasing Buyer Pass-Through Queue as to not circumvent that approval. For all countywide requisitions their Oracle Approver will be the County Judge or Chief of Staff which will be reflected in their permission setup, as only one path can be built into the Oracle setup.

**Chief of Staff:** Shall approve requisitions for their own budget (400) and shall have overall pass-through review and approval permissions for countywide requisitions of \$20,000 and over and for special funds purchases (i.e. technology funds, court reporter funds, projects/grants etc.). Therefore, when approving their own budget requisitions of \$20,000 and over or special funds, they must manually forward the requisition to the Purchasing Buyer Pass-Through Queue as to not circumvent that approval. For all countywide requisitions their Oracle Approver will be the County Judge which will be reflected in their permission setup, as only one path can be built into the Oracle setup.

**County Judge:** Shall be the highest-level approver for requisitions of \$20,000 and over and special funds purchases (i.e. technology funds, court reporter funds, projects/grants etc.)

**Purchase Order Creator/Approver (Oracle Buyer) (WC PO Create Appr Buyer):** Approvers are authorized by the Purchasing Agent/Deputy Purchasing Agent to create and approve purchase orders after a requisition is routed through required approvals.

**Purchase Order Creator/Approver (Oracle Buyer) for Fleet Services (Fleet Create Appr Buyer):**

Special Approvers in the Fleet Services Department are authorized by the Commissioners Court to create and approve purchase orders for Fleet Services only and up to \$19,999.99 (or higher as approved for special line items per Commissioners Court order) after a requisition is routed through required approvals. This is to ensure quick turn-around on part purchases that often must be facilitated immediately to reinstate fleet vehicles to an operable state without delay.

**Purchase Order Viewer (WC PO View):** Viewers shall be authorized by Department Head, Elected Official or their designee to view Purchase Orders in Oracle. View permissions are requested through ServiceNow

**Purchasing Module Permission Verification (WC Purch Dept SuperUser):** Purchasing Agent/Deputy Purchasing Agent or designated Purchasing staff are authorized by the Commissioners Court to verify Oracle Purchasing Module System user permissions ServiceNow requests and forward to Oracle System Administrators.

**Oracle Purchasing System Administrators (WC Purch SysAdmin):** Administrators shall be authorized by the Chief Information Officer to set up and maintain the Oracle Purchasing Module System permissions and roles. Oracle System Administrators shall provide Department Heads and Elected Officials a permissions report at least once per year or upon request if necessary.

**Funding Source Assignment:** Funding Sources are created and assigned by the Auditor's Office. As new codes are created and assigned the Auditor's Office is responsible for notifying the Department Head or Elected Official.

**Department Head and Elected Officials:** Department Heads and Elected Officials shall be responsible for authorizing and maintaining purchasing permissions, role assignments, GL codes and special funds on their departmental spreadsheet report.

**ServiceNow Managers:** ServiceNow Managers are designated by Department Heads or Elected Officials to enter employee asset requests through ServiceNow. ServiceNow Managers shall be responsible for new requests, change requests and termination requests for Oracle Purchasing Module System permissions.

**Purchasing Department Staff:**

Due to the special nature of the Purchasing Department having to facilitate their own budget purchases as well as countywide purchases and in some cases emergency requisitions for other departments, the Oracle permissions setup is highly specialized.

**Purchasing Buyer Pass-Through Queue:** The Senior Contract Specialist Queue (Purchasing Buyer Pass-Through Queue) is the first level in the Subsequent Oracle Hierarchy Approvers workflow. This queue is not reviewed by the Senior Contract Specialist but by buyers in the purchasing department. Each buyer accesses the queue, reviews the requisitions for purchasing compliance and either forwards to the next **Subsequent Oracle Hierarchy Approver** if correct, or rejects the requisition back to the requisition creator if corrections are needed. Due to the queue needing to be tied to a real employee position the Sr Contract Specialist was selected as they are neutral and do not have any other Purchasing permissions.

## PURCHASE REQUISITIONS

**Purchasing Specialist I:**

**Requisitions for 0494 budget:** If **Purchasing Specialist I** issues requisition for the Purchasing Department (0494) budget, it **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers are designated as the primary department approvers. There can only be one Oracle approver designated in the Oracle hierarchy (either requisition or Purchase Order approver). Due to the department facilitating

countywide Purchase Orders daily and very few purchase requisitions for the Purchasing budget the Purchase Order hierarchy prevails. **Purchasing Specialist I** can issue 0494 funded requisitions and therefore the limit shall be set at \$0.01.

