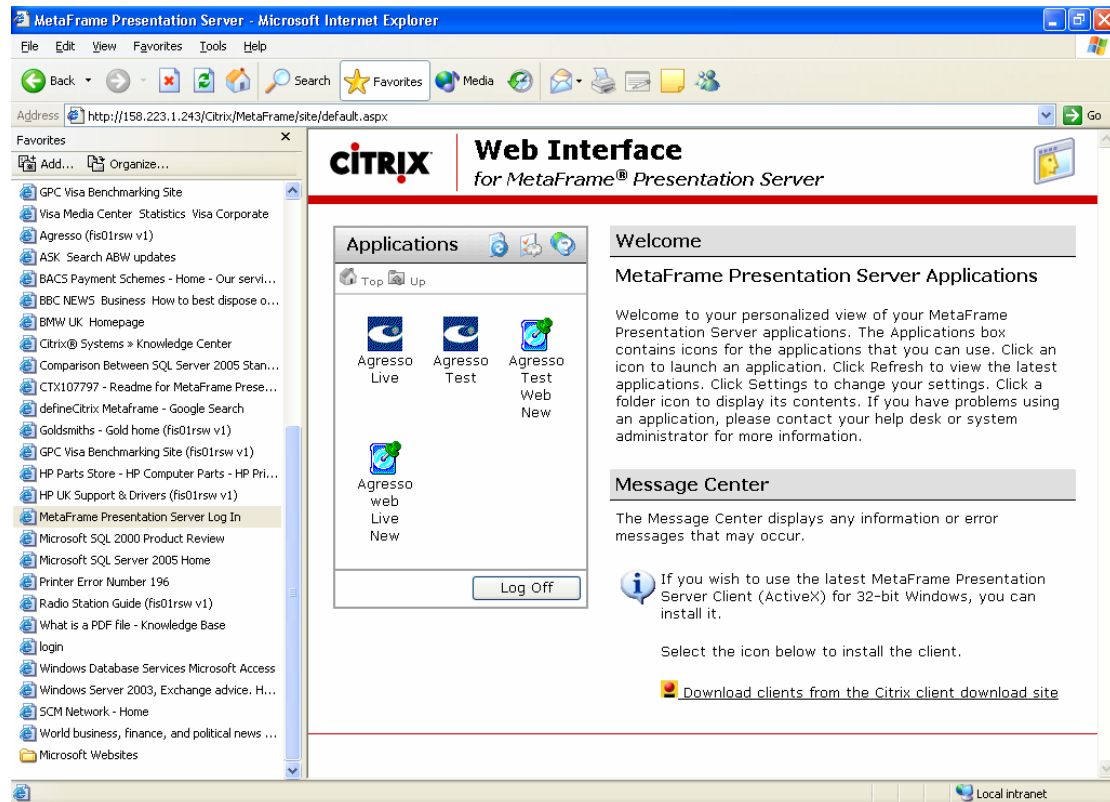


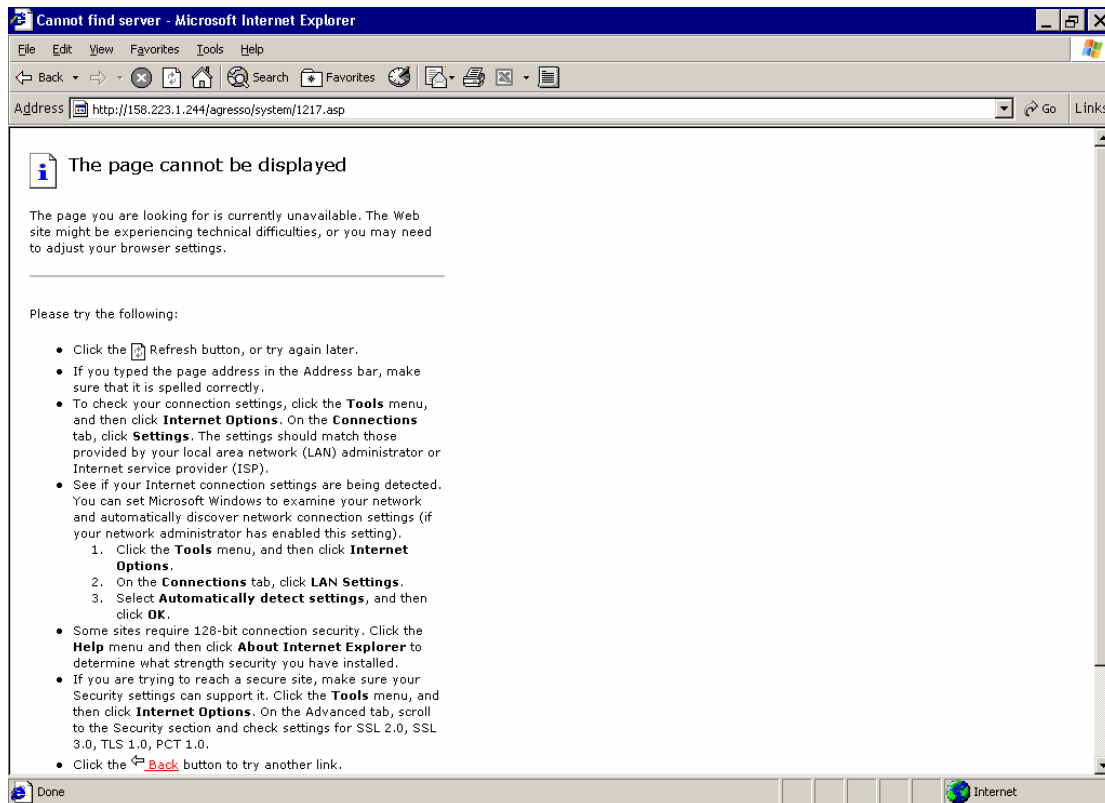
FREQUENTLY ASKED QUESTIONS (FAQs)

1. When logging onto WEB Ordering “front end” the system will not accept my password – Why?

This is usually because your password has expired or is about to expire.



If you log into the second WEB front end screen (i.e. the AGRESSO WEB Live new or AGRESSO WEB Test new Icon) the WEB system front end is not sophisticated enough to tell you the password has expired. Instead it presents the following screen:

