Best Practices Workflows
Agenda

- **1 Introduction**
- 2 Acquisitions workflows
- 3 Fulfillment workflows
- 4 Resource Management workflows
- 5 Summary
Introduction- Alma Workflows

Acquisitions
• purchasing/receiving
• invoicing
• record imports

Resource Management
• cataloging
• record imports

Fulfillment
• loans/returns
• requests
• resource sharing
• borrowing/lending
• course reserves
Alma Workflows- User Roles

Permission to view items or perform actions are enabled by privileges (which are grouped into roles).

**Administrator**: configure workflow-related rules and profiles.

**Managers and Operators**: carry out workflow activities.
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Acquisitions Workflow

Order
- EOD File
- Create PO Line Manually

Receive

Invoice
- From PO/Manually
- Excel file
- EDI
I. Ordering Considerations

Create purchase review rules and switch default rule from true (review) to false (skip review)
Ordering – Import Profiles

Acquisitions Configuration menu > Import Profiles
Set up unique profiles for different vendor accounts

New Order of Physical Material - Yankee Book Peddler

Create a specific profile that will only delete records if necessary.
Use naming conventions!! (see above)
Use a Technical PO Line for E+P orders

- Create an order line for each material type
- Primary order line (electronic); used for evaluation & payment processes
- Secondary order line (print); may be discontinued and may not require payment. (secondary order line) has Acquisition method of "Technical"
  (secondary order line) "Related POL" points to primary line
II. Receiving

Use “Keep in Department” functionality to assign “next step”

**Receive New Material**

<table>
<thead>
<tr>
<th>Item description</th>
<th>Status</th>
<th>Locations</th>
<th># Ordered</th>
<th>Items Received</th>
<th>Date Sent</th>
<th>Next Step</th>
<th>Receiv</th>
<th>Interest</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Martin Luther: rebel in an age of upheaval / Heinz Schilling, New York, NY: Oxford University Press, 2017, 9780198722815 (hardback), ISBN</td>
<td>Sent</td>
<td>Graduate Library - Stacks (1)</td>
<td>1</td>
<td>0</td>
<td>2018/01...</td>
<td>-</td>
<td>Receiv</td>
<td>Interest</td>
<td>Users</td>
</tr>
</tbody>
</table>
Receiving - Claiming

Use Claiming if item not received
• Parameters defined in vendor record.

<table>
<thead>
<tr>
<th>Claim Date Calculation</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected receipt date after ordering + claiming grace period</td>
<td>Order made on April 1(^{st}). Expected receipt date after ordering of 5 days + grace period of 5 days. (10 days total). Expected arrival is April 11(^{th}).</td>
</tr>
<tr>
<td>Serial issues: Receipt date of last-received issue + claiming grace period + subscription interval</td>
<td>Received last issue on April 1(^{st}) + claiming grace period of 5 days + subscription interval of 30 days. Expected arrival date: May 6(^{th}).</td>
</tr>
</tbody>
</table>
Receiving - Claiming

Claiming Job Runs nightly

Acquisitions menu > Purchase Order Lines > Claim or Claims Task List

Claim notifications:

• For Physical one-time items: Claim letter automatically sent from Alma to vendor

• For Subscription/continuous and Electronic POLs: Manually send email to vendor from PO Line > Communications tab
III. Invoice Workflow (No ERP)

Create Invoice
(EDI, .xls, or manual from PO)

Review

Approve
(OPTIONAL)

Status: Ready to be Paid
(No action needed)

Status: Waiting for Paymt
(Manually input voucher #)

If prepaid or internal copy...

Status: Paid
(No action needed)

Status: Closed
(No action needed)
Invoice Workflow: Prepaid Invoices (No ERP)

**Prepaid** checkbox is enabled when payment is *not* handled by Accounting.
**Invoice Workflow Considerations (No ERP)**

- If ERP is not used for invoicing, skip Ready to be Paid and move directly to Waiting for Payment or Closed.

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**Invoicing Workflow**

1. **Create Invoice** (EDI, .xls, or manual from PO)
2. **Review**
3. **Approve** *(OPTIONAL)*
   - Status: Ready to be Paid *(No action needed)*
4. **Status: Waiting for Paymt** *(Manually input voucher #)*
5. **Status: Paid** *(No action needed)*
6. **Status: Closed** *(No action needed)*

*If prepaid or internal copy...*
Invoice Workflow Considerations (No ERP)

Configure *skipping* Ready to be Paid step:

- Click **Customize** button and set **invoice_skip_erp** parameter value to **true**
Invoice Workflow Considerations (No ERP)

Disable payment on all invoices if not using ERP integration

• Acquisitions Configuration >Configuration Menu > Other Settings
  • "handle_invoice_payment" to “false”
• Waiting for Payment requires a voucher # to close the invoice
  • Invoices that pass the review stage immediately close
  • If a voucher number is needed, you can record it even after the invoice is closed
  • If invoice needs to be altered, it should be set back to Review
III. Invoice Workflow (ERP)

1. Create Invoice (EDI, .xls, or manual from PO)
2. Review
3. Approve (OPTIONAL)
4. Export to ERP
5. Status: Ready to be Paid (No action needed)
6. Status: Waiting for Paymt (No action needed)
7. Status: Paid (No action needed)
8. Status: Closed (No action needed)

Payment confirmation
Invoice Workflow: ERP Configuration step

From Administration > General Configuration menu:

1) Setup S/FTP connection details
2) Setup Integration Profile & schedule jobs to run
3) Run Fund Allocation Loader to synchronize ERP and Alma funds
Invoice Workflow (with ERP)

Order
- EOD File
- Create PO Line Manually

Receive

Invoice (ERP)
- From PO/Manually
- Excel file
- EDI

Via FTP:
- Export payment requests to ERP
- Import payment confirm to Alma
Invoice Workflow: Internal Copy

**Internal Copy** appears *only* when Alma is set to send invoices via the ERP.

![Payment Information](image)
Invoice Workflow: Prepaid Invoice (with ERP)
Invoice Workflow – Decisions

*If same staff member performs both review and approval- skip approval step.*

1. Edit *Default* Approval Rule ( "Default Review Rule")
2. For Output Parameters, select *False* for the result and click *Save*.
3. Disable all other approval rules (un-select yellow check mark)
Invoice Workflow Considerations

If same staff operators perform both receiving and invoicing tasks, consider appending **receiving function at the time of invoicing** to save time.
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# Fulfillment Workflow: Physical Item Requests

<table>
<thead>
<tr>
<th>Task</th>
<th>Who performs task</th>
<th>System used</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit request</td>
<td>Patron or Library Staff</td>
<td>Primo or Alma</td>
</tr>
<tr>
<td>2. Print request slip</td>
<td>Circulation staff</td>
<td>Alma (<em>Pick from Shelf</em>)</td>
</tr>
<tr>
<td>3. Go to shelf/retrieve item</td>
<td>Circulation staff</td>
<td>N/A</td>
</tr>
<tr>
<td>4. Scan-in item at Circulation desk</td>
<td>Circulation staff</td>
<td>Alma (<em>Scan in Item</em>)</td>
</tr>
<tr>
<td>5. Place item on hold shelf</td>
<td>Circulation staff</td>
<td>N/A</td>
</tr>
<tr>
<td>6. Loan item to patron</td>
<td>Circulation staff</td>
<td>Alma (<em>Manage Patron Services</em>)</td>
</tr>
</tbody>
</table>
Fulfillment Workflow: Personal Delivery

Alma allows personal delivery of requested physical items to a user's office or home.
Fulfillment Workflow: Personal Delivery Configuration

• Circulation Desk indication-personal delivery support
  • Fulfillment Configuration menu > Circulation Desks
    Select circulation desk > edit > supports personal delivery checkbox

• Terms of Use indication-personal delivery allowed
  • Fulfillment Configuration menu > Terms of use and policies
  • filter by Request > select a Terms of use > select appropriate Personal Delivery policy from drop-down
  • Configure Personal delivery fee request policy if applicable.

• Home and/or office address required in user record
  • Administration > Find and Manage Users
III. Lost Loans Workflow

1. Mark Item as Lost:
   • Fulfillment > Manage Patron Services
   • User record > Title > Actions > Lost
   • Fulfillment Configuration > Configuration Menu > Overdue and Lost Loan Profile

2. Search for Items:

3. Exclude lost items from repository search
   • Resource Configuration > Configuration Menu > Exclude Process Types from Publishing
Loan Lost Workflow, continued

4. Lost items- no request (by default in Alma)

5. Configure Loan Loans Parameters:
   • Add Lost Loan Fines, Replacement Fee, or Lost Item Replacement Fee Refund Ratio

6. Create Lost Loan Fulfillment Set to display list of items from a specific date
   • Fulfillment > Advanced Tools > Manage Fulfillment Sets; configure Loan status = Lost
   • Will be used to close out lost loans

7. Run the **Close Loan Loans** process.
   • Administration > Manage Job > Run a Job
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I. Edit Community Zone Records

• Community Cataloging standard defined at:

http://www.exlibrisgroup.com/files/Products/Alma/AlmaCommunityCatalogCatalogingStandardsPolicies.pdf

• Catalogers, Catalog Managers, and Catalog Administrators can edit CZ records.
Edit CZ Records

From Community Zone repository search, click Edit for record you wish to edit.
Edit CZ Record in Metadata Editor

Note that the 022 field is not editable:
• Edits to 022 field can currently affect the link resolution that is dependent on the 022 field; restriction to be removed in a future release.

Save and release the record when editing is completed.
• Changes to CZ records is automatically reflected
• Validation using the CZ MD Registry, validation routines, and normalized routines.
II. Imports and Handling Issues

- Once import profiles are configured, run imports from:
  - Import Profile (Actions > Run Import) or
  - Resource Management > Import
- Monitor and View Imports to check if job ran successfully
- Use Resolve Import Issues to view records that failed and see specific issues
Resolve Import Issues

• Matching Issues: Imported record matches an existing record in the database

• Validation Issues: Imported records have invalid data per Validation Exception in import profile
  • e.g., mandatory fields missing, LDR missing, multiple occurrences of non-repeatable fields
  • Validation exception profiles: Resource Management Configuration menu > Metadata Configuration > MARC21 Bibliographic > Validation Exception Profile List

• Errors: Indicates something unexpected has happened which cannot be resolved
  • e.g., problems with file data not related to matching or validation of records
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Summary

During this session, you learned how to:

- Conduct workflows within various functional areas of Alma
- Edit configurations that can affect workflows
- Apply best practices to workflows at your own institution
Thank you!

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