**Requisitions for countywide budgets:** If **Purchasing Specialist I** issues requisition for countywide departments requisition **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers shall forward the requisition to the Sr. Purchasing Specialist pass-through queue. A buyer shall locate the requisition in the queue then forwards the requisition to the Budget Officer (or backup). The Budget Officer shall forward the requisition to the Chief of Staff. The Chief of Staff shall forward the requisition to the County Judge who then approves it. **Purchasing Specialist I** can issue requisitions for countywide departments and therefore the limit shall be set at \$0.01.

#### **Purchasing Specialist II:**

**Requisitions for 0494 budget:** If **Purchasing Specialist II** issues requisition for the Purchasing Department (0494) budget, it **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers are designated as the primary dept approvers. There can only be one Oracle approver designated in the Oracle hierarchy (either requisition or Purchase Order approver). Due to the department facilitating countywide Purchase Orders daily and very few purchase requisitions for the Purchasing budget the Purchase Order hierarchy prevails. **Purchasing Specialist II** can issue 0494 funded requisitions and therefore the limit shall be set at \$0.01.

**Requisitions for countywide budgets:** If **Purchasing Specialist II** issues requisition for countywide departments requisition **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers shall forward the requisition to the Sr. Purchasing Specialist pass-through queue. A buyer shall locate the requisition in the queue then forwards the requisition to the Budget Officer (or backup). The Budget Officer shall forward the requisition to the Chief of Staff. The Chief of Staff shall forward the requisition to the County Judge who then approves it. **Purchasing Specialist II** can issue requisitions for countywide departments and therefore the limit shall be set at \$0.01.

#### **Contract Specialist:**

##### **Serves as backup to the Purchasing Specialist:**

**Requisitions for 0494 budget:** If **Contract Specialist:** issues requisition for the Purchasing Department (0494) budget, it **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers are designated as the primary dept approvers. There can only be one Oracle approver designated in the Oracle hierarchy (either requisition or Purchase Order approver). Due to the department facilitating countywide Purchase Orders daily and very few purchase requisitions for the Purchasing budget the Purchase Order hierarchy prevails. **Contract Specialist:** can issue 0494 funded requisitions and therefore the limit shall be set at \$0.01.

**Requisitions for countywide budgets:** If **Contract Specialist:** issues requisition for countywide departments requisition **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers shall forward the requisition to the Sr. Purchasing Specialist pass-through queue. A buyer shall locate the requisition in the queue then forwards the requisition to the Budget Officer (or backup). The Budget Officer shall forward the requisition to the Chief of Staff. The Chief of Staff shall forward the requisition to the County Judge who then approves it. **Contract Specialist:** can issue requisitions for countywide departments and therefore the limit shall be set at \$0.01.

#### **Senior Purchasing Specialist:**

**Requisitions for 0494 budget:** If **Senior Purchasing Specialist** issues requisition for the Purchasing Department (0494) budget, it **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers are designated as the primary dept approvers. There can only be one Oracle approver designated in the Oracle hierarchy (either requisition or Purchase Order approver). Due to the department facilitating countywide Purchase Orders daily and very few purchase requisitions for the Purchasing budget the Purchase Order hierarchy prevails. **Senior Purchasing Specialist** can issue 0494 funded requisitions and therefore the limit shall be set at \$0.01.

**Requisitions for countywide budgets:** If **Senior Purchasing Specialist** issues requisition for countywide departments requisition **shall be forwarded to a Purchasing Manager** for approval. The Purchasing Managers shall forward the requisition to the Sr. Purchasing Specialist pass-through queue. A buyer shall locate the requisition in the queue then forwards the requisition to the Budget Officer (or backup). The Budget Officer shall forward the requisition to the Chief of Staff. The Chief of Staff shall forward the requisition to the County Judge who then approves it. **Senior Purchasing Specialist** can issue requisitions for countywide departments and therefore the limit shall be set at \$0.01.

**Purchasing Manager:** Shall not enter requisitions, only approve them.

**Purchasing Agent/Deputy Purchasing Agent:** Shall not enter requisitions unless no Purchasing Specialist is available, and it is during an emergency setting. Exception must be approved by the County Auditor or First Assistant Auditor in writing and filed along with the PO backup. Requisition must be forwarded to a Purchasing Manager for approval and checks and balances.

## PURCHASE ORDER APPROVAL

**Purchasing Specialist I:** Creates Purchase Orders and approves them **up to \$25,000**. Purchase Orders over that limit shall route to a **Purchasing Specialist II or higher**.