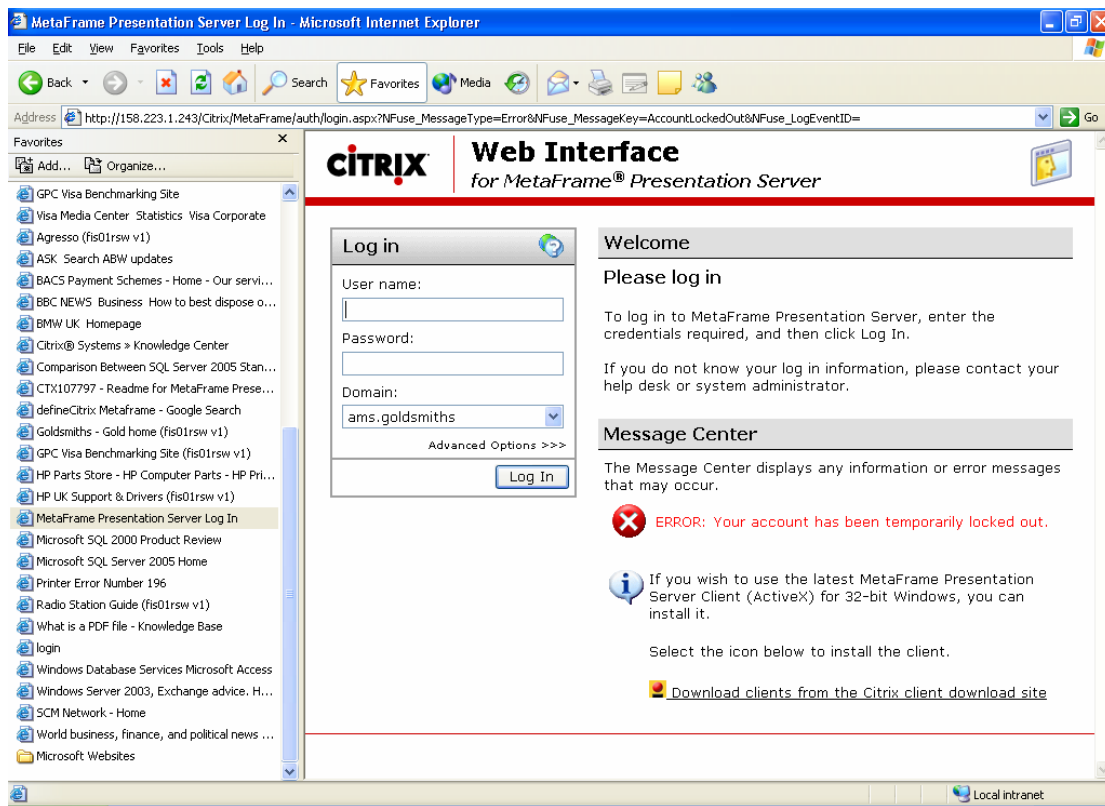


Log into the related AGRESSO back-office Icon (i.e. AGRESSO LIVE or AGRESSO TEST as appropriate) and the system will advise if the password has expired and will then present screens so you can enter a new password.

NB: If the password is expiring that day the back-office system will log you on. You must then change the password by going to **TOOLS** , **CHANGE PASSWORD**.

Then go back to logging onto the **WEB** front end and you should be OK.

2. I have entered the incorrect password several times and the system is saying in red that my account is “locked” out – Why?



The system has suspended your logon attempts but if you wait 10 minutes you will find that you can attempt to log on again.

On the second login once you have logged in three times incorrectly the system will take you back to the icons.

3. Why does the system “force” me to change my second AGRESSO password?

It is considered good practice to change passwords on a regular basis to reduce the chances of “hackers” gaining access.

The first AGRESSO password usually does not need to be changed, except at the first instance of logging on.

However, to comply with good practice, the system will force you to change the 2nd AGRESSO password on a regular basis (this interval is every 6 months as at Aug 2007).

4. Are there guides to help me use AGRESSO?

Yes - to assist you in using AGRESSO a selection of step by step guides have been prepared. These guides can be found on the Goldsmiths Internal Finance WEB page at the following address:

<<http://www.goldsmiths.ac.uk/finance/agresso.php>>

5. I can't get my PO to print. Why?

The PO must have completed the following sequence:

- a) been raised
- b) been authorised
- c) been converted to an order

When you print the order you must run the option that states who raised the requisition e.g. orders raised by Richard Welch.

To check the requisition has been authorised view the “workflow diagram for this requisition. Remember to check each line.

NB: AGRESSO will NOT print an order twice. So it is possible that you have created the image in a previous run of PO01. You will need to check all of your previous runs of PO01.

6. The departmental authoriser is away from the office. Can my requisitions be authorised by another authoriser?

Yes, send an email to Stephanie Andrews in Purchasing stating:

- a) the name of the authoriser who is absent
- b) the “from date” and “to date” covering the period of absence
- c) the most appropriate authoriser who should be allocated temporarily to cover.

Stephanie will set the system and any orders raised during the period mentioned will route to the alternative authoriser. Please note the temporary authoriser will not get emails from AGRESSO saying requisitions are waiting for authorisation.

7. Can we use any supplier?

In the AGRESSO database, preferred suppliers have been set up on many of the product records. When these products are selected in the Requisition Entry Screen the supplier field will be populated with the preferred supplier.

You are expected to use the preferred suppliers if they are displayed.

However, there will be instances where other suppliers need to be used, e.g. a preferred supplier is not being displayed, or the preferred supplier cannot provide the goods requested. In these instances select another supplier as appropriate from the database.

In instances where your chosen supplier is not on the database, you will need to contact Purchasing to have that supplier set up.

8. What if the supplier doesn't show on the system already?

If your chosen supplier is not on the database, you will need to contact Purchasing to have that supplier set up.

9. Will we still receive invoices to authorise for payment?

When invoices are received, Purchasing will check the system and if you have entered the goods as received then Purchasing will pay the invoice. These invoices will not be sent out to departments.

