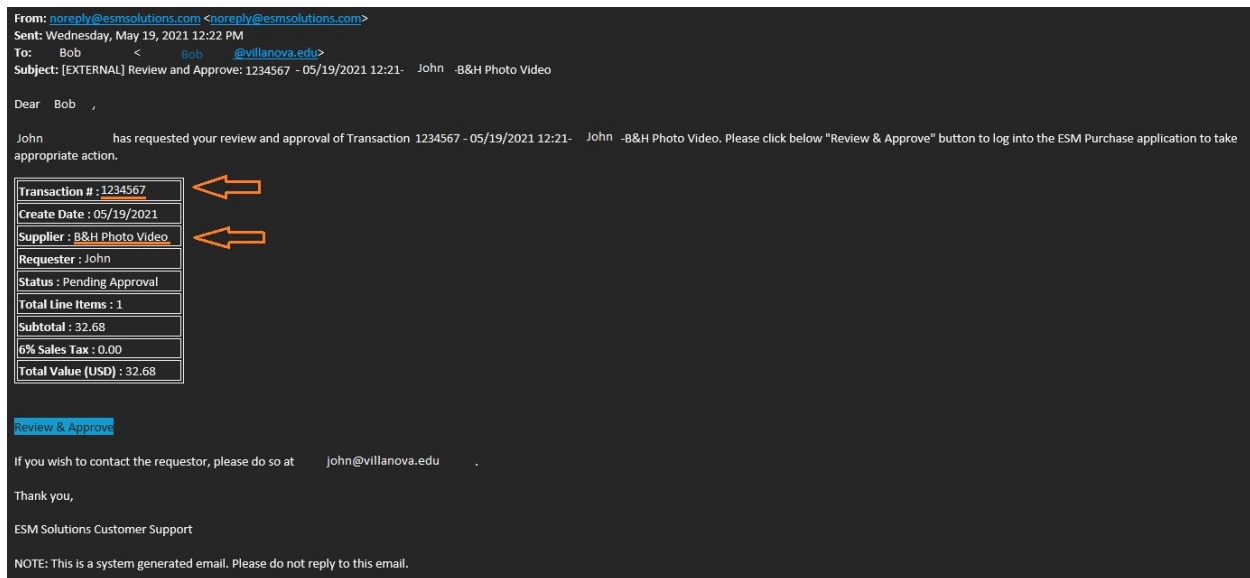


Checking Your Order Status

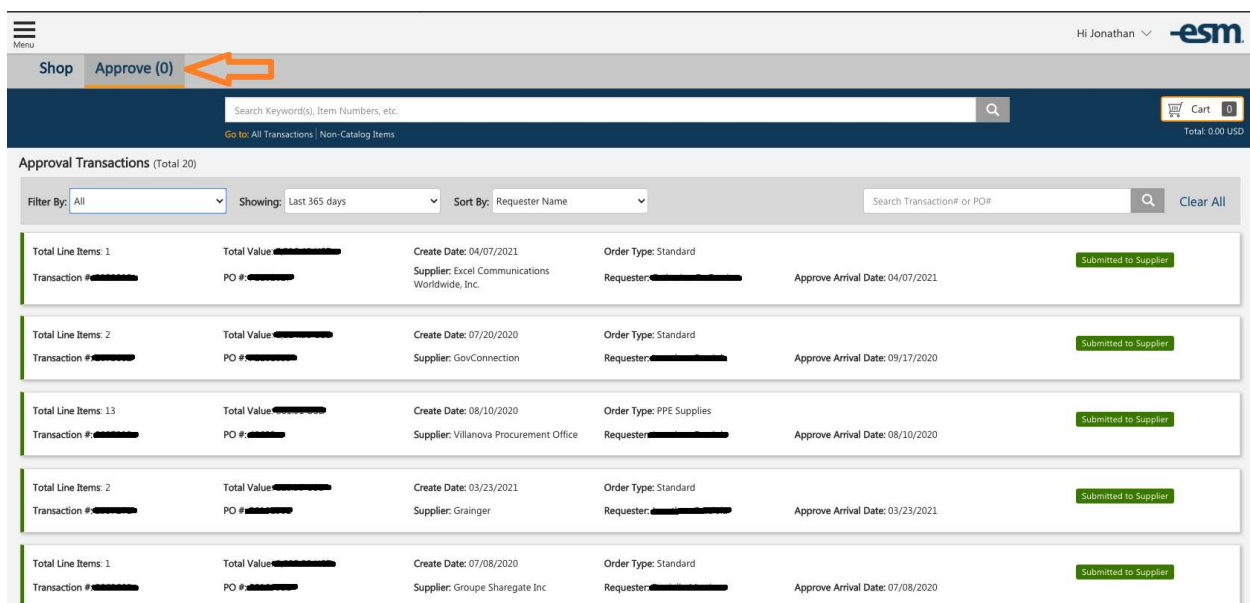
Once your order is submitted by CLAS IT in Novabuy (ESM), it goes through an approval workflow.