**Purchasing Specialist II:** Creates Purchase Orders and approves them **up to \$50,000**. Purchase Orders over that limit shall route to a **Sr. Purchasing Specialist or higher**.

**Contract Specialist:** Creates Purchase Orders and approves them **up to \$50,000**. Purchase Orders over that limit shall route to a **Sr. Purchasing Specialist or higher**.

**Sr. Purchasing Specialist:** Creates Purchase Orders and approves them **up to \$100,000**. Purchase Orders over this limit shall route to a **Purchasing Manager or higher**.

**Purchasing Manager:** Creates Purchase Orders and approves them **up to \$250,000**. Purchase Orders over this limit shall route to **the Purchasing Agent or Deputy Purchasing Agent**.

**Purchasing Agent or Deputy Purchasing Agent:** Creates Purchase Orders and has unlimited Approval capacity.

During the training phase, a newly hired Purchasing employee is first assigned a \$0.01 Purchase Order limit. After a reasonable amount of time and/or as determined by their supervisor the limit may be increased to \$5,000.00 until the employee is fully trained in which case, they will be assigned the appropriate limit depending on their position.

Purchasing Specialist I:	\$25,000.00
Purchasing Specialist II:	\$50,000.00
Contract Specialist:	\$50,000.00
Senior Purchasing Specialist:	\$100,000.00
Purchasing Manager:	\$250,000.00
Purchasing Agent/Deputy Purchasing Agent:	Unlimited

## BLACKOUT AUDIT PERIOD

The blackout period is a time period in which the Human Resources Department (HR) makes a high number of personnel record adjustments to include compensation changes, position changes and position grade changes. This time period typically takes place each year between September and the end of December. Those changes can affect the Oracle Permissions structure. During this time, the Purchasing Department is working with end-users on their annual baseline. Auditing this time period is discouraged as it is impossible to know what HR changes are being made without the ServiceNow ticket being submitted. The baseline exercise is designed to capture and document all of these types of changes each year.

## OTHER EXCEPTIONS

**Non-Departmental Funds Requisitions:** There may be occasional needs for requisitions to be entered by a department for special funds that are not assigned to departments, such as 409 (Inter-Departmental) or 01.0312.0312.005300 (Improvements >\$5,000) or others. These GL codes will not be reflected in the end-users' GL ranges/ServiceNow asset records as they do not belong to a specific department. These requisitions will all route through the entire Subsequent Oracle Hierarchy Approvers up to the County Judge.

**Requisitions for countywide centralized programs:** The Purchasing Department may enter requisitions for other departments or countywide programs such as the countywide copier program or the countywide vehicle order.

**Emergency Requisitions:** Emergency situations may require Purchasing Department staff to enter a requisition if an end-user requisitioner is not available.

**Change in Leadership of a Department:** When there is a change in leadership in a specific department, interim requisition entry by Purchasing Staff may be necessary to aid the newly hired Department Head or Elected Official continue operations while they are training. **This exception shall not happen due to a department's lack of planning or lack of backup staff and only be facilitated on rare occasions.**

**Changing Requisitions to incomplete status:** In some cases, a requisition may be stuck in the hierarchy due to approvers hitting the wrong button and may need to be changed to incomplete status so it can be routed appropriately. If Purchasing Staff determines with an Information Systems Oracle Purchasing System Administrator that this is the appropriate solution, an Incident Ticket shall be sent by Purchasing with the request to document the transaction.

**Pass-Through:** The Oracle Purchasing Module requires a value of \$0.01 to be assigned to a role with no approval authority. This functionally is referred to as "pass-through".

**Seized or Forfeiture Funded Requisitions for the Sheriff's Office:** All Requisitions funded out of 0411, 0412, 0413 budgets shall route from a Sheriff's Office Requisition creator straight to the Sheriff. This is an exception to the usual requisition hierarchy.

## ORACLE PURCHASING MODULE SYSTEM CONFIGURATION

**Report To Field:** The Oracle Purchasing Module defines the “Report To Field” as a Requisition Approver or Purchase Order Creator or Approver.

**Requisition Requestors:** Requisition Requestors shall be assigned a pass-through limit of \$0.01 to generate a requisition as they have no approval authority.

**Requisition Approvers:** Requisition Approvers shall be assigned an approval limit of \$19,999.99 but some exceptions apply. Requisitions under \$20,000 will be approved by the Department Approver and route to the Purchasing Buyer’s requisition queue (Oracle Auto Create file).