If you do not enter the goods as received the invoices will need to be sent to you for authority to pay. However, this is not desirable as it is very inefficient.

10. Who can help me with resolving a problem with WEB Ordering?

If you are unable to resolve a problem with your WEB Order processing, send an email with the details of the problem to:

Stephanie Andrews - Finance Purchasing
email: s.andrews@gold.ac.uk
Telephone: 7934

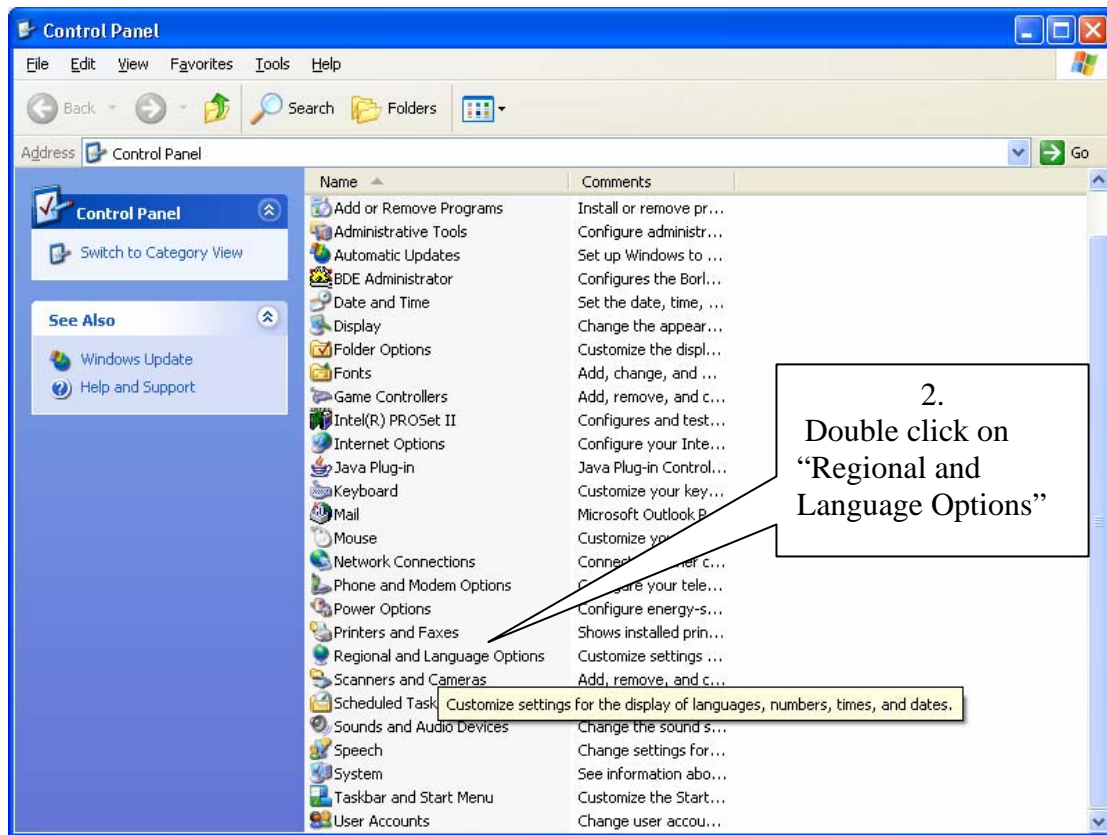
11. When printing from AGRESSO the system is selecting LETTER format even though I have set defaults to A4 format – Why?