- The approvers in the workflow are determined by the account chosen to pay for the order and the cost.
- The approvers receive an email notification stating that there is order in their queue awaiting approval.

See the example below:



Approvers can then log into Novabuy, click on "Approve" tab to review the order:



From this window, an approver can do the following:

- Add Notes.
- Approve.
- Reject.

Menu

Hi Jonathan ▾ esm

Shop Approve (0)

Search Keyword(s), Item Numbers, etc.

Go to: All Transactions | Non-Catalog Items

Cart 0 Total: 0.00 USD

Approve

General Details

Payment Form: PO Need By Date:

Release Method: Electronic 6% Sales Tax:

Order Type: Standard

Purchase Order #: P-12345

Fiscal Date: 04/08/2021

Transaction Summary

Transaction #: 12345

Create Date: 04/07/2021

Supplier: Excel Communications Worldwide, Inc.

Requester: [Redacted]

Cart Originator: [Redacted]

Selection: Submitted

Status: Submitted to Supplier

System Note: History

Total Line Items: 1

Subtotal: [Redacted]

6% Sales Tax: 0.00

Total Value (USD): [Redacted]

Notes and Attachments

Internal Note [Icon] [Icon] External Note [Icon] [Icon]

Delivery Details Attn: [Redacted] Location: UNIT - Tech Support View

Billing Details Attn: Procurement Office Location: Procurement Office View

GL Details View

Line Item Details (Total: 1) View

View Workflow Details View

View Receipts

Approvers can also see the following:

- Other approvers in the workflow.
 - o Whether they have approved or not.
- If the order has been submitted to the supplier. This means your order has reached the vendor. This only happens once everyone in the workflow approves.

If your submission does not say that it was submitted to the supplier, first check that all approvers have submitted their approval. Reach out to that individual if they have not.

The screenshot displays the 'Approve' section of the eSM system. On the left, a sidebar lists navigation options: General Details, Delivery Details, Billing Details, GL Details, and Line Item Details (Total: 1). The 'Line Item Details' option is highlighted with an orange arrow. The main area shows a table of workflow steps with columns for Workflow Name, Approver Name, and Status. The 'Status' column is highlighted with an orange arrow. On the right, the 'Transaction Summary' panel shows details such as Transaction #, Create Date, Supplier (Excel Communications Worldwide, Inc.), Requester, Cart Originator, Selection (Submitted), Status (Submitted to Supplier), System Note (History), Total Line Items (1), Subtotal, 6% Sales Tax, and Total Value (USD). The 'Notes and Attachments' section at the bottom right includes fields for Internal and External Notes. The top navigation bar shows 'Shop' and 'Approve (0)' tabs, a search bar, and a user profile for 'Hi Jonathan'.

Once status changes to “Submitted to Supplier”, a purchase order number (PO) is generated. Approvers can use this to correspond with the supplier directly to check on the status of an order.

- A PO always starts with a P, for example “P1234567”. It is located under the “General Details” section. See the third picture in this document for location.

See below for the appropriate email address.

- Connection (formerly GovConnect): Jeff Sparr, jeff.sparr@connection.com
- Apple: Suzanne Whitlow, whitlow@apple.com
- Dell: Whitney Wolensky, whitney.wolensky@dell.com
- AVADirect: messages@avadirect.com
- B&H Photo Video: Jamie Levy, jamiel@bhphotovideo.com