

State Procurement Office

SPO Work Request System

External Job Aid

9/17/2013

State Procurement Office
600 E. Boulevard Ave Dept. 012
Bismarck, ND 58505-0310
701/328-2740

SPO WORK REQUEST SYSTEM

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SPO WORK REQUEST SYSTEM

Login

This system allows customers of the State Procurement Office to enter work requests to request service. Login by going to <https://intranetapps.nd.gov/omb/pr/prwrs/login.htm>. This link can also be found on the Agency eServices webpage at the State Procurement Office website, www.nd.gov/spo.



The Main Menu:

- Procurement Office Requests
 - Add Procurement Requests – this includes all types of services offered to customers from the State Procurement Office.
 - Search Requests – this provides agencies the ability to search for past and current work requests.



Viewing Your Work Requests

The Pending Requests for... allows you to see all active service requests you have in the system.

Pending Requests for 801 - Dept. of Transportation

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Request #	Request Type	Requester Name	Status	Status Date	Priority	Assigned To	Email	Telephone	Action
5166	Purchase Request	Dot User1	In Progress	07/22/2013 15:32	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5167	Complaint	Dot User1	In Progress	07/22/2013 13:50	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5201	Alternate Procurement	Dot User1	In Progress	07/22/2013 13:46	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5202	Emergency Purchase	Dot User1	Returned	07/22/2013 14:10	Normal				View Edit Withdraw

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Submitting a Request

To request services from the State Procurement Office, click 'Add Procurement Requests' and complete the form. HINT: * Indicates a required field.

The screenshot shows the 'Procurement Request' form. At the top, there is a blue navigation bar with 'Main Menu' on the left and 'User: Dot User1 | Logout' on the right. The form itself is titled 'Procurement Request' and contains the following fields:

- Requester Name:** Dot User1
- *Email:** twerner@nd.gov
- *Telephone:** 328-2683 (999-9999)
- *Request Type:** A dropdown menu.
- *Subject:** A text input field.
- *Priority:** Radio buttons for 'High' and 'Normal' (selected).
- *Comments:** A large text area.

Below the main form is an 'Attachments' section with the heading 'Add Attachment'. It includes the text: 'Attachments are optional - supporting documents can be faxed to 328-1615.' The section contains a 'File Description' field, a '*File Location' field with a 'Browse...' button and the text 'No file selected.', and an 'Add Attachment' button. At the bottom of the form are 'Cancel' and 'Submit Request' buttons.

Request Type

This screenshot shows the same 'Procurement Request' form as above, but with the '*Request Type' dropdown menu open. The menu lists the following options:

- Alternate Procurement
- Assistance Request
- Complaint
- Emergency Purchase
- Purchase Request
- Solicitation Review
- State Contract Exemption
- Suggestion/Feedback

- 1) Your email address and telephone number should auto-populate from Active Directory if you have an NDGOV account.
- 2) Choose the type of service you are requesting from 'Request Type'. *Remember to attach any supporting documentation including specs for Purchase Requests.
- 3) Type a subject for reference about this work request.
- 4) If this is a high priority, change the priority from Normal to High. Normal is the default.
- 5) Input comments to provide details about your service request to the Procurement Office.

SPO WORK REQUEST SYSTEM

Attaching a Document

Attach any necessary documents to your request for the procurement staff to review or approve.

Attachments

Add Attachment

Attachments are optional - supporting documents can be faxed to 328-1615.

File Description:

***File Location:** No file selected.

- 1) Browse for the file to attach.
- 2) OPTIONAL: Provide a unique description for the file you are attaching. If this is left blank the document name of the attached file will be used.
- 3) Click - if you forget this step your document will not be attached and may result in your work request being returned to you.

Submit Your Request

Click - You must submit your request to the Procurement Office before we will receive it. Work Requests that have not been submitted will be automatically saved in 'Draft' for you to further edit before submitting. The State Procurement Office has not received your work request if the 'Status' is 'Draft'.