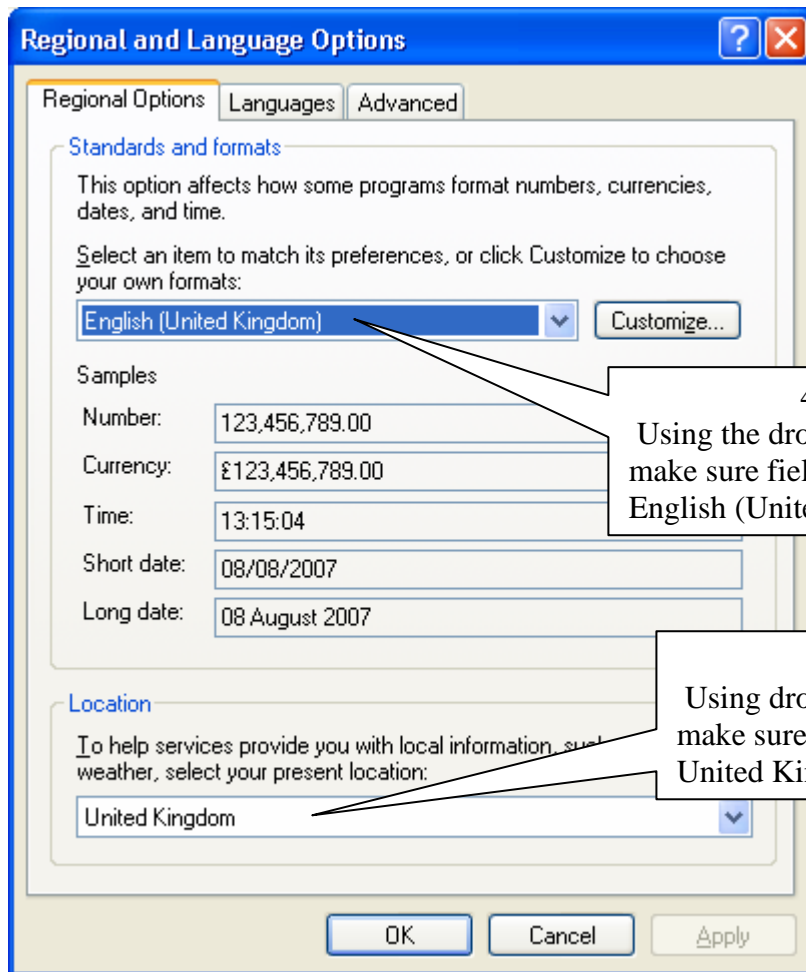
When printing from AGRESSO, the AGRESSO software picks up printer settings from the default printer on your PC. Therefore, first check the default printer settings are set as you require.

Also, the AGRESSO system (i.e. the CITRIX client software on the PC) adopts the values in the “Regional and Language Options” which are set in the control panel. These must be set to English (United Kingdom) defaults. If they are set to USA the AGRESSO system will adopt USA settings (e.g. letter format in place of A4).

Therefore, check and set “Regional and Language Options” to read English (United Kingdom) by proceeding as follows:

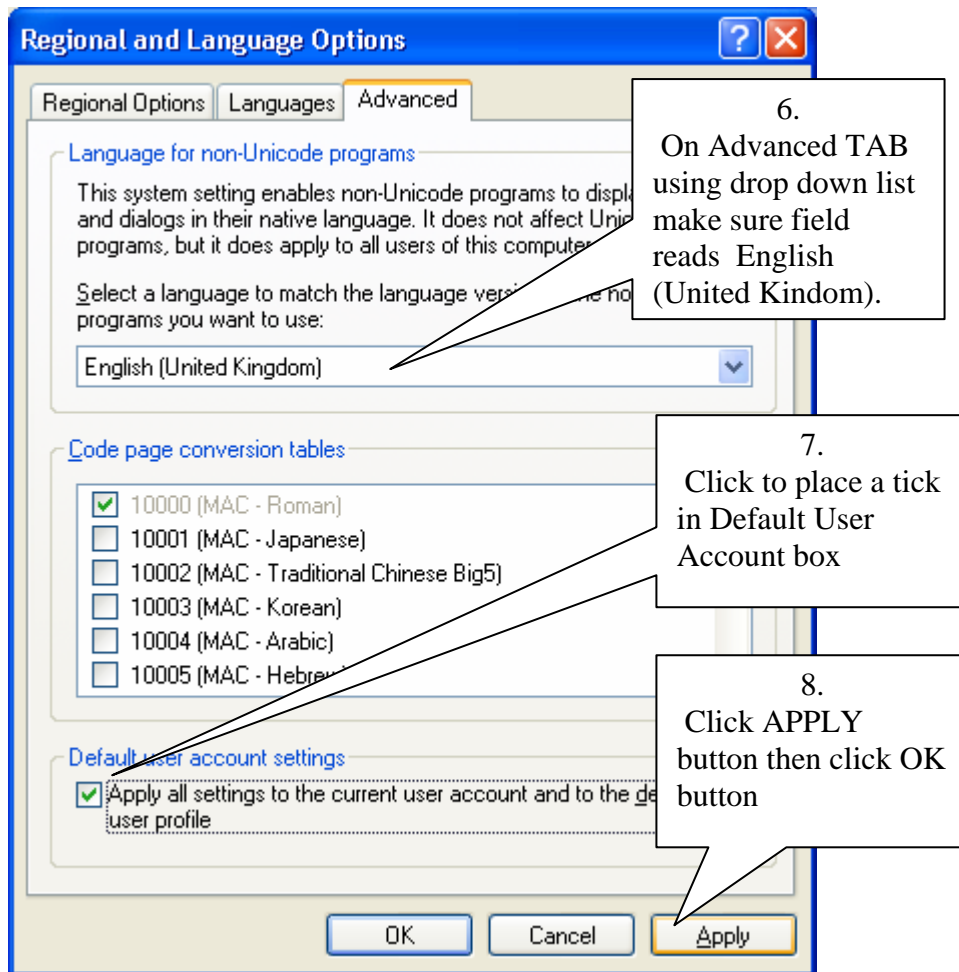
1. Click on START, then SETTINGS, then CONTROL PANEL.