In some cases, departments have more than one level of department approver in which case a requisition can be forwarded to that approver. The highest department level approver whose limit shall not exceed \$19,999.99 shall report to the Senior Contract Specialist in the Oracle configuration. The Senior Contract Specialist queue (Purchasing Buyer Pass-Through Queue) is the first level in the Subsequent Oracle Hierarchy Approvers workflow.

**Funding Sources (GL Codes):** All Funding Sources (GL Codes). Typically, a range is entered to allow future codes to be included. Funding sources are assigned and sent to a department by the Auditor’s Office and shall be established in the baseline configuration each year.

**Funding Source Exception:** Special Funds, Project Funds and Grant Funds requisitions shall route through the Subsequent Oracle Hierarchy Approvers and shall require Requisition Requestors and Requisition Approvers authorized with Oracle Purchasing Module System permissions to be assigned an approval limit of \$0.01 (no approval authority) to assure correct routing.

**Seized or Forfeiture Funded Requisitions for the Sheriff’s Office:** All Requisitions funded out of 0411, 0412, 0413 budgets shall route from a Sheriff’s Office Requisition creator straight to the Sheriff. This is an exception to the usual requisition hierarchy.

**Baseline:** A baseline configuration shall be established in the fall of each year for each Department Head, Elected Official, or ServiceNow Manager of a department to document all up to date Oracle Purchasing Module System permissions through ServiceNow. This baseline utilizes a spreadsheet hierarchy report generated by Oracle that reflects the Oracle Purchasing roles and permissions.

## SERVICENOW PURCHASING REQUISITION AND PURCHASE ORDER PERMISSIONS REQUEST

A spreadsheet report reflecting department roles and funding sources will be generated by the Information Systems Department and placed in the department’s SharePoint file once per year for the baseline exercise or after a change has taken place. This report reflects the roles and permissions in Oracle.

New Oracle permissions or changes to existing permissions for employees shall be requested through the ServiceNow Purchasing Requisition and Purchase Order Permissions Request Form by Department Heads, Elected Officials and or ServiceNow Managers. Each authorized Oracle Purchasing user will require a ServiceNow ticket for subsequent updates.

The request requires that the complete department spreadsheet of roles and funding sources be included with edits and signed by the Department Heads, Elected Officials, or ServiceNow Managers.

For new Elected Officials Senior Director of Human Resources shall be entering ServiceNow Purchasing

Requisition and Purchase Order Permissions Requests unless a Chief Deputy or Service Now Manager for that department is available. If neither is an option, the County Chief of Staff can enter the request.

For new Department Heads the County Chief of Staff shall be entering ServiceNow Purchasing Requisition and Purchase Order Permissions Requests unless a Deputy Director or Service Now Manager for that department is available. If neither is an option, the Senior Director of Human Resources can enter the request.

The Purchasing Department will review the request and verify that correct role assignments have been documented. Once the Purchasing Department approves the Asset Request through ServiceNow, the Information Systems Department shall implement and configure Oracle Purchasing Module System permissions to reflect that approved request.

Purchasing staff will check against the Williamson County Purchasing Hierarchy Report for staffing updates on a weekly basis. When the purchasing staff or Information Systems notice a title change, promotion, or termination Purchasing will make every effort to remind the Department Heads, Elected Officials or authorized ServiceNow Managers that their Oracle Purchasing Module System permissions may need to be updated.

#### **Anticipated Turn-Around Time for Service Now Tickets In the Workflow**

- Service Now Analyst III (or backup in Information Systems) review tickets and sends to Purchasing within 24-48 business hours;
- Purchasing reviews and completes ServiceNow ticket and initiates the workflow in Oracle;
- Purchasing System Administrator(s) process workflow within 5 business days;
- Oracle System Administrator completes setup and places fresh Hierarchy Report into SharePoint file within 5 business days

## **INCIDENT TICKETS**

In some circumstances that may not be able to be communicated via ServiceNow request, an Incident Ticket shall be issued by the Purchasing Agent/Deputy Purchasing Agent to document the change.

**Example:** A terminated user had Oracle permissions which are removed at departure of the employee. The newly hired employee automatically appears on the hierarchy report due being placed in that position, yet no permissions are assigned. If the manager makes the decision to not assign Oracle permissions to the new hire, there is no way to document that in ServiceNow as they had never been assigned or requested before, however they will have to be removed from the report via Incident Ticket.

## **DEPARTMENT TRAINING**

Department Heads, Elected Officials and ServiceNow Managers, Requisition Requestors, Requisition Approvers, and Subsequent Oracle Hierarchy Approvers are not permitted Oracle Purchasing access until they have completed required training through the Purchasing Department.