Withdraw Your Request

You may need to withdraw your request if the service is no longer necessary. You can only withdraw a request if it has a status of 'Returned' or 'Submitted'. Requests that have been assigned cannot be withdrawn. Withdraw your work request by clicking 'Withdraw' under the 'Action' column.

Pending Requests for 801 - Dept. of Transportation

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Request #	Request Type	Requester Name	Status	Status Date	Priority	Assigned To	Email	Telephone	Action
5166	Purchase Request	Dot User1	In Progress	07/22/2013 15:32	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5167	Complaint	Dot User1	In Progress	07/22/2013 13:50	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5201	Alternate Procurement	Dot User1	In Progress	07/22/2013 13:46	Normal	LINDA HANNA	skandooru@nd.gov	7897474	View
5202	Emergency Purchase	Dot User1	Returned	07/22/2013 14:10	Normal				View Edit Withdraw
5302	Alternate Procurement	Dot User1	Submitted	09/17/2013 18:24	Normal				View Edit Withdraw

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Returned Work Requests

An email notification will be sent to the original requester's email address if a request is returned requesting additional information from you. Returned work requests should be edited and resubmitted within the SPO Work Request System. The request will be visible under your Pending Requests for... work queue with a status of 'Returned'.

Example of returned work request:

SPO WORK REQUEST SYSTEM

Subject: OMB Procurement Registry Request Number 1806 has been RETURNED to you.

Your work request number 1806 has been returned. Any response should be done by 'Editing' the original request via the work request system.

Subject:
New Equipment

Comments from OMB are as follows:
I need a copy of the contract.

You can log into the OMB Procurement Office Work Request System using the following link:
<https://test.intranetapps.nd.gov/omb/pr/prwrs/main.htm>

Completed Requests

An email notification will be sent to the original requester's email address once the work request has been completed. Upon notification, you can login to the SPO Work Request System to view further details or attachments related to your work request.

Example of completed work request to requester:

Subject: OMB Procurement Office Request Number 1805 has been completed

Your work request number 1805 has been completed in the OMB Procurement Registry Work Request System:

Subject:
Entertainment

Comments from OMB are as follows:
Please view attached approval

You can log into the OMB Procurement Office Work Request System using the following link:
<https://test.intranetapps.nd.gov/omb/pr/prwrs/main.htm>

Search Requests

The search request page is available for you to search any work requests created by your agency.

Search Requests

Search Criteria

Requester Name: First Last

Request Number:

Request Type: Purchase Request Solicitation Review Alternate Procurement State Contract Exemption Complaint Emergency Purchase
Assistance Request Suggestion/Feedback

Requests With Attachments Only:

Status:

Submitted Date: Begin (mm/dd/yyyy) End (mm/dd/yyyy)

Completion Date: Begin (mm/dd/yyyy) End (mm/dd/yyyy)

There are numerous fields available to search or refine your search for work requests.

SPO WORK REQUEST SYSTEM

Once your search results are displayed, notice the 'Export options' at the bottom of the search results for exporting and further analytics.

Search Results

3 items found, displaying all items.

1

Requester Name	Request #	Request Type	Subject	Agency	Status	Telephone	Email	Priority	Submitted Date	Assigned To	Action
Dot User1	5166	Purchase Request	Brochure Printing	Dept. of Transportation	In Progress	328-2683	twerner@nd.gov	Normal	07/22/2013 14:59	LINDA HANNA	
Dot User1	5167	Complaint	Office Pal	Dept. of Transportation	In Progress	3282683	twerner@nd.gov	Normal	07/22/2013 13:43	LINDA HANNA	
Dot User1	5201	Alternate Procurement	New Software	Dept. of Transportation	In Progress	328-2683	twerner@nd.gov	Normal	07/22/2013 13:45	LINDA HANNA	

Export options: [CSV](#) | [Excel](#) | [XML](#)