Georgia®

Department of Administrative Services

1. **Do I need to do anything to prepare for this upgrade?**
   Users do not need to make any changes. The changes will automatically be visible to all users when they login to the system after the upgrade.

2. **Why do the pages I normally go to look different?**
   The upgrade made the pages look wider and, in some instances, increased the font size. Users may now have to scroll to see all the information on the page. However, in most cases the pages themselves have not changed.

3. **Will I need a different URL?**
   No, the same URL that is currently being used will continue to be used. There is no change in how the system is accessed.

4. **How do I report a problem?**
   Procurement issues should be reported to the Procurement Helpdesk (procurementhelp@doas.ga.gov/404.657.6000). Procurement issues are those that are related to ePro, Strategic Sourcing, Supplier Contracts and pCard. Financials issues should be reported the Customer Service Center (FSCM@sao.ga.gov/404.657.3956).

5. **Why are upgrades necessary?**
   The upgrade ensures that we continue to receive the latest regulatory updates to our system from Oracle and that our system does not go out of date.

6. **What are the most important changes that can be expected?**
   Some of the most noticeable changes are visual updates to layouts and navigations. The extent of the changes is being covered in webinars, training and the delta document. Please refer to that content for a full list of all changes.

7. **What are the most important points to keep in mind as I navigate through the new environment?**
   We recognize that change can be challenging. Keep in mind that there will be no changes to the functions you currently do. Navigating the system will remain the same, the only thing that may look different is the layout of the page or there may be additional buttons or icons on some pages offering additional functionality.

8. **What are tiles?**
   When you log in you will see the homepage with boxes (tiles) that are laid out throughout the front of the application. When you hover over them and click on them you will be able to select

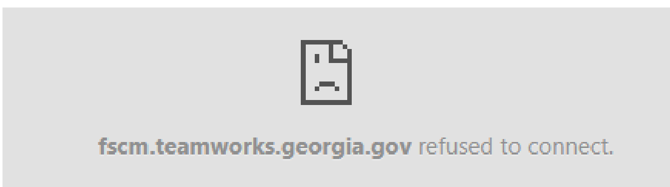
the content. The tile display is based on role security. Each persons' desktop will look different depending on their access and how many additional tiles the user has added.

9. **Will favorites come over?**
   Yes, the favorites will come over from prior to the upgrade.

10. **Should I expect my security access to remain the same?**
    Yes, all security access will remain the same as prior to the upgrade. If additional functionality was implemented as part of the upgrade, you may see additional icons or menu options, but only if they were assigned to your roles.

11. **Did the upgrade impact transactional data?**
    No, all data will still be available as it was prior to the upgrade. No data has been removed or changed.

12. **Why am I encountering a connection related message after punching out to view the cart associated with an existing email (cart-based) requisition and clicking 'Cancel PunchOut' to return to TeamWorks?**

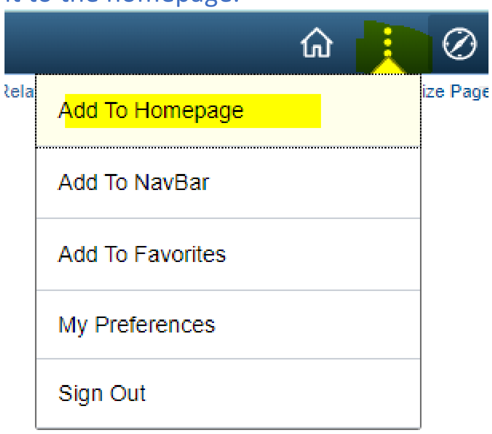


    This is a known issue that existed prior to the upgrade, therefore, not occurring as a result of the upgrade. When this happens, both the Procurement Workcenter navigation link and the home button remain available, allowing users to continue navigating and working, uninterrupted. DOAS is working to identify and apply a fix for this issue.

13. **How do I minimize/maximize pages on the procurement dashboard?**
    Use the drop dropdown option for the pagelet settings option and select minimize or expand, whichever option is relevant.