4.
Using the drop down list
make sure field reads
English (United Kingdom).

5.
Using drop down list
make sure field reads
United Kingdom.



12. When entering goods as received should the “delivery date” be the actual date of delivery, or today’s date?

The date of delivery should be stated as the actual date of delivery. This is particularly important near the end of the financial year as it affects the amount of money that must be accounted for over the end of the year.

The goods delivery screen in the WEB front end will default to today’s date.

Therefore, shade the date in this field and click delete. Then enter the correct date of delivery.

13. I have entered a requisition but one of the lines (or the complete requisition) has not routed to my department authoriser. Where has it gone?

The system uses the “Analysis Code” entered in the requisition line to decide who should authorise that line.

From the “Analysis Code” the system will work out the “Cost Centre Code” and will then route the line of the requisition to the authoriser responsible for that Cost Centre Code.

For example, if Estates entered a requisition line with a Finance Analysis Code the requisition will route to a Finance Department Authoriser for authorisation.

The Finance Department Authoriser should be able to authorise the line in the normal manner.

14. I want to cancel an order on the system. How do I do this?

There are two categories of orders that you may wish to close.

Category 1: There are WEB orders created in AGRESSO which for one reason or another have not progressed beyond the initial entry of the order. These orders may not have been sent to the supplier, or the orders were cancelled and we do not expect to receive any of the goods on the orders.

Category 2: There are some WEB orders created in AGRESSO which have received a partial delivery of the goods. However, although the order is valid and still in "OPEN" status it is accepted that the remainder of the order goods will never be received. After invoicing for the goods already received, these orders could be closed.

If you wish to close any orders send an email with the details and the reason you wish to close the order to:

Stephanie Andrews - Finance Purchasing
email: s.andrews@gold.ac.uk

15. A fully authorised requisition is not converting to an order. Why?

Once a requisition is fully authorised the system will convert it into an order and issue an Order Number.

If enquiries show that the requisition is not displaying an Order Number:

First check that all lines on the requisition have been actioned by the authoriser. The authoriser must either approve a line or reject it. If any line(s) has been left (i.e. neither approved or rejected) then the system will suspend further action on the requisition until the outstanding line(s) has been actioned.

Secondly if all lines have been actioned by the authoriser and the system is still not converting the requisition to an order, it may be that there is something wrong with the line(s). Check them thoroughly for accurate completeness e.g. are all lines showing the supplier code inserted.

If any errors are discovered send an email with the details to:

Stephanie Andrews - Finance Purchasing

email: s.andrews@gold.ac.uk