14. **Can the Workcenter be minimized to provide more room on the pages being displayed?**
    Yes, the two double arrows allow the menu to be collapsed.

15. **Do I still have the option to personalize my homepage?**
    Yes, when you navigate to a page you want to add to your homepage use the Action icon to add it to the homepage.



16. **Is the Pcard information on the procurement dashboard the same as the pagelet information?**
    Yes, the information on the procurement dashboard is the same as the pagelet information it is just displayed in different ways.

17. **What is the NEW "handshake" icon I see next to the total on each requisition line?**
    The  icon is an indicator that a contract is linked to each requisition line. When no contract is linked, the icon will not appear.

18. **What are the 3 New Tiles on the Secure Supplier Portal Page?**
    There are 3 new delivered tiles which are visible on the Secure Supplier Portal. The tiles provide the ability to review Purchase Order and Receipts Information, as well Contract Deliverables for submitting quarterly sales reports. The system provides filtering options for all 3 tiles. Similar data is accessible via the Workcenter navigation. Please refer to the quick reference guide for additional details.
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19. **What are the minor changes visible on the Invite Bidder Pages?**

You will notice display of additional columns such as status, category code, and diversity. Please reference the following delta document for additional details.

20. What is this icon  ?
This icon allows you to sort the data displayed on the page in different ways. For additional information on the sort feature, please reference the following QRG's-

21. Where can I find the Quick Reference Guides (QRG's) for the modules?
[PeopleSoft Quick Reference Guide List.pdf (ga.gov)]

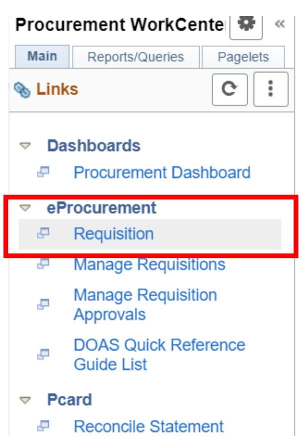
22. Where can I find information on the release for PO's, Vouchers and Finance?
[updates 2022 | State Accounting Office of Georgia]

23. **The Edit Requisition link is no longer available on the approvals page, can requisitions still be edited?**
Yes. Although the link is not there, Edit Requisition can be accessed by using the Manage Requisition page on the Workcenter. For more information on this change please refer to the delta document.

24. Where can I find information on the release for PO's, Vouchers and Finance?
[updates 2022 | State Accounting Office of Georgia]

25. Does it matter what browser I use to access the application?
No, any browser can be used to access Peoplesoft.

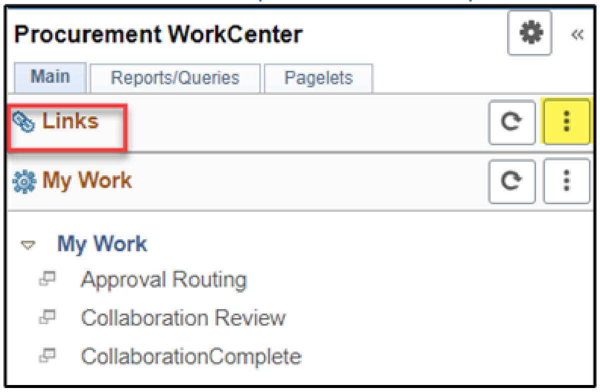
26. My Requisition Icon is missing from the homepage. How can I create a requisition now?
Click on the **Procurement Workcenter>eProcurement>Requisitions**



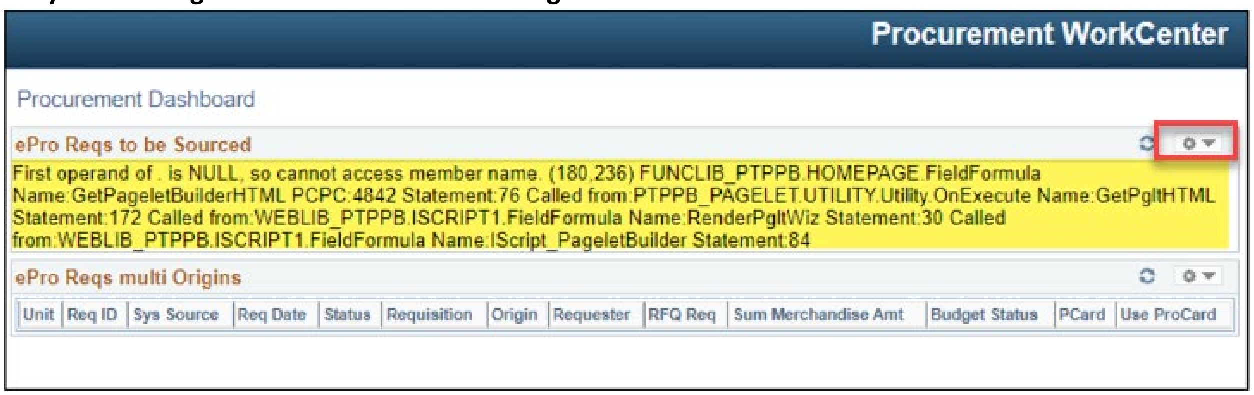
This link will take you to the create requisition page. The process of creating a requisition has not changed. Please refer to the delta document on how to create a requisition.

27. Why am I unable to see page access links (ex. Requisition and Manage Requisition) in the Procurement Workcenter when clicking on the Procurement Tile?

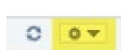
Your 'Links' section may be minimized. If so, select the three vertical dots in the 'Links' section and select 'Expand' to view all quick access links available for all modules.

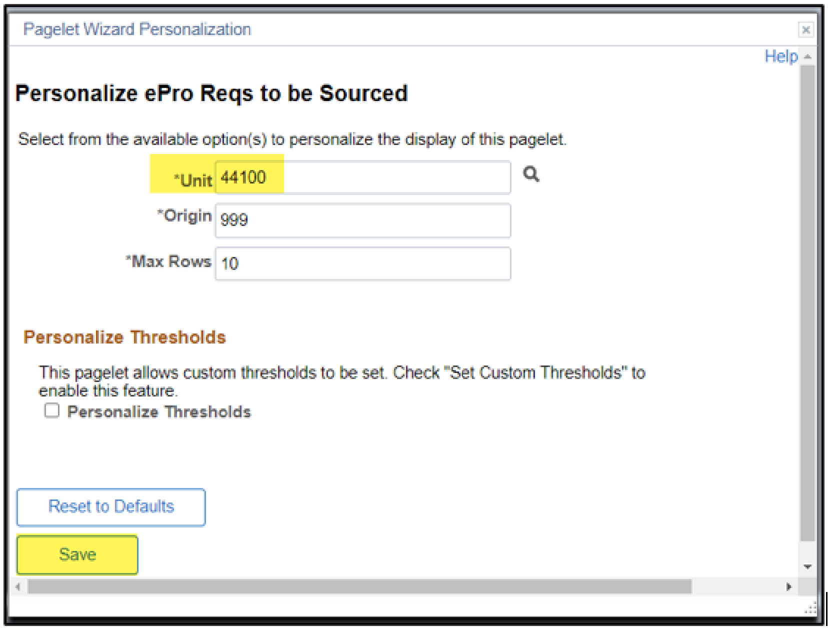


28. **Why am I seeing an error when I view the Pagelet on the Procurement Dashboard?**



This error appears if you have not personalized a Pagelet. To resolve, take these steps:

1. Click on the settings  icon on the pagelet.
2. Select 'Personalize' action.
3. Populate Unit with your business unit.
4. Click 'Save'.
5. Click the 'Refresh'  icon to update the pagelet producing the error and the error should no longer appear.



29. I do not use Pagelet to monitor Pequisition or Procurement Card. How can I close them?

Select the 'Settings' icon for each pagelet and select 'Minimize' option. When you log out and log back in, they will remain minimized.